

Ariba Network Service Order Guide



Introduction

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

Guide Key



- This indicates an Instructional steps



- An additional step is indicated by



- Note: Functionality specific notes



- Information: other useful information

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General Information-Order Fulfillment Status Levels

- The Inbox (Orders and Releases) displays all Purchase Orders sent from Coles Group.
- Status levels indicate where in the process a Purchase Order is in.
- Only Coles Group can adjust a Purchase Order, contact the requestor where there are required changes
- Partial status remains until all items on the Purchase Order have been confirmed
- The status of a Purchase Order changes as suppliers work through the entire fulfillment process based on the information contained within the Original Purchase Order
- Ensure you use the same Unit of Measure that appears on the Purchase Order
- Suppliers can elect to create the Services Entry Sheet first and an Invoice will be automatically generated or create the Invoice first and then the Service Entry Sheet will be automatically created
- For a Partially Invoiced Service Order, if you have created an Invoice first then you cannot create a Service Entry Sheet first. Whichever process you begin with for a purchase order must continue until the purchase order has been fully serviced
- Proof of Service Delivery must be attached to all service orders, for example signed job sheets

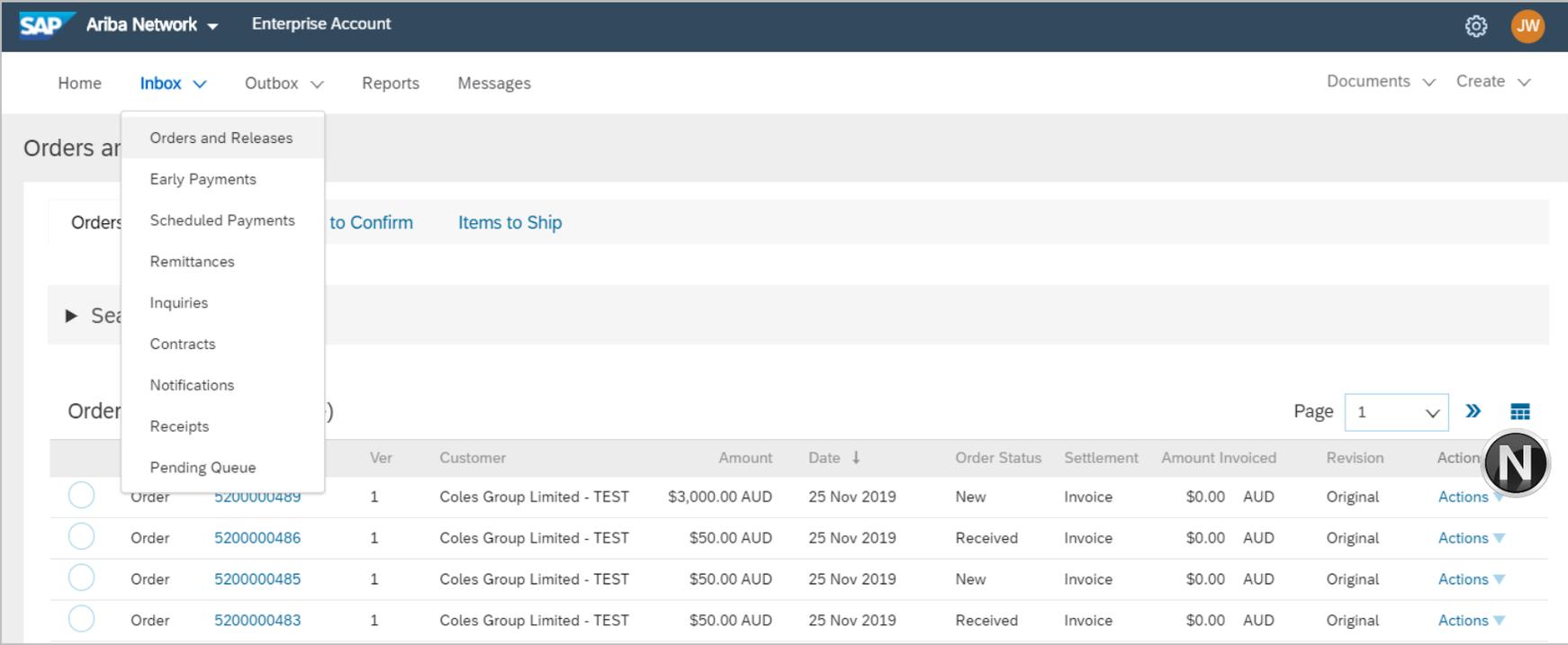
Invoicing - General Information - Inbox

The Inbox provides access to the **Orders and Releases** page, which **displays a summary of all purchase orders**.

The Order Number displayed is generated by the Buyers system.

Users can sort various columns in alphabetical or numerical order by clicking on the header title, for example clicking on “Order Status” will sort in alphabetical order from A to Z, and by clicking once more, it will sort from Z to A.

Note (N): The Actions drop down list is located at the far right of the screen allows users to Create Invoice documents without opening the order.



Inbox – Orders and Releases Screen

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 screenshot shows the SAP Ariba Network 'Orders and Releases' screen. The interface includes a top navigation bar with 'Home', 'Inbox', 'Outbox', 'Reports', and 'Messages'. Below this is a search filter section and a table of orders. Callouts provide definitions for 'Ver.', 'Amount', 'Amount Invoiced', 'Order Number', 'Order Status', and 'Actions'.

Type	Order Number	Ver.	Customer	Amount	Date	Order Status	Settlement	Amount Invoiced	Revision	Actions
Order	520000295	1	Coles Group Limited - TEST	\$50,000.00 AUD	12 Nov 2019	New	Invoice	\$0.00 AUD	Original	Actions
Order	520000289	1	Coles Group Limited - TEST	\$1,000.00 AUD	12 Nov 2019	New	Invoice	\$0.00 AUD	Original	Actions
Order	520000286	1	Coles Group Limited - TEST	\$1,000.00 AUD	12 Nov 2019	Invoiced	Invoice	\$1,000.00 AUD	Original	Actions
Order	520000285	1	Coles Group Limited - TEST	\$32,000.00 AUD	12 Nov 2019	New	Invoice	\$0.00 AUD	Original	Actions
Order	520000274	1	Coles Group Limited - TEST	\$21,500.00 AUD	12 Nov 2019	New	Invoice	\$0.00 AUD	Original	Actions
Order	520000268	1	Coles Group Limited - TEST	\$10,000.00 AUD	11 Nov 2019	New	Invoice	\$0.00 AUD	Original	Actions
Order	520000257	1	Coles Group Limited - TEST	\$1,000.00 AUD	11 Nov 2019	New	Invoice	\$0.00 AUD	Original	Actions
Order			Coles Group Limited - TEST	\$58,000.00 AUD	11 Nov 2019			\$13,000.00 AUD	Orig	
Order			Coles Group Limited - TEST	\$5,000.00 AUD	1 Nov 2019			\$0.00 AUD	Orig	

N

Routing Status

The routing status identifies the journey of documents (order confirmation & invoices) through the Ariba Network between Coles Group and the Supplier.

Status Level	Definition
Accepted	Ariba accepted the purchase order from your customer or from the catalog tester
Order Queued	Ariba Queued the purchase order from cXML processing
Sent	Ariba successfully converted the purchase order
Acknowledged	Ariba received a positive functional acknowledgment from you
Failed	Ariba could not route the purchase order and it lists the reason for the failure. The supplier needs to resend the purchase order after correcting the issue. Contact Help Centre for further assistance

Order Status Descriptions

Status Level	Definition
New	Initial state. This is a new purchase order
Changed	Existing purchase order has been Canceled or replaced (obsoleted) by this subsequent (changed) purchase order
Confirmed	All sub-quantities are confirmed
Failed	Ariba experienced a problem routing the order to the supplier. Suppliers can resend failed orders
Shipped	Final state. All sub quantities are shipped. A line item or sub-quantity that is shipped cannot be updated again
Invoiced	All ordered quantities have been invoiced
Partially Confirmed	Some of the ordered quantities have been confirmed
Partially Shipped	Some of the ordered quantities have been shipped
Partially Invoiced	Some of the ordered quantities have been invoiced
Partially Rejected	Some or the ordered quantities have been rejected
Obsoleted	Purchase order that has been replaced by a subsequent (changed) order

Unit of Measure

The Units of Measure (UOM) provide suppliers with the information about the required materials or Services requested by Coles Group. When entering or selecting a UOM, it must be Upper Case, for example, hours must be HRS not hrs.

Code	Name
1I	Fixed Rate
A9	Rate
DAY	Day
EA	Each
IE	Person
LH	Labour Hour
MIN	Minute
MON	Month
OT	Overtime hour
RH	Running or operating hour
SRV	Services

Locating a Service Purchase Order using Search Filters

1. Click the Inbox drop down menu and select **Orders and Releases**

➤ Screen displays Orders and Releases

2. Click on **Search Filters**

3. **Select the Date Range** (if required)

➤ Screen displays the search filter options

4. Click on **Select Search only service purchase orders**

5. Click on **Search**

➤ Screen displays the results in Orders and Releases

6. Click on the required Purchase Order

The screenshot shows the SAP Ariba Network interface. The top navigation bar includes 'Home', 'Inbox' (highlighted with a red circle 1), 'Reports', and 'Messages'. The main content area is titled 'Orders and Releases' and has three tabs: 'Orders and Releases', 'Items to Confirm', and 'Items to Ship'. The 'Orders and Releases' tab is active, and the 'Search Filters' section is expanded (highlighted with a red circle 2). The search filters include: Customer (All Customers), Order Number, Buyer Location Code, Invoice Number, Show orders by (Creation Date selected), and Date Range (Last 31 days, highlighted with a red circle 3). On the right, there are fields for Min. Amount (Minimum), Max. Amount (Maximum), Order Status (All), and View (All except hidden orders). There are also checkboxes for 'Search only blanket purchase orders', 'Search only scheduling agreement releases or scheduling agreements', and 'Search only service purchase orders' (checked, highlighted with a red circle 4). A 'Search' button (highlighted with a red circle 5) is located at the bottom right of the filter section. Below the search filters, the results are displayed in a table titled 'Orders and Releases (9)'. The table has columns: Type, Order Number, Ver, Customer, Amount, Date, Order Status, Settlement, Amount Invoiced, Revision, and Actions. The first row is highlighted with a red circle 6 and shows an Order with Order Number 5200000295, Ver 1, Customer Coles Group Limited - TEST, Amount \$50,000.00 AUD, Date 12 Nov 2019, Order Status New, Settlement Invoice, Amount Invoiced \$0.00 AUD, and Revision Original.

