

# View Rejection Summary and Search Rejected Invoices by Rejection Codes

**(NP-38940)**

Target GA: November, 2024

## Feature Overview

# Agenda

Introduction

User story

Prerequisites, Restrictions, Cautions

Feature details

# Introducing: **View Rejection Summary and Search Rejected Invoices by Rejection Codes (NP-38940)**

## Feature Description

- Currently the IER solution can classify verbose rejection text into concise rejection categories and send a monthly summary of rejections to suppliers
- While useful, this does not allow the suppliers to drill down to individual invoices for subsequent remediation
- The new feature enables the supplier to view a concise summary of key rejection reasons and subsequently navigate to the invoicing area for further analysis and remediation of rejected invoices

## Key Benefits

1. Supplier can use a new widget to view top rejection reasons in a concise format
2. Supplier can navigate to rejected invoice tile from the widget
3. Supplier can filter rejected invoices by rejection codes
4. In the list view, supplier can see all rejection codes present at individual invoice level

Audience:

Supplier

Enablement Model:

Automatically On

Applicable Solutions:

SAP Business Network

# User Story

- As a supplier, you can now view top rejection codes in an intuitive widget and navigate to the rejected invoice tile for further analysis and remediation of rejected invoices
- Basic process steps are:
  - View widget
  - Navigate to 'Rejected Invoice'
  - Filter by rejection code (inv code)
  - Select invoice, edit and re-submit
- This feature establishes a logical process flow between high-level rejection visibility, invoice-level rejection analysis and final invoice remediation (edit and resubmit)
- As a result, you can now quickly identify the top rejection areas, deep-dive into individual invoice rejections and prioritize high-value invoices to focus remediation efforts

