# Ariba Network Service Order Guide



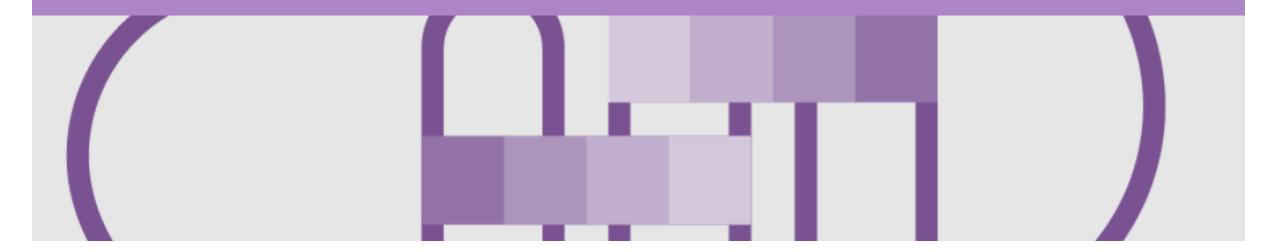






## Introduction

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



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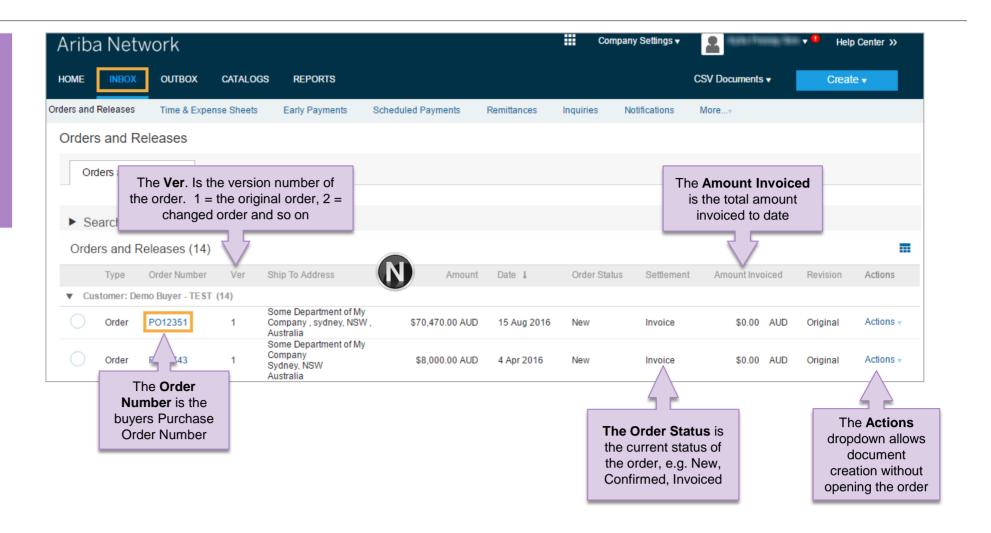
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#### Inbox – Orders and Releases

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.



#### **General Information-Order Fulfillment Status Levels**

- > The Inbox (Orders and Releases) displays all Purchase Orders sent from AusNet Services. Status levels indicate where in the process a Purchase Order is in.
- > Only AusNet Services can adjust a Purchase Order, supplier to contact their AusNet Services requestor where there are errors on a Purchase Order and AusNet Services can either obsoleted and send a changed Purchase Order or cancel a Purchase Order a send a new purchase order with a different Purchase Order Number
- > Partial status remains until all items on the Purchase Order have been confirmed, this includes Backordered items that have arrived and can be confirmed for delivery to AusNet Services.
- > Items that have been fully confirmed cannot be reconfirmed and will need to be removed from the Order Confirmation, however sub quantities, for example on backordered items can be confirmed.
- > The status will remain as Partially Confirmed until all items on the purchase order have been provided to AusNet Services.
- > A partially shipped status will remain until all items have been shipped, any item or sub quantity that has been updated to a shipped status cannot be updated again, and the line will need to be removed where full quantities of items have been shipped, remember suppliers can update remaining quantities.
- > If goods are not fully confirmed or shipped the status will remain with "partially" preceding confirmation or shipped, this cannot be adjusted and where line items have been rejected and will not be shipped, a Purchase Order will remain in a partially confirmed status until the next process has been completed
- > 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

#### **Table-Order Fulfillment Status Levels**

Status Level	Definition	
Unconfirmed	Initial State. The supplier has not updated the order status	
Supplier Canceled	The supplier has cancelled the order and nothing will be shipped. A cancelled order cannot be updated further	
Obsoleted	A Purchase Order has been changed and the previous Purchase Order has been cancelled	
Rejected	The supplier has rejected the entire Purchase Order	
Confirmed	The supplier has confirmed that the good on the Purchase Order requested by AusNet Services, can either be fully or partially delivered	
Backordered	The supplier has backordered all line items and will ship when they are available	
Replaced	The supplier replaced all items in the Purchase Order with different items	
Shipped	The supplier has shipped the goods	
New	An new Purchase Order has been received from AusNet Services	
Changed	A Purchase Order with a change has been received from AusNet Services	
Partially (confirmed or shipped)	Only part of the items requested by AusNet Services have been either confirmed or shipped.	

## **Routing Status**

The routing status identifies the journey of documents (order confirmation, ship notices & invoices) through the Ariba Network between AusNet Services and the Supplier.

