Managing your BT Purchase Orders and Invoices using the SAP Business Network

Version 1.1 April 2023

What is covered in this guide

1. Introduction and purpose of this Guide
2. Overview of BT Electronic Purchase Order
3. SAP Business Network: Overview and Account options
4. Managing your BT orders using your SAP Business Network account
5. Getting Started: Configuring your new SAP Business Network Standard Account
6. Creating an invoice for your Purchase Order
7. Creating a credit memo for your Invoice
8. Understanding Invoice status for Invoices raised from your SAP Business Network account
9. Help and Guidance

Introduction and Purpose of this guide

01

Introduction and Purpose of this guide

From April 2023, our UK companies of BT, Openreach and PlusNet will use a SAP/Ariba based platform for our Purchasing and Finance systems and processes.

We will use the **SAP Business Network**:

- To transmit our Purchase Orders to our suppliers (via email) and
- As a preferred electronic invoicing solution.

This guide provides:

- An overview of the changes we have made to our Purchase Order emails
- An Introduction to the SAP Business Network and the accounts available
- Instructions on how to create a Trading Relationship with us if you want to use your existing account for our POs and Invoices
- Key areas to configure within your new SAP Business Network standard account
- A Step by Step guide to raising an invoice and a credit memo
- Links to further help and guidance for BT related supplier processes and SAP Business Network support

It is not a comprehensive guide to setting up your own SAP Business Network account. You can find links to additional resources in the help and guidance section at the end of this guide.

If you already use Tungsten as your preferred electronic invoicing method for BT Purchase Orders, please continue to do so.

Overview of BT electronic Purchase Order

02

BT Purchase Orders – We have changed the way our Purchase Orders look

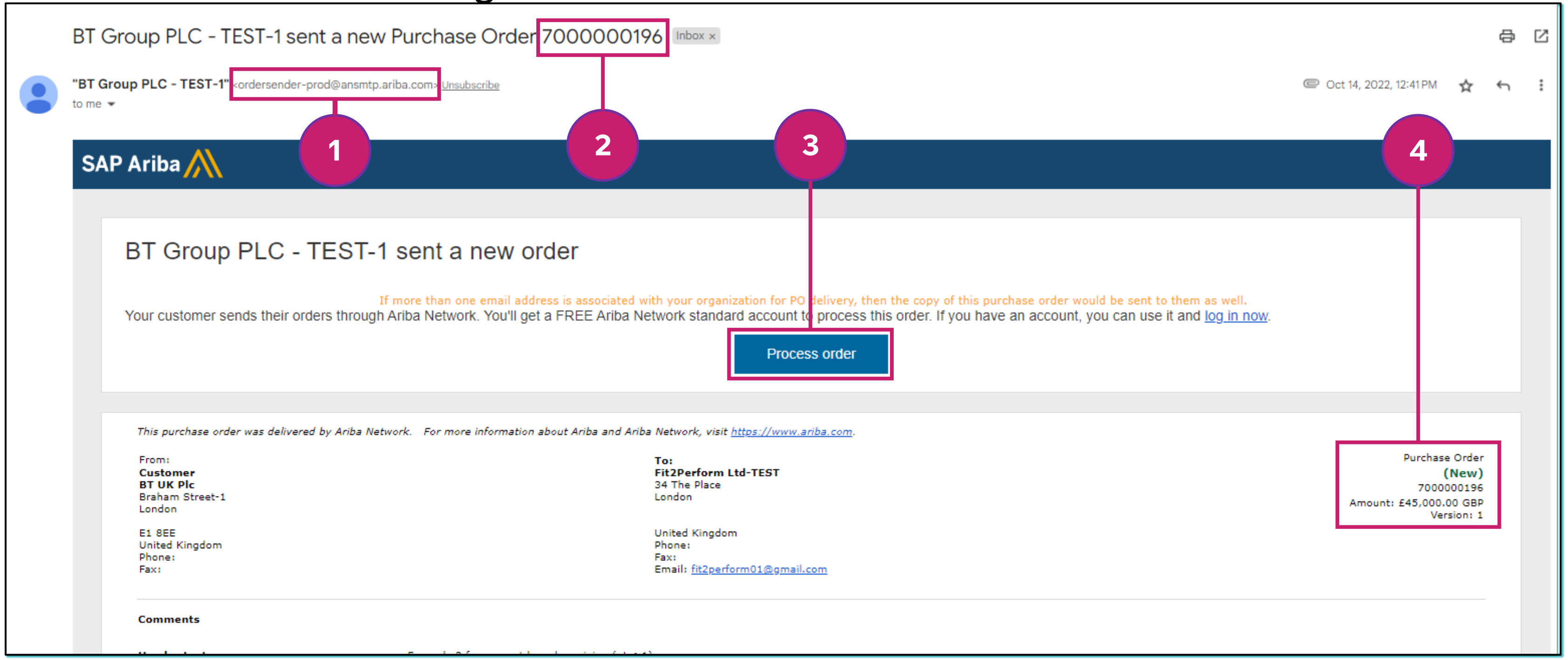
1. Our **PO number** is now 10 digits long, starting with 7
2. Our **Purchase Orders** (POs) will now be emailed to you from ordersender-prod@ansmtp.ariba.com
3. The email includes a button – **Process Order** – which allows you to process this and all subsequent BT Purchase Orders in your SAP Business Network account by setting up a Trading Relationship with BT – see the next chapters for more information
4. The **Version** number indicates whether this is a new or a changed PO

1. **Email address –** please check your spam email folder if you have not received the PO

2. **PO number :** must be included on all invoices

3 **Process Order** button

4 **Version** number: Updated each time we issue a Change to the PO



BT Purchase Orders – Content and format – Supplier section

5. Your **supplier ID** is the unique identifier we hold for you

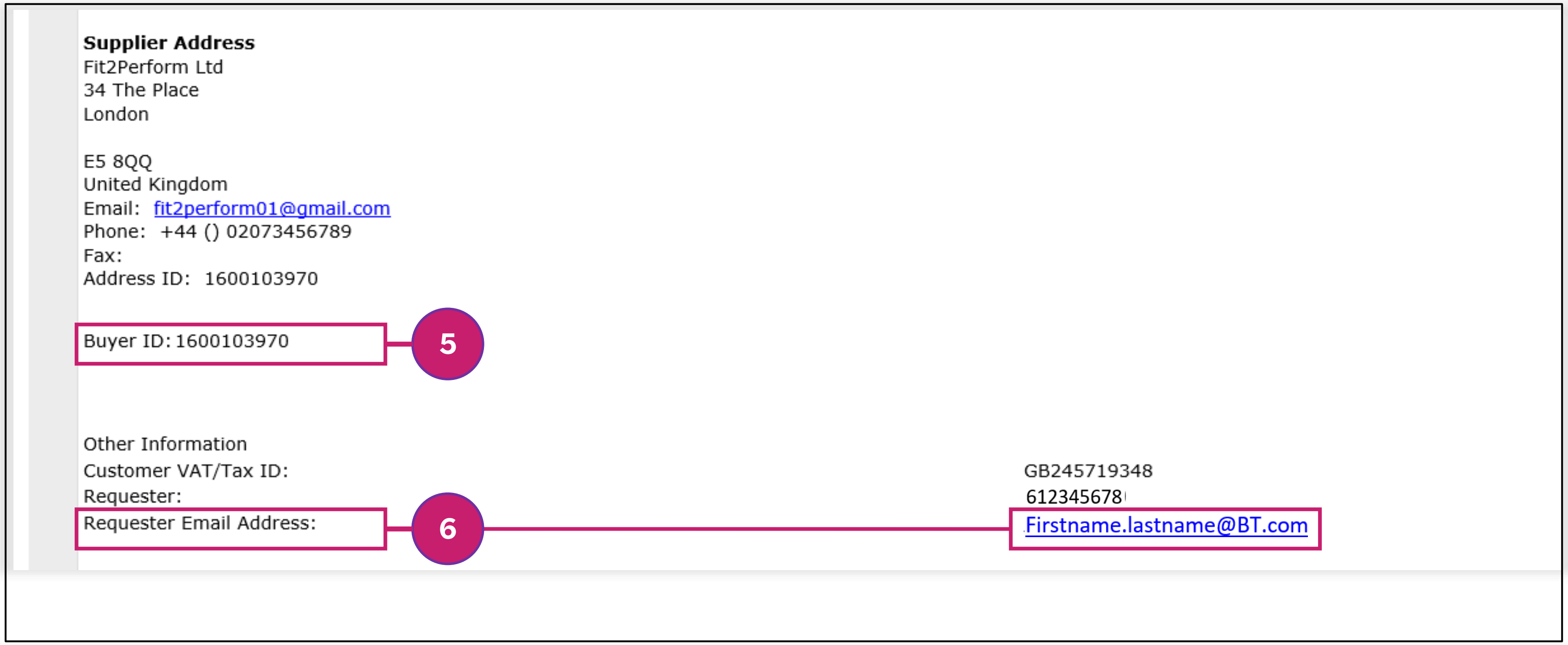
Your supplier ID will have changed as part of our move to the new system. You can find your Supplier ID in the Supplier Address section (it is shown as BuyerID). You may be asked to provide this if you contact us with a query as it will help us to identify you

6. **Requester Contact:** the email address of the person requesting the goods/services

Supplier Address section:

5. Your new unique supplier ID. Our supplier IDs are 10 digits long and start with 16

6. Requester contact details: email address



2. BT Purchase Order: Content and format – Service Order lines

7. The **line items section** shows each line of the PO as a quantity, unit price and subtotal (line total)

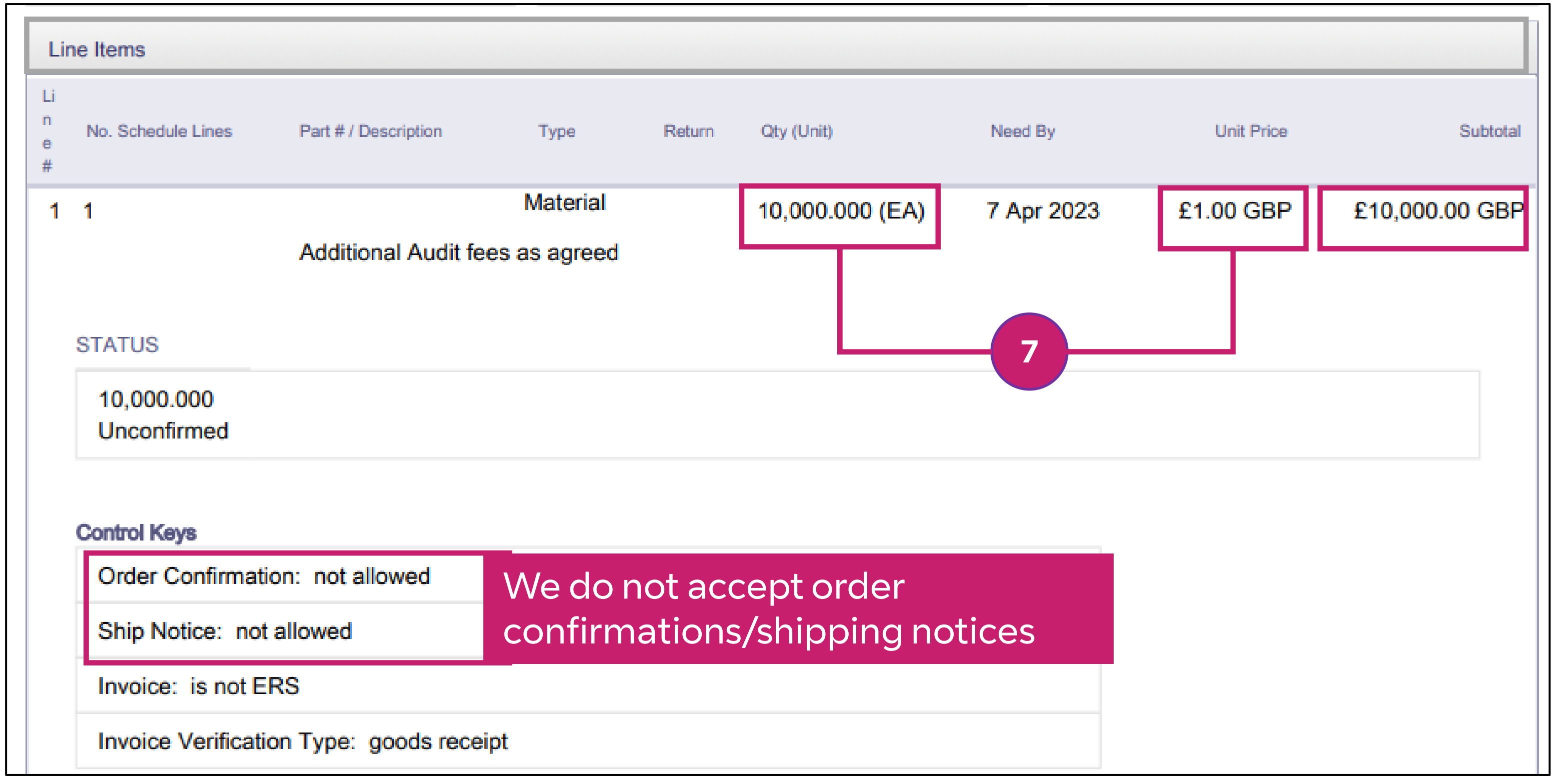
If we have purchased a service from you, the line total (Subtotal) may be shown as units of £1.00 price and Qty (quantity) equal to the total line cost. Please invoice in the same way to avoid any delays in matching the invoice to the PO

Order confirmations and Shipping notices: Please note that unlike some other customers using the SAP Business Network, we do not accept order confirmations and shipping notices

The **Line items** section shows each line of the PO:

7. This example shows a line with total cost of £10,000.00 as 10,000 units at £1.00 each

If possible, please invoice us in the same format to avoid any delays in matching invoice to the PO.



2. BT Purchase Order (PO): HTML PO attachment to the email

8. Our new PO emails will include the PO as an attachment in HTML format.

You will need to download and save this attachment as a PDF file for your records if you do not choose to use a SAP Business Network account for your POs.

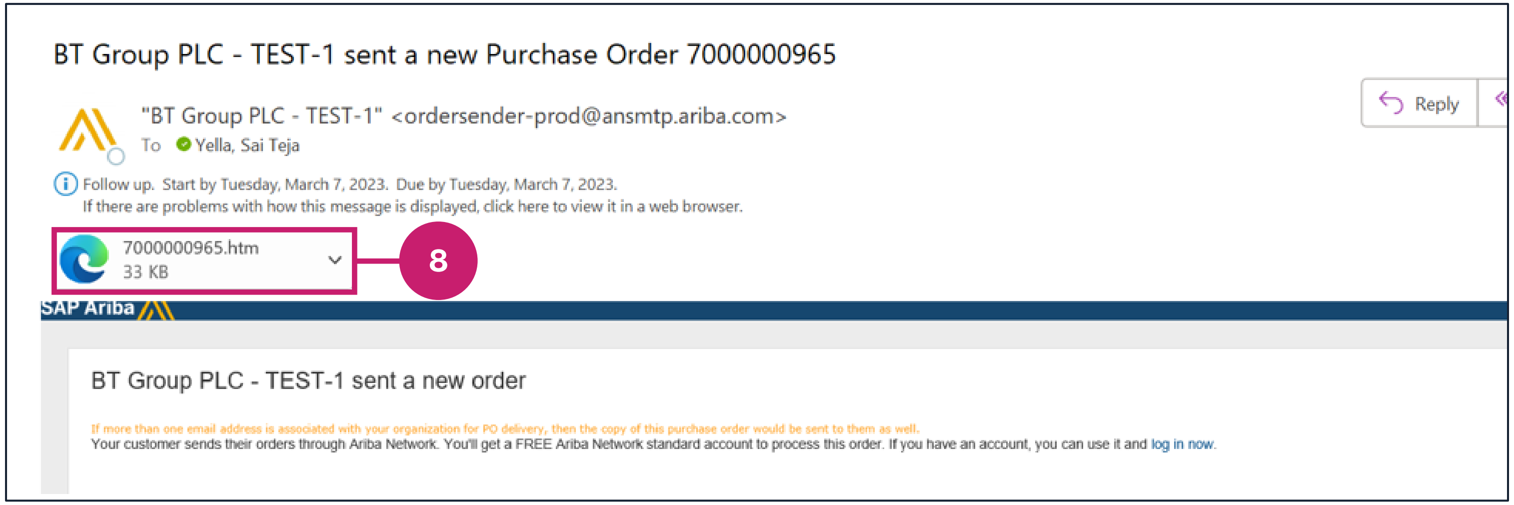
Note: If you create a **SAP Business Network account** you will also be able to specify the format of the PO and attachment (you can request PDF) and specify the email address/es to receive PO notifications.

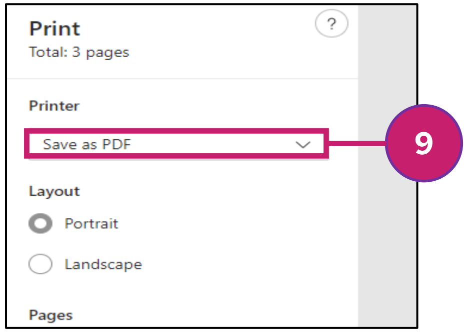
To save the PO attachment as a pdf file for your records you will need to use the **Print** functionality in your browser:

8. Click on the (HTML) attachment to open it

Right Click on your mouse and select **Print** option

9. Choose the printer option: **Save as pdf** to download the file.





SAP Business Network – Overview and Account options

03

What is the SAP Business Network

BT Group(UK Entities excluding EE) will move to the SAP Business network on 11 April 2023.

We will use the SAP Business Network to send all NEW purchase orders to suppliers and offer the SAP Business Network as an additional invoicing channel.

