Services Procurement: Order Management

Supplier Standard Training



Agenda



- Welcome to the Services Procurement: Order Management Supplier Standard Training
- This training session will cover the following topics:
- Introduction
 - ✓ Session Objectives
 - ✓ Overview
- Login and Overview
- Reviewing, Accepting or Rejecting a Purchase Order
- Creating a Service Entry Sheet
- Invoicing
- Additional Resources and Information

Session Objectives



This session will cover some features and functionalities of the Order Management system for a standard Services Procurement cycle

It will provide you with step-by-step instructions on processing Purchase Orders, Service Entry Sheets and Invoices

At the end of this
Training tutorial,
you will be able to
retrieve, review,
and respond to
Purchase Orders via
the Order
Management tool.

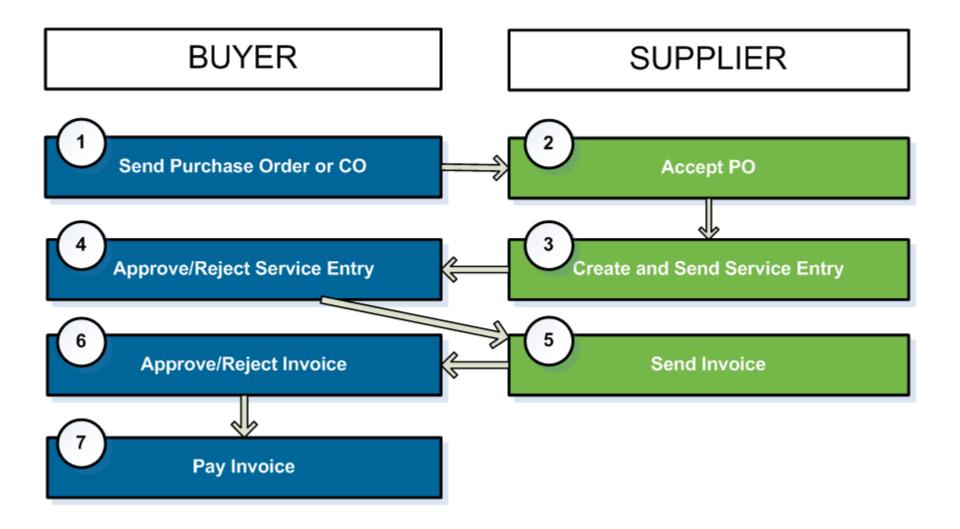
Overview



- Hubwoo provides The Business Network to help you and your customers to automate the ordering and invoicing business processes to decrease your days sales outstanding.
- For all transactions from Buyer received through the Hubwoo Portal, the responses and subsequent transactions must also be through the Hubwoo Portal.
- Order Management is a dynamic tool that is compatible to many business processes. This training will cover the Services Procurement cycle using Order Management to illustrate its functionality in action.
- Please note: Hubwoo's Order Management system is dynamic and has been configured to support a Buyer's individual requirements, as well as, regional order management regulatory requirements. Your interaction with Order Management may differ between clients and/or regions.

Document Workflow





Overview



3-step process

1. Review, Accept, or Reject PO



2. Create Service Entry Sheet (SES)



3. Submit electronic invoice (e-invoice)

Step 1: After the Buyer sends an Order to the Supplier's Order Management Tool, the Supplier responds by sending a POR (Accept or Reject). *POR is not mandatory for Limit Orders. This is a buyer dependent setting.*

Step 2: The supplier then creates a Service Entry Sheet (SES) from a PO. Suppliers can create more than one SES from a single PO.

Step 3: The supplier then submits an Invoice from the approved SES to the Buyer via the Order Management tool.

SES is created based on the PO or the latest CO. If SES configuration is enabled, all PO/CO are flipped into SES first and go through a predefined work flow before the Invoice creation.

Document Route PO / CO SES SESR Invoice

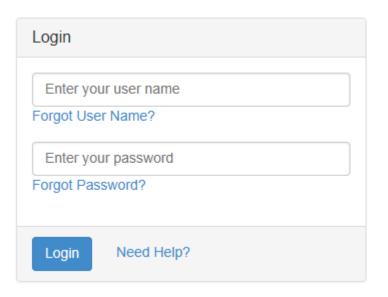


Login and Overview

Login Page



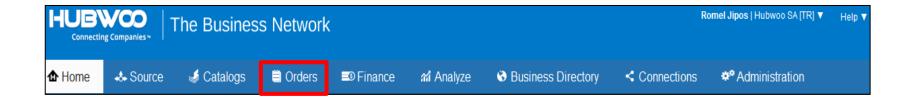
- You will receive an e-mail from <u>customercare@hubwoo.com</u> with your Login credentials. Make sure you are connected to the internet, and click on the link provided in the email, or go to https://portal.hubwoo.com
- Then enter your User Name and Password, and click on Login.



Landing Page



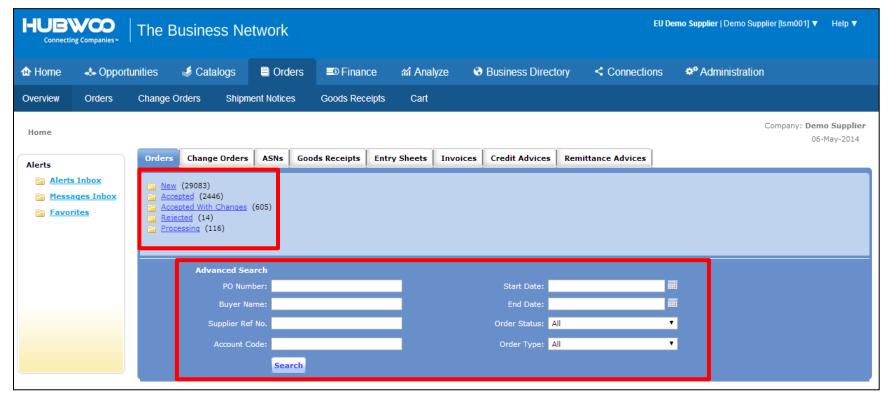
 To use the Order Management tool you can click on Orders Tab from the Menu Bar.



Order Page



 After you have Clicked on Orders from either option the following screen will appear.

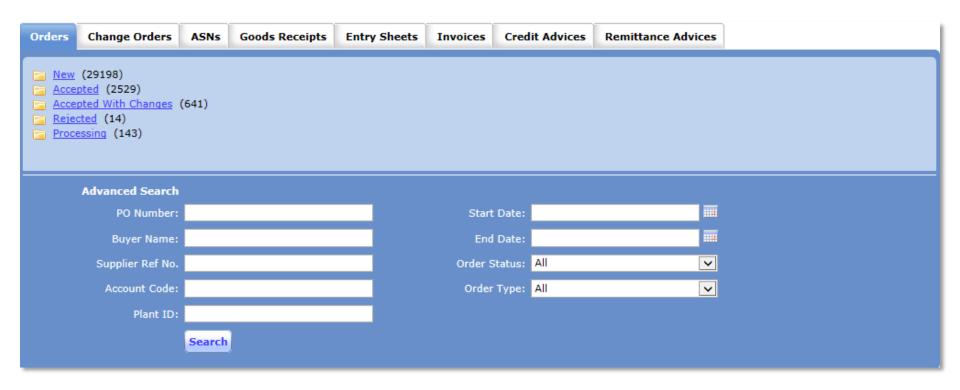


 Search provides the capability to look for a particular PO, by PO number, Supplier Reference number, Start and End Date, Status, or Account Code.

