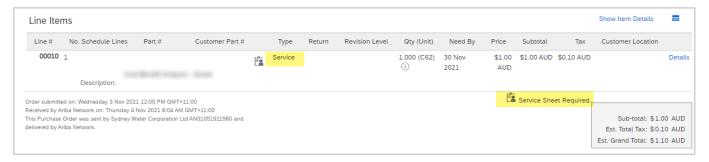
Quick reference guide







The Service Sheet, sometimes called Service Entry Sheet ('SES'), describes resources and activities that you use to fulfill a service PO, also called a service order. Service orders can contain separate, individual lines for goods that are not part of a service line. An SES is required if the PO includes at least one service line. The PO is a service order if the Create Service Sheet option appears in the Order Detail screen. The PO line that needs an SES can be identified using column Type with a value of Service.



The SES requires an approval by the PO requestor confirming satisfactory delivery of the service. When approved, you may proceed with creating an invoice. When rejected, you may amend and re-submit the SES for approval.



As your organisation's authorised user for accessing POs, follow this guide for instructions on how to submit service sheets except in the following scenarios:

- (1) If you have agreed with your Sydney Water contact that they will create SES on your behalf, you do **not** need to submit SES.
 - Skip Sections 1 to 4 of this guide and proceed to Submitting invoices, Section 1.2.2.2 Submitting an invoice for SES created by SYDNEY WATER ON YOUR BEHALF.
- (2) If you are part of the **General suppliers (enhanced)** group, you do <u>not</u> need to create SES manually. To determine whether your organisation is part of this supplier group, refer to Navigating our POs Section 1.

Skip Sections 1 to 4 of this guide and proceed to Submitting invoices.

You can still use this guide for instructions on how to action a rejected SES and action a failed SES (Sections 6 to 7).

This guide assumes prior knowledge of basic navigation and workbench configuration.

Related Sydney Water guide:

Navigating our POs

Related **SAP** video tutorials:

Disclaimer: Please be aware that not all features demonstrated in the video may be enabled or available for Sydney Water.

The workbench (3:23 Mins)

Service Entry Sheets (3:59 Mins)

Minimum requirements

You must be created as a user of the Ariba account your organisation has linked with Sydney Water for transactions (i.e., the network) with permission **Inbox and Order Access**.

- a. Email <u>businessconnect@sydneywater.com.au</u> if you need to confirm the Ariba Network ID (ANID) your organisation has linked with us.
- b. <u>Contact your Ariba account administrator</u> to understand the roles and permissions that have been assigned to you.

Refer to SAP documentation <u>Permissions you can assign to users</u> for the full list of Ariba permissions. Creating users and allocating permissions on your Ariba account is the responsibility of your administrator, not Sydney Water.

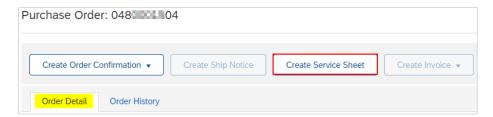
Standard format

Provide SES reference number following the format **SES<PO Number><Increment>**, e.g., **SES4800001001** for easy tracking of the SES using the PO number.

1. Select PO

1.1 Create SES via Order Detail screen

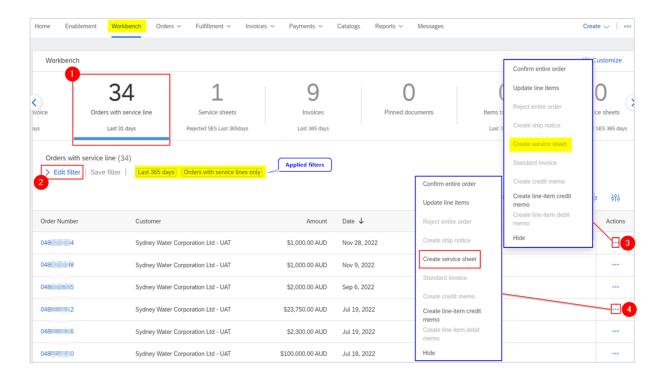
1. Click Create Service Sheet. Proceed to 2. Select service line.



1.2 Create SES via workbench

- 1. Select **Orders with service line** tile. Note that this tile excludes service orders that contain separate, individual lines for goods that are not part of a service line.
- Click Edit filter if existing filters need to be changed.
- 3. Identify the PO that requires an SES to be created for. Click the °°° button. If you find that **Create service sheet** is greyed out, it means that the PO needs to be fully confirmed first. Refer to <u>Submitting order confirmations</u> for steps on how to submit order confirmations.
- 4. Identify another PO that requires an SES to be created for. Click the °°° button. Click **Create service** sheet.

