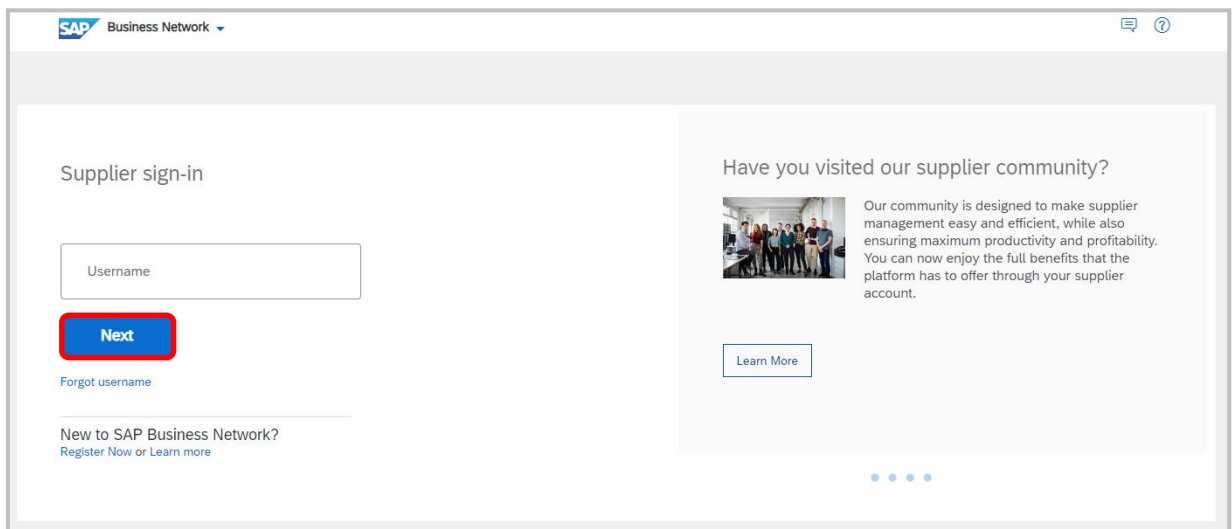


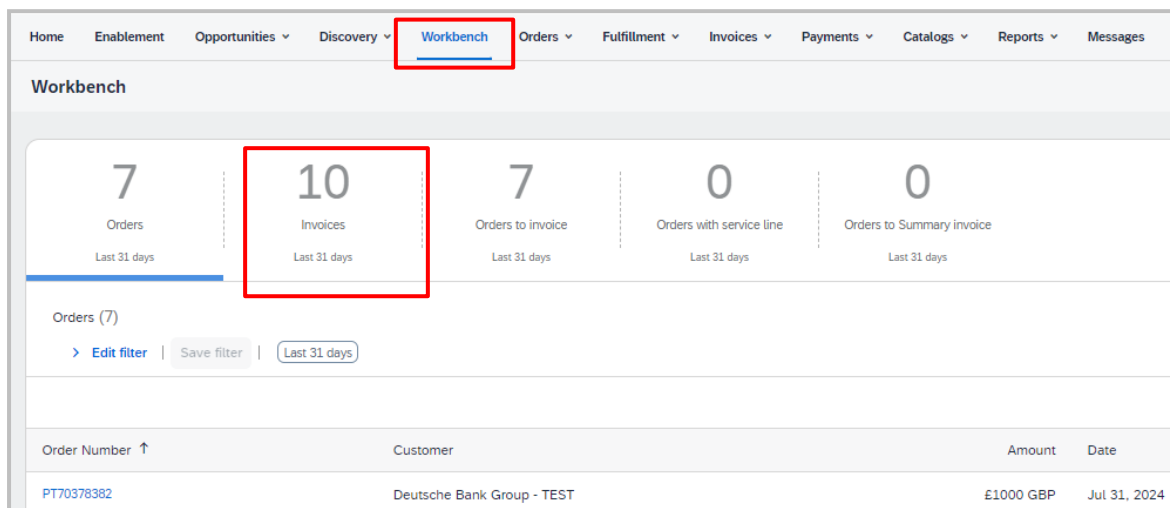


**Title:** - Deutsche Bank Group – How to check the invoice rejection reason

- Go to the SAP Business Network supplier portal using the following link – [supplier.ariba.com](https://supplier.ariba.com) and enter your username and password here. You can find the username in the e-mail sent to you by SAP Business network during registration.
- Enter your username and click **Next**.  
In the next page, enter your **password** and click **Sign In**.

