



SAP Ariba 

# Allow service order-based invoicing without service sheet

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CONFIDENTIAL

 Run Simple

## Feature at a Glance

Ease of implementation  Low-touch / Simple  
Geographic relevance  Global

# Introducing: Allow service order-based invoicing without service sheet

## Customer challenge

Today, a manually created Invoice against a Service Order require a Service Sheet to be approved. For some customers however, an approved invoice is sufficient to process the invoice, and a Service Sheet should not be required.

## Meet that challenge with SAP Ariba

With this feature, SAP Ariba can be configured to NOT require an approved Service Sheets as part of the process when manually creating an Invoice against a Service Order.

## Experience key benefits

This feature allow customers to create Invoices against Service Orders without an approved Service Sheet.

## Solution area

- SAP Ariba Buying and Invoicing
- SAP Ariba Invoice Management

## Implementation information

The functionality to require Service Sheets for Service Orders are "On" by default. To allow manual Invoices against Service Orders without a Service Sheet, please contact support to disable following parameter:

- **Application.Procure.EnableServicePOBasedInvoicingWithSES**

## Prerequisites and Limitations

- This feature is for SAP integrated sites
- This feature is applicable only for buyer-initiated service invoicing processes. Please ensure the parameter **Application.Procure.AllowServicePOBasedInvoicing** is enabled to enable invoice against Service PO.
- For supplier-managed invoicing processes, the service sheet process is mandatory before suppliers can create invoices.
- Ensure that the **Allow suppliers to auto-generate service sheets** rule is disabled on Ariba Network for suppliers whom you do not want to create service sheets.

## Feature at a Glance

### Introducing: **Allow service order-based invoicing without service sheet**

In some cases, where buyers manually enter the Invoice against a Service Order in SAP Ariba Invoicing, approving the invoice is sufficient to process the payment for the supplier – an approved Service Sheet is not required.

Today, however, SAP Ariba Invoicing require an approved Service Sheet in order for a buyer user to process manually created invoices against Service Order and it is not possible to work around this requirement.

With this feature, SAP Ariba no longer auto create a Service Sheet which first have to be approved before the invoice can be processed. Hence buyer organizations can choose to have their sites configured to either include or exclude the service sheet process to follow one of these workflows:

- **Exclude service sheets** from the procurement workflow to allow users in the SAP Ariba solution to manually create invoices directly based on purchase orders; parameter **EnableServicePOBasedInvoicingWithSES** set to “No”.
- (Default) **Include service sheets** in the procurement flow; Allow users in the SAP Ariba solution to first submit invoices based on purchase orders and let the SAP Ariba solution flip those invoices to *autogenerate service sheets*. These invoices do not undergo approvals but they move to the next stage in the approval flow only after approvals for the autogenerated service sheets is fully complete. parameter **EnableServicePOBasedInvoicingWithSES** set to “Yes”.

In the absence of service sheets, the SAP Ariba solution validates invoices for maximum amount limits specified on the associated orders before users can submit invoices.

## Example 1

# Service Sheet Required 1(5): Creating Invoice from Service Order

### Parameter

EnableServicePOBasedInvoicing  
WithSES set to "Yes".

1. Unplanned Service Order PO1870 for belt maintenance created
2. When looking at the order, a buyer user can create an "Invoice".

*The option to create Service Sheet is grayed out.*

PO1870 - Unplanned belt service Status: **Ordered**

These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. Review [More](#)

[Change](#) [Cancel](#) [Print](#) [Create Advance Payment](#) [Create Service Sheet](#) [Invoice](#)

**Summary** | [Approval Flow](#) | [Receipts](#) | [Service Sheets](#) | [Invoices](#) | [Payments](#) | [Messages](#) | [History](#)

Order ID: PO1870  
Version: 1  
Order Confirmation Status: Unconfirmed  
Title: Unplanned belt service  
Purchasing Unit: US001  
Supplier: Stratus IT Supplier  
Contact: STRATUSIT  
Close Order: Open  
My Labels: [Apply Label...](#)

