

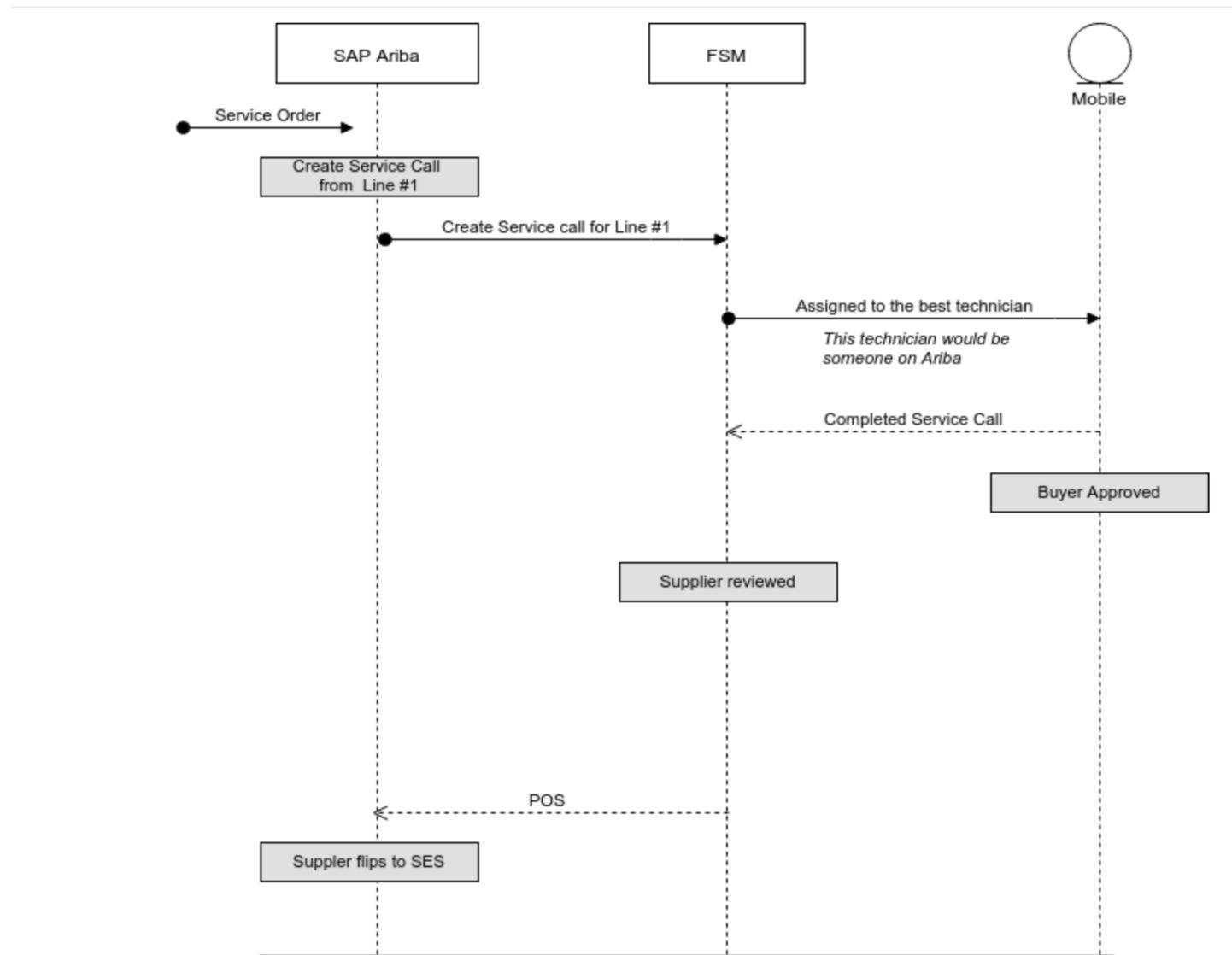


SAP Ariba and SAP Fieldglass

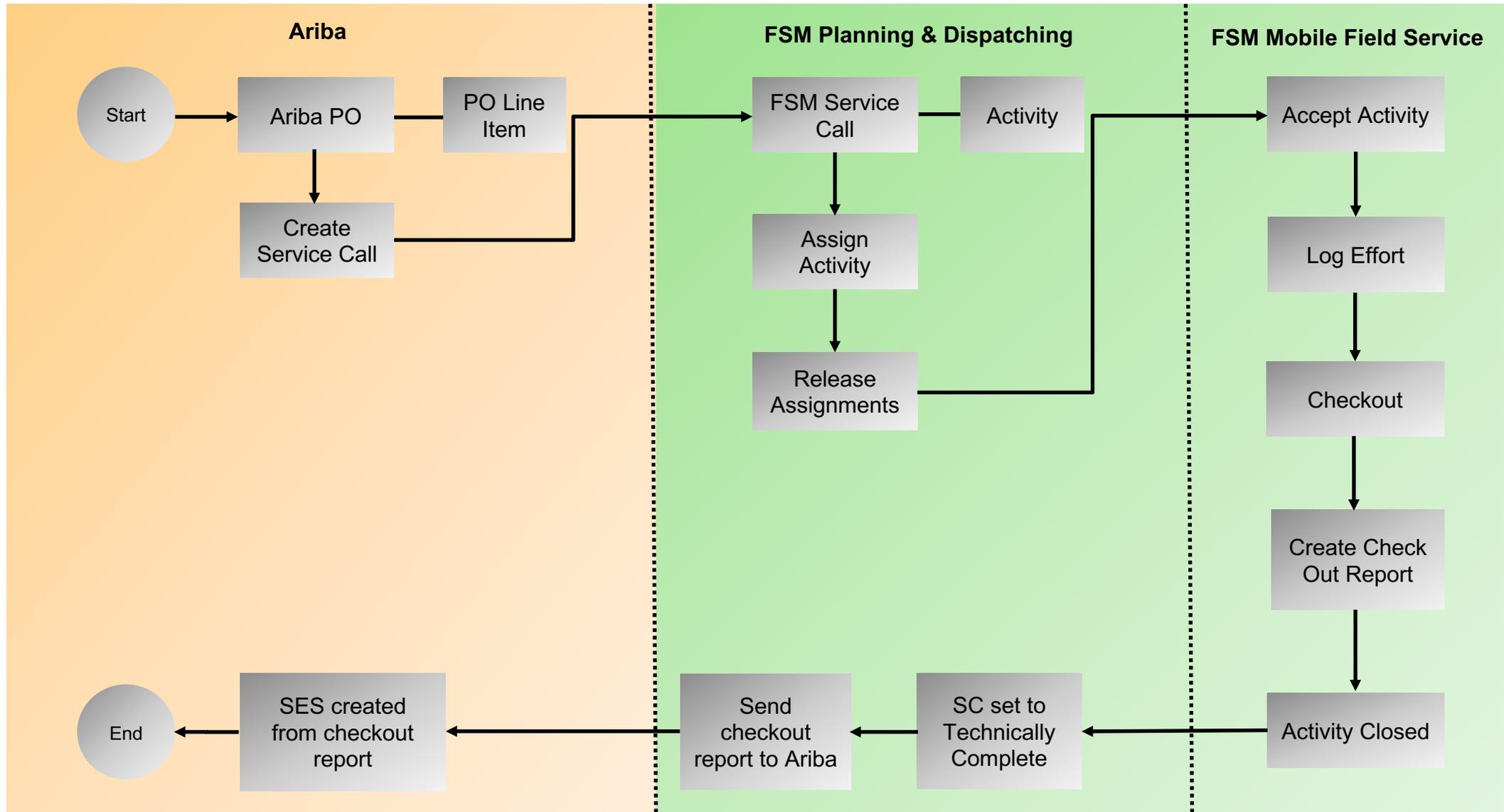
# Ariba Network and SAP Field Service Management