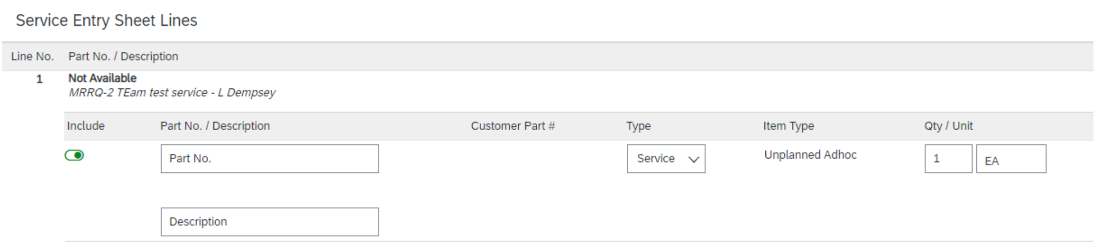
How to Create Service Entry Sheets, Invoices and Credit Memos

Quick reference guide

Step	Instruction
TIP	This guide covers the creation of multiple types of invoices, credit memos and service entry sheets. To create a: • Service Entry Sheet see steps 1-25 • Invoice see steps 26-43 • Contract Invoice see steps 44-54 • Credit Memo see steps 55-66
Service Entry Sheet	
1	Click on the **Workbench** tab
2	Click on the **Orders** tile
3	Click the **PO number**
4	Select the line you want to invoice against
5	Click **Create Service Sheet**
6	Input the **Service Sheet number**, must be unique
TIP	Start the Service Sheet number with 'SS' to help identify it in your documents area
7	The **Service Sheet Date** will be auto populated with the current date
8	Input **Service Description**
9	Select the **Service start date** and **Service end date**
10	(Optional) Select the 'Tick Box' to copy the service start and end dates to the service line items
11	(Optional) Scroll down and click **Add Comments** and/or **Add Attachments**
TIP	You can only add attachments to service sheets at the header level.
12	Scroll down to the **Service Entry Sheet Lines**
13	Click **Add**
14	Select **Unplanned item**
TIP	If you have access, you can add items from your customer's catalogue.
15	Enter Purchase Order number/Line Item in **Part Number** field (upper box)

Step	Instruction
16	Enter Service Period and Description of Service in the **Description** field (lower box)
TIP	
17	Select either: **Service** or **Material**
18	Input **Quantity**
19	Input **Unit of measure** as EA (each)
TIP	Use the search feature, if entered incorrectly you do not get an error message, but it will be rejected later in the process.
20	Input **Unit Price**
21	(Optional) Edit the **service period start** and **end dates**
22	(Optional) Add **comments** for the line
TIP	If you click **Update** you can see any missing fields still required or any errors needing correction.
23	Click **Next**
24	Review and click **Submit**
25	Click **Exit service sheet creation**
TIP	The Ariba Network sends the service sheet to your customer. You can view it via **Fulfillment** and **Service Sheets** or under **Related Documents** when viewing the associated purchase order. The status of a service line in a purchase order is set to **Serviced** once you create service sheets against it up to the subtotal amount. You can continue to submit service sheets until the maximum value of the order is reached. You can only invoice after a service sheet has been approved by the customer.
TIP	If you need to cancel the service entry sheet, if there is no Cancel button, you will have to contact your customer and request they manually reject the service sheet. Once rejected, you can edit and resubmit.

Step	Instruction
Create Invoice	
26	Click the **Workbench** tab
27	Click the **Orders** tile
28	Click the required **PO number**
29	Click **Create Invoice** and select **Standard Invoice**
TIP	If the **Create Invoice** option is not available contact the requisitioner as a goods receipt needs to be completed before you can invoice.
Header Section	
30	Enter an **Invoice Number**, must be unique
31	Enter the **Invoice Date**
32	(Optional) Enter **header-level taxes**.
TIP	GST is not added by default, a supplier needs to add 5% GST to the **taxes** field during invoicing.
TIP	You can do this at the header or line-item level.
33	(Optional) Enter head-level shipping information. Click **View/Edit Addresses**
TIP	You can do this at the header or line-item level.
34	View **Payment Terms**
35	(Optional) In **Additional Fields** add and edit account numbers, customer references, service dates and address
36	(Optional) Click **Add to Header** and add shipping cost, special handling, discounts, comments, and attachments
37	(Optional) In **Additional Information** enter other customer information requirements
Line-Item Section	
38	In the **Include** column select the lines to include/exclude
39	(Optional) Amend the **quantity**

Step	Instruction
TIP	The values displayed are the amounts available to invoice based on any other previous invoices. You can amend the quantity but not the unit price value.
40	(Optional) To **add tax**, select the line, select tax from line item menu, select the tax rate
TIP	GST is not added by default, a supplier needs to add 5% GST to the **taxes** field during invoicing.
41	(Optional) Use the **line item menu** to add special handling, discount, comments and attachments
TIP	The Government of Jersey does not allow suppliers to add additional line items to the invoice. Contact the requisitioner and request the purchase order be updated.
42	Click **Next**
43	Review and click **Submit**
TIP	The invoice number displays on the purchase order under the **related document** section. Sent invoices can be viewed on invoice tiles in the Workbench.
Contract Invoice	
TIP	You create a Contract-based Invoice if you have a Contract number from your customer.
44	Click **Create** and select **Contract Invoice** from the upper-right of the home page
45	Select the radio button next to your customer
TIP	Only customers who accept contract invoices will appear.
46	Click **Next**
47	Select the business unit address
48	Click **Next**
49	On the invoice, **search** for the contract
50	Click **Select** to select the contract
51	In the **Invoice Header** section, click **Header Actions** to enter tax, shipping, special handling, discount, comments, and attachments
52	In the **Line Items** section, click **Line-Item Actions** and add catalogue or non-catalog items
53	Click **Next**

Step	Instruction
54	Review and click **Submit**
TIP	The invoice number displays on the purchase order under the **related document** section. Sent invoices can be viewed on invoice tiles in the Workbench.
Credit Memo	
55	Click the **Workbench** tab
56	Click the **Orders** tile
57	Click the **PO number**
58	Click **Create Invoice** and select **Credit Memo** for a header level credit memo.
59	Enter the **invoice number**
60	(Optional) Input **comments**
61	Scroll down to the **Adjustment** section
62	In the **Adjustment in Subtotal** field input the credit amount in negative numbers
63	(Optional) Click **Create tax** and add the relevant tax
64	(Optional) Make negative adjustments for any special handling and shipping as necessary
65	Click **Next** and review the credit memo
66	Click **Submit**
TIP	The credit number displays on the purchase order under the **related document** section. Sent credit memos can be viewed on invoice tiles in the Workbench.
End	The required service entry sheet, invoice and credit memo has been created.