



SAP Ariba 

Feature at a Glance

Editing and resubmitting declined service entry sheets (SES)

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CONFIDENTIAL

Feature at a Glance

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.

Solution area

Operational Procurement / Ariba Network

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**"

Implementation information

This feature is "on" by default.

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.

Prerequisites and Limitations

Requires CIG or CI9 SP2 HF14 for integration to ERP.

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User Interface Changes

Service Sheet: declinedSESPO2_SES

Buttons: Done, Previous

Actions: Create Invoice, Edit, Print, Download PDF, Export cXML

Tabs: Detail, History

Declined Service Entry Sheet:
Reasons: Buyer notification check
Edit & Resubmit

Service Sheet Subtotal: \$1,025.00 USD

(Failed in External System)
declinedSESPO2_SES
Date: 25 Jun 2018
Purchase Order: declinedSESPO2
Subtotal: \$1,025.00 USD

From: dev3supplier001
dev3supplier001
jUnitDummy
Arkansas City, AR 71630
United States

To: New York
jUnitOrg - bF11jXBV59dc96c41009890390
691 Broadway
NEW YORK, NY 10001
United States
Address ID: 3000

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.

Ariba Network

Navigation: HOME, INBOX, OUTBOX, PLANNING, CUSTOMIZATION, CATALOGS, SUPPLIER ENABLEMENT, ADMINISTRATION, REPORTS, UPLOAD/DOWNLOAD, MORE...

Sub-navigation: Invoices, Order Confirmations, Ship Notices, Service Sheets, Notifications, Unassigned Invoices, Pending Queue, More...

Service Sheets

Search Filters:

- Supplier: (no value)
- Status: (no value)
- Service Sheet Number: [input]
- Match Service Sheet Number By: Partial number Exact number
- Order Number: [input]
- Date Range: Last 14 days (12 Jun 2018 - 25 Jun 2018)
- Include SES for canceled orders: (no value)
- Routing Status: [dropdown]

Number of Results: 100

Buttons: Save Preferences, Reset

Dropdown List (highlighted):
Sent
Failed
Rejected
Approved
Invoiced
Partially Invoiced
Failed in External System

Service Sheet #	Supplier	Related PO	Date	Amount	Routing Status	Status
gur_Ses_v1	dev3supplier001	gur_v1	18 Apr 2018	700.00 EUR	Acknowledged	Approved
AutoGener1_SES	dev3supplier001	AutoGener1	18 Apr 2018	350.00 EUR	Acknowledged	Failed in External System
Notifyrejectedtouser21321_SES	dev3supplier001	Notifyrejectedtouser21321	17 Apr 2018	350.00 EUR	Acknowledged	Rejected
Notifyrejectedtouser_SES	dev3supplier001	Notifyrejectedtouser	17 Apr 2018	350.00 EUR	Acknowledged	Failed in External System

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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:

Type	Send notifications when...	To email addresses (one required)
Service Sheet Failure	<input checked="" type="checkbox"/> Send a notification when service sheets are undeliverable, rejected, or declined.	• user@supplier.com
	<input type="checkbox"/> 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.:

<input checked="" type="checkbox"/>	Allow service sheet numbers to be reused for service sheets with the following statuses:
<input type="checkbox"/>	Canceled
<input type="checkbox"/>	Rejected
<input type="checkbox"/>	Failed in External System
<input type="checkbox"/>	Failed