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Invoicing/ Credit Memo Queries

How to Submit Invoice Through SAP Business Network Against Purchase Order

In order to submit invoice through SAP Business Network, login to your account through [SAP Business Network Supplier](#) and go to “New Orders” or “Orders to Invoice” tab. Ensure that you have set up the filter in your workbench to show data in last 365 days instead of last 31 days to see older Purchase Order. **How to do this?**

1. Go to “Workbench” and below page will appear. Select “New orders” or “Orders to invoice” tab.
2. Click “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.
3. If you want to check a specific Purchase Order number, you can click “Exact match”, input the Purchase Order number under “Order Numbers”, and click “Apply”.

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

The screenshot shows the SAP Business Network Workbench interface. At the top, there are several tiles for different order types: Orders to Invoice (15), Orders (21), Rejected Invoices (0), Remittances (R 0.0 ZAR), Early payment offers (R 0.0 ZAR), Scheduled payments (R 0.0 ZAR), Invoices (2), and Pinned documents (0). The 'Orders (21)' tile is selected, and a red box highlights the 'Save filter' button. Below the tiles, the 'Orders (21)' section is expanded, showing a red box around the 'Edit filter' button. The filter configuration area includes several fields: 'Customers' (Type selection), 'Order numbers' (Type selection), 'Creation date' (Last 365 days), 'Order status' (Include), 'Company codes' (Select or type selections), and 'Purchasing organizations' (Select or type selections). The 'Order numbers' field has a red box around it, and the 'Creation date' field has a red box around it. The 'Order status' field has a red box around it. The 'Company codes' field has a red box around it. The 'Purchasing organizations' field has a red box around it. The 'Order type' field is set to 'All'. The 'Routing status' field is set to 'All'. The 'Min amount' and 'Max amount' fields are empty. The 'Currency' field is set to 'ZAR'. The 'Show hidden orders only' checkbox is unchecked. At the bottom right, there are 'Apply', 'Reset', and 'Cancel' buttons, with a red box around the 'Apply' button.

Resource: [SAP Business Network Supplier Training \(NEW\) | Navigating your Account \(ariba.com\)](#)

All Purchase Order that fulfils the criteria will appear after you have applied the filter. You need to find the Purchase Order that you are trying to invoice and click on the Purchase Order number. The Purchase Order page will then be opened, and you will have option to “Create Invoice” and then select “Standard Invoice”.

The screenshot shows the SAP Business Network Purchase Order page. At the top, there are three buttons: 'Create Order Confirmation', 'Create Ship Notice', and 'Create Invoice'. The 'Create Invoice' button is highlighted with a red box, and a dropdown menu is open below it, showing options: 'Standard Invoice', 'Credit Memo', 'Line-Item Credit Memo', and 'Line-Item Debit Memo'. The 'Standard Invoice' option is highlighted with a red box. Below the buttons, there are tabs for 'Order Detail' and 'Order History'. The 'Order Detail' tab is selected. The 'From: Customer' field is visible. The 'Lever' logo is in the bottom left corner.

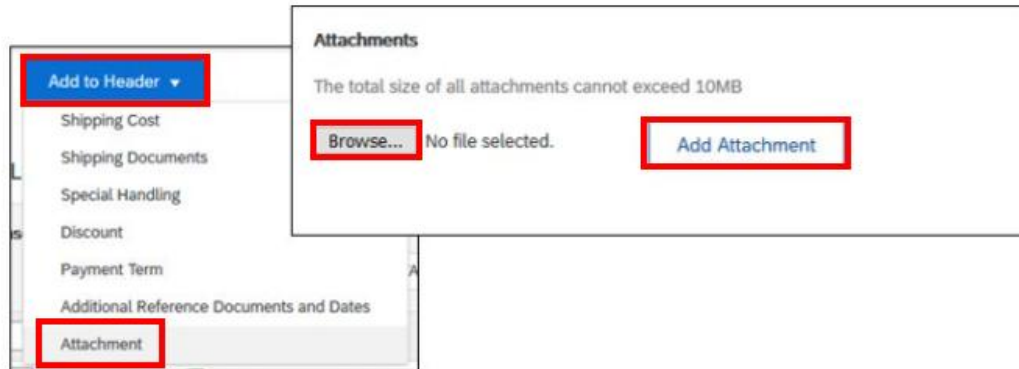
Take note on below points while submitting your invoice:

1. Complete all the compulsory fields with asterisk (*) mark. You can skip fields that are not compulsory.
2. Invoice # needs to be exactly the same as the invoice reference number of the original invoice copy that you attach upon invoice submission process.

