SAP BUSINESS NETWORK INVOICING

Supplier Guide

REVIEW SYNLAIT INVOICE RULES

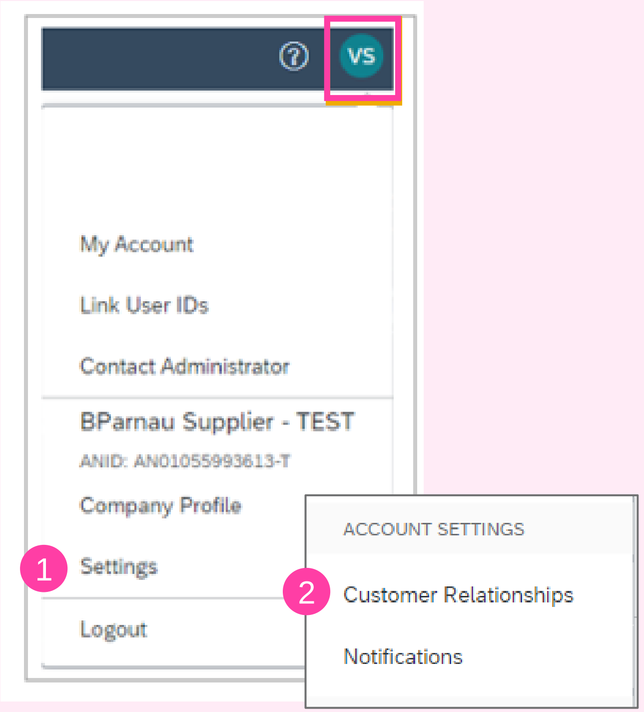
These rules determine what you can enter when you create invoices. From your supplier Portal:

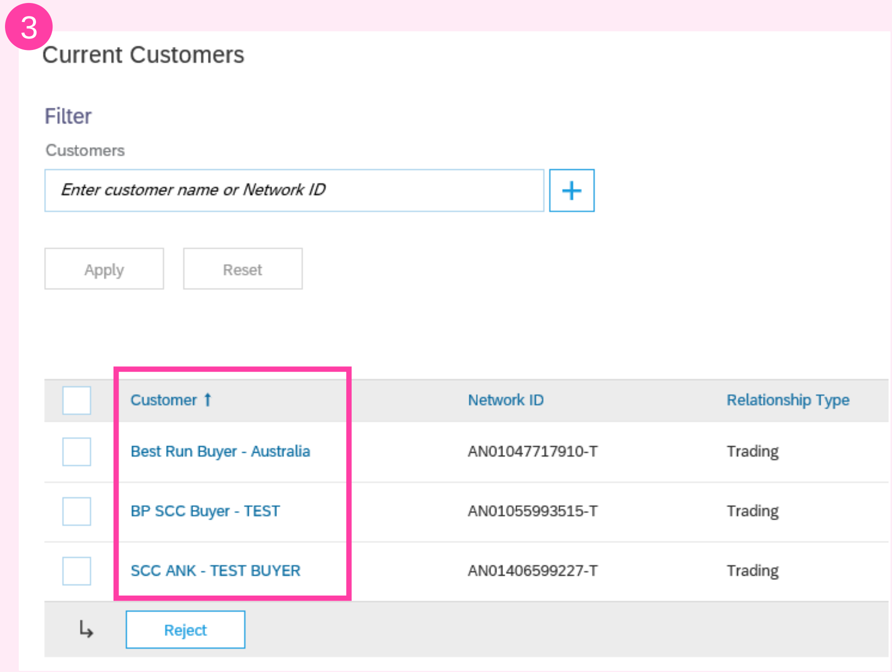
1. Click the **user profile icon** in the right top corner of your screen and select **Settings.**

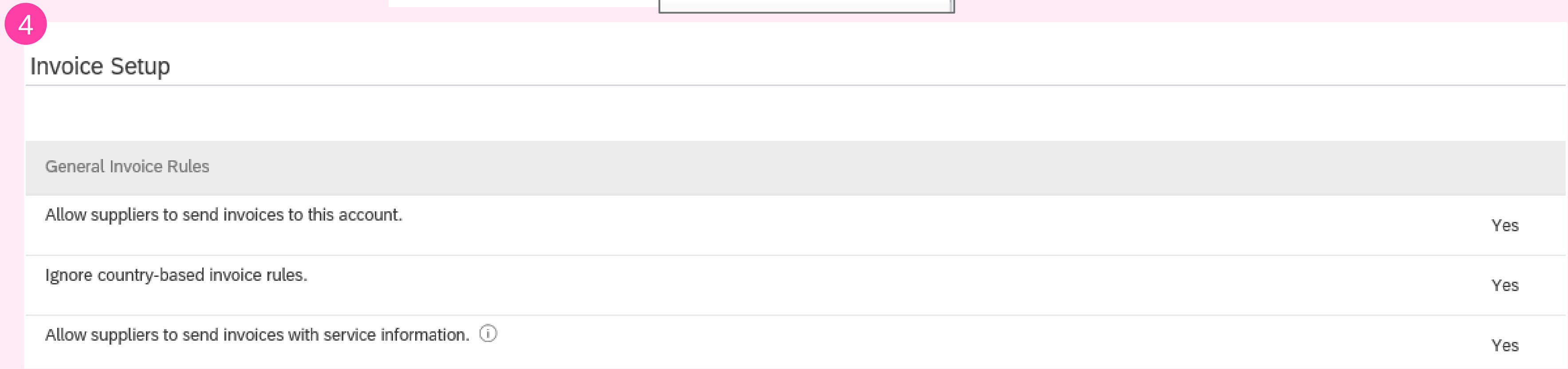
2. Select **Customer Relationship.**

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**.







