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Invoice Status Portal for Suppliers

Ariba Network

Content

Invoice Status Portal for Suppliers

This guide describes how to register for, log in to, and look up invoices on your customer's invoice status portal.

This guide applies to:

- SAP Business Network

Related Guides

Creating and Managing Invoices, Credit Memos, and Debit Memos

SAP Business Network Guide to Invoicing

Introduction to the Invoice Status Portal

The invoice status portal is a self-service platform set up by your customers to allow you to view the status and details of your invoices at any time. You can create a new account on your customer's invoice status portal or use an existing account on SAP Business Network sign on to your customer's invoice status portal to view the status of invoices you have sent to your customer. You can also look up a single invoice without logging in to your customer's invoice status portal.

Customers configure the invoice status portal to suit their requirements and profile. Your customer sends your invoice to the invoice status portal when an invoice is approved or rejected so you can track the status of your invoices. If you do not already have a relationship with your customer on their invoice status portal or on SAP Business Network, an invitation email to visit your customer's invoice status portal is sent to you.

On the invoice status portal, you can either look up the status of a single invoice or register on to your customer's invoice status portal to view the status of the invoices you have sent to your customer.

When you click on the link to your customer's invoice status portal in the invitation email, you are taken to your customer's invoice status portal login page. You can perform the following actions on the invoice status portal:

- **Register for your customer's invoice status portal:** You can register on your customer's invoice status portal to view invoices that you have sent to your customer. On registration, you get access to invoices in different statuses categorized in the form of tiles. Clicking on each tile displays the list of invoices with the same status. You can also edit the filters to view invoices that meet specific criteria. You can sort the list of invoices, hide and display columns, and export the results into an Excel file.
  Invoice tiles available on the portal include statuses for: all invoices, paid, rejected, invoices pending approval, approved invoices pending payment, overdue invoices - approved, and overdue invoices - not approved, and remittances.
- **Log in using existing SAP Business Network credentials:** If you already have an account on SAP Business Network, you can log into the invoice status portal using the same credentials. If you already have an existing trading relationship with a customer, you can continue viewing invoice status update on the workbench.

- **Single invoice lookup:** You can look up the status of a single invoice without having to create an account on the invoice status portal or SAP Business Network. You can view the status of a single invoice based on your supplier vendor ID, email address, and the invoice number you enter.

Prerequisites

- You require an invitation to join your customer's invoice status portal if you do not already have a trading relationship with your customer on SAP Business Network. The URL to your customer's invoice status portal and your supplier vendor ID are available in the invitation email.
- Your customer may require you to provide your vendor ID and email address for registration and to look up the status of a single invoice. Your supplier vendor ID is shared in the email invitation you received from your customer.
- To register on your customer's invoice status portal, you must use the same email address to which the invitation email was sent.
- To look up a single invoice, you must either use the same email address to which the invitation email was sent or the email addresses in the **Contact** section of the invoice, if your customer has enabled this option.

Using the Invoice Status Portal

The invoice status portal is a self-service platform for you to view the status of the invoices you have sent to your customer and the payments you have received from your customer.

To access your customer's invoice status portal, you require an invitation email from your customer. The invitation is sent to the email address in your customer's vendor master data for suppliers.

You have the following options to view status of your invoices:

- Register and view: You can create an account on the invoice status portal using the **Register now** link to create an account. For details on creating a new account, see Registering a New Account on the Invoice Status Portal [page 9].
  If you have an account on SAP Business Network and a trading relationship with your customer, you can log in to your customer's invoice status portal using your existing account details.
  For details on logging in, see Logging In to the Invoice Status Portal [page 5]. For details on viewing invoices, see Viewing Invoices on the Invoice Status Portal [page 6].
  You can view payments received from your customer listed on the invoice status portal if your customer has decided to show remittances too on their invoice status portal. For details on viewing remittances, see Viewing Remittances on the Invoice Status Portal [page 8].
- Look up a single invoice: You can look up the status of a single invoice using supplier vendor ID that your customer keeps in their vendor master data, invoice number, and other criteria as configured by your customer. To look up a single invoice, you do not require an account on your customer's invoice status portal or on SAP Business Network.

If you register on your customer's invoice status portal, you can also log in to SAP Business Network using the same credentials and perform the following actions:

- Manage your users for the invoice status portal. For more information on managing users, see How to manage users.
- Update your company profile. For information on updating your company profile, see How to update your company profile.

