



Question: Why do I encounter Service Sheet number error when creating a Service Entry Sheet?

Answer:

There is a change in SATS Ariba SES (Service Entry Sheet) submission Process from supplier side. Previously, suppliers were able to submit the SES number with more than 16 characters.

With immediate effect, **suppliers will not be able to submit the SES with more than 16 characters.**

1. In the Purchase Order, select **“Create Service Sheet”**

Purchase Order:

Create Order Confirmation ▼ Create Ship Notice **Create Service Sheet** Create Invoice ▼

Order Detail Order History

2. In Create Service Sheet screen, enter **“Service Sheet #”**

Create Service Sheet Update Save Exit Next

▼ Service Sheet Header * Indicates required field Add to Header ▼

Summary

Purchase Order: 5500000018

Service Sheet #:* 123456789012345678

Service Sheet Date:* 29 Mar 2022

Service Description:

Subtotal:

Service Start Date:*

Service End Date:*

Copy the service start and end dates to the service line items



If your Service Sheet # exceeds the **maximum length of 16 characters** (including special characters), there will be error prompted.

Create Service Sheet Update Save Exit Next

! Please correct the following errors and resubmit

▼ Service Sheet Header * Indicates required field Add to Header ▼

Summary

Purchase Order: 550000018

Service Sheet #:* 123456789012345678
! Required format: Maximum length: 16, Includes special characters

Service Sheet Date:* 29 Mar 2022

Service Description:

Subtotal:

Service Start Date:* 29 Mar 2022

Service End Date:* 29 Mar 2022

Copy the service start and end dates to the service line items

3. **Ensure your Service Sheet # is within 16-character limit.** Fill up other mandatory fields, click “Next” to proceed with the service sheet creation.



Create Service Sheet Update Save Exit Next

▼ Service Sheet Header * Indicates required field Add to Header ▼

Summary

Purchase Order: 5500000018

Service Sheet #:* 123456

Service Sheet Date:* 29 Mar 2022

Service Description:

Subtotal:

Service Start Date:* 29 Mar 2022

Service End Date:* 29 Mar 2022

Copy the service start and end dates to the service line items

4. Enter or modify line item information for the service sheet if necessary. Once you complete these steps and review the service sheet, click **Submit**.



Confirm and submit this document.

Service Sheet

123456
Date: 29 Mar 2022
Final Service Sheet: No
Purchase Order:
Subtotal: !
Service Start Date: 29 Mar 2022
Service End Date: 29 Mar 2022

Subtotal:

From

To

SATS Catering Pte Ltd
SATS Ltd - TEST
Singapore Changi Airport
Singapore 918141
Singapore
Address ID: 1003

Service Entry Sheet Lines

[Show Item Details](#)

Line #	Type	Service # / Description	Line Type	Contract #	Qty (Unit)	Unit Price	Subtotal
▶ 00001		Cleaning					

Service Entry Summary

Subtotal: