SAP Ariba

Feature at a Glance
Editing and resubmitting declined service entry sheets (SES)
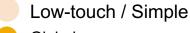
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THE BEST RUN **SAP**

Introducing: **Editing and resubmitting declined service entry sheets (SES)**

Ease of implementation — Low-touch / Simple
Geographic relevance — Global

Customer challenge

The Ariba Network displayed the status of service entry sheets as Rejected if:
- the service entry sheets were declined in the ERP (technical validation)

- the service entry sheets were rejected by buyers (commercial validation).

In both cases, the status of service entry sheets changed to *Rejected*, but suppliers had no way of knowing whether it was declined or rejected. They had to reach out to buyers to understand the actual reason.

Meet that challenge with
SAP Ariba

Suppliers can now differentiate between service entry sheets that were rejected by buyers and those that were declined in the ERP system. Suppliers can edit and resubmit the declined service entry sheets if the buyer administrator allows this.

A new status is created with this feature: **"Failed in External System"**

Experience key benefits

This feature allow the supplier on Ariba Network to clearly identify and correct problems with a Service Sheet that can occur when it is pushed to the ERP.

Solution area

Operational Procurement / Ariba Network

Implementation information

This feature is "on" by default.

Prerequisites and Limitations

Requires CIG or CI9 SP2 HF14 for integration to ERP.
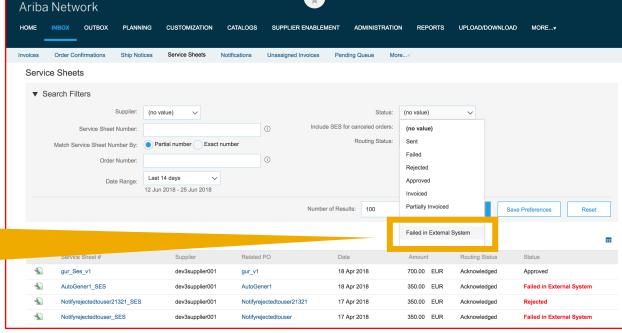
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User Interface Changes

On the Details tab of the service entry sheet page, Ariba Network displays the **Declined Service Entry Sheet** section for declined service entry sheets.

The Search Filters section on the Service Sheets page now displays the **Failed in External System** status in the Status dropdown list.
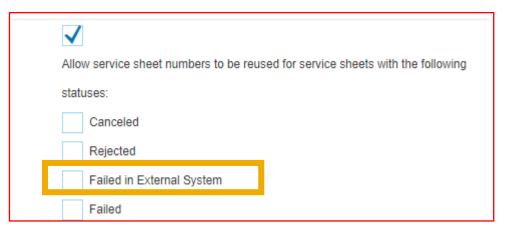
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Administrator changes

On the **Network** tab of the **Notifications** page, the options for service sheet failure are modified to include declined service entry sheets. The revised notification rules are:

Service Sheet		
Type	**Send notifications when...**	**To email addresses (one required)**
Service Sheet Failure	☑ Send a notification when service sheets are undeliverable, rejected, or declined.	user@supplier.com
	☐ Send a notification when service sheets are undeliverable, rejected, or declined to the user who created it.	

On the **Default Transaction Rules** page, Ariba Network now displays the **Failed in External System** option for the **Allow suppliers to reuse service sheet numbers** rule.:

☑

Allow service sheet numbers to be reused for service sheets with the following statuses:

☐ Canceled

☐ Rejected

☐ Failed in External System

☐ Failed