

This **Supplier Quick Guide** shows you how to...

# PROCESS REJECTED INVOICES IN Ariba

...in **three simple steps**



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# HOW TO ACCESS REJECTED INVOICES IN Ariba

## Step-by-step

### Receive and Review Email Notification about Rejected Invoice:

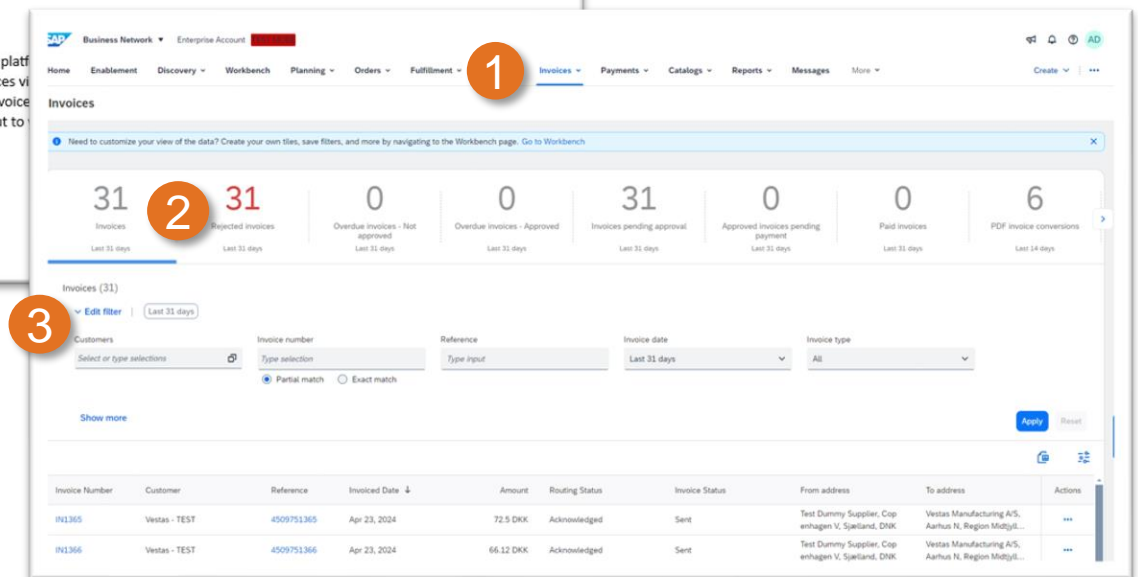
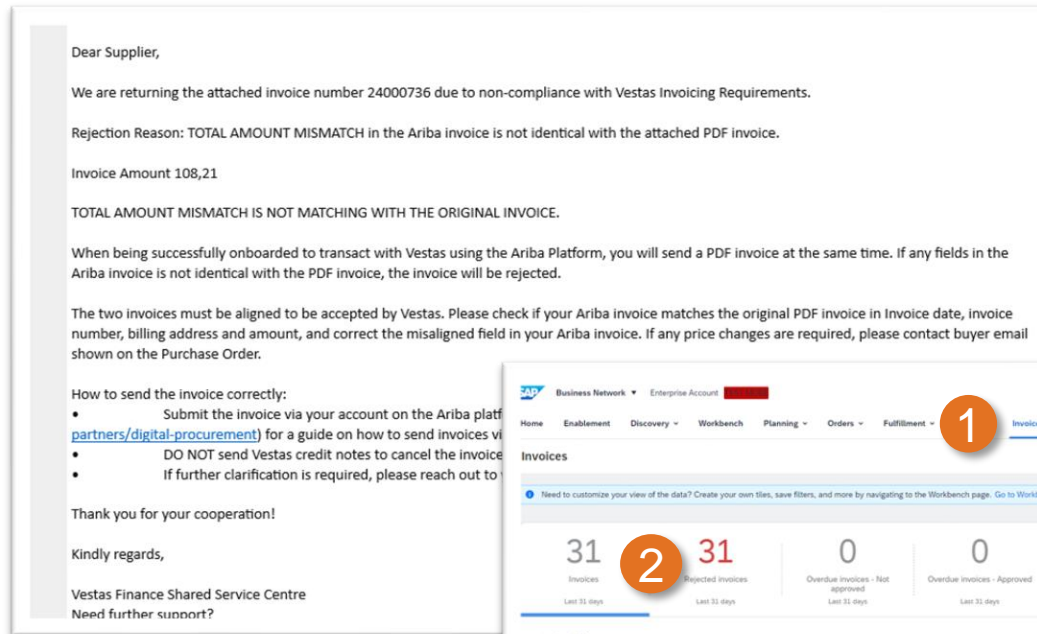
If your invoice is rejected, you will receive an email from the Vestas Finance team. In the email, you can find the reason for the rejection.

Additionally, you can turn on notifications in Ariba Network to receive an email notification when invoices are undeliverable or rejected. For a detailed guide, please refer to [this link](#).

### Access Rejected Invoices in Ariba:

1. Log in to Ariba Network ([link](#)) and select “Invoices”.
2. Select “Rejected invoices.”
3. By default, Ariba displays rejected invoices from the past 31 days. You can edit the filter if needed to view older rejected invoices.