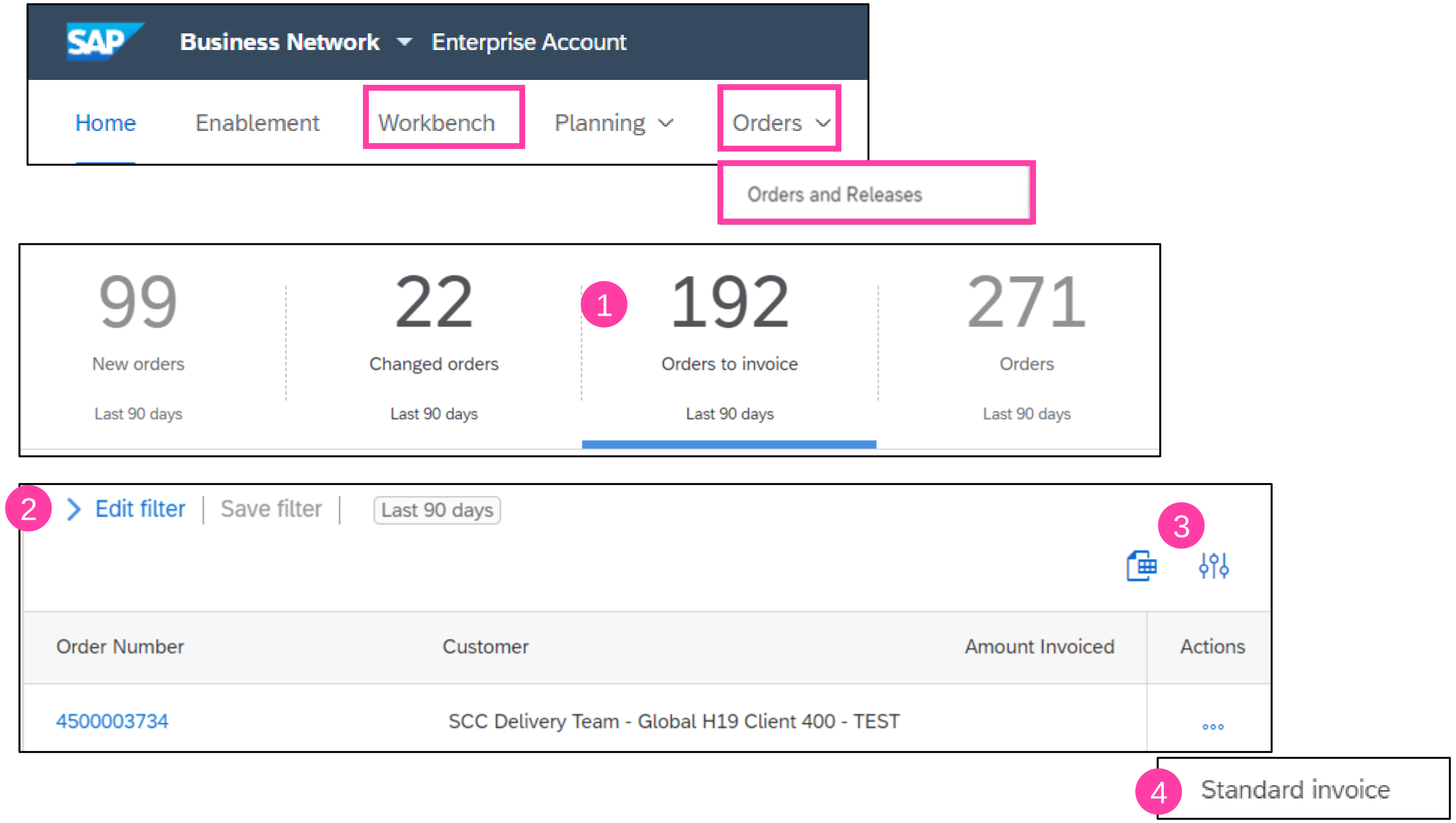
PURCHASE ORDER INVOICING

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.**



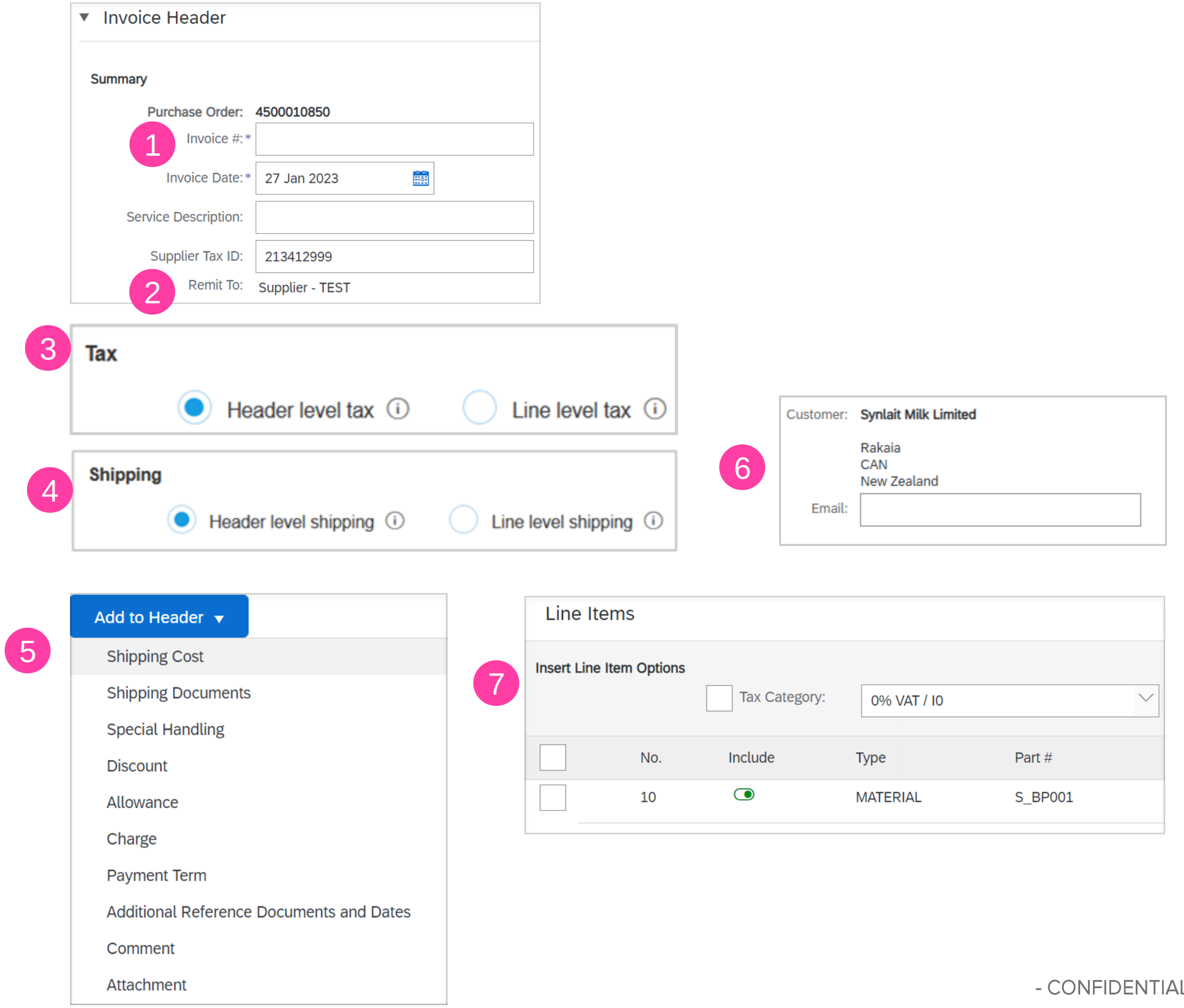
PURCHASE ORDER INVOICING

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.



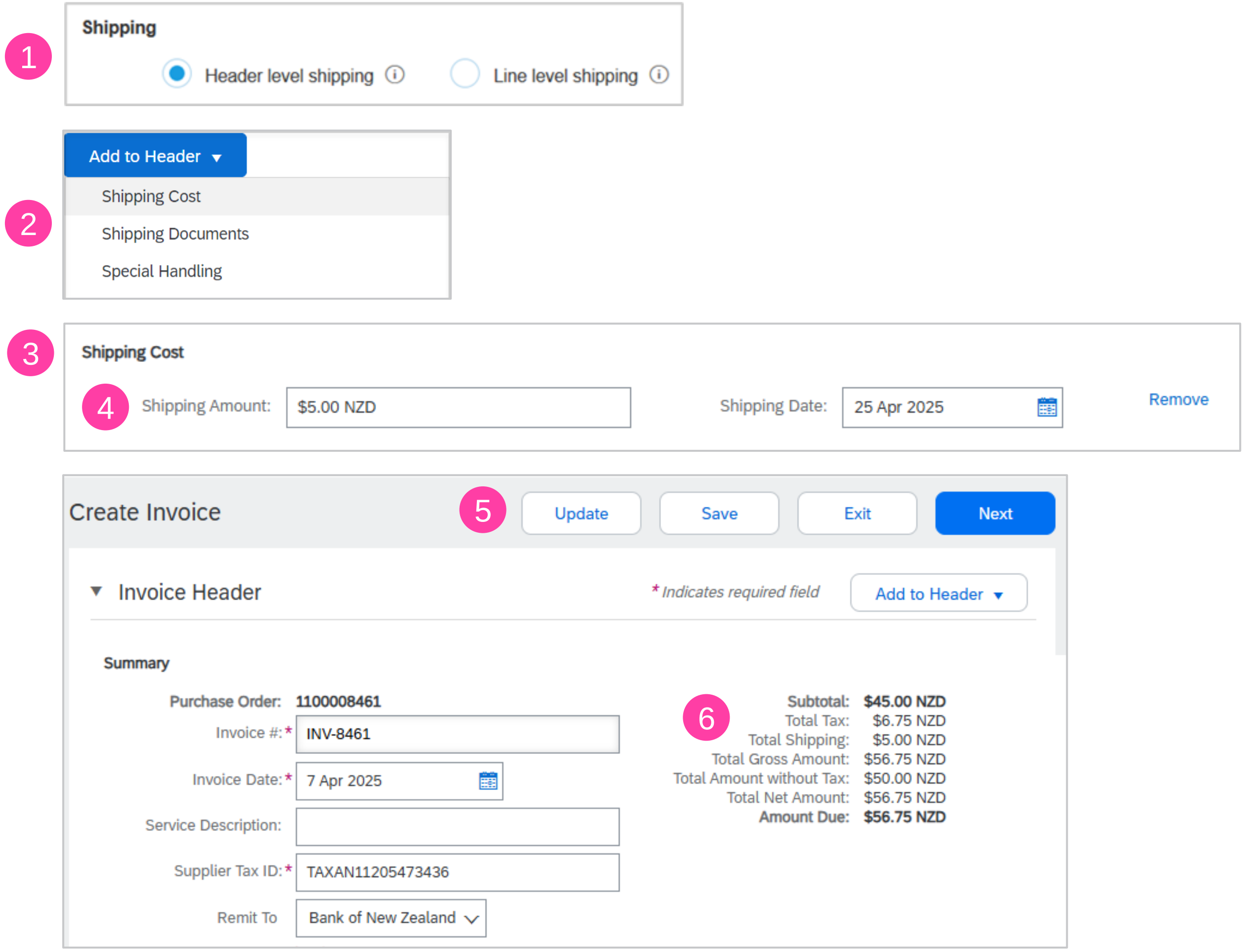
PURCHASE ORDER INVOICING

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.

