

# SAP Business Network Supplier guide

## How to invoice a service order



# Service orders in Ericsson



- There are three types of service purchase orders in Ericsson that follow specific rules when creating an invoice in SAP Business Network (SBN):
  - **Fieldglass (XRM) Purchase Orders (PO starting with 80\*)**  
To invoice this type of PO, the **Service Entry Sheet (SES)** must be approved by the PO creator in the Ericsson Fieldglass system. Once the SES is approved, it will be available in SBN for invoicing.
  - **SAP Service Purchase Orders (PO starting with 27\*)**  
To invoice this type of PO, the **Service Entry Sheet (SES)** must be approved by the PO creator in the Ericsson SAP system. Once the SES is approved, it will be available in SBN for invoicing.
  - **Ericsson Buyer ASP Vendors (PO starting with 93\*)**  
To invoice this type of PO, a **Goods Receipt (GR)** must be available. The GR is created by the PO creator in the Ericsson SAP system and is transferred to SBN.

# Invoice service order when service completed (1/2)



To invoice a Fieldglass PO or a SAP Service PO, the purchase order must be serviced, and a Service Entry Sheet (SES) must be available in SAP Business Network.

If the PO has a Serviced or Partially Serviced status, it is available for invoicing. You can also find SES details attached at the PO level.

For Fieldglass SES, you can locate the SES to invoice by searching in the Workbench using either the internal SES number or the XRM invoice reference ID (starting with ERCSIN). Instructions for setting this up can be found on page 5.

The screenshot shows the SAP Workbench interface for 'Orders to invoice (2)'. The interface includes a top navigation bar with various metrics: 2 Orders to invoice, 4 Orders, 4 Orders with service line, 3 Service sheets, 0 Invoices, 0 Pinned documents, 0 Open postings, and 0 Matched Leads. Below this is a filter section with options for 'Edit filter', 'Save filter', and 'Last 31 days'. The main table displays the following data:

Order Number	Customer	Amount	Date ↓	Order Status
8000105001	Ericsson AB - TEST	₹974208 INR	Dec 15, 2025	Partially Serviced
8000104993	Ericsson AB - TEST	₹1948416 INR	Dec 15, 2025	Partially Serviced

# Invoice service order when service completed (2/2)



Service Entry Sheets (SES) that are available for invoicing can be found under respective PO under related Documents.

Click Create Invoice. During invoice creation, the SES number to be invoiced is displayed under Line Items at the bottom of the screen.

If multiple SES are available, please select the SES you want to invoice.

Purchase Order: 8000105001

Create Order Confirmation | Create Ship Notice | Create Service Sheet | **Create Invoice**

Order Detail | Order History

**ERICSSON**

**From:**  
Customer  
Ericsson India Private Limited  
(FORMERLY ERICSSON INDIA GLOBAL SERVICES PRIVATE LIMITED)  
PHASE 3 DLF CYBER CITY SECTOR 25A  
3RD & 4TH FLOOR BUILDING 7A  
GSTIN:06AACCE4175D1ZY  
GURUGRAM  
12 122002  
India  
Phone:  
Fax:

**To:**  
ESSJAY TELECOM AND IT SERVICES-TEST  
street line 3  
New Delhi  
Delhi 110001  
India  
Phone:  
Fax:  
Email: aribatest@ericsson.com

**Purchase Order**  
(Partially Serviced)  
8000105001  
Amount: 974,208.00 INR  
Version: 1

Payment Terms  
0.000% 15  
015 days due net (document date)

Comments  
Ericsson Purchasing Conditions:  
Ericsson Purchasing Conditions - Generic Text, not company specific  
Unless otherwise agreed by the parties in a separate written agreement the relevant purchase shall be governed by the provisions in the Ericsson Purchasing Conditions ("EPC"), ... [View more](#)

Contact Information  
Supplier Address  
ESSJAY TELECOM AND IT SERVICES  
S-18E, SCHOOL BLOCK  
NEW DELHI  
Delhi 110092  
India  
Email: aribatest@ericsson.com  
Phone: +91 (0) 0116389675  
Fax:  
Address ID: 2000065204  
Buyer ID: 2000065204

Purchasing Agent  
EIL EB  
Address ID: INX

Routing Status: Sent  
External Document Type: XRM Order (ZCRM)  
[Related Documents: 1003651367](#)

**Line Items**

Insert Line Item Options

Tax Category: 6% State GST / SGST  Discount

<input type="checkbox"/>	Include	Type	Part #	Description
<input type="checkbox"/>	<input type="checkbox"/>		00010	Work order: <u>ERCSWO00175088</u>
<input type="checkbox"/>	<input checked="" type="checkbox"/>	SERVICE		CH Chargeable Hours

