

Feature at a Glance

Invoice exception rate KPI widget (BNA-188)

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Target GA: Q1 2023

Introducing: **Invoice exception rate KPI widget**

Feature Description

- The invoice exception rate KPI widget measures the percentage of invoices sent by suppliers to their customer's Accounts Payable (AP) Department that contain an error of some kind and are rejected by AP.
- Suppliers may choose last quarter, last month, last 12 months.
- Supplier may select which customer.

Key Benefits

- Invoice exception rate is one of a number of KPIs that may indicate the business results of your use of SAP Business Network and SAP's procurement apps.
- Suppliers can clearly see their rate of exceptions by customer.
- Suppliers can create a dialogue with their customers about performance in quarterly business reviews to work together to improve the fulfillment process, reduce costs and strengthen their relationship.

Audience:

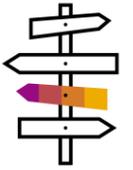
Suppliers

Enablement Model:

Low Touch

Applicable Solutions:

SAP Business Network



User Story

User Story: As the financing manager my company and the sales manager negotiating with my customer, we need to understand the invoice exception rate of our invoices.

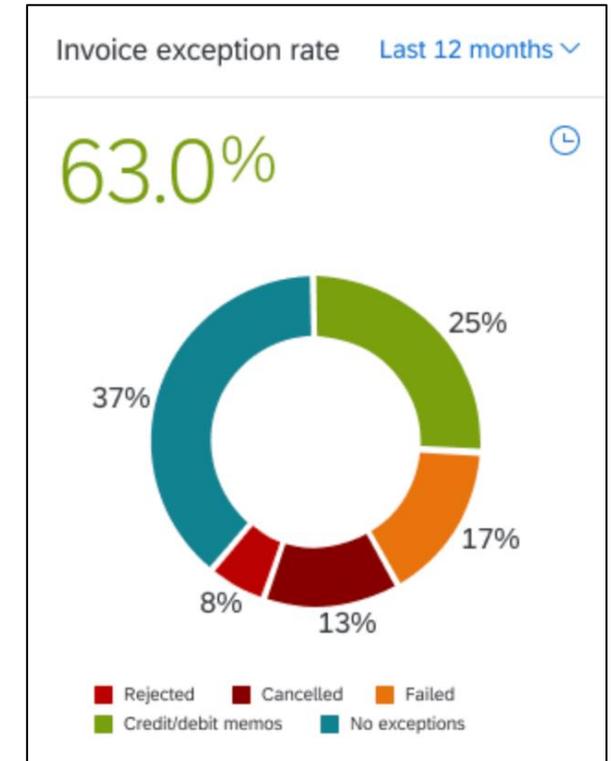
If our invoices have many exceptions, there may be any number of issues that we need to address with our customer. When invoices have exceptions, there is risk that we will not be paid on time and the costs to address the exceptions effect our bottom line.

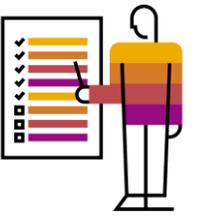
Our customers with low invoice exception rates times have the following characteristics:

- standard processes and formats for invoice submission
- simple business rules configured on Ariba Network that support our automate interfaces
- methods in place to reduce paper invoice submissions
- incentives to support the use purchase orders
- a high emphasis on internal performance including monitoring and measurement

We place a strong emphasis on supporting our customers process improvement objectives.

KPI Definition: Invoice Exception Rate measures the percentage of invoices sent to the Accounts Payable (AP) Department by suppliers that contain an error of some kind and are rejected by AP.





Prerequisites, Restrictions, Cautions

Prerequisites

- None

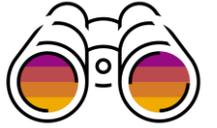
Restrictions

- You must have a bronze level or above subscription.
- You must have the Outbox OR Invoice Generation permission to see the widget.
- This widget does not include invoice data from test accounts.
- Your customers must exchange invoice data and load invoice status updates for the widget to display data.

