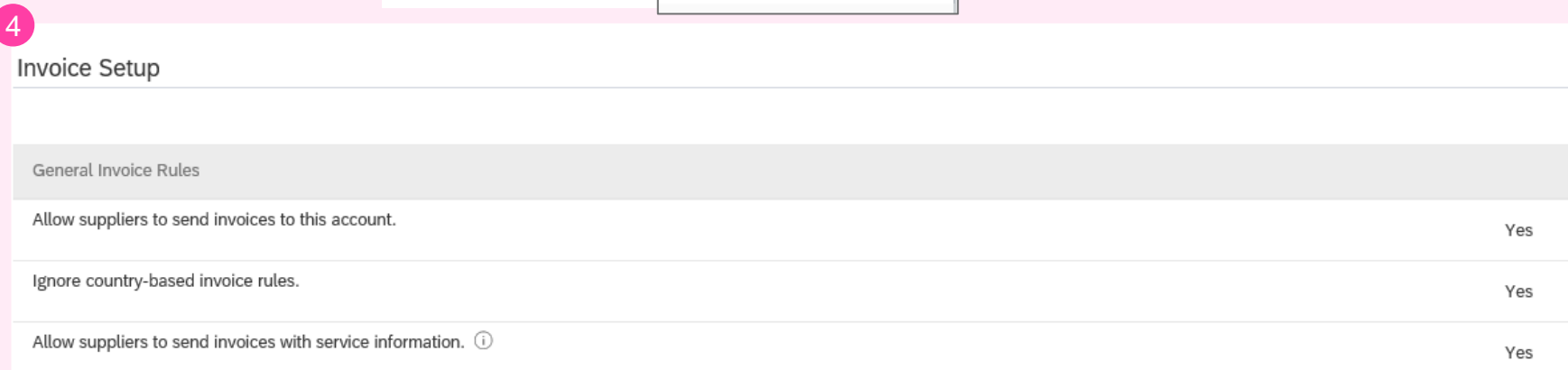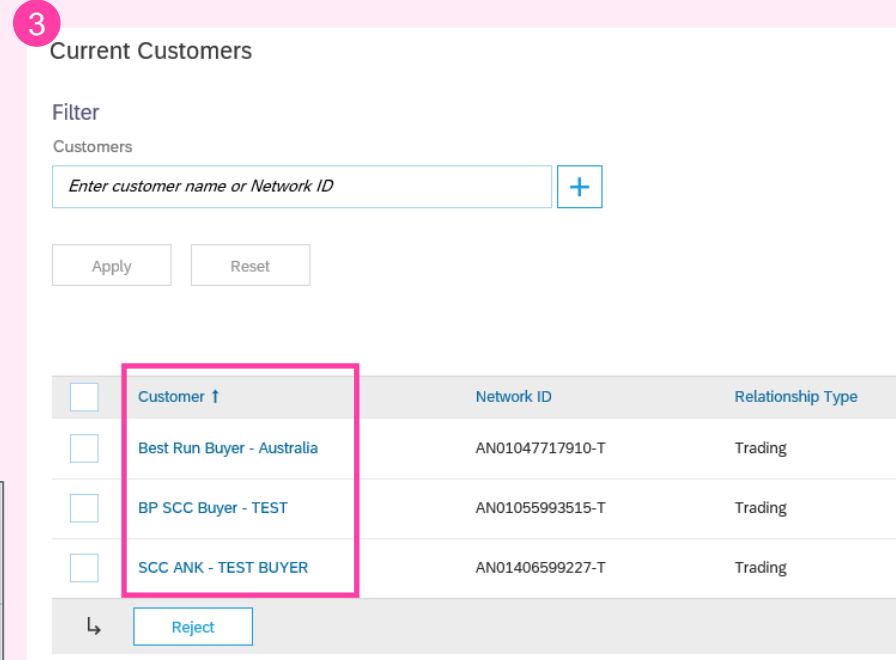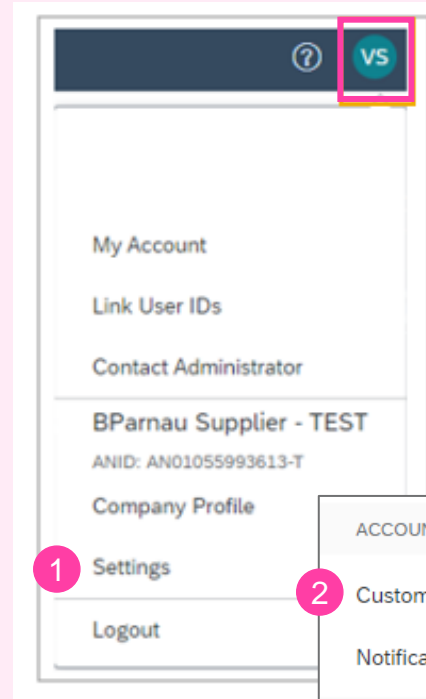# Synlait

