

Communication of Summarized Rejection Categories

(NP-38942)

Target GA: November, 2024

Feature Overview

Agenda

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Feature details

Introducing: **Communication of Summarized Rejection Categories (NP-38942)**

Feature Description

- This feature builds upon feature NP-38941
- The classified rejection categories are grouped and summarised.
- A summary rejection email with top 15 External rejections and top 15 business network rejections is sent for every transaction relationship to the supplier every month with the details on rejection.

Key Benefits

- The supplier will receive a periodic email with rejection summary for every transactional relationship.

Audience:

Supplier

Enablement Model:

Customer Configured

Applicable Solutions:

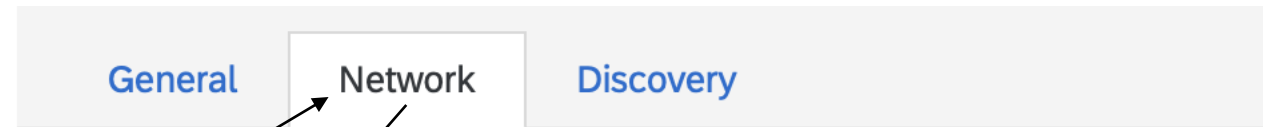
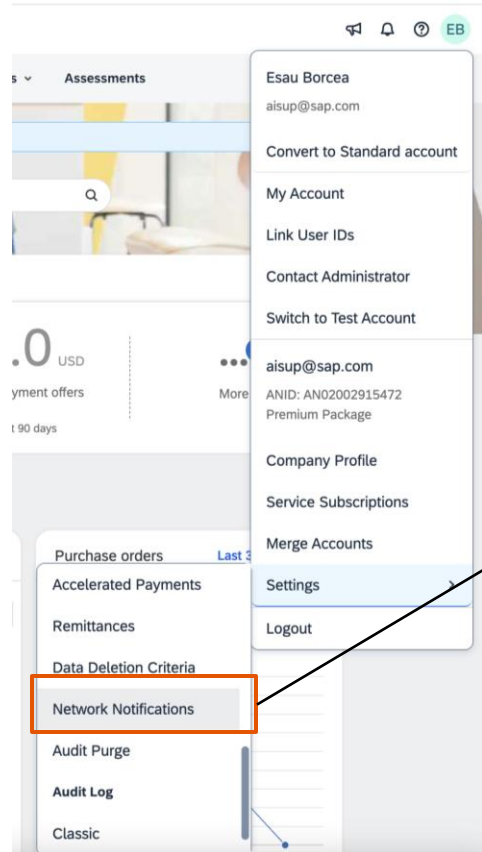
SAP Business Network

User Story

- As a supplier, you can now receive summary of top rejection categories affecting your invoices in a monthly E-mail
- Basic process steps are:
 - Switch on network notification (one time)
 - Receive automated E-mail once a month
- This feature automatically sends a summary of top rejection categories via monthly E-mail
- As a result, you can now see in one place
 - All the top rejection categories grouped into meaningful rejection types
 - Rejection summary for each rejection type
 - Number of invoices impacted by rejection type in the past month
 - A call-out in case of unclear rejection information

Enablement Steps & Notes

- Supplier has to activate the network notification for receiving notification



Enter up to three comma-separated email addresses per field. Ensure that The Preferred Language configured by the account administrator controls 1

A screenshot of the 'Transaction Error Summary' notification settings. It shows a table with columns for 'Type', 'Send notifications when...', and 'To email addresses (one required)'. The 'Invoice Error Summary Notification' row has a checked checkbox for 'Send a periodic summary notification to the supplier on Invoice rejections.' and an email address 'yuxuan.cao@sap.com' entered in the 'To email addresses' field. A black arrow points from the text 'Maintain E-mail for receiving summary digest' to this email address field.

Type	Send notifications when...	To email addresses (one required)
Invoice Error Summary Notification	<input checked="" type="checkbox"/> Send a periodic summary notification to the supplier on Invoice rejections.	yuxuan.cao@sap.com

Maintain E-mail for receiving summary digest

Prerequisites, Restrictions, Cautions

Prerequisites

- NP-38941 (Invoice Error Message Categorization Using Generative AI)

Restrictions

- None

Cautions

- None

Feature Details

- How the solution works:
 - Switch on network notification (one time)
 - Receive automated E-mail once a month
- Solution limitations:
 - None
- The following slides explain system navigation for the scenario

Feature Navigation – Step 1

Receive monthly E-mail

From:
Sent on: Monday, July 8, 2024 1:06:41 AM
To:
Subject: --- Ariba Internal Testing ---Invoice Rejection Summary

Call-out for unclear rejection information

SAP Business Network

Invoice Rejection Summary

Displayed below are the top invoice rejections in the last one month from the Buyer, Next Gen Transactions.

Buyer Invoice Processing System Rejection

The rejection reasons for 2 invoices lack detail and completeness. Please contact the buyer for further clarification on these rejections.

Generic Level Rejections

Rejection Type	Rejection Summary	Rejection Categories	Invoice Count
Mathematical Errors	The invoice has been rejected due to mathematical errors. Please review and correct the errors before resubmitting the invoice.	Mathematical Errors	2

Header Level Rejections

Rejection Type	Rejection Summary	Rejection Categories	Invoice Count
Missing Supporting Documentation	The invoice was rejected due to missing original invoice and supporting documentation. The request is to attach a copy of the invoice for processing.	Lack of Supporting Documentation, Missing Original Invoice, Missing Invoice Copy	2

Line Level Rejections

Rejection Type	Rejection Summary	Rejection Categories	Invoice Count
Price Discrepancy	The invoice has been rejected due to a contract price variance. The item's price exceeds the contracted price. Please revise the invoice and resubmit.	Contract Price Variance	2
Miscellaneous Line	The rejection reasons include a miscellaneous line exception.	Miscellaneous Line	3
Quantity Discrepancy	The invoice was rejected due to discrepancies in the quantity of items invoiced compared to the available purchase order line quantity. Additionally, there were exceptions related to purchase order quantity variances. Another rejection was due to the invoice item quantity exceeding the order item's received quantity. For more information, please refer to the provided help link.	PO Quantity Variance, PO Received Quantity Variance	8

Business Network Rejection

Rejection Code	Rejection Summary	Invoice Count
INV-12	Cannot find the PO (0) referenced in the invoice. Verify that the PO number is correct and resubmit the invoice. (0) is the payload id of a PO	6
INV-15	This customer does not accept invoices for orders sent outside of Ariba SN. The invoice references a PO that does not exist in Ariba SN. The invoice may contain an incorrect PO reference.	6
INV-143	Cannot create a non-PO invoice with pricing details. This customer does not accept non-PO invoices with pricing details. To create a non-PO invoice with pricing details, contact your customer or remove this information and resubmit the non-PO invoice without pricing details.	6

Header

Generic

Line

Business Network

Multi-level rejection summary

of impacted invoice per rejection type

Thank you.

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