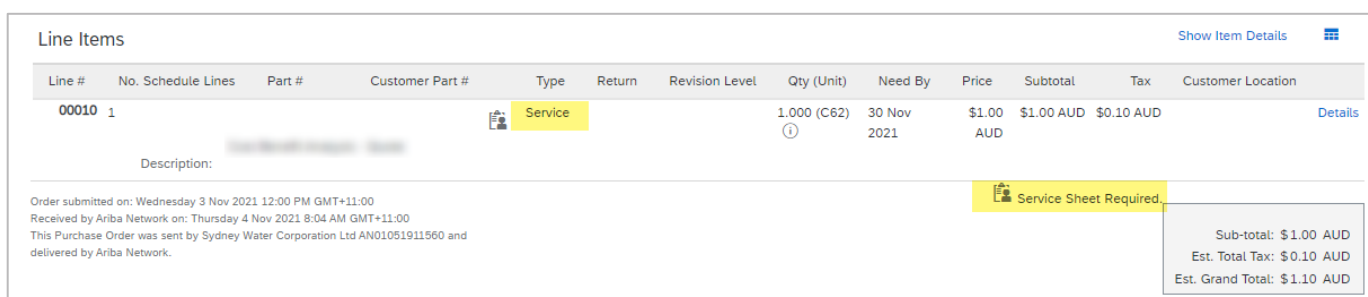


# Submitting service sheets

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**.




Line #	No. Schedule Lines	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Price	Subtotal	Tax	Customer Location
00010	1			Service			1,000 (C62) (i)	30 Nov 2021	\$1.00 AUD	\$1.00 AUD	\$0.10 AUD	

Order submitted on: Wednesday 3 Nov 2021 12:00 PM GMT+11:00  
Received by Ariba Network on: Thursday 4 Nov 2021 8:04 AM GMT+11:00  
This Purchase Order was sent by Sydney Water Corporation Ltd AN01051911560 and delivered by Ariba Network.

Sub-total: \$1.00 AUD  
Est. Total Tax: \$0.10 AUD  
Est. Grand Total: \$1.10 AUD

The SES you submit 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.

**NOTE:** 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 this step and refer to our [Submitting invoices](#) guide, section 1.2.2.2 Submitting an invoice for SES created by SYDNEY WATER ON YOUR BEHALF.

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

Related **Sydney Water** guide:  
[Navigating our POs](#)

Related **SAP** video tutorials:  
[The workbench \(3:23 Mins\)](#)  
[Service Entry Sheets \(3:59 Mins\)](#)

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

## 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**.

## Submitting service sheets

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

Refer to SAP documentation [Permissions you can assign to users](#) 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.

