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Tracking Payments

SAP Business Network for Trading Partners

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Track Payments

Suppliers who receive payments and remittances from their customers through SAP Business Network can monitor the progress of the payment documents.

This guide applies to:

- SAP Business Network
- SAP Ariba Payables
- SAP Ariba Discount Management

Related Guides

[Managing Discounts](#)

[cXML Solutions Guide](#)

Payments and Remittances in SAP Business Network

Remittance advice documents provide details about individual payments your customer has sent you. Depending on your customer's configuration and payment method, you may receive remittance advice documents from them that you can view.

Customers can send remittance advice documents in one of two ways when they send payments:

- Outside of SAP Business Network your customer's ERP system can generate remittance advice to provide details about the payment, including status change updates.
- On SAP Business Network using ACH or AribaPay your customer's ERP system sends a payment batch to SAP Business Network. SAP Business Network then creates the remittance advice for each payment in the batch and updates the status as it is processed.

Your customers assign unique numbers to remittance advice or payments in their ERP systems. SAP Business Network tracks remittance advice documents by these assigned numbers. Your customers mark invoices associated with remittance advice or payments Paid as soon as their ERP systems transmit that status to SAP Business Network, whether or not the payment fails.

Note

AribaPay payment tracking is only visible on remittance advice for AribaPay payments. Currently, the Funds Paid stage of AribaPay payment tracking indicates that the AribaPay provider has transmitted funds to your bank, but it does not indicate whether or not your bank has credited your account.

A Remittance Advice page contains the following tabs:

- **Detail:** shows remittance details
- **History:** shows a log with an entry for each change in the remittance status and the time and date of the change

The **Detail** tab shows the following information (from top to bottom):

- A blue summary box in the top right corner. The summary box displays the document number, status, and settlement date in addition to **Gross Amount**, **Discount Applied**, **Adjustment**, and **Amount Paid**.
- Payer and payee information (**From** and **To** fields), including clickable links to show or hide payer and payee details, such as remittance address.
Remittance Advice summary, including the status, ID, and payment amount.
- **PAYMENT DETAILS:** Header-level payment details, including **Identified Differences** that displays the differences between the remittance and the associated invoices on SAP Business Network. Identified differences include the number of line items where SAP Business Network has identified a difference and the total amount.
- **ARIBAPAY PAYMENT TRACKING:** This information is present for AribaPay remittance advice only. It shows the progress of AribaPay payments through five stages. You can show or hide AribaPay tracking; by default, it is shown for payments in progress and hidden for completed payments.
- **LINE ITEMS:** Line items that display information about the invoices that match the payment, including identified differences. Differences are often related to tax and shipping charges. You can show details or

summary information for these line items. This information helps you reconcile payments more quickly and highlight potential payment problems.

- **ADDITIONAL INFORMATION:** This section displays any extrinsics included in `PaymentRemittanceRequestHeader` and `RemittanceDetail` of cXML `PaymentRemittanceRequest`.

Early Payment and Discount Reconciliation on Remittance Advice

The **Remittance Advice** page displays when a discount amount or date does not match an early payment request in the **Discount** column of the **Line Items** table. The **Discount Details** section of a line item displays who accepted a discount, for what amount, when it was accepted, the payment date, and the expected payment amount. When a single matching scheduled payment is not found, the **Matching Discount** section of a line item displays scheduled payments that are possible matches.

Early Payment Timeline

Scheduled payments with an associated discount (via standing early payment term offers, pre-accepted standing early payment term offers, buyer-initiated, supplier-initiated, or supply chain financing) display the **Payment Timeline** section. This visual audit trail displays the major events in the lifecycle of a discounted document, including original and revised due dates that automatically reflect bank and holiday schedules.

Viewing Scheduled Payments

Use this procedure to send scheduled payment documents about proposed payment transactions and view scheduled payments for specific invoices on the workbench.

Context

Scheduled payments are linked to invoice detail pages.

Note

In some cases, payments are canceled by your customer and SAP Business Network sends you a notification informing you of the failure. You can receive an email notification only if you have configured your SAP Business Network account to receive this notification.

