



SAP Ariba: How-to-Guide

August 2025

How to Guide

Logging into SAP Ariba

- **Go to:** <https://supplier.ariba.com>
- Enter your **username** and **password**

Troubleshooting:

- Forgot password? Click on “**Forgot Password**” to reset.
- Ensure pop-up blockers are disabled for Ariba in your browser.



Account sign in

Username:

Next

[Forgot username](#)



How to Guide

Searching for a Purchase Order (PO)

- Go to **“Orders”** → **“Purchase Orders”**
- Use filters (PO number, buyer name, date range) to find a specific PO.

▼ Edit filter

Customers

Select or type selections



Order numbers

Type selection

☒ Partial match ☐ Exact match

Creation date

Last 90 days



Order status

Include



Select or type



Company codes

Select or type selections



Purchasing organizations

Select or type selections



Customer locations

Type selection

Order type

All



☐ Orders with inquiry only

Routing status

All



Min amount

Max amount

Currency

ZAR



Visibility

Not hidden



Show less

Apply

Reset



How to Guide

Confirm a Purchase Order (PO)

- Open the PO > Click **create order Confirmation**
- **Choose:**
 - ☐ *Confirm Entire Order*
 - ☐ *Update Line Items*
 - ☐ *Reject Entire Order (If not accepting)*

SAP Business Network Standard Account [Get enterprise account](#) **TEST MODE** ? PG

Purchase Order: 4502504000 Done

[Create Order Confirmation](#) [Create Ship Notice](#) [Create Service Sheet](#) [Create Invoice](#) [Download](#) [Print](#) [More](#)

[Confirm Entire Order](#)
[Update Line Items](#) [History](#)
[Reject Entire Order](#)

From:
Customer
Elders Colliery
25 Bath Avenue
Rosebank
Gauteng2196 South Africa
Phone: +27 (0) 0116389111
Fax:

To:
THI
4 C
JOHANNESBURG
Gauteng2000 South Africa
Phone:
Fax:
Email: p

Purchase Order
(New)
450
Amount: R70,416.10 ZAR
Version: 1

Payment Terms ⓘ
Due Immediately

Routing Status: Sent
External Document Type: Standard PO (NB)



How to Guide

Creating an Invoice

1. Open the related PO.
2. Click **“Create Invoice”** → **“Standard Invoice”**.
3. Enter invoice number, date, tax, and line-item details.
4. Click **Submit**.

▼ Invoice Header


* Indicates required field

[Add to Header ▼](#)

Summary

Purchase Order: 4502

Invoice #:

Invoice Date: 13 Jul 2025 

Subtotal: R 15,000.00 ZAR
Total Tax: R 2,250.00 ZAR
Amount Due: R 17,250.00 ZAR

[View/Edit Addresses](#)

Line Items

1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options

☐ Tax Category: ☐ 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 checked="" type="checkbox"/>	MATERIAL		AM2365141 : STRIP AND QUOTE ONLY	AA2365141	1	EA	R 15,000.00 ZAR	R 15,000.00 ZAR

Pricing Details

Price Unit:

Price Unit Quantity:

Unit Conversion:

Description:

Tax

Category:

Taxable Amount:

Location:

Tax Rate Type:

Description:

Rate(%):

Regime:

Tax Amount:


[Remove](#)






How to Guide

Updating Company Profile

- Click your username → **“Company Profile”**.
- Edit business details, certifications, or payment methods.
- Save changes and ensure approval if required by buyers.

Company Profile Support humanitarian aid  | [Options](#)


 Your company organization structure is now visible on public profile. Review and update profile visibility settings [here](#). 











TS

- Overview
- Credentials
 - Certifications
 - Sustainability Ratings
- Organization Structure
- Additional Entities

SECURITY SOLUTIONS-TEST

[Network Catalog](#) • ANID:  • DUNS: -

[About This Profile](#)

 Employees	 Founded	 Company Aliases
-	-	-
 Business Type	 Revenue	 Address
-	-	Gauteng, South Africa View Details
 Legal Form	 Stock Symbol	
-	-	

Product and Service Categories

Enter the products and services your company provides. Postings made by buyers will be matched to you based on the product and

Ship-to or Service Location

Enter the locations your company ships to or serves. Postings made by buyers will be matched based on the locations you provide here.

