



Feature at a Glance

Guided buying support for externally managed forms

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CONFIDENTIAL

Feature at a Glance

Ease of implementation

Low touch / simple

Geographic relevance

Global

Introducing: Guided buying support for externally managed forms

Customer challenge

Customers today cannot fully connect data between guided buying and an external system. Currently only simple URL links are available. This requires end users to complete processes connected to the buying experience in multiple different systems.

Meet that challenge with SAP Ariba

Guided buying now allows users to fill out and submit a new type of Functional Form that is then managed by an external system. A new API handles the communication between guided buying and external systems.

Experience key benefits

Capture information residing in guided buying forms and send it via APIs to external systems.

External systems will be able to update the form in guided buying with external status and external reference or ID.

This capability allows guided buying to become a repository of business-specific forms used by your organization, and facilitates buying-connected experiences to be completed by end users without leaving the guided buying experience.

Solution area

SAP Ariba APIs
SAP Ariba Developer Portal
SAP Ariba Buying and Invoicing
SAP Ariba Buying

Implementation information

Customers will register/configure an outbound and inbound API for Externally Managed APIs.

Customers will need to enable the following self-service parameters in Intelligent Configuration Manager:

PARAM_ENABLE_FDS
PARAM_ENABLE_EXTERNALLY_MANAGED
EXTERNALLY_MANAGED_OSG_RULE_NAME

Prerequisites and Restrictions

Create an outbound API for you external system.

Modify your external system to consume Ariba form data through the outbound API and communicate with Ariba using the inbound API.

Create custom externally managed forms in guided buying.

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Configuration Process for Externally Managed Forms

The following are high level process steps to configure Externally Managed Forms (see SAP Help for detailed documentation):

- Customers will need to create and register the outbound API they want to use to consume the data from externally managed forms. There is single registered outbound API, so customers should make sure that the API they register can handle multiple types of outbound form types if that is the customer design.
- The external system will use the Custom Forms API to retrieve Form detail fields. Configure this external system to consume data from the Custom Forms API if not previously completed.
- Configure the guided buying Functional Documents API in the SAP Ariba Developer Portal, and configure your external system to send the correct file format to this API.
- Set the parameter Application.OpenAPI.ClientIds to guidedbuy-2lo-client in the ICM.
- Enable several parameters in Intelligent Configuration Manager activate Externally Managed Forms capability:
 - PARAM_ENABLE_FDS
 - PARAM_ENABLE_EXTERNALLY_MANAGED
 - EXTERNALLY_MANAGED_OSG_RULE_NAME
- Design Externally Managed Forms in guided buying. Use the forms builder in Admin Use the forms builder in **Admin>Manage externally managed forms**, not the regular guided buying forms builder (**Admin>Manage forms**), so that these forms are available outside of the guided buying application.
- Map processes, defined any field localizations, and set up needed process policies.
- Create tiles for the Externally Managed Forms so that end users can access them.

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Customers will register their outbound API in the SAP Ariba Developer Portal.

The registered API is where SAP Ariba will deliver Externally Managed Form data when the outbound call is triggered.

Please note that only a single API can be registered for Externally Managed Forms. Ensure that the designated external system can consume all of the external form types your company would like to use.

See documentation for registering a customer API in the SAP Ariba Developer portal here:

[Managing your own APIs on the developer portal - SAP Help Portal](#)

The image displays two screenshots of the SAP Ariba Developer Portal. The top screenshot shows the 'Get Started' page with a navigation bar and a prominent 'Add New API' button circled in red. The bottom screenshot shows the configuration page for 'InitialTestOutboundAPI', with a '+' button in the search bar also circled in red. A 'Create new tenant' dialog box is overlaid on the bottom right of the configuration page, containing fields for Name, AN-ID, AN Id, Product, and Realm type (Test or Production), along with Save and Cancel buttons.

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Customers will configure the inbound guided buying Functional Documents API in the SAP Ariba Developer Portal.

Inbound form data will be sent to this API, your external system will need to be configured to sent the correct file format.

See documentation for managing API via the SAP Ariba Developer portal here:

[Developer portal guide for administrators - SAP Help Portal](#)

Link to the SAP Ariba Developer Portal:

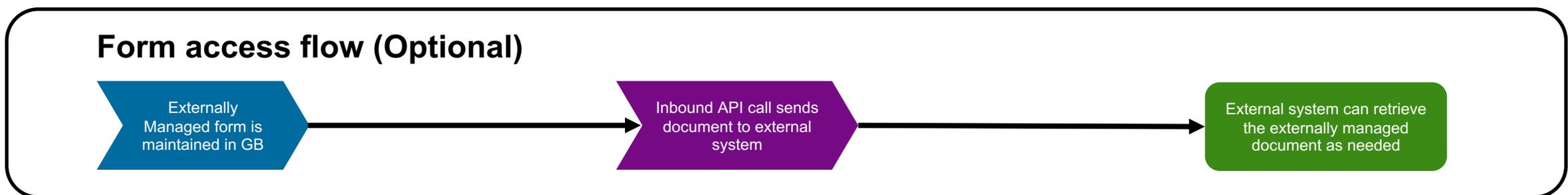
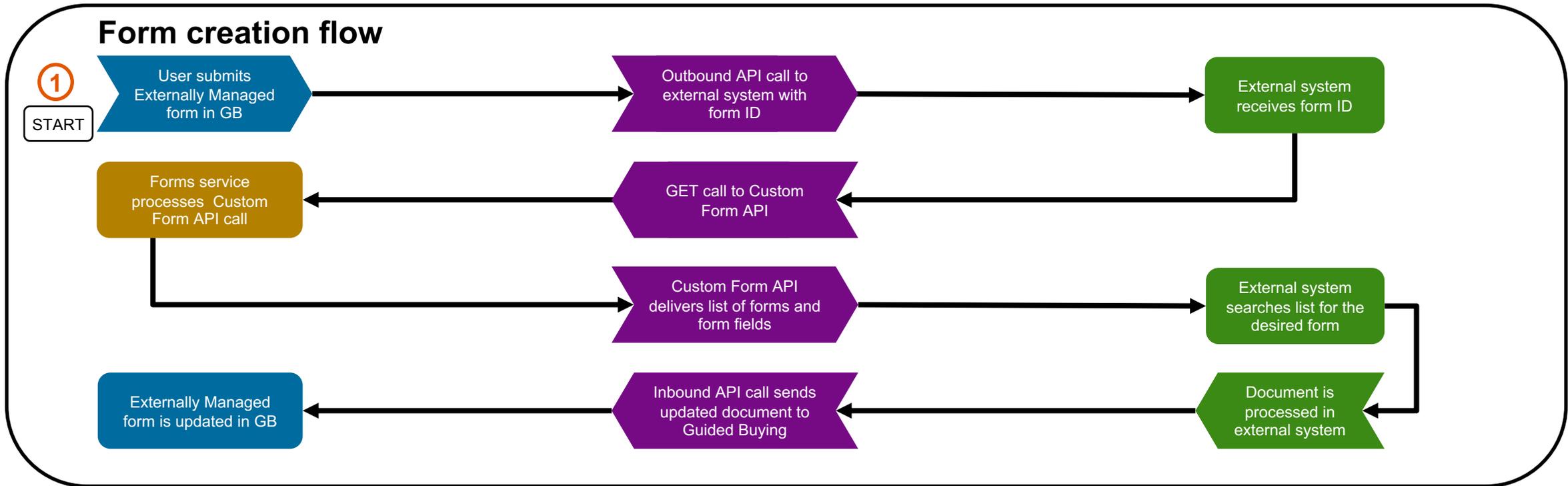
[SAP Ariba APIs Portal](#)

The top screenshot shows the SAP Ariba APIs REST API catalog. The 'Guided Buying Functional Documents API' is selected, showing its version (v1, Active), description, rate limit, and release notes. The bottom screenshot shows the 'My Applications' page with a search for 'guide' and details for 'Guided Buy Functional Documents Testing' by Emily Jiang, including organization, summary, last updated date, OAuth client ID, application key, and the APIs used by the application.

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- Guided Buying
- Forms
- API integration
- External System



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Functional Process for Externally Managed Forms

The following are high level process steps to use Externally Managed Forms (see SAP Help for detailed documentation):