Issue date: 13/06/2025



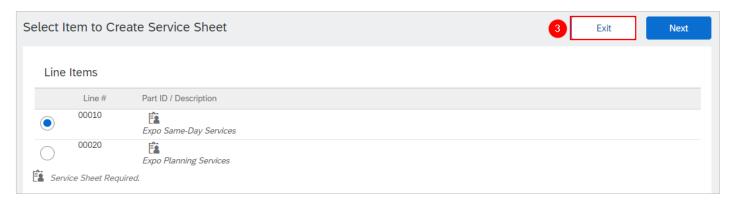
2. Select service line

If the service order has multiple service lines, you will be prompted to select the line for which an SES needs to be created for as the SES can be associated with only one service line. If you are taken directly to the Create Service Sheet screen, then there is only one service line, and you can skip this section and proceed to 2. Enter SES header details. Otherwise, follow these steps to select the relevant service line for SES submission.

- 1. Select the service line.
- 2. Click Next.



3. If you are not sure which service line you are submitting an SES for, click Exit.



4. Click Delete.

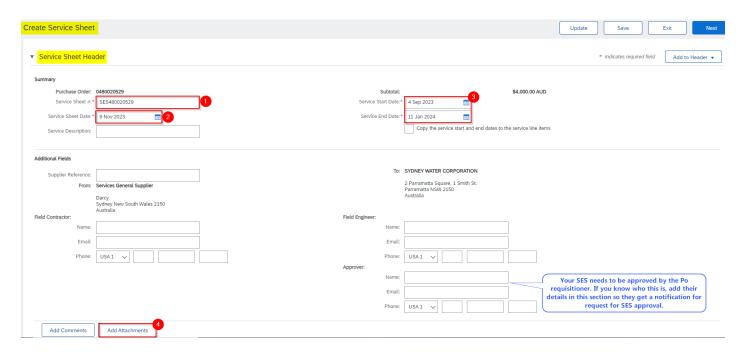


Follow 1.1 Create SES via Order Detail screen to inspect the service order details and identify the relevant service line for SES submission.

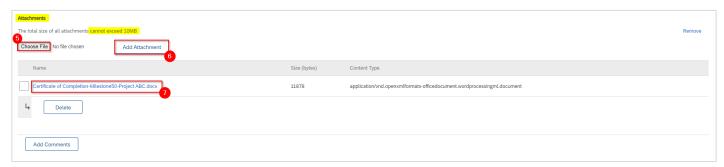
3. Enter SES header details

In the Create Service Sheet screen, enter the SES header details.

- 1. Based on the Standard format, enter the Service Sheet # in the format SES<PO Number><Increment>.
- 2. Service Sheet Date defaults to current date. Overwrite this if required.
- 3. Specify the Service Start Date and Service End Date as relevant to the SES being entered. Ensure that these dates align with the Start Date and End Date on the service line details.
- 4. You can add attachments at the header level only. Attachments may come in the form of timesheets, logs of activities or certification of milestone completion. Reach out to your Sydney Water contact to determine the required proof of documentation to facilitate SES approval. Click Add Attachments.



- 5. Click Choose File. Add document from your local drive.
- 6. Click Add Attachment.
- 7. The added document will appear in Attachments table.

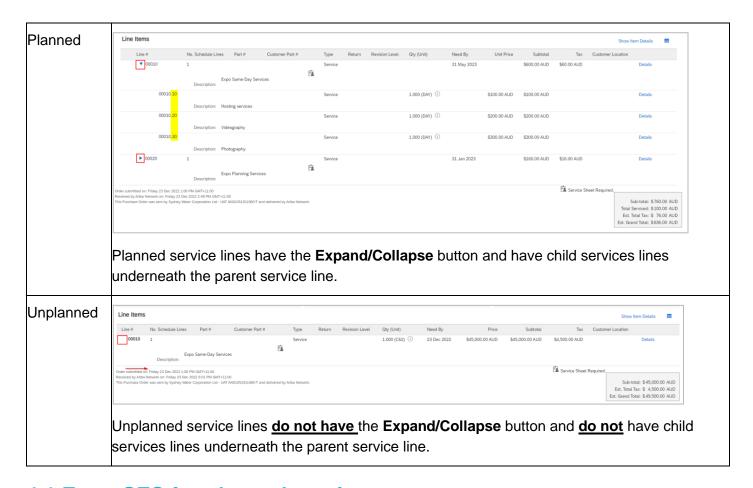


Important information:

It is not recommended that an invoice is used as a basis for submitting SES for approval. The SES and all its supporting documentation should provide tangible proof of the service being delivered in partial or in full which your Sydney Water contact should agree to be satisfactory to allow for invoice and payment processing.