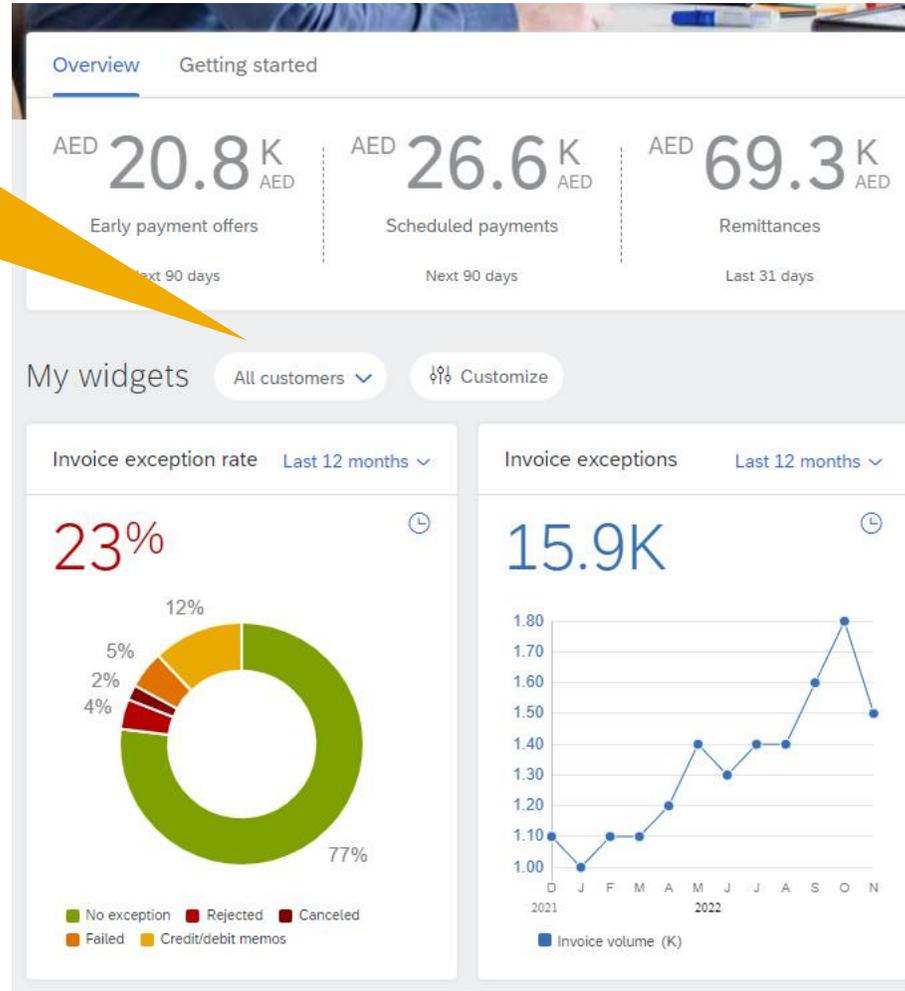
Cautions

- The Ariba Network KPI framework includes intelligence to identify and exclude data outliers that may be bad data, test data, or otherwise interfere with the KPI calculation. Therefore, KPI calculations may not fully reconcile with the invoices listed on the on Ariba Network.

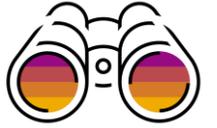
Feature Details



The customer chooser allows you to choose your customers with trading relationships on Ariba Network.

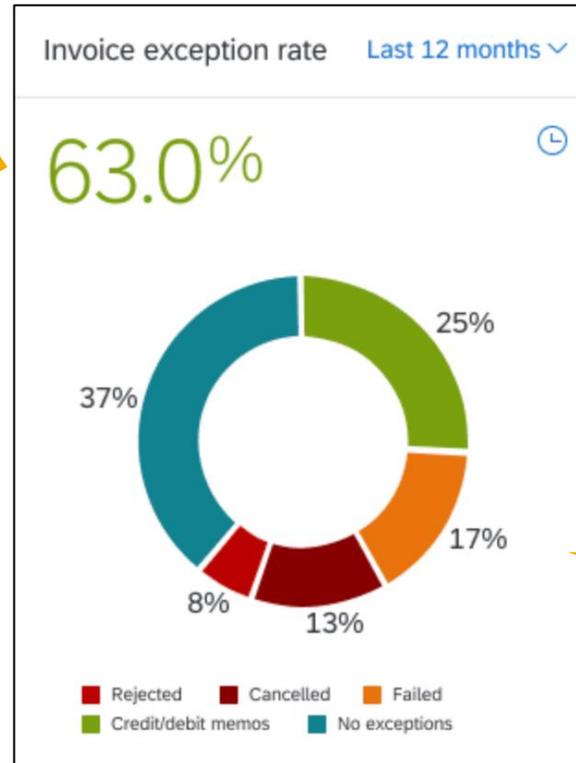


The invoice exception rate and invoice exceptions KPI widget is available to all suppliers on the SAP Business Network home page.



Feature Details

Ariba Network calculates invoice exception rate time by counting invoices with rejected, cancelled & failed status and by counting the number of debit & credit memos. The sum of this transaction count is divided by the number of invoices sent to your customer.



Date Range chooser: Last 12 months, Last quarter, Last month

Time stamp of last data refresh

The line chart shows the count of scheduled payments per cycle time in days.

You must have the Outbox OR Invoice Generation permission to see the widget

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