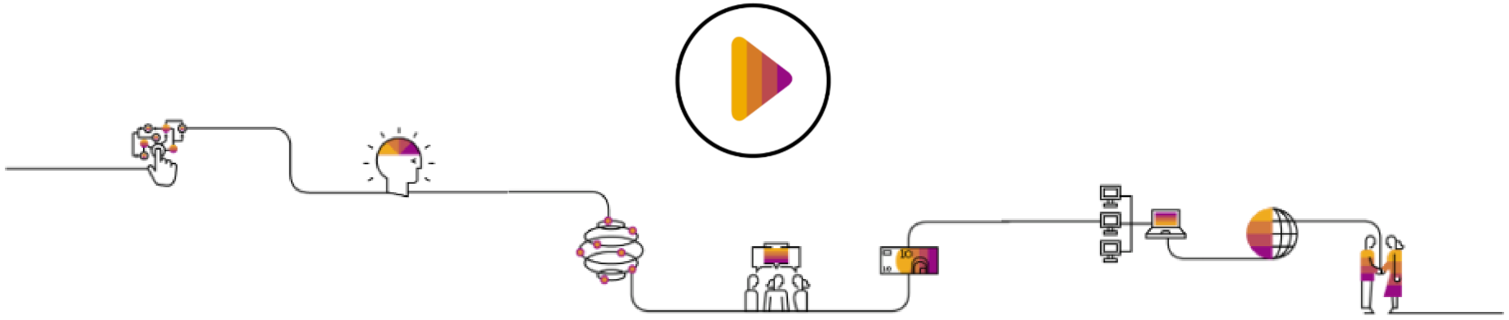
- The SAP Business Network[1] is a cloud based system that facilitates the exchange of documents between Buyers and Sellers.
- You can continue to use email to receive the PO or receive in your SAP Business Network Account
- You can use a new or existing account to trade with us
- Invoice status is available for invoices input through the SAP Business Network

1 Previously known as the **Ariba Network**

Welcome to SAP Business Network for Suppliers

SAP Business Network is a dynamic, digital marketplace connecting 8 million companies in 190 countries.

Companies that digitalize procurement and supply chain processes with SAP solutions ask their suppliers to become Business Network suppliers. That makes working together on all the shared aspects of business commerce – proposals, contracts, orders, invoices, and payments – more efficient and effective.



To learn more about the SAP Business Network please visit:

[SAP Business Network Supplier Training - Getting Started (ariba.com)]

Types of SAP Business Network Accounts

The SAP Business Network currently offers two types of account: **Standard** and **Enterprise**

Standard accounts

- Free of charge and allow you to receive purchase orders from your customers, create and send invoices to your customers, and build and share simple electronic catalogues.
- Can be activated from your first PO email or created in advance

Enterprise accounts

- Provide more functionality including the ability to build an integration between your ERP and your SAP Business Network Account
- Enterprise accounts may incur fees - The amount you pay depends on the volume and value of the transactions and documents you have passing through your account.

To learn more about the different account types, functionality and fees please visit:

SAP Business Network for suppliers

Managing your BT Orders using a SAP Business Network Account

04

Accepting a Trading Relationship from an Interactive Purchase Order

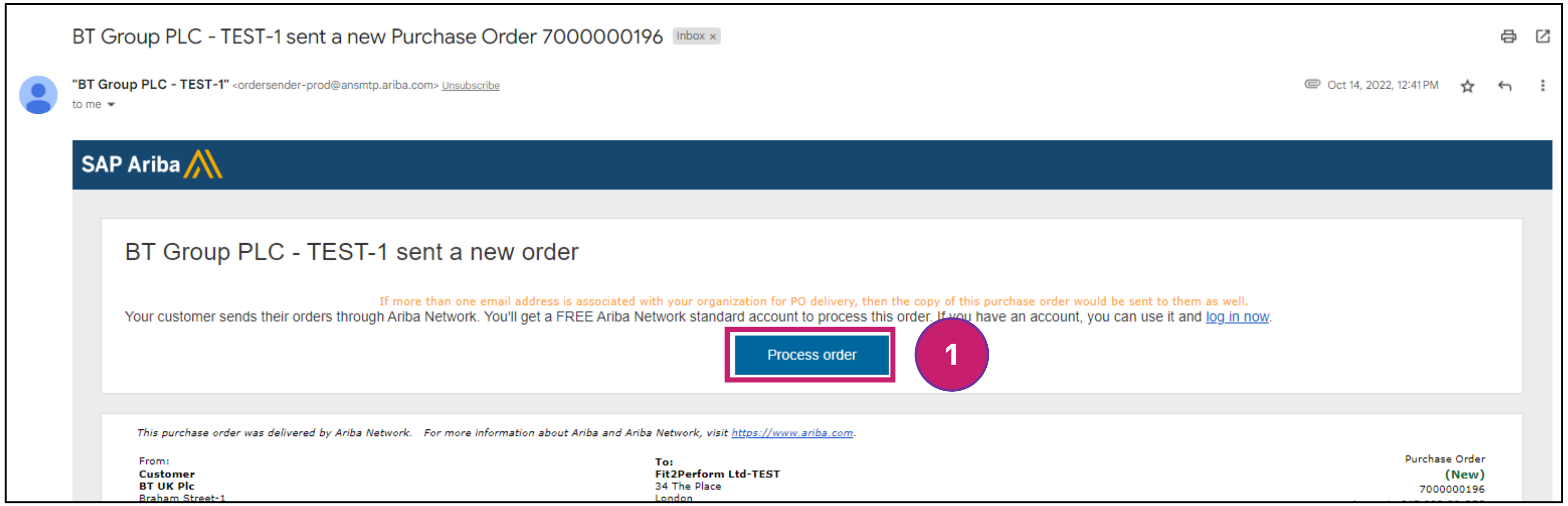
Our **Purchase Orders** (POs) will now be emailed to you from ordersender-prod@ansmtp.ariba.com as an “Interactive” Purchase Order with a **Process Order** button and the PO as an **attachment (HTML format)**.

This button contains a **unique activation link** that will direct you to a landing page where you can log into an existing SAP Business account or create a new account.

This will create a relationship between our SAP Business Network account and your account (this is known as a **Trading Relationship**)

Any subsequent POs will be sent into your SAP Business Network account, ready to invoice. POs will also be sent to any email addresses you have specified in your configuration settings.

1 Click **Process Order** button to create a relationship



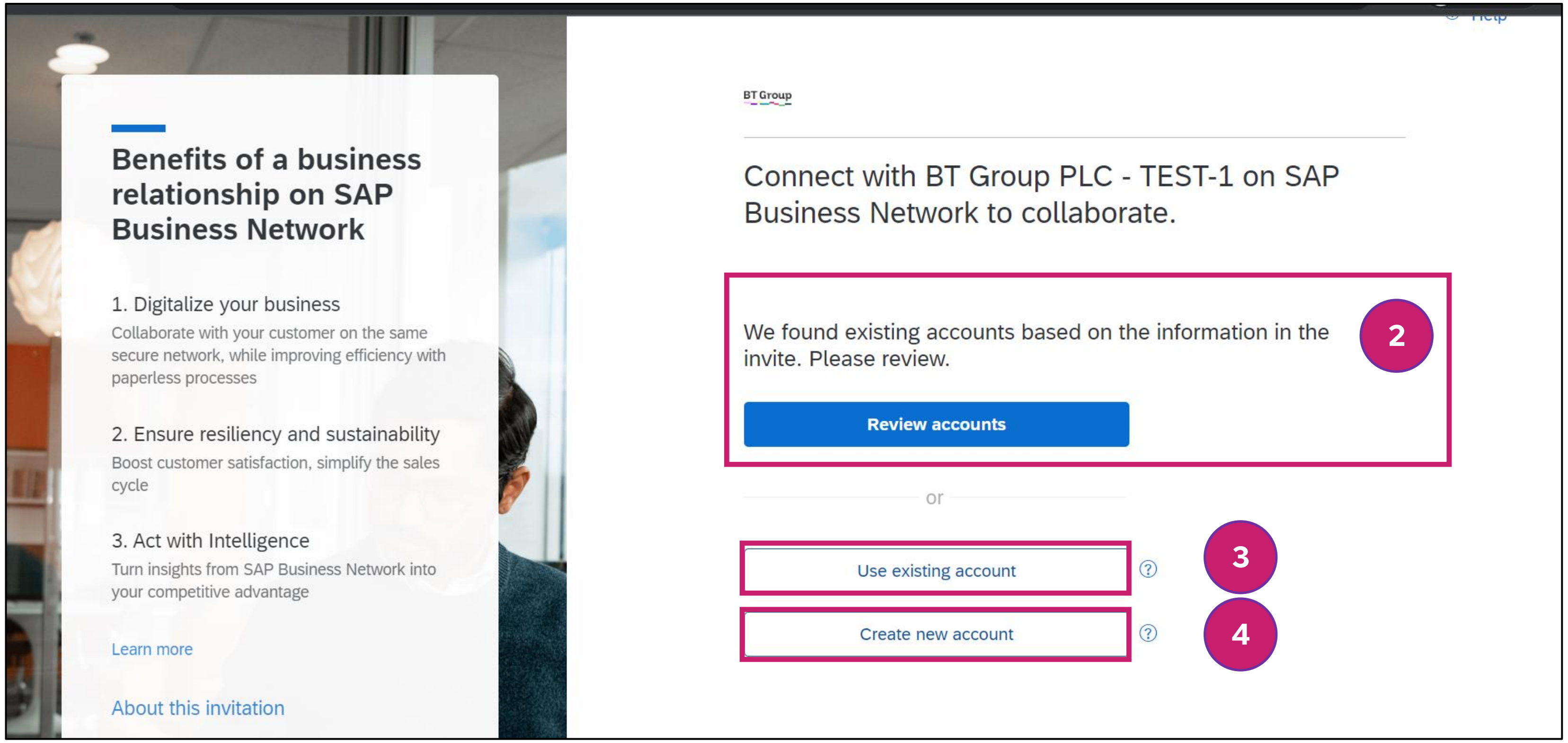
Accepting a Trading Relationship from an Interactive Purchase Order

The link behind the **Process Order** button will take you to the landing page

You can then log into your existing SAP Business Network account (Standard or Enterprise) or you can choose to create a new SAP Business Network account.

Connecting your SAP Business Network to BT (Trading Relationship)

2. If you already have more than one account please review your existing accounts
3. Click **Use existing account** to login to your existing account
4. Click **Create new account** to create a new account that is automatically connected to us with a Trading Relationship



Creating a new SAP Business Network Standard account from **Process Order**

Your SAP Business Network account profile will be public and you will be able to use it to transact with other customers providing they each send you a ‘Trading Relationship Request’.

Choosing the Administrator for your account:

The email address that you use to set this account up becomes the administrator of the account so it is important to choose the most appropriate person in your organisation for this role.

Your account administrator can view your customer relationships, set up additional users, specify electronic order routings to additional email addresses and manage other configurations.

Adding your VAT number to your organisation’s profile:
Ensure you add your VAT number to your account (if applicable) to save you typing it into each Invoice you create

Once you have completed the creation of your account, you will receive an email with a link to activate your SAP Business Network account.

Confirmations of Trading Relationship established

You will receive email confirmations that the Trading Relationship with BT has been established

Relationship established with BT Group PLC - TEST-1 Inbox ×

The Ariba Network Team <ordersender-prod@ansmtp.ariba.com>
to me

SAP Business Network

Relationship established

Dear Fit2Perform Ltd,

Your company Supplier Fit2Perform Ltd (ANID:AN11138820811-T) is now successfully connected with BT Group PLC - TEST-1 (ANID:AN01435381478-T) to start transactions and exchange electronic documents such as purchase orders and invoices.

You can log in to your account to get started.

Contact BT Group PLC - TEST-1 if you have questions about the business relationship.

Thank you for using SAP Business Network.

Sincerely,SAP Business Network team

If you do not want to receive future notifications, update the email addres… your company's SAP Business Network account administrator.

Offices | Privacy Statement | Data Policy | Customer Support

Reply Forward

Document and customer relationship transfer to your SAP Business Network account completed Inbox ×

network_accounts@ansmtp.ariba.com <ordersender-prod@ansmtp.ariba.com>
to me

SAP Business Network

Document and customer relationship transfer completed

Dear SAP Business Network user,

This email confirms that the related documents and customer relationship have been transferred to your SAP Business Network account **Fit2Perform Ltd** (AN11138820811-T).

As part of the transfer, you have accepted **BT Group PLC - TEST-1** as a customer on SAP Business Network. You can now transact business with and publish private catalogs to this buying organization through your account.

To view information about this customer:
1. Log in to your account.
2. In the top right corner, click Settings
3. Click Customer Relationships.
4. Click the customer's name.

Thank you for using SAP Business Network.

Sincerely,SAP Business Network team

If you do not want to receive future notifications, update the email address for your account or discuss this with your company's SAP Business Network account administrator.

Offices | Privacy Statement | Data Policy | Customer Support

SAP Business Network Accounts – FAQs

What do we need to do to be able to use the SAP Business Network?

To be able to securely exchange transactional documents, such as purchase orders and invoices, with us, you will need a current SAP Business network account.

You can use a Standard or Enterprise account.

Standard accounts are free of charge and allow you to receive purchase orders from your customers, create and send invoices to your customers and build and share simple electronic catalogues.

Enterprise accounts are chargeable accounts and provide more functionality including the ability to set up an integration interface between your ERP and your SAP Business Network Account and the ability to publish electronic catalogues to share with your customers.

The amount you pay depends on the volume and value of the transactions and documents you have passing through your account.

Once you have an account we will need to create a secure **Trading Relationship** (link) between our organisations to enable the transmission of documents between us.

SAP Business Network Accounts - FAQs

We have an existing Enterprise Account we would like to use for BT transactions

If you have an Enterprise account you can email us on mfb.supplier.enablement@bt.com with your supplier name, number and SAP Business Network ID (known as an ANID) and we will email you a Trading Relationship Request. You just need to accept this to establish connection between us.

We have a SAP Business Network Standard Account we would like to use

You can establish the Trading Relationship with us by clicking on the **Process Order** button on your first PO and logging into your SAP Business Network account.

You will see the new relationship with BT in your list of customer relationships in your account settings and all subsequent BT POs will be available in your In Box.

SAP Business Network Accounts – FAQs

We would like to create a new SAP Business Network Standard account

?

You will need to set up a standard account and accept a Trading Relationship with us. You can either create your account upfront (Option 1) or in response to your first PO (Option 2).

Option 1:
Create a Standard account directly using the registration form at supplier.ariba.com
Use the 'Process Order' button when you receive your first PO from us and choose to log into your new account. This will then establish the Trading Relationship between you and BT.

Option 2:
You can create an account using the 'Create new account' option when you click the 'Process Order' button on your first purchase order from us.
Creating a new account this way will automatically set up a Trading relationship with us.

To learn more about the SAP Business Network please visit:

SAP Business Network Supplier Training (NEW) | Getting Started (ariba.com)

Configuring your account

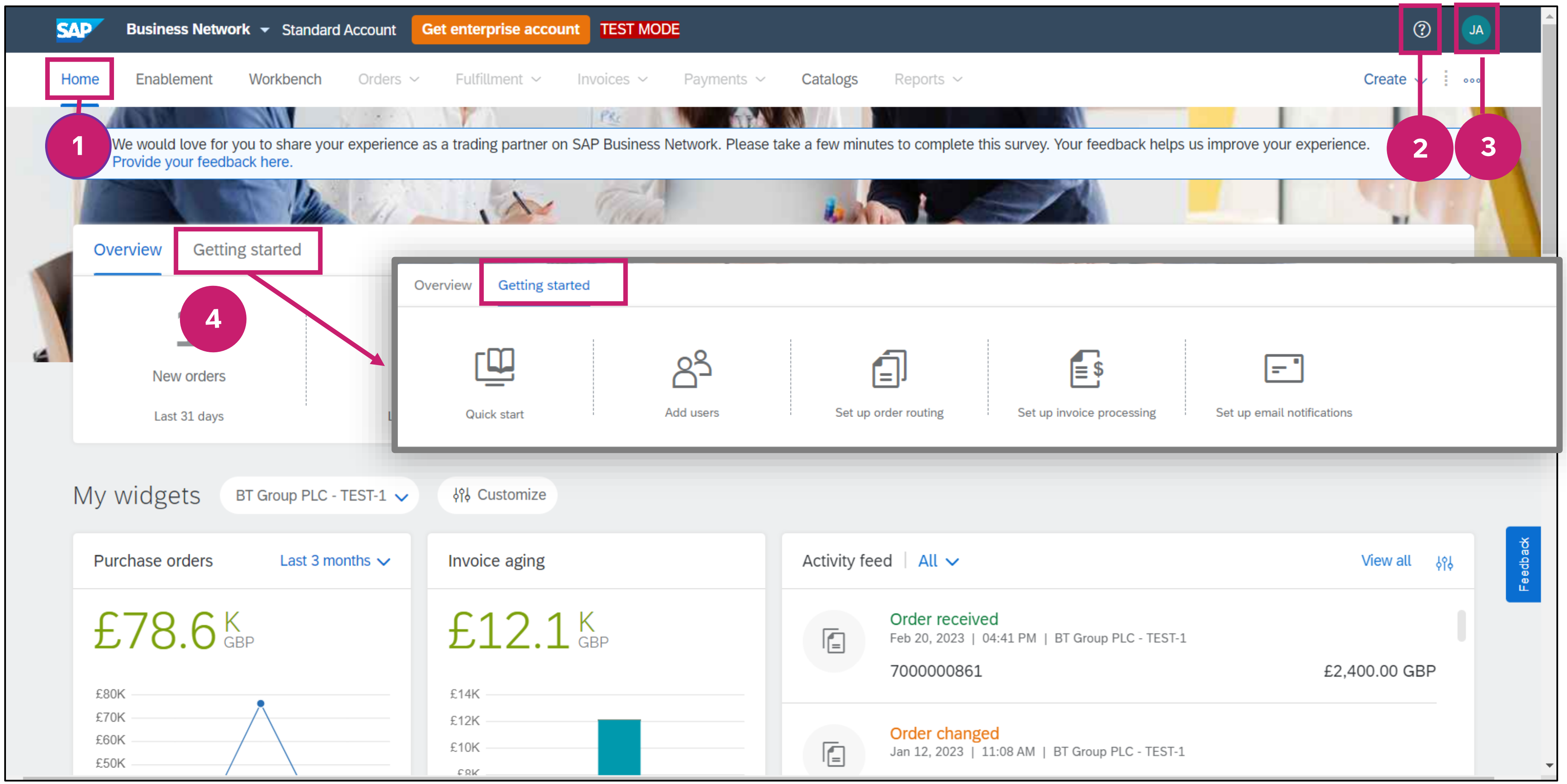
Getting started – Configuring your new SAP Business Network Standard Account

05

Getting started – Home Page

Home Page Navigation

1. **Home**
2. **Help**
3. **Your Account settings**
4. **Getting started** - Help and Guidance on Configuration



Setting up your new SAP Business Network Standard account

When you first create your account it is recommended that you get familiar with the navigation, check your company settings and set up your Workbench (main) screen and your electronic order settings

