

SAP Ariba Quick Reference Guide

How to Cancel an Invoice

Supplier process

**All screenshots provided are examples only*

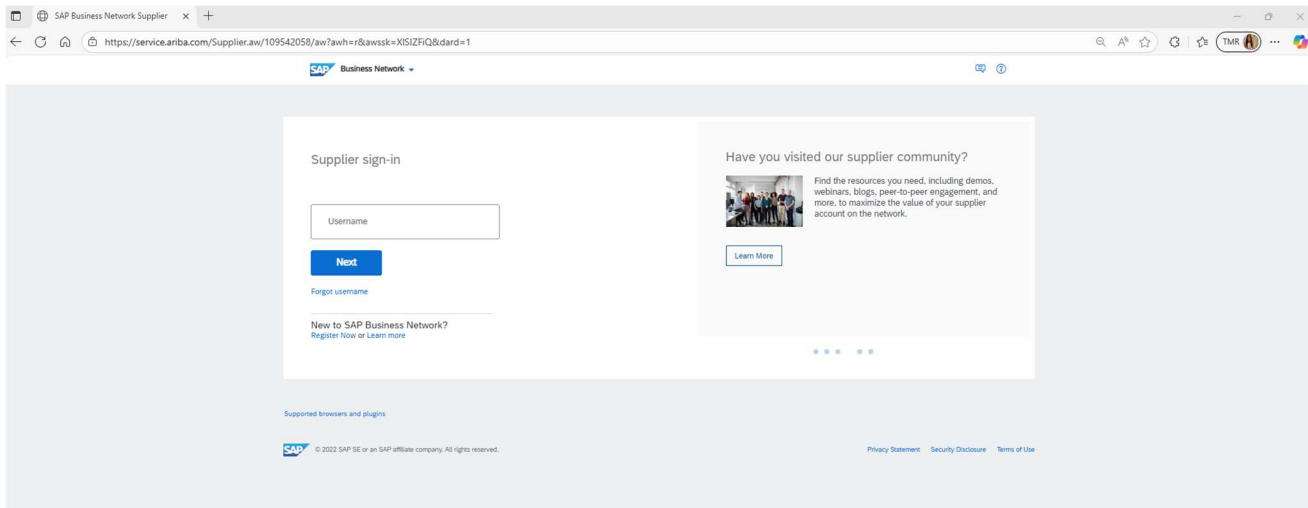
Overview

An invoice may need to be cancelled due to errors, such as incorrect details, duplicate entries, or changes to the transaction. To ensure accuracy and compliance, the process should include verifying the reason for cancellation, obtaining necessary approvals, and issuing a replacement or credit note if required. Please reach out to ariba_support@tmr.qld.gov.au if you require help.

Instructions

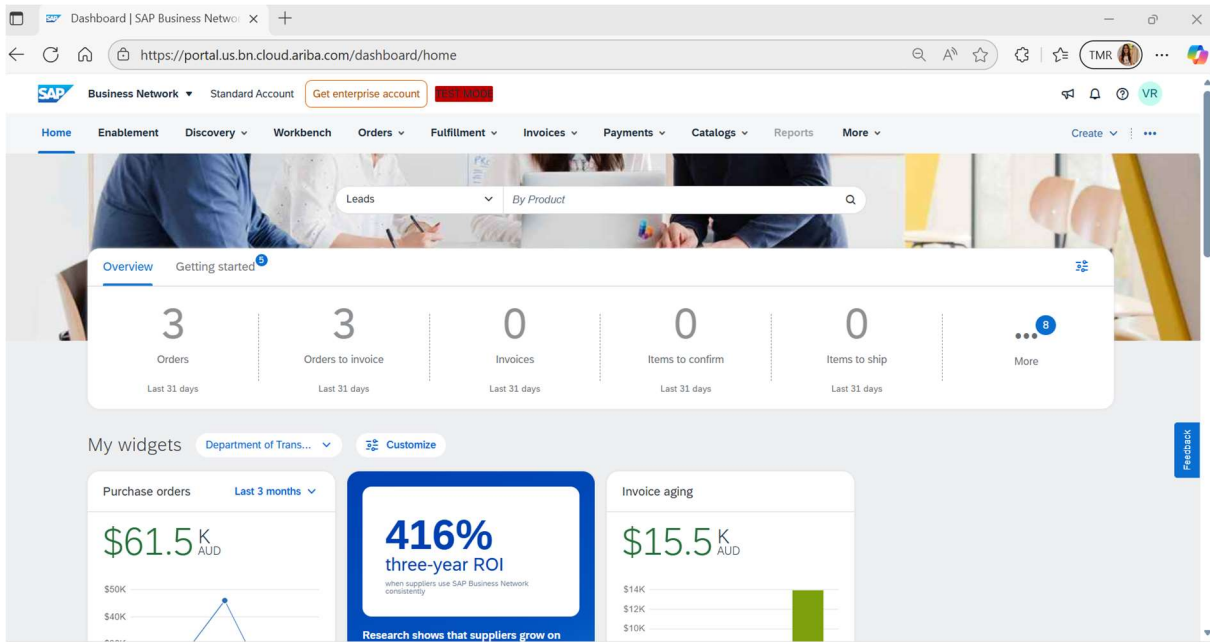
Step 1:

