



SAP Ariba 

# Feature at a Glance

## Proof of service using SAP Field Service Management

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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.

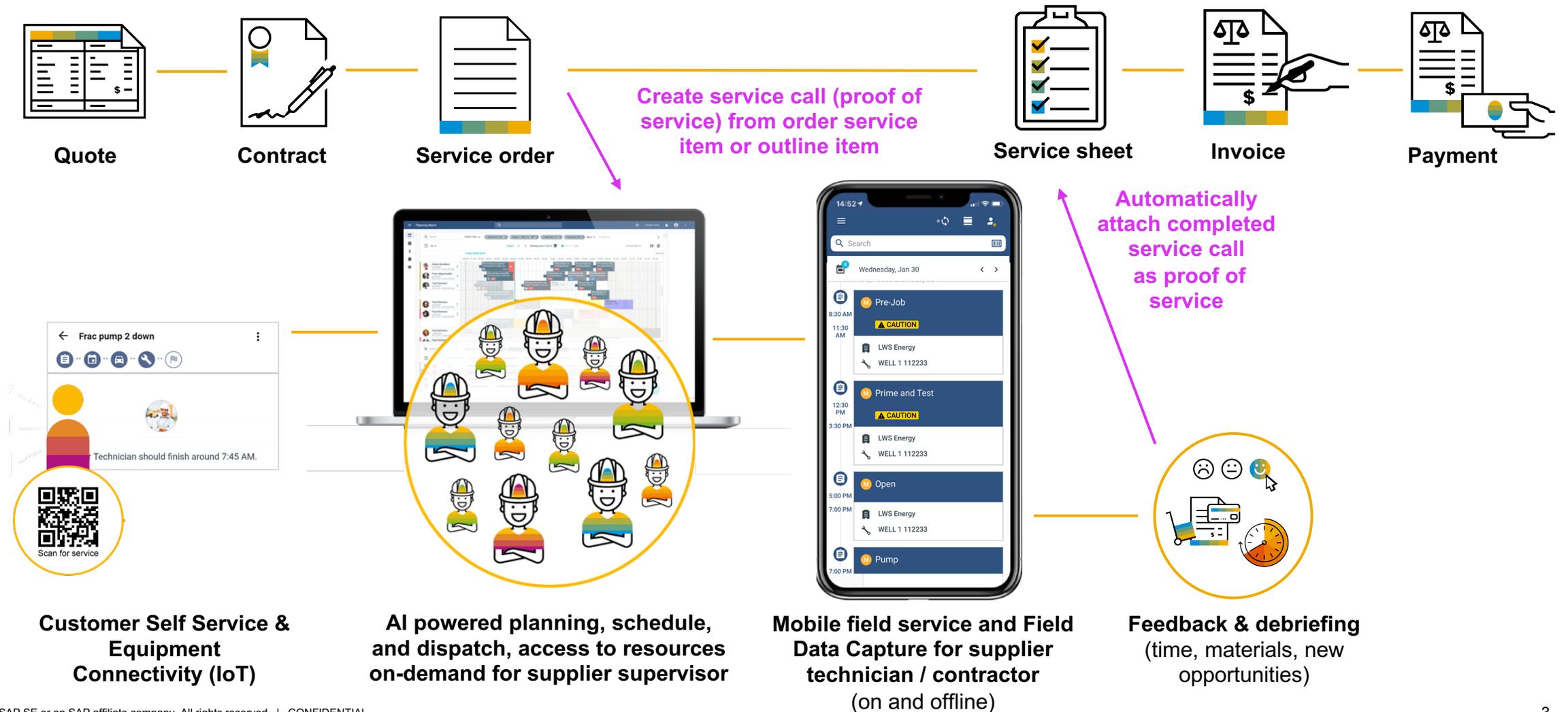
The integration assumes that each supplier is configured as a company in SAP Field Service Management.

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

# Introducing: Proof of service using SAP Field Service Management

## 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/](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.



**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.



- 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-2019112202q2wdld.
(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).

The screenshot displays the SAP Ariba Network interface for a purchase order. The header shows 'SAP Ariba Network Enterprise Account' and the purchase order number 'Purchase Order: Oill-Well-Cleaning-2019101802'. A 'Done' button is visible in the top right. Below the header, there is a row of action buttons: 'Create Order Confirmation', 'Create Ship Notice', 'Create Service Sheet', 'Create Invoice', and 'Create Service Call'. The 'Create Service Call' button is highlighted with a red box. To the right of these buttons are options for 'Hide', 'Print', 'Download PDF', 'Export cXML', 'Download CSV', and 'Resend'. Below the buttons, there are tabs for 'Order Detail' and 'Order History'. The main content area shows a 'From' field with a map and a 'Purchase Order' field. Below that, there is a 'Ship Location Code' field with the value 'HUU'. The 'Line Items' section is visible, showing a table with columns: Line #, Part # / Description, Type, Qty (Unit), Need By, Unit Price, Subtotal, and Details. The first line item is: Line # 00010, Part # / Description (empty), Type Service, Qty (Unit) (empty), Need By 31 Oct 2019, Unit Price (empty), Subtotal 120,000.00 HUF, and Details (empty).