Folders



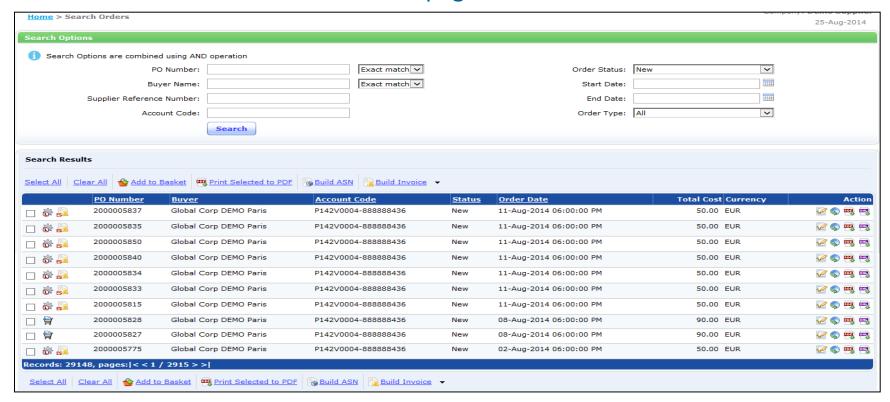
As New Orders are delivered, they are posted in the New Order folder.
 Click on New Orders to view these orders.



Search Orders



• Various search criteria may be entered at the top of the page to locate a specific PO. Page numbers or arrows at the bottom of the page may also be used to scroll or select pages.



Icons



 POs can be identified by the PO number, Buyer, Account Code and Order Date. To the right are the Action icons which are related to the PO and will be reviewed in detail in this presentation.

Search Results												
Select All Clear All dear dear												
	PO Number	<u>Buyer</u>	Account Code	<u>Status</u>	<u>Order Date</u>	Total Cost Currency	Action					
□ 👸 👼	2000005837	Global Corp DEMO Paris	P142V0004-888888436	New	11-Aug-2014 06:00:00 PM	50.00 EUR	V 🔊 🖷 🖷					
□ 👸 👼	2000005835	Global Corp DEMO Paris	P142V0004-888888436	New	11-Aug-2014 06:00:00 PM	50.00 EUR	V 🔊 🖷 🖷					
□ 👸 👼	2000005850	Global Corp DEMO Paris	P142V0004-888888436	New	11-Aug-2014 06:00:00 PM	50.00 EUR	V 🔊 🖷 🖷					
□ 👸 👼	2000005840	Global Corp DEMO Paris	P142V0004-888888436	New	11-Aug-2014 06:00:00 PM	50.00 EUR	V 🔊 🖷 🖷					
□ 👸 👼	2000005834	Global Corp DEMO Paris	P142V0004-888888436	New	11-Aug-2014 06:00:00 PM	50.00 EUR	V 🔊 🖷 🖷					
☐ 👸 👼	2000005833	Global Corp DEMO Paris	P142V0004-888888436	New	11-Aug-2014 06:00:00 PM	50.00 EUR	V 🔊 🖷 🖷					
□ 👸 👼	2000005815	Global Corp DEMO Paris	P142V0004-888888436	New	11-Aug-2014 06:00:00 PM	50.00 EUR	V 🔊 🖷 🖷					
	2000005828	Global Corp DEMO Paris	P142V0004-888888436	New	08-Aug-2014 06:00:00 PM	90.00 EUR	V 🔊 🖷 🖷					
	2000005827	Global Corp DEMO Paris	P142V0004-888888436	New	08-Aug-2014 06:00:00 PM	90.00 EUR	V 🔊 🖷 🖷					



Review and Accept a PO

Review and Accept a PO



3 Main Steps for the Supplier



Quick Steps – Review and Accept PO



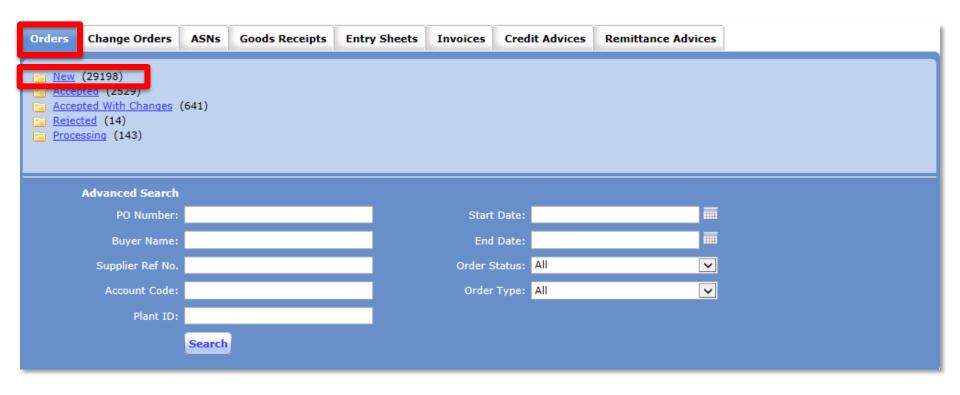
Open the PO

Enter Supplier Ref. No. Click Save and Send

Review and Accept PO



- 1. Open the PO
 - On Orders Tab click on the New Folder.



Review and Accept PO







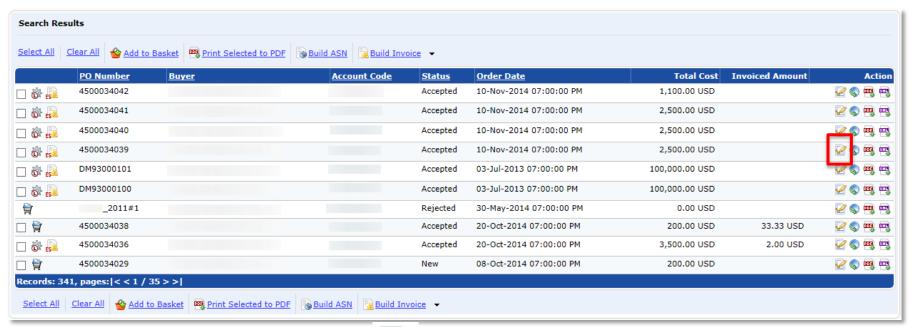
:Icons to identify Services PO. The second icon suggests that a **Service Entry Sheet** can be created.



🗎 : Icon to identify a Material PO



: Icon to indicate attachments are available in the PO



On 'Action' column, Click **'** to 'Open PO'



Quick Steps – Review and Accept PO



- Enter 'Supplier Ref. No'
 - "Supplier-Determined" internal control number (e.g. job number, quotation number, etc.)



Quick Steps - Review and Accept PO



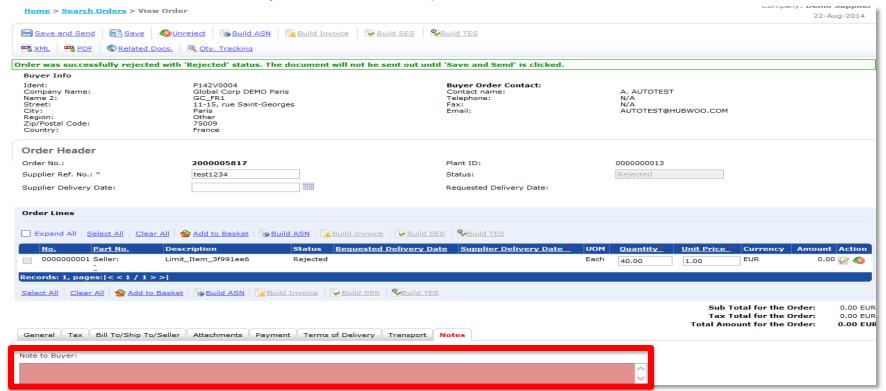
3. Click Save and Send







 Click Reject if PO cannot be accepted (e.g. amount not enough, cannot fulfill requested service)



 In case of rejection the reason must be entered in the "Note to Buyer" fields (tab "Notes").