The screenshot shows the SAP Business Network Invoice Header form. The 'Invoice Header' section is expanded, showing a 'Summary' section. The 'Purchase Order' field is set to '4200154860'. The 'Invoice #:*' field is highlighted with a red box and is empty. The 'Invoice Date:*' field is set to '15 Sep 2023'.

3. **Adding an Invoice Attachment is compulsory upon invoice submission. How to add attachment?**

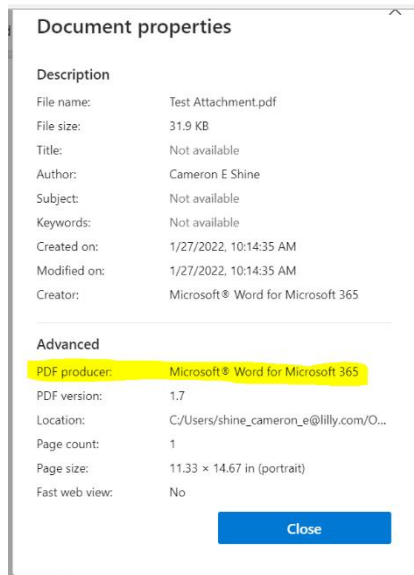
- I. Select “Add to Header” and choose “Attachment”
- II. Click “Browse” to choose the file from your computer. This will trigger a new window where you can select the file you want.
- III. Once file is selected, click “Add Attachment”.



NOTE:

- Your attachment must have a different name than your Invoice Number.
- Please ensure you do not include confidential information on your invoice attachments. (e.g. employee personal information).
- Please ensure you do not use any password protected PDF attachments
- 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.



4. 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="radio"/>	MATERIAL	Not Available	ZB Ariba Test PO UOM:PAC		0	AB	10 EUR
Excluded line items cannot be modified.									
<input type="checkbox"/>	2	<input checked="" type="radio"/>	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).

5. **Tax is a compulsory field.** Follow below steps to add tax on your invoice.
 - i. Tick "Tax Category".
 - ii. Select the type of tax that you want to apply to your invoice from drop down list.
 - iii. Make sure that the line(s) that you are invoicing have green toggle icon in the Include column which indicates that the line item is included on your current invoice.
 - iv. Click "Add to included lines" and tax subline will appear on each line item included.
 - v. Populate the "Taxable Amount" if the taxable amount is lesser 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.

Resource: [Ariba Network Supplier Training \(NEW\) | Invoicing](#)

6. **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".

- 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.

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”.

- 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.

7. If you are **invoicing Lilly entities in United States**, input US Base amount following this format:
- No currency
 - Decimal point should be separated with dot (.), and it should not have invalid separator like coma (,).

US Base Amount: 10140.00

Sample of correct US Base Amount format:

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

How to Submit Invoice Through SAP Business Network with 0% Tax

Follow the same steps [here](#) as normal Purchase Order invoice submission. However, follow below steps to add the 0% tax rate.

1. Tick "Tax Category".
2. Select the tax category from drop down list.
3. Make sure that the line(s) that you are invoicing have green toggle icon in the Include column which indicates that the line item is included on your current invoice.
4. Click "Add to included lines" and tax subline will appear on each line item included.
5. Populate "0" under "Rate(%)"
6. Enter reason in "Description" box for why the invoice has 0% tax (e.g.: law/ article reference) or you can simply put "NA".
7. Select the "Exempt Detail" from the drop down (either "Zero Rated" or "Exempt").
8. Click "Update".