## 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.

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

Back

Create Service Call

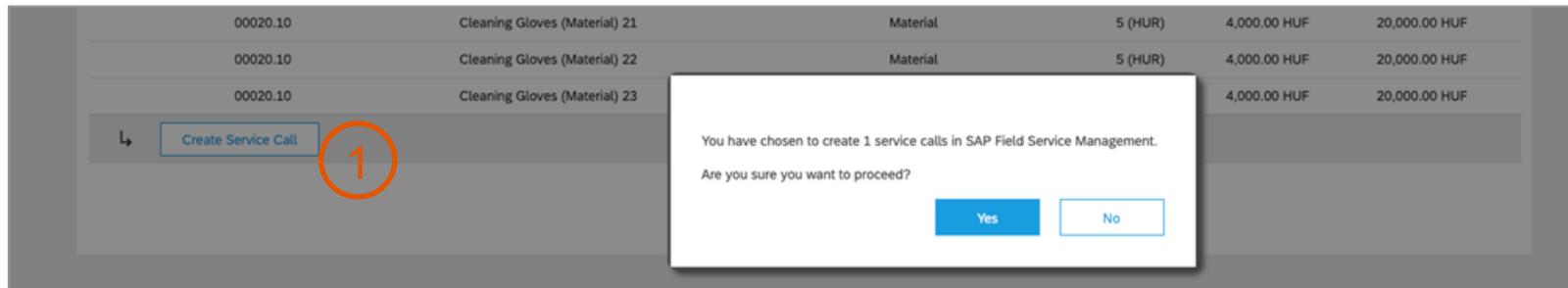
## Feature at a Glance

# 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).

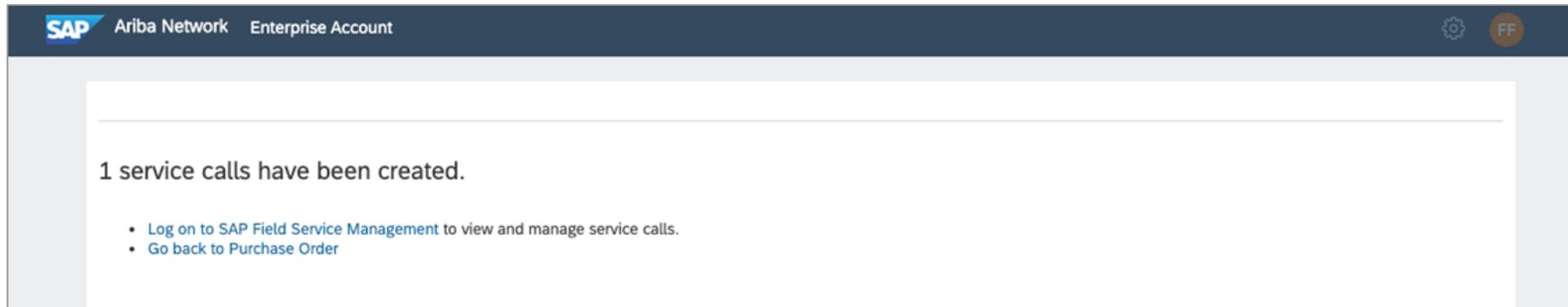
Materials are added to the service call linked to their parent service line item.

## 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							<a href="#">Show Item Details</a>
Line #	Part # / Description	Type	Qty (Unit)	Need By	Unit Price	Subtotal	
▼ 00010		Service		31 Oct 2019		120,000.00 HUF	
00010.10		Service	1.000 (HUR)		15,000.00 HUF	15,000.00 HUF	
	Inspect shock tool 11						
00010.10		Material	5.000 (HUR)		4,000.00 HUF	20,000.00 HUF	
	Lubricant (Material) 12						
00010.10		Service	1.000 (HUR)		4,000.00 HUF	4,000.00 HUF	
	Inspect join 13						
00010.10		Material	5.000 (HUR)		4,000.00 HUF	20,000.00 HUF	
	Lubricant (Material) 14						
▼ 00010.00020		Service				60,000.00 HUF	
	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.

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.	PropogationProcessor-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](https://docs.coresystems.net/modules/workforce-management.html)

The screenshot shows the SAP Planning and Dispatching interface. On the left is a navigation menu with 'Dispatching Board' highlighted (1). The main area features a technician grid (2) with a vertical line indicating a service call assignment (4). Below the grid is a table of activities (3) grouped by service call. The table has columns for Service call code, Service call subject, Status, Priority, Type, and Problem type. A gear icon (5) is visible in the top right corner of the table area.

Service call code	Service call subject	Status	Priority	Type	Problem type
4	Perform Well Cleaning (4)	2 Activities (fsmabvb2)			
4	Perform Well Cleaning	Ready to plan	Medium		Unknown
4	Perform Well Cleaning	Ready to plan	Medium		Unknown
3	Perform Site Inspection (3)	2 Activities (fsmabvb4)			
3	Perform Site Inspection	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 interface for Planning and Dispatching. The main view is a scheduling grid for technicians. Two technicians are listed: Vijay Bavareddy (VB) and Vijay Tech (VT). A pop-up window for 'Perform Well Cleaning' is open, showing two activities: 'Clean well area' and 'Fix and restore well area'. The 'RELEASE ASSIGNMENTS (2)' button is highlighted in the top right corner of the scheduling view. The bottom of the screen shows a list of service call activities with columns for Service call code, Service call subject, Status, and Priority.

