



SAP Ariba 

# Feature at a Glance

## Support for proof of service

Franck Dupas, SAP Ariba  
Target GA: February, 2020

CONFIDENTIAL

# Feature at a Glance

## Introducing: Support for proof of service

Ease of implementation



Low touch / simple

Geographic relevance



Global

### Customer challenge

The proof of service (PoS) is a digital document that acts as a proof of completion of a service line in the service order. The ability to create a proof of service is important for organizations to create a digital record as the proof of a completed service. Ariba Network does not support currently the proof of service as a distinct business process document but only attachments to service sheets and invoices.

### Meet that challenge with SAP Ariba

This feature allows to maintain the roles and permissions for users related to proof of service in Ariba Network.

### Experience key benefits

A digital record as the proof of a completed service, will allow organizations to increase efficiency and save time required to process paper copies of tickets used as proof of service, especially when a service order will be executed by multiple technicians and external contractors. The roles and permissions ensure compliance to policy and segregation of duty in the process.

### Solution area

Ariba Network  
SAP Ariba Commerce Automation  
SAP Ariba Commerce Automation Membership

### Implementation information

To have this feature enabled, please have your Designated Support Contact (DSC) submit a **Service Request (SR)**.

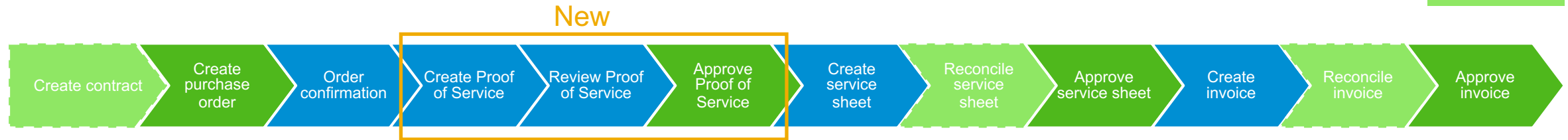
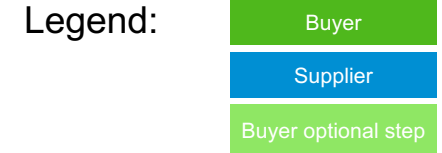
### Prerequisites and Restrictions

The buyer and supplier organizations must have an active trading relationship.

# Feature at a Glance

## Introducing: Support for proof of service

### Process flow with the proof of service



The proof of service is a digital document that acts as a proof of completion of a service line in the service order. The ability to create a proof of service is important for organizations to create a digital record as the proof of a completed service.

The proof of service includes details such as field contractor details, document reviewer details, service duration, location, materials, and other details of the service or material.

The proof of service is always created by a supplier user, either a supplier user assigning work to technicians, or by a contractor, who could be a technician internal to the supplier company or an external one, and who executes the services on site. The supplier supervisor links the proof of service to the service order, reviews the proof of service data and submits the proof of service to the buyer representative for approval.

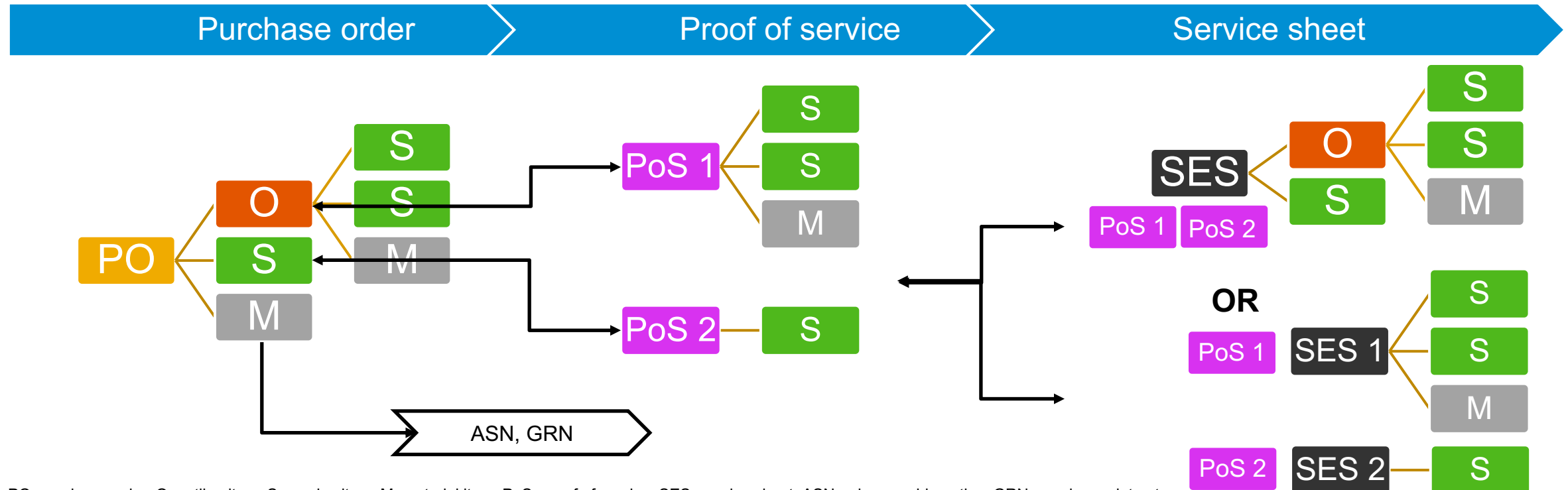
To have this feature enabled, please have your Designated Support Contact (DSC) submit a Service Request (SR).