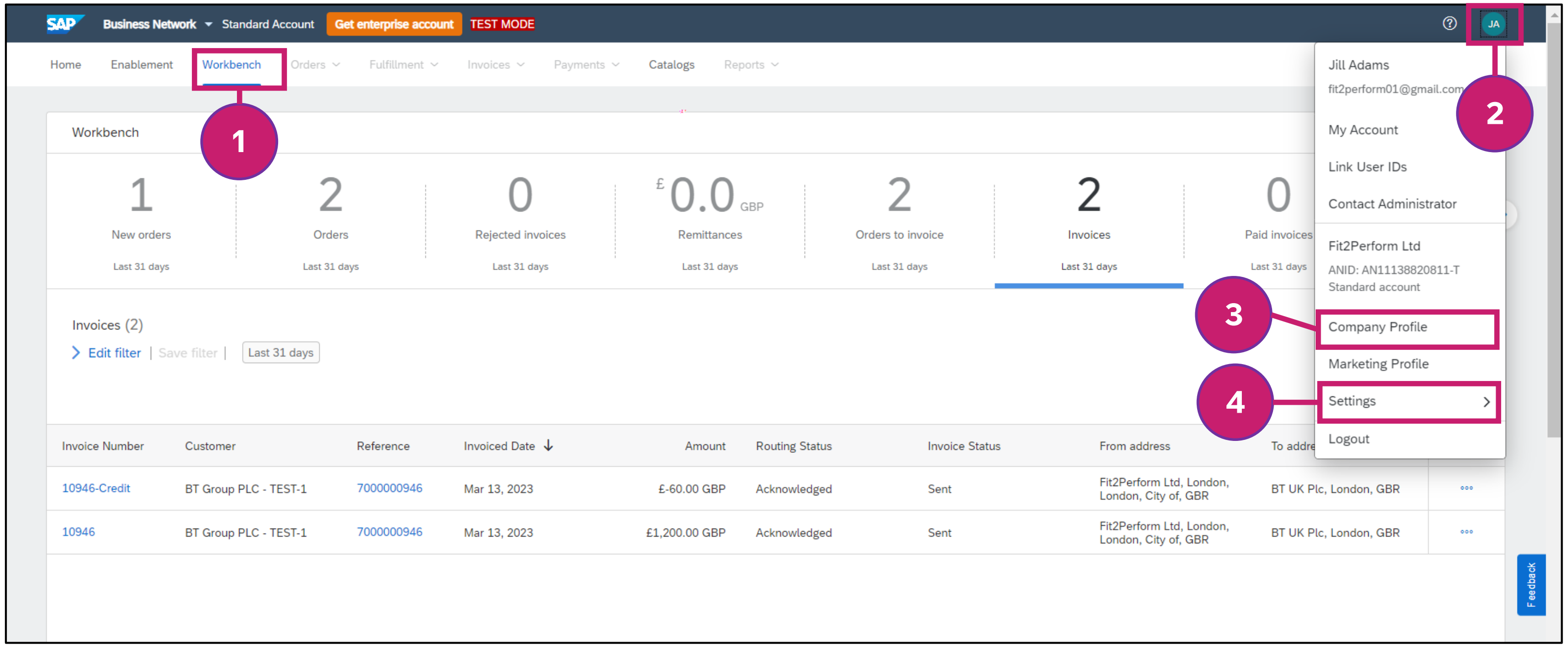
1. **Workbench** is your main work area

2. Click on your **initials** for full list of settings and configurations

Examples

3. **Company Profile** to review the information you provided about the company (including VAT number)

4. **Settings** will allow you to manage user accounts and electronic order routings etc.

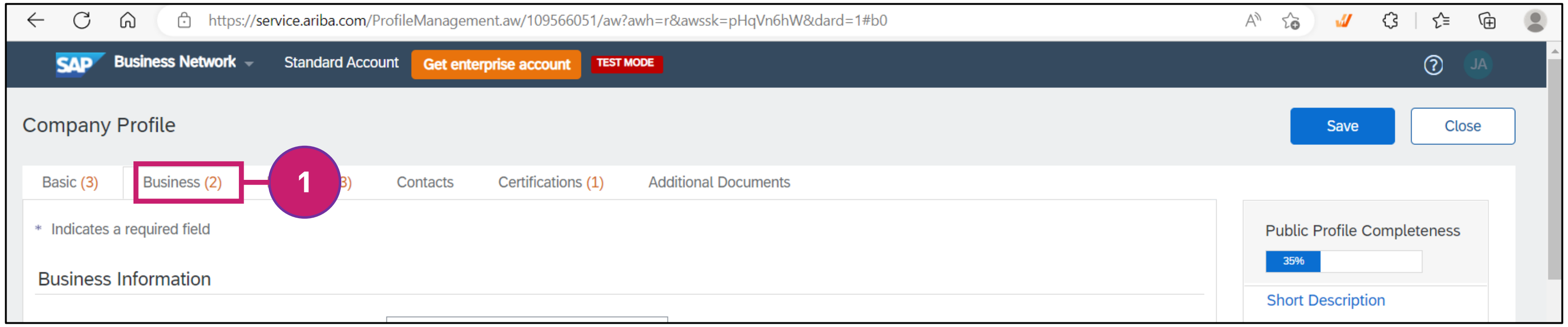


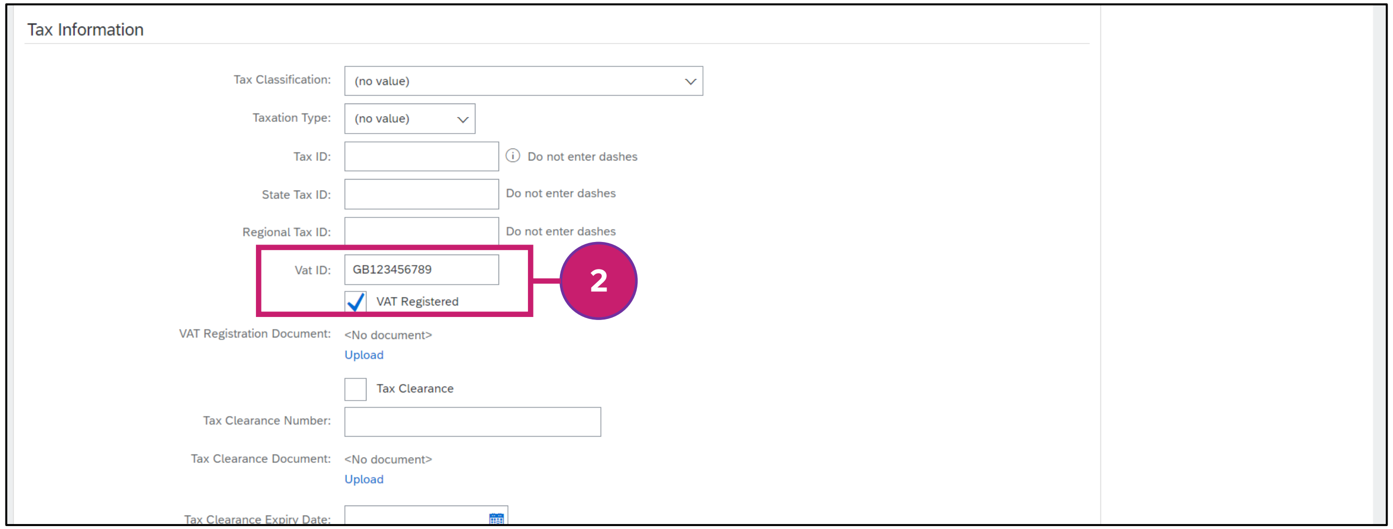
Company settings – adding your company VAT number

If applicable, it is important that every invoice includes your company VAT number in the correct country format/identifier.

For the UK, we require your VAT number to include “GB” and then 9 digits (no spaces). The VAT number set up in your profile will default onto each invoice, avoiding the requirement to manually enter the VAT number for each invoice.

1. From **Company Profile** click **Business**
2. Scroll down to the Tax information section and check or update your settings.





Getting Started – Your Workbench view

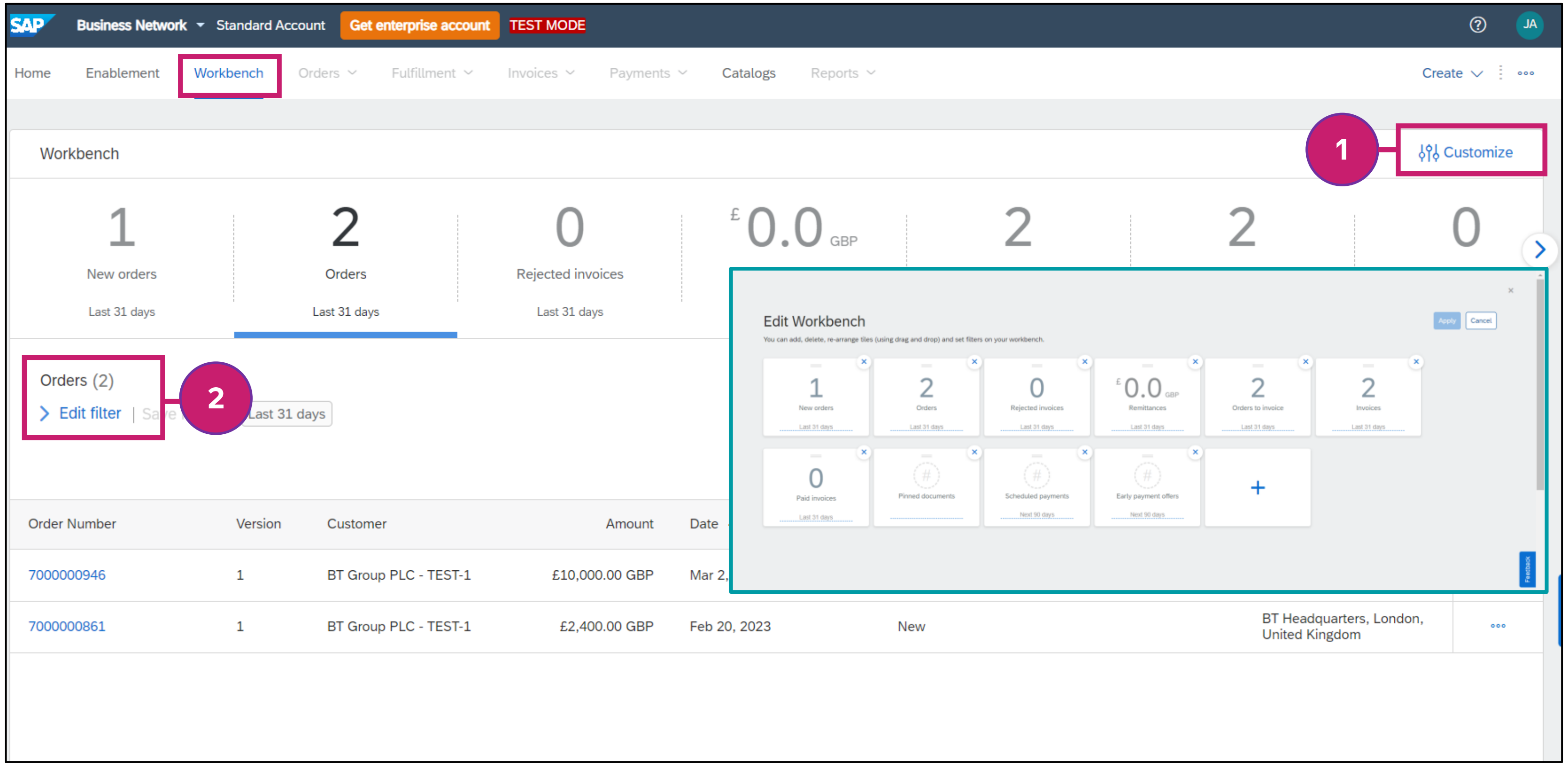
Workbench Page

Your Workbench is your main screen.
You can customise your default view of orders, invoices and remittances.

For example

1. To remove or move tiles, click on **Customise,** then move (by dragging and dropping) or remove tiles using the X at the top right corner

2. To display a different view of your orders click **Edit Filter** and change the default view and time period



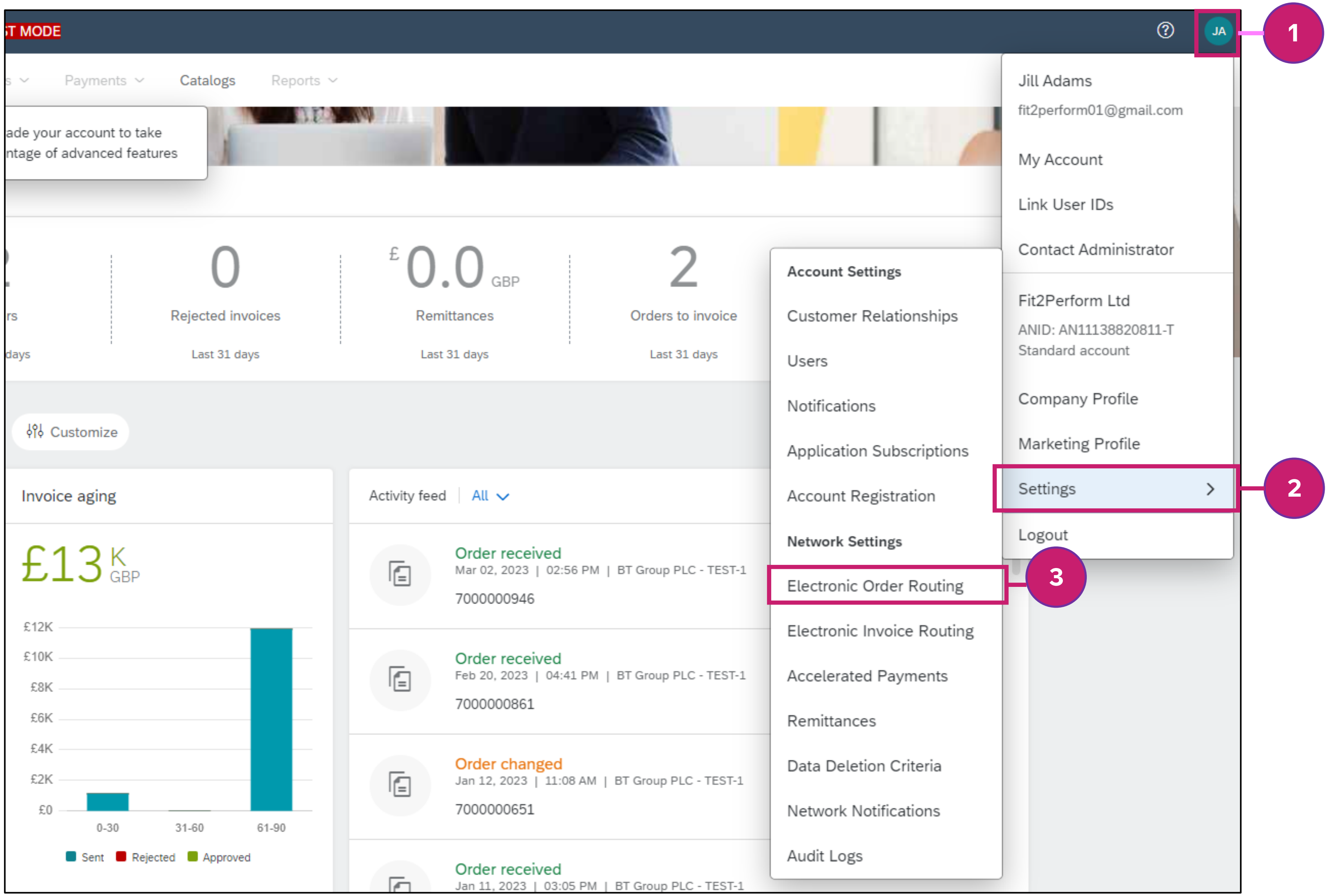
Configuring your account: Electronic Order Routing

To specify the email addresses to receive your POs configure your **Electronic Order Routing** preferences.

As the administrator

1. Click on your **Initials** to display list of **Account information**
2. Click on **Settings**
3. Click on **Electronic Order Routing**

This will then display the different types of Purchase Orders and allow you to specify your preferences for each

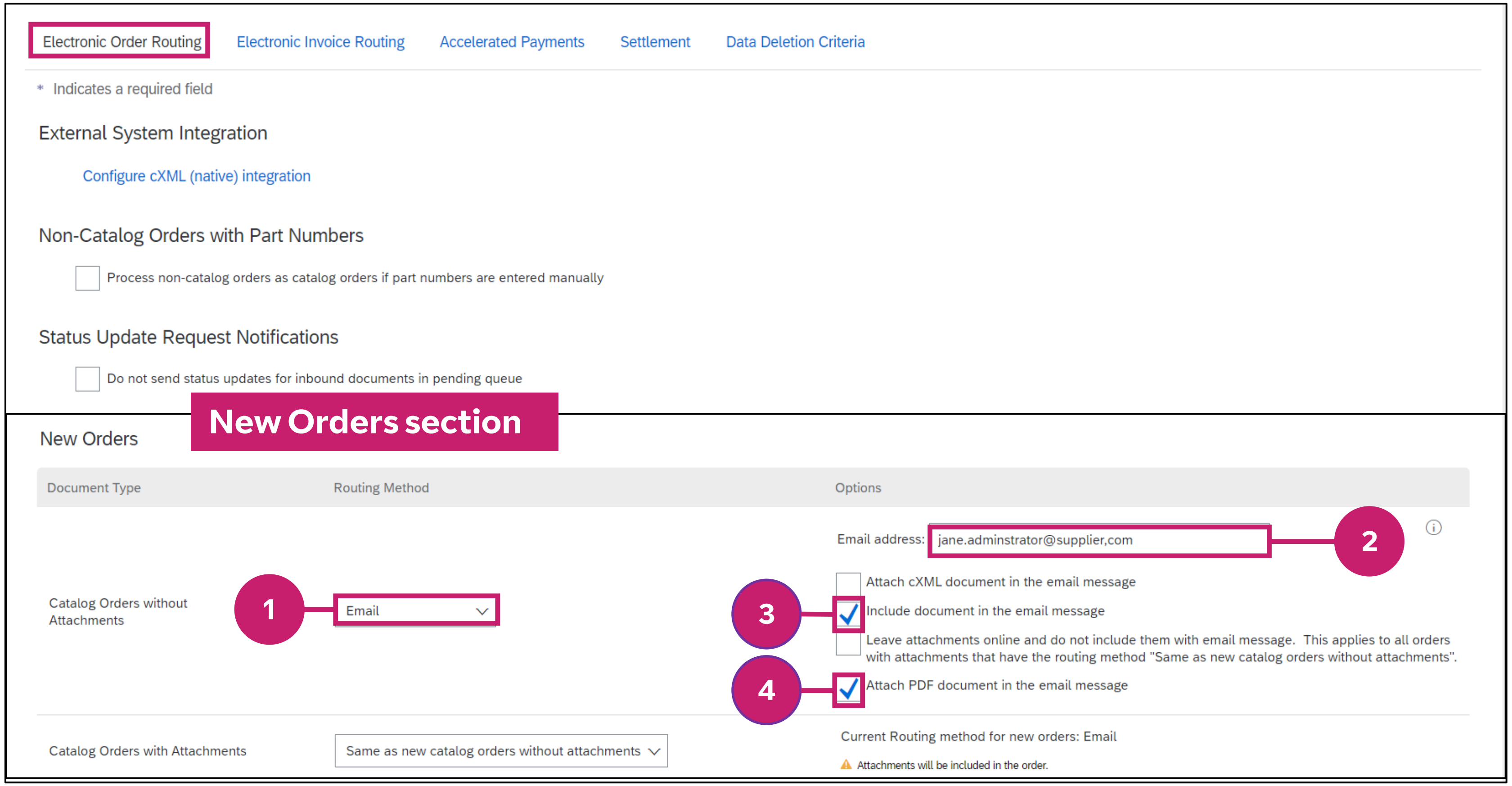


Configuring your account: Electronic Order Routing

Standard accounts will also send the PO notification to specified email addresses.
You can choose who receives the order email notifications for each scenario by updating the **Electronic order routing** options.