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

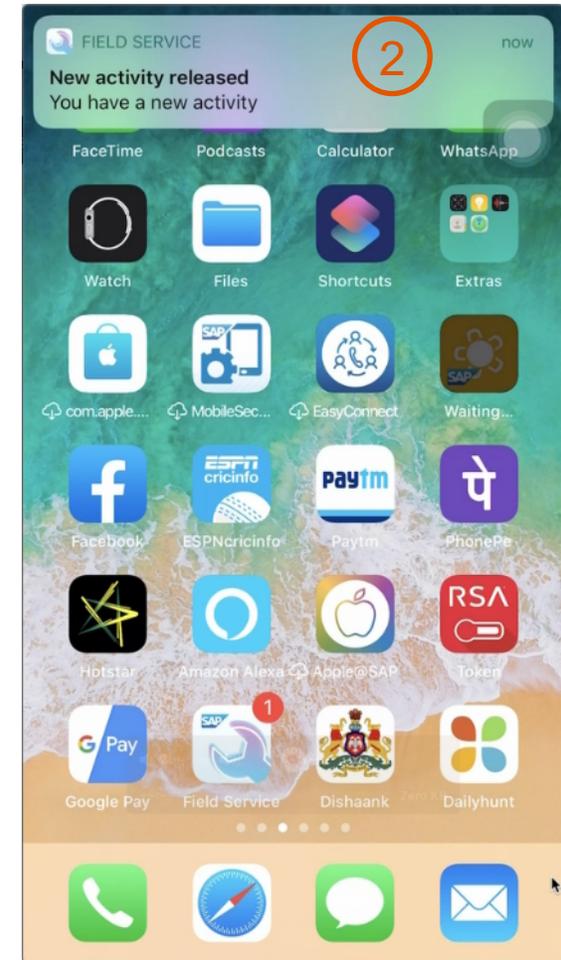
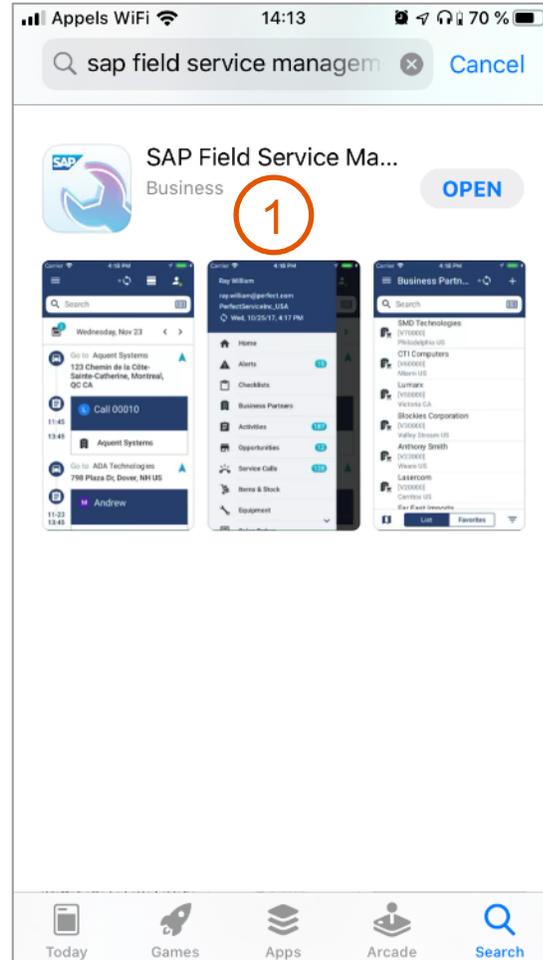
#### Prerequisite:

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](https://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).