Integration – Configuration Document

Target GA: February, 2020

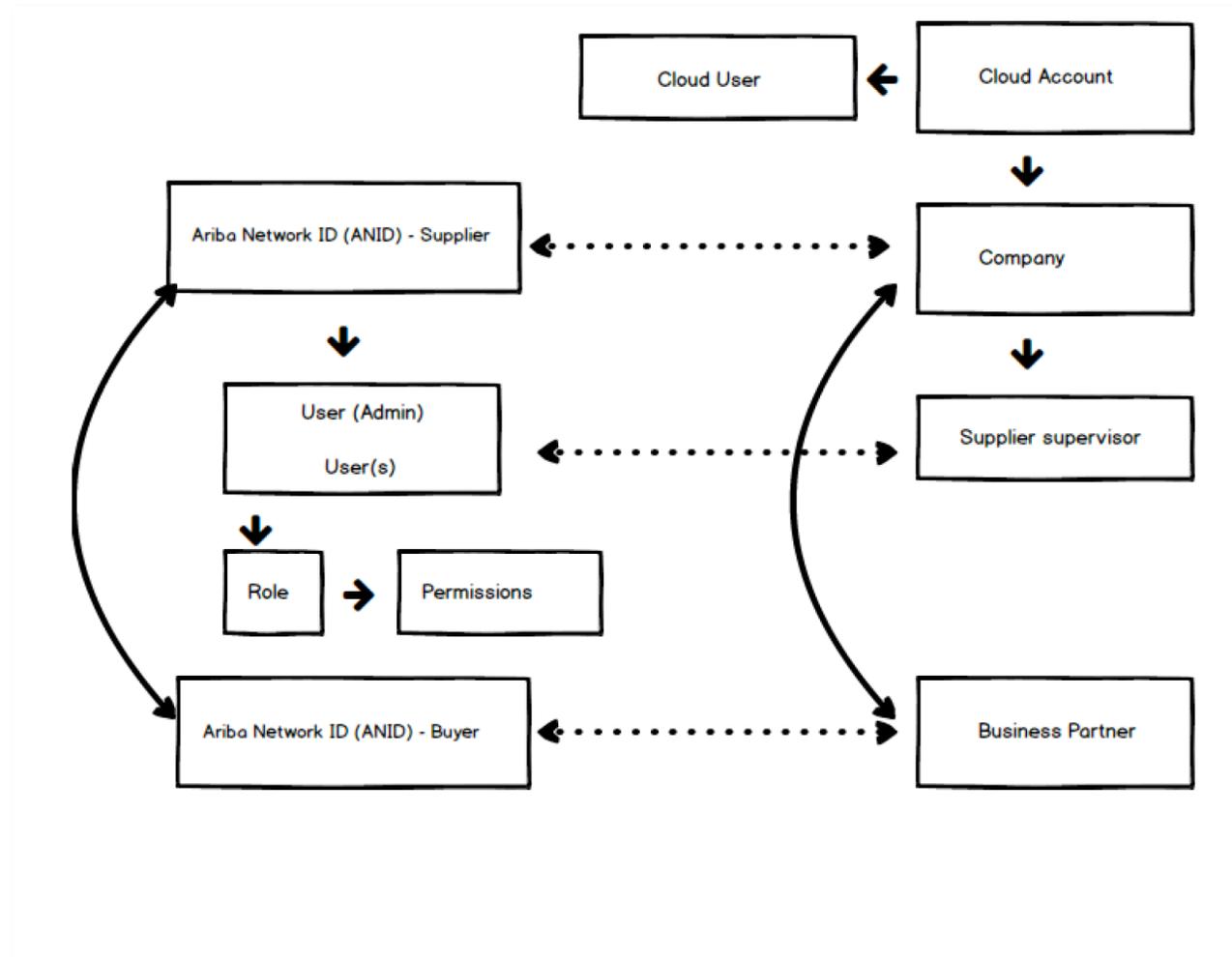
# Ariba Network and SAP Field Service Management integration - Flow