Settings for all **New Orders**

1. The **Catalog orders** settings will be used as default for all other types of purchase orders
2. You can choose to have your purchase orders sent to up to 5 email addresses
3. You can choose to include the PO within the mail message or only as an attachment.
4. You can set your account to **Attach the PO as a pdf** file (rather than HTML only)

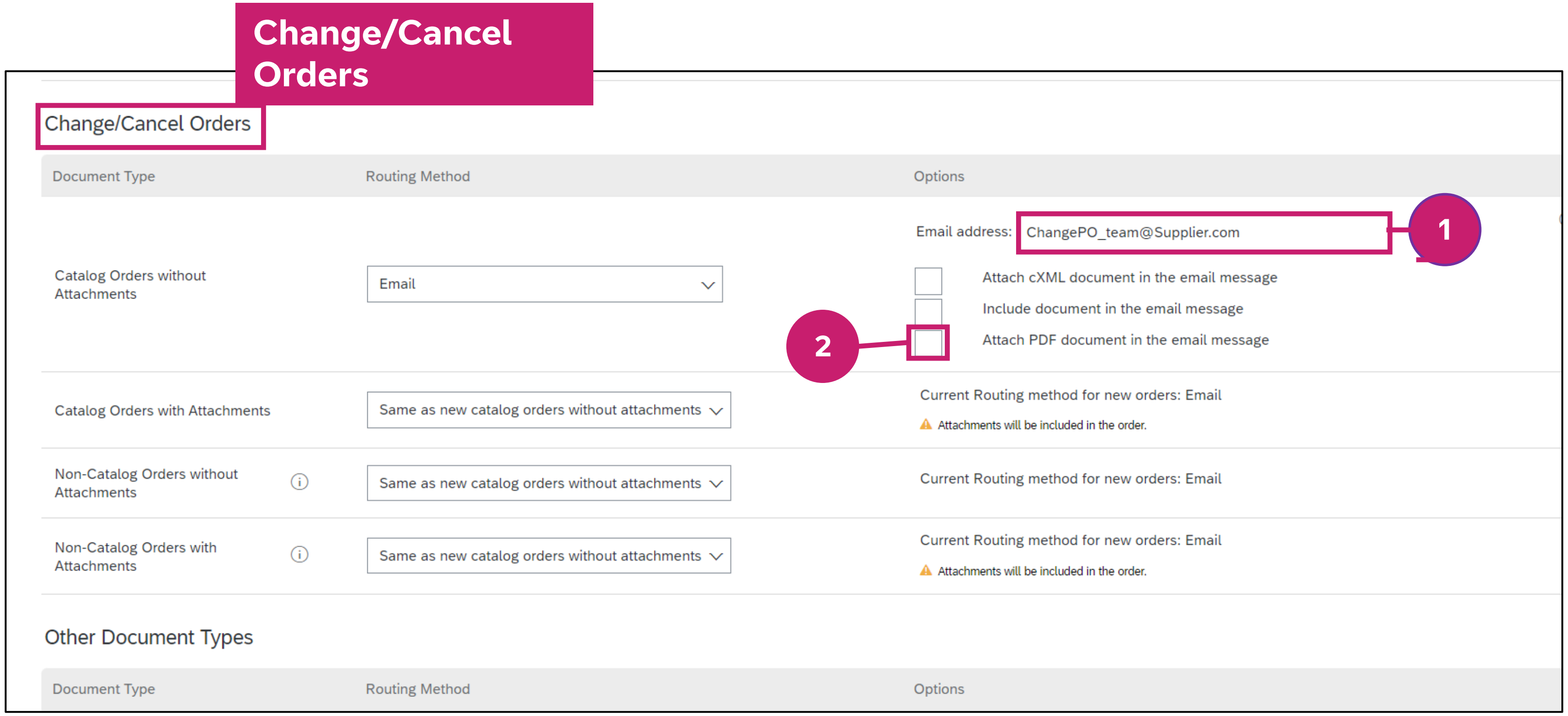


Configuring your account: Electronic Order Routing

Scroll down the page and make any changes you require for Change/Cancel orders

1. **Update Email** addresses
   Add specific email addresses to receive Change and Cancel orders

2. **PDF version** of Change/Cancel PO



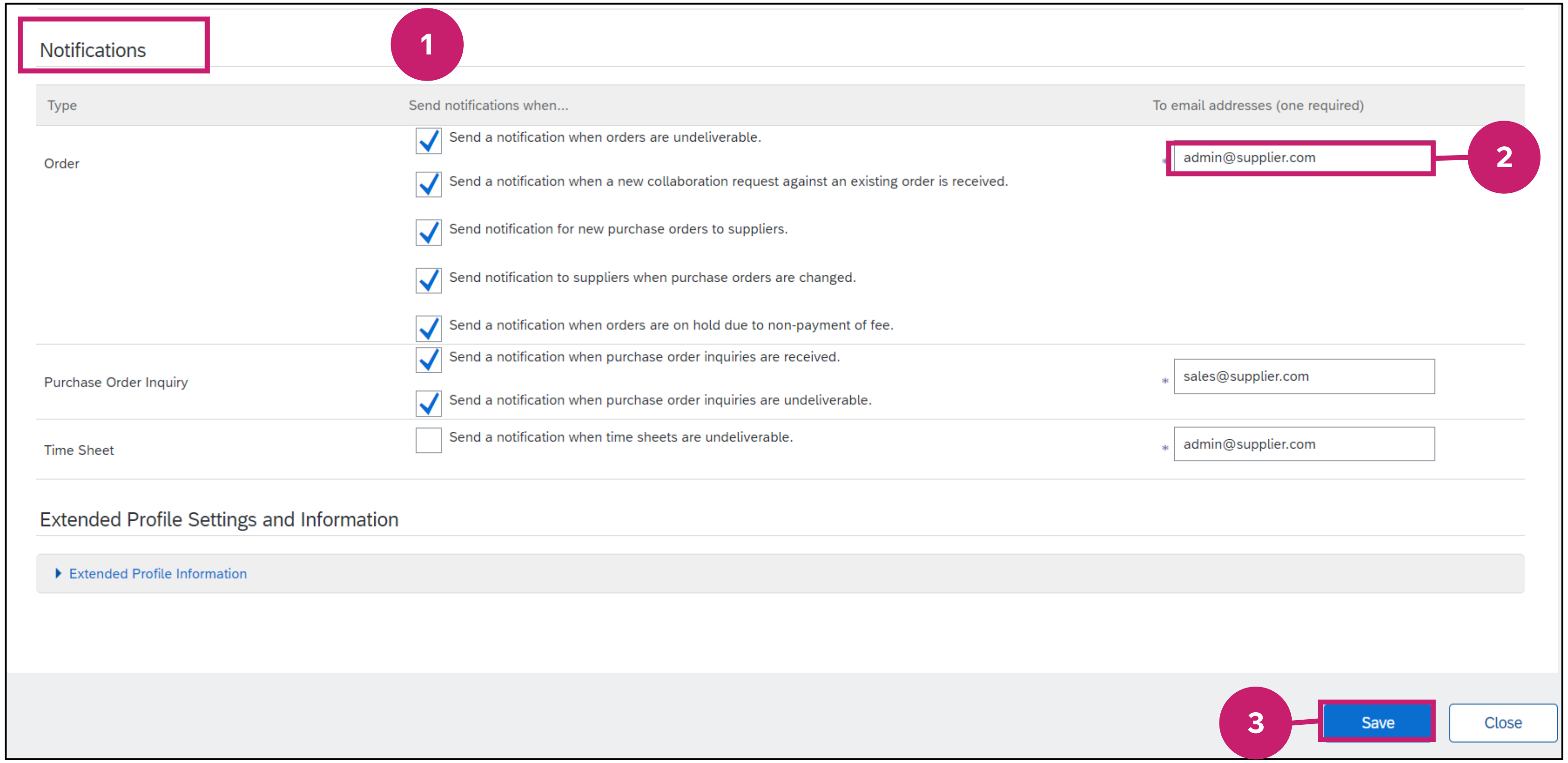
Configuring your account: Notifications

Scroll down to the bottom of the page to the notifications section.

1. **Tick** any notifications required

2. **Email address**
Add a specific email address to receive any notifications relating to issues, queries and changes to POs.

3. **Save** your updates



Creating an Invoice for your Purchase Order

06

Creating an Invoice – Introduction and Training Video

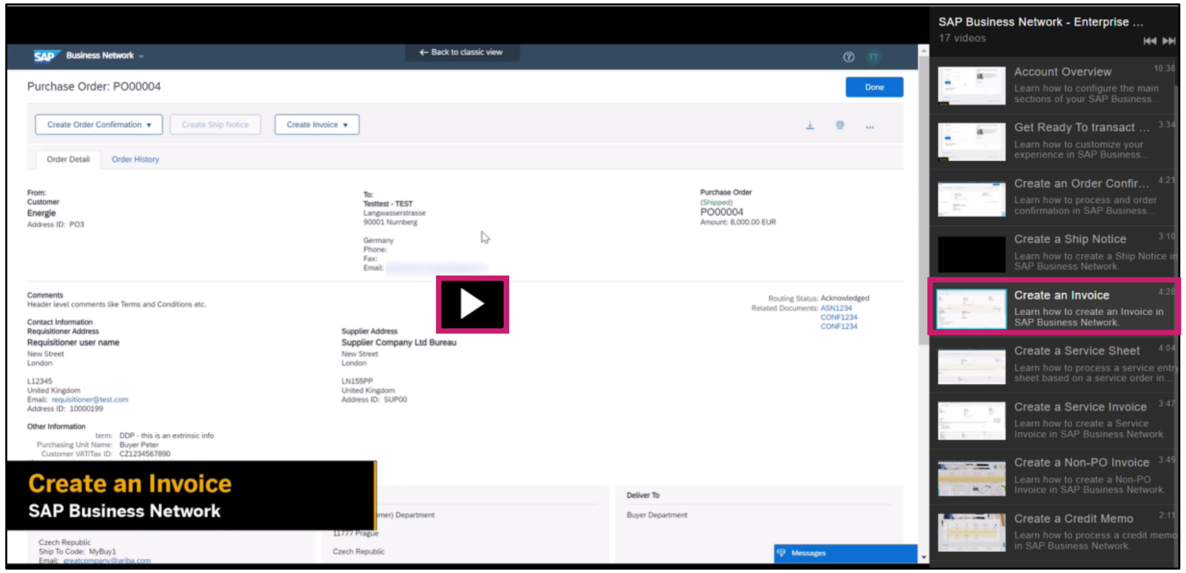
As soon as you have set up your **Trading Relationship** with us, all subsequent POs will be received in your SAP Business Network account Purchase Orders '**InBox**' and notifications sent to the email accounts you specified in the **Electronic Ordering Routing** preferences.

You will be able to create invoices directly from within your SAP Business Network account for any POs that are available to your SAP Business Network account.

Sending your invoice to us using the SAP Business Network standard invoice functionality is easy to do: A draft Invoice is automatically created based on the (un-invoiced) PO information. This is then displayed ready for you to update/amend.

SAP Supplier Training Video Library

- SAP Business Network Supplier Training
- Select your preferred language
- Choose **Create an Invoice** from the library to watch the Invoicing walkthrough



Creating an Invoice for BT

To create an electronic invoice from your SAP Business Network account:

Log into your SAP Business Network account

1. **Search for and select the PO you wish to invoice**

2. Select **Create invoice/Standard invoice** option. This will display the PO values as a draft invoice ready to adjust.

   Add or Adjust the information on the invoice as required:

   - **Complete Header Section** (Invoice Number, Invoice date, attachment any files, Tax if applicable)

   - **Complete Line Item section** (Adjust the lines on the invoice to include only the appropriate quantity for chargeable items, add Tax if applied at line level due to multiple tax rates on a single invoice)

4. **Submit Invoice to us**

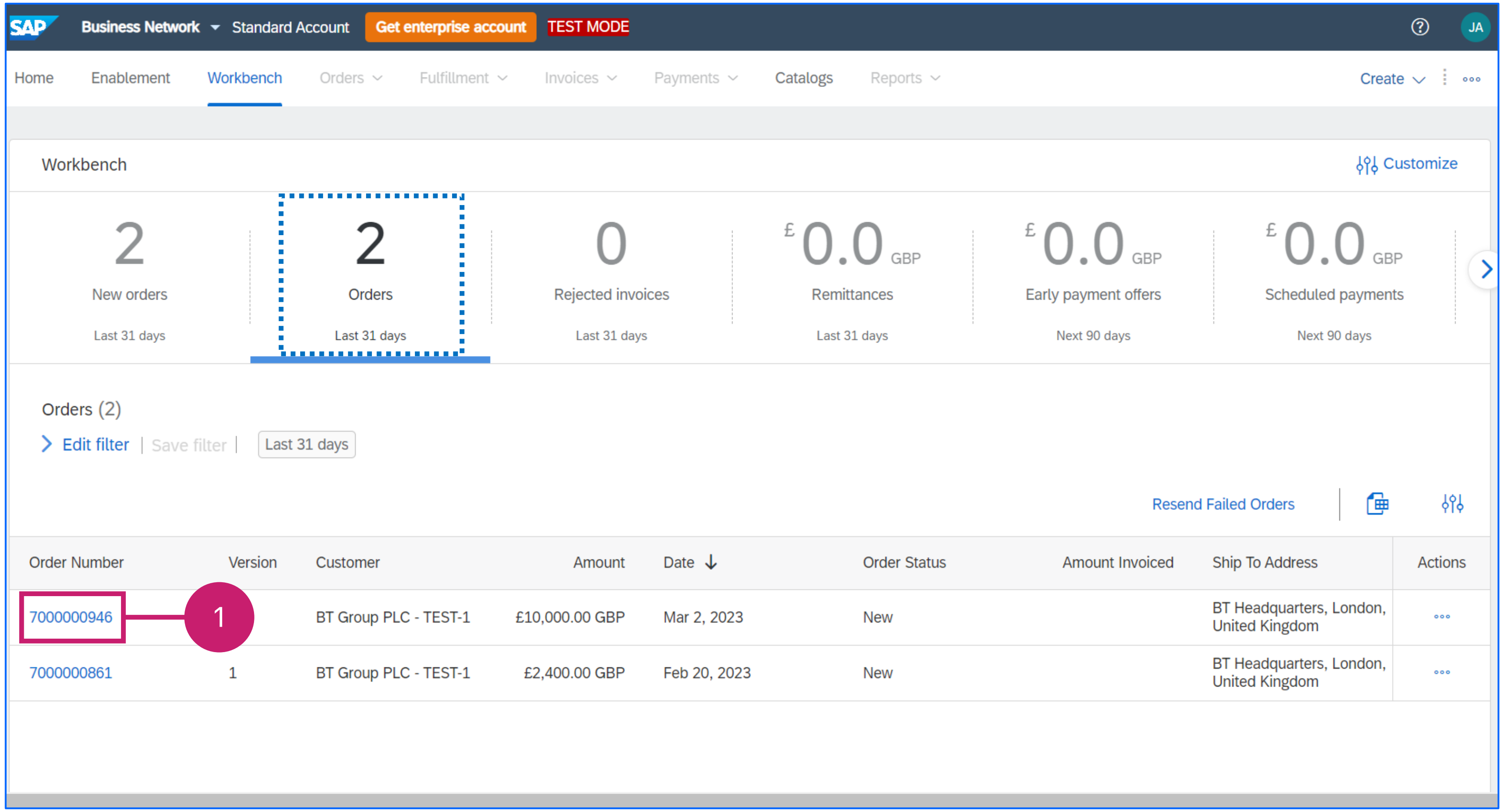
We will then receive your invoice electronically. Assuming no exceptions are identified, the invoice will then be scheduled for payment according to your agreed payment terms.

See following screens showing a **Standard Account**

Creating an invoice for BT – Select Purchase Order

1. Search for and **select the PO** from the Workbench screen

Note: Use the **Edit Filter** to change the search criteria, e.g. select a different time period or to **search** for a specific order number.

