

How find and fix errors on an SAP Ariba Marketplace order or invoice



Drexel University

AP & Procurement Services

1

When you log into SAP Ariba Guided Buying, scroll down and select, "Link to SAP Buying & Invoicing."

The screenshot displays the SAP Ariba Guided Buying interface. At the top, the Drexel logo and "Ariba Buying" are visible on the left, and a search bar with the text "Find goods and services" is on the right. Below the header, there are navigation links: "Shop", "Your favorites", "Your requests", and "Your approvals". The main content area features a banner with the text "Your one-stop shop for all Source to Pay processes!" and a "Learn more" button. Below the banner, there are three main navigation tiles: "Catalogs" (with a shopping cart icon), "Link to SAP Buying & Invoicing" (with a person icon and a "Save" button), and "Requisition & Approvals" (with a document and checkmark icon). To the right, a "Recent requests" panel lists three items:

Request ID	Status	Amount	Requested
INVvw02052025-1648	Composing	\$0.00 USD	Requested 27 days ago
INV51326172-3203	Paying	\$225.00 USD	Requested 15 days ago
INVTST1-16	Rejected	\$2.38 USD	Requested 38 days ago

At the bottom of the "Recent requests" panel, there is a "See all >" link. On the far right, there are two circular buttons: "ALT" and a search icon.

2

Locate the order on the Home page and click on it to open. In this example, "INV386061100-5835" is the order that needs to be corrected.

The screenshot displays the SAP Home page interface. At the top, there are navigation tabs: HOME, PROCUREMENT, INVOICING, and CATALOG. Below these is a search bar with a dropdown menu for 'Catalog' and a 'Keywords' input field. The main content area is divided into several sections:

- Common Actions:** A list of actions including 'Create', 'SAP Business Network Discovery', 'Contract Request (Procurement)', 'Analytical Report', 'Compound Report', and 'Manage'.
- My Documents:** A table listing documents with columns for ID, Title, Date, and Status. The first document, 'INV386061100-5835', is highlighted with an orange circle.
- Summary Cards:** Four cards showing 'To Do' (0 Items), 'My Requisitions' (0 Denied), 'My Receipts' (0 Denied), and 'Total Pins' (0).

A dark overlay with a pencil icon and the text 'Capturing ALT' is visible in the top right corner. A vertical toolbar with search and zoom icons is located in the bottom right corner.

ID	Title	Date ↓	Status
INV386061100-5835	INV386061100-5835	3/3/2025	Composir
INVBW02122025-2745	INVBW02122025-2745	2/12/2025	itter
INVJH02122025-2742	INVJH02122025-2742	2/12/2025	ter
INV384313135-2707	INV384313135-2707	2/12/2025	file
INVBB02122025-2653	INVBB02122025-2653	2/12/2025	ter

3

Click "Submit". If you are unable to submit your, any errors will be displayed so you can see what you need to fix.

UNIVERSITY OF ARIZONA
Accounts Payable
& Procurement Services

Acting as: Lisa Wells

INV386061100-5835

These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. Review your request and take the desired ac

Delete Copy Edit **Submit** Print

Summary Approval Flow Reference History

Header Information [Upload Invoice](#) Invoice Sur


Supplier:	Blackhawk Network Inc	Payment Terms:	(no value)
Supplier Contact:	Blackhawk Network Inc	Ship From:	Blackhawk Network Inc 20427 N 27th Ave Phoenix AZ 85027 United States
Invoice ID:	INV386061100-5835	Remit To Address:	Blackhawk Network Inc 20427 N 27th Ave Phoenix AZ 85027 United States
Supplier Invoice #:	386061100		
Invoice Date:	Mon, 03 Mar, 2025		
Type:	Non-PO		
Supplier Sales Order #:			
On Behalf Of:	Lisa Wells		
Invoice Submission Method:	Paper Invoice		
Invoice Origin:	Supplier		
Form Details:	Form Item Details		

25

Any errors on your order will be displayed. The order has errors due to the "Ship To" info is not filled in.

Error

This request contains errors or warnings. You must correct the errors before continuing.

