

SAP BUSINESS NETWORK

Invoicing

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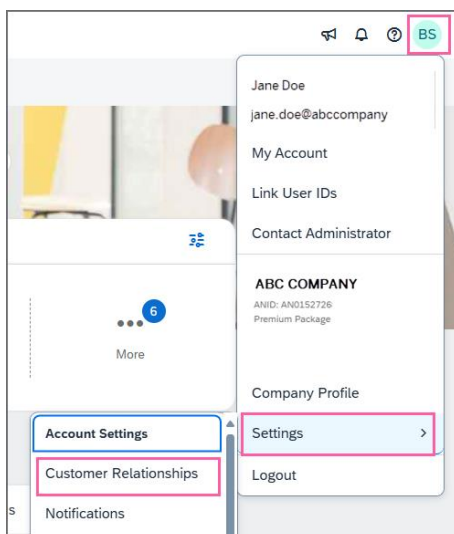
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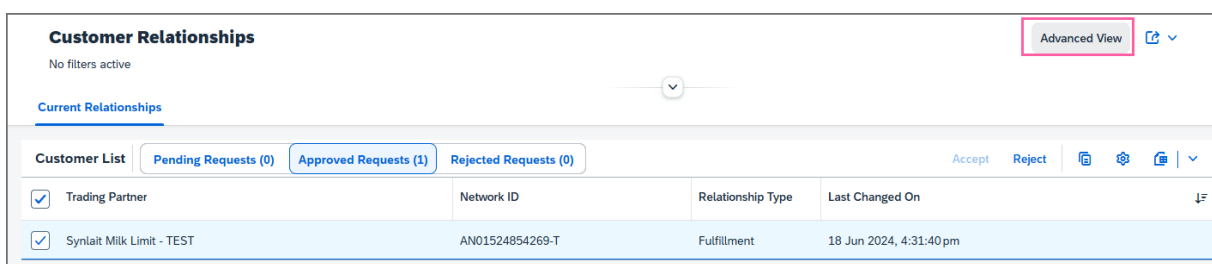
Review customer invoice rules

The **Customer Relationship** includes business rules to determine what you can enter when creating invoices. To access these rules, from the SAP Business Network supplier portal:

1. Select **Account Settings** (user initials).



2. Select **Settings**.
3. Select **Customer Relationships**.
4. The **Customer Relationships** screen displays.



5. Select **Advanced View**.

6. The **Account Settings - Customer Relationships** screen displays in **Advance View**.
7. **Optional:** In **Filter**, enter your customer's name, and select **Apply**.

Current Customers

Filter

Customers

Synlait X

Apply
Reset

8. Select the **Supplier Information Portal** for your **Customer**.

Customer	Network ID	Relationship Type	Approved Date	Collaboration Type	Collaboration Role	Supplier Information Portal	Routing Type	Actions
<input type="checkbox"/> Synlait Milk Limit	AN01524854269-T	Trading	18 Jun 2024	Fulfillment	Supplier		Default	Actions ▾

9. The **Supplier Information Portal** displays.
10. Select the **Transaction Rules** tab.

Supplier Information Portal of Synlait Milk Limited

Portal Content Reference Documents **Transaction Rules**

Welcome to Synlait Milk Limited Information Portal

SUPPLIER INFORMATION PORTAL

Introduction and Overview

Dear Supplier,

11. Scroll down to the **Invoice Setup** section and view the **General Invoice Rules**.

Invoice Setup

General Invoice Rules

Allow suppliers to send invoices to this account.	Yes
Allow suppliers to send summary invoices to this account.	No
Allow suppliers to send invoices with service information. ⓘ	Yes
Require line-item credit memo to reference another invoice.	Yes

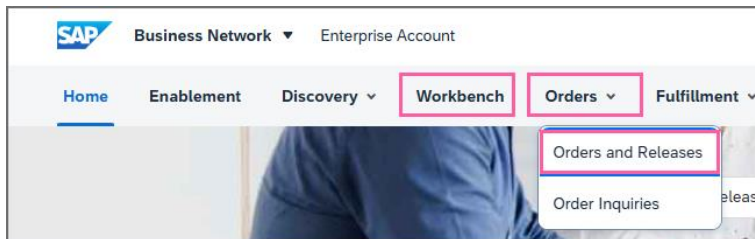
Create an invoice

Find the order to invoice

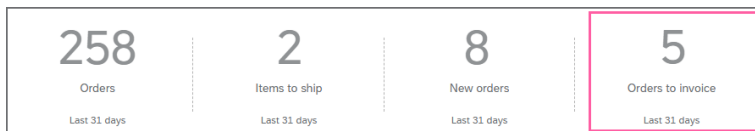
An invoice is created from an order that is ready to invoice. To create an invoice:

12. View the purchase orders from either the:

- **Workbench**; or
- **Orders** menu, then select **Orders and Releases**.



13. Select the **Orders to invoice** tile.



14. Filters can be used to display the relevant purchase orders. In the **Edit filter** section, add relevant criteria, for example **Customers** or **Creation date**. Select **Show more** for more filter options. Select **Apply** to apply the criteria.

Note: When creating invoices for Synlait, refer to the section on [Goods receipt based invoice verification](#) and apply the **Order status** filter to **Include Received** orders.

15. The system displays any purchase orders that satisfy the filter criteria.

Order Number	Customer	Amount	Date ↓	Order Status	Amount Invoiced	Actions
1100008460	Synlait Milk Limit	\$45 NZD	Mar 18, 2025	Partially Invoiced		...
1100008457	Synlait Milk Limit	\$45 NZD	Mar 18, 2025	Confirmed		...
1200015694	Synlait Milk Limit	\$1950 NZD	Mar 18, 2025	Partially Invoiced		...
1200015691	Synlait Milk Limit	\$130 NZD	Mar 17, 2025	Partially Received		...
1100008450	Synlait Milk Limit	\$300 NZD	Mar 14, 2025	Confirmed		...

Confirm entire order

Update line items

Reject entire order

Create ship notice

Create service sheet

Standard invoice

16. **Optional:** Select **Settings** to customise the table of purchase orders. Refer to the **General Functionality Supplier Guide** for more details on how to do this.
17. From the list of orders, you can create the invoice. Select **Actions (...)**, and from the menu, select **Standard invoice**.
18. The **Create Invoice** screen displays.

