June 2022 – Swisscom.Kaufhaus@swisscom.com



On the following pages you will find notes on how to invoice material, service and limit orders.

Table of contents:

S. 4	1) Types of Invoices
S. 5	2) Order Processing
	2.1) E-Mail Notification
	2.2) Entry Through Workbench
	2.3) Purchase Order Overview
	2.4) Material Orders: Order Confirmation and Delivery Note
<u>S. 10</u>	3) Invoice Creation
	3.1) Edit Invoice Header
	3.2) Add Attachment
	3.3a) Edit Line Items (Service- and Limit Orders)
	3.3b) Edit Line Items (Material Orders)
	3.4) Add Rounding Difference
	3.5) Send Invoice
S. 23	4) Invoice Status
	4.1) Invoice Status
	4.2) Rejected Invoices
<u>S. 27</u>	5) Credit Memos
<u>S. 31</u>	6) Support



Before you create the first invoice, please check whether you have installed your remittance ID for Swisscom correctly.

You can find the instructions here



1) Types of Invoices

In general, invoices are processed in the same way on SAP Ariba, with some special considerations regarding the different invoice types:

Material Orders

Requires order confirmation and shipping note

Invoices can be submitted until the ordered quantity is reached.

Service Orders

- The service entry sheet is automatically created when the invoice is issued
- Invoices can be issued until the cost estimate is reached.

Limit Orders

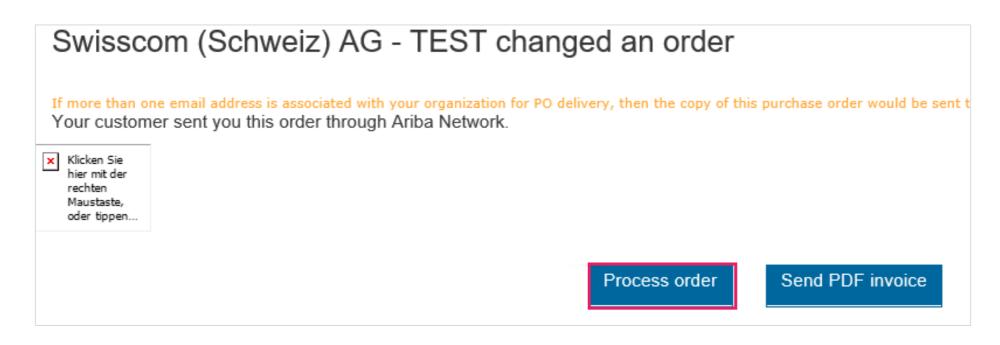
- Invoices can be issued until the cost estimate is reached.
- Invoices can be issued from the start date of the service.

On the following pages, you will see if the steps need to be considered for material, service or limit orders.



2.1) Order Processing: E-Mail Notification

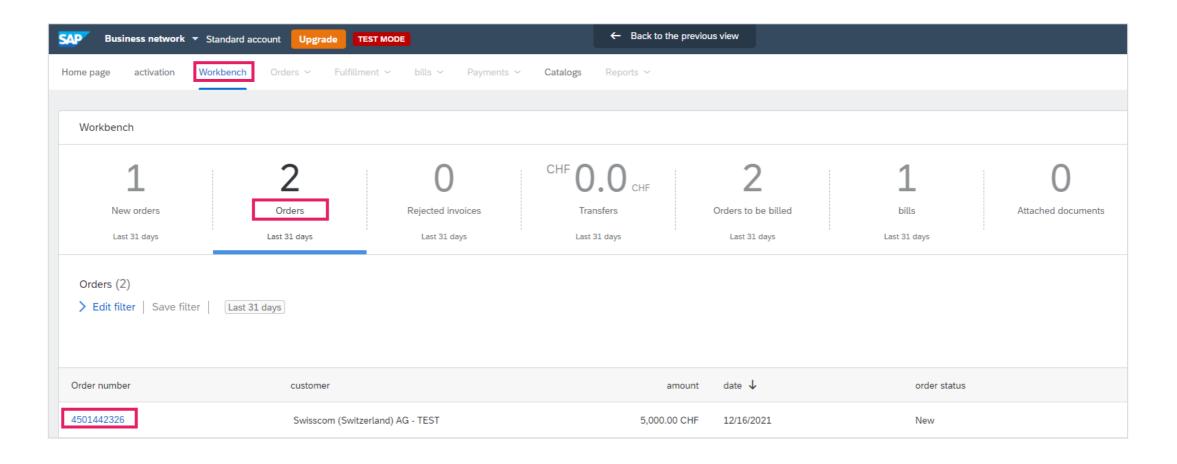
After receipt of the order, you will receive an e-mail notification from SAP Ariba. Click "Process order" to open the order on Ariba.





