



SAP Ariba 

# Feature at a Glance

## Proof of service API

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# Feature at a Glance

## Introducing: Proof of service API

Ease of implementation

Geographic relevance



Some complexity

Global

### Customer challenge

The proof of service (PoS) is a digital document that acts as a proof of completion of a service line item in the service order.

The ability to create a proof of service is important for organizations to create a digital record as the proof of a completed service.

For instance, the oil and gas upstream industry is using field tickets as proof of service for the field services activities.

Ariba Network does not currently provide a proof of service API.

### Solution area

Ariba Network services automation  
SAP Ariba APIs

### Meet that challenge with SAP Ariba

The proof of service API provides a means by which to process a proof of service, i.e. means to create a proof of service, update the data, change status, add a supplier reviewer and a buyer approver, link it to a purchase order, view the data and add or download attachments along with many other actions.

### Implementation information

This feature is automatically on for all customers with the applicable solutions but requires **customer configuration**.

### Experience key benefits

A digital record of the proof of a completed service will allow organizations to increase efficiency and save time required to process paper copies of tickets used as proof of service, especially when a service order will be executed by multiple technicians and external contractors.

With this API, the supplier may connect an external application to Ariba Network in order to provide proof of service.

### Prerequisites and Restrictions

Roles with permissions for proof of service need to be configured and users assigned to these roles. Before this can be done, the Buyer must request to enable the proof of service capability.

This API is only available to suppliers with Enterprise Account.

The transaction subrule **Require suppliers to create a proof of service (PoS) before submitting a service entry sheet (SES)** must not be enabled for suppliers creating proof of service using the proof of service API.

USD is the only supported currency.

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### Introducing: **Proof of service API**

#### Detailed feature information

The introduction to the proof of service is available in the **Ariba Network for Suppliers** documentation **Receiving and fulfilling orders** in the chapter **Topics about proof of service** available at the address

<https://help.sap.com/viewer/45abc7c531754929a19c6a844bd5d6ec/cloud/en-US/00fdad1e3c414c8a9aea472bdb3fb531.html>

As it is written in this documentation:

- A proof of service can correspond to one line item in the purchase order.
- A proof of service can be created only at the purchase order line item level.
- A proof of service can be created only for service items.

Note for Buyers: The transaction subrule **Require suppliers to create a proof of service (PoS) before submitting a service entry sheet (SES)** must not be enabled for suppliers creating proof of service using the proof of service API if you want these suppliers to be able to create service sheets. This subrule only accepts proof of service using SAP Field Service Management before submitting a service sheet.

There are two methods to view the data of a proof of service created using the API:

- With the proof of service report in Ariba Network
- With the View Proof of Service API

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### Introducing: **Proof of service API**

#### **Proof of service header details (1/2)**

A proof of service (PoS) header includes the data presented below and on the next page.

Header field name (1/2)	Data type	Description
Document number	Alphanumeric	A unique identifier per supplier organization for the proof of service document
Location	Text	Location or site code where the service was performed
Start date	Date	Start date and time of the service provided
End date	Date	End date and time of the service provided
Description	Text	Description of the service that was completed. If the ticket is created from the purchase order (PO), then the service description from the PO will be copied over
Project Code	Text	Generic code describing the project, e.g. AFE code, etc.
PO Number	Alphanumeric	The purchase order (PO) to which the proof of service is linked
Accounting	Alphanumeric	Accounting code for the proof of service. Initially pulled from the PO
Creator	User id, first name, last name, AN id	The user who has created the proof of service
Create date	Date	Date of creation of the PoS
Completed by	Alphanumeric	The user identifier of the contractor who executed the task

## Feature at a Glance

### Introducing: **Proof of service API**

#### **Proof of service header details (2/2)**

A proof of service (PoS) header includes the data presented below and on the previous page.