Highlights of this chapter



- PO: Purchase Order
 - The request for goods or services (Some buyer might call the Service PO: "Call-Off")
 - Created by buyer and sent to supplier through Hubwoo
- Supplier Reference Number:
 - "Supplier-Determined" internal control number (e.g. job number, quotation number, etc.)
- Service should be performed within PO validity period
- Requested services should be within the contract provisions
- Contact your Buyer Representative for any PO issues (e.g. insufficient funds, validity period incorrect, need additional information about the PO, etc).
- Attachments can be sent by Buyer & and are available in the PO (Attachments tab
- Note To Buyer visible in the Notes tab.



Creating a Service Entry Sheet



3-step process



Overview



- A Service Entry Sheet or Field Ticket is a detailed description of the services performed based on a Purchase Order. Those documents are used to get an approval from the customer on the performed services, so that those can be invoiced.
- SES stands for Service entry sheet
- Customers use the SES to break down the cost of sales into several components (i.e. raw materials, labor costs) of the PO Amount



- Create an SES for Orders marked with the () icon
- SES is created from a single PO. If the PO line contains sub-lines then sub-lines are also flipped into the ES
- Supplier Company needs to be setup to be able to use SES. All requests from the Buyer company will be sent to the Onboarding Team.





1 Open Approved PO

2 Build SES Select SES line items from catalog

3

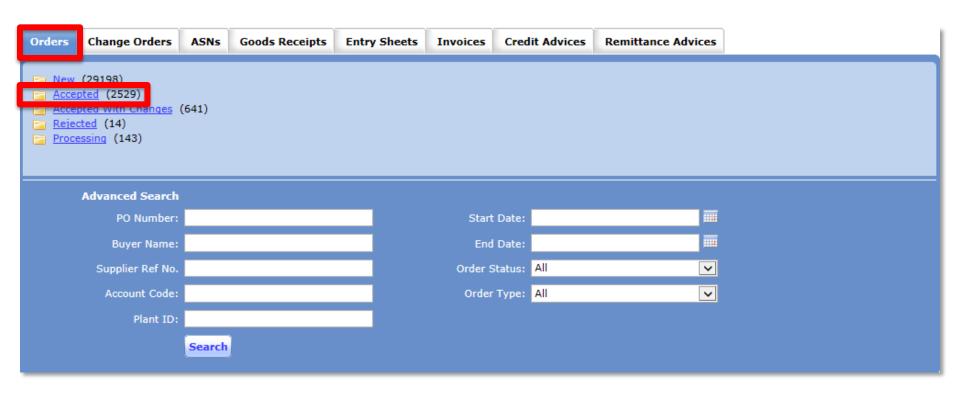
Attach invoice and supporting documents

5 Click Save and Send

Check SES Status

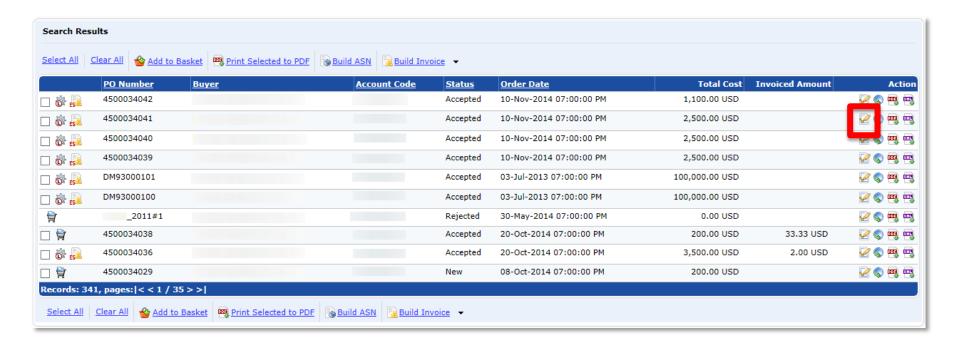


- 1. Open Accepted PO
 - Go to 'Orders' tab,
 - Click 'Accepted' folder





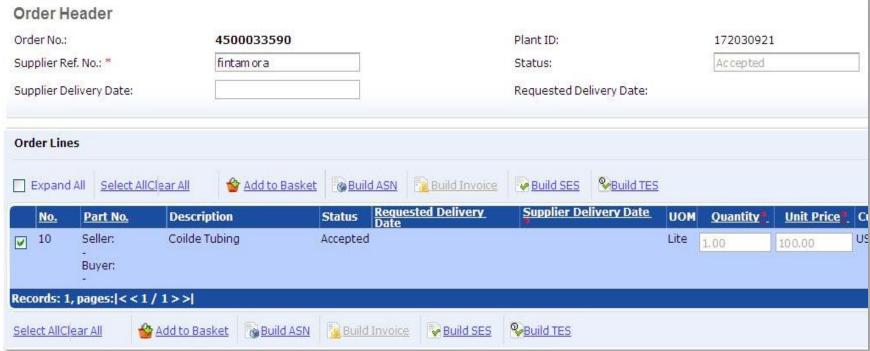






2. Build SES

- Tick PO Item checkbox
- Click Build SES



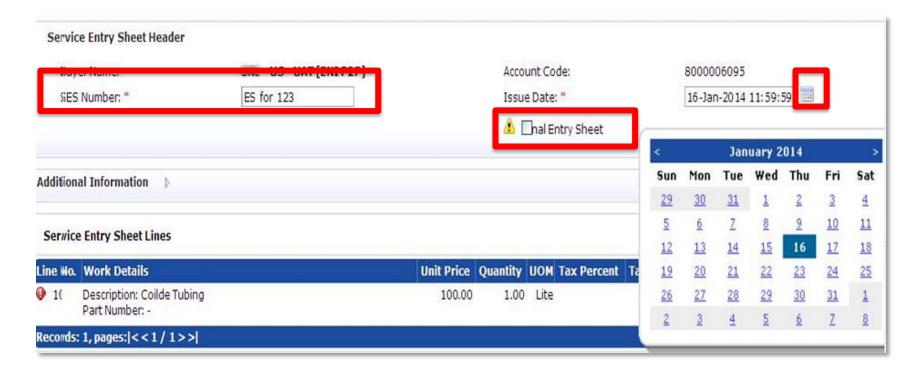
Service PO can have several Items:

Select only one item to create the SES.

