



Feature at a GlanceCanceling a service sheet in Ariba Network

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Introducing: Canceling a service sheet in Ariba Network

Customer challenge

Sometimes a service sheet may contain incorrect information and the supplier will have to cancel it and create a new document.

Meet that challenge with

SAP Ariba

Buyers can now allow suppliers to cancel service sheets that they create with a new transaction rule.

Suppliers, if allowed by the buyer, can now cancel services sheets if their status is either Sent or Failed.

Experience key benefits

The services procurement process is now easier and allows more use cases, including when suppliers need to cancel the service sheet they created.

Productivity and automation are increased while

Productivity and automation are increased while process time and costs are reduced.

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

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

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Detailed feature information

Sometimes service sheets may contain incorrect information and suppliers will have to cancel it and create a new document.

Previously, suppliers could not cancel a service sheet. Only buyers could reject a service sheet.

Now suppliers, if allowed by the buyer, can cancel a service sheet if its status is either **Sent** or **Failed**.

Suppliers can reuse service sheets numbers if buyers enable the corresponding rule in the default transaction rules.

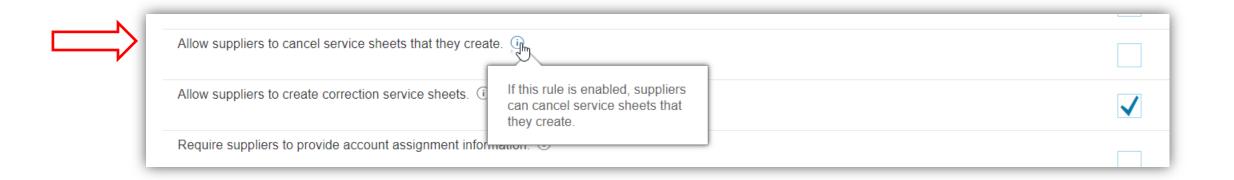
Ariba Network automatically cancels a service sheet if a buyer cancels the associated purchase order and if the service sheet does not have any response associated with it.

When a service sheet is cancelled, Ariba Network sends a service sheet cancellation email notification to the buyer.

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Buyer user interface changes - Default Transaction Rules page

A new default transaction rule named **Allow suppliers to cancel service sheets that they create** is available for buyer administrator to allow suppliers to cancel their service sheets. The rule is disabled by default.



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Buyer user interface changes - Default Transaction Rules page

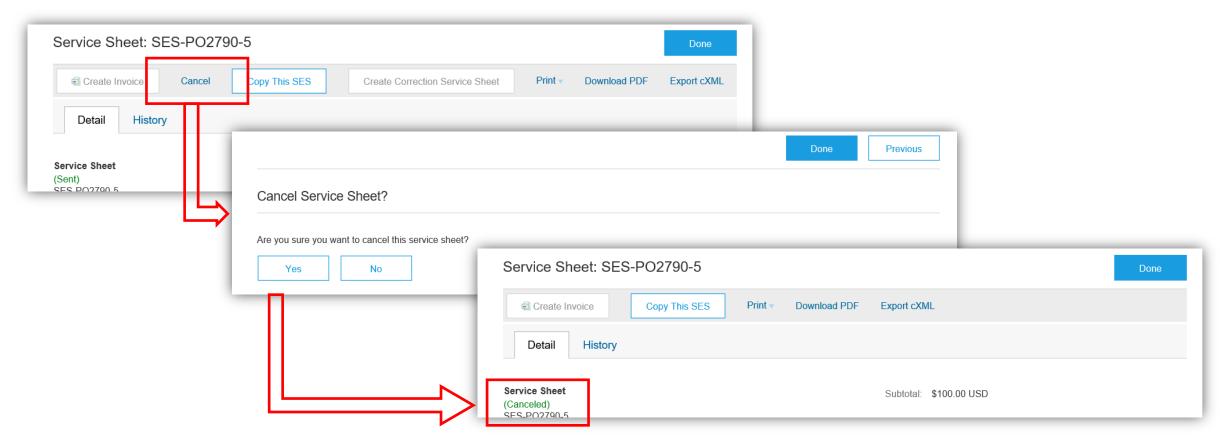
When the Allow suppliers to reuse service sheet numbers is enabled, the Allow service sheet numbers to be reused for service sheets with the following statuses now includes the Canceled checkbox.