Header field name (2/2)	Data type	Description
Status	List of values (see <a href="#">page 7</a> )	Status of the proof of service depending on the processing state. See allowed values later in this document
Reviewer	Alphanumeric	The supplier user identifier (field supervisor) who should review the proof of service, link to the purchase order line item and submit for approval
Review comment	Text	Comment added by the supervisor about the proof of service review
Approver	Alphanumeric	The Buyer user identifier who should approve or reject the proof of service
Buyer comment	Text	Comment added by the buyer about the PoS approval or rejection
Attachments	Document	Attachments to the proof of service, e.g. a picture
Total amount	Number	Sum for all proof of service items of the chargeable quantity multiplied by the unit price

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### Introducing: **Proof of service API**

#### **Proof of service line item details**

The table below lists the details of the proof of service line item

Line item field name	Data type	Description
Line number	Number	Line number of the proof of service line item within the proof of service
PO Line number	Number	Line number of the PO service line item to which the proof of service line item is linked to
Type	Values	Type of the proof of service line item, Service or Material
Description	Text	Description of the material or service of the proof of service line item
Quantity	Number	Quantity of material used or service delivered for the task
Chargeable quantity	Number	Quantity of material or service to be charged and invoiced to the buyer
Unit of measure	Alphanumeric	The unit of measurement of the quantity of material or service
Unit price	Number	Price per unit of the item.
Currency	Currency code	Currency code for the payment of the service.
Start	Date and time	Start date and time of the service. Not for material
End	Date and time	End date and time of the service. Not for material
Comments	Text	Comments about the proof of service line item

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### Introducing: **Proof of service API**

#### **Proof of service status**

The proof of service status can be updated based on the user's role and the current status of the proof of service (PoS).

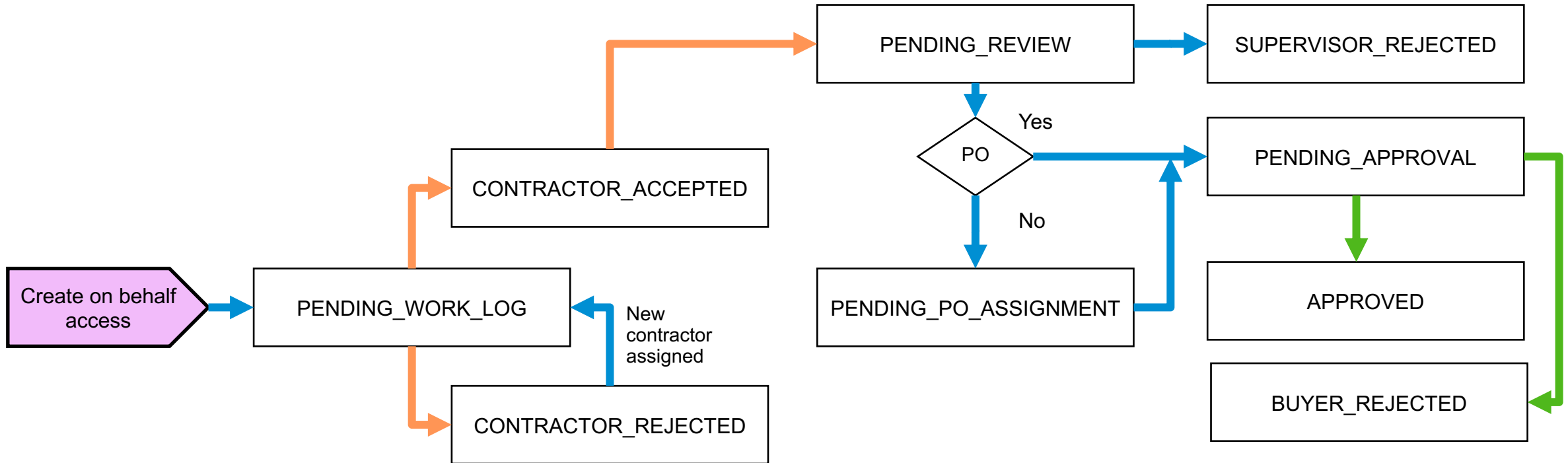
Here are the different values for proof of service status, while the allowed transitions are described on the next page.