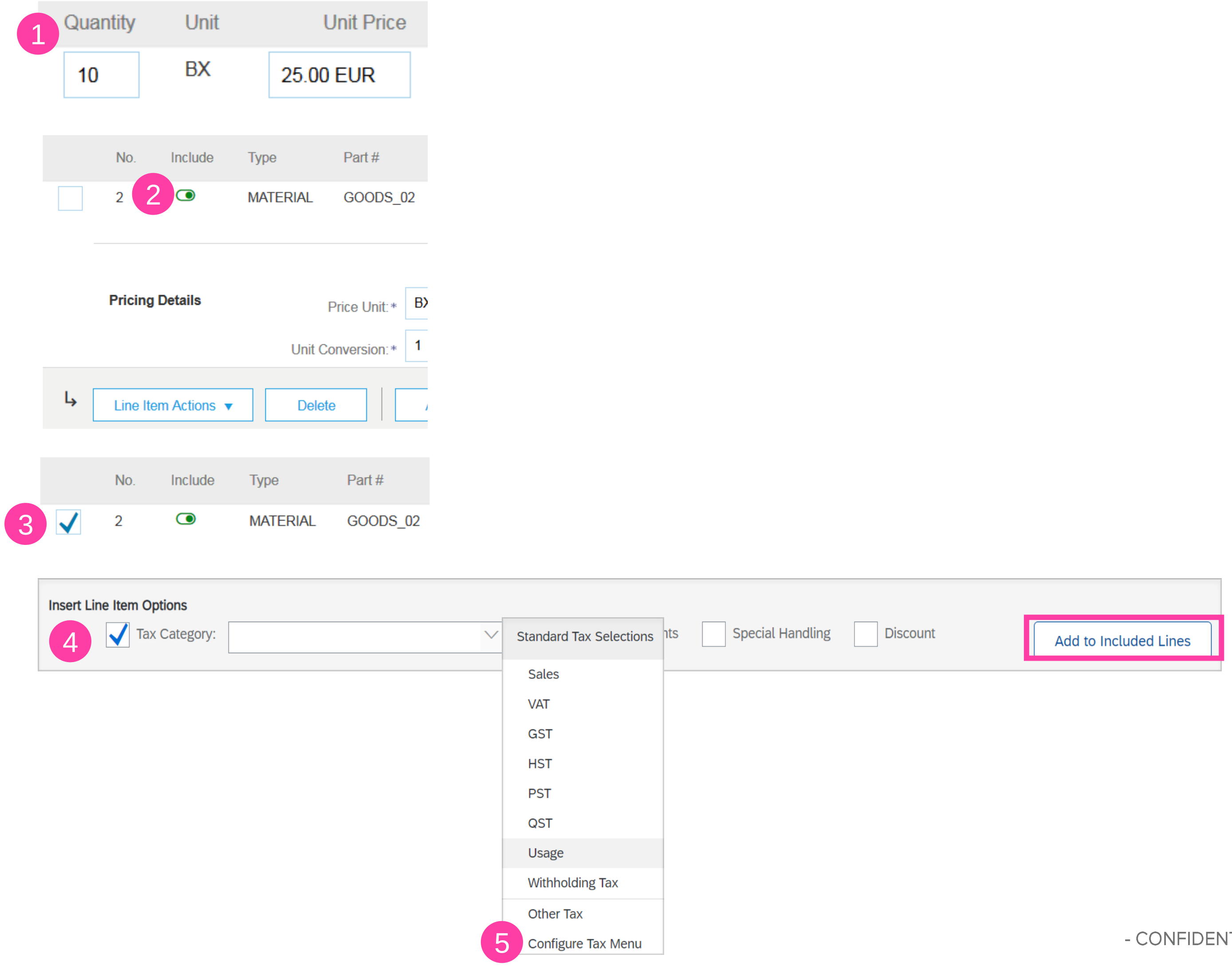


PURCHASE ORDER INVOICING

Invoice Line Items

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

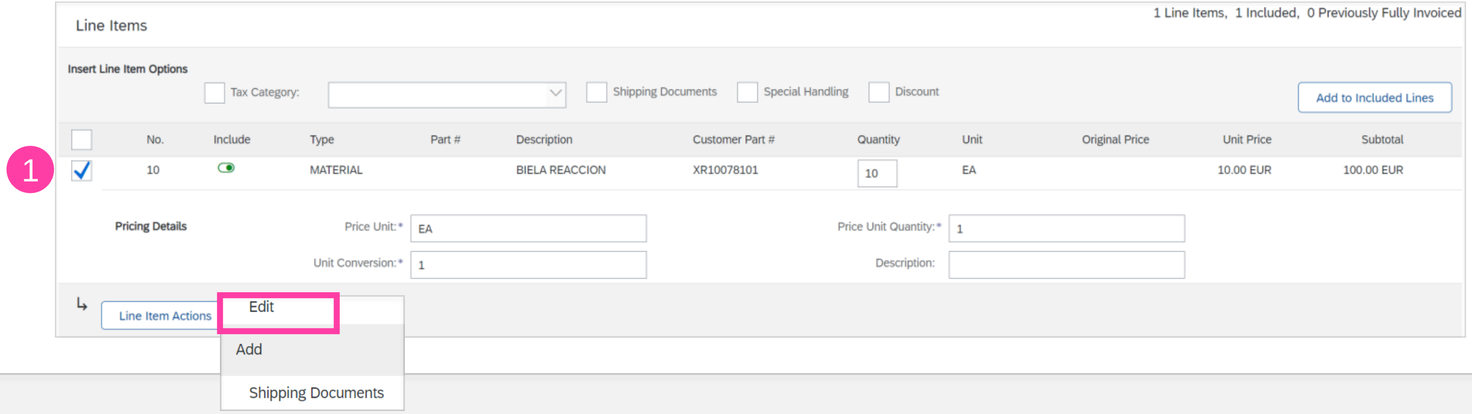
1. Review or update **Quantity** for each line item you are invoicing.
2. Click on the line item's **Green slider** to exclude it from the invoice, if the line item should not be invoiced OR click the **check box** on the left of the item and click **Delete** to remove the line item from the invoice. 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.

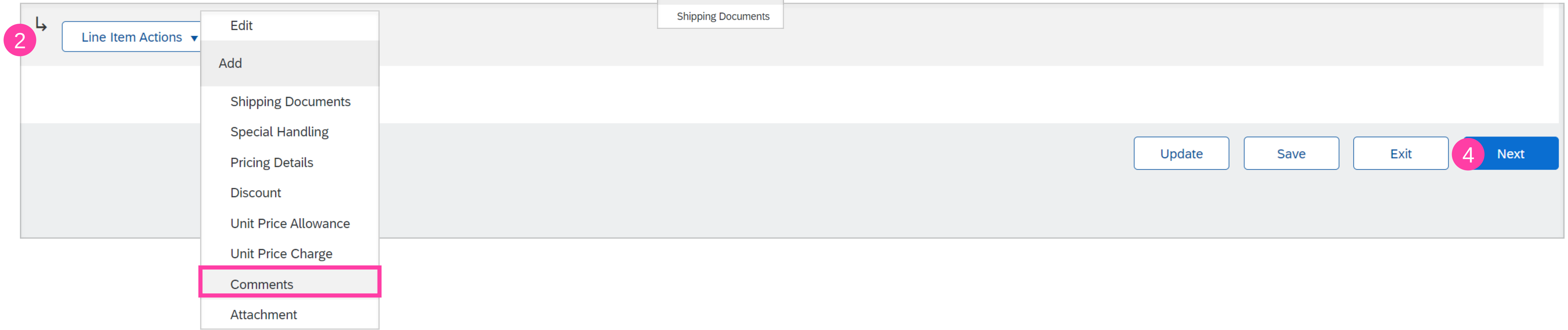


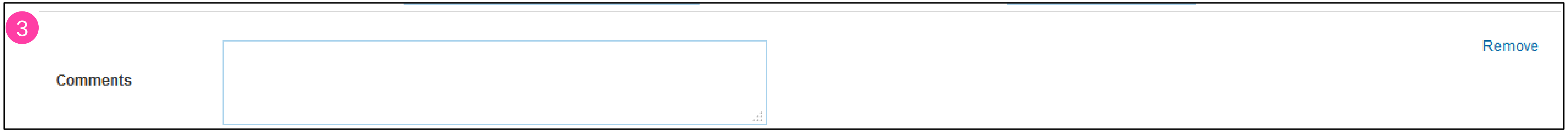
PURCHASE ORDER INVOICING

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.







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.

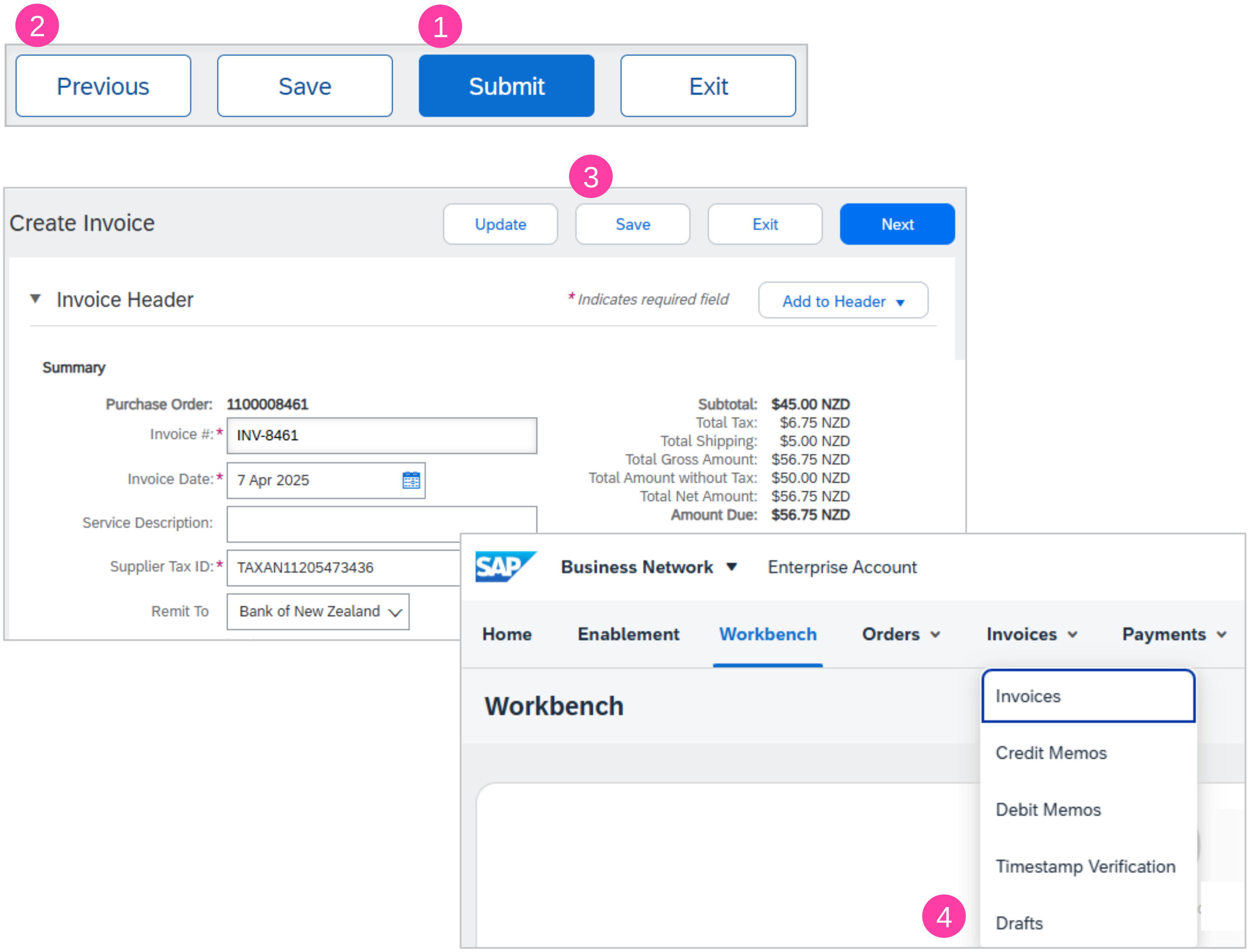
1. If no changes are needed, click **Submit** to send the invoice to Synlait.

