



Procedure for service orders in SAP Ariba

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Procedure for service orders in SAP Ariba

On the following pages, you will find instructions on how to submit invoices for services in SAP Ariba.

Contents:

P. 3 Access with a Standard account

P. 4 Access with an Enterprise account

P. 5 General overview

S. 7 Generation of an invoice



Access with a Standard Account

Standard account users will receive an email notification with a link to the Ariba network, where they can log in with their details. They will then be taken directly to the order.

The screenshot shows the SAP Ariba interface. On the left, a notification for 'Swisscom (Schweiz) AG - TEST' states that a new order was sent. Below the notification are two buttons: 'Process order' and 'Send PDF invoice', with a red arrow pointing to 'Process order'. On the right, the 'Supplier Login' form includes fields for 'User Name' and 'Password', a 'Login' button (with a red arrow pointing to it), and a link for 'Forgot Username or Password'.

Please note:
 If you have a Standard account, you must use the link in the latest email associated with the order to edit orders. If you cannot find the email in question or have accidentally deleted it, you can resend it via the order overview (see below).

| Order Number | Customer | Status | Amount | Date | Amount Invoiced | Action |
|--------------|------------------------------|--------|----------------|-------------|-----------------|----------|
| BPO209 | Swisscom (Schweiz) AG - TEST | New | 100,000.00 CHF | 19 Jun 2020 | 0.00 CHF | Select ▾ |
| 4501278220 | Swisscom (Schweiz) AG - TEST | New | 2,000.00 CHF | 19 Dec 2019 | 0.00 CHF | Select ▾ |
| 4501278210 | Swisscom (Schweiz) AG - TEST | New | 3,000.00 CHF | 18 Dec 2019 | 0.00 CHF | Select ▾ |

Tasks

Update Profile Info

Send me a copy to take action



Access with an Enterprise Account

In your SAP Ariba company account, you will find an overview of orders, invoices and payments received under **“Orders and Releases”**. To edit an order, **click on the order number**. You can also access the order via your inbox.

The screenshot shows the SAP Ariba Network Enterprise Account interface. The top navigation bar includes 'SAP Ariba Network', 'Enterprise Account', and a 'TEST MODE' indicator. Below the navigation bar, there are tabs for 'Home', 'Inbox', 'Outbox', 'Catalogs', 'Reports', and 'Messages'. The 'Orders and Releases' section is active, showing a filter for 'All Customers' and a search field for 'Order Number'. Below this, there are summary cards for 'New Purchase Orders' (8), 'Orders that Need Attention' (0), 'Invoices Rejected' (2), 'Payments Received' (0), and 'Invoices' (11). A table of orders is displayed below, with columns for Order Number, Customer, Status, Amount, Date, Amount Invoiced, and Action. The first order, with number 4501362638, is highlighted by a red arrow.

| Order Number | Customer | Status | Amount | Date ↓ | Amount Invoiced | Action |
|--------------|------------------------------|--------|------------|-------------|-----------------|----------|
| 4501362638 | Swisscom (Schweiz) AG - TEST | New | 408.00 EUR | 15 Dec 2020 | 0.00 EUR | Select ▼ |
| 4501362626 | Swisscom (Schweiz) AG - TEST | New | 190.00 EUR | 10 Dec 2020 | 0.00 EUR | Select ▼ |



General overview

In the order, you will find an overview of the details and the status:

- **“New”**: you have just received a new order and need to complete it
- **“Confirmed”**: you have generated and issued the order confirmation
- **“Invoiced in part”**: you have billed for part of the overall invoice
- **“Registered”**: Swisscom has confirmed the service

Please note:

Order confirmations and service sheets do not have to be generated for service orders. Service sheets are automatically generated with the invoice.

You can select which document you wish to generate from the menu.

