



Feature at a Glance



Proof of service using SAP Field Service Management

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Target GA: February, 2020

CONFIDENTIAL

Feature at a Glance

Ease of implementation
Geographic relevance

 Some complexity
 Global

Introducing: Proof of service using SAP Field Service Management

Customer challenge

Buyer company wants to digitalize the proof of service and link it to the service procurement process and they require their suppliers to create proof of service before they can create a service sheet or an invoice.

They want to allow their suppliers to create proof of service from service order and process this proof of service and return a completed proof of service that will be attached to service sheet.

Solution area

Ariba Network
SAP Ariba Commerce Automation and SAP Ariba Commerce Automation Membership

Meet that challenge with SAP Ariba

Buyers can enable a new default transaction subrule to allow suppliers to create proof of service and attach it to the service sheet using SAP Field Service Management. Service call deletion in SAP Field Service Management is handled by Ariba Network. Purchase order change or cancel is constrained by the existence of a service call linked to the purchase order.

Implementation information

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

Experience key benefits

The proof of service (PoS) is a digital document that acts as a proof of completion of a service item in the service order. The ability to create proof of service is important for organizations to create a digital record as the proof of a completed service, which allows them to increase efficiency and save time required to process hard copies of receipts as proof of service.

SAP Field Service Management is a rich solution with a web application for supplier managers to schedule resources and assign tasks and a mobile application for technicians to process tasks and report completion.

Prerequisites and Restrictions

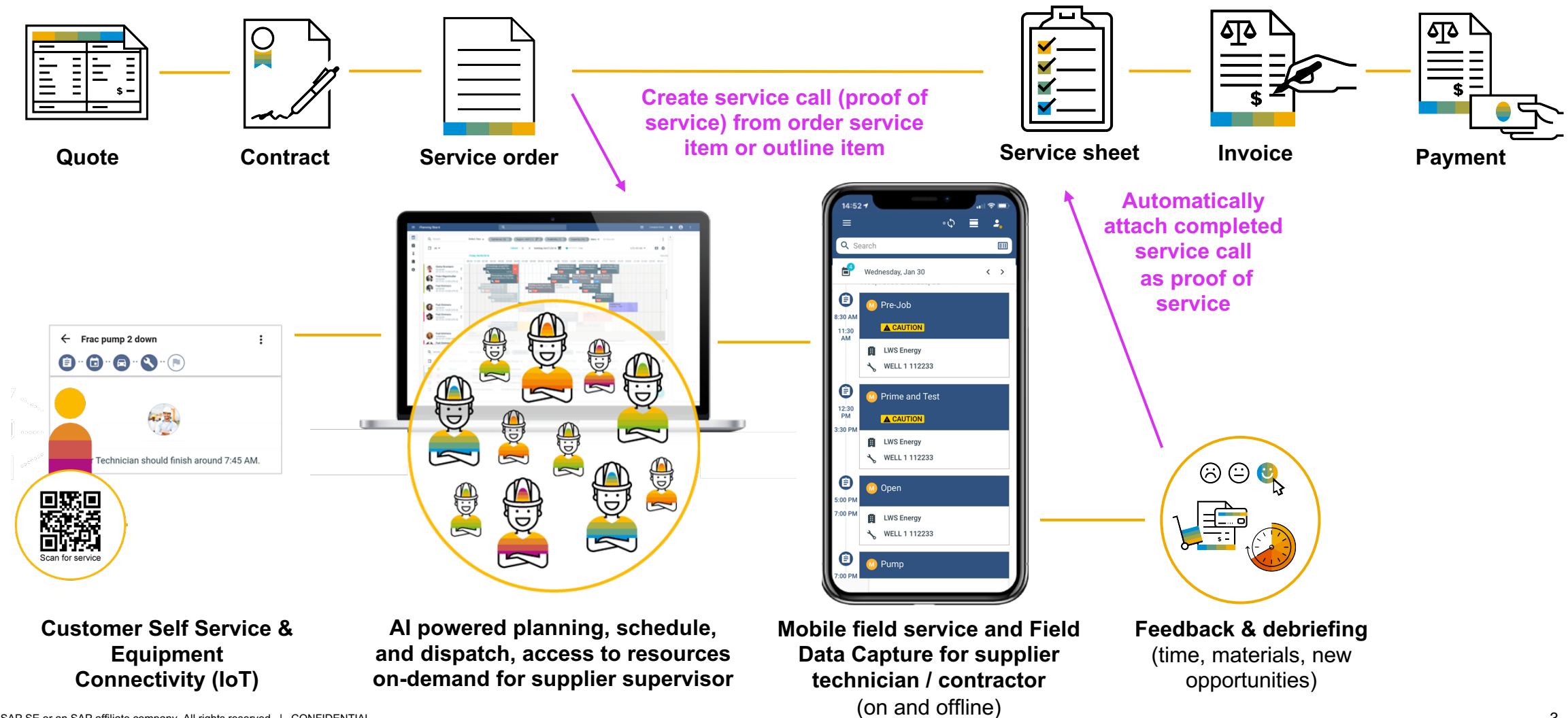
This feature requires SAP Field Service Management subscriptions. You should ask your SAP Ariba Customer Engagement Executive or Account Manager for more information. The integration assumes that each supplier is configured as a company in SAP Field Service Management.

The feature "Support for proof of service" must be enabled. Supplier admins must create a role with **Proof Of Service Create On Behalf Access** permission and assign it to supplier users.

Other proof of service permissions and proof of service report are not applicable to proof of service using SAP Field Service Management.

Feature at a Glance

Introducing: Proof of service using SAP Field Service Management



Feature at a Glance

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SAP Field Service Management

This cloud solution supports field service technicians with real-time, automated workforce scheduling, planning, and dispatching for employees and provides self-service options for field service needs. A web application is available for supervisors and a mobile app is available for technicians or contractors.

The offering provides customer businesses with an end-to-end field service management solution that lets end users discover answers on their own, schedule appointments, and get ETAs on technician status. It also grants managers more visibility into their field service teams.

In SAP Field Service Management, the proof of service is called a **service call**.

The suppliers use the Buyer's account on SAP Field Service Management. The Buyer must first make a Support Request (SR) to get the entitlement for the integration with SAP Field Service Management. Only the Suppliers with an active trading relationship with the entitled Buyer can create service calls in Ariba Network.

Buyer Designated Contact Person should contact their SAP Commercial Contact for more information on commercial prerequisites.

You can find more information on SAP Field Service Management at the following links:

- <https://www.sap.com/products/field-service-management.html>
- https://help.sap.com/viewer/product/SAP_FIELD_SERVICE_MANAGEMENT/Cloud/

Feature at a Glance

Introducing: Default transaction subrule to allow suppliers to create proof of service using SAP Field Service Management

For Buyers: Prerequisites

The feature “Support for proof of service” must be enabled before this feature is enabled. This allows to create roles with proof of service permissions. See the relevant documentation for more information.

Note: among the personas and permissions for proof of service, only the Supplier supervisor and the **Proof Of Service Create On Behalf Access** permission are relevant when using SAP Field Service Management with Ariba Network.

The next step for the Buyer is to identify which of their suppliers will need to be allowed to create proof of service using SAP Field Service Management. They need to have an active relationship with the Buyer. The Buyer must create a **Company** in SAP Field Service Management for each selected supplier. The necessary configuration steps are detailed in a separate document named “Ariba Network and SAP Field Service Management integration – Configuration”.

Then, the Buyer will communicate to the selected suppliers that the relationship will now include a proof of service capability using SAP Field Service Management for the service orders. The Buyer will ask to the Supplier contact for a list of users to be created, and the role they will have: supervisor or technician / contractor. The Buyer will create the corresponding users in SAP Field Service Management following the instructions in the configuration document mentioned above.

The Buyer will then communicate the users credentials to the Supplier contact and remind the contact that they should assign **Proof Of Service Create On Behalf Access** permission to their Ariba Network users who will create proof of service from service orders in Ariba Network.

Feature at a Glance

Introducing: Default transaction subrule to allow suppliers to create proof of service using SAP Field Service Management

For Buyers: Transaction subrule

With this feature, Ariba Network provides a new default transaction subrule which buyers can enable to ensure that suppliers use SAP Field Service Management for service completion.

