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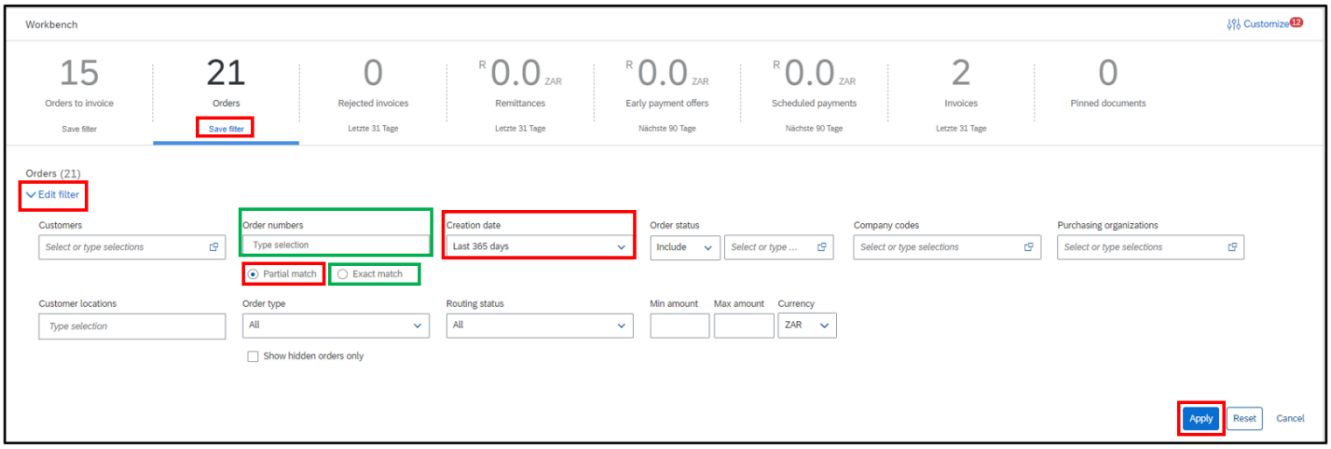
Invoicing/ Credit Memo Queries

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?**

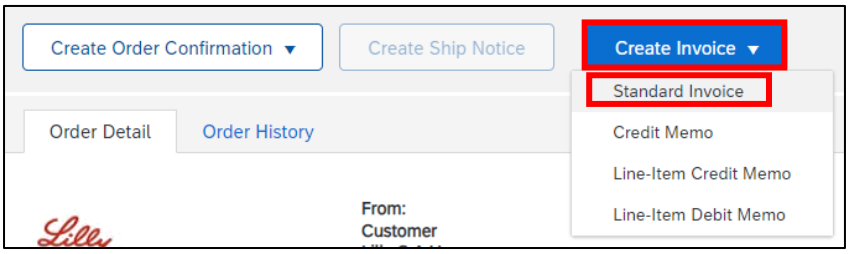
1. Go to "Workbench" and below page will appear. Select "New orders" or "Orders to invoice" tab.
2. Click "Edit filter", select "Partial match", update creation date accordingly (e.g.: Last 365 days), and click "Apply". You can also select specific customers using this function.
3. If you want to check 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.



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

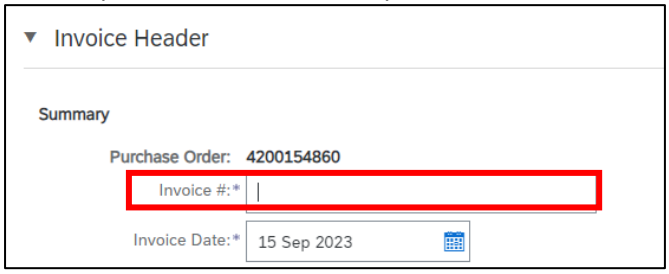
All Purchase Order that fulfils the criteria will appear after you have applied the filter. You need to find the Purchase Order that you are trying to invoice and click on the Purchase Order number. The Purchase Order page will then be opened, and you will have option to "Create Invoice" and then select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



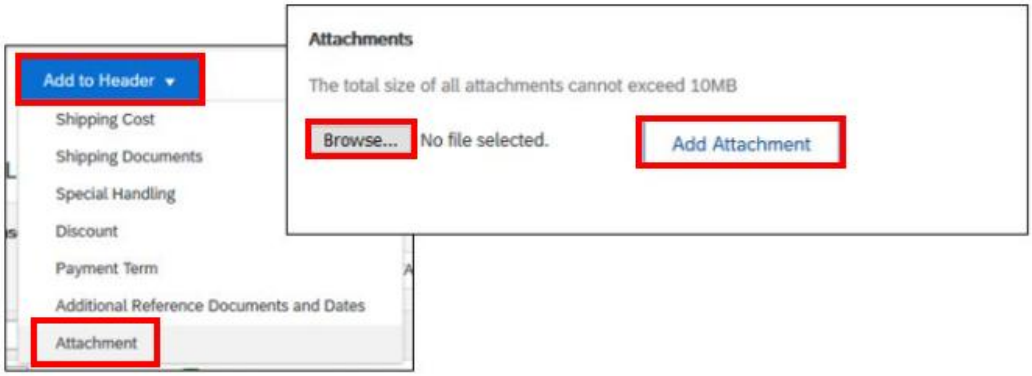
Take note on below points while submitting your invoice:

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.



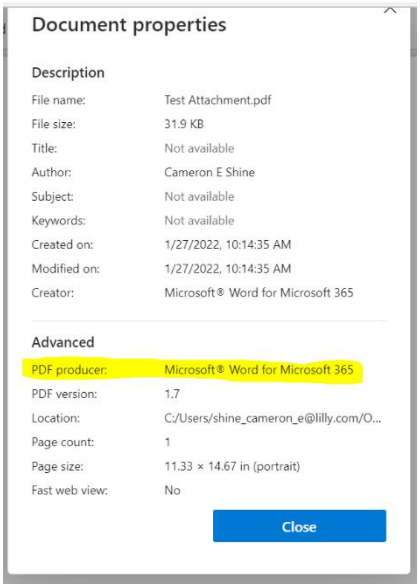
3. **<u>Adding an Invoice Attachment is compulsory</u> upon invoice submission. How to add attachment?**
   I. Select “Add to Header” and choose “Attachment”
   II. Click “Browse” to choose the file from your computer. This will trigger a new window where you can select the file you want.
   III. Once file is selected, click “Add Attachment”.



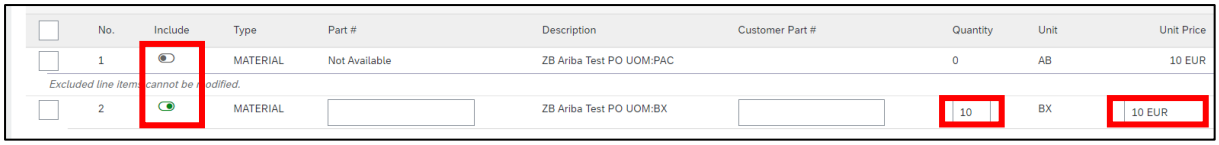
NOTE:

- *Your attachment <u>must have a different name</u> than your Invoice Number.*
- *Please ensure you <u>do not include confidential information</u> on your invoice attachments. (e.g. employee personal information).*
- *Please ensure you <u>do not use any password protected</u> PDF attachments*
- *The total size of all attachments <u>cannot exceed 10MB</u>. Only <u>PDF format</u> file is accepted.*
- *SAP recommends <u>producing PDF attachment documents via Adobe Document Service (ADS) or the SAP PDF converter</u> 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.

