

# Reference Guide

## Invoice correction

Version 3.1  
April 2021



## What do you need to correct?

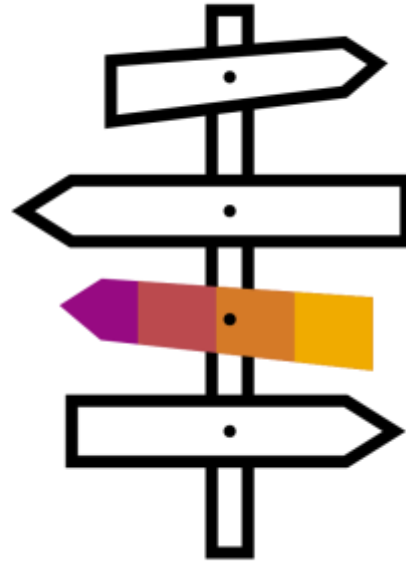
Please select the item by clicking on the link

### [EVENT](#)

Invoice created from Event

### [TIME SHEET](#)

Invoice created from Time sheet



### [EXPENSE SHEET](#)

Invoice created from  
Expense sheet

### [MISCELLANEOUS INVOICES](#)

Applicable only for temp staff orders



## Event correction scenarios

- Incorrect type of invoicing (Manual invoicing vs Auto invoicing)
- Incorrect or missing tax adjustment
- Incorrect cost object (or cost object line item)
- Incorrect invoice amount



If the status of the invoice is **Pending approval**, no correction is possible, status of the invoice will be updated automatically once the invoice is processed (could take up to 48 hours)

## Status of the invoice in Fieldglass

	<a href="#">Rejected</a>	
<a href="#">Paid</a>	<a href="#">Rejected</a>	<a href="#">Payment pending</a>
<a href="#">Paid</a>	<a href="#">Rejected</a>	<a href="#">Payment pending</a>
<a href="#">Paid</a>	<a href="#">Rejected</a>	<a href="#">Payment pending</a>



## Time sheet correction scenarios

- Incorrect type of invoicing (Manual invoicing vs Auto invoicing)
- Incorrect or missing tax adjustment
- Incorrect cost object (or cost object line item)
- Incorrect hours
- Incorrect rate

### Status of the invoice in Fieldglass

Paid

Rejected

Payment pending

Paid

Rejected

Payment pending

Paid

Rejected

Payment pending

Paid

Rejected

Payment pending

Paid

Rejected

Payment pending



If the status of the invoice is **Pending approval**, no correction is possible, status of the invoice will be updated automatically once the invoice is processed (could take up to 48 hours)



## Expense sheet correction scenarios

- Incorrect type of invoicing (Manual invoicing vs Auto invoicing)
- Incorrect or missing tax adjustment
- Incorrect cost object (or cost object line item)
- Incorrect invoice amount



If the status of the invoice is **Pending approval**, no correction is possible, status of the invoice will be updated automatically once the invoice is processed (could take up to 48 hours)

## Status of the invoice in Fieldglass

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<a href="#">Paid</a>	<a href="#">Rejected</a>	<a href="#">Payment pending</a>
<a href="#">Paid</a>	<a href="#">Rejected</a>	<a href="#">Payment pending</a>
<a href="#">Paid</a>	<a href="#">Rejected</a>	<a href="#">Payment pending</a>



## Miscellaneous invoices

- Incorrect invoice net amount
- Incorrect tax adjustment
- Incorrect cost allocation

Status of the invoice in Fieldglass

[Rejected](#)

[Rejected](#)

[Rejected](#)



Miscellaneous invoices can be used only for **TEMP STAFF** orders




# Time sheet – incorrect type of invoicing

Auto invoicing x Manual invoicing (depends on company code)



Status of the invoice is **REJECTED**

1. AP rejects the invoice (status in FG is **Rejected**)
2. Supplier navigate to the invoice  
3. Supplier clicks on Edit button and attach hard copy of the invoice (if needed) and resubmit



Invoice SAPXIN00017098

Submit Date: 07/05/2019 13:03  
Status: **Rejected**  
Next Step: Resubmit

[Edit](#) [Remove](#)

4. Into Invoice code field – supplier enters original invoice number


Invoice Code \*

5. Keep ticked the timesheet number

<input type="checkbox"/>	Status	ID
<input checked="" type="checkbox"/>	Invoiced	SAPXE900001220
<b>Total</b>		