## Illustration



# HOW TO EDIT AND RE-SUBMIT A REJECTED INVOICE IN Ariba

## Step-by-step

**Note!** When an invoice is rejected, it's required to update the invoice details and resubmit the invoice.

### How to Edit and Re-submit an Invoice:

1. Click on the *Invoice Number* for the invoice you wish to edit.
2. Rejection reason will be listed in a blue highlighted section. See *list of rejection reasons on the next page*.
3. Click **Edit & Resubmit** to modify the invoice.
4. Make necessary changes to the invoice, such as adjusting tax, shipping cost, or line-item totals.
5. Select **Next**.
6. Review your updated invoice and click **Submit**.

## Illustration

The illustration shows two screenshots from the SAP Business Network interface. The top screenshot displays a dashboard with three metrics: 31 Invoices (Last 31 days), 31 Rejected invoices (Last 31 days), and 0 Overdue invoices - Not approved (Last 31 days). Below the dashboard is a table of invoices with columns for Invoice Number, Customer, Reference, and Invoiced Date. The first row (IN1365) is highlighted with a red circle and the number 1. The bottom screenshot shows the details for a rejected invoice (INV REJECT3). It includes a 'Rejected Invoice' section with a list of reasons, such as 'INV-38: The invoice was successfully received.' and 'INV-35: The invoice status has been successfully updated to Rejected by Vestas - TEST'. The 'Description: Rejection for testing' is highlighted with a red box. A red circle with the number 2 is next to the 'Rejected Invoice' section, and a red circle with the number 3 is next to the 'Edit & Resubmit' button.

Invoice Number	Customer	Reference	Invoiced Date
IN1365	Vestas - TEST	4509751365	Apr 23, 2024
IN1366	Vestas - TEST	4509751366	Apr 23, 2024

Invoice: INV REJECT3

Rejected Invoice:

Reasons:

- INV-38: The invoice was successfully received.
- DOC-52: This document has been digitally signed.
- DOC-53: This document has been digitally verified.
- INV-54: Comments from Vestas - TEST: Success
- DOC-1:
- DOC-184: The document has been transferred to the next integration point.
- DOC-190: The document is ready to be picked up by the recipient.
- INV-35: The invoice status has been successfully updated to Rejected by Vestas - TEST
- INV-35: The invoice status has been successfully updated to Rejected by Vestas - TEST

Rejection for testing

Edit & Resubmit

# REJECTION REASONS & ACTIONS FOR SUPPLIER

Rejection Reason	Action for Supplier
<b>DUPLICATE INVOICE</b>	There is already an invoice sent with the same invoice number for this Purchase Order. Please check the invoice status in the Invoice Status Portal. To avoid this error, ensure that you do not send duplicate invoice copies via email to Vestas contact persons or mailbox.
<b>INVALID DOCUMENT</b>	Please attach a valid copy of the original invoice from your backend system and re-submit the invoice.
<b>MISSING ATTACHMENT</b>	Please attach a valid copy of the original invoice from your backend system and re-submit the invoice.
<b>PRICE/QUANTITY//VAT/TOTAL AMOUNT/ADDRESS MISMATCH</b>	Please verify that the data in your attached PDF invoice matches the Ariba invoice submitted. If the Ariba invoice shows a different price, VAT, or total amount, it will be rejected. Edit the Ariba Invoice to align with the details in the PDF attachment. In case of a price discrepancy, please reach out to the Vestas Buyer mentioned on the Purchase Order to update the order. Once you have received an updated order, kindly re-send the invoice.
<b>INCORRECT LEGAL ENTITY</b>	Please update the Bill To Address on your invoice to match the Bill To Address stated on the Purchase Order and re-submit the invoice.
<b>REPROCESS</b>	The Vestas Finance Team has reprocessed the invoice to ensure it will be posted correctly. No action is required from the supplier. Kindly verify the invoice status in the Invoice Status Portal.
<b>VAT RATE ISSUE</b>	Please update the VAT Rate percentage to a valid rate. If you have entered any additional costs (e.g., shipping costs or special handling fees), please ensure that the additional cost is added to Invoice and additional cost is included in the total Tax Amount. You can find a detailed guide in <a href="#">the link</a> (Shipping Cost) or <a href="#">the link</a> (Additional Fees).
<b>WRONG VAT NUMBER</b>	Please update the Customer VAT Number on your invoice to match the Vestas VAT Number stated on the Purchase Order and re-submit the invoice.
<b>ARIBA ENROLLED SUPPLIER</b>	If you send an invoice via email to Vestas, it will be rejected if it should have been submitted via Ariba. Please submit your invoices via Ariba if requested on the Purchase Order.

If you're unsure why your invoice was rejected, please contact the [Vestas Finance Support Team](#).

# NEED HELP?

Support is available!



For Accounts Payable queries (invoice status, payment queries etc.) please contact the [Vestas Finance Support Team](#).



For **technical support in Ariba** please contact the [Vestas SSC Ariba team](#)



For **information and guides** from the Digital Procurement program in Vestas, visit our [website](#)