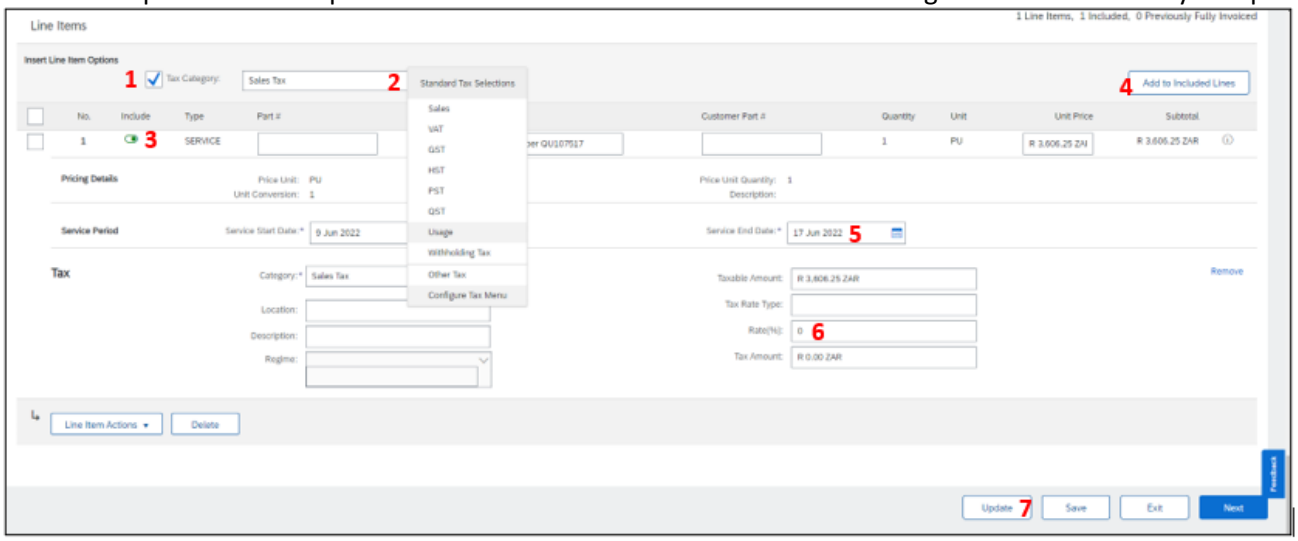


4. Update the Quantity / Pricing for each line according to your invoice. You can include/ exclude line item by clicking the green toggle of the line item.



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. **<u>Tax is a compulsory field</u>**. 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.

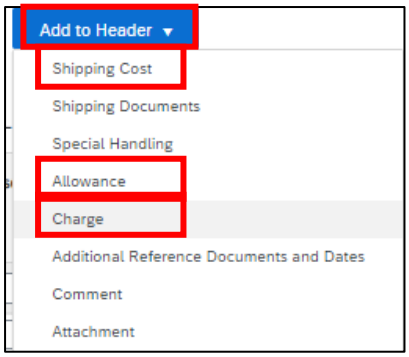


Resource: [Ariba Network Supplier Training (NEW) | Invoicing]

6. **<u>Shipping cost</u>** can only be added at header level. Meanwhile, **<u>allowance/ other charges</u>** can be added at header or line-item level.

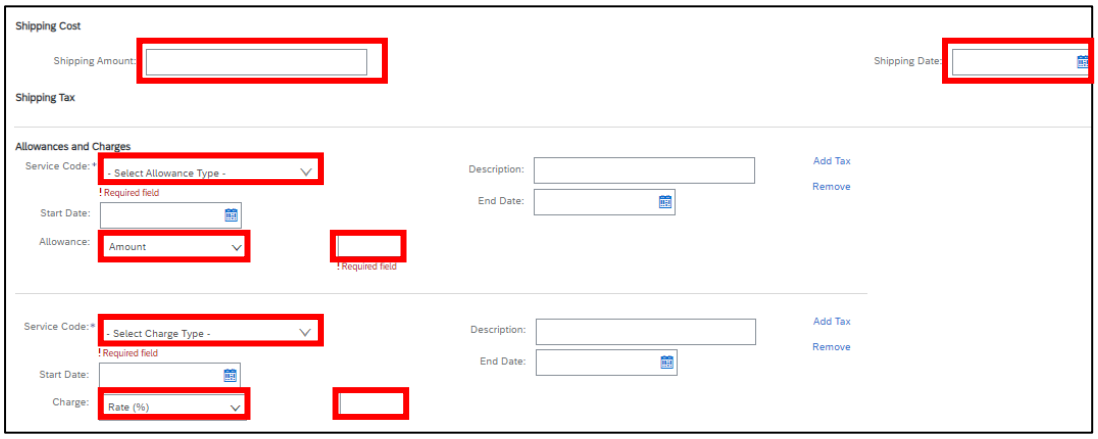
<u>To add charges at header level:</u>

1) Select "Add to Header" and choose "Shipping Cost"/ "Allowance"/ "Charge".



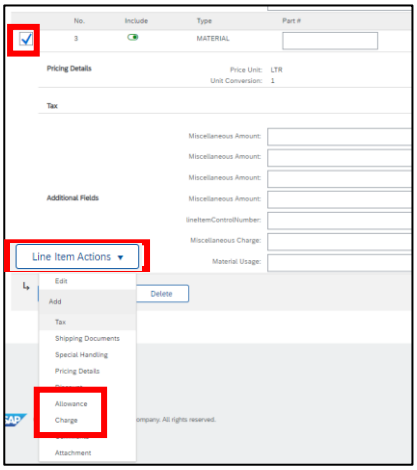
2) **Shipping Cost** : Input "Shipping Amount" and "Shipping Date".
Allowance : Select "Service Code" to specify allowance type, "Allowance" (either amount or rate %), and the amount/ rate % of the allowance.

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

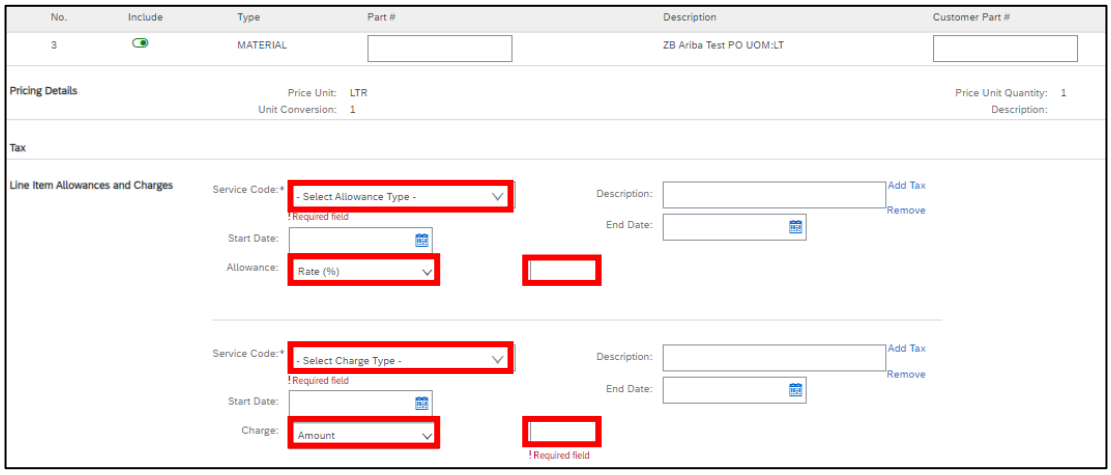


<u>To add charges at line-item level:</u>

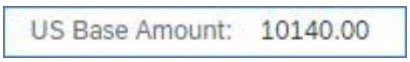
1) Tick the box besides the line item(s) that you want to invoice, click “Line item Actions” then “Allowance”/ “Charge”.



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 **<u>invoicing Lilly entities in United States</u>**, 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 (,).