6. Select correct tax (Note: Tax Guidance guide can be found in the reference Library accessible from Supplier Fieldglass account homepage → scroll down → reference library

7. Enter original Supplier invoice date

Supplier Invoice Date \*  
 

8. Attach original supplier invoice (if legally required according the company code)

No Attachments Defined  
[+ Add Attachments](#)

9. Submit the invoice – status is changed to pending approval (technical status until the invoice is posted by AP → once the invoice is posted → status is changed to Payment pending

[Submit](#)



This action corrects only **one specific invoice**

Please continue to the next page to get the order corrected for all time sheets which will be submitted in the future



# Time sheet – incorrect type of invoicing

Correction of the order (SOW/WO) for future invoicing



To make sure, that all future invoices will be created correctly

## SOW

1. Supplier navigates to the worker → Actions → Edit worker

<b>Edit Worker</b>	Reset Password
Create Expense Sheet	Add Attachment
Edit Workforce	Print

2. Select correct invoice settings → update

Auto Invoice all Characteristics, Time Sheets and Expense Sheets \*

Yes  No



It is possible to change this field only from **YES** → **NO**

## WO (contingent)

1. Supplier navigates to the worker → Actions → Edit worker

<b>Edit Worker</b>	Reset Password
Create Expense Sheet	Add Attachment
Edit Workforce	Print

2. Select correct invoice settings → Update

Auto Invoice (optional)

Time Sheet  Expense Sheet  Both  **None**





# Time sheet – incorrect type of invoicing

Auto invoicing x Manual invoicing (depends on company code)



Status of the invoice is **PAID** or **PAYMENT PENDING**

1. Supplier navigates to the worker → Actions → Edit worker



2. Select correct invoice settings → update



It is possible to change this field only from **YES** → **NO**

3. Supplier navigates to the respective time sheet → Actions → Revise



4. Select a reason for a revision → Submit



Invoice settings were changed from Auto invoicing to Manual invoicing, therefore, once the time sheet is approved by owner of the order – New invoice must be created **manually**





# Event – incorrect type of invoicing

Auto invoicing x Manual invoicing (depends on company code)



Status of the invoice is **REJECTED**

1. AP rejects the invoice (status in FG is Rejected)
2. Supplier navigate to the invoice   
3. Supplier clicks on **Edit** button and attach hard copy of the invoice (if needed) → resubmit

Invoice SAPXIN00017098

Submit Date: 07/05/2019 13:03    Status: **Rejected**    Next Step: Resubmit

[Edit](#)   [Remove](#)

4. Into Invoice code field – supplier enters original invoice number

Invoice Code \*


5. Keep ticked the event number

<input type="checkbox"/>	Status	ID
<input checked="" type="checkbox"/>	Invoiced	SAPXE900001220
<b>Total</b>		

6. Select correct tax (Note: Tax Guidance guide can be found in the reference Library accessible from Supplier Fieldglass account homepage → scroll down → reference library

7. Enter original Supplier invoice date

Supplier Invoice Date \*

8. Attach original supplier invoice (if legally required according the company code)

No Attachments Defined

[+ Add Attachments](#)

9. Submit the invoice – status is changed to pending approval (technical status until the invoice is posted by AP → once the invoice is posted → status is changed to Payment pending

[Submit](#)



This action corrects only **one specific invoice**

Please continue to the next page to get the order corrected for all time sheets which will be submitted in the future



# Event / Expense sheets

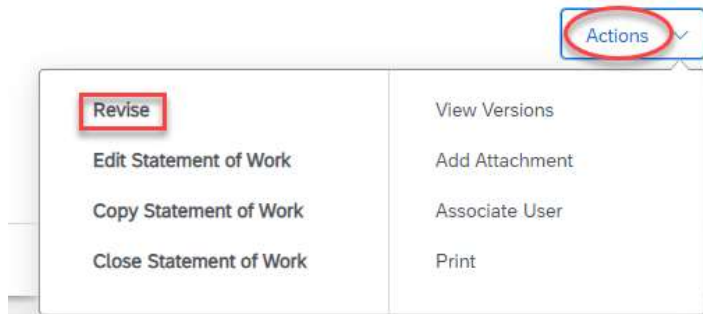
## Correction of invoice settings for future invoicing