Invoice header

The invoice is automatically pre-populated with information from the purchase order. To complete the invoice, additional information is required. From the **Create Invoice** screen:

19. In **Invoice #** enter your unique number for invoice identification.

20. **Invoice Date** automatically populates with today's date.
21. The **Remit-To** address automatically populates.
If you have multiple addresses, select from the drop-down box.
22. In the **Tax** section, tax can be applied at either the **Header level tax** or **Line level tax** by selecting the appropriate option.

23. In the **Shipping** section, shipping charges should be set to **Header level shipping**.

24. Confirm the **Customer** address is correct.

25. Scroll down and select **Add to Header** to customise additional information in the **Invoice Header** section.

Add to Header ▼

Tax
Shipping Cost
Shipping Documents
Special Handling
Allowance
Charge
Additional Reference Documents and Dates
Comment
Attachment

Note: The option for **Additional Reference Documents and Dates** is applicable for SCC customers only. Attachment file sizes should not exceed 40MB.

26. Scroll down to the **Line items** section. This is where you select the line items to invoice.

Line Items
2 Line Items, 1 Included, 1 Previously Fully Invoiced

Insert Line Item Options

☐ Tax Category: 15% GST / 15% GST
☐ Shipping Documents
☐ Special Handling
☐ Discount

Add to Included Lines

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	10	<input type="checkbox"/>	MATERIAL		BOOTS 12 B/STONE 997 BLK W ZIP	000000000004000523	0	EA ⓘ	\$5.00 NZD	\$0 NZD

Excluded line items cannot be modified.

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
<input type="checkbox"/>	20	<input checked="" type="checkbox"/>	MATERIAL		BOOTS 12 B/STONE 997 BLK W ZIP	000000000004000523	4	EA ⓘ	\$5.00 NZD	\$20.00 NZD

Add shipping charges

A header level shipping charge relates to all line items included on the invoice.

Example: A header level shipping charge of \$5.00 means it costs your customer \$5.00 for you to ship all the items on the invoice to them.

To add a **Header level shipping** charge in the **Create Invoice** screen:

27. Scroll down to the **Shipping** section. Shipping charges should be set to **Header level shipping**.

Shipping

☒ Header level shipping ⓘ
☐ Line level shipping ⓘ

Ship From: Supplier@sap.com

28. If there is not a **Shipping Cost** section, from the **Add to Header** menu, select **Shipping Cost**. The system adds a **Shipping Cost** section.

Add to Header ▼

Tax

Shipping Cost

Shipping Documents

Special Handling

Allowance

Charge

Additional Reference Documents and Dates

Comment

Attachment

29. In the **Shipping Cost** section, enter details for the **Shipping Amount** and **Shipping Date**.

Shipping Cost

Shipping Amount:
\$5.00 NZD

Shipping Date:
1 May 2025

30. Select **Update** to apply the shipping charge to the invoice **Amount Due**.

Create Invoice

Update
Save
Exit
Next

▼ Invoice Header
Indicates required field
Add to Header ▼

Summary

Purchase Order: 1100008460

Invoice #: INV-8461

Invoice Date: 1 May 2025

Service Description:

Supplier Tax ID: TAXAN11205473436

Subtotal: \$20.00 NZD
Total Tax: \$3.00 NZD
Total Shipping: \$5.00 NZD
Total Charges: \$44.44 NZD
Total Gross Amount: \$72.44 NZD
Total Amount without Tax: \$69.44 NZD
Total Net Amount: \$72.44 NZD
Amount Due: \$72.44 NZD

View/Edit Addresses

31. The system shows the **Total Shipping** amount in the **Summary** section.

Invoice line items

The **Line Items** section shows the line items from the order. To manage the line items:

32. Review or update **Quantity** for each line item you are invoicing.

Line Items

2 Line Items, 1 Included, 1 Previously Fully Invoiced

Insert Line Item Options
Tax Category: 15% GST / 15% GST
Shipping Documents
Special Handling
Discount
Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
10	<input checked="" type="checkbox"/>	MATERIAL		BOOTS 12 B/STONE 997 BLK W ZIP	000000000004000523	0	EA	\$5.00 NZD	\$0 NZD
Excluded line items cannot be modified.									
20	<input checked="" type="checkbox"/>	MATERIAL		BOOTS 12 B/STONE 997 BLK W ZIP	000000000004000523	4	EA	\$5.00 NZD	\$20.00 NZD

Pricing Details
Unit Conversion: 1
Price Unit: EA
Price Unit Quantity: 1
Description:

Tax

Line Item Allowances and Charges
Service Code: Freight - Dom Road
End Date:
Add Tax
Remove
Start Date:
Charge: Amount
\$44.44 NZD

Line Item Actions
Delete

33. If the line item should not be invoiced, either:

- Select the **Include** option for a line item to exclude it from the invoice; or
- Select (tick) the **Line Item**. Select **Delete** to remove the line item from the invoice.
Note: This only deletes the line item from this invoice, not the order. You can create another invoice later for that line item.

34. For the line items with tax, select (tick) any applicable **Line Item**.

35. Select (tick) **Tax Category** and select the appropriate **Tax Category**.

Line Items

2 Line Items, 1 Included, 1 Previously Fully Invoiced

Insert Line Item Options

☒ Tax Category: 15% GST / 15% GST ☐ Shipping Documents ☐ Special Handling ☐ Discount [Add to Included Lines](#)

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
10	<input type="checkbox"/>	MATERIAL		BOOTS	000000000004000523	0	EA	\$5.00 NZD	\$0 NZD
<small>Excluded line items cannot be modified.</small>									
20	<input checked="" type="checkbox"/>	MATERIAL		BOOTS 12 B/STONE 997 BLK W ZIP	000000000004000523	4	EA	\$5.00 NZD	\$20.00 NZD

36. Select **Add to Included Lines**.

37. The **Tax** section is added to the line item. Edit the information as required.

No. 20 Include ☒ Type MATERIAL Part # Description BOOTS 12 B/STONE 997 BLK W ZIP Customer Part # 000000000004000523 Quantity 4 Unit EA Unit Price \$5.00 NZD Subtotal \$20.00 NZD

Pricing Details

Unit Conversion: 1 Price Unit: EA Price Unit Quantity: 1 Description:

Tax

Category: 15% GST / 15% GST Taxable Amount: \$20.00 NZD

Location: Rate(%): 15

Description: 15% GST Tax Amount: \$3.00 NZD

Regime: Exempt Detail: (no value)

[Remove](#)

Additional information for line items

Additional information can be added for each line item, such as comments, additional charges, discounts and special handling instructions. To add additional information, from the **Line Items** section of an invoice:

38. Select (tick) the **Line Item**.

Line Items

2 Line Items, 1 Included, 1 Previously Fully Invoiced

Insert Line Item Options

☐ Tax Category: 15% GST / 15% GST ☐ Shipping Documents ☐ Special Handling ☐ Discount [Add to Included Lines](#)

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
20	<input checked="" type="checkbox"/>	MATERIAL		BOOTS 12 B/STONE 997 BLK W ZIP	000000000004000523	4	EA	\$5.00 NZD	\$20.00 NZD

Pricing Details

Unit Conversion: 1 Price Unit: EA Price Unit Quantity: 1 Description:

Tax

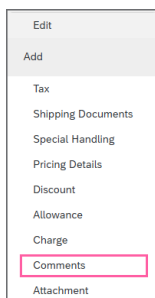
Line Item Allowances and Charges

Service Code: Freight - Dom Road End Date: [Add Tax](#) [Remove](#)

Start Date: Charge: Amount \$44.44 NZD

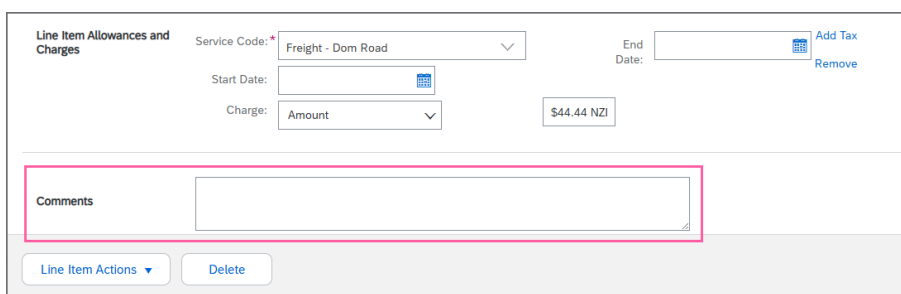
[Line Item Actions](#) [Delete](#)

39. From the **Line Item Actions** menu, select the relevant information to add, for example **Comments**.



A vertical menu titled 'Line Item Actions' with the following options: Edit, Add, Tax, Shipping Documents, Special Handling, Pricing Details, Discount, Allowance, Charge, Comments (highlighted with a red border), and Attachment.

40. The added information appears for the line item. Complete the information as required.



The 'Line Item Allowances and Charges' form shows a service code of 'Freight - Dom Road' with an end date field. Below this, a 'Comments' text area is highlighted with a red border. At the bottom, there are buttons for 'Line Item Actions' and 'Delete'.

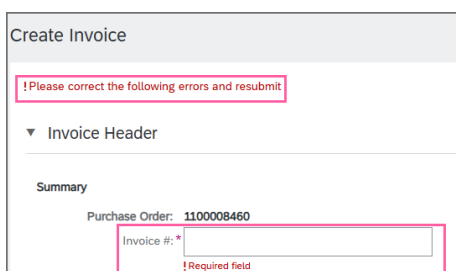
Complete the invoice

41. Once all editing of line items is complete, select **Next**.



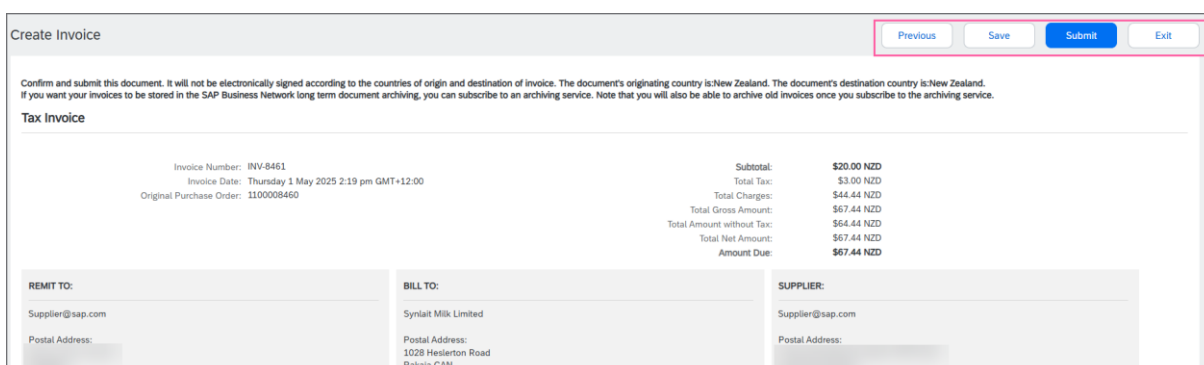
A row of four buttons: 'Update', 'Save', 'Exit', and 'Next' (highlighted with a red border).

42. The system will advise if any invoice information is missing. Address any error messages and select **Next** again.



The 'Create Invoice' form displays an error message: '!Please correct the following errors and resubmit'. Under the 'Invoice Header' section, the 'Purchase Order' is '1100008460'. The 'Invoice #' field is empty and marked as a required field with a red border and the text '! Required field'.

43. A review of the invoice is displayed on the screen.

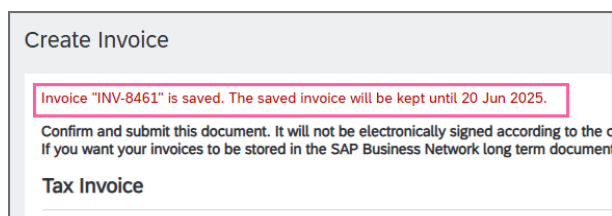


The 'Create Invoice' form shows a summary of the invoice. The 'Tax Invoice' section includes the following details:

Tax Invoice	
Invoice Number: INV-8461	Subtotal: \$20.00 NZD
Invoice Date: Thursday 1 May 2025 2:19 pm GMT+12:00	Total Tax: \$3.00 NZD
Original Purchase Order: 1100008460	Total Charges: \$44.44 NZD
	Total Gross Amount: \$67.44 NZD
	Total Amount without Tax: \$64.44 NZD
	Total Net Amount: \$67.44 NZD
	Amount Due: \$67.44 NZD

Below the summary, there are three sections: 'REMIT TO:', 'BILL TO:', and 'SUPPLIER:'. Each section contains contact information for the respective party.

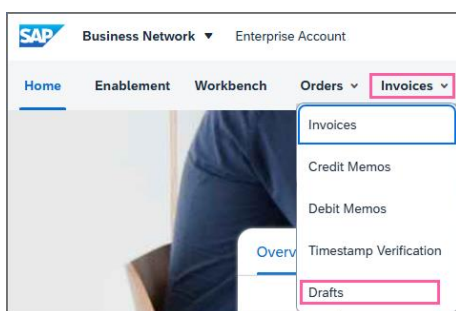
44. Scroll down to review all the invoice information.
45. If changes are needed, select **Previous** to return to edit the invoice. Make any corrections and re-review the invoice.
46. If no changes are needed, select **Submit** to send the invoice to the customer.
47. Alternatively, select **Save** anytime during invoice creation to work on the invoice later.