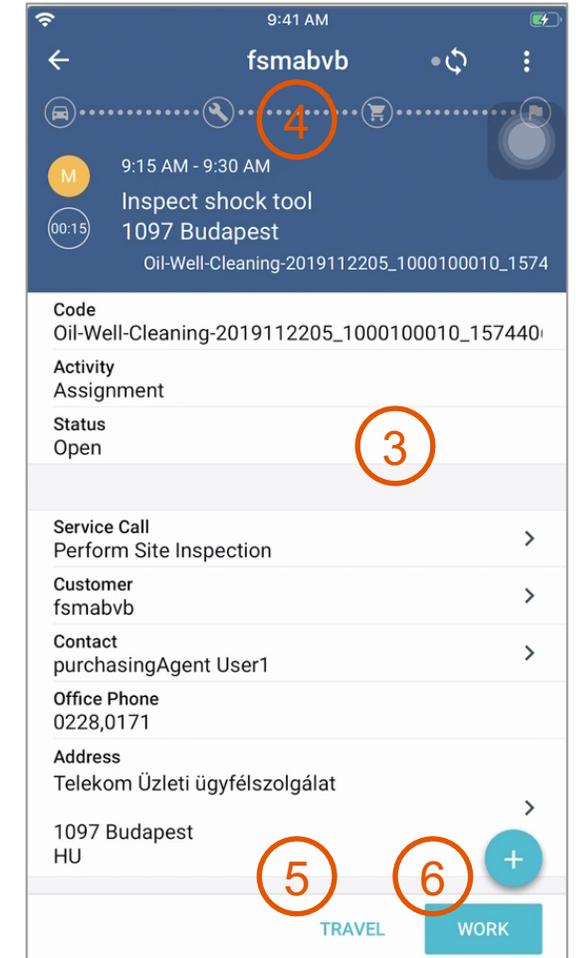
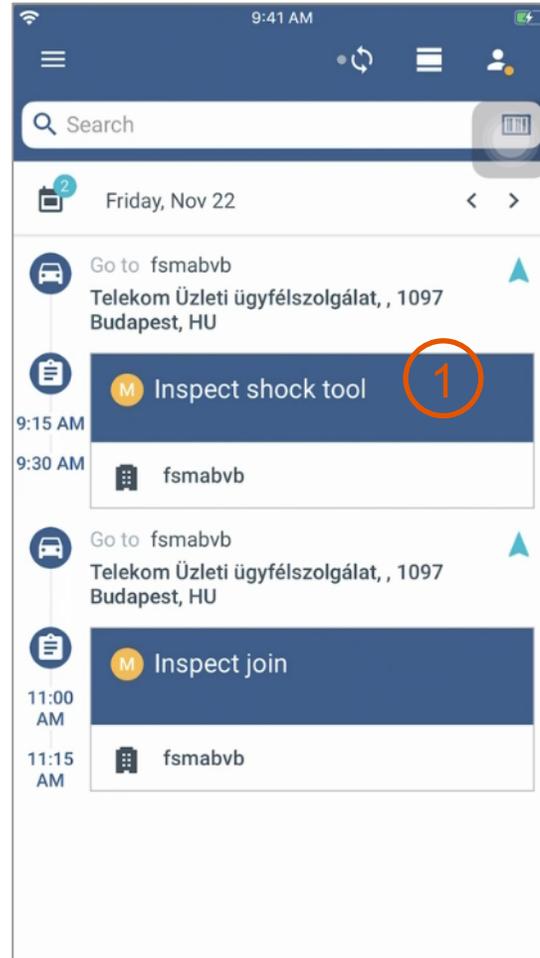
After selecting an activity, you must confirm that preparatory steps have been executed (2).

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

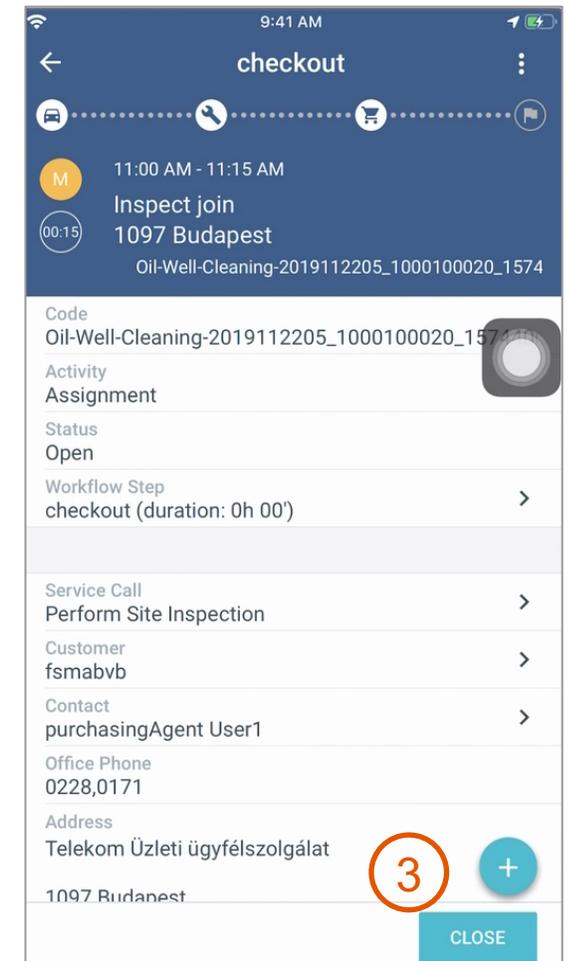
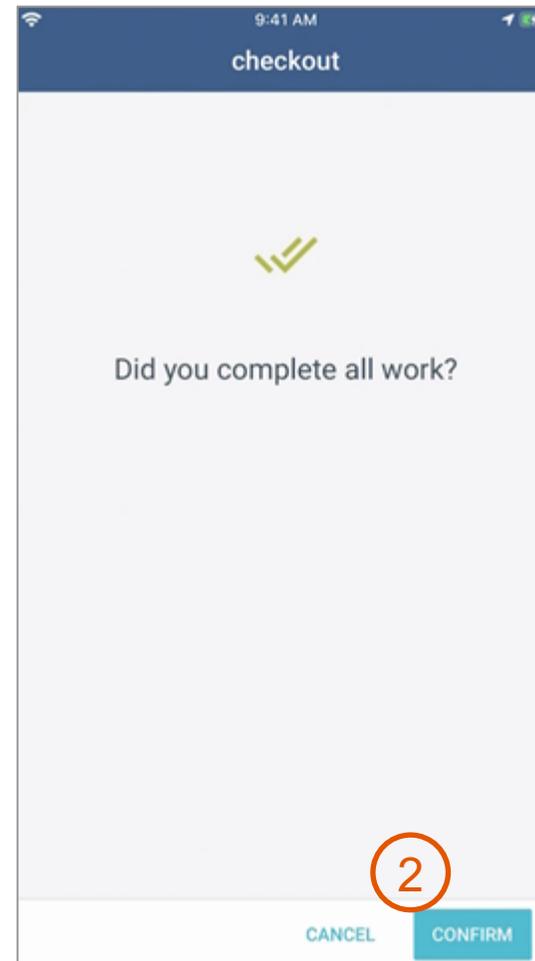
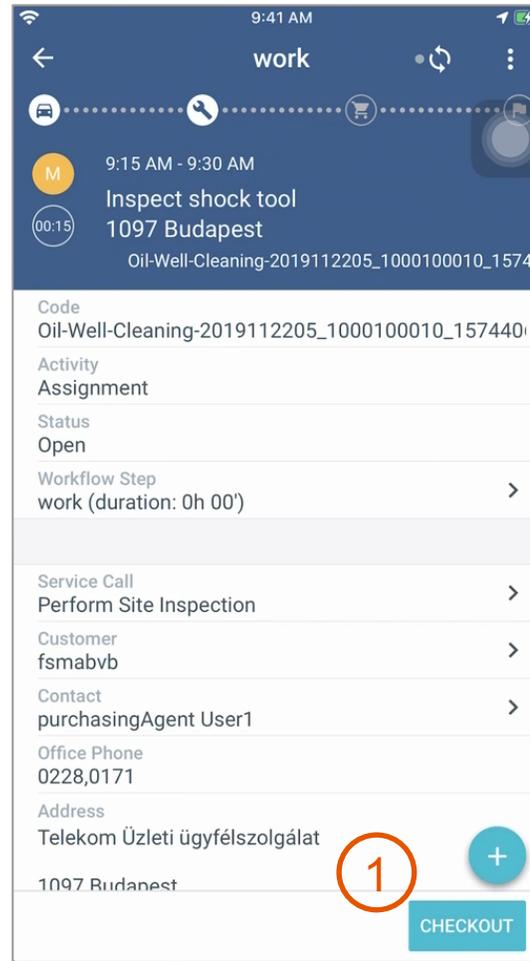
# Introducing: SAP Field Service Management mobile application