Status Level	Definition
Queued	The Ariba Network has received the order but no further action has been taken
Sent	Ariba Network sent the order
Acknowledged	The order has been received via the Ariba Network
Paid	The Invoice has been paid by AusNet Services
Failed	There has been a problem routing the order
Rejected	The document sent via the Ariba Network to AusNet Services has been rejected. A rejected document does not meet the Buyer Transaction Rules

#### **Unit of Measure**

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

Name
Fixed Rate
Rate
Day
Each
Hour
Person
Labour Hour
Minute
Month
Overtime hour
Running or operating hour



# 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
- DO NOT include GST on Service Entry Sheets

#### **Service Orders - General Information**

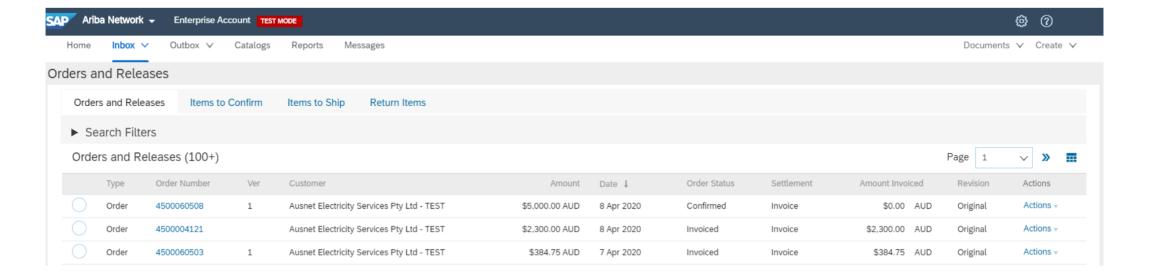
#### The Orders and Releases page displays a summary of all purchase orders

Service Orders do not have a specific prefix that identifies it, as a Service or Material Purchase Order.

A Service Order can only be identified after opening a purchase order and the Create Service Sheet button

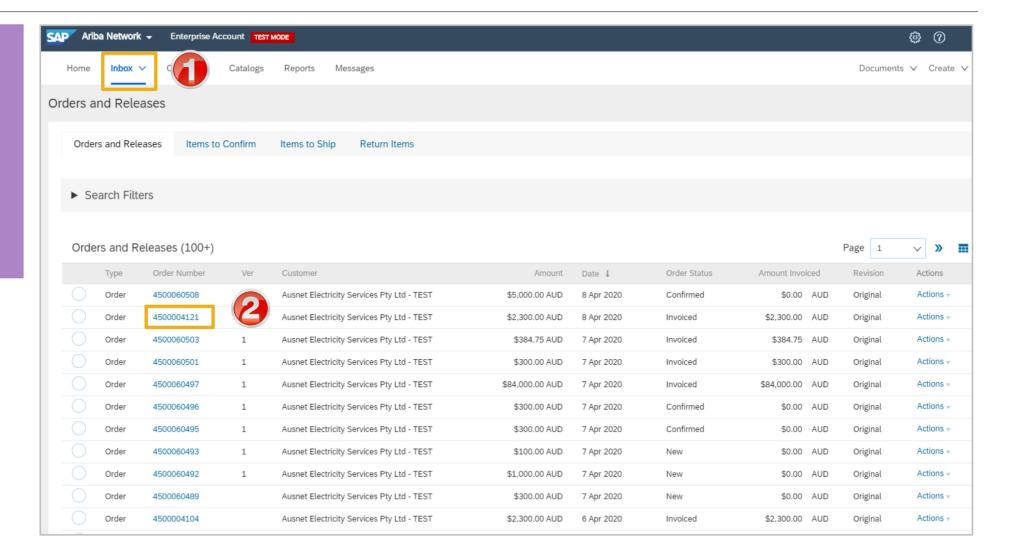
An Order Confirmation is mandatory for all Service Purchase Orders.

Certain Service Orders need to have the Service Order Sheet created and approved prior to being able to create an Invoice.



#### **Open the Purchase Order**

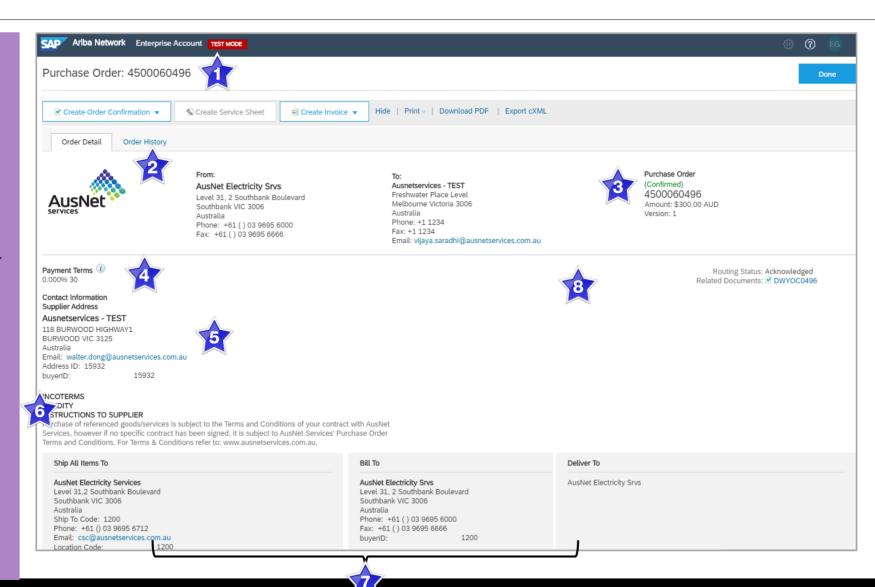
- Click Inbox tab on the Dashboard.
- Screen displays Orders and Releases
- Click the Order Number to open the order.
- Screen displays: Purchase Order
- View the Purchase Order.