SAP BUSINESS NETWORK INVOICING

Supplier Guide

REVIEW SYNLAIT INVOICE RULES

These rules determine what you can enter when you create invoices. From your supplier Portal:

1. Click the **user profile icon** in the right top corner of your screen and select **Settings.**

2. Select **Customer Relationship.**

3. A list of your Customers is displayed. Click on **Synlait**.

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

1

My Account

Link User IDs

Contact Administrator

BParnau Supplier - TEST

ANID: AN01055993613-T

Company Profile

Settings

Logout

2

ACCOUNT SETTINGS

Customer Relationships

Notifications

3

Current Customers

Filter

Customers

Enter customer name or Network ID

Apply   Reset

	Customer ↑	Network ID	Relationship Type
☐	Best Run Buyer - Australia	AN01047717910-T	Trading
☐	BP SCC Buyer - TEST	AN01055993515-T	Trading
☐	SCC ANK - TEST BUYER	AN01406599227-T	Trading

↳ Reject

4

Invoice Setup

General Invoice Rules

Allow suppliers to send invoices to this account.	Yes
Ignore country-based invoice rules.	Yes
Allow suppliers to send invoices with service information. ⓘ	Yes

PURCHASE ORDER INVOICING

Create Invoice

You can create an Invoice from the **Workbench** or from **Orders>Orders and Releases:**

1. Select one of the **Orders tiles** to identify the PO.

2. Use filters to identify the correct reference document.

3. You can configure the columns you see.

4. Click the Actions button on the right-hand side of your screen and select **Standard Invoice**.

Note: For more info on how to manage your workbench and create specific tiles please refer to **General Functionality Guide.**

PURCHASE ORDER INVOICING

Invoice Header

The invoice is automatically pre-populated with the reference document data. Complete all fields marked with an asterisk and add tax as applicable.

1. Enter an **Invoice #** which is your unique number for invoice identification. The Invoice Date will auto-populate.

2. The **Remit-To** address will auto-populate. If you have multiple Remit-To addresses, select from the drop-down box.

3. Tax can be entered at either the Header or Line level by selecting the appropriate radio button.

4. Shipping should be entered at the Header level by selecting the appropriate radio button.

5. You can also add some agreed additional information to the Header of the invoice such as: Payment Term, Comment, Attachment.

6. View to confirm the **Customer** address is correct.

7. Scroll down to the **Line items** section to select the line items being invoiced.

Note: Support of additional Reference Documents & Dates is applicable for SCC customers only; Attachment file size should not exceed 40MB.

▼ Invoice Header

Summary

Purchase Order:	4500010850
① Invoice #: *	
Invoice Date: *	27 Jan 2023
Service Description:	
Supplier Tax ID:	213412999
② Remit To:	Supplier - TEST

③ Tax

- ⦿ Header level tax ⓘ
- ◯ Line level tax ⓘ

④ Shipping

- ⦿ Header level shipping ⓘ
- ◯ Line level shipping ⓘ

⑥

Customer:	Synlait Milk Limited
	Rakaia CAN New Zealand
Email:	

⑤ Add to Header ▾

- Shipping Cost
- Shipping Documents
- Special Handling
- Discount
- Allowance
- Charge
- Payment Term
- Additional Reference Documents and Dates
- Comment
- Attachment

⑦ Line Items

Insert Line Item Options

☐ Tax Category: | 0% VAT / I0 ▾

☐	No.	Include	Type	Part #
☐	10	⦿	MATERIAL	S_BP001

PURCHASE ORDER INVOICING

Add Shipping Charges

A header level shipping charge relates to all line items included on the invoice. For example, if you add a header level shipping charge for $5.00, this means it costs your customer $5.00 for you to ship all the items on the invoice to them.

