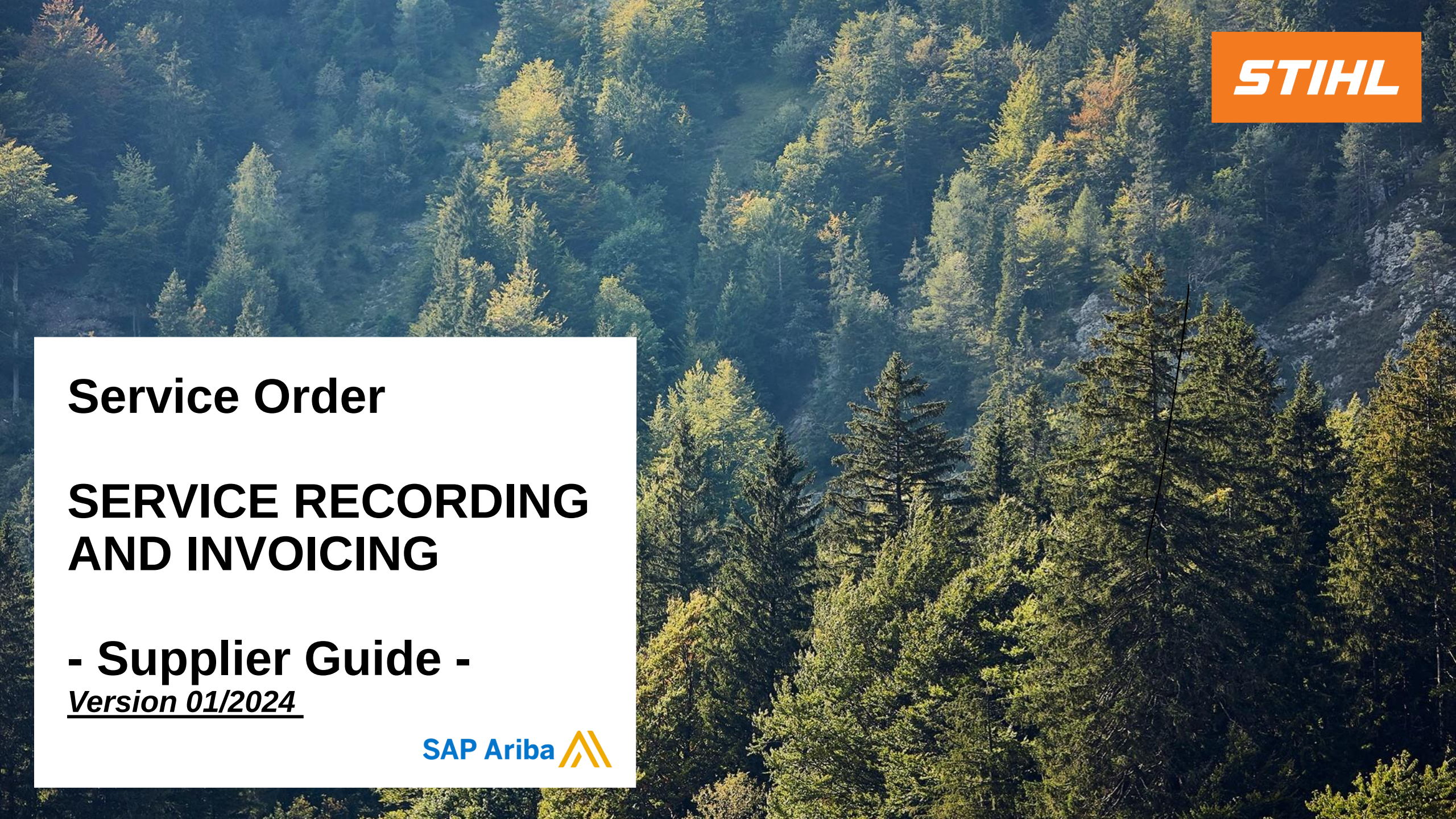


Service Order

SERVICE RECORDING AND INVOICING

- Supplier Guide -

Version 01/2024

SAP ARIBA - SERVICE RECORDING AND INVOICING

Table of Content:

1. Service Entry Sheet Definition

2. Create a Service Entry Sheet
   - 2.1 Create a Service Entry Sheet without Sub Line-Item
   - 2.2 Create a Service Entry Sheet with a Sub Line-Item

3. Invoice a Service Purchase Order
   - 3.1 Create an invoice against one Service Entry Sheet
   - 3.2 Create an invoice against multiple Service Entry Sheets

© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

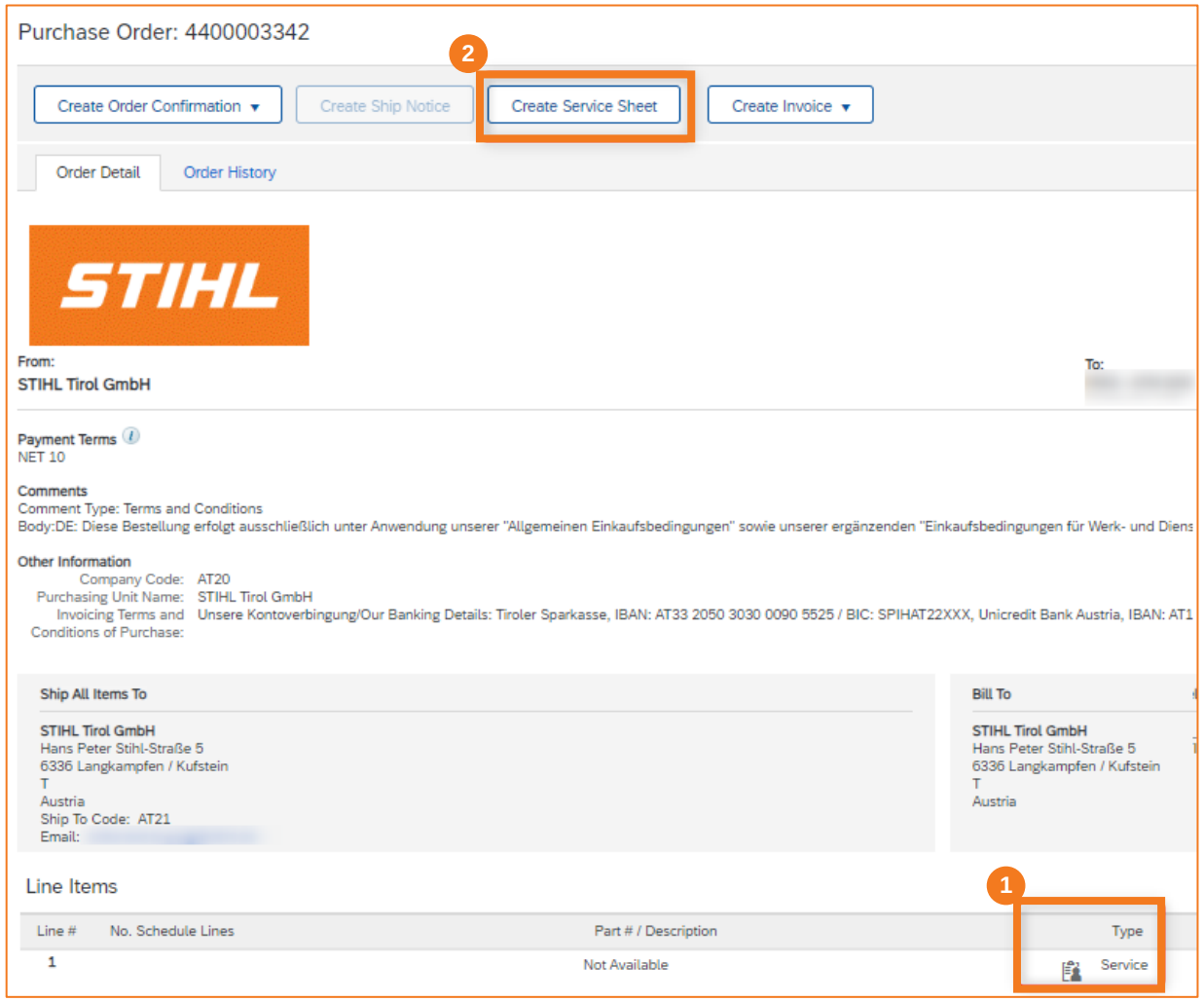
1. Service Entry Sheet Definition

A **service entry sheet** is a document that documents the individual components of the service provided on the basis of a service order.

1. A service order can be recognized in the purchase order by the "**Type**" column at item level.

2. If it is a service order, the "**Create Service Sheet**" button is highlighted in blue.

   If it is an order that requires an "**Order confirmation**", the "**Create Service Sheet**" button is grayed out.



© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

Table of Content:

1. Service Entry Sheet Definition

2. **Create a Service Entry Sheet**
   - 2.1 Create a Service Entry Sheet without Sub Line-Item
   - 2.2 Create a Service Entry Sheet with a Sub Line-Item

3. Invoice a Service Purchase Order
   - 3.1 Create an invoice against one Service Entry Sheet
   - 3.2 Create an invoice against multiple Service Entry Sheets

© ANDREAS STIHL AG & Co. KG

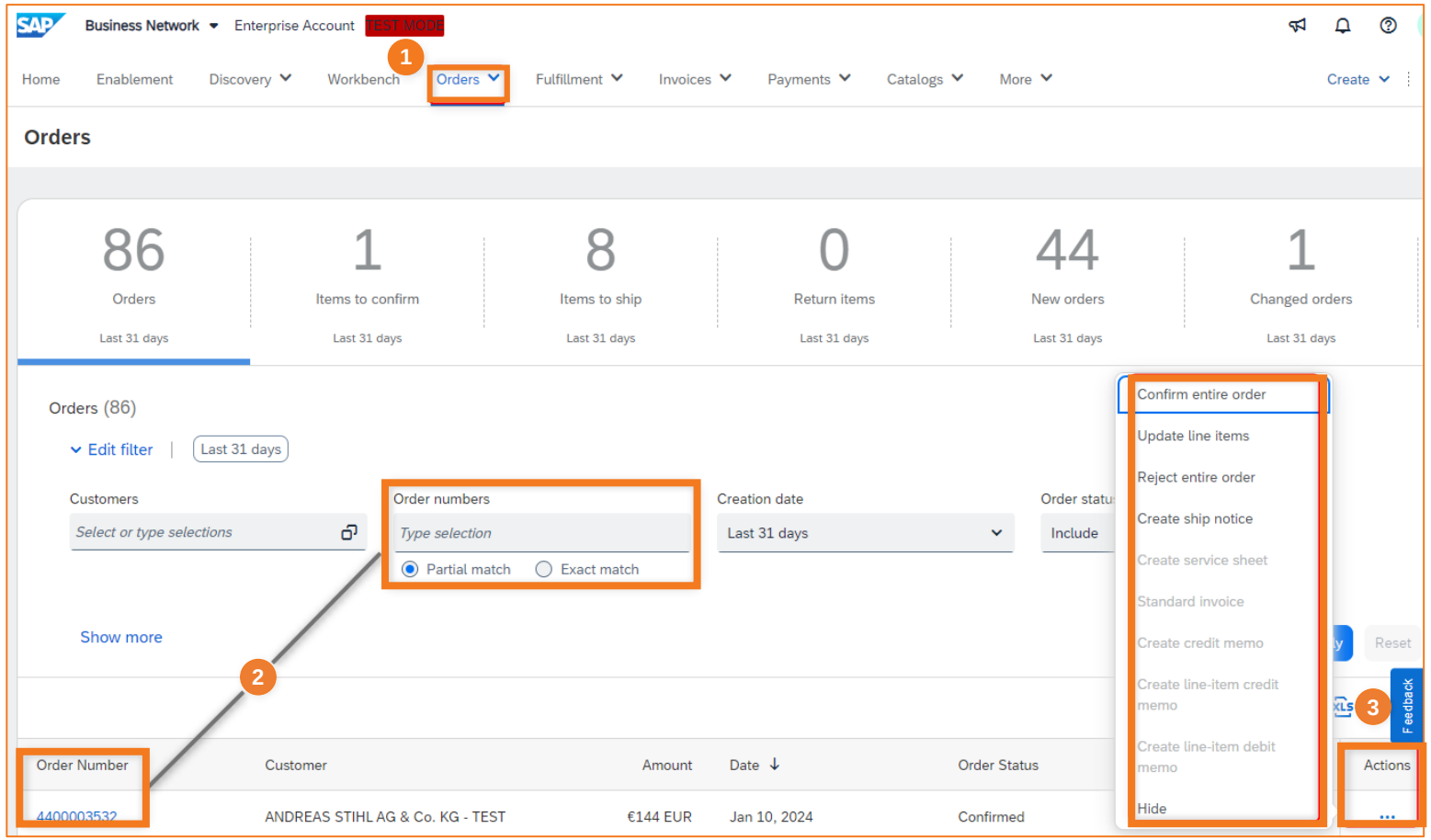
SAP ARIBA - SERVICE RECORDING AND INVOICING

