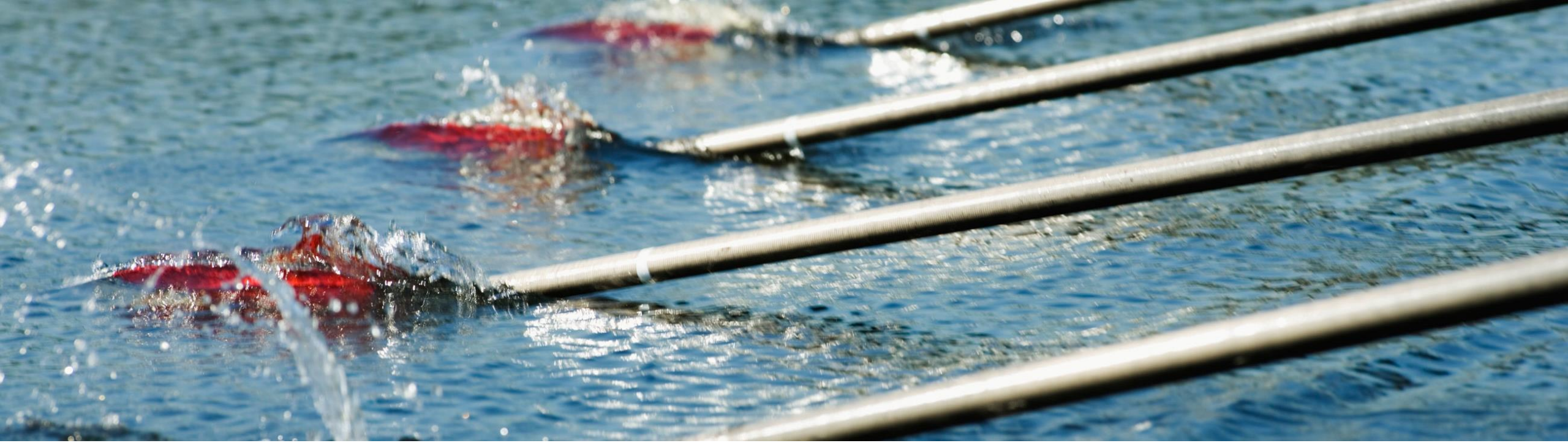

Feature at a Glance

Invoice Exception Rate Benchmarking Widget (BNA-199)

Content Owner: Chris Chase
Target GA: Q3, 2023 (Release 2308)

Public

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Introducing: **Invoice Exception Rate Benchmarking Widget**

Feature Description

- The Invoice Exception Rate Benchmarking Widget displays the overall invoice exception rate across all suppliers on supplier home page.
- The Invoice Exception Rate Benchmarking Widget allows suppliers to compare their customers' invoice exception rate performance against the aggregate performance of the network.
- Suppliers may compare performance by supplier region, buyer industry, and buyer performance quartile.
- Suppliers may choose last quarter, last month, last 12 months

Key Benefits

- Allows suppliers to use benchmarking as tool to improve performance.
- Allows suppliers to identify customer behaviors for discussion in contractual negotiations and in quarterly business reviews.
- Provides access to benchmarking data spanning many industries and regions.
- Eliminates costly data collection activities required to share data with a benchmarking service provider

Audience:

Suppliers

Enablement Model:

Automatically On

Applicable Solutions:

SAP Business Network

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User Story

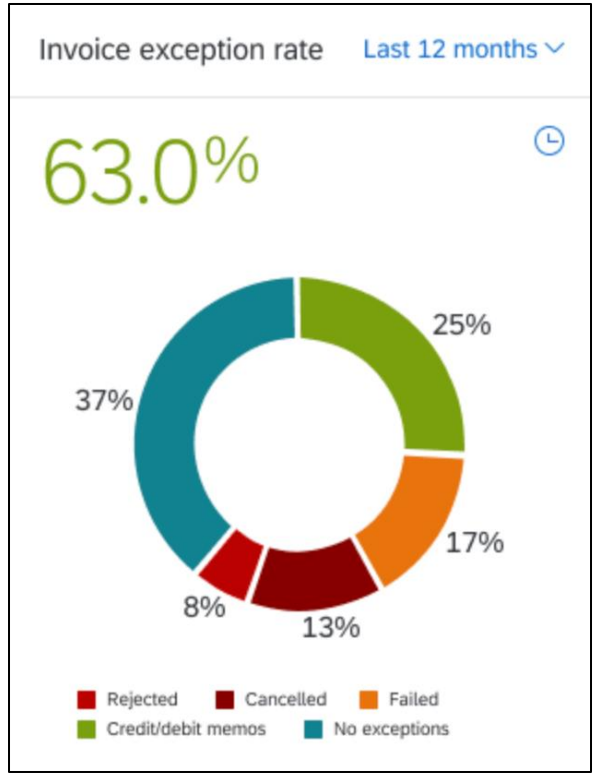
User Story: As the financing manager my company and the sales manager negotiating with my customer, we need to understand the invoice exception rate of our invoices.

