Contents

Purchase Order Queries

How to Receive Purchase Order from Lilly

1. Electronic Order Routing setup determines how you will receive your Purchase Orders. Only your SAP Business Network account administrator can update the Electronic Order Routing setup; refer to the Account Administration Tips & Tricks for the steps.
   NOTE: If administrator has left the company/or you are not sure who it is, contact SAP Business Network directly for assistance by following this [guide](#).

2. With a Standard account these routing options are defaulted to email and cannot be changed until you upgrade to an Enterprise account.

3. You can enter up to 5 email addresses.

How to Access/ Find a Purchase Order

In order to find your Purchase Order to submit invoice, login to your account through [SAP Business Network Supplier](#) and go to "New Orders" or "Orders to Invoice" tab. Ensure that you have set up the filter in your workbench to show data in last 365 days instead of last 31 days to see older Purchase Order. **How to do this?**

1. Go to "Workbench" and below page will appear. Select "New orders" or "Orders to invoice" tab.
2. Click "Edit filter", select "Partial match", update creation date accordingly (e.g.: Last 365 days), and click "Apply". You can also select specific customers using this function.
3. If you want to check a specific Purchase Order number, you can click "Exact match", input the Purchase Order number under "Order Numbers", and click "Apply".

   NOTE: You can save the filter by clicking "Save filter" button in "Orders" tile.
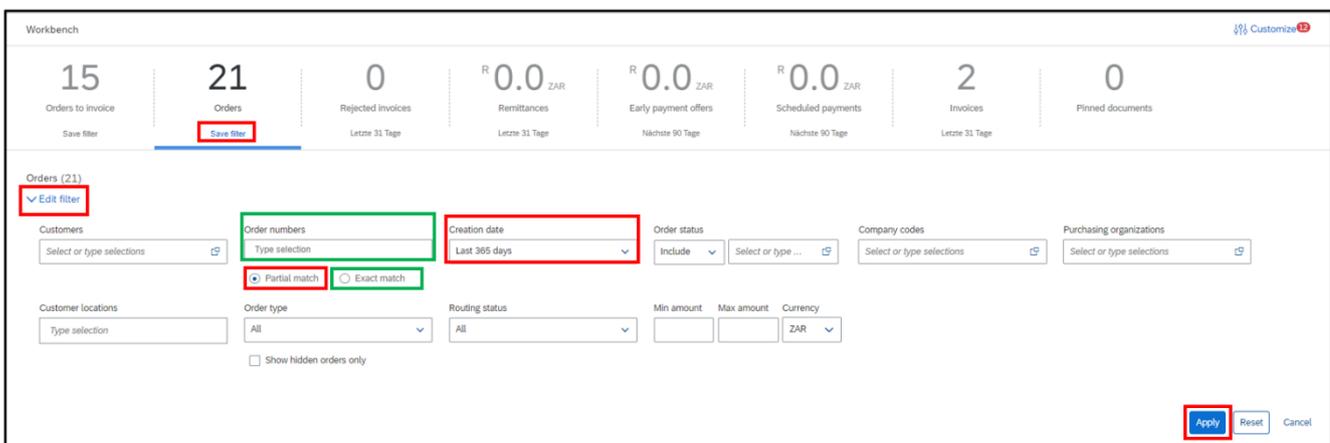
Resource: [SAP Business Network Supplier Training (NEW) | Navigating your Account (ariba.com)](#)

Refer to Invoicing/ Credit Memo Tips & Tricks for steps to submit invoice against the Purchase Order once you have found your Purchase Order.

Ship Notices and Order Confirmations

Ship notices and order confirmations are not supported by Lilly on SAP Business Network.

How to Check Balance of Purchase Order

First, you will need to find the Purchase Order by following these steps.

Under "Orders" tab, you will be able to see "Amount Invoiced" column which shows you the total amount of invoice that you have submitted against the Purchase Order. You can use this information to get the balance of your Purchase Order by comparing it with the total PO Amount stated under "Amount" column (E.g.: balance of PO#4200154860 below is EUR 300 – EUR 85 = EUR 215)

Alternatively, you can check the balance of each line item of the Purchase Order by clicking into the Purchase Order number, then scroll down to "Line items", and click "Details".

From here you can see the number of invoices submitted with the total invoiced amount for each line item (e.g.: the balance of line item 1 below is EUR 100 – EUR 85 = EUR 15. Meanwhile line item 2 does not have any invoice submitted against it yet, hence the balance of line item 2 is still EUR 100.)

Purchase Order Status (What Does it Mean and Next Steps)

Refer here for the steps to find your Purchase Order on SAP Business Network and refer below for the explanation of PO status as well as next action to take.

Routing Status	PO Status	Explanation & Action to Take
Sent/ Acknowledged	**New**	New order available to be processed, invoice to be submitted against the order once goods/ service is delivered.
Sent/ Acknowledged	**Obsoleted**	Old version of the order. Purchase Order was changed and there is a new version of Purchase Order to be processed. No invoice should be submitted against this order.
Sent/ Acknowledged	**Changed**	New version of order to be processed. Check "Order Detail" to see the changes made to the Purchase Order. Invoice should be submitted against the latest version of the order.
Sent/ Acknowledged	**Partially Invoiced**	Purchase Order has some invoice submitted against it, but still has some open balance left to be invoiced.
Sent/ Acknowledged	**Invoiced**	Purchase Order is fully invoiced and there is no more open balance to be invoiced.
Failed	**Failed**	Purchase Order is available to be processed, invoice can be submitted against the order once goods/ service is delivered. The status "failed" indicates that there was an automated reply sent (Out Of Office auto reply/ undelivered notification) from the email address to which Purchase Order notification was sent to. If the email address to receive the Purchase Order notification should be updated, refer to the Account Administration Tips & Tricks for the steps.