



SAP Ariba 

Feature at a Glance

Default transaction subrule to mandate proof of service

Franck Dupas, SAP Ariba
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CONFIDENTIAL

Feature at a Glance

Ease of implementation  Low touch / simple
Geographic relevance  Global

Introducing: **Default transaction subrule to mandate proof of service**

Customer challenge

The proof of service (PoS) is a digital document that acts as a proof of completion of a service line in the service order. The ability to create a proof of service is important for organizations to create a digital record as the proof of a completed service. Ariba Network currently does not allow to enforce the creation of a proof of service before a service sheet is created.

Meet that challenge with **SAP Ariba**

Buyers can enable a new default transaction subrule to ensure that suppliers create at least one proof of service and attach it to the service sheet before submitting the service sheet

Experience key benefits

This feature allows to ensure compliance of the suppliers creating service sheets to the requirement of creating proof of service before, in order to reap the benefits of the proof of service.

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 and is ready for immediate use.

Prerequisites and Restrictions

In order to allow a supplier to create a proof of service, roles with proof of service permissions need to be created and assigned to buyer and supplier users and a proof of service creation solution must exist.

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This is a feature for the buyer administrator to control if and which suppliers must provide a proof of service before a service sheet can be created.

As a prerequisite, suppliers must be able to create proof of service. Roles with proof of service permissions need to be created and assigned to supplier users and a proof of service creation solution must exist.

Of course a prerequisite is that suppliers should be allowed to create service sheets themselves. It means that the rule **Do not allow suppliers to manually create service entry sheets for service orders** must be unchecked.

If the above rule is checked, suppliers cannot create service sheets themselves and the subrule will not appear on the page.



	Do not allow suppliers to manually create service entry sheets for service orders. ⓘ	<input checked="" type="checkbox"/>	⏱	
	Allow suppliers to cancel service sheets that they create. ⓘ	<input checked="" type="checkbox"/>		

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As a buyer administrator, go to **Administration** tab, select the **Configuration** tab and select **Default transaction rules** in the **Configuration** page. Verify the rule **Do not allow suppliers to manually create service entry sheets for service orders**.

If the above rule is unchecked, a new subrule named **Require suppliers to create a proof of service (PoS) before submitting a service entry sheet (SES)** will appear on the page. This subrule is unchecked by default, as the proof of service process requires first to set-up permissions and enable the suppliers. Check the rule if you wish to require suppliers to create at a least one proof of service before creating a service sheet and attaching this proof of service to the service sheet.

Do not allow suppliers to manually create service entry sheets for service orders. ⓘ	<input type="checkbox"/>
Require suppliers to create a proof of service (POS) before submitting a service entry sheet (SES). ⓘ	<input checked="" type="checkbox"/>
... sheets that they create. ⓘ	<input checked="" type="checkbox"/>
... service sheets. ⓘ	<input checked="" type="checkbox"/>

If this rule is enabled, suppliers must attach at least one POS to the SES before submitting the SES for a service order.

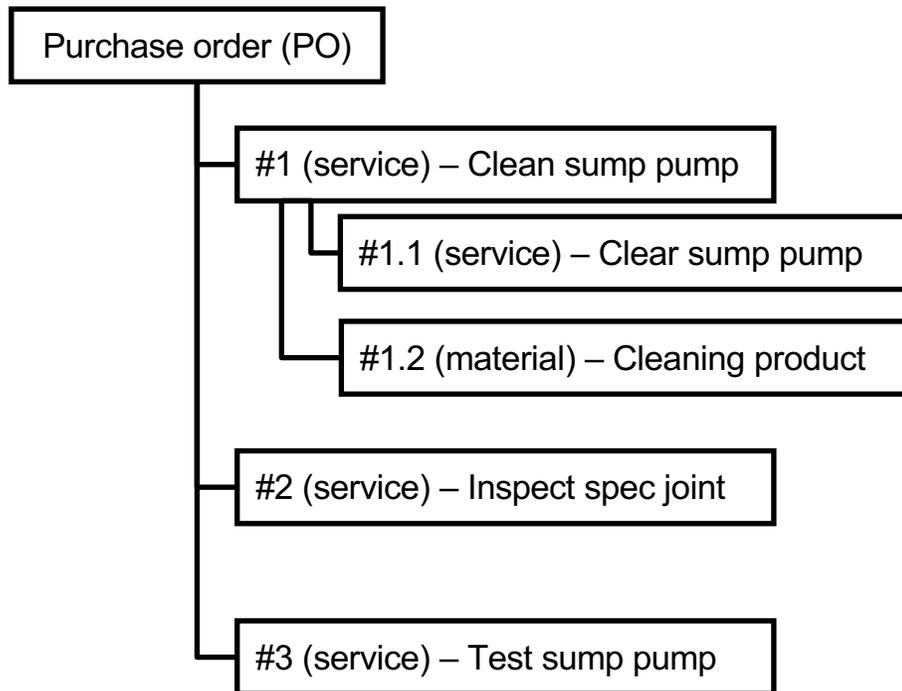
When the subrule is checked, all suppliers creating service sheets will have to create first a proof of service to attach it to the newly created service sheet. It is possible to restrict the requirement to one or more suppliers by checking the subrule in a supplier group instead of in default transaction rules.