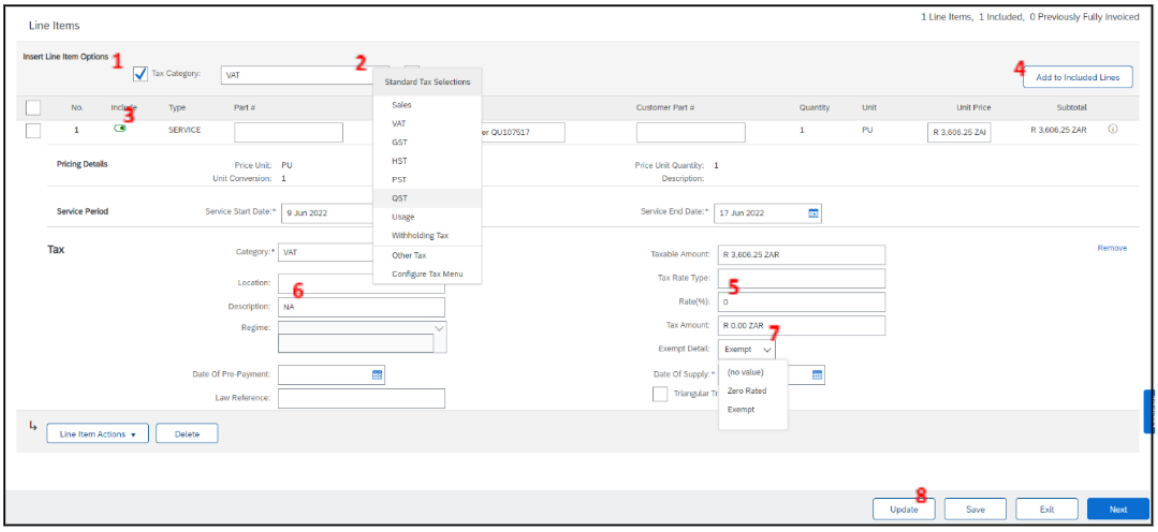
    Sample of correct US Base Amount format: 

    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".

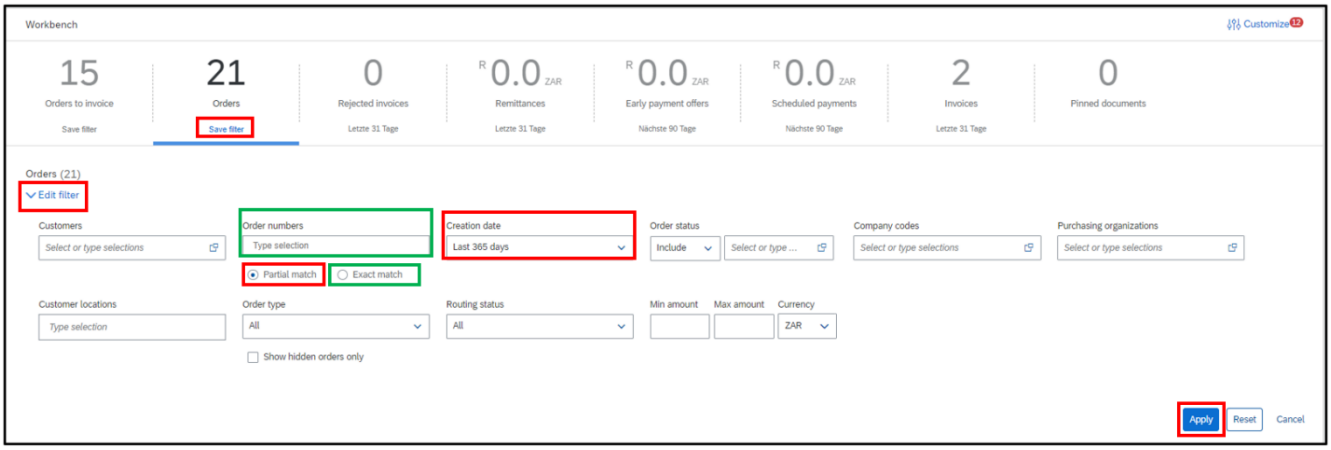


How to Submit Invoice Through SAP Business Network Against Blanket Purchase Order

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?**

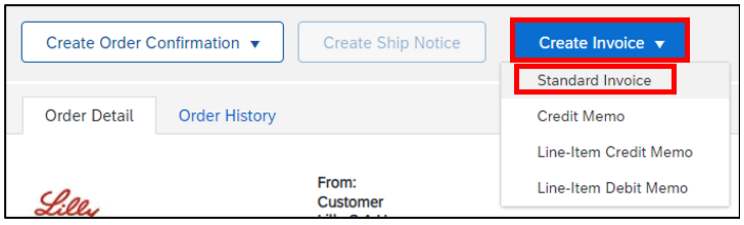
1. Go to "Workbench" and below page will appear. Select "New orders" or "Orders to invoice" tab.
2. Click "Edit filter", select "Partial match", update creation date accordingly (e.g.: Last 365 days), and click "Apply". You can also select specific customers using this function.
3. If you want to check 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.



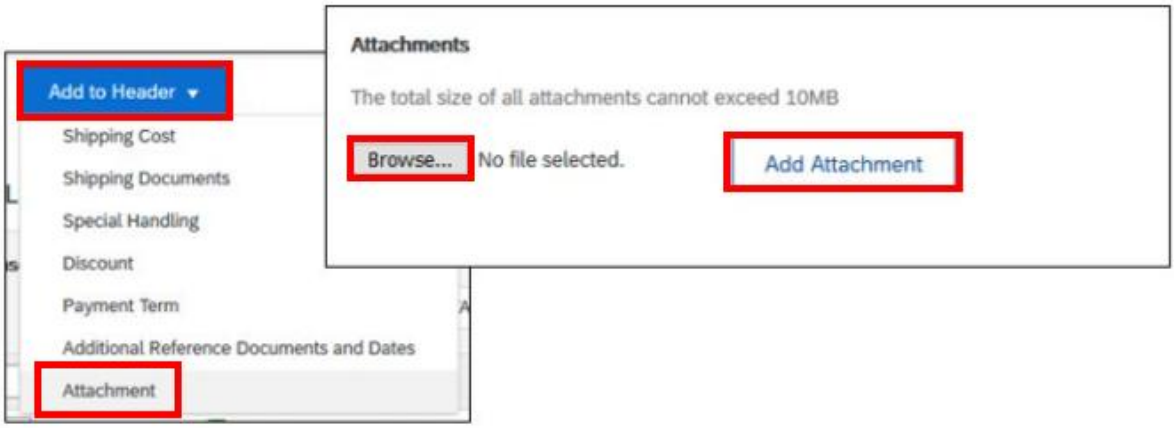
Resource: SAP Business Network Supplier Training (NEW) | Navigating your Account (ariba.com)

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".