2.2) Order Processing: Entry through Workbench

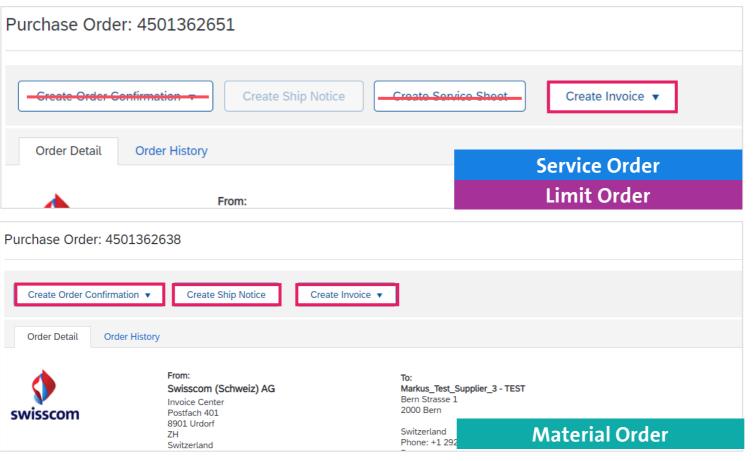
You can also open the order directly on SAP Ariba via **Workbench** > **Orders** > klick on the corresponding **order number**.





2.3) Order Processing: Purchase Order Overview

In the order overview you can create desired documents and view information about the order.



Service and limit orders:

- DO NOT create an order confirmation and a service entry sheet.

Create the invoice directly (skip to page 10)

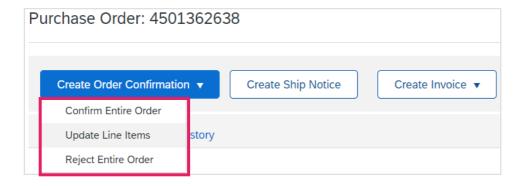
Material orders:

- You must create an order confirmation and a shipping note (see the following pages).

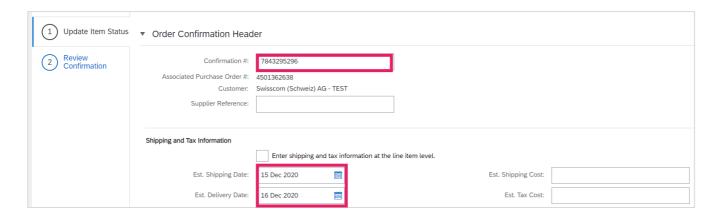


2.4) Order Processing: Material Order

Click Create Order Confirmation > Confirm Entire Order or Update Line Items (for partial deliveries).



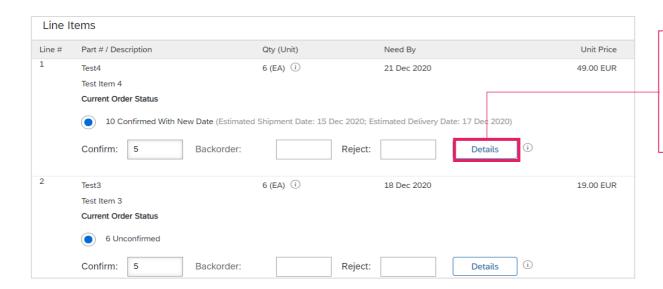
Enter the confirmation number and the expected shipping and delivery date.