To add **header level shipping charges** in the **Create Invoice** screen:

1. Confirm the **Shipping** radio button is at **Header level shipping**.

2. From the **Add to Header** drop down menu, select **Shipping Cost**.

3. The system adds a Shipping Cost section.

4. Enter the appropriate shipping amount and date.

5. Select **Update** to apply the shipping charge to the total invoice amount.

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

PURCHASE ORDER INVOICING

Invoice Line Items

The Line Items section shows the line items from the reference document.

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

2. Click on the line item's **Green slider** to exclude it from the invoice, if the line item should not be invoiced OR click the **check box** on the left of the item and click **Delete** to remove the line item from the invoice. You can generate another invoice later to bill for that item.

3. Select the line item to which tax is to be applied using the **Line Item # checkbox**. To apply the same tax to multiple line items select those line items to be taxed at the desired rate.

4. Check the **Tax Category** box and use the drop down to select from the displayed options. Click **Add to Included Lines**.

5. To configure additional Tax Options within the Tax Category tool, use the Configure Tax Menu option.

Quantity	Unit	Unit Price
10	BX	25.00 EUR

	No.	Include	Type	Part #
☐	2	⬤	MATERIAL	GOODS_02

Pricing Details

Price Unit: * BX

Unit Conversion: * 1

↳ [Line Item Actions ▾] [Delete]

	No.	Include	Type	Part #
☑	2	⬤	MATERIAL	GOODS_02

Insert Line Item Options

☑ Tax Category: [_____ ▾]   Special Handling   Discount   [Add to Included Lines]

Standard Tax Selections

- Sales
- VAT
- GST
- HST
- PST
- QST
- Usage
- Withholding Tax
- Other Tax
- Configure Tax Menu

PURCHASE ORDER INVOICING

Detail Line Items and Comments

1. Additional information can be viewed at the Line-Item Level by editing a **Line Item**.

2. To add comments at the line items select Line Items, then click at Line Item **Actions** > **Add** > **Comments.**

3. The Comments field will display. Enter applicable Comments in this field.

4. Click **Next**. You will be transferred to Review page.

- CONFIDENTIAL -

PURCHASE ORDER INVOICING

Review, Save, or Submit Invoice

Review your invoice for accuracy from the Review page. Scroll down the page to view all line item details and invoice totals.

1. If no changes are needed, click **Submit** to send the invoice to Synlait.

2. If changes are needed, click **Previous** to return to previous screens and make corrections before submitting.

3. Alternatively, **Save** your invoice at anytime during invoice creation to work on it later.

4. You may resume working on the invoice by selecting it from **Invoices** > **Drafts** on your Home page.

Note: In the event of errors, there will be a notification in red where information must be corrected.

2 | Previous | **1** Submit | Exit
Save

3

Create Invoice | Update | Save | Exit | Next

▼ Invoice Header | *Indicates required field | Add to Header ▼

Summary

Purchase Order: **1100008461**

Invoice #: * INV-8461

Invoice Date: * 7 Apr 2025

Service Description:

Supplier Tax ID: * TAXAN11205473436

Remit To | Bank of New Zealand ▼

Subtotal: **$45.00 NZD**
Total Tax: $6.75 NZD
Total Shipping: $5.00 NZD
Total Gross Amount: $56.75 NZD
Total Amount without Tax: $50.00 NZD
Total Net Amount: $56.75 NZD
Amount Due: **$56.75 NZD**

SAP | **Business Network** ▼ | Enterprise Account

Home | Enablement | **Workbench** | Orders ▼ | Invoices ▼ | Payments ▼

Workbench

Invoices

Credit Memos

Debit Memos

Timestamp Verification

4 Drafts

PURCHASE ORDER INVOICING

Goods Receipt Based Invoice Verification

Synlait can use a Goods Receipt as a reference document for the invoice. If the applicable from agreed Business Rules, Synlait receives materials and sends the receipt to the supplier with the goods-receipted quantities.