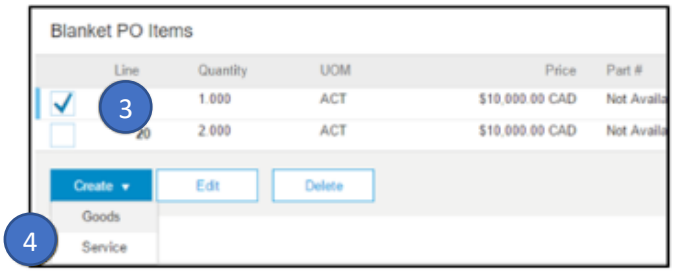


Once you have found the blanket Purchase Order that you are trying to invoice and click create invoice, follow below steps:

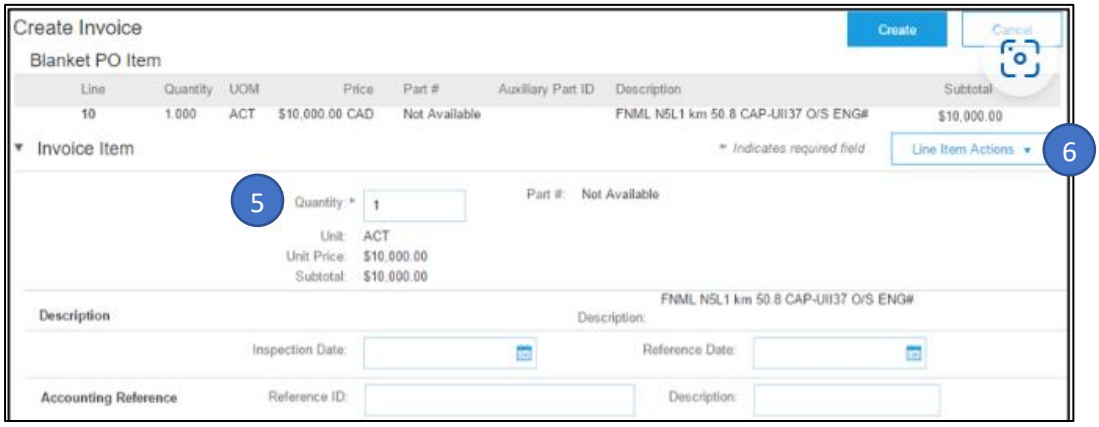
1. Complete all the compulsory fields with asterisk (*) mark. You can skip fields that are not compulsory.
2. Add your supporting document (original invoice copy/ other supporting document) as attachment following below steps:
   i. Select "Add to Header" and choose "Attachment"
   ii. Click "Browse" 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”.

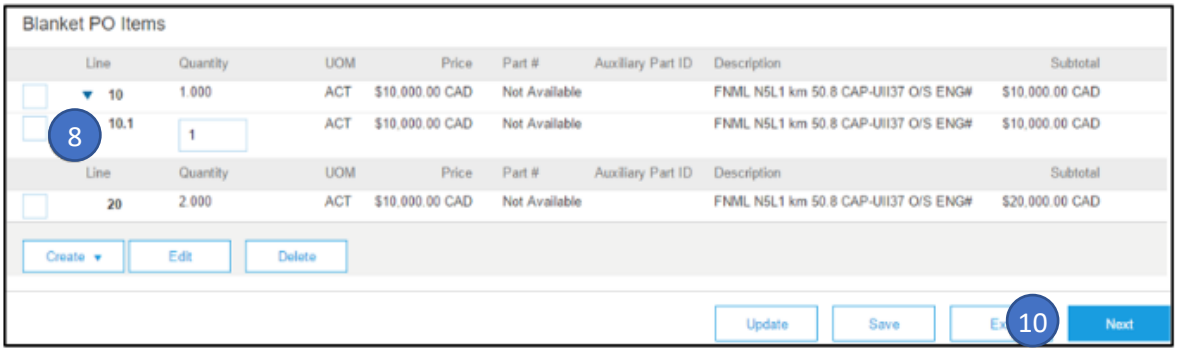


5. Complete all the compulsory fields with asterisk (*) mark including the Quantity and/or Price fields to create the invoice line item.



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.



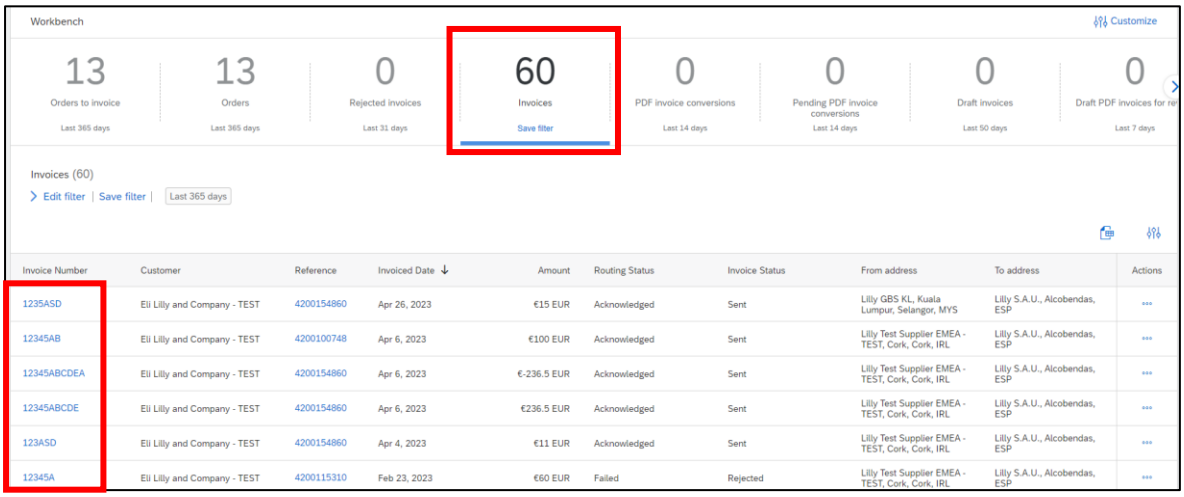
9. Repeat process as needed for each line.
10. Click “Next” to continue.
11. Review, Save or Submit as Standard Invoice.

How to Submit Credit Memo

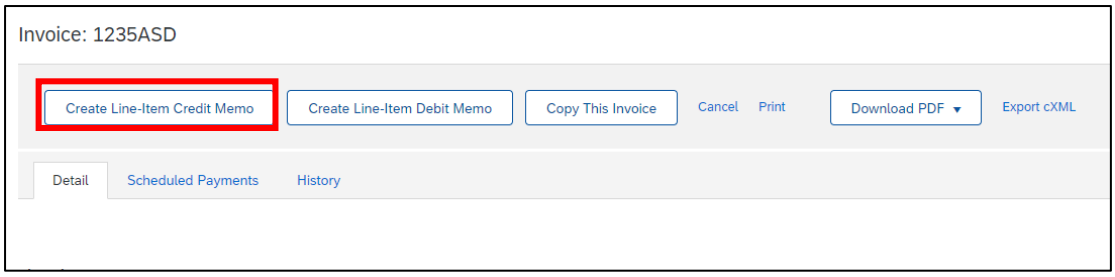
Credit memo will need to be submitted against a specific invoice (line-item level) instead of a Purchase Order (header level). The header level credit memo feature is not supported by Lilly on SAP Business Network.

Follow below steps to create a line-item level credit memo against an invoice:

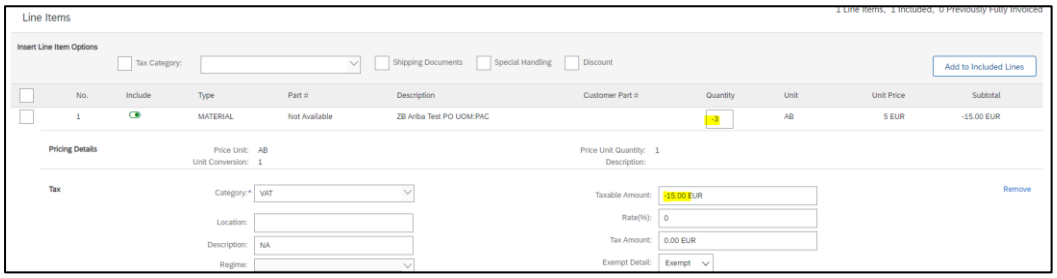
1. Login to your account through SAP Business Network Supplier.
2. Click the “Invoices” tab.
3. Find and select your previously created invoice.