Multi PO item SES will be automatically rejected by Buyer



- Enter "SES Number" (Internal Field ticket Number)
- Enter "Issue Date" (Field Ticket Issue Date) click on Calendar
- If the SES you are entering will be the last one related to the scope of work covered by the particular PO, please mark as "Final Entry Sheet"



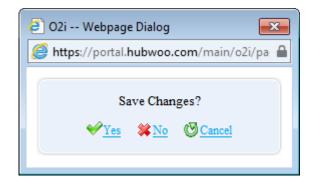




- Click View Entry Sheet Line
- Save Changes click



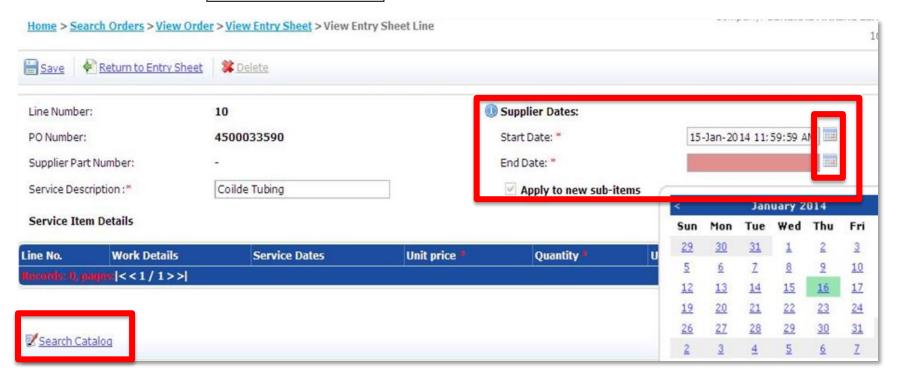
Service Entry Sheet Lines											
Line No.	Work Details	Unit Price	Quantity	UOM	Tax Percent	Tax Total	Amount	Available Amount	Action		
10	Description: Demo Service HW Part Number: -	100,000.00	1.00	Lite		0.00	1.00	99,999.00	₩		





- 3. Select SES items from catalog
 - Calendar) date Enter Supplier Start and End Date (click on range services are provided





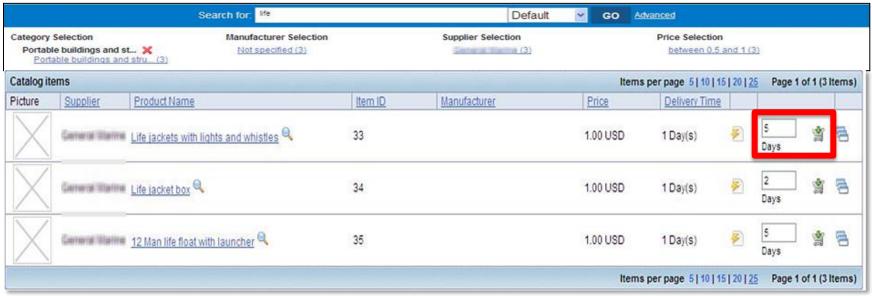


Select item(s) from the 'Category Selection" or use Search function





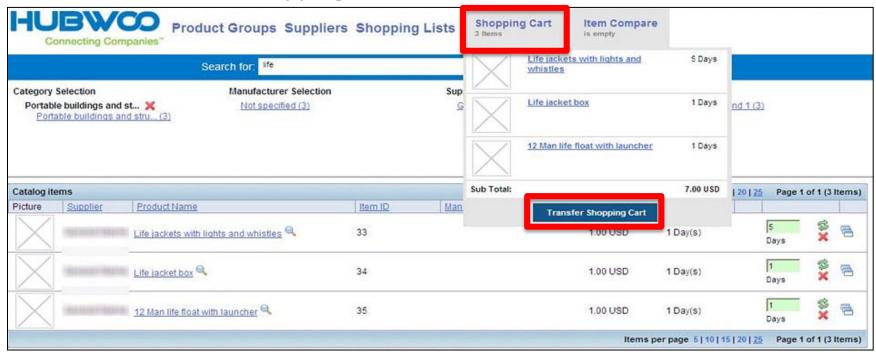
- Enter item Quantity and click (Add to Cart')
- Do not enter fractional quantity at this point, see previous slide.



- Use "Misc Services" primarily for tax, transportation and miscellaneous 3rd party charges
- Use "Misc Goods" for minor items associated with primary goods/services acquired
- If item is missing in the catalog or price is incorrect, please contact your buyer



- When done entering all invoice items, hover mouse to 'Shopping Cart'
- Validate Sub Total Amount is correct
- Click 'Transfer Shopping Cart'

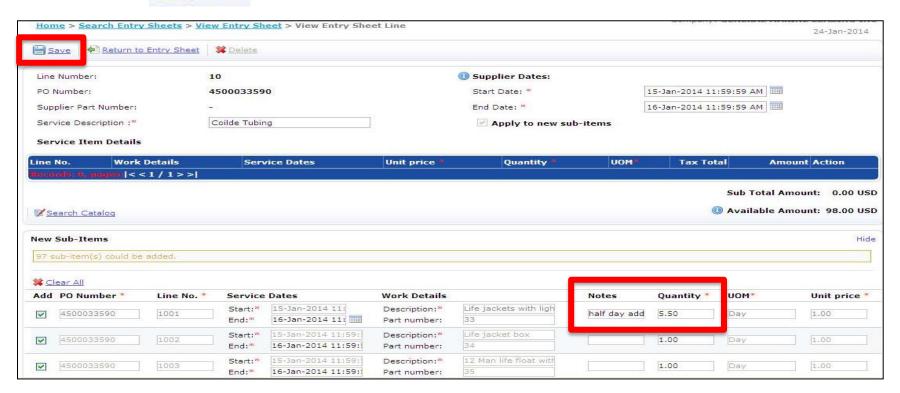


Note: User can create shopping lists to create favorites for future use, especially if the same service is provided for multiple PO's within months. For more details see section *Shopping Lists*





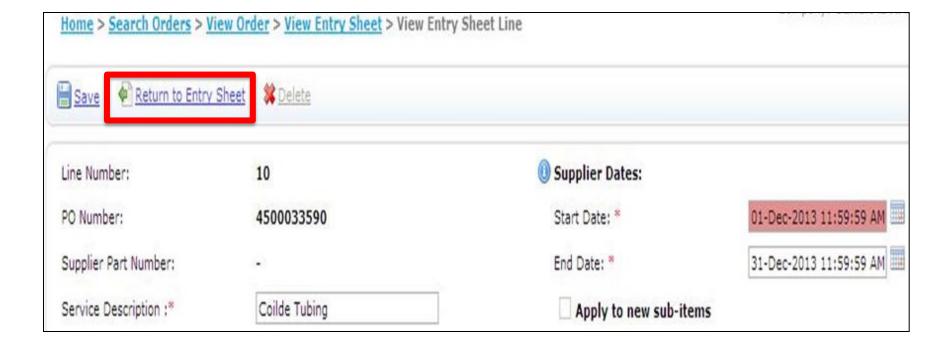
- Validate line items, enter item notes, and change quantity if necessary
- Limit fractional quantity to 2 decimal places
- Click Save





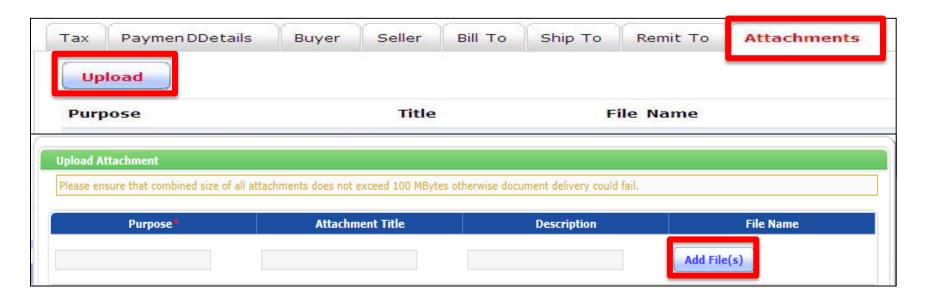


Click Return to Entry Sheet





- 4. Attach Invoice and supporting documents
 - Click "Attachments" tab. Limit of attachment size is 25MB
 - Click "Upload"
 - Click "Add File(s)"