Navigate to the SAP Ariba Business Network Account <https://supplier.ariba.com> and enter your username and password.



Step 2:

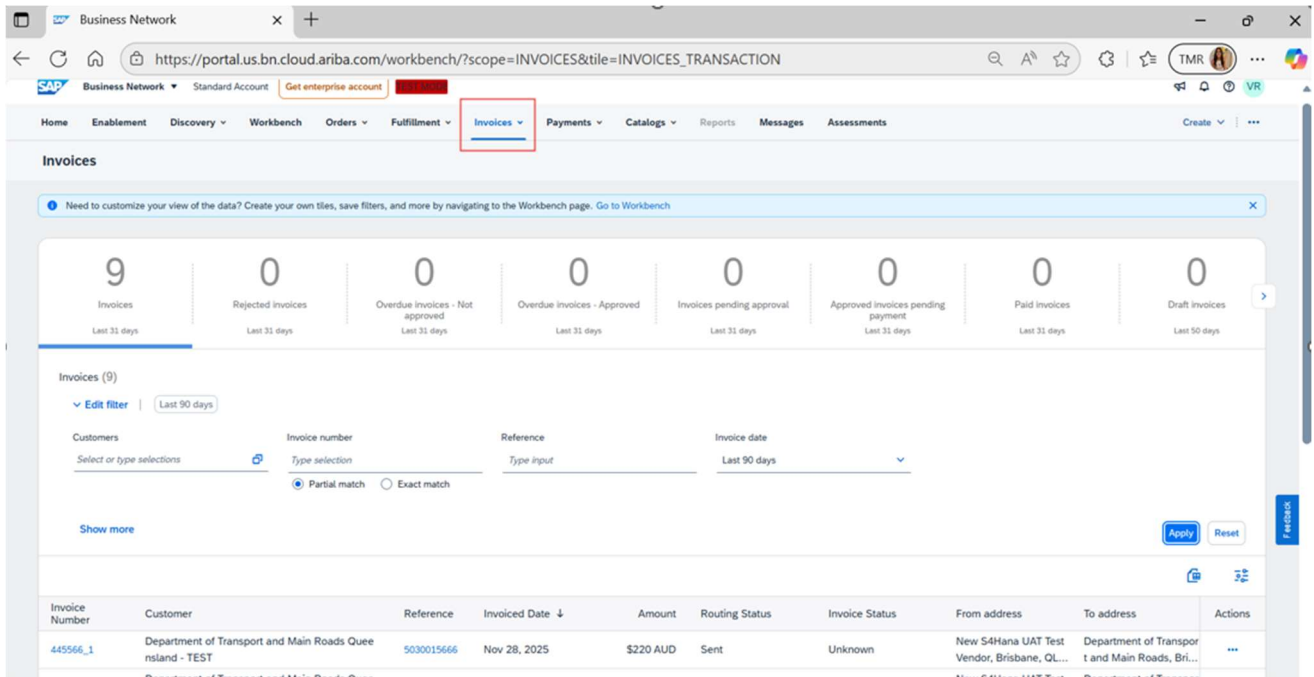
You will be navigated to the homepage and dashboard.