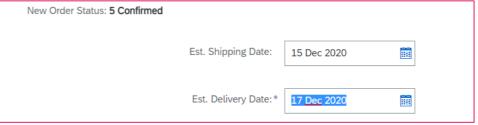




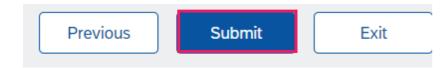
2.4) Order Processing: Material Order

Select the items to be delivered and enter the confirmed quantity. Under their details you can adjust delivery dates.





Submit the order confirmation.





3) Invoice Creation

Material Order

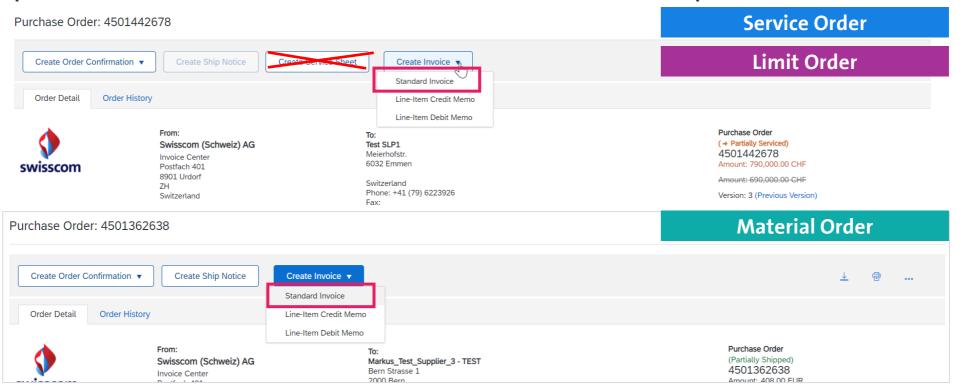
Service Order

Limit Order

Click Create Invoice > Standard Invoice

You can invoice several partial amounts of an order until the specified amount is reached.

Important: For service orders with several items, one invoice must be issued per item.





3.1) Invoice Creation: Edit Invoice Header

Material Order

Service Order

Limit Order

Enter the invoice number (alphanumeric!) and the invoice date in the overview. For service and limit orders, you must enter the service start and end date under "Additional fields".

▼ Invoice Header				
Summary				
Purchase Order:	4501362638		408.00 EUR	
Invoice #:*	8729653	Total Tax: Total Amount without Tax:	0.00 EUR 408.00 EUR	
Invoice Date:*	15 Dec 2020	Amount Due:	408.00 EUR	
Remit To	Bern Strasse 1 ✓			
Bill To:	Bern Switzerland Swisscom (Schweiz) AG			
	Urdorf Switzerland			
Additional Fields				
Supplier Account ID #:		Service	Start Date:	17 Dec 2020
Customer Reference:		Service	e End Date:	18 Dec 2020
Supplier Reference:				
Payment Note:				
Supplier:	Markus Test Supplier 7 - TEST		Customer:	Swisscom (Schweiz) AG
	town			Urdorf
	Switzerland			Switzerland
			Email:	
Bill From:	Markus Test Supplier 7 - TEST			

Example: RE123456 valid

RE-123.456 indvalid

Important notice:

The invoice date may only be backdated up to 30 days.

Please note that the payment deadline will be calculated from this date.



3.1) Invoice Creation: Edit Invoice Header

Material Order

Service Order

Limit Order

If your invoice includes a payment slip, enter the **ESR Participant Number** (= your account number) and ESR Reference Number under "Supplier VAT". The same applies to payment slips with a QR-IBAN.