To make sure, that all future invoices will be created correctly

### Event

1. Creator/owner of the order navigates to SOW → Actions → Revise → Review (no need to perform any changes) → submit



2. Supplier clicks on Accept button and switch the field Auto Invoice all Characteristics, Time Sheets and Expense Sheets to NO → submit

Auto Invoice all Characteristics, Time Sheets and Expense Sheets \*

Yes  No

3. It is only possible to change it from **YES** → **NO**

### Expense sheet

1. Supplier navigate to Worker → Actions → Edit Worker



2. Select correct invoice settings → update

Auto Invoice all Characteristics, Time Sheets and Expense Sheets \*

Yes  No





# Expense sheets – incorrect type of invoicing

Auto invoicing x Manual invoicing (depends on company code)



Status of the invoice is **REJECTED**

1. AP rejects the invoice (status in FG is Rejected)
2. Supplier navigate to the invoice   
3. Supplier clicks on **Edit** button and attach hard copy of the invoice (if needed) and resubmit

Invoice SAPXIN00017098

Submit Date: 07/05/2019 13:03    Status: **Rejected**    Next Step: Resubmit

[Edit](#)   [Remove](#)

4. Into Invoice code field – supplier enters original invoice number

Invoice Code \*


5. Keep ticked the expense sheet

<input type="checkbox"/>	Status	ID
<input checked="" type="checkbox"/>	Invoiced	SAPXE900001220
<b>Total</b>		

6. Select correct tax (Note: Tax Guidance guide can be found in the reference Library accessible from Supplier Fieldglass account homepage → scroll down → reference library

7. Enter original Supplier invoice date

Supplier Invoice Date \*

8. Attach original supplier invoice (if legally required according the company code

No Attachments Defined

[+ Add Attachments](#)

9. Submit the invoice – status is changed to pending approval (technical status until the invoice is posted by AP → once the invoice is posted → status is changed to Payment pending

[Submit](#)



This action corrects only **one specific invoice**

Please continue to the next page to get the order corrected for all items which will be submitted in the future



# Event / Expense sheets

## Correction of invoice settings for future invoicing



To make sure, that all future invoices will be created correctly

### Event

1. Creator/owner of the order navigates to SOW → Actions → Revise → Review and submit



2. Supplier clicks on Accept button and switch the field Auto Invoice all Characteristics, Time Sheets and Expense Sheets to NO and submit

Auto Invoice all Characteristics, Time Sheets and Expense Sheets \*

Yes  No



It is only possible to change it from **YES → NO**

### Expense sheets

1. Supplier navigate to Worker → Actions → Edit Worker



2. Select correct invoice settings → update

Auto Invoice all Characteristics, Time Sheets and Expense Sheets \*

Yes  No



# Time sheet – missing or incorrect tax adjustments



Status of the invoice is **REJECTED**

1. AP rejects the invoice – rejection email sent to the supplier

2. Supplier navigate to the invoice

Search bar containing 'SAPXPI00134018' and a magnifying glass icon, with a notification badge showing '76'.

3. Supplier clicks on Edit button

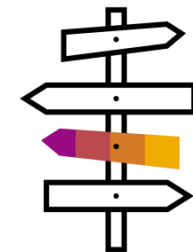
Invoice details for SAPXIN00017098, showing 'Rejected' status and 'Resubmit' next step, with 'Edit' and 'Remove' buttons.

4. Keep ticked the time sheet sheet number

<input type="checkbox"/>	Status	ID
<input checked="" type="checkbox"/>	Invoiced	SAPXE500001220
<b>Total</b>		

5. Select correct tax adjustment (Note: Tax Guidance guide can be found in the reference Library accessible from Supplier Fieldglass account homepage → scroll down → reference library)

Adjustments table with columns: X, Level, Name, Description. Includes a dropdown menu.