### 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

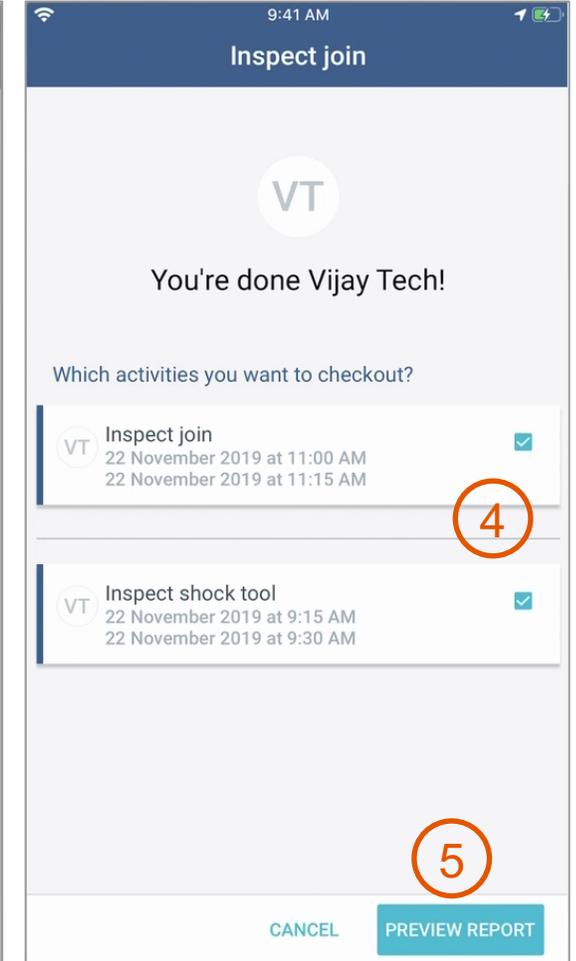
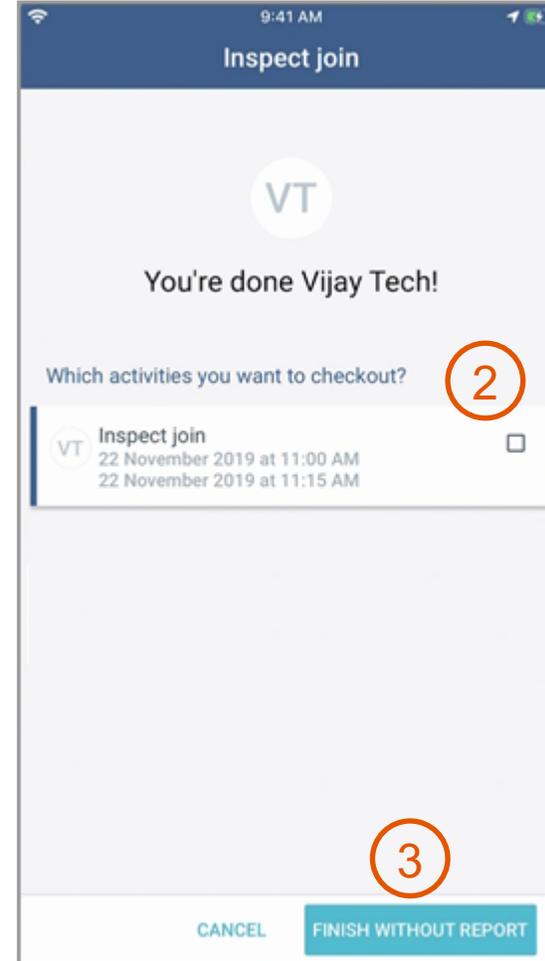
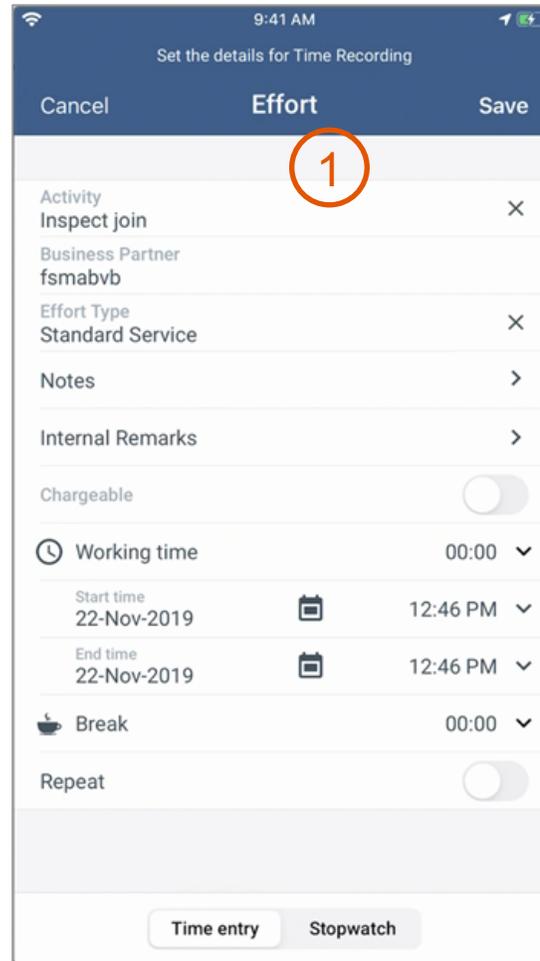
During the closure, you enter the effort details, in particular **Start time** and **End time** to define the **Working time (1)**.

