



SAP Ariba 

Feature at a Glance

Support cancel and force-reject operations on service sheets

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CONFIDENTIAL

Feature at a Glance

Ease of implementation  Low touch / simple
Geographic relevance  Global

Introducing: Support cancel and force-reject operations on service sheets

Customer challenge

In the service procurement workflow, service sheets must be approved in the buyer site or an external ERP system before a supplier can create a corresponding invoice.

Previously, if buyer or supplier-submitted service sheets contain unintended errors, such as incorrect quantity or dates, then those service sheets could not be canceled even if they were not approved yet in the buyer's ERP system.

Meet that challenge with SAP Ariba

This feature allows suppliers and buyers to cancel service sheets that they previously submitted or are awaiting approval from an external ERP system (but are not approved yet), without repeating the entire service procurement workflow to create new service sheets.

This feature also allows buyers to force-reject service sheets that they previously approved in their SAP Ariba solution. When service sheets are canceled, or force-rejected, SAP Ariba automatically recalculates the balance tracking of the associated purchase orders.

Experience key benefits

Now, suppliers and buyers can cancel submitted service sheets that have the status of Acknowledged.

In addition, if buyer organizations approved service sheets but later realized that the service sheets contained errors or were approved by mistake, they can force-reject those service sheets.

Solution area

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

Implementation information

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

The following site configuration parameters need to be enabled:

Application.ServiceSheet.AllowServiceSheetCancellation
Application.ServiceSheet.AllowServiceSheetRevocation

Prerequisites and Restrictions

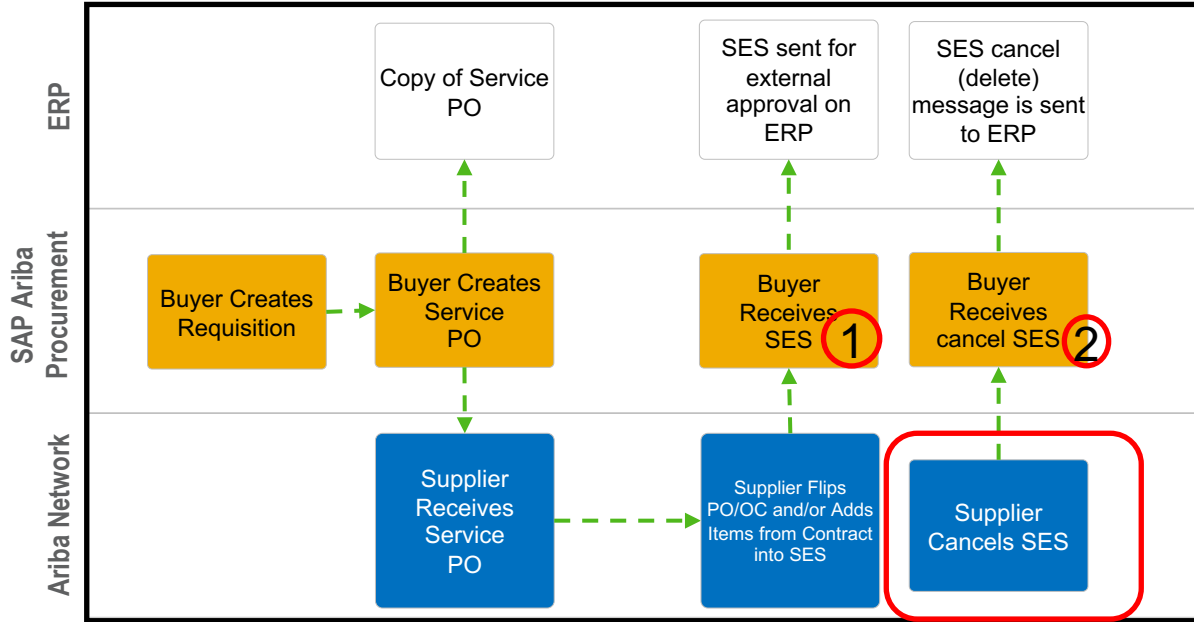
- You must have membership of the *Field Service Administrator* group to cancel or force-reject service sheets
- The service entry sheet cancellation can be executed at only the header level, and not at the individual line-items level.

Feature at a Glance

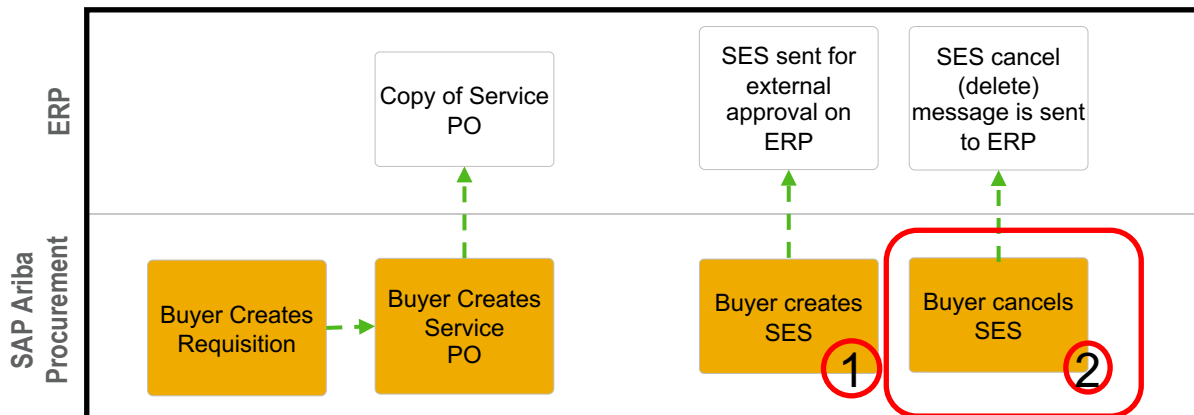
Introducing: Support cancel and force-reject operations on service sheets

Canceling supplier-submitted and buyer-submitted service sheets with external approval on ERP

supplier-submitted



buyer-submitted



Suppliers and buyers can cancel service sheets that have the status of **Submitted** . SES that have an *Approved, Rejected* or *Invoiced* status cannot be cancelled

If integration with an external ERP system is enabled, then the SAP Ariba Procurement solution will send a webservice message notifying the cancel (delete) action to the ERP.

The status of the service sheet changes from (1) Awaiting external approval -> (2) Canceled.

If the *Allow suppliers to reuse service sheet numbers* rule with the Canceled status option is enabled, suppliers can reuse the IDs of canceled service sheets.

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Introducing: Support cancel and force-reject operations on service sheets

Cancel service sheet submitted by buyer

Service Sheet: ses3139b1 from Boilermaker Inc. Status: Submitted

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 take the desired action(s).

[Cancel](#) [Delete](#) [Approve](#) [Reject](#) [Print](#)

Summary | Approval Flow | History

Service Sheet #: ses3139b1
Service Description:
Service Sheet Date: Wed, 29 May, 2019
Service Start Date:
Service End Date:
DefaultServiceDatesToLines: No ⓘ
Field Engineer:
Field Contractor Email:
Field Contractor Name:
Company Code: 3000 (IDES US INC)
My Labels: [Apply Label...](#) ⓘ

Order ID: PO3139

Cancel - Comments

Enter comments before you cancel the service entry sheet.

You chose to cancel ses3139b1.

Comments:

Service Sheet: ses3139b1 from Boilermaker Inc. Status: Canceled

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 take the desired action(s).

[Print](#)

Summary | Approval Flow | **History**

History

Date ↓	User	Real User	Action	Summary
Wed, 29 May, 2019 2:52 PM	Roberto Valdovinos	Roberto Valdovinos	Canceled	SS449 has been canceled. Comments .
Wed, 29 May, 2019 2:50 PM	Roberto Valdovinos	Roberto Valdovinos	Submitted	SS449 submitted for approval.

The **Cancel** button appears on the user interface of the previously-submitted service sheets.

Feature at a Glance

Introducing: Support cancel and force-reject operations on service sheets

Cancel service sheet submitted by supplier

PO3139 - RV maintenance services 20190529 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 take the desired action(s).

[Change](#) [Cancel](#) [Print](#) [Create Advance Payment](#) [Create Service Sheet](#) [Resend to Supplier](#)

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

Service Sheet # ↑	Supplier Name	Service Start Date	Service End Date	Amount	Status
ses31391	Boilermaker Inc.			\$1,200.00 USD	Canceled

Service sheets cancelled by a supplier will appear in **Cancelled** status and **History** tab will indicate that Service Sheet has been cancelled by the supplier.

Service Sheet: ses31391 from Boilermaker Inc. Status: **Cancelled**

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 take the desired action(s).

[Print](#)

[Summary](#) [Approval Flow](#) [History](#)

History

Date ↓	User	Real User	Action	Summary	Comments
Wed, 29 May, 2019 2:31 PM	aribasystem		Cancelled in the external system.	SS448 has been canceled in the external system.	Comments
Wed, 29 May, 2019 2:31 PM	aribasystem		Added	added a new comment.	Comments

SS448 has been canceled in the external system.

Comments ☰

	Visible to Supplier
aribasystem Service Sheet has been canceled by the supplier	No

[Wednesday, May 29, 2019 at 2:31 PM]

[Done](#)

Feature at a Glance

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Force-rejecting service sheets



If buyer organizations approved a service sheet, but later realized that the service sheet contained errors or was approved by mistake, they can force-reject those service sheets.

If integration with an external ERP system is enabled, then the SAP Ariba Procurement solution can send a cXML message through the Ariba Network notifying the revoke action to the ERP.

The status of the service sheet changes from
(1) Approved -> (2) Rejected.

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The **Force Reject** button appears on the user interface of the previously-approved service sheets to allow buyers to force-reject service sheets.

Service Sheet: ses2929-1 from Boilermaker Inc. Status: **Processed**

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 take the desired action(s).

[Print](#) [Invoice](#) [Force Reject](#)

[Summary](#) [Approval Flow](#) [History](#)

History

Date ↓	User	Real User	Action	Summary
Fri, 24 May, 2019 5:20 PM	Roberto Valdovinos	Roberto Valdovinos	Approved	SS437 approved.
Fri, 24 May, 2019 5:19 PM	Roberto Valdovinos	Roberto Valdovinos	Submitted	SS437 submitted for approval.



Service Sheet: ses2929-1 from Boilermaker Inc. Status: **Rejected**

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 take the desired action(s).

[Print](#)

[Summary](#) [Approval Flow](#) [History](#)

History

Date ↓	User	Real User	Action	Summary
Fri, 24 May, 2019 5:21 PM	Roberto Valdovinos	Roberto Valdovinos	Denied	SS437 denied. Comments .
Fri, 24 May, 2019 5:20 PM	Roberto Valdovinos	Roberto Valdovinos	Approved	SS437 approved.
Fri, 24 May, 2019 5:19 PM	Roberto Valdovinos	Roberto Valdovinos	Submitted	SS437 submitted for approval.