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Invoicing/ Credit Memo Queries

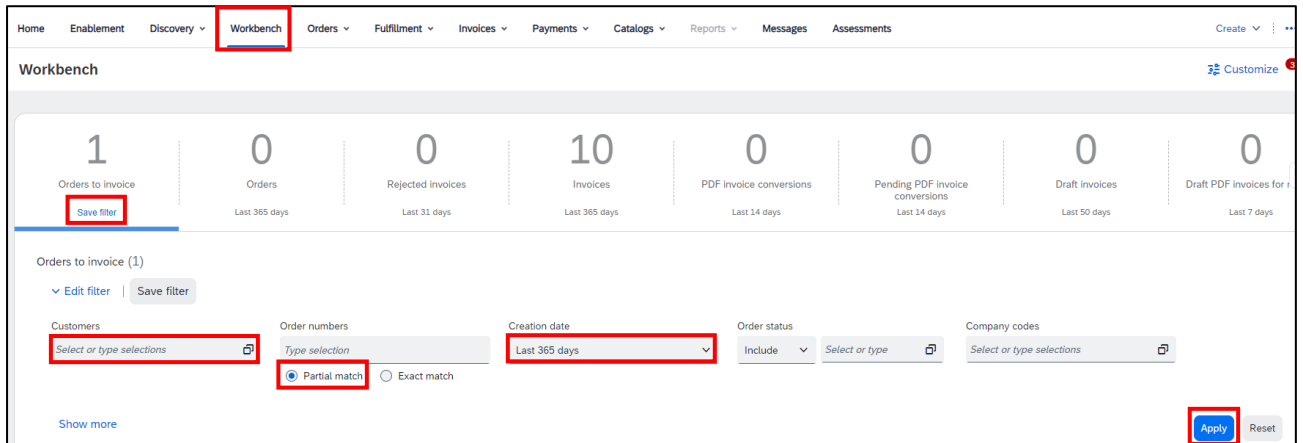
How to Submit Invoice Through SAP Business Network Against Purchase Order

Only Purchase Order (PO) Invoice is in scope for Lilly on SAP Business Network. Non-PO Invoice and Contract Invoice is not in scope and should not be submitted through SAP Business Network.

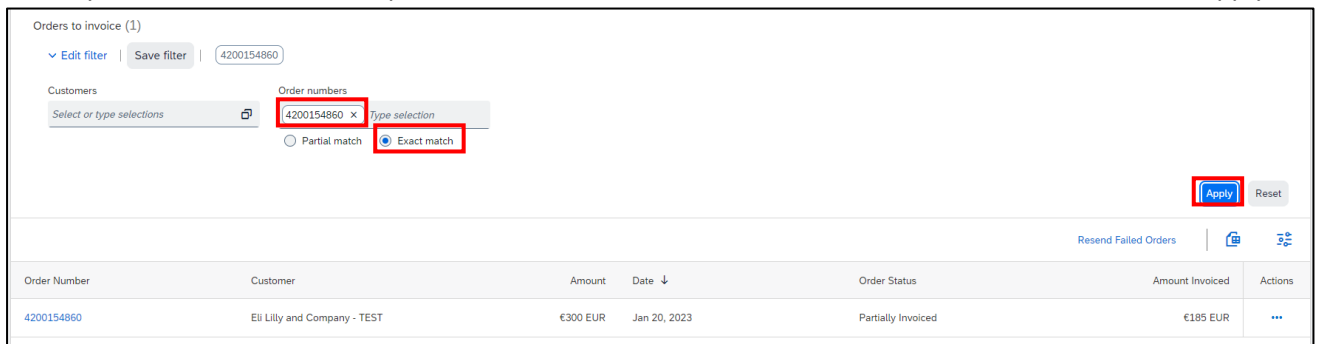
Follow below steps to create a PO Invoice:

1. Login to your account through [SAP Business Network Supplier](#).
2. Go to "Workbench". Select "Orders" or "Orders to invoice" tab.
3. Under "Edit filter", select "Partial match", update creation date accordingly (e.g.: Last 365 days), and click "Apply". You can also select specific customers using this function.

NOTE: You can save the filter by clicking "Save filter" button in "Orders" or "Orders to invoice" tile. If you do not save the filter, the creation date will always be defaulted to "Last 31 days".



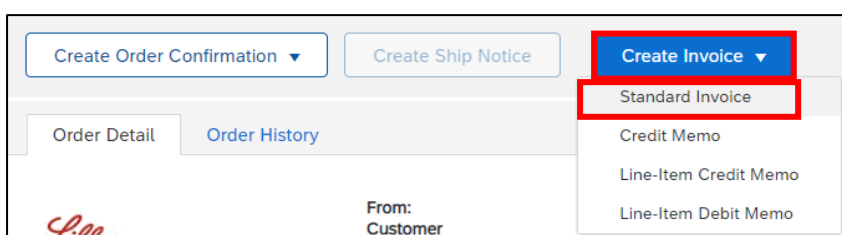
4. Purchase Order that is older than 365 days will not appear with this filter. To find Purchase Orders older than 365 days, click "Exact match", input the Purchase Order number under "Order Numbers", and click "Apply".



5. All Purchase Order that fulfils the criteria you set up in the filter will appear after you have applied the filter. You need to find the Purchase Order for the invoice that you want to submit and click on the Purchase Order number. The Purchase Order page will then be opened, you can check the details of the Purchase Order on this page to ensure it is the correct Purchase Order.

The PO may not appear for various reasons, for example PO is closed. in such cases you may need to contact the Accounts Payable team for further assistance. You can reach them through - <https://www.lilly.com/suppliers/accounts-payable/contacting-accounts-payable>

6. Click "Create Invoice" > "Standard Invoice".



7. Complete all compulsory field with asterisks (*) mark (Invoice #, Invoice Date, etc.). Fields **without** asterisks (*) mark is optional for you to complete (you can leave them blank and this should not cause any issue).

NOTE: Invoice # needs to be exactly the same as the invoice reference number of the original invoice copy that you attach upon invoice submission process.

8. **Adding an Invoice Attachment is compulsory** upon invoice submission. To add attachment, you need to select “Add to Header” > “Attachment”.

Scroll the page up and find the “Attachments” section that should have popped up. Click “Choose File”, select the supporting document/ invoice copy in PDF format from your computer, then click “Add Attachment”.

NOTE:

- Your attachment must have a different name than your Invoice #.
- Please ensure you do not include confidential information on your invoice attachments. (e.g. employee personal information).
- The total size of all attachments cannot exceed 10MB. Only PDF format file is accepted.
- SAP recommends producing PDF attachment documents via Adobe Document Service (ADS) or the SAP PDF converter as SAP does not accept all PDF producers. You can check your PDF producer by viewing the “Document Properties” on your PDF attachment.

NOTE: Attachment generated by PDF producers that are not recommended by SAP will cause merging issue with the SAP Business Network invoice cover page.

9. Update the Quantity / Pricing for each line according to your invoice. You can include/ exclude line item by clicking the green toggle of the line item.

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price
<input type="checkbox"/>	1	<input type="checkbox"/>	MATERIAL	Not Available	ZB Ariba Test PO UOM:PAC		0	AB	10 EUR
<i>Excluded line item cannot be modified.</i>									
<input type="checkbox"/>	2	<input checked="" type="checkbox"/>	MATERIAL		ZB Ariba Test PO UOM:BX		10	BX	10 EUR

NOTE for US TCC sites:

Line item 1 of all US TCC site Purchase Order is locked (greyed out) and not available as an option to be invoiced as line item 1 is only used to process the automated trial site visits from the eDC. Submit your invoice against line item 2 or line item 3 (for some older Purchase Orders with 3 line items).

10. **Tax is a compulsory field.** Follow below steps to add tax on your invoice:

- i. Tick the checkbox next to the line item(s) that you are invoicing.
- ii. Click “Line Item Actions”> “Tax”.
- iii. Tax subline will appear on each line item(s) included.
- iv. Select tax category from the dropdown menu under “Category”.
- v. Populate the “Taxable Amount” if the taxable amount is lower than total line item amount, otherwise you can skip this step.
- vi. Populate the tax rate under “Rate(%)”.
- vii. Click “Update” and the portal will auto-calculate the tax amount according to the tax rate that you input.

<input checked="" type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input checked="" type="checkbox"/>	3	<input checked="" type="checkbox"/>	MATERIAL		ZB Ariba Test PO UOM:LT		10	LTR	10 EUR	100.00 EUR

Pricing Details

Price Unit: LTR
Unit Conversion: 1

Price Unit Quantity: 1
Description:

Tax

Category: VAT

Location:

Description:

Regime:

Date Of Pre-Payment:

Law Reference:

Miscellaneous Amount:

Miscellaneous Amount:

Miscellaneous Amount:

Miscellaneous Amount:

lineItemControlNumber:

Miscellaneous Charge:

Material Usage:

Taxable Amount: 100.00 EUR

Rate(%): 10

Tax Amount: 10.00 EUR

Exempt Detail: (no value)

Date Of Supply: 23 Feb 2024

Triangular Transaction

Line Item Actions

If your invoice is not subject to tax, please follow below steps to add 0% tax:

- i. Tick the checkbox next to the line item(s) that you are invoicing.
- ii. Click “Line Item Actions”> “Tax”.
- iii. Tax subline will appear on each line item(s) included.
- iv. Select tax category from the dropdown menu under “Category”.
- v. Populate the “Taxable Amount” if the taxable amount is lower than total line item amount, otherwise you can skip this step.

- vi. Input 0 under “Rate(%)”.
- vii. Enter reason in "Description" box for why the invoice has 0% tax (e.g.: law/ article reference) or you can simply put “NA”.
- viii. Select the “Exempt Detail” from the drop down (either “Zero Rated” or “Exempt”).
- ix. Click “Update”.

The screenshot shows the SAP invoice line item configuration interface. At the top, a table lists line items with columns: No., Include, Type, Part #, Description, Customer Part #, Quantity, Unit, Unit Price, and Subtotal. Line item 3 is selected, showing a quantity of 10 LTR and a unit price of 10 EUR, resulting in a subtotal of 100.00 EUR.

Below the table, the 'Pricing Details' section shows 'Price Unit: LTR' and 'Price Unit Quantity: 1'. The 'Tax' section is expanded, showing 'Category: VAT', 'Location: ', 'Description: NA', and 'Regime: '. To the right, 'Taxable Amount: 100.00 EUR', 'Rate(%): 0', 'Tax Amount: 0.00 EUR', and 'Exempt Detail: Zero Rated' are displayed. A 'Date Of Supply' of 23 Feb 2024 is also shown.

At the bottom, the 'Line Item Actions' menu is open, showing options: 'Update', 'Save', 'Exit', and 'Next'. The 'Update' button is highlighted with a red box.

11. You can skip this step if you do not need to add any shipping cost/ allowance/ other charges. **Shipping cost** can only be added at header level. Meanwhile, **allowance/ other charges** can be added at header or line-item level.

To add charges at header level:

- 1) Select “Add to Header” and choose “Shipping Cost”/ “Allowance”/ “Charge”.

The screenshot shows the 'Add to Header' dropdown menu. The menu is open, displaying several options: 'Shipping Cost', 'Shipping Documents', 'Special Handling', 'Allowance', 'Charge', 'Additional Reference Documents and Dates', 'Comment', and 'Attachment'. The 'Add to Header' button is highlighted with a red box, and the 'Shipping Cost', 'Allowance', and 'Charge' options are also highlighted with red boxes.

- 2) **Shipping Cost** : Input “Shipping Amount” and “Shipping Date”.
Allowance : Select “Service Code” to specify allowance type, “Allowance” (either amount or rate %), and the amount/ rate % of the allowance.
Charge : Select “Service Code” to specify charge type, “Charge” (either amount or rate %), and the amount/ rate % of the charge.

Shipping Cost

Shipping Amount: Shipping Date:

Shipping Tax

Allowances and Charges

Service Code: * Description: Add Tax
 ! Required field End Date: Remove

Start Date: Allowance: ! Required field

Service Code: * Description: Add Tax
 ! Required field End Date: Remove

Start Date: Charge:

To add charges at line-item level:

- 1) Tick the box besides the line item(s) that you want to invoice, click "Line item Actions" then "Allowance"/ "Charge".

No.	Include	Type	Part #
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	MATERIAL	

Pricing Details Price Unit: LTR Unit Conversion: 1

Tax

Miscellaneous Amount:

Miscellaneous Amount:

Miscellaneous Amount:

Additional Fields

Miscellaneous Amount:

LineItemControlNumber:

Miscellaneous Charge:

Material Usage:

Line Item Actions

- Edit
- Delete
- Add
- Tax
- Shipping Documents
- Special Handling
- Pricing Details
- Allowance
- Charge
- Attachment

- 2) **Shipping Cost** : Input "Shipping Amount" and "Shipping Date".

Allowance : Select "Service Code" to specify allowance type, "Allowance" (either amount or rate %), and the amount/ rate % of the allowance.

Charge : Select "Service Code" to specify charge type, "Charge" (either amount or rate %), and the amount/ rate % of the charge.

No.	Include	Type	Part #	Description	Customer Part #
3	<input checked="" type="checkbox"/>	MATERIAL		ZB Ariba Test PO UOM:LT	

Pricing Details Price Unit: LTR Unit Conversion: 1 Price Unit Quantity: 1 Description:

Tax

Line Item Allowances and Charges

Service Code: * Description: Add Tax
 ! Required field End Date: Remove

Start Date: Allowance:

Service Code: * Description: Add Tax
 ! Required field End Date: Remove

Start Date: Charge: ! Required field

12. You can skip this step if you are not invoicing Lilly entities in United States.

If you are **invoicing Lilly entities in United States**, input US Base amount following this format:

- o No currency
- o Decimal point should be separated with dot (.), and it should not have invalid separator like coma (,).

Sample of correct US Base Amount format:

US Base Amount: 10140.00

NOTE: invoice submission with incorrect US base amount format will be rejected by SAP Business Network before reaching Lilly's system.

- Click "Update" at the bottom of the page to refresh the whole page and check if there is any error message in **RED** color which will stop you from going to the next page. Scroll to the top of the page to check if the subtotal, total tax, total amount without tax, and amount due is correct.

Update Save Exit Next

▼ Invoice Header

Summary

Purchase Order: 4200154860

Invoice #:* TEST

Invoice Date:* 23 Feb 2024

Service Description:

Supplier Tax ID: test12345

Remit To: TEST1

Setia Alam
Selangor
Malaysia

Bill To: Lilly S.A.U.

Alcobendas
Spain

Subtotal: 100.00 EUR
Total Tax: 10.00 EUR
Total Amount without Tax: 100.00 EUR
Amount Due: 110.00 EUR

- If all details are correct, click "Next", then review the details of the invoice for the last time before clicking "Submit".

Update Save Exit Next

Create Invoice Previous Save Submit Exit

Confirm and submit this document. It will be electronically signed according to the countries of origin and destination of invoice. This transaction qualifies as Cross-Border trade. The document's originating country is:Malaysia. The document's destination country is:Spain.

invoice

Invoice Number: TEST
Invoice Date: Friday 23 Feb 2024 4:03 PM GMT+08:00
Original Purchase Order: 4200154860

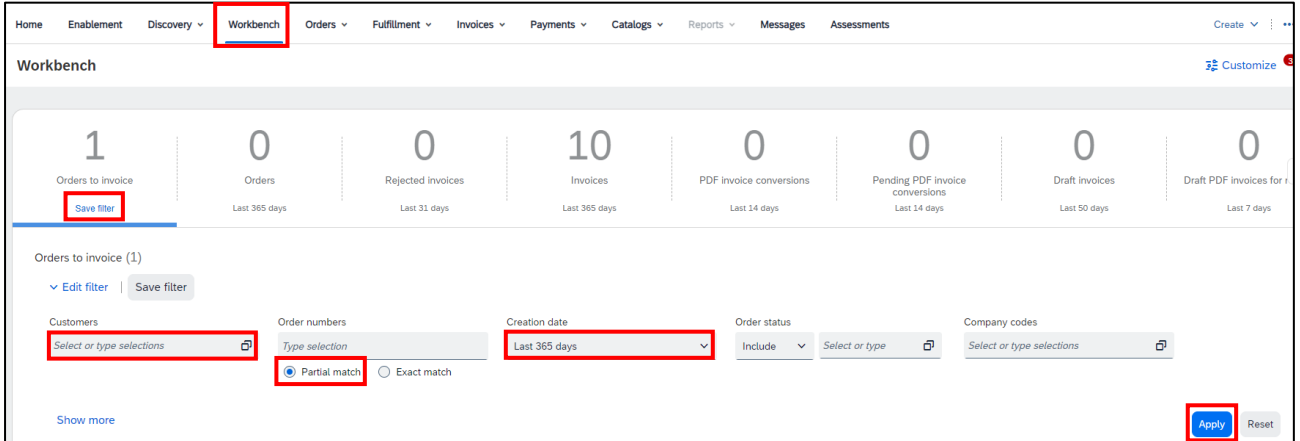
Subtotal: 100.00 EUR
Total Tax: 10.00 EUR
Total Amount without Tax: 100.00 EUR
Amount Due: 110.00 EUR
(1 Euro = 5.168 Malaysian Ringgit)

RM51.68 MYR

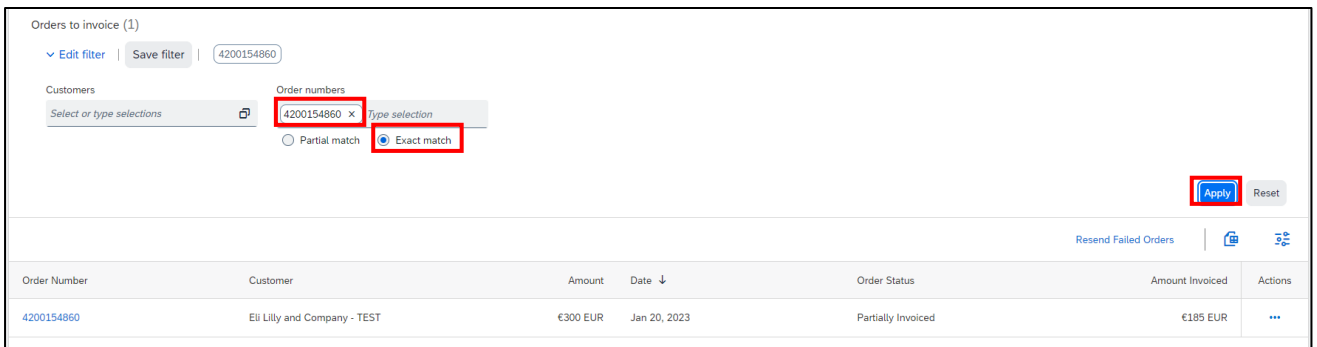
REMIT TO:	BILL TO:	SUPPLIER:
Lilly Test Supplier EMEA - TEST	Lilly S.A.U.	Lilly GBS KL
Postal Address: TEST1 40170 Setia Alam Selangor Malaysia	Postal Address: Av. de La Industria 30 28108 Alcobendas Spain Address ID: 254	Postal Address: test KL 00000 test Selangor Malaysia
Tax ID of Supplier: test12345		

How to Submit Invoice Through SAP Business Network Against Blanket Purchase Order

1. Login to your account through [SAP Business Network Supplier](#).
2. Go to "Workbench". Select "Orders" or "Orders to invoice" tab.
3. Under "Edit filter", select "Partial match", update creation date accordingly (e.g.: Last 365 days), and click "Apply". You can also select specific customers using this function.
NOTE: You can save the filter by clicking "Save filter" button in "Orders" or "Orders to invoice" tile. If you do not save the filter, the creation date will always be defaulted to "Last 31 days".



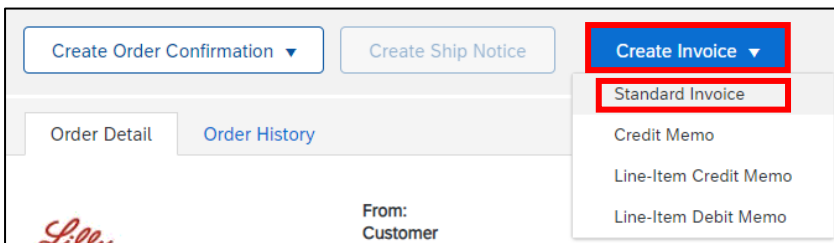
4. Purchase Order that is older than 365 days will not appear with this filter. To find Purchase Orders older than 365 days, click "Exact match", input the Purchase Order number under "Order Numbers", and click "Apply".



5. All Purchase Order that fulfils the criteria you set up in the filter will appear after you have applied the filter. You need to find the Purchase Order for the invoice that you want to submit and click on the Purchase Order number. The Purchase Order page will then be opened, you can check the details of the Purchase Order on this page to ensure it is the correct Purchase Order.

The PO may not appear for various reasons, for example PO is closed. in such cases you may need to contact the Accounts Payable team for further assistance. You can reach them through - <https://www.lilly.com/suppliers/accounts-payable/contacting-accounts-payable>

6. Click "Create Invoice" > "Standard Invoice".



7. Complete all compulsory field with asterisks (*) mark (Invoice #, Invoice Date, etc.). Fields **without** asterisks (*) mark is optional for you to complete (you can leave them blank and this should not cause any issue).

▼ Invoice Header

Summary

Purchase Order: 4200154860

Invoice #: * [Red Box]

Invoice Date: * 15 Sep 2023

NOTE: Invoice # needs to be exactly the same as the invoice reference number of the original invoice copy that you attach upon invoice submission process.

8. **Adding an Invoice Attachment is compulsory** upon invoice submission. To add attachment, you need to select “Add to Header” > “Attachment”.

Add to Header ▼

- Shipping Cost
- Special Handling
- Allowance
- Charge
- Attachment [Red Box]

Scroll the page up and find the “Attachments” section that should have popped up. Click “Choose File”, select the supporting document/ invoice copy in PDF format from your computer, then click “Add Attachment”.

*Attachments

The total size of all attachments cannot exceed 100MB

Choose File [Red Box] No file chosen Add Attachment [Red Box]

NOTE:

- Your attachment must have a different name than your Invoice #.
- Please ensure you do not include confidential information on your invoice attachments. (e.g. employee personal information).
- The total size of all attachments cannot exceed 10MB. Only PDF format file is accepted.
- SAP recommends producing PDF attachment documents via Adobe Document Service (ADS) or the SAP PDF converter as SAP does not accept all PDF producers. You can check your PDF producer by viewing the “Document Properties” on your PDF attachment.

NOTE: Attachment generated by PDF producers that are not recommended by SAP will cause merging issue with the SAP Business Network invoice cover page.

Document properties

Description

File name: Test Attachment.pdf
File size: 31.9 KB
Title: Not available
Author: Cameron E Shine
Subject: Not available
Keywords: Not available
Created on: 1/27/2022, 10:14:35 AM
Modified on: 1/27/2022, 10:14:35 AM
Creator: Microsoft® Word for Microsoft 365

Advanced

PDF producer: Microsoft® Word for Microsoft 365 [Yellow Highlight]

PDF version: 1.7
Location: C:/Users/shine_cameron_e@illy.com/O...
Page count: 1
Page size: 11.33 × 14.67 in (portrait)
Fast web view: No

Close

9. Check the box of the line item you need to invoice.
10. Click “Create” and select the appropriate options: “Goods” or “Services”.

Blanket PO Items					
Line	Quantity	UOM	Price	Part #	
<input checked="" type="checkbox"/> 9	1,000	ACT	\$10,000.00 CAD	Not Available	
<input type="checkbox"/> 20	2,000	ACT	\$10,000.00 CAD	Not Available	

Buttons: Create, Edit, Delete

Dropdown: Goods, Service

11. Complete all the compulsory fields with asterisk (*) mark including the Quantity and/or Price fields to create the invoice line item.

Line	Quantity	UOM	Price	Part #	Auxiliary Part ID	Description	Subtotal
10	1,000	ACT	\$10,000.00 CAD	Not Available		FNML N5L1 km 50.8 CAP-UII37 O/S ENG#	\$10,000.00

Invoice Item

Quantity: * 1 Part #: Not Available

Unit: ACT
Unit Price: \$10,000.00
Subtotal: \$10,000.00

Description: FNML N5L1 km 50.8 CAP-UII37 O/S ENG#

Inspection Date: Reference Date:

Accounting Reference Reference ID: Description:

Buttons: Create, Cancel, Line Item Actions

12. Add tax to your line item by following below steps.

- Click "Line Item Actions", then "Tax".
- The tax subline will appear.
- Select tax category by choosing from the dropdown menu under "Category"
- Populate the "Taxable Amount" if the taxable amount is lesser than total line item amount, otherwise you can skip this step.
- Populate the tax rate under "Rate(%)"

Category: Sales Tax	Taxable Amount: \$700.00 USD
Location:	Rate(%):
Description:	Tax Amount:
Regime:	

Buttons: Remove

13. Click "Create" when done.

14. Once completed, your invoice line will appear as a sub-line (i.e. 10.1) showing the quantity/ amount being invoiced.

Blanket PO Items							
Line	Quantity	UOM	Price	Part #	Auxiliary Part ID	Description	Subtotal
<input type="checkbox"/> 10	1,000	ACT	\$10,000.00 CAD	Not Available		FNML N5L1 km 50.8 CAP-UII37 O/S ENG#	\$10,000.00 CAD
<input checked="" type="checkbox"/> 14	10.1	ACT	\$10,000.00 CAD	Not Available		FNML N5L1 km 50.8 CAP-UII37 O/S ENG#	\$10,000.00 CAD
<input type="checkbox"/> 20	2,000	ACT	\$10,000.00 CAD	Not Available		FNML N5L1 km 50.8 CAP-UII37 O/S ENG#	\$20,000.00 CAD

Buttons: Create, Edit, Delete, Update, Save, Next

15. Repeat process as needed for each line.

16. Click "Update" at the bottom of the page to refresh the whole page and check if there is any error message in RED color which will stop you from going to the next page. Scroll to the top of the page to check if the subtotal, total tax, total amount without tax, and amount due is correct.

▼ Invoice Header

Summary

Purchase Order: 4200154860	Subtotal: 100.00 EUR
Invoice #:* TEST	Total Tax: 10.00 EUR
Invoice Date:* 23 Feb 2024	Total Amount without Tax: 100.00 EUR
Service Description:	Amount Due: 110.00 EUR
Supplier Tax ID: test12345	
Remit To: TEST1	

Bill To: Lilly S.A.U.
 Alcobendas
 Spain

17. If all details are correct, click "Next", then review the details of the invoice for the last time before clicking "Submit".

Create Invoice Previous Save **Submit** Exit

Confirm and submit this document. It will be electronically signed according to the countries of origin and destination of invoice. This transaction qualifies as Cross-Border trade. The document's originating country is:Malaysia. The document's destination country is:Spain.

invoice

Invoice Number: TEST Invoice Date: Friday 23 Feb 2024 4:03 PM GMT+08:00 Original Purchase Order: 4200154860	Subtotal: 100.00 EUR Total Tax: 10.00 EUR RM51.68 MYR Total Amount without Tax: 100.00 EUR Amount Due: 110.00 EUR (1 Euro = 5.168 Malaysian Ringgit)
---	---

REMIT TO: Lilly Test Supplier EMEA - TEST Postal Address: TEST1 40170 Setia Alam Selangor Malaysia Tax ID of Supplier: test12345	BILL TO: Lilly S.A.U. Postal Address: Av. de La Industria 30 28108 Alcobendas Spain Address ID: 254	SUPPLIER: Lilly GBS KL Postal Address: test KL 00000 test Selangor Malaysia
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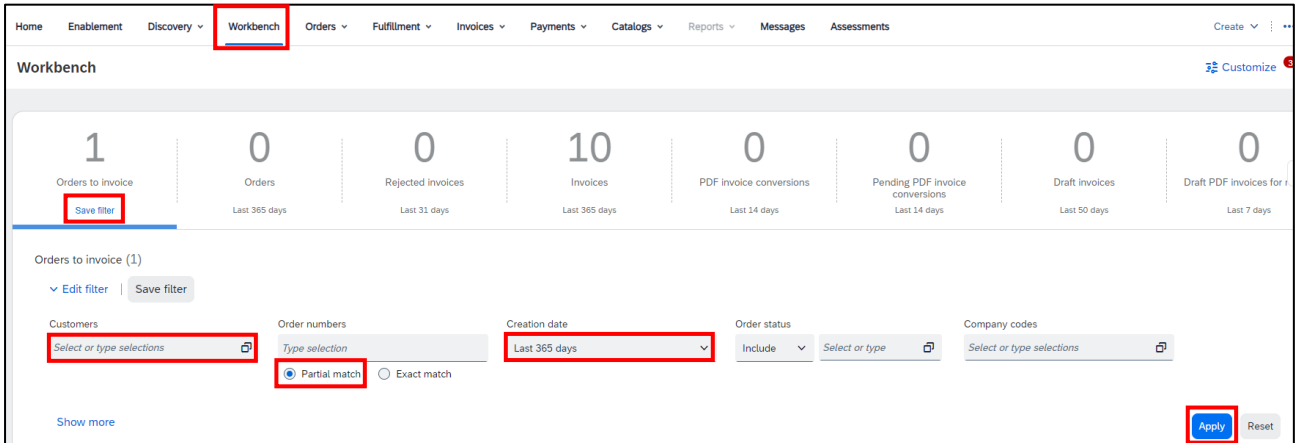
How to Submit Credit Memo

Credit memo will need to be submitted against a specific invoice (line-item level) instead of a Purchase Order (header level). The header level credit memo feature is not supported by Lilly on SAP Business Network.

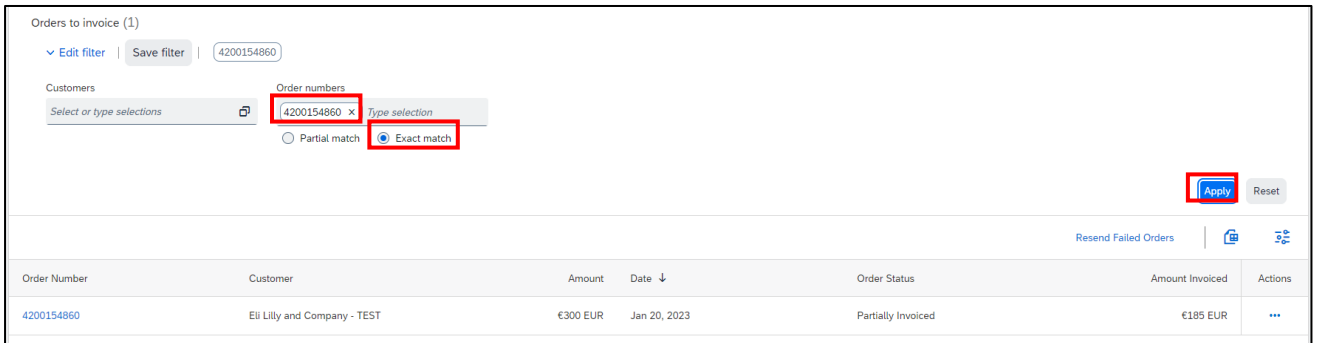
Follow below steps to create a line-item level credit memo against a Purchase Order:

1. Login to your account through [SAP Business Network Supplier](#).
2. Go to "Workbench". Select "Orders" or "Orders to invoice" tab.
3. Under "Edit filter", select "Partial match", update creation date accordingly (e.g.: Last 365 days), and click "Apply". You can also select specific customers using this function.

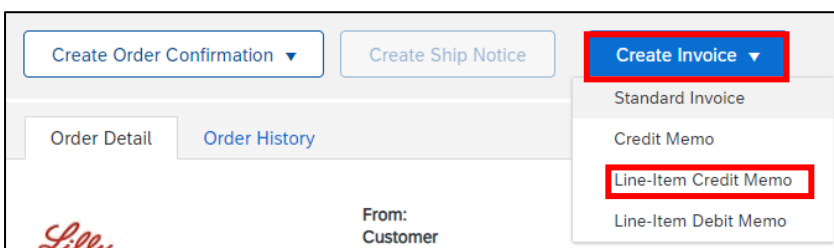
NOTE: You can save the filter by clicking "Save filter" button in "Orders" or "Orders to invoice" tile. If you do not save the filter, the creation date will always be defaulted to "Last 31 days".



4. Purchase Order that is older than 365 days will not appear with this filter. To find Purchase Orders older than 365 days, click "Exact match", input the Purchase Order number under "Order Numbers", and click "Apply".



5. All Purchase Order that fulfils the criteria you set up in the filter will appear after you have applied the filter. You need to find the Purchase Order for the credit memo and click on the Purchase Order number. The Purchase Order page will then be opened, you can check the details of the Purchase Order on this page to ensure it is the correct Purchase Order.
The PO may not appear for various reasons, for example PO is closed. in such cases you may need to contact the Accounts Payable team for further assistance. You can reach them through - <https://www.lilly.com/suppliers/accounts-payable/contacting-accounts-payable>
6. Click "Create Invoice" > "Line-Item Credit Memo".



- Select the invoice that the credit memo should be submitted against, then click "Create Line-Item Credit Memo".

Line-Item Memo

Invoices (5)

Invoice #	Customer	Reference	Submit Method	Origin	Self Billing	Source Doc	Date	Amount	Routing Status	Invoice Status
<input checked="" type="radio"/> 12345ASDFG	Eli Lilly and Company - TEST	4200154860	Online	Supplier	No	Order	4 Oct 2023	108.00 EUR	Acknowledged	Sent
<input type="radio"/> 1235ASD	Eli Lilly and Company - TEST	4200154860	Online	Supplier	No	Order	26 Apr 2023	15.00 EUR	Acknowledged	Canceled
<input type="radio"/> 12345ABCDEA	Eli Lilly and Company - TEST	4200154860	Online	Supplier	No	Order	6 Apr 2023	-236.50 EUR	Acknowledged	Sent
<input type="radio"/> 12345ABCDE	Eli Lilly and Company - TEST	4200154860	Online	Supplier	No	Order	6 Apr 2023	236.50 EUR	Acknowledged	Sent
<input type="radio"/> 123ASD	Eli Lilly and Company - TEST	4200154860	Online	Supplier	No	Order	4 Apr 2023	11.00 EUR	Acknowledged	Sent

- Ensure that you select "Price Adjustment" for the Credit Memo Type, then click "Yes".

Create Line-Item Credit Memo

Credit Memo Type

Quantity Adjustment
 Price Adjustment

Invoice Header

Summary

Credit Memo #:* TEST
 Credit Memo Date:* 22 Feb 2024
 Original Invoice No: 12345ASDFG
 Original Invoice Date: 4 Oct 2023
 Supplier Tax ID: test12345

CREDIT MEMO TYPE

If you change the credit memo type, the Line Items section will be reloaded. Do you want to continue anyway?

- Complete all compulsory field with asterisks (*) mark (Credit Memo #, Credit Memo Date, Reason for Credit Memo, etc.). Fields **without** asterisks (*) mark is optional for you to complete (you can leave them blank and this should not cause any issue).

Summary

Original Invoice No: 12345ASDFG

Original Invoice Date: 4 Oct 2023

Supplier Tax ID: test12345

Remit To: TEST1

Setia Alam
Selangor
Malaysia

Bill To: Lilly S.A.U.

