Unplanned Services Guide

SAP Ariba

Introduction

The purpose of this document is to provide the information suppliers need to effectively transact with BHP via the Ariba Network. This document provides step by step instructions, procedures and hints to facilitate a smooth flow of unplanned service orders between BHP and supplier.

- This guide will cover the Unplanned Service order process where the item is:
    a) selected from a Catalog
    b) selected from a list of items in a Contract
    c) added under a contract when the list is not provided for selection ; and
    d) added under a limit Purchase Order

- For information on the Planned Service process please see the other Service Order Guide

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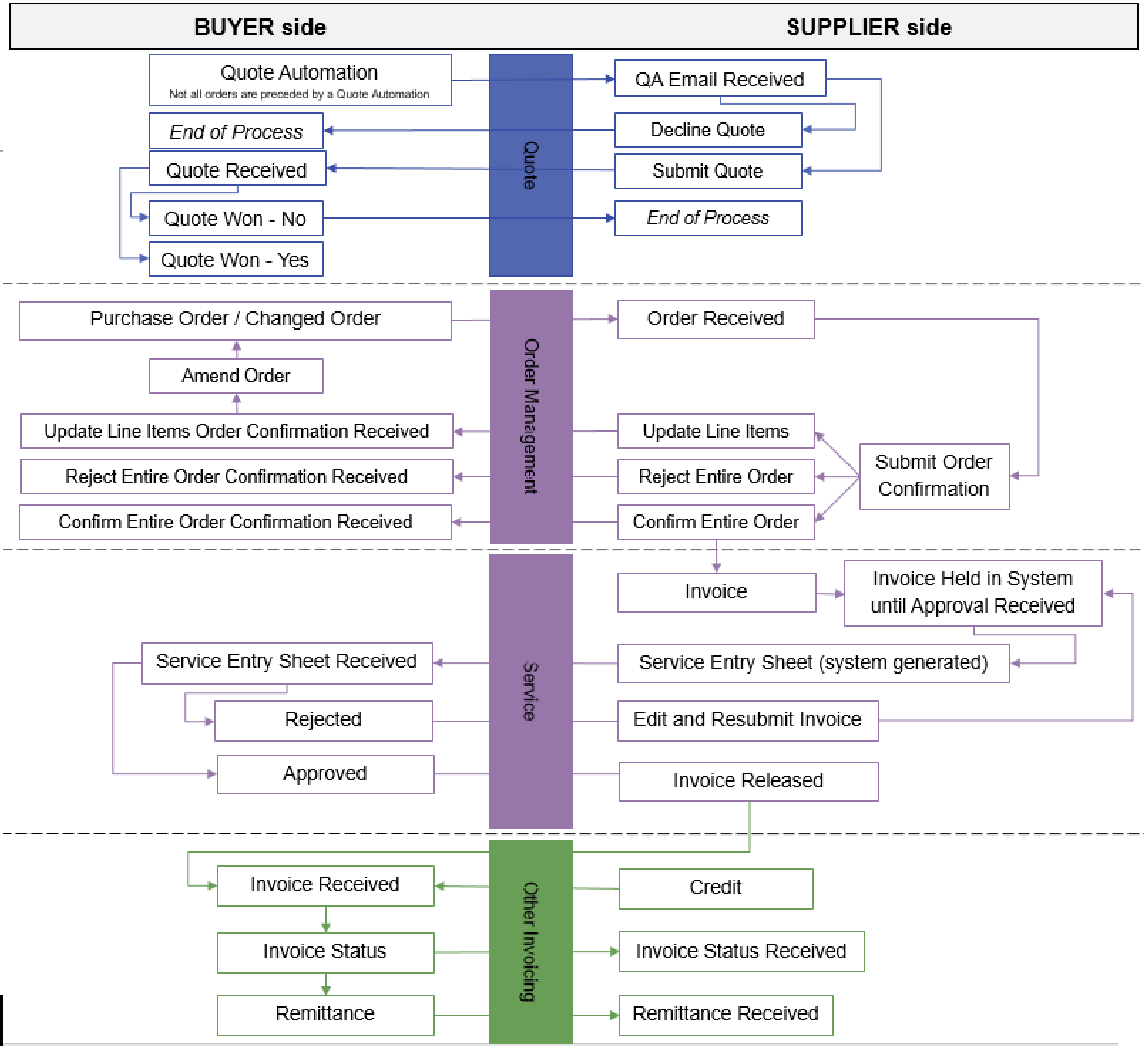
Select by clicking on the links:

Process Workflow

Quote – Covered in the Quote Automation Guide

Order Management and Service – Covered in the Service Order Guide

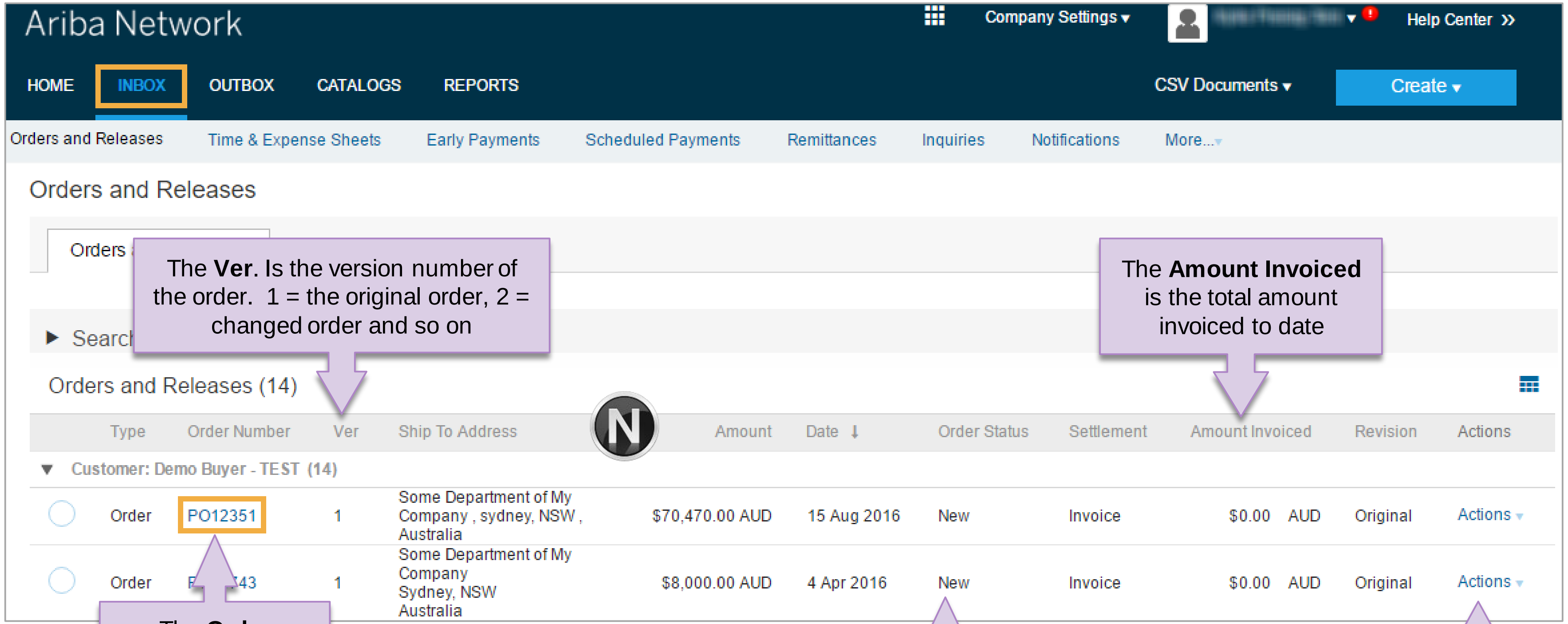
Other Invoicing– Covered in the Material Invoice Guide



Inbox – Received Orders

The **Orders and Releases** category displays a summary of all the purchase orders sent from buyers.

Note (N): The columns can be sorted into alphabetical (A-Z or Z-A) or numerical (0–9 or 9–0) order by clicking on the column heading.



The **Ver**. Is the version number of the order. 1 = the original order, 2 = changed order and so on

The **Amount Invoiced** is the total amount invoiced to date

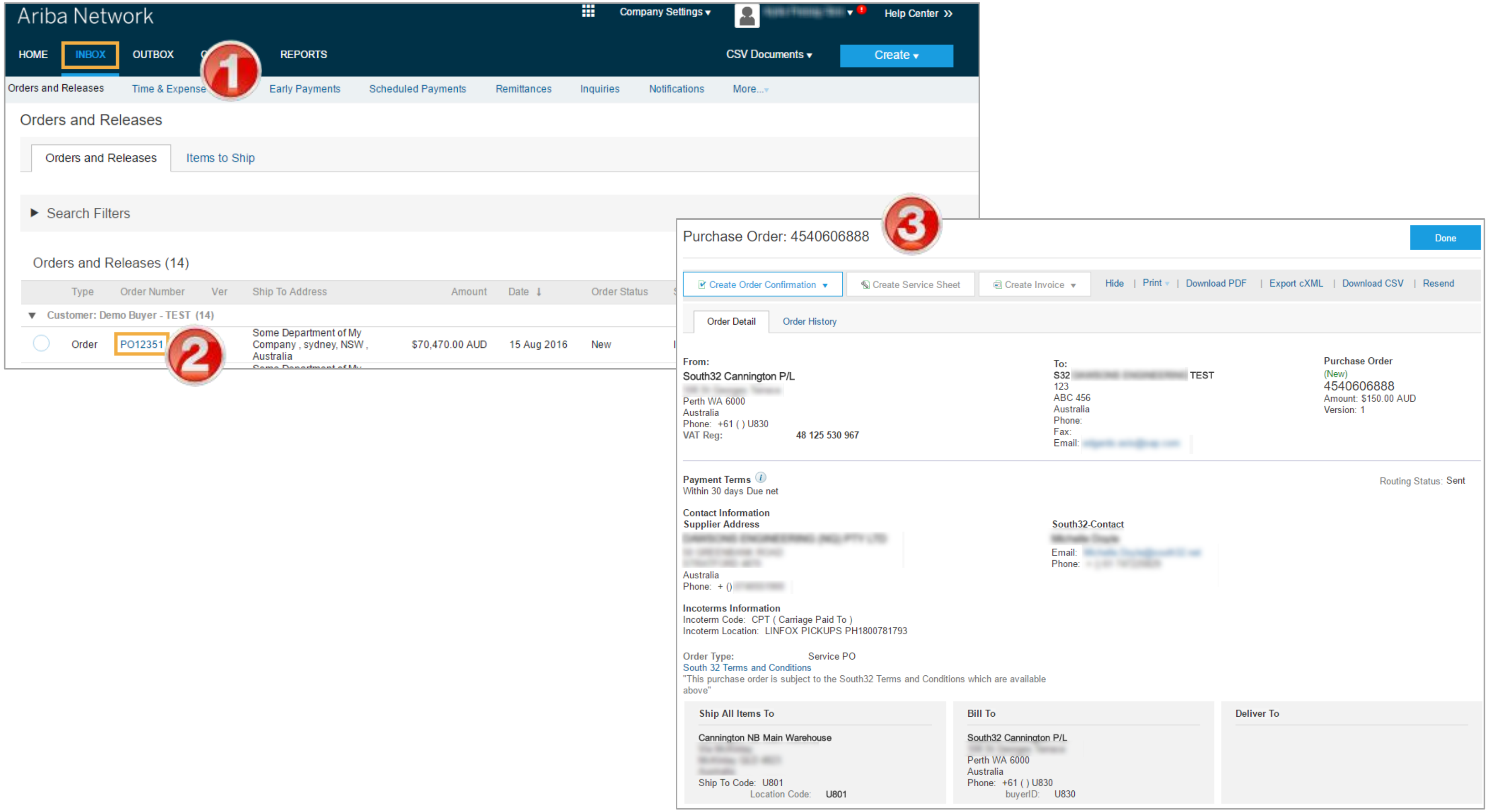
The **Order Number** is the buyers Purchase Order Number

The Order Status is the current status of the order, e.g. New, Confirmed, Invoiced

The **Actions** dropdown allows document creation without opening the order

Open the Purchase Order

1. Click **Inbox** tab on the Dashboard.
   - Screen displays: ***Orders and Releases***
2. Click the **Order Number** to open the order.
   - Screen displays: ***Purchase Order***
3. View the Purchase Order.



