



Feature at a Glance

Enhanced Resending of Purchase Orders Stuck in Ordering or Cancelling State (CP-19278)

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PUBLIC

THE BEST RUN 

Enhanced Resending of Purchase Orders Stuck in Ordering or Cancelling State

Description

- Purchase orders can be stuck in the ordering or cancelled state due to various reasons while being sent or resent from SAP Ariba buying solutions to SAP Business Network or ERP.
- Multiple retries are automatically attempted based on where the order is being sent e.g. SAP Business Network or ERP.
- If the retries are taking too long for an order, or if sending the order fails permanently, you can use the Resend Order button to manually initiate an attempt to resend.

Customer benefit

- This feature enables buyers to resend a purchase order that is stuck in the Ordering or Cancelling state and appears permanently failed.

User

- Buyer

Enablement model

- Customer configured

Applicable solutions:

- SAP Ariba Buying
- SAP Ariba Buying and Invoicing

Prerequisites, Restrictions, Cautions

Prerequisites

Your administrator must configure the new parameter for the feature.

- Set hours to enable resending of stuck purchase orders
(Application.Purchasing.SetHoursToEnableResendingOfStuckPurchaseOrders)
 - The default value of this parameter:
Application.Purchasing.SetHoursToEnableResendingOfStuckPurchaseOrders is -1, which indicates that stuck purchase orders cannot be resent. The recommended value for this parameter is 24.
- You must be assigned to the **Purchasing Approvable Resend Administrator** group to resend stuck purchase orders.
- Users assigned to the **Purchasing Approvable Resend Administrator group** can resend a purchase order if the hours since the purchase order creation exceed the hours specified in this parameter, and if the purchase order is either still being sent, or if sending has permanently failed.

Prerequisites, Restrictions, Cautions

Cautions

- The **Resend Order** button is not available for **manual orders**.
- This feature is available for resending purchase orders using **SAP Integration Suite, managed gateway for spend management and SAP Business Network** or **SAP Business Network**.
- It is not available for resending purchase orders using CSV files or web services.
- Before resending the order, ensure that it does not exist on SAP Business Network, on any external ERP system, or on any other integration point. If the order already exists, a duplicate will be created.

Feature details

- One must belong to the **Purchasing Approvable Resend Administrator group** to view and use the **Resend Order button**.
- Clicking the **Resend Order** button only marks the order for resend and it is not resent immediately.
- This button is displayed only in the following scenario:
 - The hours since the purchase order was created exceed the hours specified in the Set hours to enable resending of stuck purchase orders (Application.Purchasing.SetHoursToEnableResendingOfStuckPurchaseOrders) parameter.
 - The purchase order is still being sent, or if sending has permanently failed.

The screenshot shows the SAP interface for a purchase order. At the top, there is a navigation bar with the SAP logo and 'AW Options...'. On the right, there are search, print, and refresh icons, along with a user icon labeled 'CN'. Below the navigation bar, the status 'Status: Ordering' is displayed. A black redaction box covers the top left of the main content area. Below the redaction, a message states: 'These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. Review your request and take the desired action(s)'. Below this message, there are three buttons: 'Resend Order' (highlighted with a yellow border), 'Force Order', and 'Print'. Below the buttons, there is a tabbed interface with tabs for 'Summary', 'Approval Flow', 'Receipts', 'Invoices', 'Payments', and 'History'. The 'History' tab is selected, showing a table with the following data:

Date ↓	User	Real User	Action	Summary
Fri, 18 Nov, 2022 12:29 PM	aribasystem		Permanently failed	Order EP619 was not sent to ERP.
Fri, 18 Nov, 2022 12:27 PM	aribasystem		Failed	Order EP619 was not sent to ERP.

Thank you.



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