Step 3:

Click on the 'Invoices' tab.

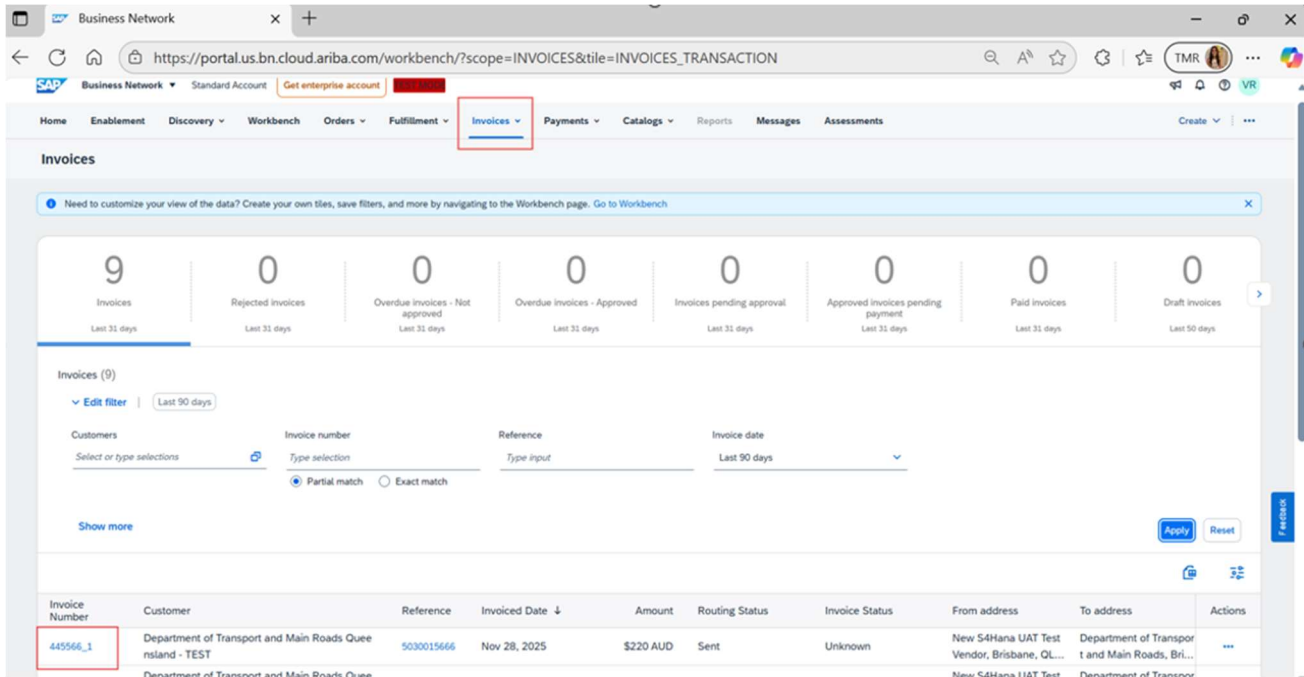
You will then be navigated to a list of invoices that has been submitted to TMR.



Step 4:

From the invoice list, scroll down the list to find the invoice to cancel and click on the invoice number in blue.

