



Service Description Document for:

SAP Ariba Invoice Management

28 January 2026 | Document Version 0.01

NTT DATA Business Solutions is a Global Value-Added Reseller of SAP and provides all SAP products in the same form as if they had been purchased

NTT DATA Business Solutions

We Transform. SAP® Solutions into Value

We understand the business of our clients and know what it takes to transform it into the future. At NTT DATA Business Solutions, we drive innovation - from advisory and implementation, to managed services and beyond, we continuously improve SAP solutions and technology to make them work for companies - and for their people.

Aiming to transform, grow and become more successful? We provide you with more than in-depth expertise for SAP solutions: As your passionate partner, we connect your business opportunities with the latest technologies – and offer you a unique approach to get the job done as smoothly as possible. Our close ties to SAP and other partners give you access to innovative solutions and developments. Being part of the global NTT DATA group enables us to master any scope of project.

With operations in more than 30 countries, we have enabled thousands of companies become more efficient and effective during the last three decades. Our more than 14,000 experts around the world will also accompany you on your journey toward a truly intelligent enterprise – wherever you want to start! We have specialised in making SAP solutions work for companies – and for their people: We Transform. SAP® solutions into Value.

We are proud to be consistently recognised within the SAP ecosystem, having won multiple SAP accolades over the years. We are also delighted to announce our recent achievement of four SAP Pinnacle Awards in the categories of GROW with SAP, SAP Business AI Customer Adoption, Business Transformation Management, and Cross-Portfolio Success. These awards celebrate the exceptional performance of the world's foremost SAP partners, underscoring our commitment to excellence and innovation. With four wins and five finalist positions, we stood out as the leading winner in 2025. Additionally, our greatest asset and our most significant differentiator is our people. In 2025, the NTT DATA Group was named a Global Top Employer in 33 countries by the Top Employers Institute. This award highlights our dedication to creating a thriving work environment and confirms our status as a choice destination for IT professionals.

SAP Ariba Invoice Management

Module Description

The SAP Ariba Invoice Management solution allows you to capture and digitalise your invoices for touchless processing, automated exception handling, and stronger compliance – procedural, contractual, and legal – as well as the intricacies of VAT and tax compliance.

Technology Features

Invoice Capture

Users of this solution can enter PO invoices, no release contract invoices, or non-PO invoices directly in the user interface of the solution site. Buyers can leverage this functionality to capture paper-based invoices for routing and approval. Suppliers can also send invoices to this solution through SAP Business Network either electronically from other systems or manually by creating them in the SAP Business Network user interface.

Invoice Matching

- **Invoice Matching Engine** - This solution reconciles invoices against purchase orders, contracts, and receipts using buyer-defined business rules set by configuring exception types. Buyers use these features to confirm that invoices are applied against the correct purchase order or contract and to ensure that all items and services have been received and that the amount billed is correct.
- **Invoice Exception Library** - This solution reconciles invoices against purchase orders, contracts, and receipts using a robust library of configurable invoice exception types. This solution can also reconcile non-purchase order invoices or other applicable business rules.
- **Tax Tables** - Tax tables validate taxes submitted at the invoice or invoice line item level. Buyers can extract tax table data from their ERP systems or third-party tax applications and load it into this solution as part of ongoing master data synchronisation. In sites configured to use the enhanced tax engine, tax tables also include withholding taxes.

Approval Flows and Queues

- **Approval Rules Library** - This solution includes a library of configurable best practice approval workflows and rule sets for approving purchase order, contract, and non-purchase order invoices.
- **Queue Management** - Queue members take ownership of approvable transaction routing in a first in/first out manner. Queue managers can analyse, balance workloads, and reassign or expedite approvable transactions.
- **Administration User Interface** - Power users such as managers and administrators have access to user interface-based administration. Access to various tasks in this interface is based on permissions.

Service Sheets

This solution supports service sheets that suppliers submit on SAP Business Network.

The service sheet best-practice approval workflow and other workflow-related capabilities include the following:

- Routing to individual groups or queues
- Routing to supplier-identified users, contract owners, or purchase order requesters
- Service sheet approvable inclusion and filtering in the My To Do list
- Custom workflow creation and maintenance

Document Exchange Using SAP Business Network

This solution includes the ability to use SAP Business Network to exchange documents with suppliers connected to the network, including:

- Receiving of supplier invoices
- Status

In order to use SAP Business Network, suppliers must be enabled on the network and must remain eligible to use the network.

Form Builder

The form builder feature is a self-service application in which customer administrators can create standalone forms to extend this solution. Key features include:

- Ability to create standalone forms using an easy-to-use drag and drop interface.
- A powerful condition editor to support building conditions related to editability, validity, and visibility.
- Ability to add master data to enhance the user experience.