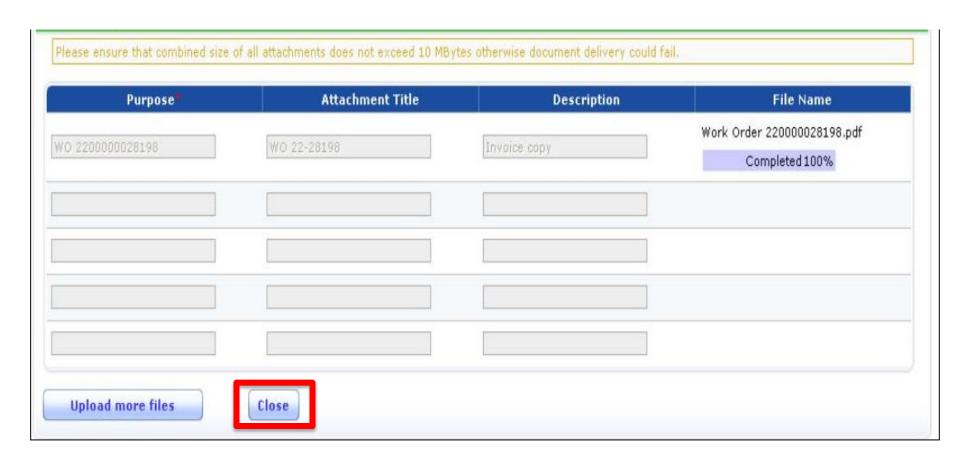


- Enter text in "Purpose" field
- Click Upload





• Click Close





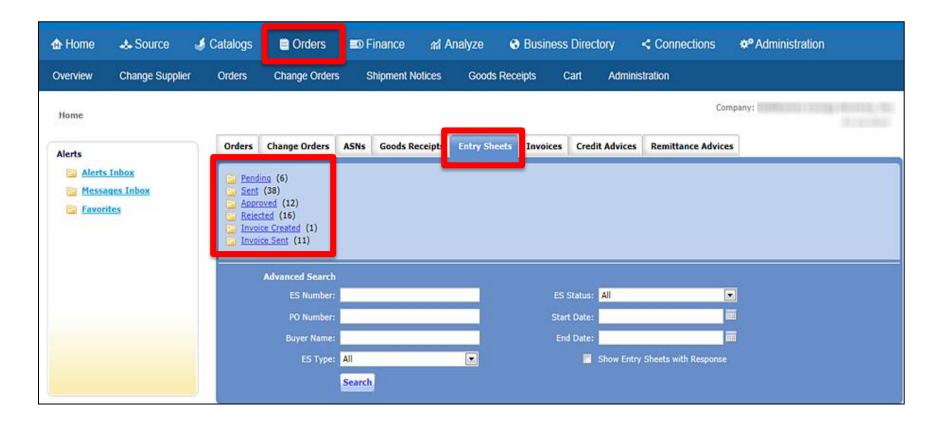
5. Click Save and Send





6. Check SES status

- Click 'Entry Sheets' tab
- SES are grouped per status



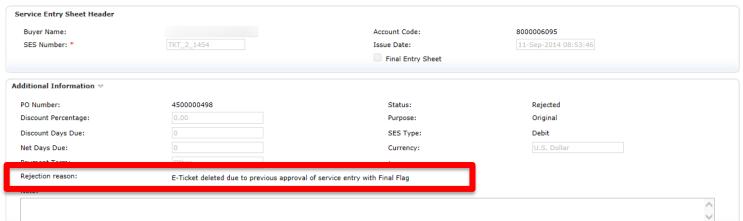




 In case of rejection, the reason is displayed on the Response Note column and when clicking on "ES response history"



It's also available in the SES details



Highlights of this chapter



- SES Service Entry Sheet
 - Detail of services provided
 - Supporting documentation scanned into system & attached to SES in Hubwoo
 - Created and submitted by supplier in Hubwoo for routing to Buyer contract manager who will review, confirm & approve services provided
- SES Number
 - Same as your internal field ticket number
- SES Issue Date
 - Same as your internal field ticket date
- SES Supplier Start and End Date
 - Range of date services are provided

Points to remember on SES



- Submit SES after services/goods are delivered
- SES Number = internal field ticket number
- Issue Date = internal field ticket issue date
- If the SES you are entering will be the last one related to the scope of work covered by the particular PO, please mark as "Final Entry Sheet" (checkbox in SES screen, see slide).
- Catalog Price list is based on the price list contained in the contract
 - If item is not in the catalog or price is not correct, contact Buyer Support (reference Slide 50 for contact details)
- For some buyers tax needs to be entered under 'Misc Services' or 'Tax' item in the catalog price list and not using 'TAX' tab. (Contact Buyer Support)

Points to remember on SES



- Your internally created "paper" invoice must match the Hubwoo SES total amount. There is no tolerance amount in the system.
 - When rounding issue occurs, enter the balance amount as 'Misc Services' or 'Misc Goods'
 - To avoid rounding issue, the preferred method is to round the quantity to 2 decimal places.
 - If your internally created "paper" invoice does not match the approved SES amount, the SES and Invoice will be rejected.
- If SES is rejected, rejection reason is available in the SES details (Additional Information)
- Submit only SES linked to only one PO item, or else it will be automatically rejected.

Points to remember on SES



- You may enter multiple SES's per PO with the following conditions:
 - "1" SES = "1" Invoice Each SES entered against a PO must be converted to an Invoice and the supplier internally generated invoice must be attached and match the SES for each one.
 - Sufficient funds remain on the PO to cover the additional SES. The supplier has the ability to see the remaining funds for a PO in Hubwoo. Therefore, if you want to process an SES for \$100 but only \$75 remains on the PO, the SES should not be submitted as it will not be processed. In this case, please contact your Buyer representative so that an additional PO can be issued.
- Supplier comment/Note can be entered "Additional Information", "Note" section.

Points to Remember on SES



- Depending on buyer requirement, the supplier might have to accept PO issued by buyer before creating the SES
- The SES is approved or rejected by the buyer
 - If approved, the supplier can then create an invoice from the SES
 - If rejected, the supplier must create another (corrected) SES
 - Rejection reason is available to the supplier
- **DO NOT** submit hard copy invoices for work authorized via a PO created & accepted in Hubwoo; the invoice created will be electronic based on the approved SES. Supplier internally created "paper" invoice will be uploaded into Hubwoo upon converting the SES to an electronic invoice.