2. Create a Service Entry Sheet

2.1 Create a Service Entry Sheet without Sub Line-Item

Open the purchase order in SAP Business Network:

1. Select the "**Orders**" column in the SAP Business Network.
2. Search for the order in the list or directly via the order number. Then click on the order number to open the order.
3. Suppliers with a standard SAP Network Account can only react to an order via the "**Actions**".



© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

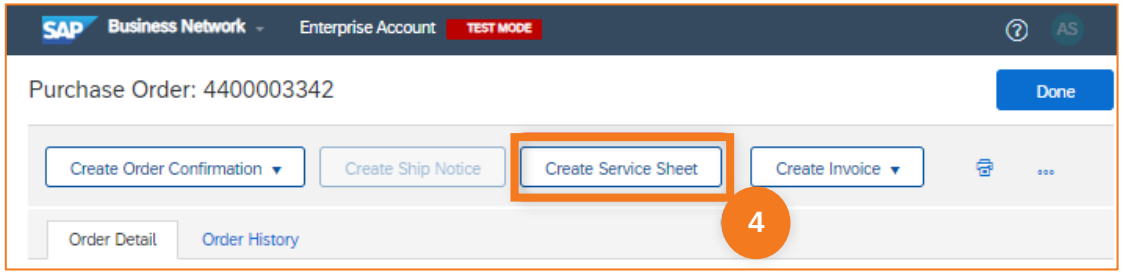
2. Create a Service Entry Sheet

2.1 Create a Service Entry Sheet without Sub Line-Item

A drop-down symbol next to the item number indicates that a service order with defined sub-items has been created.

---

4 Once the order has been opened, the creation of the service entry of the service entry sheet can be started using the "**Create Service Sheet**" button.



© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

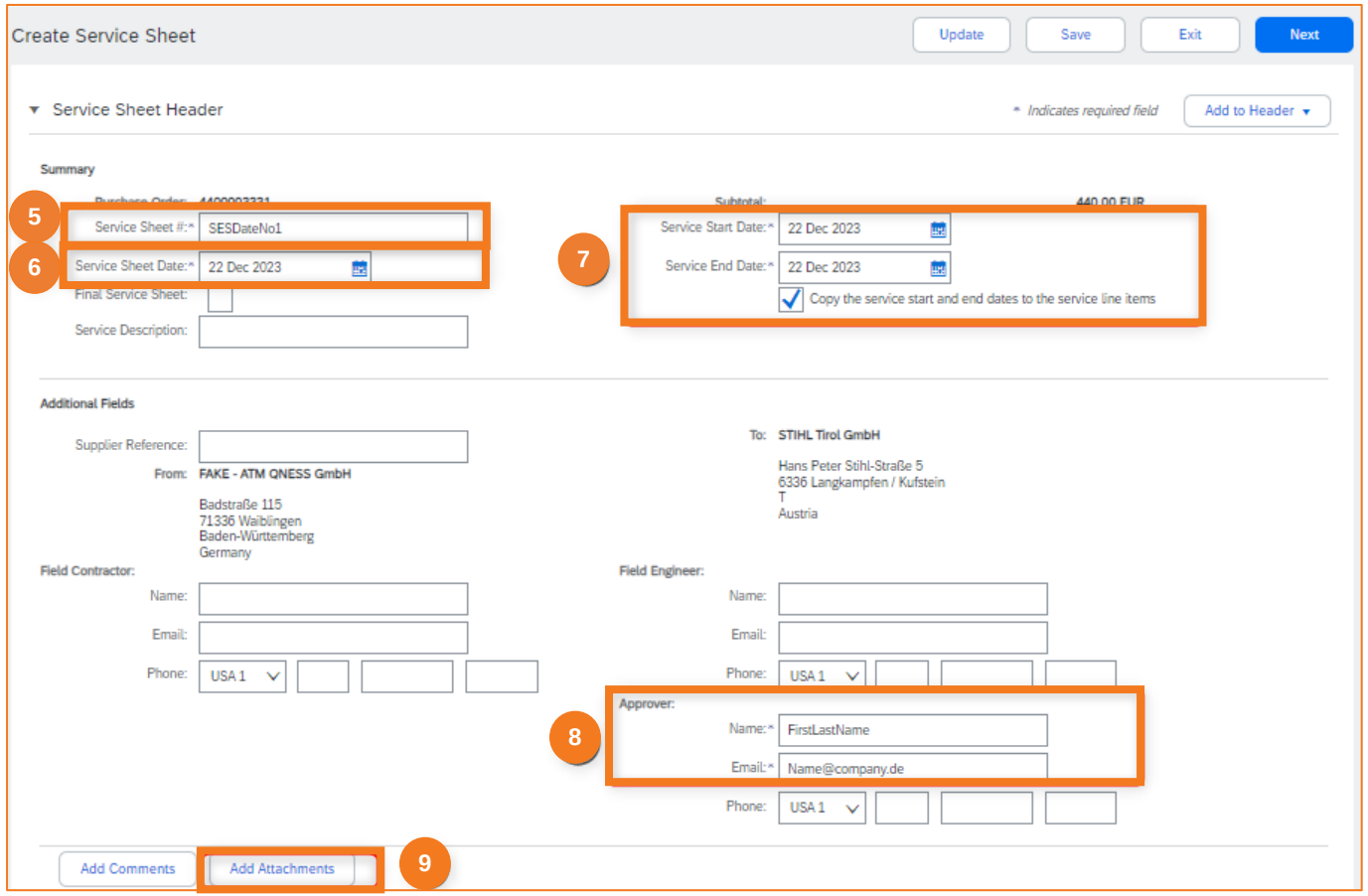
2. Create a Service Entry Sheet

2.1 Create a Service Entry Sheet without Sub Line-Item

5 **Service Sheet #:**
Enter a number / description here for clear identification.

6 **Service Sheet Date:** Enter the date on which the service entry sheet is created here.

7 **Service Start/End Date:** The dates describe the period in which the service was provided. Please check the box "**Copy start and end date of the service to the service options**" to automatically transfer the start and end date to the sub-items.



© ANDREAS STIHL AG & Co. KG

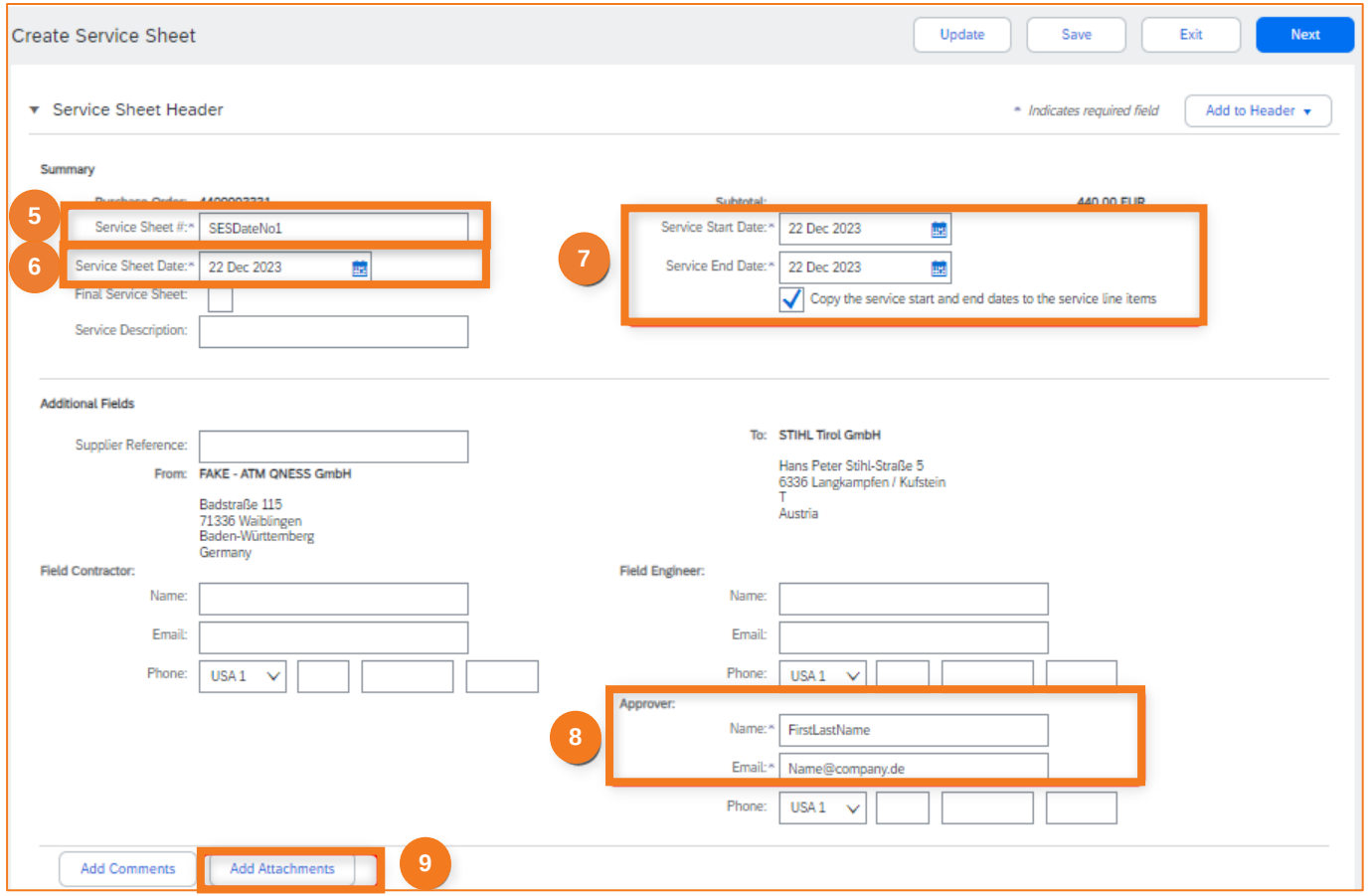
SAP ARIBA - SERVICE RECORDING AND INVOICING

2. Create a Service Entry Sheet

2.1 Create a Service Entry Sheet without Sub Line-Item

8 **Approver:** Enter the name and e-mail contact of the STIHL approver for the service entry sheet.