View Unplanned Service – Line Item

1) Click **Show Item Details** to see all line item details.
   - ➤ The total value of the PO will be shown

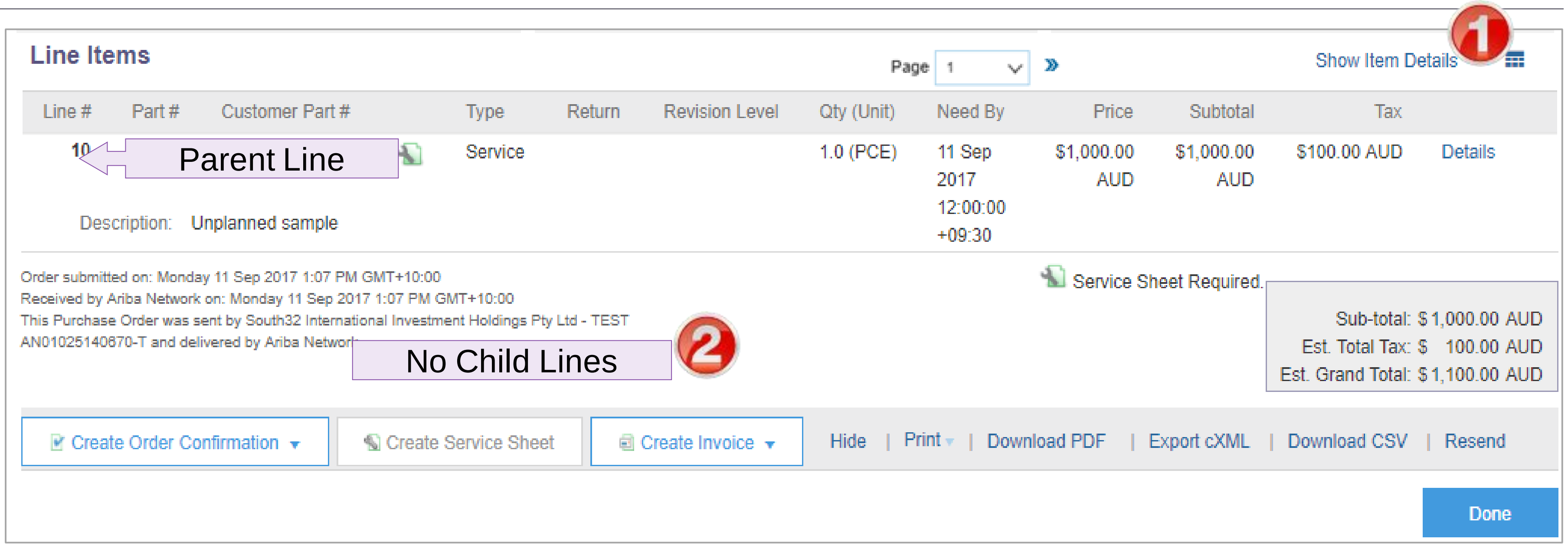
2) Click **Details** to see individual Line Level details. Where no Child Line is shown this is an unplanned service with a $value that is limited.

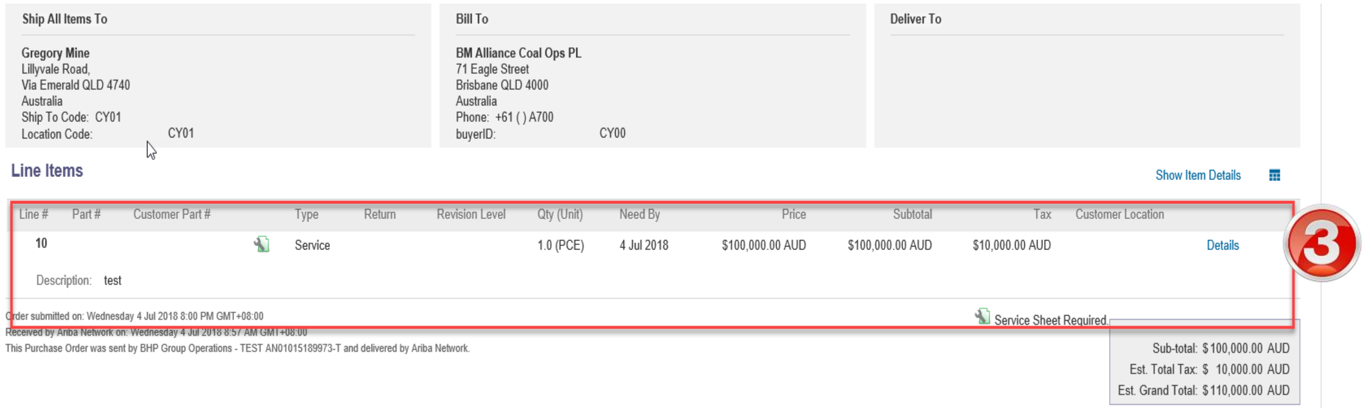
   - ➤ Click Done to return to the **Inbox**.

Reviewing a Purchase Order

Each Purchase Order that comes into the system should be reviewed to:

- Validate the information contained within the PO
- Ensure that the details of the order are correct
- ➤ Pricing on PO should be the same as contract price or quote price





Order Confirmation

- When a new order is received into Ariba, you will be required to create an Order Confirmation
- **The Order Confirmation is Mandatory**
- The Confirmation Number (#) is your reference number, it can be any word number or combination of your choice. Max length is 20 characters
- There are 3 types of Order Confirmation; a Confirmation can be created to either confirm, update or reject the order:

  1) **Confirm Entire Order**: used to confirm all line item details of the order as is.

  2) **Update Line Item:** used to update details of the order prior to invoicing, e.g. price, date etc.

     Its important to confirm the change order before invoicing.

  1) **Reject Entire Order**: used to reject the order if it cannot be fulfilled

- Any field with an * is a mandatory field and a value is required to be entered

The confirmed PO must be the quantity and value of the actual service that is rendered.

If any changes are required after the actual service is rendered, create another Order Confirmation and Update Line Items to propose changes to the order.

Create the Order Confirmation

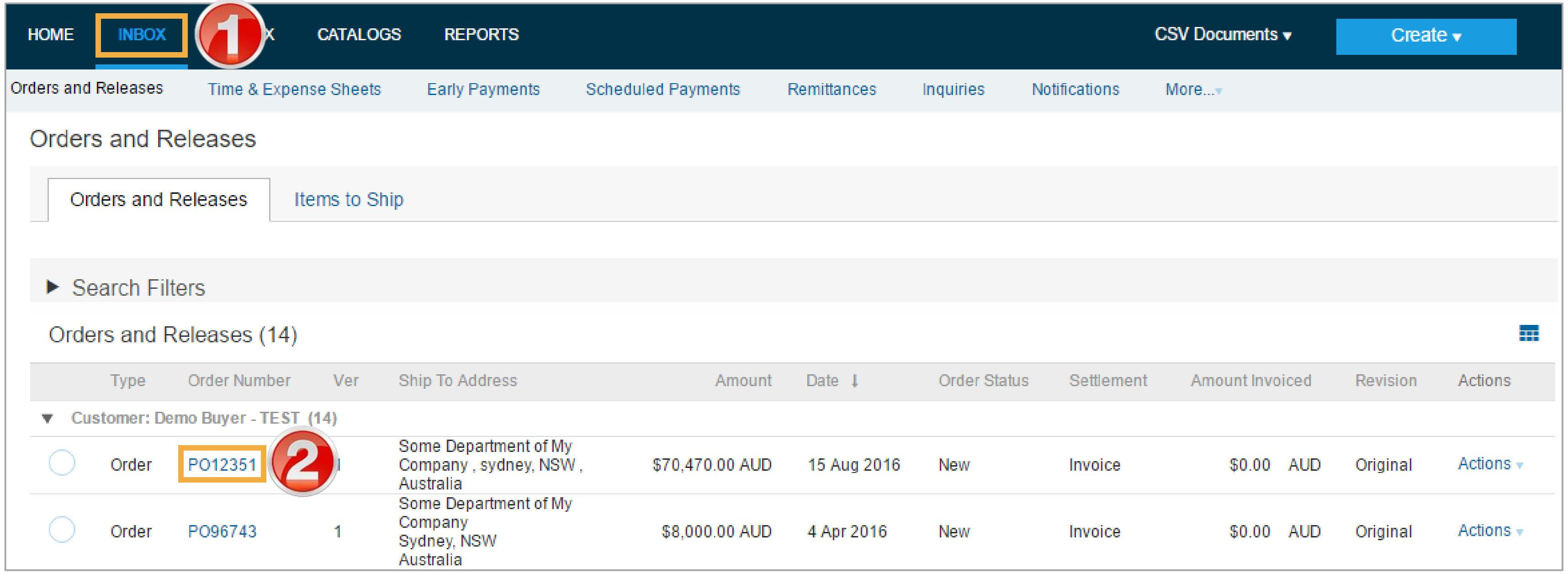
1. **Inbox** -> Orders and Releases

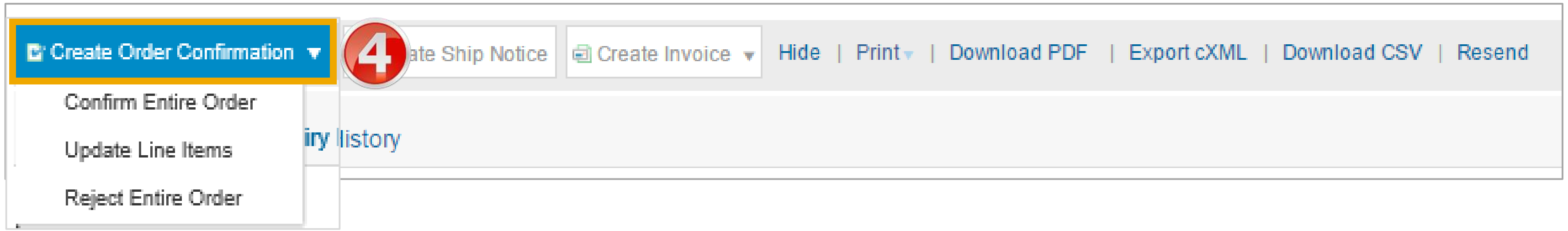
2. Located and click the **Order Number** to open the order.

➢ Screen displays: Purchase Order

3. View the Purchase Order.

3



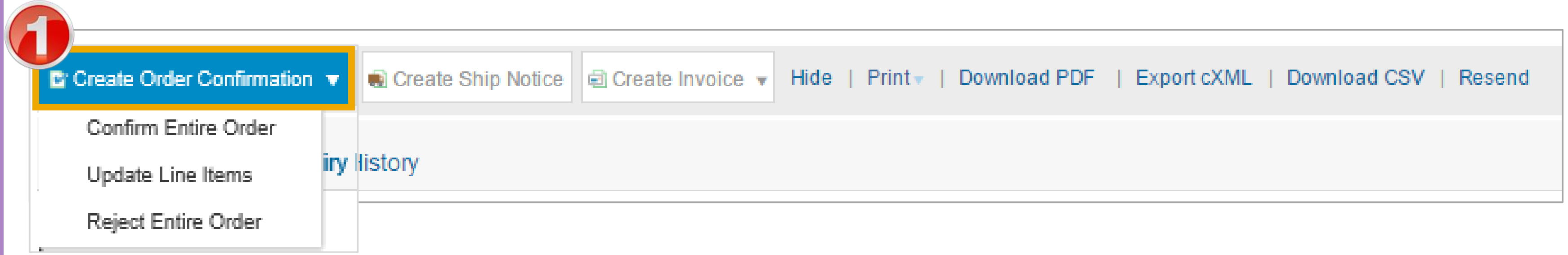


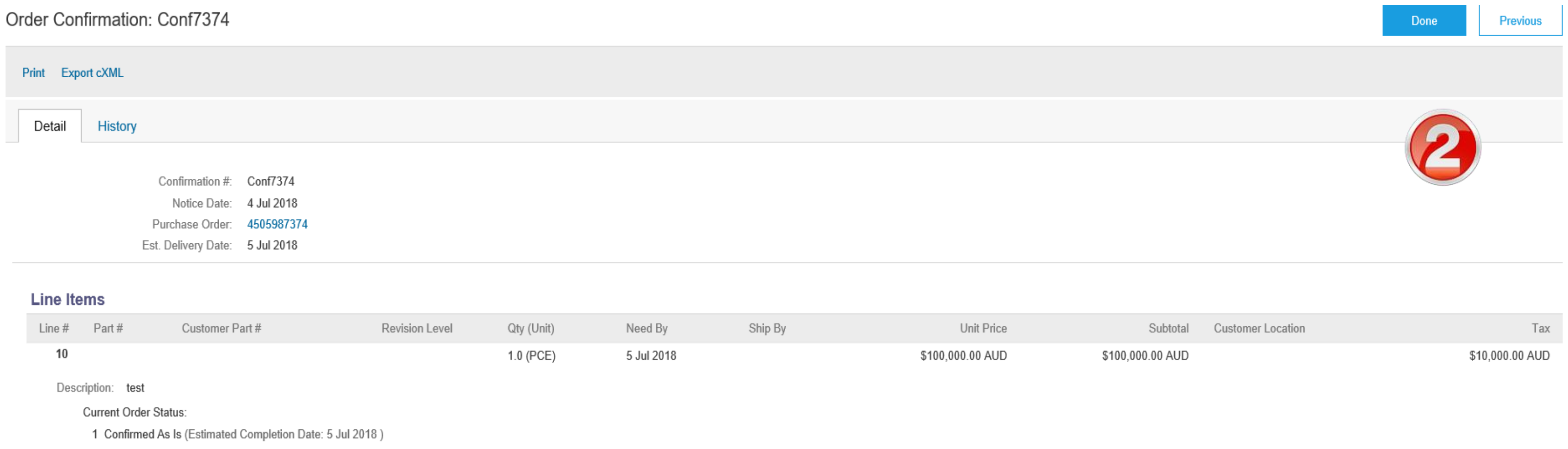
Create Order Confirmation

1. Click **Create Order Confirmation** and select option.

   - Drop down box displays available options:
     - **Confirm Entire Order**
     - **Update Line Items**
     - **Reject Entire Order**

