

SAP Fieldglass Supplier Frequently Asked Questions

EXTERNAL



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SAP FIELDGLASS SUPPLIER FREQUENTLY ASKED QUESTIONS

1. What are the changes when using SAP Fieldglass for ordering of external workers?

SAP Fieldglass is a cloud solution currently being rolled out for vendor management and external workforce management within SAP and our suppliers.

Key changes are:

- **No active C-user without an approved order in SAP Fieldglass** – the worker’s c-user activation dates (update) is directly linked to approved orders in SAP Fieldglass.
- **Suppliers are tightly embedded into the SAP Fieldglass workflow** – please respond to work items in SAP Fieldglass in timely manner to avoid delays in orders being finalized and C-users being activated.
- **Statement of Work (SoW) are captured and approved in SAP Fieldglass** – depending on country requirements the hard copy SOW process or signatures using DocuSign will continue, in addition to the SoWs captured in SAP Fieldglass.
- **SOW workers are added by supplier** to the SoW in SAP Fieldglass and all onboarding documentation (C-user checklist and CPS - confidentiality and privacy statement) are uploaded to the worker directly in SAP Fieldglass.
- **External consultants (workers) must register a worker account in SAP Fieldglass.**
 - The external worker can access and submit timesheets & expense sheets from their worker account in SAP Fieldglass.
 - **SAP Fieldglass replaces the use of SUS** (for orders captured on SAP Fieldglass)
- **Supplier invoices** are automatically created in SAP Fieldglass when items are approved by SAP. This process is applicable to items such as timesheets, expense sheets and events (milestones/deliverables) submitted on SAP Fieldglass. No paper invoices required, and no invoices need to be created on ARIBA for orders created on SAP Fieldglass.

2. How do a supplier register and set up the Fieldglass supplier account?

Registration to SAP business networks (ARIBA and Fieldglass) is required to enable you for external workforce procurement from SAP using SAP Fieldglass

ARIBA Network registration is a pre-requisite for using SAP Fieldglass. ARIBA is used as technical interface of invoice data between SAP Fieldglass & SAP ERP (in future S4 HANA). The ARIBA and SAP Fieldglass network registration processes can be completed with minimal effort:

Once the SAP Fieldglass network registration is completed, the **SAP Fieldglass account set up** can be completed with the use of **supplier company set up wizard** to guide you through the process, and complete basic admin configurations. **Administration configuration includes:**

- **Invoice Tax Information (ITI):** captured once, and populate on the SAP Fieldglass invoice “Bill From” data.
- **Remit-to Address:** captured once, can enter multiple Remit-to Addresses and select the address to appear on Work Order and SAP Fieldglass invoice.
- **Reason codes** for each module (applicable for job posting, statement of work, work orders) required when you want to decline a work item in SAP Fieldglass.
- For more details, refer to the reference guides published on the [SAP Supplier Portal](#)

Supplier Account Administration

[Starter Pack - Supplier Ariba and SAP Fieldglass network registration](#)
[Supplier Administration Guide](#)

3. What is the invoicing process on SAP Fieldglass?

- **Supplier invoices** are automatically created in SAP Fieldglass when items are approved by SAP. This is applicable to timesheets/ expense sheets and events (milestones/ deliverables) submitted on SAP Fieldglass.
- No paper invoices and no invoices need to be created on ARIBA for orders created on SAP Fieldglass.
- The SAP Fieldglass invoice data is near real-time, posted from SAP Fieldglass, via the supplier's ARIBA account to SAP ERP. This means a Self-billing (Gutschrift in German) invoice document is automatically generated in SAP Fieldglass. The payment is still triggered via SAP ERP FI.

4. How does the external worker (consultant) register their worker account and submit timesheets/expenses?

- Each external worker is associated with a work order in SAP Fieldglass. Each worker receives a worker registration invitation after the work order has been approved by SAP.
- The worker must complete the worker registration to create their individual worker SAP Fieldglass account. The worker can access, complete and submit timesheets and expense sheets from their individual worker SAP Fieldglass account.
- For more details, refer to the reference guides published on the [SAP Supplier Portal](#)

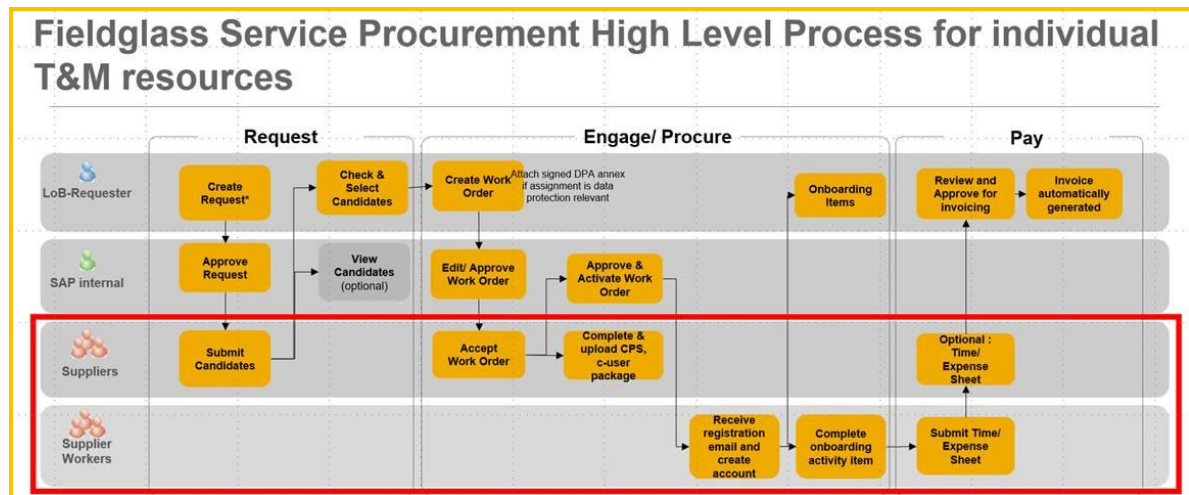
Worker: Create account and complete onboarding [English](#) | [German](#)

