SAP Ariba /\/\

Feature at a Glance
Managing procurement processes for work order based requisitions imported from SAP ERP

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THE BEST RUN **SAP**

Feature at a Glance

Introducing: **Managing procurement processes for work order based requisitions imported from SAP ERP**

Customer challenge

Certain buyer organizations that have SAP ERP as their back-end system use planned maintenance work orders to procure maintenance and repair services for their plants and machinery. These work orders originate from the Plant Maintenance module in SAP ERP and describe the materials and services required for the fulfillment of such orders.

In scenarios where one or more items listed in those work orders are not available in the inventory, SAP ERP generates purchase requisitions for those items. Previously, it was not possible to import work order-based requisitions for processing in the buying solutions from SAP Ariba.

Meet that challenge with
SAP Ariba

This feature provides integration with SAP ERP to support procurement processes related to routine maintenance services for a buyer organization's plants and machinery.

Buyer users can import work-order based requisitions using either the file channel method or cloud integration gateway to process those requisitions in a combined setup involving the buying solution and procurement operations desk

Experience key benefits

Provide buyers the option to import work order-based requisitions and include work order IDs to enable users track the documents associated with the referenced work orders.

Solution area

- SAP Ariba Buying with procurement operations desk capability enabled, and with or without guided buying capability enabled

- SAP Ariba Buying and Invoicing with procurement operations desk capability enabled, and with or without guided buying capability enabled

Implementation information

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

Prerequisites and Restrictions

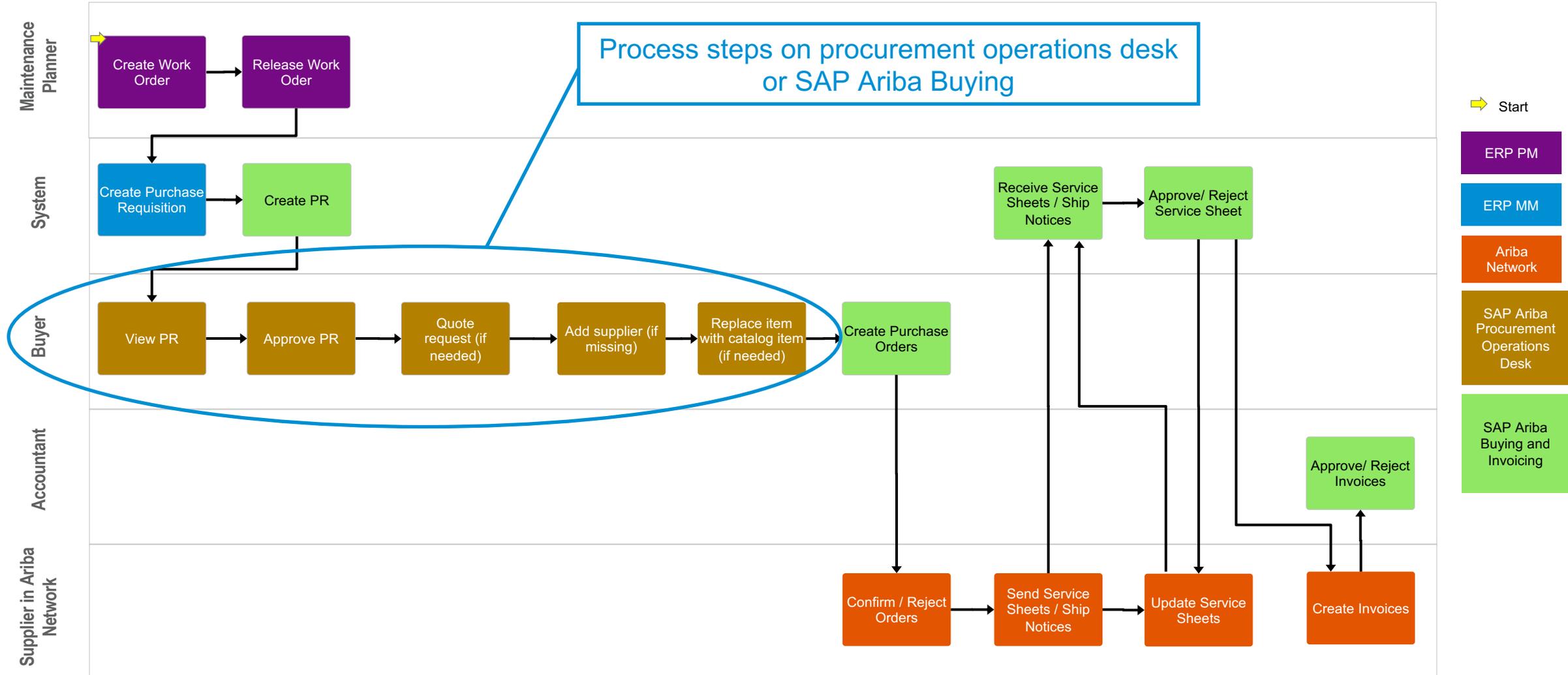Please refer to the Release Guide.