# Prerequisites, Restrictions, Cautions

## Prerequisites

- None

## Restrictions

- None

## Cautions

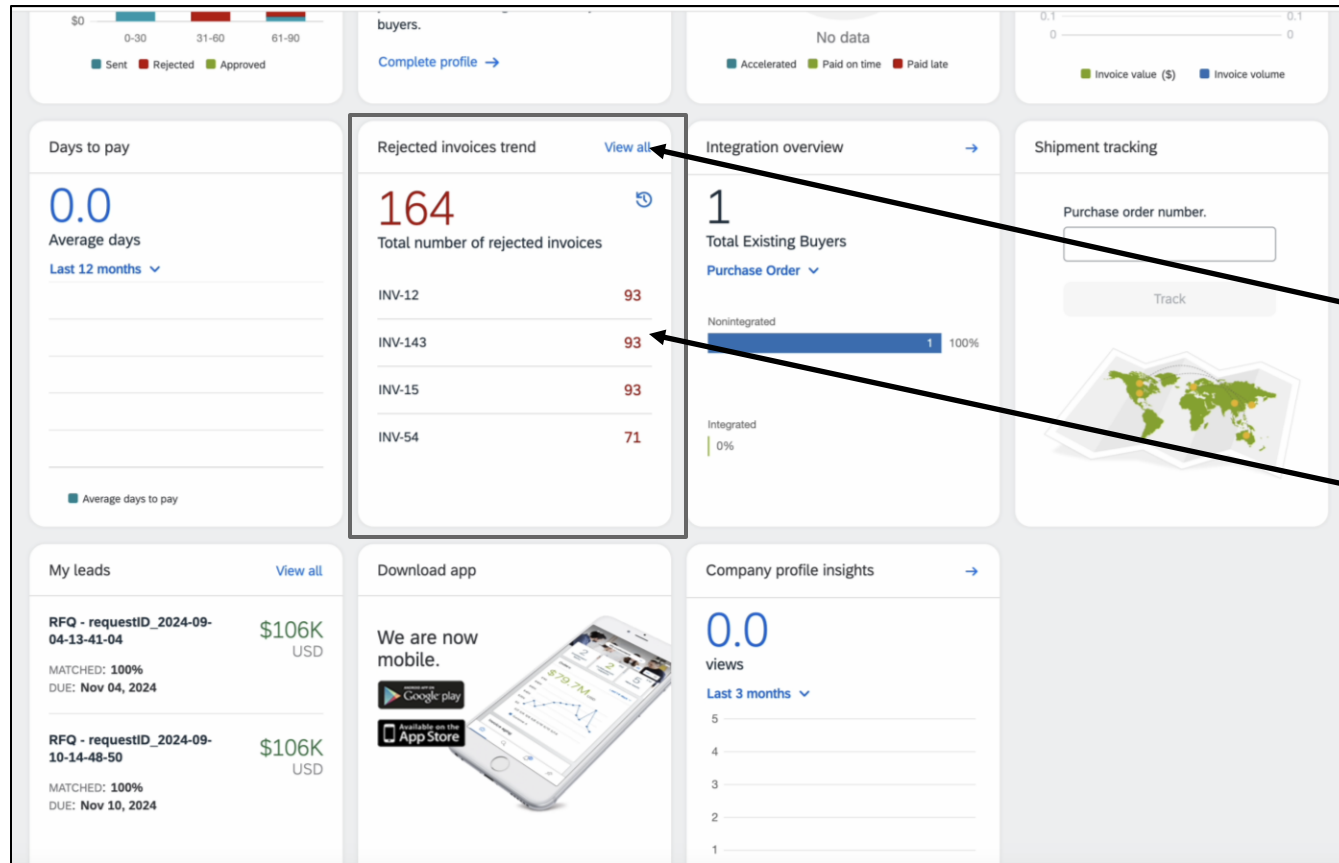
- None

# Feature Details

- How the solution works:
  - First search for a buyer using the buyer Tax ID as it almost always results in a unique result
  - View widget in home page
  - Navigate to 'Rejected Invoice' tile from the widget
  - Filter by rejection code (inv code)
  - Sort invoices by amount ( optional - if you want to focus on high-value invoices)
  - Select invoice, view all rejection details in the invoice, edit and re-submit
- Solution limitations:
  - Currently only rejection codes are supported for invoice filtering
  - In future, we plan to augment the capability via rejection categories
- The following slides explain system navigation for the scenario

# Feature navigation – Step 1

## New widget in supplier home page



Click here to navigate to 'Rejected Invoice'

Top rejection codes along with # of impacted invoices

# Feature navigation – Step 2

Navigate to 'Rejected invoices' tile

The screenshot displays the SAP Business Network 'Invoices' page. At the top, there's a navigation bar with 'Home', 'Enablement', 'Integration', 'Discovery', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', and 'More'. Below this is a 'Need to customize your view of the data?' notification. The main dashboard features seven tiles: 'Invoices' (289), 'Rejected invoices' (164), 'Overdue invoices - Not approved' (0), 'Overdue invoices - Approved' (0), 'Invoices pending approval' (48), 'Approved invoices pending payment' (0), and 'Paid invoices' (0). The 'Rejected invoices' tile is highlighted. Below the tiles, there's a section for 'Rejected invoices (164)' with filter options: 'Last 31 days', 'Rejected', and 'INV-54, +1'. There are also search filters for 'Customers', 'Invoice number', 'Reference', and 'Invoice date'. A 'Show more' link is present, with an arrow pointing to it from the text below. The bottom part of the page shows a table of rejected invoices.

Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status	From address	To address	Actions
In-invoice-09 12-4017	Compass Bancshare s Inc	po-order-09 12-4017	Sep 12, 2024	₹55,200.00 INR	Acknowledged	Rejected			...

Click on 'Show More' to view the new filter criteria



# Feature navigation – Step 3

## Search rejected invoices by rejection codes

The screenshot shows the SAP Fiori 'Rejected invoices' search page. At the top, there are seven summary cards for different invoice statuses: Invoices (289), Rejected invoices (164), Overdue invoices - Not approved (0), Overdue invoices - Approved (0), Invoices pending approval (48), Approved invoices pending payment (0), and Paid invoices (0). Below these is the 'Rejected invoices (164)' section with an 'Edit filter' link. The filter area contains several fields: Customers, Invoice number (with 'Partial match' selected), Reference, Invoice date, Invoice type, Invoice status, Rejected date, External invoice number, From country, To country, Submitted by, View, and a new 'Rejection codes' filter. The 'Rejection codes' filter is currently open, showing a list of codes from INV-116 to INV-121, with 'INV-12' selected. A 'value help' button is visible below the 'Rejection codes' input field.