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.



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.**

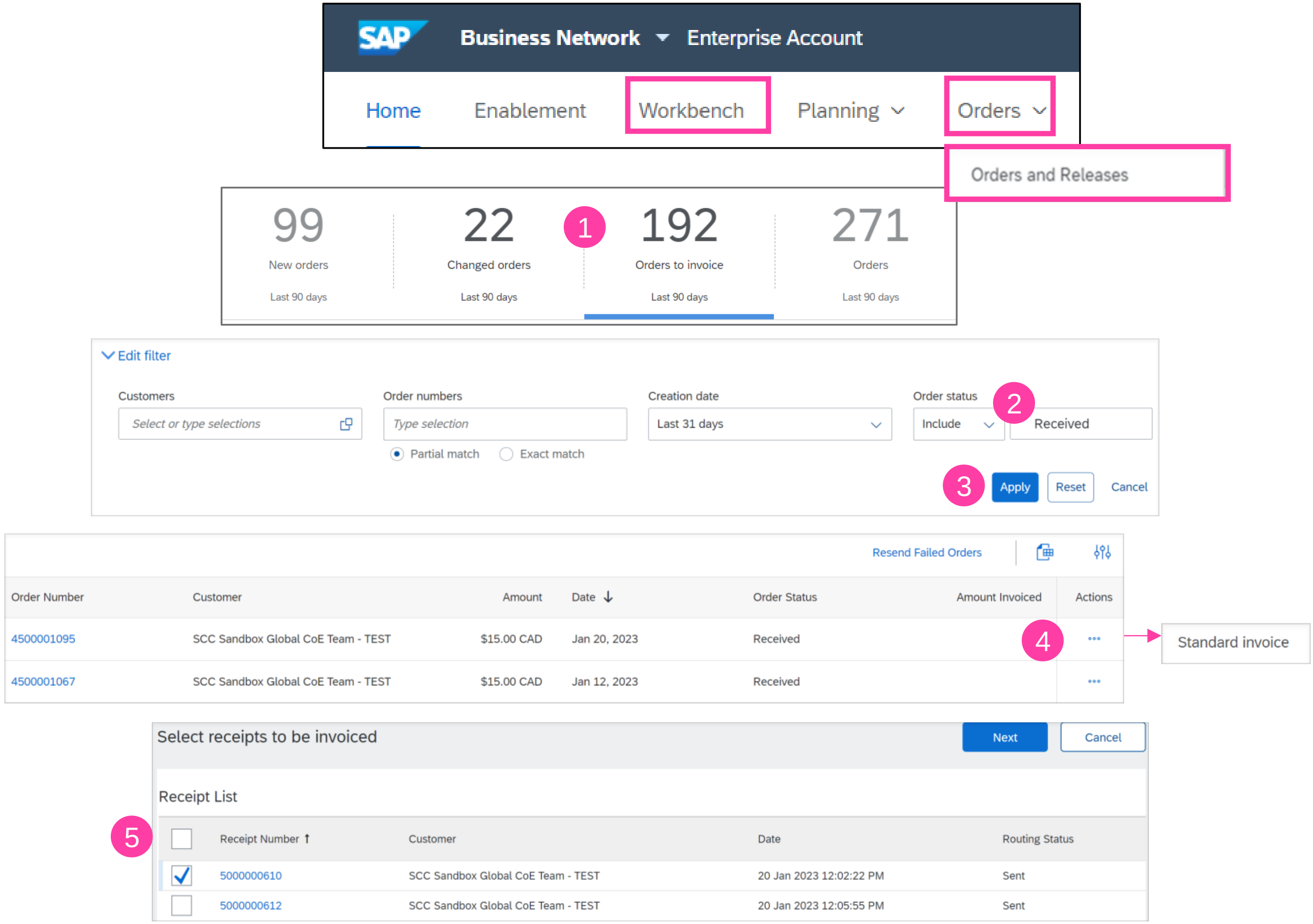
Click **Apply**.

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.



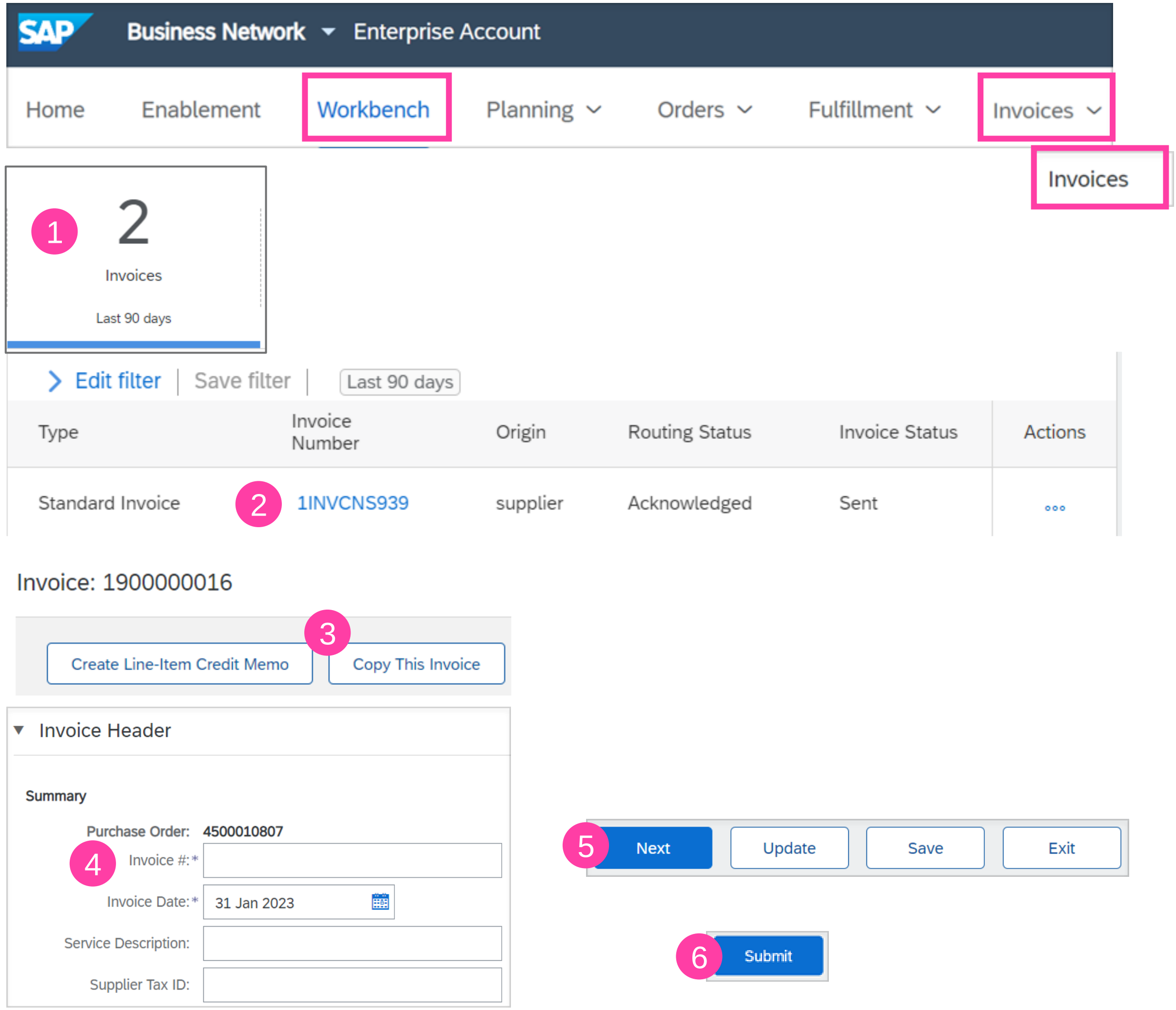
PURCHASE ORDER INVOICING

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.



