

ERP-858 Service Entry Sheet replication from Business Network into S/4Hana

Status	Approved
Owner	
Stakeholders	
Jira Request ID	 ERP-752 - Jira project doesn't exist or you don't have permission to view it.
Jira Development ID	 ERP-858 - Jira project doesn't exist or you don't have permission to view it.

High- Level Specification

Implementing System	S/4 Hana
Invoked by/Invokes	
Business Process Reference	03.04.05.02. Manage Service Entry Sheets

Functional Overview

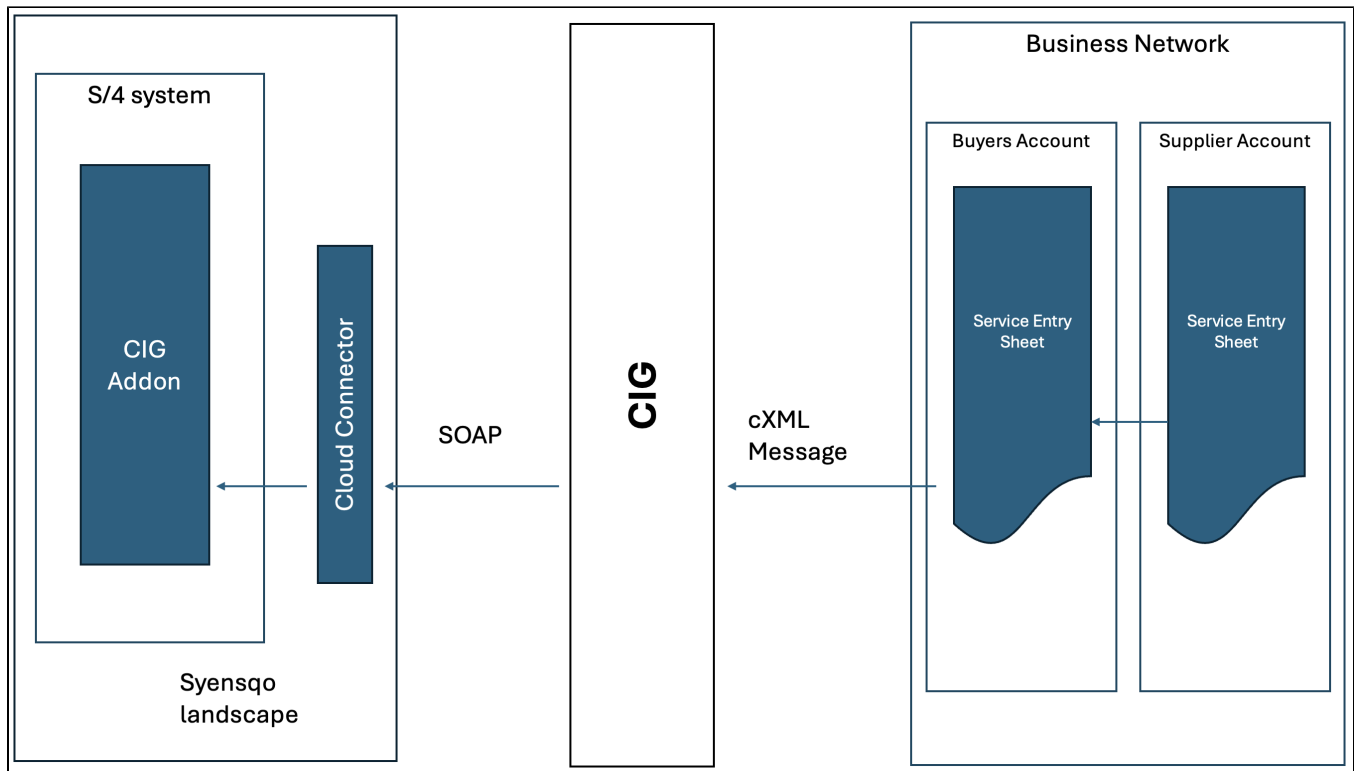
Service Entry Sheets (SES) created by the Supplier in Suppliers Account of the Business Network against the previously created Service POs. Service Entry Sheet can contain planned or unplanned service with or without the hierarchy.

SES is sent from Business Network as cXML document to CIG, where it's translated into SOAP message to be received in the S/4 Hana system.

