

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

# PROCESS REJECTED INVOICES IN Ariba

...in **three simple steps**



# 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

Dear Supplier,

We are returning the attached invoice number 24000736 due to non-compliance with Vestas Invoicing Requirements.

Rejection Reason: TOTAL AMOUNT MISMATCH in the Ariba invoice is not identical with the attached PDF invoice.

Invoice Amount 108,21

TOTAL AMOUNT MISMATCH IS NOT MATCHING WITH THE ORIGINAL INVOICE.

When being successfully onboarded to transact with Vestas using the Ariba Platform, you will send a PDF invoice at the same time. If any fields in the Ariba invoice is not identical with the PDF invoice, the invoice will be rejected.

The two invoices must be aligned to be accepted by Vestas. Please check if your Ariba invoice matches the original PDF invoice in Invoice date, invoice number, billing address and amount, and correct the misaligned field in your Ariba invoice. If any price changes are required, please contact buyer email shown on the Purchase Order.

How to send the invoice correctly:

- Submit the invoice via your account on the Ariba platform ([partners/digital-procurement](#)) for a guide on how to send invoices via Ariba.
- DO NOT send Vestas credit notes to cancel the invoice.
- If further clarification is required, please reach out to your account manager.

Thank you for your cooperation!

Kindly regards,

Vestas Finance Shared Service Centre  
Need further support?

Business Network Enterprise Account

Home Enablement Discovery Workbench Planning Orders Fulfillment **1 Invoices** Payments Catalogs Reports Messages More

Invoices

Need to customize your view of the data? Create your own tiles, save filters, and more by navigating to the Workbench page. Go to Workbench

31 Invoices 2 31 Rejected invoices 0 Overdue invoices - Not approved 0 Overdue invoices - Approved 31 Invoices pending approval 0 Approved invoices pending payment 0 Paid invoices 6 PDF invoice conversions

Invoices (31) 3 Edit filter Last 31 days

Customers Select or type selections Invoice number Type selection Reference Type input Invoice date Last 31 days Invoice type All

Partial match Exact match

Show more Apply Reset

Invoice Number	Customer	Reference	Invoice Date	Amount	Routing Status	Invoice Status	From address	To address	Actions
IN1365	Vestas - TEST	4509751365	Apr 23, 2024	72.5 DKK	Acknowledged	Sent	Test Dummy Supplier, Copenhagen V, Sjaeland, DNK	Vestas Manufacturing A/S, Aarhus N, Region Midtjylland	...
IN1366	Vestas - TEST	4509751366	Apr 23, 2024	66.12 DKK	Acknowledged	Sent	Test Dummy Supplier, Copenhagen V, Sjaeland, DNK	Vestas Manufacturing A/S, Aarhus N, Region Midtjylland	...

# 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 overlapping screenshots from the SAP Business Network interface. The background screenshot displays a dashboard with four metrics: 31 Invoices, 31 Rejected invoices, 0 Overdue invoices - Not approved, and 0 Overdue. Below these metrics is a table of invoices. The first row is highlighted with a red circle containing the number 1, indicating the invoice to be edited. The foreground screenshot shows the details of a rejected invoice (INV REJECT3). It includes a list of rejection reasons, with the last two reasons highlighted in blue and containing the text 'Description: Rejection for testing'. A red circle containing the number 2 points to this section. At the bottom of the foreground screenshot, a red circle containing the number 3 points 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

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](#)