Industries Served

Select the Industries you serve here.



How to Guide

Common Ariba Error Messages and How to Resolve

- “Invoice date must be within the allowed range”

SAP Business NetworkEnterprise AccountTEST MODE

Create Invoice

UpdateSaveExitNext

Please correct the following errors and resubmit

Invoice Header

Summary

Purchase Order: 45L

Invoice #: 2046 -1

Invoice Date: 4 May 2025

Invoice date can not be back-dated for more than 30 days

Subtotal: R 100.00 ZAR

Total Tax: R 15.00 ZAR

Amount Due: R 115.00 ZAR

Service Description:

Remit To:

CORPORATE PARK
GautengSouth Africa
Bill To: Khwezela Colliery
Johannesburg
MpumalangaSouth Africa

Shipping

Header level shipping

Line level shipping

Ship From: SP
CORPORATE PARK
GautengSouth Africa

Ship To: Khwezela- Bokgoni Colliery
eMalaheni
MpumalangaSouth Africa

Deliver To:

View/Edit Addresses

View/Edit Addresses

Possible Cause

You’re backdating or future-dating the invoice beyond the system’s limits (e.g. more than 30 days)

Resolution

Contact store receiver to process the good receipt in the system.



How to Guide

Common Ariba Error Messages and How to Resolve

- “Supplier is not allowed to invoice this purchase order” / Invoice button is greyed out”

Business Network

Enterprise Account

TEST MODE

Purchase Order: 4!

Create Order Confirmation ▼Create Ship NoticeCreate Service Sheet**Create Invoice ▼**

Order DetailOrder History

From:

Customer
Isibonelo Colliery

Johannesburg
Moumlangeni1332 South Africa
Phone: +27 (0) 0176202700
Fax:

To:

CORPORATE PARK
Gauteng4000 South Africa
Phone:
Fax:
Email: zama@ntuzzi

Purchase Order
(New)
45029;
Amount: R110,000.00 ZAR
Version: 1

Payment Terms ⓘ
0.00% SO
Within 60 days from Invoice Date

Contact Information
Supplier AddressSales

CORPORATE PARK
0002 S' ...
Email:
Phone:
Fax:
Address ID: Y47564

Buyer
Isibonelo
Email: jantina.khoalele@hungela.com
Phone: +27 (0) 0176206822
Buyer ID: Y47564

Other information
Company Code: AC06
Purchase Group: TUL
Purchase Organization: ACP1
Customer VAT/Tax ID: 4710102072
Supplier VAT ID: 2010/024689/OT
Party Additional ID: V47564
Customer Company Reg No.: 192100673007
Nz.
PurchaseGroupText: Isibonelo
Term: DELIVERY INSTRUCTIONS TO SUPPLIER:
On delivery of the goods/service, please ensure a delivery or service note is issued

Routing Status- Sent
External Document Type- Standard PO (NB)

Possible Cause	Resolution
The GRV (Goods Receipts) not yet processed on the system	Save changes and ensure approval if required by buyers.



How to Guide

Common Ariba Error Messages and How to Resolve

- “Line-item amount exceeds allowed tolerance”

Line Items

1 Line Items, 1 Included, 1 Previously Fully Invoiced

Insert Line Item Options

☐ Tax Category:

☐ 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"/>	20	<input checked="" type="checkbox"/>	MATERIAL		LIQUID DISHWASHING HAND 750ML		<div>10</div> <div>Quantity exceeds the received quantity limit of 0.</div>	EA	R 1,200.00 ZAR	R 12,000.00 ZAR

Pricing Details

Price Unit: *

EA

Unit Conversion: *

1

Price Unit Quantity: *

1

Description:

Tax

Category: *

VAT

Location:

Description:

ZA IN Domestic SR 15%

Regime:

Taxable Amount:

R 12,000.00 ZAR

Tax Rate Type:

Rate(%):

15.00

Tax Amount:

R 1,800.00 ZAR

Remove

Line Item Actions

Delete

Reset Tax from PO

Update

Save

Exit

Next

Possible Cause

You're billing more than allowed quantity or amount

Resolution

Ensure unit price and quantity match exactly with PO, no overbilling allowed.