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



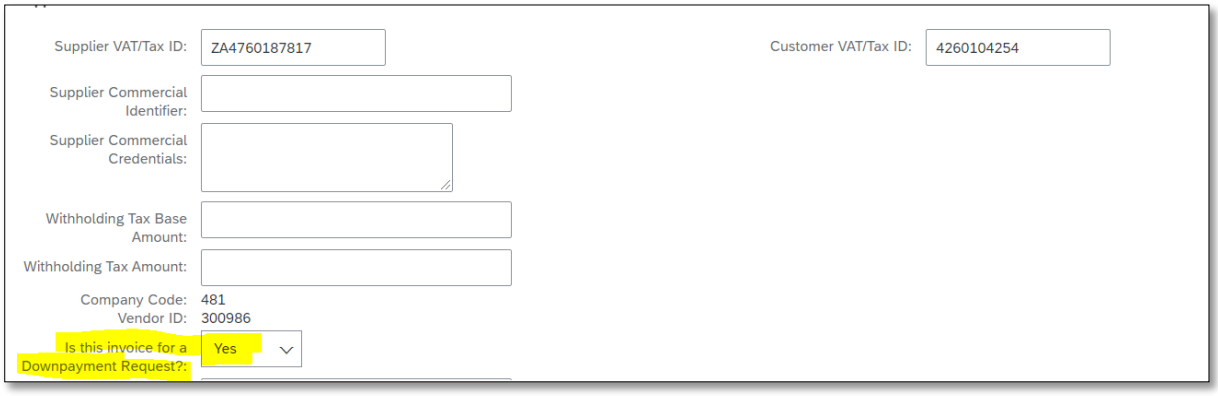
5. Complete all compulsory field with asterisks (*) mark.
   NOTE: the amount and taxes will automatically be negative.



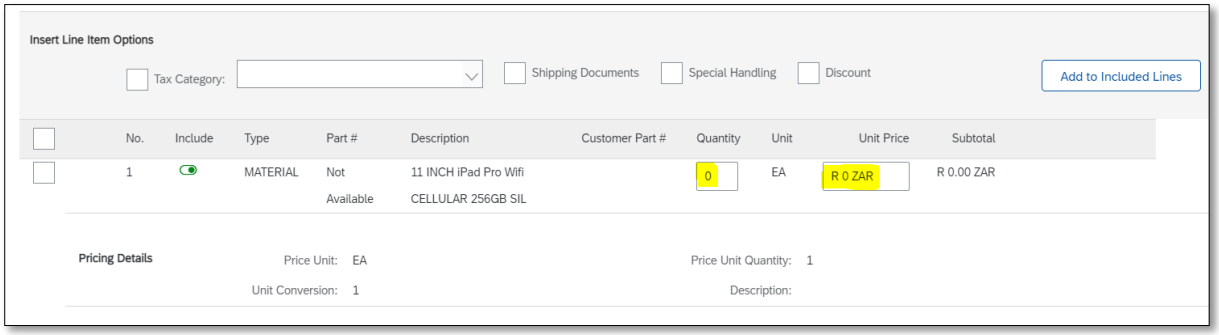
6. Click “Next” > “Review Credit Memo” > “Submit”.

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).

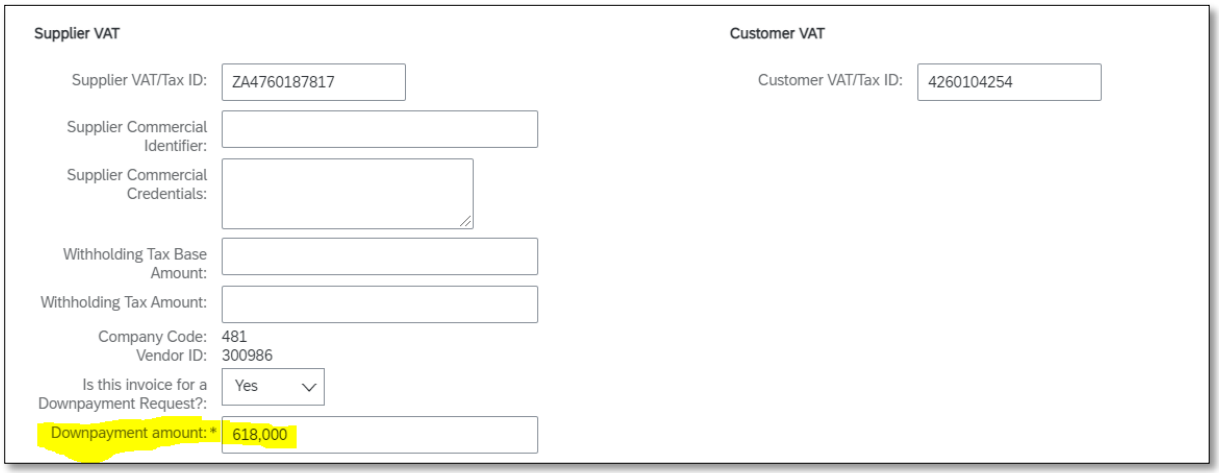


2. Zero out the line item value and enter all remaining line item details needed to complete the invoice (see in the screenshot below).

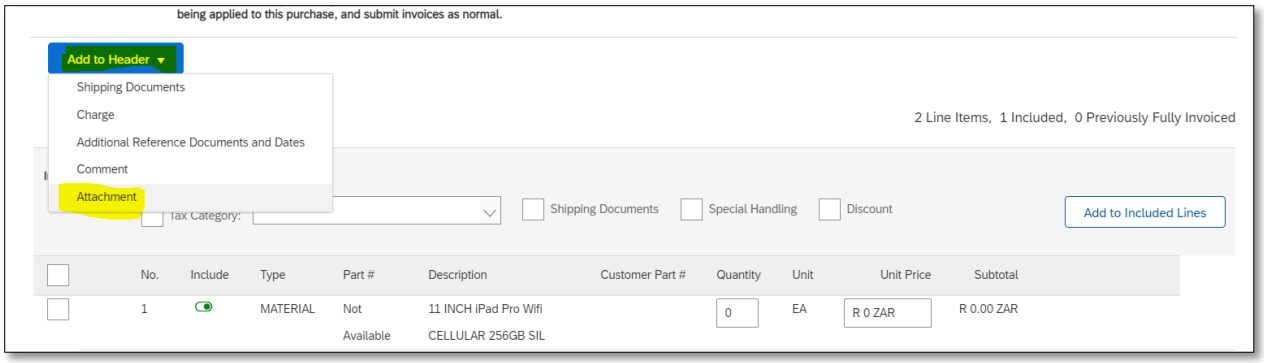


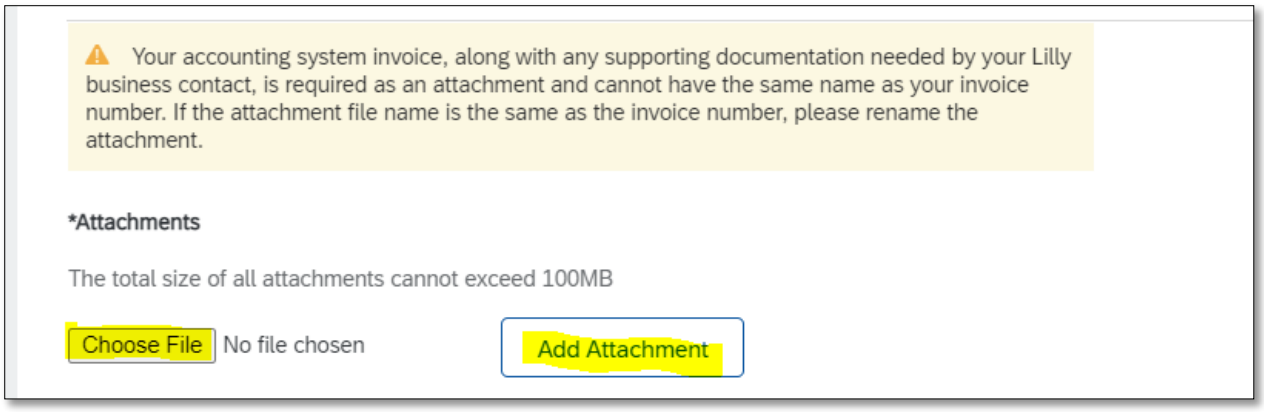
3. Click the “Update” button.

