



Feature at a Glance

Order Confirmation Enhancements

Johan Holm, SAP Ariba
Target GA: February, 2019

CONFIDENTIAL

Feature at a Glance

Introducing: Order Confirmation Enhancements

Ease of implementation



Some complexity

Geographic relevance



Global

Customer challenge

Today, the user is not prompted to take action if an order confirmation is sent with a different price or delivery date. If the user takes action, there's no system support to easily create a change order to include the changes.

This leads to poor user experience, mistakes, increased procurement support workload, and unnecessary invoice exception handling and processing time.

Solution area

- SAP Ariba Buying
- SAP Ariba Buying and Invoicing

Meet that challenge with SAP Ariba

This feature includes several enhancements to the order confirmation (OC) functionality in SAP Ariba Procurement solutions. The functionality includes

- Improve how OC information is shown to the user in the UI.
- Enhance email notifications related to order confirmations.
- Allow users to change the PR/PO based on the order confirmation. For example, if supplier confirmed the order partially and proposes a different delivery date, customer should be able to easily identify the changes and apply those in a Change Order.

Implementation information

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

Experience key benefits

This feature introduces user friendly collaboration support around the order confirmation process to improve user experience and lessen invoice exception handling.

Prerequisites and Limitations

- The user should be part of the Purchasing Manager group to access the feature.
- The configuration should allow Change Orders, i.e. parameters such as `Application.Purchasing.RestrictChangeOrderAction` should be disabled.

Current release limitations:

- Integration of the Order Confirmation to the ERP is not included in this release.
- The notification to take action on an Order Confirmation does not show up on a users ToDo portlet in this release (planned).

Feature at a Glance

Introducing: **Order Confirmation Enhancements**



Detailed feature information

This feature introduces the ability for a user to "Review Order Confirmation" and take action through a Change Order. This allows for closer collaboration with the suppliers when suppliers confirm, partially confirm, or reject an order when submitting an Order Confirmation. Reviewing an Order Confirmation introduces a new screen graphically highlighting the changes for the user. In short, the process is;

1. Requester creates a Requisition
2. The Requisition is approved and a Purchase Order is created and sent to the supplier via the Ariba Network
3. The supplier reviews the Purchase Order
4. The supplier Confirms the entire order, Partially confirms, or Rejects the order
5. The user **Reviews Order Confirmation** (new option)
6. The user selects items to **Apply Changes** to a Change Order (new screens)
7. The user Submits the Change Order
8. The supplier again reviews the Purchase Order

Feature at a Glance

1(5): User create a Purchase Order and send to supplier

The user creates a Requisition and sends to the supplier.

On the order, a new option to “Review Order Confirmation” is available for Purchasing Managers.

The Order Confirmation status remains “Unconfirmed” until the supplier submits an Order Confirmation.

PO2428 - Internet backup 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 your request and [More](#)

[Change](#) [Cancel](#) [Receive](#) [Print](#) [Create Advance Payment](#) [Resend to Supplier](#) [Review Order Confirmation](#)

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

Order ID: PO2428
Version: 1
Order Confirmation Status: **Unconfirmed**
Title: Internet backup
Purchasing Unit: US001
Supplier: Boilermaker Inc.
Contact: Boilermaker HQ
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
	PR92449	100	each	100pentabyte disk stack	MASS-STORAGE	\$1,000.00 USD		\$100,000.00 USD		\$9,000.00 USD	\$109,000.00 USD

Acknowledged: 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

Contact: Boilermaker HQ
Commodity Code: Data storage and backup
Material Group: 007 (Services)
Purch Org: 3000 (IDES USA)
Vendor: VDR1533050 (Boilermaker Inc.)
Line Item Text:

[Actions](#)

Feature at a Glance

2(5): Supplier review order on the Ariba Network

The supplier reviews the Purchase Order on the Ariba Network, where he can Create an Order Confirmation to;

- Confirm Entire Order to accept order conditions and pricing
- Update Line Items to partially accept items, backorder items, set shipping dates and prices, and edit item prices, or
- Reject Entire Order

Purchase Order: PO2428 Done

[Create Order Confirmation](#) [Create Ship Notice](#) [Create Invoice](#) [Hide](#) [Print](#) [Download PDF](#) [Export cXML](#) [Download CSV](#) [Resend](#)

Order Detail | Order History

From:
New York
691 Broadway
NEW YORK, NY 10001
United States
Phone: +1 (3) 4833500
Fax: +1 (3) 4833501