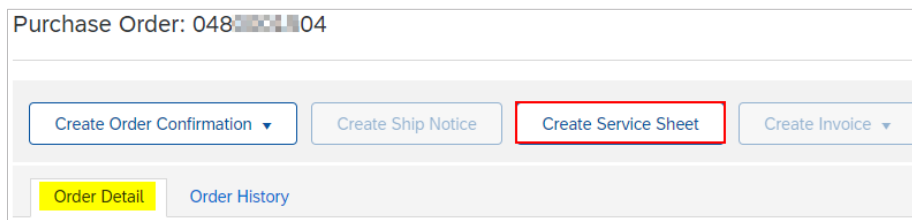
## Standard format

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

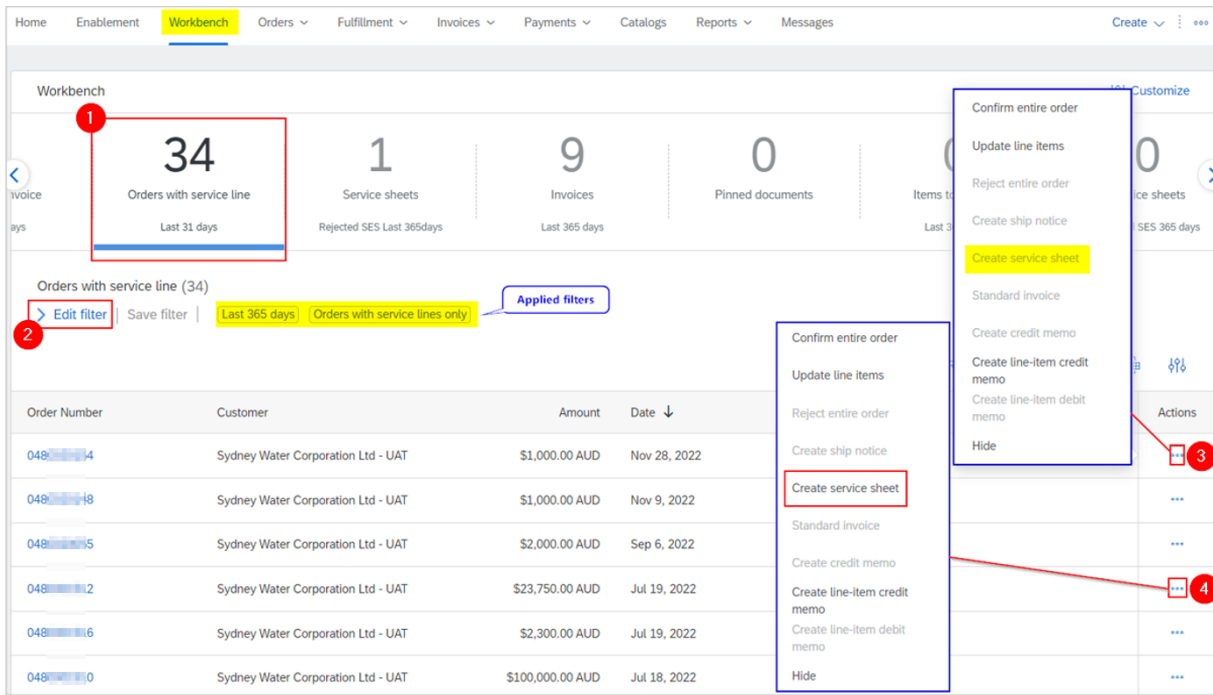
1. Click **Create Service Sheet**. Proceed to [2. Select service line](#).



The screenshot shows a SAP interface for a Purchase Order. At the top, it displays 'Purchase Order: 048[REDACTED]04'. Below this, there is a horizontal row of four buttons: 'Create Order Confirmation' (with a dropdown arrow), 'Create Ship Notice', 'Create Service Sheet' (highlighted with a red border), and 'Create Invoice' (with a dropdown arrow). At the bottom of the screen, there are two tabs: 'Order Detail' (highlighted in yellow) and 'Order History'.

## 1.2 Create SES via workbench

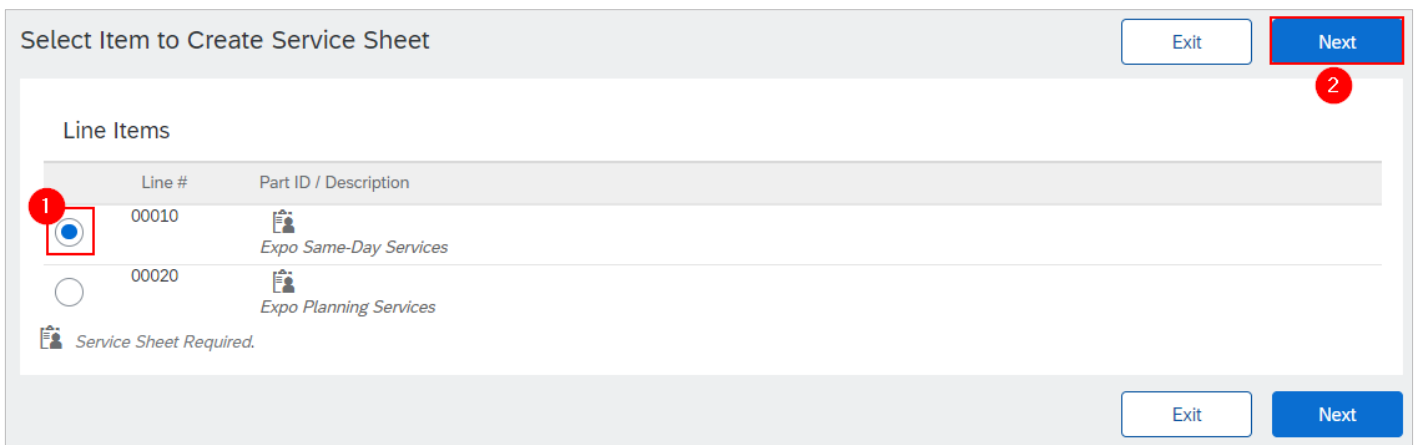
1. Select **Orders with service line** tile. Note that this tile excludes service orders that contain separate, individual lines for goods that are not part of a service line.
2. Click **Edit filter** if existing filters need to be changed.
3. Identify the PO that requires an SES to be created for. Click 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 [Submitting order confirmations](#) 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**.



