

Service Orders Confirmation

How to Locate Sent Order Confirmations in the SAP Business Network



If you see this light bulb, it is a note or additional reminder.

“I need to view the order confirmations that have been sent to Rio Tinto, so I locate them using my SBN account”

Version Number

1.0

[Click here for further context on the Order Processing Process](#)



Locating Sent Order Confirmations

1. From the SBN Home Page navigate to and click the **Fulfillment** drop-down, then, click **Order Confirmations**
2. To refine your search, click **Search Filters**
3. Enter information on relevant fields and click **Search**
4. The screen will display the list of Order Confirmations that have been sent to Rio Tinto
5. Click the relevant **Confirmation ID** to view the sent order confirmation

The screenshot shows the SAP Business Network interface. The top navigation bar includes 'Home', 'Enablement', 'Workbench', 'Orders', 'Fulfillment', 'Payments', 'Catalogs', 'Reports', and 'More'. The 'Fulfillment' dropdown menu is open, showing 'Order Confirmations' selected. Below the navigation, there are sections for 'Order Confirmations (424)', 'Service Sheets', 'Time and Expense Sheets', 'Ship Notices', 'Goods Receipts', 'Extended Collaboration', 'Product Replenishment', 'Sales Orders', and 'Drafts'. A table of order confirmations is displayed with columns for Confirmation ID, Order #, Date, and Status. The 'Search Filters' button is highlighted with a red box and a circled '2'.

Confirmation ID	Order #	Date	Status
ok1	3122944893	23 Nov 2023 11:34:25 AM	Acknowledged
123456789	3000968964	23 Nov 2023 10:02:30 AM	Acknowledged
123456789	3000968964	23 Nov 2023 9:44:23 AM	Acknowledged
123456789	3000968964	23 Nov 2023 8:59:46 AM	Acknowledged
test	3122944925	22 Nov 2023 12:07:06 PM	Acknowledged
Test	3000968992	21 Nov 2023 3:40:04 PM	Acknowledged
Test	3000968992	21 Nov 2023 3:15:14 PM	Acknowledged
test	3000968972	21 Nov 2023 2:40:21 PM	Acknowledged
C567	3000969486	20 Nov 2023 8:38:34 PM	Acknowledged
C676	3000969478	20 Nov 2023 7:38:39 PM	Acknowledged
CONF_OA_CHK	3100252041	20 Nov 2023 12:42:45 PM	Acknowledged
3100252054	3100252054	19 Nov 2023 12:15:10 AM	Acknowledged
3100252053	3100252053	19 Nov 2023 12:03:01 AM	Acknowledged

The screenshot shows the 'Search Filters' section. The search criteria are: Customer: All Customers, Routing Status: All, Confirmation ID: (empty), Order Number: (empty), Date Range: Last 14 days (21 Nov 2023 - 4 Dec 2023), and Supplier Reference: (empty). There is a checkbox for 'Include Confirmation on Obsolete Orders'. The 'Search' button is highlighted with a red box and a circled '3'. The 'Number of Results' is 100.

The screenshot shows the search results table. The first row is highlighted with a red box and a circled '5'. The table has columns for Confirmation ID, Customer, Order #, Date, and Status.

Confirmation ID	Customer	Order #	Date	Status
3456789	Rio Tinto - TEST	3122944946	4 Dec 2023 10:44:52 AM	Acknowledged
	Rio Tinto - TEST	3000968878	4 Dec 2023 9:16:26 AM	Acknowledged
INV3029029941	Rio Tinto - TEST	3029029941	4 Dec 2023 8:47:20 AM	Acknowledged
PD Upgrade	Rio Tinto - TEST	3000969702	3 Dec 2023 11:21:28 PM	Acknowledged
PD Upgrade	Rio Tinto - TEST	3000969701	3 Dec 2023 11:15:33 PM	Acknowledged
INV3029029772	Rio Tinto - TEST	3029029772	1 Dec 2023 12:01:26 PM	Acknowledged

Need more help?

Complete training documentation can be found on the [Rio Tinto - Supplier Portals – SAP Business Network site](#).

If you have any further questions regarding transacting on the SAP Business Network, please visit the [Rio Tinto - Supplier Portals – SAP Business Network site](#) for dedicated support teams.