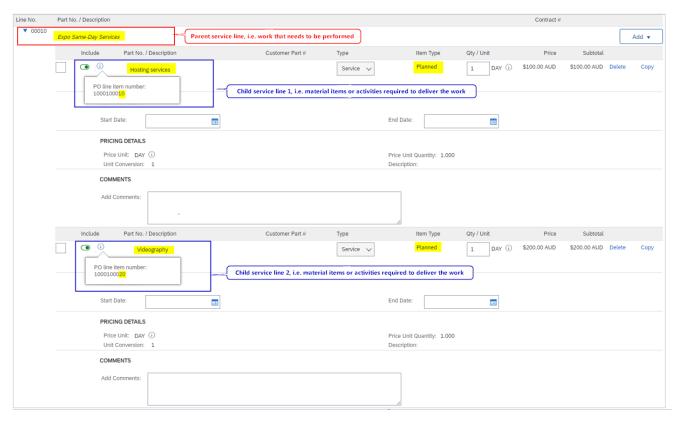
4. Enter SES item details

Service lines on service orders are either planned or unplanned. You can differentiate between planned and unplanned service lines in the Order Detail screen, Line Items section.



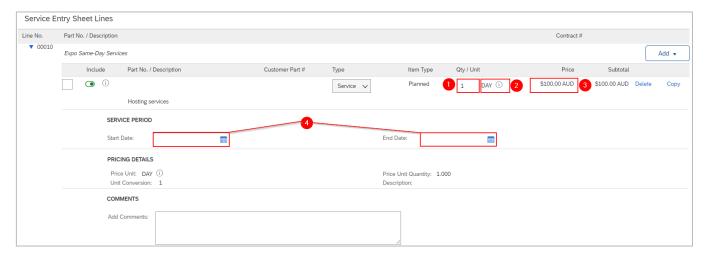
4.1 Enter SES for planned services

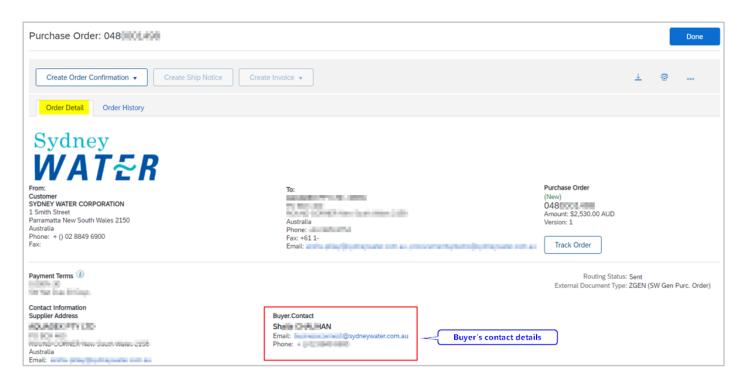
Planned services have a parent-child structure where parent service lines describe the work we need performed and child service lines comprise both material items and activities with set quantities and amounts required to deliver the work. Planned child service lines for SES creation are adopted from the service line selected in section 2. Select service line.



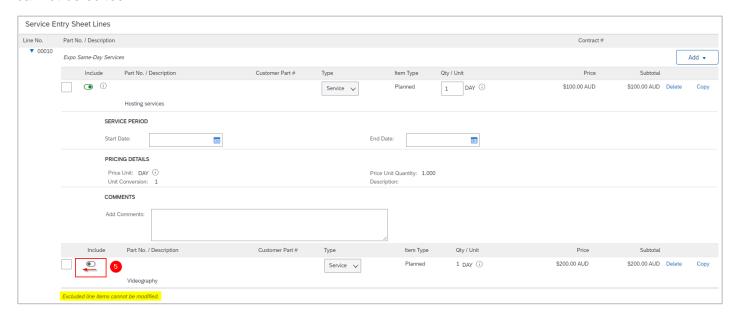
Following on from 3. Enter SES header details and still in the Create Service Sheet screen, scroll down to the Service Entry Sheet Lines section and review details for SES submission.