Type	Order Number	Ver	Customer	Amount	Date	Order Status	Settlement	Amount Invoiced	Revision	Actions
Order	5200000295		Coles Group Limited - TEST	\$50,000.00 AUD	12 Nov 2019	New	Invoice	\$0.00 AUD	Original	Actions
Order	5200000289	1	Coles Group Limited - TEST	\$1,000.00 AUD	12 Nov 2019	New	Invoice	\$0.00 AUD	Original	Actions
Order	5200000285	1	Coles Group Limited - TEST	\$32,000.00 AUD	12 Nov 2019	New	Invoice	\$0.00 AUD	Original	Actions



Service Order

- Service Orders **do not** have a specific prefix that identifies it, as a Service or Material Purchase Order.
- The Description field is a mandatory field by Coles Group as they need this information, do not enter more than 40 characters otherwise this will be rejected
- The Part number and Customer Part number are not mandatory fields and has a character limit of 19 characters
- Service Orders are further classified into Planned or Unplanned
- Multiple Invoices can be created against the same PO line up to the quantity/value available on that PO line
- For Planned Service Items, prices are locked and cannot be changed on the Invoice screen. Contact the requestor where there are required changes.
- Quantity Balance Tracking is in place for Planned Service Items
- Price Balance Tracking is in place for Unplanned Service Items
- Claims can be made against Unplanned Service lines if the price is sent through as 0. The system will balance track the invoices up to a limit set by Coles Group
- **Supply Or Service Order Types**
 - **Planned Service**
 - **Unplanned Service**

View Service Order Details – Header Level

The Purchase Order Header displays the:

- 1) Purchase Order Number
- 2) Order History
- 3) Purchase Order **Status** (Status will change as the order is actioned. E.g. Once an invoice is created the Order Status will say Invoiced).
- 4) Payment Terms
- 5) Header Level **Comments**
- 6) Other Information
- 7) Ship All Items To, Bill To and Deliver To details
- 8) Done, to return to selection screen
- 9) Routing Status

The screenshot displays the SAP Purchase Order Header Level interface. At the top, the Purchase Order Number is 5200000274 (1). A 'Done' button is in the top right (8). Below the header, there are buttons for 'Create Order Confirmation', 'Create Service Sheet', and 'Create Invoice', along with options to Hide, Print, Download PDF, Export cXML, and Resend. The 'Order Detail' tab is selected (2). The 'colesgroup' logo is visible. The 'From' field shows 'CS HCFA Finance and Adm.' with address details. The 'To' field shows 'COLES TEST SUPPLIER - TEST'. The Purchase Order Status is '(New) 5200000274' with an amount of \$21,500.00 AUD and Version 1 (3). The Payment Terms are 'NET 0 Immediate' (4). The Comments section shows a comment about the offer from Coles (5). The Other Information section shows 'Company: 1061' (6). The 'Ship All Items To', 'Bill To', and 'Deliver To' fields are visible (7). The Routing Status is 'Sent' (9).

Planned Service Order – Line Item Level

➤ Planned Child Lines - Item Type 'SERVICE'

➤ A Planned Service Item is generally a continued service where Coles Group knows the details and value of the service carried out and will provide line details.

➤ The numbering of Planned service lines are sequential 1, 2, 3 etc.

➤ Planned Service orders consist of Parent and Child lines

➤ For Unplanned Service orders ensure that only one line item is applied when generating invoices for Coles Group

Line Items Show Item Details

Line #	Part # / Description	Type	Qty (Unit)	Need By	Price	Subtotal	
1	Not Available Promo material development	Service	1 (HUR)	15 Nov 2019	\$1,500.00 AUD	\$1,500.00 AUD	Details
2	Not Available Promo food event	Service	1 (HUR)	15 Nov 2019	\$20,000.00 AUD	\$20,000.00 AUD	Details

Order submitted on: Tuesday 12 Nov 2019 11:11 AM GMT+11:00
Received by Ariba Network on: Tuesday 12 Nov 2019 11:11 AM GMT+11:00
This Purchase Order was sent by Coles Group Limited - TEST AN01433223922-T and delivered by Ariba Network.

Service Sheet Required. Sub-total: \$21,500.00 AUD

Create Order Confirmation | Create Service Sheet | Create Invoice | Hide | Print | Download PDF | Export cXML

[Done](#)

Unplanned Service Order – Line Item Level

➤ Unplanned Item Type 'SERVICE'

➤ An Unplanned Service Item is where Coles Group places a limit value on a Service Order line which allows the supplier to draw down on the order up to the value of the limit set by Coles Group

➤ Unplanned Service Order Invoices have a Purchase Order Total usually with a Quantity of 1.

Line Items Show Item Details

Line #	Part # / Description	Type	Qty (Unit)	Need By	Price	Subtotal	
1	Not Available Promo material development	Service	1 (HUR)	15 Nov 2019	\$1,500.00 AUD	\$1,500.00 AUD	Details
2	Not Available Promo food event	Service	1 (HUR)	15 Nov 2019	\$20,000.00 AUD	\$20,000.00 AUD	Details

Order submitted on: Tuesday 12 Nov 2019 11:11 AM GMT+11:00
Received by Ariba Network on: Tuesday 12 Nov 2019 11:11 AM GMT+11:00
This Purchase Order was sent by Coles Group Limited - TEST AN01433223922-T and delivered by Ariba Network.

Service Sheet Required. Sub-total: \$ 21,500.00 AUD

Create Order Confirmation ▼ Create Service Sheet Create Invoice ▼ Hide | Print ▼ | Download PDF | Export cXML

[Done](#)

View Service Order Details – Line Item Level Show Item Details



When reviewing a Purchase Order use Show Item Details to identify any comments or further information from Coles Group

- To see all Line Items details click on

Show Item Details

- To hide all line item details click on

Hide Item Details

- To see specific line item details click on

Details

- To hide specific line item details click on

Summary

- Anything is blue can be clicked on to provide further information

Line Items								Hide Item Details
Line #	Part # / Description	Type	Qty (Unit)	Need By	Price	Subtotal		
1	Not Available Promo material development	Service	1 (HUR)	15 Nov 2019	\$1,500.00 AUD	\$1,500.00 AUD	Summary	
Status								
1 Unconfirmed								
Service Period								
Service Start Date: 12 Nov 2019 Service End Date: 12 Nov 2019								
Other Information								
Expected Value for Unplanned Spend: \$1,500.00 AUD Classification Domain: unspsc Classification Code: 80141605								
Line #	Part # / Description	Type	Qty (Unit)	Need By	Price	Subtotal		
2	Not Available Promo food event	Service	1 (HUR)	15 Nov 2019	\$20,000.00 AUD	\$20,000.00 AUD	Summary	
Status								
1 Unconfirmed								
Service Period								
Service Start Date: 12 Nov 2019 Service End Date: 12 Nov 2019								
Other Information								
Expected Value for Unplanned Spend: \$20,000.00 AUD Classification Domain: unspsc Classification Code: 80141903								
Order submitted on: Tuesday 12 Nov 2019 11:11 AM GMT+11:00 Received by Ariba Network on: Tuesday 12 Nov 2019 11:11 AM GMT+11:00 This Purchase Order was sent by Coles Group Limited - TEST AN01433223922-T and delivered by Ariba Network.								
							Service Sheet Required. <div style="border: 1px solid gray; padding: 2px; display: inline-block;">Sub-total: \$ 21,500.00 AUD</div>	

Planned Service Order – Line Item Level

- **Planned Child Lines - Item Type 'SERVICE'**
- A Planned Service Item is generally a continued service where Coles Group knows the details and value of the service carried out and will provide line details.
- The numbering of Planned service lines are sequential 10.10, 10.20, 10.30 etc.
- Planned Service orders consist of Parent and Child lines

Line Items							Show Item Details
Line #	Part # / Description	Type	Qty (Unit)	Need By	Unit Price	Subtotal	
▼ 1	Not Available Auditing Services	Service		14 Nov 2019		\$32,000.00 AUD	Details
2	Not Available Senior Auditor	Service	20 (DAY)	14 Nov 2019	\$500.00 AUD	\$10,000.00 AUD	Details
3	Not Available Graduate Junior Auditor	Service	15 (DAY)	14 Nov 2019	\$800.00 AUD	\$12,000.00 AUD	Details

Order submitted on: Tuesday 12 Nov 2019 11:52 AM GMT+11:00
 Received by Ariba Network on: Tuesday 12 Nov 2019 11:52 AM GMT+11:00

Service Sheet Required. Sub-total: \$ 32,000.00 AUD

[Hide](#) | [Download PDF](#) | [Download CSV](#) | [Resend](#)



Changed Purchase Orders

A changed purchase order may be sent when:

- A price change has been accepted
- The order was rejected because the wrong information was sent
- The purchase had too many errors for the Supplier to effectively correct

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

Inbox – Change Orders General Information

- A change order is triggered, when a Supplier contacts the Buyer to indicate that there are some changes to a Purchase Order.
- Only the Buyer can change a purchase order. Contact the requestor where there are required changes.
- Invoicing for an amount different to that shown on the Purchase Order may result in the invoice being rejected and this may delay the process.