Select single or multiple rejection codes from the drop-down or type in the box

New filter "Rejection codes"

# Feature navigation – Step 4

List all invoices by selected rejection code

The screenshot shows a web interface for filtering invoices. At the top, there are three filter sections: 'Submitted by' with a dropdown set to 'All', 'View' with a dropdown set to 'All', and 'Rejection codes' with a tag 'INV-12' and a search input 'Select or type selections'. Below the filters is a 'Show less' link and an 'Apply' button. The main content is a table with the following columns: Invoice Number, Customer, Reference, Invoiced Date, Amount, Routing Status, Invoice Status, and Rejection codes. The table contains four rows of data, all with an 'Invoice Status' of 'Rejected'. The 'Rejection codes' column for each row lists 'INV-12 INV-15 INV-143'. A box highlights the 'Invoice Number' column, and another box highlights the 'Rejection codes' column for the first row.

Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status	Rejection codes
In-invoice-09 03-4003	Compass Bancshare s Inc	po-order-0 903-4003	Sep 3, 2024	₹55,200.00 INR	Acknowledged	Rejected	INV-12 INV-15 INV-143
In-invoice-08 30-1-4005	Compass Bancshare s Inc	po-order-0 830-1-4005	Aug 30, 2024	₹55,200.00 INR	Failed	Rejected	INV-12 INV-15 INV-143
In-invoice-08 30-1-4004	Compass Bancshare s Inc	po-order-0 830-1-4004	Aug 30, 2024	₹55,200.00 INR	Failed	Rejected	INV-12 INV-15 INV-143
In-invoice-08 30-1-4003	Compass Bancshare s Inc	po-order-0 830-1-4003	Aug 30, 2024	₹55,200.00 INR	Failed	Rejected	INV-12 INV-15 INV-143

For each invoice, all applicable rejection codes are shown

All rejected invoices containing the selected rejection code shows up

# Feature navigation – Step 5

## Select individual invoice for remediation

The screenshot displays the SAP Business Network interface for an invoice with ID 'In-invoice-0830-1-4005'. The interface includes a top navigation bar with the SAP logo and 'Business Network' text. Below the header, there are tabs for 'Detail', 'Scheduled Payments', and 'History'. A prominent blue box highlights the 'Rejected Invoice' section, which contains the following text:

Rejected Invoice:  
Reasons:  
INV-12: Cannot find the PO po-0830-1-4005 referenced in the invoice.  
INV-15: This customer does not accept invoices for orders sent outside of Ariba SN.  
INV-143: Cannot create a non-PO invoice with pricing details.  
DOC-6: A document preprocessing error occurred.  
DOC-1: Invoice validation failed.

Below the reasons, a note states: 'Invoice could be rejected due to buyer business rules. Check the History tab for the reason the buyer rejected this invoice, or contact the buyer for more information. Note that buyers might reject invoices that do not meet their business rules.' An 'Edit & Resubmit' button is located at the bottom of this section. An arrow points from the text 'Supplier can' to the 'Edit & Resubmit' button.

Below the rejection details, there is a 'Standard Invoice' section with a summary table:

Status	Rejected	Subtotal:	55,200.00 INR
Invoice:	Rejected	Total Tax:	0.00 INR
Routing:	Failed	Total Gross Amount:	55,200.00 INR
Invoice Number:	In-invoice-0830-1-4005	Total Net Amount:	55,200.00 INR
Invoice Date:	Friday 30 Aug 2024 3:16 pm GMT+05:30	Amount Due:	55,200.00 INR
Original Purchase Order:	po-order-0830-1-4005		
Submission Method:	Online		
Origin:	Supplier		
Source Document:	Order		

At the bottom of the page, there are three sections: 'REMIT TO:', 'BILL TO:', and 'SUPPLIER:'.

Supplier can

- Select an invoice
- View all rejections in the invoice
- Edit and re-submit

# Thank you.

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