If you have questions about a scheduled payment, contact your customer directly.

Procedure

To view scheduled payments use either of these methods:

- To see scheduled payments for a specific invoice, navigate to the invoice, then click the **Scheduled Payments** tab.
- To see all scheduled payments, navigate to a **Scheduled payments** workbench tile or choose **Payments** **Scheduled Payments**.

Optionally click **Print** to download and print a PDF file with details of your selected scheduled payment.

Results

After your customer sends a payment, the scheduled payment is updated with a payment date and a link to the remittance advice for the payment. Click on the link to see the remittance advice.

Related Information

[Payments and Remittances in SAP Business Network \[page 4\]](#)

Scheduled Payment Information

SAP Business Network shows payment information for each scheduled payment and early payment document.

Scheduled payment documents include the following fields:

Field	Description
Scheduled	The date of the projected payment.
Payment Date	The date of the actual payment. This entry is empty until payment is made.
Payment Method	The payment method proposed or used.
Gross	The gross payment amount, with currency code.
Discount Applied	The discount amount proposed or applied.
Adjustment	The adjustment amount proposed or applied.
Net	The net amount proposed or paid.
Status	The status of the payment.
Remittance	A link to the remittance advice document. This entry is empty until payment is made.

Scheduled Payment Statuses

SAP Business Network shows the document status for each scheduled payment and early payment.

SAP Business Network shows the following routing statuses for scheduled payments:

Status	Description
Scheduled	The payment is scheduled for a given date.
On Hold	The payment is on hold. The customer intends to remit the payment.
Paid	The payment transaction was remitted.
Failed	The payment transaction failed.
Canceled	The payment transaction was canceled. Your customers can retry canceled transactions.
Available	A credit amount is available. No scheduled date is given for a credit.
Applied	An available credit was applied toward a payment. You'll see a payment date after the credit is applied.

Viewing Remittance Advice Documents

Use this procedure to search for remittance advice documents from the searchbar on the **Home** page, or view them on the **Payments > Remittances** page or on a custom **Remittances** workbench tile.

Viewing Remittance Advice Documents on the Remittances Page

Use this procedure to view remittance advice documents on the **Payments > Remittances** page. When you have many remittance advice documents, it can be easier to search for individual documents using search filters than to scroll through the list.

Procedure

1. Choose **Payments > Remittances**.
2. (Optional) Click the expand arrow to open **Search Filters**, enter any of the following criteria to search for remittances, and then click **Search**:

Search Criterion	Description
Customer	All your customers are displayed in the pull-down menu. Select an entry.
Transaction #	The case-sensitive remittance advice number. For example, PMT123 is different from pmt123. Customers' procurement applications assign transaction numbers.
Date Range	The date on which SAP Business Network received the remittance advice. You can choose one of the following ranges from the pull-down menu: Last 24 hours , Last 7 days , Last 14 days , Last 31 days , or Other . The maximum date range is 31 days.
Start Date End Date	(For Other search) The dates on which the remittance advice was received by SAP Business Network. By default, the report includes today's date and the preceding 14 days. End Date cannot be more than 31 days later than Start Date .
Payment Date	The date on which payment was made.
Method	The payment method used, such as wire, check, ACH, Orbian, or AribaPay.
Payment Ref #	The reference number for the payment, typically assigned by the customer's payment provider.
Status	The document status of the remittance advice.
Routing Status	The routing status of the remittance advice.

Search Criterion	Description
Number of Results	By default, the search returns up to 100 records.

SAP Business Network displays items that match all the criteria you enter. To search again, click **Reset**, select new criteria, and click **Search**.

3. Click a link in the **Transaction #** column. SAP Business Network displays the Remittance Advice page for the remittance advice.
4. Perform any of the following actions:
 - Click the **History** tab to view the status history of the remittance advice or the **Details** tab to view its details.
 - Use the show and hide links for payer and payee details.
 - For AribaPay payment remittance advice, show and hide the AribaPay payment tracking.
 - Show detail or summary data for related invoices.
 - If the invoice is on SAP Business Network, click its number to view it.