# Feature at a Glance

## Introducing: Support for proof of service

### Links between proof of service, service order and service sheet

The proof of service is linked to a purchase order line item, either a service item or an outline with service child items. Materials can be included as consumable materials. The proof of service will be attached to the service sheet header of the service or outline items that the service sheet confirms. In case of service orders with a service hierarchy, the proof of service can be created for an outline item which has at least one service child item. This proof of service will then include all child material (consumable) and service items of the outline item but no child outline item.



PO: purchase order. O: outline item. S: service item. M: material item. PoS: proof of service. SES: service sheet. ASN: advance ship notice. GRN: goods receipt note.

© 2019 SAP SE or an SAP affiliate company. All rights reserved. | CONFIDENTIAL

## Feature at a Glance

### Introducing: **Support for proof of service**

#### **Allowing users to work with proofs of service**

Ariba Network now supports the configuration of roles and permissions for users related to proof of service (PoS) in Ariba Network.

Buyer and supplier administrators can create roles including proof of service permissions and assign these roles to users so that users working on PoS related tasks are allowed to create PoS reports or to create, review, or approve a PoS.

As a prerequisite, buyer and supplier must have at least one active trading relationship.

New permissions available to **buyer** administrators:

- **Proof Of Service Approval Access**
- **Proof Of Service Report Access**

New permissions available to **supplier** administrators:

- **Proof Of Service Create Access**
- **Proof Of Service Create On Behalf Access**
- **Proof Of Service Review Access**
- **Proof Of Service Report Access**

## Feature at a Glance

### Introducing: **Support for proof of service**

#### **Permissions for users related to proof of service**

To ensure that users perform only those roles that are assigned to them, Ariba Network provides five permissions related to proof of service (PoS). An administrator can assign these permissions to different roles and then assign these roles to the users. The following describes the five proof of service related permissions.

Permission name	Description	Supplier users	Buyer users
Proof Of Service Create Access	Supplier users having this permission can create a PoS. This is usually for contractors (use case 2 page 6).	Yes	No
Proof Of Service Create On Behalf Access	Supplier users having this permission can create a PoS and assign to a contractor, or complete the PoS on behalf of the contractor and send for review. This permission is usually for a supervisor (use cases 1 page 5 and use case 3 page 7).	Yes	No
Proof Of Service Review Access	Once a supplier user or a contractor creates a PoS, a supplier supervisor with this permission can review the PoS and reject it or submit it for approval. These supplier users can view the details only for the PoS for which they are specified as the reviewers.	Yes	No
Proof Of Service Approval Access	Once a supplier user has submitted a PoS for approval to one of these users, these buyer users can check the details of the PoS and approve or reject the PoS.	No	Yes
Proof Of Service Report Access	Users having this permission can create the report of all PoS documents based on specified criteria such as start date or status.	Yes	Yes

# Feature at a Glance

## Introducing: **Support for proof of service**

### **Process variants for proof of service**

The five permissions for proof of service (PoS) allow for different process variants with 4 different personas: contractor, supervisor, approver and PoS assigner.

