

SAP Ariba Quick Reference Guide

Purchase Order & Invoicing FAQs

**All screenshots provided are examples only*

Overview

This guide is designed to help users quickly resolve common issues and find answers to typical queries related to Purchase Orders and Invoicing. It provides step-by-step instructions for identifying and fixing technical or operational problems.

While our team are happy to help, SAP also have great resources available in their Help Centre which can be accessed through the below link.

[SAP Help Centre](#)

Who do I contact for assistance with my SAP Ariba account?

You can use the below links:

<https://www.sap.com/australia/products/business-network/suppliers/support.html>

<https://support.sap.com/en/contact-us.html>

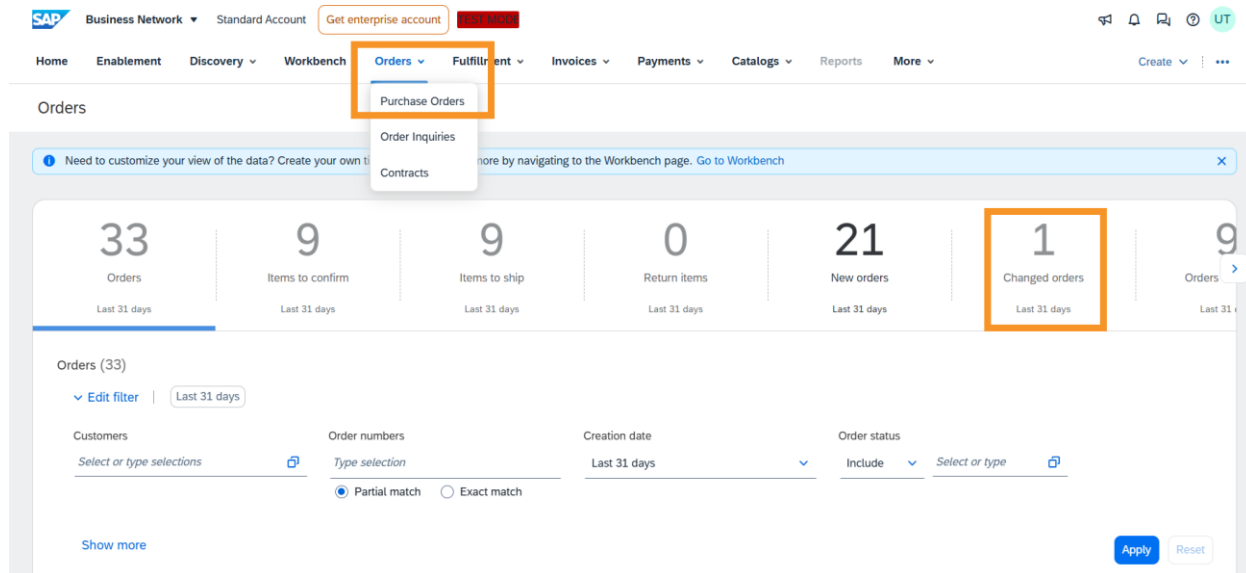
Otherwise, you can also call SAP:

1800 287 727, 1800 081 923 or 08 7100 1324.