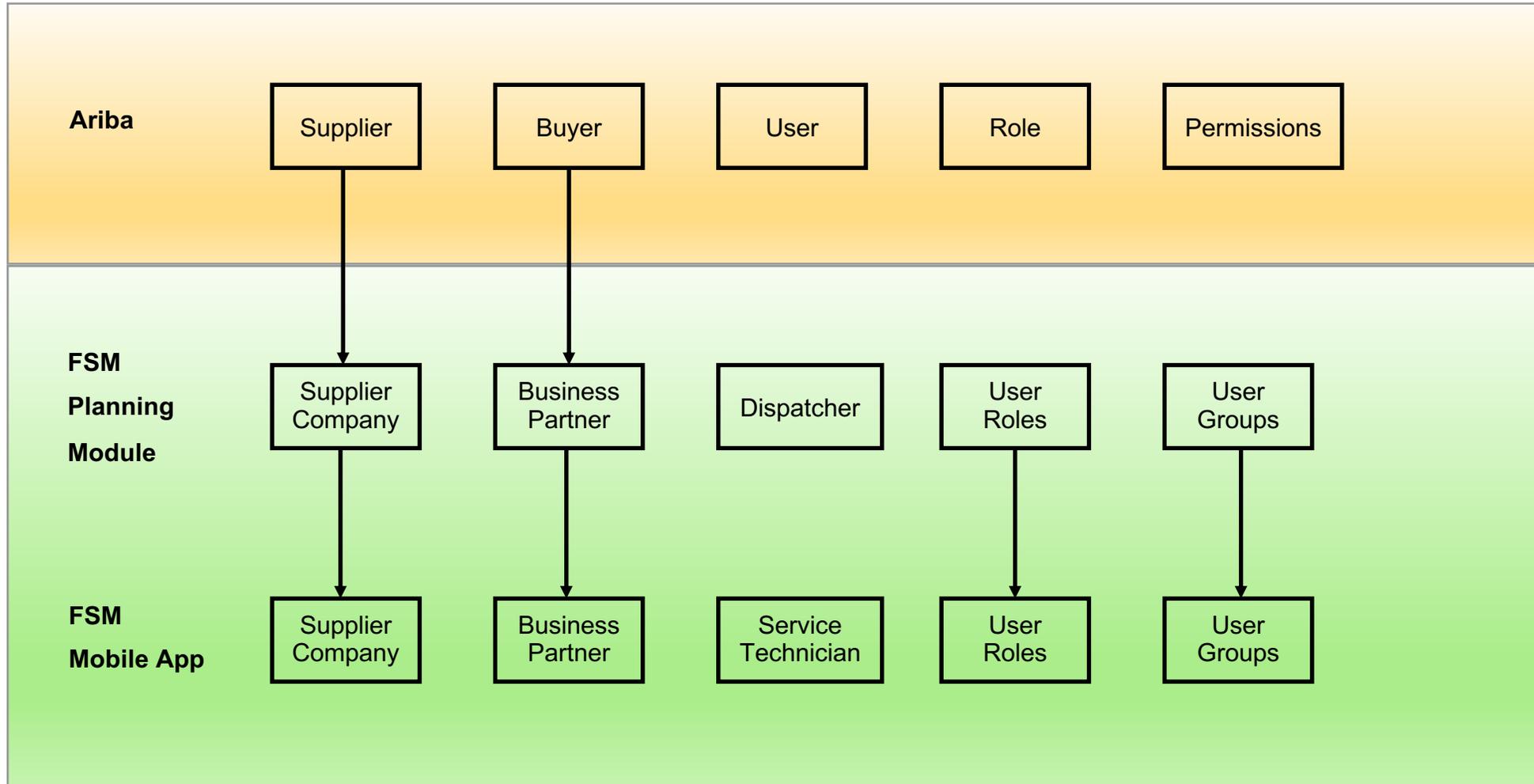
# Ariba Network and SAP Field Service Management integration - Flow