Suppliers are required to include only received quantities on invoices.

From the **Workbench** or from **Orders >Orders and Releases:**

Select one of the **Orders** tile.

Use filters and select Order status **Received.**

Click **Apply**.

Identify the reference document you wish to invoice against. Go to **Actions** and select **Standard Invoice.**

Select the item(s) from the **Receipt List** that you would like to invoice.

The invoice is now pre-populated with the items within the Goods Receipt. You now have the ability to select the items to include and/or modify the Quantities on the invoice.

Note: For more info on how to manage your workbench and create specific tiles please refer to General Functionality Guide.

PURCHASE ORDER INVOICING

Copy Invoices

From the **Workbench** or from **Invoices >Invoices**:

1. Select Invoices tile.
2. Use filters to identify the right item. Open invoice clicking its number.
3. Click **Copy this invoice** in the invoice screen.
4. Enter a new invoice number. For GST lines**,** make sure the date of supply at the line level is correct. Edit the other fields, as necessary.
5. Click **Next**
6. Review the invoice and **Submit** it.

Note: For more info on how to manage your workbench and create specific tiles please refer to General Functionality Guide.

PURCHASE ORDER INVOICING

Credit Memo Header Level

From the **Workbench** or from **Orders>Orders and Releases**:

1. Select one of the **Orders** tile and identify the PO item.

2. Open the order by clicking its number.

3. Click on **Create Invoice** and choose **Credit Memo.**

4. Complete the information in the Credit Memo form (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks are filled in. Click **Next**.

5. Review the Credit Memo.

6. Click **Submit**.

Note: For more info on how to manage your workbench and create specific tiles please refer to **General Functionality Guide.**

- CONFIDENTIAL -

PURCHASE ORDER INVOICING

Credit Memo Line Level Detail

From the **Workbench** or from **Invoices** > **Invoices**:

1. Select the **Invoices** tile.

2. Use filters to identify the right item. Open the invoice by clicking its number.

3. Click **Create Line-Item Credit Memo** Review the Credit Memo.

4. Complete information in the form of Credit Memo (the amount and taxes will automatically be negative). Make sure that all required fields marked with asterisks (*) are filled in. Click **Next**.

5. Review Credit Memo.

6. Click **Submit**.

Note: For more info on how to manage your workbench and create specific tiles please refer to **General Functionality Guide.**

INVOICE MANAGEMENT

Invoice Searching

Quick Search:
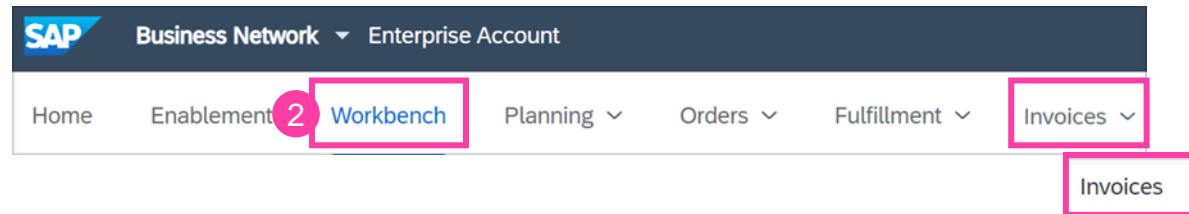
1. Enter invoice details in the Homepage **search field,** set **Invoices** in the document type.
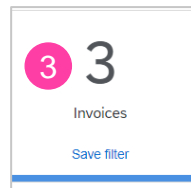
Refined Search: Allows a refined search of Invoices within up to last 365 days.