#### View Service Purchase Order Details – Header Level

The Service Purchase Order Header displays the:

- 1) Service Purchase Order Number
- 2) Order History.
- 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) Comments
- 6) Other Information from AusNet Services
- 7) Ship To, Bill To and Deliver To details.
- 8) Routing Status and Related Documents
- Scroll down to Line Items



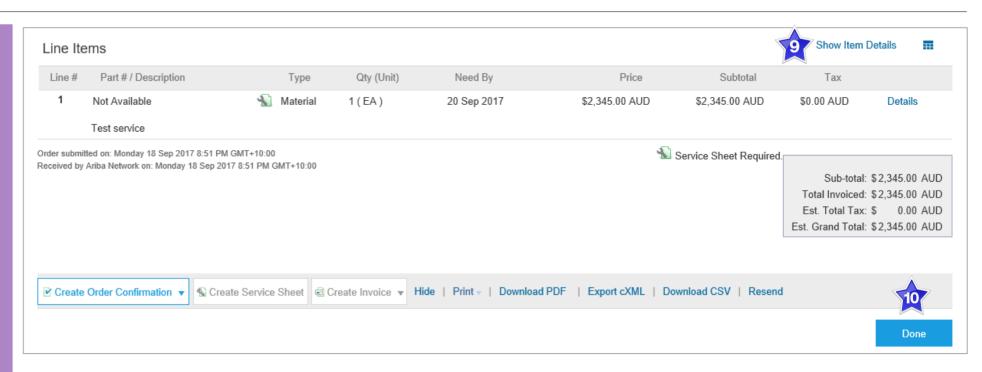
#### View Purchase Order Details - Line Item Level

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

**Reviewing a Purchase Order** 

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

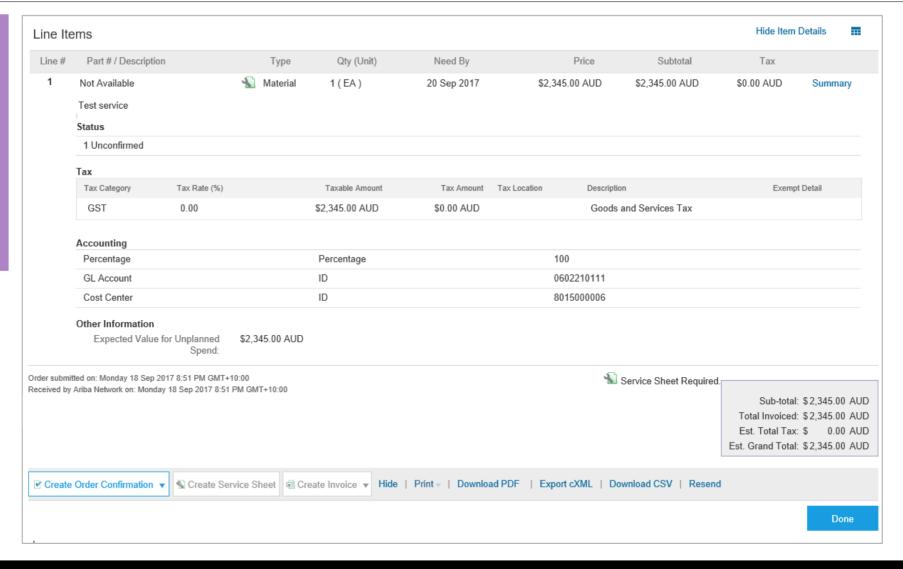
- Identify the items requested
- Determine whether the items are in stock
- Validate the information contained within the PO
- Review the shipping address
- Ensure that the details of items in the order are correct
- Check fields required by the business and any Comments



#### View Purchase Order Details - Line Item Level Show Item Details

Note: When reviewing a
Purchase Order use Show Item
Details to identify any comments
or further information from
AusNet Services.

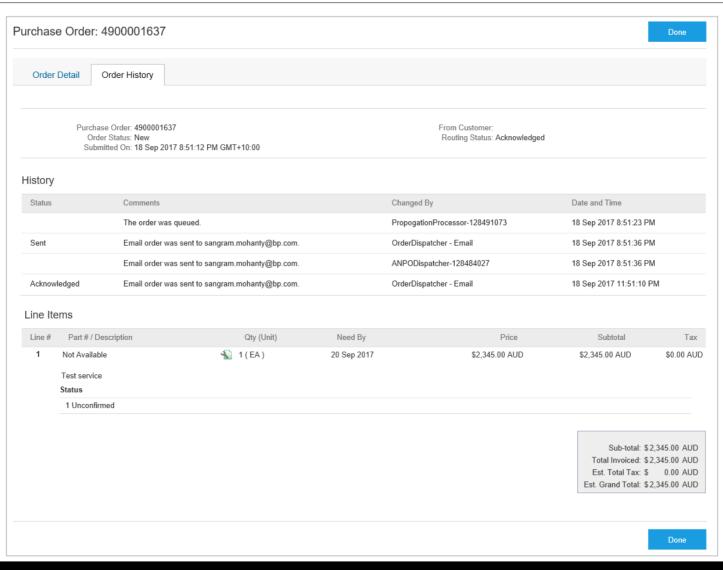
To see item details click on
Show Item Details
To Hide Item details click
Hide Item Details