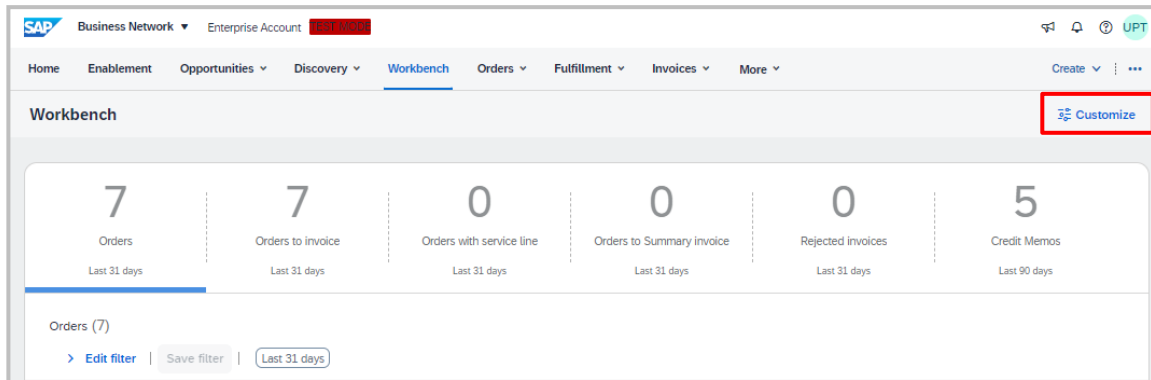


- From the home screen, click on **Workbench** and select the **Invoices** tile.

