



Feature at a Glance

Support for Resending Stuck Receipts to SAP Business Network CP-22890

Target GA: August 2023

PUBLIC

Support for resending stuck receipts to SAP Business Network

Description

- This feature provides the ability for users to resend receipts that get stuck while being transmitted to SAP Business Network.
- Receipts that are processed by ERP could be stuck in the "sending" or "failed" state due to various reasons while being sent from SAP Ariba buying solutions to SAP Business Network. If sending the receipt takes too long, or if sending fails, the "Resend Receipt" button can be used to manually initiate an attempt to resend receipts.

Customer benefit

- If customers have the functionality related to "Send Receipts to Ariba Network" enabled (parameter: Application.Receiving.SendReceiptsToAribaNetwork) and if a Receipt fails to send successfully, SAP Ariba buying solutions does not have a way for customers to resend failed Receipt to the SAP Business Network.
- These issues were previously managed by SAP Ariba support involving root cause analysis followed by the associated fix. With this feature customers can now initiate the resend directly.

User

- Buyer

Enablement model

- Customer configured

Applicable solutions:

- SAP Ariba Buying
- SAP Ariba Buying and Invoicing

Prerequisites, Restrictions, Cautions

Prerequisites

Your administrator must configure the following parameters:

- Send receipts to SAP Business Network (Application.Receiving.SendReceiptsToAribaNetwork).
- Set hours to enable resending of stuck receipts to SAP Business Network (Application.Purchasing.SetHoursToEnableResendingOfStuckReceiptsToSAPBusinessNetwork).
- You must be assigned to the “Purchasing Approvable Resend Administrator” group to resend stuck receipts.

Prerequisites, Restrictions, Cautions

Cautions

- Before resending the receipt, ensure that it doesn't exist on SAP Business Network.
- The default value of parameter `Application.Purchasing.SetHoursToEnableResendingOfStuckReceiptsToSAPBusinessNetwork` is -1, which indicates that stuck receipts cannot be resent to SAP Business Network.
- The recommended value for this parameter is 24. When the parameter is set to a positive value, users assigned to the “Purchasing Approvable Resend Administrator” group can resend a receipt if the hours that the receipt is stuck exceed the value specified in this parameter.

Feature details

- Users who belong to the **Purchasing Approvable Resend Administrator** group can resend receipts that are stuck while being sent to SAP Business Network.
- If sending the receipt takes too long, or if sending fails, you can use the **Resend Receipt** button to manually initiate an attempt to resend.
- This button is displayed based on the number of hours specified in the Set hours to enable resending of stuck receipts to SAP Business Network (Application.Purchasing.SetHoursToEnableResendingOfStuckReceiptsToSAPBusinessNetwork) parameter. For example, if the parameter is set to the recommended value 24, the button is displayed 24 hours after the receipt sending is initiated, if the receipt is still being sent, or if the sending has failed.

The screenshot shows the SAP Business Network interface for a receipt. At the top, the SAP logo is visible on the left, and search, print, help, and user icons are on the right. The main header displays 'RC668 - Test PO AN Resend 026' and 'Status: Approved'. Below this, a message states: 'These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. Review your request and take the desired action(s)'. Two buttons are present: 'Resend Receipt' (highlighted with a yellow border) and 'Print'. Below the buttons are tabs for 'Summary', 'Approval Flow', and 'History'. The 'History' tab is active, showing a table of actions:

Date ↓	User	Real User	Action	Summary
Mon, 27 Feb, 2023 11:21 AM	aribasystem	[Redacted]	Failed	Receipt could not be sent to Ariba Network.
Mon, 27 Feb, 2023 11:20 AM	[Redacted]	[Redacted]	Approver Chg	Approver [Redacted] deleted from approval chain.
Mon, 27 Feb, 2023 11:18 AM	[Redacted]	[Redacted]	Approved	RC668 approved.
Mon, 27 Feb, 2023 11:18 AM	[Redacted]	[Redacted]	Edited	Receipt properties were changed. Line items were changed.

Thank you.



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