# Ariba Network and FSM User mapping



# Ariba and FSM Master Data Mapping



# FSM User Personas



**Dispatcher**



**Service Technician**



## Dispatcher

*"I wish I had a way to easily assign field work to technicians."*

A dispatcher's job is to make sure that field techs are properly scheduled in order to take care of issues.

- ✓ Manages the Service Calls
- ✓ Holistic view of technician workforce
- ✓ Assigns service calls to technicians
- ✓ Closes the service call
- ✓ Generates SES – Service Execution Sheet



## Service Technician

*"I wish I had a way to see customer information while on-site and a way to be flexible when other issues arise."*

The Service Technician heads on-site to complete the work assigned. He can easily view the work information, log his time and effort. He has everything he needs on his mobile device to ensure the problem gets fixed.

- ✓ Accepts work assigned
- ✓ Plans activities
- ✓ Completes job
- ✓ Logs effort
- ✓ Creates Checkout Report

# “Create Service Call” action on Purchase Order Page

SAP Ariba Network Enterprise Account FF

Purchase Order: Oill-Well-Cleaning-2019101802 Done

Create Order Confirmation | 
 Create Ship Notice | 
 Create Service Sheet | 
 Create Invoice | 
 Create Service Call | 
 Hide | Print | Download PDF | Export cXML | Download CSV | Resend

Order Detail | Order History

---

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

**To:**  
 fsmabvs3  
 street1  
 Sunyyvale , CA 94085  
 United States  
 Phone:  
 Fax:  
 Email: v.bavareddy@sap.com

**Purchase Order**  
(New)  
 Oill-Well-Cleaning-2...  
 Amount: 180,000.00 HUF

---

**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

**Shipping Dates**  
 Requested Delivery: 17 Sep 2019

**Other Information**  
 Company Code: 0092  
[View more »](#)

**Routing Status:** Sent  
 Effective Date: 19 Aug 2019  
 Expiration Date: 31 Dec 2050

---

**Ship All Items To**

Magyar Telekom Nyrt., Magyar Telekom unrestricted stock  
 Budapest  
 Európa út 6, C1 - MT Kp-i a.rakt  
 1239  
 Hungary  
 Ship To Code: HU01  
 Location Code: HU01

**Bill To**

Magyar Telekom Nyrt. Accounting and Taxation Directorate  
 Budapest  
 Budafoki út 56.  
 1438  
 Hungary

**Deliver To**

---

**Line Items** [Show Item Details](#)

Line #	Part # / Description	Type	Qty (Unit)	Need By	Unit Price	Subtotal	Details
▼ 00010		Service		31 Oct 2019		120,000.00 HUF	<a href="#">Details</a>

# Service Line Selection

SAP Ariba Network Enterprise Account My Options FF

Choose the line items to create service calls Back

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](#)

THE BEST RUN 

fsmabvs3 fsmabvs3 (fsmabvs3@a.c) last visited 12 Nov 2019 9:33:01 PM | fsmabvs3 | AN02000170543

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# Confirmation Page

SAP Ariba Network Enterprise Account

Choose the line items to create service calls Back

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			4,000.00 HUF	20,000.00 HUF

↳ Create Service Call

You have chosen to create 1 service calls in SAP Field Service Management.

Are you sure you want to proceed?

Yes No

THE BEST RUN **SAP**

fsmabvs3 fsmabvs3 (fsmabvs3@a.c) last visited 12 Nov 2019 9:33:01 PM | fsmabvs3 | AN02000170543

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# Success Page

 Ariba Network Enterprise Account AW Options... FULL PAGE REFRESH  

---

1 service calls have been created.