## 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**.

Line #	Part ID / Description
00010	Expo Same-Day Services
00020	Expo Planning Services

Service Sheet Required.

4. Click **Delete**.

Create Service Sheet

Exit 4

Delete the service sheet.

Continue to work on the service sheet.

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**.

## Submitting service sheets

Create Service Sheet Update Save Exit Next

Service Sheet Header \* Indicates required field Add to Header

Summary

Purchase Order: 0480020529  
Service Sheet #: SES480020529 1  
Service Sheet Date: 9 Nov 2023 2  
Service Description:

Subtotal: \$4,000.00 AUD  
Service Start Date: 4 Sep 2023 3  
Service End Date: 11 Jan 2024 3  
 Copy the service start and end dates to the service line items

Additional Fields

Supplier Reference:   
From: Services General Supplier  
Darcy  
Sydney New South Wales 2150  
Australia

To: SYDNEY WATER CORPORATION  
2 Parramatta Square, 1 Smith St.  
Parramatta NSW 2150  
Australia

Field Contractor:  
Name:   
Email:   
Phone: USA 1

Field Engineer:  
Name:   
Email:   
Phone: USA 1

Approver:  
Name:   
Email:   
Phone: USA 1

Add Comments Add Attachments 4

Your SES needs to be approved by the Po requisitioner. If you know who this is, add their details in this section so they get a notification for request for SES approval.

5. Click **Choose File**. Add document from your local drive.

6. Click **Add Attachment**.

7. The added document will appear in **Attachments** table.

Attachments

The total size of all attachments cannot exceed 10MB. Remove

Choose File No file chosen Add Attachment 6

Name	Size (bytes)	Content Type
<input type="checkbox"/> Certificate of Completion-Milestone50-Project ABC.docx <span>7</span>	11878	application/vnd.openxmlformats-officedocument.wordprocessingml.document

Delete

Add Comments

## 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.

<p><b>Planned</b></p>	<p>Line Items</p> <table border="1"> <thead> <tr> <th>Line #</th> <th>No. Schedule Lines</th> <th>Part #</th> <th>Customer Part #</th> <th>Type</th> <th>Return</th> <th>Revision Level</th> <th>Qty (Unit)</th> <th>Need By</th> <th>Unit Price</th> <th>Subtotal</th> <th>Tax</th> <th>Customer Location</th> </tr> </thead> <tbody> <tr> <td>00010</td> <td>1</td> <td></td> <td></td> <td>Service</td> <td></td> <td></td> <td></td> <td>31 May 2023</td> <td></td> <td>\$600.00 AUD</td> <td>\$60.00 AUD</td> <td></td> </tr> <tr> <td colspan="13">Description: Expo Same-Day Services</td> </tr> <tr> <td>00010.10</td> <td></td> <td></td> <td></td> <td>Service</td> <td></td> <td></td> <td>1.000 (DAV)</td> <td></td> <td>\$100.00 AUD</td> <td>\$100.00 AUD</td> <td></td> <td></td> </tr> <tr> <td colspan="13">Description: Hosting services</td> </tr> <tr> <td>00010.20</td> <td></td> <td></td> <td></td> <td>Service</td> <td></td> <td></td> <td>1.000 (DAV)</td> <td></td> <td>\$200.00 AUD</td> <td>\$200.00 AUD</td> <td></td> <td></td> </tr> <tr> <td colspan="13">Description: Videography</td> </tr> <tr> <td>00010.30</td> <td></td> <td></td> <td></td> <td>Service</td> <td></td> <td></td> <td>1.000 (DAV)</td> <td></td> <td>\$300.00 AUD</td> <td>\$300.00 AUD</td> <td></td> <td></td> </tr> <tr> <td colspan="13">Description: Photography</td> </tr> <tr> <td>00020</td> <td>1</td> <td></td> <td></td> <td>Service</td> <td></td> <td></td> <td></td> <td>31 Jan 2023</td> <td></td> <td>\$160.00 AUD</td> <td>\$16.00 AUD</td> <td></td> </tr> <tr> <td colspan="13">Description: Expo Planning Services</td> </tr> </tbody> </table> <p>Order submitted on: Friday 23 Dec 2022 1:00 PM GMT+11:00          Received by Arlba Network on: Friday 23 Dec 2022 2:48 PM GMT+11:00          This Purchase Order was sent by Sydney Water Corporation Ltd - UAT ANS1051811560-F and delivered by Arlba Network.</p> <p>Service Sheet Required.</p> <p>Sub-total: \$760.00 AUD          Total Services: \$100.00 AUD          Est. Total Tax: \$ 76.00 AUD          Est. Grand Total: \$836.00 AUD</p>	Line #	No. Schedule Lines	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Unit Price	Subtotal	Tax	Customer Location	00010	1			Service				31 May 2023		\$600.00 AUD	\$60.00 AUD		Description: Expo Same-Day Services													00010.10				Service			1.000 (DAV)		\$100.00 AUD	\$100.00 AUD			Description: Hosting services													00010.20				Service			1.000 (DAV)		\$200.00 AUD	\$200.00 AUD			Description: Videography													00010.30				Service			1.000 (DAV)		\$300.00 AUD	\$300.00 AUD			Description: Photography													00020	1			Service				31 Jan 2023		\$160.00 AUD	\$16.00 AUD		Description: Expo Planning Services												
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## 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.](#)