The screenshot displays the SAP Ariba Network interface for an Enterprise Account. The main content area shows a table of purchase orders under the 'Orders and Releases' section. The table has columns for Type, Order ID, Ship To Address, Amount, Date, Status, Invoice, Amount Invoiced, Revision, and Actions. Three callout boxes provide additional context:

- Callout 1 (Left):** "The only instance where the purchase order is the same on a purchase Order" points to the first row of the table.
- Callout 2 (Middle):** "The Version number increases by one for each changed version" points to the 'Revision' column, highlighting rows with revisions 1 and 2.
- Callout 3 (Right):** "The Order Status Obsolete & Changed" points to the 'Status' column, highlighting rows with statuses 'Changed' and 'Obsoleted'.

Type	Order ID	Ship To Address	Amount	Date	Status	Invoice	Amount Invoiced	Revision	Actions
Order	5200000285	CS HTOO Toorong HAWTHORN EAST, VIC Australia	\$1,000.00 AUD	12 Nov 2019	Invoice	Invoice	\$1,000.00 AUD	Original	Actions
Order	5200000284	CS HTOO Toorong HAWTHORN EAST, VIC Australia	\$32,000.00 AUD	12 Nov 2019	New	Invoice	\$0.00 AUD	Original	Actions
Order	5200000284	CS HTOO Toorong HAWTHORN EAST, VIC Australia	\$100.00 AUD	12 Nov 2019	Changed	Invoice	\$0.00 AUD	Changed	Actions
Order	5200000284	CS HTOO Toorong HAWTHORN EAST, VIC Australia	\$100.00 AUD	12 Nov 2019	Obsoleted	Invoice	\$100.00 AUD	Original	Actions
Order	5200000283	CS HOFM 800 Toorak Rd HAWTHORN EAST, VIC Australia	\$50.00 AUD	12 Nov 2019	Received	Invoice	\$0.00 AUD	Original	Actions
Order	5200000282	CS HTOO Toorong HAWTHORN EAST, VIC Australia	\$30.00 AUD	12 Nov 2019	New	Invoice	\$0.00 AUD	Original	Actions
Order	5200000281	CS HTOO Toorong HAWTHORN EAST, VIC Australia	\$100.00 AUD	12 Nov 2019	Partially Received	Invoice	\$0.00 AUD	Original	Actions

Identifying the changes on a Change Order - Header Level

- The Change Purchase Order is displayed
- All changes are shown in a brownie coloured writing. This remains throughout all processes for the life of the Purchase Order including Confirmed and Invoiced
- Examples of changes include but not confined to:
 - Supplier Addresses
 - Ship All Items To
- All Order Status's will be shown in brown for all change purchase orders
- All previous versions can be access by selecting Previous version

Examples only

Purchase Order: 5200000284 Done

[Create Order Confirmation](#) |
 [Create Ship Notice](#) |
 [Create Invoice](#) |
 Hide Changes | Hide | Print | Download PDF | Resend

Order Detail | Order History

colesgroup

From: CS HCFA Finance and Adm.
 800 Toorak Road
 TOORONGA VIC 3146
 Australia

To: COLES TEST SUPPLIER - TEST

Purchase Order
(+ Changed)
 5200000284
 Amount: \$100.00 AUD
 Version: 2 ([Previous Version](#))

Payment Terms i
 NET 0
 Immediate

Routing Status: Sent

colesgroup

From: CS HCFA Finance and Adm.
 800 Toorak Road
 TOORONGA VIC 3146
 Australia

To: COLES TEST SUPPLIER - TEST

Purchase Order
(+ Changed)
 5200000284
 Amount: \$100.00 AUD
 Version: 2 ([Previous Version](#))

Payment Terms i
 NET 30

Comments
 Other Information
[View more »](#)

<p>Ship All Items To</p> <p style="color: brown;">CS HTOO Tooronga</p> <p>800 Toorak Road HAWTHORN EAST VIC 3123 Australia Ship To Code: 5654 CS-HTOO-Tooronga 800-Toorak-Road HAWTHORN-EAST-VIC-3123 Australia</p>	<p>Bill To</p> <p>CS HCFA Finance and Adm. 800 Toorak Road TOORONGA VIC 3146 Australia</p>	<p>Deliver To</p> <p>Danny Walker CS HTOO Tooronga Swan CS-HTOO-Tooronga</p>
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Identifying the changes on a Change Order – Line Level

- Line Items with an **Edited** or **Deleted** indicates a change has occurred
- Changed items will have a line through the original information
- The new **Amount** is displayed
- Sub-total reflects the new amount

Line Items								Show Item Details
Line #	Change	Part # / Description	Type	Qty (Unit)	Need By	Unit Price	Subtotal	
1	→ Edited	Not Available	Material	10 (EA)	15 Nov 2019 15-Nov-2019	\$10.00 AUD	\$100.00 AUD	Details
		Blue Pallets						
Order submitted on: Tuesday 12 Nov 2019 12:14 PM GMT+11:00 Received by Ariba Network on: Tuesday 12 Nov 2019 1:19 PM GMT+11:00 This Purchase Order was sent by Coles Group Limited - TEST AN01433223922-T · Ariba Network.								Sub-total: \$ 100.00 AUD

▼ 10	→ Edited		Service		25 May 2019	\$220.00 AUD	\$0.00 AUD	Details	
Description: Testing Service PO Text Metcoal FILTER_AIR_PRI_393MM_H_164MM_FIN-DIA_133									
10 .10	→ Edited		Service	1.0 (EA) ⓘ		\$100.00 AUD	\$100.00 AUD	\$10.00 AUD Details	
Description: Testing PO text for Service PO Metcoal Testing-SES1									
10 .20	→ Edited		Service	1.0 (EA) ⓘ		\$120.00 AUD	\$120.00 AUD	\$12.00 AUD Details	
Description: Testing PO text for Service PO Metcoal Testing-SES									
▼ 20	→ New		Service		25 May 2019	\$150.00 AUD	\$0.00 AUD	Details	
Description: Testing Service PO Text									
20.10	→ New		Service	1.0 (EA) ⓘ		\$150.00 AUD	\$150.00 AUD	\$15.00 AUD Details	
Description: Testing SES1									
Service Sheet Required.									
							Sub-total: \$ 3,220.00 -AUD		
							Est. Total Tax: \$ 322.00 -AUD		
							Est. Grand Total: \$ 3,542.00 -AUD		
							Sub-total: \$ 3,370.00 AUD		
							Est. Total Tax: \$ 337.00 AUD		
							Est. Grand Total: \$ 3,707.00 AUD		

Examples only



Order Confirmation

- An Order Confirmation is required for the materials providers
- An Order Confirmation is used to confirm that the materials ordered can be provided and that the information contained within the Purchase Order is correct
- An Order Confirmation are required to be created for a Material Purchase Order is in a New or Changed Status
- 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: use when specific items need to be placed on Back Order or a portion of the Purchase Order needs to be amended or there are changes to items such as cost, part number or a line requires a rejection
 - 3) Reject Entire Order: used to reject the order if it cannot be fulfilled
- **Note** that Coles Group will not respond to Order Confirmations for *optional* Order Confirmation Suppliers

Identifying whether you are an Order Confirmation Optional or Mandatory Supplier

Order Confirmation - Optional

- When the Create Invoice selection is active and can be selected, this indicates that an Order Confirmation is Optional

Purchase Order: 5200000282 Done

Create Order Confirmation Create Ship Notice Create Invoice Hide | Print | Download PDF | Export cXML

Order Detail Order History

colesgroup

From: CS HCFA Finance and Adm.
800 Toorak Road
TOORONGA VIC 3146
Australia

To: COLES TEST SUPPLIER - TEST

Purchase Order (New)
5200000282
Amount: \$30.00 AUD
Version: 1

Order Confirmation – Mandatory

- When the Create Invoice selection is inactive and cannot be selected this indicates that an Order Confirmation is mandatory

Purchase Order: 5200000282 Done

Create Order Confirmation Create Ship Notice Create Invoice Hide | Print | Download PDF | Export cXML

Order Detail Order History

colesgroup

From: CS HCFA Finance and Adm.
800 Toorak Road
TOORONGA VIC 3146
Australia

To: COLES TEST SUPPLIER - TEST

Purchase Order (New)
5200000282
Amount: \$30.00 AUD
Version: 1

Begin the Order Confirmation – Inbox and Search Filters

1. Click **Inbox** drop down list
2. Select **Orders and Releases**
- Screen displays **Orders and Releases**
3. Click on **Search Filters**
4. Click on **Search only Service Orders**
5. Click on **Search**
- Screen displays all **Service Purchase Orders**
5. Select the required **Order Number**
- The Purchase Order is displayed

The screenshot shows the SAP Ariba Network interface. The top navigation bar includes 'Home', 'Inbox', 'Reports', and 'Messages'. The 'Inbox' dropdown menu is open, showing options like 'Orders and Releases', 'Early Payments', 'Scheduled Payments', 'Remittances', 'Inquiries', 'Contracts', 'Notifications', 'Receipts', and 'Pending Queue'. The 'Orders and Releases' section is active, displaying search filters and a search button. The search filters include 'Customer' (All Customers), 'Order Number' (with 'Partial number' selected), 'Buyer Location Code', 'Invoice Number', 'Show orders by' (Creation Date selected), and 'Date Range' (Last 31 days). The search criteria are set to 'Min. Amount: Minimum', 'Max. Amount: Maximum', 'Order Status: All', and 'View: All except hidden orders'. The 'Search only service purchase orders' checkbox is checked. The search results table shows 9 orders, with the second order (5200000289) highlighted.

