

Services Procurement process support between SAP Business Network and SAP Fieldglass for Standard Account Suppliers NP-57779

Planned Release - Month 11, 2025



Introducing: Services Procurement process support between SAP Business Network and SAP Fieldglass for Standard Account Suppliers [NP-57779]

Innovation For: Buyers & Suppliers

Enablement Model: Support Request

Feature Description:

The current implementation of the SAP Fieldglass to SAP Business Network SES flow via CIG poses a significant barrier to adoption for buyers working with suppliers on SAP Business Network Standard Accounts. CIG effectively acts as the sender of the SES to the SAP Business Network supplier account. This triggers a requirement within SAP Business Network for the receiving supplier account to have CIG integration enabled. However, CIG integration enablement is typically an Enterprise Account feature. Consequently, Standard Account suppliers, who transact for free but have limited features compared to paid Enterprise Accounts, are unable to receive these SES documents, effectively excluding them from participating in the integrated 4R2/SAP Fieldglass workflow. This forces buyers to either exclude these suppliers or pressure them into potentially unnecessary paid Enterprise accounts, hindering network growth and process adoption.

Solution:

Irrespective of whether the supplier is **standard/enterprise** supplier, SAP Business Network must consume the SES sent by CIG and process the same

Note:

Suppliers do not need to enable CIG in their enterprise accounts once this feature is released.

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Solution For: Services Procurement process with SAP Fieldglass / 4R2 scope item