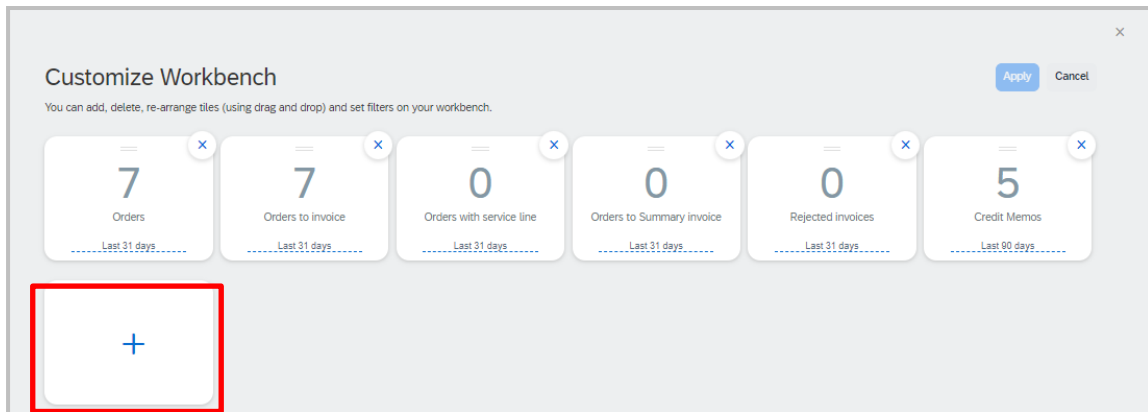




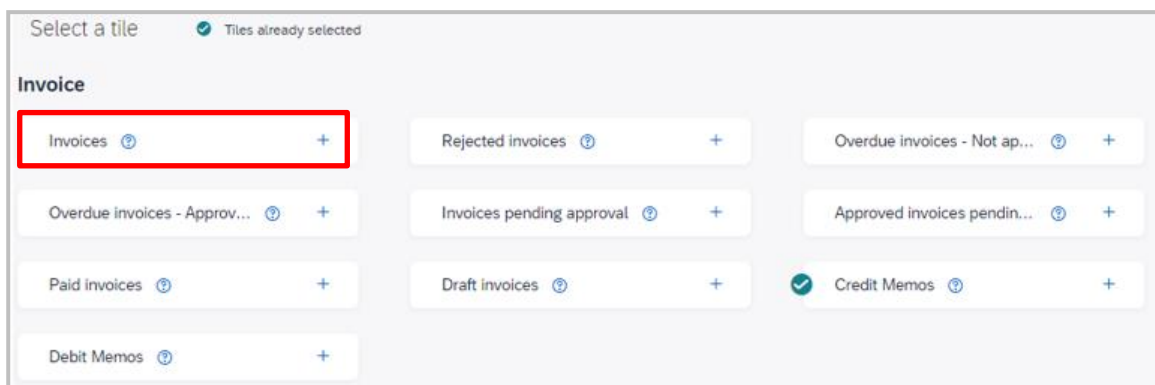
- If you do not find the **Invoices** tile, click on the **Customize** option and add Invoices.



- Click on the **+** symbol to add the Invoices tile.



- Select **Invoices** and click **Apply**. This will add a tile and take you to the home page.





**Customize Workbench** Apply Cancel

You can add, delete, re-arrange tiles (using drag and drop) and set filters on your workbench.

7  
 Orders  
Last 31 days

7  
 Orders to invoice  
Last 31 days

0  
 Orders with service line  
Last 31 days

0  
 Orders to Summary invoice  
Last 31 days

5  
 Credit Memos  
Last 60 days

#  
 Invoices  
Last 31 days

+

You'll see the actual count on the Workbench page.

- Click on **Invoices** and click on **Edit filter** and select the **Exact match** radio button under **Invoice number**. Enter the invoice number and click **Apply**. This will display the invoice. Click on the invoice number to open the invoice.

Home Enablement Discovery **Workbench** Orders Fulfillment Invoices Payments Catalogs Reports Messages Assessments Create Customize

**Workbench**

66  
 New orders  
Last 31 days

0  
 Items to confirm  
Last 31 days

111  
 Orders  
Last 31 days

93  
 Orders to invoice  
Last 31 days

73  
 Invoices  
Last 31 days

0  
 Pinned documents

Invoices (73)

Edit filter Save filter

Customers  
Select or type selections

Invoice number  
Type selection  
 Partial match  Exact match

Apply Reset

Type	Invoice Number	Customer	Reference	Source Document	Submission Method	Origin	Invoiced Date	Amount	Routing Status	Actions
Standard Invoice	PT70378711B	Deutsche Bank Group - TEST	PT70378711	Order	Online	supplier	Aug 22, 2024	€-100 EUR	Failed	...

- The invoice rejection will be displayed as below.

Invoice: PT70378711B Done

Edit Create Line-Item Credit Memo Copy This Invoice Print Download PDF Export cXML

Detail Scheduled Payments History

**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-35: The invoice status has been successfully updated to Rejected by Deutsche Bank Group - TEST. Description: Invoice could not be created from InvoiceDetailRequest. Reason = Purchase Order PT70378711 is closed for invoicing. PayloadId = 1724349904382-4914441554671470282@10.209.37.95
- DOC-1:
- INV-35: The invoice status has been successfully updated to Rejected by Deutsche Bank Group - TEST. Description: Not Acceptable
- DOC-1:

Not Acceptable

Edit & Resubmit

Standard Invoice

Status Invoice: Rejected Routing: Failed Invoice Number: PT70378711B	Subtotal: -100.00 EUR Total Tax: 0.00 EUR Amount Due: -100.00 EUR
---	---



Contact the Deutsche Bank helpdesk (Refer to the Helpdesk contact details guide on our home page) if you do not understand the reason for rejection and do not know how to proceed further.