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.



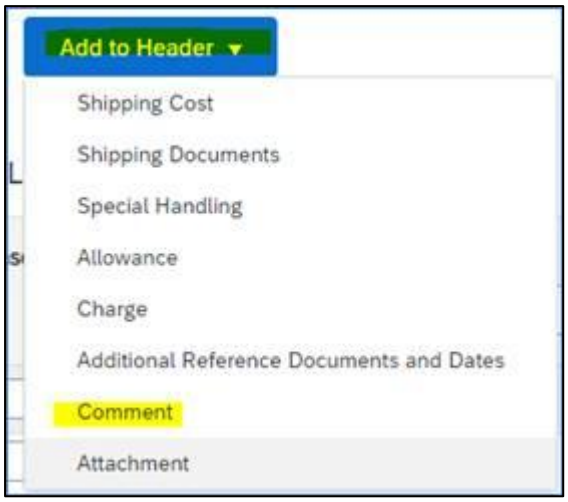


6. Submit the invoice with zero value. Lilly will process the downpayment in the amount confirmed in step 4.

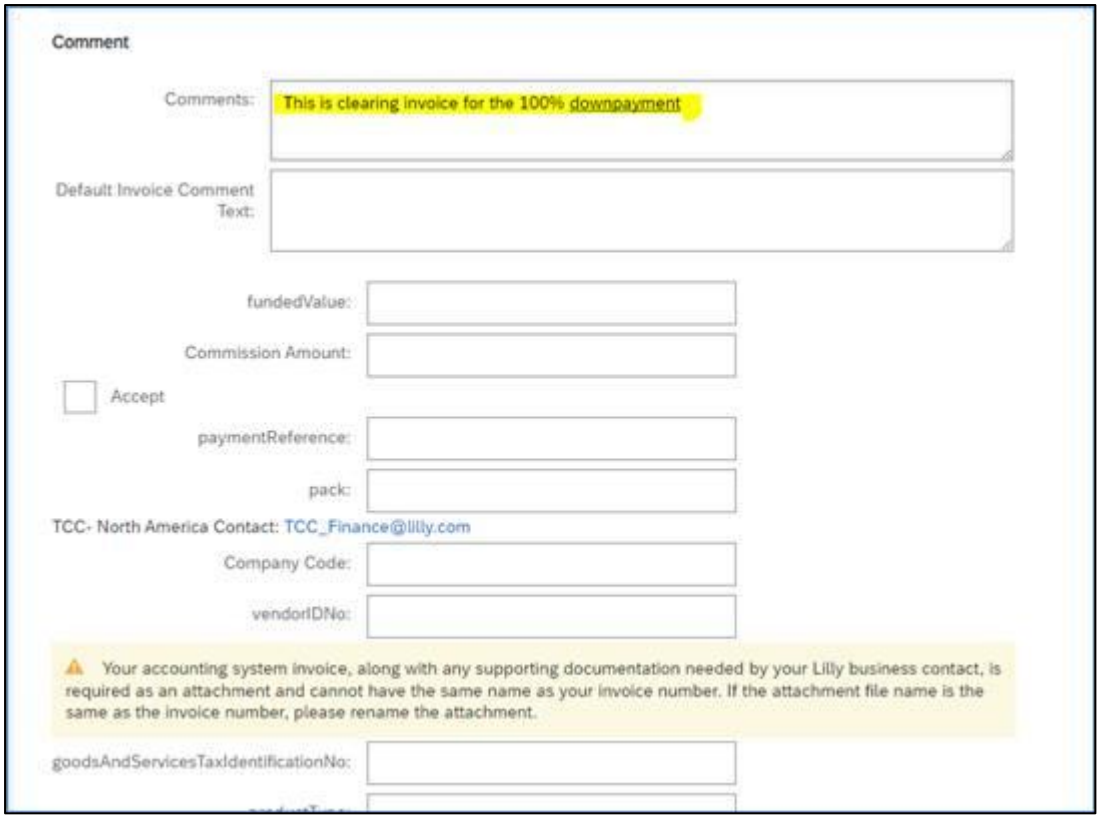
Final Invoice Submission to Clear Downpayment

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”.

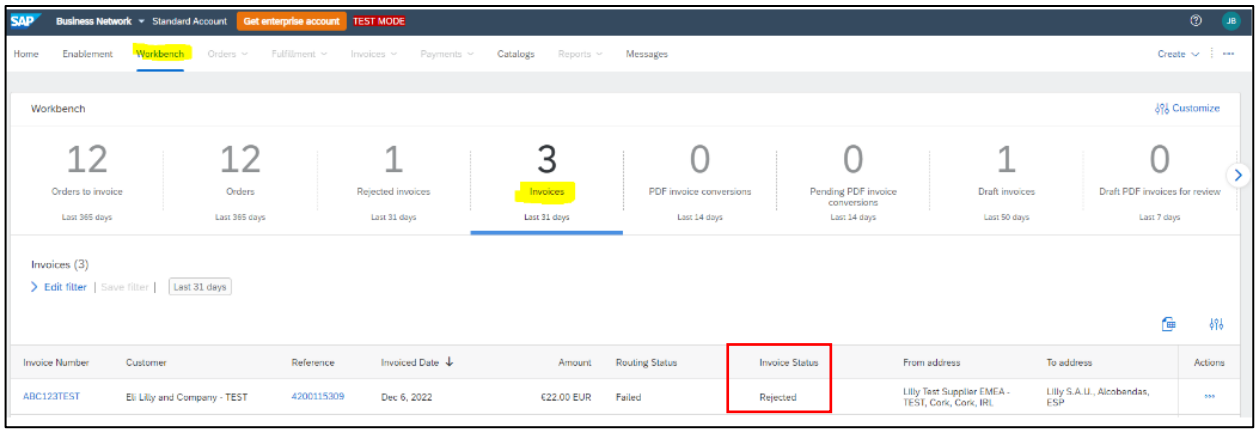


3. Scroll up and you will see the “Comment” field, please input your remark indicating that the invoice is a final invoice to clear downpayment in this field.

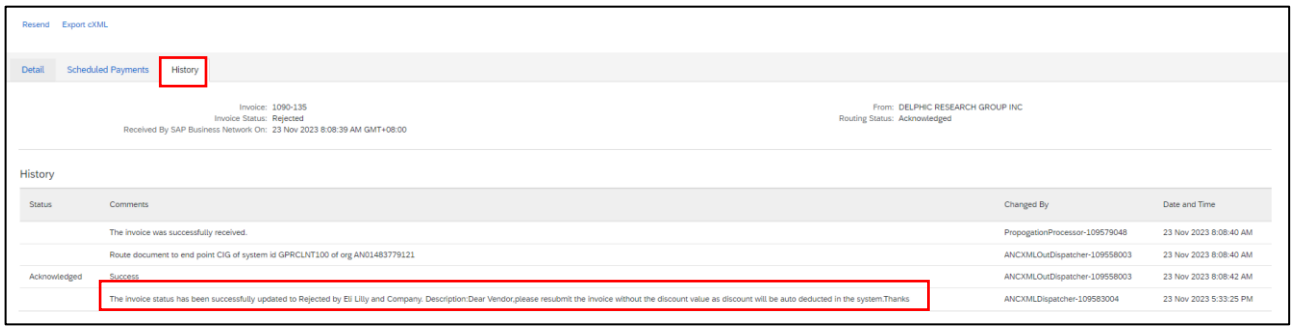

Comment
Comments:
This is clearing invoice for the 100% downpayment
Default Invoice Comment Text:
fundedValue:
Commission Amount:
Accept
paymentReference:
pack:
TCC- North America Contact: TCC_Finance@lilly.com
Company Code:
vendorIDNo:
Your accounting system invoice, along with any supporting documentation 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

