

Frequently Asked Questions – Cummins Suppliers

1. How do I ensure that my invoice is submitted correctly?

- The Cummins issued PO number beginning with the “IND” prefix must be included on the supplier’s invoice.
- The invoice must contain invoice lines which match the PO line details, including part number if applicable, line description, unit price. **This information must match to PO line exactly the same. Otherwise, your invoice will not be matched to PO line. It may cause invoice rejection.**
- No mixed positive and negative line amounts should be included on the same invoice. Credits or adjustments for returned goods or services must be issued as a credit memo.
- The invoice must also contain your company name and remittance details.
 - Your supplier's name must be the same as the name referred to on the PO.
 - Inform the requisitioner or Indirect Procurement sourcing manager of any changes to your supplier information, including supplier name or remittance address.

2. What are the methods to send invoices?

- ASN (Ariba Supplier Network) - To avoid delayed payment, you must submit electronic invoices through the Ariba Network (preferred).
- EDI - VAN (the Cummins Value Added Network) in the approved EDI format.
- Manual (paper) invoices by mail directly to the “**Bill-to**” address on the PO. Sending directly to PO owners may cause delay because they have to send your invoices to the location on “Bill-to” address on the PO.
- Notes: Only send one invoice through one method to avoid duplicate

3. How will I know if my invoices are rejected?

- For invoices sent through the Ariba Network, automatic rejection notices are sent electronically. Be sure to have your Ariba Network account configured with an email address to be able to receive rejection notices.
- Paper invoices will be returned to the sender without being processed.

4. Why was my invoice rejected?

Rejection notices for invoices sent through the Ariba Network will include the specific reason for rejections.

The following reasons apply to Indirect invoices for Ariba Cloud:

Invoice Processing Rejections from AP before interfacing to Ariba		
RTS Code	Description	Actions
RTSAMT	The sum of the distribution lines does not balance to the invoice total	Resubmit invoice with correct invoice total.
RTSDTE	Future Date on invoice	Resubmit with a current date.

RTSDUP	Duplicate Invoice Number	Invoice has already been received. No action required. Any queries contact Accounts Payable.
RTSINN	Supplier has left invoice number blank on EDI transmission	Resubmit the EDI with invoice number included
RTSNOL	Supplier has submitted invoice with header level information only. Line details have not been provided.	Resubmit the invoice with line details included
RTSPO	Invoice has been submitted with No PO/Invalid PO	Contact your Cummins buyer for purchase order. Resubmit with correct PO quoted
RTSQTY	Invoice has invalid quantity	<ul style="list-style-type: none"> Review the purchase order and resubmit your invoice to Cummins with a valid quantity for the parts/service supplied, or contact your Cummins buyer for next steps. For example: You may have submitted a quantity of 35, however, the purchase order may hold a quantity of 4.
RTSIPA	Invoice has more than five lines that need to be keyed apart from how the PO was setup.	Resubmit invoice in format matching the PO or Contact your Cummins buyer for next steps.
RTSRMT	Remittance address on invoice is not setup for the supplier.	Contact your Cummins buyer for next steps.
RTSTYP	Invoice has both credit and debit lines, or was submitted manually from a supplier who should submit their invoices electronically via EDI.	Submit the invoice without credit lines and submit credit memo separately, or if EDI supplier, resubmit the invoice electronically

Rejections from Ariba Cloud		
RTS Code	Description	Actions
RTSAP	Invoice scanned image does not match invoice reconciliation data.	No action needed from supplier or buyer. CBS AP to reprocess the invoice.
RTSCUR	A discrepancy is found between the currency on the PO and the invoice	Resubmit invoice with currency matching the PO or Contact your Cummins buyer for next steps.
RTSPN	For IND purchase order - Item on the invoice was not ordered by user. For direct purchase orders - Part Number Issue. Supplier has submitted with invalid or blank part number.	For IND purchase Order - Resubmit invoice without additional Part or Contact your Cummins buyer for next steps. For direct purchase orders - resubmit with the valid part numbers.

RTSPV	Price is greater than agreed upon.	Resubmit invoice with price matching the PO or Contact your Cummins buyer for next steps.
RTSQV	Invoice has invalid quantity.	Review the purchase order and resubmit your invoice to Cummins with a valid quantity for the parts/service supplied, or contact your Cummins buyer for next steps.
RTSREQ	There is another reason for rejection.	Contact your Cummins buyer for next steps
RTSRET	Goods have been returned.	Contact your Cummins buyer for next steps.
RTSRQV	Cummins did not physically receive the goods or services.	Contact your Cummins buyer for next steps.

5. What should I do if my invoice was rejected because it includes direct and indirect purchase order numbers?

Re-invoice Cummins with a separate invoice for each purchase order you have received.

6. What should I do if my invoice was rejected because the quantity of line items on the PO and invoice do not match?

Resubmit your invoice to Cummins ensuring that the quantity of line items on the invoice is equal to or less than the open quantity of the corresponding PO line.

7. What should I do if my invoice was rejected because there are positive and negative amounts on the same invoice?

Resubmit your invoice to Cummins ensuring that it only shows positive amounts.

Submit a credit note for any negative amounts.

8. What should I do if my invoice was rejected because there is a discrepancy between the unit of measure on the PO and the invoice?

Resubmit your invoice to Cummins ensuring that the unit of measure on the invoice and PO match.

9. What should I do if my invoice was rejected because there is a discrepancy between the unit price on the PO and the invoice?

Resubmit your invoice to Cummins ensuring that the unit of price on the invoice line matches the unit of price in the corresponding PO line.

If you have a catalogue set up for Cummins check that the unit price is correct in the catalogue. Cummins will pay the price from the catalogue when the PO raised against.

10. What should I do if my invoice was rejected because the company name and remittance details are not included on the invoice?

Resubmit your invoice to Cummins ensuring that your company name and remittance details are included.

11. What should I do if my invoice was rejected because the supplier's name on the invoice is different to the name on the purchase order that was sent to your company?

Resubmit your invoice to Cummins ensuring that the name of your company is correct.

If the purchase order details are incorrect, work with the buyer/sourcing manager to rectify this and resubmit your invoice once you receive a new purchase order number.

12. How can I find out about the payment status for my invoice?

Contact Cummins Account Payable by following the link [Contact Accounts Payable | Supplier Portal \(cummins.com\)](#) to get contact information by region.

For other questions, please submit a request via [Contact us | Supplier Portal \(cummins.com\)](#) to get support.