

SAP Ariba Quick Reference Guide

How to Manage a Rejected Invoice

Supplier process

**All screenshots provided are examples only*

Overview

On occasions, it may be required that TMR reject an invoice you have submitted. Typically, this would be due to an error which cannot be manually corrected by TMR, such as incorrect Tax, therefore requires a resubmission from the supplier.

In these instances, please:

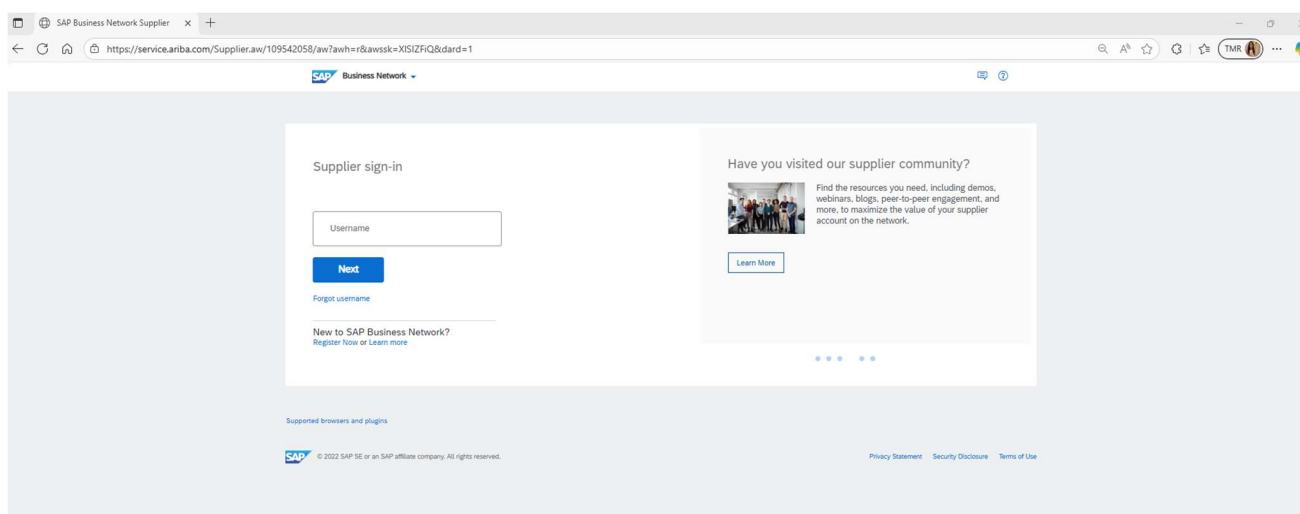
- Do not attempt to resubmit the original invoice without correcting errors
- Read the rejection comments carefully that TMR has provided
- Remember that the invoice number on the resubmission needs to be a unique number
- Ensure you follow the steps below for a successful resubmission

Hint – fields marked * within the SAP Business Network are mandatory fields and are required to be completed.

Instructions

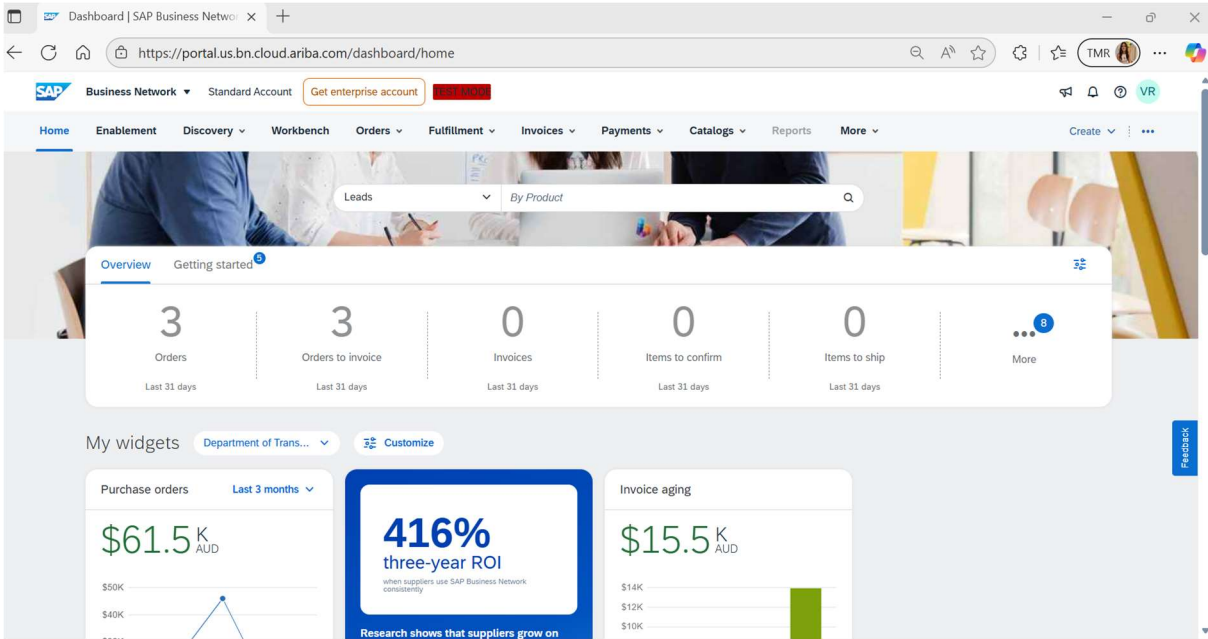
Step 1:

Navigate to the SAP Ariba Business Network Account <https://supplier.ariba.com> and enter your username and password.



Step 2:

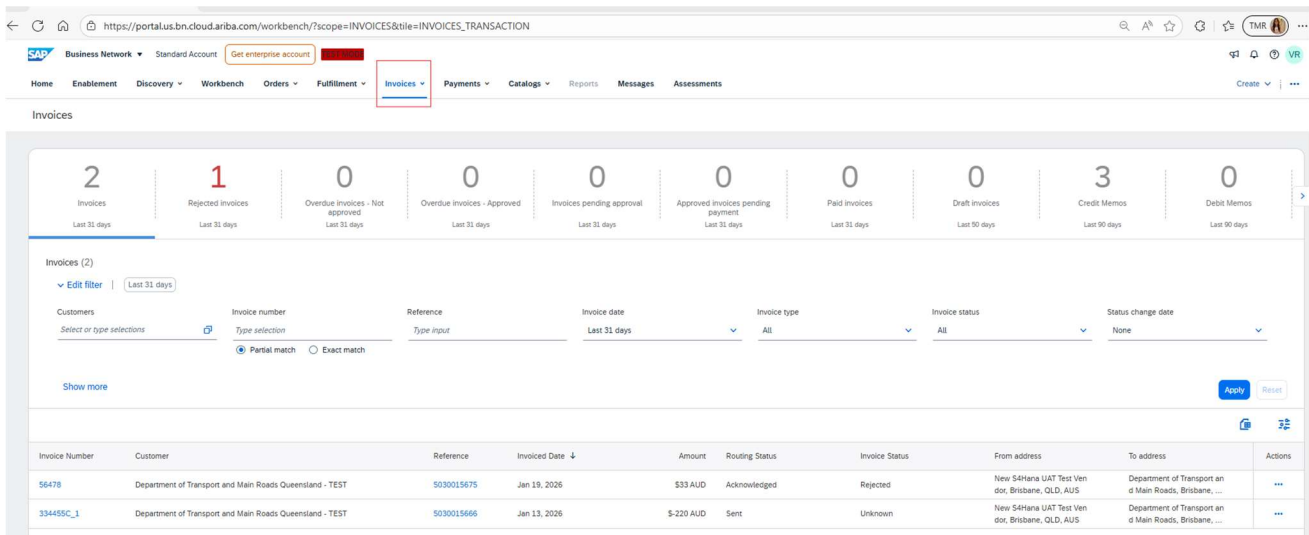
You will be navigated to the Home page which shows the dashboard.



Step 3:

Click on the 'Invoices' tab.

You will then be navigated to a list of invoices that has been submitted by your company.



Step 4:

There are two locations that will show if one of your invoices has been rejected.

The first is the section box for 'Rejected Invoices' showing one invoice has been rejected, the second area you can identify this is the status against the invoice.