Scope and Objectives

This document describes S/4 Hana inbound interface for receiving Service Entry Sheets from Business Network and the basic configuration needed in all the components in order for this interface to be operational.

Process Flow Diagram



Step	Description	Comment
	Supplier Creates Service Entry Sheet against Service PO received from S/4 Hana in the Suppliers Account of the Business Network	
	Service Entry Sheet is routed to the Buyers Account in the Business Network	
	Buyers Account sets <i>To Credential</i> on the Service Entry Sheet to the source of origin of the Purchase Order against which the Order Confirmation is created	
	Service Entry Sheet is sent to the CIG	
	CIG translates it to the SOAP message and sends it to the respective S/4 Instance - through the Cloud Connector, based on the System ID set in the cXML Document. System ID is identical with the System ID of the original Purchase Order	
	S/4 System receives the SOAP message and creates Service Entry Sheet against the Purchase Order	

Assumptions

Service sheets with up to five levels of hierarchy (one parent item and four child line items) created against purchase orders containing service type line items from SAP Business Network are supported. Suppliers must create service sheets containing only one parent line item from a purchase order with multiple service type line items. Service sheets against the purchase order with service type line items can only have both planned and unplanned line items. The service sheet must contain at least one-level service child line item in the hierarchical structure.

Dependencies

- CIG Addon installed in S/4 Hana
- Cloud Connector installed in Syensqo landscape
- Initial setup of CIG Addon is done already as described in [ERP-92](#), section Configuration Requirements.CIG Configuration.
- Connectivity from CIG Addon to CIG is established, as described in [ERP-92](#)
- SAP note [1832628](#) must be applied

Security, Integrity and Controls

The following are the Security and Authorization considerations for this interface:

- Message exchange between S/4 and CIG is encrypted over https.
- Access to interface parameters in CIG Addon is only available to the person with access to the SPRO authorization.
- Access to the CIG is restricted to the integration administrators within Ariba Guided Buying or Ariba Business Network

Configuration Requirements

CIG Configuration

Project setup is required in CIG to cover product type Ariba Network. One project is required per system ID of the backend S/4 system - Global, US and China. Additional Settings are needed for *ServiceEntrySheet* Document Type

Parameter Name	Value
Line TextID SES Request	F01
DefaultLang	en
Header TextID SES Request	F01

CIG Routing

Each Soap message sent from S/4 Hana contains System ID reference. No additional routing is needed in the CIG Addon - any subsequential message related to the Purchase Order sent from the S/4 Hana will use the System ID of the Purchase Order as the system id of the follow up document from S/4 Hana

CIG Addon Configuration

Connection settings are identical with the previously specified interfaces - please refer to the [ERP 854](#). On top of this, following setup is needed in SPRO :

- SAP Business Network Integration.Application Specific Settings.Service Sheet
 - Maintain Parameters for Order Confirmation: set ENTRIESHEET_CREATE parameter with value 20, as described [in the official documentation](#)

Special Requirements

Not Applicable

Design Rationale

Not Applicable

API Use

Not Applicable

Data Structure

Standard mappings are a subject to change and are not linked in this documentation, latest excel sheet can be downloaded from [CIG Resources Implementation Guides Mapping Specs Ariba Network](#)

- [ServiceSheetExportRequest](#)

Mapping contains basic field mapping from the IDOC message into the cXML target structure with a basic logic explained in the pseudo code

Processing Logic

Processing within Source

Service Entry Sheet is submitted against the Purchase Order by the Supplier in the Suppliers account of the Business Network. Its routed to the Buyers Account of the Business Network and is routed to the source of origin of the Original Purchase Order

Processing within Middleware

At this moment, standard transformation as referenced above is in place. In a case of any custom field is needed, custom field will be mapped in the CIG to the predefined custom field structure in the SAP

Processing within Target

SOAP message is processed by the inbound service *CO_ARBCIG_SERVICE_ENTRY_SHEET* Class *CL_ARBCIG_SERVICE_ENTRY_SHEET* (transaction SE24 to debug). Method PROCESS handles the creation of Service Entry Sheet through the standard *BAPI_ENTRYSHEET_CREATE*.

In a case the source of the SES is Business Network, error messages are not collected and send over to the source of SES.

