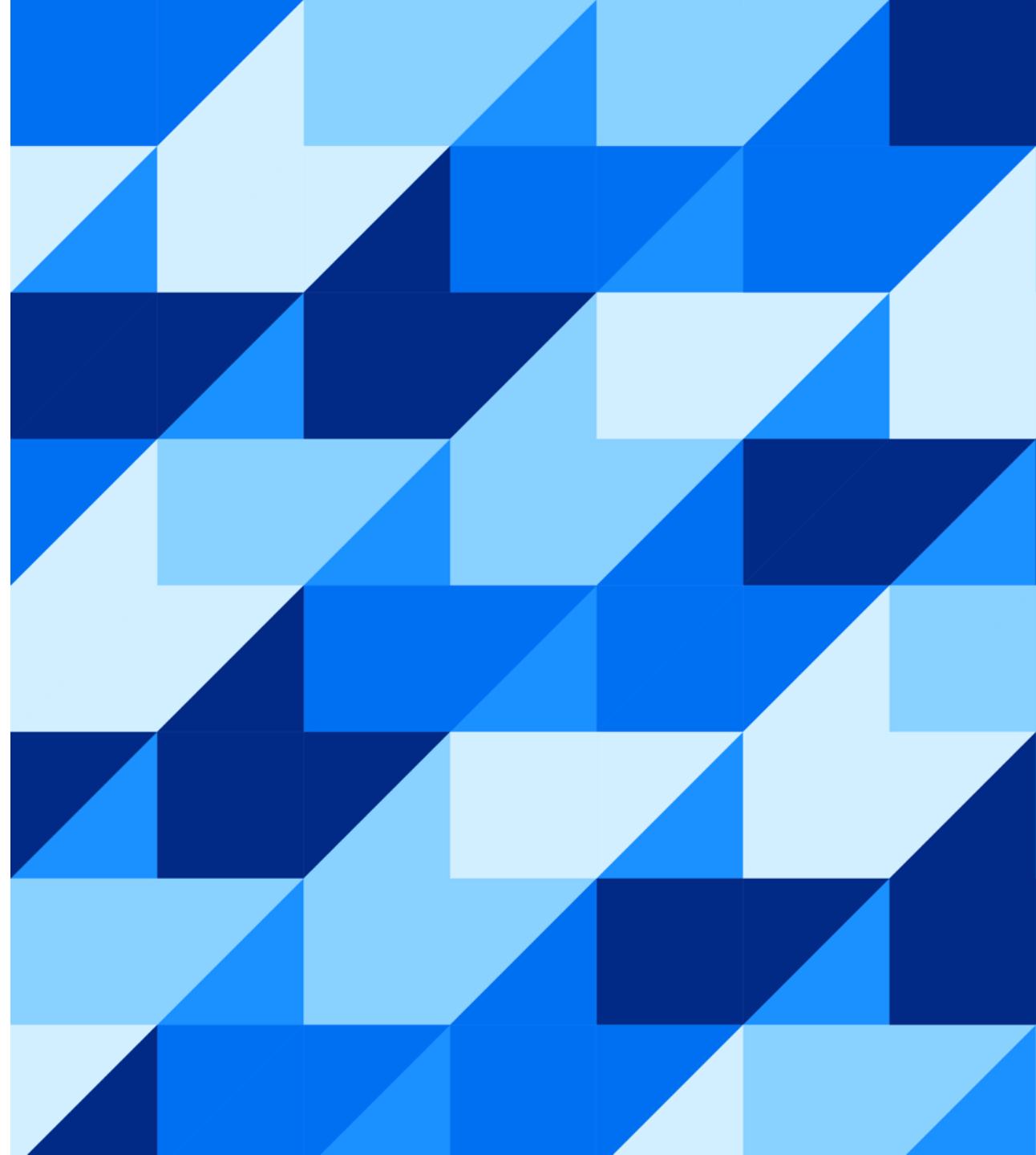# SAP Business Network Supplier Invoices:

Understanding Transaction Rules & Avoiding Common Errors

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Agenda

1 **Transaction Rules**: What are they and where can I find them?

2 **Common Invoicing Questions**

3 **Common Invoicing Errors**

4 **Q&A**

Transaction Rules

o Transaction rules are parameters set by your customers that allow you to complete certain tasks in the SAP Business Network.

o Examples of transaction rules:

   o Require suppliers to create an order confirmation for the PO before creating an invoice.
   o Allow suppliers to reuse Invoice numbers.
   o Require suppliers to create invoice with line item quantity greater than zero.
   o Require suppliers to provide tax information in invoice.

o As a user of the SAP Business Network, if you run into an error when creating a transaction document, the reason can usually be found within the transaction rules.

Where can I find my customer's transaction rules?

Transaction Rules: Country Based Rules

Country-based Invoice Rules

Originating Country of Invoice: **All Other Countries** ⌄

Download Invoice Rules

General Invoice Rules	
Allow suppliers to send invoices to this account.	Yes
Allow suppliers to send summary invoices to this account.	No
Allow suppliers to send invoices with service information. ⓘ	No
Allow suppliers to send invoice attachments. ⓘ	Yes
Your procurement application can download invoice attachments (MIME multipart messages).	No
Send URLs to view attachments on SAP Business Network.	No
Require suppliers to send invoice attachments. ⓘ	No

Country-based Invoice Rules

Originating Country of Invoice: **China** ⌄

Download Invoice Rules

General Invoice Rules	
Allow suppliers to send invoices to this account.	Yes
Allow suppliers to send summary invoices to this account.	No
Allow suppliers to send invoices with service information. ⓘ	No
Allow suppliers to send invoice attachments. ⓘ	Yes
Your procurement application can download invoice attachments (MIME multipart messages).	No
Send URLs to view attachments on SAP Business Network.	No
Require suppliers to send invoice attachments. ⓘ	Yes For All Invoices

Common Invoicing Questions

Why is my **Create Invoice** button greyed out?

- Hover your cursor over the greyed-out button. You will see the reason that the action is not available.

In some instances, you must reach out to your buyer to allow you to create an invoice.

Purchase Order: 3604236700

Create Order Confirmation ▼   Create Ship Notice   Create Invoice ▼   Create Quality Notification

AribaTest - TEST requires you to create an order confirmation for the PO before creating an invoice

Order Detail   Order History

From:
Centralized A P
920 Winter St
Waltham, MA 02451
United States

To:
AribaTestSupplier1 - TEST
123456
China
Anhui Sheng , Shanghai
3410 Hillsview Ave
Phone: +1 (415) 2345678
Fax:
Email: kevin.chang03@sap.com

Purchase Or
(New)
3604236
Amount: $3,
Version: 1

Track

Payment Terms ⓘ

Purchase Order: 3604236700

Create Order Confirmation ▼   Create Ship Notice   Create Invoice ▼   Create Quality Notification

AribaTest - TEST does not accept electronic invoices.

Order Detail   Order History

From:
Centralized A P
920 Winter St
Waltham, MA 02451

To:
AribaTestSupplier1 - TEST
123456
China

Common Invoicing Questions

I am not able to back-date my invoice to the correct date. What should I do?

- This message means that your customer has set a limit to how far you can back-date an invoice.

If you need to back-date your invoice farther than allowed, please reach out to your customer and ask them to adjust this within the transaction rules.

Summary

Purchase Order: 3604236700

Invoice #:* INV3604236700

Invoice Date:* 12 Aug 2025

! Invoice date can not be back-dated for more than 5 days

Service Description:

Allow net amounts to exceed subtotals. ⓘ

Allow invoices to be back-dated the specified number of days. ⓘ   5   Days

Allow shipping tax entered at header level. ⓘ

Common Invoicing Questions

There is a new field on my invoice and I do not know what to enter. What should I do?

- Buyers in the SAP Business Network have the ability to add custom fields to their invoices. These fields contain information specific for your buyer.