 [External Error]:
No authority on fund 311393 and org 3671

Cancel

5

To correct your errors you will click "Edit"

The screenshot displays the Oracle University Accounts Payable & Procurement Services interface. At the top left, there is a navigation bar with a back arrow and the text "ORACLE UNIVERSITY Accounts Payable & Procurement Services". Below this, a dark bar indicates the user is "Acting as: Lisa Wells". The main header shows the invoice ID "INV386061100-5835". A descriptive text line states: "These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. Review your request and take the desired action." Below this text is a row of five buttons: "Delete", "Copy", "Edit", "Submit", and "Print". The "Edit" button is highlighted with an orange circle. Below the buttons is a tabbed interface with "Summary", "Approval Flow", "Reference", and "History" tabs. The "Summary" tab is active. The "Header Information" section is expanded, showing details for the supplier (Blackhawk Network Inc), invoice ID (INV386061100-5835), invoice date (Mon, 03 Mar, 2025), and other fields. On the right side of the interface, there are several floating icons: a pencil icon, a grey circle with "ALT", a magnifying glass with a plus sign, and a magnifying glass with a minus sign. At the top right, there is also a small "t" icon.

ORACLE UNIVERSITY
Accounts Payable
& Procurement Services


Acting as: Lisa Wells



INV386061100-5835


These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. Review your request and take the desired action.

Delete Copy Edit Submit Print

Summary Approval Flow Reference History

Header Information 

  [Upload Invoice](#) Invoice Sur

Supplier:	Blackhawk Network Inc	Payment Terms:	(no value)
Supplier Contact:	Blackhawk Network Inc	Ship From:	Blackhawk Network Inc 20427 N 27th Ave Phoenix AZ 85027 United States
Invoice ID:	INV386061100-5835	Remit To Address:	Blackhawk Network Inc 20427 N 27th Ave Phoenix AZ 85027 United States
Supplier Invoice #:	386061100		
Invoice Date:	Mon, 03 Mar, 2025		
Type:	Non-PO		
Supplier Sales Order #:			
On Behalf Of:	Lisa Wells		
Invoice Submission Method:	Paper Invoice		
Invoice Origin:	Supplier		
Form Details:	Form Item Details		

6

Click "OK"

ees



ALT

document.

(to reset, click **Preferences**).

OK

Cancel

7

Locate the "Ship To" on your order, select the drop-down to add your address info.

The screenshot displays a web application interface for managing an order. At the top right, there are navigation icons for search, print, help, and a globe, along with a 'Stop' button. Below these are 'Save', 'Submit', and 'Edit' buttons. A 'low' label is visible on the left side. In the center, there are icons for a link and a message, an 'Upload Invoice' button, and an 'Invoice Summary: \$1,499.99 USD Details' link. On the left, there are radio buttons for 'Non-PO', 'PO-Based', and 'Contract-Based', followed by a dropdown menu for 'Blackhawk Network Inc' and a text input field containing 'ackhawk Network Inc [select]'. Below this is a text input field with '386061100' and a date field set to 'Mon, 03 Mar, 2025'. A name field contains 'Lisa Wells'. At the bottom left, there is a link for 'Item Details'. On the right, the 'Payment Terms' are '(no value)'. The 'Ship From' dropdown is set to 'Blackhawk Network Inc' with the address '20427 N 27th Ave, Phoenix AZ 85027, United States'. The 'Ship To' dropdown is currently '(no value)' and is highlighted with an orange circle. The 'Remit To Address' dropdown is set to 'Blackhawk Network Inc' with the same address as the 'Ship From' field. On the right side of the interface, there are two circular navigation buttons: a magnifying glass and a search icon.

8

Click this text field.

Accounts Payable & Procurement Services

Acting as: Lisa Wells

INV386061100-5835

Invoice Entry Approval Flow

Choose Value for Ship To

Found more than 500 items. The results shown here include unique items from the first 500 items found.

Name Search

Location ↑	Name	Country/Region	City	State/Province/Region	Street	
11THST	11THST	United States	PHILADELPHIA	PA	850 N 11TH STREET	Select
142701	1427 VINE ST 1ST FLOOR	United States	PHILADELPHIA	PA	1427 VINE STREET	Select
142702	1427 VINE ST 2ND FLOOR	United States	PHILADELPHIA	PA	1427 VINE STREET	Select
142703	1427 VINE ST 3RD FLOOR	United States	PHILADELPHIA	PA	1427 VINE STREET	Select
142704	1427 VINE ST 4TH FLOOR	United States	PHILADELPHIA	PA	1427 VINE STREET	Select
142705	1427 VINE ST 5TH FLOOR	United States	PHILADELPHIA	PA	1427 VINE STREET	Select
142706	1427 VINE ST 6TH FLOOR	United States	PHILADELPHIA	PA	1427 VINE STREET	Select
142707	1427 VINE ST 7TH FLOOR	United States	PHILADELPHIA	PA	1427 VINE STREET	Select
142708	1427 VINE ST 8TH FLOOR	United States	PHILADELPHIA	PA	1427 VINE STREET	Select