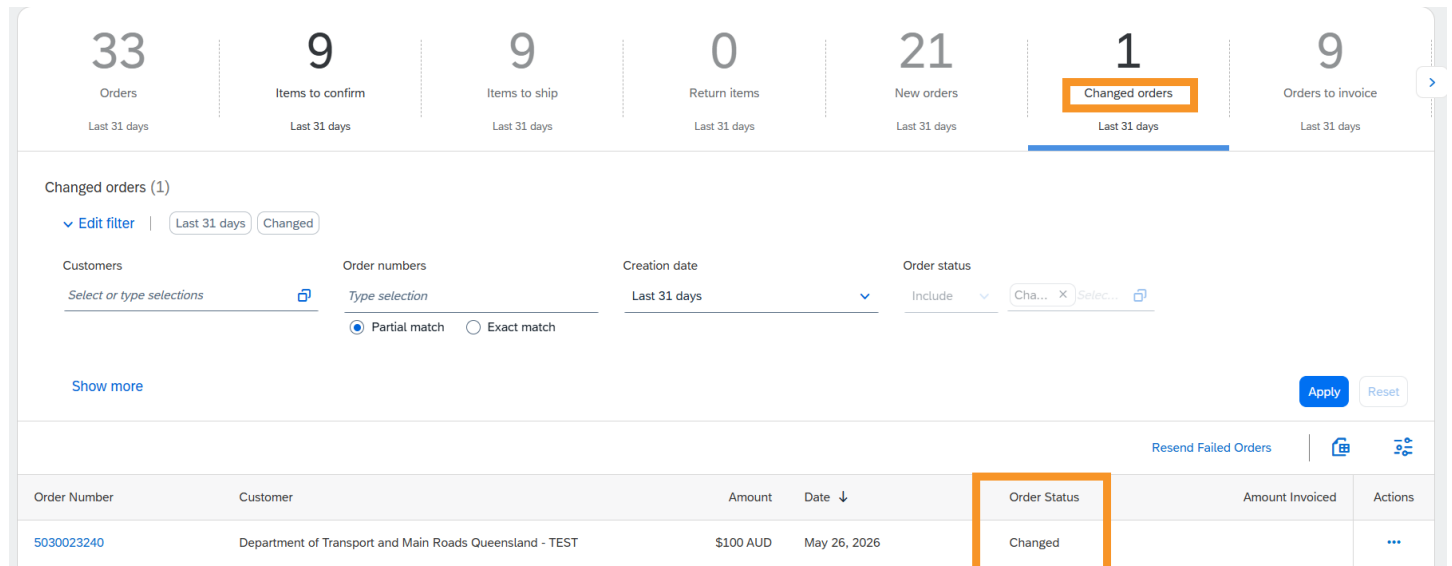
Why is my Purchase Order Obsolete

If your purchase order has a status of Obsolete, that means TMR has likely created a new version of the order. To locate the new version, you can search by purchase order number. This will display all versions of the order. The version with an order status of Changed is the one you will have to work with.

Navigate to the 'Orders' Tab and select 'Purchase Orders'



Select 'Changes Orders' and all the updated Purchase Orders will show




The Purchase Order will now display as Version 2 with a status of 'Changed' when viewed, and previous versions will also be accessible.

SAP Business Network Standard Account [Get enterprise account](#) TEST MODE

Purchase Order: 5030023240 Done

[Create Ship Notice](#) [Create Invoice](#)

Order Detail [Order History](#)



From: Other Business Units - Corp

To: UAT April 2026 Vendor
Mary St
Brisbane Queensland 4000
Australia
Phone: +61 0730666569
Fax:
Email: ariba_support@tmr.qld.gov.au

Blanket Purchase Order
(+ Changed)
5030023240
Amount: \$100.00 AUD
Version: 2 (Previous Version)

Payment Terms NET 28

Comments
Comment Type: Terms and Conditions
Body: 1. The Supply of Goods or Services shall be in accordance with (a) the Conditions of Contract as set out in the engagement documentation, or (b) where there is no engagement documentation, the Department ... [View more](#)

Other Information
Company Code: MRCO
Legal Terms and Conditions: No guarantee is given for the full quantity being requested for supply.
Conditions of Purchase: [View less](#)

Routing Status: Sent
BPO Status: Open
BPO Type: No Release Required
Amount Available: \$100.00 AUD
Effective Date: 14 Apr 2026
Expiration Date: 23 Apr 2026

Why has my Invoice been Rejected?

On occasions TMR will be required to reject invoices that cannot be processed due to errors. If your invoice is rejected, correct the issue/s and follow the resubmission process shown in the Quick Reference Guide 'Resubmit Invoice'.

- Incorrect or missing tax
- Invoicing outside the PO scope
- Discounts applied incorrectly
- Grouping taxable and non-taxable supplies together
- Duplicate invoice number

If an invoice is rejected, follow the correct resubmission process rather than re-lodging the same invoice.