Type	Order Number	Ver	Customer	Amount	Date	Order Status	Settlement	Amount Invoiced	Revision	Actions
Order	5200000295	1	Coles Group Limited - TEST	\$50,000.00 AUD	12 Nov 2019	New	Invoice	\$0.00 AUD	Original	Actions
Order	5200000289	1	Coles Group Limited - TEST	\$1,000.00 AUD	12 Nov 2019	New	Invoice	\$0.00 AUD	Original	Actions
Order	5200000285	1	Coles Group Limited - TEST	\$32,000.00 AUD	12 Nov 2019	New	Invoice	\$0.00 AUD	Original	Actions

Order Confirmation – Header Level

➤ With the Purchase Order Open

1. Click on **Create Order Confirmation**

2. Select either **Confirm Entire Order** or **Update Line Items**

➤ The Confirming PO screen is displayed

3. Enter the **Confirmation** number, (this is the number you provide to Coles Group)

4. Enter the **Est. Completion Date**

 Add Attachment if required, refer to **Slide 27, Adding an Attachment at Header Level**

Purchase Order: 5000000420 Done

Create Order Confirmation 1 Create Ship Notice Create Invoice Hide Print Download PDF Export cXML

Confirm Entire Order 2 Update Line Items Reject Entire Order

colesgroup

From:
CS HCFA Finance and Adm.
800 Toorak Road
TOORONGA VIC 3146
Australia

Confirming PO Exit Next

1 Confirm Entire Order

2 Review Order Confirmation

Order Confirmation Header * Indicates required field

Confirmation #: 3

Associated Purchase Order #: 5200000274

Customer: Coles Group Limited - TEST

Supplier Reference:

SHIPPING AND TAX INFORMATION

Est. Completion Date: 4 Est. Tax Cost:

Comments:

Attachments

Name	Size (bytes)	Content Type
No items		

No file chosen

The total size of all attachments cannot exceed 10MB

Order Confirmation – Confirm Entire Order – Line Level

➤ Scroll down to Line Items

1. Click **Next**

➤ Screen displays the Review Order Confirmation

➤ Review the Order Confirmation

2. Click **Submit**

➤ The screen returns to the purchase order with an updated status of confirmed

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	Not Available Promo material development	1 (HUR)	15 Nov 2019	\$1,500.00 AUD	\$1,500.00 AUD
	Current Order Status: 1 Confirmed As Is				
2	Not Available Promo food event	1 (HUR)	15 Nov 2019	\$20,000.00 AUD	\$20,000.00 AUD
	Current Order Status: 1 Confirmed As Is				

1

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	Not Available Promo material development	1 (HUR)	15 Nov 2019	\$1,500.00 AUD	\$1,500.00 AUD
	Current Order Status: 1 Confirmed As Is				
2	Not Available Promo food event	1 (HUR)	15 Nov 2019	\$20,000.00 AUD	\$20,000.00 AUD
	Current Order Status: 1 Confirmed As Is				

Confirming PO 2

1 Confirm Entire Order

2 Review Order Confirmation

Confirmation Update

Confirmation #: 77566-SERVICE2

Supplier Reference:

Attachments:

Adding an Attachment to Header Level

➤ With the Purchase Order displayed

1. Click on **Choose File**

2. Select the file required from your computer and select **Open**

3. Click on **Add Attachment**

➤ The selected document is added

➤ Repeat until all attachments are added up to a maximum of 10MB

➤ To delete a document:
1) Click on the document
2) Click on Delete

➤ The attachment has not been added until Add Attachment has been selected

Attachments

The total size of all attachments cannot exceed 10MB

Choose File No file chosen Add Attachment Remove

Name	Date modified	Type	Size
Doc3.docx	8/09/2016 2:19 PM	Microsoft Word D...	405 KB
Doc4.docx	21/09/2016 4:44 PM	Microsoft Word D...	56 KB
Doc5.docx	14/10/2016 1:20 PM	Microsoft Word D...	245 KB
Doc6.docx	24/10/2016 8:05 PM	Microsoft Word D...	452 KB
Doc7.docx	24/07/2018 3:28 PM	Microsoft Word D...	241 KB
Doc8.docx	2/08/2018 7:06 AM	Microsoft Word D...	488 KB

All Files (*.*)

Open Cancel

Attachments

The total size of all attachments cannot exceed 10MB

Choose File Jen Face on.jpg Add Attachment Remove

Add to Header

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

Attachments

The total size of all attachments cannot exceed 10MB

Choose File No file chosen Add Attachment Remove

Name	Size (bytes)	Content Type
Jen Face on.jpg	31363	image/jpeg

Delete Add to Header

Order Confirmation – Update Line Items – Header Level

➤ With the Purchase Order Open

1. Click on **Create Order Confirmation**

2. Select **Update Line items**

3. Enter **Confirmation #**

4. Enter the **Est. Completion Date**

➤ Scroll down to **Line items**

Purchase Order: 5000000421 Done

Create Order Confirmation | Ship Notice | Create Invoice | Hide | Print | Download PDF | Export cXML

Confirm Entire Order
Update Line Items
Reject Entire Order

colesgroup

From:
CS HCFA Finance and Adm.
800 Toorak Road
TOORONGA VIC 3146
Australia

Confirming PO Exit Next

1 Confirm Entire Order
2 Review Order Confirmation

Order Confirmation Header * Indicates required field

Confirmation #: **3**

Associated Purchase Order #: 5200000274
Customer: Coles Group Limited - TEST
Supplier Reference:

SHIPPING AND TAX INFORMATION

Est. Completion Date: **4** Est. Tax Cost:

Comments:

Attachments

Name	Size (bytes)	Content Type
No items		

No file chosen

The total size of all attachments cannot exceed 10MB

Order Confirmation – Update Line Items – Confirm and Reject

➤ Complete Header Level Details, refer **Slide 29, Order Confirmation – Header Level**

➤ To Confirm All Line Items in one selection:

- 1) Scroll to the last Line Item, click on **Confirm All**, all items will be confirmed with the total requested by Coles Group on the Purchase Order

➤ To Confirm All Line Items – each line item entered separately, for each item:

- 1) Click on Confirm
- 2) Repeat until all items are confirmed

➤ To Reject Line Items,

1. Click on Reject
2. Select the reason for the rejection
3. When all items have been actioned, click on **Next**

➤ Refer to Slide 33, Finalise Service Order - Order Confirmation

Line Items

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal						
1	Not Available Promo material development	1 (HUR)	15 Nov 2019	\$1,500.00 AUD	\$1,500.00 AUD						
<input type="radio"/> Unconfirm <input checked="" type="radio"/> Confirm <input type="radio"/> Reject - Please specify a reason: <input type="text" value="Please Select"/>											
Attachments:											
<table border="1"> <thead> <tr> <th>Name</th> <th>Size (bytes)</th> <th>Content Type</th> </tr> </thead> <tbody> <tr> <td colspan="3">No items</td> </tr> </tbody> </table>						Name	Size (bytes)	Content Type	No items		
Name	Size (bytes)	Content Type									
No items											
<input type="button" value="Choose File"/> No file chosen <input type="button" value="Add Attachment"/>											
The total size of all attachments cannot exceed 10MB											
2	Not Available Promo food event	1 (HUR)	15 Nov 2019	\$20,000.00 AUD	\$20,000.00 AUD						
<input type="radio"/> Unconfirm <input type="radio"/> Confirm <input checked="" type="radio"/> Reject - Please specify a reason: <input type="text" value="Please Select"/>											
Attachments:											
<table border="1"> <thead> <tr> <th>Name</th> <th>Size (bytes)</th> <th>Content Type</th> </tr> </thead> <tbody> <tr> <td colspan="3">No items</td> </tr> </tbody> </table>						Name	Size (bytes)	Content Type	No items		
Name	Size (bytes)	Content Type									
No items											
<input type="button" value="Choose File"/> No file chosen <input type="button" value="Add Attachment"/>											
The total size of all attachments cannot exceed 10MB											

Note: refer to Slide 31, Adding an Attachment at Line Item Level (if required)



Adding an Attachment at Line Level

- Identify the line item that requires an Attachment

1. Click on **Choose File**

- 2. Locate the required document to attach, click on **Open**

3. Click on **Add Attachment**

- The attachment is added

- Repeat if there are further Attachments required for Line Items

- To delete an attachment:
 - 1) Click on the attachment
 - 2) Click on Delete

Note: You can add multiple attachments up to a maximum of 10MB

2 39 1 (EA) 22 Oct 2019 \$58.00 AUD \$58.00 AUD

CUST NUMBERING DL Q-SYSTEM COUNTER STAND

Current Order Status

1 Backordered (Comments: Production Issues; Estimated Delivery Date: 5 Nov 2019)

Confirm: Backorder: Reject: [Details](#) ⓘ

Attachments:

Name	Size (bytes)	Content Type
No items		

1 [Choose File](#) Snag1.png [Add Attachment](#)

