



Feature at a Glance

Indicating final service sheet

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Target GA: August, 2019

CONFIDENTIAL

Feature at a Glance

Introducing: Indicating final service sheet

Ease of implementation



Low touch / simple

Geographic relevance



Global

Customer challenge

Previously, suppliers could not indicate to buyers that they are generating the last service sheet and there will be no more service sheets against a line item in a purchase order in the case where the quantity of work units required to deliver the service is less than the ordered quantity of work units.

Meet that challenge with SAP Ariba

Now, buyers can configure a new default transaction rule which when enabled allows suppliers to indicate on a service sheet that it will be the final service sheet generated against the line item in a purchase order even if the quantum of work units is not complete.

When this rule is enabled and suppliers indicate that the service sheet is final, buyers can view the final service sheet label when they receive the service sheet.

Experience key benefits

The feature gives more visibility to both buyers and suppliers on the execution of purchase orders, allowing suppliers to indicate to buyer that work is finished and the service order has been fulfilled.

Solution area

Ariba Network
SAP Ariba Commerce Automation
SAP Ariba Commerce Automation Membership

Implementation information

This feature is automatically on for all customers with the applicable solutions but requires **customer configuration**.

Prerequisites and Restrictions

Prerequisite: the buyer must use SAP ERP or SAP S/4HANA directly connected with Ariba Network to receive the final service sheet indicator in the service sheet. This information is currently not available on an SAP Ariba procurement solution.

Integration with SAP ERP or SAP S/4HANA on-premise edition is supported with SAP Ariba Cloud Integration Gateway.

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Detailed feature information

Previously, suppliers could not indicate to buyers that they are generating the last service sheet and there will be no more service sheets against a line item in a purchase order.

Now, buyers can configure a new default transaction rule which when enabled allows suppliers to indicate on a service sheet that it will be the final service sheet generated against the line item in a purchase order even if the quantum of work units is not complete.

When this rule is enabled and suppliers indicate that the service entry is final, buyers can view the final service entry label when they receive the service sheet.

Example:

A buyer creates a service order for 100 hours of work. The supplier creates multiple service sheets against this service order and totals 90 hours of work. The suppliers can indicate on the last service sheet being generated that it will be the final service sheet. The supplier has indicated that no more service sheets will be generated even though there is a balance of 10 hours of work units pending as per the purchase order. The supplier can use this feature in a scenario where the work is completed in less number of hours than the estimated hours or if there are no plans to complete the work.

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Buyer administrator changes

On the **Default Transaction Rules** page, Ariba Network displays a new rule **Allow suppliers to use the indicator for final service entry sheet**.

Procedure

1. Click **Administration > Configuration**.
2. Click **Default Transaction Rules**.
3. Select **Allow suppliers to use the indicator for final service entry sheet** check box.
4. Click **Save**.

| | |
|---|-------------------------------------|
| Allow suppliers to use the indicator for final service entry sheet. ⓘ | <input checked="" type="checkbox"/> |
| Require suppliers to create service entry sheets where the li | <input type="checkbox"/> |
| Do not allow part number to exceed specified characters for | <input type="text"/> Characters |
| Require suppliers to provide description for ad hoc line items | <input type="checkbox"/> |

If you enable this rule, suppliers can indicate to the buyers that there will be no more service entry sheets generated for the same service item irrespective of the number of units remaining.

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Supplier user interface changes

When suppliers create a service entry sheet, Ariba Network displays a new **Final Service Entry Sheet** check box.

The screenshot shows the Ariba Network user interface for creating a service sheet. The header includes the Ariba Network logo, a grid icon, and navigation links for 'Company Settings', 'Dan Boilermaker', and 'Help Center'. The main title is 'Create Service Sheet', with buttons for 'Update', 'Save', 'Exit', and 'Next'. Below this is a 'Service Sheet Header' section with a dropdown arrow, a note '* Indicates required field', and an 'Add to Header' button. The 'Summary' section contains the following fields:

- Purchase Order: C219-R3
- Service Sheet #: * (empty text box)
- Service Sheet Date: * 17 Apr 2019 (calendar icon)
- Final Service Sheet: (highlighted with a red box)
- Service Description: (empty text box)
- Subtotal: \$0.00 USD
- Service Start Date: (empty date picker)
- Service End Date: (empty date picker)
- Copy the service start and end dates to the service line items

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Supplier user interface changes

After clicking on the **Next** button on the **Create Service Sheet** page, the supplier user will see the indication of **Final Service Sheet** with value **Yes** before confirming and submitting the document.