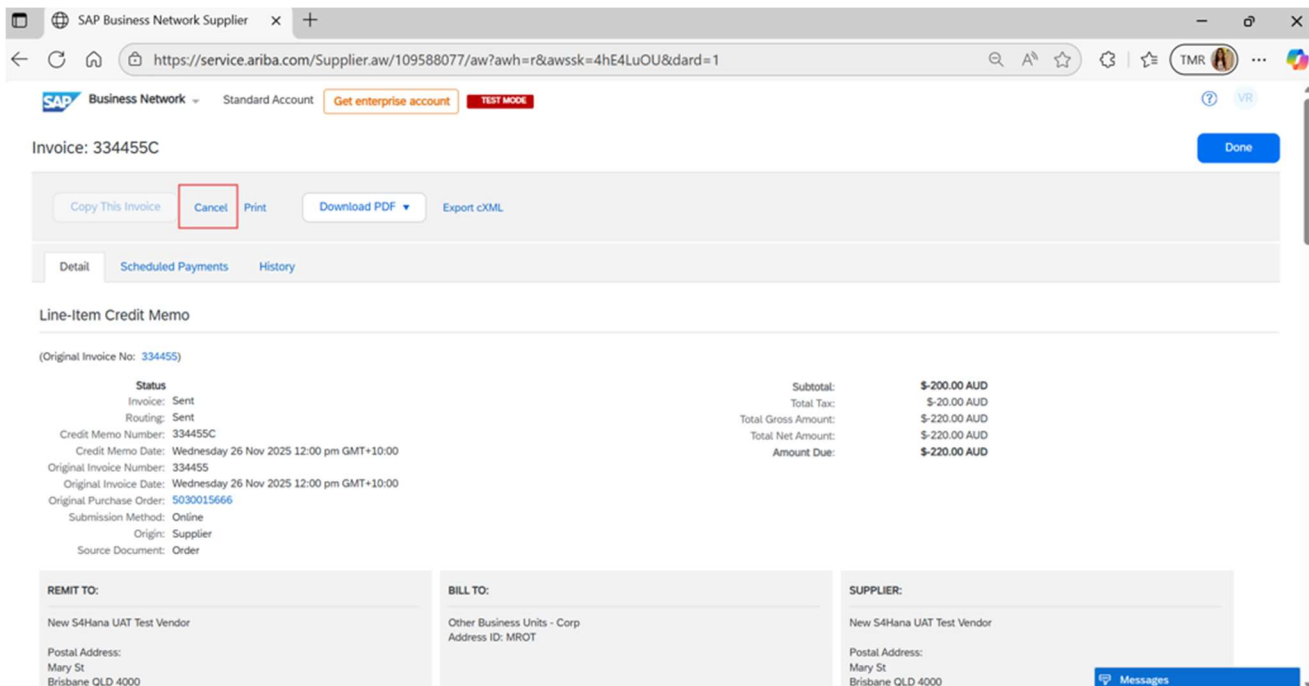
Hint – Text shown in blue is a link and can be clicked on to navigate to another page.



Step 5:

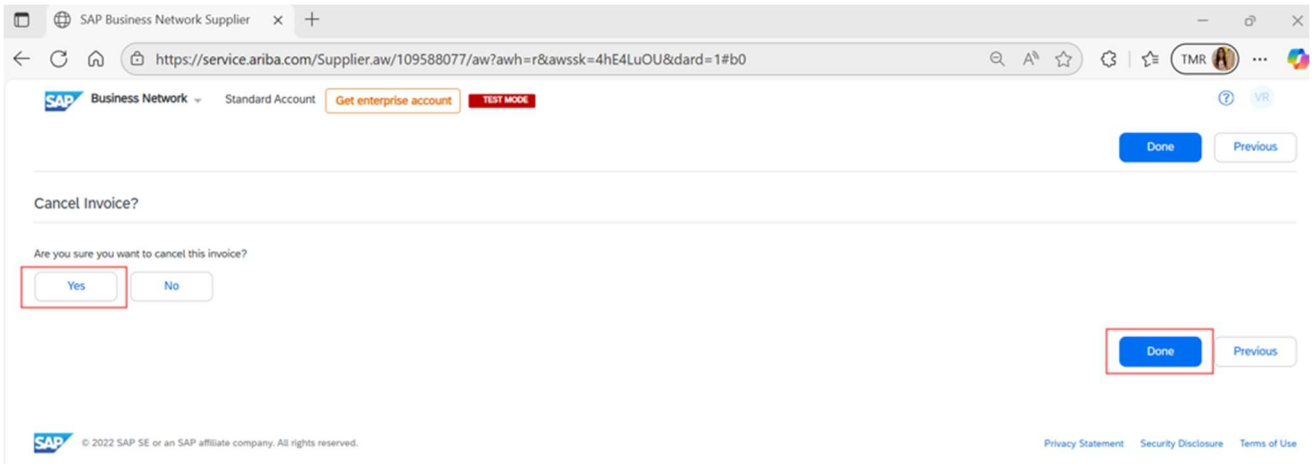
You will then be navigated to the invoice where multiple options are shown at the top of the screen.

