

# Invoice statuses & how to handle a rejected invoice

1) There are two statuses for each invoice: **Routing status & Invoice status**. Routing status reflects the check on Ariba, Invoice status is transmitted from Novartis system.

2) In the history of every invoice, you can find what happened with the document.

3) If the invoice is rejected, you can correct the error and resend by clicking on **Edit & Resubmit**.

## See the explanation of the statuses below:

Routing Status	Invoice Status	Explanation & Action to take
Sent / Queued	Sent	Invoice was successfully sent and should reach Novartis system soon.
Acknowledged	Sent	Invoice was successfully sent and reached Novartis system.
Failed	Rejected / Failed	Invoice contains errors, needs to be corrected and resubmitted. Novartis did not receive the invoice. Please see in Details of the invoice.
Acknowledged	Rejected	Invoice reached Novartis but was rejected by AP Team. AP / R2P Team should be contacted for further details.
Obsoleted	Canceled	Invoice reached Novartis but was cancelled by AP Team. AP / R2P Team should be contacted for further details.
Acknowledged	Approved	Invoice needed an approval and was approved by Novartis.
Acknowledged	Paid	Invoice was successfully processed and paid.