- A **contractor** (with *Proof Of Service Create Access* permission) creates a proof of service. PoS is reviewed by a supplier **supervisor** (with *Proof Of Service Review Access* permission) who rejects or accepts the PoS. The supervisor rejects the PoS or adds purchase order information and selects the approver, and submits the PoS. The buyer **approver** (with *Proof Of Service Approval Access* permission) accepts or rejects the PoS.
- A supervisor with additional *Proof Of Service Create On Behalf Access* permission creates a PoS with purchase order information and assigns it to a contractor. The contractor accepts the PoS and completes it with execution details or rejects it, in which case the supervisor will need to reassign it to another contractor. The supervisor reviews the PoS, selects the approver, and submits the PoS. The buyer approver accepts or rejects the PoS.
- A supplier **PoS assigner** (with *Proof Of Service Create On Behalf Access* permission), creates a PoS with purchase order information and assigns it to a contractor. The contractor accepts the PoS and completes it with execution details or rejects it, in which case the PoS assigner will need to reassign it to another contractor. A supervisor reviews the PoS, selects the approver, and submits the PoS. The buyer approver accepts or rejects the PoS.
- With both permissions *Proof Of Service Create On Behalf Access* and *Proof Of Service Review Access*, a supervisor can also create the PoS and assign it to a contractor.
- A supplier user with *Proof Of Service Create On Behalf Access* permission creates a PoS with purchase order information and details of the execution, the contractor is not involved in the processing of the PoS. The rest of the process is similar to other variants. The review will be done by the same supplier user if the user has *Proof Of Service Review Access* permission too, or by a supervisor otherwise.

# Feature at a Glance

## Introducing: **Support for proof of service**

### How to create roles with permissions for users related to proof of service

#### For buyer administrators

1. Click the **Administration** tab on the dashboard. The **Users** page appears.
2. In the **Manage Roles** section, click **Create Role**.
3. Enter a distinctive name for the role.
4. Enter a description to record your intentions for this role. Descriptions can be useful if you want to review or revise the structure of your roles.
5. Select one or more permissions for the new role. Since a PoS-related role is being created, select among the following permissions: **Proof Of Service Approval Access** and **Proof Of Service Report Access**
6. Each role must have at least one permission.
7. Click **Save**.

#### For supplier administrators

1. Click the **Company Settings** dropdown on the dashboard.
2. Select **Users** under **Account Settings**.
3. In the **Manage Roles** section, click **Create Role**.
4. Enter a distinctive name for the role.
5. Enter a description to record your intentions for this role. Descriptions can be useful later, if you want to review or revise the structure of your roles.
6. Select one or more permissions for the new role.
7. Each role must have at least one permission. We recommend that you do not give other access permissions, except for **Proof Of Service Report Access** permission, to a user who already has **Proof Of Service Create Access** permission.
8. Click **Save**.



# Feature at a Glance

## Introducing: Support for proof of service

### Roles with permissions for users related to proof of service: buyer administrator's screen

**Create Role** Save Cancel

\* Indicates a required field

New Role Information

Name: \*  Description:

Permissions

Each role must have at least one permission.

Permission	Description
<input type="checkbox"/> Timestamp verification	Verify timestamp token on invoices
<input type="checkbox"/> Payment Activities	Manage your payment activities
<input type="checkbox"/> Premium Membership and Services Management	Manage your premium service subscriptions
<input type="checkbox"/> Proof Of Service Approval Access	Permission to approve field ticket
<input type="checkbox"/> Proof Of Service Report Access	
<input type="checkbox"/> Supplier Enablement Configuration	Configure supplier invitation letters, tasks, activities, and the Supplier Information Portal
<input type="checkbox"/> Supplier Enablement Task Management	Allows you to manage and monitor tasks for supplier enablement and edit vendor details(Vendor Name, Preferred Language, Email, Contact Information, Address, Vendor Comments, Enablement Status)
<input type="checkbox"/> Supplier Enablement Program Administrator	Using this single permission, configure SE Automation, upload vendors, start supplier enablement, manage SE tasks, and access the Vendor Data Export reports
<input type="checkbox"/> Time & Expense Sheet Management	Review and update Time and Expense sheets

Save Cancel

# Feature at a Glance

## Introducing: Support for proof of service

### Roles with permissions for users related to proof of service: supplier administrator's screen

**Create Role** Save Cancel

\* Indicates a required field

**New Role Information**

Name:\* **Proof of Service Supervisor**

Description:

**Permissions**

Each role must have at least one permission.

Page 1

Permission	Description
<input type="checkbox"/> Outbox Access	View and search documents in Outbox and take actions based on your role
<input type="checkbox"/> Services Access	Perform Services actions with limited access to transactions information
<input type="checkbox"/> Timestamp verification	Verify timestamp token on invoices
<input type="checkbox"/> Payment Activities	Manage your payment activities
<input type="checkbox"/> Premium Membership and Services Management	Manage your premium service subscriptions
<input type="checkbox"/> Proof Of Service Create Access	Allows users to create a proof of service
<input checked="" type="checkbox"/> Proof Of Service Create On Behalf Access	Allows user to create a proof of service on behalf of another user
<input checked="" type="checkbox"/> Proof Of Service Report Access	
<input checked="" type="checkbox"/> Proof Of Service Review Access	Allows users to review and assign a PO to a proof of service

Save Cancel