Solution Area: Services Procurement

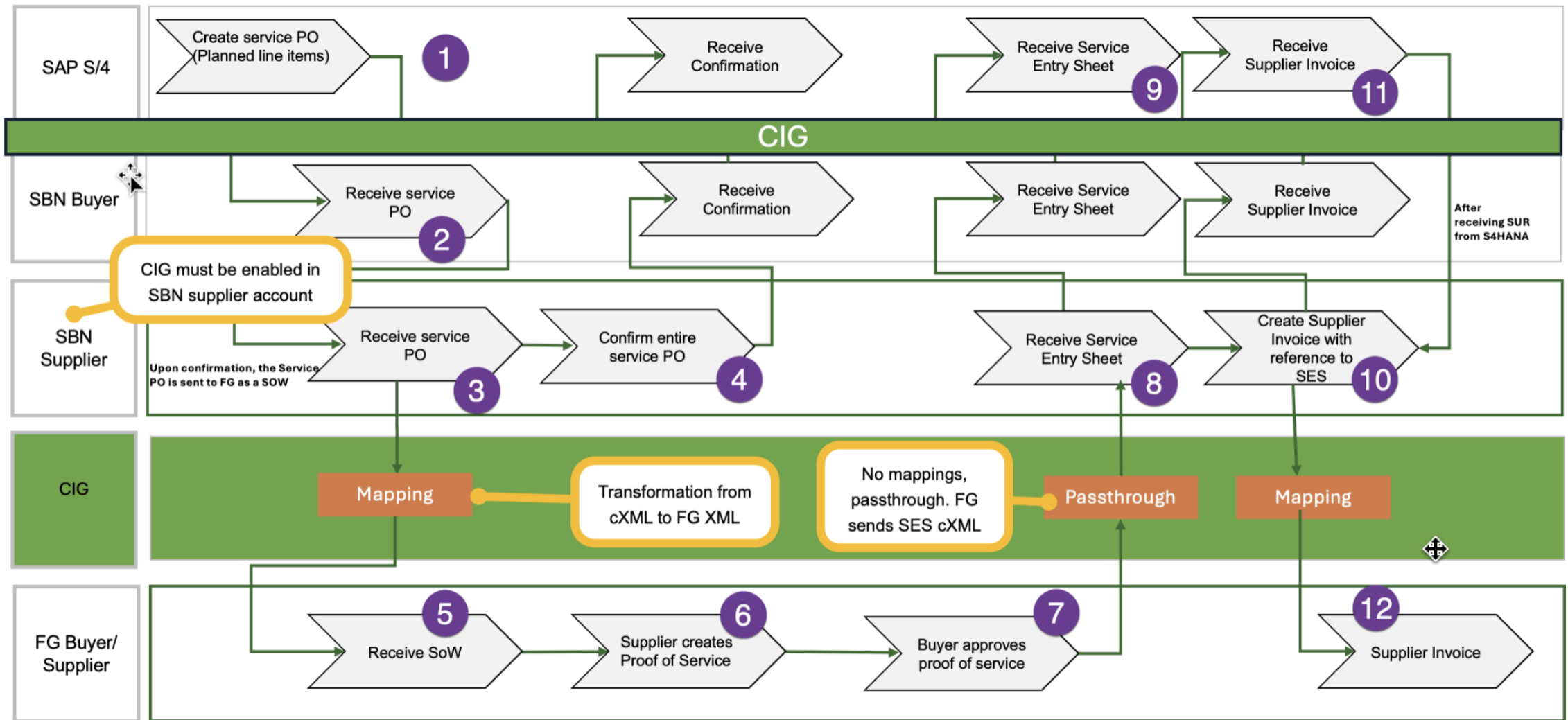
Persona: Supplier / Service Provider



Key Benefits:

- **Reduce configuration or process overhead:** Customers no longer need to ask the supplier to enable CIQ in their enterprise account or force them to upgrade to an enterprise account.
- **Increased adoption:** Customers will be able to transact with their regular account suppliers digitally without any additional charges.

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SAP Business Network Standard Account versus Enterprise Account

SAP Business Network ▾ Enterprise Account TEST MODE

Network Settings

Electronic Order Routing Electronic Invoice Routing Accelerated Payments Settlement Data Deletion Criteria

* Indicates a required field

External System Integration

Configure cXML (native) integration

Configure SAP Integration Suite, managed gateway for spend management and SAP Business Network (non-native integration)

→ **Enterprise Account**

SAP Business Network ▾ Standard Account AW Options... Full Page Refresh: DirectAction (OK) Get enterprise account TEST MODE

Network Settings

Electronic Order Routing Electronic Invoice Routing Accelerated Payments Settlement Data Deletion Criteria

* Indicates a required field

External System Integration

Configure cXML (native) integration

→ **Standard Account**
Do not have an option to enable CIG

Standard vs Enterprise account difference - <https://support.ariba.com/Item/view/188648>

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Current issue: SAP Business Network throws an error when SES is sent from SAP Fieldglass via CIG

 Managed Gateway for Spend&Network

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Home

My Configurations

Document Validator

Connectivity Tool

Transaction Tracker

Resources

Master Characteristics

Test Central

Http Logs

Audit Logs

Transaction Tracker

Environment: ☒ TEST ☐ PRODUCTION

Search From: Jul 1, 2025 00:00 To: Jul 2, 2025 23:59 Transaction Number:

Document Status:

Select a document status

 Document Type:

ServiceEntrySheet

 Sender:

ANID

 Receiver:

ANID

10

Reprocess

Results Export

❗

Error Message

BusinessNetwork response is : "Error" and ErrorCode: "500" and ErrorResponse: "Unable to process document : .. Suggested Action : Document failed in Business Network. ErrorCode: CIG-PLT-00644. Please review the Support Note 189049 (<https://support.ariba.com/item/view/189049>) for solution

Next Retry Time: 7/2/25, 11:19 AM, Retry Count: 0/3

Transaction Number	Document Type	Document Status	Destination	Date Last Modified (Asia)
☐ DLABPE00008157	ServiceEntrySheet	❗	https://certsvcgcpnman05...	7/2/25, 11:16 AM
☐ DLABPE00008156	ServiceEntrySheet	COMPLETED	https://my303028-api.s4ha...	7/1/25, 5:08 PM
☐ DLABPE00008156	ServiceEntrySheet	COMPLETED	https://certsvcgcpnman05...	7/1/25, 5:07 PM
☐ DLABPE00008155	ServiceEntrySheet	COMPLETED	https://mv303028-api.s4ha...	7/1/25, 5:05 PM

Enablement Steps & Notes

- Support Request: Feature toggle **NP-57779** needs to be enabled for the buyer by SAP support team

Feature Availability Status

Manage feature state. Enable/Disable a feature

Search Filters:

ID

External Feature Name

Enabled

NP-57779

Yes

No

Either

Search

Reset

Export all as CSV

Features

Category	ID ↑	External Feature Name	Phase	Strategy	Enabled	Deprecation Status	
2025.06	NP-57779	Enable 4R2 services procurement process for standard account suppliers	Development	EnableForBuyers	Yes	Active	Edit

Thank you.

Contact information:

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