Edit saved invoices

Access saved invoices from the **Home** page:

48. From the **Invoices** menu, Select **Drafts**.



49. The system displays any draft invoices.

Invoice Number	Customer	Reference	Date Last Modified ↓	Amount	Actions
	Synlait Milk Limit	1100008460	May 1, 2025	\$20 NZD	...
INV-8461	Synlait Milk Limit	1100008460	May 1, 2025		<div> Edit Delete </div>

50. From the list of orders, select **Actions (...)**, and from the menu, select **Edit**.
51. Review, edit and finalise the draft invoice as described in the above instructions.

Goods receipt based invoice verification

The **Customer Relationship** includes business rules to determine what you can enter when creating invoices. To access these rules, refer to the instructions in [Review customer invoice rules](#).

Synlait uses a Goods Receipt as a reference document for an invoice. When Synlait receives materials, a receipt is sent to the supplier with the goods-receipted quantities. Suppliers are required to include only received quantities on invoices.

SAP Business Network Enterprise Account

Supplier Information Portal of Synlait Milk Limited

Portal Content Reference Documents Transaction Rules

Invoice Setup

General Invoice Rules

Require suppliers to include only received quantities on invoices. ⓘ	Yes
Allow suppliers to add allowances and charges to invoices. ⓘ	Yes
Require suppliers to provide negative tax on allowances on invoices.	No

As you follow the instructions to [Find the order to invoice](#):

52. Filter the orders for the **Order status** to **Include Received**.

Orders to invoice (109)

▼ Edit filter | Save filter

Customers
Select or type selections

Order status
Include ▼ Rec... x Selec...

Company codes
Select or type selections

Received
Returned
Served

Show more

Apply Reset

53. Select **Apply**.

54. The system displays any purchase orders that satisfy the filter criteria.

Order Number	Customer	Amount	Date ↓	Order Status	Amount Invoiced	Actions
1200015581	Synlait Milk Limit	\$150 NZD	Feb 27, 2025	Received		Confirm entire order Update line items Reject entire order Create ship notice Create service sheet Standard invoice
1100008350	Synlait Milk Limit	\$50 NZD	Feb 20, 2025	Received		
1100008340	Synlait Milk Limit	\$156.9 NZD	Feb 18, 2025	Received		
1100008306	Synlait Milk Limit	\$126.9 NZD	Feb 12, 2025	Received		
1100008281	Synlait Milk Limit	\$10 NZD	Feb 3, 2025	Received		

55. From the list of orders, you can create the invoice. Select **Actions (...)**, and from the menu, select **Standard invoice**.

56. The **Create Invoice** screen displays.

57. Continue to create the invoice as detailed in the above instructions.

Create a credit memo

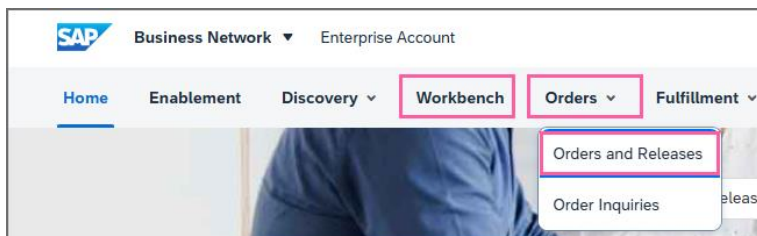
You can reverse an invoice by creating a credit memo.

For additional information on creating credit memos for return items, refer to the **Returns Supplier Guide**.

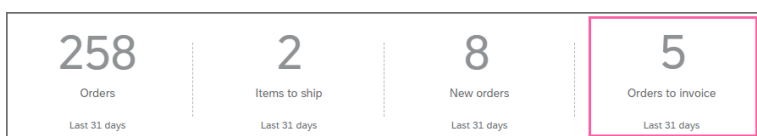
Find the order to credit

58. View the purchase orders from either the:

- **Workbench**; or
- **Orders** menu, then select **Orders and Releases**.



59. Select the **Orders to invoice** tile.



60. Filters can be used to display the relevant purchase orders. In the **Edit filter** section, add relevant criteria, for example **Customers** or **Creation date**. Select **Show more** for more filter options. Select **Apply** to apply the criteria.

61. The system displays any purchase orders that satisfy the filter criteria.

Resend Failed Orders						
Order Number	Customer	Amount	Date ↓	Order Status	Amount Invoiced	Actions
1200015581	Synlait Milk Limit	\$150 NZD	Feb 27, 2025	Received	\$0 NZD	...
1100008350	Synlait Milk Limit	\$50 NZD	Feb 20, 2025	Received		...
1100008340	Synlait Milk Limit	\$156.9 NZD	Feb 18, 2025	Received	\$0 NZD	...
1100008306	Synlait Milk Limit	\$126.9 NZD	Feb 12, 2025	Received	\$0 NZD	...

Create credit memo (header level)

62. From the list of orders, you can create the invoice. Select **Actions (...)**, and from the menu, select **Create credit memo**.

Resend Failed Orders						
Order Number	Customer	Amount	Date ↓	Order Status	Amount Invoiced	Actions
1200015581	Synlait Milk Limit	\$150 NZD	Feb 27, 2025	Received		...
1100008350	Synlait Milk Limit	\$50 NZD	Feb 20, 2025	Received		...
1100008340	Synlait Milk Limit	\$156.9 NZD	Feb 18, 2025	Received		...
1100008306	Synlait Milk Limit	\$126.9 NZD	Feb 12, 2025	Received		...
1100008281	Synlait Milk Limit	\$10 NZD	Feb 3, 2025	Received		...
1100008202	Synlait Milk Limit	\$100 NZD	Jan 10, 2025	Received		...

- Confirm entire order
- Update line items
- Reject entire order
- Create ship notice
- Create service sheet
- Standard invoice
- Create credit memo
- Create line-item credit memo
- Create line-item debit memo
- Hide

63. The **Create Credit Memo** screen displays.

Create Credit Memo
Next
Exit

Header Information

Credit Memo Number: *
☐ Information Only: No action is required from the customer.
Original PO #: 4500001109

Credit Memo Date: *
Customer Reference:

Supplier Account ID #:
Supplier Reference:

64. The amount and taxes show as negative values.

Subtotal:	\$-0.29 CAD
Total Tax:	\$0.00 CAD
Total Gross Amount:	\$-0.29 CAD
Total Net Amount:	\$-0.29 CAD
Amount Due:	\$-0.29 CAD

65. Complete the information in the credit memo as required.

66. Select **Next**.

67. Review the credit memo.

68. Select **Submit**.

Previous
Save
Submit
Exit

Create line item credit memo

69. From the list of orders, you can create the invoice. Select **Actions (...)**, and from the menu, select **Create line-item credit memo**.

