

Service Order Processing

How to Create a Planned Service Order Confirmation Variation in the SAP Business Network



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

“There have been adjustments to the scope of the service for items on an originally agreed-upon service order, so I create a planned service order confirmation variation”

Version Number	1.0
-----------------------	-----

Note: This process is also applicable for Evaluated Receipt Settlement (ERS) Service Purchase Orders

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

Planned Service Order Confirmation Variation (1/2)

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 the **Create Order Confirmation** drop-down, then, click **Update Line Items**
4. Enter the **Confirmation Number**
5. Enter the **Estimated Completion Date**



Note: This process is applicable only to orders with a **New Order Status**

SAP Business Network - Enterprise Account

Home Enablement Discovery Workben Orders Invoices Payments Catalogs Reports Messages Assessments Create

Orders

Order Number	Customer	Amount	Date	Order Status	Amount Invoiced	Actions
3100252060	Rio Tinto - TEST	\$15 AUD	Nov 21, 2023	New		...
3122944947	Rio Tinto - TEST	\$26971.75 USD	Nov 21, 2023	New	\$26106.35 USD	...

Purchase Order: 3122944947

Create Order Confirmation

Confirm Entire Order

Update Line Items

Reject Entire Order

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

Purchase Order (New)
3122944947
Amount: \$26,971.75 USD
Version: 1

SAP Business Network - Enterprise Account

Confirming PO

Update Item Status

Order Confirmation Header

Confirmation #: 123456789AAA

Associated Purchase Order #: 3122944947
Customer: Rio Tinto - TEST
Supplier Reference:

Shipping and Tax Information

Est. Completion Date: 22 Nov 2023

Est. Tax Cost:

Planned Service Order Confirmation Variation (2/2)

- Under **Schedule Lines**, select the required action by clicking on the relevant *radio button*
- Click **Next** to review the **Order Confirmation** and ensure all the details are accurate
- Click **Submit**. You will be returned to the **Purchase Order screen** where the order status will now indicate that the order has been **Confirmed**
- Click **Done**



Note: Unconfirm - indicates this item has not been confirmed

Confirm - item is confirmed, use details to provide Rio Tinto with price or part number notifications/changes

Reject - item is not provided by your business. Select the *rejection reason* from the *drop-down menu*

Line Items

Line #	Customer Part #	Revision Level	Type	Qty (Unit)	Need By	Unit Price	Subtotal	Customer Location
10			Service	1.0 (SRV)	12 Jun 2024	\$26,971.75 USD	\$26,971.75 USD	

Description: Cape Lamb Fast Start Implementation

Schedule Lines

6 Unconfirm
 Confirm
 Reject - Please specify a reason:

Details

Please Select

- Please Select
- Incorrect Delivery Date
- Incorrect Description
- Incorrect Price
- Incorrect Quantity
- Incorrect Stock/Part Number
- Incorrect UOM
- Unable to Supply Item
- Other

Confirm All

Exit **7 Next**

Confirmation Update

Confirmation #: 3456789123
 Supplier Reference:

Line Items

Line #	Part #	Customer Part #	Revision Level	Type	Qty (Unit)	Need By	Unit Price	Subtotal	Customer Location
10				Service	1.0 (SRV)	12 Jun 2024	\$26,971.75 USD	\$26,971.75 USD	

Description: Cape Lamb Fast Start Implementation

Schedule Lines

Current Order Status:
 1.0 Confirmed With New Date (Estimated Completion Date: 1 Dec 2023)

8 **Submit** Exit

Purchase Order: 3122944956

Create Order Confirmation Create Ship Notice Create Service Sheet Create Invoice

Order Detail Order History

From:
 Pilbara Iron Co Serv P/L
 152 St Georges Terrace
 Perth WA 6000
 Australia
 Phone: +61 () 08 9327 2327
 Fax: +61 () 08 9327 2346
 Buyer ABN: 35107210248

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

Purchase Order (Confirmed)
 3122944956
 Amount: \$26,971.75 USD
 Version: 1

9 **Done**

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.