2. Click on **Workbench** OR **Invoices** > **Invoices**
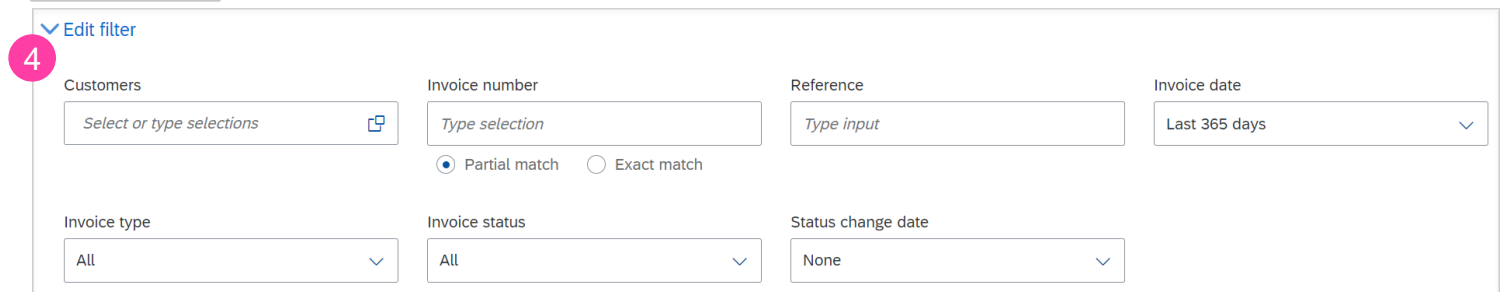
3. Select the **Invoices** tile.

4. Use filters to specify your search**.**

Note: For more info on how to manage your workbench and create specific tiles please refer to General Functionality Guide.

---

(1) | Invoices ⌄ | All customers ⌄ | Exact match ⌄ | Invoice Number | 🔍

SAP | Business Network ⌄ Enterprise Account

Home | Enablement | **(2) Workbench** | Planning ⌄ | Orders ⌄ | Fulfillment ⌄ | Invoices ⌄

Invoices

---

(3) 3

Invoices

Save filter

⌄ Edit filter

(4)

Customers	Invoice number	Reference	Invoice date
Select or type selections	Type selection	Type input	Last 365 days ⌄
	● Partial match ○ Exact match		

Invoice type	Invoice status	Status change date	
All ⌄	All ⌄	None ⌄	

- CONFIDENTIAL-

INVOICE MANAGEMENT

Invoice Status - Routing

If you configured your Invoice Notifications, you would receive emails regarding invoice status. You can also check invoice status from the **Outbox** by selecting the **invoice link**.

Routing Status reflects the status of the transmission of the invoice to <<Buyer Name>> via SAP Business Network.

- **Obsoleted** – You canceled the invoice.

- **Failed** – Invoice failed Synlait invoicing rules. Synlait will not receive this invoice.

- **Queued** – SAP Business Network received the invoice but has not processed it.

- **Sent** – SAP Business Network sent the invoice to a queue. The invoice is awaiting pickup by the Synlait.

- **Acknowledged** – Synlait's Invoicing application has acknowledged the receipt of the invoice.

INVOICE MANAGEMENT

Invoice Status – Review

Invoice Status reflects the status of Synlait's action on the Invoice.

- **Sent – The invoice is sent to the** Synlait **but they have not yet verified the invoice against purchase orders and receipts**

- **Cancelled –** Synlait **approved the invoice cancellation**

- **Paid –** Synlait **paid the invoice / in the process of issuing payment. Only if** Synlait **uses invoices to trigger payment.**

- **Approved –** Synlait **has verified the invoice against the purchase orders or contracts and receipts and approved if for payment**

- **Rejected –** Synlait **has rejected the invoice or the invoice failed validation by SAP Business Network. If** Synlait **accepts invoice or approves it for payment, invoice status updated to Sent (invoice accepted) or Approved (invoice approved for payment)**

- **Failed – SAP Business Network experienced a problem routing the invoice**

INVOICE MANAGEMENT

Rejected Invoices

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

To activate this capability in your supplier account:

1. Click user icon, go to **Settings**/ **Generative AI**.

2. Select **Invoice** line and click **Apply**.

3. Once activation is completed, go to **Rejected invoiced** tile.

4. Open an invoice and activate "**Simplify error with AI**" toggle.

5. View generated rejection categories. Gen AI creates header level rejection categories as well as line level.

---

(2) ◉ Invoice   Enabled   Generate classified Invoice Rejection details.