Worker: Complete Timesheets and Expense Sheets [English](#) | [German](#)

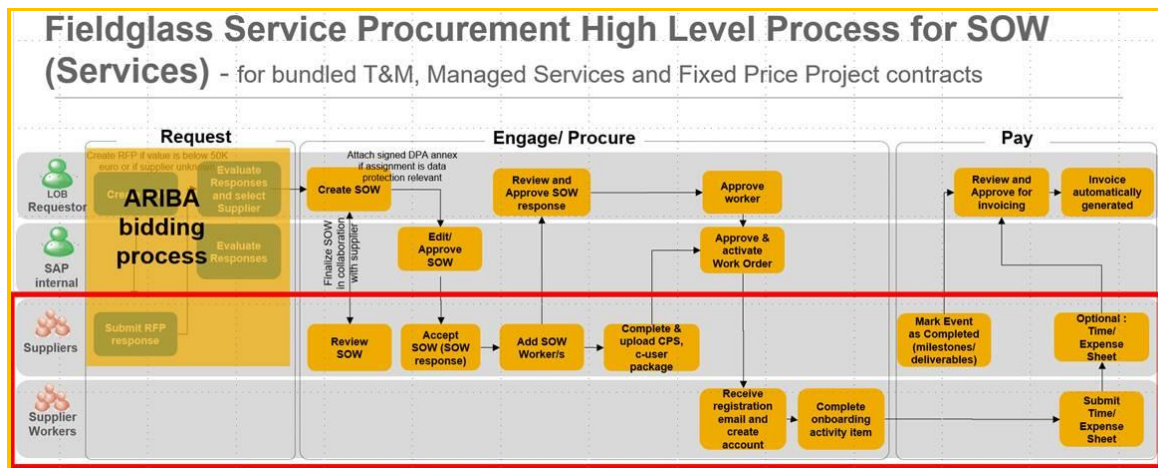
5. Which work items will the supplier receive in SAP Fieldglass?

The suppliers are incorporated in the SAP Fieldglass workflow and need to **actively and timeously respond to work items to avoid delays in order and c-user activations.**

There are different types of Work items for your action, which are described in the process diagrams below.



- Job Postings (respond) and submit candidates (Services Procurement) [English](#)
- Work Order (accept) [English](#)
- **Job postings (respond) : Submit candidates** for individual Time and Material 3rd party service orders (When SAP procures a candidate and creates a work order in Fieldglass, you will receive a work item to accept the work order.
- **Work Orders (accept) :** Accept work orders for individual Time and Material 3rd party service orders.
- **Supplier workers (consultants) :** When a work order on Fieldglass is approved by SAP, each consultant linked to the work order will receive an email from Fieldglass and should use the link in the email to create an account on Fieldglass. This allow consultants to access onboarding items, create time sheets and expense sheets.
 - **Currently all workers (consultants) – also SOW Workers, ordered via Fieldglass have to create an account on Fieldglass.**



Statement of Work(review / accept) and Add SOW Workers [English](#)

- **Statement of Work (review):** This is an optional step. SAP submits the statement of work (SOW) draft version for your review.
 - You need to submit a respond (review) and capture review comments for the buyer (SAP).
 - After you submitted a respond (review), SAP will finalize the SOW and complete the SAP internal approvals.
- **Statement of Work (accept) and add SOW Workers:** Your final step is to respond (accept) the SOW as final acceptance after all SAP internal approvals are completed.
 - You must accept the SOW and *add SOW workers* to the SOW. This step is mandatory and once completed, SAP will activate the work order(s) and update the c-user(s).
 - Do not change default settings on Fieldglass, for example “auto invoicing of characteristics, timesheets, expenses” defaults to “yes” to allow self-billing of invoices created on Fieldglass.
- All revisions (changes) to work orders and SOWs are send as separate work items for your response.
 - **Currently all workers (consultants) – also SOW Workers, ordered via Fieldglass have to create an account on Fieldglass.**

6. Which contracts have to be signed when using SAP Fieldglass?

All conditions between you and SAP for procurement should be covered in the framework agreement.

There is an **end user/contractor access agreement that needs to be signed as part of the registration to SAP Fieldglass**. During the SAP Fieldglass registration process, the task to sign the end user/contractor access agreement directly in SAP Fieldglass, can be forwarded to another colleague to complete the task directly in SAP Fieldglass.