



SAP Ariba 

Feature at a Glance

Enhancements to service sheet approval emails

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CONFIDENTIAL

Feature at a Glance

Ease of implementation  Low touch / simple
Geographic relevance  Global

Introducing: Enhancements to service sheet approval emails

Customer challenge

Buyers can receive multiple emails everyday requesting approval for Service Sheets.

At this moment, the email notification that is received by the approver does not always contain all the information required to decide if the service sheet can be approved or not. This forces the approver to login to the SAP Ariba solution to view all the information.

Solution area

- SAP Ariba Buying
- SAP Ariba Buying and Invoicing
- SAP Ariba Invoice Management

Meet that challenge with

SAP Ariba

This feature includes enhancements to the content of emails received by approvers of service sheets to improve the efficiency of the service sheet approval process. Service sheet approval emails now include accounting information, specify whether an item is a planned item or an unplanned item and include supplier-submitted attachments.

In addition, the SAP Ariba solution now sends comments entered by approvers to Ariba Network to provide suppliers additional information or reasons to justify an approval or rejection action.

Implementation information

This feature is ready for immediate use for all customers with the applicable solutions but requires customer enablement steps.

Experience key benefits

Users will be able to approve or reject Service Sheets based on the information contained on the approval request email, without having to log in to the SAP Ariba solution to view additional information.

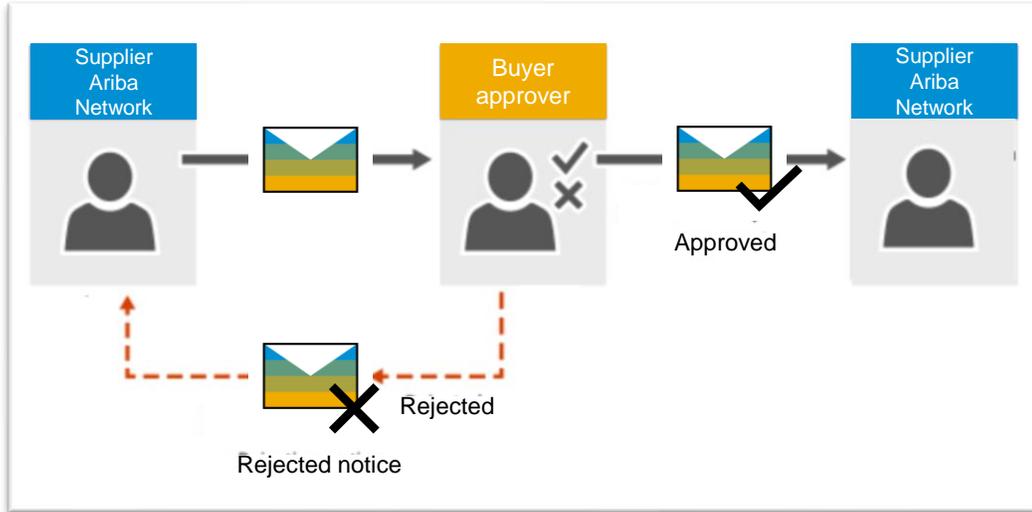
Prerequisites and Limitations

If the total size of file attachments is more than 10MB, none of the files are included as attachments in the approval emails. Instead, the email includes a message for approvers to log in to the application to view the attachments in the service sheets.

File attachments in email notifications cannot be differentiated as header-level or line-level attachments.

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Configuration

Enable the following self-service parameters:

Application.Base.EmailApprovalEnabled: To allow approvers to approve or deny approval requests via email.

Application.Approvable.IncludeAccountingInHTMLEmails: To ensure accounting information is included in HTML email approval notifications.

Ariba Network: Ensure that the **Your procurement application can download service sheet attachments (MIME multipart messages)** rule is turned.

Service sheet approval emails	Enhanced version	Previous version
Viewing line-item information.	Includes the following details: <ul style="list-style-type: none"> • Basic information about line items. For example, line item description, quantity, price, and amount. • Accounting information for each line item, such as GL accounts and split accounting information. • Type of line item (material or service). • Line type to specify whether an item is a planned item or an unplanned item. 	Includes basic information about line items.
Ability to send approver's comments to suppliers when service sheets are approved or rejected.	Approvers while approving or rejecting service sheets can add comments for internal users and comments to be sent to suppliers on Ariba Network.	Comments added by approvers for service sheets approved via email are not sent to suppliers on Ariba Network.
Capability to view supplier-submitted attachments in approval emails.	Service sheet approval emails include file attachments submitted by suppliers if the total size of attachments is not more than 10MB.	Not available. Approvers must log in to the SAP Ariba solution to view attachments in service sheets.

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This is the approval request email that is sent to approver.

The screenshot shows an email interface with a service sheet approval request. The email content includes a header with the subject 'Action Required: Approve the service sheet from supplier Boilermaker Inc. for service order C211-R20' and a PDF attachment 'J82_S4CLD1808_Set-Up_EN_XX.pdf'. The main body of the email contains a 'Requires your action' section with a 'View' button (callout 1), a 'This document has attachments' indicator (callout 5), and 'Approve', 'Deny', and 'View' buttons (callout 5). Below this is a 'Service Sheet' section with a metadata table (callout 2) and a 'Line Items' table (callout 3). The 'Line Items' table has the following data:

No	Description	Type	Line Type	Unit Price	Qty	Unit	Account Assignment	Amount
	Engine Services	Service	Planned from Contract	\$2,500.00	1	each	K(Cost center)	\$2,500.00 USD
	GL Account		Cost Center			Type	Proportion	
	0000404000(Consumables consumed)		0000002300(Procurement)			Percentage	100.00	

Below the table is a 'Comments' section (callout 4) with a comment: 'Friday, December 7, 2018 at 2:30 AM, GMT: aribasystem - We have completed cleaning service for all 20 vehicles.' At the bottom is an 'Approval Flow' table (callout 5) with the following data:

Status	Required	Reason	Approver	Date	Time
Ready for approval	Yes	Valid Requester	Roberto Valdovinos		

The email footer contains the text 'Copyright © 2005 - 2018 Ariba, Inc. All rights reserved.'

1. Supplier attachments
2. Accounting information
3. Line type to specify whether an item is a planned or an unplanned item.
4. Supplier comments
5. Approve / Reject buttons