Apply

Company Profile

My Subscription

Merge Accounts

Settings **(1)**

Generative AI

---

(3) 52

Rejected invoices

Last 31 days

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 **(4)**

Edit & Resubmit   Simplify errors with AI ⬤

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 ⬤ **(5)**

INVOICE MANAGEMENT

Rejected Invoices

SAP Business Network allows suppliers to review top rejection codes in an intuitive widget and navigate to the rejected invoice tile for further analysis and remediation of rejected invoices.
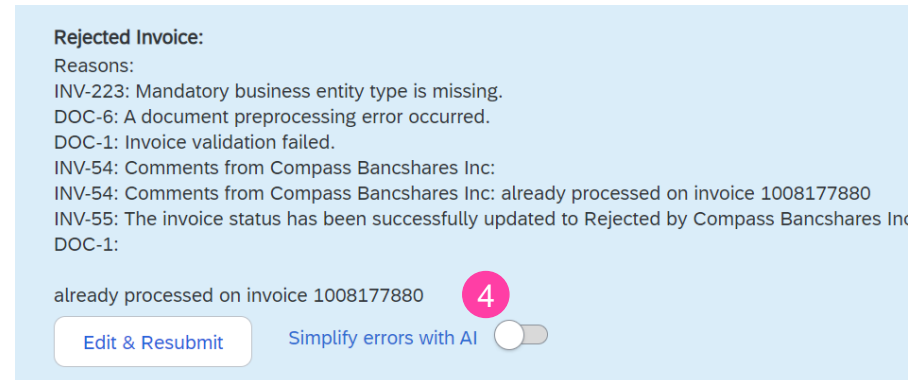
From the Rejected Invoices tile:

1. Expand search filters and filter by rejection code.

2. Open identified invoice, review rejected reasons, edit and re-submit.

Rejected invoices trend   View all

74
Total number of rejected invoices

INV-54	74
INV-223	71
INV-15	1
INV-143	1
INV-12	1

52
Rejected invoices

Last 31 days

∨ Edit filter | Last 31 days   Rejected

Customers
Select or type selections

Invoice number
Type selection
○ Partial match   ○ Exact match

Invoice type
All

Invoice status
Rejected

Rejected date
None

From country
Select or type selections   **1**

To country
Select or type selections

Min amount   **Max amount**   **Currency**
USD

Rejection codes
Select or type selections

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:

2 already processed on invoice 1008177880

[Edit & Resubmit]

INVOICE MANAGEMENT

Modify an Existing Invoice - Cancel, Edit, and Resubmit

From the **Workbench** or from **Invoices** >
Invoices:

1. Select the **Invoices** tile to identify the right invoice.

2. Open the invoice by clicking its number.

3. To cancel the invoice click **Cancel.** The status of the invoice changes to Canceled.

4. To edit the invoice click **Edit**.

5. Make editing changes and click **Submit** on the Review page to send the invoice**.**

Note: For more info on how to manage your workbench and create specific tiles please refer to **General Functionality Guide.**

INVOICE MANAGEMENT

Review Invoice History

Access any invoice:

1. Click on the History tab to view status details and invoice history.

2. History and status comments for the invoice are displayed. Transaction history can be used in problem determination for failed or rejected transactions.

