



Real-Time Support for Procurement Webcast

Resend Purchase Order and Receipt Functionality and Configuration FAQ

Q: Are these features currently available, or are they part of the upcoming release?

A: The feature is already released and currently available to enable the parameter.

Q: Does it work with Guided Buying?

A: Button is available only in Ariba Buying. It should work on Guided Buying and for all the orders that are created on SAP Ariba Procurement solution (P2O). If you're using a 2NV or 3EN integration scenarios, then it will not apply to requisitions that are created using that integration method.

Q: Is there any limitation to resending receipts from Ariba to SAP? What document date and posting date are flowing to SAP through this resend process? Would that still be the original date of the failed receipt?

A: Receipts can only be resent to SAP Business Network, not to ERP. Fields will retain their initially set values.

Q: So, unlike the PO resend option to ERP, resending receipts is not sent to ERP but only to the SAP Business Network?

A: Yes, receipts are only resent to SAP Business Network.

Q: Can you give a few scenarios where a failed transaction can be resent? What breaks that can be simply fixed with a resend action?

A: Resend action can be performed when PR/PO is stuck in Ordering/Cancelling status. It can be stuck in this status either due to ERP or AN issue, which needs to be fixed before initiating the resend.

Q: To enable the function, must the user have admin access?

A: Customer Administrator can enable the required parameters using Intelligent Configuration Manager (ICM).

Q: What is the impact of this new feature and the existing/previous Resend Purchase Order feature?

A: The existing feature is only for orders in Ordered status and are resent only to the supplier. This new feature is for orders in Ordering or Canceling status.

Q: Hi, is there any out of the box report that indicates POs stuck in Ordering status?

A: Yes, you can use public reports to report on POs stuck in Ordering. You can also use the search > requisition option and set the status filter to Ordering to display the stuck documents.

Q: Will this resend feature apply to existing stuck orders?

A: Once the parameter is enabled the resend order button will be visible to any PO which is stuck in ordering.

Q: If the order is of CC:DO type and the PO is successfully sent to ERP but failed to send to SAP Business Network, can I still use the resend feature on these types of stuck PO to resend to only SAP Business Network?

A: Yes, this option can be used to send the documents again to SAP Business Network once the supplier data issues are corrected.

Q: To resend failed orders in bulk to SAP ERP/SAP Business Network, are there any restrictions like how many days in the past?

A: There are no restrictions. The orders on the Manage page will show based on the number of hours you configure on the relevant parameter.

Q: Are these features supported only in Ariba Cloud Integration Gateway (CIG) sites?

A: For the ERP interface, it is necessary to configure a real-time interface (web service and CIG). It is not supported for the file channel interface.

Q: There is a feature wherein the failed POs/receipts are sent every 6 hours up to 25 attempts. Will Resend option be available even if this automatic resend is being sent from Ariba system?

A: The resend every 6 hours for 25 times is for the receipt interface to the ERP. This new feature is only applicable for order interface to ERP/SAP Business Network and receipt integration to SAP Business Network. The two features here are not dependent on one another.

Q: If an error in the ERP is created and it returns an error to Ariba, creating a version 2, is there any option that it can be resent?

A: If there is an ERP error which sent from ERP to Ariba, then SAP Ariba will create a new version of PR which will be in composing and it needs to be resubmitted.

Q: What happens if the PO is created in the integrated ERP system, but it's not linked to the PO stuck in Ordering status?

A: If the order is successfully created on the ERP side, and there was no response sent back from the ERP to SAP Ariba Procurement, then the order will be in Ordering and will show that it wasn't sent to the ERP. Using the Resend option can cause duplicate orders to be created and you should ensure that the response is sent back from the ERP to SAP Ariba instead.

Q: If the error comes from an issue in the PR, then it cannot be modified? Will it be stuck in ordering status?

A: If there's an error on the PR then the ERP should send back ERP Push Errors when the order is sent or when you try to resend it. ERP Push Errors will move the requisition to composing to allow you to correct these errors.

Q: Sometimes our PR are getting stuck in ordering status. Upon investigating we found that Preferred order method is getting reset to Printing for the problem cases. Could you help to understand what is resetting POM to printing, even though POM default value set is Email?

A: Please check the ways you update the POM on the supplier location, whether it's via UI or CSV Import to update the supplier location. If you're importing this information from an external system, it would help to identify the issue early on and compare the value between SAP Ariba P2O and the source system/external system.

Q: Does these resend approval functionality work in case we have the approvals at PR level instead of at the PO level?

A: The approval flow is always at the PR level. A fully approved PR creates a PO. This functionality is used when the PR once fully approved does not create a PO due to a connection failure issue at the ERP. It is also applicable for POs failing to send to SAP Business Network from SAP Ariba Buying due to supplier data mismatch.

Q: What can we do if a PR is submitted and approved but not actually hit CIG?

A: This feature is only applicable once the PR is fully approved and stuck in ordering due to an interface issue. A PR in Submitted status should be fully approved by the approvers in SAP Ariba.

Q: Can we manually upload multiple purchase orders with Ordering status and resend them at a single time?

A: This is possible by enabling the parameter Application.Common.EnableResendingOfMultipleApprovables and using the option Manage > Resend Approvable to initiate resending multiple approvables.

Q: For PO stuck in Ordering status, what is the task name and how often this task will be executed in a single day? Can we see that task in SAP Ariba Buying?

A: When an order is marked for resend, it is placed in a queue to be resent. The FailedOrders task picks it up for resend. This task runs in the background every 30 minutes. Scheduled tasks are not accessible to customers.

Q: What does the Force Order button do, and how does it differ from Resend?