#### **Order History**

#### Use **Order History** to identify:

- Who created a document
- What occurred with the document
- The date and time stamps of the various processes that have affected a document
- Line Item level information





# **Create Service Sheet**

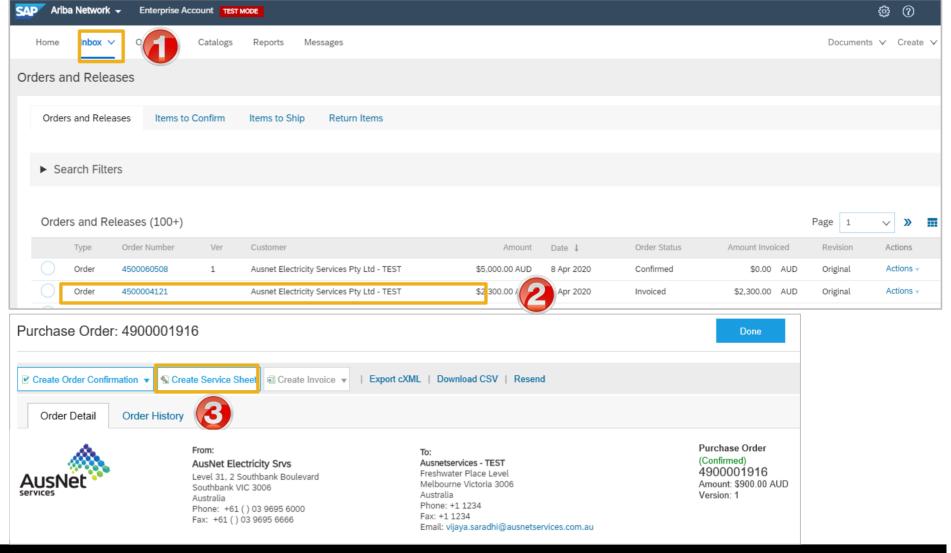
- A Service Sheet is completed for services provided to AusNet Services
- The Create Invoice tab will remain greyed out and Order confirmation has been created first
- Some Service Entry Sheets are required to be Approved prior to invoicing
- Some Service Sheets will be created from the Order Confirmation on behalf of the Supplier
- Where Suppliers are required to add a Non Catalogue SES line it is important that the description is entered. Where a description is not entered tot SES will be rejected
  by AusNet Services
- DO NOT include GST on Service Entry Sheets

## **Begin Create Service Sheet**

Click Inbox
 Select the Service
 Purchase Order with a
 Confirmed Status

 Click Create Service
 Sheet

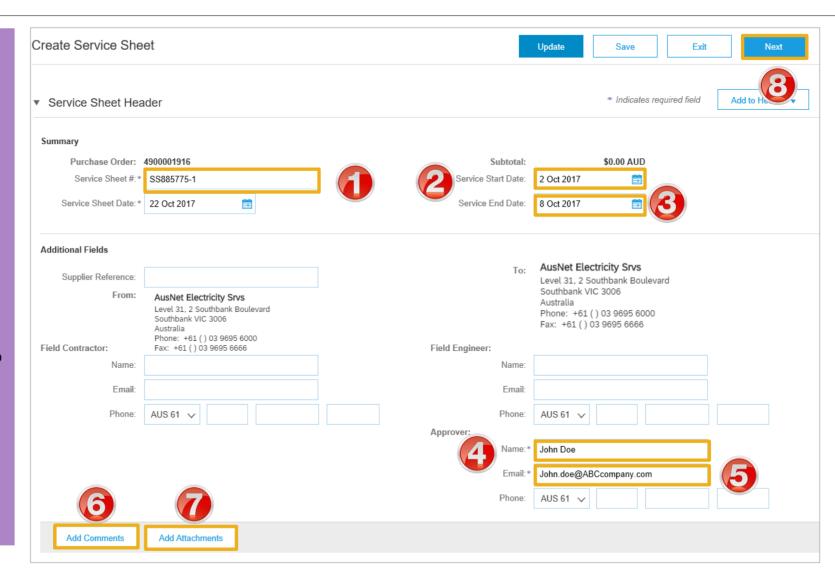
 Screen displays Create
 Service Sheet



#### **Create Service Sheet - Header Level**

- 1. Enter the **Service Sheet** number, the number you provide to AusNet Services
- 2. Enter the Service Start

  Date
- 3. Enter the Service End
  Date
- 4. Enter the **Name** of the approver
- 5. Enter the **Email** address of the approver
- 6. Click on **Add Comments** to add comments (if required)
- 7. Click on Add Attachments to add documentation required by AusNet Services (if required)
- 8. Scroll down to **Service Entry Sheet Lines**