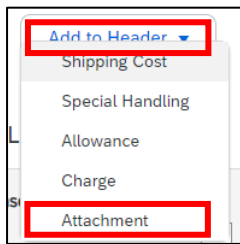
Alcobendas
Spain

Comment

! Required field

Default Credit Memo Comment Text:

10. You need to attach a supporting document or credit memo copy by clicking “Add to Header” > “Attachment”.



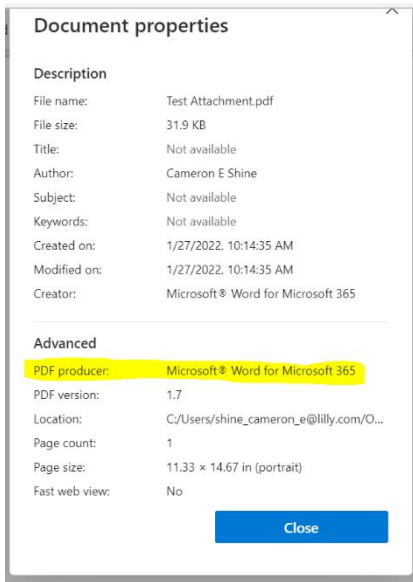
Scroll the page up and “Attachments” section will appear under “Comment” Section. Click “Choose File”, select the supporting document/ credit memo copy in PDF format from your computer, then click “Add Attachment”.

A screenshot of a form section titled 'Comment'. It contains two text input fields: 'Reason for Credit Memo:*' with the value 'TEST' and 'Default Credit Memo Comment Text:'. Below these is a section titled '*Attachments' with the text 'The total size of all attachments cannot exceed 100MB'. At the bottom of this section are two buttons: 'Choose File' (highlighted with a red box) and 'Add Attachment' (highlighted with a red box). The text 'No file chosen' is visible between the two buttons.

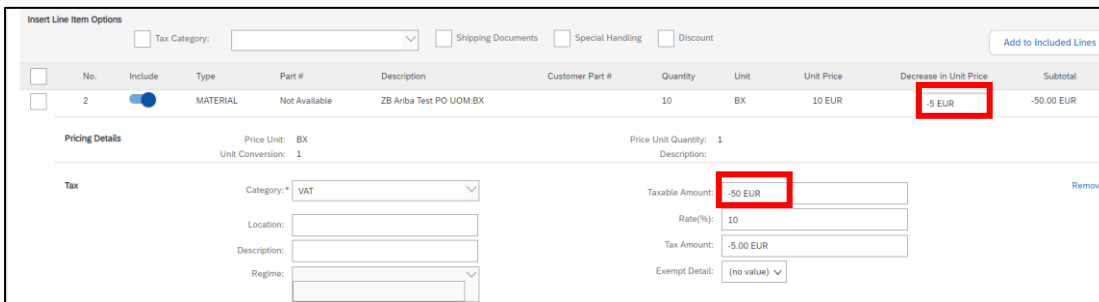
NOTE:

- Your attachment must have a different name than your Credit Memo #.
- Please ensure you do not include confidential information on your invoice attachments. (e.g. employee personal information).
- The total size of all attachments cannot exceed 10MB. Only PDF format file is accepted.
- SAP recommends producing PDF attachment documents via Adobe Document Service (ADS) or the SAP PDF converter as SAP does not accept all PDF producers. You can check your PDF producer by viewing the “Document Properties” on your PDF attachment.

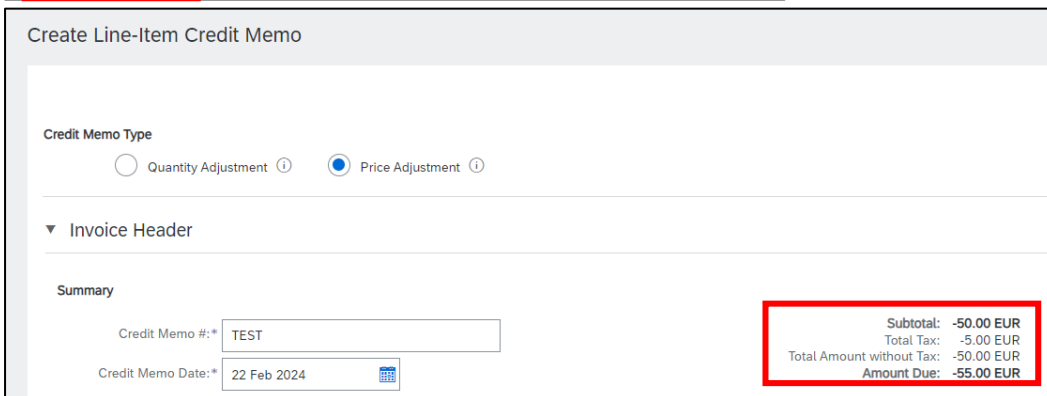
NOTE: Attachment generated by PDF producers that are not recommended by SAP will cause merging issue with the SAP Business Network invoice cover page.



- Update the amount under “Decrease in Unit Price” field according to your credit memo amount. This amount needs to be negative. If tax is applicable to the credit memo, input “Taxable Amount” in negative format. Adjust the tax “Rate(%)” if required.



- Click “Update” at the bottom of the page to refresh the whole page and check if there is any error message in RED color which will stop you from going to the next page. Scroll to the top of the page to check if the subtotal, total tax, total amount without tax, and amount due is correct.



- If all details are correct, click “Next”, then review the details of the credit memo for the last time before clicking “Submit”.



Create Line-Item Credit Memo Previous **Submit** Save Exit

Confirm and submit the line-item credit memo. It will be electronically signed according to the countries of origin and destination of invoice. This transaction qualifies as Cross-Border trade. The document's originating country is Malaysia. The document's destination country is Spain.

Line-Item Credit Memo

(Original Invoice No: 12345ASDFG)

Credit Memo Number: TEST	Subtotal: -50.00 EUR
Credit Note Date: Thursday 22 Feb 2024 10:33 PM GMT+08:00	Total Tax: -5.00 EUR RM: 25.93
Original Invoice Number: 12345ASDFG	MYSR
Original Invoice Date: Wednesday 4 Oct 2023 4:51 PM GMT+08:00	Total Amount without Tax: -50.00 EUR
Original Purchase Order: 4200154860	Amount Due: -55.00 EUR
Has Price Adjustment: Yes	(1 Euro = 5.1865 Malaysian Ringgit)

REMIT TO:	BILL TO:	SUPPLIER:
Lilly Test Supplier EMEA - TEST	Lilly S.A.U.	Lilly GBS KL
Postal Address: TEST1 40170 Setia Alam Selangor Malaysia Tax ID of Supplier: test12345	Postal Address: Av. de La Industria 30 28109 Alcobendas Spain Address ID: 254	Postal Address: test KL 00000 test Selangor Malaysia

How to Submit Downpayment Invoice

Follow [these steps](#) on how to submit invoice through SAP Business Network, then take note on below points if you are submitting downpayment invoice:

1. Select "Yes" to "Is this invoice for a Downpayment Request?" when creating the invoice in SAP Business Network.

Supplier VAT/Tax ID: ZA4760187817	Customer VAT/Tax ID: 4260104254
Supplier Commercial Identifier:	
Supplier Commercial Credentials:	
Withholding Tax Base Amount:	
Withholding Tax Amount:	
Company Code: 481	
Vendor ID: 300986	
Is this invoice for a Downpayment Request? Yes <input type="checkbox"/>	

2. Zero out the line item value and enter all remaining line item details needed to complete the invoice.

Insert Line Item Options

Tax Category: Shipping Documents Special Handling Discount Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	11 INCH iPad Pro Wifi CELLULAR 256GB SIL		0	EA	R 0 ZAR	R 0.00 ZAR

Pricing Details

Price Unit: EA Price Unit Quantity: 1
Unit Conversion: 1 Description:

3. Click "Update" button.

4. Enter the amount of the downpayment in below highlighted field.

5. Add PDF copy of the proforma invoice at the header level as attachment. To add attachment, you need to select “Add to Header” > “Attachment”.