9 **Add Attachments:** All supporting documents can be added here (e.g. a signed time sheet).



© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

2. Create a Service Entry Sheet

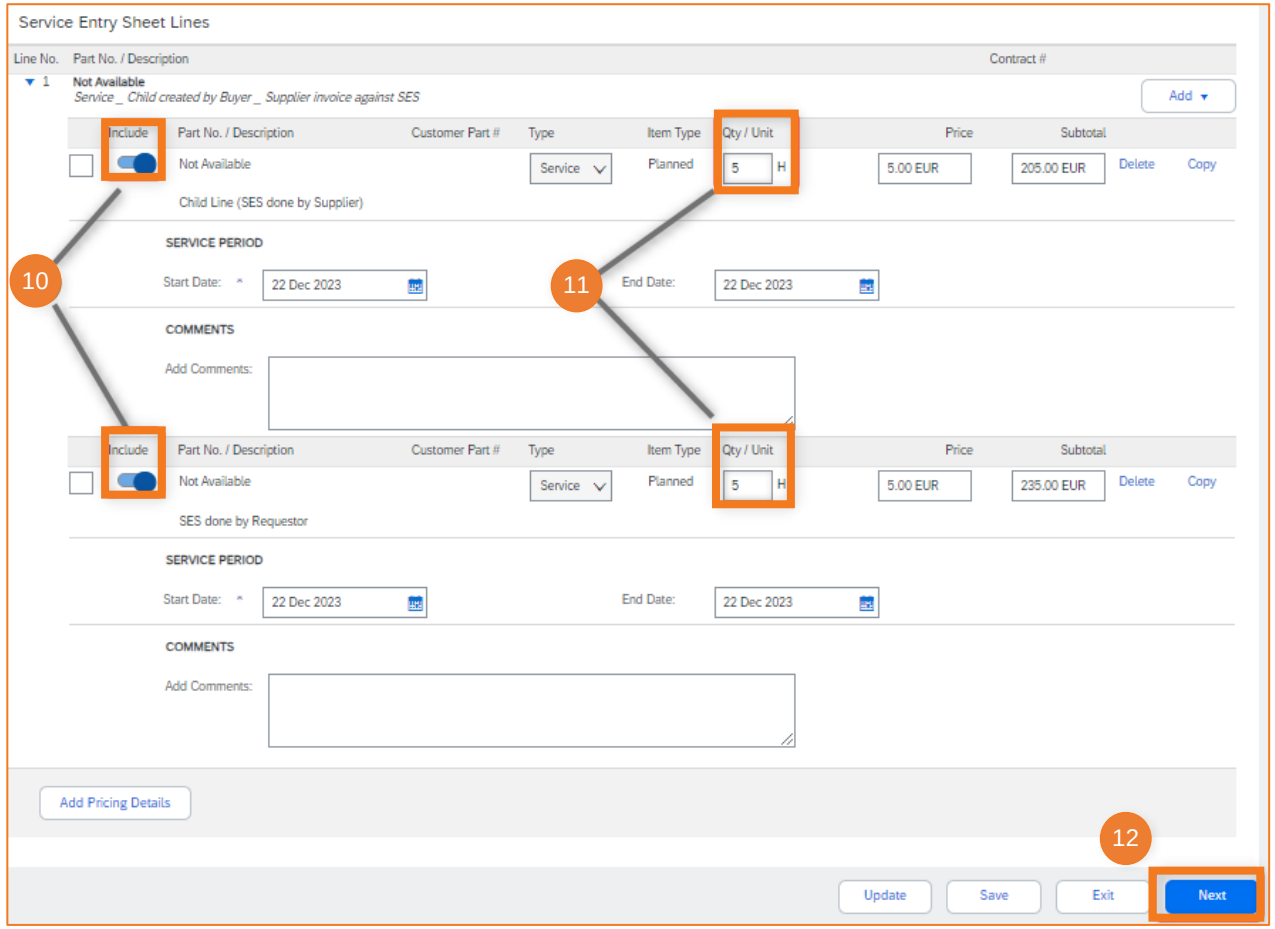
2.1 Create a Service Entry Sheet without Sub Line-Item

10 **Include:** The "**Include**" slider can be used to specify whether the item is to be used for the service entry sheet.

11 **Qty/Unit**: The quantity / unit consumed is entered here.

12 **Next:** Click on the "**Next**" button.

12 **Submit (on the next screen):**
Check your entries and submit the service entry sheet.



© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

Table of Content:

1. Service Entry Sheet Definition

2. **Create a Service Entry Sheet**
   - 2.1 Create a Service Entry Sheet without Sub Line-Item
   - 2.2 Create a Service Entry Sheet with a Sub Line-Item

3. Invoice a Service Purchase Order
   - 3.1 Create an invoice against one Service Entry Sheet
   - 3.2 Create an invoice against multiple Service Entry Sheets

© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

2. Create a Service Entry Sheet

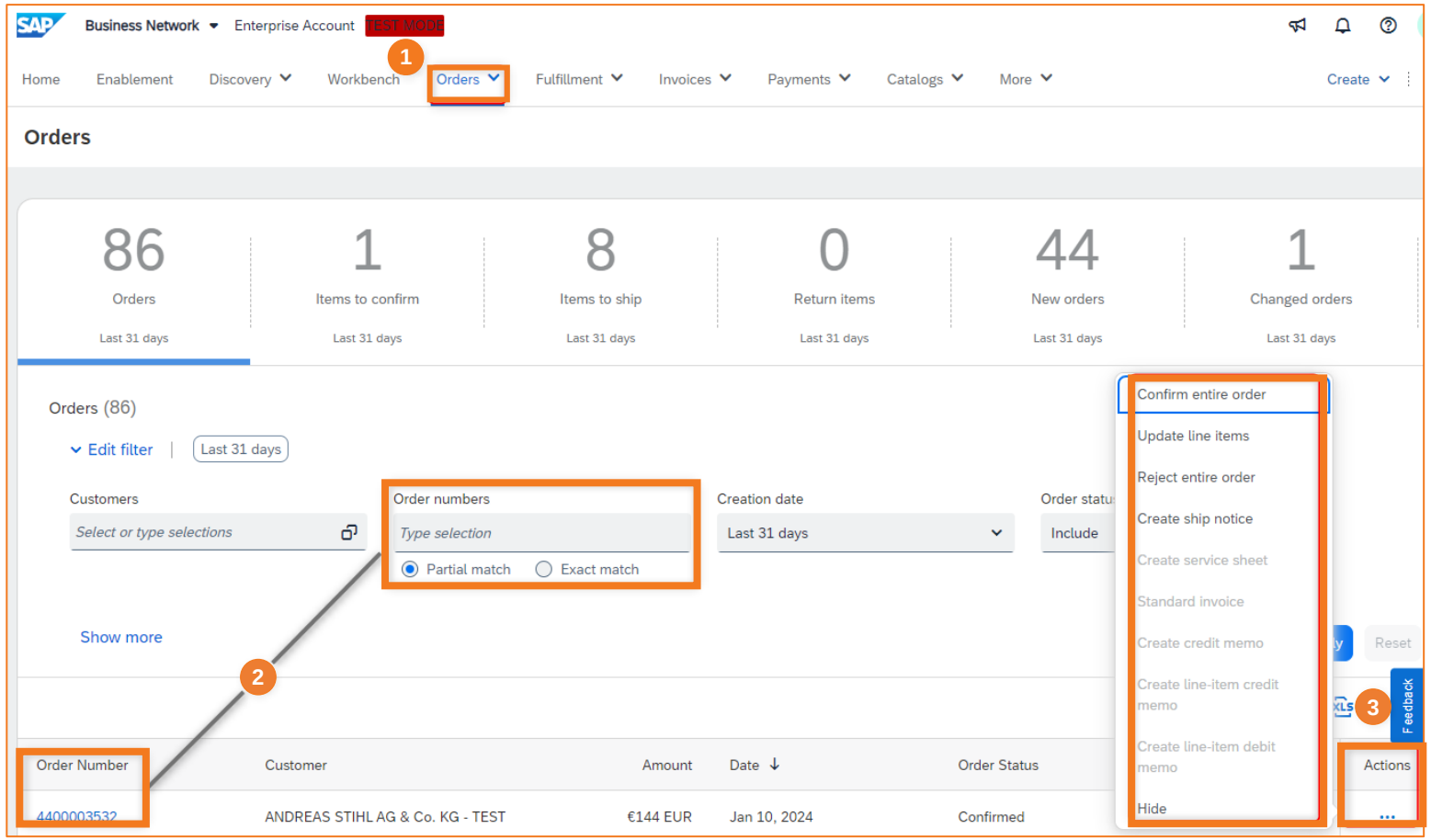
2.2 Create a Service Entry Sheet with a Sub Line-Item

Open the purchase order in SAP Business Network:

1. Select the "**Orders**" column.

2. Search for the order in the list or directly via the order number. Then click on the order number to open the order.

3. Suppliers with a Standard SAP Network Account have to use the "**Actions**" drop menu to respond to a purchase order.



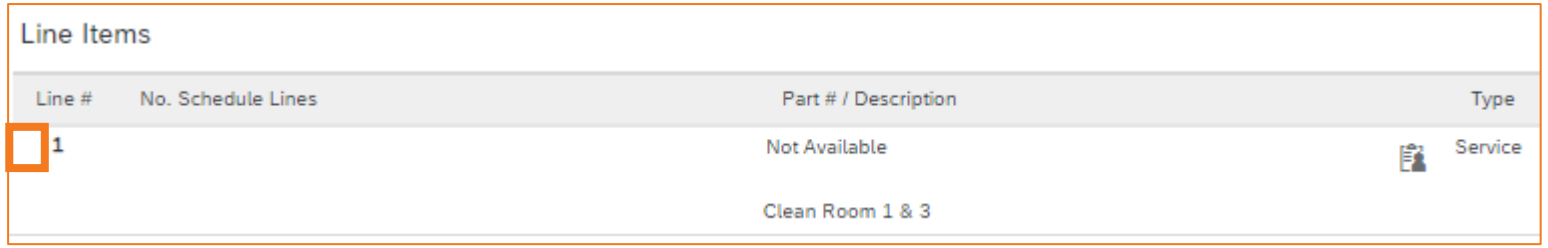
© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

2. Create a Service Entry Sheet

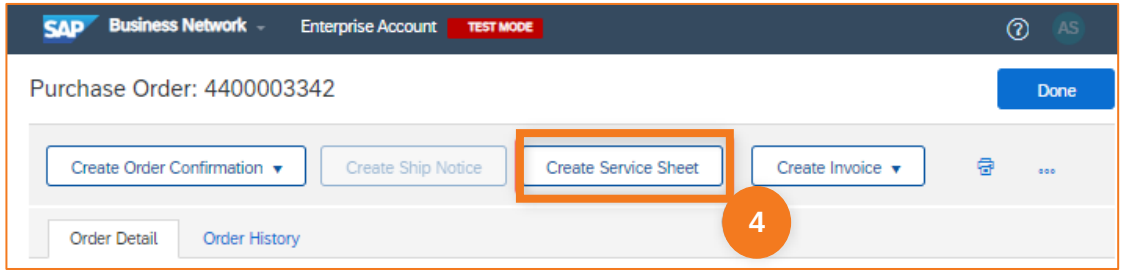
2.2 Create a Service Entry Sheet with a Sub Line-Item

For a service order without sub-items, the drop-down arrow next to the item number is missing.