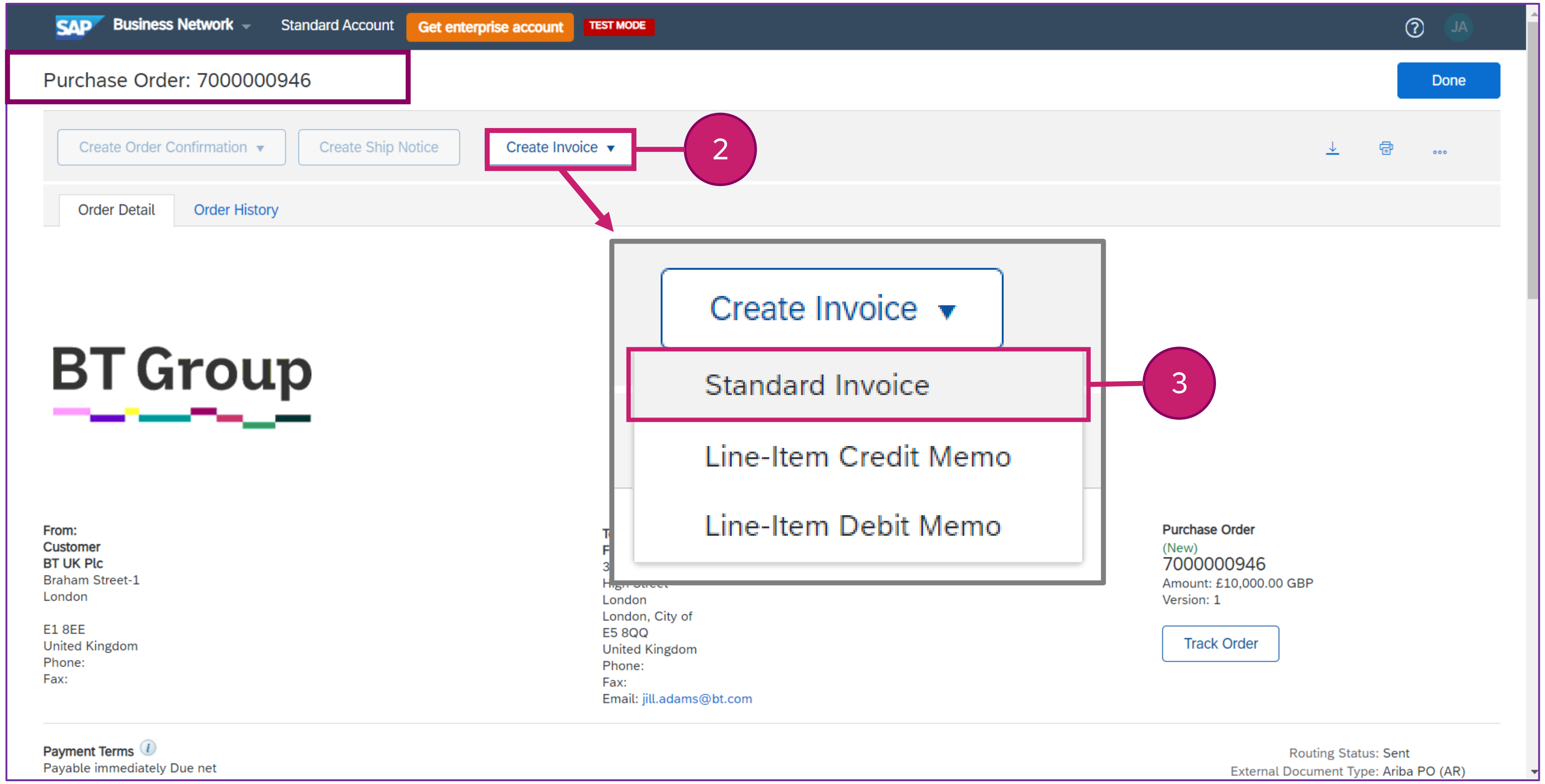


Creating an invoice for BT – Create Standard invoice

2. Select **Create Invoice**

3. Select **Standard Invoice** on the drop down box

A draft invoice will be created for you, based on the (un-invoiced amount) for the PO you selected.



Creating an invoice for BT – Complete Invoice Header section

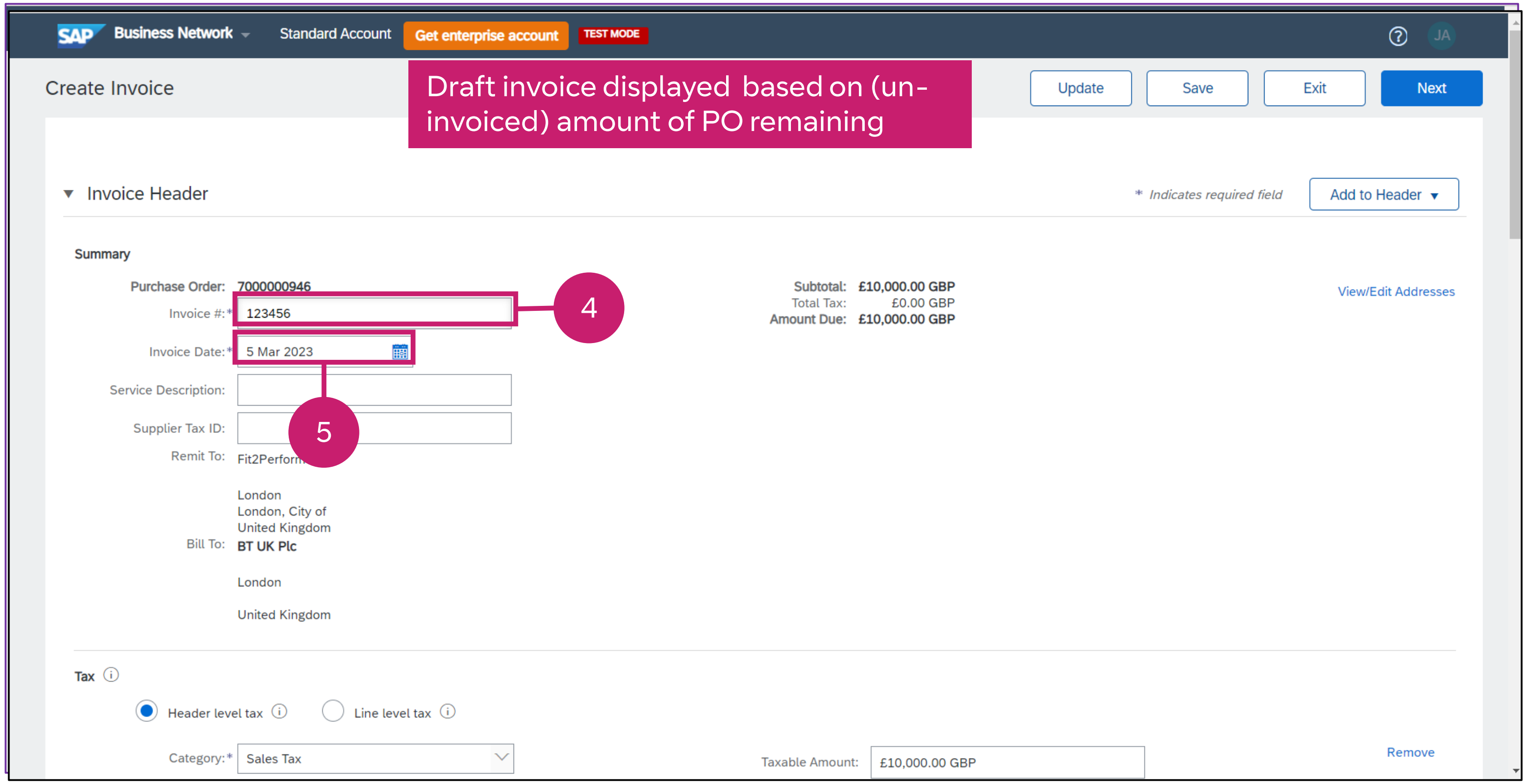
Invoice Header Section

4. Enter the **Invoice #:** Maximum of **16 characters**

   Note: Each invoice must have a unique number or the invoice will be rejected by us

5. Enter the **Invoice Date:**

   Note: BT only accept an invoice with a date of today or yesterday



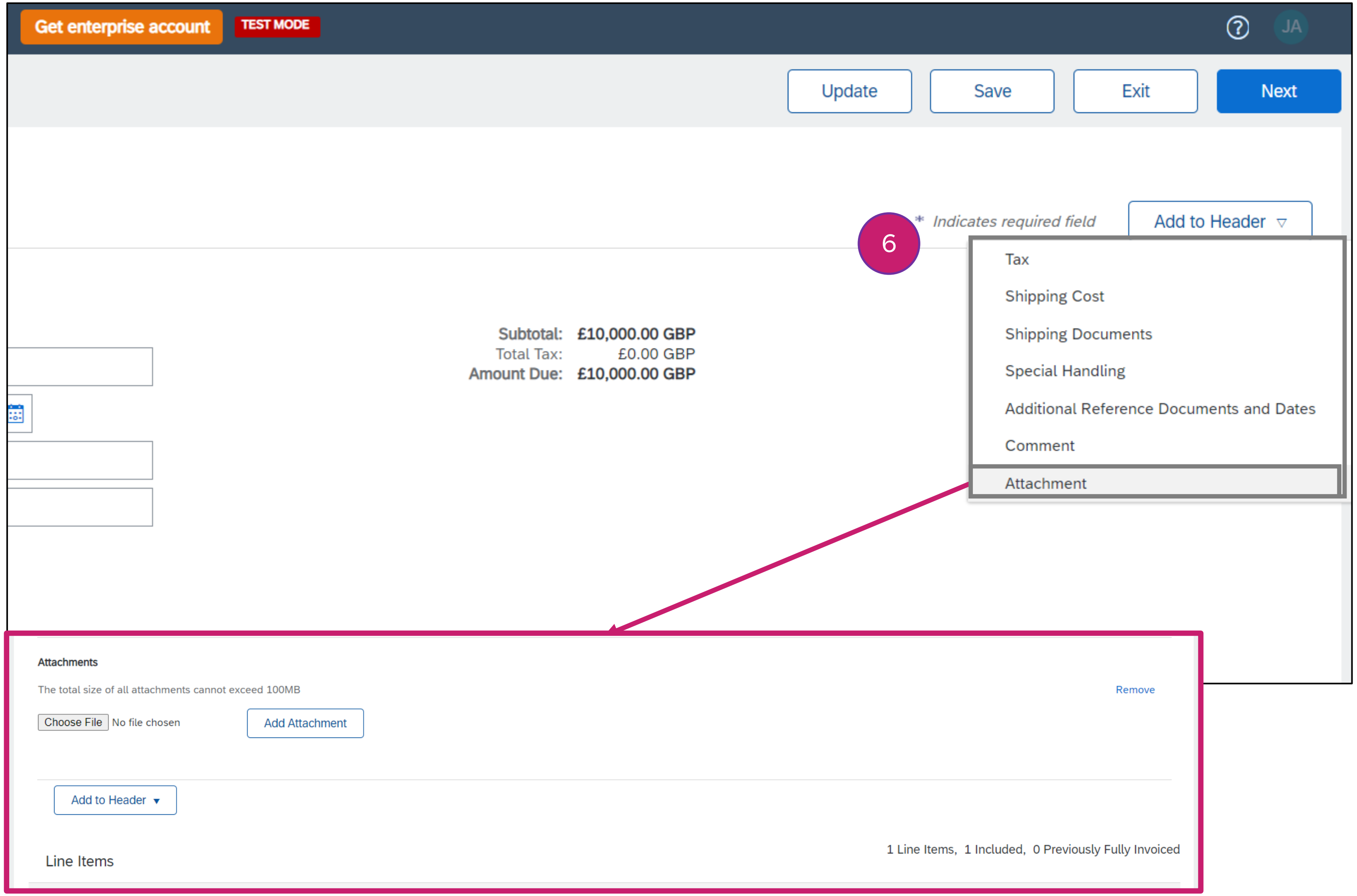
Creating an invoice for BT – Add to Header section (attachment)

Add to Header section

6. Attachment (optional)

BT accepts **Attachments** at the header (overall) level.

Please attach a copy of the invoice from your system if applicable by scrolling down to select and upload your file/s from the **Attachment** section



Adding Tax to your invoice: Setting up your own VAT tax categories

Tax - Header or Line Level: BT accept Tax at either the Header (total) or at Line level (tax against every line)
Tax Category : BT only accept VAT category

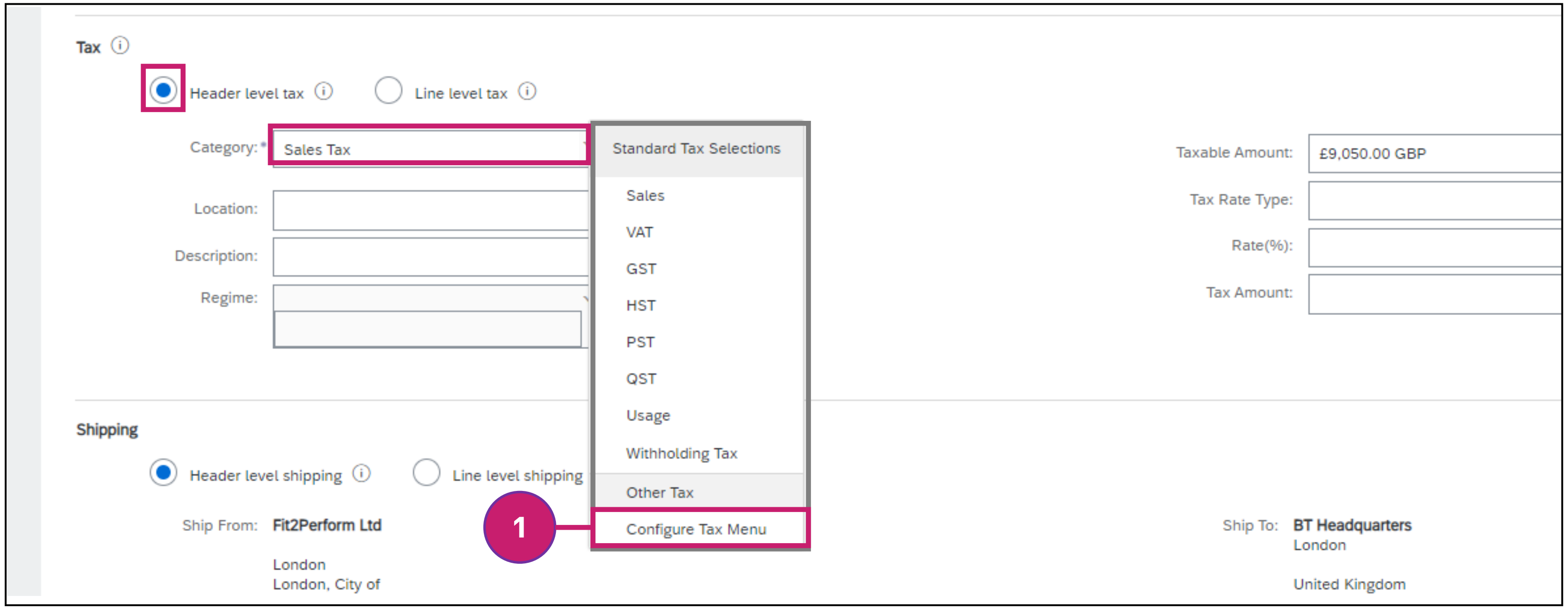
Header (total) level: Can only be used if the VAT rate is the same for every line on your Invoice
Line Level: Must be used if the tax rates are different across different lines

The SAP Business Network requires you to select the Tax Category together with the specific Rate (%age) each time you add tax to your invoice.

You can save time by setting up your own default VAT Tax categories using the **Configure Tax Menu** option. You can then use these each time you invoice.

Ensure **Header level tax** is selected

1. **Category:** Select **Configure Tax Menu**



Creating an invoice for BT – Setting up your own VAT tax categories

TIP: Your 'personal' tax categories and rates will become available in your Tax drop down selection for all your future invoices.

For each tax rate you wish to add

2. Click **Create**

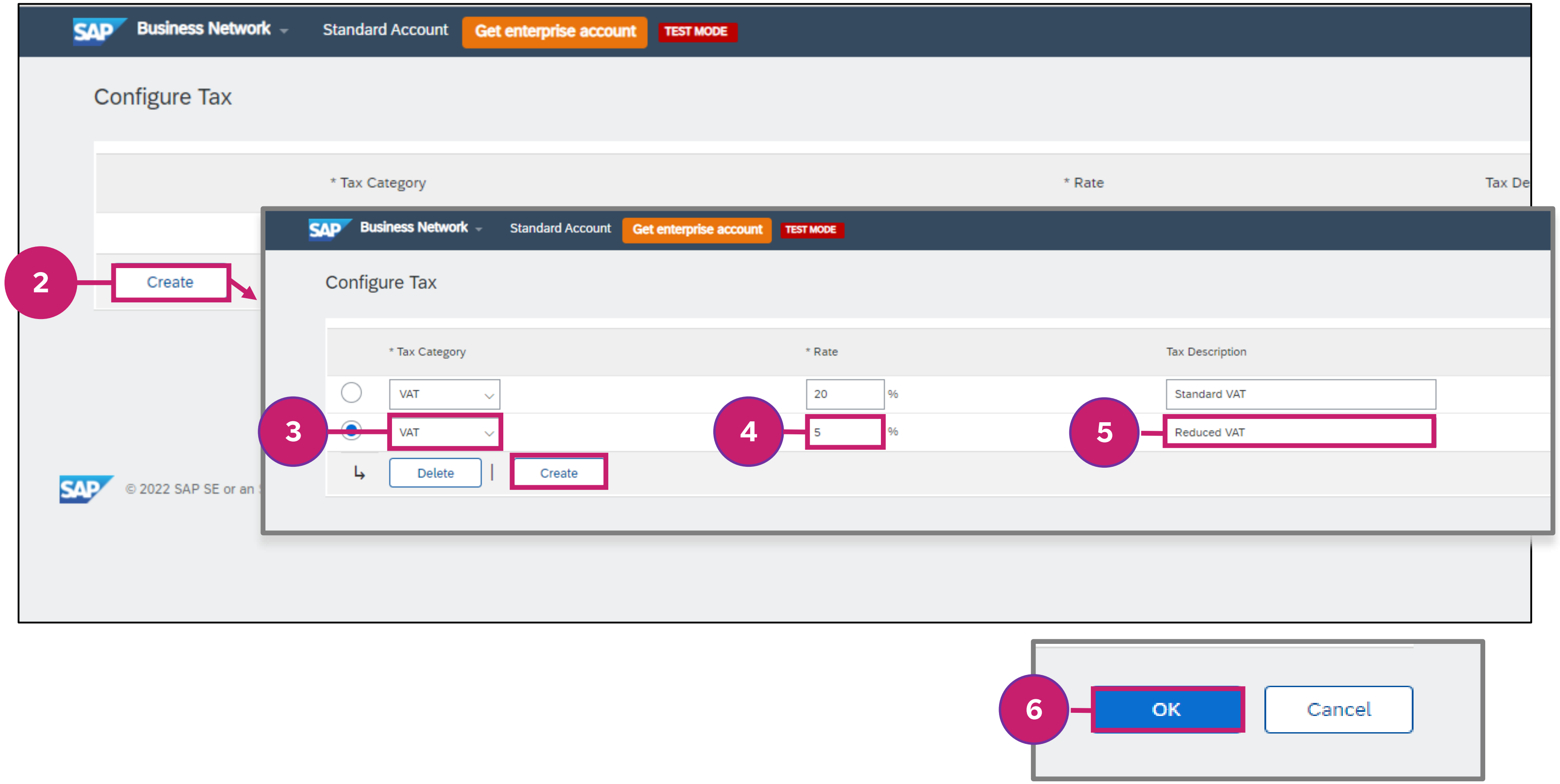
3. Select Tax Category of **VAT**

4. Enter **Rate (%)**

5. Enter a **description** (which will appear in the Tax Category list in future)

6. Click **OK or click Create to add another tax category**

The **Tax amount** will then calculate automatically based on the total **Taxable Amount** on invoice