- [Log on to SAP Field Service Management](#) to view and manage service calls.
- [Go back to Purchase Order](#)

**THE BEST RUN** 

fsmabvs3 fsmabvs3 (fsmabvs3@a.c) last visited 12 Nov 2019 9:33:01 PM | fsmabvs3 | AN02000170543

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# Service call status (“Ready to Plan” , “Completed”) on Service Line

**Ship All Items To**

Magyar Telekom Nyrt., Magyar Telekom unrestricted stock  
 Budapest  
 Európa út 6, C1 - MT Kp-i a.rakt  
 1239  
 Hungary  
 Ship To Code: HU01  
 Location Code: HU01

**Bill To**

Magyar Telekom Nyrt. Accounting and Taxation Directorate  
 Budapest  
 Budafoki út 56.  
 1438  
 Hungary

**Deliver To**

**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	<a href="#">Details</a>
00010.10	Inspect shock tool 11	Service	1.000 (HUR)		15,000.00 HUF	15,000.00 HUF	<a href="#">Details</a>
00010.10	Lubricant (Material) 12	Material	5.000 (HUR)		4,000.00 HUF	20,000.00 HUF	<a href="#">Details</a>
00010.10	Inspect join 13	Service	1.000 (HUR)		4,000.00 HUF	4,000.00 HUF	<a href="#">Details</a>
00010.10	Lubricant (Material) 14	Material	5.000 (HUR)		4,000.00 HUF	20,000.00 HUF	<a href="#">Details</a>
▼ 00010.00020	Inspect Well Cleaning 15	Service				60,000.00 HUF	<a href="#">Summary</a>

**Status**

Service Call: Ready to plan

**Generic Service**

**Service Period**  
 Service Start Date: 9 Dec 2017  
 Service End Date: 25 Oct 2017

**Other Information**  
 AccountCategory: K

**Service Period**  
 Service Start Date: 20 Aug 2019  
 Service End Date: 28 Aug 2019

Messages

# Service call log - Order History

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

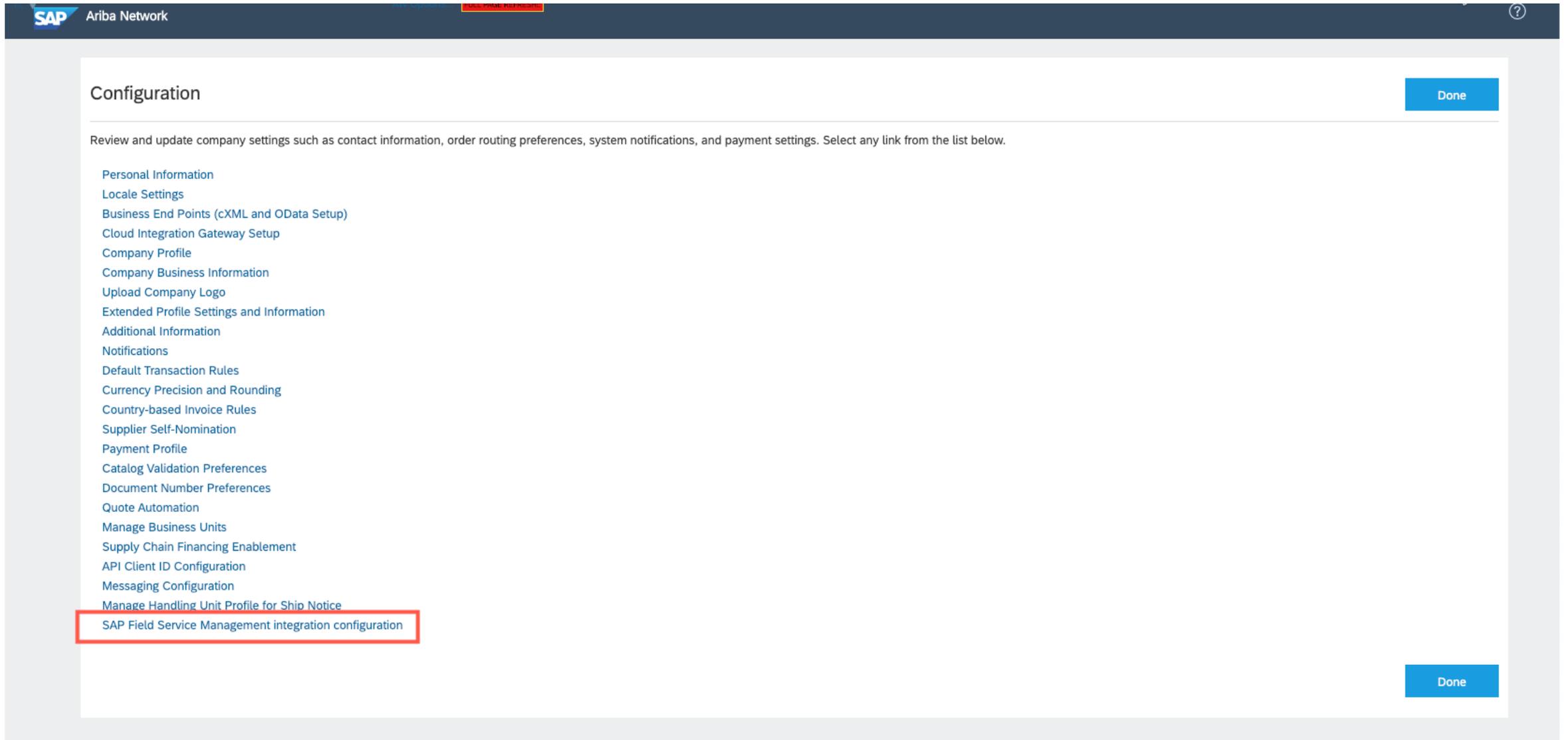
Status	Comments	Changed By	Date and Time
	The order was queued.	PropogationProcessor-101252028	18 Oct 2019 9:38:50 PM
	Email order was sent to v.bavareddy@sap.com.	ANPODispatcher-101252027	18 Oct 2019 9:39:10 PM
Sent	Email order was sent to v.bavareddy@sap.com.	OrderDispatcher - Email	18 Oct 2019 9:39:11 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