The total size of all attachments cannot exceed 10MB

[Confirm All](#) ⓘ [Exit](#) [Next](#)

The total size of all attachments cannot exceed 10MB

Attachments [Choose File](#) Hand out Jen.jpg [Add Attachment](#) **3**

Name	Date modified	Type	Size
Doc3.docx	8/09/2016 2:19 PM	Microsoft Word D...	405 KB
Doc4.docx	21/09/2016 4:44 PM	Microsoft Word D...	56 KB
Doc5.docx	14/10/2016 1:20 PM	Microsoft Word D...	245 KB
Doc6.docx	24/10/2016 8:05 PM	Microsoft Word D...	452 KB
Doc7.docx	24/07/2018 3:28 PM	Microsoft Word D...	241 KB
Doc8.docx	2/08/2018 7:06 AM	Microsoft Word D...	488 KB

2

All Files (*.*)

[Open](#) [Cancel](#)

The total size of all attachments cannot exceed 10MB [Remove](#)

[Choose File](#) No file chosen [Add Attachment](#)

Attachments

Name	Size (bytes)	Content Type
<input checked="" type="checkbox"/> Hand out Jen.jpg	23571	image/jpeg

[Delete](#) **2**

Order Confirmation – Reject Entire Order

➤ After selecting **Reject Entire Order**

1. Select a **Rejection Reason** from the drop down box.

2. Enter **Comments** for the rejection (if required)

3. 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
 - Include detailed notes advising reason for rejection

➤ Only use the following Reject codes:

- 1) Duplicate Order
- 2) Incorrect Supplier Code Used
- 3) Incorrect UOM
- 4) Not our Product Line
- 5) Unable to Supply Item(s)
- 6) Other

Purchase Order
(Rejected)
3023205992
Amount: \$100.00 AUD
Version: 1

- Use Update Line Items to confirm and details to update or notify Coles Group about:
- **Delivery Date** – confirm and use Details to provide an alternative date
 - **Incorrect Description** – Coles Group does not use description
 - **Incorrect Price** – confirm and use Details to provide a price notification to Coles Group
 - **Incorrect Stock/Part Number** – confirm and use Details to enter the correct part number

Finalise Order Confirmation

➤ The review Confirmation screen is displayed

1. Click on **Submit**

➤ Screen displays the Purchase Order, the **Create Ship Notice** and **Create Invoice** selections are now active

➤ The Status of the Purchase order will display Partially Confirmed where there is a backorder. Once goods arrive confirm the remaining total

2. Click on **Done** to return to the Inbox, Orders and Releases screen

➤ **Confirmed**

➤ All items on the Purchase Order have been confirmed, even where adjustments have been identified

➤ **Partially Confirmed**

➤ There are line items that have been rejected or not confirmed

Confirming PO

Previous
Submit
Exit

1

Confirmation #: SESCON6645-1A
 Supplier Reference:
 Est. Completion Date: 29 Nov 2019

Attachments:

1 Update Item Status

2 Review Confirmation

Line Items

Line #	Part # / Description	Qty (Unit)	Need By	Unit Price	Subtotal
1	Not Available Promo material development	1 (HUR)	15 Nov 2019	\$1,500.00 AUD	\$1,500.00 AUD
Current Order Status: 1 Confirmed With New Date (Estimated Completion Date: 29 Nov 2019)					
2	Not Available Promo food event	1 (HUR)	15 Nov 2019	\$20,000.00 AUD	\$20,000.00 AUD
Current Order Status: 1 Rejected (Rejection Reason: Other; Comments: Wrong Supplier)					

Purchase Order
(Partially Confirmed)
5200000274
 Amount: \$21,500.00 AUD
 Version: 1

Purchase Order
(Confirmed)
3000962416
 Amount: \$130.00 AUD
 Version: 1

Purchase Order: 5200000274
Done

✔ Create Order Confirmation ▼
📄 Create Service Sheet
📄 Create Invoice ▼

Hide
Print ▼
Download PDF

2

Order Detail
Order History

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32

Locating sent Order Confirmations

➤ From the Dashboard or Homepage

1. Click on **Outbox**

➤ Screen displays **Invoices**

2. Select **Order Confirmation**

➤ Screen displays the list of sent Order Confirmations to Coles Group

Note: Untitled Confirmation Numbers are displayed for order confirmation that did not have an identifiable number entered. However, the Order Number is displayed

The screenshot shows the SAP Ariba Network Enterprise Account interface. The top navigation bar includes 'Home', 'Inbox', 'Outbox', and 'Messages'. The 'Outbox' menu is highlighted with a yellow box and a red circle containing the number '1'. A dropdown menu is open, showing 'Invoices', 'Order Confirmations', 'Ship Notices', 'Service Sheets', 'Archived Invoices', and 'Drafts'. The 'Order Confirmations' option is highlighted with a yellow box and a red circle containing the number '2'. The main content area shows a search bar for 'Order Number' and a 'Purchase Order by Volume' chart.

The screenshot shows the 'Order Confirmations' page in the SAP Ariba Network interface. The page title is 'Order Confirmations' and it includes a 'Search Filters' section. Below the search filters, there is a table with 8 rows of data. The table columns are 'Confirmation ID', 'Customer', 'Order #', 'Date', and 'Status'. The first row has a checkmark icon and a large 'N' icon next to the 'Confirmation ID' 'Untitled 11/13/2019'. The other rows have checkmark icons next to their 'Confirmation ID' values.

Confirmation ID	Customer	Order #	Date	Status
✔ N Untitled 11/13/2019	Coles Group Limited - TEST	5000000424	13 Nov 2019 12:48:37 PM	Acknowledged
✔ Untitled 11/13/2019	Coles Group Limited - TEST	5000000422	13 Nov 2019 12:46:52 PM	Acknowledged
✔ Untitled 11/13/2019	Coles Group Limited - TEST	5000000421	13 Nov 2019 12:32:34 PM	Acknowledged
✔ Untitled 11/13/2019	Coles Group Limited - TEST	5000000420	13 Nov 2019 12:21:18 PM	Acknowledged
✔ Anything123	Coles Group Limited - TEST	5000000137	17 Sep 2019 2:20:43 PM	Acknowledged
✔ MD23082019	Coles Group Limited - TEST	4200598246	23 Aug 2019 11:29:37 AM	Acknowledged
✔ J22082019	Coles Group Limited - TEST	4200598246	22 Aug 2019 3:08:06 PM	Acknowledged



Unplanned Service Invoice

- All service invoices require an attachment of supporting documentation (e.g. signed time sheet, invoice, service report)
- Multiple service invoices can be created against the same PO line up to the quantity/value available on that PO line
- The ABN is defaulted from the Coles Group ordering system
- All taxes are to be added at line level
- Do not send a hard or soft copy Invoice to Coles Group, all invoices must be created and submitted using the Ariba Network
- There are four types of Service Entry:
 - Add Contract/Catalog Item
 - Add General Service
 - Add Labor Service
 - Add Material

Invoicing Service Orders – General Information

- Where there are multiple parent and child lines you will need to select the required parent line to be invoiced. Only **one** parent line per claim.
- Always review the unit of measure and the unit price as some Service Purchase Orders will display a zero dollar value on the header, this type of Service Purchase Order requires suppliers to add/update details by adding the services that make up the invoice.
- There are two types of Service Order – Planned and Unplanned

Service Sheet has been created first

Step 1: Receive and confirm Service Order

Step 2: Provide service

Step 3: Create Service Sheet

Step 4: Send to Coles and the Ariba Network will auto create the invoice

Step 5: Create the Service Sheet Invoice in the Ariba Network

Locate Service Order – Inbox and/or Search Filters

➤ From the Dashboard or Homepage

1. Click **Inbox**

➤ Screen displays the Orders and Releases

2. Click on **Search Filters**

3. Click on **Order Status** and select **Confirmed**

4. Click on **Search only service purchase orders**

5. Click on **Search**

➤ Only confirmed service orders are displayed

6. Click on the required **Service Purchase Order**

➤ The Service Order is displayed on the screen

Note: Select the date range if required

The screenshot shows the SAP Ariba Network interface. The top navigation bar includes 'Home', 'Inbox', 'Outbox', 'Reports', and 'Messages'. The sidebar menu is expanded to show 'Orders and Releases', 'Early Payments', and 'Scheduled Payments'. The main content area is titled 'Orders and Releases' and contains a 'Search Filters' section. The filters include: Customer (All Customers), Order Number (with radio buttons for Partial number and Exact number), Buyer Location Code, Invoice Number, Show orders by (Creation Date and Inquiry Date), Date Range (Last 31 days), Min. Amount (Minimum), Max. Amount (Maximum), Order Status (All), and View (All except hidden orders). There are also checkboxes for 'Search only blanket purchase orders', 'Search only scheduling agreement releases or scheduling agreements', and 'Search only service purchase orders' (which is checked). A 'Search' button and a 'Reset' button are located at the bottom right of the filter section. Below the filters, a table displays 'Orders and Releases (9)'. The table has columns for Type, Order Number, Ver, Customer, Amount, Date, Order Status, Settlement, Amount Invoiced, and Actions. The third row is highlighted, showing an Order with Order Number 5200000285, Amount \$32,000.00 AUD, Date 12 Nov 2019, and Order Status New.