The screenshot displays the 'Line Items' section of the SAP Business Network interface. It shows a table with columns for 'No.', 'Include', 'Type', 'Part #', 'Customer Part #', 'Quantity', 'Unit', 'Unit Price', and 'Subtotal'. The 'Include' column has a green toggle icon. The 'Tax' section shows 'Category: VAT' and 'Location: NA'. The 'Taxable Amount' is 'R 3,606.25 ZAR'. The 'Tax Rate Type' is '0'. The 'Tax Amount' is 'R 0.00 ZAR'. The 'Exempt Detail' is 'Exempt'. The 'Date Of Supply' is '(no value)'. The 'Zero Rated' checkbox is checked. The 'Update' button is highlighted with a red number 8.

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

In order to submit invoice through SAP Business Network, login to your account through [SAP Business Network Supplier](#) and go to “New Orders” or “Orders to Invoice” tab. Ensure that you have set up the filter in your workbench to show data in last 365 days instead of last 31 days to see older Purchase Order. **How to do this?**

1. Go to “Workbench” and below page will appear. Select “New orders” or “Orders to invoice” tab.
2. Click “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.
3. If you want to check a specific Purchase Order number, you can click “Exact match”, input the Purchase Order number under “Order Numbers”, and click “Apply”.

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

The screenshot shows the 'Workbench' interface with various tiles. The 'Orders (21)' tile is selected, and the 'Edit filter' button is highlighted. The filter configuration is as follows:

- Customers:** Select or type selections
- Order numbers:** Type selection
- Creation date:** Last 365 days
- Order status:** Include
- Company codes:** Select or type selections
- Purchasing organizations:** Select or type selections
- Order type:** All
- Routing status:** All
- Min amount:**
- Max amount:**
- Currency:** ZAR
- Show hidden orders only:** ☐

The 'Apply' button is highlighted at the bottom right.

Resource: [SAP Business Network Supplier Training \(NEW\) | Navigating your Account \(ariba.com\)](#)

All Purchase Order that fulfils the criteria will appear after you have applied the filter. You need to find the Purchase Order that you are trying to invoice and click on the Purchase Order number. The Purchase Order page will then be opened, and you will have option to “Create Invoice” and then select “Standard Invoice”.

The screenshot shows the 'Create Invoice' dropdown menu with the following options:

- Standard Invoice
- Credit Memo
- Line-Item Credit Memo
- Line-Item Debit Memo

Once you have found the blanket Purchase Order that you are trying to invoice and click create invoice, follow below steps:

1. Complete all the compulsory fields with asterisk (*) mark. You can skip fields that are not compulsory.
2. Add your supporting document (original invoice copy/ other supporting document) as attachment following below steps:
 - i. Select “Add to Header” and choose “Attachment”
 - ii. Click “Browse” to choose the file from your computer. This will trigger a new window where you can select the file you want.
 - iii. Once file is selected, click “Add Attachment”.

NOTE: The total size of all attachments cannot exceed 10MB. Only PDF format file is accepted. The file name cannot be the same as Invoice# you input on SAP Business Network.

3. Check the box of the line item you plan to invoice.
4. Click "Create" at the bottom and select the appropriate options: "Goods" or "Services".

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

6. Add tax to your line item by following below steps.
 - i. Click "Line Item Actions", then "Tax".
 - ii. Select the Category of the Tax.
 - iii. Populate the "Taxable Amount" if the taxable amount is lesser than total line item amount, otherwise you can skip this step.
 - iv. Populate the tax rate under "Rate(%)".

7. Click "Create" when done.
8. 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 type="checkbox"/>	10.1	<input type="text" value="1"/>	ACT	\$10,000.00 CAD	Not Available		FNML N5L1 km 50.8 CAP-UII37 O/S ENG#	\$10,000.00 CAD
	Line	Quantity	UOM	Price	Part #	Auxiliary Part ID	Description	Subtotal
<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

9. Repeat process as needed for each line.
10. Click “Next” to continue.
11. Review, Save or Submit as Standard Invoice.

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 an invoice:

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
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, 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. Click the “Create Line-Item Credit Memo” button on the Invoice screen.

Invoice: 1235ASD

Create Line-Item Credit Memo Create Line-Item Debit Memo Copy This Invoice Cancel Print Download PDF Export cXML

Detail Scheduled Payments History

5. Complete all compulsory field with asterisks (*) mark.
NOTE: the amount and taxes will automatically be negative.

Line Items

Insert Line Item Options

1 Line Items: 1 Included, 0 Previously Fully Invoiced

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	MATERIAL	Not Available	29 Arba Test PO UOM: PAC		-15	AB	5 EUR	-15.00 EUR

Pricing Details

Price Unit: AB Unit Conversion: 1 Price Unit Quantity: 1 Description: 1

Tax

Category: VAT Taxable Amount: -15.00 EUR Rate(%): 0 Tax Amount: 0.00 EUR Exempt Detail: Exempt

6. Click “Next” > “Review Credit Memo” > “Submit”.

How to Submit Downpayment Invoice

1. Select “Yes” to “Is this invoice for a Downpayment Request?” when creating the invoice on SAP Business Network (refer to this [these steps](#) to enter invoice creation page).

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

2. Zero out the line item value and enter all remaining line item details needed to complete the invoice (see in the screenshot below).

Insert Line Item Options

☐ Tax Category: ☐ Shipping Documents ☐ Special Handling ☐ Discount

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	1	<input checked="" type="radio"/>	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 the “Update” button.

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

Supplier VAT Customer VAT

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

Downpayment amount: * 618,000

5. Add PDF copy of the proforma invoice at the header level as attachment.

being applied to this purchase, and submit invoices as normal.

Add to Header ▼

- Shipping Documents
- Charge
- Additional Reference Documents and Dates
- Comment
- Attachment**

2 Line Items, 1 Included, 0 Previously Fully Invoiced

☐ 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

⚠ Your accounting system invoice, along with any supporting documentation needed by your Lilly business contact, is required as an attachment and cannot have the same name as your invoice number. If the attachment file name is the same as the invoice number, please rename the attachment.

***Attachments**

The total size of all attachments cannot exceed 100MB

Choose File No file chosen **Add Attachment**

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

Final Invoice Submission to Clear Downpayment

- 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.

Is this invoice for a Downpayment Request?: **No** ▼

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

Add to Header ▼

- Shipping Cost
- Shipping Documents
- Special Handling
- Allowance
- Charge
- Additional Reference Documents and Dates
- Comment**
- Attachment

- 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.

Comment

Comments:

This is clearing invoice for the 100% downpayment

Default Invoice Comment
Text:

fundedValue:

Commission Amount:

☐

Accept


paymentReference:

pack:

TCC- North America Contact: TCC_Finance@lilly.com

Company Code:

vendorIDNo:

 Your accounting system invoice, along with any supporting documentation needed by your Lilly business contact, is required as an attachment and cannot have the same name as your invoice number. If the attachment file name is the same as the invoice number, please rename the attachment.

goodsAndServicesTaxIdentificationNo:

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.

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.

Status	Comments	Changed By	Date and Time
Acknowledged	The invoice status has been successfully updated to Rejected by Eli Lilly and Company. Description:XXXXXX	ANCKMLDispatcher-10958003	23 Nov 2023 8:08:42 AM

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.

<p>Rejected Invoice:</p> <p>Reasons:</p> <p>INV-82: Invoice was modified. Original document at</p> <p>INV-425: The tax rate in line item 1 is not a valid value.</p> <p>DOC-6: A document preprocessing error occurred.</p> <p>DOC-1: Invoice validation failed.</p> <p>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.</p> <p>Edit & Resubmit</p>