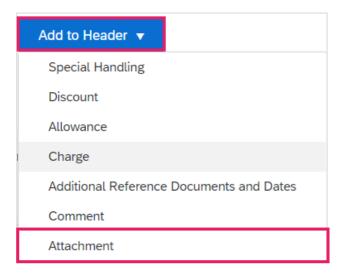
If no information is entered, the payment will automatically be sent to the payment details registered with us in the system on your part.



3.2) Invoice Creation: Add Attachment

The original invoice must be added as a PDF.

Open the drop-down menu ", click Attachment > Choose File > Add attachment.





Material Order

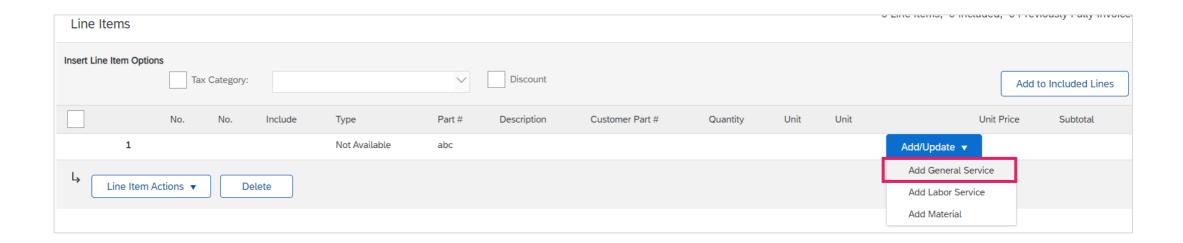
Service Order

Limit Order



3.3a) Invoice Creation: Edit Line Items

Services must be entered as a line items. Click on "Add/Update" > "Add General Service" within the line items.





3.3a) Invoice Creation: Edit Line Items

Enter the description, the quantity "1", the unit "EA" (for "each" = piece), the unit price and again the service start and end date. The subtotal is then calculated automatically.



Important note:

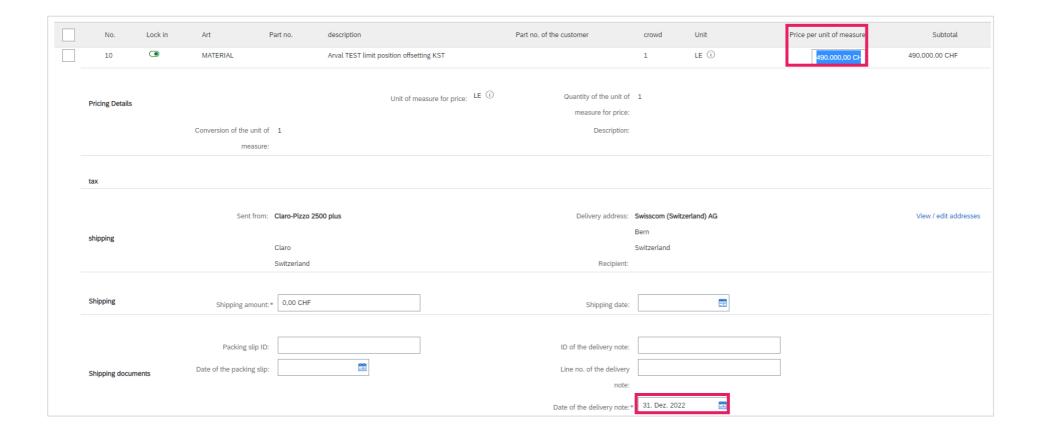
When entering amounts and VAT, the decimal places must be separated with . (dot) or , (comma) depending on the browser. Check subtotal after entering VAT.



3.3a) Invoice Creation: Edit Line Items

Limit Orders

For limit orders, you only need to specify the amount to be charged (price per unit of quantity) and the date of the delivery note.