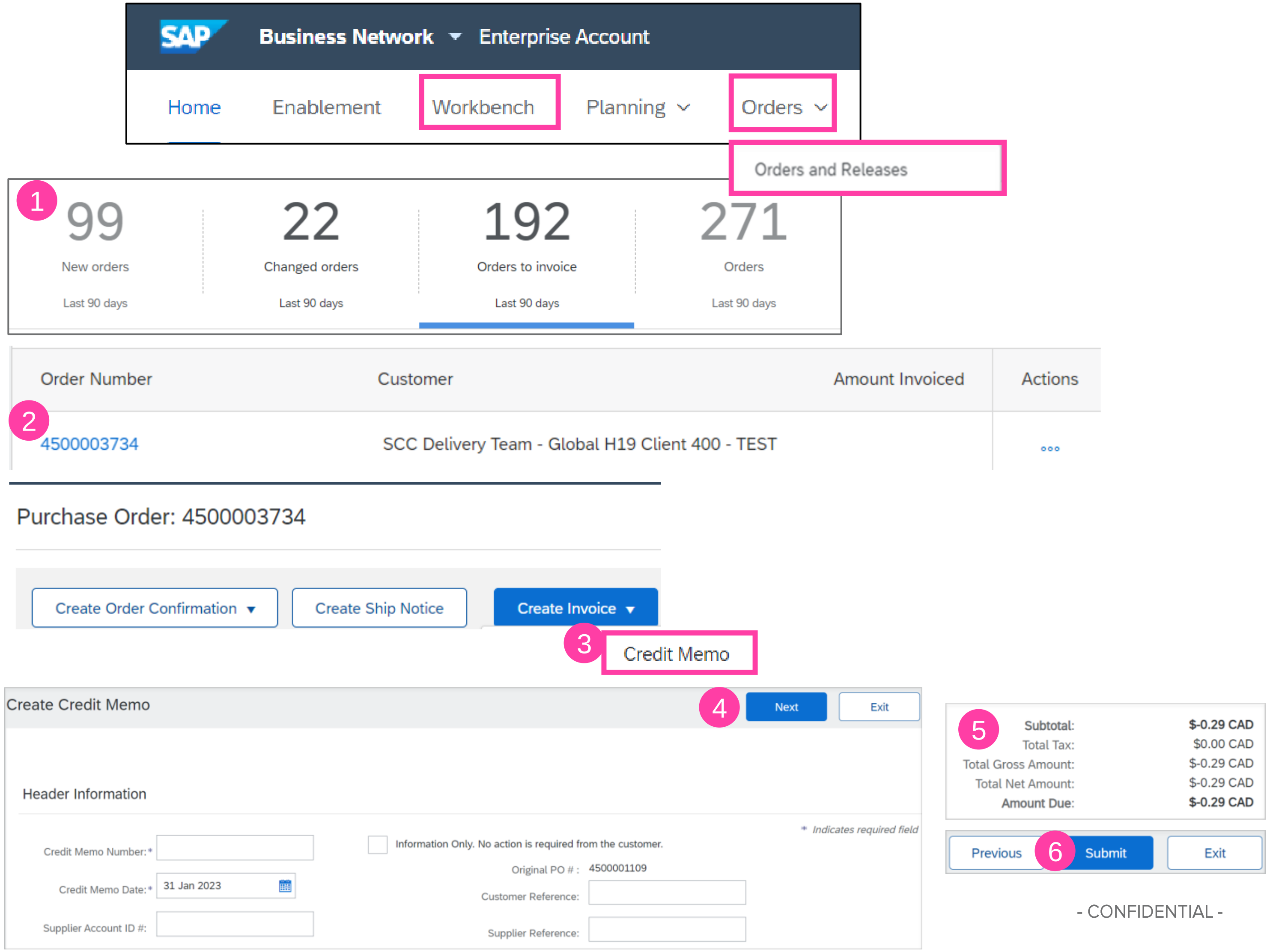
PURCHASE ORDER INVOICING

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.**



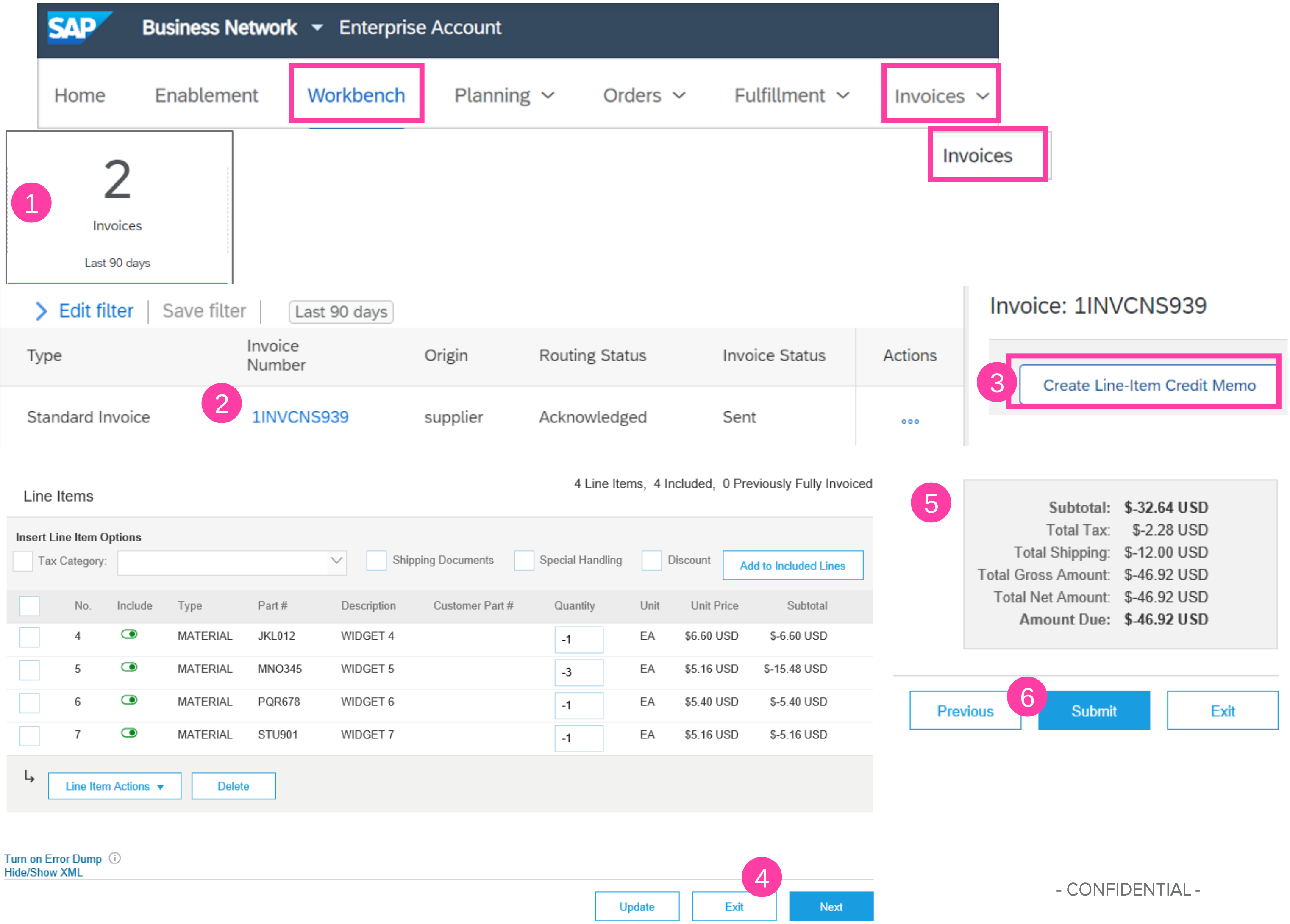
PURCHASE ORDER INVOICING

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**.

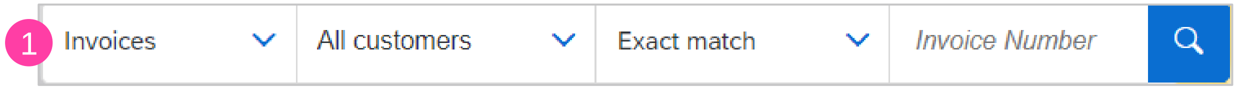
Note: For more info on how to manage your workbench and create specific tiles please refer to **General Functionality Guide.**



INVOICE MANAGEMENT

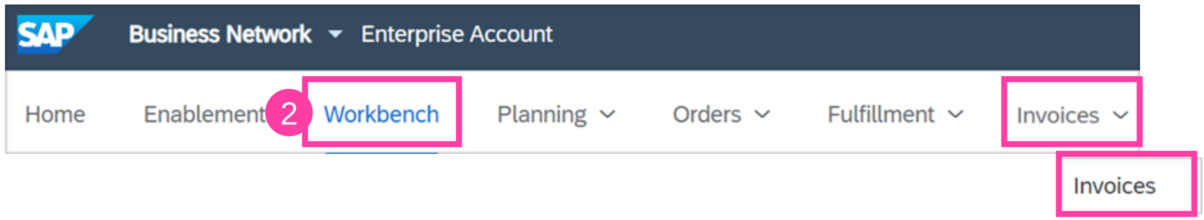
Invoice Searching

Quick Search:



1. Enter invoice details in the Homepage **search field,** set **Invoices** in the document type.

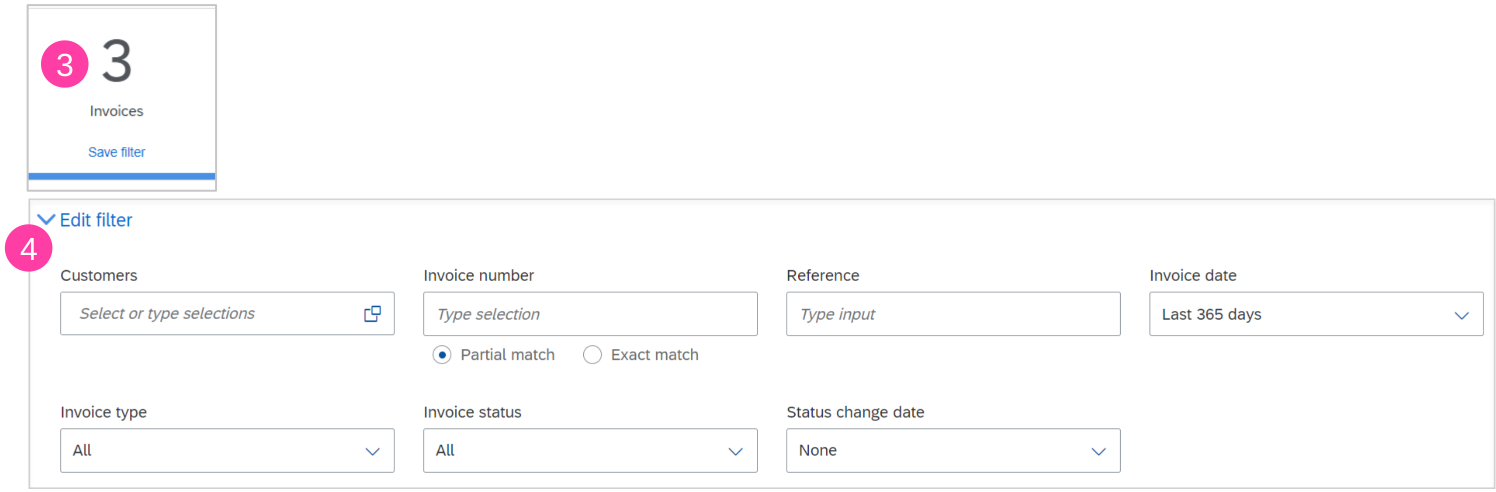
Refined Search: Allows a refined search of Invoices within up to last 365 days.



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.

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**

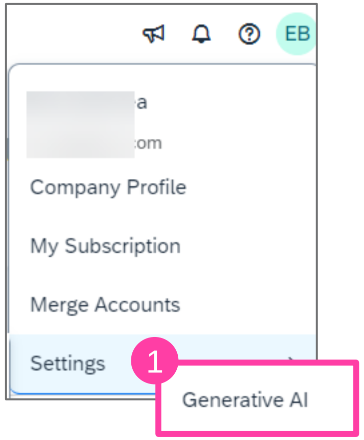
INVOICE MANAGEMENT

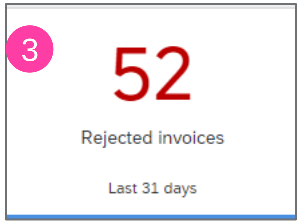
Rejected Invoices

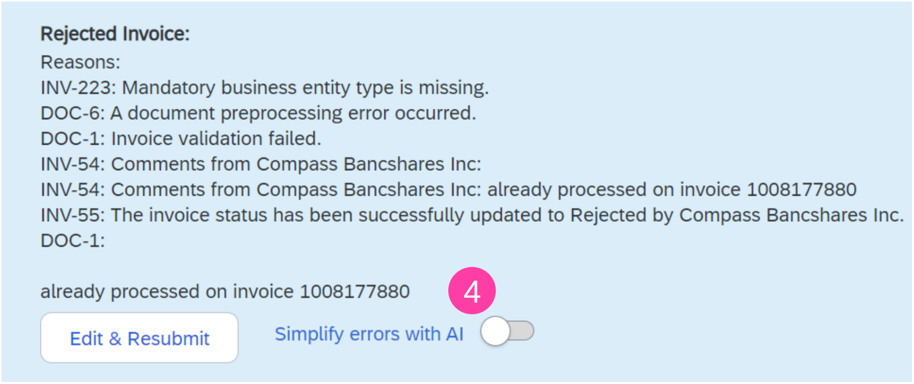
SAP Business Network offers following Gen AI-enhanced capabilities to streamline your rejected invoice management. Suppliers can transform detailed rejection reasons into concise rejection categories.

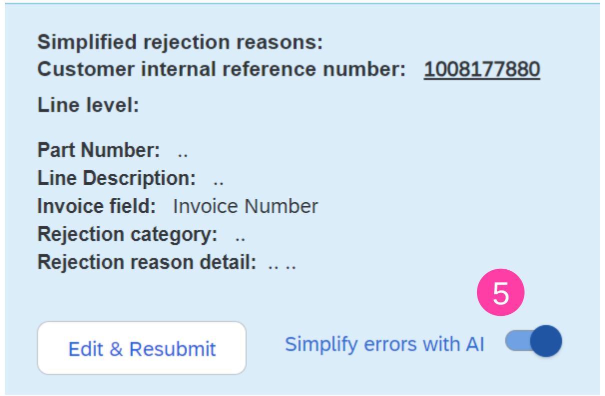
To activate this capability in your supplier account:

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.









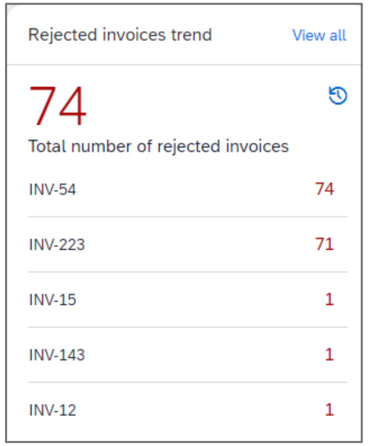
INVOICE MANAGEMENT

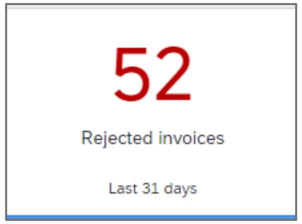
Rejected Invoices

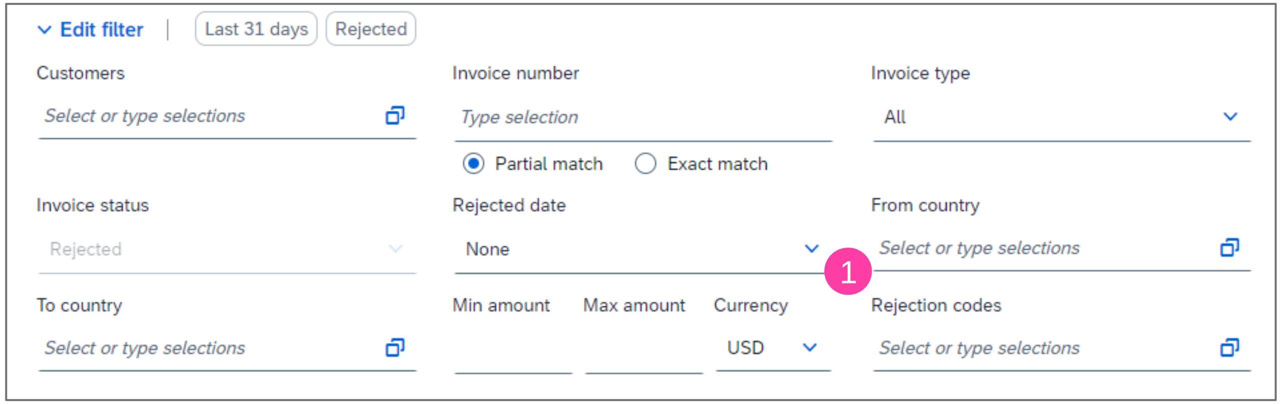
SAP Business Network allows suppliers to review top rejection codes in an intuitive widget and navigate to the rejected invoice tile for further analysis and remediation of rejected invoices.

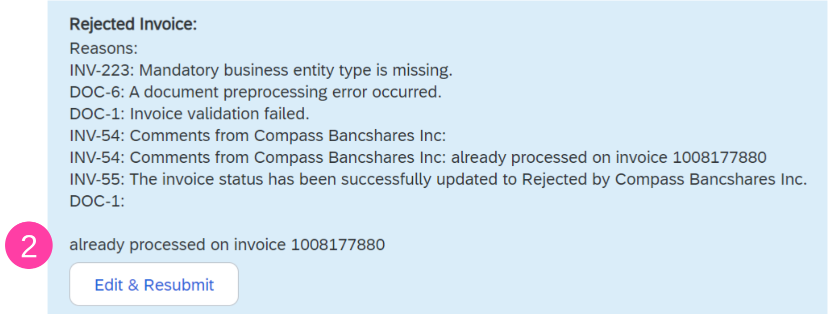
From the Rejected Invoices tile:

1. Expand search filters and filter by rejection code.
2. Open identified invoice, review rejected reasons, edit and re-submit.