Click on the Cancel button.



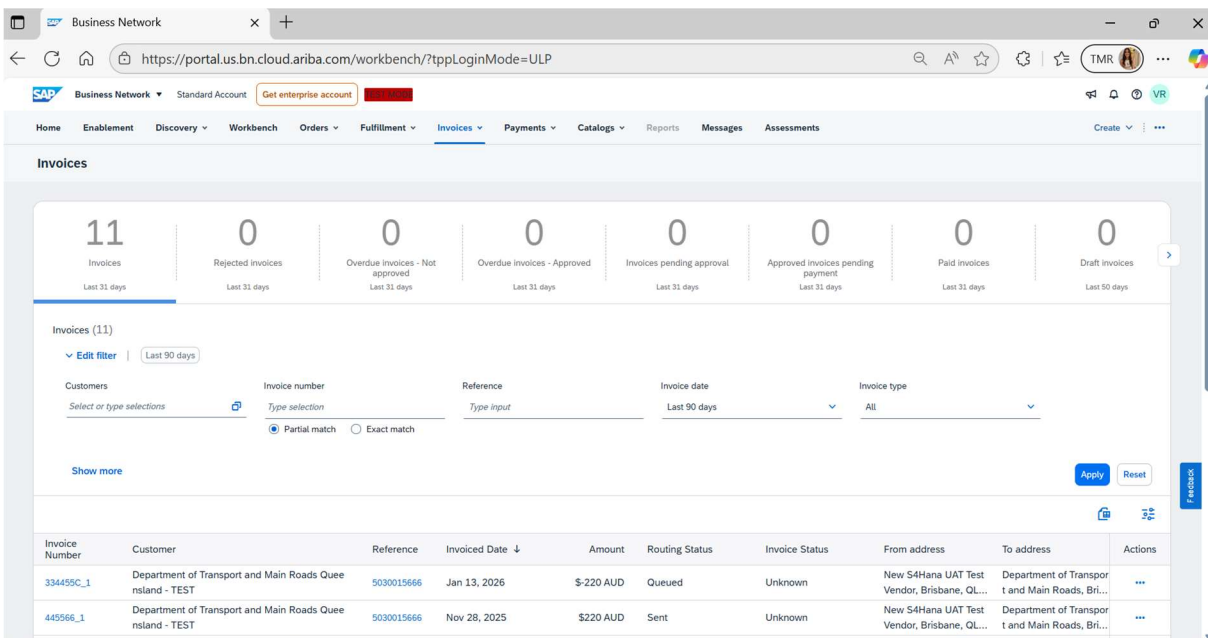
Step 6:

Click 'Yes' to cancel the invoice followed by 'Done'.



Step 7:

At the top of the list, you will then see the **cancellation in 'Queued' state**. This cancellation will now workflow through to TMR for approval.



Need further assistance?

For assistance with creating your SAP Business Network account contact the Supplier Enablement Team on supplier_enablement@tmr.qld.gov.au

For SAP Ariba purchase order, payment and invoicing queries please contact the Ariba Support team on Ariba_Support@tmr.qld.gov.au

For SAP Fieldglass enquiries please contact the Fieldglass Central PMO team on Fieldglass_CentralPMO@tmr.qld.gov.au

Document control

Version	Date	Additions/Amendments	Author / Reviewer	Peer review / Approver
1.0	15/01/26	Creation	Christine McQuilty	Chloe Humphreys