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- A customer administrator imports a work order-based requisition from SAP ERP. The requisition enters the approval flow in the buying solution.
- The buying solution sends the requisition to procurement operations desk. Depending on the queue rules configured in procurement operations desk, the requisition is assigned to a procurement operations desk agent for approval.
- The procurement operations desk agent reviews the requisition and can perform the following actions, as required:
  - Edits the supplier and specifies a preferred supplier.
  - Substitutes a non-catalog item with an appropriate catalog item from a preferred supplier
  - Initiates the collaboration process with suppliers to request for quotations and identify the best supplier.
- The procurement operations desk agent approves the requisition. The requisition is sent back to the buying solution where it is fully approved.
- The buying solution generates a purchase order with a reference to the Work Order Id. After the supplier fulfills the order, invoicing and payment processes are completed based on fully approved goods receipts or service sheets.

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End to end process flow

Maintenance Planner
- Create Work Order
- Release Work Oder

System
- Create Purchase Requisition
- Create PR

Buyer
- View PR
- Approve PR
- Quote request (if needed)
- Add supplier (if missing)
- Replace item with catalog item (if needed)
- Create Purchase Orders
- Receive Service Sheets / Ship Notices
- Approve/ Reject Service Sheet

Accountant
- Approve/ Reject Invoices

Supplier in Ariba Network
- Confirm / Reject Orders
- Send Service Sheets / Ship Notices
- Update Service Sheets
- Create Invoices

Process steps on procurement operations desk or SAP Ariba Buying

Legend:
- Start
- ERP PM
- ERP MM
- Ariba Network
- SAP Ariba Procurement Operations Desk
- SAP Ariba Buying and Invoicing

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Work order integration in procurement operations desk

Buyer users can import work-order based requisitions, which include work order id data, and process these requisitions in procurement operations desk to:

- Approve
- Add or change supplier
- Add or change contract
- Substitute item with catalog item
- Request quotes
- And finally create purchase orders including the worker order id

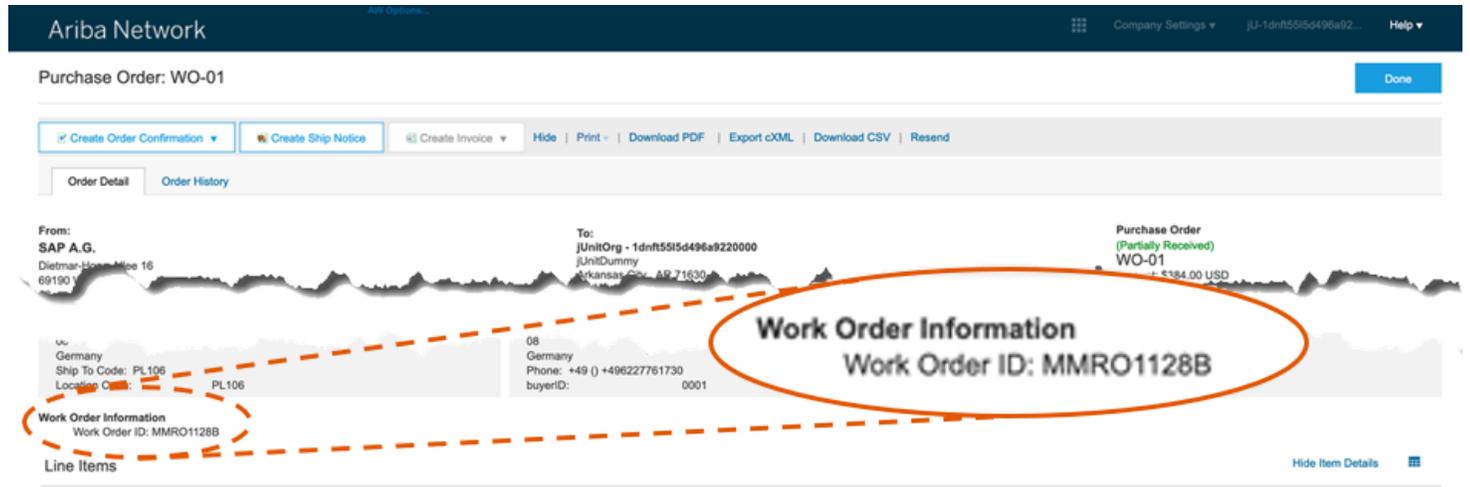Concatenates the workorder ids for each line item

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Supplier view on Ariba Network

The screenshot on the right display a **purchase order** with work order information:

- The work order identifier at header level.

The screenshots on the right show the creation of a **service sheet** with work order information:

- The work order identifier at header level.