Proof of service status	Description
PENDING_WORK_LOG	The proof of service is created by a supplier user on behalf of the contractor. The service details are pending from the contractor.
CONTRACTOR_REJECTED	The proof of service is created by a supplier user on behalf of the contractor and is rejected by the contractor. The supplier user can assign the proof of service to another contractor.
CONTRACTOR_ACCEPTED	The proof of service is created by a supplier user on behalf of the contractor and is accepted by the contractor.
PENDING_REVIEW	The proof of service is pending review by the supervisor (supplier user with reviewer permission).
PENDING_PO_ASSIGNMENT	The proof of service is pending the assignment of purchase order information by a supplier user.
SUPERVISOR_REJECTED	The proof of service is rejected by the supervisor (supplier user with reviewer permission).
PENDING_APPROVAL	The proof of service is pending approval by the buyer.
BUYER_APPROVED	The proof of service is approved by the buyer.
BUYER_REJECTED	The proof of service is rejected by the buyer. If a PoS is rejected by the supervisor or buyer, the PoS workflow ends. The supplier or contractor must create another PoS for the same service item with the corrected details in order to get approval.

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### Introducing: **Proof of service API**

#### Proof of service status transitions for use case 1



A supplier **PoS assigner** (with Proof Of Service Create On Behalf Access permission), creates a PoS with purchase order information and assigns it to a contractor. The **contractor** accepts the PoS and completes it with execution details or rejects it, in which case the PoS assigner will need to reassign it to another contractor. A **supervisor** reviews the PoS, selects the approver, and submits the PoS. The buyer **approver** accepts or rejects the PoS.

#### Legend

Permissions

Contractor actions

Buyer approver actions

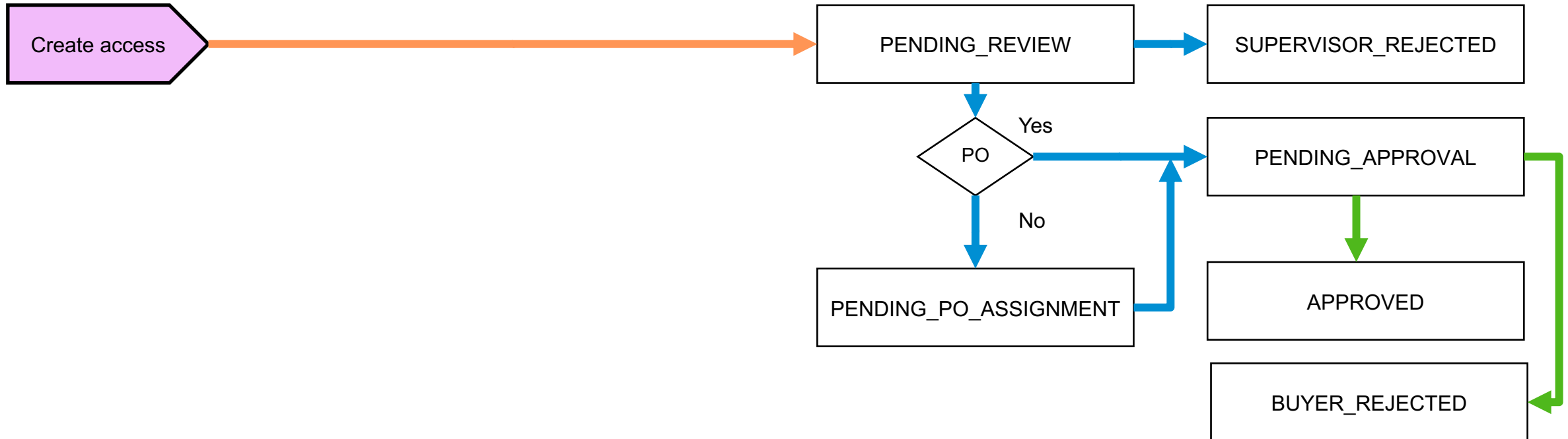
Supplier assigner or supervisor actions



## Feature at a Glance

### Introducing: **Proof of service API**

#### Proof of service status transitions for use case 2



A **contractor** (with *Proof Of Service Create Access* permission) creates a proof of service. PoS is reviewed by a supplier **supervisor** (with *Proof Of Service Review Access* permission) who rejects or accepts the PoS. The supervisor rejects the PoS or adds purchase order information and selects the approver, and submits the PoS. The buyer **approver** (with *Proof Of Service Approval Access* permission) accepts or rejects the PoS.