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.

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Prerequisites, Restrictions, Cautions

Prerequisites

- None

Restrictions

- You must have a bronze level or above subscription.
- You must have the Payment Activities, Outbox Access, or Invoice Generation permission to see the widget.
- This widget does not include order data from test accounts.

Cautions

- The SAP Business 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 scheduled payments with status Paid on Ariba Network.

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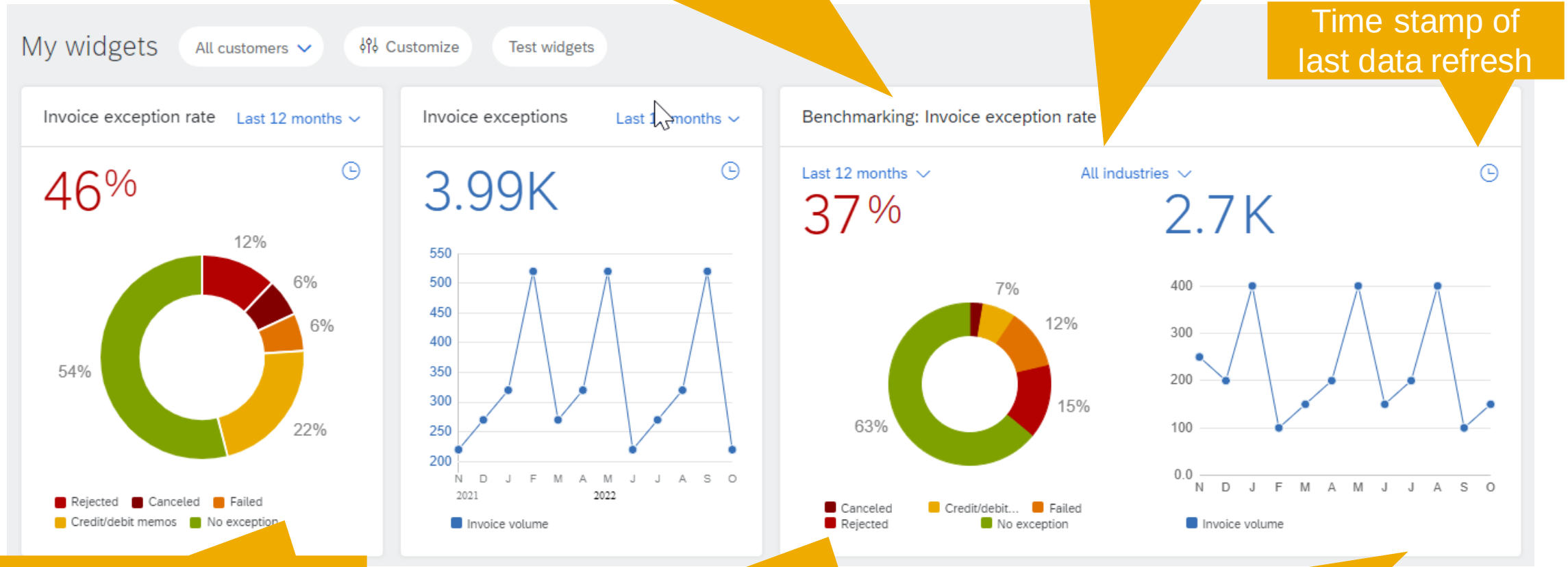
Feature Details

The chooser allows you to evaluate the benchmark by buyer industry, supplier region or buyer performance quartile.

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

Time stamp of last data refresh



The benchmark may be compared to your customer's performance.

The donut chart shows the invoice execrate for the selected date range.

The line chart shows the number of exceptions per month.

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