Reporting

- System search for documents
- Prepackaged reports
- Reporting dashboard
- Custom report creation

Multi-ERP Configuration

Buyers with many ERP systems can take advantage of this solution's features and workflow without migrating to a single ERP. A multi-ERP configuration provides the ability to define and publish enterprise-wide procurement policies and the flexibility to deploy unique policies and configurations at the business unit level.

The multi-ERP configuration publishes policies from a parent site; one or many child sites inherit those policies.

- **Parent and Child Sites** - The parent site is a control center that defines enterprise-wide procurement policies (approval rules, system parameters, customisations, and so forth), manages catalog content, and consolidates master data that is shared across the enterprise. The parent site publishes these policy, content, and data components and child sites consume them either through subscription or inheritance. The child site or sites are where all of the actual procurement transactions (requisitions, orders, invoicing, receiving, and so forth) occur. Each child site is configured to support one of the supported Enterprise Resource Planning (ERP) systems. One parent site and one child site are included in this solution. You can purchase coterminus subscriptions to additional site add-ons for your solution in order to add more child sites. If you do so, you must also purchase the corresponding deployment services for each additional child site for an additional fee.
- **Child Site ERP Integration** - Each child site can be integrated with only one ERP system. In most cases, ERP-specific master data is loaded directly into the child site. This data includes:
 - Catalog content - Administrators can subscribe or unsubscribe to catalog content.
 - System parameters - The parent site's parameters are replicated in child sites and all inherited parameters apply unless explicitly set in the child site.
 - Customisations - Once customisations are published in a parent site, they are validated and immediately pushed to child sites. Modifications in child sites can override customisations, inherited from the parent.
 - Strings and enumerations - Strings and enumerations are maintained in the parent site and are copied periodically from parent to child.
- **Child Site Configuration Types** - A child site's configuration type (which is set by SAP Ariba) dictates the content, policies, and data published by the parent site that it can consume. Valid configuration types are:
 - Single variant – Data is highly shared between parent and child sites. All data objects are typically maintained in the parent site. This option is only available if the parent and child ERP variants are the same.
 - Multi-variant – Common data is shared between parent and child sites, but ERP specific data is loaded directly into the child site. Parent and child sites can be different ERP variants.
 - Disconnected/basic – Data is not shared between parent and child sites
- **Multi-ERP User-Facing Features** - In addition to the standard features included in the solution, the multi-ERP configuration also includes the following user-facing features:
 - Cross-site reporting
 - Cross-site global contracts
 - Shared content
 - Invoice reassignment
 - Site switching

ERP and Third-Party System Integration

- Master Data Import - Import master data (users, suppliers, general ledger account codes, charts of accounts, and so forth) from an ERP system.
- Transaction Data Integration - SAP Ariba Invoice Management imports purchase orders and shipping receipts for reconciliation in real time through an SAP Business Network adapter. After reconciliation, SAP

Ariba Invoice Management exports partially and fully reconciled invoices in real time. Buyers can supplement the SAP Ariba Invoice Management workflow in their ERP system if necessary.

- **Business Unit and Accounting Validation Configuration** - The customer sets up cost centers, purchasing units, and responsibility hierarchies. Accounting defaults can be set up by mapping GL codes to system commodity codes. Configuration is performed with CSV data files.
- **Administration User Interface for Data Import, Export, and Configuration** - Buyers manage their own data import tasks with an administration UI. A client data transfer tool is also available for installation behind the customer's firewall for initiating master data import. The client data transfer tool can be configured to perform automated scheduled updates.
- **ERP Integration Support** - SAP Ariba offers the following integration data model options:
 - SAP ERP support - SAP Ariba's enhanced data model support for SAP back ends assists with transactional data integration.
 - PeopleSoft ERP support - SAP Ariba's enhanced data model support for PeopleSoft back ends assists with transactional data integration.

APIs

- **Custom Forms API** - This API set enables your application to get data from custom forms created with the form builder.
- **Operational Reporting API for Procurement** - This API set enables your application to extract and report on the procurement transaction data that is necessary for making operational decisions, such as which invoices to pay or purchase requisitions to approve. The transactions available via the operational reporting API are: purchase requisitions, purchase orders, receipts, invoices and invoice reconciliations.
- **Analytical Reporting API for Strategic Procurement and Operational Procurement** - The analytical reporting API enables you to create a client application that extracts reportable data from reporting facts and dimensions such as you would select in the user interface when creating an analytical report. For example, you could use this API to extract and report on the analytical data that you need to import to a customer's warehouse or create dashboards for trend assessment.
- **Document Approval API** - This API set enables your application to approve or decline requisitions and invoices, either systematically or by presenting the approval task to one or more approvers. It only applies to requisitions and invoices; it does not apply to invoice reconciliations.