- 1. Qty Partial quantity can be entered up to three decimal places. However, if doing so will result in invoice matching issues, contact the buyer indicated under the Order Detail screen to get this addressed. Normally, the PO will be updated such that the price is \$1.00, and quantity is equal to the value of the child service line.
- 2. Unit If the unit of measure (UOM) shows as C62 for a planned service line, contact the buyer indicated under the Order Detail screen to get this corrected. Do not submit an SES for a planned service line with a UOM of C62 as this will result in system error.
- 3. Price If the Price (excl. GST) is incorrect, contact the buyer indicated under the Order Detail screen to get this corrected.
- 4. Ensure the Start Date and End Date align with the Service Start Date and Service End Date entered in section 2. Enter SES header details.

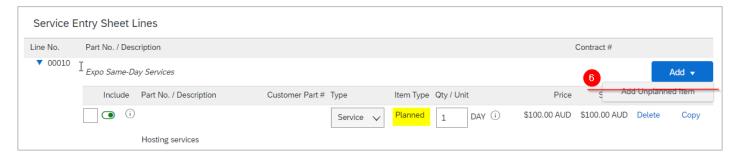




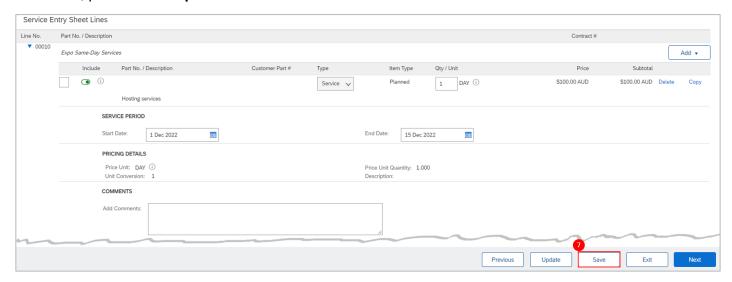
5. To exclude planned child service lines from the SES, toggle the Include switch to the left. Excluded lines cannot be edited.



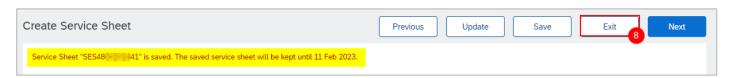
6. **Do not** use **Add Unplanned Item** for planned service lines **without prior confirmation** from the buyer that budget has been provisioned for additional ad hoc items, other than what is specified on the PO. If you do, the SES will fail to be received by our financial system. Refer to 7. Action a failed SES on how to action a failed SES.



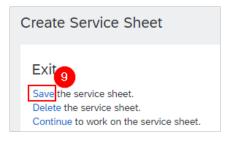
7. If the creation of the SES cannot be completed, click **Save** to save your progress and continue later. Otherwise, proceed to Step 10.



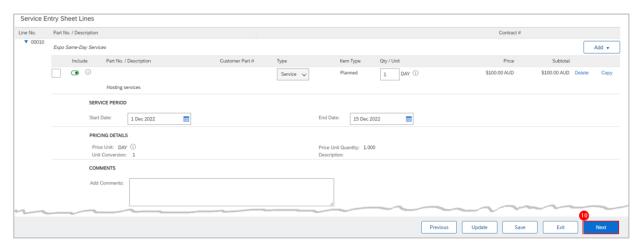
8. Click Exit.



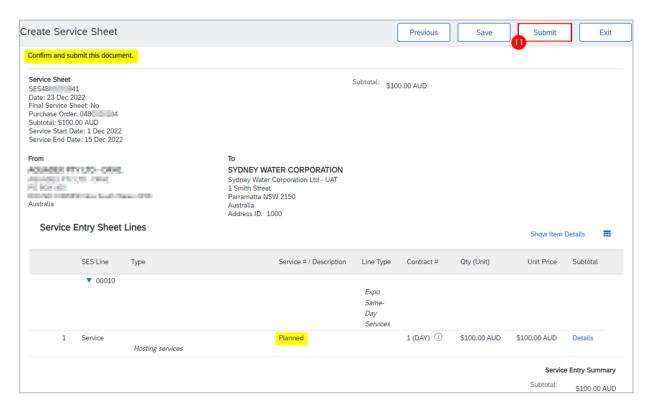
9. Click Save to continue saving the SES. The saved SES will be stored in the system for 60 days under Fulfillment > Drafts or under Order Detail > Related Documents.