Type: N P C

Supplier: * Black

Supplier Contact: Black

Supplier Invoice #: * 3860

Invoice Date: * Mon

Supplier Sales Order #:

On Behalf Of: Lisa

Form Details: Form

Done

Capturing... No problem...
ALT
Switch... Stop

9

Using the drop-down labeled "Name", search for the correct address by using the street #, name or building name. In this example 3141 was used.

Accounts Payable & Procurement Services

Acting as: Lisa Wells

INV386061100-5835

Invoice Entry Approval Flow

Choose Value for Ship To

Found more than 500 items. The results shown here include unique items from the first 500 items found.

Name

Location ↑	Name	Country/Region	City	State/Province/Region	Street	
11THST	11THST	United States	PHILADELPHIA	PA	850 N 11TH STREET	Select
142701	1427 VINE ST 1ST FLOOR	United States	PHILADELPHIA	PA	1427 VINE STREET	Select
142702	1427 VINE ST 2ND FLOOR	United States	PHILADELPHIA	PA	1427 VINE STREET	Select
142703	1427 VINE ST 3RD FLOOR	United States	PHILADELPHIA	PA	1427 VINE STREET	Select
142704	1427 VINE ST 4TH FLOOR	United States	PHILADELPHIA	PA	1427 VINE STREET	Select
142705	1427 VINE ST 5TH FLOOR	United States	PHILADELPHIA	PA	1427 VINE STREET	Select
142706	1427 VINE ST 6TH FLOOR	United States	PHILADELPHIA	PA	1427 VINE STREET	Select
142707	1427 VINE ST 7TH FLOOR	United States	PHILADELPHIA	PA	1427 VINE STREET	Select
142708	1427 VINE ST 8TH FLOOR	United States	PHILADELPHIA	PA	1427 VINE STREET	Select

Supplier: Black

Supplier Contact: Black

Supplier Invoice #: 3860

Invoice Date: Mon

Supplier Sales Order #:

On Behalf Of: Lisa

Form Details: Form

Capturing... No problem...
[x] De ALT
Switch to desktop

Done

10

When the correct address is located, click "Select" and then "Done"

Choose Value for Ship To

Name Search

Location ↑	Name	Country/Region	City	State/Province/Region	Street	
3141CH	3141CH	United States	Philadelphia	PA	3141 Chestnut Street	Select

Done

Remit To Address: Blackhawk Network Inc
20427 N 27th Ave
Phoenix AZ 85027
United States

11



Next step is to add the "Ship To" address to Line Item. Scroll down the Line Items.

Accounting Date:

1099 Transaction: No


Department: (no value) ▾

My Labels: [Apply Label...](#) ▾ ⓘ







Header Taxes, Charges, and Discount



Name ↑	Type	Tax Rate	Amount	Accounting	Details
No items					

 [Delete](#) [Add ▾](#) [Update](#)

Line Items (1)

No. ↑	Description	Qty	Unit	Price	Amount	Discount	Charges	Taxes	Gross Amount	Acc
 	1	6 Amazon gift cards for winners of LeBow Gen ...	1	Each ▾	\$1,499.99 USD ▾	\$1,499.99 USD		USD	\$1,499.99 USD	

 [Delete ▾](#) [Copy](#) [Edit](#) [Add Item Details ▾](#) [Import Accounting](#) [Export Accounting](#) [Add Item ▾](#) [Update](#)

12

Check the box next to the Line and then click "Edit" |

Accounting Date:

1099 Transaction: No

Department: (no value) ▾

My Labels: [Apply Label...](#) ⓘ

✎

ⓘ Capturing... the

No probl... the c

☑ De ALT

Switch to... op

Header Taxes, Charges, and Discount

Name ↑	Type	Tax Rate	Amount	Accounting	Details
No items					

↳ [Delete](#) [Add ▾](#) [Update](#)

Line Items (1)

<input checked="" type="checkbox"/>	No. ↑	Description	Qty	Unit	Price	Amount	Discount	Charges	Taxes	Gross Amount	Acc
<input checked="" type="checkbox"/>	1	6 Amazon gift cards for winners of LeBow Gen ...	1	Each ▾	\$1,499.99 USD ▾	\$1,499.99 USD		USD		\$1,499.99 USD	

↳ [Delete ▾](#) [Copy](#) [Edit](#) [Add Item Details ▾](#) [Import Accounting](#) [Export Accounting](#) [Add Item ▾](#) [Update](#)

⊕

⊖

13

Locate the "Ship To" field for the Line Item and use the drop-down to repeat Steps 9 and 10.