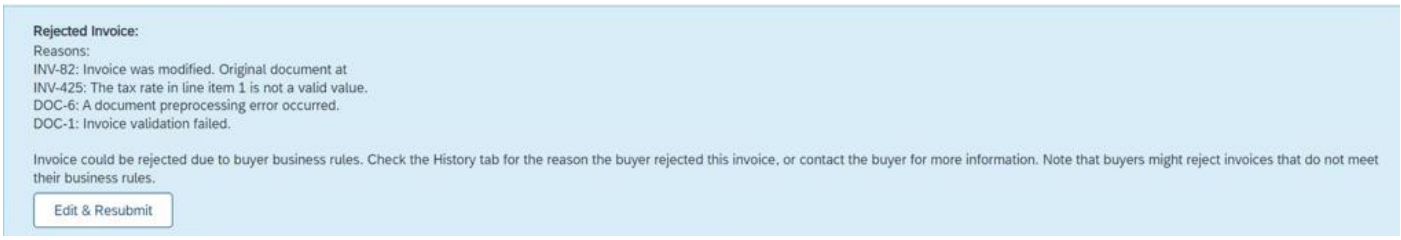
1. To check the status of your invoice/ credit memo, please follow these steps.
2. If you see invoice/ credit memo with "Rejected" status (refer below sample), please click the invoice/ credit memo number to go to the details page.
   NOTE: if you receive an invoice/ credit memo rejection notification via email, the rejection reason should be stated in the email notification as well.



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

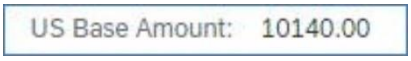


NOTE: If the rejection reason states "The invoice status has been successfully updated to Rejected by Eli Lilly and Company. Description:XXXXXX", you will need to resubmit the invoice/ credit memo based on the rejection reason provided by Eli Lilly's Account Payable team following these steps. However, 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.



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

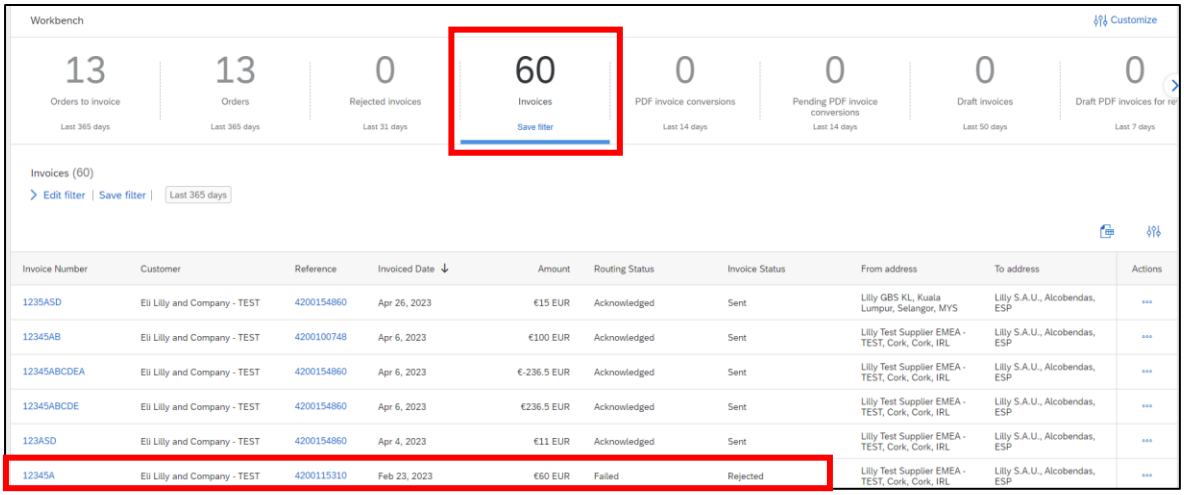
Rejection Code	Action
INV-427: The taxable amount in line item 1 is not a valid value.	Invoice was submitted with tax amount instead of Tax rate %. Invoice needs to be resubmitted with correct tax rate (%). The tax amount field can be left blank for SAP Business Network to auto-calculate. Invoice resubmission 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. *(without any rejection reason)*	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: e.g. 
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.

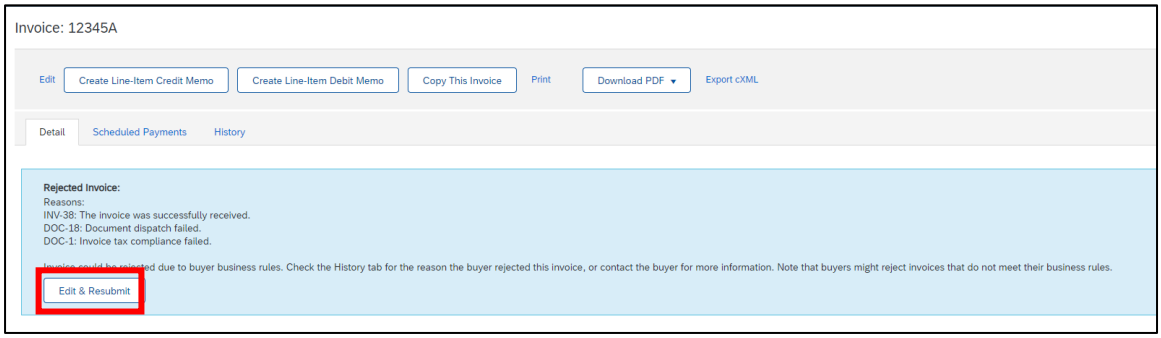
How to Resubmit Failed/ Rejected Invoice

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.

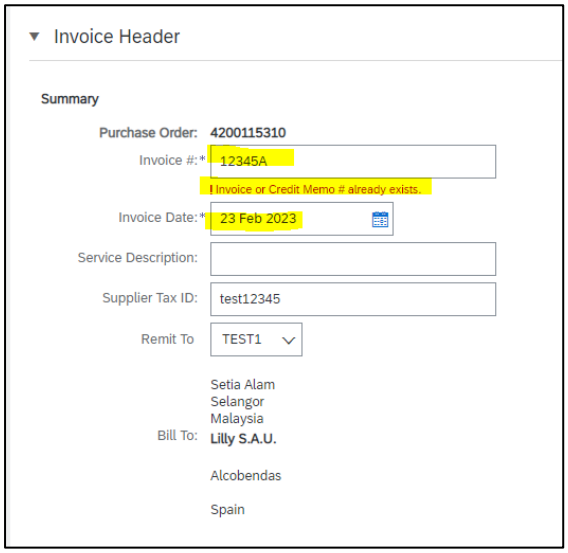
1. Login to your account through SAP Business Network Supplier.
2. Click the “Invoices” tab.
3. Find and select your previously created invoice.



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.



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.).