▼ Line Items

1 Line Item [Hide Details](#)

Type	ReqID	Qty	Unit	Description	Supplier Part Number	Price	Discount	Net Amount	Charges	Taxes	Amount
	PR91558	1	each	Transportation belt stopped with error code "...		\$200.00 USD		\$200.00 USD		\$18.00 USD	\$218.00 USD

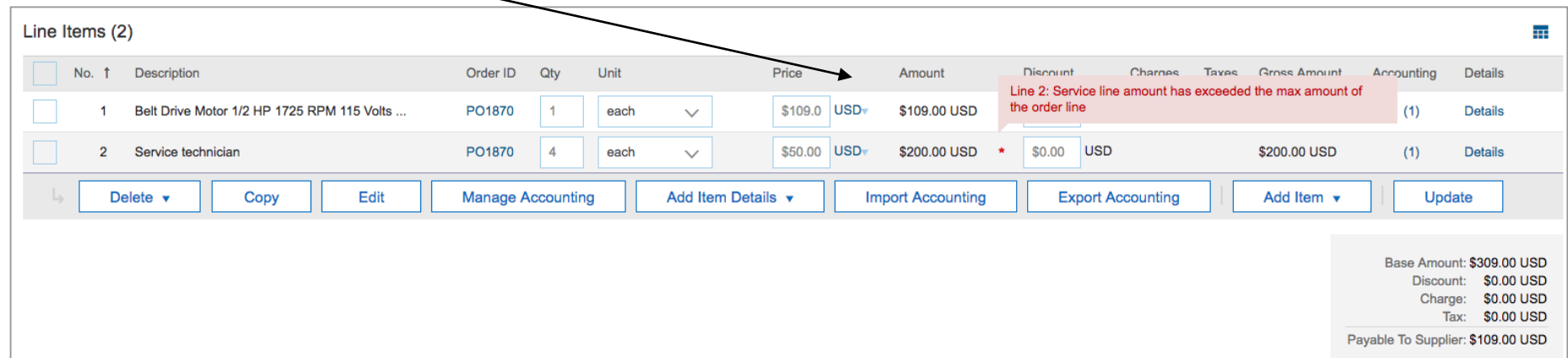
Acknowledged Quantity: 0  
Confirmed Quantity: 0  
Shipped Quantity: 0  
Received Quantity: 0  
Received Amount: \$0.00 USD

Invoiced Quantity: 0  
Invoiced Amount:  
Reconciled Quantity: 0  
Reconciled Amount: \$0.00 USD

## Example 1

### Service Sheet Required 2(5): Creating Invoice from Service Order

3. Invoice manually created against service order PO1870 with items specifying services delivered, in this case 2 items against the single order line.
4. If amount exceed Max Amount of the Service Order, an error message is displayed.



The screenshot displays the 'Line Items (2)' table in SAP. It contains two rows of data. The first row is for a 'Belt Drive Motor' with a price of \$109.00 and an amount of \$109.00 USD. The second row is for 'Service technician' with a price of \$50.00 and a quantity of 4, resulting in an amount of \$200.00 USD. A red error message is displayed over the second row: 'Line 2: Service line amount has exceeded the max amount of the order line'. Below the table are several action buttons: Delete, Copy, Edit, Manage Accounting, Add Item Details, Import Accounting, Export Accounting, Add Item, and Update. A summary box at the bottom right shows: Base Amount: \$309.00 USD, Discount: \$0.00 USD, Charge: \$0.00 USD, Tax: \$0.00 USD, and Payable To Supplier: \$109.00 USD.