The screenshot shows the SAP Business Network 'Invoices' dashboard. At the top, there are several cards representing different invoice statuses: Invoices (2), Rejected Invoices (1), Overdue Invoices - Not approved (0), Overdue Invoices - Approved (0), Invoices pending approval (0), Approved Invoices pending payment (0), Paid Invoices (0), Draft Invoices (0), Credit Memos (3), and Debit Memos (0). The 'Rejected Invoices' card is highlighted with a red box. Below this is a filter section with various dropdowns for Customers, Invoice number, Reference, Invoice date, Invoice type, Invoice status, and Status change date. At the bottom, a table lists invoices. The first row is highlighted with a red box, showing Invoice Number 56478, Customer Department of Transport and Main Roads Queensland - TEST, Reference 5030015675, Invoice Date Jan 19, 2026, Amount \$33 AUD, Routing Status Acknowledged, Invoice Status Rejected, From address New S4Hana UAT Test Vendor, Brisbane, QLD, AUS, and To address Department of Transport and Main Roads, Brisbane, QLD, AUS.

Click into the invoice by clicking on the invoice number. This will open the invoice.

Step 5:

The next step is to investigate why the invoice was rejected and initiate the resubmission.

You will notice a section explaining the rejection reason code, plus a comment added from a TMR staff member.

Click on **Edit & Submit**

The screenshot shows the SAP Business Network 'Invoice: 56478' details page. At the top, there are buttons for 'Edit', 'Create Line-Item Credit Memo', 'Copy This Invoice', 'Print', 'Download PDF', and 'Export cXML'. Below this is a 'Detail' section with tabs for 'Detail', 'Scheduled Payments', and 'History'. The 'Rejected Invoice' section is highlighted with a red box and contains the following text: 'Rejected Invoice: Reasons: CACD: We found miscellaneous issues with this invoice. Comment: This is an example of a rejection. Correct xyz and resubmit.(TEST Accounts Payable, 2026-01-19T15:52:03-08:00)Line item: Line Number:4 Part Number:10455-2 Description:Aluminium Food wrapping Exceptions: PO Received Quantity Variance The invoice item's quantity, 1, is greater than the order item's received quantity, 0.' Below this is an 'Edit & Resubmit' button. The 'Tax Invoice' section is also visible, showing a summary of the invoice details and a table with columns for 'REMIT TO', 'BILL TO', 'SUPPLIER', 'BILL FROM', and 'CUSTOMER'.

Step 6:

You will now be able to edit the invoice to correct the errors.

Please Note – the invoice number **cannot be a duplicate of the original rejected invoice**. Most suppliers add a suffix behind the original number such a ‘_v2’ but this is up to the individual supplier.

Correct any other errors then click on **Next**.

https://service.ariba.com/Supplier.aw/109538042/aw?awh=r8awssk=rxrog2Nn#b0

SAP Business Network Standard Account Get enterprise account TEST MODE

Edit Invoice Update Exit **Next**

Invoice Header

Summary

Purchase Order: 5030015675
Invoice #: 56478_v2
Invoice Date: 19 Jan 2026
Service Description:
Supplier Tax ID: 7711129499
Remit To: New S4Hana UAT Test Vendor
Brisbane Queensland Australia
Bill To: Other Business Units - Corp

Subtotal: \$33.35 AUD
Total Tax: \$3.00 AUD
Total Gross Amount: \$36.35 AUD
Total Discount Amount: \$1.59 AUD
Total Net Amount: \$34.67 AUD
Amount Due: \$34.67 AUD

Shipping

Header level shipping (selected) Line level shipping

Ship From: New S4Hana UAT Test Vendor
Brisbane Queensland Australia

Ship To: Dept of TMR 61 Mary St
BRISBANE CITY QLD Australia
Deliver To: 07...-1, L2 - Chloe Humphreys
Dept of TMR 61 Mary St

Payment Term

Net Term(days): 28

Additional Fields

Supplier Account ID #:
Customer Reference:
Supplier Reference:
Payment Note:
Supplier: New S4Hana UAT Test Vendor
Brisbane Queensland Australia
Customer: Department of Transport and Main Roads
Brisbane Queensland Australia
Email:
Bill From: New S4Hana UAT Test Vendor

Step 7:

Review invoice details such as values and tax then click on **Submit**.

https://service.ariba.com/Supplier.aw/109538042/aw?awh=r8awssk=rxrog2Nn#b0

SAP Business Network Standard Account Get enterprise account TEST MODE

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 Australia. The document's destination country is Australia. 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.