Resend Failed Orders						
Order Number	Customer	Amount	Date ↓	Order Status	Amount Invoiced	Actions
1200015581	Synlait Milk Limit	\$150 NZD	Feb 27, 2025	Received		...
1100008350	Synlait Milk Limit	\$50 NZD	Feb 20, 2025	Received		...
1100008340	Synlait Milk Limit	\$156.9 NZD	Feb 18, 2025	Received		...
1100008306	Synlait Milk Limit	\$126.9 NZD	Feb 12, 2025	Received		...
1100008281	Synlait Milk Limit	\$10 NZD	Feb 3, 2025	Received		...
1100008202	Synlait Milk Limit	\$100 NZD	Jan 10, 2025	Received		...

70. The **Create Line-Item Credit Memo** screen displays. The amount and taxes show as negative values.

Create Line-Item Credit Memo

Update

Save

Exit

Next

Credit Memo Type

You are creating a Credit Memo with Quantity Adjustment

Invoice Header

Summary

Credit Memo #:

Credit Memo Date:

Original Invoice No:

Original Invoice Date:

Supplier Tax ID:

Subtotal:

Total Tax:

Total Shipping:

Total Gross Amount:

Total Amount without Tax:

Total Net Amount:

Amount Due:

15% GST / 15% GST

Shipping Documents

Special Handling

Discount

Add to Header

Credit Memo #:

Credit Memo Date:

Original Invoice No:

Original Invoice Date:

Supplier Tax ID:

Subtotal:

Total Tax:

Total Shipping:

Total Gross Amount:

Total Amount without Tax:

Total Net Amount:

Amount Due:

71. Complete the information in the credit memo as required.

Line Items

2 Line Items, 2 Included, 0 Previously Fully Invoiced

Insert Line Item Options

Tax Category:

Shipping Documents

Special Handling

Discount

No.

Include

Type

Part #

Description

Customer Part #

Quantity

Unit

Unit Price

Subtotal

10

MATERIAL

BOOTS 12 B/STONE 997 BLK W ZIP

000000000004000523

-5

EA

\$5.00 NZD

\$-25.00 NZD

Pricing Details

Unit Conversion: 1

Price Unit: EA

Price Unit Quantity: 1

No.

Include

Type

Part #

Description

Customer Part #

Quantity

Unit

Unit Price

Subtotal

20

MATERIAL

BOOTS 12 B/STONE 997 BLK W ZIP

000000000004000523

-4

EA

\$5.00 NZD

\$-20.00 NZD

Pricing Details

Unit Conversion: 1

Price Unit: EA

Price Unit Quantity: 1

Line Item Actions

Delete

72. Select **Next**.

73. Review the credit memo.

74. Select **Submit**.

Previous

Save

Submit

Exit

Status information

Invoice status

The **Invoice Status** (or Credit memo status) field identifies where your customer is in the invoice approval and payment process. The turnaround time for an invoice to move between statuses, such as from **Sent** to **Approved**, depends on your customer's internal processes

- **Sent** – Your customer received the invoice but hasn't approved or rejected it. If your invoice stays in this status for a while, contact your customer to see what happens next. If your customer allows it, you can cancel an invoice with this invoice status.
- **Canceled** – You canceled the invoice and can't make any further changes to it.
- **Rejected** – The invoice failed validation on SAP Business Network, or your customer rejected the invoice in their invoice processing system. You can edit and resubmit a rejected invoice.
- **Approved** – If the invoice doesn't have any errors, your customer approves the invoice for payment. This changes the invoice status to **Approved**. After an invoice reaches **Approved** status, you can't make changes to it. You'll need to send a credit memo if you made a mistake.
- **Paid** – Your customer paid the invoice or is in the process of issuing payment.

Routing status

The **Routing Status** field identifies whether your invoice made it to your customer's invoice processing system.

- **Failed** – This status means that the invoice didn't follow your customer's invoicing rules. Failed invoices aren't sent to your customer's invoice processing system. You can edit and resubmit a failed invoice.
- **Obsoleted** – After you cancel an invoice or edit and resubmit an invoice, the original invoice moves to **Obsoleted** status to indicate that you don't need to take any further action on the original invoice. Once an invoice has this routing status, you can't make any changes to it.
- **Queued** – SAP Business Network is in the process of sending the invoice to your customer. Contact SAP Customer Support if your invoice remains in this status for more than 30 minutes.
- **Sent** – SAP Business Network sent the invoice to your customer, but your customer hasn't yet acknowledged that they have received the invoice. If your invoice stays in this status for a while, contact your customer to see what needs to happen next. If your customer allows it, you can cancel an invoice with this routing status.
- **Acknowledged** – The invoice reached your customer's invoice processing system. **Acknowledged** is the final routing status for invoices.

Invoice management

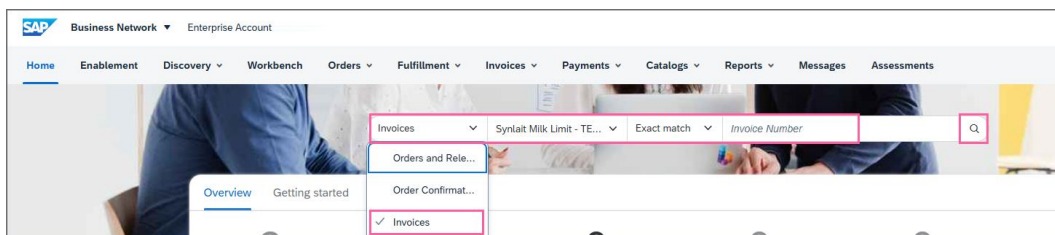
Search for an invoice

You can search for an invoice using either the:

- Quick search; or
- Refined search.

To complete a **quick search**:

75. On the **Home** page, in the **Search** bar, select **Invoices**.



76. **Optional:** Enter the **Customer Name** and **Invoice Number** if known.