Service Invoice – Invoice First - Header Level

➤ With the Purchase Order open

1. Click on **Create Invoice**

2. Select **Standard Invoice**

➤ A System Message appears

3. Click on the **X**

➤ Screen displays Invoice Header

4. Enter the **Invoice Number**

5. Confirm or enter the **Invoice Date**

Note: Unplanned Service Invoices display zero until items have been added to the invoice

➤ Add Proof of Service Delivery, refer to **Slide 27, Adding an Attachment to Header Level**

➤ Scroll down to **Line Items**

Purchase Order: 5200000319 Done

Create Order Confirmation Create Service Sheet Create Invoice Print Download PDF Download CSV

Order Detail Order History

Standard Invoice
Line-Item Credit Memo
Line-Item Debit Memo

colesgroup

WARNING!

✓ This customer requires service sheets for service orders. When you create an invoice without first creating a service sheet, Ariba creates a service sheet for you. The invoice is sent after the customer approves the service sheet.

Don't show me this message again

Create Invoice Update Save Exit Next

Invoice Header * Indicates required field Add to Header

Summary

Purchase Order: 5200000319

Invoice #: 7766-SS

Invoice Date: 18 Nov 2019

Service Description:

Final Service Sheet:

Supplier Tax ID: 123456789

Subtotal: \$0.00 AUD
Total Tax: \$0.00 AUD
Total Gross Amount: \$0.00 AUD
Total Net Amount: \$0.00 AUD
Amount Due: \$0.00 AUD

[View/Edit Addresses](#)

Unplanned Service Invoice – Add/Update Line Items

➤ Line Items will be displayed

1. Click on Add/Update
2. Select the required add/update item

➤ For Add Contract/Catalog Items, refer to **Slide 39, Create Service Order Invoice – Line Items Add Contract/Catalog Items**

➤ For Add General Service, refer to **Slide 41, Create an Unplanned Service Order Invoice – Add General Service**

➤ For Add Labor Service, refer to **Slide 42, Create an Unplanned Service Order Invoice – Add Labor Service**

➤ For Add Material, refer to **Slide 44, Create an Unplanned Service Order Invoice- Add Material**

Line Items 0 Line Items, 0 Included, 0 Previously Fully Invoiced

Insert Line Item Options

Tax Category: 10% GST / Goods & Service... Discount Add to Included Lines

No.	No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit	Unit Price	Subtotal
1			Not Available	Professional Cleaning							

Line Item Actions

1 Add/Update

2 Add Contract/Catalog Items

Add General Service

Add Labor Service

Add Material

Create Service Order Invoice – Line Items Add Contract/Catalog Items

➤ Line Items for the Service Invoice is displayed:

1. Click on **Add/Update**

2. Select **Add Contract/Catalog items**

➤ Screen displays **Add item**

3. Select the **Category** required

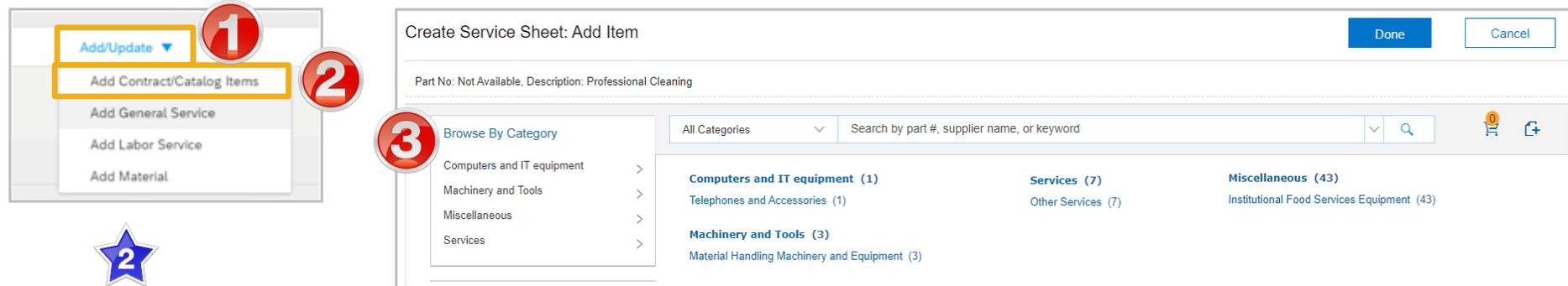
➤ Catalog opens, catalogs may be created by Coles Group on a suppliers behalf or uploaded by the Supplier

➤ Use  to sort as a Grid

➤ Use  to sort as a list

4. Identify the item to add to the Invoice, enter the amount

Note: Note the price and Unit of Measure when entering the totals

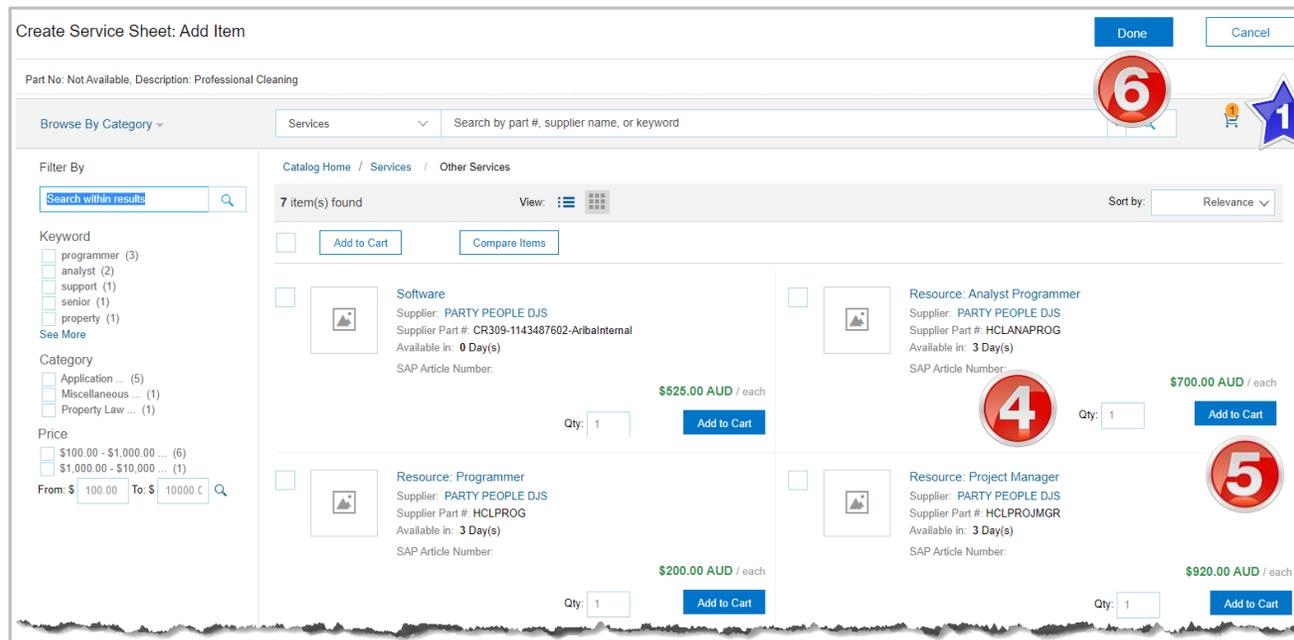


1

2

3

2



6

1

4

5

5. Click on **Add to cart**

1) The Cart total is updated

➤ Repeat until all items have been added to the Invoice

6. Click on **Done**

➤ Screen displays the Invoice with the Line Items added

Create Unplanned Service Order Invoice – Add Line Items Add Contract/Catalog Items cont.

➤ Items added are shown

7. Click on **Tax category**

8. Select the correct tax rate

9. Click on **Add to Included Lines**

➤ A Tax section opens for each item added

Note: Further items can be added, however confirm that tax has been added, do not click on add to included lines again as this will add another tax section to all items, even if tax had been previously entered

10. Click on **Next**

➤ Refer to **Slide 45, Finalise n Unplanned Service Order Invoice**

Line Items
7
8
9

Insert Line Item Options

Tax Category: 10% GST / Goods & Service... Taxes Add to Included Lines

10% GST / Goods & Service...

0% GST / GST Free

No.	Include	Type	Part #	Description	Unit	Unit Price	Subtotal
1	<input type="checkbox"/>		Not Available	Professional Cleaning			
1	<input checked="" type="checkbox"/>	SERVICE	HCLPROG	Resource: Programmer	EA	\$525.00 AUD	\$525.00 AUD

Service Period

Service Start Date: * 1 Nov 2019 📅 Service End Date: * 7 Nov 2019 📅

N Tax

Category: * 10% GST / Goods & Service... 📅 Taxable Amount: \$525.00 AUD Remove

Location: Tax Rate Type:

Description: Goods & Services Tax Rate(%): 10

Regime: 📅 Tax Amount: \$52.50 AUD

Exempt Detail: (no value) 📅

↳ Line Item Actions Delete
Update
Save
Exit
10

Creating an Unplanned Service Order Invoice – Add General Service

➤ Line Items is displayed

1. Click on **Add/Update**

2. Select **Add General Service**

➤ A Service line will open

3. Enter the **Description**

4. Enter the **Quantity**

5. Enter the **Unit of Measure**

6. Enter the **Unit Price**

7. Enter the **Service Start Date**

8. Enter the **Service End Date**

9. Click on **Update**

➤ Review and add further items if required

10. Click on **Next**

➤ Refer 45, Finalise an Unplanned Service Order Invoice

Line Items 1 Line Items, 1 Included, 0 Previously Fully Invoiced

Insert Line Item Options Tax Category: 10% GST / Goods & Service... Discount N Add to Included Lines

No.	Include	Type	Part #	Description	Quantity	Unit	Unit Price	Subtotal
1	<input type="checkbox"/>		Not Available	DJ Services				
1	<input checked="" type="checkbox"/>	SERVICE		Wedding DJ	34	HUR	\$98.56 AUD	\$3,351.04 AU

Service Period Service Start Date: * 1 Nov 2019 Service End Date: * 4 Nov 2019

Tax Category: * 10% GST / Goods & Service... Taxable Amount: \$3,351.04 AUD Remove

Location: Tax Rate Type: Rate(%): 10 Tax Amount: \$335.10 AUD Exempt Detail: (no value)

Line Item Actions Delete Update Save Exit Next

Create Unplanned Service Order Invoice – Line Items Add Labor Service

➤ Line Items for the Service Invoice is displayed:

1. Click on **Add/Update**
2. Select **Add Labor Service**
- Screen displays the Labor service information fields
3. Enter **Description** of the service
4. Enter the **Quantity**
5. Enter the **Term**
6. Enter the **Rate**
7. Enter the **Unit** of measure

A screenshot of a software interface showing a dropdown menu. The menu is open, displaying several options: 'Add Contract/Catalog Items', 'Add General Service', 'Add Labor Service', and 'Add Material'. The 'Add Labor Service' option is highlighted with a yellow border. A red circle with the number '1' is placed over the 'Add/Update' button above the menu, and another red circle with the number '2' is placed over the 'Add Labor Service' option.