Tax Invoice

Invoice Number: 56478_v2
Invoice Date: Monday 19 Jan 2026 12:00 pm GMT+10:00
Original Purchase Order: 5030015675

Subtotal: \$33.35 AUD
Total Tax: \$3.00 AUD
Total Gross Amount: \$36.35 AUD
Total Discount Amount: \$1.59 AUD
Total Net Amount: \$34.67 AUD
Amount Due: \$34.67 AUD

REMIT TO:	BILL TO:	SUPPLIER:
New S4Hana UAT Test Vendor Postal Address: Mary St Brisbane QLD 4000 Australia Tax ID of Supplier: 7711129499	Other Business Units - Corp Address ID: MR07	New S4Hana UAT Test Vendor Postal Address: Mary St Brisbane QLD 4000 Australia

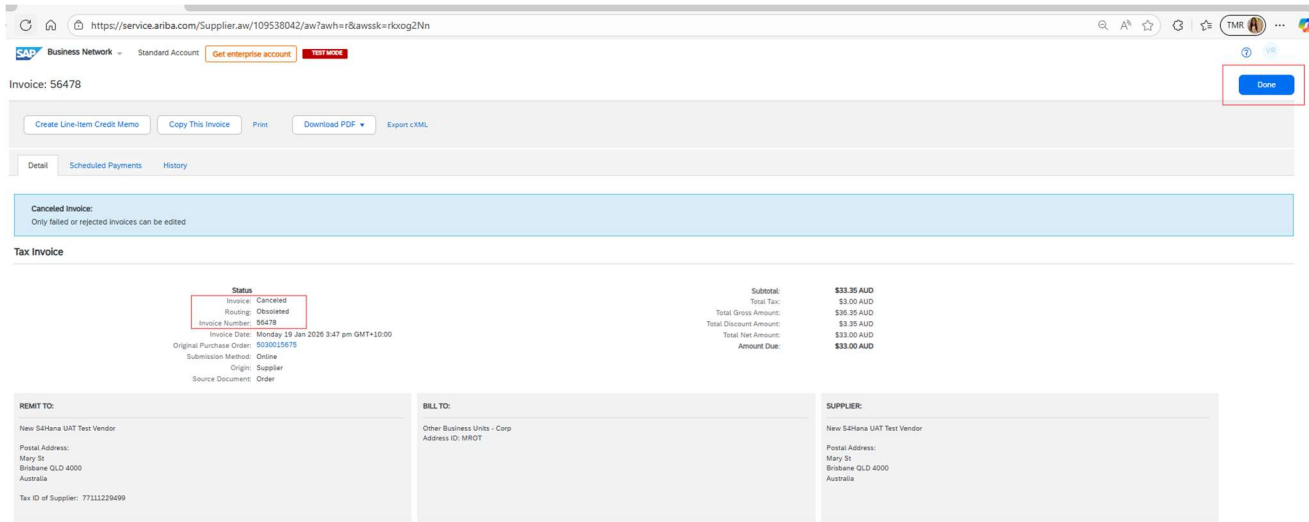
BILL FROM:	CUSTOMER:
New S4Hana UAT Test Vendor Postal Address: Mary St Brisbane QLD 4000 Australia	Department of Transport and Main Roads Postal Address: 61 Mary Street Brisbane QLD 4000 Australia

SHIPPING INFORMATION:

SHIP FROM:	SHIP TO:
New S4Hana UAT Test Vendor Postal Address: Mary St Brisbane QLD 4000 Australia	Dept of TMR 61 Mary St Postal Address: 07...-1, L2 - Chloe Humphreys Dept of TMR 61 Mary St 61 Mary Street BRISBANE CITY QLD 4000 Australia Address ID: BR08 Email: ariba.support@tmr.qld.gov.au

Step 7:

The original invoice will now display showing the status is now ‘obsolete’. Click on **Done** to return to the home screen.



Need further assistance?

For assistance with creating your SAP Business Network account contact the Supplier Enablement Team on supplier_enablement@tmr.qld.gov.au

For SAP Ariba purchase order, payment and invoicing queries please contact the Ariba Support team on Ariba_Support@tmr.qld.gov.au

For SAP Fieldglass enquiries please contact the Fieldglass Central PMO team on Fieldglass_CentralPMO@tmr.qld.gov.au

Document control

Version	Date	Additions/Amendments	Author / Reviewer	Peer review / Approver
1.0	20/01/26	Creation	Christine McQuilty	Chloe Humphreys