3. When you are done reviewing the history, click Done.

Invoice: INV33

3 Done

Create Line-Item Credit Memo | Create Line-Item Debit Memo | Copy This Invoice | Download PDF ▾ | Export cXML

Detail | Scheduled Payments **1** | History

Invoice: INV33	To: SCC Delivery Team - Global H19 Client 400 - TEST
Invoice Status: Sent	Routing Status: Sent
Received By Ariba Network On: 27 Jan 2023 8:14:37 PM GMT+01:00	Submitted from the Supplier Organization's System On: 27 Jan 2023 8:14:25 PM GMT+01:00

History

Status	Comments	Changed By	Date and Time
2	The document has been successfully validated by Ariba Network and started processing.	CommunityWeb-125038050	27 Jan 2023 8:14:40 PM
	The document has been successfully processed in Ariba Network.	CommunityWeb-125038050	27 Jan 2023 8:14:40 PM
	The invoice was successfully received.	TXNDocSupplierApp-125034083	27 Jan 2023 8:14:40 PM

INVOICE MANAGEMENT

Create Invoice Reports

Reports help provide additional information and details on transactions on the Network in a comprehensive format.

1. Click the **Reports** tab from the menu at the top of the page.

2. Click **Create.**

3. Enter all required information.

4. Select an Invoice Report Type — **Failed Invoice or Invoice**.

5. Click **Next**.

SAP Business Network ▾ Enterprise Account

Home   Enablement   Workbench   Planning ▾   **Reports** ▾

1 Reports

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, it might not display all Asian and accented

Report Templates

Page 1 ▾ »

	Title ↑	Schedule Type	Report Type	Status	Last Run	Next Run	Created	Created By	Report Size
○	111	Manual	Open Orders	Processed	28 Sep 2022		28 Sep 2022		76 KB

↳ | Run | Download | Edit | Copy | Delete | **2** Create | Refresh Status |

Report

5 Next | Exit

① Report Description

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   *More*

② Criteria

3 Title: *

Description:

Time zone: EST ▾

Language: English ▾

4 Report type: *   Select ▾

- CONFIDENTIAL -

INVOICE MANAGEMENT
Create Invoice Reports

6. Specify Customer and Created Date in Criteria.

7. Click Submit.

8. Select the created report and click on Refresh Status. The status will change from Queued to Processed.

9. Select the created report from the list and click Download. The report in CSV format will be downloaded to your computer.

Report

Previous | Submit **(7)** | 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 **(6)**

Filter Invoice By: Date Invoice Created

Date Range: 25 Jan 2023 | To | 1 Feb 2023

Previous | Submit | Exit

Report Templates

	Title ↑	Schedule Type	Report Type	Status	Last Run	Next Run	Created
○	CC	Manual	Open Orders	Processed	21 May 2021		21 May 2021
○	COMPONENT SHIPMENT	Manual	Component Shipment	Processed	7 Jan 2022		7 Jan 2022
○	COMPONENT SHIPMENT_1	Manual	Component Shipment	Processed	7 Jan 2022		7 Jan 2022
○	GR1	Manual	Goods Receipt	Processed	6 Jan 2022		6 Jan 2022
○	Goods Receipt	Manual	Goods Receipt	Processed	9 Mar 2022		9 Mar 2022
●	INV Report	Manual	Failed Invoice	Queued		1 Feb 2023	1 Feb 2023

↳ | Run | Download **(9)** | Edit | Copy | Delete | Create | Refresh Status **(8)**

INVOICE MANAGEMENT

Invoice Error Summary Report

Suppliers can subscribe to receive rejection categories summary report to their email.

From the Homepage:

1. Click on the user icon and go to Settings/ Network Notifications.

2. In the Network tab scroll down to Transaction Error Summary and activate Invoice Error Summary Notification by ticking the box and adding email address. Report will be sent to designated email address monthly.

Note: You can enter up to three comma-separated email addresses per field.

My Account

Link User IDs

Contact Administrator

_____ - TEST

ANID: _____-T
Premium Package

Company Profile

Settings

Logout

1 Network Notifications

General | **Network** | Discovery

Enter up to three comma-separated email addresses per field. Ensure that The Preferred Language configured by the account administrator controls t

2 Transaction Error Summary

Type	Send notifications when...	To email addresses (one required)
Invoice Error Summary Notification	☑ Send a periodic summary notification to the supplier on Invoice rejections.	*

Synlait

Mt Hutt, Canterbury, New Zealand