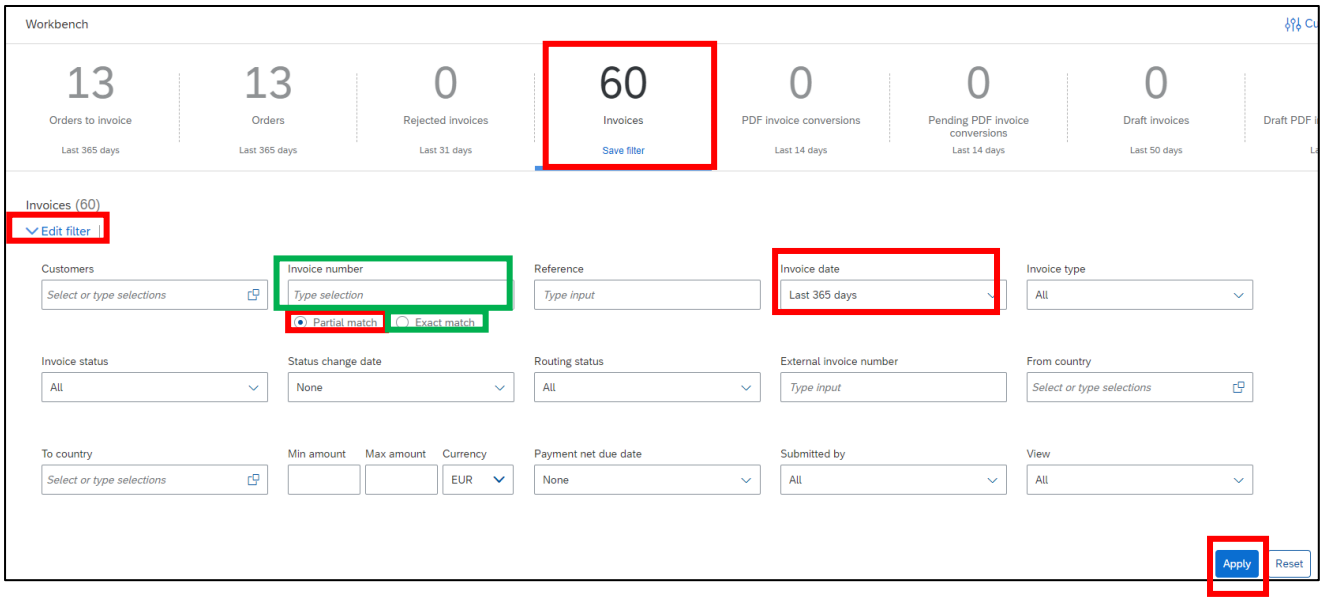
6. Continue the invoice submission steps as per usual.

Invoice Status (What Does it Mean and Next Steps)

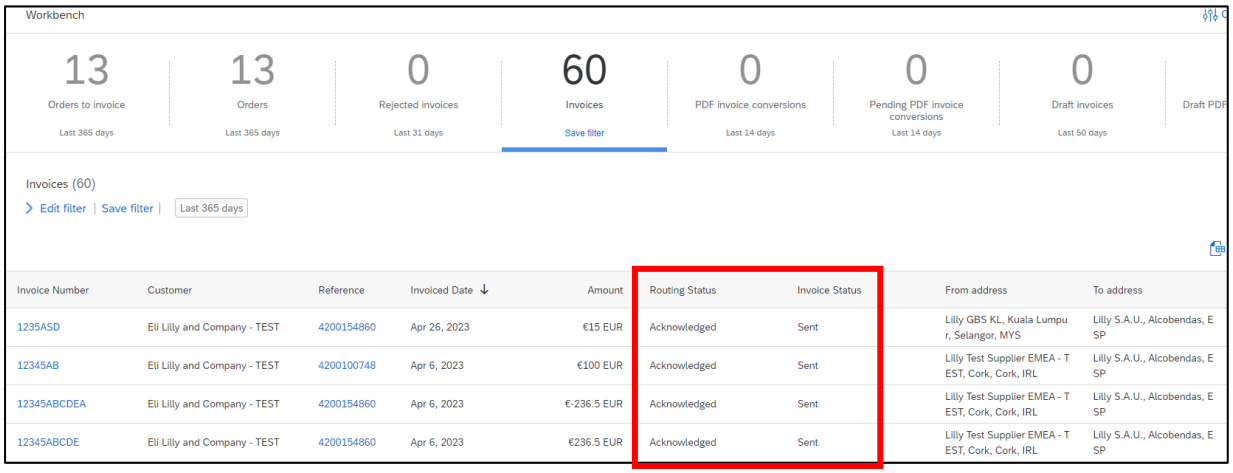
Follow below steps to check your invoice status on SAP Business Network:

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.



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



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. *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")*

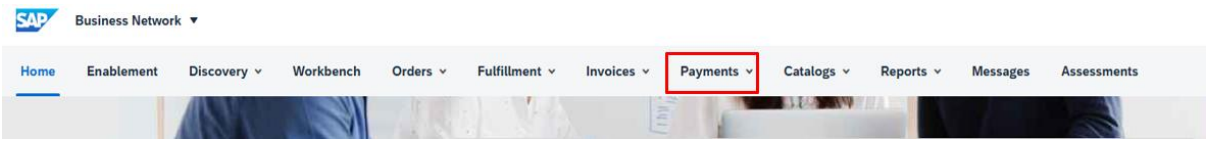
Failed	**Failed**	Invoice was submitted through incorrect method, e.g.: cXML. Check if your company is set up for integration with Lilly on SAP Business Network. cXML invoice submission is only possible if integration has been set up. Resubmit the invoice against Purchase Order on SAP Business Network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

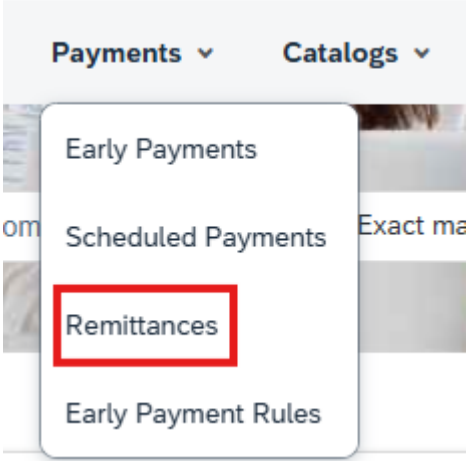
1. How to Access Remittance Information

Step-by-Step Instructions

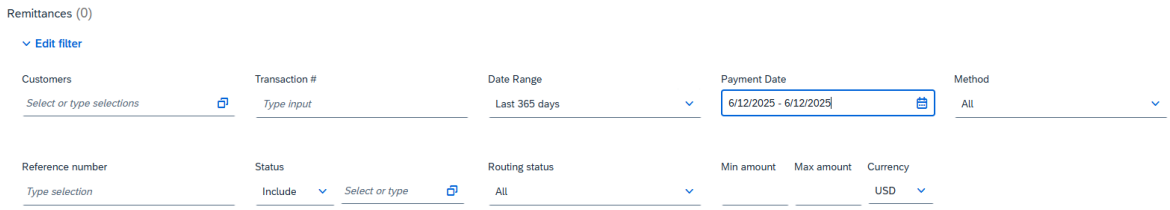
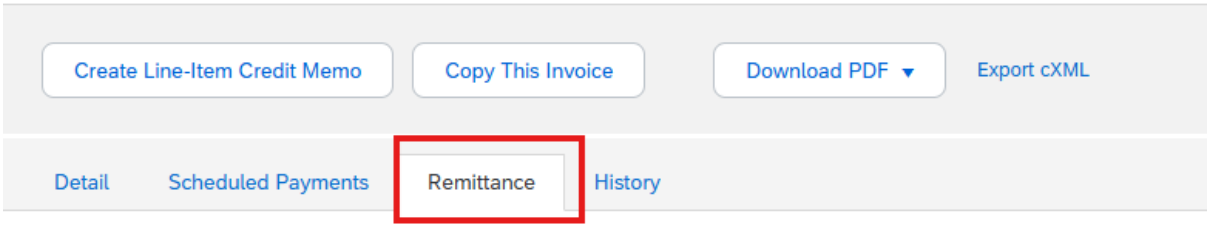
1. **Log in** to your supplier account at https://supplier.ariba.com.
2. From the top menu, go to the **Payments** tab.



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).



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.