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).



# Feature at a Glance

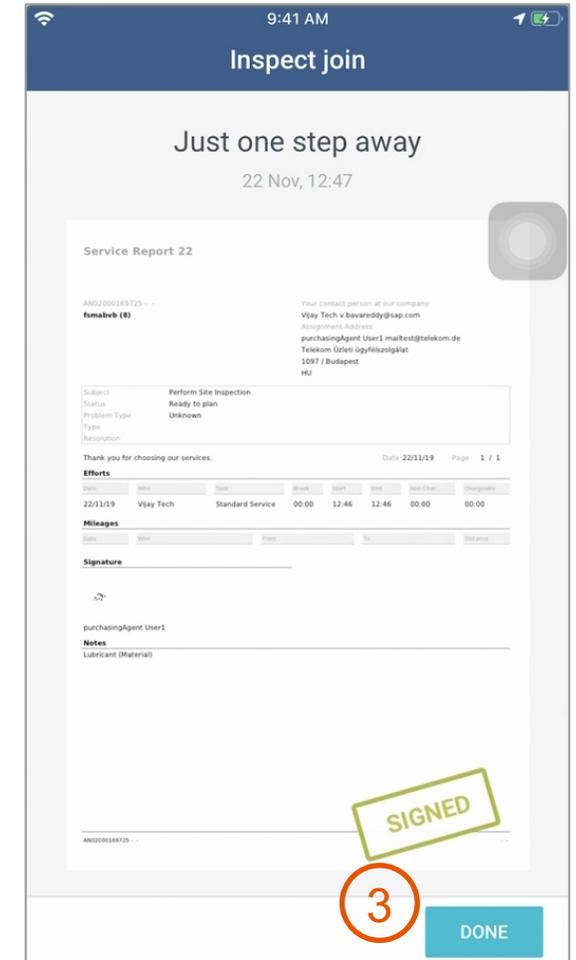
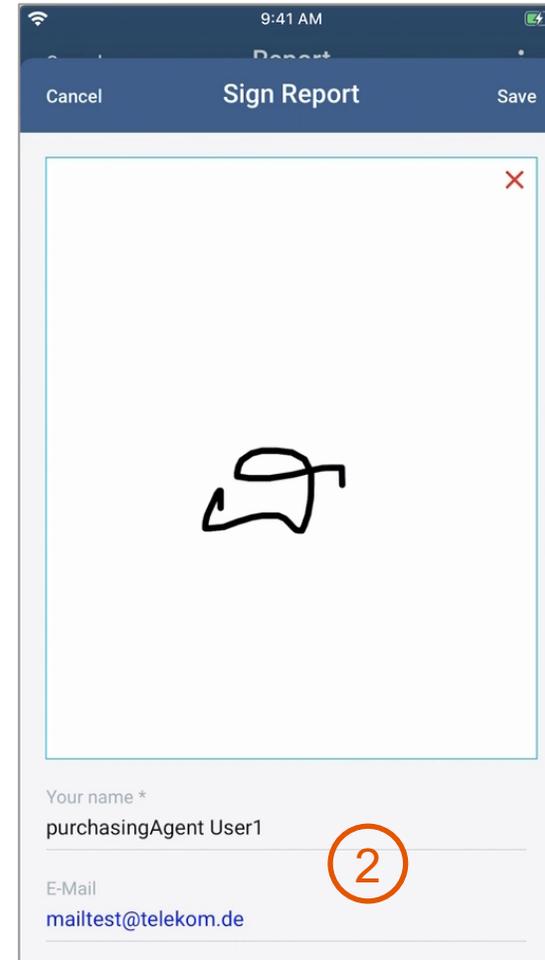
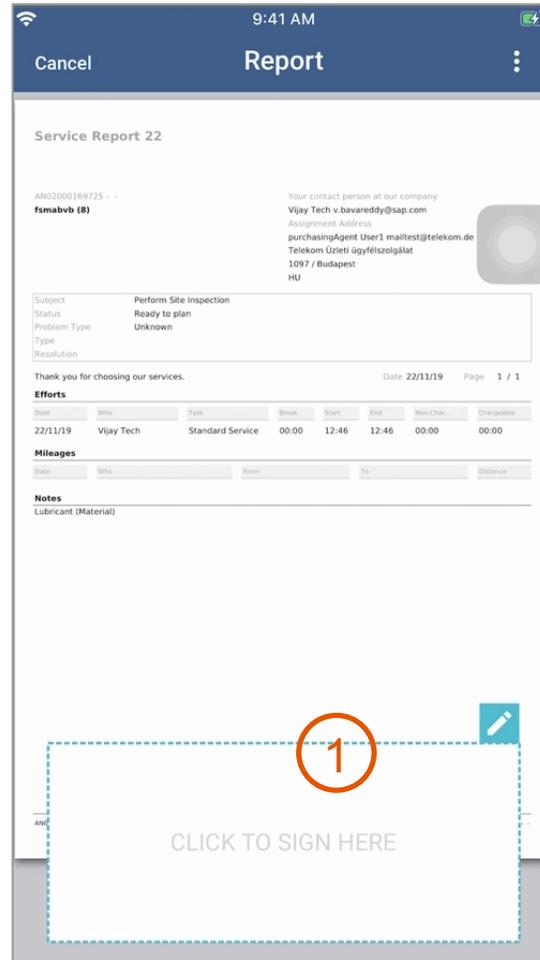
## Introducing: SAP Field Service Management mobile application