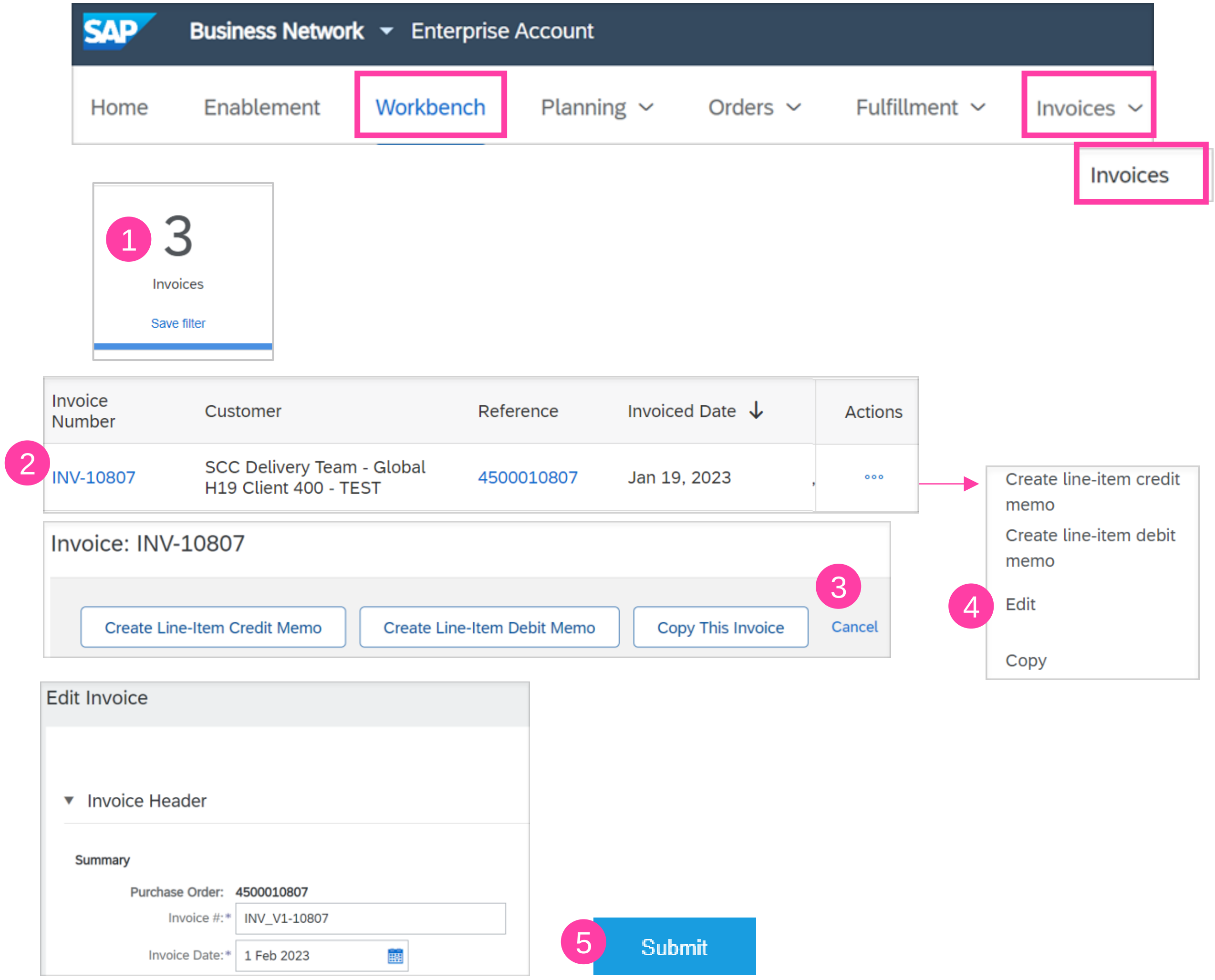
INVOICE MANAGEMENT

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

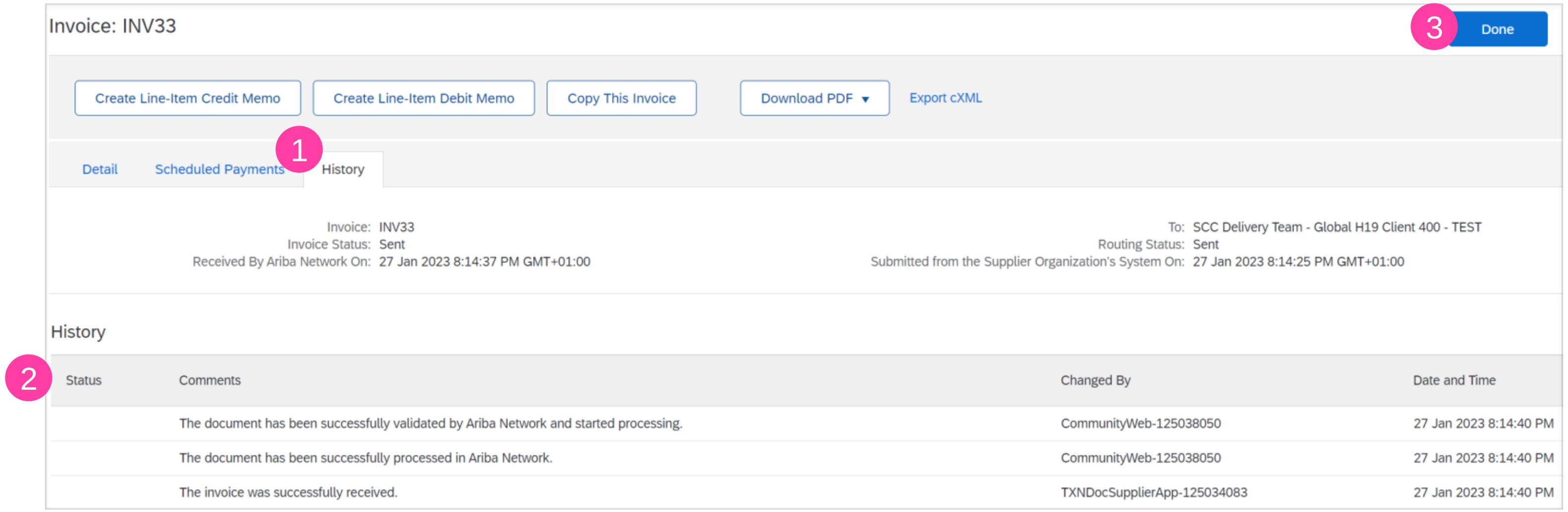
Review Invoice History

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.