10. Click Next.



11. Click Submit.



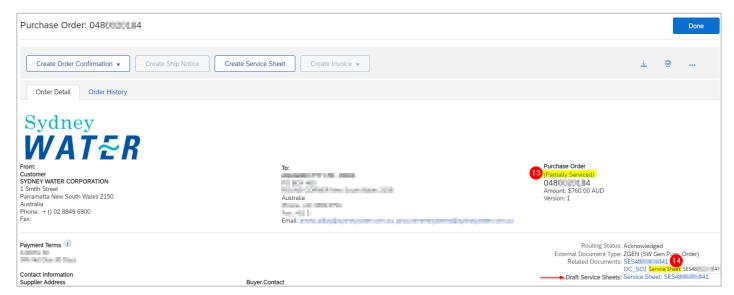
12. Choose to Print SES or Exit SES creation.

Service Sheet SES48002011141 has been submitted.

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



- 13. The PO status shows a status of **Serviced** if fully serviced. That is, the SES is submitted for **all** parent and child service lines in the service order (as well as unplanned service lines if the PO has both). Otherwise, the PO status will show as Partially Serviced.
- 14. Click the SES under Related Documents to review.

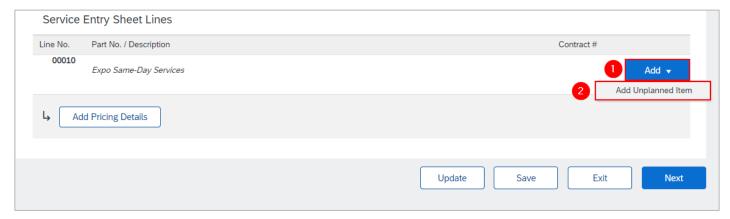


4.2 Enter SES for unplanned services

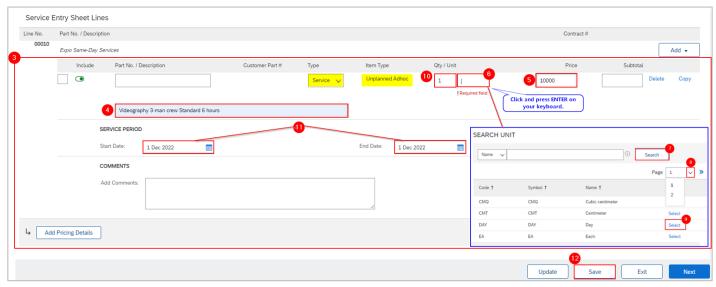
Unplanned services are used when we require you to provide the detail of material items and activities you needed in order to deliver the overall piece of work we need performed.

Following on from 3. Enter SES header details and still in the Create Service Sheet screen, scroll down to the Service Entry Sheet Lines section and review details for SES submission.

- 1. Click Add.
- Click Add Unplanned Item to enter details of material items and activities.



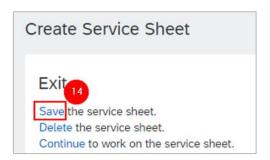
- 3. Additional fields are generated for the service line so you can enter **Unplanned Adhoc** details.
- 4. Enter the **Description** and keep it within 80 characters.
- 5. Enter the **Price** (excl. GST) for the child service line.
- 6. To specify the unit, click on the field **Unit** and press enter on your keyboard.
- Click Search to display the list of active units.
- Click the dropdown to navigate the list.
- 9. Identify the correct unit and click **Select**.
- 10. Partial quantity can be entered up to three decimal places.
- 11. Start Date and End Date are automatically adopted from the Service Start Date and Service End Date specified in the SES header.
- 12. If the creation of the SES cannot be completed, click **Save** to save your progress and continue later. Otherwise, proceed to **Step 15**.



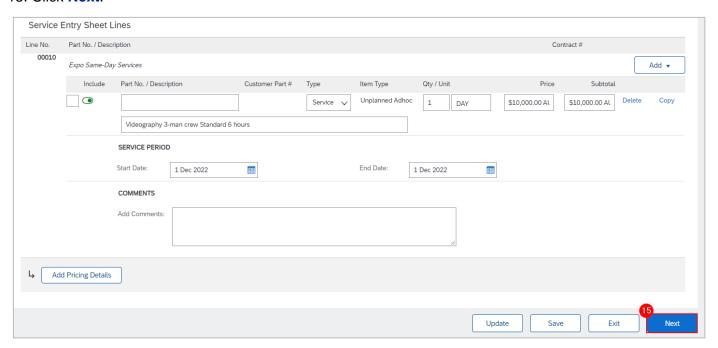
13. Click Exit.