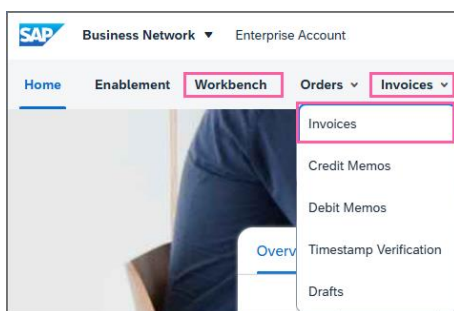
77. Select **Search** (magnifying glass icon).

78. The system displays any purchase orders that satisfy the filter criteria.

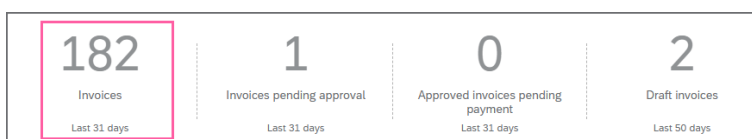
To complete a **refined search**:

79. From either the:

- **Workbench**; or
- **Invoices** menu, select **Invoices**.




80. Select the **Invoice** tile.



Invoices (182)

[Edit filter](#) | Last 365 days

Customers: [Select or type selections](#) 
 Invoice number: [Type selection](#)
 Reference: [Type input](#)

☒ Partial match ☐ Exact match

[Show more](#) [Apply](#) [Reset](#)

81. The system displays any invoices that satisfy the filter criteria.

Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status	To address	Actions
invoice8461	Synlait Milk Limit	1100008461	Apr 30, 2025	\$74.75 NZD	Acknowledged	Sent	Synlait Milk Limited, Rakaiā, CAN, NZL	...
invoice8461	Synlait Milk Limit	1100008461	Apr 30, 2025	\$77.75 NZD	Obsoleted	Canceled	Synlait Milk Limited, Rakaiā, CAN, NZL	...
inv321	Synlait Milk Limit	1100008463	Mar 18, 2025	\$46 NZD	Acknowledged	Approved	Synlait Milk Limited, Rakaiā, CAN, NZL	...

82. **Optional:** Select **Settings** to customise the table of purchase orders. Refer to the **General Functionality Supplier Guide** for more details on how to do this.

83. Select **Invoice Number** to open and view the invoice.

Invoice: INV193 [Done](#)

[Create Line-Item Credit Memo](#) [Create Line-Item Debit Memo](#) [Copy This Invoice](#) [Print](#) [Download PDF](#) [Export cXML](#)

[Detail](#) [Scheduled Payments](#) [History](#)

Tax Invoice

Status Invoice: Sent Routing: Acknowledged Invoice Number: INV193 Invoice Date: Thursday 9 Jan 2025 4:11 pm GMT+13:00 Original Purchase Order: 1100008193 Submission Method: Online Origin: Supplier Source Document: Order	Subtotal: \$100.00 NZD Total Tax: \$15.00 NZD Total Gross Amount: \$115.00 NZD Total Amount without Tax: \$100.00 NZD Total Net Amount: \$115.00 NZD Amount Due: \$115.00 NZD
--	--

REMIT TO: Supplier@sap.com Postal Address:	BILL TO: Synlait Milk Limited Postal Address: 1028 Heslerton Road Rakaiā CAN 7783	SUPPLIER: Supplier@sap.com Postal Address:
---	---	---

Review the invoice history

The invoice history is useful in determining problems with failed or rejected invoices. To review the invoice history, with the invoice open:

84. Select the **History** tab.

Invoice: INV193 Done

[Create Line-Item Credit Memo](#)
[Create Line-Item Debit Memo](#)
[Copy This Invoice](#)
[Print](#)
[Download PDF](#)
[Export cXML](#)

[Detail](#)
[Scheduled Payments](#)
[History](#)

Tax Invoice

Status Invoice: Sent Routing: Acknowledged Invoice Number: INV193 Invoice Date: Thursday 9 Jan 2025 4:11 pm GMT+13:00 Original Purchase Order: 1100008193 Submission Method: Online Origin: Supplier Source Document: Order	Subtotal: \$100.00 NZD Total Tax: \$15.00 NZD Total Gross Amount: \$115.00 NZD Total Amount without Tax: \$100.00 NZD Total Net Amount: \$115.00 NZD Amount Due: \$115.00 NZD
--	--

REMIT TO: Supplier@sap.com Postal Address:	BILL TO: Synlait Milk Limited Postal Address: 1028 Heslerston Road Rakaia CAN 7783	SUPPLIER: Supplier@sap.com Postal Address:
---	--	---

85. The **History**, **Status** and **Comments** for the invoice are displayed.

Detail

Scheduled Payments

History

Invoice: INV193

To: Synlait Milk Limit

Invoice Status: Sent

Routing Status: Acknowledged

Received By SAP Business Network On: 9 Jan 2025 4:11:19 pm GMT+13:00

Submitted By: International Supplier

History

Status	Comments	Changed By	Date and Time
	The invoice was successfully received.	Supplier@sap.com	9 Jan 2025 4:11:22 pm
	The document is ready to be picked up by the recipient.	CommunityWeb-109524063	9 Jan 2025 4:11:28 pm
	The document has been transferred to the next integration point.	CommunityWeb-109524063	9 Jan 2025 4:11:28 pm
Acknowledged		Supplier	9 Jan 2025 4:11:29 pm
	Comments from Synlait Milk Limit - Success	TXNDocSupplierApp-109560079	9 Jan 2025 4:11:29 pm

86. Select **Done** when you have finished reviewing the invoice and history.

Copy invoices

To copy an invoice, from the list of invoices:

87. Select **Actions (...)**, and from the menu, select **Copy**.

Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status	Actions
invoice8461	Synlait Milk Limit	1100008461	Apr 30, 2025	\$74.75 NZD	Acknowledged	Sent	...
invoice8461	Synlait Milk Limit	1100008461	Apr 30, 2025	\$77.75 NZD	Obsoleted	Canceled	...
inv321	Synlait Milk Limit	1100008463	Mar 18, 2025	\$46 NZD	Acknowledged	Approved	...
inc8463	Synlait Milk Limit	1100008463	Mar 18, 2025	\$28.75 NZD	Acknowledged	Approved	...

