**SAP Ariba**

# Feature at a Glance

**Adding work order information to purchase orders originating from SAP S/4HANA or SAP ERP and follow-on documents**

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Target GA: November, 2020

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# Feature at a Glance

Introducing: **Adding work order information to purchase orders originating from SAP S/4HANA or SAP ERP and follow-on documents**

## Customer challenge

Certain buying organizations that have SAP S/4HANA or SAP ERP as their back-office system use maintenance work orders to procure maintenance and repair services for their plants and machinery. These work orders originate from the Plant Maintenance component in SAP S/4HANA or SAP ERP, and describe the materials and services required to fulfill such orders. If one or more items listed in those work orders are not available in the inventory, SAP S/4HANA or SAP ERP generates purchase requisitions for those items.

The process participants need the information of the work order and the equipment on which to operate the maintenance services in order to deliver the services and materials optimally.

## Solution area

Ariba Network

## Meet that challenge with

### SAP Ariba

Work order information originating from the Plant Maintenance component of SAP ERP or SAP S/4HANA is now displayed in documents transacted on Ariba Network. The two new work order information fields are Work Order ID and Equipment ID. These fields are auto-populated in documents that are displayed on Ariba Network. The work order information is derived from purchase orders received into Ariba Network from the buyers' SAP ERP or SAP S/4HANA.

## Implementation information

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

## Experience key benefits

For maintenance services and materials procurement, participants in the procurement process can now find on the process documents the information of the work order and the equipment.

This information enables a simpler process, with necessary information immediately available in the procurement documents. The availability of the information in the documents allows for a process time reduction, reduces execution costs, avoids errors and thus ensures a higher quality of service delivery, higher safety for equipment maintenance and higher buyer satisfaction.

## Prerequisites and Restrictions

- Ariba Network must be integrated with buyer's SAP ERP or SAP S/4HANA to send purchase orders to suppliers. cXML version 1.2.043 or later is required.
- Buyer must be using the Plant Maintenance component in SAP ERP or SAP S/4HANA.
- Buyers need to enable the *Integration to support sending work order-based purchase orders to Ariba Network* feature on SAP Ariba Cloud Integration Gateway.

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## Detailed feature information

Certain buying organizations that have SAP S/4HANA or SAP ERP as their back-office system use maintenance work orders to procure maintenance and repair services for their plants and machinery. These work orders originate from the Plant Maintenance component in SAP S/4HANA or SAP ERP, and describe the materials and services required to fulfill such orders. If one or more items listed in those work orders are not available in the inventory, SAP S/4HANA or SAP ERP generates purchase requisitions for those items

After the purchase requisitions are approved by authorized personnel, purchase orders are created in SAP S/4HANA or SAP ERP. The purchase order cXML document contains work order-related information and are sent from buyers' SAP S/4HANA or SAP ERP to Ariba Network. The scope of this feature is to include *Work Order ID* and *Equipment ID* fields in documents displayed in Ariba Network.

The following is a list of transaction documents for suppliers hosted on Ariba Network and buyer users that will now display the new work order information:

- purchase order
- invoice
- credit memo
- debit memo
- line item credit memo
- line item debit memo
- service entry sheet
- order confirmation
- advance ship notice
- goods receipt note

**Important:** The work order information fields are displayed only if buyers have enabled the rule **Allow supplier to view work order information** in their Ariba Network accounts.

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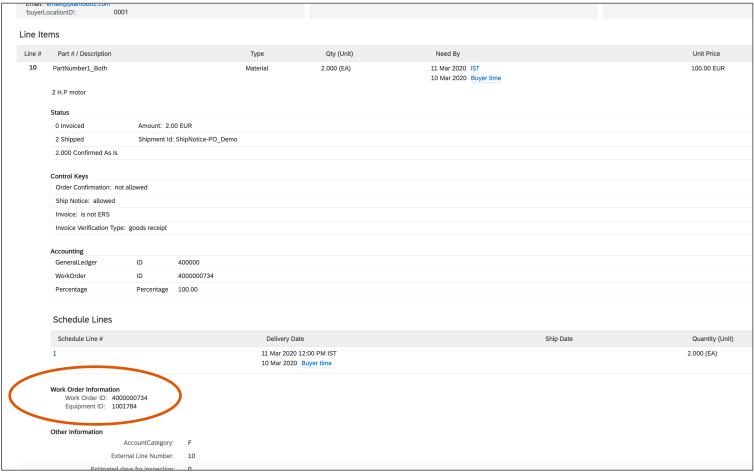
## Workflow for adding work order information

1. A work order is created in the Plant Maintenance component of SAP S/4HANA or SAP ERP.

2. A purchase order is created in SAP S/4HANA or SAP ERP if one or more items in the work order are not available in the inventory.

3. Ariba Network receives the purchase order cXML document from SAP S/4HANA or SAP ERP. See sample extracts from purchase order cXML document display later in this document. The purchase order contains the following information at the line level, under a new section named **Work Order Information**:
   - *WorkOrder ID*
   - *Equipment ID*

4. A supplier hosted on Ariba Network logs in to Ariba Network and creates one or more of the following documents from the purchase order:
   - invoice
   - credit memo
   - debit memo
   - line item credit memo
   - line item debit memo
   - service entry sheet
   - order confirmation
   - advance ship notice

5. Ariba Network displays work order information fields on the document that is created from the purchase order.

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**Example purchase order with work order information**

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## Changes to existing functionality

Documents transacted in Ariba Network display two new fields at the line level. These fields provide work order-related information and are auto-populated by deriving their values from the purchase order received from the buyers' SAP S/4HANA or SAP ERP. These fields provide important information to suppliers and enable them to offer accurate and timely services.

- The purchase order cXML document contains the *WorkOrder ID* at the line level. In the cXML purchase order document, the *WorkOrder ID* value is stored in the element *AccountingSegment* in *Distribution*. This element can appear multiple times in a line item, in case the assignment to work order(s) is done during the manual creation of the requisition or the purchase order, instead of generating these documents directly from the work order items to be procured externally.

- The *Work Order ID* and *Equipment ID* fields are displayed at the line level of documents, in a new section named **Work Order Information**. Multiple *WorkOrder ID*s are displayed as comma-separated IDs at the line level. These work order information fields are displayed only if buyers have enabled the rule **Allow supplier to view work order information** in their Ariba Network accounts.

The release guide documentation topic for this innovation includes sample extracts from purchase order cXML document.

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