Creating an invoice for BT – Adding total Invoice Tax (Header level)

Note: If the same tax code and rate is applied to all lines, you can enter the tax for the full PO as a single value at the **Header** (summary) level. **If lines on the invoice have different tax requirements, you must add tax for each individual invoice line -** see next page

To enter the total tax for the invoice

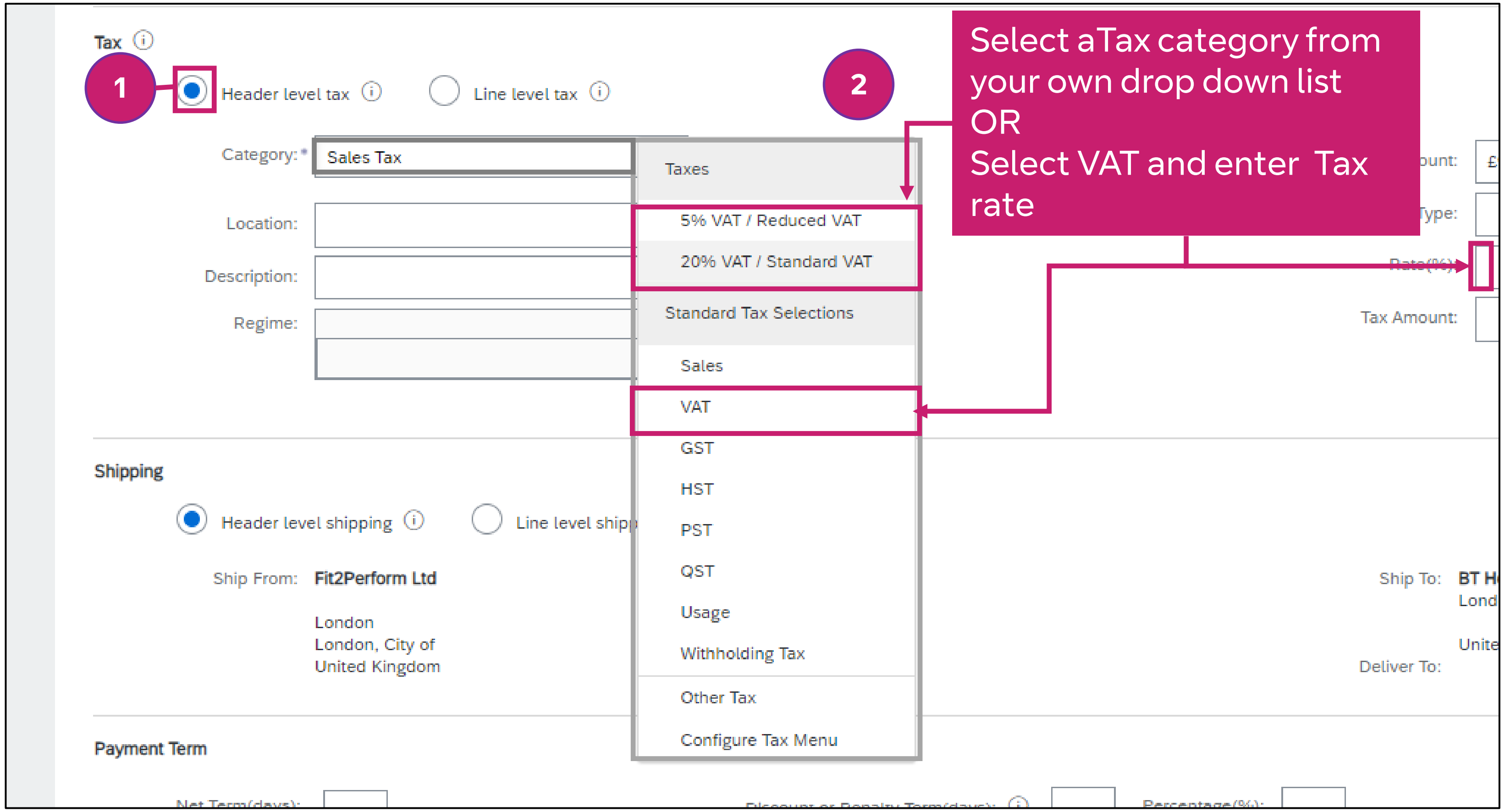
1. Select **Header level tax**

2. **Either select from your own list**

or

2. **Select VAT** category and Enter **Rate (%)**

The **Tax amount** will calculate automatically, initially based on the total **Taxable Amount** on invoice and will adjust as you amend the invoice values



Creating an invoice for BT - Enter your VAT number (if applicable)

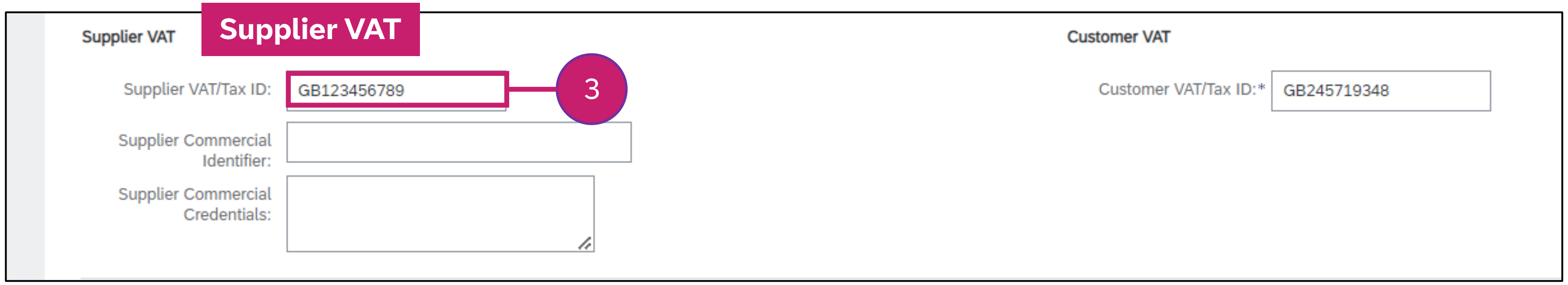
If you have set your company VAT number in your account profile it will default into every invoice. If not, you will need to enter your VAT number manually on every invoice.

Supplier VAT Number

3. If you are VAT registered, please ensure that your VAT registration number is included.

It must **not contain any spaces** and must be in the correct country code format with the country identifier (such as GB for the UK) as applicable

We will not be able to process a VAT invoice without a valid VAT identifier

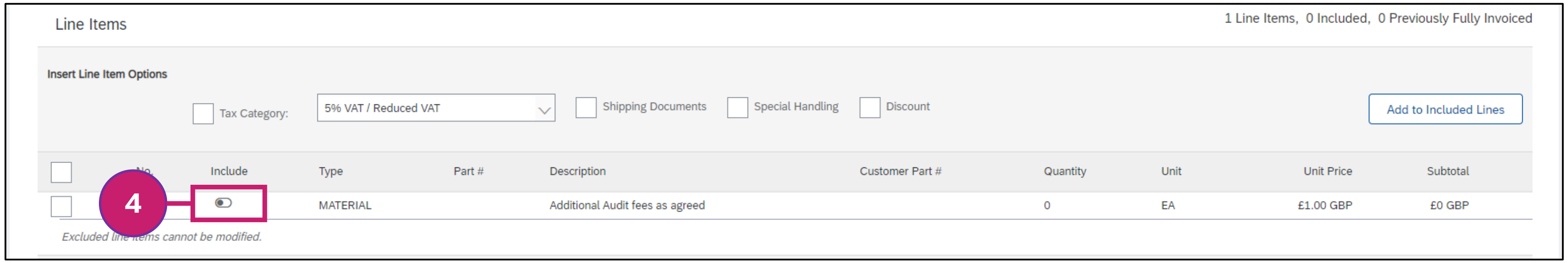


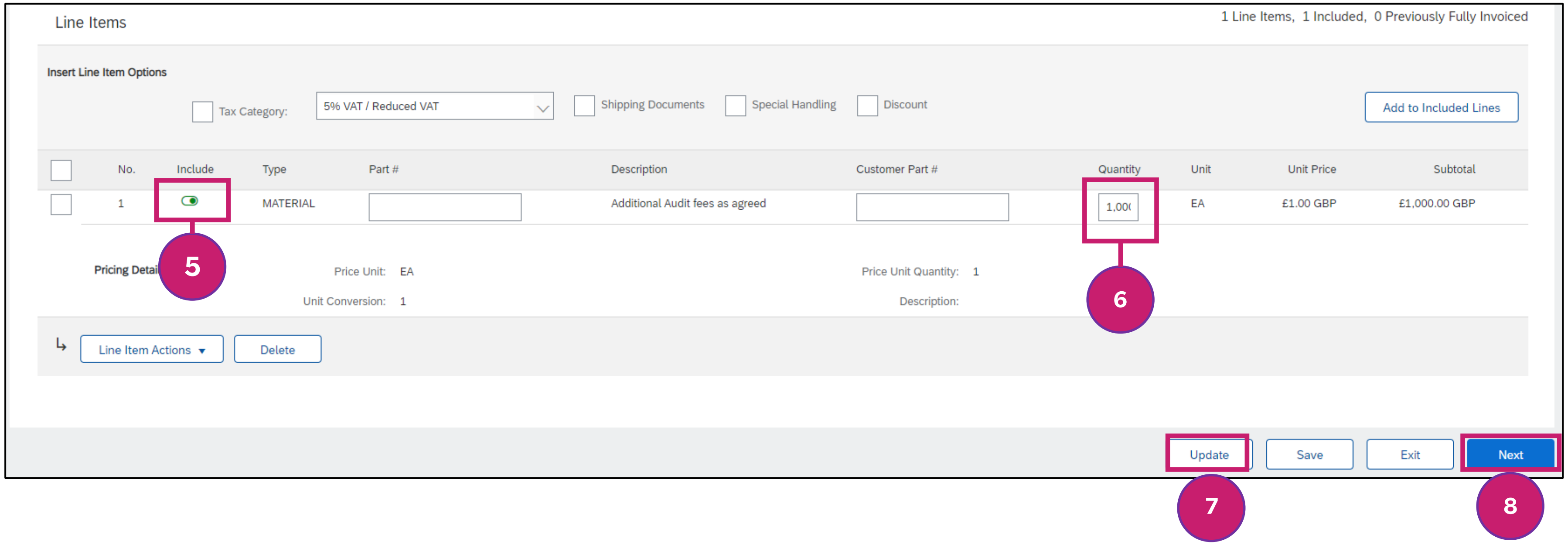
Creating an invoice for BT – Adjusting Lines on your invoice

Adjust each line on the invoice – Exclude or remove lines that are not charged on this invoice.
Adjust the Quantity of each line for a partial line charge

Line Item Section Adjusting lines

4. **Exclude** all lines not chargeable on this invoice using toggle
5. Ensure the lines you want to add to the invoice are **Included**
6. Enter the **Quantity** to include for each line.
7. **Update** the display with your adjusted values
8. Click **Next** Or Enter tax at line level (see next page)





Creating an invoice for BT – Entering Tax at line level if required

Entering Tax at Line level:
If your invoice **contains lines with different tax rates** you must enter the tax against each individual line separately
If all lines are taxed at same rate, you can enter tax at header level

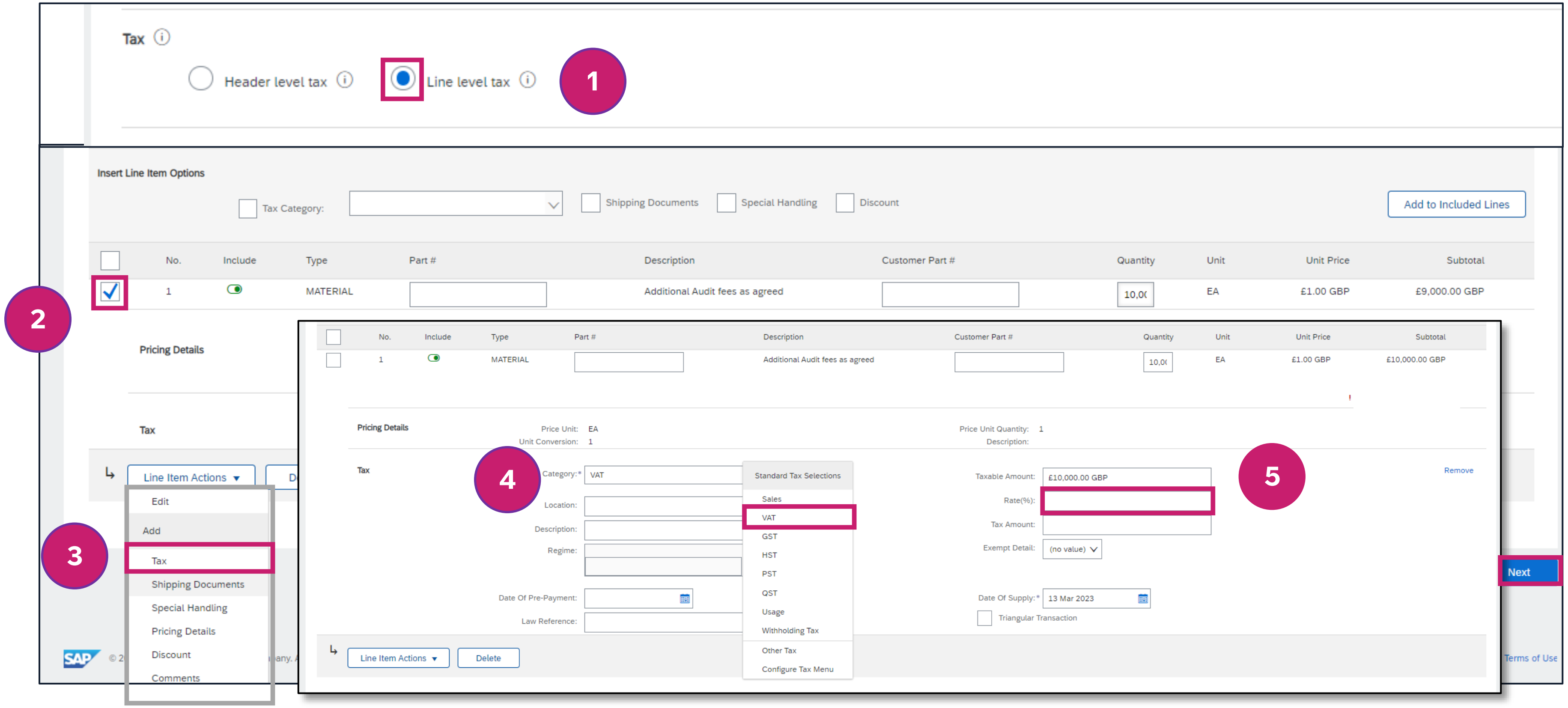
Tax section – Line level

1. Ensure **Line level tax** is selected in the Tax setting section

For each line:

2. Select the line (shows as a tick)
3. **Select Add** Tax
4. Select **Category** VAT and
5. Enter the rate % or select your own Tax category

Click **Next** to go to final summary page

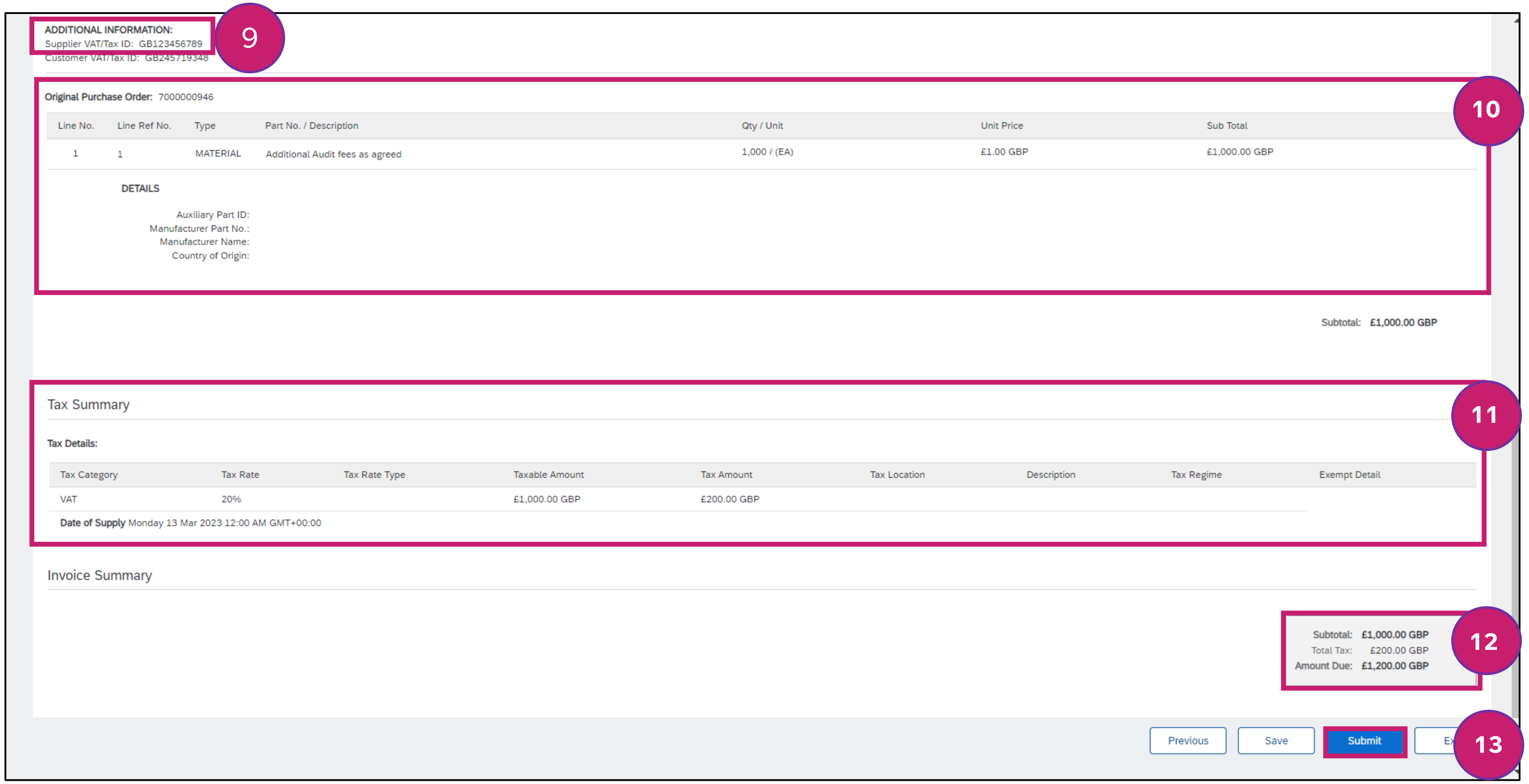


Invoice summary– Review all information before submitting

Before you submit your invoice, check that the VAT number (if applicable), the lines on the Invoice and the tax amount are correct.