The screenshot shows a software interface with a table of line items and shipping details. The table has columns for Qty, Unit, Price, Amount, Discount, Charges, Taxes, and Gross Amount. The first row shows a quantity of 1, unit of Each, price of \$1,499.99 USD, and a gross amount of \$1,499.99 USD. Below the table, there are sections for 'Additional Pricing Details' and shipping information. The shipping information includes a 'Ship From' dropdown set to 'Blackhawk Network Inc' and a 'Ship To' dropdown set to '(no value)'. An orange circle highlights the 'Ship To' dropdown menu. The interface also features a search bar at the top, a 'Confirming Order' dropdown, and various utility icons like search, print, help, and refresh.

	Qty	Unit	Price	Amount	Discount	Charges	Taxes	Gross Amount
ds for winners of LeBow Gen ...	1	Each	\$1,499.99 USD	\$1,499.99 USD				\$1,499.99 USD

Additional Pricing Details ⓘ
(no value)

Reference Date: Mon, 3 Mar, 2025 ⓘ
Ship From: Blackhawk Network Inc
20427 N 27th Ave
Phoenix AZ 85027
United States
Ship To: (no value)

14

When the "Ship To" address is added, click "Validate and Exit".

ees

/386061100-5835

Exit Validate and Exit ALT

	Qty	Unit	Price	Amount	Discount	Charges	Taxes	Gross Amount
ds for winners of LeBow Gen ...	1	Each	\$1,499.99 USD	\$1,499.99 USD				\$1,499.99 USD

6 Amazon gift cards for winners of LeBow Gen AI Student Expo.

Confirming Order

Additional Pricing Details

(no value)

Reference Date: Mon, 3 Mar, 2025



Ship From: Blackhawk Network Inc
20427 N 27th Ave
Phoenix AZ 85027
United States


Ship To: 3141CH
3141 Chestnut Street
Philadelphia PA 19104
United States


C

Review the information to ensure all is correct, then click "Submit"

15

  **Accounts Payable & Procurement Services**



Acting as: Lisa Wells 


INV386061100-5835 



These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. Review your request and t ac

[Delete](#) [Copy](#) [Edit](#) **[Submit](#)** [Print](#)

[Summary](#) [Approval Flow](#) [Reference](#) [History](#)

Header Information  

Supplier:	Blackhawk Network Inc	Payment Terms:	(no value)
Supplier Contact:	Blackhawk Network Inc	Ship From:	Blackhawk Network Inc 20427 N 27th Ave Phoenix AZ 85027 United States
Invoice ID:	INV386061100-5835	Ship To:	3141CH 3141 Chestnut Street Philadelphia PA 19104 United States
Supplier Invoice #:	386061100	Remit To Address:	Blackhawk Network Inc 20427 N 27th Ave Phoenix AZ 85027 United States
Invoice Date:	Mon, 03 Mar, 2025		
Type:	Non-PO		
Supplier Sales Order #:			
On Behalf Of:	Lisa Wells		
Invoice Submission Method:	Paper Invoice		
Invoice Origin:	Supplier		
Form Details:	Form Item Details		
Multiple Remits:	Yes		
Bank Code:	(no value)		
Payment Date:			



16

Click "OK" and the order has been submitted.

The screenshot shows a software interface with a dark grey top bar. On the right side of the top bar is a 'Stop' button with a pencil icon. Below the top bar is a search bar with the text 'ALT' inside. On the left side, there is a small window with a green plus sign and a green circular arrow icon. In the bottom right area, there is a dialog box with two buttons: 'OK' and 'Cancel'. The 'OK' button is highlighted with a large orange circle. At the bottom right of the interface, there is a vertical grey button with a magnifying glass icon and a minus sign icon.