How to Guide

Common Ariba Error Messages and How to Resolve

- “Missing mandatory field”

SAP Business NetworkEnterprise AccountTEST MODE

Create Invoice

UpdateSaveExitNext

!Please correct the following errors and resubmit

Invoice Header

Summary

Purchase Order: 4502:

Invoice #:

Required field

Invoice date: 29 Aug 2023

Service Description:

Remit To:

CORPORATE PARK
GautengSouth Africa
Bill To: Khwezela Colliery
Johannesburg
MpumalangaSouth Africa

Subtotal: R 12,000.00 ZAR
Total Tax: R 1,800.00 ZAR
Amount Due: R 13,800.00 ZAR

View/Edit Addresses

Shipping

Header level shipping

Line level shipping

Ship From:

CORPORATE PARK
GautengSouth Africa

Ship To: Khwezela- Navigation Colliery
eMalahleni
MpumalangaSouth Africa
Deliver To:

View/Edit Addresses

Payment Term

Discount or Penalty Term(days): 60 Percentage(%): 0.000
Within 60 days from Invoice Date

Possible Cause

Required data (like Tax, Invoice Number, Commercial Identifier or Attachments) not filled

Resolution

Go back and complete all required fields before submission.



How to Guide

Common Ariba Error Messages and How to Resolve

- “Enter a Tax Code”

SAP Business Network

Invoice: SA250258

Done Previous

Resend Export cXML

Detail Scheduled Payments History

Invoice: SA250258
Invoice Status: Rejected
Received By SAP Business Network On: 21 Aug 2025 10:38:06 AM GMT+02:00

From: F
Routing Status: Acknowledged

History

Status	Comments	Changed By	Date and Time
	The invoice was successfully received.	PropagationProcessor-109546052	21 Aug 2025 10:38:06 AM
	This document has been digitally signed.	PropagationProcessor-109546052	21 Aug 2025 10:38:06 AM
	Route document to end point CIG of system id PT1CLNT300 of org AN11158586736	ANCXMLEndDispatcher-109532003	21 Aug 2025 10:38:06 AM
Acknowledged	Success	ANCXMLEndDispatcher-109532003	21 Aug 2025 10:38:09 AM
	The invoice status has been successfully updated to Rejected by Thungela Operations Proprietary Limited. Description:Enter a tax code in item 000001.	ANCXMLEndDispatcher-109588003	21 Aug 2025 11:00:49 AM

Resend Export cXML

Done Previous

Possible Cause

Tax code is required when processing the invoice in the system

Resolution

Use the correct tax code as per buyer’s instructions or local tax regulations (like VAT)



How to Guide

Common Ariba Error Messages and How to Resolve

- “Cannot add lines to the order”

Line Items

1 Line Items, 0 Included, 1 Previously Fully Invoiced

Insert Line Item Options

☐ Tax Category:

☐ 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"/>	20	<input type="checkbox"/>	MATERIAL		LIQUID DISHWASHING HAND 750ML		0	EA	R 1,200.00 ZAR	R 0 ZAR

Excluded line items cannot be modified

Line Item Actions

Delete

Reset Tax from PO

Update

Save

Exit

Next

Previous

First

End

Print

Possible Cause

Trying to edit or add lines to a closed or restricted PO

Resolution

Contact buyer to request a PO amendment.



How to Guide

Common Ariba Error Messages and How to Resolve

- “The invoice has already been submitted”

SAP Business NetworkEnterprise AccountTEST MODE

Create Invoice

UpdateSaveExitNext

!Please correct the following errors and resubmit

Invoice Header

Summary

Purchase Order: 450;

Invoice #: 2947 -1

Invoice or Credit Memo # already exists.

Invoice Date: 20 Aug 2025

Service Description:

Remit To: S

CORPORATE PARK
GautengSouth Africa
Bill To: Khwezela Colliery
Johannesburg
MpumalangaSouth Africa

Subtotal: R 324,000.00 ZAR

Total Tax: R 48,600.00 ZAR

Amount Due: R 372,600.00 ZAR

View/Edit Addresses

Shipping

Header level shipping

Line level shipping

Ship From: S

CORPORATE PARK
GautengSouth Africa

Ship To: Khwezela- Navigation Colliery
eMalahleni
MpumalangaSouth Africa

Deliver To:

View/Edit Addresses

Possible Cause

Duplicate invoice attempt

Resolution

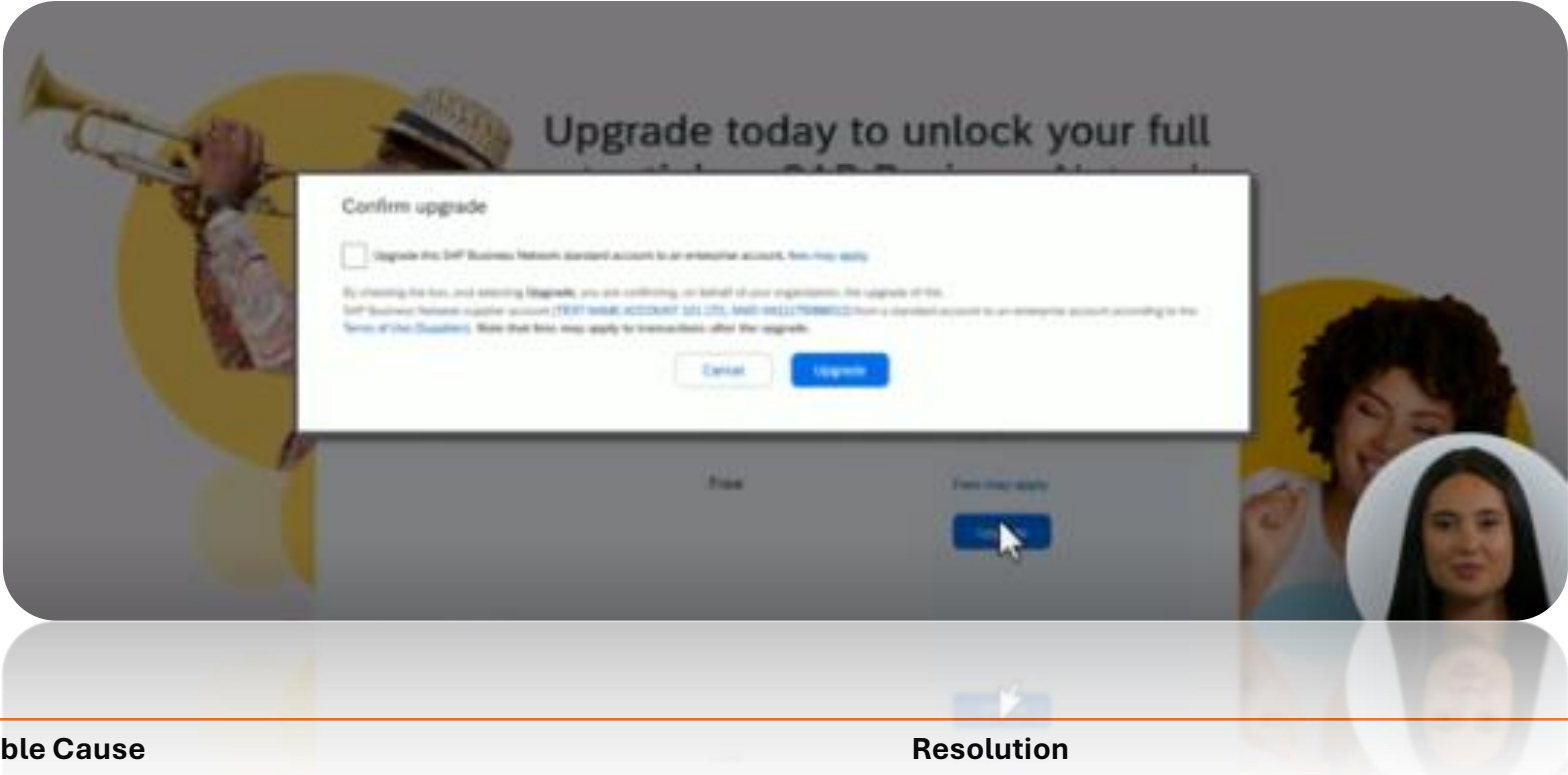
Use a different invoice number. Check Outbox to confirm if invoice was already sent



How to Guide

Common Ariba Error Messages and How to Resolve

- “Account suspended”



Possible Cause

Account is temporarily deactivated due to non-compliance or inactivity

Resolution

Contact Ariba support or your customer to resolve account issues.