3.3a) Invoice Creation: Edit Line Items

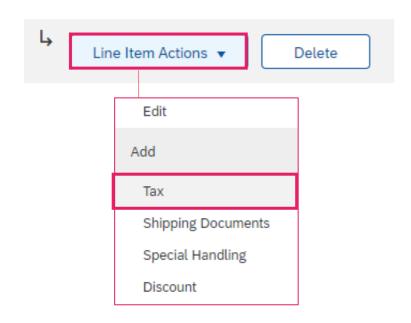
Service Order

Limit Order

Select the line items.



Klick on Line Item Actions > Add > Tax.





3.3a) Invoice Creation: Edit Line Items

Service Order

Limit Order

Select the tax rate under the Category tab. If no tax rate has been entered yet, you can enter it once under Configure Tax Menu. If no tax is to be charged, configure a tax rate of 0% and select "Tax-free" or "Exempt" under Details of Exemption.

Tax Category:* VAT	Т	Taxable Amount:	3,000.00 CHF		
Location:	steer	Tax Rate Type:			
Description:	0% sales tax / 0.0% no VAT	Rate(%):	7.7		
Regime:	2.5% sales tax / 2.5% reduced rate	Tax Amount:	231.00 CHF		
	7.7% sales tax / 7.7% standard rate	Exempt Detail:	(no value) 🗸 (no value)		
Date Of Pre-Payment:	Standard tax selection	Date Of Supply:*			
Law Reference:	Sales tax value added tax	Triangular Tr	Exempt		
	GST				
	HST	Tax Free: You are liable to tax, but the tax on this in is exempt			
	PST				
Important note:	QST		13 CACITIPE		
When entering amounts and VAT, the decim	Excise tax	Exempt: you are not liable			
places must be separated with . (dot) or ,	Withholding tax	pay tax The description for VAT			
(comma) depending on the browser.	Other taxes				
, , , , , , , , , , , , , , , , , , , ,	Configure the control menu		exemption must be filled in.		

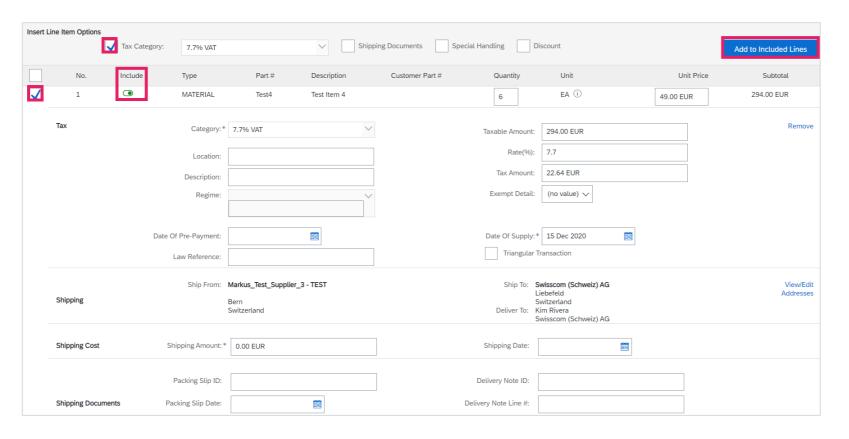


3.3b) Invoice Creation: Edit Line Items

For material orders, select the items to be charged and select "tax category"

For partial deliveries: Deselect the "Include"-lever to charge only the affected items.

Then click on "Add to included lines" and on "Next".



Important note:

The delivered quantity must be checked and adjusted if necessary to avoid later deviations.



3.4) Invoice Creation: Add Rounding Difference

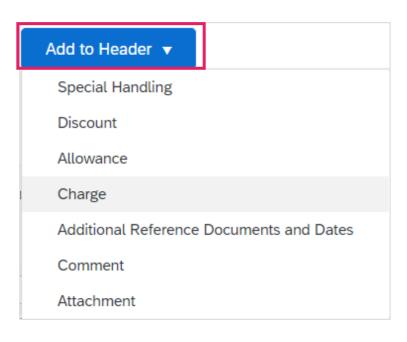
Material Order

Service Order

Limit Order

În general, cent-amounts should be invoiced exactly and not rounded. If the gross amount on Ariba does not match your PDF invoice, you need to add a rounding difference.