No.	Description	Order ID	Qty	Unit	Price	Amount	Discount	Charges	Taxes	Gross Amount	Accounting	Details
1	Belt Drive Motor 1/2 HP 1725 RPM 115 Volts ...	PO1870	1	each	\$109.00 USD	\$109.00 USD					(1)	Details
2	Service technician	PO1870	4	each	\$50.00 USD	\$200.00 USD	\$0.00 USD			\$200.00 USD	(1)	Details

Base Amount: \$309.00 USD  
Discount: \$0.00 USD  
Charge: \$0.00 USD  
Tax: \$0.00 USD  
Payable To Supplier: \$109.00 USD

## Example 1

### Service Sheet Required 3(5): Invoice “Awaiting Service Sheet Approval”

5. Once the Invoice is submitted Service Sheet is automatically created with the child items from the Invoice
6. The Invoice moves to a new status, “Awaiting Service Sheet Approval”
  - Note; this is before the Invoice Reconciliation document is created

INV1870-944 Status: Awaiting Service Sheet Approval

These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. Review [More](#)

[Print](#)

[Summary](#) [Approval Flow](#) [Reference](#) [History](#)

Header Information [Invoice Summary: \\$209.00 USD Details](#)

Supplier:	SU_INTERNAL13266062 (Stratus IT Supplier)	Payment Terms:	NT30
Supplier Contact:	STRATUSIT	Ship From:	STRATUSIT
Invoice ID:	INV1870-944		Sunnyvale CA 94086 United States
Supplier Invoice #:	1870	Plant:	New York 691 Broadway NEW YORK NY 10001 United States
Invoice Date:	Wed, 06 Jun, 2018	Remit To Address:	Stratus IT
Type:	Purchase Order		United States
Order:	PO1870	Deliver To:	My desk
On Behalf Of:	Johan Holm		
Invoice Submission Method:	Paper Invoice		
Invoice Origin:	Supplier		
Purchasing Unit:	US001		
Company Code:	3000 (IDES US INC)		
My Labels:	<a href="#">Apply Label...</a>		

GST Details Buyer GST ID: Supplier GST ID:

Tax Invoice Number:

Header Taxes, Charges, and Discount No Items

Name	Type	Tax Rate	Amount	Accounting	Details
No Items					

Line Items (2)

No.	Description	Order ID	Qty	Unit	Price	Amount	Discount	Charges	Taxes	Gross Amount	Accounting	Details
1	Belt Drive Motor 1/2 HP 1725 RPM 115 Volts ...	PO1870	1	each	\$109.00 USD	\$109.00 USD	\$0.00 USD			\$109.00 USD	(1)	<a href="#">Details</a>
2	Service technician	PO1870	2	each	\$50.00 USD	\$100.00 USD	\$0.00 USD			\$100.00 USD	(1)	<a href="#">Details</a>

[Details](#) [Accounting Details](#)

## Example 1

### Service Sheet Required 4(5): Service Sheet approval

7. Service Sheet is visible from References tab
8. Service Sheet approval

*Note: If Service Sheet is Denied, the corresponding Invoice will be automatically Cancelled.*

Service Sheet: SES\_1870 from Stratus IT Supplier Status: **Submitted**

These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You [More](#)

[Edit](#) [Approve](#) [Reject](#) [Print](#)

[Summary](#) [Approval Flow](#) [History](#)

Service Sheet #: SES\_1870 Order ID: PO1870  
Service Sheet Date: Wed, 6 Jun, 2018 Service Sheet Amount: **\$209.00 USD**  
Service Start Date: Supplier: Stratus IT Supplier  
Service End Date: Contact: STRATUSIT  
Field Engineer: Approver: Johan Holm  
Field Contractor Email: External Reference ID:  
Field Contractor Name:  
Company Code: 3000 (IDES US INC)

My Labels: [Apply Label...](#) ⓘ

▼ Line Items

**2 Items Total** ☰

No.	Type	Description	Supplier Part Number	Unit	Qty	Unit Price	Amount	Invoiced/Service
▼ 1		Transportation belt stopped with error code "ERR-1332"						<div style="display: flex; justify-content: space-between;"><div style="display: flex; align-items: center;"><div style="width: 10px; height: 10px; background-color: green; margin-right: 5px;"></div>Invoiced \$0.00</div><div style="width: 10px; height: 10px; background-color: red; margin-right: 5px;"></div>Not Invoiced \$209.00</div> <div style="width: 10px; height: 10px; background-color: gray; margin-right: 5px;"></div> Not Serviced \$91.00