- If you are not sure what information should be entered in these fields, you will need to reach out to your buyer directly as these fields are created by your buyer.

▼ Invoice Header

Summary

Purchase Order: 3604236700

Buyer Internal ID #: *

! Internal ID is required by Buyer XYZ.

Invoice Date: * 5 Aug 2025

Service Description:

Common Invoicing Questions

We do not add additional tax to our invoice. Why am I required to add tax?

- If your customer requires tax details to be provided, you can enter a zero in the Rate (%) field to satisfy the requirement.

If you do not believe that tax details should be required on an invoice, please reach out to your customer directly to discus this. They will need to remove the tax requirement from their transaction rules.

Common Invoicing Questions

Why was my invoice rejected?

Type	Invoice Number	Invoice Status
Standard Invoice	INV3604236 700	Rejected

- Anytime an invoice is rejected in the SAP Business Network, you will see a blue box at the top of the invoice which includes the rejection reason and details.

Rejected Invoice:

Reasons:
INV-188: The quantity of line item 10 exceeds the received quantity limits.
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.

- Invoices are often rejected due to buyer's transaction rules. In this case, you can check your customer's transaction rules or reach out to your customer for further clarification.

Common Invoicing Questions

How can I tell the difference between auto-rejection and a
buyer rejected invoice?

- A buyer rejected invoice will show the below message : **The Invoice status has been successfully updated to Rejected by [Your buyer's name].**

- Your buyer will typically leave a comment describing why they rejected the invoice, and what should be changed. If you have questions regarding this, you will need to reach out directly to your buyer for clarification.

INV-54: Comments from   OK
DOC-1:
INV-35: The invoice status has been successfully updated to Processing by
The invoice item's amount, 7,240.14 PLN, is greater than the order item's received amount, 210.3
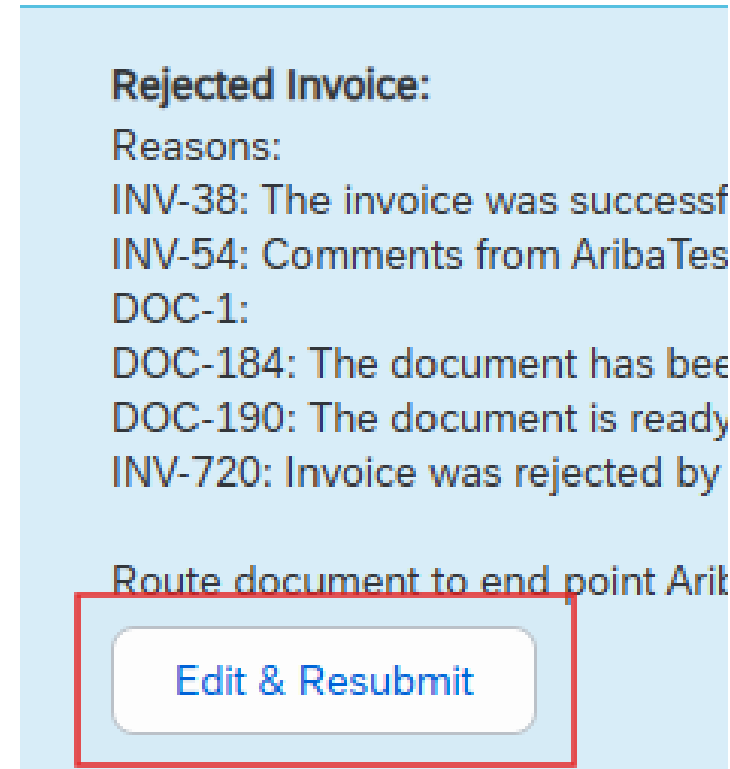INV-35: The invoice status has been successfully updated to Rejected by
Part Number:Not Available Description:

Comment: incorrect document attached please see Vendor email - invoice will be reprocessed co

Common Invoicing Questions

Can I resubmit a rejected invoice?

