SAP Ariba

Feature at a Glance

Identifying the procurement operations desk agent processing the requisition in procurement operations desk

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Feature at a Glance

Introducing: **Identifying the procurement operations desk agent processing the requisition in procurement operations desk**

Customer challenge

Previously, as the procurement operations desk agent details were not displayed in the SAP Ariba solution, the requisition preparer did not know the agent to contact for updates.

Meet that challenge with

SAP Ariba

Requisitions submitted in the buying solutions from SAP Ariba now display the details of the procurement operations desk agent assigned to process the requisition. Requisition preparers can use the contact information to contact the agent to expedite the approval process.

Experience key benefits

The requisition preparer can now use the information provided to contact the assigned agent.

Solution area

SAP Ariba Buying with procurement operations desk capability (with or without the guided buying capability)

SAP Ariba Buying and Invoicing with procurement operations desk capability (with or without the guided buying capability)

Implementation information

This feature is **automatically on** for all customers with the applicable solutions and is ready for immediate use.

Prerequisites and Restrictions

Procurement operations desk enabled for buying solutions.

The procurement operations desk agent information displays for requisitions that are created after the capability is enabled in this release. This information is not displayed for previously created requisitions..

The details of the procurement agent are not visible on the guided buying user interface.
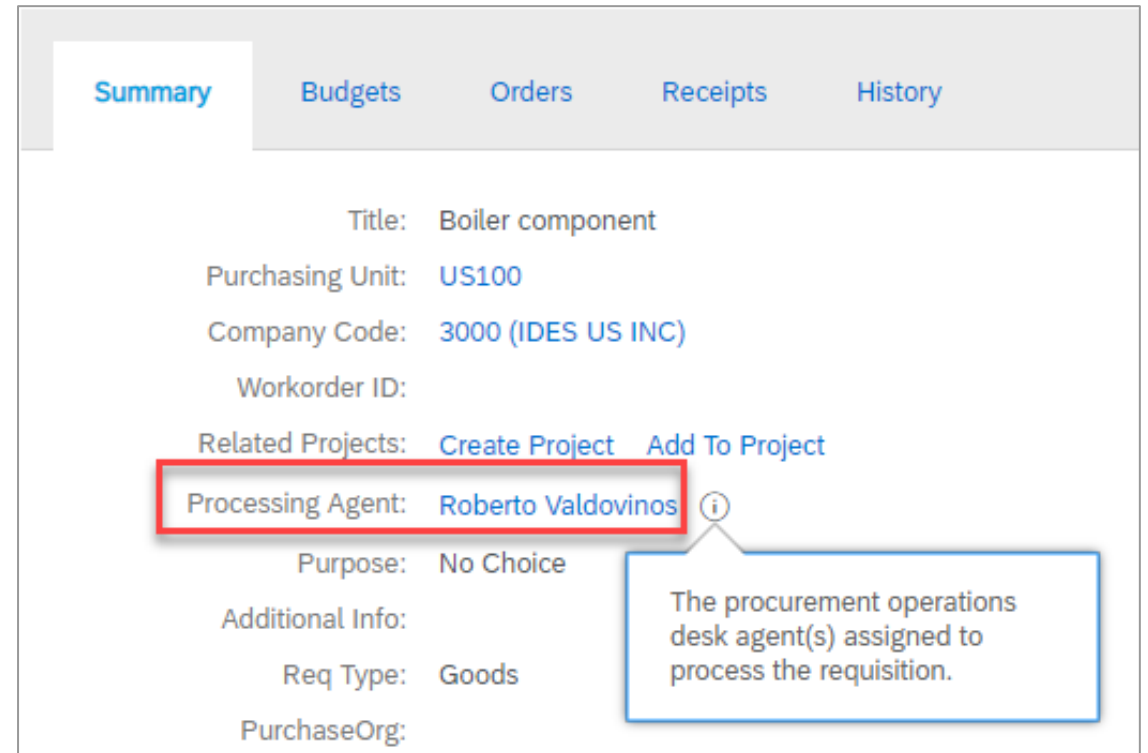
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In the buying solutions from SAP Ariba, the **Processing Agent** field is now displayed in the header details of a requisition. This field shows the name of the procurement operations desk agent processing the requisition.

The following values are displayed in the field:

- **Unassigned**: Indicates that the procurement operations desk agent assignment is in progress.

- **<User name>**: Indicates the name of the procurement operations desk agent assigned to process the requisition. Click the name to view the contact details.

- **Not applicable**: Indicates that the currently active approver in the approval flow of a requisition does not belong to the **Buyer Procurement Desk Agent** group or the **Buyer Procurement Desk Manager** group. Therefore, a procurement operations desk agent does not need to be assigned.

Buyer Application

| Summary | Budgets | Orders | Receipts | History |

Title: Boiler component
Purchasing Unit: US100
Company Code: 3000 (IDES US INC)
Workorder ID:
Related Projects: Create Project   Add To Project
Processing Agent: Roberto Valdovinos (i)
Purpose: No Choice
Additional Info:
Req Type: Goods
PurchaseOrg:

The procurement operations desk agent(s) assigned to process the requisition.