## Example 1

### Service Sheet Required 5(5): Invoice moves to Reconciling

- IR document created and processing can proceed

INV1870-944 Status: **Reconciling**

These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may [More](#)

[Print](#)

Summary Approval Flow **Reference** History

#### Orders

Order ID ↑	Date	Title	Supplier	Total Received	Total Invoiced	Total Reconciled	Total Ordered	Status
PO1870	Wed, 6 Jun, 2018	Unplanned belt service	Stratus IT Supplier	\$209.00 USD	\$209.00 USD		\$218.00 USD	Received

#### Receipts (0)

ID ↑	Title	Order ID	Order Title	Date	Status
No items					

#### Service Sheets (1)

Service Sheet # ↑	Supplier Name	Service Start Date	Service End Date	Amount	Status
SES_1870	Stratus IT Supplier			\$209.00 USD	Processed

#### Reconciliation

ID ↑	Date Created	Supplier	Status	Summary
IR1870-944	Wed, 6 Jun, 2018	SU_INTERNAL13266062 (Stratus IT Supplier)	Approving	\$209.00 USD

#### Payment Requests (1)

ID ↑	Net Due Date	Scheduled	Discount	Amount To Pay	Transaction	Payment Method	Status
PAY1870-944	Fri, 6 Jul, 2018	Fri, 06 Jul, 2018	\$0.00 USD	\$209.00 USD		ach	Processing



## Example 2

### Service Sheet NOT required 1(2): **Create Invoice from Service Order**

#### Parameter

EnableServicePOBasedInvoicing  
WithSES set to “No”.

1. Unplanned Service Order PO1873 for lift maintenance created
2. When looking at the order, a buyer user can create an “Invoice”

The screenshot displays the SAP S/4HANA interface for Service Order PO1873. The title bar shows 'PO1873 - Unplanned lift service' and 'Status: Ordered'. Below the title bar, there are several action buttons: 'Change', 'Cancel', 'Print', 'Create Advance Payment', 'Create Service Sheet', and 'Invoice'. The 'Invoice' button is highlighted with a blue border and a black arrow pointing to it from the left. Below the buttons is a navigation bar with tabs for 'Summary', 'Approval Flow', 'Receipts', 'Service Sheets', 'Invoices', 'Payments', 'Messages', and 'History'. The 'Summary' tab is active. The main content area shows order details: Order ID: PO1873, Version: 1, Order Confirmation Status: Unconfirmed, Title: Unplanned lift service, Purchasing Unit: US001, Supplier: Stratus IT Supplier, Contact: STRATUSIT, Close Order: Open, and My Labels: Apply Label... Below this is a section for 'Line Items' with a table containing one item. The table has columns for Type, ReqID, Qty, Unit, Description, Supplier Part Number, Price, Discount, Net Amount, Charges, Taxes, and Amount. The item is 'Automatic fork lift stopped working with ...' with a price of \$200.00 USD and a net amount of \$200.00 USD. Below the table, there are summary statistics for quantities and amounts, and a section for vendor and commodity information.

Type	ReqID	Qty	Unit	Description	Supplier Part Number	Price	Discount	Net Amount	Charges	Taxes	Amount
	PR91560	1	each	Automatic fork lift stopped working with ...		\$200.00 USD		\$200.00 USD		\$18.00 USD	\$218.00 USD

Acknowledged Quantity: 0  
Confirmed Quantity: 0  
Shipped Quantity: 0  
Received Quantity: 0  
Received Amount: \$0.00 USD

Invoiced Quantity: 0  
Invoiced Amount:  
Reconciled Quantity: 0  
Reconciled Amount: \$0.00 USD

