

If you see your Service Order in Ariba as per below screenshot - there's total value in the main line but no value in the item details line, please follow steps to enable your submission of service claims.

⚠ Invoicing is not possible for one or more line items. Click on the line item's warning icon to find out why.

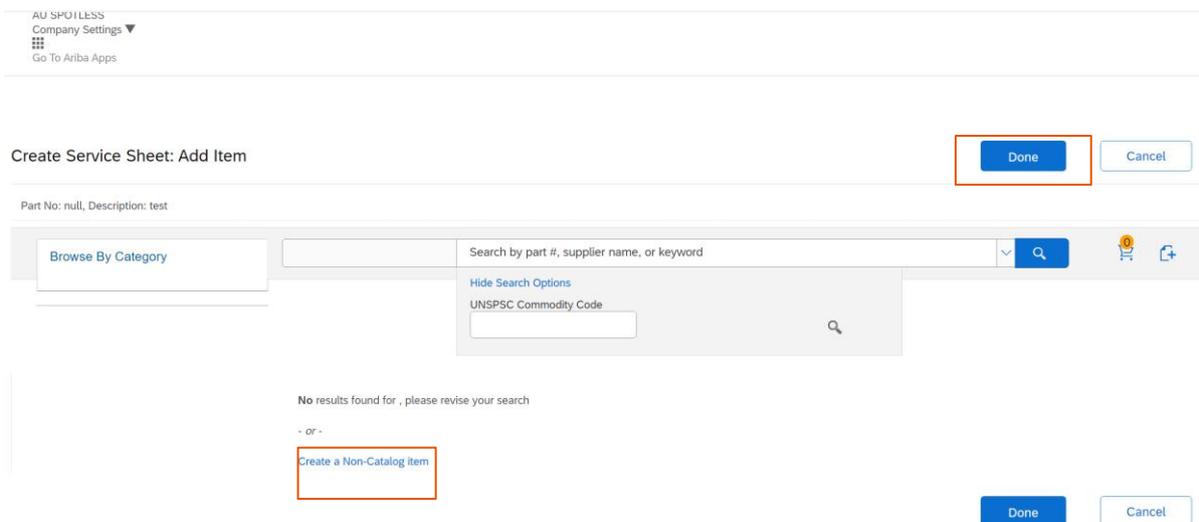
Line #	No. Schedule Lines	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Unit Price	Subtotal	Tax	Customer Location	Storage Location
10	1			Service				3 May 2024				BE11	
Description: [REDACTED]				Invoicing not possible									
10.10				Service			0.0		\$0.00 AUD	\$0.00 AUD	\$0.00 AUD	BE11	
Description:													

**Step 1** - Create Service Sheet or Create Invoice as per normal.

**Step 2** - as per the below screenshot, click on the “add/update” and select “contract/catalog item”.



**Step 3** - as per the below screenshot, select “Create a Non-Catalog item”



**Step 4** - as per the below screenshot, fill the required details and click on “save” button

**Note: Make sure to update Quantity as per invoice value and price as \$1.00. E.g: Invoice value before tax AUD\$27,000. Quantity: 27,000 & Price is \$1.00.**

Messages  
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AU SPOTLESS  
Company Settings  
Go To Ariba Apps

Test Site

Create Service Sheet: Add Non-Catalog Item

Full Description: service item details

Commodity Code: Paving equipment

Quantity: 100

Unit of Measure: each

Price: 1.00 AUD

Amount: \$100.00 AUD

Update Amount

Supplier Information

Supplier Part Number:

Save Cancel

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**Step 5** - as per the below screenshot, click on the “current cart” button and select “review cart”

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Test Site

Create Service Sheet: Add Item

Part No: null, Description: test

Browse By Category

Search by part #, supplier name, or keyword

Hide Search Options

UNSPSC Commodity Code

No results found for , please revise your search

- or -

Create a Non-Catalog Item

Catalog Items (1)

service item details

1 x \$100.00 AUD

Review Cart

Done Cancel

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**Step 5** - As per the below screenshot make sure the account category and the respective accounting information (GL account, Cost centre .etc)is populated as per the PO and click on “Done” button.

**Step 6** – Ensure the line item with planned \$0.00 is deleted.

Tick the box where line is with 0.00 Planned value, and hit delete button

**Step 7** - Continue the steps (Hit Next button) until Submit button is available to submit the invoice or SES.

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Create Service Sheet: Edit Items Add Item Done

Line Items Show Details

No.	Supplier Part #	Description	Qty	Unit	Price	Amount
10.1		service item details	1	each	\$100.00 AUD	\$100.00 AUD

Commodity Code: \* Paving equipment

Full Description: \* service item details

Purch Orig: (no value)

Line Item Text:

Account Category: \* K (Cost center)

GL Account: 620000 (EXPMAC Consumables)

Cost Center: 4072312 (SF MM-Flid mtce O\_H) \$100.00 AUD

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