Create line-item credit memo
 Create line-item debit memo
 Edit
 Copy

88. The **Invoice: Copy of invoice** screen displays.

Invoice: Copy of invoice8461 Next Update Save Exit

▼ Invoice Header * Indicates required field Add to Header ▼

Summary

Purchase Order: 1100008461
 Invoice #:
 Invoice Date: 1 May 2025
 Service Description:
 Supplier Tax ID: TAXAN11205473436

Subtotal: \$45.00 NZD
 Total Tax: \$9.75 NZD
 Total Shipping: \$20.00 NZD
 Total Gross Amount: \$74.75 NZD
 Total Amount without Tax: \$65.00 NZD
 Total Net Amount: \$74.75 NZD
 Amount Due: \$74.75 NZD

[View/Edit Addresses](#)

89. In **Invoice #**, enter a new invoice number.
90. For GST lines, make sure the date of supply at the line level is correct.
91. Edit the other information as necessary.
92. Select **Next**.
93. Review the invoice.
94. Select **Submit**.

Previous Save Submit Exit

Edit an invoice

To edit an invoice, from the list of invoices:

95. Select **Actions (...)**, and from the menu, select **Edit**.

Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status	Actions
inv-1648	Synlait Milk Limit	1100008461	Mar 18, 2025	\$10028.75 NZD	Acknowledged	Rejected	...
inc123	Synlait Milk Limit	1100008461	Mar 18, 2025	\$11528.75 NZD	Acknowledged	Rejected	...
inv8460	Synlait Milk Limit	1100008460	Mar 18, 2025	\$11528.75 NZD	Acknowledged	Sent	...
inv8459v2	Synlait Milk Limit	1100008459	Mar 18, 2025	\$138 NZD	Acknowledged	Sent	...

96. The **Edit Invoice** screen displays.

Edit Invoice Update Exit Next

▼ Invoice Header * Indicates required field Add to Header ▼

Summary

Purchase Order: 1100008461
 Invoice #: inv-1648
 Invoice Date: 18 Mar 2025
 Service Description:

Subtotal: \$25.00 NZD
 Total Tax: \$3.75 NZD
 Total Shipping: \$10,000.00 NZD
 Total Gross Amount: \$10,028.75 NZD
 Total Amount without Tax: \$10,025.00 NZD
 Total Net Amount: \$10,028.75 NZD
 Amount Due: \$10,028.75 NZD

[View/Edit Addresses](#)

! Invoice date can not be back-dated for more than 0 days

97. In **Invoice Date**, enter a new date.
98. Edit the other information as necessary.
99. Select **Next**

100. Review the invoice.

101. Select **Submit**.

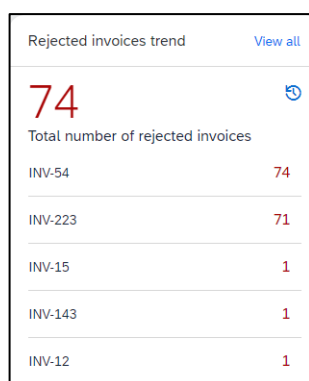


Rejected invoices

Analyse rejected invoices

SAP Business Network allows suppliers to review their top rejection codes and remedy rejected invoices.

102. From the **My widgets** section of the **Home** page, review the **Rejected invoices trend** widget.



103. Select **View all**.

104. The system displays the **Invoices** page.

105. Select the **Rejected invoices** tile.



106. Open a rejected invoice and review the reasons.

Rejected Invoice:

Reasons:

- INV-223: Mandatory business entity type is missing.
- DOC-6: A document preprocessing error occurred.
- DOC-1: Invoice validation failed.
- INV-54: Comments from Compass Bancshares Inc:
- INV-54: Comments from Compass Bancshares Inc: already processed on invoice 1008177880
- INV-55: The invoice status has been successfully updated to Rejected by Compass Bancshares Inc.
- DOC-1:

already processed on invoice 1008177880

[Edit & Resubmit](#)

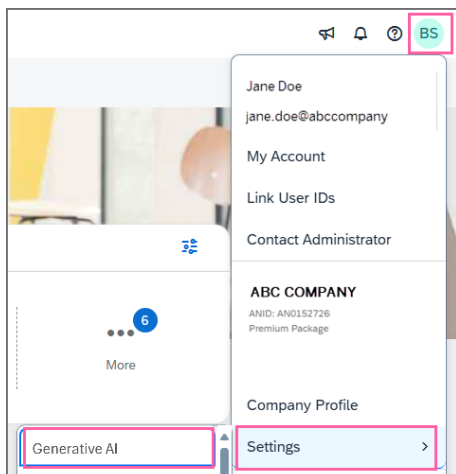
107. Select **Edit & Resubmit** to make changes to the invoice.

Activate Gen AI for rejected invoices

SAP Business Network offers the following Gen AI-enhanced capabilities to streamline your rejected invoice management. Suppliers can transform detailed rejection reasons into concise rejection categories.

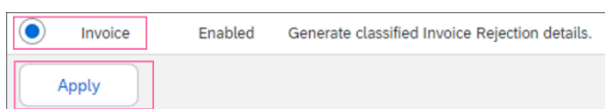
To activate these features, in your supplier account:

108. Select **Account Settings** (user initials).

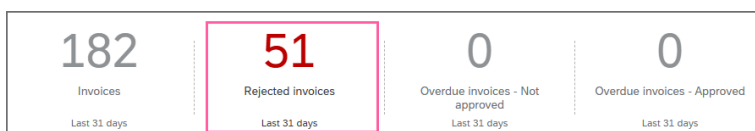


109. From the **Settings** option, select **Generative AI**.

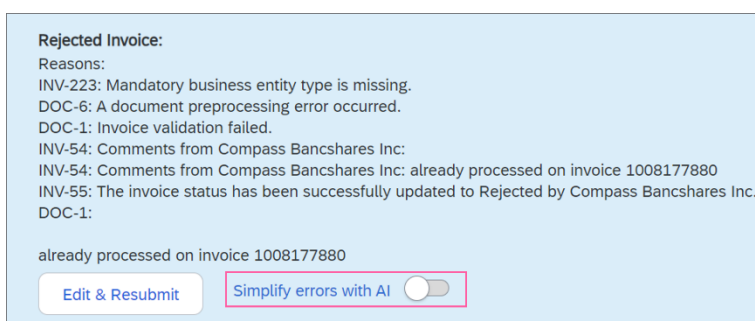
110. Select **Invoice** line, then select **Apply**.



111. Once the activation is completed, select the **Rejected invoices** tile.



112. Open an invoice and select (activate) **Simplify errors with AI**.



113. View the generated rejection categories.

Note: Gen AI creates header level rejection categories as well as line level.

Simplified rejection reasons:
 Customer internal reference number: 1008177880
 Line level:
 Part Number: ..
 Line Description: ..
 Invoice field: Invoice Number
 Rejection category: ..
 Rejection reason detail: ...

