Ariba Network Service Order Guide





Introduction

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



Table of Contents

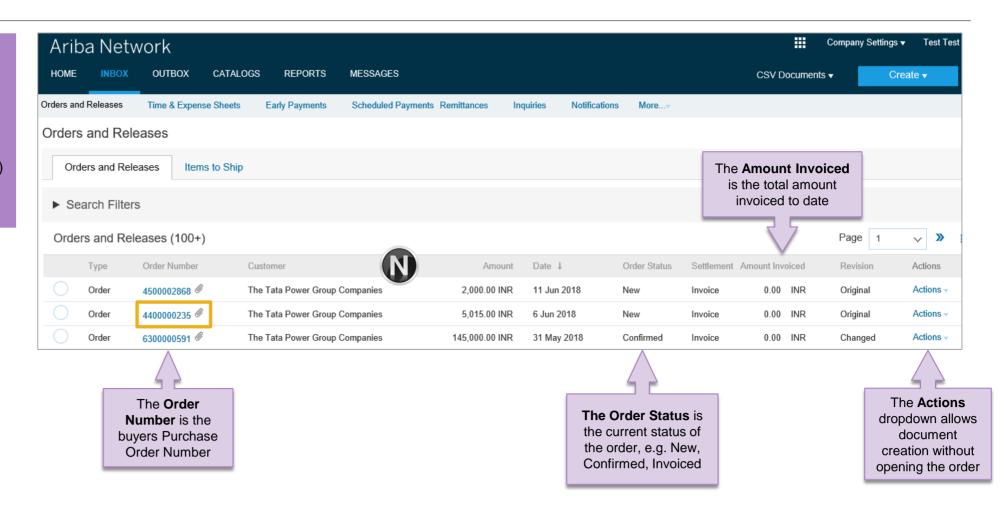
Select by clicking on the links:

- The Service Order
- The Order Confirmation
 - Confirm Entire Order
- The Service Sheet
- The Service Sheet Status
- Service invoice

Inbox – Orders and Releases

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.