---

4 Once the order has been opened, the creation of the service entry sheet can be started via the "**Create service Sheet**" button.



© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

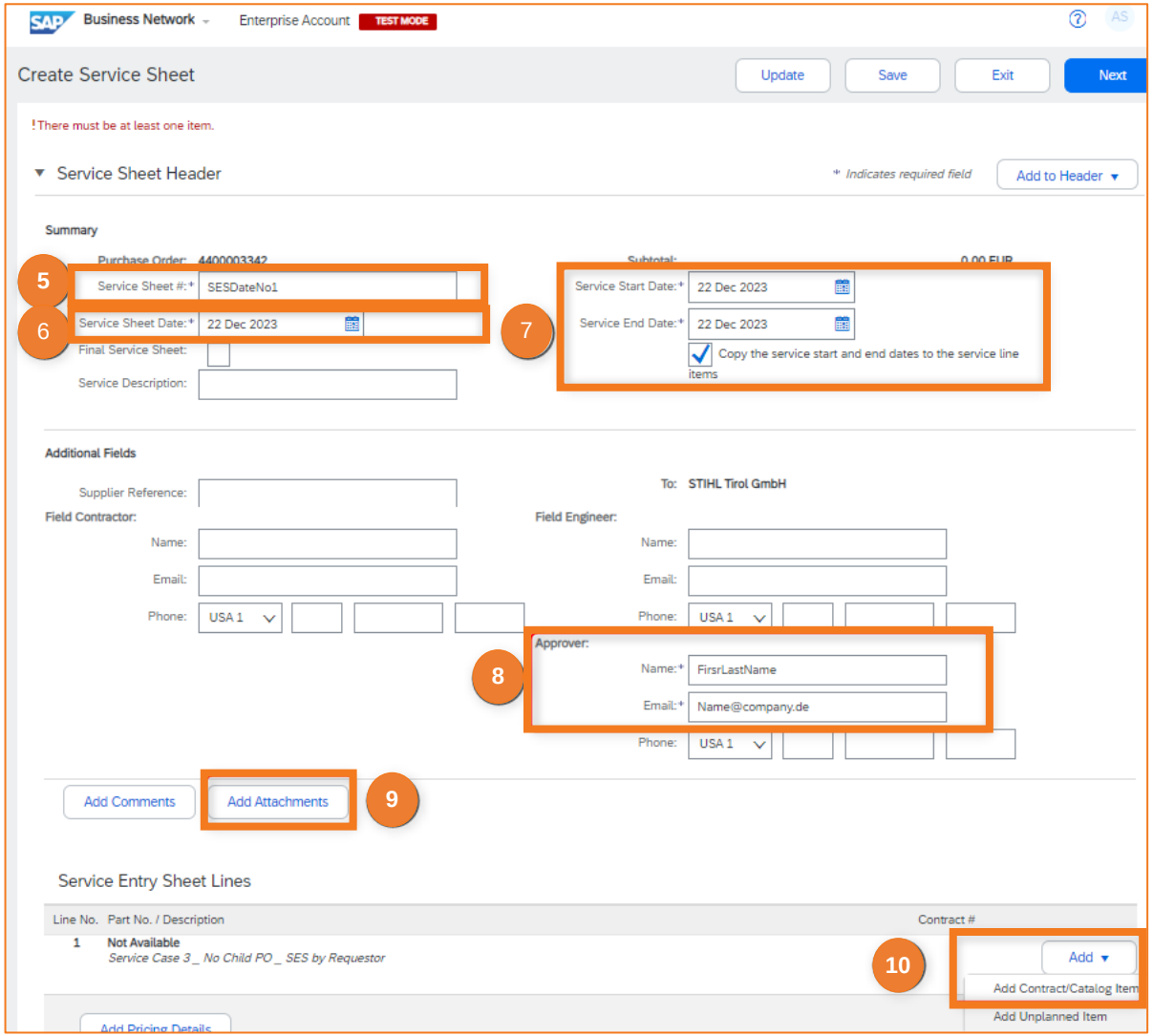
2. Create a Service Entry Sheet

2.2 Create a Service Entry Sheet with a Sub Line-Item

5 **Service Sheet #:** Enter a number / description here for clear identification.

6 **Service Sheet Date:** Enter the date on which the service entry sheet is created here.

7 **Service Start/End Date:** The dates describe the period in which the service was provided. Please check the box "**Copy start and end date of the service to the service options**" to automatically transfer the start and end date to the sub items.



© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

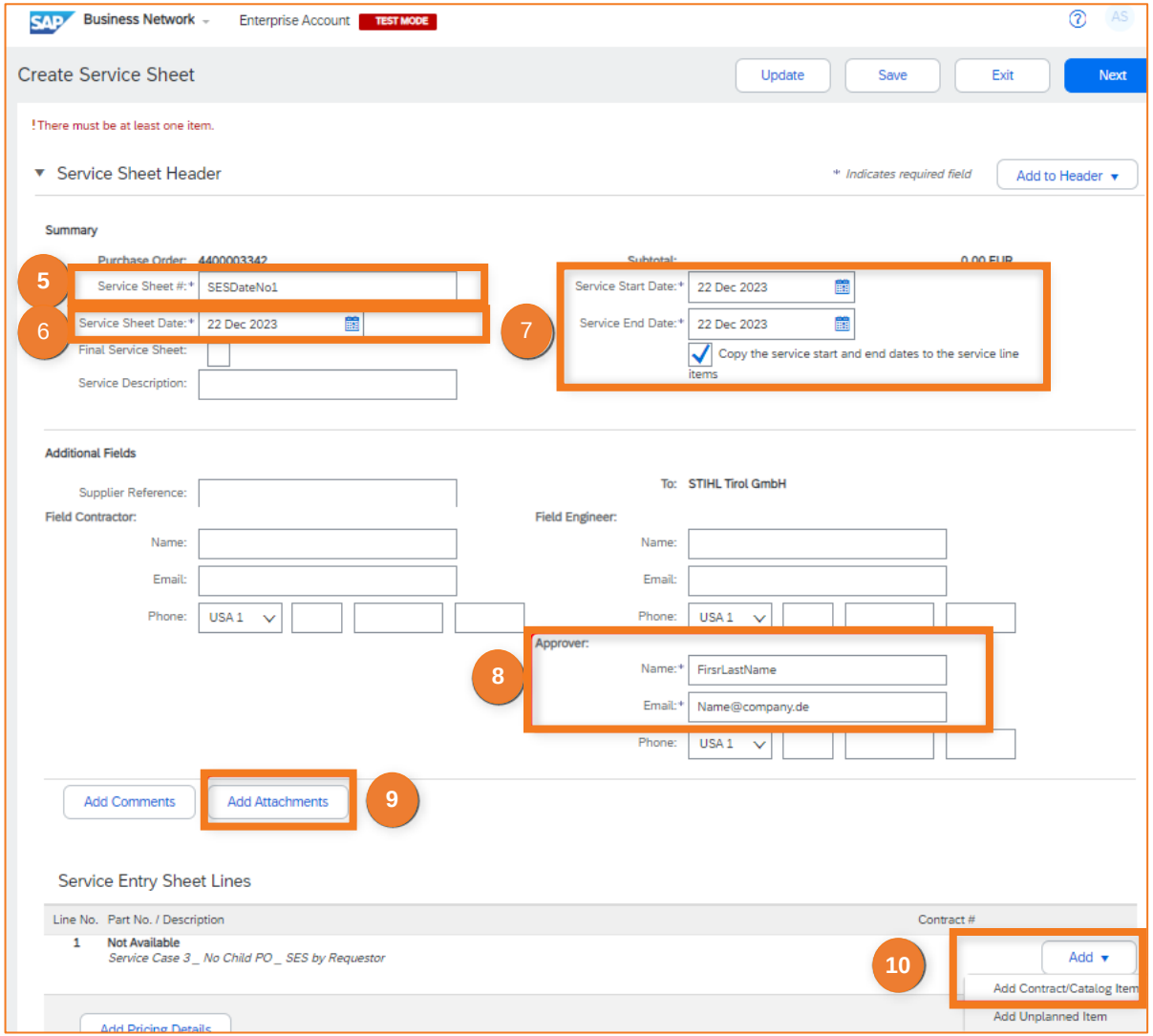
2. Create a Service Entry Sheet

2.2 Create a Service Entry Sheet with a Sub Line-Item

8 **Approver:** Name and email contact of the approver of the service sheet.

9 **Add Attachments:** All supporting documents can be added here (e.g. a signed time sheet).

10 **Add:** The "Add" button can be used to add contract & catalog items, which are displayed as sub-items in the service entry sheet.



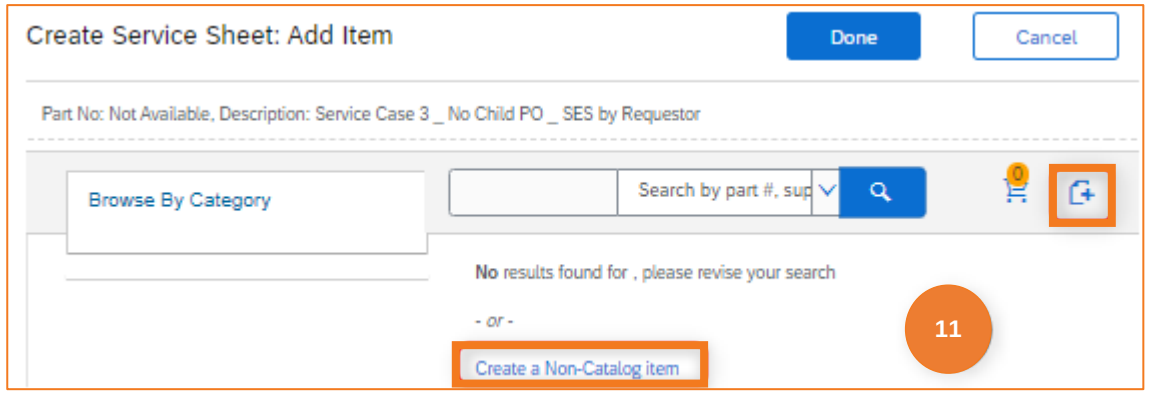
© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

2. Create a Service Entry Sheet

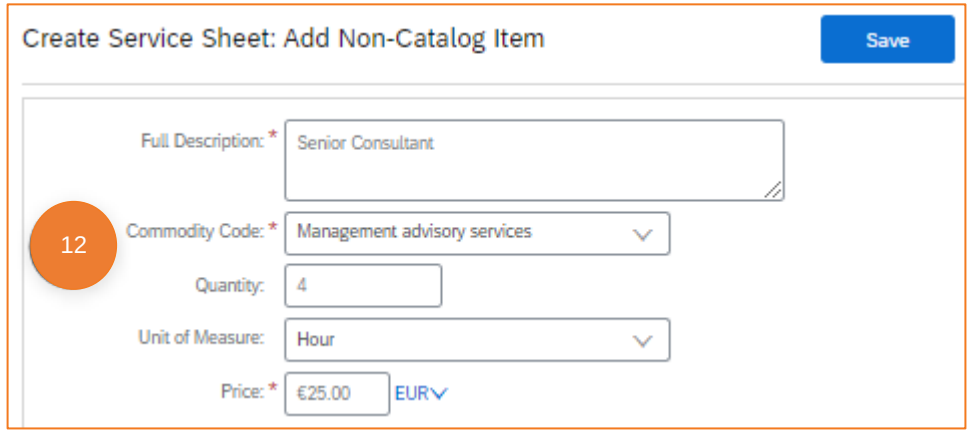
2.2 Create a Service Entry Sheet with a Sub Line-Item

11 **"Create a Non-Catalog item":** Click on the "**Create non-catalog item**" button.