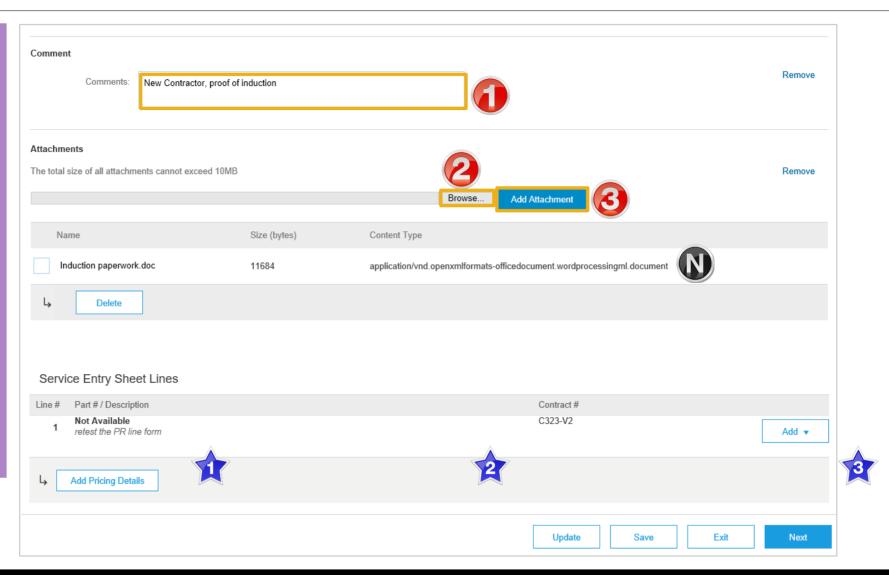


#### Service Sheet – Add Comments or Attachments

- To add a comment click on Add Comment, a Comment section will open
- 1. Enter the required Comments
- To add an attachment click on Add Attachment, an Attachments section will open
- 2. Click on Browse, select the file on your computer
- 3. Click on Add Attachment

**Note:** The attachment will be added

Scroll down to ServiceEntry Sheet Lines



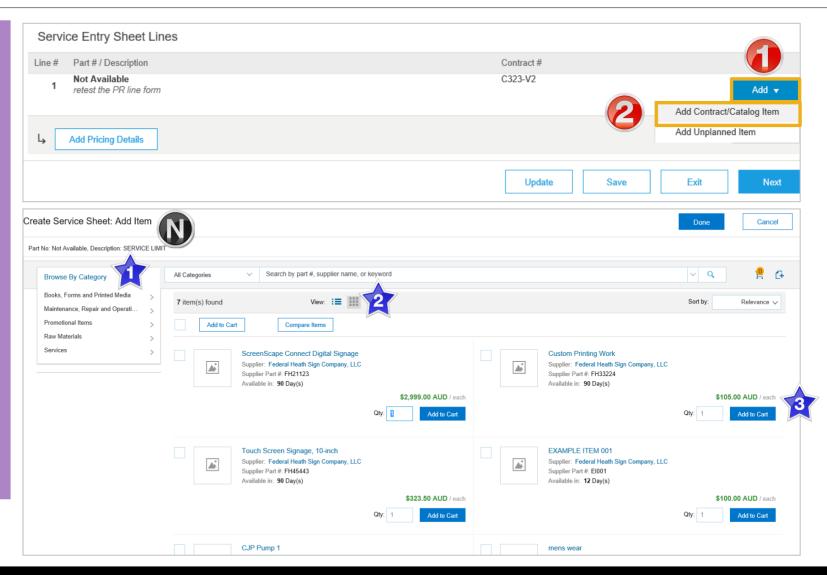
## Add Service Item Level – Add Contract/Catalog Item

- Screen displays Service Entry Sheet Lines
- 1. Click Add
- 2. Select Add Contract/Catalog Item

Note: The Create Service Sheet: Add Item screen is displayed

The items associated to the preexisting contract will be displayed:

- Items can be shown by Category
- Display can be changed to a list format
- Pricing is based on the contract

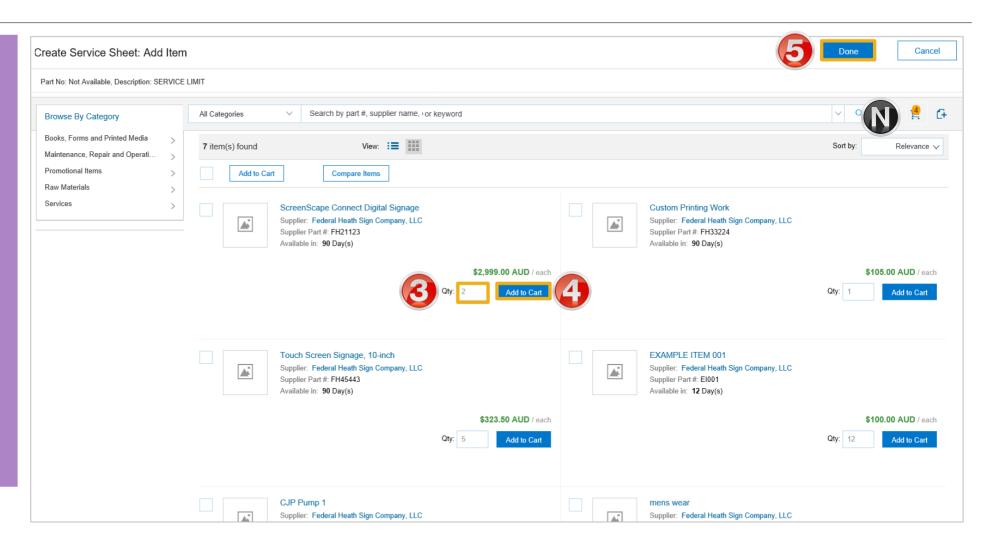


## Add Service Item Level - Add Contract/Catalog Item cont.

- 3. Locate the items for the Service Sheet, enter the required amount based on the pricing displayed into Qtv:
- 4. Click Add to Cart