Feature at a Glance

Introducing: **Proof of service concept, permissions and transaction rule**

Relationship between proof of service and service sheet

A service order is sent by Buyer X to Supplier Y to inspect a sump pump. Buyer X requires Supplier Y to provide a proof of service before enter service sheets for service orders with the default transaction rule **Require suppliers to create a proof of service (PoS) before submitting a service entry sheet (SES)**.



At this moment, no proof of service has been created yet.

**The supplier cannot yet create a service sheet for this service order.
The button “create service sheet” is not active on the purchase order details view.**

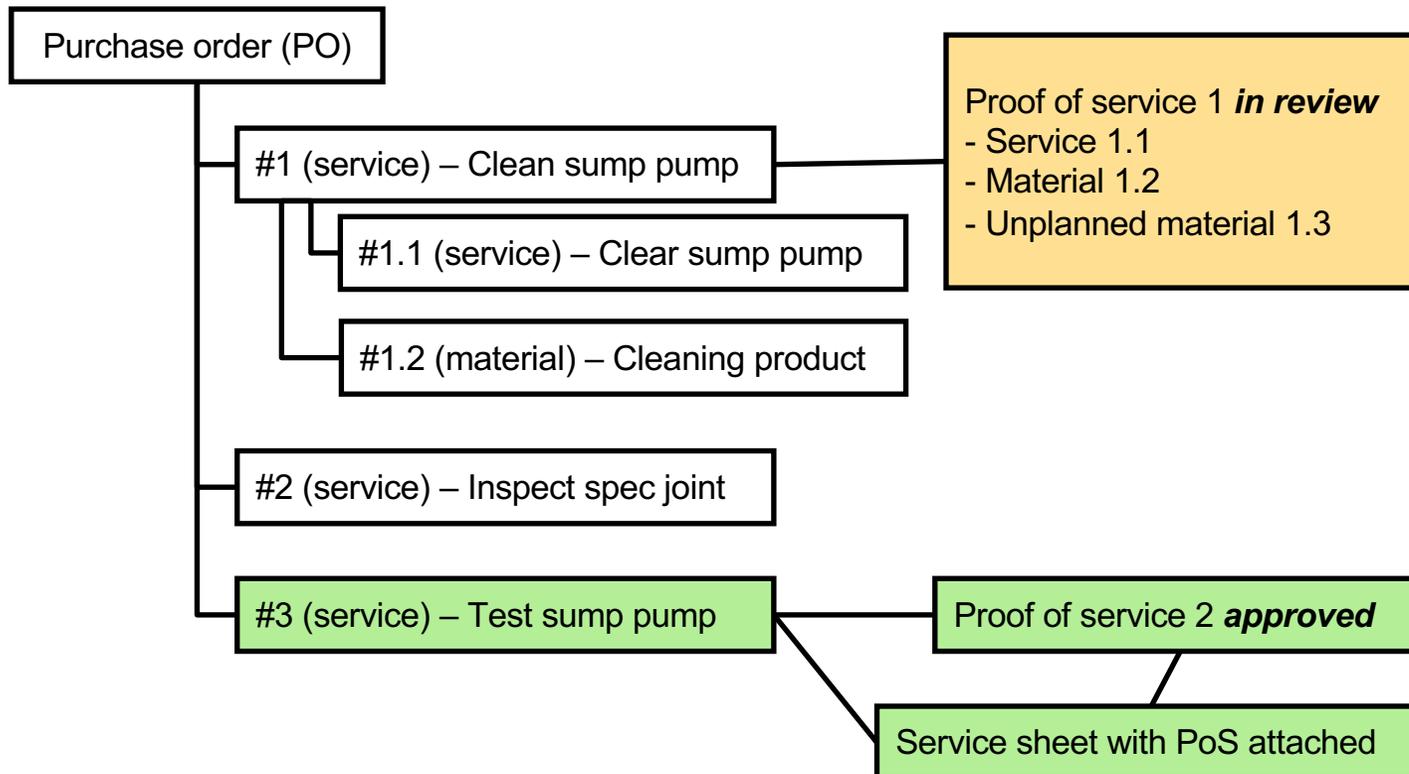
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Relationship between proof of service and service sheet

Two proofs of service have been created for the service order:

- #1 is submitted for review by the supplier supervisor
- #2 is approved by the buyer representative



Now, there is an approved proof of service linked to the service order.

The supplier can create a service sheet for this service order.

The button **Create service sheet** is active on the purchase order details view.

The supplier can select any or all of the line items in the service order and click on the **Create service sheet** button.

Only the line item #3 linked to an approved proof of service will be copied in the draft service sheet.

A warning will inform the user that the other selected line items do not have an approved proof of service