Interface Alert & Monitoring

System To Be Monitored	How To Monitor	What can be monitored
Business Network	Fulfilment Service Entry Sheets	List of Order Confirmations send by the Business Network
CIG	Transaction Tracker <i>ServiceEntry Sheet</i>	Transactions are stored for 30 days. Each transaction is referenced by the Order Confirmation ID. Payloads can be downloaded, both - cXML and soap
S/4 Hana	SRT_MONI	Inbound SOAP message

Language Requirements

Not Applicable

User Interface Requirements

Not Applicable

Sequencing

Not Applicable

Volumetrics

20-40 Service Entry Sheets to be received on a daily basis

Performance Consideration

Not Applicable

Error Handling

Failure of processing in S/4 Hana can be reviewed in SRT_MONI and can be automatically reprocessed using standard programs scheduled in background as documented in [KBA 3280647](#). Failures of Service Entry Sheets within Business Network or CIG is highly improbable. In case message fails to be sent to CIG from Business Network, failure is visible in the Buyers Account in the Fulfilment section. Notification is sent to the administrator group of the Business Network. Business Network will retry to send the message, however it's not possible to repost the message from the Buyers Account of the Business Network

Testing

How to Test

Test Supplier account must be available and accessible. Supplier must be created in S/4 Hana and Purchase Orders were already created for the Supplier

Test Conditions and Expected Results

ID	Condition	Expected Results
	Supplier submits Service Entry Sheet against already created Purchase Order	Service Entry Sheet is created and routed to the Buyers Account of Business Network
	Service Entry Sheet is send to the source of origin of the Purchase Order	cXML document can be downloaded in the Buyers Account of the Business Network. Within the document, in the credentials section there's a system ID - identical with the System ID of the purchase Order
	Service Entry Sheet is received by the CIG and routed to the correct S/4 instance	Service Entry Sheet can be found in the transactions history and in the details section of the transaction it's visible the document was routed to the system ID as defined in the cXML document
	Service Entry Sheet is received by the S/4 System	In ME23N, under the Services tab, you can see Linked Service Entry Sheet and serviced quantities

Test Considerations/Dependencies

Not Applicable

Other Information

Development Details

Package

Package Name	Parent Package

Other Development Objects

Object Type	Object Name	Purpose/High Level Logic	Design Rationale Reference

Appendix

See also

File **Modified**

No files shared here yet.

Change log

Version	Published	Changed By	Comment
CURRENT (v. 12)	Dec 17, 2025 15:04	TORRES-ext, Benedict	added a brief description on automatic reprocessing in Error Handling section

v. 11	Dec 17, 2025 14:54	TONHAUSER-ext, Juraj
v. 10	Dec 07, 2025 21:20	TONHAUSER-ext, Juraj
v. 9	Dec 07, 2025 21:17	TONHAUSER-ext, Juraj
v. 8	Dec 01, 2025 11:15	TONHAUSER-ext, Juraj
v. 7	Dec 01, 2025 10:32	TONHAUSER-ext, Juraj
v. 6	Dec 01, 2025 10:31	TONHAUSER-ext, Juraj
v. 5	Dec 01, 2025 10:30	TONHAUSER-ext, Juraj
v. 4	Nov 30, 2025 23:09	TONHAUSER-ext, Juraj
v. 3	Nov 30, 2025 23:07	TONHAUSER-ext, Juraj

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Workflow history

This view shows the 5 most recent entries. The complete workflow log is available from the 'Document Activity' menu item.

Dec 17, 2025	Actor	Type	Activity	Version
Approved	 WILLIAMS-ext, Julie	State	changed state to Approved at 11:16 pm	v12
Lead Approval	 WILLIAMS-ext, Julie	State	gave <i>POD Lead Review</i> approval at 11:16 pm	
Tech Review	TONHAUSER-ext, Juraj and TORRES-ext, Benedict	Edit	multiple updates from  TONHAUSER-ext, Juraj and  TORRES-ext, Benedict	
	 TORRES-ext, Benedict	State	changed expiry date to '24 Dec, 2025 02:04 pm' at 2:04 pm	
		State	changed state to Lead Approval at 2:04 pm	v12
	 TORRES-ext, Benedict	State	gave <i>Tech Review</i> approval at 2:04 pm approving with small change	