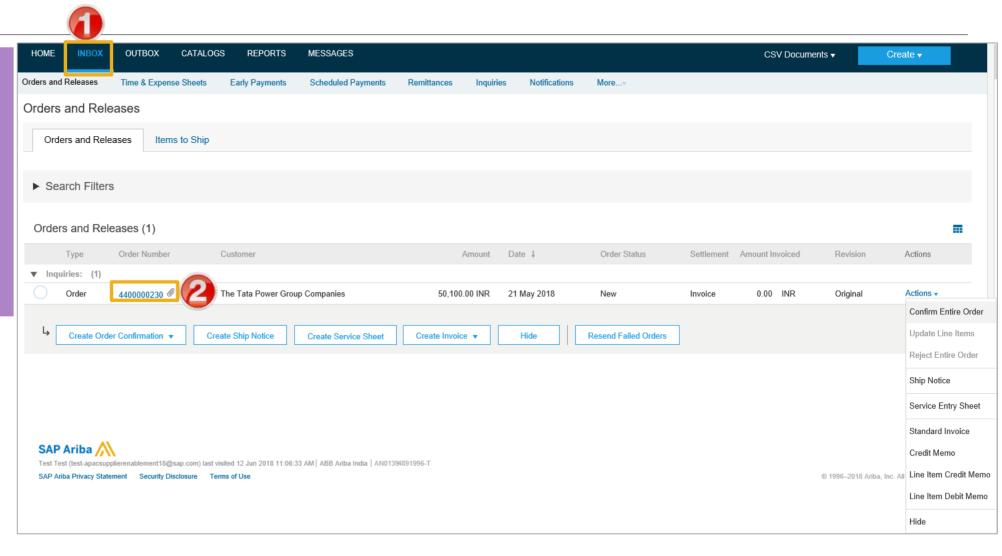


Service Order

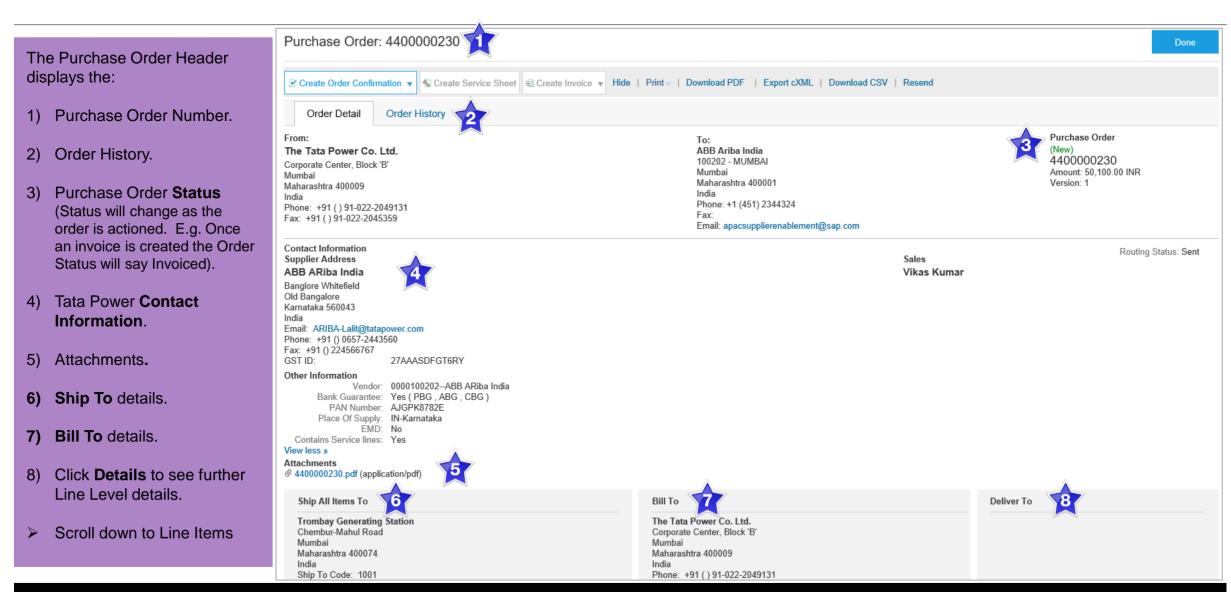
- The Service Order (PO) is the source document for the order and all subsequent documents are created from the PO.
- A PO is a commercial document issued by a buyer to a seller, indicating types, quantities, and agreed prices for products or services the seller will provide to the buyer. Receiving an Order from your buyer constitutes an offer to buy products or services.
- Any field with an * is a mandatory field and a value is required to be entered

Open the Purchase Order

- Click Inbox tab on the Dashboard. Page displays: Orders and Releases.
- Click the Order Number to open the order. Page displays: Purchase Order. Here you can view the details of the Purchase Order.



View Purchase Order Details – Header Level



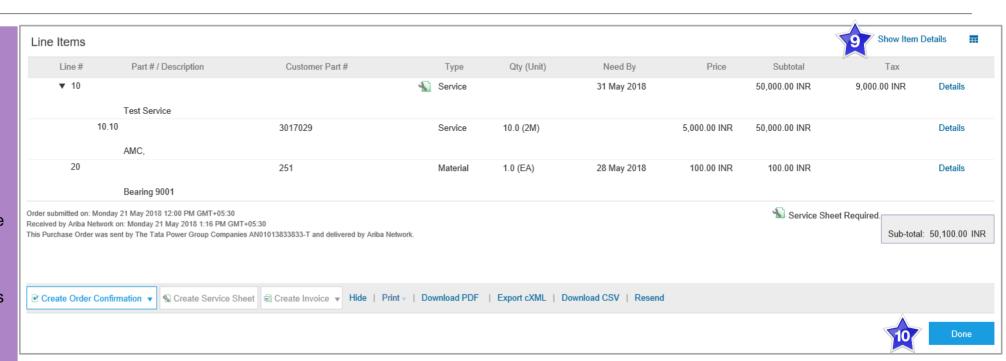
View Purchase Order Details - Line Item Level

- 9) Click **Details** to see further Line Level details.
- 10) Click **Done** to return to the **Inbox**

Reviewing a Purchase Order

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

- Identify the items requested
- Determine whether the items are in stock
- Validate the information contained within the PO
- Review the shipping address
- Ensure that the details of items in the order are correct
- Check fields required by the business and any Comments