12 **Enter the sub-item details:**

Enter the information for the sub-item with the total units of service performed; click "**Save**" and on the next screen, click "**Done**".



© ANDREAS STIHL AG & Co. KG

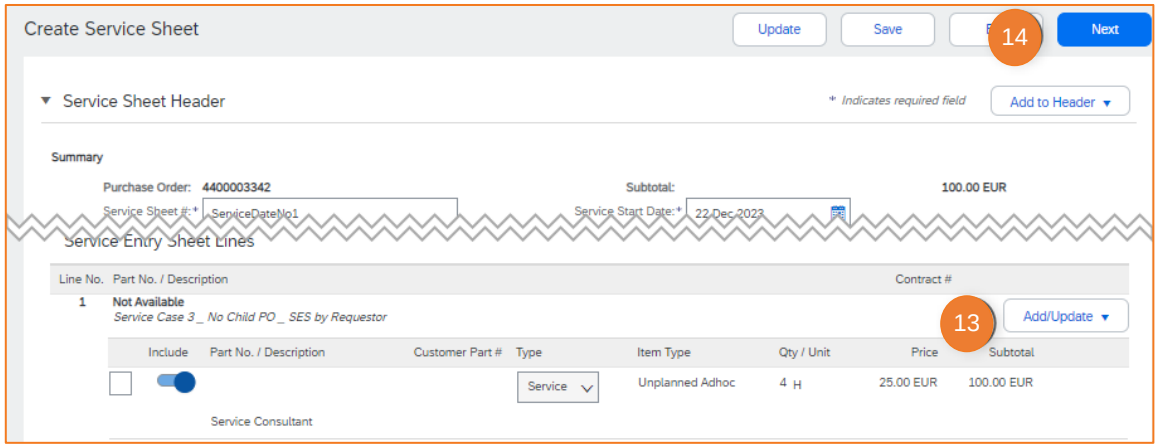
SAP ARIBA - SERVICE RECORDING AND INVOICING

2. Create a Service Entry Sheet

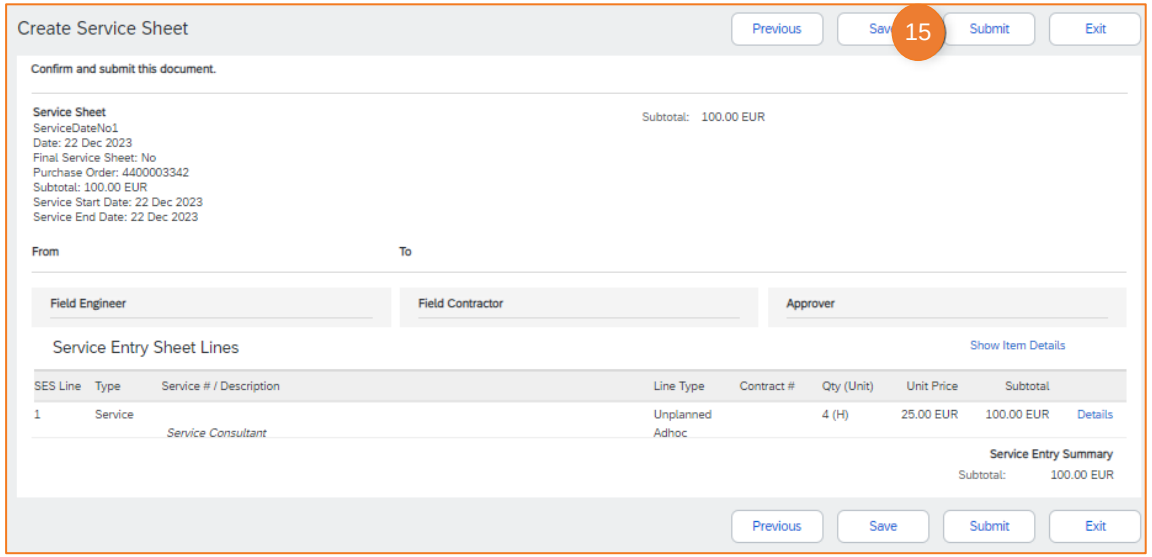
2.2 Create a Service Entry Sheet with a Sub Line-Item

13 **Add further sub-items:**
To add further sub-items, repeat steps 10 to 12.

14 **Next:** Click on "**Next**" to open the summary of the service entry sheet.



15 **Submit:** Check the summary of the service entry sheet and click on the "**Submit**" button to send the service entry sheet to STIHL.



© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

Table of Content:

1. Service Entry Sheet Definition

2. Create a Service Entry Sheet
   - 2.1 Create a Service Entry Sheet without Sub Line-Item
   - 2.2 Create a Service Entry Sheet with a Sub Line-Item

3. Invoice a Service Purchase Order
   - 3.1 Create an invoice against one Service Entry Sheet
   - 3.2 Create an invoice against multiple Service Entry Sheets

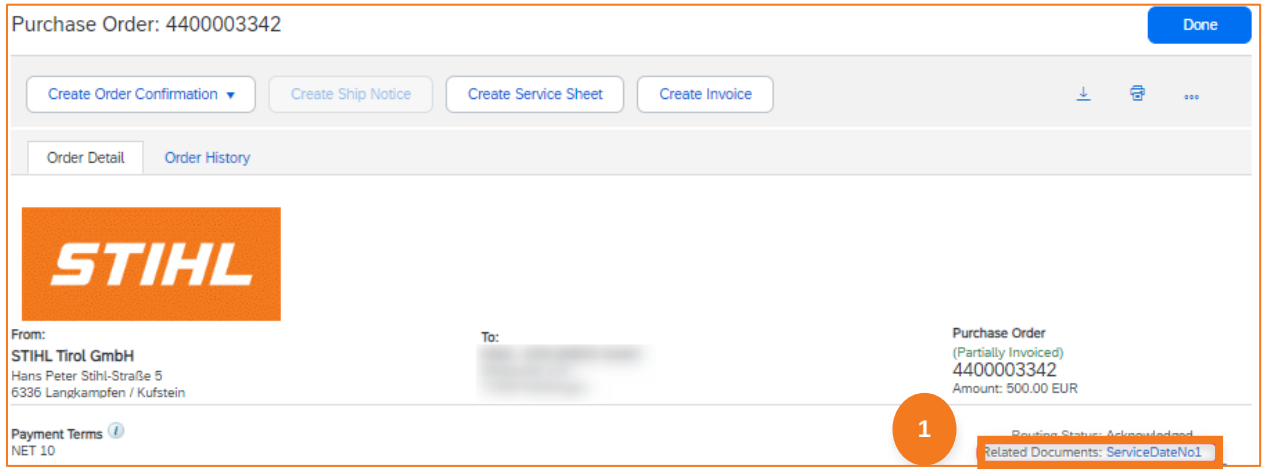
© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

3. Invoice a Service Purchase Order

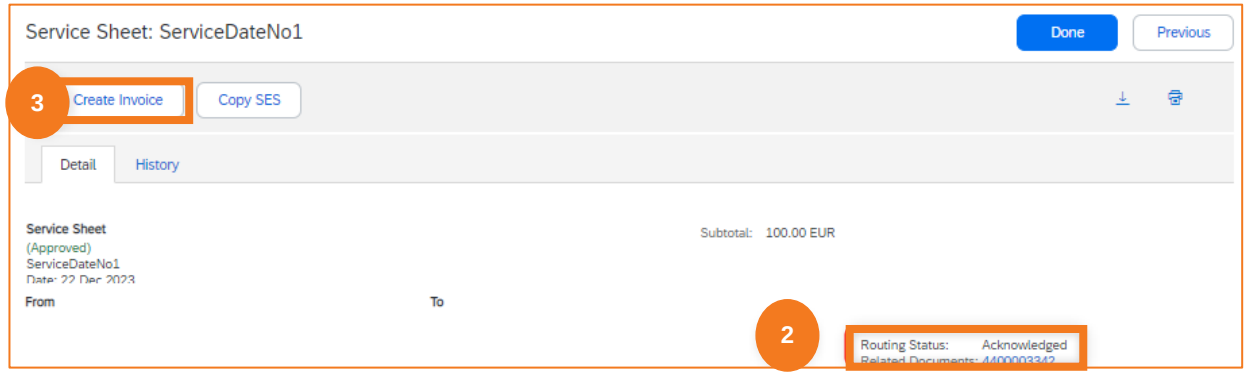
3.1 Create an invoice against one Service Entry Sheet

1 **Related Documents:** In the purchase order, you can jump to the service entry sheet by clicking on the number of the service entry sheet in the "**Related documents**" section.



2 **Routing Status**: The forwarding status in the purchase order shows whether STIHL has already released the service entry sheet.

3 **Create Invoice:** The creation process can be started via the "**Create invoice**" button. The prerequisite for this is that the forwarding status is "**Recognized**".



© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

3. Invoice a Service Purchase Order

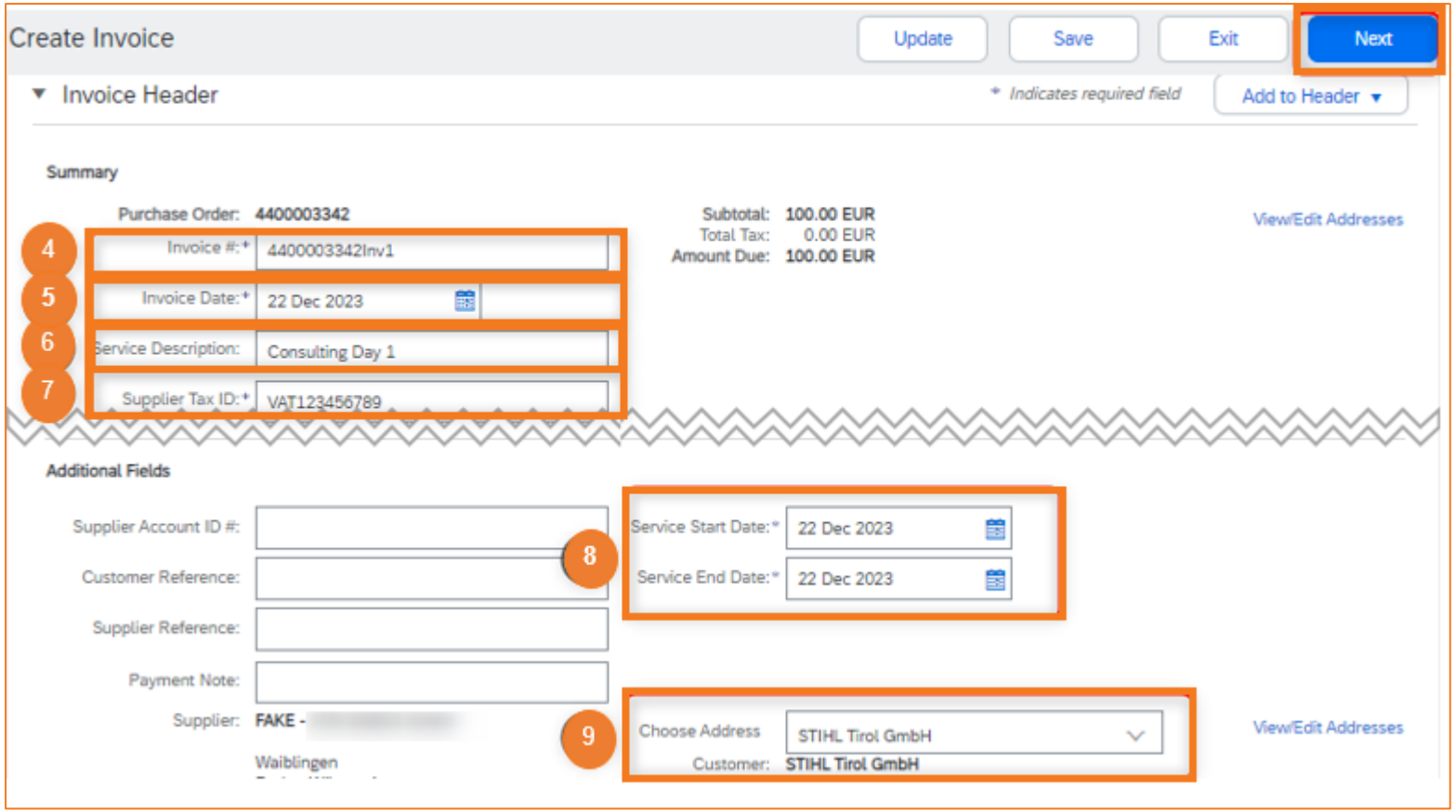
3.1 Create an invoice against one Service Entry Sheet