The screenshot displays the Ariba Network interface for creating a service sheet. At the top, the header includes 'Ariba Network', a grid icon, 'Company Settings', 'Dan Boilermaker', and 'Help Center >>'. Below the header, the page title is 'Create Service Sheet', followed by navigation buttons: 'Previous', 'Save', 'Submit', and 'Exit'. A horizontal line separates the navigation from the main content area, which begins with the instruction 'Confirm and submit this document.' Below this, the service sheet details are listed: 'Service Sheet', 'SES-PO2789', 'Date: 17 Apr 2019', 'Final Service Sheet: Yes' (highlighted with a red box), 'Purchase Order: PO2789', and 'Subtotal: \$50.00 USD'. The subtotal is also displayed on the right side of the page. At the bottom, the 'From' field is 'Boilermaker Inc' and the 'To' field is 'New York'.

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Supplier user interface changes

When the supplier selects a service sheet to display, the **Final Service Sheet** indicator is shown with value **Yes** or **No**.

Ariba Network

Service Sheet: SES-PO2790-2

Create Invoice Copy This SES

Detail History

Service Sheet
(Sent)
SES-PO2790-2
Date: 17 Apr 2019
Final Service Sheet: Yes
Purchase Order: PO2790
Subtotal: \$100.00 USD
Service Start Date: 17 Apr 2019
Service End Date: 17 Apr 2019

Create Invoice Edit Copy This SES

Detail History

Rejected Service Entry Sheet:
Reasons:
SES-23: The service sheet was successfully received.
DOC-1: cXML ServiceEntryRequest queued
SES-46: Service Entry Item 1 unit price is not editable as th
DOC-6: A document preprocessing error occurred.

Edit & Resubmit

Service Sheet
(Rejected)
SES-C219-R3-2
Date: 17 Apr 2019
Final Service Sheet: Yes
Purchase Order: C219-R3
Subtotal: \$15.00 USD

Ariba Network

Service Sheet: PO2755

Create Invoice Copy This SES

Detail History

Service Sheet
(Sent)
PO2755
Date: 25 Mar 2019
Final Service Sheet: No
Purchase Order: PO2755
Subtotal: \$3.00 USD
Service Start Date: 25 Mar 2019
Service End Date: 25 Mar 2019

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- ① A supplier cannot create a new service sheet for a purchase order linked to a service sheet which has the **Final Service Sheet** indicator value **Yes**.
- ② Note: the purchase order is indicated as partially serviced since service sheets against it do not sum up to the subtotal amount.

The screenshot displays the Ariba Network interface for a purchase order (PO2790). The header includes the Ariba Network logo, user information (Dan Boilermaker), and navigation links (Company Settings, Help Center). The main content area shows the purchase order details, including the order number (PO2790) and a 'Done' button. A toolbar contains various actions: 'Create Order Confirmation', 'Create Service Sheet', 'Create Invoice', 'Hide Changes', 'Hide', 'Print', 'Download PDF', 'Export cXML', 'Download CSV', and 'Resend'. A red box highlights the error message 'Service entry sheet is finalized.' which is displayed below the 'Create Order Confirmation' button. A red arrow points from this message to the 'Create Service Sheet' button, indicating that the button is disabled due to this error. A red circle with the number '2' points to the purchase order status, which is 'Purchase Order (→ Partially Serviced) PO2790' with an amount of '\$300.00 USD'. The order details section shows the 'From' and 'To' information for the purchase order.

①

②

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Buyer user interface changes

In Ariba Network, when the buyer selects a service sheet to display, the **Final Service Sheet** indicator is shown with value **Yes** or **No**.

Ariba Network

Service Sheet: SES-PO2790-2

Resend Print Export cXML

Detail History

Service Sheet
(Sent)
SES-PO2790-2
Date: 17 Apr 2019
Final Service Sheet: Yes
Purchase Order: PO2790
Subtotal: \$100.00 USD
Service Start Date: 17 Apr 2019
Service End Date: 17 Apr 2019

From Boilermaker Inc To New York

Ariba Network

Service Sheet: SES#123746

Resend Print Export cXML

Detail History

Service Sheet
(Sent)
SES#123746
Date: 17 Apr 2019
Final Service Sheet: No
Purchase Order: PO2781
Subtotal: \$923.62 USD

From Stratus IT Supplier - TEST To New York

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cXML changes

The attribute **isFinal** has been added to the element **ServiceEntryRequestHeader**. It is set to "yes" to indicate that this item is closed, and no more deliveries are expected for it. This feature requires to use cXML 1.2.039 or later.

[...]

```
<ServiceEntryRequest>
```

```
<ServiceEntryRequestHeader isFinal="yes" serviceEntryDate="2019-04-17T10:30:40+02:00"
```

```
serviceEntryID="SES-PO2790-2" operation="new">
```

```
<PartnerContact>
```

```
<Contact role="from">
```

```
<Name xml:lang="en-US">Boilermaker Inc</Name>
```

```
<PostalAddress>
```

[...]