Vendor: SU\_INTERNAL13266062 (Stratus IT Supplier)  
Contact: STRATUSIT  
Commodity Code: Manufacturing equipment maintenance and repair services  
Material Group: 007 (Services)

Max Amount: \$300.00 USD  
Expected Amount: \$200.00 USD  
Service Start Date: Wed, 6 Jun, 2018  
Service End Date: Fri, 8 Jun, 2018

## Example 2

### Service Sheet NOT required 2(2): Invoice manually created

3. Invoice manually created with lines specifying services delivered

- Similar to the scenario requiring a Service Sheet; If amount exceed Max Amount of the Service Order, an error message is displayed.

4. Invoice does not generate a Service Sheet

5. Invoice goes through approval (optional) and Reconciliation document is created

The screenshot displays the SAP Invoice interface for INV1873-946, which is in a 'Reconciling' status. The interface includes a 'Print' button, a navigation bar with 'Summary', 'Approval Flow', 'Reference', 'Messages', and 'History' tabs, and a 'Header Information' section. The 'Header Information' section contains details such as Supplier (SU\_INTERNAL13268062), Supplier Contact (STRATUSIT), Invoice ID (INV1873-946), Supplier Invoice # (1873), Invoice Date (Wed, 06 Jun, 2018), Type (Purchase Order), Order (PO1873), On Behalf Of (Johan Holm), Invoice Submission Method (Paper Invoice), Invoice Origin (Supplier), Purchasing Unit (US001), Company Code (3000 (IDES US INC)), My Labels (Apply Label...), Payment Terms (NT30), Ship From (STRATUSIT, Sunnyvale CA 94086, United States), Plant (New York, 691 Broadway, NEW YORK NY 10001, United States), Remit To Address (Stratus IT, United States), and Deliver To (My desk). Below the header information is the 'Header Taxes, Charges, and Discount' section, which shows 'No Items'. The 'Line Items (2)' section contains two items: Item 1 is '10 Amp Micro fuse Low profile Red 10A ATM ...' with a quantity of 1, unit 'each', price of \$5.00 USD, and amount of \$5.00 USD. Item 2 is 'Service technician' with a quantity of 2, unit 'each', price of \$80.00 USD, and amount of \$160.00 USD. The interface also includes a 'Details' button and an 'Accounting Details' button.

INV1873-946 Status: Reconciling

These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. Review More

Print

Summary Approval Flow Reference Messages History

Header Information Invoice Summary: \$165.00 USD Details

Supplier: SU\_INTERNAL13268062 (Stratus IT Supplier) Payment Terms: NT30  
Supplier Contact: STRATUSIT Ship From: STRATUSIT  
Invoice ID: INV1873-946 Sunnyvale CA 94086  
Supplier Invoice #: 1873 United States  
Invoice Date: Wed, 06 Jun, 2018 Plant: New York  
Type: Purchase Order NEW YORK NY 10001  
Order: PO1873 United States  
On Behalf Of: Johan Holm Remit To Address: Stratus IT  
Invoice Submission Method: Paper Invoice United States  
Invoice Origin: Supplier Deliver To: My desk  
Purchasing Unit: US001  
Company Code: 3000 (IDES US INC)  
My Labels: Apply Label... ⓘ

GST Details Supplier GST ID:

Buyer GST ID:  
Tax Invoice Number:

Header Taxes, Charges, and Discount ⌵

Name	Type	Tax Rate	Amount	Accounting	Details
No Items					

Line Items (2) ⌵

No.	Description	Order ID	Qty	Unit	Price	Amount	Discount	Charges	Taxes	Gross Amount	Accounting	Details
1	10 Amp Micro fuse Low profile Red 10A ATM ...	PO1873	1	each	\$5.00 USD	\$5.00 USD	\$0.00 USD			\$5.00 USD	(1)	Details
2	Service technician	PO1873	2	each	\$80.00 USD	\$160.00 USD	\$0.00 USD			\$160.00 USD	(1)	Details

Details Accounting Details