A screenshot of the 'Line Items' section in a software application. The title 'Line Items' is at the top left, and '1 Line Items, 1 Included, 0 Previously Fully' is at the top right. Below the title is a section for 'Insert Line Item Options' with a checked 'Tax Category' of '10% GST / Goods & Service...' and an unchecked 'Discount' checkbox. A table below shows one line item with the following details:

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input checked="" type="checkbox"/>	SERVICE	Not Available	Turntable DJ Specialist		2	EA		

Below the table is a 'Rate' section with fields for '*Term' (Weekend - Day), '*Rate' (1200), and '*Unit' (EA). At the bottom, there are input fields for 'Sheet Num' and 'Name', with red circles and numbers 5, 6, and 7 indicating the input points.

Create Unplanned Service Order Invoice – Line Items Add Labor Service cont.

8. Enter the Service Start Date

9. Enter the Service End Date

10. Click on Tax Category

11. Select the Tax rate

12. Click on Add to Included Lines

13. Click on Update

➤ Review

14. Click on Next

➤ Refer to Slide 45, Finalise an Unplanned Service Invoice

Service Period

Service Start Date: * 9 Nov 2019 **8** Service End Date: * 10 Nov 2019 **9**

Tax

Category: * 10% GST / Goods & Service... Taxable Amount: \$2,400.00 AUD Remove

Location: Tax Rate Type: Rate(%): 10 Tax Amount: \$240.00 AUD Exempt Detail: (no value) v

Description: Goods & Services Tax Regime: v

Line Item Actions: Delete **13** Update Save Exit **14** Next

Line Items 1 Line Items, 1 Included, 0 Previously Fully

Insert Line Item Options **10** **11**

Tax Category: 10% GST / Goods & Service... Discount **12** Add to Included Lines

No.	Include	Type	Part #	Description	Customer Part #	Quantity	Unit	Unit Price	Subtotal
1	<input type="checkbox"/>		Not Available	DJ Services					
1	<input checked="" type="checkbox"/>	SERVICE		Turntable DJ Specialist		2			

Rate

*Term	*Rate	*Unit
Weekend - Day	1200	EA

Time Sheet Number:

Name:

Create Unplanned Service Order Invoice – Line Items Add Material

➤ Line Items for the Service Invoice is displayed:

1. Click on **Add/Update**

2. Select **Add Material**

➤ A Materials Field is added

3. Enter the **Description** of the service

4. Enter the **Quantity**

5. Enter the **Unit** of measure

6. Enter the **Unit Price**

7. Click on **Tax Category**

8. Select the required **Tax**

9. Click on **Add to Included Lines**

10. Click on **Update**

➤ The Subtotal is calculated and displayed

➤ Click on **Next**

This screenshot shows the 'Add/Update' dropdown menu. The 'Add/Update' button is circled with a red '1'. The dropdown menu is open, showing options: 'Add Contract/Catalog Items', 'Add General Service', 'Add Labor Service', and 'Add Material'. The 'Add Material' option is highlighted with a yellow box and circled with a red '2'.

This screenshot shows the 'Line Items' section of the invoice. At the top right, it says '1 Line Items, 1 Included, 0 Previously Fully Invoiced'. Below this is the 'Insert Line Item Options' section, where 'Tax Category' is set to '10% GST / Goods & Service...' (circled with a red '7' and '8'). There are checkboxes for 'Shipping Documents', 'Special Handling', and 'Discount'. An 'Add to Included Lines' button is circled with a red '9'. Below this is a table with columns: No., Include, Type, Part #, Description, Quantity, Unit, Unit Price, Subtotal. The first row shows '1' in the 'No.' column, 'Not Available' in 'Part #', and 'DJ Services' in 'Description'. Below this is a second row for a material: '1' in 'No.', 'Include' checked, 'MATERIAL' in 'Type', an empty 'Part #' field, 'Turntable' in 'Description' (circled with a red '3'), '1' in 'Quantity' (circled with a red '4'), 'EA' in 'Unit' (circled with a red '5'), '\$456.99 AUD' in 'Unit Price' (circled with a red '6'), and '\$456.99 AUD' in 'Subtotal'. Below the table is a 'Tax' section with 'Category: *' set to '10% GST / Goods & Service...' (circled with a red '4'), 'Location' empty, 'Description: Goods & Services Tax', and 'Regime' empty. To the right of the tax section, 'Taxable Amount' is '\$456.99', 'Rate(%)' is '10', 'Tax Amount' is '\$45.70 AUD', and 'Exempt Detail' is '(no value)'. At the bottom, there are buttons for 'Line Item Actions', 'Delete', 'Update' (circled with a red '10'), 'Save', 'Exit', and 'Next' (circled with a red '11').

➤ If Line Level Tax was selected, refer to Slide 27, Creating a Service Invoice – Line Level Tax

➤ To Finalise the Invoice, refer to Slide 45 Finalise an Unplanned Service Order Invoice

Finalise an Unplanned Service Order Invoice

➤ With all services and materials added

1. Click on **Next**

➤ Screen displays the Invoice

2. Review then click **Submit**

3. Click on **Exit**

➤ Screen displays the Purchase Order with an order status of Invoiced or Partially Invoiced

Note: All previous documents sent are shown in Related Documents

Create Invoice

Previous
Save
Submit
Exit

Confirm and submit this document. It will not be electronically signed according to the countries of origin and destination of document's originating country is:Australia. The document's destination country is:Australia. If you want your invoices to be stored in the Ariba long term document archiving, you can subscribe to an archiving service. You will also be able to archive old invoices once you subscribe to an archiving service.

Standard Invoice / Tax Invoice

Invoice Number: 112323	Subtotal:	\$987.34 AUD
Invoice Date: Monday 18 Nov 2019 9:28 AM GMT+11:00	Total Tax:	\$98.73 AUD
Original Purchase Order: 5200000319	Total Gross Amount:	\$1,086.07 AUD
	Total Net Amount:	\$1,086.07 AUD
	Amount Due:	\$1,086.07 AUD

REMIT TO:

BILL TO:

SUPPLIER:

Invoice 7776-1A has been submitted.

- Print a copy of the invoice
- Exit invoice creation.

Purchase Order: 5200000289 Done

✔ Create Order Confirmation ▼
📄 Create Service Sheet
📄 Create Invoice ▼
Hide | Print ▼ | Download PDF | Resend

Order Detail
Order History

From:
CS HCFA Finance and Adm.
800 Toorak Road
TOORONGA VIC 3146
Australia

To:
COLES TEST SUPPLIER - TEST

Purchase Order
(Partially Invoiced)
5200000289
Amount: \$1,000.00 AUD
Version: 1

Payment Terms ⓘ
NET 0
Immediate

Routing Status: Acknowledged
Related Documents: 7776-1A_SS_1
7776-1A

Purchase Order
(Invoiced)
4200089487
Amount: \$3,600.70 AUD
Version: 1

Unplanned Service Invoice History Tab

➤ The Service Order is displayed

1. Click on **Order History**

➤ The History screen is displayed

 The Sub-Total shows the total value of the Purchase Order and the amount already Serviced

1) Click on **Done**

➤ Screen returns to the Orders and Releases Screen

2) Click on **Order Detail**, to return to the Purchase Order

Purchase Order: 5200000289
Done

2
Order Detail

Order History

1

Purchase Order: 5200000289
Order Status: Partially Invoiced
Submitted On: 12 Nov 2019 12:37:20 PM GMT+11:00

From Customer: Coles Group Limited - TEST
Routing Status: Acknowledged

History

Status	Comments	Changed By	Date and Time
	The order was queued.	PropogationProcessor-125007063	12 Nov 2019 12:37:46 PM
	Email order was sent to melanie.de.wit@sap.com.	ANPODispatcher-125013023	12 Nov 2019 12:37:51 PM
Sent	Email order was sent to melanie.de.wit@sap.com.	OrderDispatcher - Email	12 Nov 2019 12:37:51 PM
Acknowledged	Email order was sent to melanie.de.wit@sap.com.	OrderDispatcher - Email	18 Nov 2019 1:39:29 PM

Line Items

Line #	Part # / Description	Qty (Unit)	Need By	Price	Subtotal
1	Not Available DJ Services	 1 (HUR)	15 Nov 2019	\$1,000.00 AUD	\$1,000.00 AUD