### 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).



# 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 shows the navigation menu with 'Activities' highlighted (1). The main area shows a table of activities with columns for 'Act. Tooltip', 'Service call code', 'Activity status', 'Service call status', 'Priority', and 'Type'. A 'More' dropdown menu (2) is open, showing 'Activity status' with 'CLOSED' selected (3). A tooltip (5) is visible over a service call code (6), showing details for 'consulting services1.1' with customer 'fsmabvb' and address 'Street1 1239 HU'. The start and end times are 14.08.2019 23:45 and 15.08.2019 00:00 respectively. The bottom right 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 Field Service Management interface for a service call. The interface is divided into several sections:

- Service Call (12)**: Overview header.
- Customer**: Customer\* fsmabvb, Code 1.
- Address**: Street1, Street no., Zip code 1239, City Budapest.
- Contact person**: Name purchasingAgent User1.
- 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)**: A list of activities with callout 1 pointing to the first activity (consulting services1.1).
- Notes**: Service call remarks (customer facing), Test Item1.3, Test Item1.4.
- Right Panel**: Planned start date 14.08.2019 23:45 (callout 3), Planned end date 15.08.2019 00:00 (callout 3), Original estimate 15 m, Travel time from -, Travel time to -, Notes (for the technician) -, Responsible Vijay Bavareddy, Leader on site -, Step close (callout 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 interface for a service call. The main header shows 'SAP Planning and Dispatching' and the service call ID 'AN02000169725-fsmabvs2'. The service call details include:

- Street:** Street1
- Street no.:** -
- Zip code:** 1239
- City:** Budapest
- Contact person:** purchasingAgent User1
- Name:** purchasingAgent User1
- Mobile phone:** -
- Office phone:** 0228,0171
- E-mail address:** mailtest@telekom.de
- 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
- Problem type:** Unknown
- Territory:** -
- Leader on site:** -
- Responsible:** This is required
- Skills:** +

A dropdown menu is open over the 'Ready to plan' status, showing options: Cancelled, Closed, New, Ready to plan (highlighted with a red circle 3), and Technically Complete. A red circle 2 is placed over the 'Responsible' field.

The right sidebar shows the 'ATTACHMENTS' section with a red circle 1 over the 'Attachments' header, indicating a PDF report generated for the service assignment. Below it are sections for 'SERVICE CALL', 'ADDRESS', and 'CONTACT PERSON'.

## 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.	PropogationProcessor-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

The screenshot displays the SAP Line Item Details for a service call. The top section shows the address: Budapest, Európa út 6, C1 - MT Kp-i a.rakt, 1239, Hungary, with Ship To Code: HU01 and Location Code: HU01. The line item is identified as 00010, 'Perform Site Inspection', with a quantity of 1.000 Unconfirmed. The status is 'Completed' (1), highlighted with an orange box and a circled '1'. The 'Control Keys' section includes: Order Confirmation: required before shipping, Ship Notice: not allowed, Invoice: is not ERS, and Invoice Verification Type: goods receipt. The 'Ship To' section shows Magyar Telekom Nyrt., Budapest, Telekom Üzleti ügyfélszolgálat, 1097, Hungary, with Ship To Code: HU01. The 'Schedule Lines' section shows a single line with a delivery date of 31 Mar 2019 4:30 AM IST and a quantity of 1.000 (ACT). The bottom section is labeled 'Generic Service'.