Note that the rounding difference is entered in the invoice header and not at item level!







3.4) Invoice Creation: Add Rounding Difference

Material Order

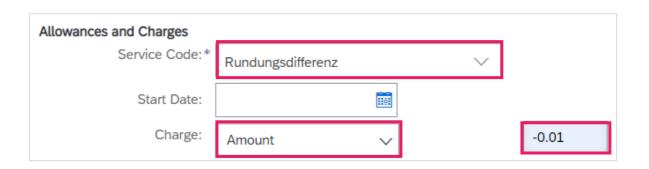
Service Order

Limit Order

Click Add to Header > Charge.

Select the service code "Rundungsdifferenz" and the charge "Amount". Enter the amount. Negative roundings must be entered with a negative sign.

Add to Header ▼
Special Handling
Discount
Allowance
Charge
Additional Reference Documents and Dates
Comment
Attachment





3.5) Invoice Creation: Submit Invoice

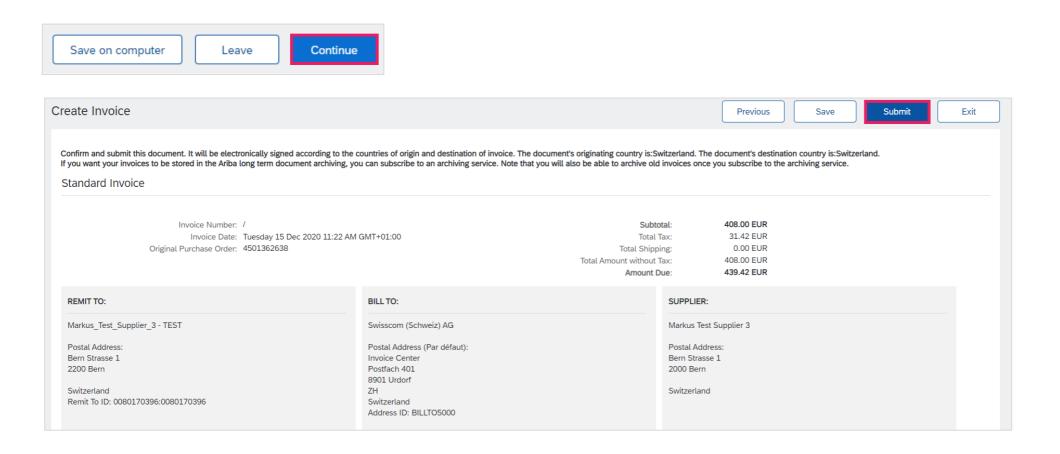
Material Order

Service Order

Limit Order

Click on Continue.

Check the overview with the total amount and click Submit. You can then check the status (see the following pages).





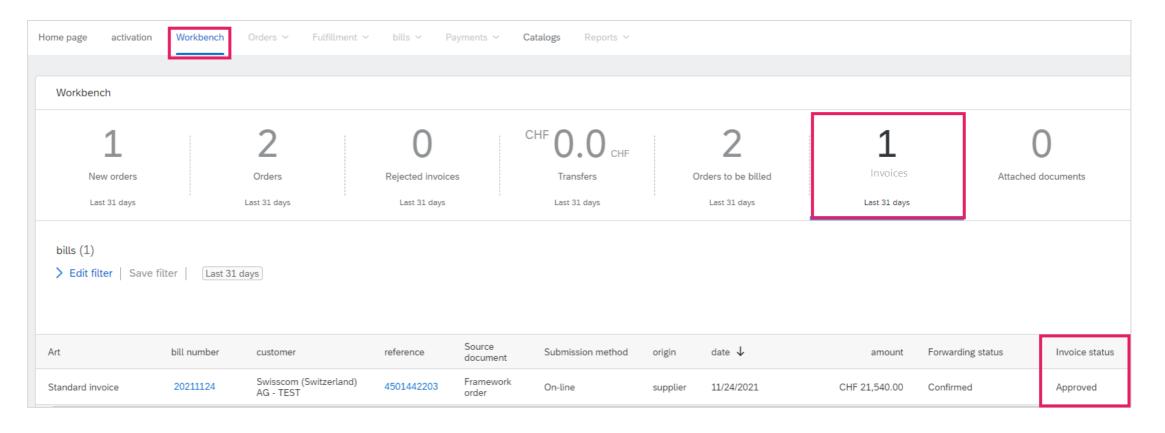
4.1) Invoice Status

Material Order

Service Order

Limit Order

You can view the status of your invoice under Workbench > Invoices > Invoice Status. On the following page you will find a listing.





4.1) Invoice Status

Material Order

Service Order

Limit Order

Here you will find a listing:

Rejected: The bill has been rejected by Swisscom and requires a new submission (see p. 25).

Sent: The bill has been successfully submitted to Swisscom

Approval pending: The bill must be checked and approved by Swisscom by the requester.

Approved: The invoice has been approved by the requester of Swisscom and will be paid.

Paid: The invoice has been paid.

Failed: The bill could not be submitted. The invoice must be resubmitted.

Cancelled: The invoice has been cancelled.



4.1) Invoice Status: Rejected Invoices

Material Order

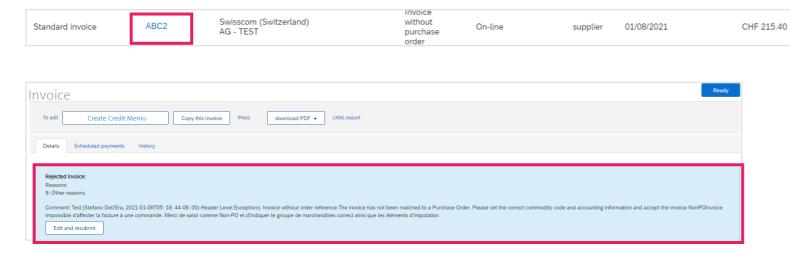
Service Order

Limit Order

Confirmed

Rejected

For rejected invoices, open the invoice to view the reason.



Most common reasons for rejections:

- Rounding differences were listed in the line item instead of the invoice header.
- Incorrect VAT amounts



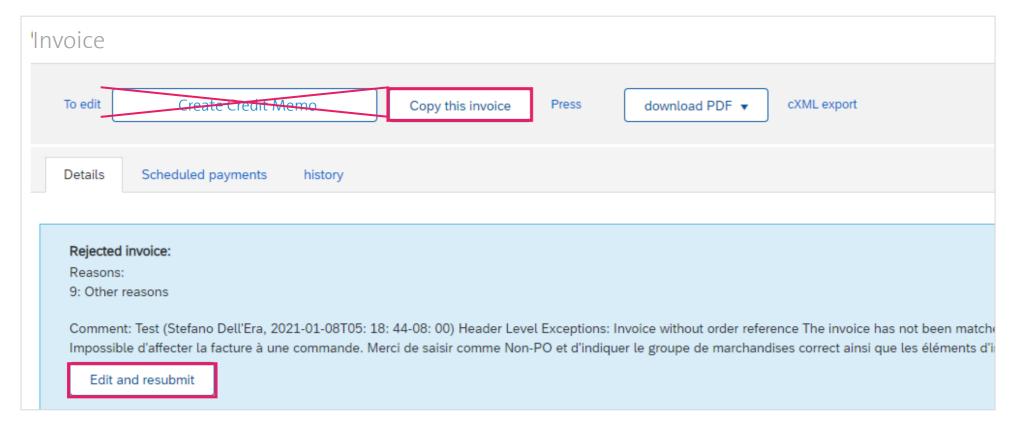
4.1) Invoice Status: Rejected Invoices

Material Order
Service Order

Limit Order

To resubmit rejected invoices, click "Copy this invoice", unless the status of the order is out of date. In this case, the invoice must be reissued to the correct version of the order. Correct the relevant information and resubmit the invoice.