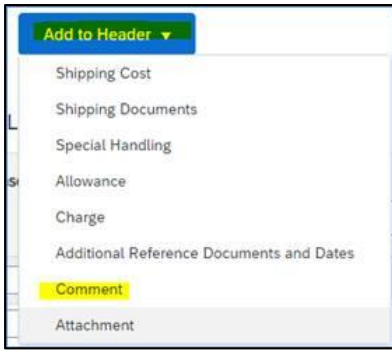
Scroll the page up and find the “Attachments” section that should have popped up. Click “Choose File”, select the supporting document/ invoice copy in PDF format from your computer, then click “Add Attachment”.

6. Submit the invoice with zero value. Lilly will process the downpayment in the amount confirmed in step 4.

Final Invoice Submission to Clear Downpayment

1. To submit the final invoice against the downpayment, create the invoice as per the standard invoice creation method in the SAP Business network and indicate that the invoice is NOT a downpayment request.

2. Add comment to the invoice to indicate that the invoice is a final invoice for downpayment clearing by clicking “Add to Header”, then “Comment”.



3. Scroll up and you will see the “Comment” field, please input your remark indicating that the invoice is a final invoice to clear downpayment in this field.

Invoice Status (What Does it Mean and Next Steps)

Follow below steps to check your invoice status on SAP Business Network:

1. Login to your account through [SAP Business Network Supplier](#).
2. Click the “Invoices” tab on your Workbench.
3. Click “Edit filter”, select “Partial match”, update invoice date, customers, or other fields according to the criteria of invoice you want to find. Click “Apply”.
4. If you want to check a specific invoice number, you can click “Exact match”, input the Invoice number under “Invoice number”, and click “Apply”.

NOTE: You can save the filter by clicking “Save filter” button in “Invoices” tile.

5. All invoices that fulfil the criteria will appear after you have applied the filter.

Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status	From address	To address
1235ASD	Eli Lilly and Company - TEST	4200154860	Apr 26, 2023	€15 EUR	Acknowledged	Sent	Lilly GBS KL, Kuala Lumpur, Selangor, MYS	Lilly S.A.U., Alcobendas, E SP
12345AB	Eli Lilly and Company - TEST	4200100748	Apr 6, 2023	€100 EUR	Acknowledged	Sent	Lilly Test Supplier EMEA - T EST, Cork, Cork, IRL	Lilly S.A.U., Alcobendas, E SP
12345ABCDEA	Eli Lilly and Company - TEST	4200154860	Apr 6, 2023	€-236.5 EUR	Acknowledged	Sent	Lilly Test Supplier EMEA - T EST, Cork, Cork, IRL	Lilly S.A.U., Alcobendas, E SP
12345ABCDE	Eli Lilly and Company - TEST	4200154860	Apr 6, 2023	€236.5 EUR	Acknowledged	Sent	Lilly Test Supplier EMEA - T EST, Cork, Cork, IRL	Lilly S.A.U., Alcobendas, E SP

Refer below for the explanation of invoice status/ routing status and next action to take.

Routing Status	Invoice Status	Explanation & Action to Take
Sent/ Queued	Sent	Invoice was successfully submitted and would be reflected at Lilly's system soon.
Acknowledged	Sent	Invoice has been successfully reflected at Lilly's system. <i>NOTE: Some invoices will need to go through approval process within Lilly before scheduled for payment. The status of these invoices will remain to be "Sent" until approval process is completed (refer to Invoice Status "Approved")</i>
Failed	Failed	Invoice was submitted through incorrect method, e.g.: cXML. Check if your company is set up for integration with Lilly on SAP Business Network. cXML invoice submission is only possible if integration has been set up. Resubmit the invoice against Purchase Order on SAP Business Network instead following these steps .
Acknowledged/ Obsoleted	Rejected	Invoice was rejected by Lilly because it contains error/ by SAP Business Network because it does not fulfil some rules set up by Lilly in the portal. Check invoice "History" to see the rejection reason and resubmit the invoice with correction. Follow these steps to edit and resubmit rejected invoice. Contact Lilly (Contacting Accounts Payable Suppliers Eli Lilly and Company) if you require further clarification on the rejection reason.
Acknowledged	Approved	Invoice required approval and was successfully approved by Lilly.
Acknowledged	Paid	Invoice was successfully processed and paid.

How to Check Invoice/ Credit Memo Rejection Reason

1. To check the status of your invoice/ credit memo, please follow [these steps](#).
2. If you see invoice/ credit memo with “Rejected” status (refer below sample), please click the invoice/ credit memo number to go to the details page.

NOTE: if you receive an invoice/ credit memo rejection notification via email, the rejection reason should be stated in the email notification as well.

The screenshot shows the SAP Business Network Workbench interface. At the top, there are navigation tabs: Home, Enablement, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, and Messages. The Workbench section displays several metrics: 12 Orders to invoice, 12 Orders, 1 Rejected invoice, 3 Invoices (highlighted in yellow), 0 PDF invoice conversions, 0 Pending PDF invoice conversions, 1 Draft invoice, and 0 Draft PDF invoices for review. Below this is a table of invoices. The 'Invoice Status' column for the invoice with number ABC123TEST is highlighted with a red box and shows 'Rejected'.

Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status	From address	To address	Actions
ABC123TEST	Eli Lilly and Company - TEST	4200115309	Dec 6, 2022	€22.00 EUR	Failed	Rejected	Lilly Test Supplier EMEA - TEST, Cork, Cork, IRL	Lilly S.A.U., Alcobendas, ESP	...

3. Click "History" tab. Please see the comments field to get the rejection reason.

The screenshot shows the 'History' tab of an invoice. The invoice number is 1090-135, and its status is 'Rejected'. The 'History' table shows a comment: 'The invoice status has been successfully updated to Rejected by Eli Lilly and Company. Description: Dear Vendor, please resubmit the invoice without the discount value as discount will be auto deducted in the system. Thanks'. This comment is highlighted with a red box.