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

**Status**  
Service Call: Completed (1)  
1.000 Unconfirmed

**Control Keys**  
Order Confirmation: required before shipping  
Ship Notice: not allowed  
Invoice: is not ERS  
Invoice Verification Type: goods receipt

**Ship To**  
Magyar Telekom Nyrt.  
Budapest  
Telekom Üzleti ügyfélszolgálat  
1097  
Hungary  
Ship To Code: HU01

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.

The screenshot displays the SAP Ariba Network interface for a purchase order titled "Oil-Well-Cleaning-2019112205". The top navigation bar includes "SAP Ariba Network Enterprise Account" and a user profile "JL". The main header shows the purchase order ID and a "Done" button. Below this is a toolbar with several action buttons: "Create Order Confirmation", "Create Ship Notice", "Create Service Sheet" (highlighted with a red box and a circled "1"), "Create Invoice", "Create Service Call", "Hide", "Print", "Download PDF", "Export cXML", "Download CSV", and "Resend".

The main content area is divided into two sections. The left section, "Order Detail", shows contact information for the customer (DTAG Segment GHS Procurement Operations) and the supplier (fsmabvs). The right section, "Order History", is currently empty. Below the contact information, there are sections for "Payment Terms" (NET 45) and "Contact Information" (Purchasing Agent).

Overlaid on the right side of the main interface is a dialog box titled "Select Item to Create Service Sheet". This dialog has "Exit" and "Next" buttons. It contains a table of line items with a circled "2" next to the header. The table has two columns: "Line #" and "Part ID / Description".

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

Below the table, there is a note: "Service Sheet Required." The dialog also features a red box around the selection radio buttons for both line items.

# 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 and cannot be selected.

The screenshot displays the SAP Ariba Network interface for a purchase order. The main window shows the purchase order details for 'Oil-Well-Cleaning-2019112205'. A toolbar at the top contains several action buttons, with 'Create Service Sheet' highlighted by a red box and a circled '1'. Below the toolbar, there are tabs for 'Order Detail' and 'Order History'. The main content area is divided into two columns: 'From: Customer' and 'To: Customer'. The 'From' column contains contact information for DTAG Segment GHS Procurement Operations (Default) in Hungary. The 'To' column contains contact information for fsmabvs in Arkansas City, AR. Below this, there are sections for 'Payment Terms' (NET 45) and 'Contact Information' (Purchasing Agent purchasingAgent User1).

An inset window titled 'Select Item to Create Service Sheet' is shown in the bottom right. It features a table of line items with a circled '2' above it. The table has columns for 'Line #', 'Part ID / Description', and a selection column. Line item 00010 is greyed out, while line item 00020 is active. A red box highlights the selection column for line item 00020. Below the table, there is a message: 'Service Sheet Required.'

Line #	Part ID / Description	Selection
00010	Perform Site Inspection	<input type="radio"/>
00020	Perform Well Cleaning	<input checked="" type="radio"/>

## 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.

**Attachments**

The total size of all attachments cannot exceed 10MB Remove

Choose File No file chosen Add Attachment

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

↳ Delete

Add Comments

---

**Service Entry Sheet Lines**

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

Add ▼

## 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

↳ Delete

# 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.

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)

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

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)

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.				

# 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

**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
<b>Total</b>						<b>00:00</b>	<b>00:00</b>

**Mileages**

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

**Signature**

purchasingAgent User1

**Notes**

Cleaning Gloves (Material)

# 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 displays a service sheet interface. At the top right, it shows 'Routing Status: Sent' and 'Related Documents: Oil-Well-Cleaning-20...'. Below this is the 'Comments' section. The 'Attachments' section contains a PDF file named 'Oil-Well-Cleaning-20191122501\_20\_PoS.pdf (application/pdf)', which is circled with a red '1'. Below the attachments is the 'Field Engineer' section. The main part of the interface is the 'Service Entry Sheet Lines' table:

Line #	Type	Service # / Description
▼ 00020		Perform Well Cleaning
1	Service	Clean well area
2	Service	Fix and restore well area
3	Material	Cleaning Gloves (Material)

At the bottom of the interface are buttons for 'Resend', 'Print', and 'Export cXML'. An Adobe Acrobat Reader window is open over the PDF attachment, showing a service call report. The report includes the following information:

- Subject: Perform Well Cleaning
- Status: Technically Complete
- Problem Type: Unknown
- Type: [Blank]
- Resolution: [Blank]

Below the report details, it says 'Thank you for choosing our services.' and 'Date 25/11/19 Page 1 / 1'. There is also an 'Efforts' table:

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
<b>Total</b>						<b>00:00</b>	<b>00:00</b>

Below the efforts table is a 'Mileages' section with a table for recording distances. At the bottom of the PDF viewer is a 'Signature' line. A red '2' is circled in the top right corner of the PDF viewer window.