   - Screen displays: ***Order Confirmation***





Order Confirmation – Confirm Entire Order

- **Confirm Entire Order: is used when all details on the order are complete and correct**

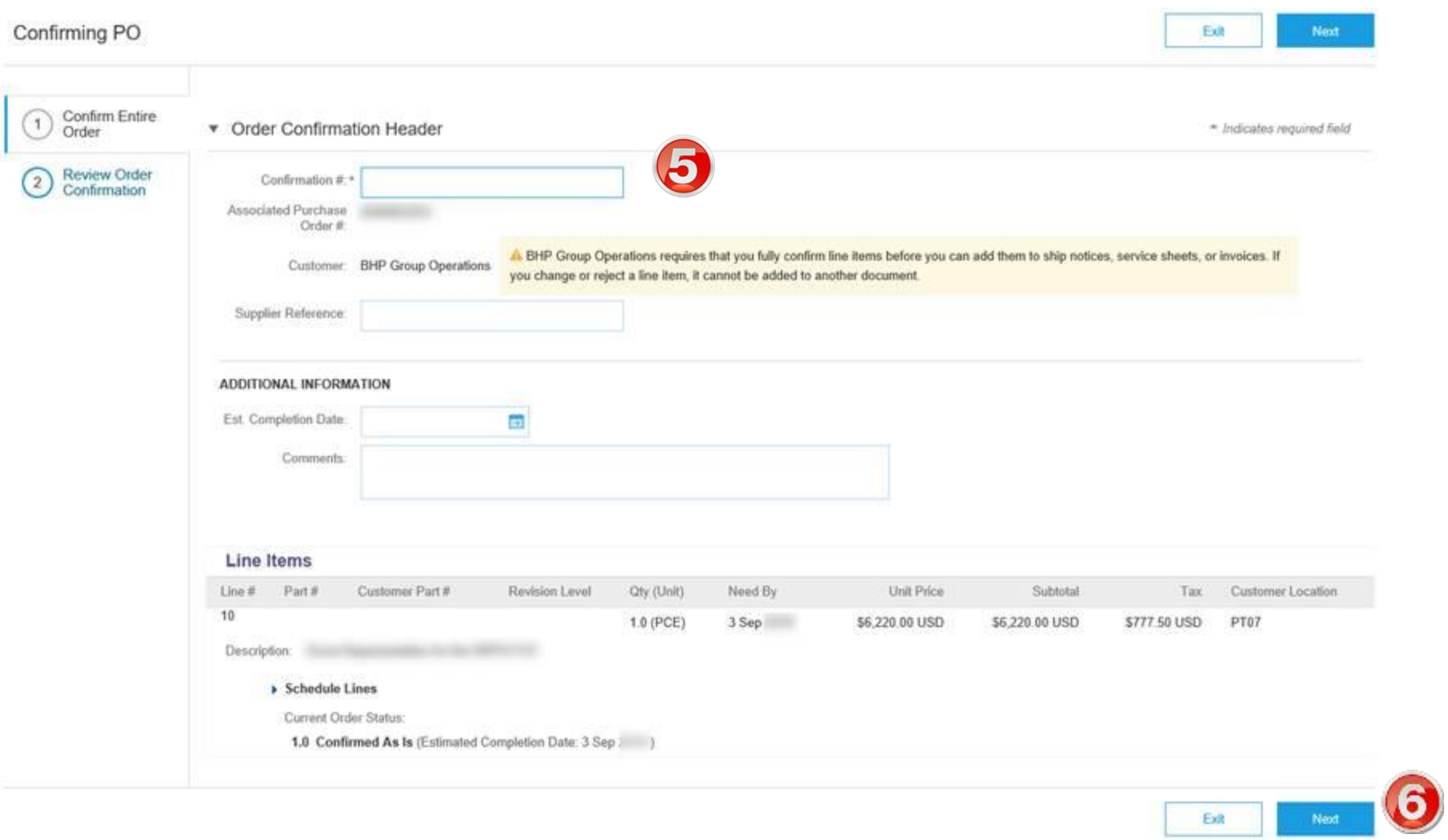
5. Enter **Confirmation#.**

6. Click **Next.**

- Screen displays: Review Order Confirmation

7 **Review** Confirmation and click **Submit.**

- Screen returns - Purchase Order. Order Status has changed to Confirmed



Order Confirmation – Update Line Items

Update Item Status.

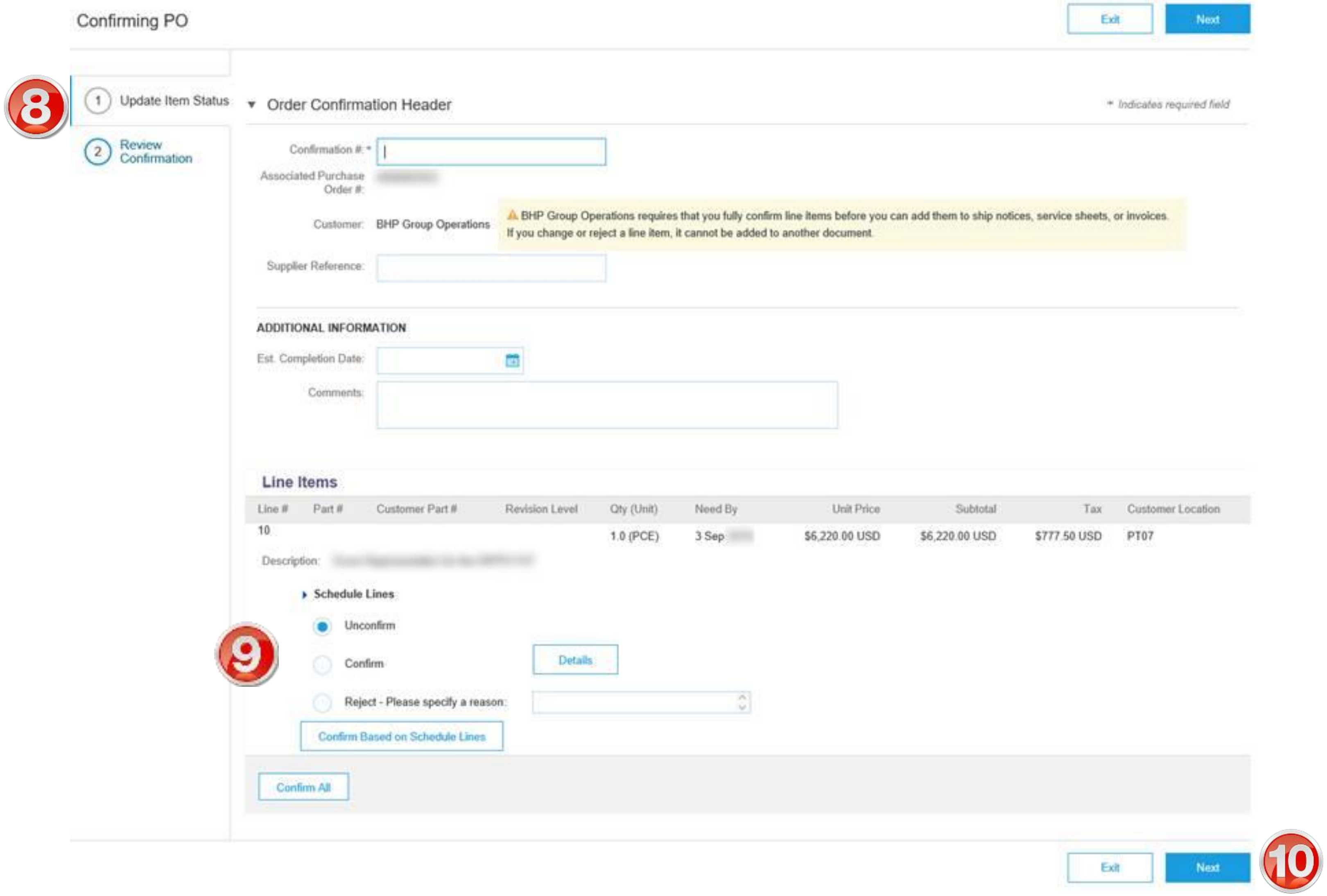
8. Enter a **Confirmation #**

- Screen returns – Order Confirmation Click **Next.**
- Screen displays: **Review Order Confirmation**

9. Select 'Confirm' radio button and then optionally select the 'Details' button

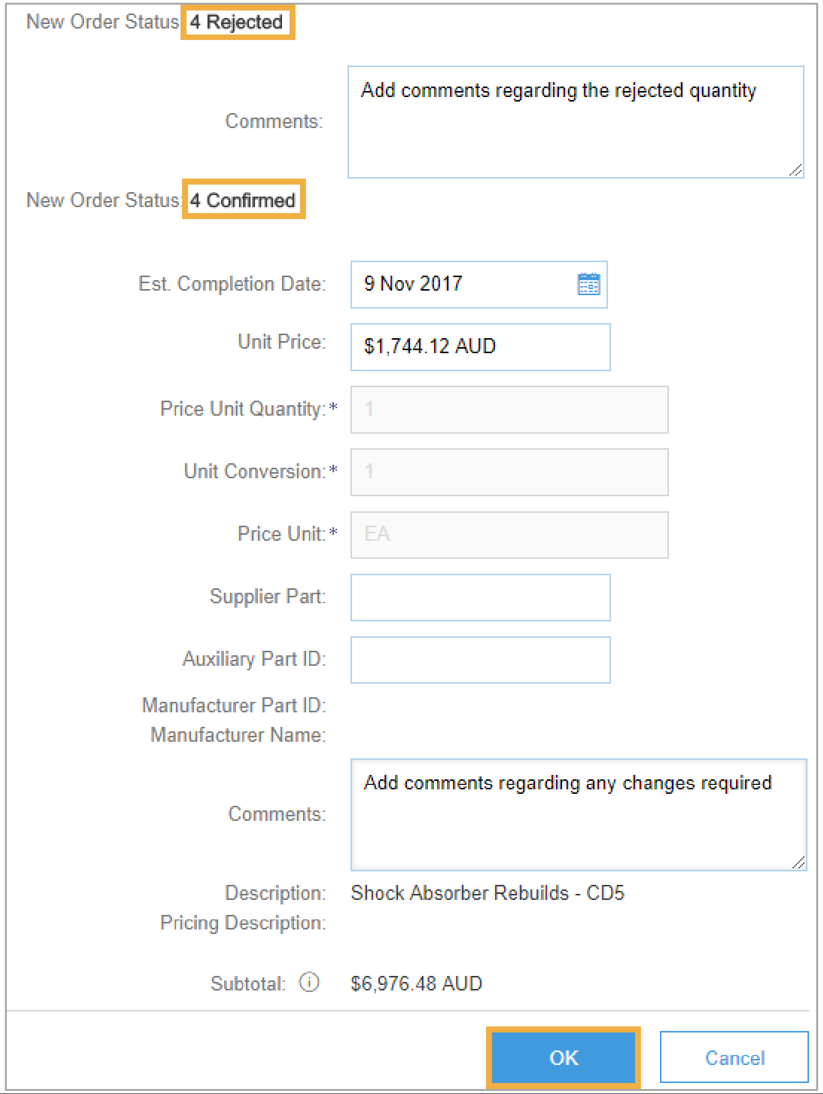
10. Click **Submit.**

- Screen returns - **Purchase Order. Order Status has changed to Partially Confirmed**



Order Confirmation –Update Line Item

- **Enter** updated information.
- Click **Ok.**
- Screen returns – Order Confirmation
- Click **Next.**
- Screen displays: Review Order Confirmation
- Click **Submit.**
- Screen returns - Purchase Order. Order Status has changed to Partially Confirmed



Rejected:
Use to Reject a portion or a line of a multi-lined order. Enter a Rejection Reason and a Comment

Confirmed:
Use for all other updates/changes required to the order:
- Unit Price
- Comments

Order Confirmation –Reject Entire Order

11. Enter **Confirmation #.**

12. Enter **Comments** for the rejection. (Include detailed notes advising reason for rejection).

13. Click **Reject Order.**

➢ Screen returns - Purchase Order. Order Status has changed to Rejected

- Use the Reject if;
  - You can no longer fulfil the order
  - The order was not intended for your company

Service Claims

- The Service Entry Sheet is the claim for the actual service work carried out . Service Sheet will be reviewed once submitted to BHP and either Approved or Rejected
- There are two methods to begin the payment process for Service Orders. As a general Rule Method 1 will be adopted. Method 2 will only be allowed by approved exception

Method 1:	**Create invoice first (AutoFlip INV->SES)**	Supplier creates the Invoice and submits the invoice, it auto generates a service entry that is submitted to BHP for approval. On approval of the SES the invoice is released and sent to BHP.
Method 2:	**Create the Service Sheet first**	Used where BHP have directed that you can create a standard Service Sheet to be submitted to BHP for approval but to not create an invoice in Ariba. For example: • *You receive an RCTI (Recipient Created Tax Invoice from BHP* • *You create and send a manual invoice outside Ariba and email it to BHP*

Service Invoice

- A Service Invoice is a claim for the services carried out and is created and held in the system until approval is received from BHP
- An Invoice requires an attachment of supporting documentation (e.g. signed time sheet, invoice, service report)
- Can only be created from ‘Confirmed’ Service Order lines
- Multiple invoices can be created against the same PO line up to the quantity/value available on that PO line
- Maximum of 200 lines (including the Parent Line) per Invoice

Method 1 – Invoice First

- A **Service Invoice** is a claim for the services carried out and is created and held in the system until approval is received from BHP. It is created for **<u>confirmed</u>** Service Orders only and must have an attachment of supporting documentation (e.g. signed time sheet, invoice, service report)
- Using this method you create an invoice and Ariba creates a service sheet for you. The invoice is sent after BHP approves the service sheet.
  - ➢ *Multiple invoices can be created against the same PO line up to the quantity/value available on that PO line*
  - ➢ *Maximum of 200 lines (including the Parent Line) per Invoice*

Step 1: Receive and confirm Service Order

Step 2: Provide service to BHP

Step 3: Create & Submit Service Invoice (the system will hold this, until the Service Entry is Approved)

Step 4: Service Entry Sheet is Approved

Step 5: Ariba Network will release the Invoice (Status of Pending Approval) & send to BHP to progress through the invoice reconciliation process.