For details on looking up a single invoice, see Looking Up a Single Invoice [page 10].

> ⓘ Note
>
> - Your customer's invoice status portal displays only invoices received after they configured their invoice status portal.
> - An invoice is not available on the invoice status portal until your customer has approved or rejected the invoice.

Logging In to the Invoice Status Portal

You can log in to your customer's invoice status portal using your existing account on SAP Business Network and view invoices sent to your customer. You can also register for your customer's invoice status portal and use these credentials to log in to your customer's invoice status portal.

Context

You have access to the following functionalities after logging on to a buyer's invoice status portal:

- See the status of invoices you have sent to your customer.
- Sort and filter invoices based on different criteria including status, amount, date range, and document type.
- Subscribe to receive email notifications when there is a change in the status of an invoice.
- Export invoice status information to an Excel file.

Procedure

1. Navigate to your customer's invoice status portal login page.
2. Enter the username in the **User name** field.
3. Enter the password in the **Password** field.
4. Click **Sign in**.

   The invoice status portal home page displays invoices.

   > ⓘ Note
   >
   > If you have any questions around how to use your customer's invoice status portal, click the **Contact customer** link on the bottom of your customer's invoice status portal login page.

Viewing Invoices on the Invoice Status Portal

You can log on to your customer's invoice status portal and see the status of the invoice you have sent to your customer. Invoices are listed under the following tiles:

- Invoices
- Invoices pending approval
- Rejected invoices
- Approved invoices pending payment
- Overdue invoices - Approved
- Overdue invoices - Not Approved
- Paid invoices
- Credit memos
- Debit memos
- Remittances

Click **Edit filter** to filter the listed invoices. The invoices can be filtered based on the following fields:

Table 1: Invoice Filter Options

Field	Description
Invoice number	Identifying number of the invoice.
Order number	Order number.
Invoice date	Date of the invoice.
Invoice status	Status of the invoice. The possible values are All, Rejected, Sent, Approved, Paid, Failed, Canceled, Pending Approval. Selecting All displays all invoices regardless of the status.
Status change date	Date of change of invoice status.
Invoice type	Type of invoice. The possible values are All, Standard invoice, Debit memo, and Credit memo. Selecting All displays all invoices regardless of the type.
Routing status	Routing status of the invoice. The possible values are All, Queued, Sent, Acknowledged, and Failed. Selecting All displays all invoices regardless of the routing status.
Net payment due date	Due date for net payment of the invoice.
From country	The country of origin of the invoice.
To country	The country to which the invoice is sent.
Min amount and Max amount range	The range of minimum and maximum amount of the invoice.
External invoice number	External identifying number of the invoice.
View invoices with addendum	An addendum is an electronic correction letter that holds changes to the invoice. The document is called CC-e and is used by suppliers in Brazil. The possible values are Yes or No.
Submitted by customer or supplier	The party who submitted the invoice.

The table of invoices displays the standard invoices, credit memos, and debit memos in the invoice status portal. You can choose the fields to be displayed in the invoice table.

To hide or display columns within the invoice list, click the **Settings** icon on the top-right corner of the invoice table. The **Settings** dialog opens. Choose **Displayed columns** from the **Available columns** using drag and drop, then click **Apply**. Column settings are saved for the tile.

You can also change the order of the columns by simply moving the columns up or down the **Displayed columns**

Table 2: Available Invoice Fields

Field	Description
Invoice number	Identifying number of the invoice.
Reference	Reference for the invoice. The value is either Contract, Sales order, Customer order, or in case of purchase order (PO), the PO number. For an invoice with no reference, no value is displayed.
Invoice date	Date of the invoice.
Invoice status	Status of the invoice. The possible values are All, Rejected, Sent, Approved, Paid, Failed, Canceled, Pending Approval. Selecting All displays all invoices regardless of the status.
Status change date	Date of change of invoice status.
Invoice type	Type of invoice.
Routing status	Routing status of the invoice.
Net payment due date	Due date for net payment of the invoice.
Min amount and Max amount range	The range of minimum and maximum amount of the invoice.
External invoice number	External identifying number of the invoice.
Source document	Source document for the invoice. The possible values are PO, Non-PO, and Contract.
From country	The country of origin of the invoice.
To country	The country to which the invoice is sent.
Submission method	Method of submission of the invoice. Submission method for invoices on the invoice status portal can be Online or cXML.
Origin	Origin of invoice. The possible values are Buyer or Supplier. The origin for an invoice is Buyer if you have not submitted the invoice on SAP Business Network.
Self billing	Your customer issues the invoice on your behalf. The possible values are Yes or No.
Amount	Invoice amount.