Countries where manual invoicing applies – Enter original supplier invoice date

Countries where manual invoicing applies and hard copies are not legally required – Attach original supplier invoice



This action corrects only one **specific invoice**

Please continue to the next page to get the order corrected for all time sheets which will be submitted in the future



# Time sheet – missing or incorrect tax adjustments

Correction of invoice settings for future invoicing



To make sure, that all future invoices will be created correctly

1. Supplier navigate to Worker → Actions → Edit Worker



2. Supplier selects correct tax Adjustment → Update





# Time sheet – missing or incorrect tax adjustments



Status of the invoice is **PAID** or **PAYMENT PENDING**

1. Supplier navigates to the **Worker** → Actions → Edit worker

Geller, Ross | testing July 2020 N2

SAPXWK00058619 **S** SOW WORKER

Actions ▾

Revise	Reset Password
<b>Edit Worker</b>	Add Attachment
Create Expense Sheet	Print

2. Supplier selects correct tax Adjustment → Update

Adjustments

**MANDATORY: PROVIDE TAX INFORMATION**  
Please ensure you have identified the correct tax code below for correct invoicing  
Supplier Tax Guidance

	Level	Name
×	1	DEU,DOMESTIC NO VAT APPLIED_V8 ( ▾)
×	1	▾

3. Supplier navigates to the respective Time sheet (no need to perform any changes)

Submit Rate Change

Actions ▾

Revise

Print

4. Select reason for revision → Submit

Reason \*

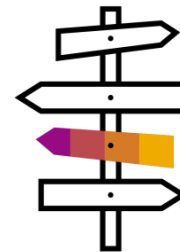
[Select a Reason]

[Select a Reason]

**Incorrect Invoice Adjustment**

Incorrect Hours

Incorrect Rate



In case of **Manual invoicing** – once the Time sheet is approved → supplier needs to create new invoice

In case of **Auto invoicing** – once the Time sheet is approved → new invoice is created automatically by the system

(Manual/auto invoicing set up in the Worker´s details)





# Event – missing or incorrect tax adjustments



Status of the invoice is **REJECTED**

1. AP rejects the invoice (status in FG is Rejected) – rejection email sent to the supplier

2. Supplier navigate to the invoice



3. Supplier clicks on Edit button

Invoice SAPXIN00017098

Submit Date: 07/05/2019 13:03    Status: **Rejected**    Next Step: Resubmit

[Edit](#)   [Remove](#)

4. Keep ticked the Event number

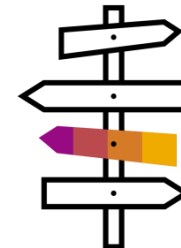
<input type="checkbox"/>	Status	ID
<input checked="" type="checkbox"/>	Invoiced	SAPXE900001220
<b>Total</b>		

5. Select correct tax adjustment (Note: Tax Guidance guide can be found in the reference Library accessible from Supplier Fieldglass account homepage → scroll down → reference library) → submit

Adjustments

**MANDATORY: PROVIDE TAX INFORMATION**  
Please ensure you have identified the correct tax code below for correct invoicing  
Supplier Tax Guidance

X	Level	Name
X	1	DEU,DOMESTIC NO VAT APPLIED_VB (▼)
X	1	(▼)



Countries where manual invoicing applies – Enter original supplier invoice date

Countries where manual invoicing applies and hard copies are not legally required – Attach original supplier invoice



# Event – missing or incorrect tax adjustments



Status of the invoice is **PAID** or **PAYMENT PENDING**

1. Supplier navigates to the Event



2. Supplier clicks on Actions → Revise



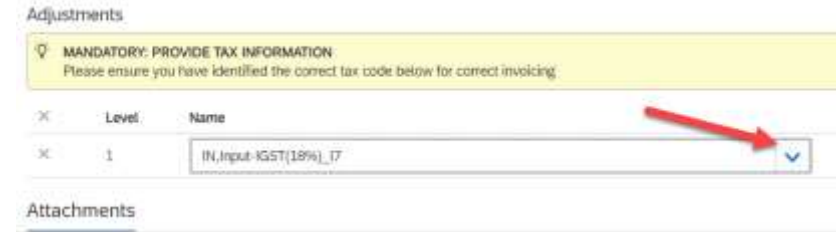
3. Supplier picks Reason for revision

## General Information

Reason \*



4. Supplier selects the **correct** Invoice tax adjustment → Continue → Submit



In case of **Manual invoicing** – once the Event is approved → supplier needs to create new invoice

In case of **Auto invoicing** – once the Event is approved → new invoice is generated automatically by the system