For this purpose, Buyer administrators can allow suppliers to create proof of service using SAP Field Service Management and attach it to service sheet, following this procedure:

- Click **Administration > Configuration > Default Transaction Rules**. The **Default Transaction Rules** page appears.
- Scroll down the page to locate the **Do not allow suppliers to manually create service entry sheets for service orders** rule and ensure that it is unchecked.



(the procedure is continued on next page).

Feature at a Glance

Introducing: Default transaction subrule to allow suppliers to create proof of service using SAP Field Service Management

For Buyers: Transaction subrule (continued)

- Check the **Allow suppliers to create proof of service using SAP Field Service Management** subrule.

The screenshot shows a configuration interface for a transaction subrule. The title bar reads 'Require suppliers to create proof of service using SAP Field Service Management (SES)'. Below the title bar, there are three rows of configuration options, each with a checkbox on the right. The first row is 'Allow suppliers to create proof of service using SAP Field Service Management.' with a checked checkbox. The second row is 'Allow suppliers to create correction service sheets.' with an unchecked checkbox. The third row is 'Allow suppliers to send service sheet attachments.' with a checked checkbox.

Configuration Option	Status
Allow suppliers to create proof of service using SAP Field Service Management. ⓘ	<input checked="" type="checkbox"/>
Allow suppliers to create correction service sheets. ⓘ	<input type="checkbox"/>
Allow suppliers to send service sheet attachments. ⓘ	<input checked="" type="checkbox"/>

Note: in order to see this subrule, your Designated Support Contact (DSC) must submit a Service Request (SR) to enable the feature.

- Check the **Allow suppliers to send service sheet attachments rule**. Proof of service will appear as PDF file attached to the service sheet.

The screenshot shows a configuration interface for a transaction subrule. The title bar reads 'Allow suppliers to send service sheet attachments'. Below the title bar, there are two rows of configuration options, each with a checkbox on the right. The first row is 'Allow suppliers to send service sheet attachments.' with a checked checkbox. The second row is 'Allow suppliers to create proof of service using SAP Field Service Management.' with a checked checkbox.

Configuration Option	Status
Allow suppliers to send service sheet attachments. ⓘ	<input checked="" type="checkbox"/>
Allow suppliers to create proof of service using SAP Field Service Management. ⓘ	<input checked="" type="checkbox"/>

- Click **Save**.

Buyer administrators can also manage this transaction subrule for a group of supplier by enabling supplier group specific transaction rules.

Note: the creation of a proof of service before the service sheet is not mandatory, unless the Buyer company administrator enables the rule **Require suppliers to create a proof of service (PoS) before submitting a service entry sheet (SES)**.

Feature at a Glance

Introducing: **Support for changes in purchase orders with service calls**

For Buyers

Ariba Network controls the changes in purchase orders (PO) with service calls (proof of service) linked to them.

- You **cannot cancel a PO** when there is at least one service call associated to a service line item in a PO.
- You **cannot delete a service line item** in a PO when there is a service call associated to it.
- You **cannot change the quantity or unit of measure** for a service line item in a PO when there is a service call associated to it.
- You **can change other attributes** of a service line item in a PO even when there is a service call associated to it.

Notes:

- When a change is successfully made in a PO, the service calls associated to the PO, along with the service call status, gets automatically associated to the updated PO.
- Changes made to attributes of material line items are not reflected in service calls associated to the PO.
- Changes made in a PO with service calls are not reflected in SAP Field Service Management.

Feature at a Glance

Introducing: Support for changes in purchase orders with service calls

For Buyers administrators:

- You **cannot delete a service line item** in a PO when there is a service call associated to it **(1)**.
- You **cannot change the quantity or unit of measure** for a service line item in a PO when there is a service call associated to it. **(2)**

Corresponding error messages will be sent back to the ERP system.

XML Response:

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE cXML SYSTEM "http://xml.cxml.org/schemas/cXML/1.2.033/cXML.dtd">
<cXML payloadID=
    timestamp="2019-11-22T00:08:49-08:00"><Response><Status
    code="400" text="Bad Request">Error: The following errors occurred during the processing of purchase order : Oil-Well-Cleaning-2019112202q2wd1d.
(2) Cannot update the quantity of line item 1000100010 as it has service call.
    Cannot update the UnitOfMeasure of line item 1000100010 as it has service call.
(1) Cannot delete line item 1000100020 as it has service call.
    Please contact support with the Error Reference Number: ANERR-30000000000000000000153104 for more details</Status></Response></cXML>
```

Feature at a Glance

Introducing: Proof of service using SAP Field Service Management

For Suppliers: Prerequisites

Prerequisites to create a service call as proof of service from a purchase order:

- The subrule **Allow suppliers to create proof of service using SAP Field Service Management** under the rule **Do not allow suppliers to manually create service entry sheets for service orders** transaction rule on the **Default Transaction Rules** page must be checked.
 - Note: If the **Do not allow suppliers to manually create service entry sheets for service orders** transaction rule is checked, the subrule **Allow suppliers to create proof of service using SAP Field Service Management** is not displayed.

Prerequisites to add a service call as proof of service to a service sheet:

- The default transaction rule **Allow suppliers to send service sheet attachments** on the **Default Transaction Rules** page must be checked.

You can check these prerequisites in the **Customer Relationships** under **Account Settings**, in the **Current Relationships** section, clicking on the **Customer** link and looking into the **Service Sheet Rules** under **Additional Resources**.

3	Allow suppliers to send service sheet attachments. ⓘ	Yes
2	Do not allow suppliers to manually create service entry sheets for service orders. ⓘ	No
	Require suppliers to create a proof of service (POS) before submitting a service entry sheet (SES). ⓘ	Yes
1	Allow suppliers to create proof of service using SAP Field Service Management. ⓘ	Yes

Feature at a Glance

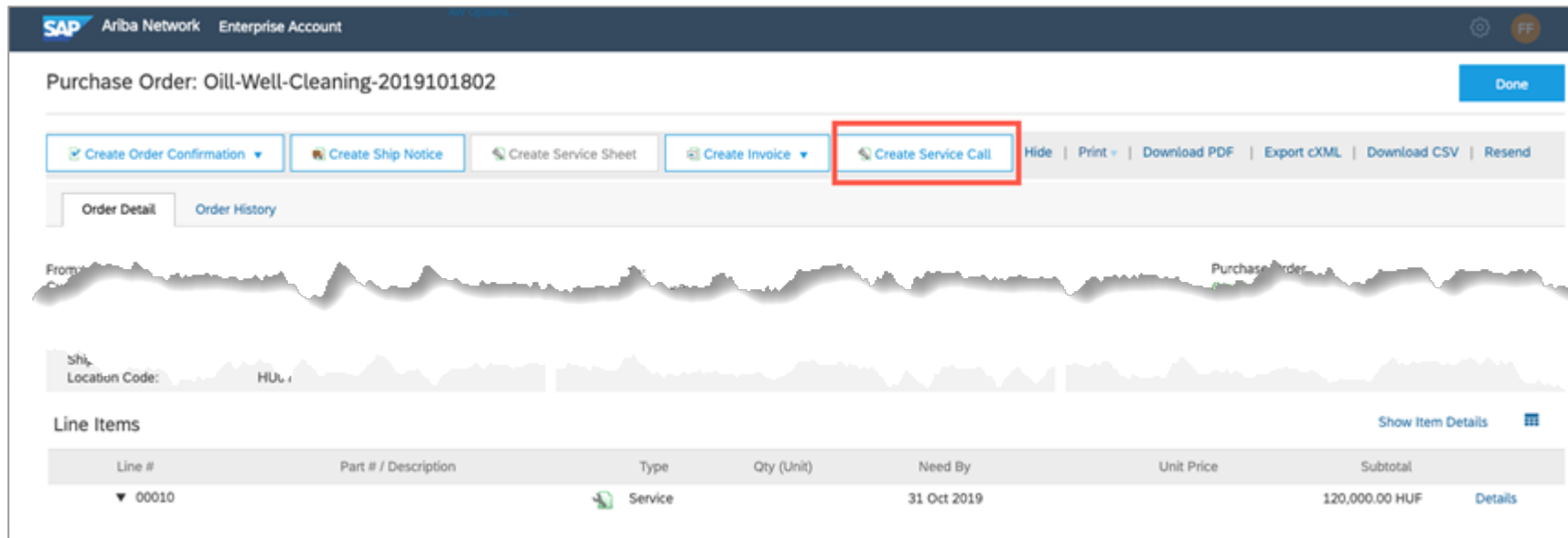
Introducing: **Support for creating service call (proof of service) from purchase order**

For Suppliers supervisors: **Create Service Call button**

Prerequisite: to create a service call (proof of service) from a purchase order, you must have **Proof Of Service Create On Behalf Access** permission. Users with such a permission will be called supplier supervisors in this document.

On the **Order Detail** page of the purchase order, a new button **Create Service Call** (proof of service) is added, in addition to **Create Order Confirmation**, **Create Service Sheet**, and **Create Invoice**.

If your Buyer has enabled the transaction rule **Require suppliers to create a proof of service (PoS) before submitting a service entry sheet (SES)**, you cannot create a service sheet before the service call is created (see the screenshot below where service sheet button is inactive).



Feature at a Glance

Introducing: Support for creating service call (proof of service) from purchase order

For Suppliers supervisors: Line items selection

Once you have clicked on the Service Call button, the line items selection page is displayed, listing all line items that are eligible for creation of service call (proof of service). Eligible line items are service items with no parent or parent line items (outlines).

Choose the line items for which service calls (proof of service) should be created. If you choose a parent line item (outline), all the corresponding child items are selected by default. To exclude a child item, uncheck the box corresponding to that particular child item.

SAP Ariba Network Enterprise Account

Choose the line items to create service calls

Line No. ↑	Part No. / Description	Customer Part No.	Type	Need By	Qty (Unit)	Price	Subtotal
<input type="checkbox"/>	00010		Service	31 Oct 2019			120,000.00 HUF
	00010.10	Inspect shock tool 11	Service		1 (HUR)	15,000.00 HUF	15,000.00 HUF
	00010.10	Lubricant (Material) 12	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
	00010.10	Inspect join 13	Service		1 (HUR)	4,000.00 HUF	4,000.00 HUF
	00010.10	Lubricant (Material) 14	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
<input checked="" type="checkbox"/>	00010.00020	Inspect Well Cleaning 15	Service				60,000.00 HUF
	00010.00020.10	Lubricant (Material) 151	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
<input type="checkbox"/>	00020	Perform Well Cleaning	Service	1 Dec 2019			60,000.00 HUF
	00020.10	Cleaning Gloves (Material) 21	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
	00020.10	Cleaning Gloves (Material) 22	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
	00020.10	Cleaning Gloves (Material) 23	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF

↳

Create Service Call

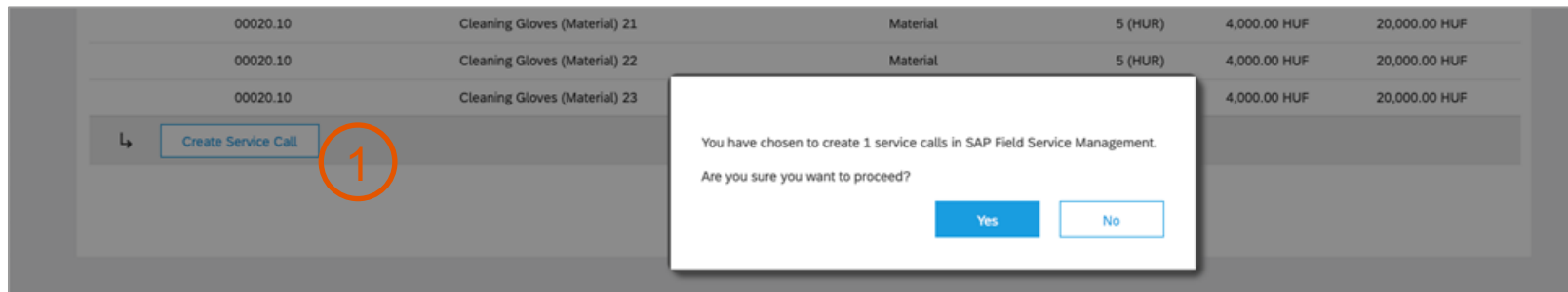
Feature at a Glance

Introducing: **Support for creating service call (proof of service) from purchase order**

For Suppliers supervisors: Create Service Call button

Click **Create Service Call** (proof of service) at the bottom of the screen (1).

A popup screen displays the number of service calls to be created. If you have selected a parent line item with two child items, two service calls will be created in SAP Field Service Management.



Click **Yes** to proceed with the service calls creation.

For each service item with no parent item and no child service items, a service call will be created.

For each service item with no parent item and child service items, a service call will be created for the service item including one activity for each of its child service items having themselves no child service items (leaves of the tree). Another service call will be created for each service item in the hierarchy beneath a parent service item which has its own material or service leaves (a leaf is a child item having itself no child item).

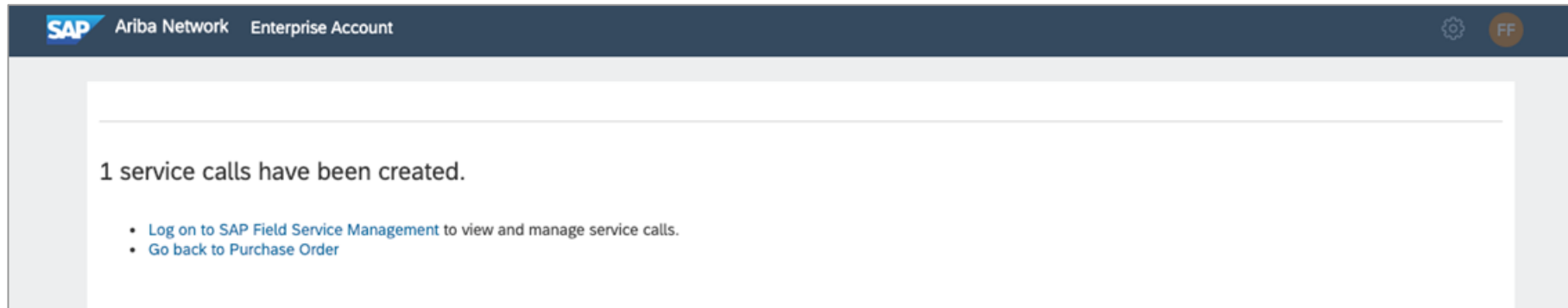
Materials are added to the service call linked to their parent service line item.

Feature at a Glance

Introducing: **Support for creating service call (proof of service) from purchase order**

For Suppliers supervisors: Service calls created

The service calls are created for the selected line items.



In order to view and manage the service calls (proof of service) you have created, log on to SAP Field Service Management by clicking **Log on to SAP Field Service Management**.



If you want to attach the service call (proof of service) to a service sheet, you will firstly need to process the service call (proof of service) in SAP Field Service Management in order to move them from the initial status **Ready to Plan** to the status **Completed**.

Feature at a Glance

Introducing: Support for creating service call (proof of service) from purchase order

For Suppliers: Service call (proof of service) status

On the **Purchase Order** details page, the **Status** subsection in the **Line Items** section displays the status of the service call. The two possible values of the status are **Service Call: Ready to Plan** and **Service Call: Completed**.

Line Items							Show Item Details
Line #	Part # / Description	Type	Qty (Unit)	Need By	Unit Price	Subtotal	
▼ 00010		 Service		31 Oct 2019		120,000.00 HUF	Details
00010.10		Service	1.000 (HUR)		15,000.00 HUF	15,000.00 HUF	Details
	Inspect shock tool 11						
00010.10		Material	5.000 (HUR)		4,000.00 HUF	20,000.00 HUF	Details
	Lubricant (Material) 12						
00010.10		Service	1.000 (HUR)		4,000.00 HUF	4,000.00 HUF	Details
	Inspect join 13						
00010.10		Material	5.000 (HUR)		4,000.00 HUF	20,000.00 HUF	Details
	Lubricant (Material) 14						
▼ 00010.00020		 Service				60,000.00 HUF	Summary
	Inspect Well Cleaning 15						
	Status						
	Service Call: Ready to plan						
	Generic Service						
	Service Period						
	Service Start Date: 9 Dec 2017						
	Service End Date: 25 Oct 2017						
	Other Information						

Feature at a Glance

Introducing: **Support for creating service call (proof of service) from purchase order**

For Suppliers: Service call (proof of service) in purchase order history

The **Order History** page of the purchase order shows the service calls (proof of service) which have been created.

SAP Ariba Network Enterprise Account

Purchase Order: Oill-Well-Cleaning-2019101802

Done

Order Detail

Order History

Purchase Order: Oill-Well-Cleaning-2019101802
Order Status: New
Submitted On: 12 Aug 2019 3:28:34 PM GMT+05:30

From Customer: fsmabvb2
Routing Status: Sent

History

Status	Comments	Changed By	Date and Time
	The order was queued.	PropagationProcessor-101252028	18 Oct 2019 9:38:50 PM
	Email order was sent to v.bavareddy@sap.com.	ANPODispatcher-101252027	18 Oct 2019 9:39:10 PM
Sent	Email order was sent to v.bavareddy@sap.com.	OrderDispatcher - Email	18 Oct 2019 9:39:11 PM
	Service call 145 has been created for line item 1.	Supplier-101253095	18 Oct 2019 9:40:48 PM
	Service call 147 has been created for line item 2.	Supplier-101253095	18 Oct 2019 9:40:48 PM
	Service call 146 has been created for line item 15.	Supplier-101253095	18 Oct 2019 9:40:48 PM

Feature at a Glance

Introducing: SAP Field Service Management

For Suppliers supervisors: Process a service call in SAP Field Service Management

Suppliers with a supervisor role should have access to the Buyer's account on SAP Field Service Management cloud server Planning and Dispatching application at <https://us.coresystems.net/workforce-management/#/login/>

Suppliers supervisors have access to the **Dispatching Board (1)** where they will see a list of all service call activities with status **Ready to plan**, grouped by service call (2).

In this example, service call with code **4** has 2 activities (3), resulting from a purchase order outline (composite) line with two service child items.

The supplier supervisor can select a service call with all its activities, drag and drop it in the scheduling view on the row of the technician to whom he wants to assign the service call (4).

Note: all the activities from a given service call must be assigned to the same technician in order to allow for a group report of the activities (see report by technician later on page 22).

In addition to the current document, users can find a complete help documentation at docs.coresystems.net/modules/workforce-management.html

The screenshot displays the SAP Planning and Dispatching application interface. On the left, a sidebar menu shows the 'Dispatching Board' selected, marked with a red circle (1). The main area features a calendar view for technicians, with a red circle (4) highlighting a specific technician's row. Below the calendar, a table lists service call activities, with a red circle (2) highlighting the table header and a red circle (3) highlighting a specific activity row. A red circle (5) highlights a gear icon in the top right corner of the table, indicating a configuration menu. The table contains the following data:

Service call code	Service call subject	Status	Priority	Type	Problem type
4	Perform Well Cleaning (4)	Ready to plan	Medium		Unknown
4	Perform Well Cleaning	Ready to plan	Medium		Unknown
3	Perform Site Inspection (3)	Ready to plan	Medium		Unknown
3	Perform Site Inspection	Ready to plan	Medium		Unknown

If service calls are not visible and only activities are shown without grouping, click on the wheel for configuration (5) and select **Group by Service Call**

Feature at a Glance

Introducing: SAP Field Service Management

For Suppliers supervisors: Release service call activity assignment in SAP Field Service Management

The supplier supervisor must release the assignment of the service call activities to the technician.

The supplier supervisor selects the activities in the scheduling view (1).

The **Release Assignments** button appears in the upper right corner of the scheduling view (2).

The supplier supervisor clicks on the **Release Assignments** button to release the activities to the assigned technician.

The screenshot displays the SAP Field Service Management Planning and Dispatching interface. The main view is a scheduling grid for technicians, showing activities assigned to them. A pop-up window titled "Perform Well Cleaning" is open, showing details for two activities: "Clean well area" and "Fix and restore well area". The "Release Assignments" button is circled in red in the top right corner of the scheduling view. The "Perform Well Cleaning" button is circled in red in the pop-up window.

Service call code	Service call subject	Status	Priority
4	Perform Well Cleaning	Ready to plan	Medium
4	Perform Well Cleaning	Ready to plan	Medium
3	Perform Site Inspection	Ready to plan	Medium
3	Perform Site Inspection	Ready to plan	Medium

Feature at a Glance

Introducing: SAP Field Service Management mobile application