## Submitting service sheets

The screenshot displays the 'Service Entry Sheet Lines' interface. At the top, a table lists the main service line: 'Expo Same-Day Services' (Line No. 00010, Item Type Planned, Qty 1 DAY, Price \$100.00 AUD). Below this, two child service lines are shown: 'Hosting services' (Line No. 1000100010, Item Type Service, Qty 1 DAY, Price \$100.00 AUD) and 'Videography' (Line No. 1000100020, Item Type Service, Qty 1 DAY, Price \$200.00 AUD). Annotations include: 'Parent service line, i.e. work that needs to be performed' pointing to the main line; 'Child service line 1, i.e. material items or activities required to deliver the work' pointing to the 'Hosting services' line; and 'Child service line 2, i.e. material items or activities required to deliver the work' pointing to the 'Videography' line. Each child line includes fields for Start Date, End Date, Pricing Details, and Comments.

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.


- 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.
- 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.
- Price** – If the **Price** (excl. GST) is incorrect, contact the buyer indicated under the **Order Detail** screen to get this corrected.
- 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](#).

The screenshot shows the 'Service Entry Sheet Lines' interface with red annotations. Annotation 1 points to the 'Qty' field (1). Annotation 2 points to the 'Unit' field (DAY). Annotation 3 points to the 'Price' field (\$100.00 AUD). Annotation 4 points to the 'Service Period' section, specifically the 'Start Date' and 'End Date' fields. The interface also shows the 'Include' column with a checked box and a green lightbulb icon, and the 'Item Type' dropdown set to 'Service'.

Submitting service sheets

Purchase Order: 048 [redacted] Done

Order Detail | Order History



**From:**  
 Customer  
 SYDNEY WATER CORPORATION  
 1 Smith Street  
 Parramatta New South Wales 2150  
 Australia  
 Phone: + (0) 02 8849 6900  
 Fax:

**To:**  
 [redacted]  
 Australia  
 Phone: [redacted]  
 Fax: +61 1- [redacted]  
 Email: [redacted]

**Purchase Order**  
 (New)  
 048 [redacted]  
 Amount: \$2,530.00 AUD  
 Version: 1

**Payment Terms** ⓘ  
 [redacted]

**Contact Information**  
 Supplier Address  
 [redacted]

**Buyer.Contact**  
 Name: CHARLIAN  
 Email: [redacted]  
 Phone: + (0) 2 8849 6900

Routing Status: Sent  
 External Document Type: ZGEN (SW Gen Purc. Order)

Buyer's contact details

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

Service Entry Sheet Lines

Line No.	Part No. / Description	Customer Part #	Type	Item Type	Qty / Unit	Price	Subtotal	
00010	Expo Same-Day Services		Service	Planned	1 DAY	\$100.00 AUD	\$100.00 AUD	Delete Copy
Hosting services SERVICE PERIOD Start Date: [calendar] End Date: [calendar]								
PRICING DETAILS Price Unit: DAY Unit Conversion: 1 Price Unit Quantity: 1.000 Description:								
COMMENTS Add Comments: [text area]								
	Videography		Service	Planned	1 DAY	\$200.00 AUD	\$200.00 AUD	Delete Copy

Excluded line items cannot be modified.

