



# User Guide – SAP Business Network – Rejected Invoices

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## DESCRIPTION

**Audience:** This document is relevant to suppliers who are enabled on the SAP Business Network (i.e., Ariba Network).

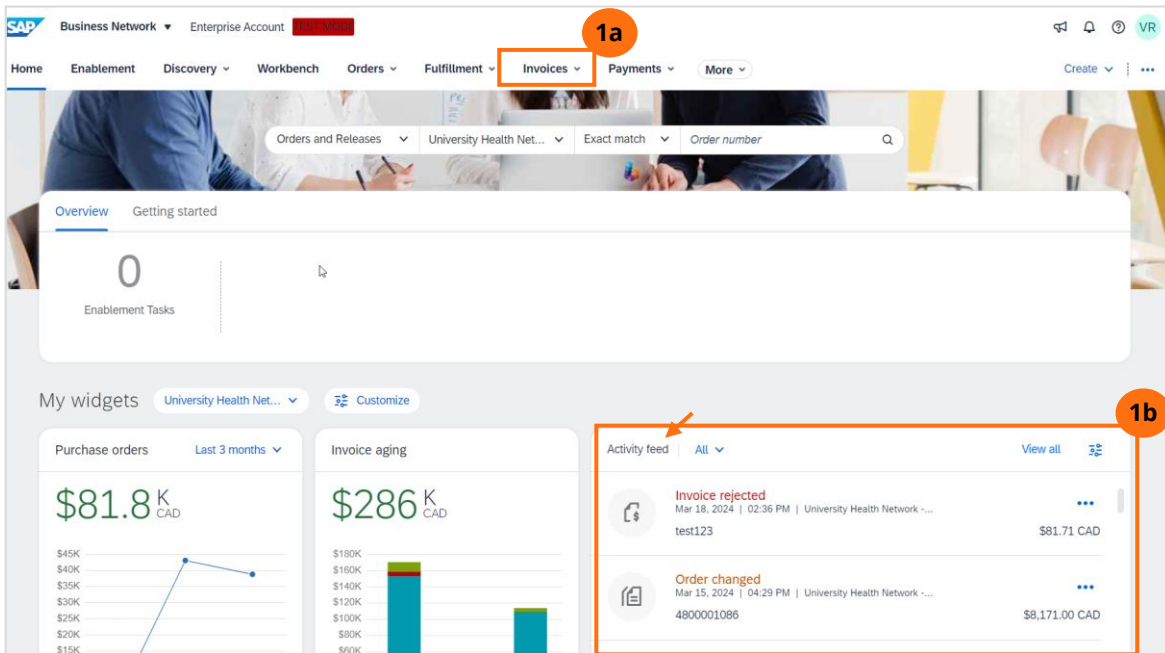
This document provides the steps on how to proceed after an invoice has been rejected on the SAP Business Network.

**Disclaimer:** Any information or numerical values shown in images are provided for training purposes only. They do not reflect actual supplier information.

## ACCESS YOUR INVOICES

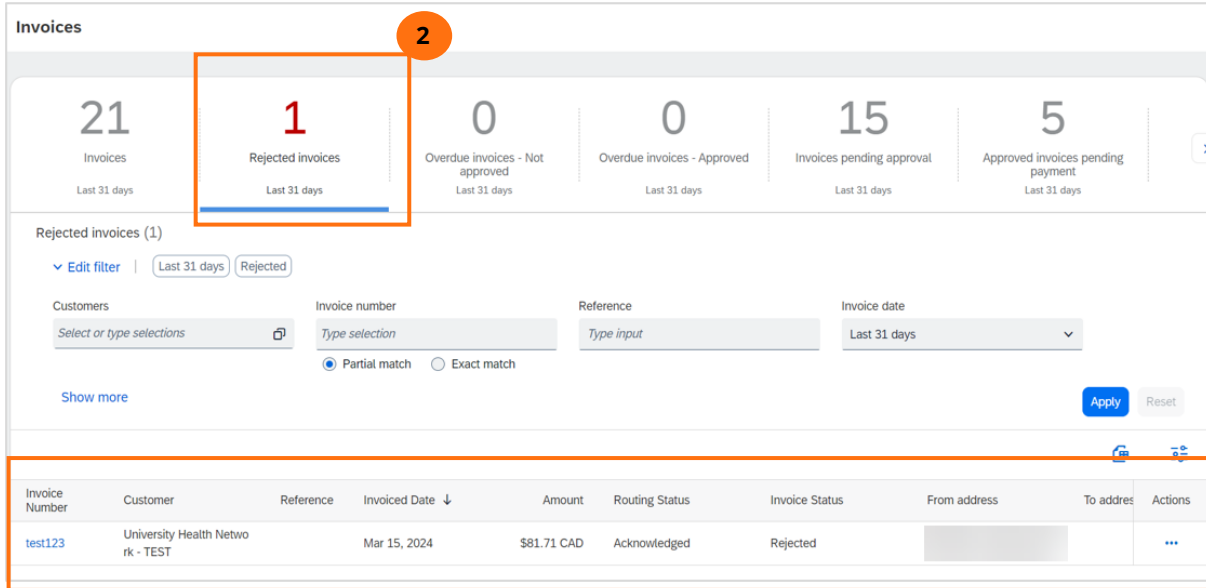
On the **SAP Business Network**, you can access all invoicing activity. You will be able to review the invoice details and see the status.

1. From the **SAP Business Network** dashboard page, access your invoices by either:
  - a. Clicking on the **Invoices** drop down in the top ribbon menu
  - b. Scrolling through the **Activity feed**



The screenshot displays the SAP Business Network dashboard. The top navigation bar includes 'Home', 'Enablement', 'Discovery', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', and 'More'. The 'Invoices' menu item is highlighted with an orange box and labeled '1a'. Below the navigation bar, there is a search bar with filters for 'Orders and Releases', 'University Health Net...', 'Exact match', and 'Order number'. The main content area features a 'My widgets' section with 'Purchase orders' and 'Invoice aging' charts. The 'Purchase orders' chart shows a value of \$81.8K CAD, and the 'Invoice aging' chart shows a value of \$286K CAD. On the right side, the 'Activity feed' is visible, containing two entries: 'Invoice rejected' (dated Mar 18, 2024) and 'Order changed' (dated Mar 15, 2024). The 'Activity feed' section is highlighted with an orange box and labeled '1b'.

- In the **Invoices** drop down, you will see a dashboard with all invoice activity. Click on the **Rejected invoices** tile to access any rejected invoices. Your invoices will appear at the bottom on the page.



**Invoices**

21 Invoices (Last 31 days)

**1** Rejected invoices (Last 31 days)

0 Overdue invoices - Not approved (Last 31 days)

0 Overdue invoices - Approved (Last 31 days)

15 Invoices pending approval (Last 31 days)

5 Approved invoices pending payment (Last 31 days)

Rejected invoices (1)

▼ Edit filter | Last 31 days Rejected

Customers: Select or type selections

Invoice number: Type selection

Reference: Type input

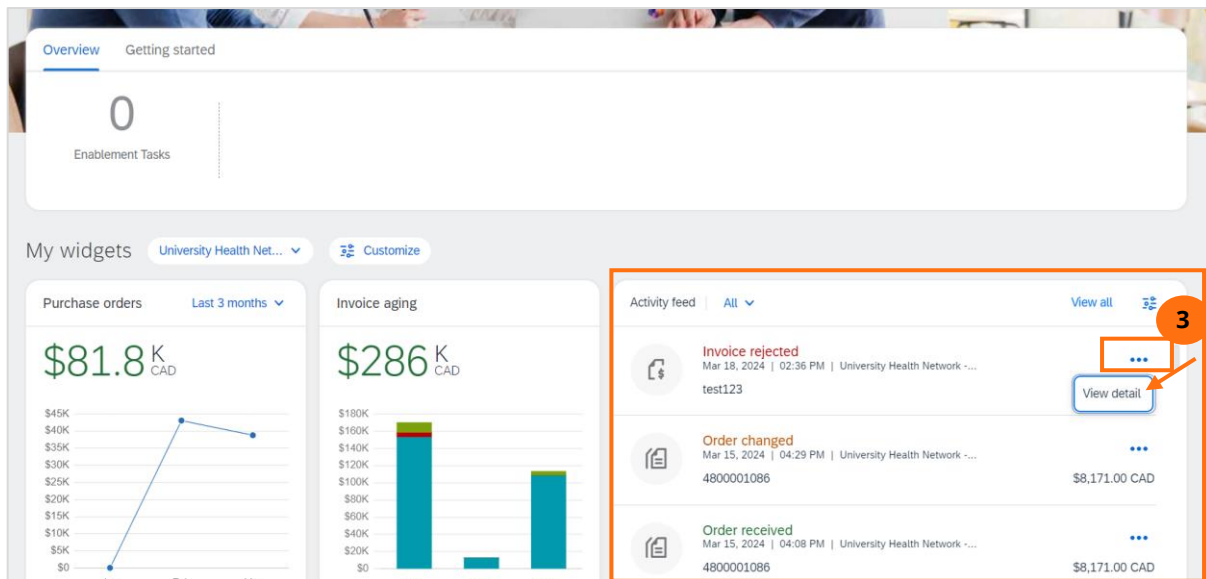
Invoice date: Last 31 days

Partial match (selected) Exact match

Show more Apply Reset

Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status	From address	To address	Actions
test123	University Health Network - TEST		Mar 15, 2024	\$81.71 CAD	Acknowledged	Rejected			...