For Suppliers technicians: Notification of activity released

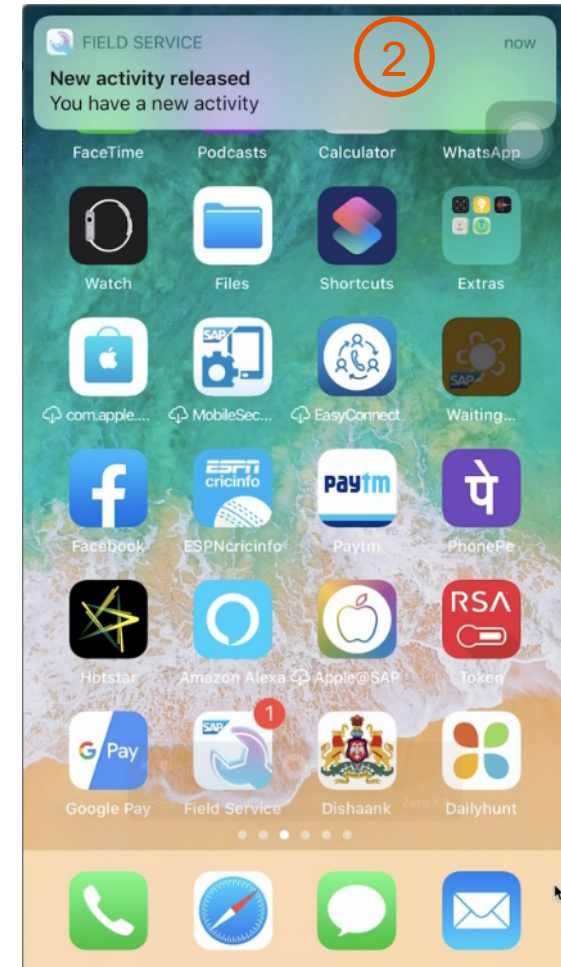
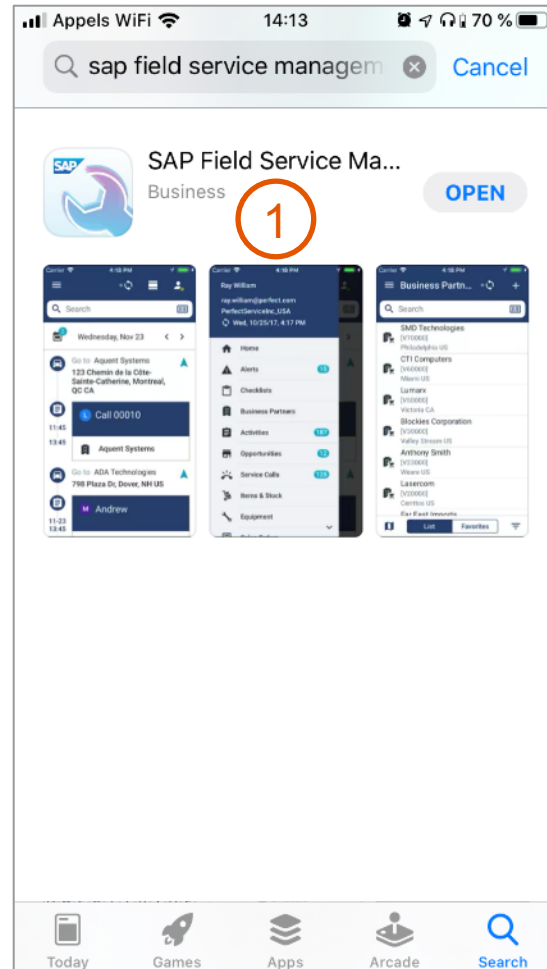
Prerequisite:

You must have downloaded the **SAP Field Service Management** mobile application from your mobile app store (1).

In the **SAP Field Service Management** mobile application you log in to the Buyer's account with your user name and password.

If you allow the application to send notification, then you will receive such a notification when a new activity is assigned to you (2).

In addition to the current document, you can find a complete help documentation at docs.coresystems.net/mobile-index.html



Feature at a Glance

Introducing: SAP Field Service Management mobile application

For Suppliers technicians: Activity details, travel help, work flow

You can see the list of activities assigned to you (1).

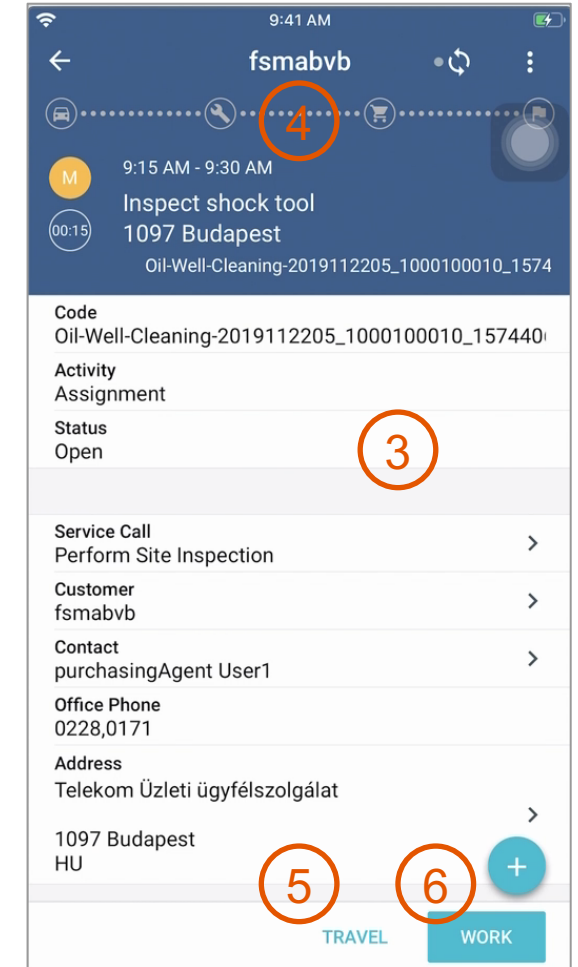
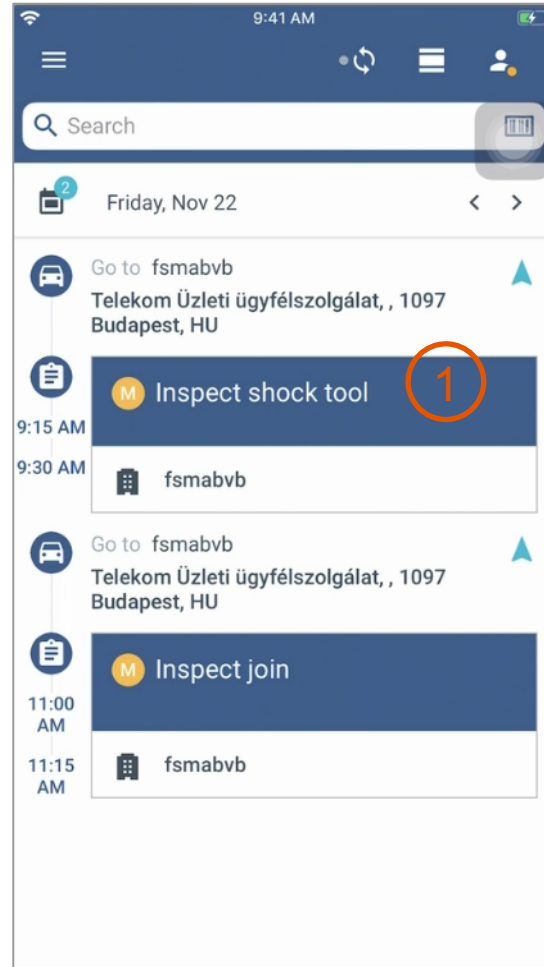
After selecting an activity, you must confirm that preparatory steps have been executed (2).

After confirmation, the details of this activity are displayed (3).

A work flow is visible at the top to show the current progress of the activity (4).

You can get guidance with maps, geolocation and route advice for your travel to reach the location of the activity (5).

Next, you report that the work is done with the button **Work** (6).



Feature at a Glance

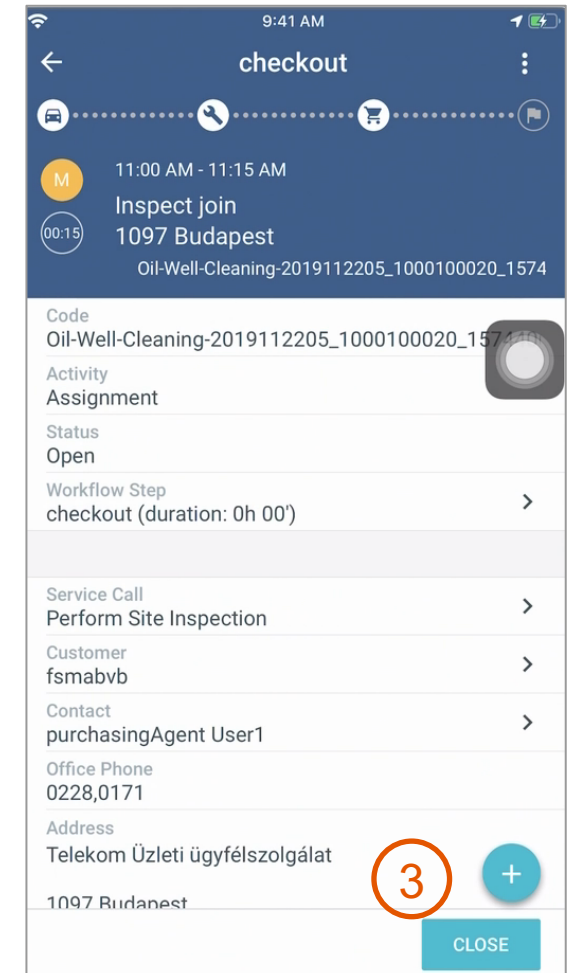
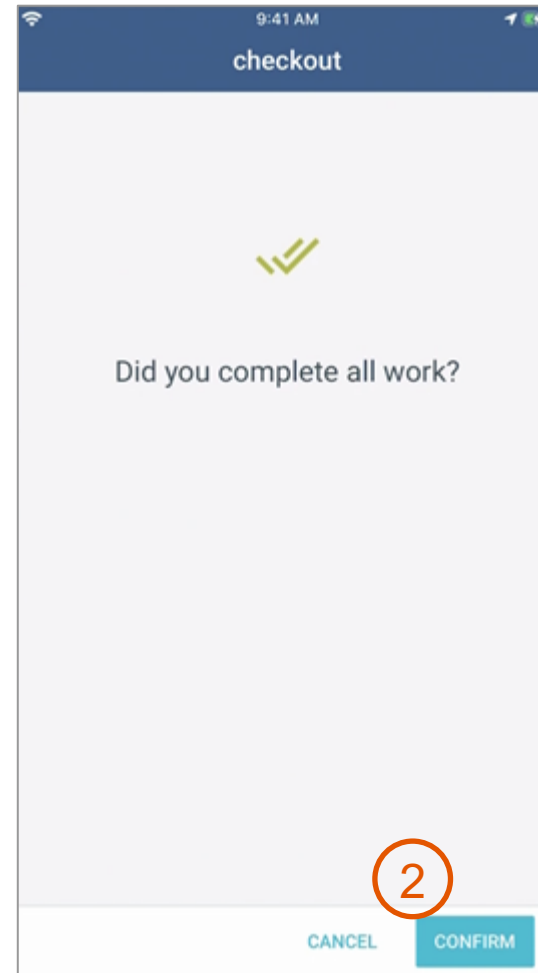
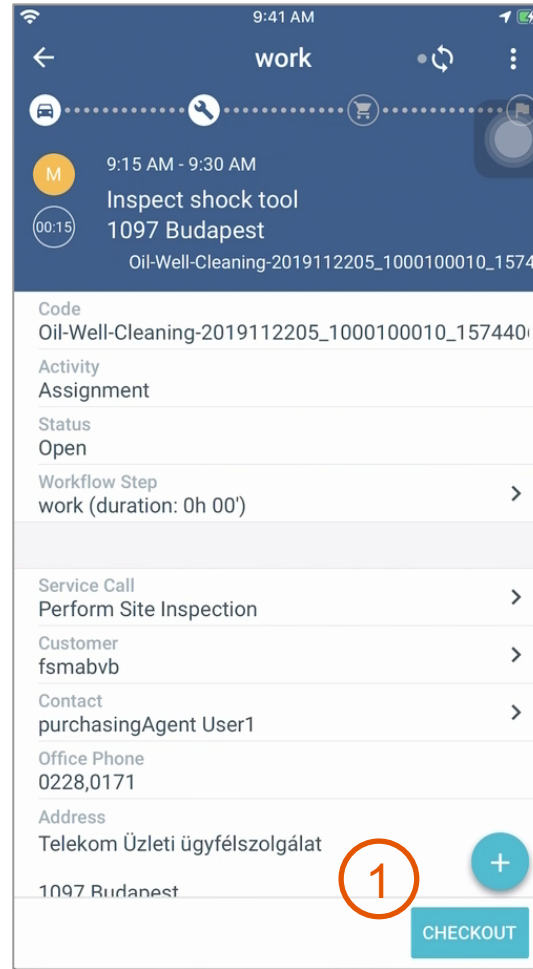
Introducing: SAP Field Service Management mobile application

For Suppliers technicians: Work confirmation,

After you have read all the information related to the activity and performed the required activities, you click on the **Checkout** button (1).

You confirm that all the work is done by clicking on the **Confirm** button (2).

The next step is the closure of the activity. You click on the **Close** button (3).



Feature at a Glance

Introducing: SAP Field Service Management mobile application

For Suppliers technicians: Effort reporting

During the closure, you enter the effort details, in particular **Start time** and **End time** to define the **Working time (1)**.

Once the activity is closed, you get a list of all closed activities from the same service call **(2)**.

If there are more activities for the same service call, you must click in **Finish Without Report** button **(3)** and do the remaining activities.

Once all the service call activities are finished, you select all of them **(4)** and the button shows **Preview Report**. Click on the button **(5)** to finalize the report that will be sent to a Supervisor before being sent to the customer as a proof of the services delivered.

Note: you must create a report for all the service call activities together (group report).

9:41 AM

Set the details for Time Recording

Cancel Effort Save

1

Activity
Inspect join

Business Partner
fsmabvb

Effort Type
Standard Service

Notes

Internal Remarks

Chargeable

Working time 00:00

Start time 22-Nov-2019 12:46 PM

End time 22-Nov-2019 12:46 PM

Break 00:00

Repeat

Time entry Stopwatch

9:41 AM

Inspect join

VT

You're done Vijay Tech!

Which activities you want to checkout?

2

VT Inspect join
22 November 2019 at 11:00 AM
22 November 2019 at 11:15 AM

3

CANCEL FINISH WITHOUT REPORT

9:41 AM

Inspect join

VT

You're done Vijay Tech!

Which activities you want to checkout?

4

VT Inspect join
22 November 2019 at 11:00 AM
22 November 2019 at 11:15 AM

VT Inspect shock tool
22 November 2019 at 9:15 AM
22 November 2019 at 9:30 AM

5

CANCEL PREVIEW REPORT

Feature at a Glance

Introducing: SAP Field Service Management mobile application

For Suppliers technicians: Activity report, signature

The service **Report** screen is displayed, you are invited to get the buyer on site representative to sign electronically the report on yours screen (1).

The buyer representative on site signs electronically on screen and adds **name** and **E-Mail** (2). By default these fields are filled with the service call **Contact person** details which are coming from the purchase order.

The signed activity report is shown to you and you can click on **Done** button to finish (3).

Report

Service Report 22

AM02000169725 - -
fsmabvb (8)

Your contact person at our company
Vijay Tech v.bavareddy@sap.com
Assignment Address
purchasingAgent User1 mailtest@telekom.de
Telekom Üzleti ügyfélszolgálat
1097 / Budapest
HU

Subject Perform Site Inspection
Status Ready to plan
Problem Type Unknown
Type
Resolution

Thank you for choosing our services. Date: 22/11/19 Page: 1 / 1

Date	Who	Task	Break	Start	End	Non-Chan	Chargeable
22/11/19	Vijay Tech	Standard Service	00:00	12:46	12:46	00:00	00:00

Mileages

Date	Who	From	To	Distance
------	-----	------	----	----------

Notes
Lubricant (Material)

CLICK TO SIGN HERE

Sign Report

Cancel Save

Just one step away
22 Nov, 12:47

Service Report 22

AM02000169725 - -
fsmabvb (8)

Your contact person at our company
Vijay Tech v.bavareddy@sap.com
Assignment Address
purchasingAgent User1 mailtest@telekom.de
Telekom Üzleti ügyfélszolgálat
1097 / Budapest
HU

Subject Perform Site Inspection
Status Ready to plan
Problem Type Unknown
Type
Resolution

Thank you for choosing our services. Date: 22/11/19 Page: 1 / 1

Date	Who	Task	Break	Start	End	Non-Chan	Chargeable
22/11/19	Vijay Tech	Standard Service	00:00	12:46	12:46	00:00	00:00

Mileages

Date	Who	From	To	Distance
------	-----	------	----	----------

Signature

Signature

purchasingAgent User1

Notes
Lubricant (Material)

Your name *
purchasingAgent User1

E-Mail
mailtest@telekom.de

Inspect join

Just one step away
22 Nov, 12:47

Service Report 22

AM02000169725 - -
fsmabvb (8)

Your contact person at our company
Vijay Tech v.bavareddy@sap.com
Assignment Address
purchasingAgent User1 mailtest@telekom.de
Telekom Üzleti ügyfélszolgálat
1097 / Budapest
HU

Subject Perform Site Inspection
Status Ready to plan
Problem Type Unknown
Type
Resolution

Thank you for choosing our services. Date: 22/11/19 Page: 1 / 1

Date	Who	Task	Break	Start	End	Non-Chan	Chargeable
22/11/19	Vijay Tech	Standard Service	00:00	12:46	12:46	00:00	00:00

Mileages

Date	Who	From	To	Distance
------	-----	------	----	----------

Signature

Signature

purchasingAgent User1

Notes
Lubricant (Material)

SIGNED

DONE

Feature at a Glance

Introducing: SAP Field Service Management

For Suppliers supervisors: Retrieve closed activities

As a supplier supervisor in SAP Field Service Management Planning and Dispatching, you can list activities and search with a filter for activities closed by technicians.