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.

Service Entry Sheet Lines

Line No.	Part No. / Description	Customer Part #	Type	Item Type	Qty / Unit	Price	Subtotal	
00010	Expo Same-Day Services		Service	Planned	1 DAY	\$100.00 AUD	\$100.00 AUD	Delete Copy
Hosting services								



## Submitting service sheets

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

Service Entry Sheet Lines

Line No.	Part No. / Description	Contract #
00010	Expo Same-Day Services	

Include	Part No. / Description	Customer Part #	Type	Item Type	Qty / Unit	Price	Subtotal	Delete	Copy
<input type="checkbox"/>			Service	Planned	1 DAY	\$100.00 AUD	\$100.00 AUD		

Hosting services

**SERVICE PERIOD**

Start Date: 1 Dec 2022 End Date: 15 Dec 2022

**PRICING DETAILS**

Price Unit: DAY Price Unit Quantity: 1.000  
Unit Conversion: 1 Description:

**COMMENTS**

Add Comments:

Previous Update **Save** Exit Next

8. Click **Exit**.

Create Service Sheet

Previous Update Save **Exit** Next

Service Sheet "SES48..." is saved. The saved service sheet will be kept until 11 Feb 2023.

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**.

Create Service Sheet

**Exit**

Save the service sheet.  
Delete the service sheet.  
Continue to work on the service sheet.

10. Click **Next**.

Service Entry Sheet Lines

Line No.	Part No. / Description	Contract #
00010	Expo Same-Day Services	

Include	Part No. / Description	Customer Part #	Type	Item Type	Qty / Unit	Price	Subtotal	Delete	Copy
<input type="checkbox"/>			Service	Planned	1 DAY	\$100.00 AUD	\$100.00 AUD		

Hosting services

**SERVICE PERIOD**

Start Date: 1 Dec 2022 End Date: 15 Dec 2022

**PRICING DETAILS**

Price Unit: DAY Price Unit Quantity: 1.000  
Unit Conversion: 1 Description:

**COMMENTS**

Add Comments:

Previous Update Save Exit **Next**

11. Click **Submit**.

Create Service Sheet

Previous
Save
Submit 11
Exit

**Confirm and submit this document.**

**Service Sheet**  
 SES48[redacted]41  
 Date: 23 Dec 2022  
 Final Service Sheet: No  
 Purchase Order: 048[redacted]4  
 Subtotal: \$100.00 AUD  
 Service Start Date: 1 Dec 2022  
 Service End Date: 15 Dec 2022

Subtotal: \$100.00 AUD

**From**  
 [redacted] PTY LTD - [redacted]  
 [redacted] PTY LTD - [redacted]  
 [redacted]  
 [redacted] South Australia  
 Australia

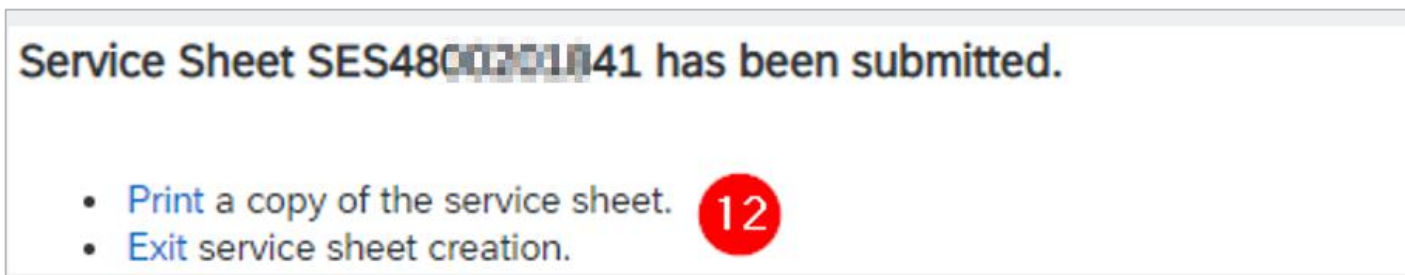
**To**  
 SYDNEY WATER CORPORATION  
 Sydney Water Corporation Ltd - UAT  
 1 Smith Street  
 Parramatta NSW 2150  
 Australia  
 Address ID: 1000