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

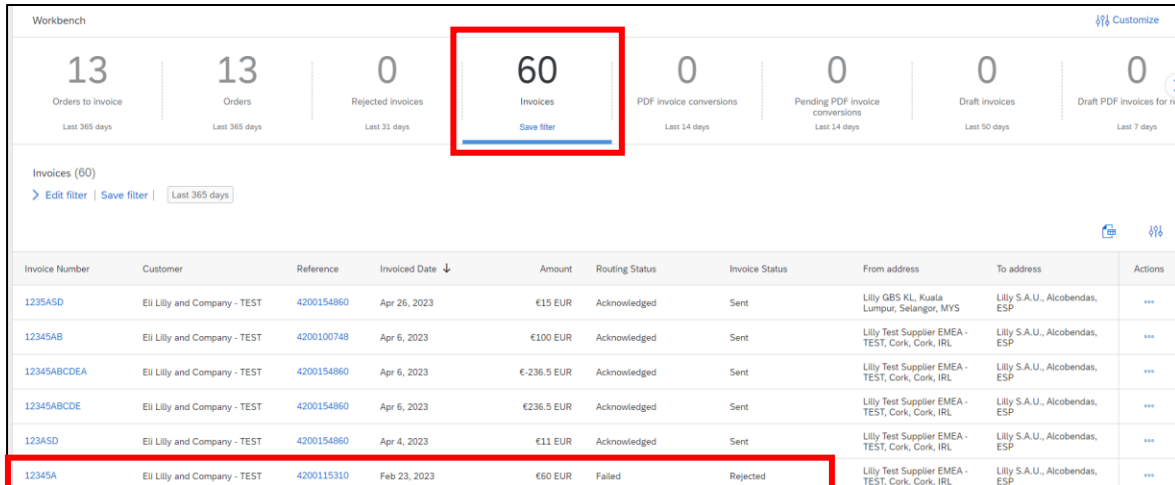
Rejection Code	Action
INV-427: The taxable amount in line item 1 is not a valid value.	Invoice was submitted with tax amount instead of Tax rate %. Invoice needs to be resubmitted with correct tax rate (%). The tax amount field can be left blank for SAP Business Network to auto-calculate. Invoice resubmission 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 the steps 4 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>	<p>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.</p> <p>Correct US Base Amount format: e.g.</p> <div data-bbox="663 913 1070 972" style="border: 1px solid black; padding: 2px; display: inline-block;">US Base Amount: 10140.00</div>
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, please 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.

How to Resubmit Failed/ Rejected Invoice

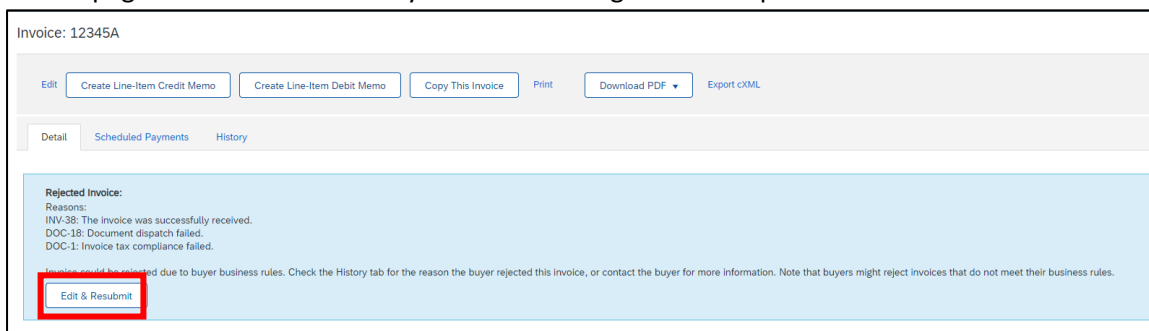
If you need to change information of an invoice you have already submitted, the invoice must have a status of **Failed** or **Rejected**. If the invoice is not under **Failed** or **Rejected** status, contact Lilly ([Contacting Accounts Payable Suppliers | Eli Lilly and Company](#)) to reject the invoice 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
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, 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	...
12345D	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.

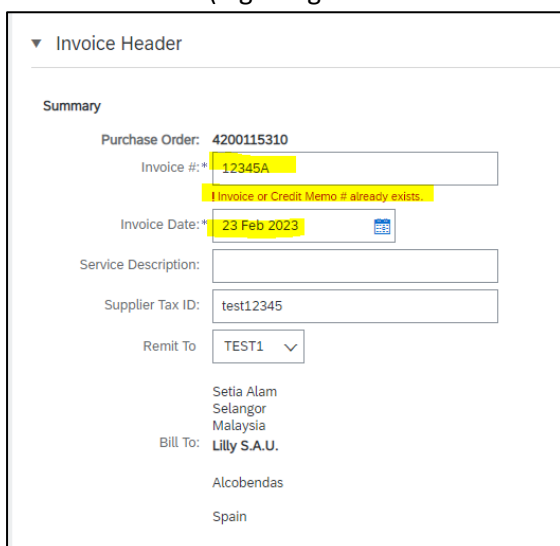


Invoice: 12345A

Rejected Invoice:
Reasons:
INV-38: The invoice was successfully received.
DOC-18: Document dispatch failed.
DOC-1: Invoice tax compliance failed.
This invoice has been 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

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:

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.