➤ To see item details click on

Show Item Details

To Hide Item details click

Hide Item Details

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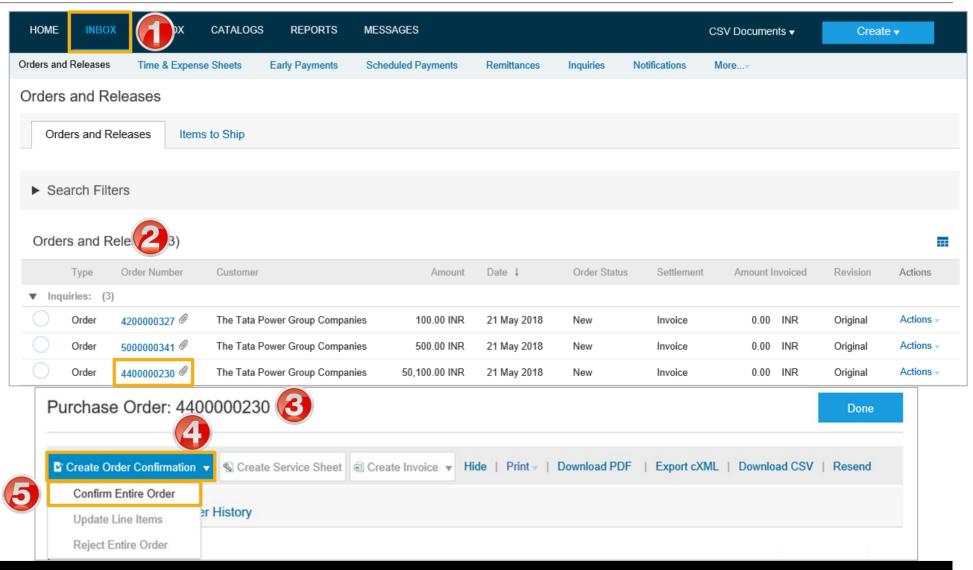
Order Confirmation

- When a new order is received into Ariba, you will be required to create an Order Confirmation.
- 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.
 - 2) Update Line Item: please use Confirm Entire Order or Reject Entire Order.
 - 3) Reject Entire Order: used to reject the order if it cannot be fulfilled.

For Tata Power you will not be able to partially confirm or reject the entire order. All suppliers of Tata Power must confirm the entire order before creating an invoice against it.

Begin the Order Confirmation

- Click **Inbox** tab on the Dashboard. page displays: Orders and Releases.
- Click the Order Number to open the order. page displays: Purchase Order Details.
- 3. View the Purchase Order.
- 4. Click Create Order Confirmation.
- Select Confirm Entire
 Order. The Confirm Entire
 Order tab will be displayed.



Order Confirmation – Confirm Entire Order

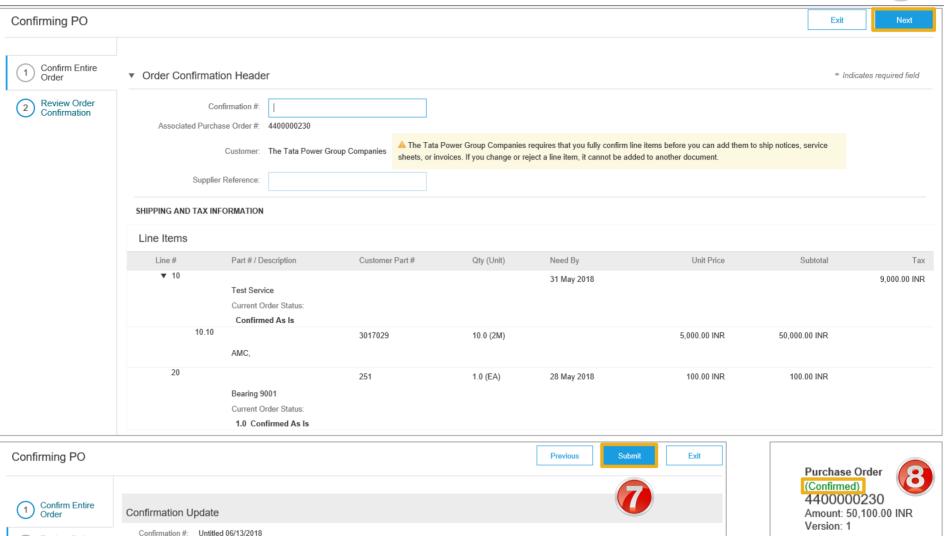
Review Order

Confirmation

Supplier Reference:



- 6. There are no mandatory fields on this page. Click the **Next** button.
- 7. Review the order confirmation and click **Submit**. Your order confirmation is sent to Tata Power.
- 8. Once the order confirmation is submitted, the Order Status will change to Confirmed on the Order Details page.





Service Sheet

- The Service Sheet is the claim for the service work carried out
- Once submitted to Tata Power the Service Sheet will be reviewed and either Approved or Rejected.
- <u>All suppliers of Tata Power must create the Service Sheet before creating an invoice against it. The Service Sheet must be submitted to the buyer for review.</u> Once the Service Sheet has been approved an Invoice will need to be created in the Ariba Network.



Service Sheet First

Create an Service Sheet before creating a Service Invoice

Step 1: Receive and confirm Service Order

Step 2: Provide service

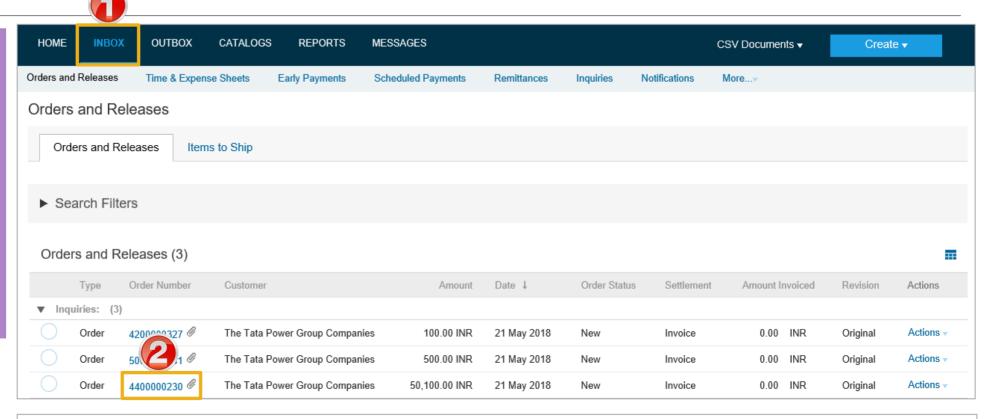
Step 3: Create Service Sheet

Step 4: Send to Tata Power for Approval

Step 5: Create Invoice

Open the Service Sheet

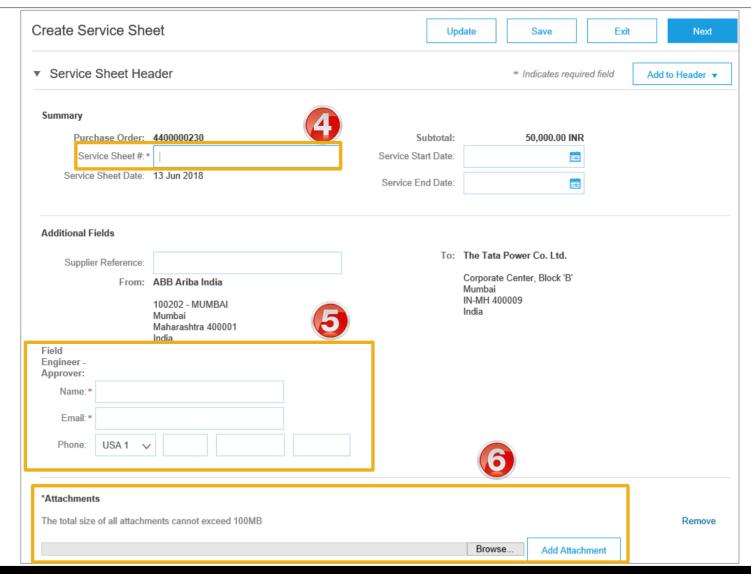
- Click Inbox tab on the Dashboard. page displays: Orders and Releases.
- Click the Order Number to open the order. page displays: Purchase Order Detail.
- Click Create Service Sheet. page displays: Create Service Sheet.