Invoice – Header Level

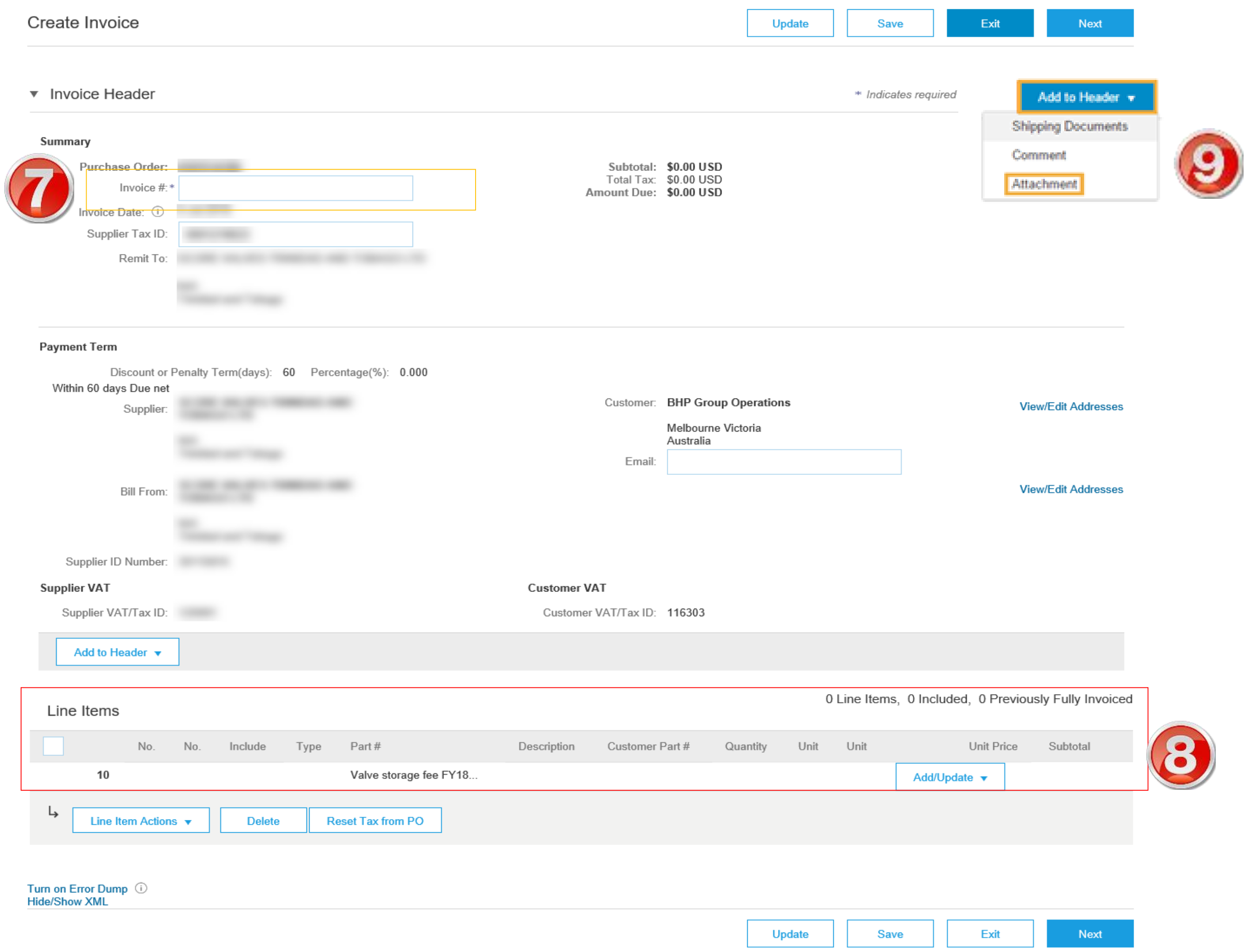
7. Enter your invoice number into the **Invoice#** field

8. **Add/Update** to create the item to invoice.

9. **Attachments** for Service Invoices are **Mandatory**. See next page for instructions

➢ The attachment is one of the following:
   - Signed job card
   - Signed time sheet
   - Signed proof that the service was rendered
   - A signed copy invoice

➢ **Error message if an Attachment is not added:** *This invoice auto-generates a service sheet. Your customer requires attachments for service sheets. You must upload at least one attachment before submitting this invoice*



Create the Invoice

1. Click **Inbox** tab on the Dashboard

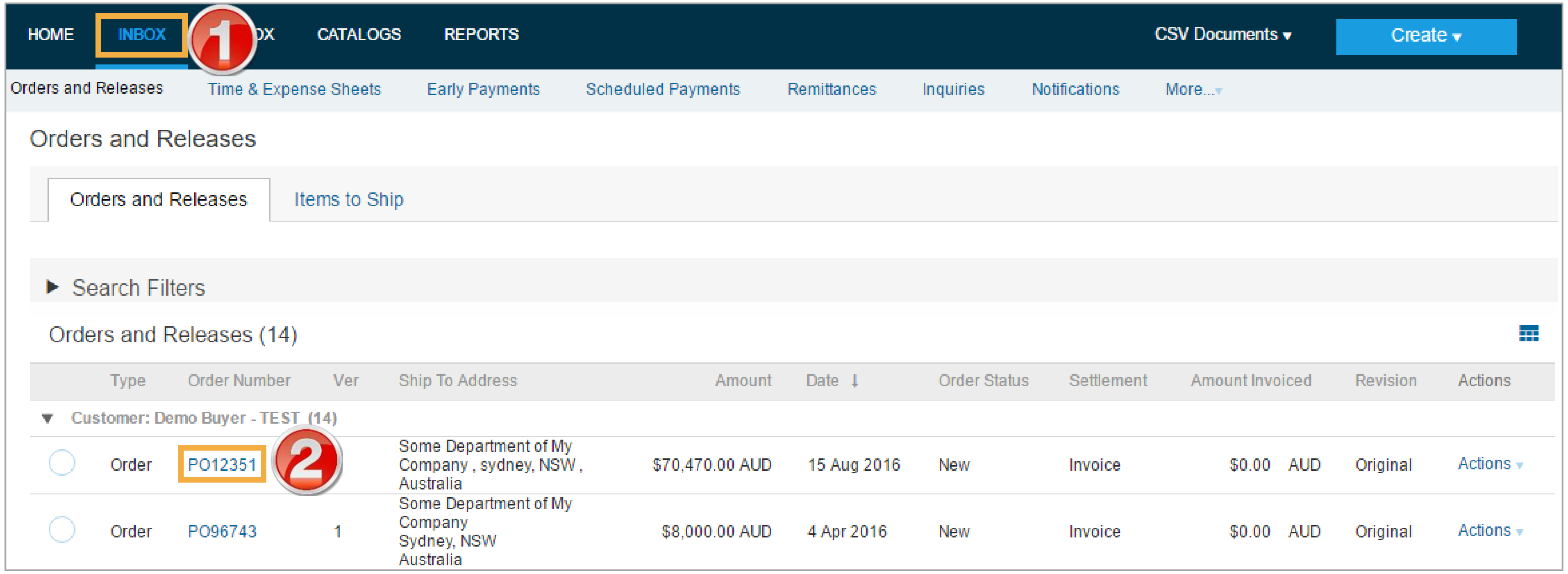
➢ Screen displays the list of Orders and Releases

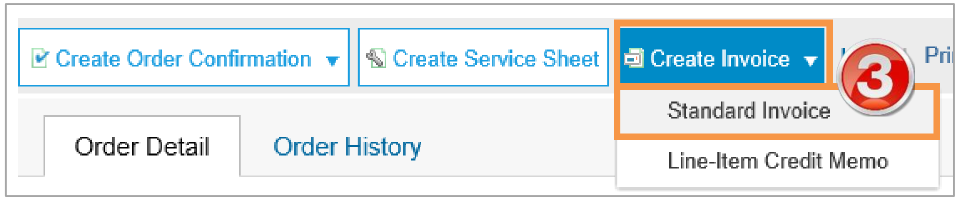
2. Click the **Order Number** to open the order

➢ Screen displays the Purchase Order

3. Click **Create Invoice** & select **Standard Invoice**

➢ Screen displays the Select Item





Invoice – Create Lines

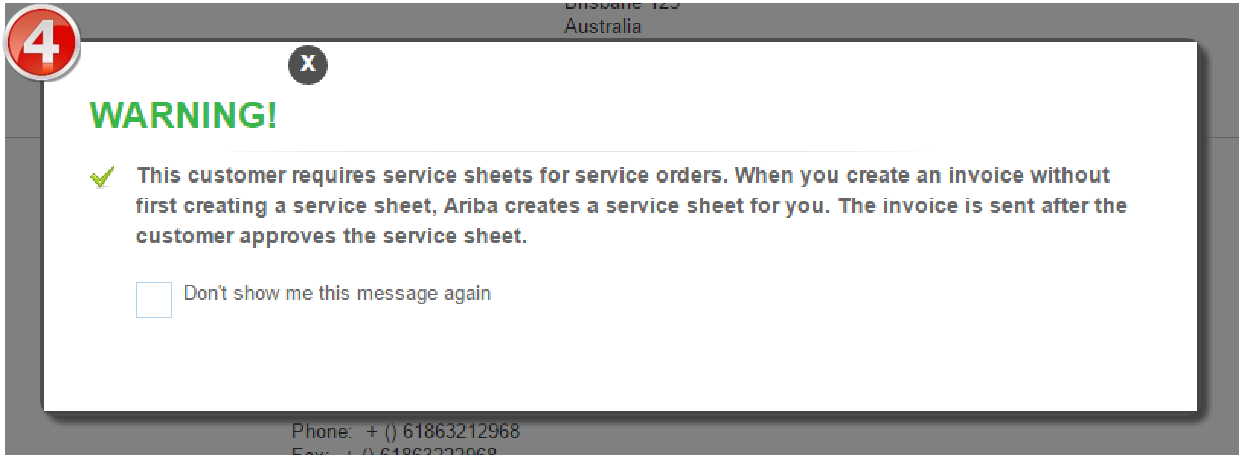
4. The first time this option is selected a **WARNING! pop up** box will appear.

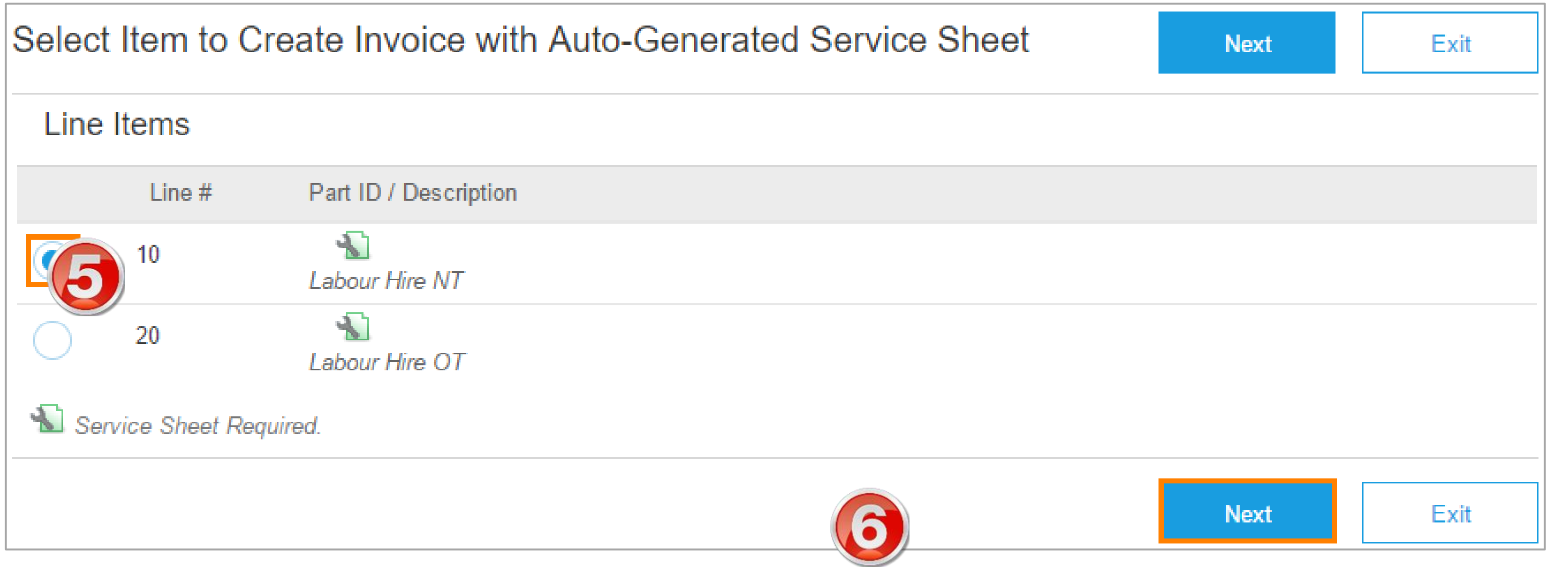
   - Read the message
   - Tick the box ‘*Don’t show me this message again*’
   - Close by clicking the X