# Expense sheets – Incorrect or missing tax adjustment



Status of the invoice is **REJECTED**

1. AP rejects the invoice (status in FG is Rejected) – rejection email sent to the supplier

2. Supplier navigate to the invoice



3. Supplier clicks on Edit button

Invoice SAPXIN00017098

Submit Date: 07/05/2019 13:03    Status: **Rejected**    Next Step: Resubmit

[Edit](#)   [Remove](#)

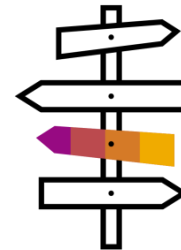
4. Keep ticked the Event / Expense sheet number

<input type="checkbox"/>	Status	ID
<input checked="" type="checkbox"/>	Invoiced	SAPXE900001220
<b>Total</b>		

5. Select correct tax adjustment (Note: Tax Guidance guide can be found in the reference Library accessible from Supplier Fieldglass account homepage → scroll down → reference library)

Adjustments

×	Level	Name	Description
			<input type="text"/>



Countries where manual invoicing applies – Enter original supplier invoice date

Countries where manual invoicing applies and hard copies are not legally required – Attach original supplier invoice



In order to have a correct tax adjustment for all future expense sheets → Supplier needs to go to Worker → Actions → Edit worker → select correct tax adjustment

[Actions](#)

<a href="#">Revise</a>	<a href="#">Reset Password</a>
<a href="#">Edit Worker</a>	<a href="#">Add Attachment</a>
<a href="#">Create Expense Sheet</a>	<a href="#">Print</a>

×	Level	Name
×	1	DEU,Vorsteuer 19%_VB (Invoice) <input type="text"/>

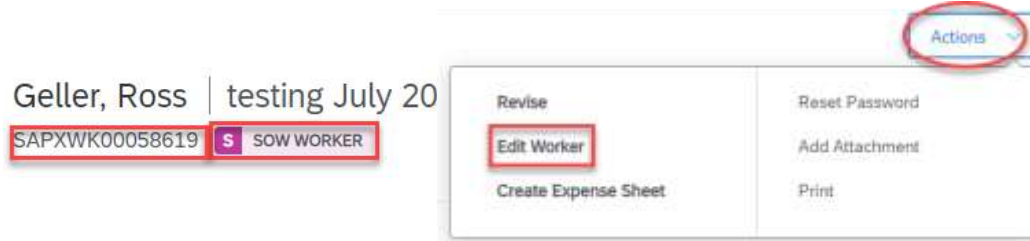


# Expense sheet – missing or incorrect tax adjustments



Status of the invoice is **PAID** or **PAYMENT PENDING**

1. Supplier navigates to the **Worker** → Actions → Edit worker



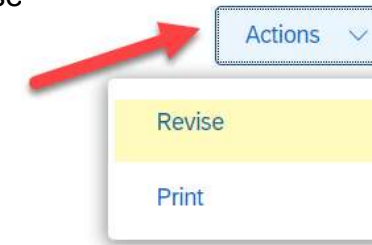
2. Supplier selects correct tax Adjustment → Update



3. Supplier navigates to the expense sheet



4. Click on Actions → Revise



System automatically picks respective amount and expense type

5. Select reason for revision (and add attachments if necessary) → Submit



In case of **Manual invoicing** – once the Expense sheet is approved → supplier needs to create new invoice

In case of **Auto invoicing** – once the Expense sheet is approved → new invoice is created automatically by the system



# Event – Incorrect invoice amount



Status of the invoice is **PAID** or **PAYMENT PENDING**

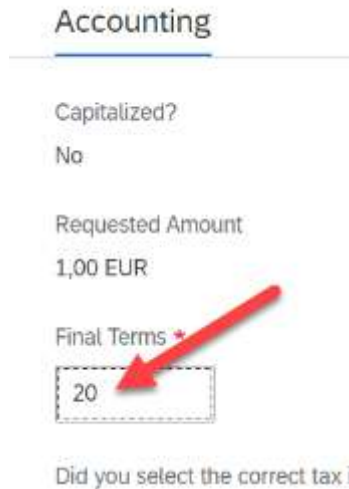
1. Supplier navigates to the Event



2. Actions → Revise



3. Enter **correct** net amount



4. Select Reason for revision



5. Select correct tax adjustment (original tax code prepopulated) & supplier invoice date in case of manual invoicing → Submit



In case of **Manual invoicing** – once the Event is approved → supplier needs to create new invoice