Optionally click **Print** to download and print a PDF file with details of your selected remittance advice.

5. Click **To Search Results** to return to the list of remittances in the **Inbox**.

Remittance Advice Status and Progress Levels

SAP Business Network provides routing and document status for each remittance advice. Routing status reports remittance advice delivery as a whole. Document status reports payment status with respect to an invoice. For AribaPay remittance advice only, the AribaPay Payment Tracking area displays stages of AribaPay payment progress.

It is important to remember that not every customer sends remittance advices or uses AribaPay to update payment information for invoices. If your customer does not provide payment updates through these methods, you must contact your customer directly to find out this payment information.

Routing Statuses

The **Routing Status** field describes whether a document made it successfully to its destination system.

For documents you create, such as invoices and service sheets, the routing status informs you whether your document reached your customer's system.

For documents from your customer, such as orders, releases, time sheets, and remittances, the routing status lets you know whether the document reached SAP Business Network and any additional systems that you configured to accept incoming documents.

SAP Business Network shows the following routing statuses:

Status	Description
Acknowledged	The document reached its destination system. This is the final routing status for documents.
Duplicated	This status applies only to remittance advice documents. A remittance advice document has this routing status if it's a duplicate of another remittance advice.
Failed	SAP Business Network could not send the document. In the case of a purchase order from your customer, SAP Business Network couldn't send the order to you through email, fax, cXML, or EDI. For example, your order fulfillment system could have experienced a problem that prevented SAP Business Network from successfully sending the order. You can resend orders that have a Failed routing status by clicking Resend at the top of the order. For failed invoices or service sheets, you need to correct any errors and resubmit them to your customer. For any other failed documents, contact your customer to resend them.

Status	Description
Obsoleted	After you cancel an invoice or edit and resubmit an invoice or service sheet, the original document moves to Obsoleted status, which indicates that you don't need to take any further action on the original document. Once a document has this routing status, you can't make any changes to it.
Queued	SAP Business Network is in the process of sending the document. Contact SAP Business Network Support if a document remains in this status for more than 30 minutes.
Sent	SAP Business Network sent the document successfully. For invoices or service sheets, SAP Business Network sent the document to your customer, but your customer hasn't yet acknowledged that they received it. If your document stays in this status for an extended period of time, contact your customer to see what needs to happen next.  Note If your customer allows it, you can cancel an invoice with a routing status of Sent.

Document Statuses

A document's status, such as **Order Status** or **Invoice Status**, describes where the document stands in its processing. If you update part of a document, SAP Business Network reports the partial status for the entire document, such as **Partially Invoiced**.

For documents you create, such as invoices and service sheets, the document status lets you know where your customer is in the approval process for that document.

For documents from your customer, such as orders and releases, the document status tells you where you are with regard to processing the document.

SAP Business Network shows the following document statuses:

Status	Description
Approved	This status applies to invoices, service sheets, and time sheets. If the document doesn't have any errors, your customer approves it. After a document reaches Approved status, you can't make any changes.  Note An approved invoice means that your customer has approved it for payment. If you made a mistake, you need to send a credit memo to your customer.

Status	Description
Canceled	This status applies to invoices, service sheets, and remittance advice documents. After a document reaches Canceled status, you can't make any changes. In the case of a remittance advice document, your customer canceled the payment transaction. When a payment transaction fails, it needs to be canceled to allow for a subsequent attempt to complete the payment.
Changed	This status applies to orders and releases. Your customer sent a new version to replace the original document.
Confirmed / Partially Confirmed	These statuses apply to orders, releases, and time sheets. For orders and releases, Confirmed means that you agreed to ship all line items, while Partially Confirmed means that you agreed to ship some items.
Failed	This status applies to orders, releases, and remittance advice documents. SAP Business Network experienced a problem routing the document to your account or any additional systems that you configured to accept incoming documents. You can resend orders that have a Failed status by clicking Resend at the top of the order. For remittance advice documents, a Failed status means that the payment transaction failed.
Invalid	This status applies only to time sheets. Contact your customer to find out how to handle an invalid time sheet.
Invoiced / Partially Invoiced	These statuses apply to orders, releases, and service sheets. You have invoiced for the full amount of the document. Partially Invoiced means that you invoiced for only a part of the document amount. The Amount Invoiced column shows how much money you have invoiced or charged against the document.
New	This status applies to orders and releases for which you haven't yet updated the status.
Obsoleted	This document status applies only to time sheets that were replaced by an updated version. SAP Business Network shows only the updated version of the time sheet.
On Hold	This status applies only to remittance advice documents whose payment transaction was put on hold.