4. Select the parent line to be invoiced (reminder: only one parent line per claim)

5. Click **Next** to take selected parent line

   - Screen displays: **Create Invoice**



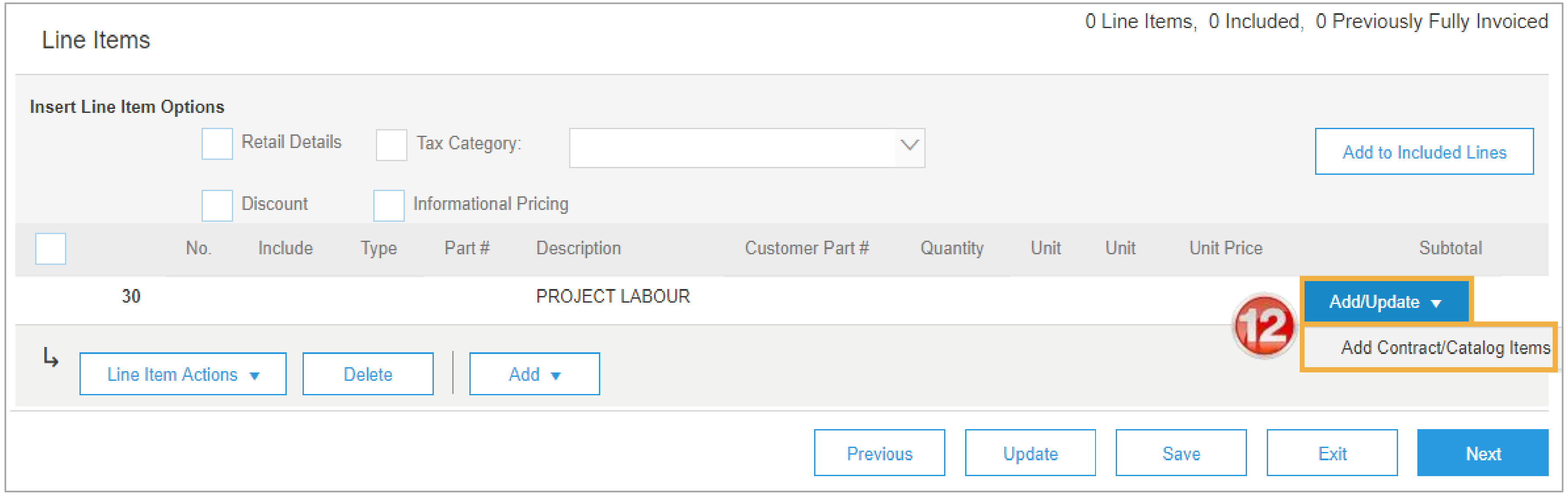


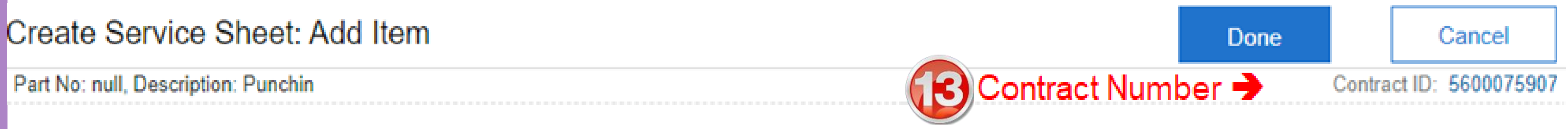
Invoice – Add/Update a Catalog /Contract item

- Each Unplanned Service Invoice requires ‘Child Lines’ to be added

12. To add Child Lines to the Invoice;
    - **Click Add/Update**
    - Select **Add Contract/Catalog Item**

13. Whenever a ContractID is shown you can either
    a) Select from the Items available or
    b) Create a Non-Catalog item by entering a description. This description and price should be the same as the contract agreed information.

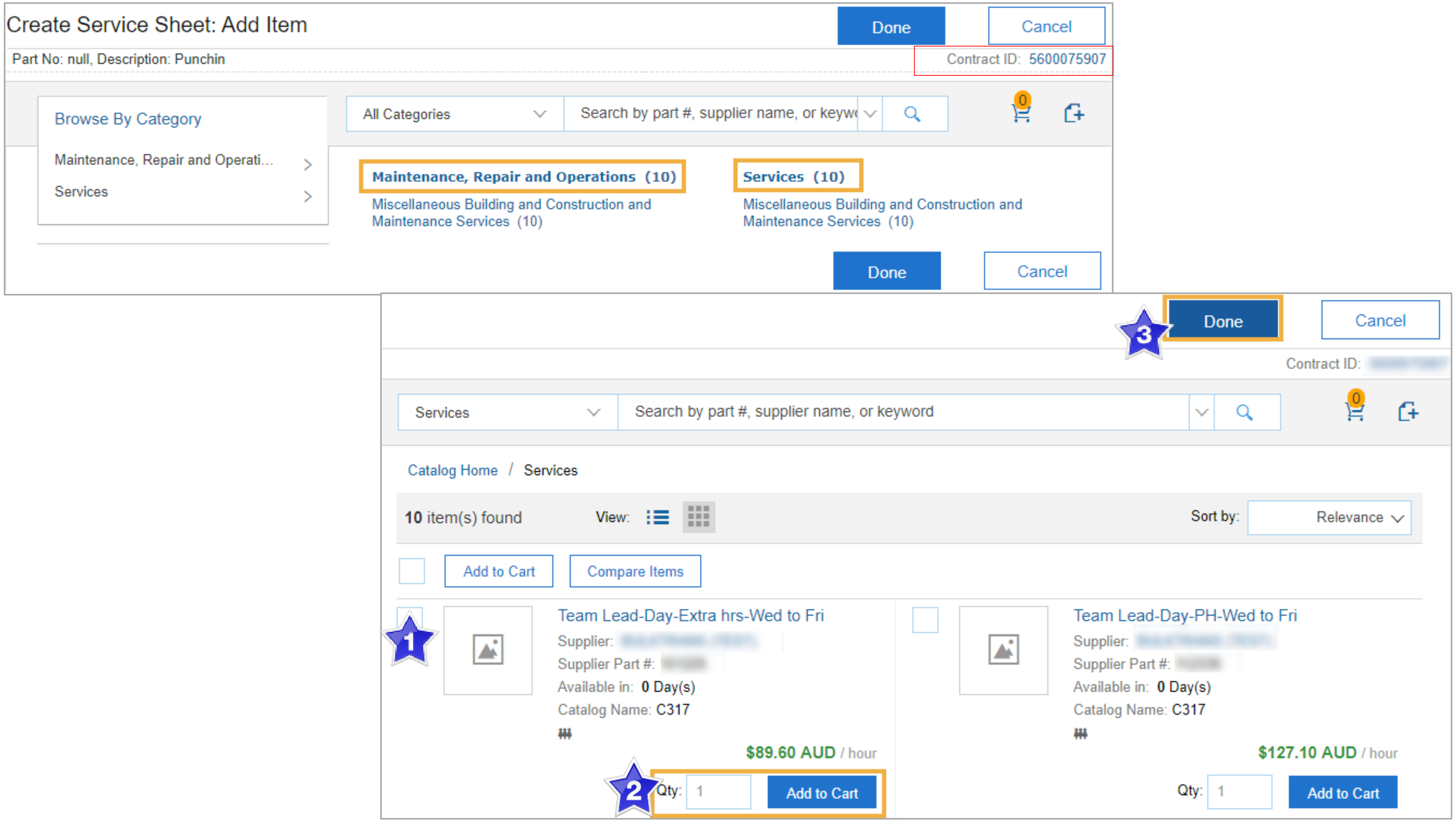




Invoice – Add Catalog /Contract item

- **Browse** the Catalog using categories to find the correct item to add

1. Select from the listed items
   - *Update Quantity for each item*
2. **Add to Cart** selected items
3. Click **DONE** when all items have been selected.

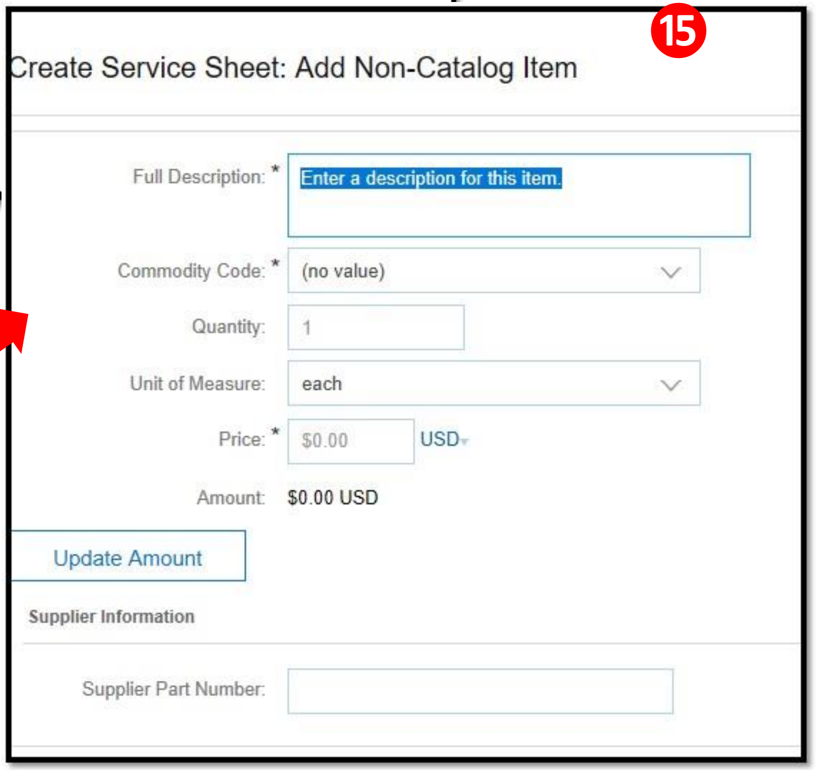


Invoice – Add Non-Catalog item

- Select **ADD CONTRACT/CATALOG ITEM**
- In some instances there may be a ContractID but no detailed items available for selection

15. Select **Create a NON-CATALOG item** .

➢ Add **Non-Catalog Item** by entering details into the provided fields.



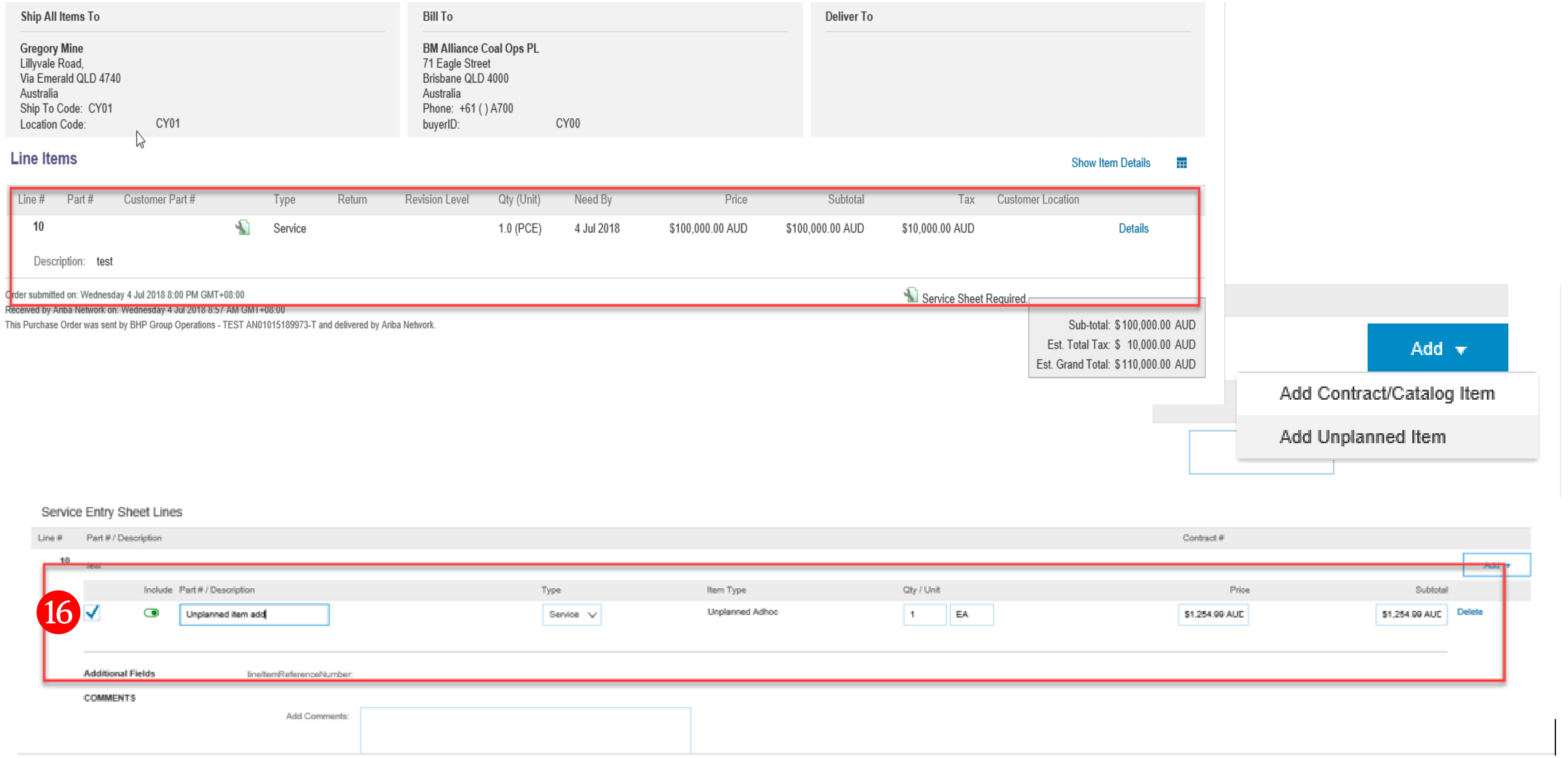
Important Note: *Include clear detail for approvers to verify that this is correct. If this item is on contract but not available for selection, you must still use the contract description and price to prevent rejection of invoice/SES*

Invoice – Add Unplanned Item

- Unplanned Items are created where the Purchase Order
  - has a maximum $Value
  - No ContractID reference
- In this case you will have the option to Add Unplanned Item at the line level.