In case of **Auto invoicing** – once the Event is approved → new invoice is generated automatically by the system



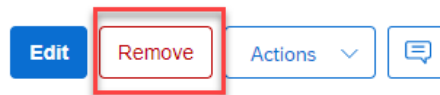
## Event – Incorrect invoice amount



Status of the invoice is  
**REJECTED**

1. AP rejects the invoice (status in FG is Rejected) – rejection email sent to the supplier

2. Supplier navigates to the invoice and click on remove button



3. SAP owner or creator navigates to the event and clicks on Reject button



5. **(Optional)** SAP owner/creator can remove the rejected event while revising the SOW

4. Supplier or SAP creator/owner creates new event for correct amount



# Expense sheet – Incorrect invoice amount



Status of the invoice is **PAID** or **PAYMENT PENDING**

1. Supplier navigates to the expense sheet



2. Click on Actions → Revise



In case of **Manual invoicing** – once the Expense sheet is approved → supplier needs to create new invoice

In case of **Auto invoicing** – once the Expense sheet is approved → new invoice is populated automatically by the system

System automatically picks respective amount and expense type

3. Enter correct amount and select reason for revision (add attachments if needed) → Submit



## General Information

Reason \*  
[Select a Reason] ▼



# Expense sheet – Incorrect invoice amount



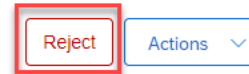
Status of the invoice is **REJECTED**

1. AP rejects the invoice (status in FG is Rejected) – rejection email sent to the supplier

2. Supplier navigates to the invoice and click on remove button



3. SAP owner or creator navigates to the expense sheet and clicks on Reject button



4. Supplier navigates to the Expense sheet → Edit → Submit

Billable

GRF\_GER\_Sup\_Serv\_SE (CC\_0101000616)

Flight (Billable - Customer Project) (Flight) Flight (Billable - Customer Project) (411805)

Copy	11/01/2021	Merchant	10,00	EUR
		Description		
		Day (Units x Rate) *	1,00	x 10,00 EUR
Total				10,00 EUR

General Information

Reason \*

[Select a Reason] ▾





# Time sheet – Incorrect cost object/cost object line item



Status of the invoice is **PAID** or **PAYMENT PENDING**

1. SAP creator/owner navigates to the order (WO/SOW)

SOW

WO

Actions

- Revise
- Edit Statement of Work
- Copy Statement of Work
- Close Statement of Work
- View Versions
- Add Attachment
- Associate User
- Print

Actions

- Revise
- Quick Revision
- Edit Worker
- Edit Work Order Details
- Replace Worker
- Close Worker
- Evaluate Worker
- Cost Object Management
- Add Attachment
- Print

2. SAP creator/owner update a cost object in the order and submit

3. Supplier needs to Accept the revision

4. Supplier navigates to the time sheet → Actions → Revise

Submit Rate Change

Actions

- Revise
- Print

Cost Allocation

Show Cost Allocation By:

Percentage  Amount

Cost Object

Total Allocation:

Maximum Budget:

+ Add or remove Cost Objects

5. Supplier removes the hours from the line with incorrect cost object (cost object line item) and capture them under desired cost object

Time Worked

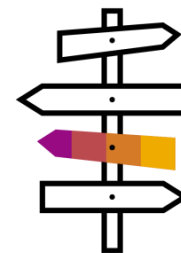
Day	6/10 Mon	6/11 Tue	6/12 Wed	6/13 Thu	6/14 Fri	6/15 Sat	6/16 Sun	Total
Billable								
Implementation Scope (SO_0009522985_000020) - Hours Worked - Default								
Onsite ST/Hr								
SAP Logistik Beratan (SO_0009522250_001021) - Hours Worked - Default								
Onsite ST/Hr								
Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

5. Supplier selects reason for revision → Submit

Reason \*

[Select a Reason]

- [Select a Reason]
- Incorrect Invoice Adjustment
- Incorrect Hours
- Incorrect Rate



In case of **Manual invoicing** – once the Time sheet is approved → supplier needs to create new invoice

In case of **Auto invoicing** – once the Time sheet is approved → new invoice is created automatically by the system



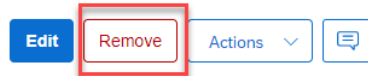
# Time sheet – Incorrect cost object/cost object line item