To do this, you go to **Activities** screen (1), you select **Activity status** in the drop down list **More** (2) if it is not yet available in the list of filters, you check the box **Closed** in the drop down list **Activity status** (3) and you click the **OK** button.

By sliding your pointer above the (i) (3) in the column **Act Tooltip**, you can see some activity details including the **Subject** (5).

You can then click on a **Service call code** (6) to display the service call and review the activities.

The screenshot displays the SAP Field Service Management Planning and Dispatching interface. The left sidebar contains a navigation menu with the following items: Project Planner, Dispatching Board, Service Map, Service Calls, Activities (1), Skills, Time and Material Journal, Settings, General settings, Time slot types, Activity - Subtypes, Activity - Topic, Service Call, Time - Effort type, and Time - Expense type. The main area shows a table of activities with columns: Act. Tooltip, Service call code, Activity status, Service call status, Priority, and Type. The table contains several rows of data. A dropdown menu is open over the 'Activity status' column, showing options: CLOSED (checked), DRAFT, and OPEN (3). A 'More' button (2) is visible next to the dropdown. A tooltip is displayed over the 'Act. Tooltip' column, showing details for a service call: consulting services1.1, Service Call 12, Customer fsmabvb, Address Street1 1239 HU, Start 14.08.2019 23:45, and End 15.08.2019 00:00 (5). A service call code (6) is highlighted in the table. The bottom right corner shows 'Rows per page: 200' and '1-7 of 7'.

Feature at a Glance

Introducing: SAP Field Service Management

For Suppliers supervisors: Activity review

As a supplier supervisor, in the service call view you can click on an activity to view it (1).

The **Step** field shows the activity status, e.g. checkout or close (2).

The **Planned start date** and **Planned end date** fields shows the **Working time** entered by the technician (3).

You can scroll down in the activity details to see the attached report.

The screenshot displays the SAP Planning and Dispatching interface for a Service Call (12). The interface is divided into several sections:

- Customer:** Customer* fsmabvb, Code 1.
- Address:** Street1, Street no. -, Zip code 1239, City Budapest.
- Contact person:** Name purchasingAgent User1, Mobile phone -.
- Details:** Subject* Test service1, Priority* Medium, Type -, Status* Ready to plan, Earliest start date / time enter date enter time, End date / time enter date enter time, Due date / time 31.10.2019 00:00, Origin Ariba PO.
- Related activities (2):** consulting services1.1 (14.08.2019 23:45) and installation services1.2 (14.08.2019 10:15). A red circle with the number 1 highlights the first activity.
- Notes:** Service call remarks (customer facing), Test Item1.3, Test Item1.4.
- Planned start date:** 14.08.2019 23:45 (3).
- Planned end date:** 15.08.2019 00:00 (3).
- Original estimate:** 15 m.
- Travel time from:** -.
- Travel time to:** -.
- Notes (for the technician):** -.
- Responsible:** Vijay Bavareddy.
- Leader on site:** -.
- Step:** close (2).

Feature at a Glance

Introducing: SAP Field Service Management

For Suppliers supervisors: Complete service call

After review, the supplier supervisor can change the status .

Activity PDF report can be found under **Attachments (1)**.

As a supplier supervisor you will have to enter your name as **Responsible** for the completion of the service call **(2)**.

You can then change the **Status** of the service call from **Ready to plan** to **Technically Complete**. **(3)**.

The service call will be pulled from SAP Field Service Management to Ariba Network in the form of a PDF file which will automatically be attached to the service sheet including the corresponding service order outline or service item when this service sheet is created.

The screenshot displays the SAP Field Service Management 'Planning and Dispatching' interface. The main form contains the following sections:

- Street:** Street1, Street no. -, Zip code 1239, City Budapest.
- Contact person:** Name purchasingAgent User1, Mobile phone -, Office phone 0228,0171, E-mail address mailtest@telekom.de.
- Status*:** Ready to plan. A dropdown menu is open, showing options: Cancelled, Closed, New, Ready to plan (highlighted with a red circle 3), and Technically Complete.
- Earliest start date / time:** enter date, enter time.
- End date / time:** enter date, enter time.
- Due date / time:** 31.10.2019, 00:00.
- Origin:** Ariba PO.
- Problem type:** Unknown.
- Territory:** -.
- Leader on site:** -.
- Responsible:** - (highlighted with a red circle 2).
- Attachments:** PDF generated for Service Assignmen... (highlighted with a red circle 1).
- Notes:** Service call remarks (customer facing) Test Item1.3, Test Item1.4.
- Equipment:** Equipment no., Equipment name, Serial no., Manufacturer serial no.
- Skills:** +.

Feature at a Glance

Introducing: Support for handling service calls deleted in SAP Field Service Management

For Suppliers supervisors


Service calls (proof of service) can be deleted in SAP Field Service Management. In this case Ariba Network handles the deletion according to the status of the service call.

- Deletion of service call with status **Completed**: When a service call in **Completed** status is deleted in SAP Field Service Management, no change is recorded in Ariba Network.
- Deletion of service call with status **Ready to plan**: When a service call in **Ready to Plan** status is deleted in SAP Field Service Management, the service call gets deleted in Ariba Network. This is displayed in the **Order History** tab of the corresponding purchase order. You can then create a service call again for the same purchase order line item.

History

Status	Comments	Changed By	Date and Time
	The order was queued.	PropagationProcessor-100956051	22 Nov 2019 9:25:15 AM
Sent	The HTML order was sent to the supplier's Inbox.	ANPODispatcher-100956020	22 Nov 2019 9:25:23 AM
	Service call 20 has been created for line item 10.	Supplier-101234077	22 Nov 2019 9:26:49 AM
	Service call 20 for line item 10 has been deleted.	FieldTicketSupplier-100961067	22 Nov 2019 1:45:09 PM

Line Items

Line #	Part # / Description	Qty (Unit)	Need By	Price	Subtotal
▼ 00010			31 Oct 2019		120,000.00 HUF
	Perform Site Inspection				
00010 10		1,000 (HUF)		15,000.00 HUF	15,000.00 HUF