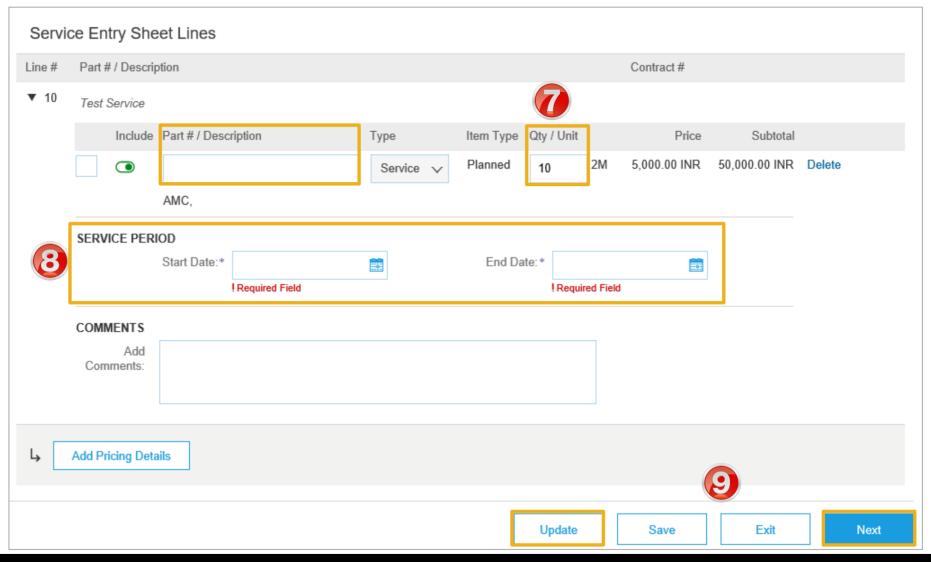
Service Sheet - Header Level

- 4. Enter any alpha-numeric number of your choice in the **Service Sheet #** field. All fields marked with an asterisk are mandatory.
- 5. Enter the field engineer's name and email id in the respective fields. Contact Tata Power if you don't have these details.
- 6. It is mandatory to add attachments. These attachments should be a proof of the service rendered for eg: an approved attendance sheet. You can only attach documents in the PDF format. Click the Add Attachment button to select PDF document on your computer.



Service Sheet - Line Level

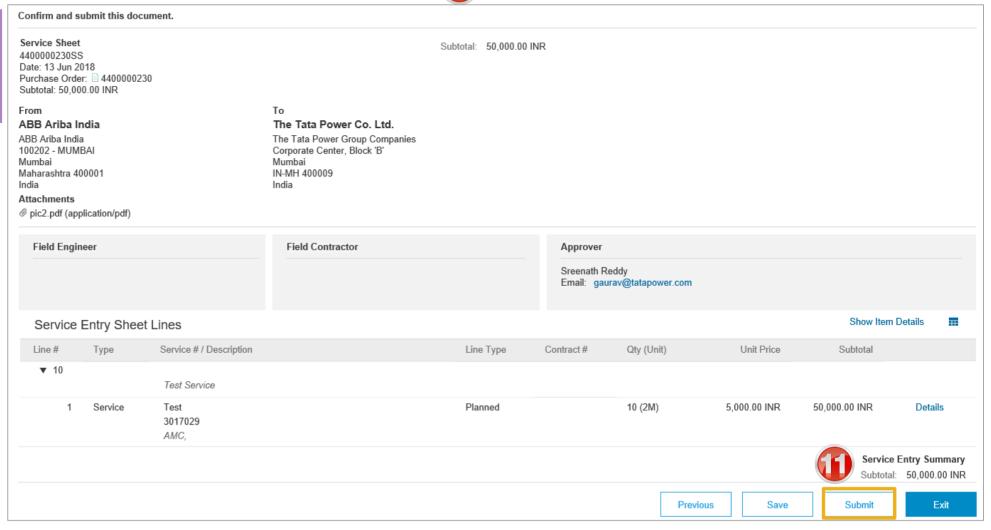
- 7. Scroll down to the Service
 Entry Sheet Lines section,
 to enter the Description of
 the service rendered and
 edit the quantity in the
 Qty/Unit field.
- 8. Enter the **Start** and **End Date** of the service period (mandatory).
- Click **Update** if you have modified the quantity or excluded any Line Item number. Click the **Next** button to review the sheet.