4 **Invoice #**: Enter your invoice number.

5 **Invoice Date**: Enter invoice date

6 **Service Description**: Brief description of the service.

7 **Supplier Tax ID**: The Tax ID can be maintained in the Supplier's Network Profile.



© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

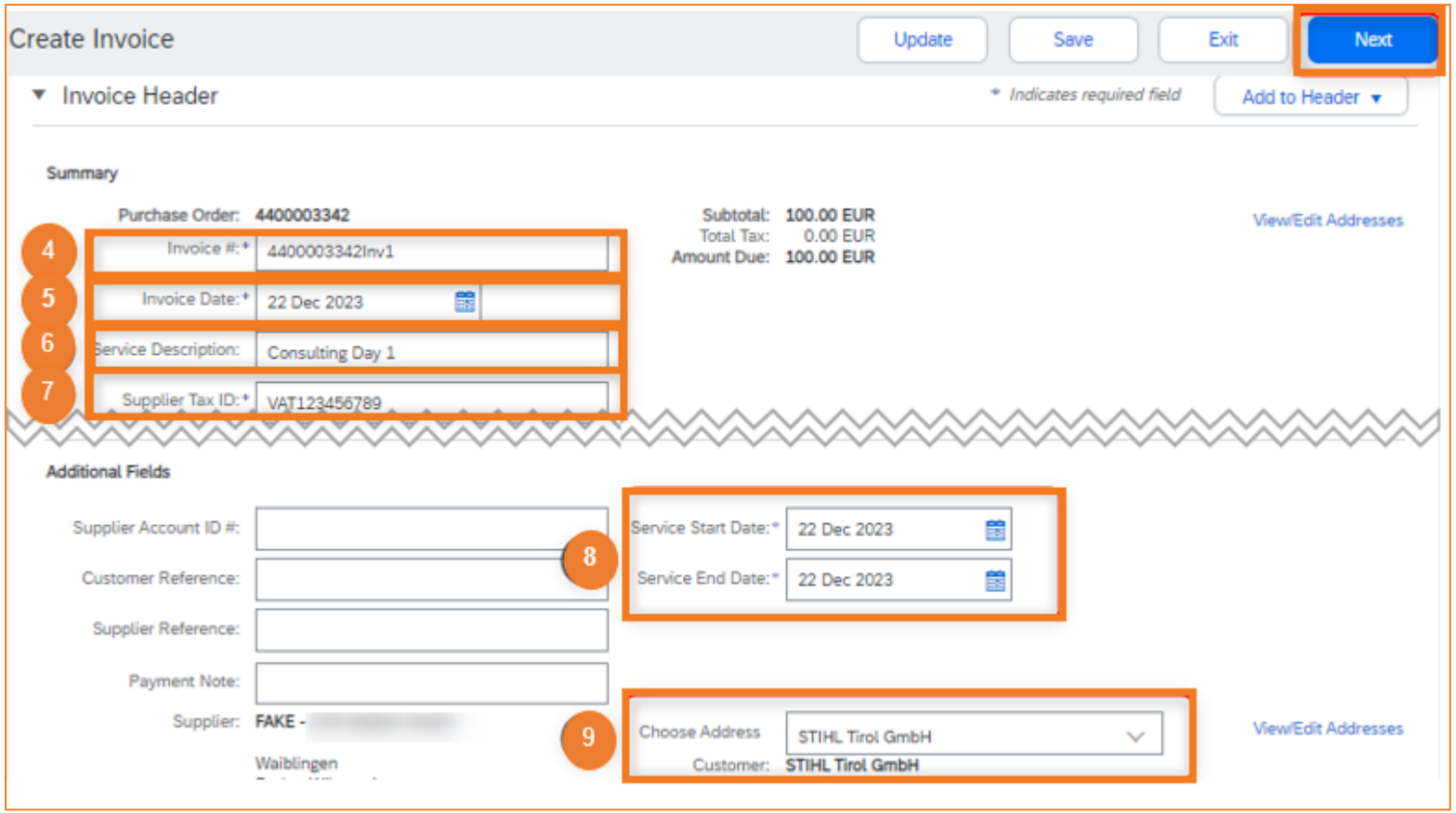
3. Invoice a Service Purchase Order

3.1 Create an invoice against one Service Entry Sheet

8 **Service Start-/End Date:** Enter Start- and
End date of the service.

9 **Choose Address**: Please select the STIHL location where the service was provided.

Based on the selected address (plant), the STIHL VAT/tax number is transferred to the invoice and displayed.



© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

3. Invoice a Service Purchase Order

3.1 Create an invoice against one Service Entry Sheet

10 **Add to Header**: Attach any invoice supporting documents (e.g. signed time sheets).

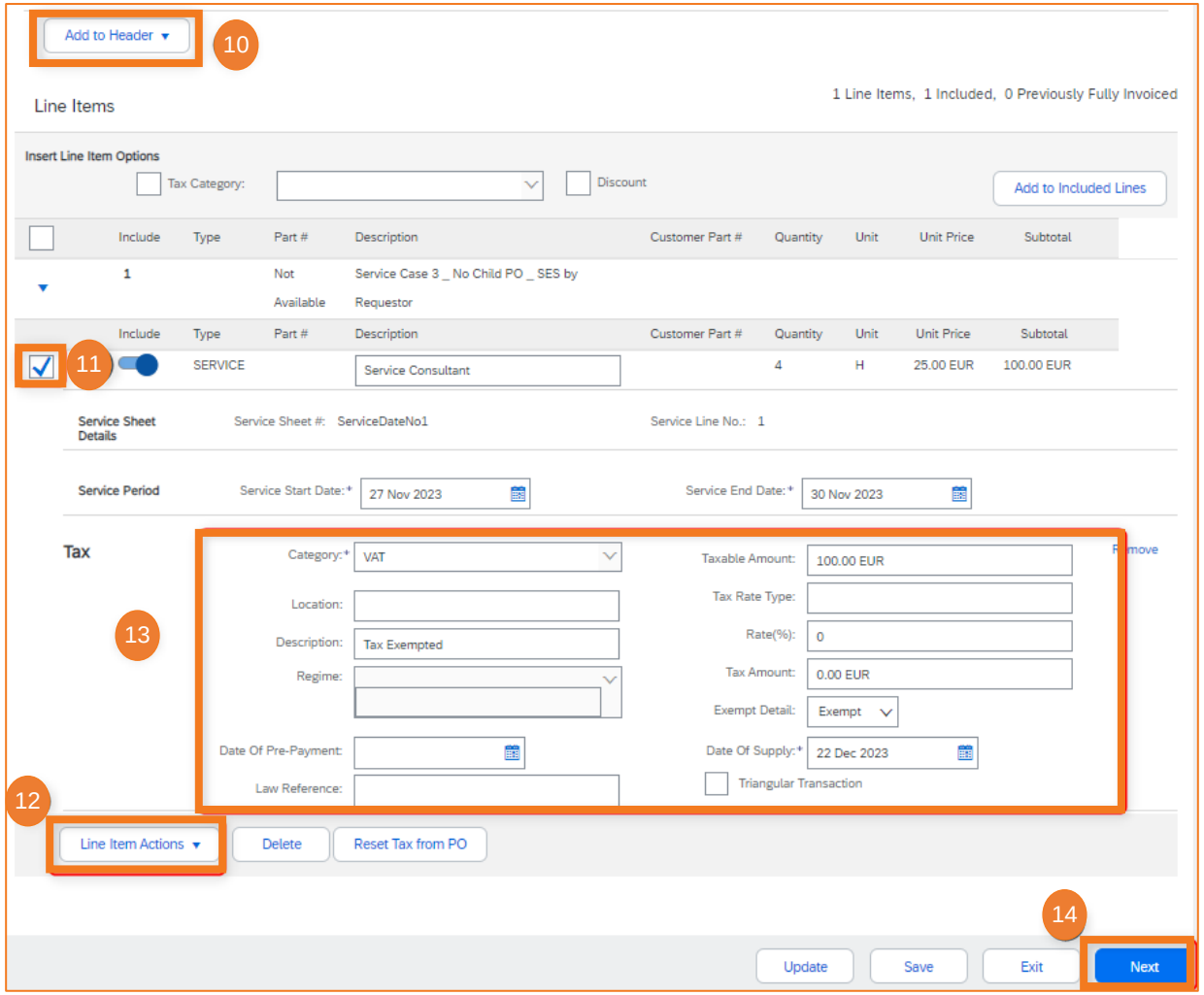
11 Select the items relevant for the invoice.

12 **Line Item Actions**: By clicking on "Line Item Actions", a selection field appears in which "**Tax**" can be selected.

13 **Tax**: Complete tax information.

14 **Next:** Click on "**Next**".

In the next screen, the entries can be checked and then submitted in order to send the invoice to STIHL.



© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

Table of Content:

1. Service Entry Sheet Definition

2. Create a Service Entry Sheet
   - 2.1 Create a Service Entry Sheet without Sub Line-Item
   - 2.2 Create a Service Entry Sheet with a Sub Line-Item

3. Invoice a Service Purchase Order
   - 3.1 Create an invoice against one Service Entry Sheet
   - 3.2 Create an invoice against multiple Service Entry Sheets

© ANDREAS STIHL AG & Co. KG

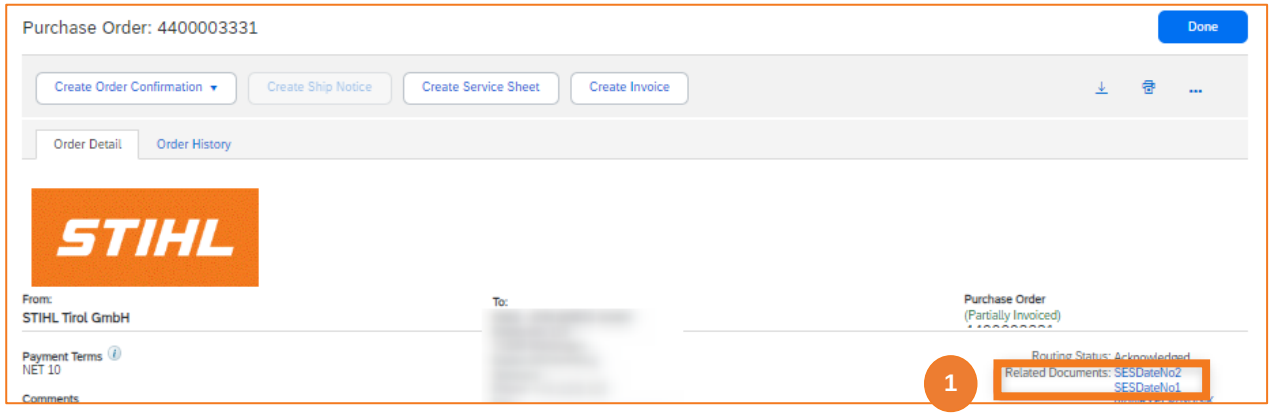
SAP ARIBA - SERVICE RECORDING AND INVOICING

3. Invoice a Service Purchase Order

3.2 Create an invoice against multiple Service Entry Sheets

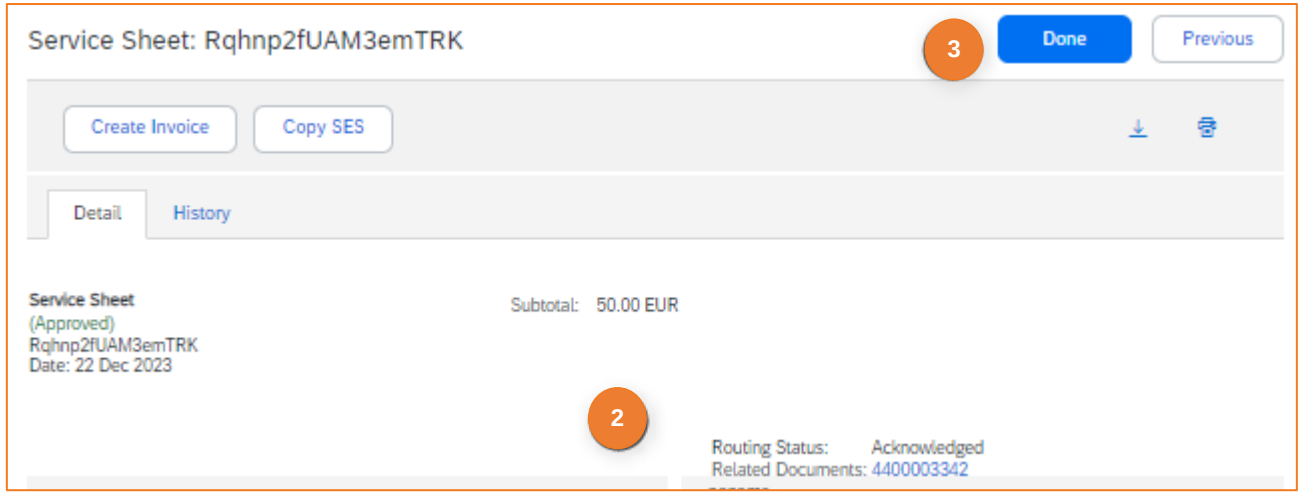
1 Open the service entry sheet:

In the purchase order, you can jump to the service entry sheet by clicking on the number of the service entry sheet in the "**Related documents**" section.



2 Routing Status: The forwarding status in the purchase order shows whether STIHL has already released the service entry sheet.

3 Done: After you have checked the status, you can navigate back using the "Done" button. Repeat the status check for each service entry sheet.

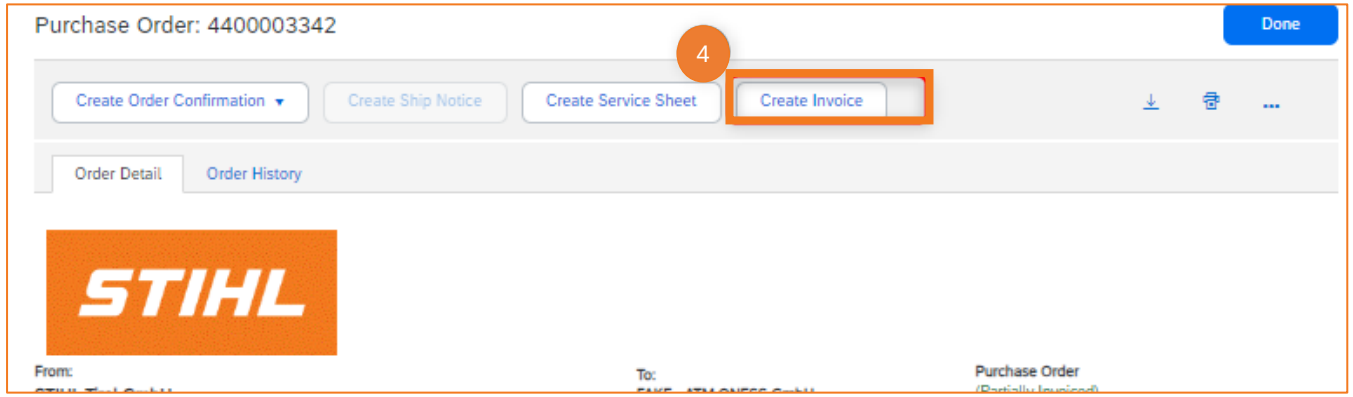


SAP ARIBA - SERVICE RECORDING AND INVOICING

3. Invoice a Service Purchase Order

3.2 Create an invoice against multiple Service Entry Sheets

4 **Create Invoice:** The creation process can be started via the "**Create invoice**" button. The prerequisite for this is that the forwarding status "**Recognized**" is available for each service entry sheet.



© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

3. Invoice a Service Purchase Order

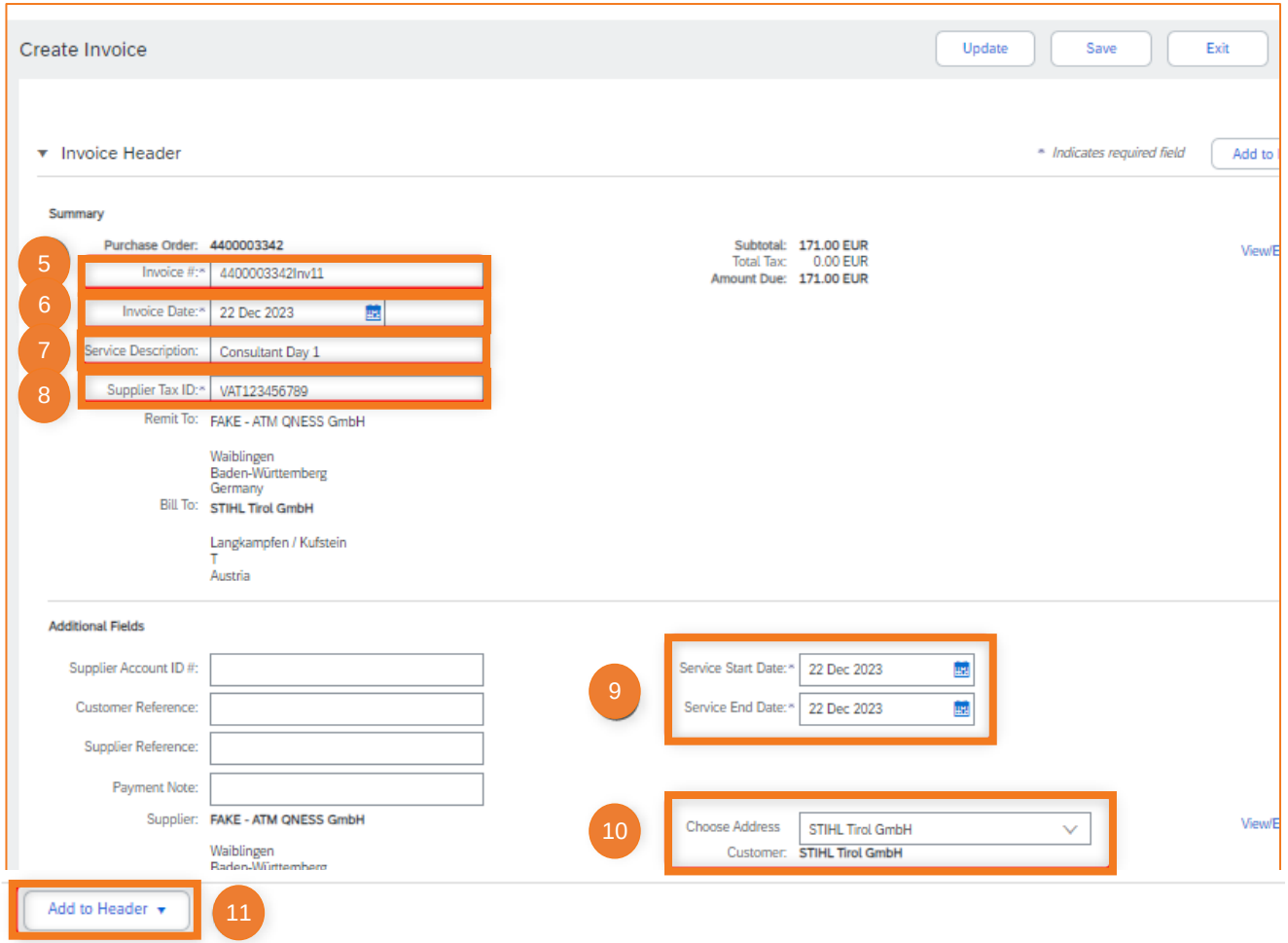
3.2 Create an invoice against multiple Service Entry Sheets

5 **Invoice #**: Enter your invoice number.

6 **Invoice Date**: Enter your invoice date.

7 **Service Description**: Brief description of the service.

8 **Supplier Tax ID**: The Tax ID can be maintained in the Supplier's Network Profile.



© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

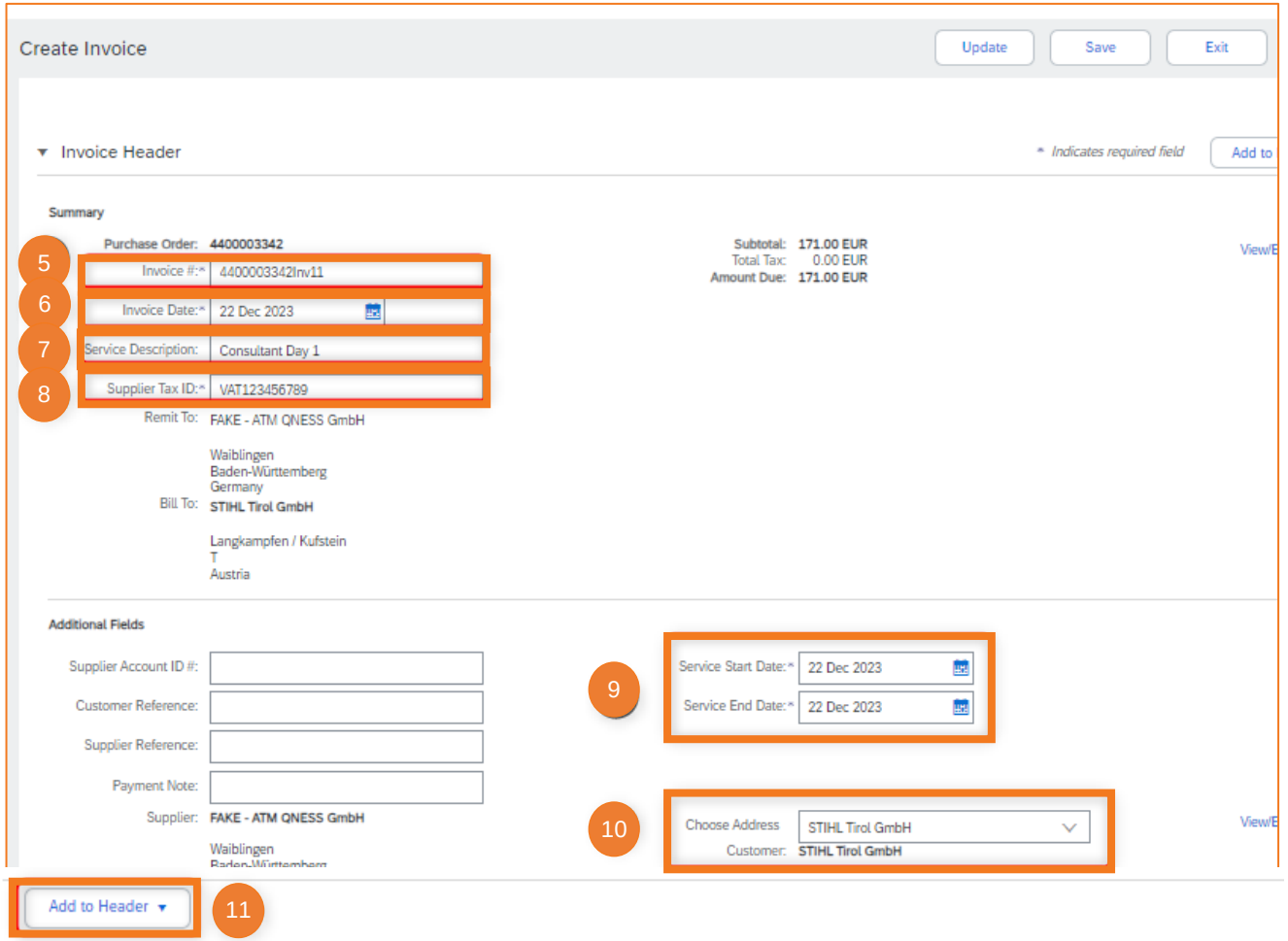
3. Invoice a Service Purchase Order

3.2 Create an invoice against multiple Service Entry Sheets

9 Service Start-/End Date

10 Choose Address: Please select the STIHL location where the service was provided.
Based on the selected address (plant), the STIHL VAT/tax number is transferred to the invoice and displayed.

11 Add to Header: Attach any invoice supporting documents (e.g. signed time sheets).



© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

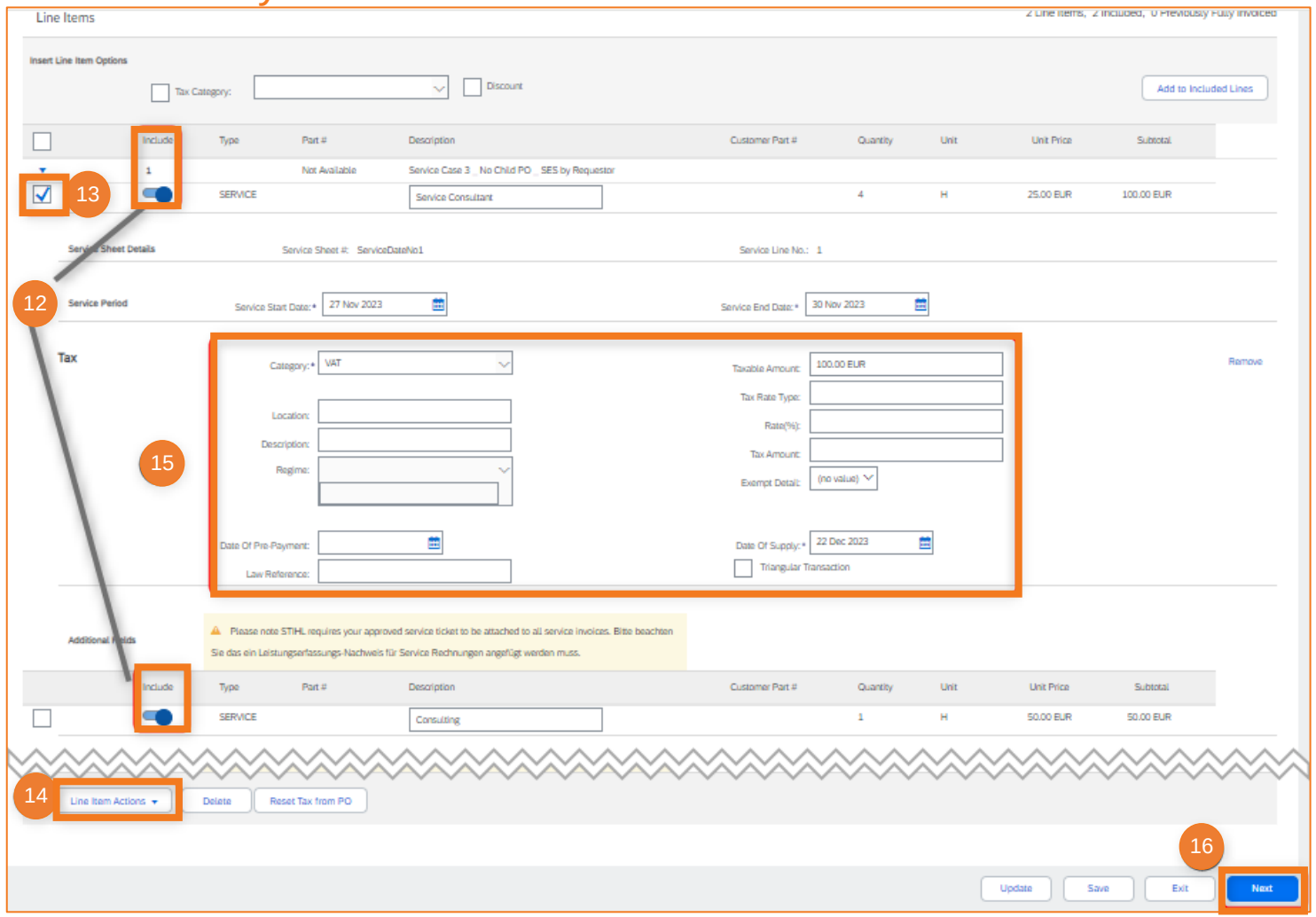
3. Invoice a Service Purchase Order

3.2 Create an invoice against multiple Service Entry Sheets

12 **Select items:**
Select the items relevant for the invoice.

13 Select all to be invoiced line items.

14 **Line Item Actions**: By clicking on "Line Item actions", a selection field appears in which "**Tax**" can be selected.



© ANDREAS STIHL AG & Co. KG

SAP ARIBA - SERVICE RECORDING AND INVOICING

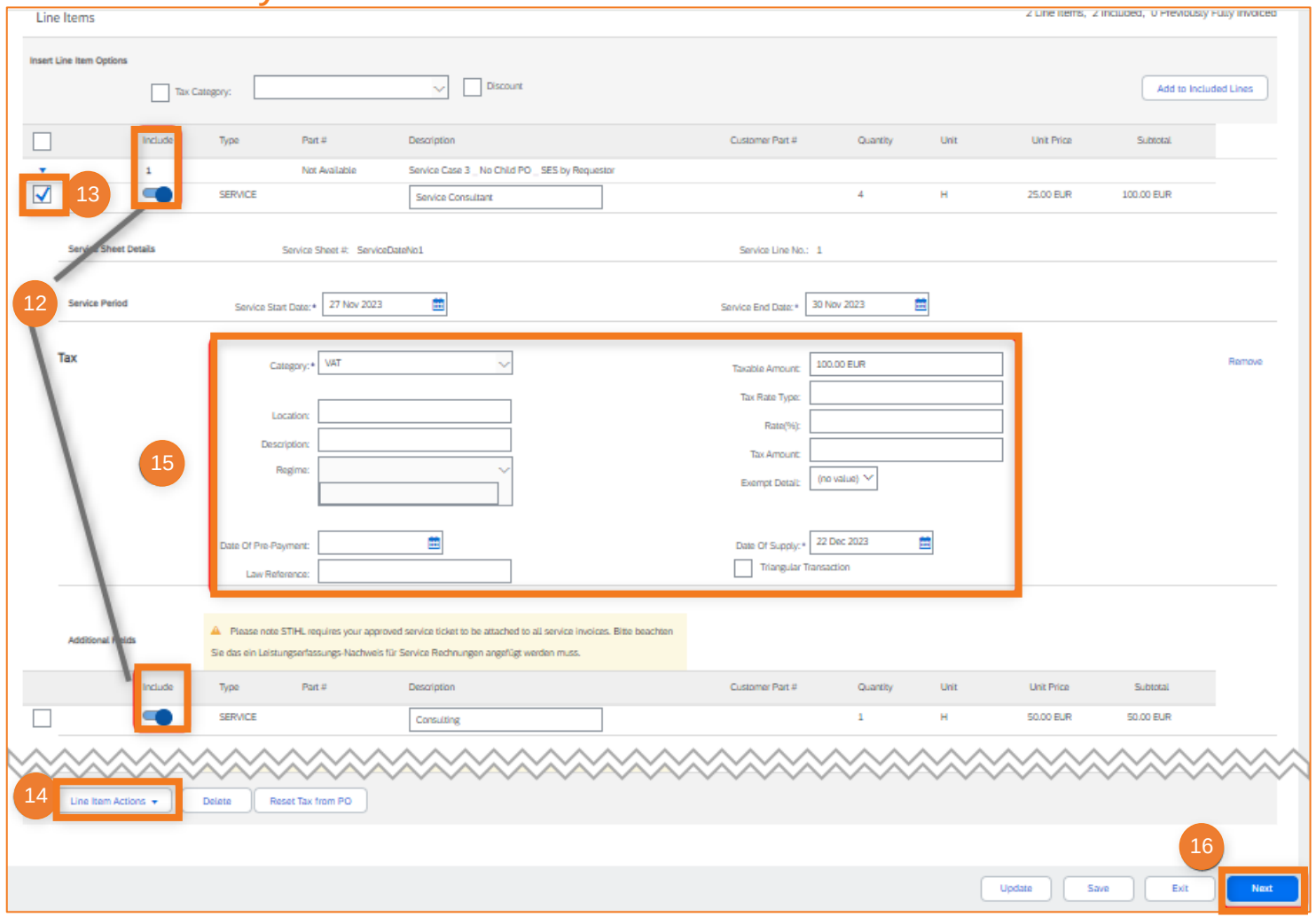
3. Invoice a Service Purchase Order

3.2 Create an invoice against multiple Service Entry Sheets

15 **Tax**: Complete tax information.

16 **Next:** Click on the "Next" button.

In the next screen, the entries can be checked and then submitted in order to send the invoice to STIHL.



© ANDREAS STIHL AG & Co. KG