If the status is showing as 'Rejected', please refer to the Quick Reference Guide **How to Manage a Rejected Invoice**

21
New orders
Last 31 days

33
Orders
Last 31 days

4
Rejected invoices
Last 31 days

0.0 AUD
Remittances
Last 31 days

0
Open postings
Last 90 days

0
Matched Leads
Last 90 days

0
Invited Leads
Last 90 days

Rejected invoices (4)

[Edit filter](#) | [Save filter](#) | [Last 31 days](#) [Rejected](#)

Customers	Invoice number	Reference	Invoice date
Select or type selections	Type selection	Type input	Last 31 days

Partial match Exact match

[Show more](#) Apply Reset

Invoice Number	Customer	Reference	Invoiced Date	Amount	Routing Status	Invoice Status	From address	To address	Actions
TMRQIN00000338	Department of Transport and Main Roads Quee...	5030023242	May 1, 2026	\$-2714.62 AUD	Acknowledged	Rejected		Main Rds - Corporate Ops, Brisbane, AUS	...

Why are my Purchase Order emails being routed to an old email address:

[KB0656302 - Why are my purchase order emails being routed to an old email address?](#)

It is most likely that you have not updated the new email address in **Electronic Order Routing** or **Override Routing**.

To update email notifications for Purchase Orders:

1. Click **[User Initials]** in the upper-right corner of the application.
2. Click **Settings > Transactions > Electronic Order Routing**.
3. Enter the updated email address in all purchase order fields, for the sections **New Orders, Change/Cancel Orders** and **Other Document Types**. (maximum three comma separated email addresses can be entered in the Email address box).
4. Update the new email address under **Notifications** section as well.
5. Click **Save**.

Who should I contact if my Purchase Order is missing some details?

If you're unsure who to contact, you can find the relevant contact details on the Purchase Order.

To locate the Purchase Order, navigate to the Work Bench or Orders tab. Once you've selected the Purchase Order, review the details under the "Ship All Items To" section. Here, you'll find the contact person who is best placed to assist you with any queries regarding your Purchase Order.

Queensland Government

From:
Other Business Units - BOps
MORRETON ST
Spring Hill QLD 4000
Australia

To:
Universal Garden Ornaments
Rosa Crescent
Brisbane Queensland 4018
Australia
Phone:
Fax:
Email: samkapernickwork@gmail.com

Purchase Order
(Partially Received)
5030001220
Amount: \$1,700.00 AUD
Version: 1

[Track Order](#)

Payment Terms: NET 28

Comments:
Comment Type: Subject
Comment Body: Mt Sylvia Flood Ways, Project 7017021, Supervisor Bruce Wayne
Invoices to be submitted within your SAP Ariba account. Do not email invoices.
Full value of PO is not guaranteed
Comment By:
Text M ... [View more](#)

Other Information:
Company Code: MRBO
Legal Terms and Conditions of Purchase: No guarantee is given for the full quantity being requested for supply.

Ship All Items To:
Dept of TMR RTek Hemmant Depot
10 Oregon Street
Hemmant QLD 4174
Australia
Email: Bruce.y.wayne@tmr.qld.gov.au

Bill To:
Other Business Units - BOps
MORRETON ST
Spring Hill QLD 4000
Australia

Deliver To:
Mt Sylvia Flood Ways, Project 7017021, Supervisor Bruce Wayne
Dept of TMR RTek Hemmant Depot

Routing Status: Acknowledged
Related Documents: RC1728

My Invoice hasn't been paid what do I do?

If you haven't received payment or are experiencing issues with an invoice not being processed, please contact the Accounts Payable Team at accounts_payable@tmr.qld.gov.au. They will assist you and provide updates on the status of your invoice.

Further SAP Help articles are available as per below:

[SAP HELP CENTRE](#)

Need further assistance?

For SAP Ariba Onboarding enquiries please contact the Supplier Enablement Team
supplier_enablement@tmr.qld.gov.au

For SAP Ariba enquiries 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

Version	Date	Additions/Amendments	Author / Reviewer	Peer review / Approver
1.0	05/2026	Amendments	Gregg Thompson	Chloe Humphreys