Feature at a Glance

Introducing: Adding service call as proof of service to service sheet

For Suppliers supervisors: Service call (proof of service) in Order History

The **Order History** shows the completed service calls (1), which means that a completion report has been pulled from SAP Field Service Management and is available as proof of service.

On this screenshot, the service call 22 was completed.

Purchase Order: Oil-Well-Cleaning-2019112205 Done

[Order Detail](#) [Order History](#)

Purchase Order: Oil-Well-Cleaning-2019112205
Order Status: New
Submitted On: 12 Nov 2019 3:28:34 PM GMT+05:30

From Customer: fsmabvb
Routing Status: Sent

History

Status	Comments	Changed By	Date and Time
	The order was queued.	PropogationProcessor-100989032	22 Nov 2019 12:23:02 PM
Sent	The HTML order was sent to the supplier's Inbox.	ANPODispatcher-100956020	22 Nov 2019 12:23:12 PM
	Service call 21 has been created for line item 20.	Supplier-101234077	22 Nov 2019 12:40:31 PM
	Service call 22 has been created for line item 10.	Supplier-101234077	22 Nov 2019 12:40:32 PM
	Service call 22 has been completed.	FieldTicketSupplier-100961067	22 Nov 2019 12:51:06 PM

Line Items

Line #	Part # / Description	Qty (Unit)	Need By	Price	Subtotal
▼ 00010			31 Oct 2019		120,000.00 HUF
	Perform Site Inspection				
00010.10		1.000 (HUR)		15,000.00 HUF	15,000.00 HUF
	Inspect shock tool				
00010.10		1.000 (HUR)		4,000.00 HUF	4,000.00 HUF
	Inspect join				
00010.10		5.000 (HUR)		4,000.00 HUF	20,000.00 HUF
	Lubricant (Material)				

Feature at a Glance

Introducing: Adding service call as proof of service to service sheet

For Suppliers supervisors: Service call (proof of service) status in Line Item Details

The **Line item Detail** view shows under **Status** that the service call status is **Completed (1)**, having changed from the initial status **Ready to plan**.

The completed service call is thus associated with line item 0010. Line item 0020 has no completed service call

Budapest Európa út 6, C1 - MT Kp-i a.rakt 1239 Hungary Ship To Code: HU01 Location Code: HU01		Budapest Budafoki út 56. 1438 Hungary				
Line Items Show Item Details						
Line #	Part # / Description	Type	Qty (Unit)	Need By	Unit Price	Subtotal
▼ 00010	Perform Site Inspection	Service		31 Oct 2019		120,000.00 HUF
<div>Status</div> <div>Service Call: Completed</div> <div>1.000 Unconfirmed</div>						
<div>Control Keys</div> <div>Order Confirmation: required before shipping</div> <div>Ship Notice: not allowed</div> <div>Invoice: is not ERS</div> <div>Invoice Verification Type: goods receipt</div>						
<div>Ship To</div> <div>Magyar Telekom Nyrt.</div> <div>Budapest</div> <div>Telekom Üzleti ügyfélszolgálat</div> <div>1097</div> <div>Hungary</div> <div>Ship To Code: HU01</div>						
Schedule Lines						
Schedule Line #	Delivery Date	Ship Date	Quantity (Unit)			
1	31 Mar 2019 4:30 AM IST		1.000 (ACT)			
Generic Service						

Feature at a Glance

Introducing: Adding service call as proof of service to service sheet

For Suppliers: When proof of service is not required to create service sheet

When the default transaction rule **Require proof of service to create service sheet** is not enabled by your Buyer (cf. page 10), service sheet can be created whether or not the purchase order line item has completed service calls (proof of service). In screen (2) below, only line item 00020 has a completed service call but line item 00010 can also be selected to create the service sheet.

Purchase Order: Oil-Well-Cleaning-2019112205

From: Customer
DTAG Segment GHS Procurement Operations (Default)
Bonn-2 (Default)
Dreizehnmorgenweg 12345 (Default)
12345
Hungary
Address ID: 5020

To: fsmabvs
jUnitDummy
Arkansas City, AR 71630
United States
Phone: +1 (650) 3902788
Fax: +1 (650) 3902788
Email: v.bavareddy@sap.com

Payment Terms
NET 45
within 45 days Due net

Contact Information
Purchasing Agent
purchasingAgent User1
Musterort
Musterstraße 4
1231
Hungary
Email: mailtest@telekom.de
Phone: + () 0228.0171
Fax: + () 0228
Address ID: 0000685160

Select Item to Create Service Sheet

Line #	Part ID / Description
00010	Perform Site Inspection
00020	Perform Well Cleaning

Service Sheet Required.

Feature at a Glance

Introducing: Adding service call as proof of service to service sheet

For Suppliers: When proof of service is required to create service sheet

When the default transaction rule **Require proof of service to create service sheet** is enabled by your Buyer (cf. page 10), service sheet can be created only if at least one purchase order line item has completed service calls (proof of service). In screen (2) below, only line item 00020 has a completed service call and can be selected to create the service sheet. Line item 00010 has no completed service call and thus is greyed out and cannot be selected.

The image displays two screenshots from the SAP Ariba Network interface. The left screenshot shows a purchase order for 'Oil-Well-Cleaning-2019112205'. A red box highlights the 'Create Service Sheet' button, and a red circle with the number '1' is placed above it. The right screenshot shows the 'Select Item to Create Service Sheet' dialog. A red box highlights the selection area for line items, and a red circle with the number '2' is placed above it. The dialog lists two line items: 00010 (Perform Site Inspection) and 00020 (Perform Well Cleaning). Line item 00010 is greyed out, while line item 00020 is selected. A message at the bottom states 'Service Sheet Required.'

Purchase Order: Oil-Well-Cleaning-2019112205

From: Customer
DTAG Segment GHS Procurement Operations (Default)
Bonn-2 (Default)
Dreizehnmorgenweg 12345 (Default)
12345
Hungary
Address ID: 5020

To: fsmabvs
jUnitDummy
Arkansas City, AR 71630
United States
Phone: +1 (650) 3902788
Fax: +1 (650) 3902788
Email: v.bavareddy@sap.com

Payment Terms
NET 45
within 45 days Due net

Contact Information
Purchasing Agent
purchasingAgent User1
Musterort
Musterstraße 4
1231
Hungary
Email: mailtest@telekom.de
Phone: + () 0228.0171
Fax: + () 0228
Address ID: 0000685160

Select Item to Create Service Sheet

Line #	Part ID / Description
00010	Perform Site Inspection
00020	Perform Well Cleaning

Service Sheet Required.

Feature at a Glance

Introducing: Adding service call as proof of service to service sheet

For Suppliers supervisors: Service call (proof of service) report in attachments