Service Sheet Details  
Service Sheet #: 1003651367

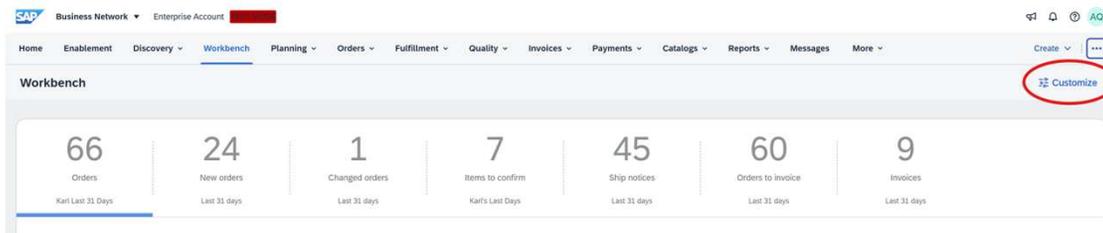
Tax  
Category: \* UG

# Set up Service Sheet tile in Workbench view

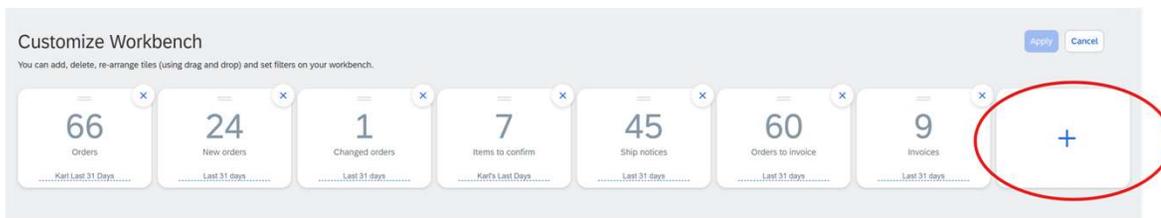


If the you cannot find the Service Sheet tile under Workbench tab you need to set it up.

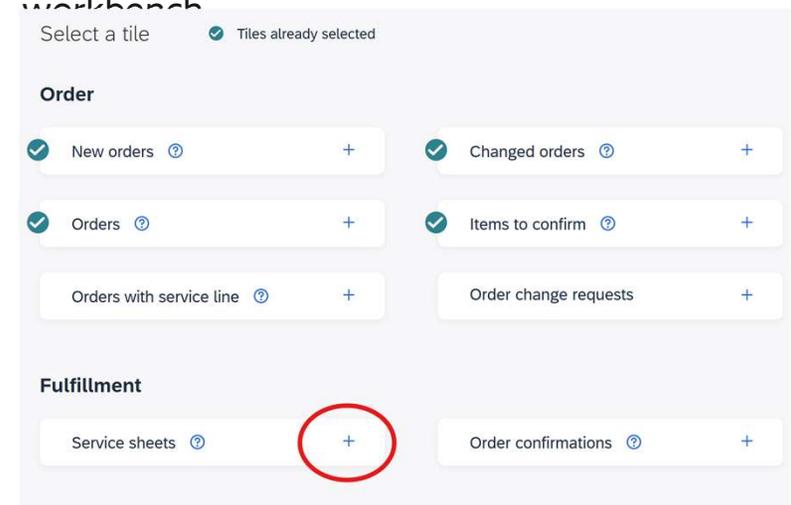
1. Under Workbench tab -> Click on 'Customize'



2. Click on '+' button



3. Click on Service Sheets and Apply, and the tile will be available in your workbench



# Search for Service Entry Sheet to invoice in Workbench



Go to Workbench -> Click on Service Sheets tile

The screenshot shows the SAP Workbench interface. At the top, there is a navigation bar with tabs: Home, Enablement, Discovery, Workbench, Orders, Fulfillment, Invoices, Payments, Catalogs, Reports, Messages, and Assessments. Below this, the 'Workbench' section displays several tiles representing different data points: Orders to invoice (2), Orders (4), Orders with service line (4), Service sheets (1), Invoices (0), Pinned documents (0), Open postings (0), Matched Leads (0), and Invited Leads (0). The 'Service sheets' tile is circled in red. Below the tiles, there is a search filter section for 'Service sheets (1)'. This section includes various filters: Customers, Service sheet number, Order number (circled in red), Creation date, Service locations, Invoice number, Credit/Debit memo number, Work order number, Equipment number, Supplier reference (circled in red), Status, and Routing status. There are also radio buttons for 'Partial match' and 'Exact match' for several fields. A 'Show less' link is present. At the bottom, a table displays the search results.

Service Sheet Number	Customer	Order Number	Date	Amount	Status	Routing Status	Supplier Reference	Work Order
Customer: Ericsson AB - TEST Routing Status: Acknowledged Status: Approved Order Number: 8000105001 Work Order Number:								
1003651367	Ericsson AB - TEST	<u>8000105001</u>	Dec 15, 2025	₹1184 INR	Approved	Acknowledged	<u>ERCSIN01185676CH</u>	

Here you can search for the PO you want to invoice by searching in any of the fields, like supplier reference (applicable for XRM), Order number etc.

# Note: it is not possible for Supplier to create SES in SBN



- Service Entry Sheet (SES) created by suppliers in SBN are currently **out of scope** for Ericsson. Ericsson creates the SES and transfers it to SBN.
- The option to create a service entry sheet may show at the bottom of the orders list
- When you click on Create Service Sheet you will get an error