Service Sheet - Line Level

10

- 10. Review the Service Sheet Information.
- 11. Click Submit.



Service Sheet - Line Level

- 12. A success message that the service sheet #... has been submitted is displayed.
- 13. The Service Sheet Status will change to either **Partially Serviced** or **Serviced** based on the information entered. In this example it is **Serviced**.

Service Sheet 4400000230SS has been submitted.



- · Print a copy of the service sheet.
- Exit service sheet creation.





Service Sheet Status

• The Service Sheet Status advises that the buyer has received the Service Sheet and whether they Approve or Reject the details on the Service Sheet.

All Service orders require the Service Sheet Status of Approved prior to invoicing.



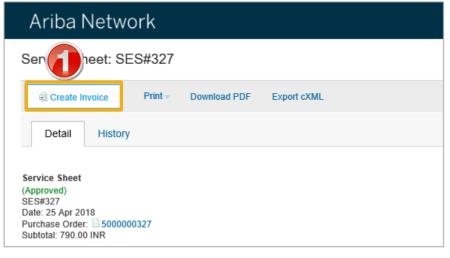
Service Invoice

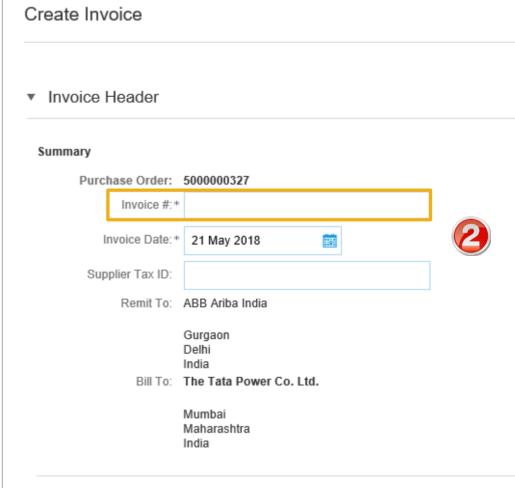
- A Service Invoice (SINV) is a claim for the services carried out and is sent to Tata Power for approval prior to a Service Sheet being automatically created by Ariba
- All SINV require an attachment of supporting documentation (e.g. signed time sheet, invoice, service report)
- Can only be created from "Accepted" Service Order lines
- Multiple SINV's 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)

Create the Invoice

To create an invoice:

- Click the Create Invoice button.
- 2. Enter information in all the fields marked as mandatory. The Invoice # is any alpha-numeric number of your choice and has to be of 16 characters only. The Invoice Date is auto-populated.

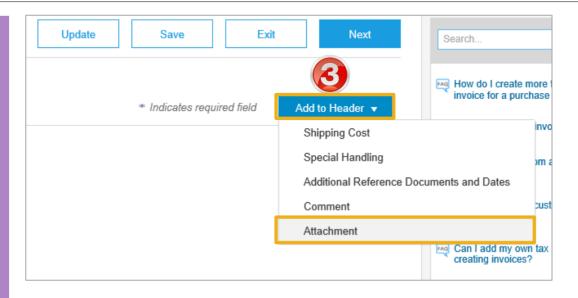




Invoice - Header Level

Adding attachments is mandatory. It has to be a scanned copy of the original invoice. It has to be in the PDF format only and shouldn't exceed the 100 MB limit.

- To add attachments, click the Add to Header drop-down menu and select Attachment.
- 4. Scroll down to the **Attachments** section.
- 5. Click the **Browse** button.
- Select the file on your computer and click Add Attachment.