To:
Boilermaker Inc
359 Northwestern Ave
W Lafayette, IN 47996
United States
Phone:
Fax:
Email: daniel.schunk@sap.com, boilermakersupplier@gmail.com

Purchase Order (New)
PO2428
Amount: \$100,000.00 USD
Version: 1

Payment Terms NET 0 Routing Status: Sent

Comments
Comment Type: Terms and Conditions
Body: All purchases made by SAP Ariba are subject to SAP Ariba Terms and Conditions of Purchase in effect at the date this purchase order ("Order") is issued to you, which can be found at the following uniform res. ... [View more](#)

Contact Information
Supplier Account
Boilermaker HQ
My desk
New York
4876 Northwestern Ave
W Lafayette, IN 47996
United States
Email: work
Address ID: AD135147204

Other Information
Company Code: 3000
Purchasing Unit Name: US001

Ship All Items To
New York
691 Broadway
NEW YORK, NY 10001
United States
Ship To Code: 3000
Phone: +1 (3) 4833500
Fax: +1 (3) 4833501
Email: johan.holm@sap.com
GST ID:

Bill To
New York
691 Broadway
NEW YORK, NY 10001
United States
Phone: +1 (3) 4833500
Fax: +1 (3) 4833501

Deliver To
My desk
New York

Line Items [Show Item Details](#)

Line #	Part # / Description	Type	Qty (Unit)	Price	Subtotal	Tax	
1	MASS-STORAGE 100pentabyte disk stack	Material	100 (EA) ⓘ	\$1,000.00 USD	\$100,000.00 USD	\$9,000.00 USD	Details

Order submitted on: Tuesday 30 Oct 2018 12:29 PM GMT+01:00
Received by Ariba Network on: Tuesday 30 Oct 2018 12:29 PM GMT+01:00
This Purchase Order was sent by Cirrus Atlantic Suite AN01037602217-T and delivered by Ariba Network.

Sub-total: \$ 100,000.00 USD
Est. Total Tax: \$ 9,000.00 USD
Est. Grand Total: \$ 109,000.00 USD

[Create Order Confirmation](#) [Create Ship Notice](#) [Create Invoice](#) [Hide](#) [Print](#) [Download PDF](#) [Export cXML](#) [Download CSV](#) [Resend](#)

Feature at a Glance

3(5): Supplier confirms order

In this example, in Update Item Status the supplier provides;

- Estimated Shipping and Delivery dates
- Shipping information
- Confirm some items and backorder others.

Under the Details screen, additional changes can be made, such as changed pricing and provide comments.

The screenshot displays the SAP Confirming PO interface. At the top, there are 'Exit' and 'Next' buttons. The main area is divided into several sections:

- Order Confirmation Header:** Includes fields for Confirmation # (OC2428-1), Associated Purchase Order # (PO2428), Customer (Cirrus Atlantic Suite), and Supplier Reference.
- SHIPPING AND TAX INFORMATION:** Contains checkboxes for shipping and tax information at the line item level, estimated shipping and delivery dates (31 Oct 2018 and 5 Nov 2018), and estimated shipping and tax costs (\$500.00 USD).
- Attachments:** A table showing no items are attached.
- Line Items:** A table with one item: MASS-STORAGE (100 EA) at \$1,000.00 USD. Below the table, there are 'Confirm' (60) and 'Backorder' (40) buttons, along with a 'Details' button. A tooltip for 'Details' indicates it is used to edit details of shipping dates, unit prices, and descriptions.

An inset window shows a detailed view of a line item (100pentabyte disk stack) with updated shipping and delivery dates (30 Nov 2018 and 3 Dec 2018), a unit price of \$1,200.00 USD, and a comment: 'Slightly more expensive due to increase in part prices.' The subtotal for this item is \$60,000.00 USD.

Feature at a Glance

4(5): User reviews order confirmation

When an order confirmation is sent, an email notification* is sent to the user and the Order Confirmation Status is updated. New statuses are introduced;

- Confirmed With Changes
- Partially Confirmed With Changes

The user can Review Order Confirmation.

The changed information is highlighted for the user to review.