- From the **Activity feed**, click on the **ellipses** to view details for an invoice.



Overview Getting started

0 Enablement Tasks

My widgets University Health Net... Customize

Purchase orders Last 3 months

\$81.8 K CAD

Invoice aging

\$286 K CAD

Activity feed All View all

Invoice rejected  
Mar 18, 2024 | 02:36 PM | University Health Network ...  
test123

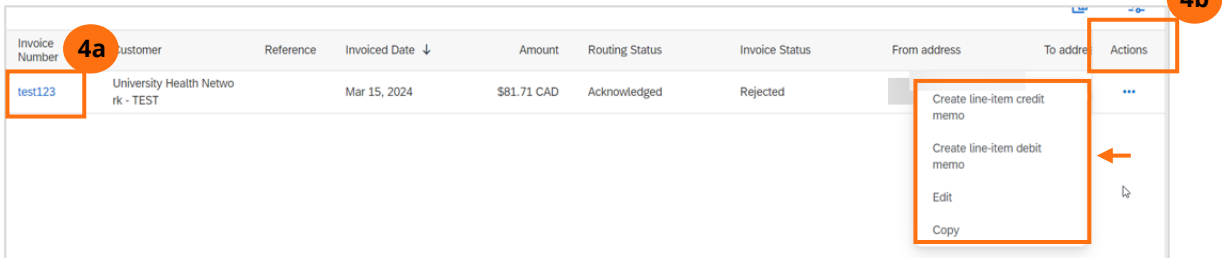
Order changed  
Mar 15, 2024 | 04:29 PM | University Health Network ...  
4800001086 \$8,171.00 CAD

Order received  
Mar 15, 2024 | 04:08 PM | University Health Network ...  
4800001086 \$8,171.00 CAD

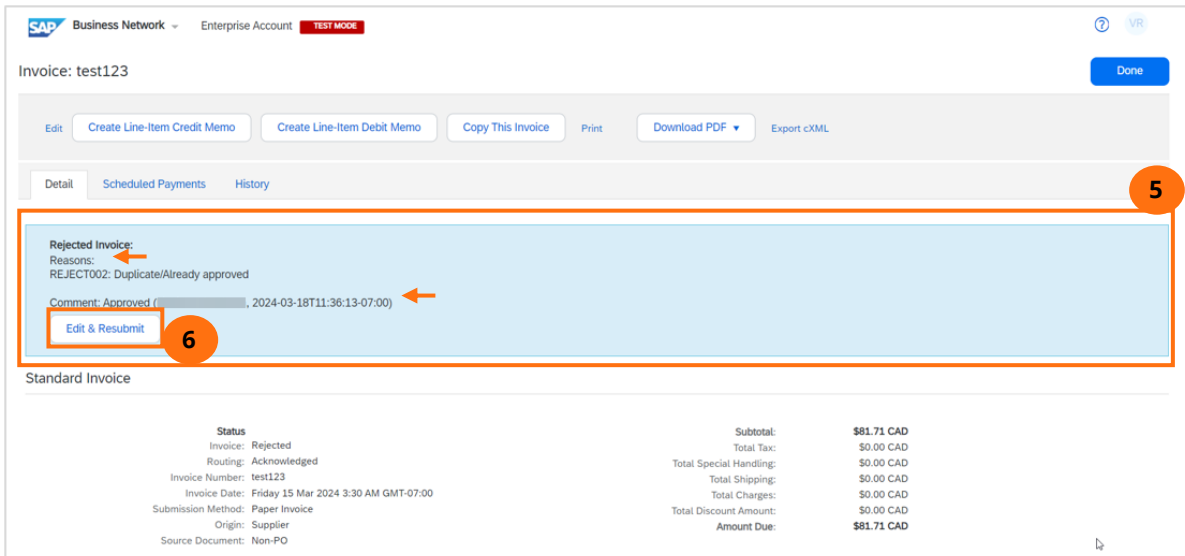
View detail

## EDIT & RESUBMIT YOUR INVOICE

4. To open the invoice or take an action, either:
  - a. Click the **blue hyperlink** invoice number
  - b. Click the **Actions** button and select an option