#### Legend

Permissions

Contractor actions

Buyer approver actions

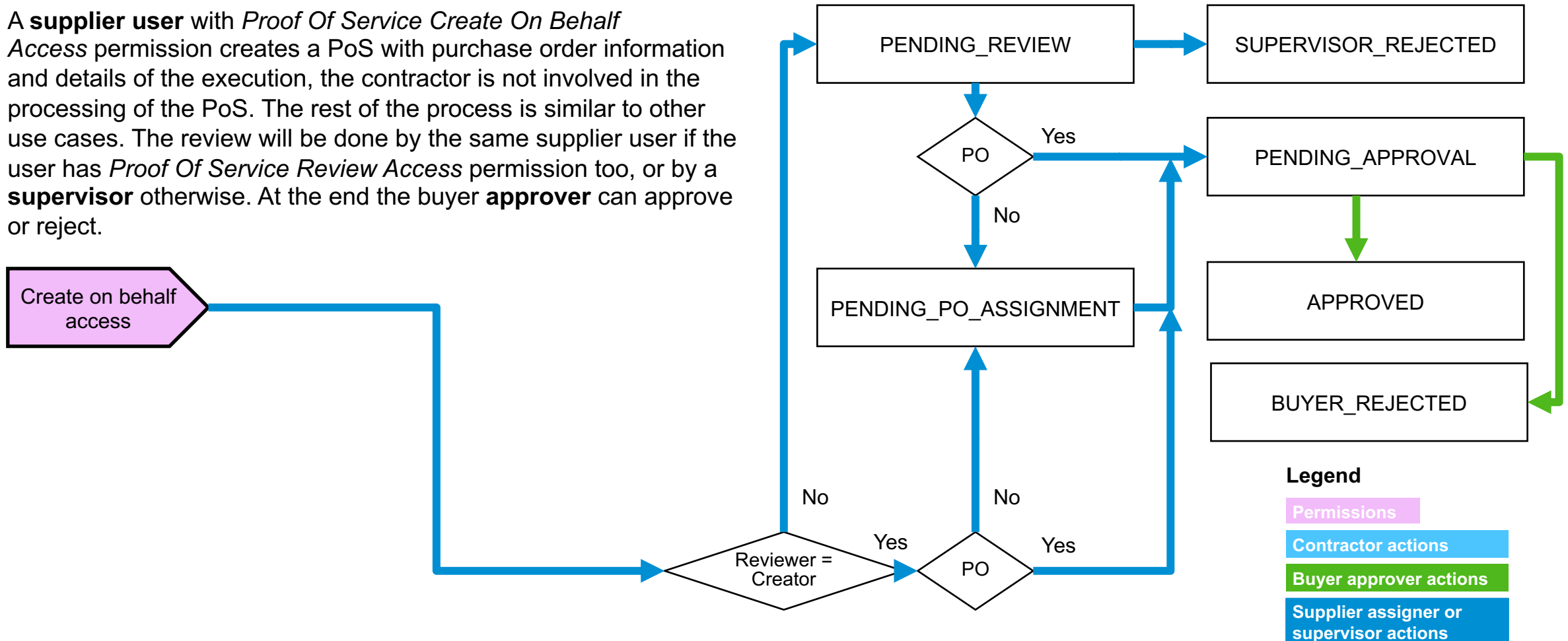
Supplier supervisor actions

# Feature at a Glance

## Introducing: Proof of service API

### Proof of service status transitions for use case 3

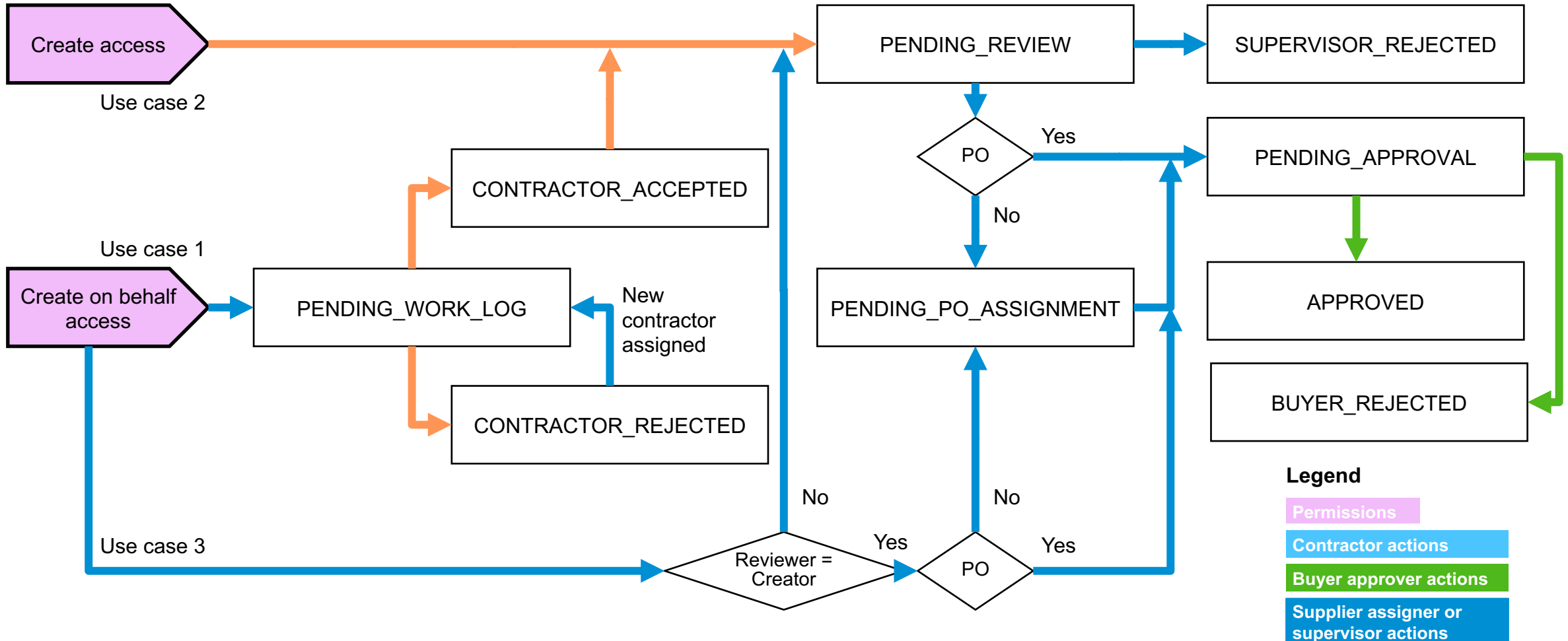
A **supplier user** with *Proof Of Service Create On Behalf* Access permission creates a PoS with purchase order information and details of the execution, the contractor is not involved in the processing of the PoS. The rest of the process is similar to other use cases. The review will be done by the same supplier user if the user has *Proof Of Service Review Access* permission too, or by a **supervisor** otherwise. At the end the buyer **approver** can approve or reject.