**Service Entry Sheet Lines** Show Item Details

SES Line	Type	Service # / Description	Line Type	Contract #	Qty (Unit)	Unit Price	Subtotal
▼ 00010							
<i>Expo Same-Day Services</i>							
1	Service	Planned			1 (DAY) ⓘ	\$100.00 AUD	\$100.00 AUD <a href="#">Details</a>
		<i>Hosting services</i>					

**Service Entry Summary**  
Subtotal: \$100.00 AUD

12. Choose to **Print** SES or **Exit** SES 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.

Purchase Order: 048[redacted]4 Done

Create Order Confirmation ▼

Create Ship Notice

Create Service Sheet

Create Invoice ▼

Order Detail Order History

**Sydney WATER**

**From:**  
 Customer  
 SYDNEY WATER CORPORATION  
 1 Smith Street  
 Parramatta New South Wales 2150  
 Australia  
 Phone: + (0) 2 8849 6900  
 Fax:

**To:**  
 [redacted]  
 [redacted]  
 Australia  
 [redacted]  
 [redacted]  
 Email: [redacted]

**Purchase Order**  
(Partially Serviced)  
 048[redacted]4  
 Amount: \$760.00 AUD  
 Version: 1

**Payment Terms** ⓘ

Net 30

**Contact Information**  
 Supplier Address Buyer Contact

Routing Status: Acknowledged  
 External Document Type: ZGEN (SW Gen Purc Order)  
 Related Documents: SES48[redacted]41 14  
 OC\_SO1 Service Sheet: SES48[redacted]41  
→ Draft Service Sheets: Service Sheet: SES48[redacted]41

## 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**.
2. Click **Add Unplanned Item** to enter details of material items and activities.

The screenshot shows the 'Service Entry Sheet Lines' interface. It features a table with the following data:

Line No.	Part No. / Description	Contract #
00010	Expo Same-Day Services	

Below the table, there is a button labeled 'Add' with a red circle '1' next to it. A red box highlights the 'Add Unplanned Item' button, with a red circle '2' next to it. There is also a button labeled 'Add Pricing Details' with a left-pointing arrow. At the bottom of the screen, there are four buttons: 'Update', 'Save', 'Exit', and 'Next'.

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.
7. Click **Search** to display the list of active units.
8. 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**.

## Submitting service sheets

Service Entry Sheet Lines

Line No. Part No. / Description Contract #

00010 Expo Same-Day Services Add ▾

Include	Part No. / Description	Customer Part #	Type	Item Type	Qty / Unit	Price	Subtotal	Delete	Copy
<input type="checkbox"/>			Service ▾	Unplanned Adhoc	1   1	10000			

Videography 3-man crew Standard 6 hours

SERVICE PERIOD

Start Date: 1 Dec 2022 End Date: 1 Dec 2022

COMMENTS

Add Comments:

Add Pricing Details

SEARCH UNIT

Name Search

Page 1 2

Code	Symbol	Name	Select
CMQ	CMQ	Cubic centimeter	Select
CMT	CMT	Centimeter	Select
DAY	DAY	Day	Select
EA	EA	Each	Select

Update Save Exit Next

13. Click **Exit**.

Create Service Sheet

Update Save Exit Next

Service Sheet "SES48-61" is saved. The saved service sheet will be kept until 11 Feb 2023.

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**.

Create Service Sheet

Exit

Save the service sheet.

Delete the service sheet.

Continue to work on the service sheet.

15. Click **Next**.

Service Entry Sheet Lines

Line No. Part No. / Description Contract #

00010 Expo Same-Day Services Add ▾

Include	Part No. / Description	Customer Part #	Type	Item Type	Qty / Unit	Price	Subtotal	Delete	Copy
<input type="checkbox"/>			Service ▾	Unplanned Adhoc	1   DAY	\$10,000.00 AL	\$10,000.00 AL		

Videography 3-man crew Standard 6 hours

SERVICE PERIOD

Start Date: 1 Dec 2022 End Date: 1 Dec 2022

COMMENTS

Add Comments:

Add Pricing Details

Update Save Exit Next

16. Click **Submit**.

Create Service Sheet

Confirm and submit this document.