How to Guide

Common Ariba Error Messages and How to Resolve

- “Service entry has a status “rejected”

SAP Business Network

Invoice: WC

Done

Resend Export cXML

Detail Scheduled Payments History

Invoice: W000044418
Invoice Status: Rejected
Received By SAP B... PM GMT+02:00

From: H
Routing Status: Acknowledged

History

Status	Comments	Changed By	Date and Time
	This document has been digitally signed.	PropagationProcessor-109569049	21 Aug 2025 3:48:26 PM
	The invoice was successfully received.	PropagationProcessor-109569049	21 Aug 2025 3:48:26 PM
	Route document to end point CIG of system id PT1CLNT300 of org AN11158598736	ANCXMLEndDispatcher-109525006	21 Aug 2025 3:48:27 PM
Acknowledged	Success	ANCXMLEndDispatcher-109525006	21 Aug 2025 3:48:28 PM
	The invoice status has been successfully updated to Rejected by Thungela Operations Proprietary Limited. Description:Enter a tax code in item 000001	ANCXMLEndDispatcher-109572001	21 Aug 2025 4:00:18 PM

Resend Export cXML

Done

Print

Possible Cause

Service entry sheet has been rejected by the Thungela approvers , PO fail 3-way match

Resolution

Check invoice history tab on a clear error message and correct the invoice as per rejection message or contact ariba admin for assistance.



How to Guide

Common Ariba Error Messages and How to Resolve

- “Limits order (unplanned order) has no available line to process invoice”

Add to Header ▾

Line Items

0 Line Items, 0 Included, 0 Previously Fully Invoiced

Insert Line Item Options

☐ Tax Category:

☐ Discount

Add to Included Lines

<input type="checkbox"/>	No.	No.	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit	Unit Price	Subtotal
<input type="checkbox"/>	10						LIQUID DISHWASHING HAND 750ML					<div>Add/Update ▾</div>	

Line Item Actions ▾

Delete

Reset Tax from PO

Update

Save

Exit

Next

<input type="checkbox"/>	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal	
<input type="checkbox"/>	10				LIQUID DISHWASHING HAND 750ML						<div>Add/Update ▾</div>
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	SERVICE								

Service Period

Service Start Date:

Service End Date:

Line Item Actions ▾

Delete

Reset Tax from PO

Possible Cause

Services orders are based on the limit(unplanned) value of the order and the unit price can change anytime.

Resolution

The supplier has to manual enter the current unit price , hours worked and unit of measure (C62)



How to Guide

Common Ariba Error Messages and How to Resolve

- “The buyer has marked this as **Completed**”

Line Items

0 Line Items, 0 Included, 0 Previously Fully Invoiced

Insert Line Item Options

☐ Tax Category:

☐ Discount

Add to Included Lines

<input type="checkbox"/>	No.	No.	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit	Unit Price	Subtotal
	10				gearbox health checks								

The buyer has marked this as Completed

Line Item Actions

Delete

Reset Tax from PO

Add/Update

Possible Cause	Resolution
Purchase Order has been automatically closed by the system due to the order not being actioned for more than 3 months	Contact the buyer to open the purchase order



How to Guide

Common Ariba Error Messages and How to Resolve

- “Final entry indicator set”

EditCreate Line-Item Credit MemoCopy This InvoicePrintDownload PDFExport cXML

DetailScheduled PaymentsHistory

Rejected Invoice:

Reasons:
INV-38: The invoice was successfully received.
DOC-1: cXML InvoiceDetailRequest queued
DOC-1: cXML InvoiceDetailRequest queued

Not possible to enter services ("final entry" indicator set)

Edit & Resubmit

Standard Invoice / Tax Invoice

Status

Invoice: Rejected
Routing: Rejected
Invoice Number: 90325738A
Invoice Date: Tuesdav 22 Jul 2025 12:00 PM GMT+02:00
Original Purchase Order: 45
Submission Method: Online
Origin: Supplier
Source Document: Order

Subtotal:

Total Tax:

Amount Due:

R 56,504.11 ZAR

R 8,475.62 ZAR

R 64,979.73 ZAR

Possible Cause

Purchase Order has been automatically closed by the system due to the order not being actioned for more than 3 months