Attention: Do NOT click on "Create Credit Memo", this will trigger credit notes.

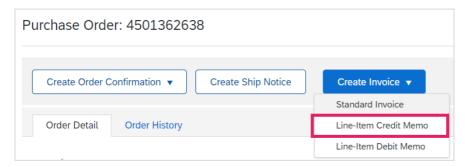




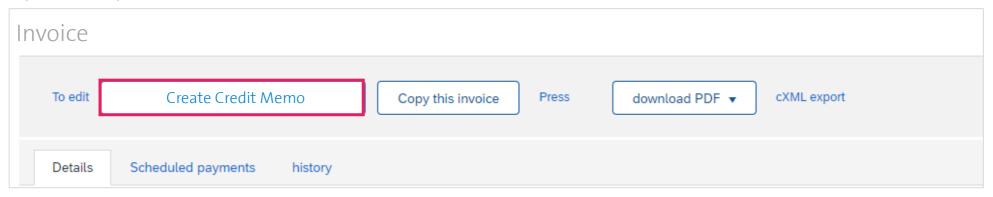
5) Credit Memos

Invoice corrections or credit notes are only possible for material purchase order invoices posted and released on Ariba. Do not create partial credit notes: Create a credit note for the entire invoice and submit a new invoice with the correct amount.

Option 1: Open the order and click on "Line-Item Credit Memo".



Option 2: Open the invoice and click Create Invoice > Create Credit Memo.





5) Credit Memos

Enter the invoice correction no., the date and the reason for the invoice correction.

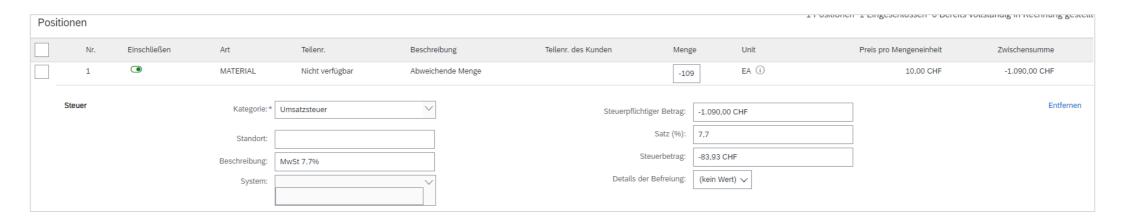
▼ Rechnungskopf	
Übersicht	
Rechnungskorrektur-Nr.:*	
Datum der* Rechnungskorrektur:	3. Dez. 2021

Anmerkung	
Grund für die* Rechnungskorrektur:	



Invoice Processing on SAP Ariba5) Credit Memos

The full amount is automatically credited under the line items



Click on continue and submit the invoice correction.

	Save on computer	Leave	Continue	Previous	Save	Submit	Exit
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Invoice Processing on SAP Ariba5) Credit Memos

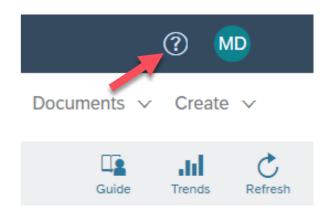
Invoice corrections/credit memos for service orders must be sent electronically at invoice.pdf@swisscom.com.



Rechnungsstellung auf SAP AribaSupport

If questions, SAP Ariba Support offers various options for help, e.g. via the frequently asked questions or via various instructions. There you will also find contact options for technical problems.

On our <u>FAQ for Ariba Suppliers</u> you will find frequently asked questions about SAP Ariba and order processing with Swisscom.



If you have any other concerns that have not been resolved through Ariba Support or Self Service, we will be happy to help you at Swisscom.Kaufhaus@swisscom.com.