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.

Workbench

13 Orders to invoice (Last 365 days) | 13 Orders (Last 365 days) | 0 Rejected Invoices (Last 31 days) | **60 Invoices** (Last 365 days) | 0 PDF invoice conversions (Last 14 days) | 0 Pending PDF invoice conversions (Last 14 days) | 0 Draft Invoices (Last 50 days)

Invoices (60)

[Edit filter](#)

Customers: Select or type selections

Invoice number: Type selection

Reference: Type input

Invoice date: Last 365 days

Invoice type: All

Partial match (selected) | Exact match

Invoice status: All

Status change date: None

Routing status: All

External invoice number: Type input

From country: Select or type selections

To country: Select or type selections

Min amount: | Max amount: | Currency: EUR

Payment net due date: None

Submitted by: All

View: All

[Apply](#) [Reset](#)

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>

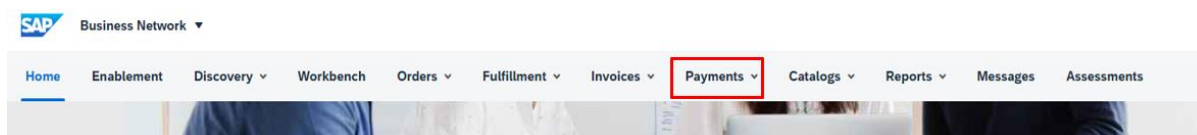
Failed	Failed	Invoice was submitted through incorrect method, e.g.: cXML. Check if your company is set up for integration with Lilly on SAP Business Network. cXML invoice submission is only possible if integration has been set up. Resubmit the invoice against Purchase Order on SAP Business Network instead 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 Access Payment Remittance Information on BN

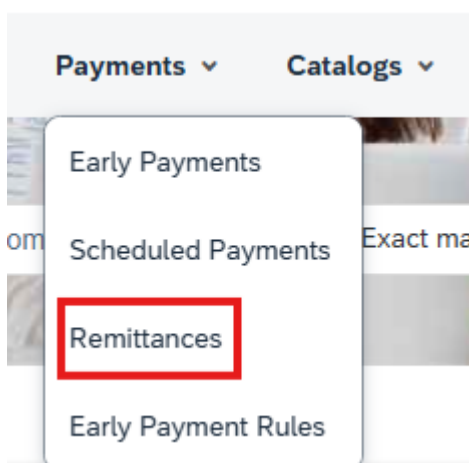
1. How to Access Remittance Information

Step-by-Step Instructions

1. **Log in** to your supplier account at <https://supplier.ariba.com>.
2. From the top menu, go to the **Payments** tab.



3. Click on **Remittances** to view your remittance advice documents.



4. Use the available filters to narrow down the list based on your needs (e.g., date, payment reference, invoice number).

Remittances (0)

[Edit filter](#)

Customers <i>Select or type selections</i>	Transaction # <i>Type input</i>	Date Range Last 365 days	Payment Date 6/12/2025 - 6/12/2025	Method All
Reference number <i>Type selection</i>	Status Include	Routing status All	Min amount	Max amount
	<i>Select or type</i>		Currency USD	

5. To find all invoices included in a specific payment:
- Use the **payment reference number** provided by Lilly in your remittance advice.
6. To check the payment status of a specific invoice:
- Go to the **Invoices** tab.
 - Enter the **invoice number** in the search bar.
 - Click on the invoice to open it.
 - Navigate to the **Remittance** tab within the invoice to view payment details.

Create Line-Item Credit Memo	Copy This Invoice	Download PDF ▼	Export cXML
Detail	Scheduled Payments	Remittance	History