Status of the invoice is **REJECTED**

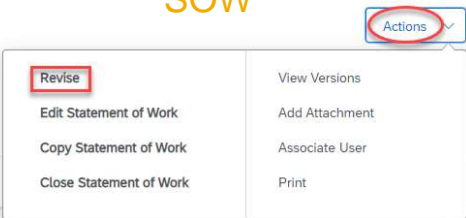
1. AP rejects the invoice (status in FG is Rejected) – rejection email sent to the supplier

2. Supplier navigates to the invoice and click on remove button



3. SAP owner or creator navigates to the order

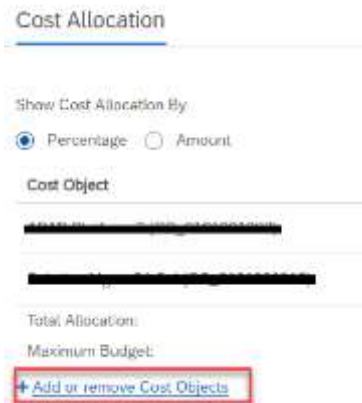
SOW



WO



4. SAP creator/owner update a cost object in the order and submit



5. Supplier needs to Accept the revision

6. SAP owner or creator navigates to the time sheet → Reject

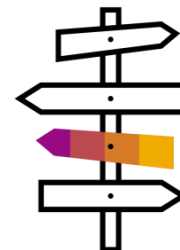


7. Supplier navigates to the time sheet → clicks on Edit button and remove the hours from the line with incorrect cost object(cost object line item) and capture them under desired cost object

Time Worked

Day	6/10 Mon	6/11 Tue	6/12 Wed	6/13 Thu	6/14 Fri	6/15 Sat	6/16 Sun	Total
<b>Billable</b>								
Implementation Scops (SO 0009522985 000020) - Hours Worked - Default								
Onsite ST/Hr								
SAP Logistik-Beroun (SO 0009522250 001021) - Hours Worked - Default								
Onsite ST/Hr								
Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

8. Supplier submits the time sheet



In case of **Manual invoicing** – once the Time sheet is approved → supplier needs to create new invoice

In case of **Auto invoicing** – once the Time sheet is approved → new invoice is created automatically by the system



# Event – Incorrect cost object / cost object line item



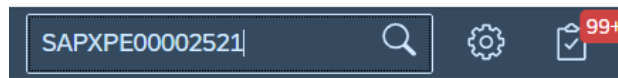
Status of the invoice is **PAID** or **PAYMENT PENDING**

1. In case correct cost object is missing in the order: **SAP creator/owner** navigates to SOW → Actions → Revise → change/add the cost object (Add or remove cost objects → submit) and sets up respective costs split proportion among the cost objects in case of multiple cost objects