Invoicing



3-step process



Quick Steps – Submit Invoice



Open
Approved
SES

Enter Invoice Number

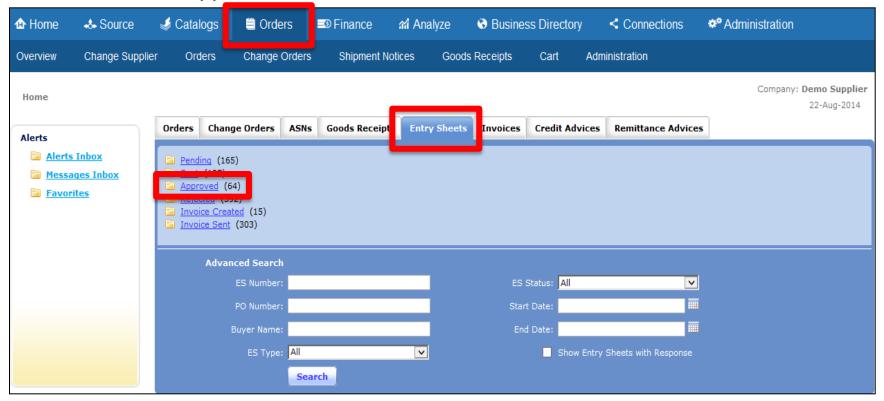
Attach invoice copy

Click Save and Send

Check Invoice Status

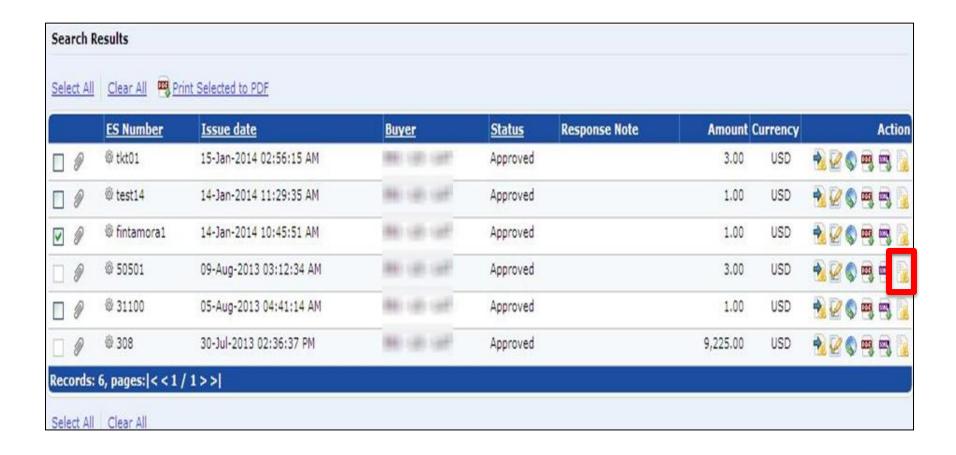


- Open Approved SES
 - Click 'Entry Sheets' tab
 - Click 'Approved' folder



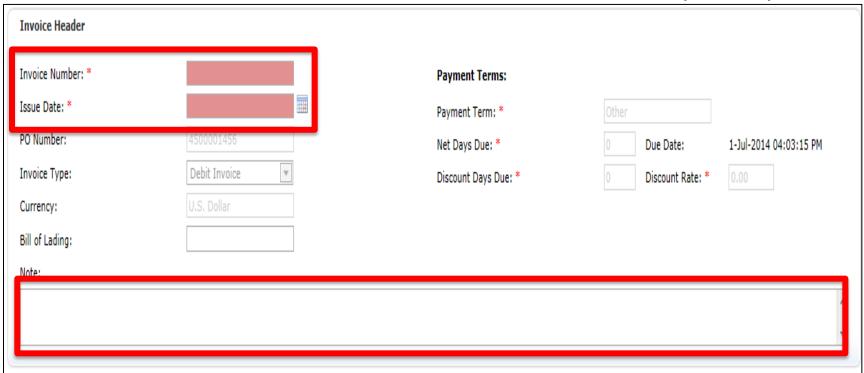


Click 'Create Invoice from ES'





- 2. Enter Invoice number and Issue Date
 - Issue Date must be entered
 - "Note" field can be use to submit comment back to your Buyer.

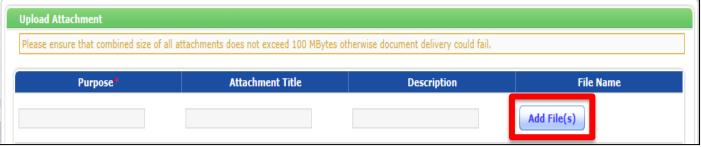


Quick Steps - Submit Invoice



- 2. Attach Invoice copy
 - Click 'Attachments' tab
 - Click 'Upload'
 - Click 'Add Files'

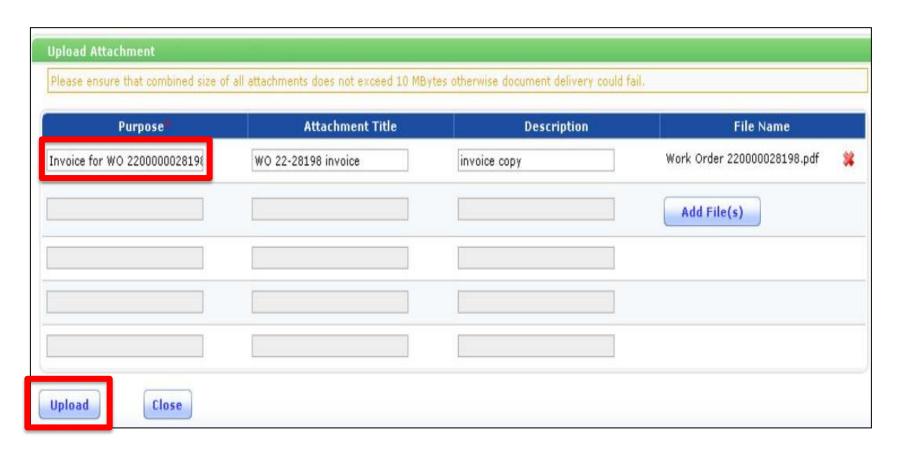








- Enter 'Purpose' text description
- Click Upload







• Click Close

Purpose	Attachment Title	Description	File Name
WO 2200000028198	WO 22-28198	Invoice copy	Work Order 220000028198.pdf Completed 100%

Quick Steps – Submit Invoice



3. Click Save and Send

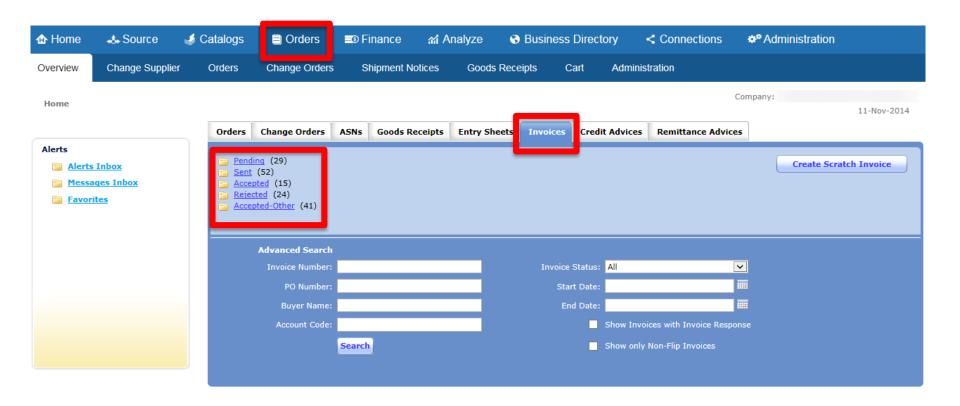


Quick Steps - Submit Invoice



4. Check Invoice status

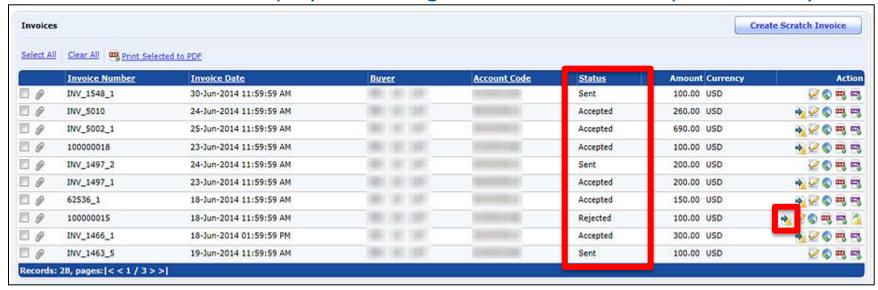
- Click 'Invoices' tab
- Invoices are grouped per status