A: The Force Order button is to move the PO to Ordered status, but the order will not be sent to ERP or to SAP Business Network. After an order has been forced to the Ordered state, future operations on that order (such as change orders) are not supported. Use the Force Order option only when you have no other options available.

Q: Will resend PO also trigger the trading relationship request email to the supplier?

A: No, SAP Ariba Buying only resends the order and doesn't trigger any trading relationship request email.

Q: We have enabled the parameter to resend purchase orders to use this functionality, but is it also necessary to enable the parameter to resend receipts even though this is not needed?

A: It is not necessary to enable the parameter to resend receipts if that is not a requirement for your organization.

Q: What to do if the "resend button" does not appear on permanently failed POs?

A: The resend button shows based on the number of hours post which the button should show (parameter). The first step would be to check this parameter value and then the group membership if the button is not showing up.

Q: Can the Buyers be added to this group? or is it limited to Admins only?

A: Any user who is part of the Purchasing Approvable Resend Administrator group be able to use the resend button. You can add the users/buyers based on your business design/requirement.

Q: If there was an error in data entry on PR (like bad ship-to address), can that be edited before resending?

A: The orders can be resent only when they are in Ordering or Canceling status. The PR cannot be edited before resending.

Q: If the supplier issue is not resolved, then this Resend option will not work?

A: The button will appear. However, clicking on it will result in the order remaining in Ordering state with the same error message. You can once again resend the PO after the supplier issues are resolved.

Q: I hope, we can set the value of the parameter as 0, so that immediately after the PO is struck, the resend option is visible for the users.

A: The parameter should have a value 1 or above. The stuck orders can only be resent after 1 hour since it is stuck.

Q: What happens if the PO is created in the integrated ERP system, but it's not linked to the PO stuck in Ordering status?

A: Please ensure that the order is not created in the external system (ERP) to avoid creating multiple orders. If the order is created on the ERP, ensure that the ERP is sending the response back to SAP Ariba Procurement.

Q: If a PO is sent to the wrong Ariba Network ID (ANID), after making the change on SAP Business Network to the right one, will the PO be resent to the new ANID?

A: If the PO is already sent to SAP Business Network, it will move to Ordered status and the PO will not be eligible for resend. This feature will be helpful only when the PO is stuck in Ordering/Canceling.

Q: Will the functionality work for issues like trading relationship or order routing info issues? Do users need to recreate the order every time there are trading relationship issues?

A: Once the supplier trading relationship or order routing issue is corrected, users can resend the orders without creating a replacement PO.

Q: I don't have a Resend Order button. Can permanently failed orders not be resent?

A: The parameter needs to be enabled and the users who are part of the Purchasing Approvable Resend Administrator group will be able to resend the order. The permanently failed orders can also be resent.

Q: Does much of this functionality require core admin access?

A: No, this feature just requires the user to be part of the Purchase Order Resend Approvable group which does not give access to Core Administration.

Q: Before resending, must all the issues with SAP Business Network, such as membership, be resolved?

A: Yes, the issues with SAP Business Network must be resolved for the successful resending of purchase orders.

Q: Is this functionality only for Ariba Network Enabled suppliers?

A: This feature is for orders integrated with ERP and for suppliers enabled on SAP Business Network.

Q: Will this functionality be extended to manage ERP transactions that are not corrected before the number of retries are exceeded?

A: If PO is stuck in ordering/canceling, it can be marked for resent even if retries are exceeded.

Q: Can you resend transactions in Awaiting Processing status?

A: No, this feature doesn't include support for sending receipts to the ERP. It supports only sending receipts to SAP Business Network from SAP Ariba Buying. When a receipt is awaiting processing, the system tries to send the receipt every 6 hours through a different task for a specific number of times, based on the retry number configured for your site.

Q: How are the resend options different from the Reprocess options in the Transaction Tracker (outside of the Resend being available to more users, as approved)?

A: If the order is not available on the transaction tracker, whether the transaction failed or it's older than 30 days, then you can still use the resend options, while the reprocess option will not be available.

Q: Does the resend stuck receipts functionality resend the receipts stuck in status Processing to the backend ERP system?

A: The resend receipt feature will resend only the receipts which failed to send to SAP Business Network and not receipts in Processing status.

Q: If the resend of a permanently failed order is successful will this trigger an email to the supplier with the PO document (via the Business Network)?

A: The resend functionality will just retry the document. If it is successfully sent to the Business Network, the

standard Business Network functionality regarding order handling at the Business Network will continue.

Q: What is advised if the resend is unsuccessful for permanently failed orders after an hour?

A: The system will attempt to send the order again. However, if it fails, then the reason for the problem should be rectified. Once done, you can initiate the resend again.

Q: If using the resend functionality on a PO that has failed to transact across to the supplier via the Ariba Business Network, would the PO transact to the supplier's ANID based on information in the Buyer Account/Organisation IDs, or would it send an email to the supplier with the PO as a PDF attachment?

A: The resend functionality is to resend the order which are stuck in ordering and if the order is Failed to send to Business Network, then the Resend Order button will try to send to Business network.

Q: Does the resend PO functionality work alongside interactive purchase orders?

A: This feature works for all the PO which is stuck in ordering that are created in Procurement interface.

Q: Does user still able to resend the receipt after the max set hours?

A: The resend button will only show after the number of hours have lapsed on the failed document. If you set it to 24 then the receipts which have remained failed for 24 hours will show the button.

Q: Business Scenario to resend for Purchase Order Approval & what condition when its failed?

A: Purchase orders can fail to send to ERP due to connection issues or due to specific errors on the ERP interface. They can fail to go to Business network due to supplier data mismatch (like issues with supplier relationships).

Q: Does the group get created automatically in our realms?

A: Yes, the group is automatically created in your realms. Please add the necessary users to the groups and set the hour on the parameter to use this feature.