

Service Order Processing

How to **Confirm Child Items with Changes** on a **Service Order** in the SAP Business Network



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

“I am unable to fulfill specific requirements of a line item on a Service Order I have received, so I reject the child item”

Version Number	1.0
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[Click here for further context on the Service Order Processing Process](#)



Confirm Child Items with Changes on a Service Order(1/3)

1. From the SBN Home Page navigate to and click the **Orders** drop-down, then, click **Orders and Releases**
2. Click the **Order Number** to open the Purchase Order
3. Click **Create Order Confirmation** drop-down, then, click **Update Line Items**
4. Enter the **Confirmation Number**
5. Enter the **Estimated Delivery Date**
6. Scroll down to *Line Items* and click the **Confirm** radio button on the relevant line item
7. Click **Details**

Orders

Order Number	Customer	Amount	Date	Order Status	Amount Invoiced	Actions
3122945035	Rio Tinto - TEST	\$23935 CAD	Dec 11, 2023	New		...
3100252146	Rio Tinto - TEST	100000000 GNF	Dec 11, 2023	New		...

Purchase Order: 3122945035

Create Order Confirmation | Create Shipping Notice | Create Service Sheet | Create Invoice

Confirm Entire Order | **Update Line Items** | Reject Entire Order

Rio Tinto Alcan Inc
400-1190 Avenue des Canadiens-de-Montreal
Montreal QC H3B 0E3
Canada
Phone: +1 () 877-300-3110
Fax: +1 () 514-848-8116
Buyer ABN: 100119213RT0001

To: Rio Test Supplier AU
Test Address AU
Brisbane Victoria 4000
Australia
Phone:
Fax:
Email: kade.morton@sap.com

Purchase Order (New)
3122945035
Amount: \$23,935.00 CAD
Version: 1

Track Order

Order Confirmation Header

1 Update Item Status | 2 Review Confirmation

Confirmation #: * **987654RIO**

Associated Purchase Order #: 3122945035
Customer: Rio Tinto - TEST
Supplier Reference:

Shipping and Tax Information

Enter shipping and tax information at the line item level.

Est. Shipping Date: | Est. Shipping Cost: |
Est. Delivery Date: **11 Dec 2023** | Est. Tax Cost: |

Comments:

Line Items

Line #	Part #	Customer Part #	Revision Level	Type	Qty (Unit)	Need By	Unit Price	Subtotal	Customer Location
Schedule Lines									
<input type="radio"/> Unconfirm									
<input checked="" type="radio"/> Confirm									
<input type="radio"/> Reject - Please specify a reason:									
Confirm Based on Schedule Lines									

Details

Please Select

Confirm Child Items with Changes on a Service Order (2/3)

8. Enter the **Estimated Completion Date**
9. Enter the updated **Unit Price**
10. In the **Comments** section provide details relating to the unit price change
11. Click **Ok**
12. Repeat Steps 6 to 11 for all line items that are being changed
13. Click **Next** to review the **Order Confirmation** and ensure all the details are accurate



Note: Fields including Price Unit Quantity, Unit Conversion and Price Unit are greyed out and cannot be adjusted. Contact Rio Tinto to request a changed Purchase Order where items are incorrect

Line No.	Part No.	Customer Part No.	Qty	Unit	Need By	Ship By	Unit Price	Subtotal	Customer Location
30			1.0	SRV	21 Dec 2023		\$2,000.00 CAD	\$2,000.00 CAD	2636

Description: Test Service
New Order Status: 1.0 Confirm

8 Est. Completion Date: * 13 Dec 2023

9 Unit Price: \$2,000.00 CAD

Price Unit Quantity: * 1
Unit Conversion: * 1
Price Unit: * SRV

Supplier Part:
Auxiliary Part ID:
Manufacturer Part ID:
Manufacturer Name:

10 Comments: * Incorrect Price

Description: Test Service
Pricing Description:
Subtotal: \$2,000.00 CAD

11 OK Cancel

40 Service 1.0 (SRV) 21 Dec 2023 \$3,000.00 CAD \$3,000.00 CAD
Description: Test Service

12

Schedule Lines

Unconfirm
 Confirm
 Reject - Please specify a reason:

Details
Please Select

Confirm Based on Schedule Lines

13 Exit Next

Confirm Child Items with Changes on a Service Order (3/3)

14. Click **Submit**. You will be returned to the **Purchase Order Screen** where the order status will now indicate that the order has been **Partially Confirmed**

15. Click **Done**

Confirmation #: 87365442FDs
Supplier Reference:

1 Update Item Status

2 Review Confirmation

Line Items

Line #	Part #	Customer Part #	Revision Level	Type	Qty (Unit)	Need By	Unit Price	Subtotal	Customer Location
10	1621 4016 00	20281542		Material	30.0 (EA)	21 Dec 2023	\$270.50 CAD	\$8,115.00 CAD	
Description: POT ECHAPPEMENT:ATLASCOPE:1623198700									
Schedule Lines									
Current Order Status:									
30.0 Unconfirmed									
40				Service	1.0 (SRV)	21 Dec 2023	\$3,000.00 CAD	\$3,000.00 CAD	
Description: Test Service									
Schedule Lines									
Current Order Status:									
1.0 Unconfirmed									

14 Submit

SAP Business Network Enterprise Account

Purchase Order: 3122945035

15 Done

Create Order Confirmation Create Ship Notice Create Service Sheet Create Invoice

Order Detail Order History

From:
Rio Tinto Alcan Inc
400-1190 Avenue des Canadiens-de-Montreal
Montreal QC H3B 0E3
Canada
Phone: +1 () 877-300-3110
Fax: +1 () 514-949-8116
Buyer ABN: 100119213RT0001

To:
Rio Test Supplier AU
Test Address AU
Brisbane Victoria 4000
Australia
Phone:
Fax:
Email: kade.morton@sap.com

Purchase Order
(Partially Confirmed)
3122945035
Amount: \$23,935.00 CAD
Version: 1

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.