# Feature at a Glance

## Introducing: Proof of service API

### Synthesis: Proof of service status transitions all use cases



## Feature at a Glance

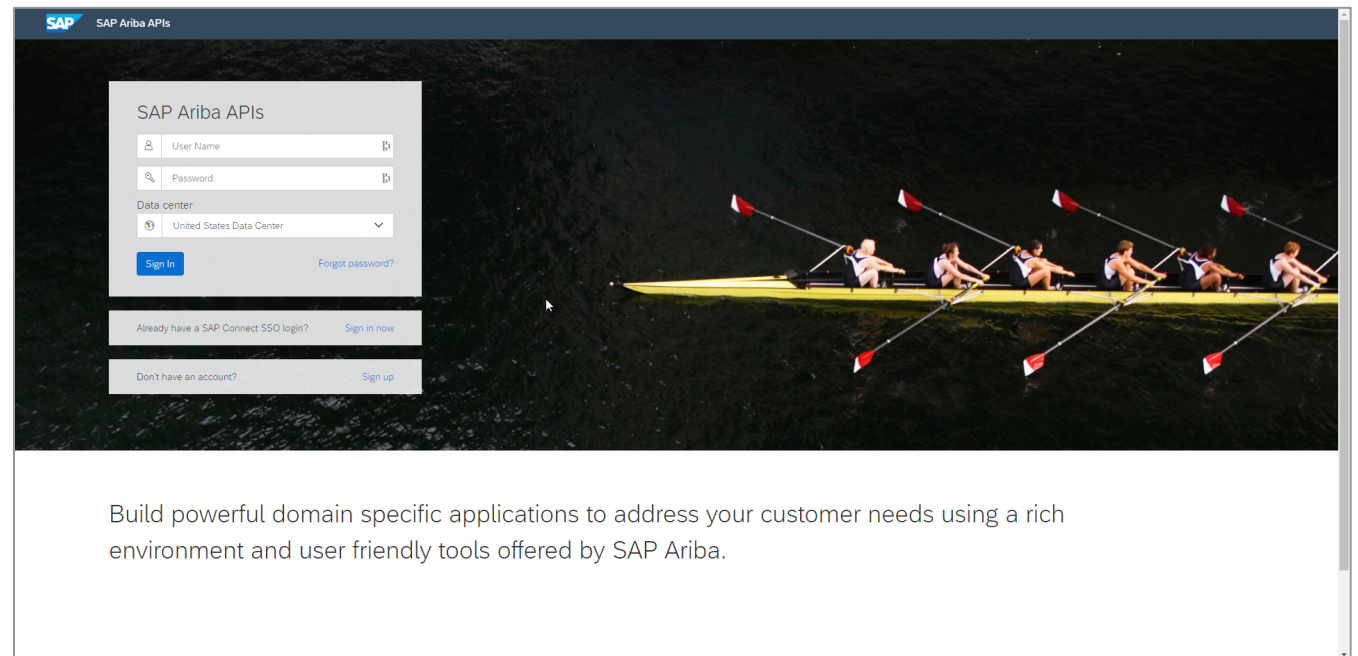
### Introducing: **Proof of service API**

#### **Supplier access to API**

The supplier has access to the SAP Ariba APIs on the SAP Developer Portal in two ways:

- directly at the address <http://developer.ariba.com/api/>
- from their Ariba Network **Account Settings**

See release guide for feature **NP-23412 Access to SAP Ariba developer portal for Ariba Network enterprise suppliers** for more information.



## Feature at a Glance

### Introducing: **Proof of service API**

#### List of features

The following released features enable the actions available to process a proof of service:

Name	Feature identifier	Available only for
Getting user list using the Proof of Service API	NS-7318	Suppliers
Creating proof of service using the Proof of Service API	NS-7392	Suppliers
Updating proof of service using the Proof of Service API	NS-7401	Suppliers and Buyers
Viewing proof of service using the Proof of Service API	NS-7536	Suppliers and Buyers
Proof of Service API (Adding and downloading proof of service attachments)	NS-7273	Suppliers

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### Introducing: **Proof of service API**

#### **Getting user list using the Proof of Service API**

The API allows to perform user validation and return the list of contractors, reviewers, or approvers for a proof of service (PoS) in Ariba Network, based on user role. This API endpoint is available only for suppliers.

Using this API, the user can retrieve the following information:

- Contractor can retrieve the list of reviewers to assign PoS for review.
- Supplier user can retrieve the list of contractors to create a PoS on behalf of a contractor.
- Supplier user can retrieve the list of reviewers to add other reviewers for the PoS they created on behalf of a contractor.
- Supplier user can retrieve the list of approvers to add the approver for the PoS they review.

The user needs to have *Proof Of Service Create Access*, *Proof Of Service Create On Behalf Access*, or *Proof Of Service Review Access* permission to get the list of contractors, reviewers, or approvers for a PoS.