You can also change the date format using **Timestamp** toggle under **Date and time** tab of the **Settings** dialog.

> **Note**
>
> You can sort the invoices in the table by clicking on the column names on the table. The up and down arrows against the column name indicate whether the invoices are displayed in the ascending order or descending order.

You can download the information displayed in the table as an .xlsx file by clicking the **Export** button. The download includes only the information currently displayed in the list view. Any lines or columns that are hidden from the current list view are not included in the .xlsx file.

You can view the details of an invoice by clicking on the invoice from the table.

The following details of the selected invoice are displayed on the invoice details page:

Table 3: Invoice Details

Field	Description
Invoice number	Identifying number of the invoice.
Invoice status	Status of the invoice. The possible values are Received, Approved, Paid, and Rejected.
Comments	Comments to the status shared by your customer.
Invoiced amount	Amount of the invoice.
Invoice date	Date of the invoice.
Received date	Date of receipt of the invoice.
Net payment due date	Due date for net payment of the invoice. Net payment due date is determined on the basis of the net payment term and invoice date.

Viewing Remittances on the Invoice Status Portal

In addition to viewing details of invoices, you can also view details of remittances if your customer is also sending their payment remittances to their invoice status portal. The **Remittances** tile on the invoice status portal displays the total amount paid to you as remittance.

When you click on the **Remittances** tile, the remittance advice documents are listed. To view details of a remittance advice document, click the corresponding column in the table.

The following details of the selected remittance advice document are displayed on the details page:

Table 4: Remittance Details

Field	Description
Remittance ID	Identifying number of the remittance advice document.
Payer	Information on your customer.
Payee	Your information.

Field	Description
Remittance advice details	Details of the remittance advice such as Gross Amount, Discount Applied, Withholding Tax, Adjustment, and Amount Paid.
Payment Details	Details of the payment such as Payment Method, Related Payment, Identified Differences, Routing Status, Transaction Date, and Additional Information.
History	History of the remittance.
Print	Print details of the remittance.
Download CSV	Export remittance details to an Excel file.

For more details on remittances on SAP Business Network, see Payments and remittances in Ariba Network.

Registering a New Account on the Invoice Status Portal

Context

You can access your customer's invoice status portal by creating an account, or by using you have on SAP Business Network that has a trading relationship with your customer.

Procedure

1. Navigate to your customer's invoice status portal login page from the invitation email.
2. Click **Register Now**.

   Enter your supplier vendor ID which your customer keeps in their vendor master data and the email address that received the invitation email to your customer's invoice status portal.

   > ⓘ Note
   >
   > If your customer uses multiple ERP systems, multiple supplier records exist in their system. In such cases, you are asked to select your Bill To address and system ID to proceed.

   If the email address that received the invitation email is changed, either by yourself or by your costomer, you can still use the changed email address to register on the your costomer's invoice status portal and to look up the status of an invoice.

If there is one or more existing accounts associated with your email address or your supplier vendor ID, you are asked to review existing accounts. You may have existing accounts from trading relationships with other buyers.

You can either use an existing account by clicking **Use existing account** or create a new account by clicking **Create new account**. If you click **Create new account**, the registration page opens.

3. Follow the steps in the registration wizard.

   The registration flow asks for basic information about your business, such as the company name, address, and email address. Your also create a username and password.

   > Note
   >
   > The person whose name is entered in the user account information section becomes the account administrator. Account administrators can transfer the administrator role to another user later on SAP Business Network.

4. Read the **Terms of Use**, and check the check box to agree to the terms.
5. To read the privacy statement to learn how SAP processes the your personal data, click **Privacy Statement**.
6. Click **Create account**.
7. In case there is one or more existing accounts associated with the information entered, you are asked to review the accounts. To review the accounts, click **Review accounts**. To proceed with the creation of a new account, click **Continue account creation**.