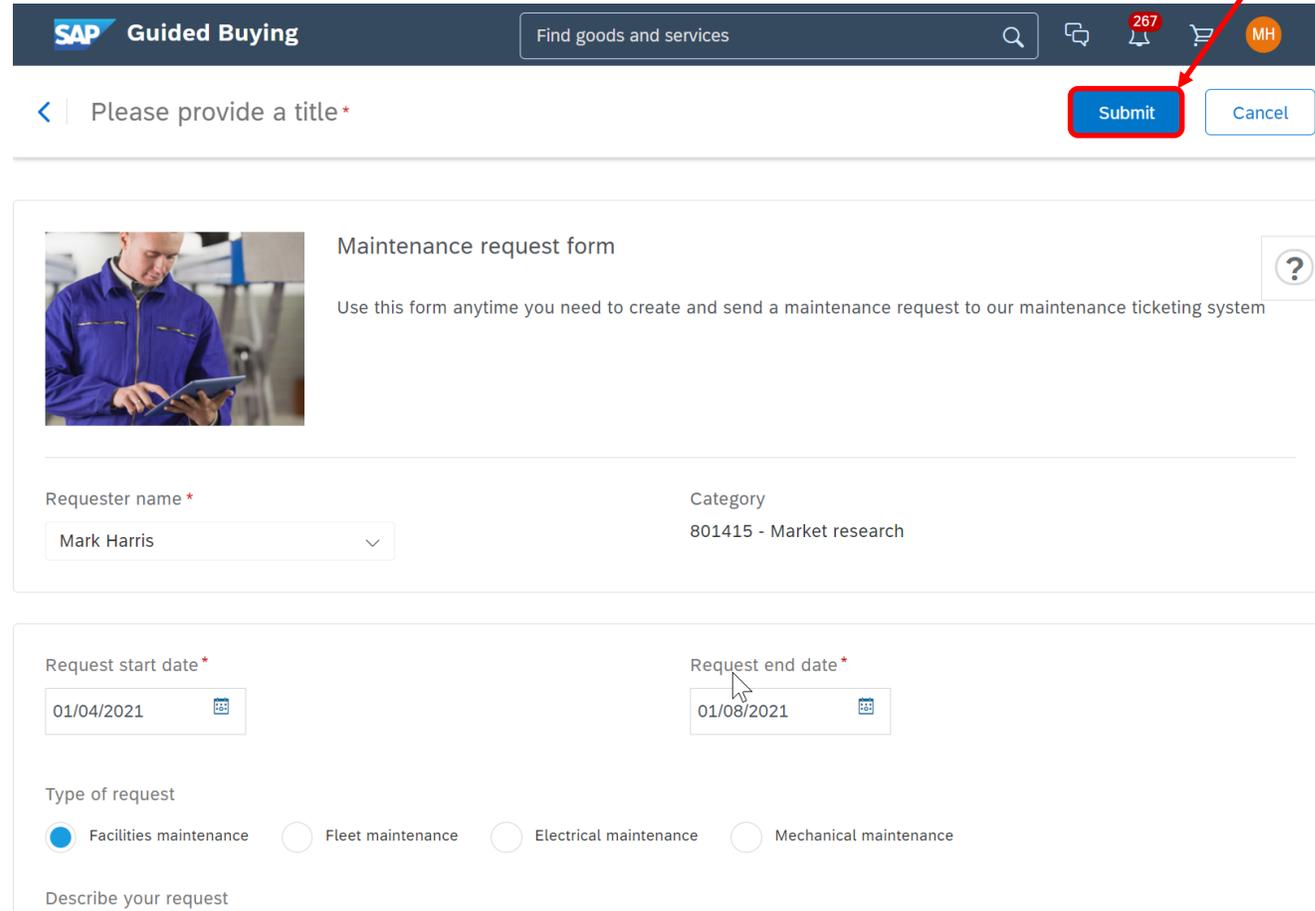
- End user opens a tile associated with an Externally Managed Form, completes the form, and clicks the **Submit** button.
- An outbound API call sends standard guided buying data to your external system. This data contains an ID that you can use to retrieve custom fields values.
- The external system uses the Custom Forms API to retrieve the values of custom fields via the Custom Forms API GET operation.
- The external system processes the form data.
- An inbound API call is made to the guided buying Functional Form API by the external system, delivering updated form data to guided buying.
- The form in guided buying is updated with the data from the external system.
- The external system can access the guided buying form as needed by using the inbound API with a GET operation.

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When an end user completes an Externally Managed Form and clicks Submit, an outbound call is initiated and the form data is delivered to the customer's registered API.

When a User clicks Submit this will initiate processing in the external system



The screenshot displays the SAP Guided Buying interface. At the top, there is a dark blue header with the SAP logo, the text 'Guided Buying', a search bar containing 'Find goods and services', and navigation icons including a notification bell with '267' and a shopping cart with 'MH'. Below the header, a breadcrumb trail shows '< | Please provide a title *'. To the right of this trail, a blue 'Submit' button is highlighted with a red box, and a white 'Cancel' button is adjacent to it. A red arrow points from the text above to the 'Submit' button.

The main content area features a 'Maintenance request form' with a small image of a worker in a blue uniform. Below the image, the text reads: 'Use this form anytime you need to create and send a maintenance request to our maintenance ticketing system'. A help icon (?) is located to the right of this text.

The form includes several input fields:

- Requester name ***: A dropdown menu with 'Mark Harris' selected.
- Category**: A text field containing '801415 - Market research'.
- Request start date ***: A date picker showing '01/04/2021'.
- Request end date ***: A date picker showing '01/08/2021'.

Below these fields, there is a section for 'Type of request' with four radio button options:

- Facilities maintenance
- Fleet maintenance
- Electrical maintenance
- Mechanical maintenance

At the bottom of the form, there is a text input field labeled 'Describe your request'.