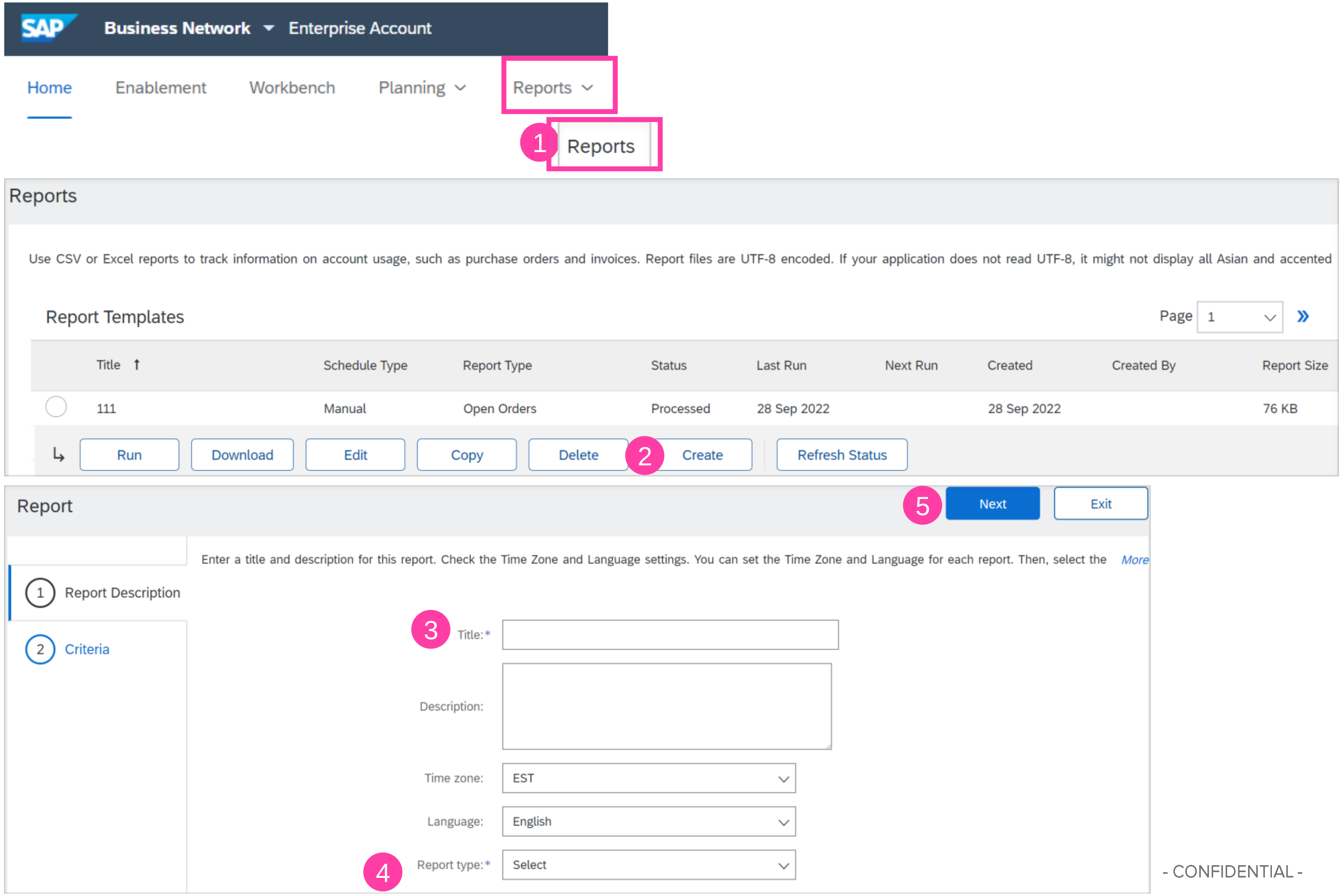


INVOICE MANAGEMENT

Create Invoice Reports

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

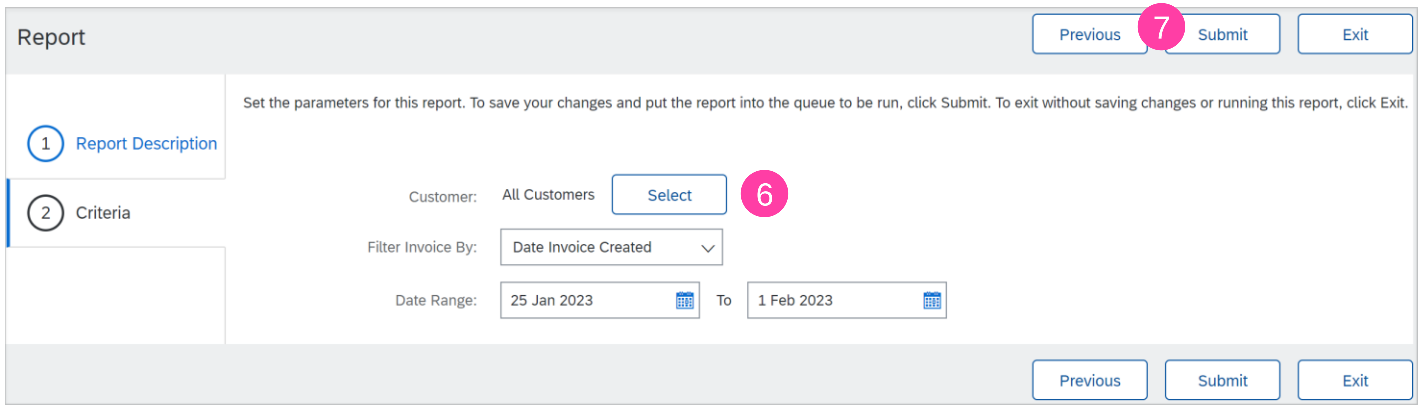
1. Click the **Reports** tab from the menu at the top of the page.
2. Click **Create.**
3. Enter all required information.
4. Select an Invoice Report Type — **Failed Invoice or Invoice**.
5. Click **Next**.

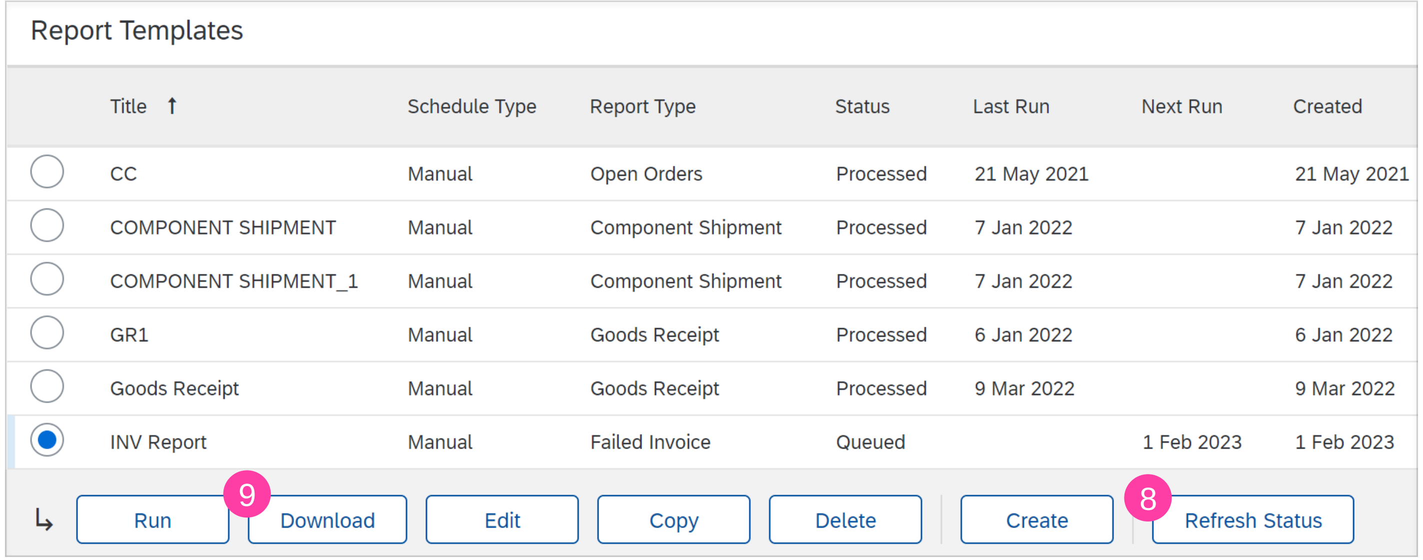


INVOICE MANAGEMENT

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.





INVOICE MANAGEMENT

Invoice Error Summary Report

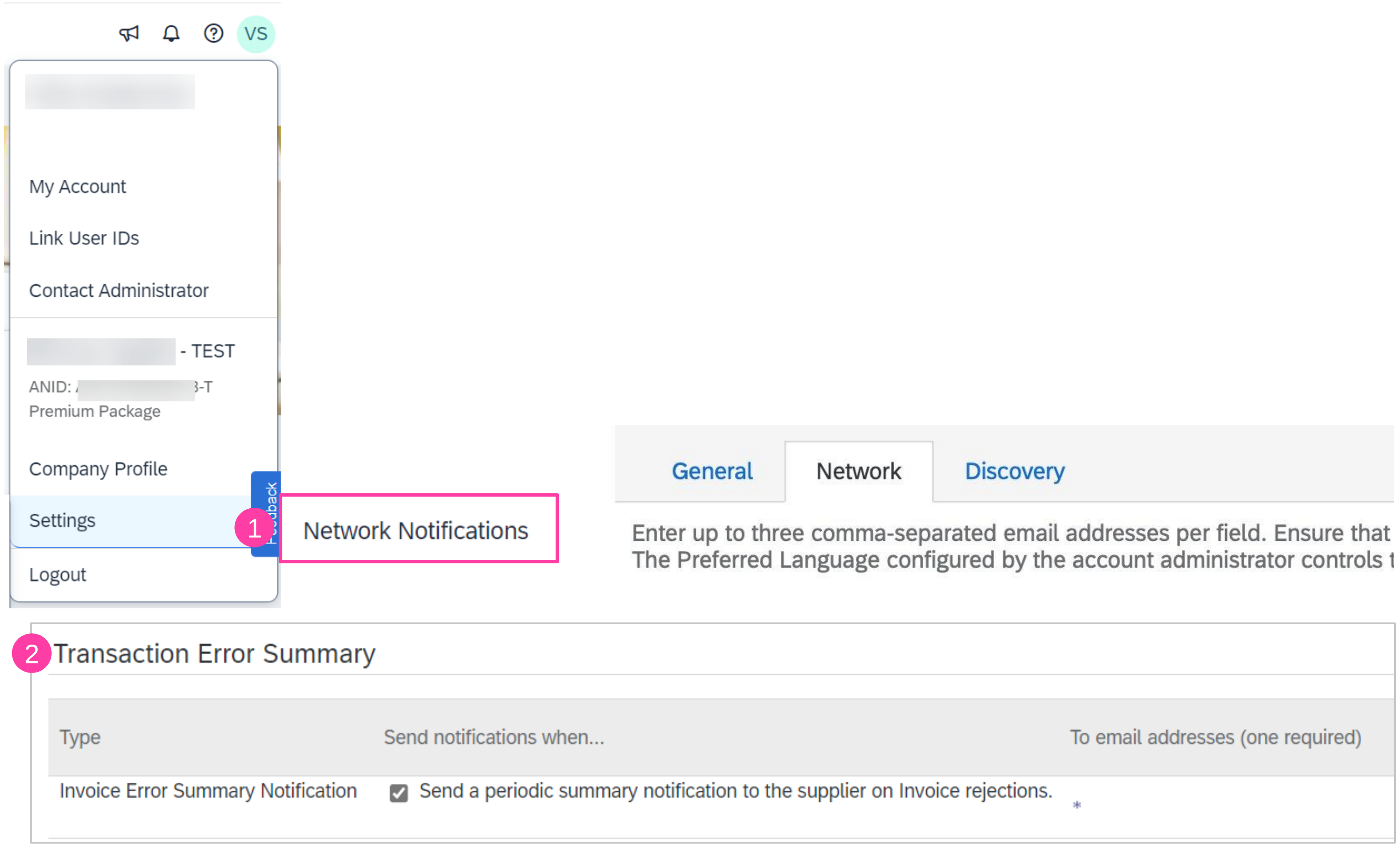
Suppliers can subscribe to receive rejection categories summary report to their email.

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.



Mt Hutt, Canterbury, New Zealand