 Status is updated according to Buyer approval steps and rejection reason can be displayed clicking on "Show Invoice response history"



It's also available in the Invoice details

Invoice Response			
Invoice Response Status:	Rejected	Invoice Response Number:	100000015-1403198251281
Invoice Response Note:	nota reject invoice da wf CO28206 - Elena Rossi 19.06.2014 - 19:17	Invoice Response Date:	18-Jun-2014 11:59:59 AM

Points to Remember on Order Management HUEWCO

- Hubwoo works with Internet Explorer browser ONLY
- Notifications in Hubwoo By default, all notification flags are "enabled"
 for every vendor. If you should want to "disable" any of these notifications,
 please contact the <u>Hubwoo Customer Care</u> for assistance (reference slide
 for contact details)

Points to remember on Invoice



- Invoice Number is your internal field ticket number and <u>must be unique</u>
- Hubwoo invoice number and amount should match with the attached copy of the paper invoice.
- Invoice Issue date must be entered when creating the invoice.
- Pdf file name should not contain character '#'.
- Invoice is electronically received & approved by buyer Accounts Payable
- Invoice status will change to "Accepted" when approved
- Contact Buyer Accounts Payable if Invoice is "rejected"

Shopping Lists



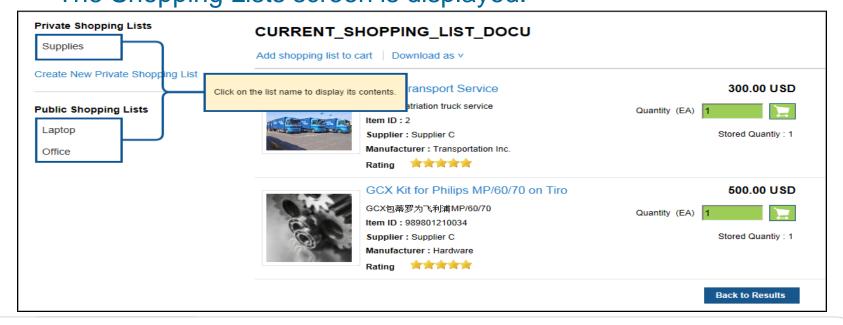
Shopping Cart

- Shopping lists enable you to save shopping carts for future purchases. Using shopping lists will help you to easily re-order items which had been previously ordered.
- Click Shopping List from the main menu to display your shopping lists.

Product Groups Quick Quote Free Text Suppliers Shopping Lists

The Shopping Lists screen is displayed.

Connecting Companies



Item Compare

is empty



- On the previous screen you should have seen a list of Private Shopping Lists (shopping lists created by you), and a list of Public
- Shopping Lists (standard shopping lists available for every user).

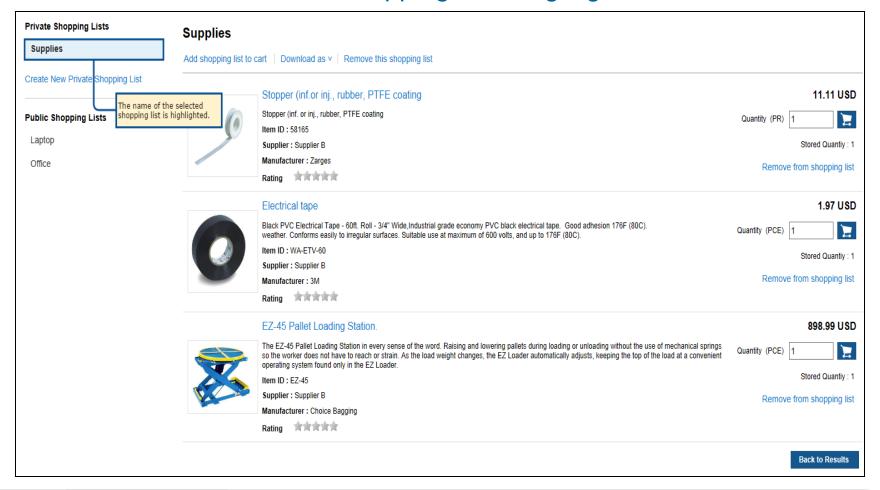
The following actions are available when working with Shopping

Lists:

Button	Action
Add shopping list to cart	Click on this link to add the list to the shopping cart.
Download as v	Select from the drop-down list to download the shopping list to an excel file or to a text file. Excel file (.xls) Text (.txt)
Create New Private Shopping List	Click on this link to create a new Private Shopping List. This feature allows you to upload shopping lists using a template.
Back to Results	Click to go back to the search results.



Selected shopping lists display at the bottom of the screen. The name of the selected shopping list is highlighted in the list.



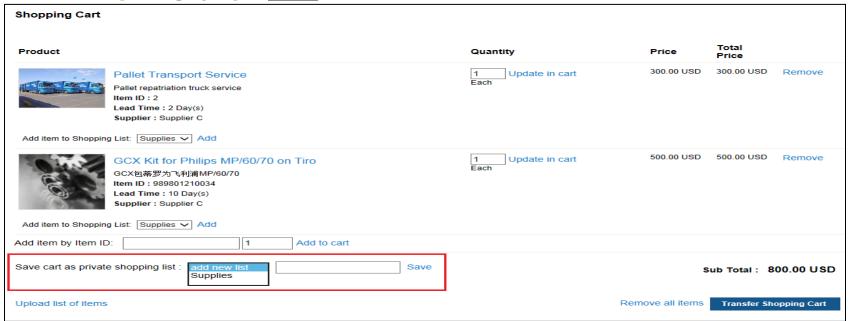
Creating Shopping Lists



- To create a new shopping list:
 - 1. Search for one or more products to put in the list, and transfer them to the shopping cart.
 - 2. Go to the Shopping Cart.



- 3. Select "add new list" from the drop-down list
- 4. Type a name in the section "Save cart as private shopping list:"
- 5. Click on Save





- Private shopping lists are only visible to the user who created it.
- If the Shopping List contains items from punch-outs, these will not be saved to the shopping list and the following warning message will be displayed:

Shopping Cart

Please note: External Items (Punchout items) are not stored in shopping lists.

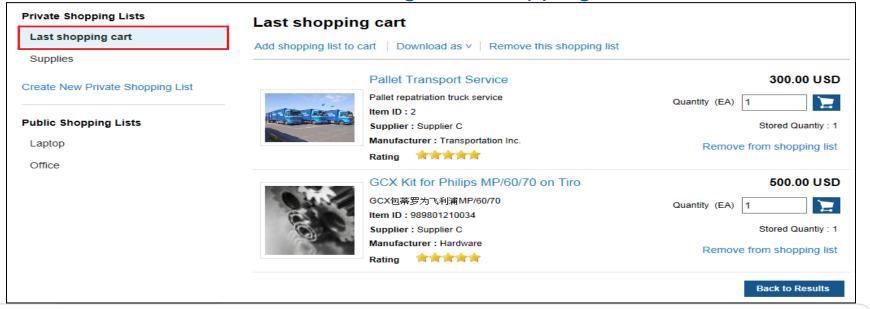
Automatic Shopping List-Last Shopping Cart



- Automatic shopping list is created based on the last shopping cart that has been created and transferred.
- To access this feature click Shopping Lists from the main menu.



 The Shopping Lists screen opens displaying the Last shopping cart list. You can view/change the shopping list content.