Status

Invoiced Amount: \$456.99 AUD

Serviced Amount: \$456.99 AUD

1 Unconfirmed

Sub-total: \$ 1,000.00 AUD

Total Serviced: \$ 456.99 AUD

Total Invoiced: \$ 456.99 AUD





Planned Service Invoice

- All service invoices require an attachment of supporting documentation (e.g. signed time sheet, invoice, service report)
- Multiple service invoices can be created against the same PO line up to the quantity/value available on that PO line
- The ABN is defaulted from the Coles Group ordering system
- All taxes are to be added at line level
- Do not send a hard or soft copy Invoice to Coles Group, all invoices must be created and submitted using the Ariba Network

Locate Service Order – Inbox and/or Search Filters

1. Click the **Inbox** drop down list
2. Select **Orders and Releases**
 - The Orders and releases screen is displayed
3. Click on **Search Filters**
4. Select **Search only service purchase orders**
5. Click on **Search**
 - A list of only service orders is displayed
6. Select the required order

Note: There is no way to determine which service orders are planned or unplanned. Nor is there a prefix that identifies the order from a Service Order to a Service Order

The screenshot shows the SAP Ariba Network interface. The top navigation bar includes 'Home', 'Inbox', 'Outbox', 'Reports', and 'Messages'. The 'Inbox' dropdown menu is open, showing 'Orders and Releases' as the selected option. The 'Orders and Releases' screen is displayed, with the 'Search Filters' section expanded. The search filters include: Customer (All Customers), Order Number (with radio buttons for Partial number and Exact number), Buyer Location Code, Invoice Number, Show orders by (Creation Date and Inquiry Date), and Date Range (Last 31 days). The search criteria are set to 'Search only service purchase orders'. The search results table shows 9 orders, with the third order (Order Number 5200000285) highlighted.

Type	Order Number	Ver	Customer	Amount	Date	Order Status	Settlement	Amount Invoiced	Original	Actions
Order	5200000295	1	Coles Group Limited - TEST	\$50,000.00 AUD	12 Nov 2019	New	Invoice	\$0.00 AUD	Original	Actions
Order	5200000289	1	Coles Group Limited - TEST	\$1,000.00 AUD	12 Nov 2019	New	Invoice	\$0.00 AUD	Original	Actions
Order	5200000285	1	Coles Group Limited - TEST	\$32,000.00 AUD	12 Nov 2019	New	Invoice	\$0.00 AUD	Original	Actions

Planned Service Invoice – Header

➤ With the Purchase Order open

1. Click on **Create Invoice**

2. Select **Standard Invoice**

➤ A System Message appears

3. Click on the X

➤ Screen displays Invoice Header

4. Enter the **Invoice Number**

5. Confirm or enter the **Invoice Date**

Note: Planned Service Invoices display the total value outstanding until the total value has been invoiced

➤ Add Proof of Service Delivery, refer to **Slide 27, Adding an Attachment to Header Level**

➤ Scroll down to **Line Items**

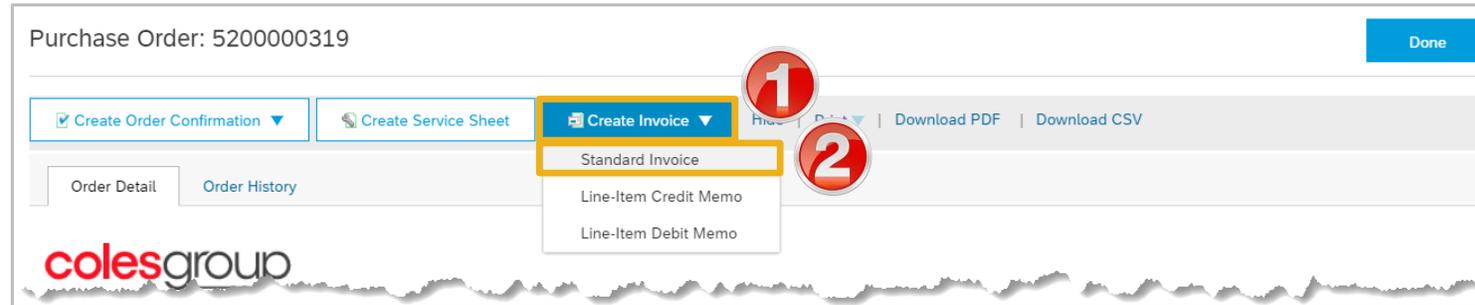
Purchase Order: 5200000319 Done

Create Order Confirmation Create Service Sheet **Create Invoice** Print Download PDF Download CSV

Standard Invoice
Line-Item Credit Memo
Line-Item Debit Memo

Order Detail Order History

colesgroup



WARNING!

✔ This customer requires service sheets for service orders. When you create an invoice without first creating a service sheet, Ariba creates a service sheet for you. The invoice is sent after the customer approves the service sheet.

Don't show me this message again



Create Invoice Update Save Exit Next

▼ Invoice Header * Indicates required field Add to Header ▼

Summary

Purchase Order: 5200000285

Invoice #: View/Edit Addresses

Invoice Date:

Subtotal: \$22,000.00 AUD
Total Tax: \$0.00 AUD
Total Gross Amount: \$22,000.00 AUD
Total Net Amount: \$22,000.00 AUD
Amount Due: \$22,000.00 AUD

Service Description:

Final Service Sheet:

Supplier Tax ID:

Remit To:



Create Planned Service Order Invoice – Line Items

➤ Line Items for the Service Invoice is displayed:

1. Click on **Tax Category**
2. Select the required **Tax Rate**
3. Click on **Add to Included Lines**

Note: A Tax section for each item will open

4. Enter the **Quantity** for each Service type
5. Enter the **Service Start Date**
6. Enter the **Service End Date**

➤ Use to include items from the current invoice

7. Click on **Update**

8. Click on **Next**

➤ Refer to **Slide 53, Finalise a Planned Service Invoice**

Line Items
2 Line Items, 1 Included, 0 Previous Invoice

Tax Category: 10% GST / Goods & Service...

Discount

Add to Included Lines

	No.	Include	Type	Part #	Description	Quantity	Unit	Unit Price	Subtotal
▼	1				Not Available Auditing Services				
		<input type="checkbox"/>							Add/Update ▼
	2	<input checked="" type="checkbox"/>	SERVICE		Senior Auditor	20	DAY	\$500.00 AUD	\$10,000.00 AUD

Service Period

Service Start Date: * 12 Nov 2019 Service End Date: * 18 Nov 2019

Tax

Category: * 10% GST / Goods & Service... Taxable Amount: \$10,000.00 AUD Remove

Location: Tax Rate Type:

Description: Goods & Services Tax Rate(%): 10

Regime: Tax Amount: \$1,000.00 AUD

Exempt Detail: (no value) ▼

	No.	Include	Type	Part #	Description	Quantity	Unit	Unit Price	Subtotal
	3	<input type="checkbox"/>	SERVICE		Not Available Graduate Junior Auditor	0	DAY	\$800.00 AUD	\$0 AUD

Excluded line items cannot be modified.

Line Item Actions ▼
Delete

Update

Save

Exit

Next

Finalise a Planned Service Invoice

- With all services and materials added

1. Click on **Next**

- Screen displays the Invoice

2. Review then click **Submit**

3. Click on **Exit**

- Screen displays the Purchase Order with an order status of Invoiced or Partially Invoiced

Note: All previous documents sent are shown in Related Documents

Create Invoice Previous Save **Submit** Exit

Confirm and submit this document. It will not be electronically signed according to the countries of origin and desne document's originating country is:Australia. The document's destination country is:Australia. If you want your invoices to be stored in the Ariba long term document archiving, you can subscribe to an archivingyou will also be able to archive old invoices once you subscribe to the archiving s 

Standard Invoice / Tax Invoice

Invoice Number: 443434	Subtotal:	\$10,000.00 AUD
Invoice Date: Monday 18 Nov 2019 2:02 PM GMT+11:00	Total Tax:	\$1,000.00 AUD
Original Purchase Order: 5200000285	Total Gross Amount:	\$11,000.00 AUD
	Total Net Amount:	\$11,000.00 AUD
	Amount Due:	\$11,000.00 AUD

REMIT TO: BILL TO: SUPPLIER:

Invoice 443434 has been submitted. 

- Print a copy of the invoice.
- Exit invoice creation.**

Purchase Order
(Invoiced)
4200089487
Amount: \$3,600.70 AUD
Version: 1

Purchase Order: 5200000289 **Done**

Create Order Confirmation Create Service Sheet Create Invoice Hide | Print | Download PDF | Resend 

Order Detail Order History

colesgroup

From: CS HCFA Finance and Adm.
800 Toorak Road
TOORONGA VIC 3146
Australia 

To: COLES TEST SUPPLIER - TEST

Purchase Order
(Partially Invoiced)
5200000289
Amount: \$1,000.00 AUD
Version: 1

Payment Terms 
NET 0
Immediate

Routing Status: Acknowledged
Related Documents:  7776-1A_SS_1
 7776-1A

Support

Support Type	Description
<p>Help Centre For all your support needs</p> <p>Note: Support Centre Options are based on your account type and all options may not be available</p>	<p>Types of Support available:</p> <ol style="list-style-type: none">1. User Community2. Ask questions or view documentation3. Live Chat4. Request a call back
<p>Supplier Information Portal (Location of Training Guide/s and Video/s)</p>	<ol style="list-style-type: none">1. On the Home screen2. Click on Company Settings3. Click on Customer Relationships4. Click on Supplier Information Portal
<p>Ariba Network Training Request</p>	<p>E: an.sellertraining.aus@sap.com</p>