---

**Service Sheet**  
 SES48-61 Subtotal: \$10,000.00 AUD  
 Date: 23 Dec 2022  
 Final Service Sheet: No  
 Purchase Order: 045-6  
 Subtotal: \$10,000.00 AUD  
 Service Start Date: 1 Dec 2022  
 Service End Date: 1 Dec 2022

**From**  
 [Redacted]  
 Australia

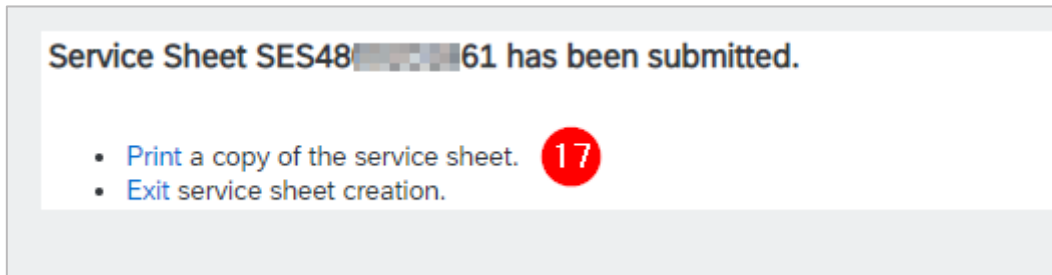
**To**  
 SYDNEY WATER CORPORATION  
 Sydney Water Corporation Ltd - UAT  
 1 Smith Street  
 Parramatta NSW 2150  
 Australia  
 Address ID: 1000

**Service Entry Sheet Lines** Show Item Details

SES Line	Type	Service # / Description	Line Type	Contract #	Qty (Unit)	Unit Price	Subtotal
00010			Expo Same- Day Services				
1	Service	Unplanned Adhoc Videography 3-man crew Standard 6 hours			1 (DAY)	\$10,000.00 AUD	\$10,000.00 AUD

**Service Entry Summary**  
 Subtotal: \$10,000.00 AUD

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.

## Submitting service sheets

Purchase Order: 0480000006 Done

Create Order Confirmation Create Ship Notice Create Service Sheet Create Invoice

Order Detail Order History

**Sydney WATER**

From: Customer  
SYDNEY WATER CORPORATION  
1 Smith Street  
Parramatta New South Wales 2150  
Australia  
Phone: + (0) 2 8849 6900  
Fax:

To: [Redacted]  
Australia  
Phone: +61 1- [Redacted]  
Fax: +61 1- [Redacted]  
Email: [Redacted]

Purchase Order (Partially Serviced)  
0480000006  
Amount: \$45,000.00 AUD  
Version: 1

Payment Terms [i]  
[Redacted]

Contact Information  
Supplier Address Buyer.Contact

Routing Status: Acknowledged  
External Document Type: ZGEN (SW Gen Purc. Order)  
Related Documents: SES4800000061  
OC\_WO00000745  
Service Sheet SES4800000061

## 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.

Purchase Order: 0480000006 Done

Create Order Confirmation Create Ship Notice Create Invoice

Order Detail Order History

**Sydney WATER**

From: Customer  
SYDNEY WATER CORPORATION  
1 Smith Street  
Parramatta New South Wales 2150  
Australia  
Phone: + (0) 2 8849 6900  
Fax:

To: [Redacted]  
Australia  
Phone: +61 1- [Redacted]  
Fax: +61 1- [Redacted]  
Email: [Redacted]

Purchase Order (New)  
0480000006  
Amount: \$2,530.00 AUD  
Version: 1

Track Order

Payment Terms [i]  
[Redacted]

Contact Information  
Supplier Address

Buyer.Contact  
Shirley CHALMAN  
Email: shirley.chalman@sydneywater.com.au  
Phone: + (0) 2 8849 6900

Routing Status: Sent  
External Document Type: ZGEN (SW Gen Purc. Order)

Buyer's contact details

To proceed with cancelling the SES:

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

Service Sheet: SES4800000061 Done Previous

Create Invoice Copy SES

Detail History

Service Sheet (Sent) Subtotal: \$10,000.00 AUD

Cancel

2. Confirm the SES cancellation by selecting **Yes**.

---

Cancel Service Sheet?

