

Order Processing

How to Reject Purchase Orders at a Line-Item Level in the SAP Business Network



If you see this light bulb, it is a note or additional reminder.

“The PO includes a material item I no longer supplier, so I reject that particular line item”



Rejecting line items should only be used for superseded parts or goods that are no longer available. All other scenarios require an order confirmation with changes to be sent. To learn how to action this process, refer to Updating Line Items

Version Number

1.0

[Click here for further context on the Order Processing Process](#) 

Rejecting a Line Item (1/2)

1. From the SBN Home Page navigate to and click the **Orders** drop-down, then, click **Orders and Releases**
2. Click the **Order Number** to open the order
3. Click **Create Order Confirmation** drop-down, then, click **Update Lines**
4. Enter the **Estimated Delivery Date**
5. Scroll down to **Line Items** and enter the **number of items to Confirm** under *Schedule Lines*
6. Enter the total of the quantity you need to **Reject**
7. Click **Details**

The screenshot shows the SAP Business Network interface for an Enterprise Account. The top navigation bar includes 'Home', 'Enablement', 'Discovery', 'Workbench', 'Orders', 'Invoices', 'Payments', 'Catalogs', 'Reports', 'Messages', and 'Assessments'. The 'Orders' dropdown menu is open, showing 'Orders and Releases' selected.

The main content area displays a table of orders. The first row is highlighted, showing Order Number 3000968805, Customer Rio Tinto - TEST, Amount \$10000 AUD, Date Nov 2, 2023, Order Status Invoiced, and Amount Invoiced \$10000 AUD. The second row shows Order Number 3000968991, Customer Rio Tinto - TEST, Amount \$20000 AUD, Date Oct 25, 2023, Order Status New, and Amount Invoiced \$0.

Below the table, the 'Purchase Order: 3000968805' details are shown. The 'Create Order Confirmation' dropdown menu is open, showing options: 'Confirm Entire Order', 'Update Line Items', and 'Reject Entire Order'. The 'Update Line Items' option is selected.

The 'Confirming PO' section displays the following information:

- Confirmation #: 3000968805
- Associated Purchase Order #: 3000968805
- Customer: Rio Tinto - TEST
- Supplier Reference: [Empty field]

The 'Shipping and Tax Information' section includes:

- Enter shipping and tax information at the line item level:
- Est. Delivery Date: 23 Nov 2023
- Est. Shipping Cost: [Empty field]
- Est. Tax Cost: [Empty field]
- Comments: [Empty field]

The 'Line Items' section displays a table with the following data:

Line #	Part #	Customer Part #	Revision Level	Type	Qty (Unit)	Need By	Unit Price	Subtotal	Customer Location
1				Material	10.0 (EA)	11 Oct 2023	\$1,000.00 AUD	\$10,000.00 AUD	

Below the table, the 'Schedule Lines' section is visible, showing the 'Current Order Status' as '10 Confirmed With Comments'. The 'Confirm' field is set to 5, and the 'Reject' field is set to 2. The 'Details' button is highlighted.

Rejecting a Line Item (2/2)

- Click the **Rejection Reason** drop-down and select the appropriate reason for the rejection
- Click **Ok**
- Repeat Steps 5 to 9 for all line items that require rejection
- Select the **Rejected** radio button under **Current Order Status**
- Click **Next** to review the **Confirmation Update** and ensure all the details are accurate
- Click **Submit**
- You will be returned to the **Purchase Order Screen** where the *order status* will now indicate that the order has been **Partially Confirmed**

Line No.	Part No.	Customer Part No.	Qty	Unit	Need By	Ship By	Unit Price	Subtotal	Customer Location
1			10.0		11 Oct 2023		\$1,000.00 AUD	\$10,000.00 AUD	3016

Rejection Reason: **Unable to Supply Item**

Comments:

New Order Status: 5 Confirmed

Line #	Part #	Customer Part #	Revision	Qty (Unit)	Need By	Unit Price	Subtotal	Customer Location
1				10.0 (EA)	11 Oct 2023	\$1,000.00 AUD	\$10,000.00 AUD	

Description: edmt

Current Order Status:

2 Rejected (Rejection Reason: Unable to Supply Item)

5 Confirmed With New Date (Estimated Delivery Date: 23 Nov 2023)

3 Confirmed With Comments (Comments: COnfiremd; Estimated Delivery Date: 11 Oct 2023 - defaulted from Requested Delivery Date in order)

Confirm: Backorder: Reject: Details

Confirm Based on Schedule Lines

Confirm All

Confirmation #: 3000968805
Supplier Reference:

Line #	Part #	Customer Part #	Revision Level	Type	Qty (Unit)	Need By	Unit Price	Subtotal	Customer Location
1				Material	10.0 (EA)	11 Oct 2023	\$1,000.00 AUD	\$10,000.00 AUD	

Description: edmt

Schedule Lines

Current Order Status:

2 Rejected (Rejection Reason: Unable to Supply Item)

5) Confirmed With New Date (Estimated Delivery Date: 1 Feb 2024)

3 Confirmed With Comments (Comments: COnfiremd; Estimated Delivery Date: 11 Oct 2023 - defaulted from Requested Delivery Date in order)

Submit

From: Pilbara Iron Co Serv P/L
152 St Georges Terrace
Perth WA 6000
Australia
Phone: +61 () 08 9327 2327
Fax: +61 () 08 9327 2346
Buyer ABN: 35107210248

To: Rio Test Supplier AU
Test Address AU
Brisbane Victoria 4000
Australia
Phone:
Fax:
Email: kade.morton@sap.com

Purchase Order (Partially Confirmed)
3000968805
Amount: \$10,000.00 AUD
Version: 1

Track Order

Need more help?

Complete training documentation can be found on the [Rio Tinto - Supplier Portals – SAP Business Network site](#).

If you have any further questions regarding transacting on the SAP Business Network, please visit the [Rio Tinto - Supplier Portals – SAP Business Network site](#) for dedicated support teams.