Purchase Order: 4501362651

Done

Create Order Confirmation ▾

Create Ship Notice

Create Service Sheet

Create Invoice ▾



Order Detail

Order History



From:
Swisscom (Schweiz) AG
Invoice Center
Postfach 401
8901 Urdorf
ZH
Switzerland

To:
Markus Test Supplier 7 - TEST
Ruessenstr. 5
6340 Baar

Switzerland
Phone:
Fax:
Email: markustestsupplier7@gmail.com

Purchase Order
(New)
4501362651
Amount: 4,100.00 CHF
Version: 1



General overview

In the same overview, you can view all the items in the order under **“Line Items”**. Detailed information about each item can be found under **“Details”**.

Ship All Items To

Swisscom (Schweiz) AG
Waldeggstrasse 51
3097 Liebefeld
BE
Switzerland
Ship To Code: 5000_Lie-Wal51
Phone: +41 (58) 2215438
Email: Kim.Rivera@swisscom.com

Bill To

Swisscom (Schweiz) AG
Invoice Center
Postfach 401
8901 Urdorf
ZH
Switzerland

Deliver To

Kim Rivera
Swisscom (Schweiz) AG

Line Items [Show Item Details](#)

| Line # | Deliveries | Part # / Description | Type | Return | Qty (Unit) | Price | Subtotal | Tax | |
|--------|------------|--------------------------|---------|--------|------------|--------------|--------------|------------|-------------------------|
| 1 | | Not Available abc | Service | | 1 (EA) | 4,100.00 CHF | 4,100.00 CHF | 315.70 CHF | Details |

Order submitted on: Thursday 17 Dec 2020 9:15 AM GMT+01:00
Received by Ariba Network on: Thursday 17 Dec 2020 9:15 AM GMT+01:00
This Purchase Order was sent by Swisscom (Schweiz) AG - TEST AN01396756244-T and delivered by Ariba Network.

Service Sheet Required.

Sub-total: 4,100.00 CHF
Est. Total Tax: 315.70 CHF
Est. Grand Total: 4,415.70 CHF



Generating an invoice

As soon as you would like to bill for the service or part of the service, you can generate an invoice. Go to the order and select **“Create invoice”** from the menu bar and then click **“Standard invoice”**.

Purchase Order: 4501362651

Order Detail | Order History

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

- Standard Invoice
- Line-Item Credit Memo
- Line-Item Debit Memo

1

From:
Swisscom (Schweiz) AG
Invoice Center
Postfach 401
8901 Urdorf
ZH
Switzerland

To:
Markus Test Supplier 7 - TEST
Ruessenstr. 5
6340 Baar

Switzerland
Phone:
Fax:
Email: markustestsupplier7@gmail.com



Generating an invoice

The **invoice number** and **invoice date** must be entered in the overview. The **service start date** and **end date** must be entered under “**Additional fields**”. The bill date cannot be backdated by more than 30 days.

2 Invoice Header

Summary

Purchase Order: 4501362651

Invoice #: * u267962839

Invoice Date: * 17 Dec 2020

Service Description:

Remit To Swisscom AG

Bern
Switzerland

Bill To: Swisscom (Schweiz) AG

Urdorf
Switzerland

3 Additional Fields

Supplier Account ID #:

Customer Reference:

Supplier Reference:

Payment Note:

Supplier: Markus Test Supplier 7 - TEST

town
Switzerland

Bill From: Markus Test Supplier 7 - TEST

Service Start Date: 17 Dec 2020

Service End Date: 18 Dec 2020

Customer: Swisscom (Schweiz) AG

Urdorf
Switzerland

Email:




Generating an invoice

In the “Supplier VAT” section, enter the **ISR user number** and **ISR reference number**.