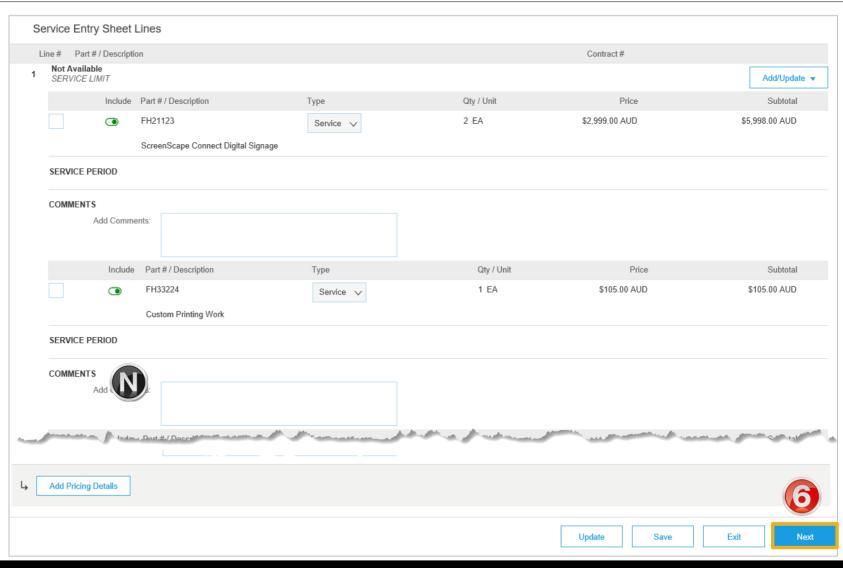
**Note:** The number on the little trolley will display the number of items added

- Repeat until all items to be added to the Service Sheet have been added to the cart
- 5. Click on Done
- The screen will return to Service Sheet Line Items with the items added displayed



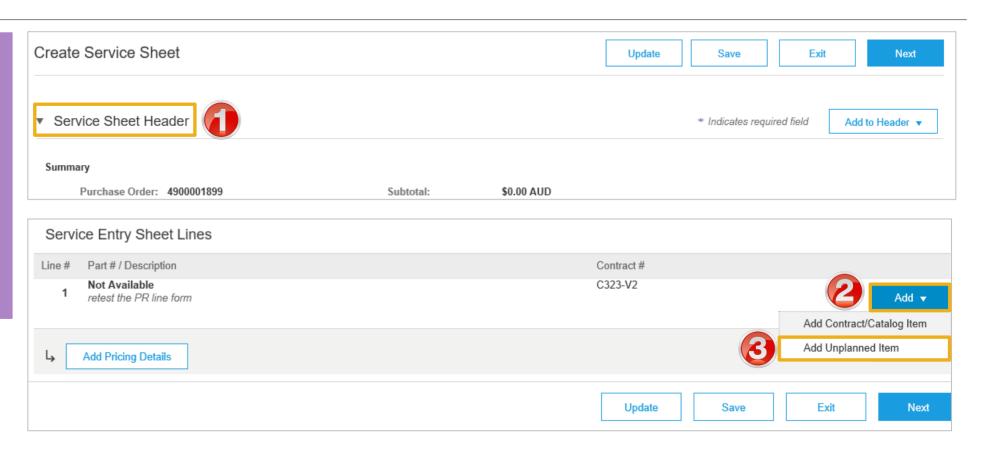
## Add Service Item Level - Add Contract/Catalog Item cont.

- Review the information added
- Add comments, if required
- 6. Click on Next
- Screen displays Create
   Service sheet, confirm and
   Submit screen
- Go to Slide 26 Finalising Service Sheets



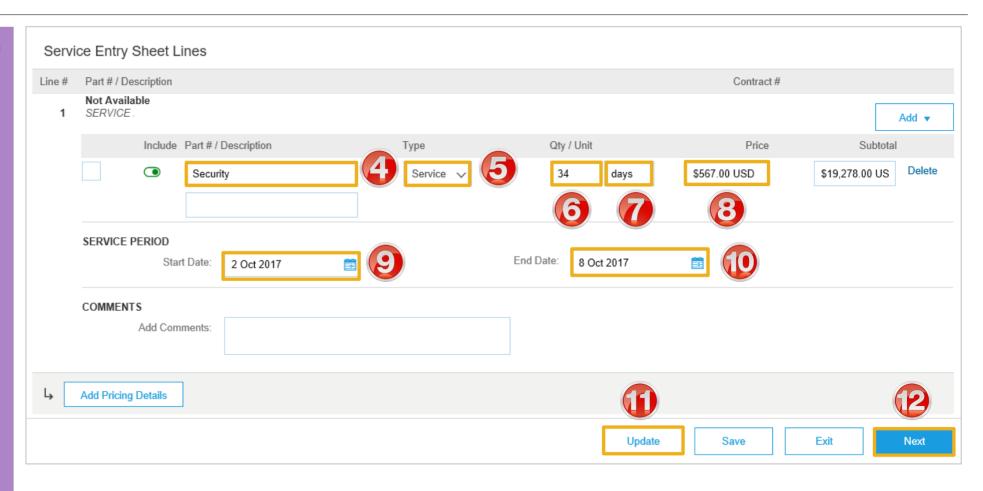
## Add Service Item Level - Add Uplanned Item

- 1. Complete the Create
  Service Sheet Header, refer
  to slide 25
- Scroll down to Service EntrySheet Lines
- 2. Click Add
- 3. Select Add Unplanned Item
- ➤ The Create Service Sheet:
  Add Item screen is displayed