Status	Comments	Changed By	Date and Time
	The invoice was successfully received.	PropagationProcessor-109579048	23 Nov 2023 8:08:40 AM
	Route document to end point CIG of system id GPRCLNT100 of org AN01483779121	ANCKMLOutDispatcher-109558003	23 Nov 2023 8:08:40 AM
Acknowledged	Success	ANCKMLOutDispatcher-109558003	23 Nov 2023 8:08:42 AM
	The invoice status has been successfully updated to Rejected by Eli Lilly and Company. Description: Dear Vendor, please resubmit the invoice without the discount value as discount will be auto deducted in the system. Thanks	ANCKMLDispatcher-109583004	23 Nov 2023 5:33:25 PM

NOTE: If the rejection reason states “The invoice status has been successfully updated to Rejected by Eli Lilly and Company. Description:XXXXXX”, you will need to resubmit the invoice/ credit memo based on the rejection reason provided by Eli Lilly’s Account Payable team following [these steps](#). However, if the invoice is auto-rejected by SAP Business Network, you will see rejection code like below sample once you enter the invoice details page.

Rejected Invoice:

Reasons:

- INV-82: Invoice was modified. Original document at
- INV-425: The tax rate in line item 1 is not a valid value.
- DOC-6: A document preprocessing error occurred.
- DOC-1: Invoice validation failed.

Invoice could be rejected due to buyer business rules. Check the History tab for the reason the buyer rejected this invoice, or contact the buyer for more information. Note that buyers might reject invoices that do not meet their business rules.

[Edit & Resubmit](#)

You may refer below on the common rejection codes and what action to take.

Rejection Code	Action
INV-427: The taxable amount in line item 1 is not a valid value.	Invoice was submitted with tax amount instead of Tax rate %. Invoice needs to be resubmitted with correct tax rate (%). The tax amount field can be left blank for SAP Business Network to auto-calculate. Invoice resubmission steps can be referred here .
INV-425: The tax rate in line item 1 is not a valid value.	
INV-344: This customer requires a start date and end date for each service item.	“Service Period” field was not completed upon invoice submission. This rejection will only occur to invoice submitted against blanket Purchase Order. If you do not see the “Service Period” field upon invoice submission, please ensure you select “Service” in step 10 of

	blanket Purchase Order invoice submission that can be referred here . Invoice resubmission steps can be referred here .	
INV-391: Purchase Order Line Item has control keys that prevent it from being added to an Invoice.	The PO line(s) is currently closed. Contact Lilly Account Payable Contact to reopen the PO line(s): Contacting Accounts Payable Suppliers Eli Lilly and Company and once it is opened, you can resubmit the invoice following the steps here .	
INV-35: The invoice status has been successfully updated to Rejected by Eli Lilly and Company. Description:java.lang.Exception: java.lang.IllegalArgumentException: URLDecoder: Illegal hex characters in escape (%) pattern - For input string: "_D"@ line 219 in IDOCAttachmentProcessing.groovy	The file name of the attachment contains unacceptable symbols like: %. Please remove any symbol from the file name of the attachment and resubmit the invoice following the steps here .	
The invoice status has been successfully updated to Rejected by Eli Lilly and Company. <i>(without any rejection reason)</i>	The invoice was submitted with incorrect US Base amount format. Resubmit your invoice with correct US base amount format. The correct format should not have any currency, the decimal point should be separated with dot (.), and it should not have invalid separator like coma (,). Invoice resubmission steps can be referred here . Correct US Base Amount format: <table border="1" data-bbox="1062 969 1469 1021"><tr><td>US Base Amount: 10140.00</td></tr></table>	US Base Amount: 10140.00
US Base Amount: 10140.00		
Description:A sequence of more than one item is not allowed as the first operand of 'eq' (<Money>, <Money>)	The credit memo was submitted with two or more tax rates. SAP Business Network does not accept more than 1 tax rates on credit memo submission. Resubmit your credit memo with 1 tax rate. If you have 2 tax rates for your credit memo, contact Contacting Accounts Payable Suppliers Eli Lilly and Company to notify that another tax rate needs to be added manually upon processing of the credit memo.	
INV-112: The subtotal for 1 must be negative.	The credit memo was submitted with Credit Memo Type “Quantity Adjustment”. Resubmit your credit memo with Credit Memo Type “Price Adjustment”. Refer to step 8 of credit memo submission steps .	

How to Resubmit Failed/ Rejected Invoice

If you need to change information of an invoice you have already submitted, the invoice must have a status of **Failed** or **Rejected**. If the invoice is not under **Failed** or **Rejected** status, contact Lilly ([Contacting Accounts Payable | Suppliers | Eli Lilly and Company](#)) to reject the invoice from their side.

1. Login to your account through [SAP Business Network Supplier](#).
2. Click the “Invoices” tab.
3. Find and select your previously created invoice.

Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status	From address	To address	Actions
1225ASD	Eli Lilly and Company - TEST	4200154860	Apr 26, 2023	€15 EUR	Acknowledged	Sent	Lilly GBS KL, Kuala Lumpur, Selangor, MYS	Lilly S.A.U., Alcobendas, ESP	...
12345AB	Eli Lilly and Company - TEST	4200100748	Apr 6, 2023	€100 EUR	Acknowledged	Sent	Lilly Test Supplier EMEA - TEST, Cork, Cork, IRL	Lilly S.A.U., Alcobendas, ESP	...
12345ABCDEA	Eli Lilly and Company - TEST	4200154860	Apr 6, 2023	€-236.5 EUR	Acknowledged	Sent	Lilly Test Supplier EMEA - TEST, Cork, Cork, IRL	Lilly S.A.U., Alcobendas, ESP	...
12345ABCDE	Eli Lilly and Company - TEST	4200154860	Apr 6, 2023	€236.5 EUR	Acknowledged	Sent	Lilly Test Supplier EMEA - TEST, Cork, Cork, IRL	Lilly S.A.U., Alcobendas, ESP	...
123ASD	Eli Lilly and Company - TEST	4200154860	Apr 4, 2023	€11 EUR	Acknowledged	Sent	Lilly Test Supplier EMEA - TEST, Cork, Cork, IRL	Lilly S.A.U., Alcobendas, ESP	...
12345A	Eli Lilly and Company - TEST	4200115310	Feb 23, 2023	€60 EUR	Failed	Rejected	Lilly Test Supplier EMEA - TEST, Cork, Cork, IRL	Lilly S.A.U., Alcobendas, ESP	...

4. On the invoice details page, click “Edit & Resubmit” to edit the invoice. You can see the reason of rejection on this page as well to make sure you are correcting the error upon invoice resubmission.

Rejected Invoice:
 Reasons:
 INV-38: The invoice was successfully received.
 DOC-18: Document dispatch failed.
 DOC-1: Invoice tax compliance failed.
 This invoice could not be processed due to buyer business rules. Check the History tab for the reason the buyer rejected this invoice, or contact the buyer for more information. Note that buyers might reject invoices that do not meet their business rules.

[Edit & Resubmit](#)

5. The edited invoice contains the same “Invoice #” and “Invoice Date” by default. You will need to change the invoice number by adding a character to the end of the original one, as the system will not accept duplicated invoice numbers (e.g.: original invoice no. is 12345A, input 12345AA instead for the resubmitted invoice no.).

Invoice Header

Summary

Purchase Order: 4200115310

Invoice #: * 12345A
 Invoice or Credit Memo # already exists.

Invoice Date: * 23 Feb 2023

Service Description: [Empty]

Supplier Tax ID: test12345

Remit To: TEST1

Setia Alam
 Selangor
 Malaysia

Bill To: Lilly S.A.U.
 Alcobendas
 Spain

6. Continue the invoice submission steps as per usual.