16. Enter the details of the service that was provided :
  - Description,
  - Quantity
  - Unit of Measure
  - Unit Price.

- Select the line for inclusion in the invoice.



Complete the invoice

14. Once the Line Items have been created for the invoice you will notice

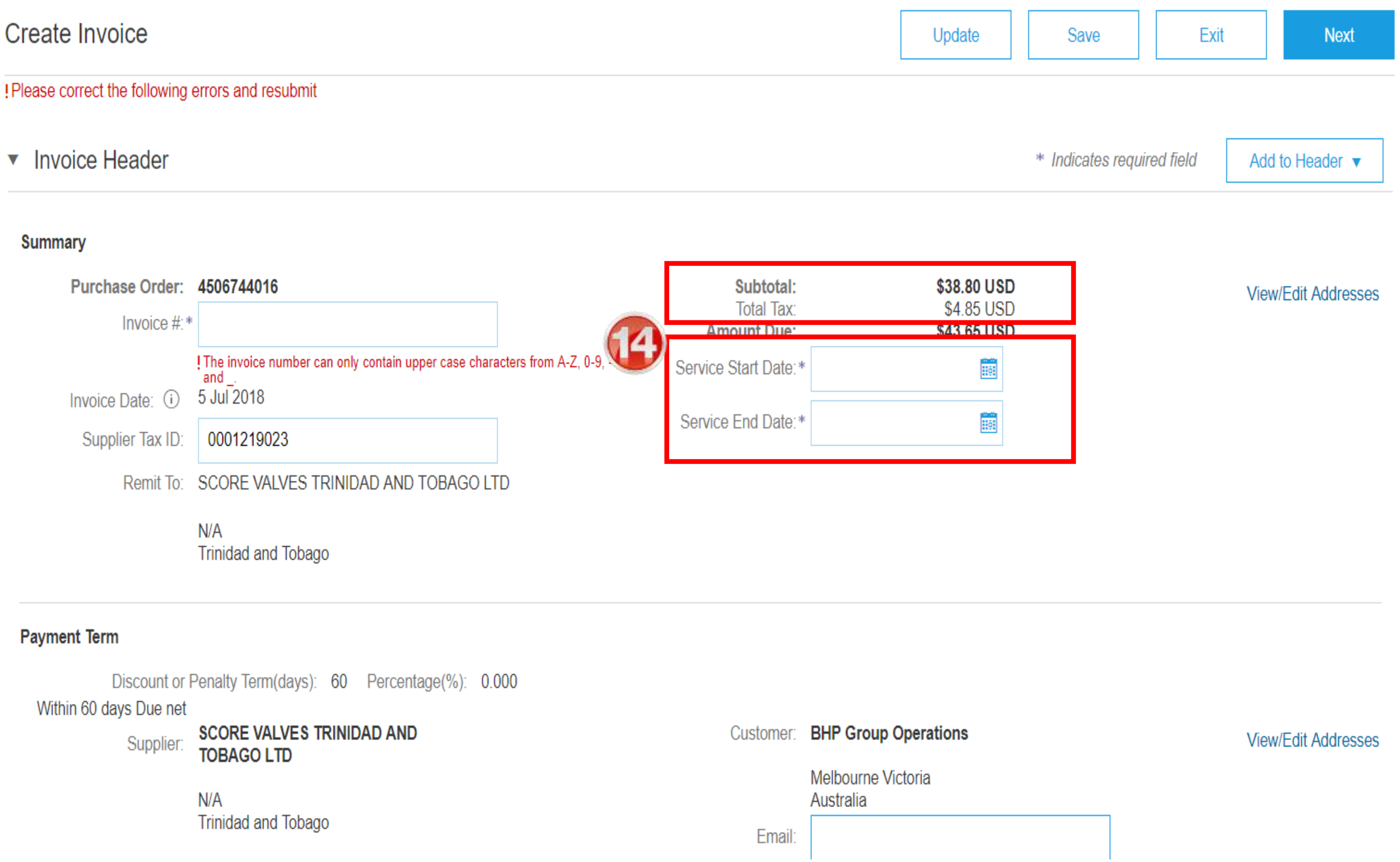
   a) The **Sub-Total and Total** of the Invoice is updated to the value of all added lines

   b) You must now enter **Service Start and End Dates.**

   c) **Select Update**

   d) Click on **NEXT** this will take you to the **Invoice Summary**

   e) **Review Invoice & click Submit to auto-generate and send the SES**



Invoice – Header Level cont.

10 An attachment is required for all Service Order Invoices

11. Click on **Add to Header** and select **Attachment.**

➢ The Attachments section is displayed;

1) Click on **Choose File.**

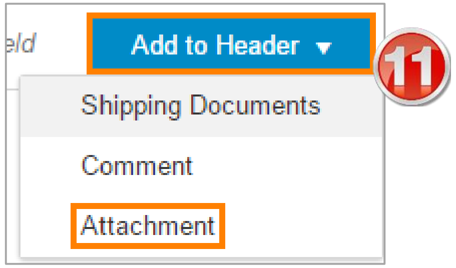
2 **Browse** your computer files.

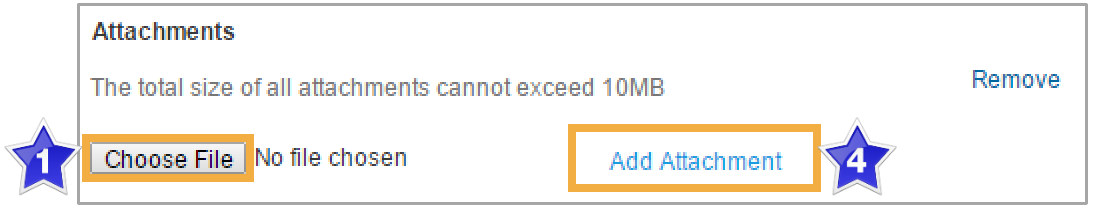
3 Select and click on **Open.**

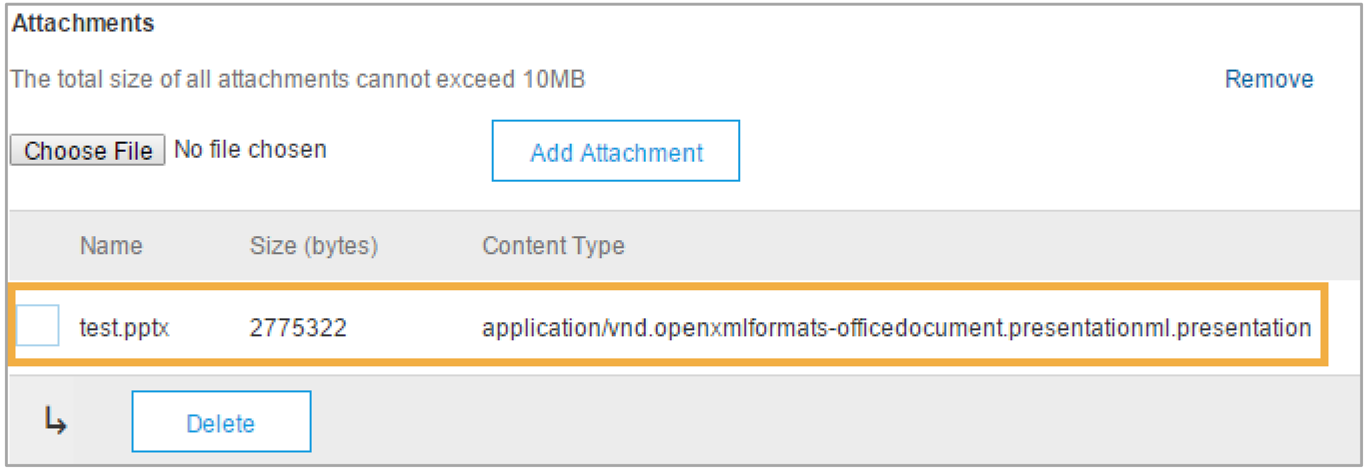
4) Click on **Add Attachment.**

- Multiple files can be attached
- Max **10mb** in total

Note: Do NOT attach a duplicate copy of the invoice.







Please note that attachments must comply with these specifications:

- File must be < 10MB
- Filename must have less than 40 characters total
- Filename must not include special characters shown below:
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Method 2 – Service Sheet First

Create the Service Sheet first; the Service Sheet will be submitted to the buyer for approval. Invoices are to be submitted separate from Ariba

Option 1 – Create a Service Sheet first **(Once service has been rendered supplier can submit a SES on the Ariba Network**

Step 1: Receive and Confirm Service Order

Step 2: Provide Service

Step 3: Create & Submit Service Sheet

Step 4: Approval Received from BHP

Step 5: Create & Submit Invoice outside of Ariba

Create the Service Sheet

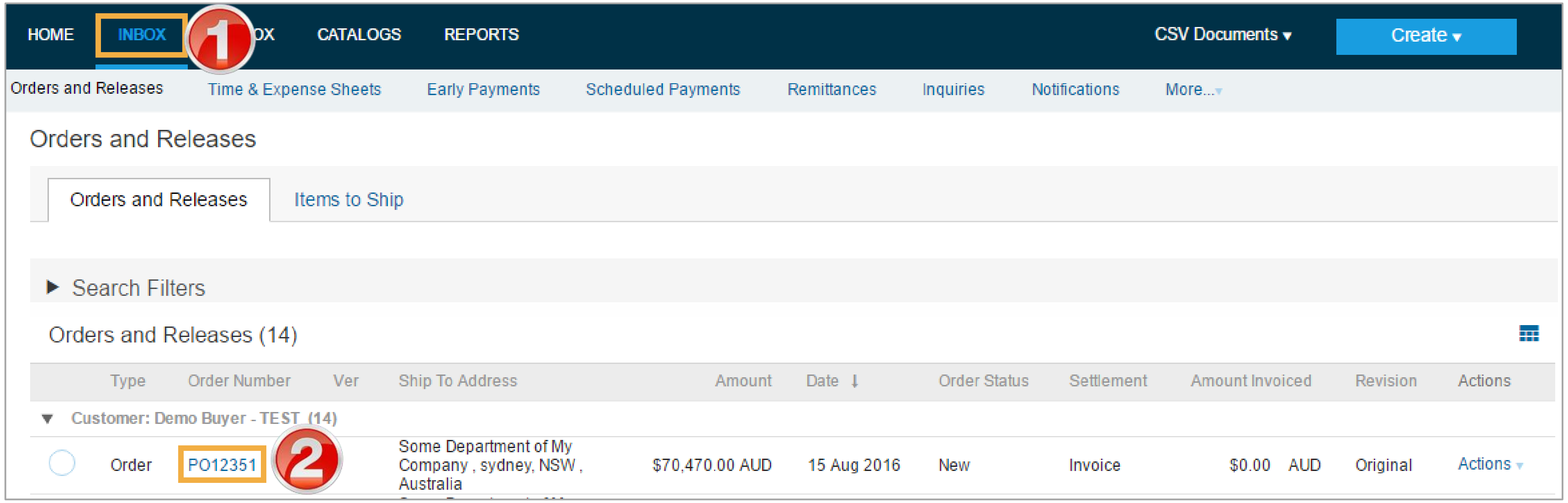
1. Click **Inbox** tab on the Dashboard.