* see separate slide

PO2428 - Internet backup 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 your request and [More](#)

[Change](#) [Cancel](#) [Receive](#) [Print](#) [Create Advance Payment](#) [Resend to Supplier](#) [Review Order Confirmation](#)

[Summary](#) [Approval Flow](#) [Receipts](#) [Invoices](#) [Payments](#) [Messages](#) [History](#)

Order ID: PO2428
Version: 1
Order Confirmation Status: **Partially Confirmed With Changes**
Title: Internet backup
Purchasing Unit: US001
Supplier: Boilermaker Inc.
Contact: Boilermaker HQ
Close Order: Open
My Labels: [Apply Labels...](#)

▼ Line Items

1 Line Item

Type	No.	Qty	Unit	Description	Supplier Part Number	Price	Amount
	1	100	each	100pentabyte disk stack	MASS-STORAGE	\$1,000.00 USD	\$100,000.00 USD

Quantity	Confirmation Type	Unit	Part#	Description	Price	Comment	Expected Delivery Date	Sales/Use Tax Amount	Expected Ship Date
60	Accepted with changes	each	MASS-STORAGE	100pentabyte disk stack	\$1,200.00 USD	Slightly more expensive due to increase in part prices.	Mon, 03 Dec, 2018		Fri, 30 Nov, 2018
40	Backorder	each	MASS-STORAGE	100pentabyte disk stack	\$1,000.00 USD	FedEx	Mon, 05 Nov, 2018		Wed, 31 Oct, 2018

Quantity	Confirmation Type	Unit	Part#	Description	Price	Comment	Expected Delivery Date	Sales/Use Tax Amount	Expected Ship Date
100001				Sales Tax		MASS-STORAGE			\$9,000.00 USD

[Apply Changes](#)

Please complete the missing or invalid information indicated below.

Feature at a Glance

5(5): User Apply Changes, create and Submit Change Order

When reviewing the order confirmation, the user can select the relevant changed lines and Apply Changes to a change order.

Optionally, the entire Requisition can be viewed if other changes are desired.

The changed order, with an updated version number, is sent to the supplier to review and confirm.

Review Order Confirmation

Review the details in the order confirmation and accept the appropriate lines to create a change order.

PO2428: Internet backup | Items: 1 | Total: \$109,000.00 USD

Done

Type	No.	Qty	Unit	Description	Supplier Part Number	Price	Amount
	1	100	each	100pentabyte disk stack	MASS-STORAGE	\$1,000.00 USD	\$100,000.00 USD

Quantity	Confirmation Type	Unit	Part#	Description	Price	Comment	Expected Delivery Date	Sales/Use Tax Amount	Expected Ship Date
60	Accepted with changes	each	MASS-STORAGE	100pentabyte disk stack	\$1,000.00 USD \$1,200.00 USD	Slightly more expensive due to increase in part prices.	Mon, 03 Dec, 2018		Fri, 30 Nov, 2018

PR92449-V2: Internet backup

Review the line items in the order, change or delete line items as necessary, and then submit the changes for approval. When you change an order, you are actually changing the requisition from which the order originated. [Click here to change requisition PR92449 directly.](#)

Purchase Order PO2428

These items correspond to line items on the requisition from which the order originated.

Submit Exit

Apply Changes

No.	Type	Description	Qty	Unit	Price	Discount	Net Amount	Charges	Taxes	Amount
1		100pentabyte disk stack	60	each	\$1,200.00 USD		\$120,000.00 USD		\$10,800.00 USD	\$130,800.00 USD

Supplier Part #: MASS-STORAGE
Commodity Code: Data storage and backup
Material Group: 007 (Services)
Purch Org: 3000 (IDES USA)
Vendor: VDR1533050 (Boilermaker Inc.)
Line Item Text:
Contact: Boilermaker HQ
Payment Terms: 0001

Actions

Feature at a Glance

Limitations: Order Confirmation Enhancements

Limitations in this release

In this release of the Order Confirmation Enhancements, the following limitations apply;

- The action to review an order confirmation does not show up on the user To Do in SAP Ariba
- Order Confirmations are not integrated to the ERP (from SAP Ariba Buying)