When a supplier creates a service sheet from a purchase order in which at least one line item has completed service calls (proof of service), the attachments corresponding to the selected and completed service calls (proof of service) are automatically uploaded to the **Attachments** section in the service sheet.

This is in addition to the existing option of adding attachments to the service sheet.

The screenshot shows the 'Attachments' section of a SAP Service Entry Sheet. At the top, it states 'The total size of all attachments cannot exceed 10MB' with a 'Remove' link. Below this are buttons for 'Choose File' (showing 'No file chosen') and 'Add Attachment'. An orange rounded rectangle highlights the attachment table, which contains one entry: 'Oil-Well-Cleaning-2019112202_10_PoS.pdf' (77504 bytes, application/pdf). Below the table is a 'Delete' button with a trash icon. Further down is an 'Add Comments' button. At the bottom, the 'Service Entry Sheet Lines' section is visible, showing a line item '00010 Perform Site Inspection' with an 'Add' button.

Name	Size (bytes)	Content Type
<input type="checkbox"/> Oil-Well-Cleaning-2019112202_10_PoS.pdf	77504	application/pdf

Line No.	Part No. / Description	Contract #
▼ 00010	Perform Site Inspection	

Feature at a Glance

Introducing: Adding service call as proof of service to service sheet

For Suppliers supervisors: Delete a service call (proof of service) report

To exclude a service call (proof of service) attachment from the service sheet, choose the attachment from the **Attachments** section and click **Delete**.

Attachments

The total size of all attachments cannot exceed 10MB

Choose File No file chosen Add Attachment

Name	Size (bytes)	Content Type
<input checked="" type="checkbox"/> Oil-Well-Cleaning-2019112202_10_PoS.pdf	77504	application/pdf
<div><div>↳</div><div>Delete</div></div>		

Feature at a Glance

Introducing: Adding service call as proof of service to service sheet

For Suppliers supervisors: Link between service call (proof of service) attachment and lines

You can also remove a service call (proof of service) attachment from the service sheet by deselecting the **Include** toggle button against all the service and material items linked to the service call (proof of service). There can be several ones in case the service call (proof of service) is linked to an outline.

Name

Size (bytes)

☐

Oil-Well-Cleaning-2019112202_10_PoS.pdf

77504

L

Delete

Add Comments

Service Entry Sheet Lines

Line No.	Part No. / Description	Type	Item Type	Qty / Unit
▼ 00010	Perform Site Inspection			
<input type="checkbox"/>	Inspect shock tool	Service	Planned	4 DAY
Excluded line items cannot be modified.				
<input type="checkbox"/>	Inspect join	Service	Planned	1 HUR
Excluded line items cannot be modified.				
<input checked="" type="checkbox"/>	Lubricant (Material)	Material	Planned	5 HUR

One material item in the corresponding outline linked to the service call is still included (1)→ the service call (proof of service) is still attached (2)

Attachments

The total size of all attachments cannot exceed 10MB

Browse...

No file selected.

Add Attachment

Add Comments

Service Entry Sheet Lines

Line No.	Part No. / Description	Type	Item Type	Qty / Unit
▼ 00010	Perform Site Inspection			
<input type="checkbox"/>	Inspect shock tool	Service	Planned	1 HUR
Excluded line items cannot be modified.				
<input type="checkbox"/>	Inspect join	Service	Planned	1 HUR
Excluded line items cannot be modified.				
<input type="checkbox"/>	Lubricant (Material)	Material	Planned	5 HUR
Excluded line items cannot be modified.				

All items in the corresponding outline linked to the service call are excluded (3)→ the service call (proof of service) is not attached anymore (4)

Feature at a Glance

Introducing: **Adding service call as proof of service to service sheet**

For Suppliers: service call (proof of service) PDF report file

SAP Ariba Network Enterprise Account

Service Sheet: Oil-Well-Cleaning-20191122501-ses1

Done Previous

Service Report 186

AN02000170543 - -
fsmabvb2 (1)

Your contact person at our company
Vijay Tech v.bavareddy@sap.com
Assignment Address
purchasingAgent User1 mailtest@telekom.de
Street2
94085 / Houston
Texas / US

Subject	Perform Well Cleaning
Status	Technically Complete
Problem Type	Unknown
Type	
Resolution	

Thank you for choosing our services. Date 25/11/19 Page 1 / 1

Attachments

RFQ.xml (text/xml)

Oil-Well-Cleaning-20191122501_20_PoS.pdf (application/pdf)

Field Engineer

Field Contractor

Subtotal: 39,000.00 HUF

Efforts

Date	Who	Task	Break	Start	End	Non-Char...	Chargeable
25/11/19	Vijay Tech	Standard Service	00:00	12:11	12:11	00:00	00:00
25/11/19	Vijay Tech	Standard Service	00:00	12:11	12:11	00:00	00:00
Total						00:00	00:00

Mileages

Date	Who	From	To	Distance
------	-----	------	----	----------

Signature

purchasingAgent User1

Notes

Cleaning Gloves (Material)

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Feature at a Glance

Introducing: View service call (proof of service) attached to service sheet

For Buyers: service call (proof of service) in service sheet attachments

When you display a service sheet received from your supplier, you see the service call reports (proof of service) under the **Attachments** section (1) and you can display them (2).

In the application used for the approval of service sheets, they can be used to control the service execution.

The screenshot shows a service sheet interface. On the left, the 'Attachments' section (1) lists a PDF file: 'Oil-Well-Cleaning-20191122501_20_PoS.pdf (application/pdf)'. Below this is the 'Field Engineer' section. The 'Service Entry Sheet Lines' table is visible, with columns: Line #, Type, Service # / Description. The table contains three lines: Line 1 (Service, Clean well area), Line 2 (Service, Fix and restore well area), and Line 3 (Material, Cleaning Gloves (Material)).

On the right, a PDF viewer window (2) is open, displaying the service call report. The PDF title is 'Oil-Well-Cleaning-20191122501_20_PoS.pdf - Adobe Acrobat Reader DC'. The content includes: Subject: Perform Well Cleaning, Status: Technically Complete, Problem Type: Unknown, Type: Unknown, Resolution: Unknown. It also includes a 'Thank you for choosing our services.' message, a date of 25/11/19, and a page number of 1 / 1. The 'Efforts' table shows two entries for Vijay Tech on 25/11/19, both for 'Standard Service' with a duration of 00:00. The 'Mileages' table is empty. The 'Signature' section is also empty.

At the bottom of the PDF viewer, there are buttons for 'Resend', 'Print', and 'Export cXML'. A 'Done' button is located at the bottom right of the interface.