# Ariba Network – Field Service Management Integration Configuration

## Ariba Network

- Setup FSM API access information (Account ID, Client Id, Secret Key etc) and setup callback(Streaming API) basic auth credentials for FSM in Ariba Network. (Buyer administrator )
- Enable default transaction rule for buyer( or supplier relationship) to use FSM integration for proof of service. (Buyer Administrator)
- Enable transaction rule “Require proof of service for SES” (Optional)
- Provide access to supplier user with permission for “Proof Of Service Create On behalf Access”

# Setup API access information and callback basic auth credentials



The screenshot shows the SAP Ariba Network Configuration page. The header includes the SAP logo and 'Ariba Network' text. A red box highlights the 'API Client ID Configuration' link in the list of configuration options. The page also features a 'Done' button in the top right corner and another 'Done' button at the bottom right.

**SAP** Ariba Network ?

## Configuration Done

Review and update company settings such as contact information, order routing preferences, system notifications, and payment settings. Select any link from the list below.

- Personal Information
- Locale Settings
- Business End Points (cXML and OData Setup)
- Cloud Integration Gateway Setup
- Company Profile
- Company Business Information
- Upload Company Logo
- Extended Profile Settings and Information
- Additional Information
- Notifications
- Default Transaction Rules
- Currency Precision and Rounding
- Country-based Invoice Rules
- Supplier Self-Nomination
- Payment Profile
- Catalog Validation Preferences
- Document Number Preferences
- Quote Automation
- Manage Business Units
- Supply Chain Financing Enablement
- API Client ID Configuration
- Messaging Configuration
- Manage Handling Unit Profile for Ship Notice
- SAP Field Service Management integration configuration**

**Done**

# Setup API access information and callback basic auth credentials

SAP Ariba Network AW Options... FULL PAGE REFRESH! ?

[Save](#) [Close](#)

Field Service Management API Access Configuration:

Data center:  ▼ Australia

Account Name:

Client ID:

Client Secret:

Shared Secret for Field Service Management call back:

Auth user: AN02000362240

Auth password:

[Save](#) [Close](#)

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# Service Sheet Transaction Rules

## Service Sheet Rules

Require suppliers to create an order confirmation before creating a service sheet. ⓘ

Require suppliers to provide start and end dates on service sheets.

 At line level ⓘ At header ⓘ

Require suppliers to provide approver information on service sheets. ⓘ

Allow suppliers to send service sheet attachments. ⓘ

Your procurement application can download service sheet attachments (MIME multipart messages). ⓘ

Do not allow creation of service entry sheet for expired purchase orders.

Do not allow suppliers to manually create service entry sheets for service orders. ⓘ

Require suppliers to create a proof of service (POS) before submitting a service entry sheet (SES). ⓘ

Allow suppliers to create proof of service using SAP Field Service Management. ⓘ

Allow suppliers to create correction service sheets. ⓘ

Require suppliers to provide account assignment information. ⓘ

Require suppliers to create service entry sheets where the line item quantity is not zero. ⓘ

# Permission for "Service Call" button

## Permissions

Each role must have at least one permission.

Page 1

	Permission	Description
<input type="checkbox"/>	Timestamp verification	Verify timestamp token on invoices
<input type="checkbox"/>	Payment Activities	Manage your payment activities
<input type="checkbox"/>	Premium Membership and Services Management	Manage your premium service subscriptions
<input checked="" type="checkbox"/>	Proof Of Service Create Access	Allows users to create a proof of service
<input checked="" type="checkbox"/>	Proof Of Service Create On Behalf Access	Allows user to create a proof of service on behalf of another user
<input checked="" type="checkbox"/>	Proof Of Service Report Access	Allows user to create and run Proof Of Service reports
<input checked="" type="checkbox"/>	Proof Of Service Review And Approve	Allows users to review and assign a PO to a proof of service
<input type="checkbox"/>	Quality Inspection Access	Access to view quality inspection documents
<input type="checkbox"/>	Quality Inspection Creation	Access to create quality inspection documents