Resolution

Contact the buyer to open the purchase order



How to Guide

Common Ariba Error Messages and How to Resolve

- “Where do we find online orders for offline POs (POs starting with 413)”

Need to customize your view of the data? Create your own tiles, save filters, and more by navigating to the Workbench page. [Go to Workbench](#)

0
Orders
Last 31 days

639
Item confirmation status
Last 31 days

0
Item shipment status
Last 31 days

3
Return items
Last 31 days

Orders (0)
[Edit filter](#)

Suppliers

Order numbers

☐ Partial match ☒ Exact match

Apply

Reset

[View Failed Orders to Private Supplier](#)

Order Number	Supplier	Multi Tier	Copies	Amount	Date	Order Status	Amount Invoiced ↓	Actions
--------------	----------	------------	--------	--------	------	--------------	-------------------	---------

Possible Cause	Resolution
Purchase orders that are received after working hours	Send a query to support. These offline POs are not auto-linked and may require manual mapping.

A woman with dark curly hair, wearing a white lab coat over a yellow top and clear safety glasses, is looking at a tablet. She is in a laboratory or industrial setting with various equipment visible in the background.

How to Guide

Common Ariba Error Messages and How to Resolve

- “Can I still use vendor email or other platforms like TIP/S?”

Good day

Thank you for submitting your document via the Thungela Invoice Platform (TIP)

- Email Reference: = VINVC-20250815151432-1
- Record Reference: = RITM0909341

We are unable to process your request using this mailbox as you are an Ariba vendor.

Please re-submit your invoice to: aribasupport@thungela.com

Thank you for your co-operation.

Thungela Invoice Processing Services (TIPS)

For ease of future reference:
Submit your invoice: vendorinvoices@thungela.com
Submit your statement: vendorstatements@thungela.com

Possible Cause	Resolution
Purchase orders that are still not processed	No. Once you are enabled on Ariba, you must: Submit all invoices through Ariba only . Do not use email or other platforms for invoice submission.



Common Ariba Error Messages and How to Resolve

- | <div> <div>Detail</div> <div>Scheduled Payments</div> <div>History</div> </div> | | <div> <div>Invoice: 020075</div> <div>Invoice Status: Approved</div> <div>Received By SAP Business Network 5 Sep 2025 11:31:59 AM GMT+02:00</div> <div>On:</div> </div> | | <div> <div>From: THUNGELA SYSTEMS PROPRIETARY</div> <div>Routing Status: Acknowledged</div> </div> | | | |
|---|---|---|------------------------|--|--|--|--|
| History | | | | | | | |
| Status | Comments | Changed By | Date and Time | | | | |
| | This document has been digitally signed. | PropogationProcessor-109581042 | 5 Sep 2025 11:31:59 AM | | | | |
| | The invoice was successfully received. | PropogationProcessor-109581042 | 5 Sep 2025 11:31:59 AM | | | | |
| | Route document to end point CIG of system id PT1CLNT300 of org AN***** | ANCXMLEndDispatcher-109541004 | 5 Sep 2025 11:32:01 AM | | | | |
| Acknowledged | Success | ANCXMLEndDispatcher-109541004 | 5 Sep 2025 11:32:02 AM | | | | |
| | The invoice status has been successfully updated to Approved by Thungela Operations Proprietary Limited. Description Payment Due Date: 2025-10-01 | ANCXMLEndDispatcher-109529002 | 5 Sep 2025 12:00:05 PM | | | | |

Possible Cause	Resolution
Payment terms misalignment or validation delays	Confirm PO terms and log exceptions if payment terms are breached



How to Guide

Common Ariba Error Messages and How to Resolve

- “Purchase Order not found" or "PO number invalid“

Invoices (0)

▼ Edit filter

Suppliers

Select or type selections

Invoice number

4502

Partial match

Exact match

Apply

Reset

Resend

	Supplier	Invoice Number	Invoiced Date	Type	Invoice Status	Status change date ↓	Routing Status	Reference	Amount	Source Document	Submission Method	Orig	Actions
<div><div></div><div>There is currently no document available to view</div></div>													

Feedback

Possible Cause

The PO was raised **before the supplier was migrated to Ariba**, so it was processed offline

Resolution

These POs may not be visible in your Ariba account. Contact **Support** and provide the **PO number** – the support team will assist in linking or manually processing where applicable.