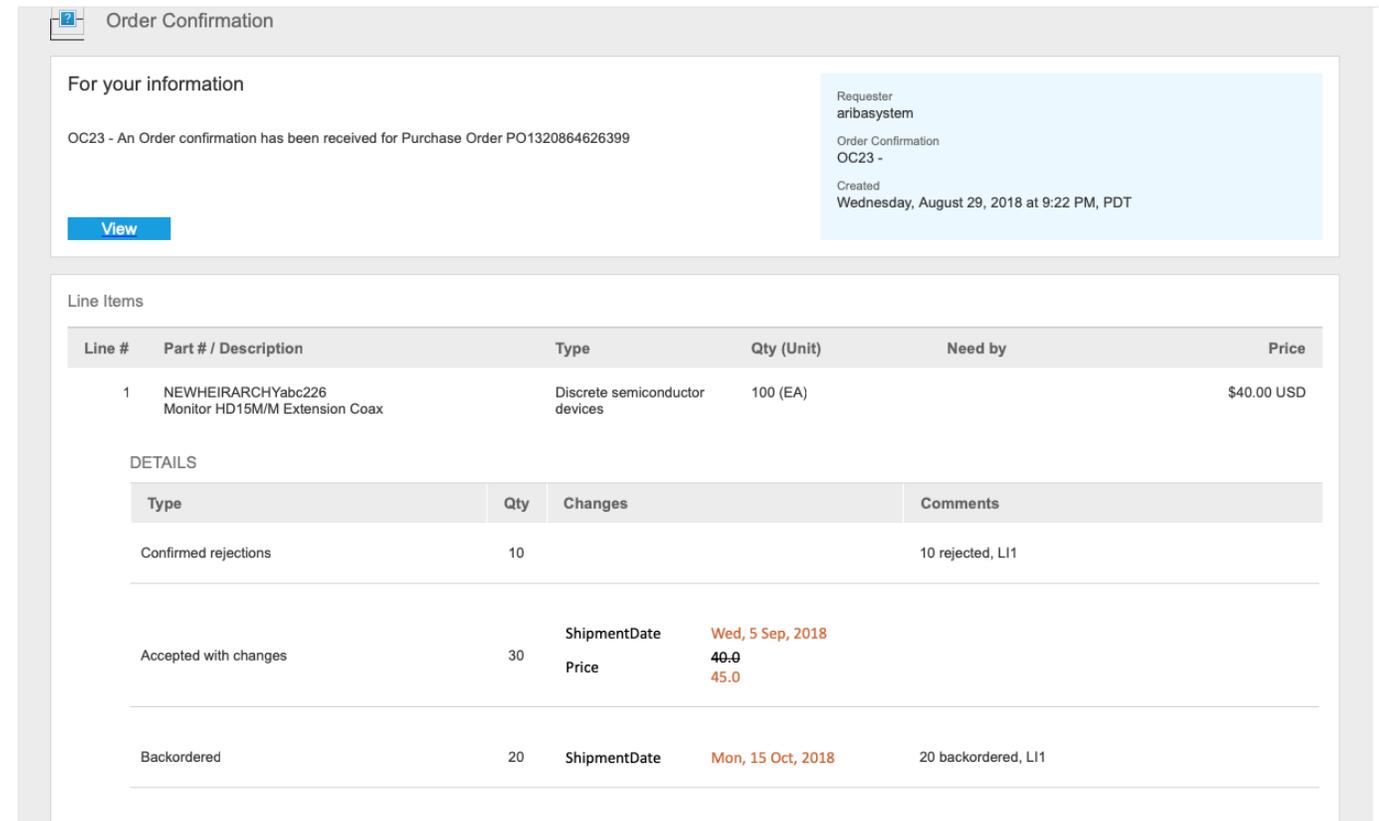
Feature at a Glance

Email notification for Order Confirmation

An email notification is sent when an order confirmation is received into SAP Ariba Buying, highlighting the changes done by the supplier.

The email notification is sent to the requester (or preparer) as well as users belonging to the Purchasing Administrator or Customer Administrator groups.

When selecting View, the user is brought to the order in SAP Ariba Buying.



The screenshot displays the 'Order Confirmation' interface in SAP Ariba Buying. At the top, there is a header 'Order Confirmation' with a document icon. Below this, a section titled 'For your information' contains the text: 'OC23 - An Order confirmation has been received for Purchase Order PO1320864626399'. A blue 'View' button is located below this text. To the right, a light blue box provides details: 'Requester aribasystem', 'Order Confirmation OC23 -', and 'Created Wednesday, August 29, 2018 at 9:22 PM, PDT'. The main section is titled 'Line Items' and contains a table with the following data:

Line #	Part # / Description	Type	Qty (Unit)	Need by	Price
1	NEWHEIRARCHYabc226 Monitor HD15M/M Extension Coax	Discrete semiconductor devices	100 (EA)		\$40.00 USD

Below the table, there is a 'DETAILS' section with a table showing changes:

Type	Qty	Changes	Comments
Confirmed rejections	10		10 rejected, LI1
Accepted with changes	30	ShipmentDate: Wed, 5 Sep, 2018 Price: 40.0 45.0	
Backordered	20	ShipmentDate: Mon, 15 Oct, 2018	20 backordered, LI1