# Ariba Network – Field Service Management Integration Configuration

## Field Service Management

- Setup client Id credential for the API access
- Setup permission “group checkout” for service technician user group
- Setup supplier as company in FSM
  - Company(supplier) name must be the AN ID of the supplier in Ariba Network
  - Setup new “Origins” with value of “-4, Ariba PO“ for service call in FSM for each company(supplier)
  - Setup ”Streaming API” data and credentials in FSM for each company(supplier)
    - Streaming URL: <https://service.ariba.com/Network/proofofservice/supplier/v1/fsm/updateServiceCallStatus>
    - Auth method : BASIC
    - AN ID of buyer in Ariba Network
    - Shared secret of buyer setup in Ariba Network
    - Streaming Object Types : SERVICECALL (only)
    - Should include whole resource Object : On
  - Setup mapping for Service call status ”Technically Complete”
- Setup users for each supplier company
  - Create Dispatcher (User Groups) users
  - Create Technician (User Groups) users

## Other considerations

- Technician must checkout after completing all the activities in a service call.
- Service call must be marked as “-3, Technically Complete” to initiate the web hook update to post the PDF to Ariba Network.

# API Client Id/Secret setup

The screenshot displays the SAP Admin interface for configuring an API client. The top navigation bar includes the SAP logo, the word "Admin", and a language selector set to "US". The main content area is titled "ACMEIndustries" and features a left-hand navigation menu with categories: "Account" (containing Account, Companies, Subscriptions, User Groups, User Roles, Users), "Clients" (containing External Access, SAML Configuration, Session Configuration, Password Policy), "Data Subjects", and "Personal Data". The "Clients" section is active, showing the "Edit Client" configuration page. The client details are as follows:

Client Id	127e6832-553f-4ead-98ab-ec656be15505
Client Authentication Method	CLIENT_SECRET
Client Secret	*****
Created	2019-06-25 06:19:50
Updated	2019-06-25 06:19:50

At the bottom right of the "Edit Client" section is a blue "Update" button with a left-pointing arrow. Below this is the "User Groups" section, which lists three user groups for the client:

ACMEIndustries	Admin (pre-configured)
AN10102020200	Admin (pre-configured)
AN10102020201	Admin (pre-configured)

- Login to the Admin module of FSM as an administrator.
- Select "Clients" → Select "Create" button.
- Setup generated Client Id and Client Secret in Ariba Network for API access.

# Group Checkout permission for Service Technician user group

**Edit User Group**

Name \* Service Technician (pre-configured)

Description Field Service Technician with access to the mobile apps and all function:

Created 2019-11-27 05:44:01

Updated 2019-12-19 22:47:57

Clients (OAuth2 API) All

Access to Classification Levels CONFIDENTIAL , INTERNAL , PUBLIC

**Permissions**

Object Type SERVICECHECKOUT

Create OWN

Create Own Condition Use default

Read ALL

Update OWN

Update Own Condition Use default

Delete OWN

Delete Own Condition Use default

UI Permissions GROUP\_CHECKOUT\_ALLOWED

**Info**

User Group

A User Group defines a certain role that a person can hold within your company, or even for outside contractors. It holds information on accessing the apps, functions and data required to execute the user's role.

The User Group contains a configuration of basic permissions for the Data Objects. These permissions are universal and apply to any application or interface. They help ensure data security and sensitivity.

The User Group may also contain rules for company data synchronization to Field Service Apps. These are meant to help with application performance, bandwidth consumption on mobile devices, and also provide clarity for Field Service user roles. They are not universally applicable.

Data Sync Rules

Data Sync Rules may be considered an extension of the "OWN" permissions for certain Data Object types, but only apply to the data synchronized on Field Service Apps. Data Sync Rules are applied in the following order: Subscriptions > Permissions > Data Sync Rules. Only one rule can be enabled per Data Object type at one time. However, multiple rules can still be combined, by enabling only one for any given object type.

Permissions

The permission system consists of a set of rights attached to Data Object types. The set specifies which users are granted access to Data Objects, as well as what operations are allowed on a given Data Object type. There are four basic types of operations allowed: Create, Read, Update, Delete (CRUD). Each permission entry defines which of those are applicable on a given Data Object type. Options to choose from:

**NONE** - The operation cannot be performed on this type of Data Objects

**OWN** - The operation can be performed on this type of Data Objects only if they are "owned" by the user. This can mean different things, but usually the user must have created these objects, or be assigned as responsible for them.

**ALL** - The operation can be performed on all Data Objects of this type

For additional information on the role of Data Transfer Objects (DTOs), please refer to the [Data Model documentation](#).

- Login to the Admin module of FSM as an administrator.
- Select User Groups → Select “Service Technician (pre-configured)” user group → Select “Edit” → In permission area select Object Type as “SERVICECHECKOUT”
- Select “UI Permissions” “GROUP\_CHECKOUT\_ALLOWED” from the dropdown and click “Update” button.