4 Supplier VAT

| | |
|----------------------------------|---|
| Supplier VAT/Tax ID: * | <input type="text" value="CHE-101.654.423 MWST"/> |
| Supplier Commercial Identifier: | <input type="text"/> |
| Supplier Commercial Credentials: | <input type="text"/> |
| ISR number: | <input type="text"/> |
| ISR reference number: | <input type="text"/> |



Add to Header ▼



Generating an invoice

Additional features can be found in the **“Add to header”** menu. To adjust the rounding amount, select **“Charge”**, then go to **“Allowances and Charges”** and select **“Rundungsdifferenz”** (Rounding difference) under the service code and **“Amount”** under costs. You can then enter the rounding amount.

A copy of the invoice can be attached as a PDF under **“Attachments”**. To do this, click **“Choose File”** and then **“Add Attachment”**.

5 Add to Header (dropdown menu):

- Special Handling
- Discount
- Allowance
- Charge** (highlighted with a red arrow)
- Additional Reference Documents and Dates
- Comment
- Attachment (highlighted with a red arrow)

6 Allowances and Charges (form):

- Service Code: * Rundungsdifferenz (dropdown menu, highlighted with a red arrow)
- Start Date: (calendar icon)
- Charge: Amount (dropdown menu, highlighted with a red arrow)
- Amount: -0.01 (input field, highlighted with a red box)

7 Attachments (form):

- The total size of all attachments cannot exceed 100MB
- Choose File (button, highlighted with a red arrow) No file chosen
- Add Attachment (button, highlighted with a red arrow)

Please note:
Negative rounding must be marked with a minus sign.



Generating an invoice

You can bill for services within each line item. Go to the relevant item and select **“Add/Update”** and **“Add General Service”**.

Line Items

8 Insert Line Item Options

Tax Category: Discount Add to Included Lines

| <input type="checkbox"/> | No. | No. | Include | Type | Part # | Description | Customer Part # | Quantity | Unit | Unit | Unit Price | Subtotal |
|--------------------------|-----|-----|---------|---------------|--------|-------------|-----------------|----------|------|------|------------|----------|
| | 1 | | | Not Available | abc | | | | | | | |

Line Item Actions

Add/Update ▼

- Add General Service
- Add Labor Service
- Add Material

Enter a **description**, the **quantity** “1”, the **unit** “EA”, the **unit price** and the **service start date** and **end date**. Tick the box.

9

| <input type="checkbox"/> | No. | Include | Type | Part # | Description | Customer Part # | Quantity | Unit | Unit Price | Subtotal |
|-------------------------------------|-----|-------------------------------------|---------|----------------------|----------------|----------------------|----------|------|--------------|--------------|
| <input checked="" type="checkbox"/> | 1 | <input checked="" type="checkbox"/> | SERVICE | <input type="text"/> | Service part 1 | <input type="text"/> | 1 | EA | 3,000.00 CHF | 3,000.00 CHF |

Service Period

Service Start Date:* 17 Dec 2020

Service End Date:* 18 Dec 2020



Generating an invoice

Important: If there are several positions/line items listed in the order, you must create an invoice for each line item separately. Only select the position for which you are creating the invoice.

Positions 2 items 2 Included 0 Already billed in full

Insert position options Tax category: 7,7% Umsatzsteuer Shipping documents Processing details Discount Record in included positions

| <input type="checkbox"/> | No. | Lock in | Art | Part no. | description | Part no. of the customer | crowd | Unit | Price per unit of measure | Subtotal |
|-------------------------------------|-----|---------|----------|---------------|-------------|--------------------------|-------|------|---------------------------|----------------|
| <input checked="" type="checkbox"/> | 1 | | MATERIAL | Not available | Item 1 | | 1 | EA ⓘ | 125,950,00 CH | 125,950.00 CHF |

Tax details: Category: 7,7% Umsatzsteuer Removed
Location:
Description:
System:
Date of the down payment:
Legal reference:
Taxable amount: 125,950,00 CHF
Sentence (%): 7,7
Tax amount: 9,698,15 CHF
Details of the exemption: (no value) v
Delivery date: 26. Jul. 2021
 Triangle transaction