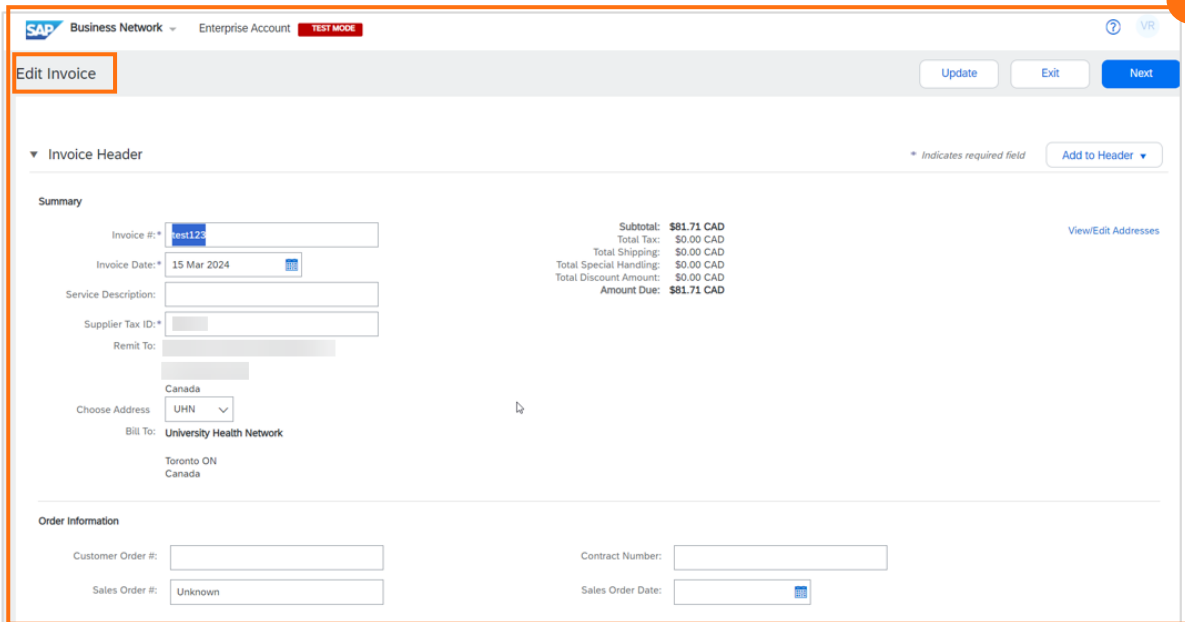


5. At the top of the invoice, in the blue banner, review the **Reasons** and **Comment** entered by the UHN approver.  
*The rejection code that appears in the **Reasons** field (e.g., REJECT002) is mandatory for the UHN approver to complete when rejecting an invoice.*
6. Click **Edit & Resubmit** if you are able to resolve the issue based on the **reason** and/or **comment** entered and update the invoice details as needed.



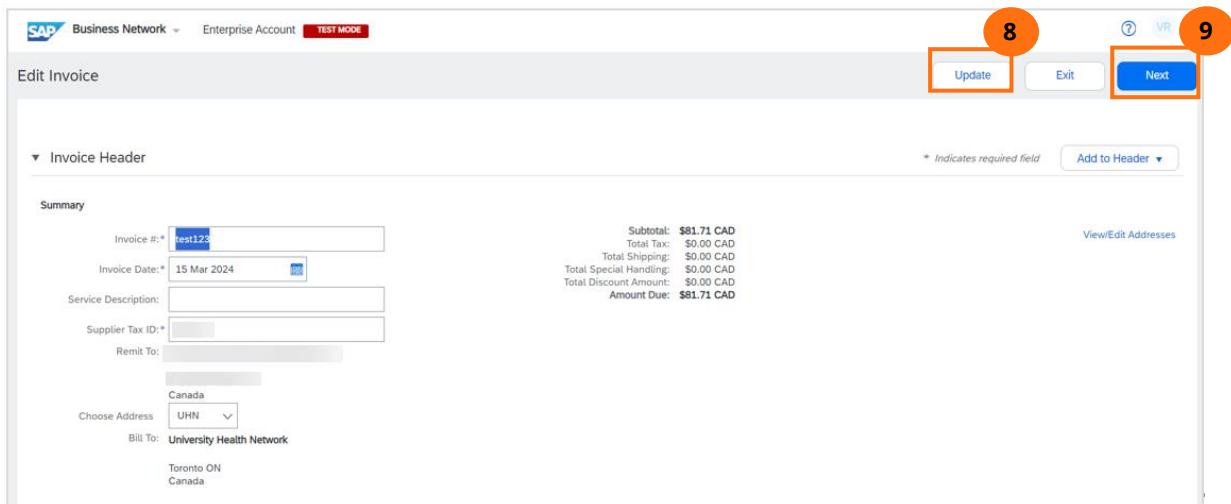
Status	Subtotal:	\$81.71 CAD
Invoice: Rejected	Total Tax:	\$0.00 CAD
Routing: Acknowledged	Total Special Handling:	\$0.00 CAD
Invoice Number: test123	Total Shipping:	\$0.00 CAD
Invoice Date: Friday 15 Mar 2024 3:30 AM GMT-07:00	Total Charges:	\$0.00 CAD
Submission Method: Paper Invoice	Total Discount Amount:	\$0.00 CAD
Origin: Supplier	Amount Due:	\$81.71 CAD
Source Document: Non-PO		