Onboarding

The SAP software is made available to the customer from the point of contract signature as a Software-as-a-Service.

The SAP Onboarding Resource Center provides a one-stop-shop for onboarding information, with step-by-step guides, assets and webcast sessions to ensure a smooth and seamless onboarding experience.

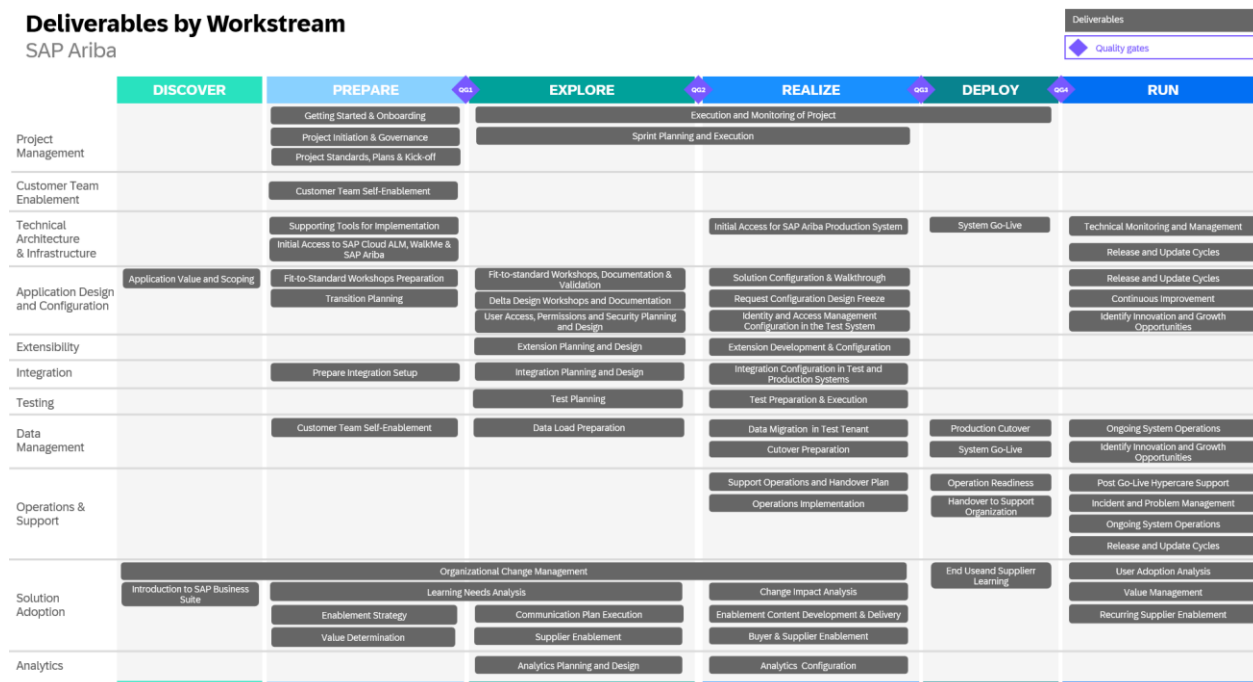
Full use of the service is enabled through an implementation project. NTT DATA Business Solutions (NDBS) are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

General Implementation Approach

NDBS offer implementation and advisory consulting services for the implementation and onboarding of the SAP software, available through our Lot 3 listing – NDBS Cloud Support Services (Implementation). These services cover:

- Application skills for implementation, configuration, testing support.
- Value Added services for: change management, training and training strategy, data migration.
- Technical skills for development of applications, enhancements, and integrations to the SAP platform

Customers achieve fast and cost-efficient deployment of SAP products and innovations through a consistent and proven methodology, SAP Activate for SAP Ariba.



The implementation approach encompasses the management of the key workstreams (left axis) throughout the 6 phases of implementation (top axis). Key activities during implementation include:

Discover Phase Activities:

The purpose of the Discover phase is to understand the functionality of the SAP Ariba solutions in scope and how they can bring benefits to the business. The phase ends with the software contract being signed.

- User enablement via the trial system.
- Solution scoping via the SAP digital discovery assessment tool.
- Value discovery.

Prepare Phase Activities:

The purpose of the Prepare phase is to perform the initial planning and preparation for the project. In this phase, the project is started, plans are finalised, project team is assigned, and work is under way to start the project optimally.

- Define project goals, a high-level scope, and a project plan.
- Identify and quantify business value objectives.
- Best practices installation
- Establish project standards, organisation and governance.
- Define and secure approval for the implementation/upgrade strategy.
- Define roles and responsibilities for the project team.
- Validate the project objectives.
- Establish project management, tracking, and reporting mechanisms for value delivery.
- Begin self-enablement.
- Develop enablement strategy.
- Receive and access the initial systems.
- Kick off the project.