How to Guide

Common Ariba Error Messages and How to Resolve

- “Edit invoice option is greyed out “

INVOICE: KOM2934

DonePrevious

Create Line-Item Credit MemoCopy This InvoicePrintDownload PDFExport cXML

DetailScheduled PaymentsHistory

Standard Invoice / Tax Invoice

Attachment(s)

Status

Invoice: Approved

Routing: Acknowledged

Invoice Number: KOM2934

Invoice Date: Tuesday 19 Aug 2025 11:04 AM GMT+02:00

Original Purchase Order: 4502

Submission Method: Online

Origin: Supplier

Source Document: Order

Subtotal:

Total Tax:

Amount Due:

R 360,000.00 ZAR

R 54,000.00 ZAR

R 414,000.00 ZAR

This document is digitally signed

REMIT TO:

EST

Postal Address:

Gauteng4000 South Africa

BILL TO:

Khwezela Colliery

Postal Address:

Farm road, Landau village,-1 Johannesburg Mpumalanga2132 South Africa Address ID: AC07

Phone : +27 () 0136930111

SUPPLIER:

TEST

Postal Address:

Gauteng4000 South Africa

Possible Cause

Invoice is already submitted or under processing.

Resolution

You cannot edit a submitted invoice.
If there’s an error, **cancel** the invoice and create a new one (if cancellation is allowed).
Otherwise, contact **Ariba Support** to reset.



How to Guide

Common Ariba Error Messages and How to Resolve

- “Invoice rejected – reason not shown in history “

DetailScheduled PaymentsHistory

Invoice: 94

From: I
Africa) Pty

Invoice Status: Sent

Routing Status: Acknowledged

Received By SAP Business Network 8 Sep 2025 5:57:53 PM GMT+02:00

On:

History

Status	Comments	Changed By	Date and Time
	This document has been digitally signed.	PropogationProcessor-109551047	8 Sep 2025 5:57:53 PM
	The invoice was successfully received.	PropogationProcessor-109551047	8 Sep 2025 5:57:53 PM
	Route document to end point CIG of system id PT1CLNT300 of org AN11158586736	ANCXMLOutDispatcher-109583006	8 Sep 2025 5:57:55 PM
Acknowledged	Success	ANCXMLOutDispatcher-109583006	8 Sep 2025 5:57:56 PM

Possible Cause	Resolution
Invoice may have been rejected during validation or approval without detailed comments.	Contact support or the buyer to understand the reason. Recheck common rejection reasons: wrong date, tax, missing attachments, etc.



How to Guide

Common Ariba Error Messages and How to Resolve

- “Invoice rejected – reuse invoice reference number“

SAP Business Network

Enterprise Account

TEST MODE

?

ZN

Invoice: INV#1396

Edit

Create Line-Item Credit Memo

Copy This Invoice

Print

Download PDF

Export cXML

Detail

Scheduled Payments

History

Rejected Invoice:

Reasons:
INV-38: The invoice was successfully received.
DOC-1: cXML InvoiceDetailRequest queued
DOC-1: cXML InvoiceDetailRequest queued

Fault response received from: AN11158586736-T for:AN11209928588-T with Status:FAILED and ErrorResponse: .. Suggested Action : Based on the details of error response, please review following Support KBA for solutions:
<https://support.ariba.com/item/view/KB0402310> or <https://me.sap.com/notes/3181644>. If you continue to experience problems, please contact support with the error code CIG-PLT-00676.

Edit & Resubmit

Standard Invoice / Tax Invoice

Attachment(s)

Status
Invoice: Rejected
Routing: Rejected
Invoice Number: INV#1396

Subtotal:
Total Tax:
Amount Due:

R 4.83 ZAR
R 0.72 ZAR
R 5.55 ZAR

Possible Cause

Invoice may have been rejected during validation or approval without detailed comments.

Resolution

Click edit/resubmit button to correct and reprocess the invoice in Ariba else contact the support Team.
We do not encourage our suppliers to change the existing invoice reference number



How to Resolve

Tips for Avoiding Errors

- Always match your invoice exactly to the PO (quantity, price, tax).
- Don't try to invoice before the buyer has approved/accepted the PO.
- Always confirm the order after the buyer has made changes to it.
- If unsure, contact buyer's procurement or Ariba support before submitting.