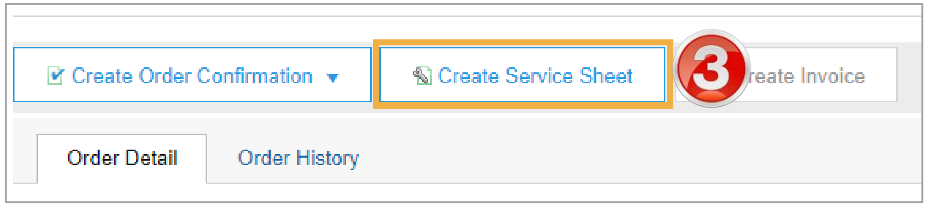
➢ Screen displays: Orders and Releases

2. Click the **Order Number** to open the order.

➢ Screen displays: Purchase Order

3. Click **Create Service Sheet.**





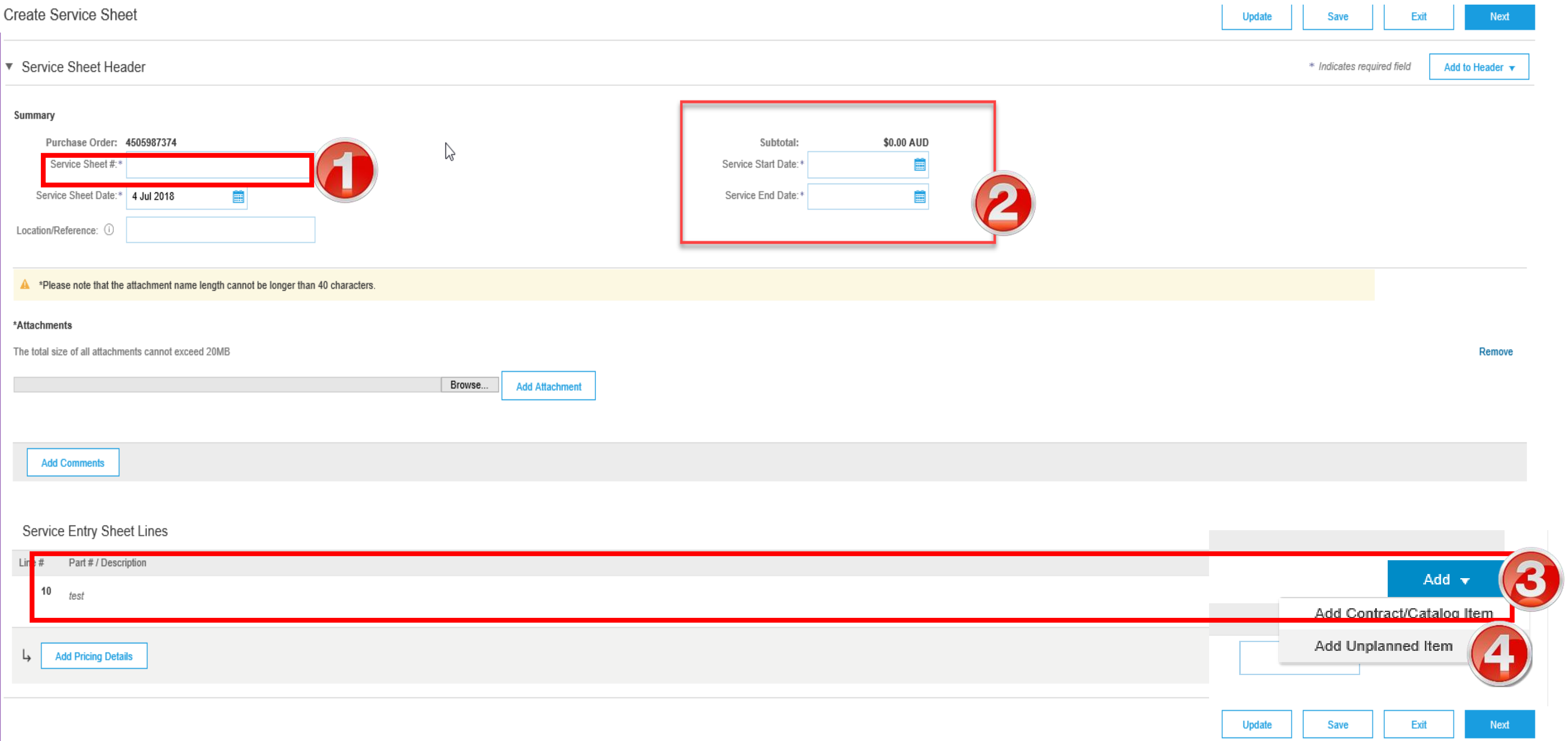
Create Service Sheet

1. Enter the **Service Sheet Number**

2. Enter **Service Start and Finish Dates**

3. As for the invoice if there is a ContractID,
   - **Add Contract/Catalog ítems**
   - **Add Contract/Catalog ítems and créate a Non-Catalog ítem**

4. If no ContractID
   - **Add Unplanned Item**



Service Sheet – Header Level

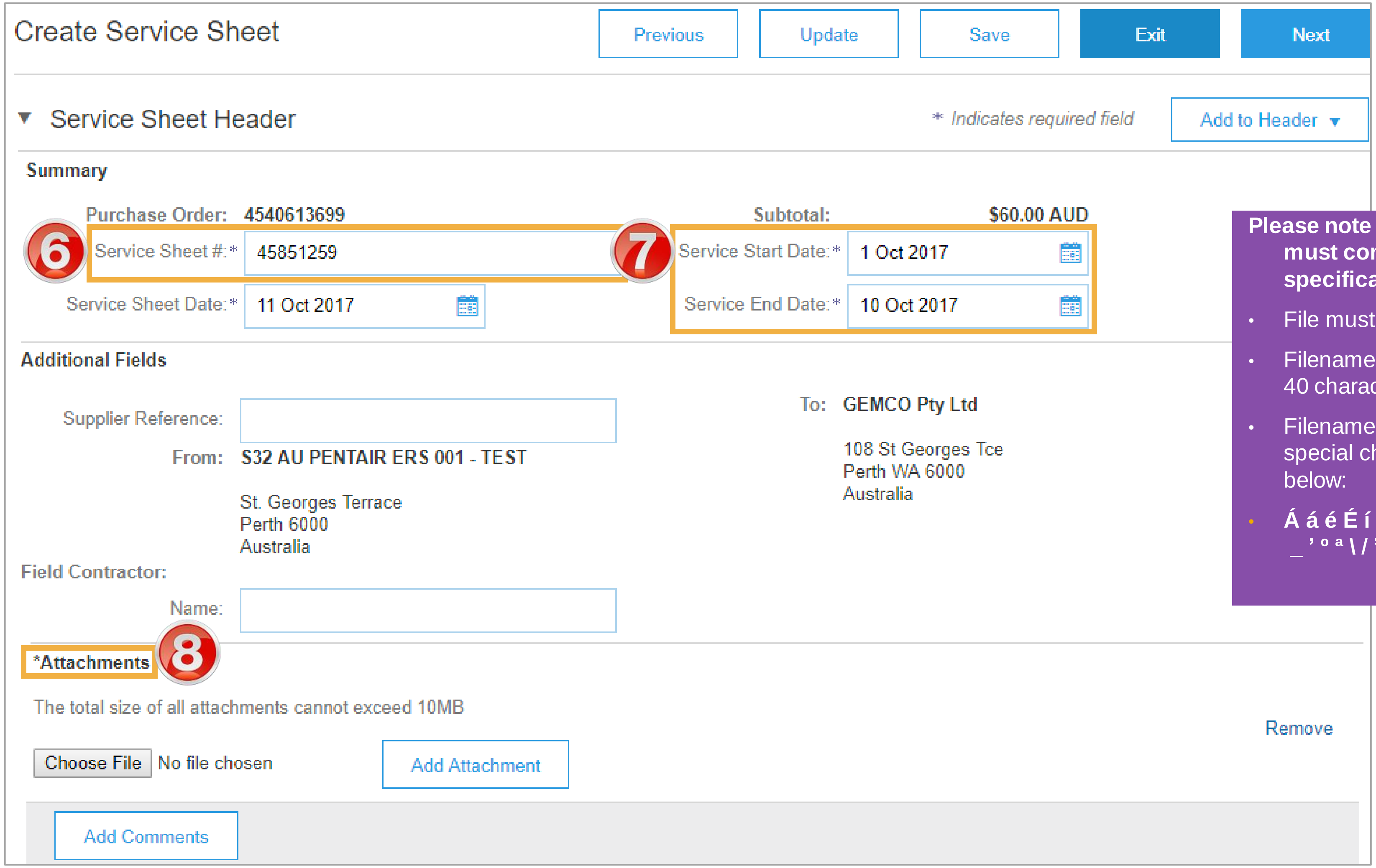
6. Enter **Service Sheet #.**

7. Enter **Service Start** and **End Dates**

8. **Add Attachments** The attachment is one of the following:
   - Signed job card
   - Signed time sheet
   - Signed proof that the service was rendered

   - **Click Choose File** to browse your computer files.
   - Select and click on **Open.**
   - Click on **Add Attachment.**

Note: Do NOT attach a copy of the invoice



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- **Á á é É í Í ó Ó ú Ú Ñ ñ & - _ ’ º ª \ / ” $ · ~ # ( ) û [ ] Ç**

Service Sheet – Line Level

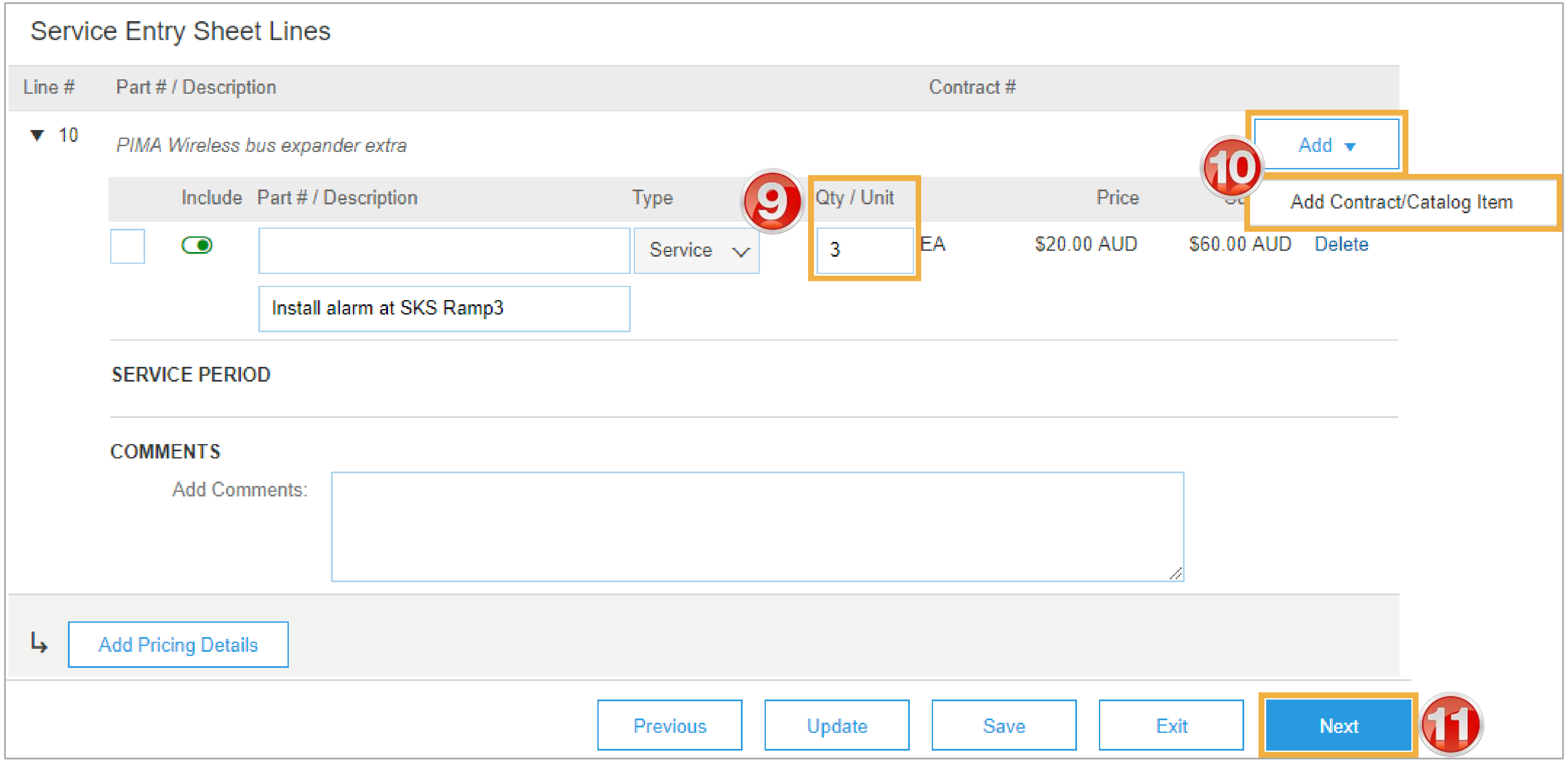
9. For partial services, update the **Quantity.**

10. To add items from a catalogue, click **Add**, select **Add Contract/Catalog Item**

11. Click **Next.**

12 Review Service Sheet details & click **Submit.**

➢ Screen returns - Purchase Order. Order Status has changed to Partially/Serviced



