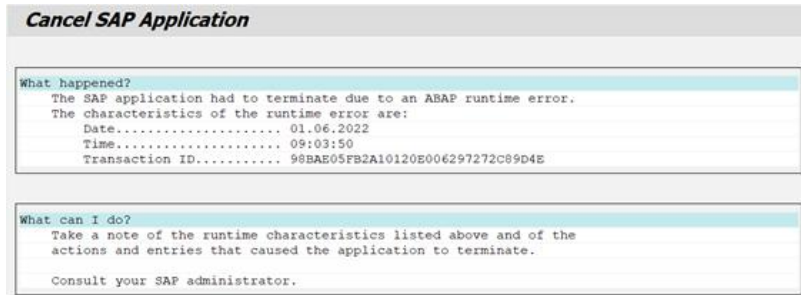**I get an error while approving a NOPO invoice**

Approval error can be caused by:

1. **Incorrect approval hierarchy** (e.g. user repeated on different hierarchy levels) – in this case the approver will experience prolonged processing time, leading to a **runtime error message** as shown below

   Solution: Raise incident via Service Now in the SAP / Finance queue (as shown below) describing the issue or contact respective FOC P2P team to assist with the resolution (Submit ticket)

2. **Authorization issue –** In this case the approver will see an authorization error message

   Solution: Raise incident via Service Now in the SAP / Finance queue (as shown above) describing the issue or contact respective FOC P2P team to assist with the resolution (Submit ticket)

3. **Workitem / processing issue –** In this case the approver will see a background processing error message as shown below
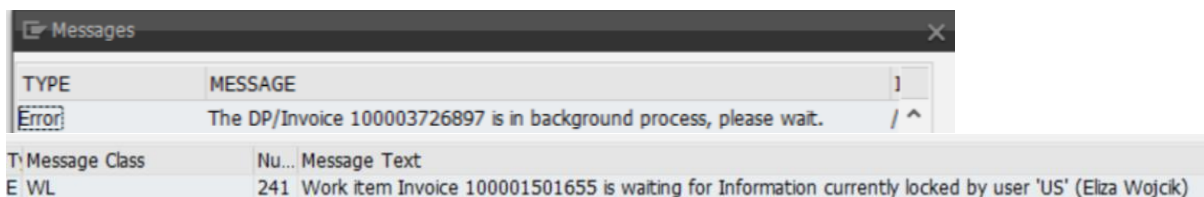
Solution: Raise incident via Service Now in the SAP / Finance queue (as shown above) describing the issue or contact respective FOC P2P team to assist with the resolution (Submit ticket)

4. **Approval loop (typically caused by delegation set-up) –** In this case, the invoice will be routed to the same approvers multiple times

   Solution: Raise incident via Service Now in the SAP / Finance queue (as shown above) describing the issue or contact respective FOC P2P team to assist with the resolution (Submit ticket)

Related articles

How to approve invoice - SAP inbox navigation - VIM Workplace - SAP Business Workplace