#### Add Service Item Level – Add Uplanned Item cont.

- 4. Enter the **Part# or Description** of the service (required)
- 5. Check that **Service** is displayed in **Type**
- 6. Enter the Qty
- 7. Enter the **Unit** of measure
- Enter the **Price** based on the unit
- 9. Enter the service period **Start Date**
- 10. Enter the service period **End Date**
- 11. Click on Update
- Repeat from step 2 to add more items
- 12. Click on Next
- Screen displays Create
   Service Sheet confirm and submit

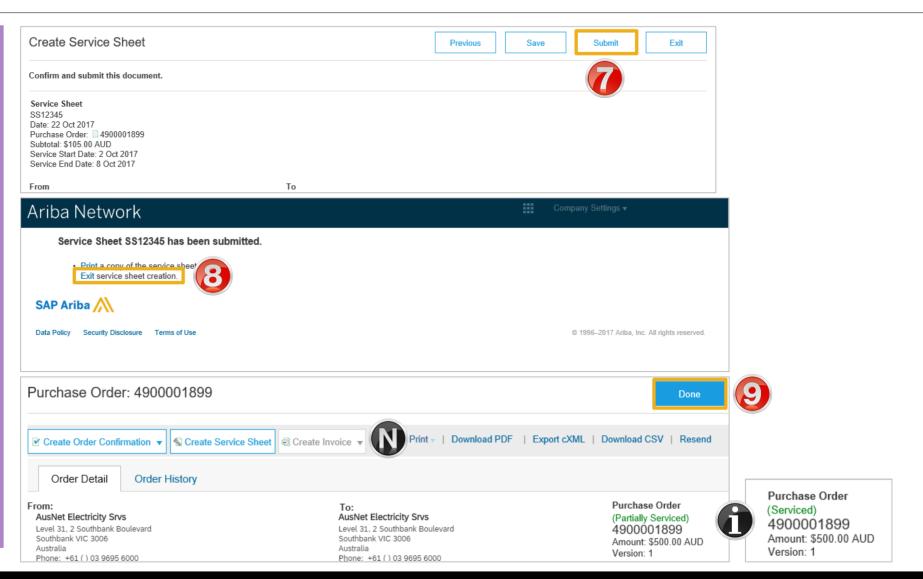


#### **Finalising Service Sheets**

- Review the information.
- Click Submit
- 8. Click Exit
- Screen displays Purchase Order

**Note:** The Create Invoice Tab is still greyed out indicating that the Service Sheet must be approved prior to creating the invoice

- The Status of the Purchase
  Order will be Serviced or
  Partially Serviced depending
  on the amount on the
  Purchase order and the
  amount on the created service
  sheet
- 9. Click on Done
- Screen displays Orders and Releases





# Create Invoice Service Sheet Approved

Once a service has been carried out the invoicing process can be begun one of two ways.