- In the **Edit Invoice** window, you will be able to scroll through the entire invoice and make any changes or edits.

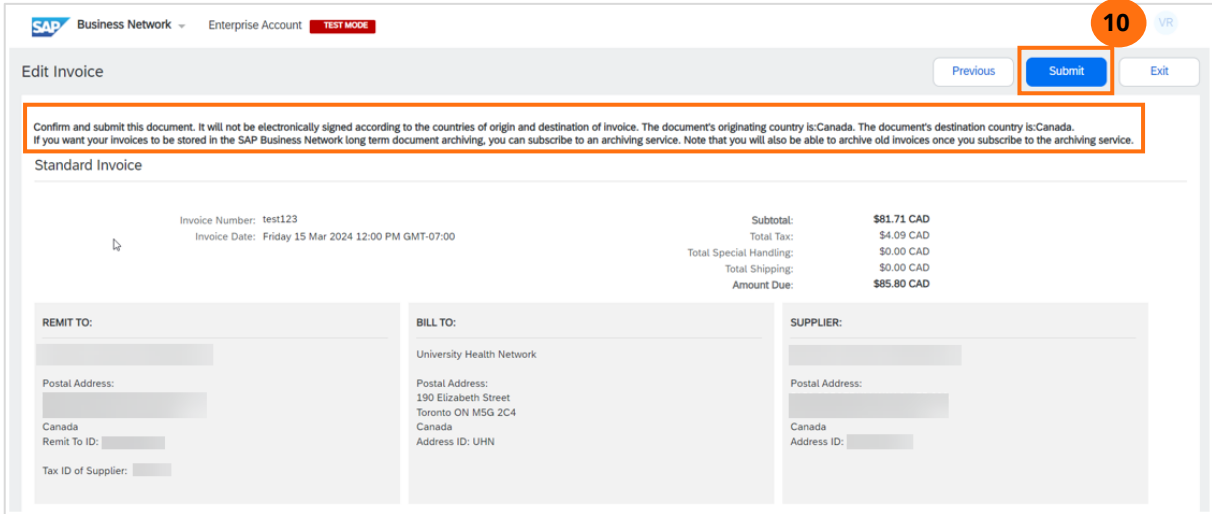


- Click **Update** to save changes.

- Click **Next**.



10. Click **Submit** to resubmit the invoice for approval.



SAP Business Network Enterprise Account TEST MODE

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Edit Invoice Previous Submit Exit

Confirm and submit this document. It will not be electronically signed according to the countries of origin and destination of invoice. The document's originating country is:Canada. The document's destination country is:Canada.  
If you want your invoices to be stored in the SAP Business Network long term document archiving, you can subscribe to an archiving service. Note that you will also be able to archive old invoices once you subscribe to the archiving service.

Standard Invoice

Invoice Number: test123  
Invoice Date: Friday 15 Mar 2024 12:00 PM GMT-07:00

Subtotal:	\$81.71 CAD
Total Tax:	\$4.09 CAD
Total Special Handling:	\$0.00 CAD
Total Shipping:	\$0.00 CAD
Amount Due:	\$85.80 CAD

<b>REMIT TO:</b> Postal Address: Canada Remit To ID: Tax ID of Supplier:	<b>BILL TO:</b> University Health Network Postal Address: 190 Elizabeth Street Toronto ON M5G 2C4 Canada Address ID: UHN	<b>SUPPLIER:</b> Postal Address: Canada Address ID:
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## ADDITIONAL SUPPORT FOR REJECTED INVOICES

For technical questions about the SAP Business Network (Ariba Network) and using the system, please contact the **UHN SAP (Ariba) technical team** at,

[aribasupplierenablement@uhn.ca](mailto:aribasupplierenablement@uhn.ca)

To inquire on the status of your invoice and questions regarding payment processing contact,

[ap@uhn.ca](mailto:ap@uhn.ca)