Looking Up a Single Invoice

Context

You can look up the details of an invoice if buyers enable the single invoice lookup option. You can look up the status of a single invoice using your supplier vendor ID which your customer keeps in their vendor master data, invoice number, and other criteria as configured by buyers.

Supplier users listed in the **Contact** section of an invoice can look up that particular invoice if your customer has enabled the option to allow users listed in the **Contact** section to look up that particular invoice.

Procedure

1. Navigate to your customer's invoice status portal and select **Single invoice lookup**.

   You can navigate to the invoice status portal by either using the **Portal URL** or by clicking the **Get started** button in the invitation email.
2. Enter your vendor ID that your customer keeps in their vendor master data in the **Supplier vendor ID** field. The supplier vendor ID is shared in the invitation email you received to join your customer's invoice status portal.

If you have navigated to the invoice status portal by clicking the **Get started** button in the invitation email, the **Supplier vendor ID** field is not displayed as the button URL already contains the supplier vendor ID.

3. Enter the invoice number for the invoice in the **Invoice number** field.
4. Enter the invoice date for the invoice in the **Invoice date** field. This field is displayed only if your customer has set up invoice date as a criterion to look up an invoice.
5. Enter the email address in the **Email** field. This is the email address to which the invitation email was sent or the email address in the Contact section of the invoice, if your customer has enabled that option.

   If your customer has enabled the option to allow supplier users listed in the Contact section of an invoice to look up that particular invoice, the **Email** field is not displayed.
6. To read the terms of use, click the **Terms of Use** URL.
7. Click **Search**.

   > ⓘ Note
   >
   > If your customer uses multiple ERP systems, multiple vendor records may exist in their system. In such cases, you are asked to choose your address and system ID to proceed. In case more than one system ID is assigned to you, reach out to your customer to get your system ID.

   The code verification page is displayed. The verification code ensures that the invoice details are displayed to a valid supplier user.
8. Enter the one-time verification code sent to your email address.

   The following details of the requested invoice are displayed on the invoice details page:

Table 5: Invoice Details

Field	Description
Invoice number	Identifying number of the invoice.
Invoice status	Status of the invoice. The possible values are Received, Approved, Paid, or Rejected.
Comments	Comment shared by buyers.
Invoice amount	Amount of the invoice.
Invoice date	Invoice date.
Net payment due date	Due date for net payment of the invoice.

> ⓘ Note
>
> - For queries related to invoices and remittances, click the **Contact customer** button on the bottom of the single invoice lookup page.
> - The one-time verification code is valid for 10 minutes. This code can be used only to look up the invoice with the invoice number you entered to search.

Setting Up Notifications on the Invoice Status Portal

Context

When you are logged in to your customer's invoice status portal, you can subscribe to notifications for changes to invoice status.

Procedure

1. In the right corner of the header bar, click the **Account Settings** icon ( ) and choose **Notifications**.

   The Notifications page opens.
2. To receive email notification for a change in invoice status, turn on the corresponding toggle.
   - To receive email notifications when invoices are undeliverable or rejected, turn on the **Notify me when invoices are undeliverable or rejected** toggle.
   - To receive email notifications when the status of an invoice changes, turn on the **Notify me when an invoice status changes** toggle.
   - To receive email notifications when an invoice is created automatically on your behalf, turn on the **Notify me when an invoice is created automatically on behalf of your company** toggle.

   You can enter up to three email addresses for each notification type.
3. Click **Save**.

Managing Trading Relationship Requests from Buyers

Suppliers who have registered on the invoice status portal can log on to SAP Business Network supplier portal and manage trading relationship requests from buyers.

When the buyer sends a trading relationship request, you receive an email with details of the request. You can click **Review request** to view and manage the request on SAP Business Network.

You can also view and manage requests from buyers from **Account Settings** > **Customer Relationships** > **Current Relationships**. The collaboration type for the buyer who invited you to the invoice status portal is **Invoice Status Portal**.

There are two options to manage relationship requests:

- **Automatically accept all relationship requests**

- **Manually review all relationship requests**

All relationships requests from buyers are automatically accepted by default. Once a trading relationship request is accepted, the collaboration type of the buyer changes from **Invoice Status Portal** to **Fulfillment** and you receive an email confirming the successful addition of the new collaboration.

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