

Feature at a Glance

Invoice exceptions widget (BNA-288)

Content Owner: Chris Chase
Target GA: Q1 2023

Introducing: **Invoice exceptions widget**

Feature Description

- The invoice exceptions KPI widget displays the number of invoice exceptions on the supplier home page. The widget complements the invoice exception rate KPI widget.
- The number Invoice exceptions includes the quantity of rejected, cancelled and failed invoices plus the quantity of debit and credit memos.
- Suppliers may choose last quarter, last month, last 12 months.
- Supplier may select which customer.

Key Benefits

- The number of invoice exceptions is one of a number of KPIs that may indicate the business results of your customer's use of SAP Business Network and SAP's procurement apps.
- Suppliers can clearly see the number of exceptions by customer.
- Suppliers can create a dialogue with their customers about performance in quarterly business reviews to work together to improve the fulfillment process, reduce costs and strengthen their relationship.

Audience:

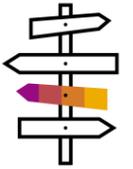
Suppliers

Enablement Model:

Low Touch

Applicable Solutions:

SAP Business Network



User Story

User Story: As a financing manager in my company, I need understand customers number of invoice exceptions we manager.

If our invoices have many exceptions, there may be any number of issues that we need to address with our buyer. When invoices have exceptions, there is risk that we will not be paid on time and the costs to address the exceptions effect our bottom line.

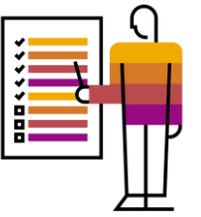
Our customers with low invoice exception rates times have the following characteristics:

- standard processes and formats for invoice submission
- simple business rules configured on Ariba Network that support our automate interfaces
- methods in place to reduce paper invoice submissions
- incentives to support the use purchase orders
- a high emphasis on internal performance including monitoring and measurement

We place a strong emphasis on supporting our customers process improvement objectives.

KPI Definition: The number Invoice exceptions includes the quantity of rejected, cancelled and failed invoices plus the quantity of debit and credit memos.





Prerequisites, Restrictions, Cautions

Prerequisites

- None

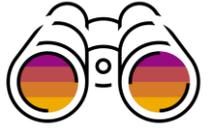
Restrictions

- You must have a bronze level or above subscription.
- You must have the Outbox OR Invoice Generation permission to see the widget.
- This widget does not include invoice data from test accounts.
- Your customers must exchange invoice data and load invoice status updates for the widget to display data.

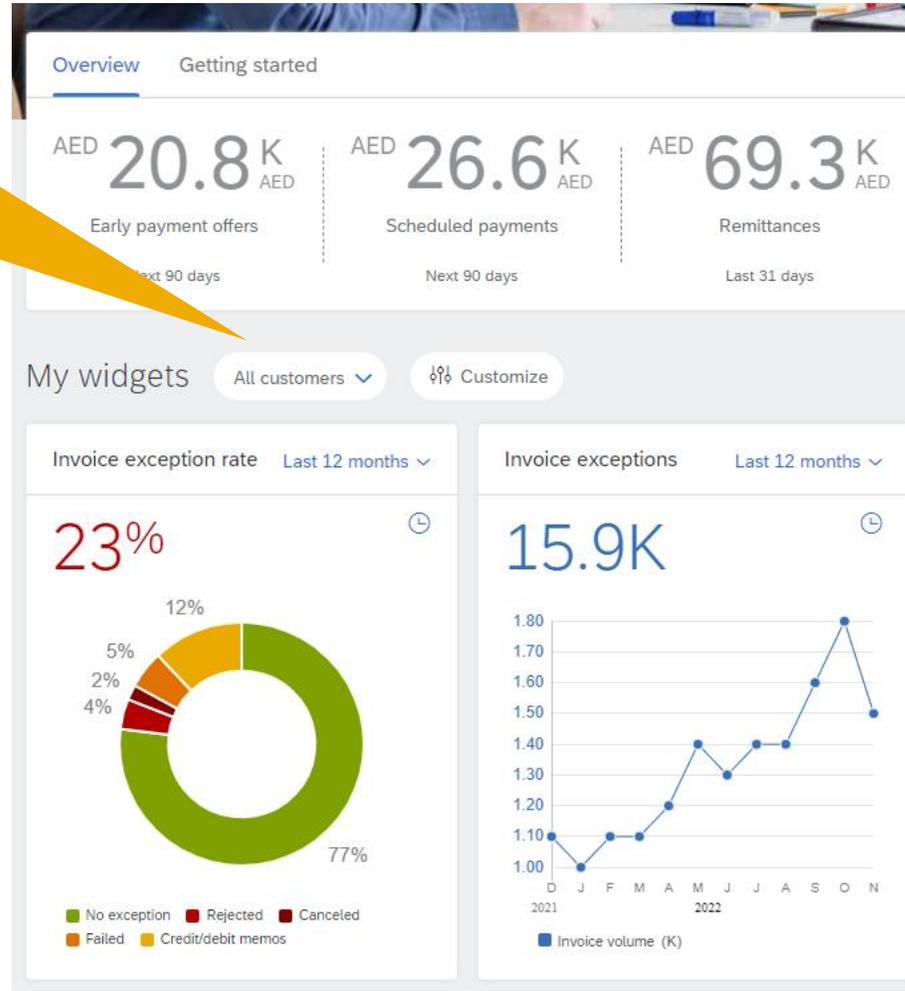
Cautions

- The Ariba Network KPI framework includes intelligence to identify and exclude data outliers that may be bad data, test data, or otherwise interfere with the KPI calculation. Therefore, KPI calculations may not fully reconcile with the invoices listed on the on Ariba Network.

Feature Details

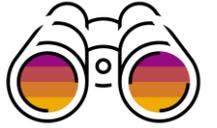


The customer chooser allows you to choose your customers with trading relationships on Ariba Network.



The invoice exception rate and invoice exceptions KPI widget is available to all suppliers on the SAP Business Network home page.

Feature Details



The total number of invoice exceptions.

Date Range chooser: Last 12 months, Last quarter, Last month

You must have the Outbox OR Invoice Generation permission to see the widget



Time stamp of last data refresh

The line chart shows the number of exceptions per month.

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