# Create supplier companies

The screenshot shows the SAP Admin interface for creating a company. The top navigation bar includes the SAP logo, 'Admin', and user information 'DE' and 'shell-d2/sganesan'. A sidebar on the left lists various configuration options: Account, Companies (selected), Subscriptions, User Groups, User Roles, Users, Clients, External Access, SAML Configuration, Session Configuration, Password Policy, Data Subjects, Personal Data, and Authentication Events. The main content area is titled 'Create Company' and contains the following fields:

- Name \* (text input)
- Description (text input)
- Industry (dropdown menu, 'Nothing selected')
- Time Zone (dropdown menu, 'Nothing selected')
- Type \* (dropdown menu, 'Nothing selected')

Below the fields, there is a note: '\* Demo company comes with predefined users'. At the bottom left of the form, there is a toggle for 'Create Person for Every User' set to 'Off'. A 'Save' button is located at the bottom right of the form.

- Login to the Admin module of FSM as an administrator.
- Select Companies → Create and enter supplier company details in the Create Company screen.
- Make sure the name field contains the AN ID of the supplier.
- Enter the name of the supplier company in the description field.
- Enter all other relevant details.

# Streaming API setup for Company

The screenshot displays the SAP Admin interface for configuring the Streaming API. The breadcrumb path is ACMEIndustries / AN02000000182. A left-hand navigation menu includes options like Email Addresses, Streaming API (selected), and SMS Messages. The main area, titled 'Current configuration', shows a list of settings:

Streaming enabled	<input checked="" type="checkbox"/>
Extended Logs enabled	<input checked="" type="checkbox"/>
Streaming Url	https://webhook.site/ffa55231-ecc2-44d4-9257-0535c3bf142d
Auth method	BASIC
Auth user	AN01000153834
Auth password	*****
Streaming Object Types	SERVICECALL
Should include whole resource Object	<input checked="" type="checkbox"/>
Change Date Time	Mon Oct 14 03:43:07 GMT 2019
Last Modified By	ACMEIndustries/sildy.augustine

At the bottom right of the configuration area, there are three buttons: 'Errors', 'Edit', and 'Delete'.

# Origins setup

The screenshot displays the 'Origins' management interface in the CORESUITE.COM application. The top navigation bar shows 'Planning and Dispatching' and 'ACMEIndustries'. The left sidebar contains various menu items such as Dashboard, Service calls, Activities, Business partners, Contacts, Checklist templates, Equipment, Items, Reports, Employees, Time efforts, ERP errors, and Groups. The main content area is titled 'Origins' and features a 'Create new +' button and a search bar labeled 'Search by name'. Below the search bar, it indicates 'Showing 1-4 of 4' items. The list of origins includes: [-2] Telephone, [-4] Ariba PO (circled in red), [-1] Email, and [-3] Web Portal.

# Map status Technically Complete

The screenshot shows the SAP Planning and Dispatching interface. The left sidebar contains navigation options: Project Planner, Dispatching Board, Service Map, Service Calls, Activities, Skills, Time and Material Journal, and Settings. Under Settings, 'General settings' is selected. The main content area is divided into three panels: 'Service call mappings', 'Default settings', and 'Activity settings'. The 'Service call mappings' panel is highlighted with a red border and contains a table mapping ERP statuses to system statuses. The 'Default settings' panel shows configuration for new service calls, and the 'Activity settings' panel shows configuration for new activities. Below these panels is the 'Dispatcher reminders' section.

Service call type	Reminder
Warranty	Make sure the equipment is still under warranty
Maintenance	Review if maintenance is included in customer contract

- In order to change the status of a service call to Technically Complete from the service call list view, the status value named 'Technically Complete' has to be mapped to the correct value.
- Login to the 'Planning and Dispatching' module of FSM as an administrator.
- Navigate to Settings → General Settings → Service Call Mappings.
- The default value mapped to status Technically Complete is 'Closed'.
- Edit and change the mapping of status named 'Technically Complete' to 'Technically Complete' instead of 'Closed'.
- This status mapping has to be done for each company.

# Create Users

The screenshot shows the SAP Admin interface for creating a user. The top navigation bar includes the SAP logo, 'Admin', and the user 'shell-d2/sganesan'. A sidebar on the left lists various administration options, with 'Users' selected. The main content area is titled 'Create User' and contains several input fields: 'Name \*', 'Email', 'Password \*', 'First Name', and 'Last Name'. Below these fields is a toggle switch for 'Create Persons in Companies' set to 'Off'. A 'Save' button with a back arrow is located at the bottom right of the form. An 'Info' box on the right provides context: 'User represents a single person which can access data. One account can contain many users.'

- Login to the administration module of FSM as an administrator.
- Select Users → Create to create new users in the New create users screen.
- Enter details such as name, password, role and other relevant details.

# Create Users

User Groups	
AN01055321248-T	no access
AN01439279631-T	no access
AN01056745876-T	Dispatcher (pre-configured) 
AN01438933624-T	no access
AN01047610978-T	no access

Persons	
AN01055321248-T	no access
AN01439279631-T	no access
AN10102020200	sildy.augustine
AN10102020201	sildy.augustine
AN01047610978-T	no access

- Edit the user to map the user to relevant user group and company.
- The user group determines the access rights to the FSM modules and screen elements.
- Examples of user groups are Dispatcher, Service Technician, Admin.
- The Persons section determines the companies the user is mapped to.

# SAP Ariba and SAP Fieldglass

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