Shipping documents

Packing slip ID:
Date of the packing slip:
ID of the delivery note:
Line no. of the delivery note:
Date of the delivery note:

| <input type="checkbox"/> | No. | Lock in | Art | Part no. | description | Part no. of the customer | crowd | Unit | Price per unit of measure | Subtotal |
|--------------------------|-----|---------|----------|---------------|-------------|--------------------------|-------|------|---------------------------|---------------|
| <input type="checkbox"/> | 2 | | MATERIAL | Not available | Item 2 | | 1 | EA ⓘ | 69,598,80 CHl | 69,598.80 CHF |



Generating an invoice

Add tax by going to **"Line Item Actions"**, **"add"** and selecting **"Tax"**.

10

Line Item Actions ▾ Delete

Edit

Add

Tax

Shipping Documents

Special Handling

Discount

In the tax section, enter the **category** "VAT" and the **tax rate**.

11 Tax

Category:* VAT

Location:

Description:

Regime:

Date Of Pre-Payment:

Law Reference:

Taxable Amount: 3,000.00 CHF

Tax Rate Type:

Rate(%) 7.7

Tax Amount: 231.00 CHF

Exempt Detail: (no value) ▾

Date Of Supply:* 17 Dec 2020

Triangular Transaction



Generating an invoice

Click “Next”.

12



You will be taken to an overview of your standard invoice. If the information is correct, you can “**Submit**” the invoice. Repeat all steps for the other line items in the order.

13

Create Invoice



Confirm and submit this document. It will be electronically signed according to the countries of origin and destination of invoice. The document's originating country is:Switzerland. The document's destination country is:Switzerland. If you want your invoices to be stored in the Ariba long term document archiving, you can subscribe to an archiving service. Note that you will also be able to archive old invoices once you subscribe to the archiving service.

Standard Invoice

Invoice Number: u267962839
Invoice Date: Thursday 17 Dec 2020 9:49 AM GMT+01:00
Original Purchase Order: 4501362651

Subtotal: 3,000.00 CHF
Total Tax: 231.00 CHF
Total Amount without Tax: 3,000.00 CHF
Amount Due: 3,231.00 CHF

SERVICE PERIOD

Start Date : 17 Dec 2020
End Date : 18 Dec 2020

REMIT TO:

Markus Test Supplier 7 - TEST

Postal Address:
Swisscom AG
3050 Bern

Switzerland
Remit To ID: 0080170400:0080170400

BILL TO:

Swisscom (Schweiz) AG

Postal Address (Par défaut):
Invoice Center
Postfach 401
8901 Urdorf
ZH
Switzerland
Address ID: BILLTO5000

SUPPLIER:

Markus Test Supplier 7 - TEST

Postal Address:
road
12345 town

Switzerland

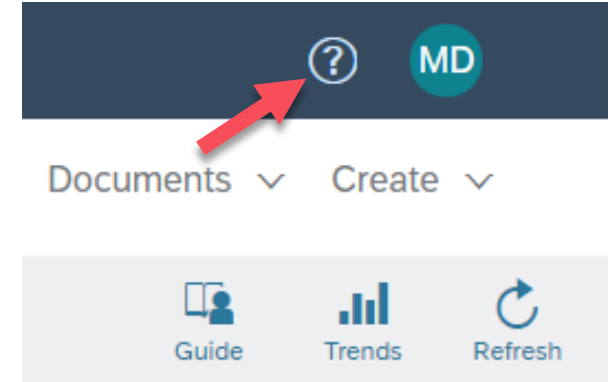
Invoice / has been submitted.

- [Print](#) a copy of the invoice.
- [Exit](#) invoice creation.



Do you have questions?

If you have any questions, SAP **Ariba Support** offers a variety of support options, such as FAQs and various sets of instructions. You will also find the relevant contacts in case of technical problems.



If you have other queries that are not answered by Ariba Support or self-service, we will be happy to assist you at Swisscom.Kaufhaus@swisscom.com.