The lists of users are resulting from the roles created and assigned to Buyer and Supplier users by their administrators. See chapter **Roles with permissions for users related to proof of service** in the documentation **Receiving and fulfilling orders** for more information.

See the release guide for detailed information on endpoint URL, request format, payload parameters and response fields.

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### Introducing: **Proof of service API**

#### **Creating proof of service using the Proof of Service API**

The API allows to create a proof of service (PoS) in Ariba Network. This API endpoint is available only for suppliers.

The user needs to have *Proof Of Service Create Access* or *Proof Of Service Create On Behalf Access* permission to create a PoS. The user belongs to a Supplier organization.

With the *Proof Of Service Create On Behalf Access* permission, the user will create a PoS and assign it to another user called the contractor. This user is generally called a supervisor in the context of the proof of service processes.

With the *Proof Of Service Create Access* permission, the user will create a PoS that is self-assigned, i.e. the contractor in the PoS details is the user creating the PoS.

Optionally, the user can upload attachments against the parameter file.

See the release guide for detailed information on endpoint URL, request format, payload parameters and response fields.

The mandatory fields to create a proof of service are: **Document number**, **Location**, **Start date**, **End date**, **Description**, **Completed by** (contractor), **Reviewer**.

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#### **Updating proof of service using the Proof of Service API**

The API allows to update proof of service (PoS) in Ariba Network, based on user role and PoS status. This API endpoint is available for suppliers and buyers.

The user must have one of the following PoS related permissions:

- *Proof Of Service Create Access*
- *Proof Of Service Create On Behalf Access*
- *Proof Of Service Review Access*
- *Proof Of Service Approval Access*

See the release guide for detailed information on endpoint URL, request format, payload parameters and response fields.

Next page details which fields can be updated depending on the proof of service status and the user permissions.



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## Introducing: Proof of service API

### Proof of service status, roles and details updates

The following parameters can be updated by users with different roles, based on the proof of service (PoS) status:

Proof of service status	Contractor	Supplier user who creates PoS on behalf of contractor	Supervisor (reviewer)	Buyer (approver)
PENDING_WORK_LOG	Status	Status, contractor, reviewer, approver	None	None
CONTRACTOR_REJECTED	None	Status, contractor	None	None
CONTRACTOR_ACCEPTED	Status, location, description, start date, end date, file, and all line item parameters except line number and PO line number	None	None	None
PENDING_REVIEW	None	None	Status, location, description, start date, end date, accounting, project code, approver line items: line number, description, start date, end date, item type, comments, chargeable quantity, file, and all PO parameters	None
PENDING_PO_ASSIGNMENT	None	None	Status, accounting, project code, approver, and all PO parameters	None
SUPERVISOR_REJECTED	None	None	None	None
PENDING_APPROVAL	None	None	None	Status, accounting, buyer comment
BUYER_APPROVED	None	None	None	None
BUYER_REJECTED	None	None	None	None

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#### **Viewing proof of service using the Proof of Service API**

The API allows to view a proof of service document in Ariba Network, based on user role. This API endpoint is available for suppliers and buyers.

The user must have one of the following PoS related permissions:

- *Proof Of Service Create Access*
- *Proof Of Service Create On Behalf Access*
- *Proof Of Service Review Access*
- *Proof Of Service Approval Access*

All users can view all proof of service details, including attachments, except contractors (with only *Proof Of Service Create Access* permission) who cannot see the following details: **Project code, Accounting, Approver, Unit price, Chargeable quantity, Total amount.**

See the release guide for detailed information on endpoint URL, request format, payload parameters and response fields.

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#### **Adding and downloading proof of service attachments**

The API allows to add attachments to existing proof of service (PoS) documents in Ariba Network. This API can also be used to download attachments associated with a PoS document. This API endpoint is available only for suppliers.

The maximum size limit for the attachments in a proof of service document is 10 MB. There is no limit to the number of files per document.

All file formats except executable files are supported.

See the release guide for detailed information on endpoint URL, request format, payload parameters and response fields.

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