



SAP Ariba 

Feature at a Glance

Canceling a service sheet in Ariba Network

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Feature at a Glance

Ease of implementation  Low touch / simple
Geographic relevance  Global

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 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 on-premise 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.

A screenshot of the 'Default Transaction Rules' page in the Ariba Network buyer interface. The page displays a list of rules with their descriptions and checkboxes for enabling or disabling them. A red arrow points to the first rule, 'Allow suppliers to cancel service sheets that they create', which is currently disabled. A tooltip is visible over the information icon for this rule, stating: 'If this rule is enabled, suppliers can cancel service sheets that they create.' The second rule, 'Allow suppliers to create correction service sheets', is enabled (checkbox checked). The third rule, 'Require suppliers to provide account assignment information', is disabled.

Allow suppliers to cancel service sheets that they create.	<input type="checkbox"/>
Allow suppliers to create correction service sheets.	<input checked="" type="checkbox"/>
Require suppliers to provide account assignment information.	<input type="checkbox"/>

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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.



Allow suppliers to reuse service sheet numbers.

Allow service sheet numbers to be reused for service sheets with the following statuses:

- Canceled
- Rejected
- Failed in External System
- Failed

Do not allow creation of service entry sheet for expired purchase orders

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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.

The image illustrates the process of canceling a service sheet in the Ariba Network. It consists of three overlapping screenshots:

- Top Screenshot:** Shows the 'Service Sheet: SES-PO2790-5' details page. The 'Cancel' button is highlighted with a red box. Other buttons include 'Create Invoice', 'Copy This SES', 'Create Correction Service Sheet', 'Print', 'Download PDF', and 'Export cXML'. A 'Done' button is in the top right corner.
- Middle Screenshot:** A confirmation dialog box titled 'Cancel Service Sheet?'. It asks 'Are you sure you want to cancel this service sheet?' and provides 'Yes' and 'No' buttons. A 'Done' button and a 'Previous' button are in the top right corner.
- Bottom Screenshot:** Shows the 'Service Sheet: SES-PO2790-5' details page after cancellation. The 'Service Sheet (Canceled)' status is highlighted with a red box. The 'Copy This SES' button is now highlighted. The 'Subtotal: \$100.00 USD' is visible at the bottom right.

Red arrows indicate the flow from the 'Cancel' button in the first screenshot to the confirmation dialog, and then to the 'Canceled' status in the final screenshot.

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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**.

The screenshot displays the Ariba Network user interface for Service Sheets. The top navigation bar includes HOME, INBOX, OUTBOX (highlighted), CATALOGS, and REPORTS. Below this, there are links for External Document, CSV Documents, and a Create button. A secondary navigation bar shows Invoices, Order Confirmations, Ship Notices, Service Sheets (selected), Drafts, and PDF Conversions. The main content area is titled 'Service Sheets' and includes a Search Filters section. Below this, a table lists 'Service Sheets (90)'. The table has columns for checkboxes, Service Sheet #, Customer, Related PO, Date, Amount, Currency, Routing Status, and Status. The first row is highlighted with a red box, showing a service sheet with ID SES-PO2790-5, Customer Cirrus Atlantic Suite, Related PO PO2790, Date 26 Apr 2019, Amount \$100.00 USD, Routing Status Obsoleted, and Status Canceled. The second row shows SES-BUY-PO2790-1 with Routing Status Acknowledged and Status Approved. The third row shows SES-PO2790-4 with Routing Status Failed and Status Approved. The page number is 1.

	Service Sheet #	Customer	Related PO	Date	Amount		Routing Status	Status
<input type="checkbox"/>	SES-PO2790-5	Cirrus Atlantic Suite	PO2790	26 Apr 2019	\$100.00	USD	Obsoleted	Canceled
<input type="checkbox"/>	SES-BUY-PO2790-1	Cirrus Atlantic Suite	PO2790	26 Apr 2019	\$50.00	USD	Acknowledged	Approved
<input type="checkbox"/>	SES-PO2790-4	Cirrus Atlantic Suite	PO2790	26 Apr 2019	\$50.00	USD	Failed	Approved

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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.

The screenshot displays the Ariba Network interface for the Service Sheets page. The top navigation bar includes 'HOME', 'INBOX', 'OUTBOX', 'CATALOGS', 'SUPPLIER ENABLEMENT', 'ADMINISTRATION', 'REPORTS', 'DOCUMENT ARCHIVE', and 'MESSAGES'. Below this, a secondary navigation bar lists 'Invoices', 'Order Confirmations', 'Ship Notices', 'Service Sheets', 'Notifications', 'Unassigned Invoices', 'Pending Queue', and 'More...'. The main content area is titled 'Service Sheets' and features a 'Search Filters' section. This section contains several input fields: 'Supplier' (set to '(no value)'), 'Service Sheet Number', 'Match Service Sheet Number By' (with 'Partial number' selected), 'Order Number', 'Date Range' (set to 'Other'), 'Start Date' (3 Apr 2019), and 'End Date' (16 Apr 2019). A 'Status' dropdown menu is open, showing options: '(no value)', 'Sent', 'Failed', 'Rejected', 'Approved', 'Invoiced', 'Partially Invoiced', 'Canceled', and 'Failed in External System'. A red box highlights the 'Canceled' option, and a red arrow points to it from the 'Number of Results' field. The 'Number of Results' is currently set to 1. Below the search filters, a table titled 'Service Sheets (192)' is displayed, showing columns for Service Sheet #, Supplier, Related PO, Date, Amount, Routing Status, and Status. The first row shows a service sheet with status 'Sent', and the second row shows a service sheet with status 'Rejected'. On the right side of the screenshot, a partial view of the search results page is visible, showing a 'Status' dropdown set to 'Canceled' and a 'Search' button.

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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.

The screenshot shows the 'Report' page in the 'Criteria' tab. The 'Report Type' dropdown menu is highlighted with a red box and is set to 'Service Sheet'. Other fields include 'Title' (SES), 'Description', 'Time zone' (America/Los_Angeles), and 'Language' (English). The 'Next' and 'Exit' buttons are visible at the top and bottom right.



The screenshot shows the 'Report' page in the 'Criteria' tab. The 'Service Sheet Status' dropdown menu is highlighted with a red box and is open, showing 'Canceled' as an option. Other fields include 'Customer' (Cirrus Atlantic Suite), 'Purchase Order #', 'Routing Status' (Any), 'Service Sheet Date' (18 Mar 2019), and 'Max Results Returned'. The 'Submit' and 'Exit' buttons are visible at the bottom right.

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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.