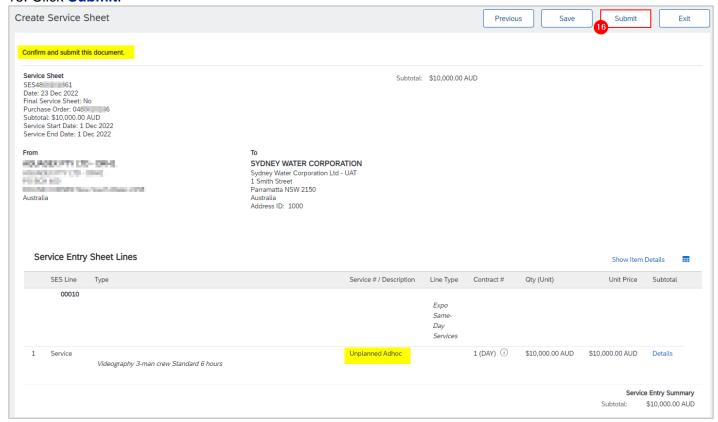
14. Click Save to continue saving the SES. The saved SES will be stored in the system for 60 days under Fulfillment > Drafts or under Order Detail > Related Documents.



15. Click Next.



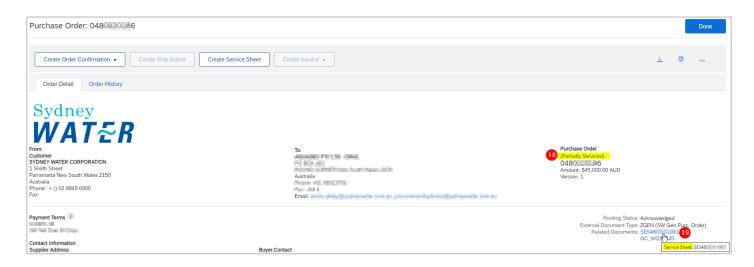
16. Click Submit.



17. Choose to Print SES or Exit SES creation.

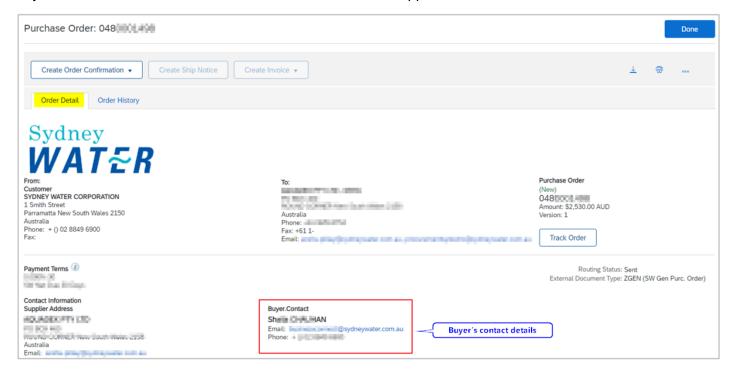


- 18. The PO status shows a status of Serviced if fully serviced. That is, the total value of SES submitted for all unplanned service lines in the PO (as well as planned service lines if the PO has both) has reached the limit provisioned for the service PO. Otherwise, the PO status will show as Partially Serviced.
- 19. Click the SES under Related Documents to review.



5. Cancel SES

If the SES you have submitted contains errors and requires correction, you can cancel it if the status is **Sent** or Acknowledged. If you are not able to cancel the SES because the SES status is Approved, contact the buyer indicated under the Order Detail screen so the SES approval can be revoked.



To proceed with cancelling the SES:

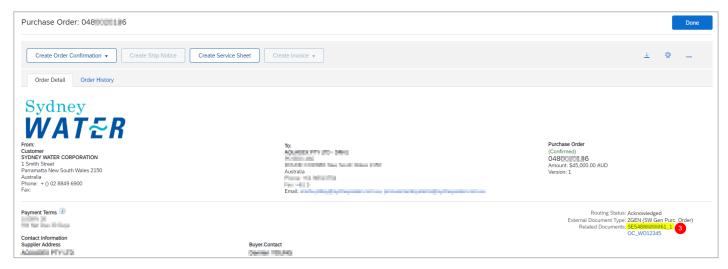
1. On the SES, click the °°° button then click **Cancel**.



Confirm the SES cancellation by selecting Yes.



The original SES will be tagged with revision number "_1" with status Sent.



Refer to 4. Enter SES item details to create a new SES for either a planned or unplanned service.

Important information:

When you cancel an SES, the same SES number cannot be used.