Status	Description
Paid / Partially Paid	These statuses apply to invoices and remittance advice documents. For invoices, your customer paid the invoice or is in the process of issuing payment.  Note Not every customer sends remittance information to SAP Business Network. If your invoice doesn't move past Approved status, you'll need to contact your customer to find out when to expect payment. For remittance advice documents: • Paid status means that the payment transaction was completed successfully. • Partially Paid status means that payment is still due for the remaining amount shown on the remittance advice.
Received / Partially Received	These statuses apply to orders and releases. Your customer creates receipt documents in their system to acknowledge the products they physically received. The information from these receipts causes your purchase order status to update. When viewing a purchase order's details in your account, each line item shows the quantity of goods received.
Rejected / Partially Rejected	These statuses apply to invoices, service sheets, remittance advice documents, and time sheets. Invoices and service sheets are rejected in two cases: • They fail validation on SAP Business Network. • Your customer rejected the document in their processing system.  Note You can edit and resubmit rejected invoices or service sheets.
Returned	This status applies to orders and releases. Your customer creates receipt documents in their system to acknowledge the products they need to return. The information from these receipts causes your purchase order status to update. When viewing a purchase order's details in your account, each line item shows the quantity of goods returned.

Status	Description
Sent	This status applies to invoices and service sheets. The document reached your customer's system, but they haven't yet approved or rejected it. If your document stays in this status for a while, contact your customer to see what needs to happen next. Note If your customer allows it, you can cancel invoices in Sent status.
Serviced / Partially Serviced	These statuses apply to service orders and releases. When a document reaches Serviced status, you can't create any more service sheets against planned service lines items. You can continue to create service sheets for unplanned service lines up to their hidden maximum amounts (which may be larger than their subtotals). The document status is set to Partially Serviced until all of the service lines are serviced.
Shipped / Partially Shipped	These statuses apply to orders and releases. Shipped status means that you shipped the entire order, while Partially Shipped means that you shipped only some of the items from the order. Note You can still continue to confirm order line items regardless of the shipping status until you have confirmed all order lines.
Submitted	This status applies only to time sheets that were submitted to your SAP Business Network account.

AribaPay Payment Progress Stages

AribaPay payment tracking is visible only for remittance advice on AribaPay payments. It informs you about the current payment progress.

The AribaPay Payment Tracking area on the **Remittance Advice** page shows the following stages for AribaPay payment progress:

Status Level	Definition
Received by Ariba Network	SAP Business Network has received your customer's payment batch and created the remittance advice for valid payments.
Sent for Processing	SAP Business Network has sent the payment to the AribaPay provider for processing
Accepted for Processing	The AribaPay provider has validated the payment.
Funds Withdrawn from Buyer	The AribaPay provider has sent payment instructions to your customer's bank.

Status Level	Definition
Funds Sent to Supplier	The AribaPay provider has transmitted funds to your bank. This stage does not indicate whether or not your bank has credited your account.

Important Disclaimers and Legal Information

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Other Ariba product solutions are protected by one or more of the following patents:

U.S. Patent Nos. 6,199,050, 6,216,114, 6,223,167, 6,230,146, 6,230,147, 6,285,989, 6,408,283, 6,499,018, 6,564,192, 6,584,451, 6,606,603, 6,714,939, 6,871,191, 6,952,682, 7,010,511, 7,047,318, 7,072,061, 7,084,998; 7,117,165; 7,225,145; 7,324,936; 7,536,362; 8,364,577; and 8,392,317. Patents pending.

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