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.

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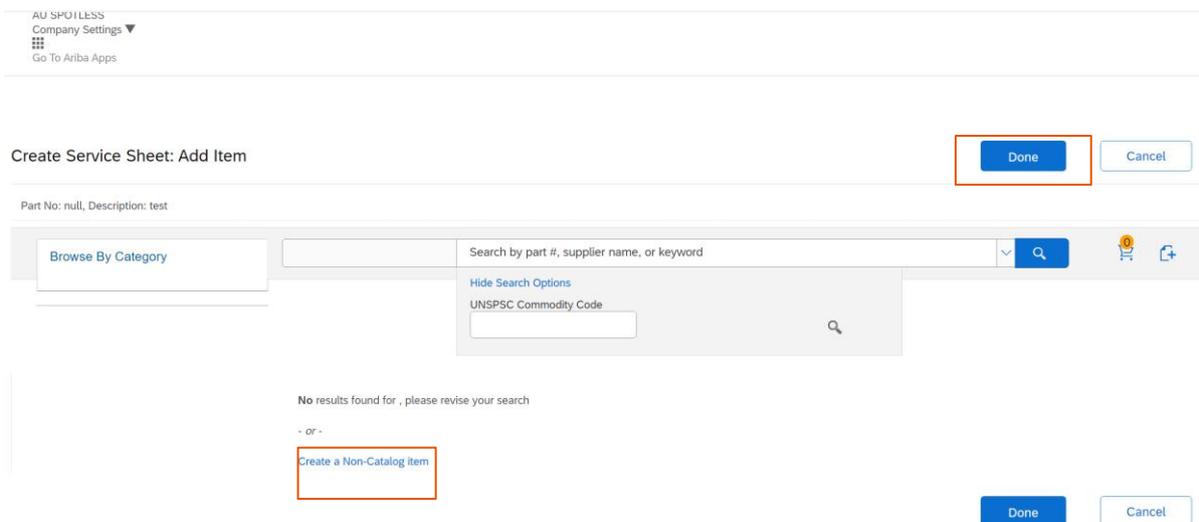
Step 4 - as per the below screenshot, fill the required details and click on "save" button

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.

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

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 the invoice or SES.

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