Final review ! Check

9. Your **VAT number** (if applicable) is correct
10. Invoice includes only the PO lines you wish to invoice
11. You have added VAT if applicable
12. Review final amounts
13. **Submit** your invoice.



Creating a Credit Memo for your Invoice

07

Creating a Credit Memo– Introduction and Training Video

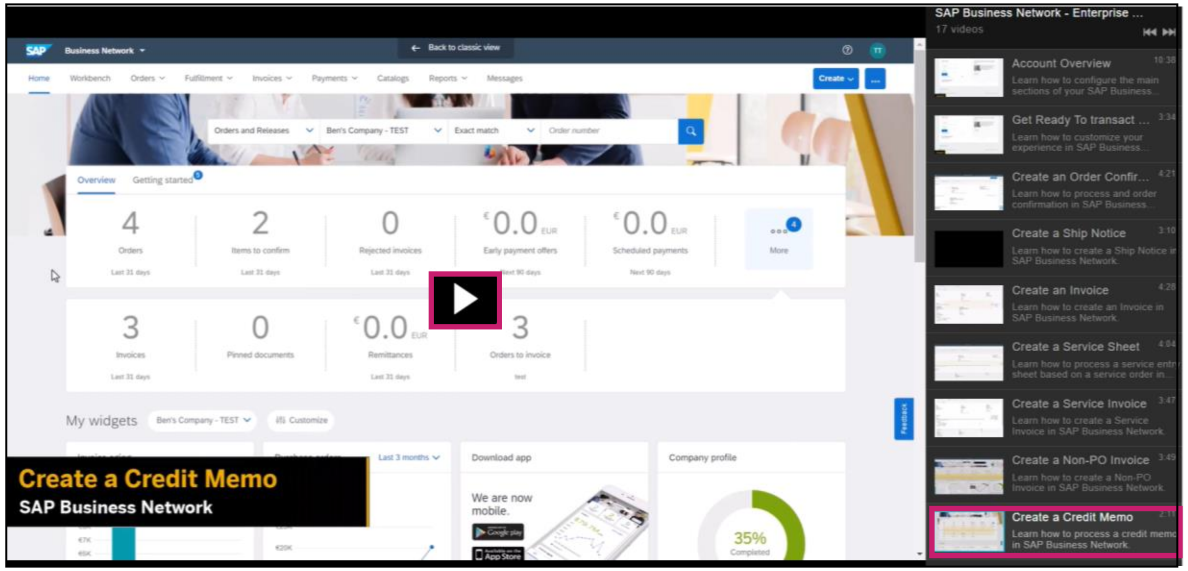
You will be able to create Credit Memos directly from within your SAP Business Network account for any Invoices that you have submitted from your SAP Business Network account.

Sending your Credit Memo to us using the SAP Business Network standard invoice functionality is easy to do: A draft Credit Memo is automatically created based on the Invoice information. This is then displayed ready for you to update/amend.

Invoices (and therefore Credit Memos) can only be raised against POs that were received into your SAP Business Network Account.

SAP Supplier Training Video Library

- [SAP Business Network Supplier Training](#)
- Select your preferred language
- Choose **Create a Credit Memo** from the library to watch the Invoicing walkthrough



Creating a Credit Memo for BT

You can only use the SAP Business Network to create a Credit Memo for an Invoice that was submitted through the SAP Business Network.

The credit memo process is similar to the Invoice process: The Credit memo is automatically drafted based on the Invoice and you can then adjust the values to reflect the credit you wish to raise.

To create an electronic credit memo for your BT invoice (raised against a PO):

1. **Log into your SAP Business network account**

2. **Search** for and select the **Invoice** you wish to apply the credit to

3. Select the option **Create Line-Item Credit Memo.** This will default the Invoice values into a draft credit memo ready to adjust.

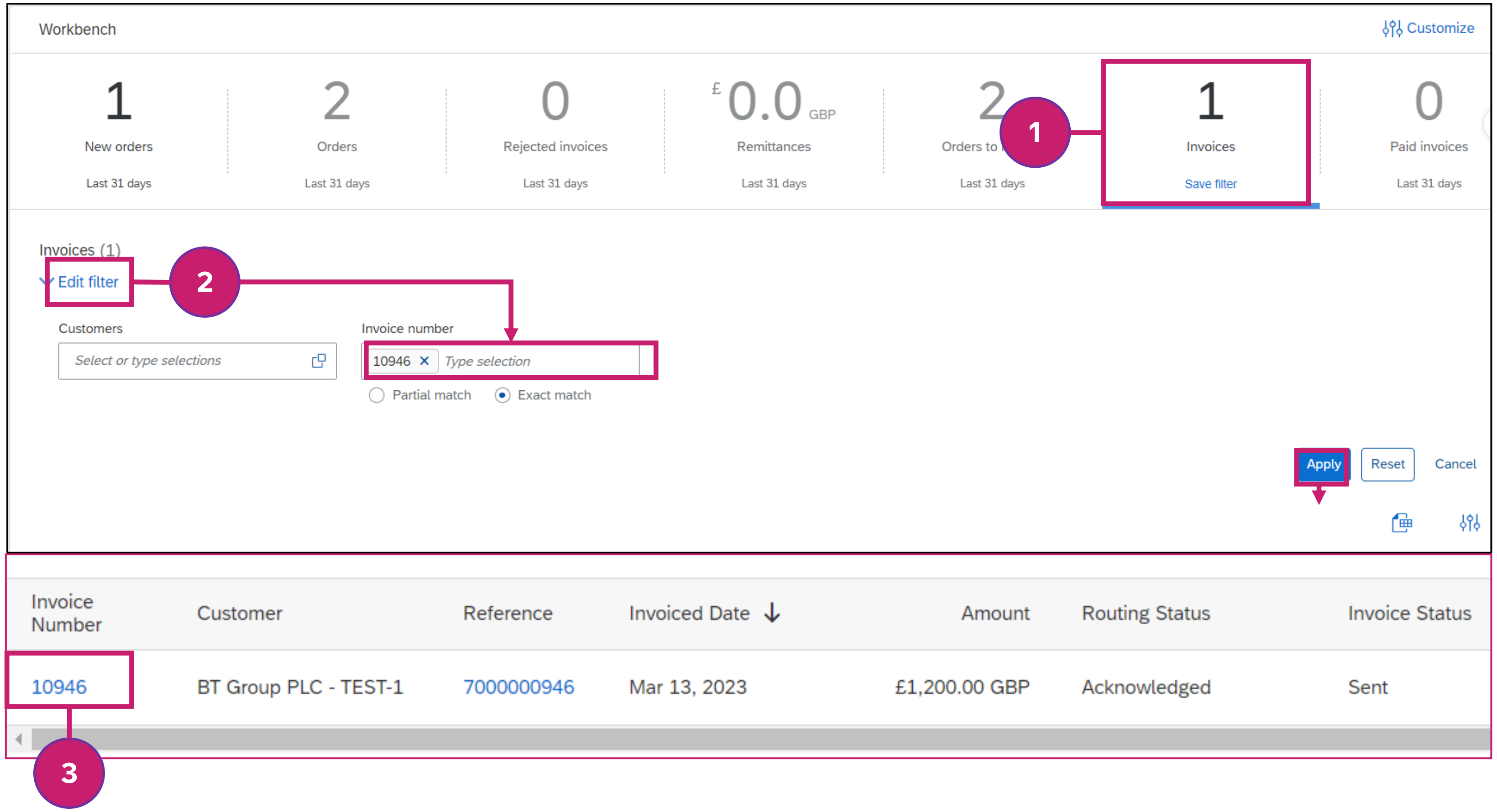
4. **Adjust/update/add the information on the credit memo to reflect the credit to be applied:**
    1. Credit Memo Number
    2. Credit Memo date
    3. Attachments (such as a copy of the credit memo from your own system if applicable)
    4. Adjustments to Quantity to each line/s on the credit memo **(removing any lines that need to be excluded from this credit memo)**
    5. Tax rate and amount will be calculated based on the values on the original invoice
    6. Check all information is correct, including your VAT number (if applicable)
5. **Submit Credit Memo**

Creating a Credit Memo for an invoice

To issue a Credit Memo against an Invoice

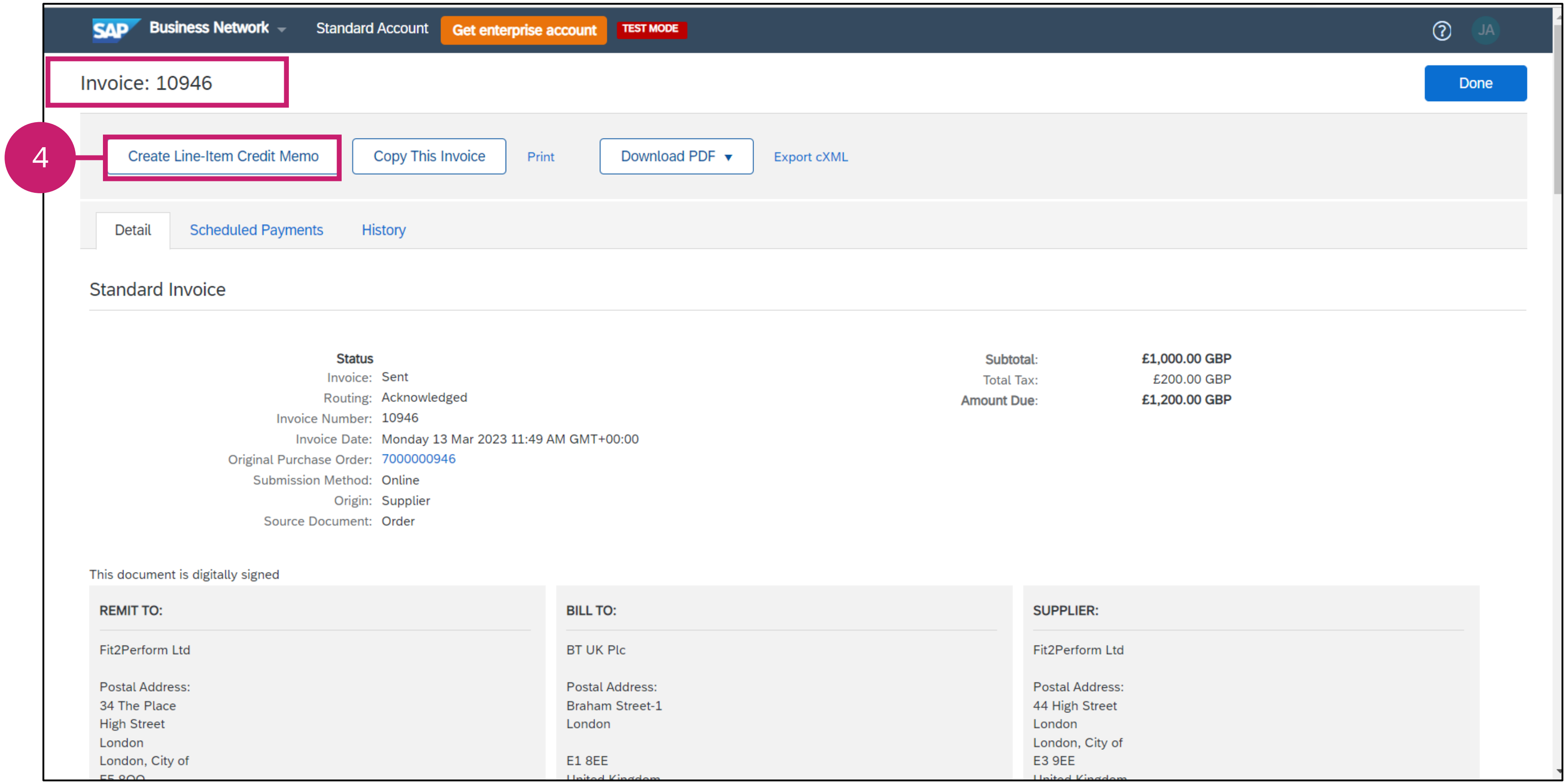
Select the Invoice you wish to credit

1. Select the **Invoice Tile** to view invoices
2. If the invoice is not already in the display, use the **Filter** to search for the specific Invoice (enter the criteria and then Apply)
3. Click on **Invoice number**.



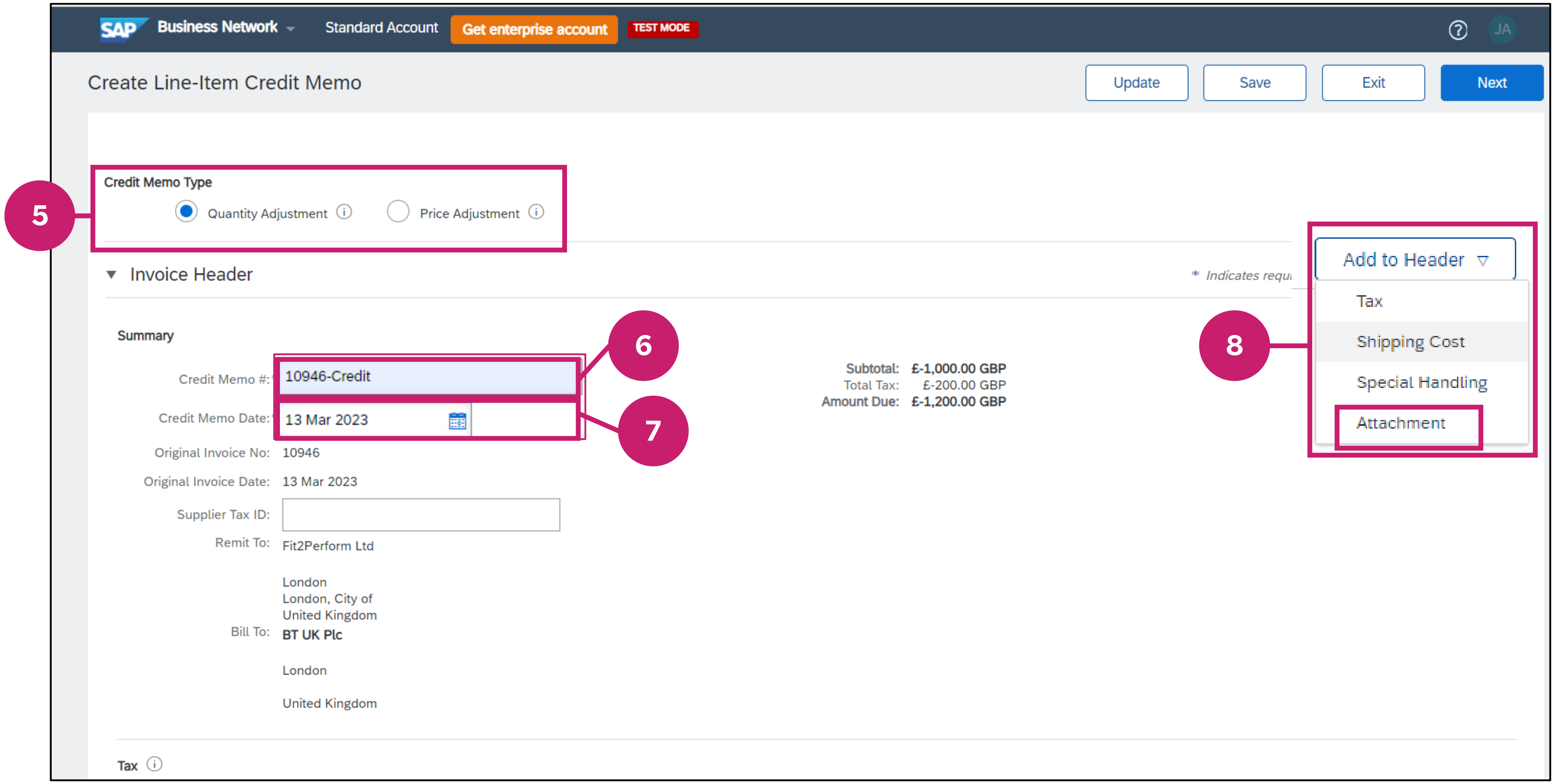
Creating a Credit Memo for an invoice

4. Select **Create Line-item Credit Memo**



Creating a Credit Memo for an invoice – Header section

5. Enter the **Credit Memo Type** – for most invoices this will always be **Quantity Adjustment**
6. Enter the **Credit memo ID** (less than 16 characters, must be unique)
7. Enter the **Credit Memo Date**
8. Click **Add to Header** to attach a copy of the credit memo from your own system if required

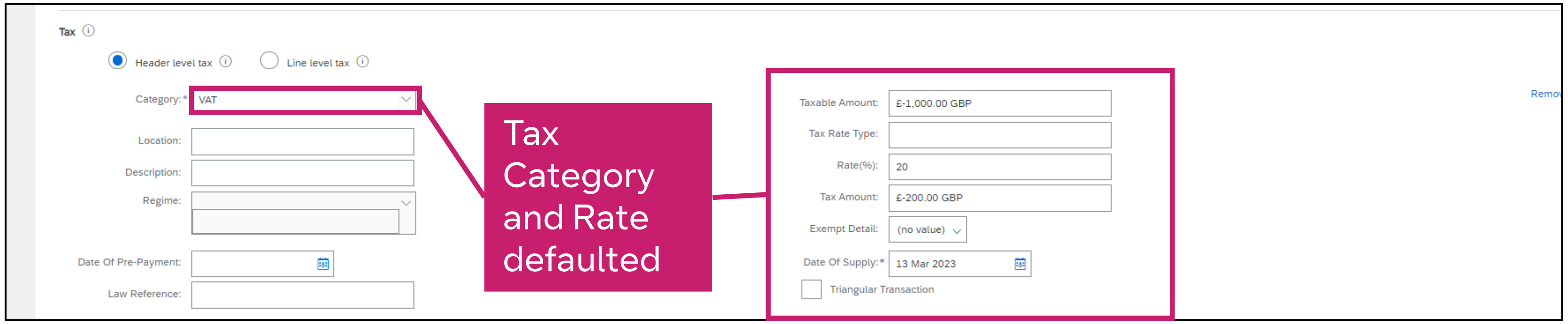


Creating a Credit Memo for an invoice - Tax

Tax section – Tax is calculated automatically based on the credit memo quantities and the original tax rate applied

In this example the tax credit has defaulted in as that on the corresponding invoice:

- Tax Category **VAT**
- Tax rate of 20% on £1,000.00



Creating a Credit Memo for an invoice – comments, attachments, lineitems

Scroll down the page to complete

9. **Comment section**

   Enter **Reason for Credit Memo**

10. **Add attachment** Choose file to upload as attachment

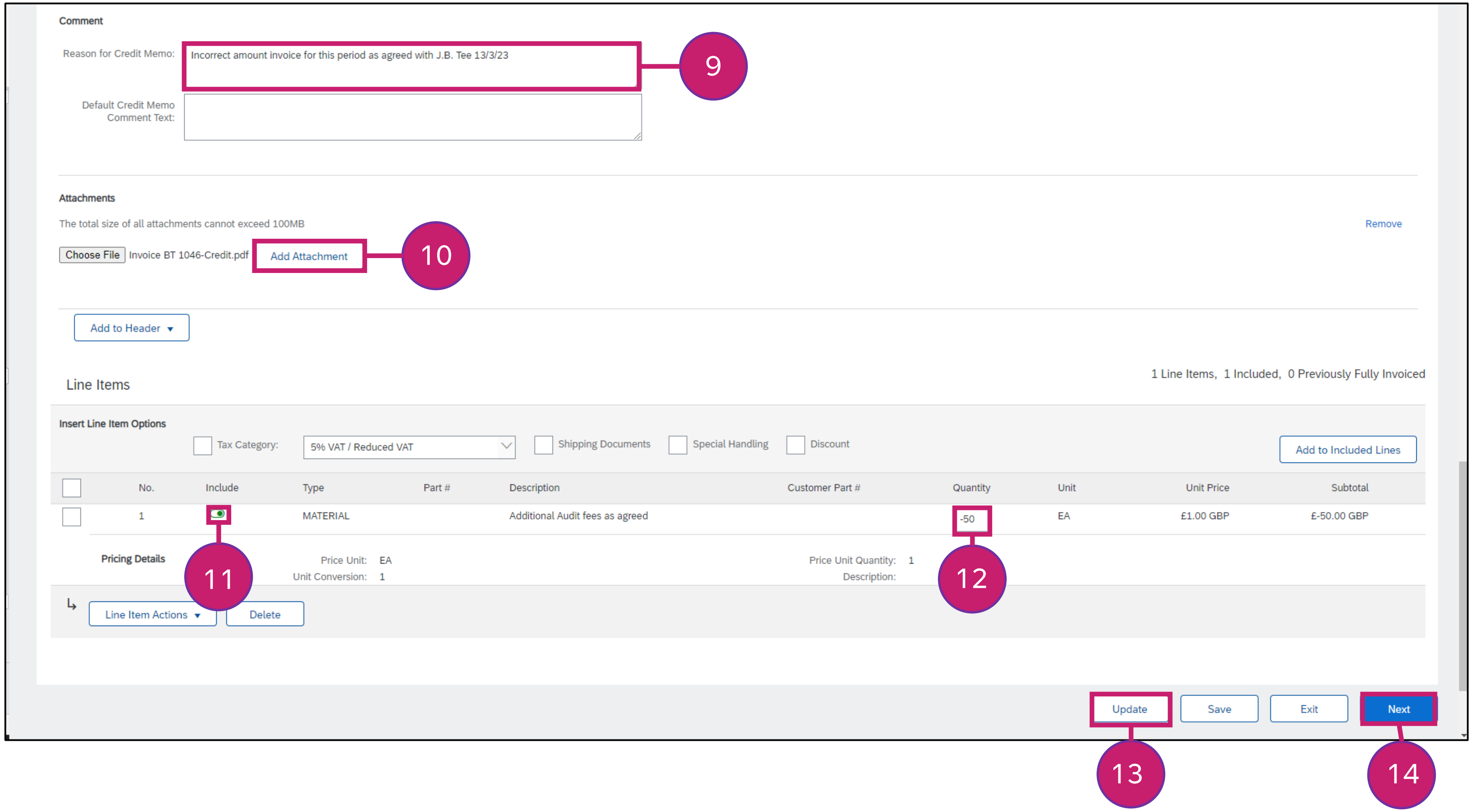
11. Toggle the **Include** to **off** for any invoice lines excluded from the credit

12. **Line Items – quantity to credit**

    Enter the credit against the appropriate line by entering a negative value as **Quantity**

13. Click Update to view the adjusted values

14. Click **Next** to go to Summary page

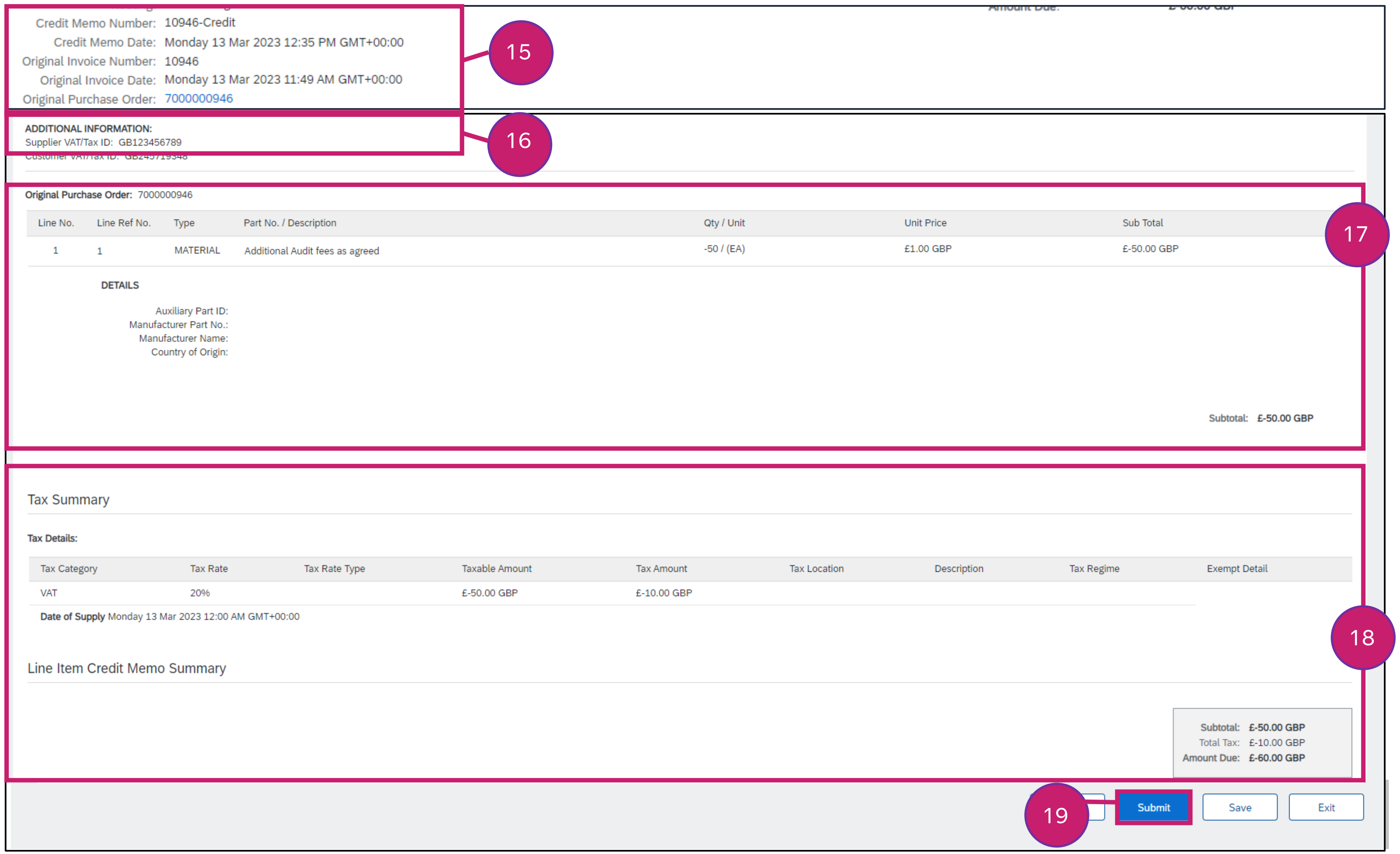


Creating a Credit Memo – Final check and submission

Before you submit your credit memo, check your VAT number (if applicable) is correct, all lines and the tax amounts are correct and that the correct invoice and PO numbers are shown in the heading section.

Final review - Check

15. Summary section shows correct Invoice number and original PO number
16. Your **VAT number** (if applicable) is correct
17. Credit memo includes only the Invoice lines you wish to credit and the quantity/amount you wish to credit
18. Review final amounts and tax
19. **Submit** your credit memo



Understanding invoice and credit memo status

08

Understanding Status updates for Invoice and Credit memos

You can view the status of invoices and credit memos you have sent from your SAP Business Network account at any time.

Each invoice has a **Routing Status** indicating whether it has reached the destination, and an **Invoice Status** indicating the current processing status.

Invoice Number	Customer	Reference	Invoiced Date ↓	Amount	Routing Status	Invoice Status
007007007	BT Group PLC - TEST-1	7000000568	Dec 7, 2022	£1,200.00 GBP	Acknowledged	Sent
007007007	BT Group PLC - TEST-1	7000000568	Dec 7, 2022	£1,200.00 GBP	Failed	Rejected
S2P-046-001.	BT Group PLC - TEST-1	7000000451	Nov 15, 2022	£42,000.00 GBP	Acknowledged	Paid
S2P-046-001	BT Group PLC - TEST-1	7000000388	Nov 8, 2022	£83,400.00 GBP	Obsoleted	Canceled

Invoice status	Explanation
Canceled	You have cancelled the invoice
Sent	Your customer received the invoice, but it has not yet been approved
Rejected	Invoice has either failed validation on the SAP Business Network or the customer has rejected your invoice
Approved	Invoice has been approved for payment. Invoice will be paid to terms
Paid	Your customer has paid the invoice or is in the process of issuing the payment

Routing status	Explanation
Failed	Your invoice failed to validate against your customer's validation rules
Obsoleted	This invoice is not longer valid as it has been cancelled or edited
Queued	SAP Business Network is in the process of sending the invoice to your customer. Contact SAP Business Network support if it stays in 'Queued' status for more than 30 minutes
Sent	SAP Business Network has sent the invoice, but it has not yet been acknowledged by the customer
Acknowledged	The invoice reached your customers processing system

Help and Guidance

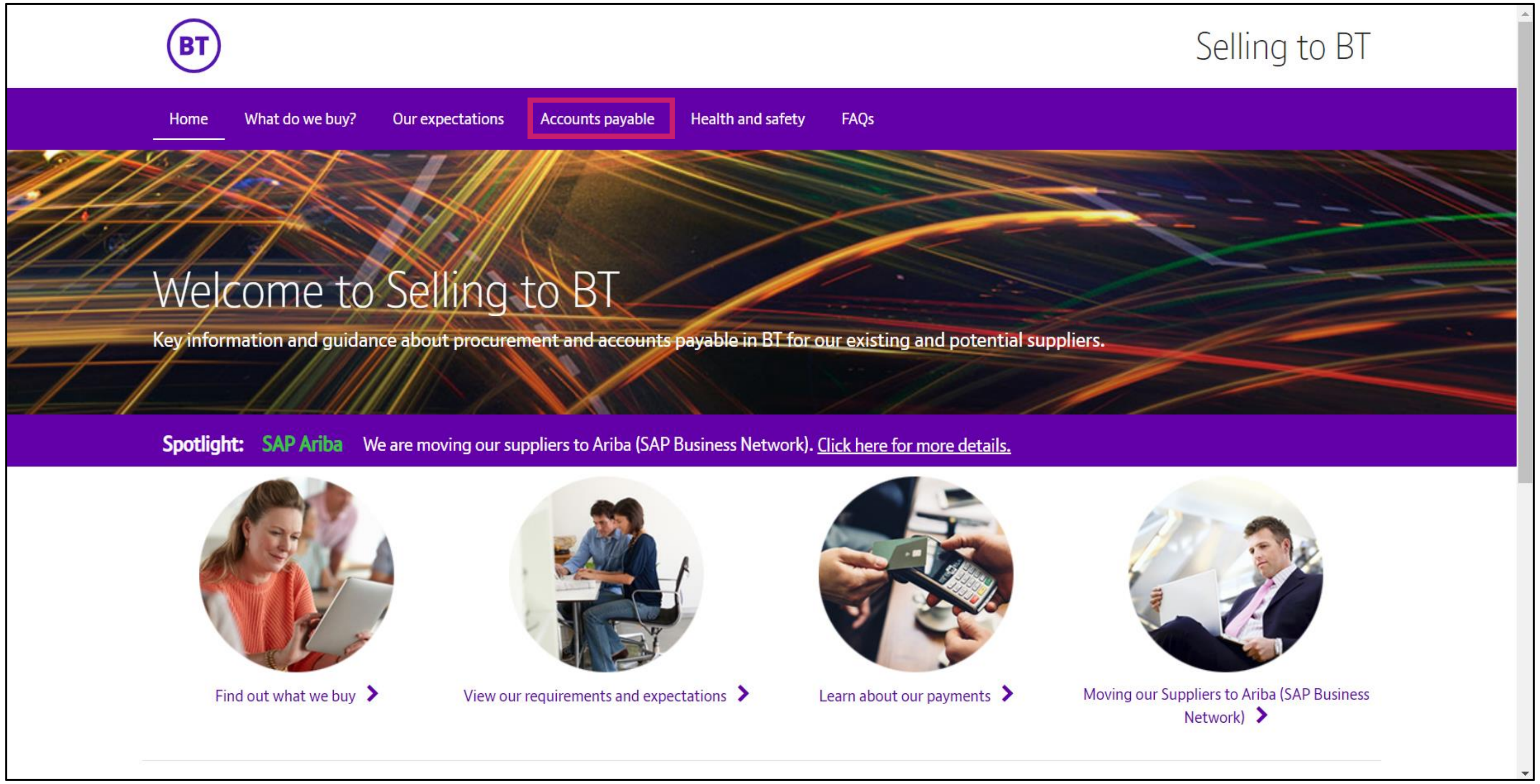
09

Help and Guidance

BT Resources

To learn more about BT and our Procurement and Accounts Payable processes please visit **Selling to BT**

We have also provided a **FAQ** guide to help answer some of your questions about the move to the SAP Business Network



If you have an **SAP Business Network Enterprise account** and wish to set up a **Trading relationship** with us please email mfb.supplier.enablement@BT.com with your organisation name, Supplier ID (if known) and the ANID you wish to use for your POs and Invoices

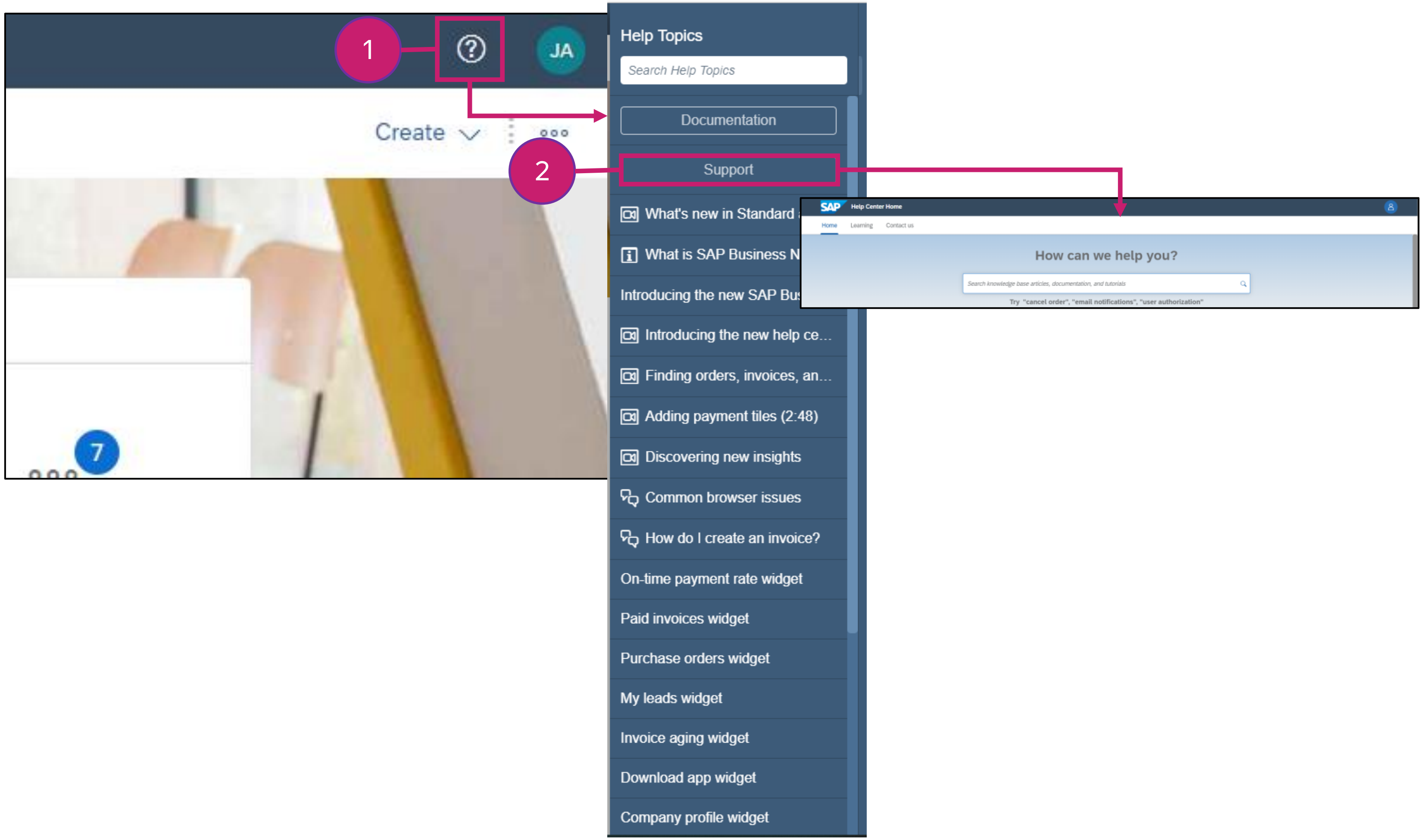
Help and Guidance

Help available from your SAP Business Account

You can access SAP help guides, and ask questions using the interactive help facility

1. Click ⓘ to display the Help Topics

2. **Support** takes you to the **Help Center** where you will be directed to the most appropriate resources for your query



Help and Guidance

Training and tutorials available from SAP

Supplier Learning Site

Walkthrough tours and guides to help you to learn how to get the best from your account

Supplier Training Video Library

Learn how to use SAP Business Network in a series of short video tutorials