Explore Phase Activities:

The purpose of the Explore phase is to perform a fit-to-standard analysis to validate the solution functionality included in the project scope and to confirm that the business requirements can be satisfied. Identified delta configuration values are added to the backlog for use in the next phase.

- Fit-to-standard workshop.
- Configuration definition.
- Integration prerequisites confirmation.
- Solution extension preparation.
- Data load preparation.
- Finalise and prioritise the project backlog and release/sprint planning.
- Collect organisation and supplier information, analyse learning needs, and develop a learning deployment strategy.
- Phase closure.

Realise Phase Activities:

The purpose of the Realise phase is to use a series of iterations to incrementally build and test an integrated business and system environment that is based on the business scenarios and process requirements identified in the previous phase. During this phase, data is loaded, adoption activities occur, and operations are planned.

- Plan and execute on sprint plan
- Implement the solution in the test environment in time-boxed iterations (sprints).
- Conduct overall end-to-end testing of the solution.
- Set up production environment.
- Prepare for data migration and data archiving.
- Finalise organisational and supplier training materials and documentation
- Conduct project team and key user training.
- Finalise end user training materials and documentation.
- Track and report on value delivery.

Deploy Phase Activities:

The purpose of the Deploy phase is to set up the production system(s), conduct cutover, confirm customer organisation readiness, and to switch business operations to the new system(s).

- Finalise the solution and business processes for production go-live
- Production cutover
- Resolve all crucial open issues
- Conduct system tests
- Proceed with cutover activities including data migration and organisational change management (OCM).
- Track and report on value delivery.
- Develop post-go live support plan.

Run Phase Activities:

The purpose of the Run phase is to further optimise and automate the operability of the solution. Operability is the ability to maintain IT systems in a functioning and operating condition, guaranteeing system availability and required performance levels to support the execution of the enterprise's business operations.

- Ongoing system operations
- Continuous change management
- Continuous learning
- Continuous improvement
- Release cycles

Our approach embeds the following principles:

- START with BEST PRACTICES - with the solution delivered through proven, re-useable knowledge assets and pre-built content, including process flows, pre-configuration, test scripts, data migration assets, and end-user documentation and help.
- VALIDATE the SOLUTION - validation to best practices and fit-gap analysis.
- MODULAR and AGILE – SAP provides the ability to deliver the solution incrementally, ensuring to value and focus on key business benefits.
- PRE-ASSEMBLY and CLOUD READY – Pre-built Best Practices enable customers to accelerate implementation whilst leveraging the flexibility and speed of the cloud.
- QUALITY BUILT-IN – A stage gate approach with embedded quality milestones delivers early identification and management of risk, with a “total quality” approach to implementation.
- A FOCUS on ADOPTION – Utilisation of Best Practices as an accelerator allows the project to focus less on the technical aspects of the solution, and more on the data and adoption aspects that are critical to success.

Implementation projects for all products and services are tailored to the customer, and delivered in line with client needs and requirements.

Service Levels and Support

For productive system the service level for availability is 99.7%. For non-productive systems (development, test) the service level for availability is 99.5%.

Software Support is provided by SAP Enterprise Support. Additional cost options are available for enhanced support from SAP and details are available on request.

NDBS can also provide additional application and technical managed service support for the application which enhances the SAP Enterprise Support with additional support for the application and the technical elements of the application. This can include ‘how do I?’ and ‘break-fix’ type support.

Maintenance Windows

For Public Cloud, there is a weekly maintenance window (Saturday 22:00 UTC) for 4 hours. In addition, there are up to 4 major upgrade windows per year (Saturday 19:00 UTC) for 8 hours.

Major upgrades happen quarterly — in February, May, August and November.

Between the quarterly major upgrades, SAP delivers monthly service packs.

Offboarding, and Access to Data

When offboarding, for the Public Cloud solution SAP provides tools to download the data from the service. It is the customer responsibility to download the data prior to contract termination. Additional cost options can provide enhanced support from NDBS to support the customer in the offboard and data extraction elements up to the contract termination.

Business Continuity

SAP Ariba implements a comprehensive backup strategy for data recovery. Regular automated backups of customer data are scheduled, with log files backed up every 15 minutes. Data is stored in an encrypted format and retained for 14 days. In the event of data loss, recovery is possible using the most recent backup, ensuring a maximum data loss of 15 minutes. Additionally, production backups are made to disk, with a multi-tiered backup process that includes full, differential, and incremental backups. Backups are monitored for failures, and annual restoration validations are conducted to ensure usability.

After Sales Support

SAP provides Enterprise Support for the duration of the subscription (software support). NDBS can enhance the Enterprise Support, by providing highly flexible Application and Technical Managed Services for the buying organisation. As these can be tailored for individual customer requirements, NDBS can provide specific detail on application.