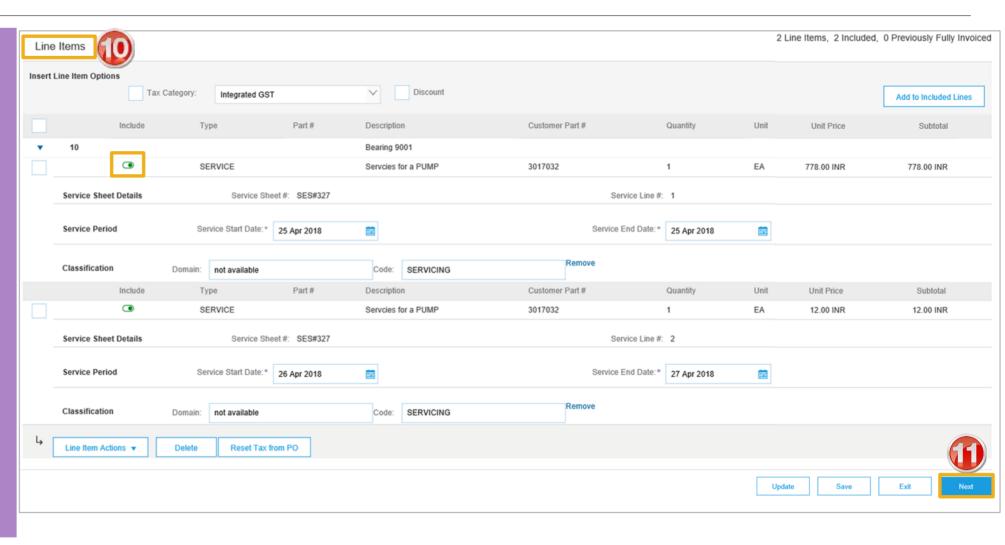
Invoice – Line Level

- 7. Scroll down to the
 Additional India Specific
 Information section. Enter
 the Tax Invoice Number. It
 will be auto-populated if
 you have created your legal
 profile.
- 8. Select the **Scanning Location**. It is the same location where the service has been rendered and the hard copy of the invoice is submitted.
- Enter the Engineer's
 Email ID. Contact Tata
 Power if you don't have this information.



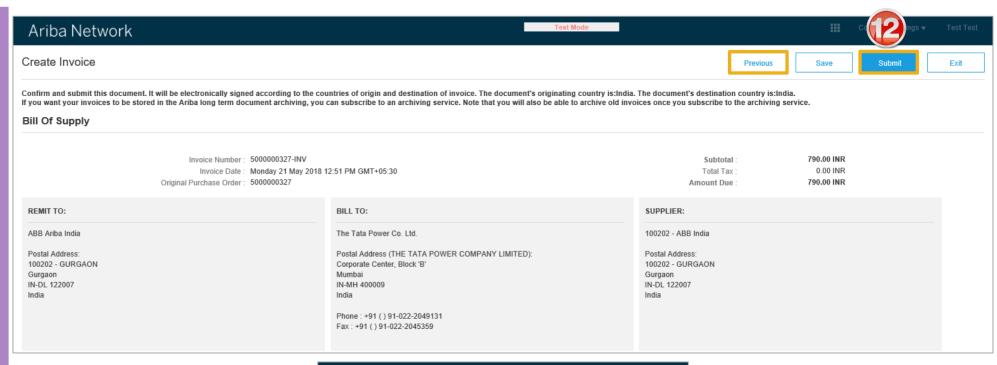
Invoice – Line Level

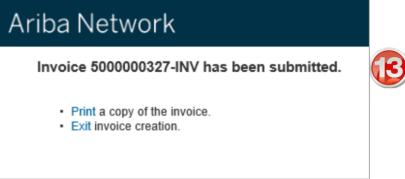
- 10. Scroll down to the Line Items section. You can include/exclude any line item by clicking the green toggle button or delete it by selecting the respective checkbox.
- 11. Make the required changes to the fields and click the **Next** button.



Invoice – Line Level

- 12. Review the Invoice. Click the **Submit** button. If there are any changes to be made click the **Previous** button to back to the previous page.
- 13. You will now see a message that the Invoice has been submitted.







Support

Support Type	Contact
Ariba Technical Helpdesk	 Click on the Help Centre – Support 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)	 On the Home page Click on Company Settings Click on Customer Relationships Click on Supplier Information Portal
Ariba Network Registration or Configuration Support	E: apacsupplierenablement@sap.com

Tata Power Business Process Support:

Please contact your respective buyers for all your business process support needs.

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