---


Are you sure you want to cancel this service sheet?

3. The original SES will be tagged with revision number “\_1” with status **Sent**.

Purchase Order: 048.....6

---

Order Detail | Order History



**From:**  
Customer  
SYDNEY WATER CORPORATION  
1 Smith Street  
Parramatta New South Wales 2150  
Australia  
Phone: + ( ) 02 8849 6900  
Fax:

**To:**  
[Redacted]  
[Redacted]  
Australia  
Phone: +61 2 [Redacted]  
Fax: +61 2 [Redacted]  
Email: [Redacted]

**Purchase Order**  
(Confirmed)  
048.....6  
Amount: \$45,000.00 AUD  
Version: 1

---

**Payment Terms** ⓘ  
[Redacted]

**Contact Information**  
Supplier Address  
[Redacted]

**Buyer Contact**  
[Redacted]

Routing Status: Acknowledged  
External Document Type: ZGEN (SW Gen Purc. Order)  
Related Documents: SES48.....61\_1 3  
OC\_WO12345

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 → Original SES for PO 48.....6.
- SES48.....61\_1 → Cancellation document of SES48.....61
- SES48.....62 → 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 the status of SES you submit:

### 6.1 Identify rejected SES

#### 6.1.1 Identify rejected SES via workbench

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

## Submitting service sheets

3. Identify the rejected SES to be reviewed. Click the **⋮** button.
4. Click **View service sheet**, or
5. Click the SES.

The screenshot shows the Workbench interface with the following data:

Service Sheet Number	Order Number	Date	Amount	Status	Actions
SES48...41	048...4	Dec 23, 2022	\$100.00 AUD	Rejected	⋮
...	048...7	Jan 10, 2022	\$2,720.00 AUD		⋮

### 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.



## Submitting service sheets




The screenshot shows the 'Service Sheets' page in a software application. At the top, a navigation menu includes 'Home', 'Enablement', 'Workbench', 'Orders', 'Fulfillment', 'Invoices', 'Payments', 'Catalogs', 'Reports', and 'Messages'. The 'Fulfillment' menu is open, showing options like 'Order Confirmations', 'Service Sheets', 'Time and Expense Sheets', 'Ship Notices', 'Goods Receipts', 'Extended Collaboration', 'Product Replenishment', 'Sales Orders', and 'Drafts'. The 'Service Sheets' option is highlighted. Below the navigation, there are search filters for Customer, Service Sheet Number, Match Service Sheet Number By (set to 'Partial number'), Order Number, Date Range, Start Date (24 Nov 2022), and End Date (23 Dec 2022). A 'Status' dropdown menu is open, showing options like 'Rejected', 'Sent', 'Failed', 'Approved', 'Invoiced', 'Partially Invoiced', 'Canceled', and 'Failed in External System'. The 'Rejected' status is selected. At the bottom, there is a table with one row: Service Sheet # SES4800201841, Customer Sydney Water Corporation Ltd - UAT, Related PO 0480020184, Date 23 Dec 2022, Amount \$100.00 AUD, Routing Status Acknowledged, and Status Rejected. Below the table are buttons for 'Create Invoice', 'Edit', and 'Copy'.

## 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**.

The screenshot shows the 'Service Sheet: SES4800201841' details page. At the top right is a 'Done' button. Below the header are buttons for 'Create Invoice', 'Edit', and 'Copy SES'. There are also download and print icons. Below these are tabs for 'Detail' and 'History'. The 'Detail' tab is active, showing a 'Rejected Service Entry Sheet' section with the following reasons:  
Reasons:  
SES-23: The service sheet was successfully received.  
SES-25: Comments from Sydney Water Corporation Ltd - UAT: Success  
DOC-1: Success  
SES-25: Comments from Sydney Water Corporation Ltd - UAT: Entry sheet 1000227688 created  
DOC-198: The recipient has processed the document and has acknowledged the processing. Reason: OK - Entry sheet 1000227688 created  
SES-21: The Service Sheet status has been successfully updated to Rejected by Sydney Water Corporation Ltd - UAT.  
Below the reasons is an 'Edit & Resubmit' button. At the bottom, there is a 'Service Sheet' section with the status '(Rejected)', the number 'SES4800201841', and the date 'Date: 23 Dec 2022'. To the right of this section is the 'Subtotal: \$100.00 AUD'.

## 7. Support

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