The following actions are available:

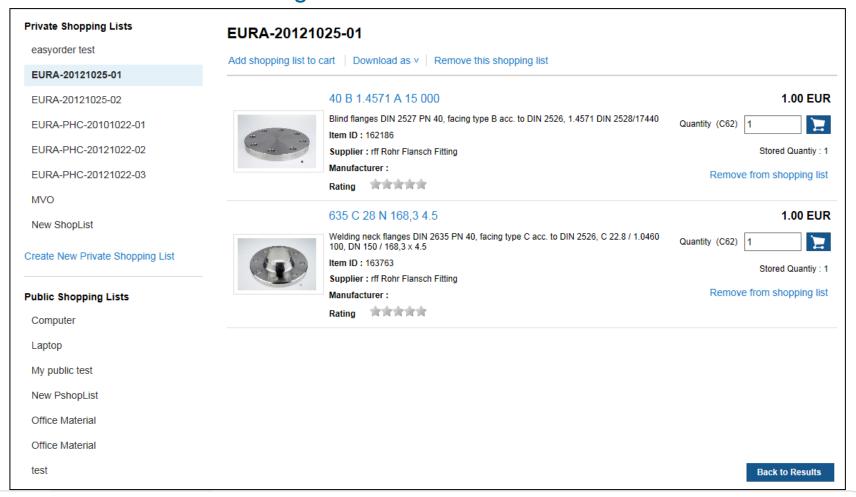
Button	Action
Add shopping list to cart	Click on this link to add the list to the shopping cart.
	Select from the drop-down list to download the shopping list to an excel file or to a text file.
Download as v	Excel file (.xls)
	Text (.txt)
Remove this shopping list	Click on this link to remove the shopping list.
Create New Private Shopping List	Click on this link to create a new Private Shopping List. This feature allows you to upload shopping lists using a template.
Back to Results	Click to go back to the search results.

 Automatic shopping list is also created if there are items in the shopping cart at the moment you click on "Cancel" from the main menu.

Automatic Updates of Shopping Lists

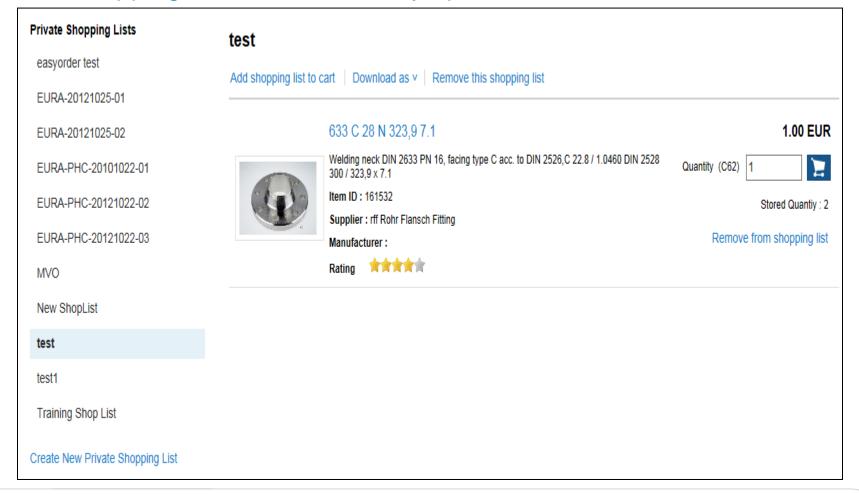


 The shopping lists are automatically updated after release of a new content catalog.



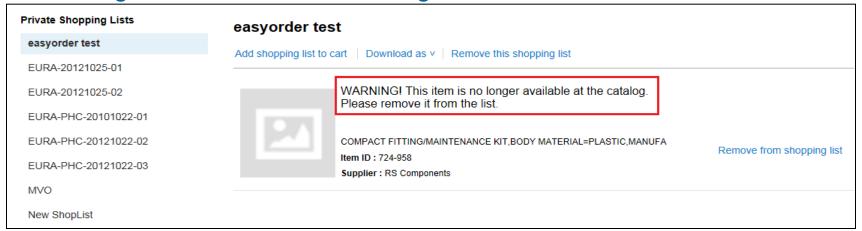


 Once the new catalog is released, the information on the shopping lists is automatically updated.

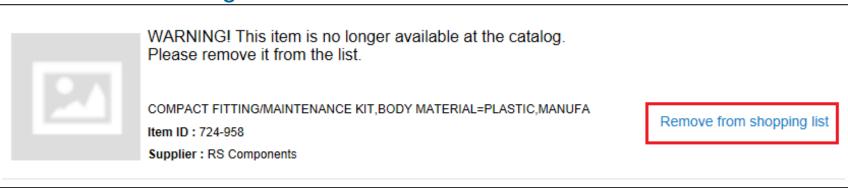




 A warning message is also displayed for those items that are no longer available in the catalog.

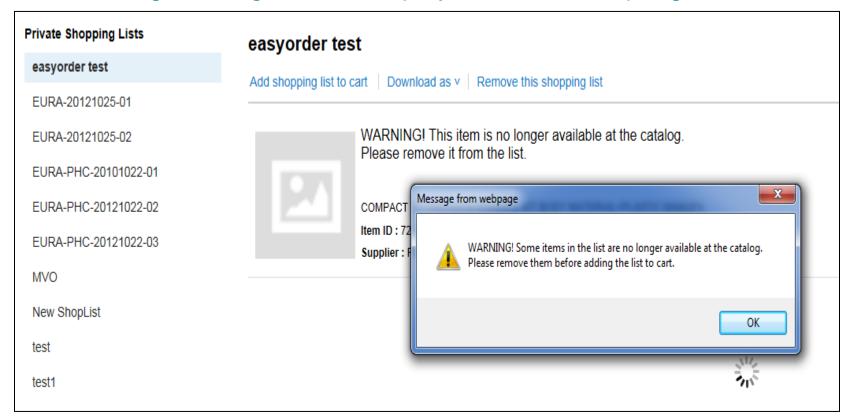


• Click on Remove from shopping list to remove from the shopping list the item that is no longer available.





 The "no longer available" items must be removed from the shopping list in order to add it to the shopping cart; otherwise a warning message will be displayed when attempting to do so.



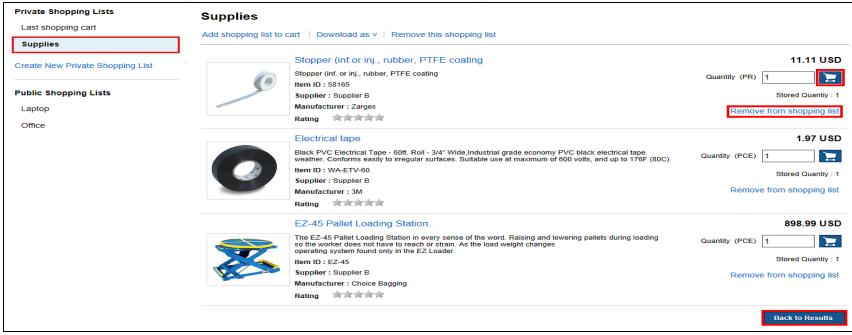
Maintaining Shopping Lists



To manage your shopping lists, click on **Shopping Lists** from the

main menu. Product Groups Quick Quote Free Text Suppliers **Shopping Cart** Item Compare is empty

By clicking the name of the shopping list its contents is displayed.



- To change the quantity of the items, type the number in the Cart Quantity field and click on
- To remove items from the shopping list, click on Remove from shopping list at the line item.
- to close the shopping list screen and go to the landing page. Click Back to Results

Hubwoo Support Contact Information



- ☐ Hubwoo Global Customer Services, Supplier Support
 - +1 866 446 8203 (US Toll Free)
 - customercare@Hubwoo.com



- END -