Service Sheet Status

- Service Entry Sheets are system generated from the Invoice submitted (Method 1)
- The SES status changes based on the buyers response
  - Approved – The Invoice will be released by the system to BHP
  - Rejected – You need to Edit and Resubmit the Invoice and a new SES will be system generated and sent to BHP (the process will repeat)
- All Service orders require the Service Sheet Status of Approved, prior to the Invoice being released

Service Sheet Status

To review submitted Service Sheets

1. Click **Outbox.**

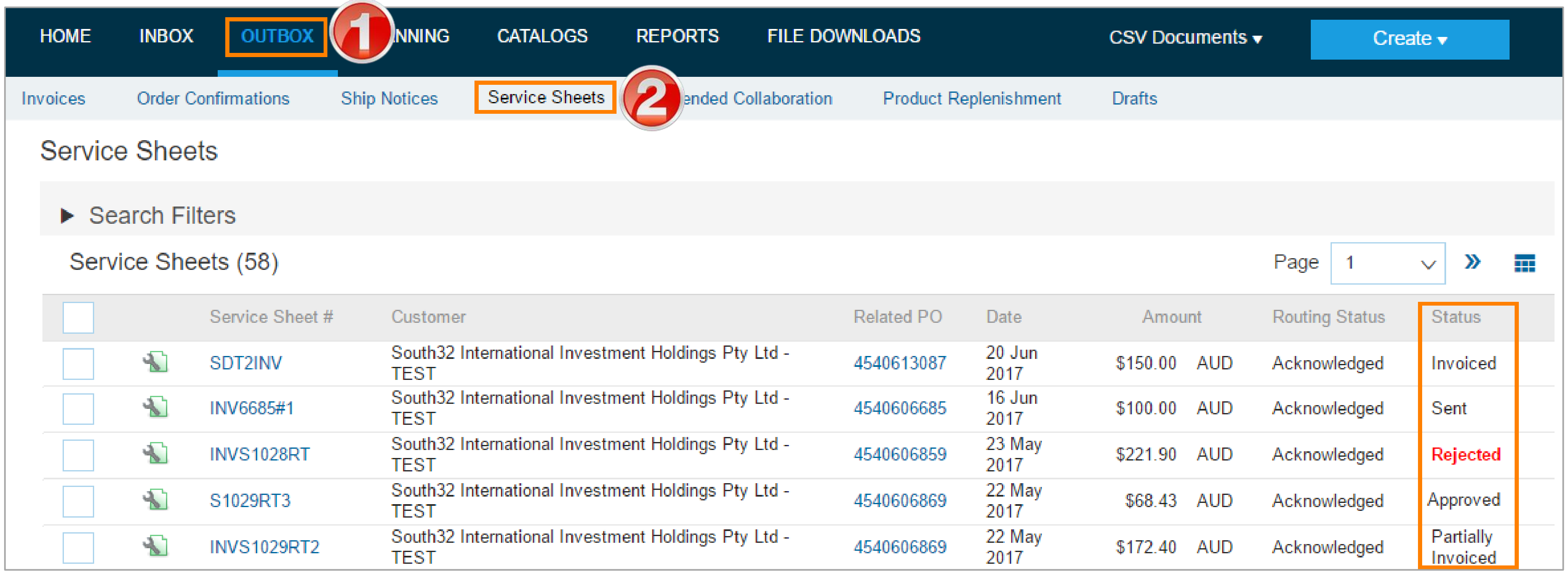
2. Select **Service Sheets.**

3. Locate Service Sheet.

The Status of the Service Sheet:

- **Sent**: sent to the buyer
- **Approved**: Invoice released
- **Invoiced**: Invoice received into BHP system
- **Rejected**: has been Rejected

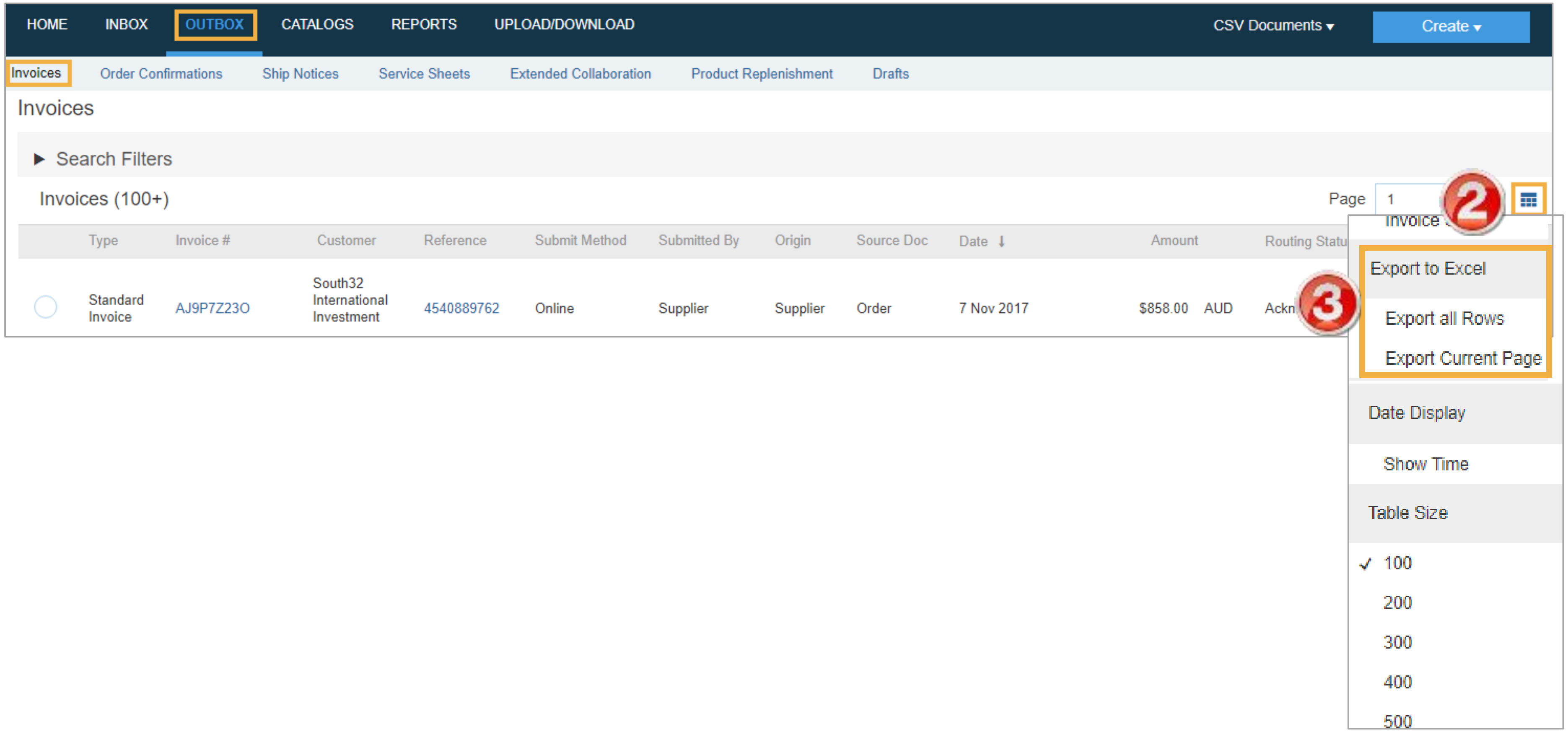
➢ To view Invoice Status, refer to the invoice guide



Service Sheet #	Customer	Related PO	Date	Amount	Routing Status	Status
SDT2INV	South32 International Investment Holdings Pty Ltd - TEST	4540613087	20 Jun 2017	$150.00 AUD	Acknowledged	Invoiced
INV6685#1	South32 International Investment Holdings Pty Ltd - TEST	4540606685	16 Jun 2017	$100.00 AUD	Acknowledged	Sent
INVS1028RT	South32 International Investment Holdings Pty Ltd - TEST	4540606859	23 May 2017	$221.90 AUD	Acknowledged	Rejected
S1029RT3	South32 International Investment Holdings Pty Ltd - TEST	4540606869	22 May 2017	$68.43 AUD	Acknowledged	Approved
INVS1029RT2	South32 International Investment Holdings Pty Ltd - TEST	4540606869	22 May 2017	$172.40 AUD	Acknowledged	Partially Invoiced

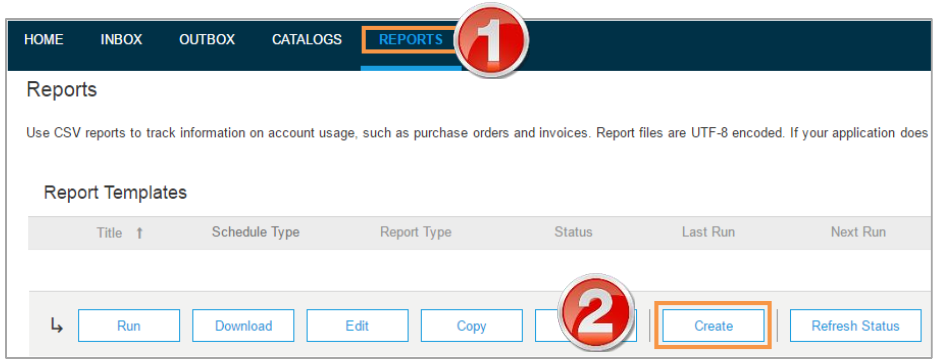
Invoice Report from the Outbox

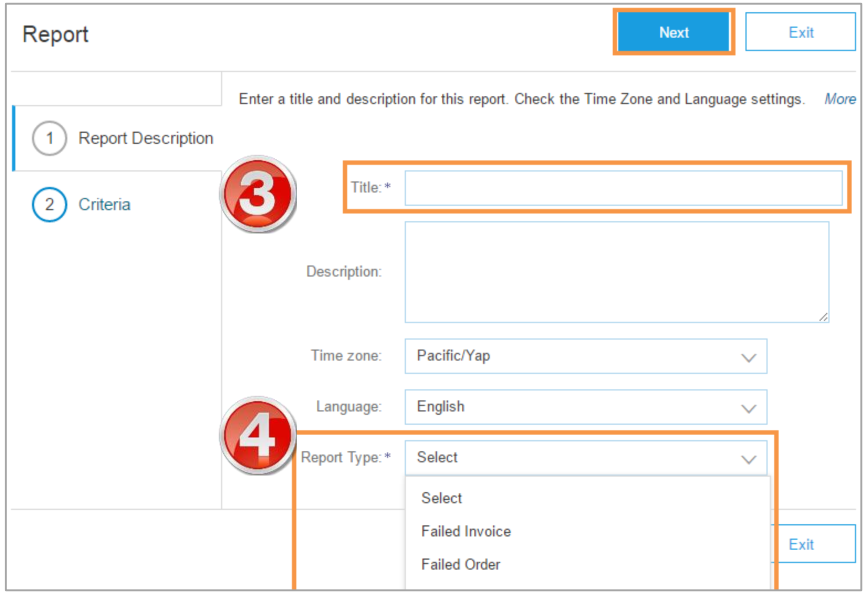
1. From within the Outbox
2. Click the **Table Menu**
3. **Export to Excel**

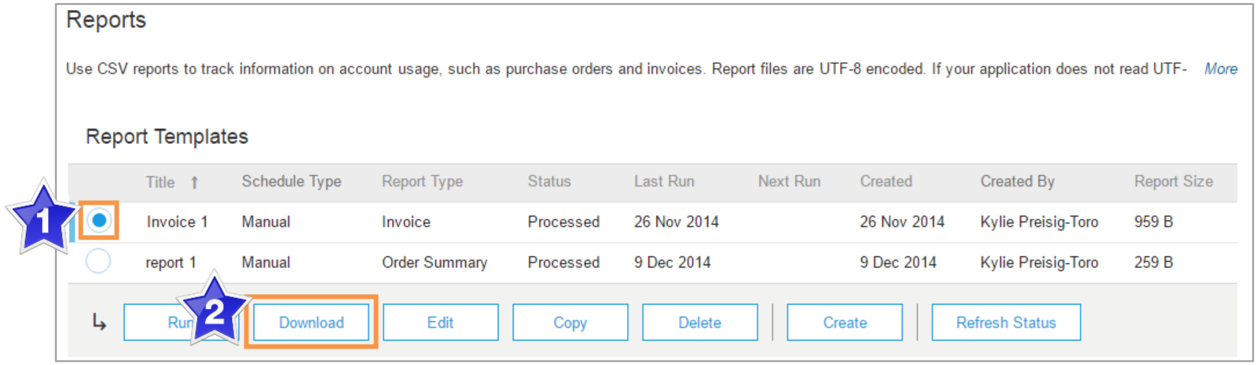


Reporting

1. Click on the **Reports** Tab.
2. Click **Create.**
3. Enter **Title of Report.**
4. Select **Report Type.**
5. Click **Next.**
6. Select **Parameters** (each report has different parameters).
7. Click **Submit.**
8. Download the Report:
   1) Select **Report**
   2) Click **Download**







Support

Support Type	Contact
Ariba Support	1. Click on the **Help Centre – Support** 2. Click **Start** next to ‘I need help with…’ 3. Select support option; • **Email SAP Ariba Customer Support** • **Get help by Live Chat** • **Get help by Phone**
Supplier Information Portal (Location of Training Guide/s and Video/s)	1. On the **Home** screen 2. Click on **Company Settings** 3. Click on **Customer Relationships** 4. Click on **Supplier Information Portal**