SAP Ariba /\\\

Feature at a Glance
Comments are now mandatory when denying approval

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THE BEST RUN **SAP**

Feature at a Glance

Introducing: **Comments are now mandatory when denying approval**

Customer challenge

When a request is denied, the requester should always receive feedback containing the reason so they can take necessary action if applicable, such as:

- Change the request

- Obtain the item another way

If comments are not added by the approver, the Requester will be unsure of the rejection reason and this will often lead to offline communication to understand rationale for denied request.

Meet that challenge with
SAP Ariba

Guided buying will now force the approver to enter a comment when denying a request.

After an approver selects Deny they must enter comments before the Deny button can be selected.

Experience key benefits

- Visibility into reason for denying the request

- Less offline communication between requester/approver

- Full online transparency and audit trail of request

Solution area

SAP Ariba Buying with guided buying capability

SAP Ariba Buying and Invoicing with guided buying capability

Implementation information

This feature is **automatically on** for all customers with the applicable solutions and is ready for immediate use.

Prerequisites and Restrictions

This feature requires the guided buying capability.

This does not apply to email approvals, only approvals in guided buying application.

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Detailed feature information

1. From approve requisition screen, approver selects Deny

2. Deny button will only be made available once comments are added