- Yes, underneath the rejection reason box you will see the option to Edit & Resubmit. Click this option to make the necessary change on the invoice and resubmit.

Rejected Invoice:
Reasons:
INV-38: The invoice was successf
INV-54: Comments from AribaTes
DOC-1:
DOC-184: The document has bee
DOC-190: The document is ready
INV-720: Invoice was rejected by

Route document to end point Arit

Edit & Resubmit

This is also the only way that you can edit an invoice once it has been submitted. If you submit an invoice and need to make an edit, your customer can manually reject the invoice to allow you to make the edit.

Common Invoicing Questions

Can I reuse the same invoice number on a rejected and resubmitted invoice?

- If you see this error that the invoice number already exists, this means that your customer has the transaction rule "Allow the invoice numbers of invoices in the Rejected state to be reused" is set to No.

Summary

Purchase Order: 3604236700

Invoice #: * INV3604236700

! Invoice or Credit Memo # already exists.

Invoice Date: * 2 Sep 2025

Service Description:

Supplier Tax ID:

Allow the **invoice num**bers of invoices in the Rejected state to be reused.   No

If you would like to reuse the same invoice number for edited and resubmitted invoices, you will need to reach out to your customer directly and ask them to update the transaction rule to allow you to reuse rejected invoice numbers.

Common Invoicing Errors

We recommend allowing the system to retry sending.

If after several attempts the document fails and shows error `DOC-20: The state of document {X} was changed to Failed after unsuccessful attempts to resend it.`, please contact support and we can investigate further.

DOC-30: Received cXML response indicating a temporary error.
DOC-8: This document will be re-queued for transmission.
DOC-3: The document was resent.
DOC-30: Received cXML response indicating a temporary error.
DOC-8: This document will be re-queued for transmission.
DOC-3: The document was resent.
DOC-30: Received cXML response indicating a temporary error.
DOC-8: This document will be re-queued for transmission.
DOC-1: cXML InvoiceDetailRequest queued
DOC-20: The state of document ▓▓▓▓▓▓▓▓▓▓▓▓ was changed to Failed after unsuccessful attempts to resend it.

Invoice could be rejected due to buyer business rules. Check the History tab for the reason the buyer rejected this invoice, or con
do not meet their business rules.

Edit & Resubmit

Common Invoicing Errors

Some error codes may still be related to transaction rules within your account.

- In this example, you can see the error code shows both:
  - INV-52: The subtotal of line item [X] exceeds the buying organization line item subtotal limits.
  - INV-188: The quantity of line item [X] exceeds the received quantity limits.

- For error code INV-52, you should confirm that the amounts entered in the specified line items is within the quantity limits on the PO.

- For error code INV-188, confirm the quantity entered matches the Receipt issued by your customer. You will only see this error code if your customer sends Goods Receipts.

| Detail | Scheduled Payments | History |

Rejected Invoice:
Reasons:
INV-1: An invoice with the Invoice ID [_____] has already been received
INV-52: The subtotal of line item 3 of PO [_____] exceeds the buying organizations line item subtotal limits.
INV-52: The subtotal of line item 7 of PO [_____] exceeds the buying organizations line item subtotal limits.
INV-52: The subtotal of line item 4 of PO [_____] exceeds the buying organizations line item subtotal limits.
INV-52: The subtotal of line item 11 of PO [_____] exceeds the buying organizations line item subtotal limits.
INV-52: The subtotal of line item 10 of PO [_____] exceeds the buying organizations line item subtotal limits.
INV-188: The quantity of line item 9 exceeds the received quantity limits.
INV-52: The subtotal of line item 6 of PO [_____] exceeds the buying organizations line item subtotal limits.
INV-52: The subtotal of line item 5 of PO [_____] exceeds the buying organizations line item subtotal limits.
INV-52: The subtotal of line item 1 of PO [_____] exceeds the buying organizations line item subtotal limits.
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 invoices that do not meet their business rules.

Edit & Resubmit

Thank you!

SAP Bring out your best.