[Edit & Resubmit](#) Simplify errors with AI ☒

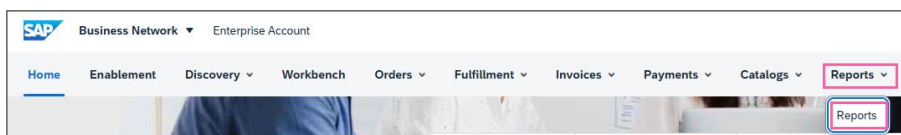
114. Select **Edit & Resubmit** to make changes to the invoice.

Invoice reports

Create and download invoice reports

Reports help provide additional information and details on transactions in SAP Business Network.

115. Create reports from the **Reports** menu, then select **Reports**.



116. The **Report Templates** are displayed.

Reports

Use CSV or Excel reports to track information on account usage, such as purchase orders and invoices. Report files are UTF-8 encoded. If your application does not read UTF-8 encoded files, you may need to configure your application.

Title ↑	Schedule Type	Report Type	Status	Last Run
<input checked="" type="radio"/> Failed Invoices for year	Manual	Failed Invoice	Processed	2 May 2025

[Run](#)
[Download](#)
[Edit](#)
[Copy](#)
[Delete](#)
[Create](#)
[Refresh Status](#)

117. To see a previous report, select the report from the list and select **Download**. The report downloads to your computer in CSV format.

118. To create a new report, select **Create**.

Reports

Use CSV or Excel reports to track information on account usage, such as purchase orders and invoices. Report files are UTF-8 encoded. If your application does not read UTF-8 encoded files, you may need to configure your application.

Title ↑	Schedule Type	Report Type	Status	Last Run
<input type="radio"/> Failed Invoices for year	Manual	Failed Invoice	Processed	2 May 2025

[Run](#)
[Download](#)
[Edit](#)
[Copy](#)
[Delete](#)
[Create](#)
[Refresh Status](#)

119. In the **Report Description** screen, enter information as required.

For reports on invoices, in **Report type**, select either **Invoice** or **Failed Invoice**.

Report [Next] [Exit]

Enter a title and description for this report. Check the Time Zone and Language settings. You can set the Time Zone and Language for each report. Then, select the Report Type.

1 Report Description

2 Criteria

Title: * Failed Invoices for year

Description:

Time zone: Pacific/Auckland

Language: English

Report type: * Failed Invoice

120. Select **Next**.

121. In the **Criteria** screen, enter information as required.

Report [Previous] [Submit] [Exit]

Set the parameters for this report. To save your changes and put the report into the queue to be run, click Submit. To exit without saving changes or running this report, click Exit.

1 Report Description

2 Criteria

Customer: All Customers [Select]

Filter Invoice By: Date Invoice Created

Date Range: 1 Apr 2024 To 30 Apr 2025

122. Select **Submit**.

123. The **Report Templates** are displayed. The **Status** of the new report is **Queued**.

Reports

Use CSV or Excel reports to track information on account usage, such as purchase orders and invoices. Report files are UTF-8 encoded. If your application does not read UTF-8,...

Report Templates

Title ↑	Schedule Type	Report Type	Status	Last Run
<input type="radio"/> Failed Invoices for year	Manual	Failed Invoice	Processed	2 May 2025
<input type="radio"/> Failed orders for week ended 25 April	Manual	Failed Order	Queued	

[Run] [Download] [Edit] [Copy] [Delete] [Create] [Refresh Status]

124. Select **Refresh Status**. The status will change from **Queued** to **Processed**.

Reports

Use CSV or Excel reports to track information on account usage, such as purchase orders and invoices. Report files are UTF-8 encoded. If your application does not read UTF-8,...

Report Templates

Title ↑	Schedule Type	Report Type	Status	Last Run
<input type="radio"/> Failed Invoices for year	Manual	Failed Invoice	Processed	2 May 2025
<input checked="" type="radio"/> Failed orders for week ended 25 April	Manual	Failed Order	Processed	2 May 2025

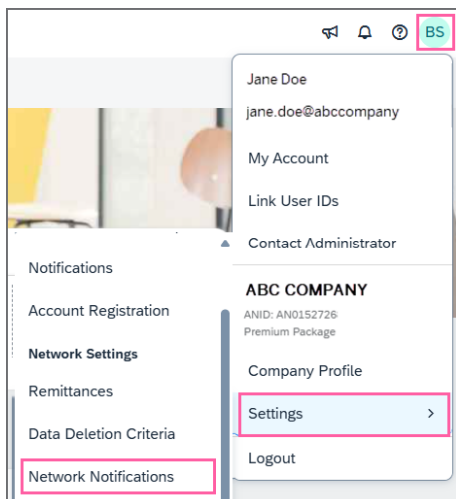
[Run] [Download] [Edit] [Copy] [Delete] [Create] [Refresh Status]

125. Select the created report from the list and select **Download**. The report downloads to your computer in CSV format.

Notification of invoice rejections

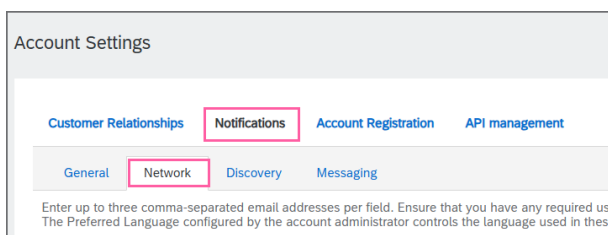
Suppliers can change the **Account Settings** to receive the **Invoice Rejections Summary Report** by email. SAP Business Network sends the report monthly.

126. Select **Account Settings** (user initials).



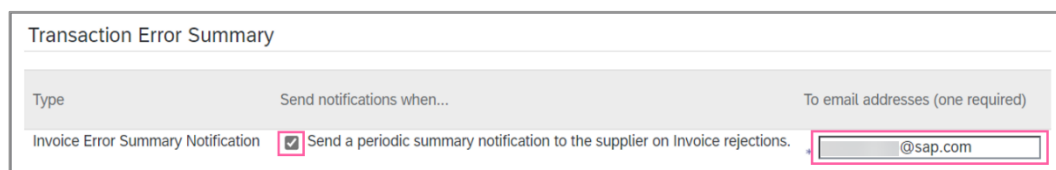
127. From the **Settings** option, select **Network Notifications**.

128. The system displays the **Account Settings** screen.



129. Select the **Network** tab.

130. Scroll down to the **Transaction Error Summary** section.



131. Select (tick) the **Invoice Error Summary Notification** option and add an email address.

Note: Up to five email addresses can be entered. Separate each email with a comma. Do not include spaces or dashes.