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Supplier user interface changes – Service sheet details page

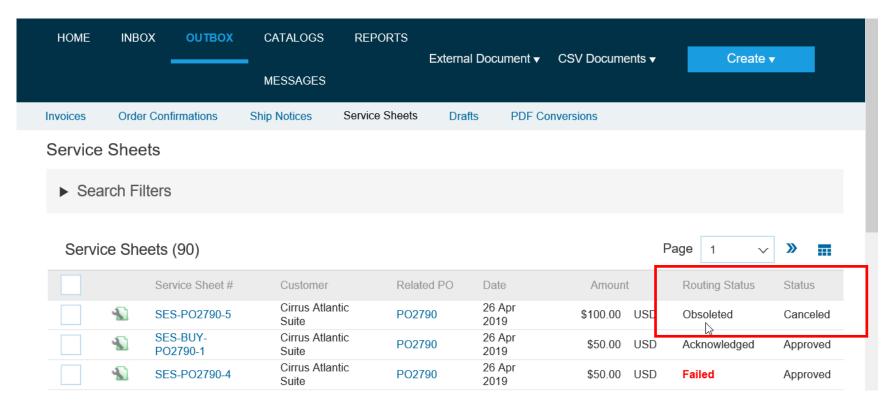
On the service sheet details page, a new **Cancel** button is available which suppliers can click to cancel a service sheet.



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Buyer and supplier user interface changes – Service sheet details page

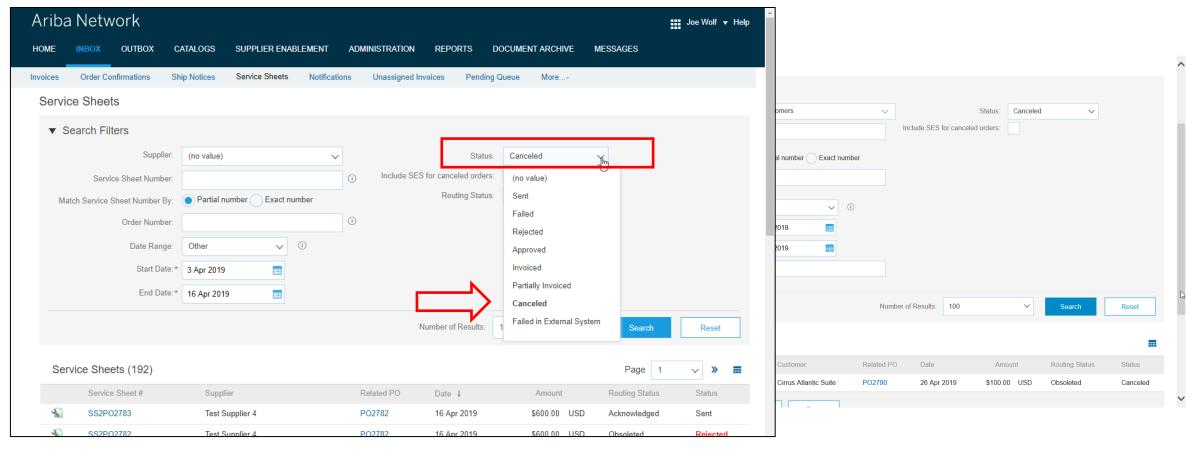
The canceled service sheet appears with status **Canceled** in the list of service sheets. Its routing status is **Obsoleted**.



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Buyer and supplier user interface changes – Service Sheets page in Outbox

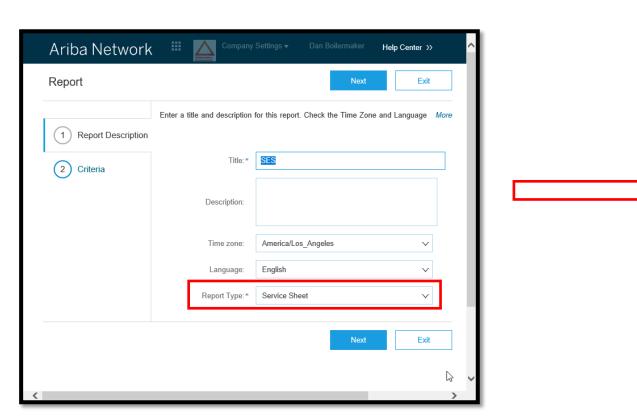
In the **Search Filters** section, the **Status** dropdown list now includes the **Canceled** status.

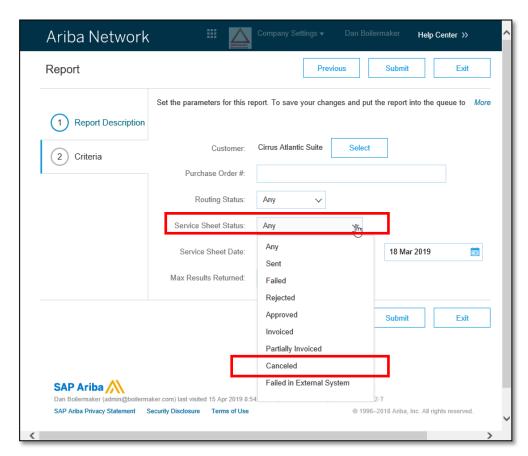


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Buyer and supplier user interface changes – Service sheet reports page

While generating a report, the Criteria tab now includes the Canceled status in the Service Sheet Status dropdown list.





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Detailed feature information

Suppliers cannot cancel a service sheet if:

- The status of the service sheet is:
 - Approved
 - Rejected
 - Invoiced
 - Partially invoiced
- The service sheet is in draft mode.