



Feature at a Glance

Resending failed service sheets to ERP-integrated systems

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CONFIDENTIAL

Feature at a Glance

Ease of implementation



Some complexity

Geographic relevance



Global

Introducing: Resending failed service sheets to ERP-integrated systems

Customer challenge

Previously, if a service sheet export to the ERP system failed, the SAP Ariba solution did not retry sending the service sheet.

Meet that challenge with SAP Ariba

Buyers can configure their sites to send service sheets using the web services channel from the SAP Ariba Procurement solutions to external ERP systems.

This feature enables SAP Ariba Procurement solutions to retry sending service sheets to integrated ERP systems when the transmission fails. The number of retries is customer-configurable.

Experience key benefits

This feature provides the ability for customer administrators to monitor and manage situations where the ERP system cannot receive a service sheet due to a data error or a validation error.

Solution area

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

Implementation information

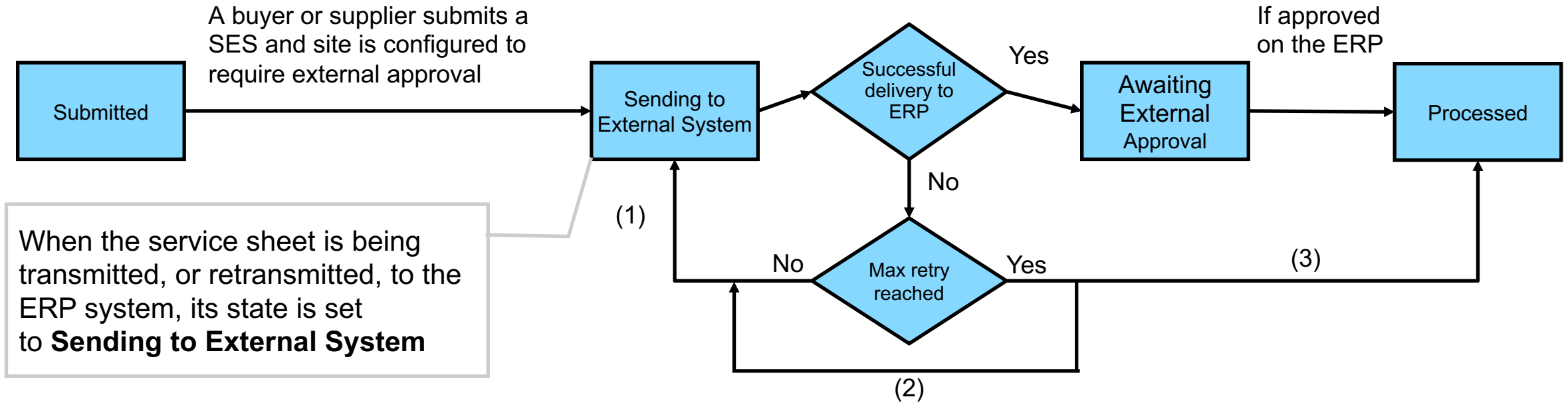
To have this feature enabled, please have your Designated Support Contact (DSC) submit a **Service Request (SR)**.

Prerequisites and Restrictions

You must have enabled the parameters required for external approval on ERP. Please refer to the Release Guide.

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- (1) The **Resend failed Service Sheets** scheduled task will retry sending the Service sheet that failed to be delivered to ERP within the max retry count.
- (2) The **Process stuck Service Sheet** (previously named **Retry Sending Service Sheet To ERP**) task can be used to manually re-send the Service Sheets for which the success response has not been received from the external system and max retry count has been reached. In this state, the Service sheet is marked as Permanent Send Failed.
- (3) If the transmission fails and maximum number of attempts is reached, a *Field Service Administrator* can also manually force SES to move to “Processed” status via the UI. This requires user to provide an external reference Id.

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A user belonging to the **Field Service Administrator** group can force the processing of a service sheet that appears stalled during transmission to integrated ERP systems. The Force Process button can be used to manually change the status of a service sheet to **Processed**. The user must enter the **External Reference ID** for the service sheet.

The screenshot displays the SAP Service Sheet interface for 'Service Sheet: SES1 from JCN Technologies (AN - Fulfillment FT)'. The status is 'Sending To External System'. A red box highlights the 'Force Process' button, which is being clicked. An arrow points from this button to a modal dialog box titled 'Force Process Service Sheet'. The dialog box contains the text 'You chose to force process the Service Sheet.' and a text input field labeled 'External Reference ID:'. The background interface shows various details for the service sheet, including dates, supplier information, and a 'Line Items' section at the bottom.

Service Sheet: SES1 from JCN Technologies (AN - Fulfillment FT) Status: **Sending To External System**

These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. Review your request and take the desired action(s).

Print Force Process

Summary Approval Flow History

Service Sheet #: SES1
Service Description:
Service Sheet Date: Tue, 26 Feb, 2019
Service Start Date:
Service End Date:
Field Engineer:
Field Contractor Email:
Field Contractor Name:
Company Code: 3000 (IDES US INC)
My Labels: Archive Items Apply Label... ⓘ

Order ID: PO11
Sheet Amount: \$1.00 USD
Supplier: JCN Technologies (AN - Fulfillment FT)
Contact: 0000000100
Approver: Chad Noll
Reference ID:

Force Process Service Sheet

You chose to force process the Service Sheet.

External Reference ID:

Line Items