- SES48.....61 \rightarrow Original SES for PO 48.....6.
- SES48.....61_1 → Cancellation document of SES48.....61
- SES48.....62 \rightarrow New SES for PO 48.....6.

6. Action a rejected SES

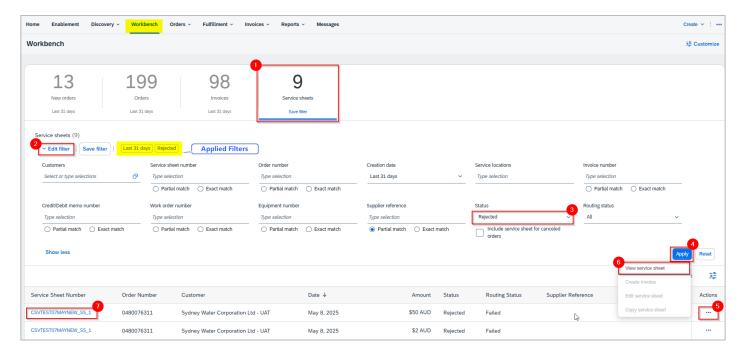
We may reject SES submitted by suppliers if the SES does not meet the conditions for approval. To monitor and process a rejected SES:

6.1 Identify rejected SES

6.1.1 Identify rejected SES via workbench

- 1. Click Service sheets tile.
- Click Edit filter if existing filters need to be changed.

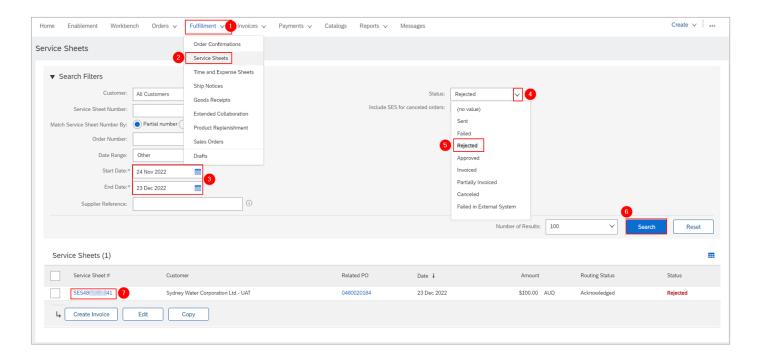
- 3. Click Show more for more filters and select Routing Status as Rejected.
- 4. Click Apply.
- 5. Identify the rejected SES to be reviewed. Click the °°° button.
- 6. Click View service sheet, or
- 7. Click the SES.



6.1.2 Identify rejected SES via Fulfillment

This option is available to enterprise account suppliers only.

- 1. Go to Fulfillment.
- 2. Click Service Sheets.
- 3. Specify the date range of up to 31 days.
- 4. Click the dropdown button.
- 5. Click Rejected.
- 6. Click Search.
- 7. Identify and click the rejected SES to be reviewed.



6.2 Resubmit SES

The exact reason for rejection is not currently provided in the system. Check this with your Sydney Water contact. Once ready to perform the required correction, click Edit & Resubmit. Refer to 4. Enter SES item details for guidance on what details to enter for either a planned or unplanned service ensuring reason for rejection is addressed. Note that in this instance, the same SES number can be used. Once the revised SES is approved, the SES status will change from **Sent** to **Approved**.



7. Action a failed SES

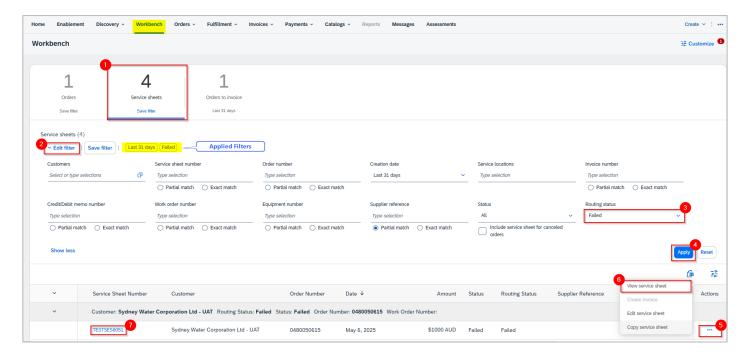
As per Section 4.1 Step 6, you must not use the option Add Unplanned Item for planned service lines without prior confirmation from the buyer that budget has been provisioned for additional ad hoc items,

other than what is specified on the PO. If you do, the SES will fail to be received by our financial system. To monitor and process a failed SES:

7.1 Identify failed SES

7.1.1 Identify failed SES via workbench

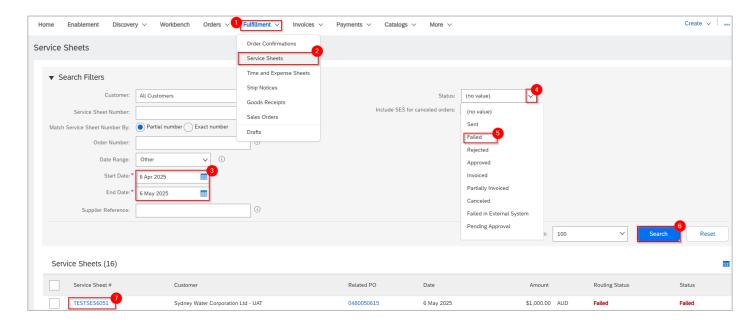
- 1. Click Service sheets tile.
- Click Edit filter if existing filters need to be changed.
- 3. Click Show more for more filters and select Routing Status as Failed.
- 4. Click Apply.
- 5. Identify the failed SES to be reviewed. Click the °°° button.
- 6. Click View service sheet, or
- Click the SES.



7.1.2 Identify failed SES via Fulfillment

This option is available to enterprise account suppliers only.

- 1. Go to Fulfillment.
- 2. Click Service Sheets.
- 3. Specify the date range of up to 31 days.
- 4. Click the dropdown button.
- 5. Click Failed.
- 6. Click Search.
- 7. Identify and click the failed SES to be reviewed.



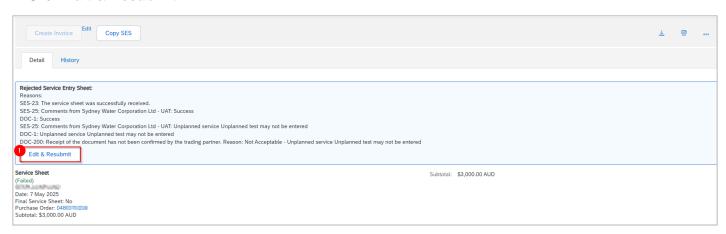
7.2 Resubmit SES

The system provides the failure reason **Unplanned service** <> may not be entered.



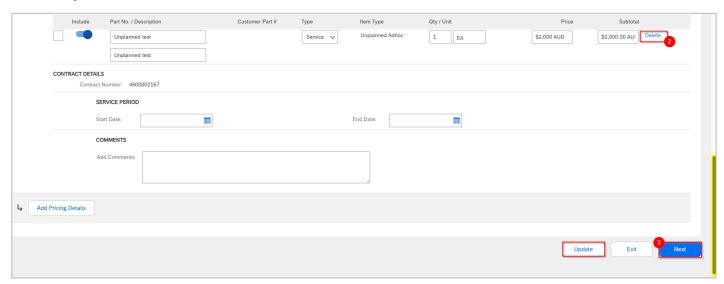
Check with Sydney Water contact regarding SES details. If they recommend resubmitting the SES with only planned items, proceed with the instructions below. Once the revised SES is approved, its status will change from "Sent" to "Approved."

1. Click Edit & Resubmit.

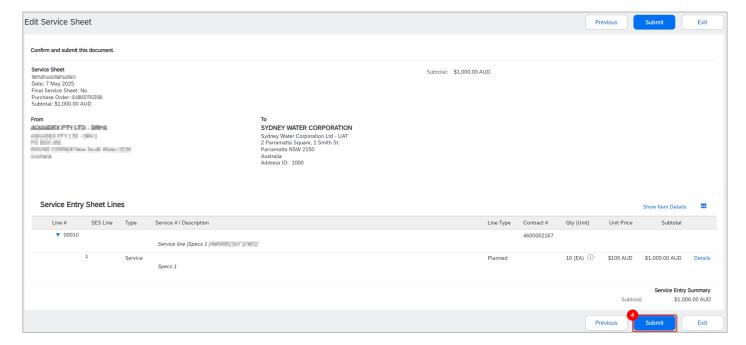


2. Click Delete.

3. Click **Update** and **Next**.



4. Click Submit.



8. Support

Sydney WATER	Did not find what you're looking for? Access all Sydney Water supplier support resources here.
Sydney WATER	To get assistance specific to your situation, contact us at businessconnect@sydneywater.com.au.
SAP	For SAP product documentation and supplier support, visit the SAP Help Centre.

Submitting service sheets
Version: 7

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