#### Service Sheet has been created first

Step 1: Receive and confirm Service Order

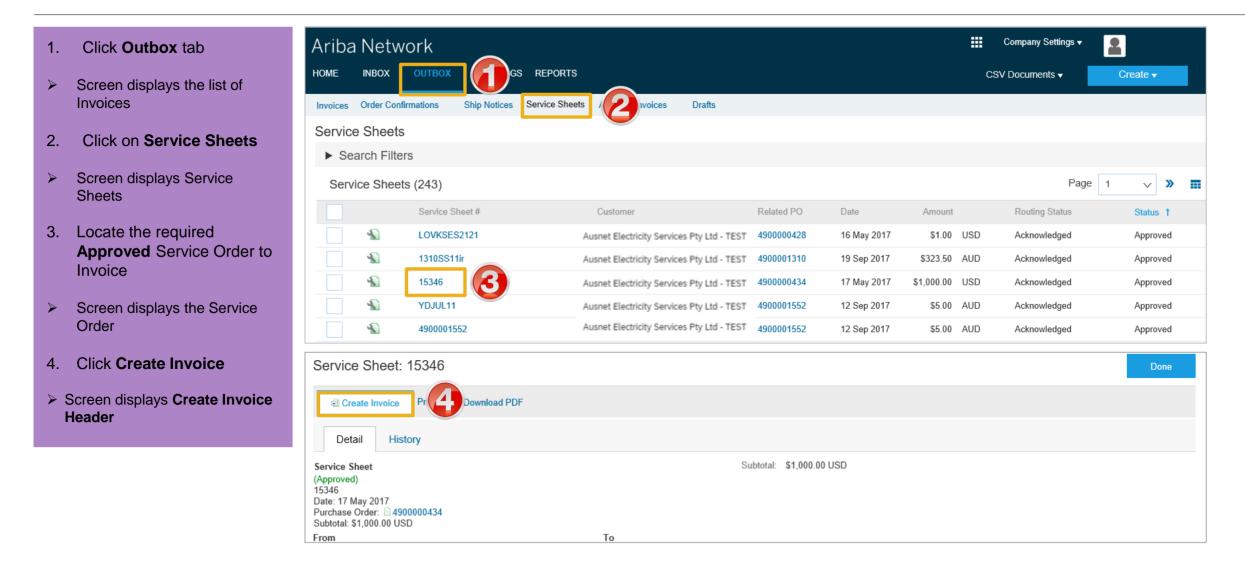
Step 2: Provide service

Step 3: Create Service Sheet

Step 4: Send to AusNet Services for Approval

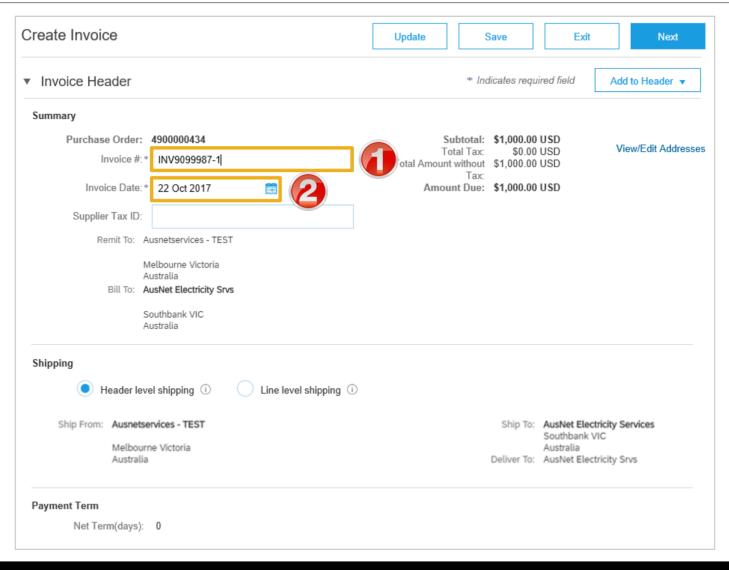
Step 5: Manually create Invoice in the Ariba Network

#### **Open the Service Sheet to Invoice**



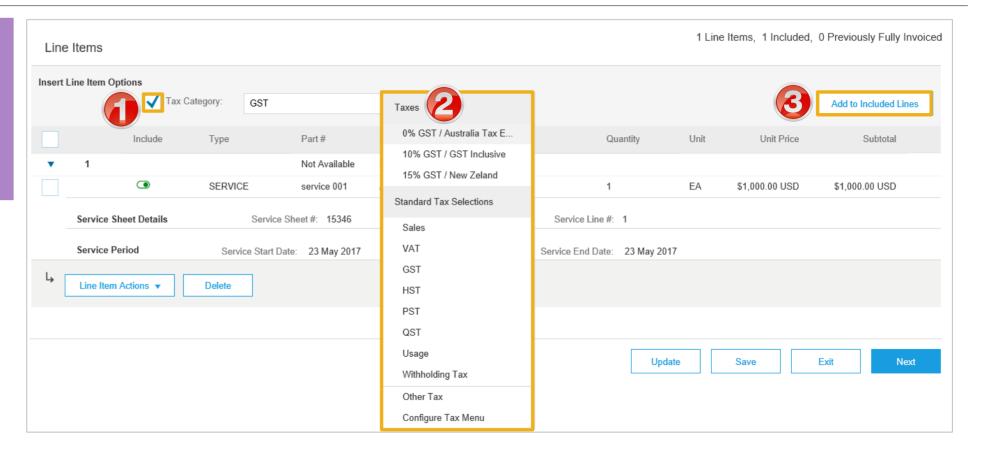
## **Begin Service Sheet to Invoice**

- 1. Fnter the **Invoice** number
- 2. Confirm or enter the **Invoice**Date
- Scroll down to Line Items



#### Service Sheet to Invoice – Line Items

- 1. Click in Tax Category
- 2. Select the correct Tax Rate
- 3. Click Add to Included Lines
- ➤ A tax section will open for each line item



#### Service Sheet to Invoice - Line Items cont.

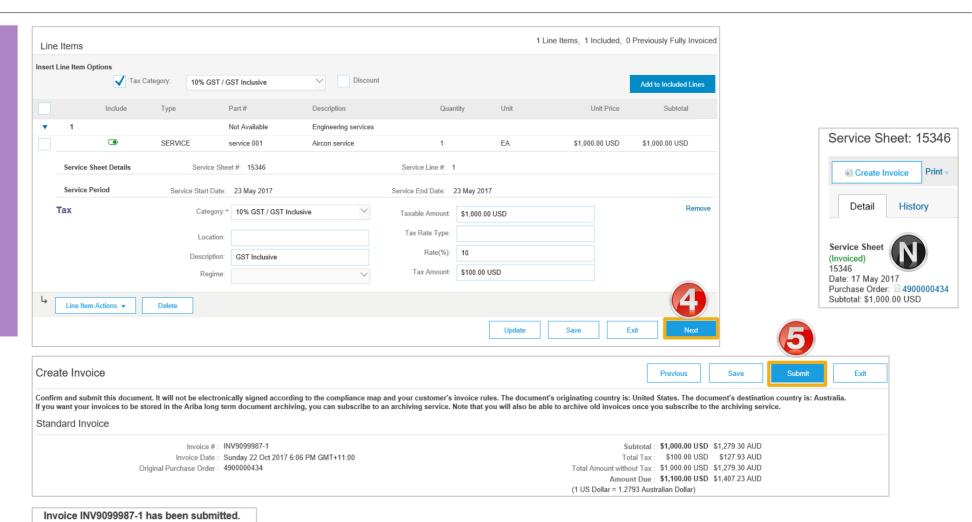
Print a copy of the invoice.

Exit invoice creation.

- Review the information
   Click on Next
   Screen displays Create Invoice
   Click on Submit
- Screen displays the ServiceSheet

6. Click Exit

Note: The status is displayed



# Support

Support Type	Description
Help Centre For all your support needs	Types of Support available: 1. User Community 2. Ask questions or view documentation 3. Email/Live Chat 4. Request a call back
Supplier Information Portal (Location of Training Guide/s and Video/s)	<ol> <li>On the Home screen</li> <li>Click on Company Settings</li> <li>Click on Customer Relationships</li> <li>Click on Supplier Information Portal</li> </ol>
Ariba Network Training Request	E: an.sellertraining.aus@sap.com