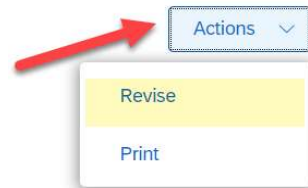


2. Supplier **accepts** the order revision

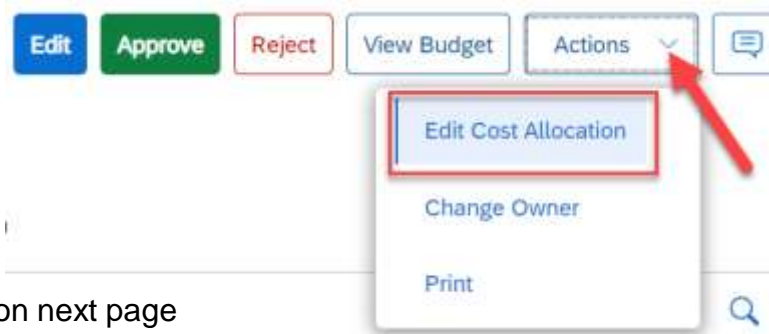
3. Supplier navigates to the Event



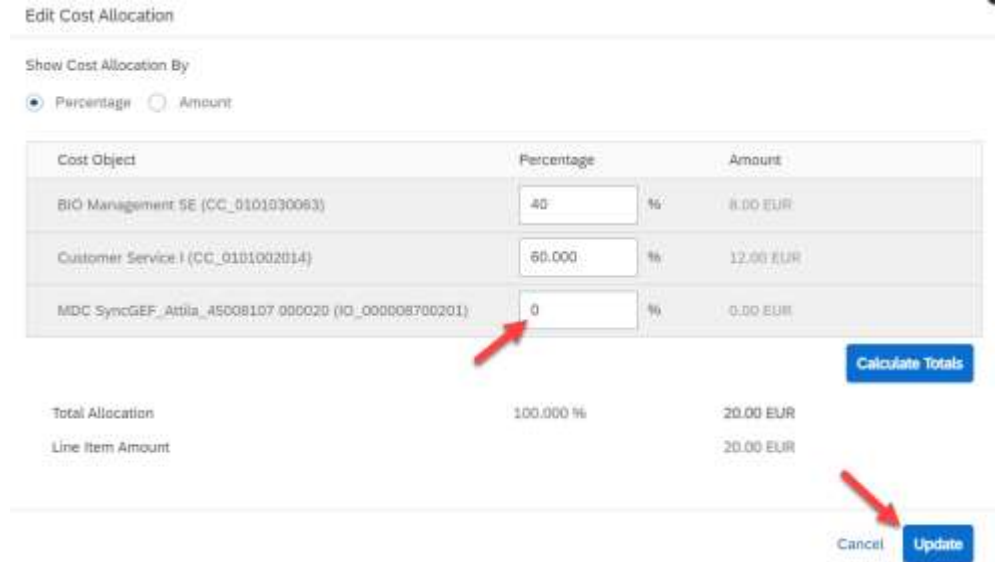
4. Supplier clicks on Actions → Revise → Submit



5. **SAP SOW owner** receives the Event for approval. PRIOR Event approval, owner distributes the costs accordingly via Actions → „Edit cost allocation“



See more details on next page



In case of Manual invoicing – once the Event is approved → supplier needs to create new invoice

In case of Auto invoicing – once the Event is approved → new invoice is populated automatically by the system

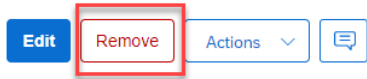


# Event – Incorrect cost object / cost object line item

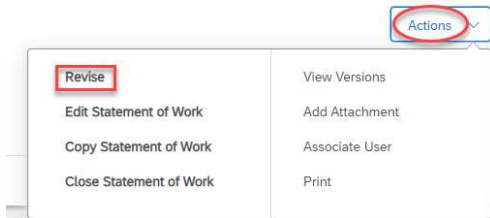


Status of the invoice is **REJECTED**

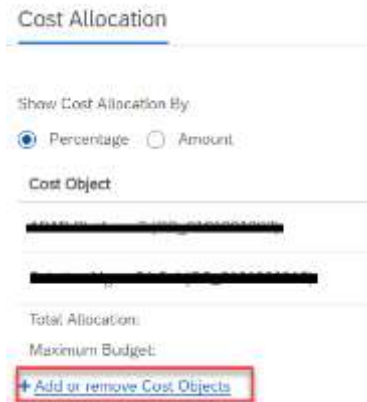
1. AP rejects the invoice (status in FG is Rejected) – rejection email sent to the supplier
2. Supplier navigates to the invoice and click on remove button



3. SAP owner or creator navigates to the SOW

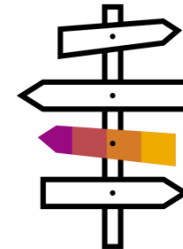


4. SAP creator/owner update a cost object in the order and submit



5. Supplier Accepts the revision

5. SAP owner/creator or supplier creates new event for the same amount and submit
6. Supplier marks the event as completed
7. SAP owner or creator approves the event



In case of **Manual invoicing** – once the Event is approved → supplier needs to create new invoice

In case of **Auto invoicing** – once the Event is approved → new invoice is created automatically by the system



# Expense sheets – Incorrect cost object / line item



Status of the invoice is **PAID** or **PAYMENT PENDING**

1. In case correct cost object is missing in the order: **SAP creator/owner** navigates to SOW → Actions → Revise → change/add the cost object (Add or remove cost objects) → Submit and sets up respective costs split proportion among the cost objects in case of multiple cost objects



2. Supplier accepts the order revision

3. Supplier navigates to the expense sheet



4. Click on Actions → Revise



System automatically picks respective amount and expense type originally chosen

5. Filter correct cost object & pick respective expense type

Cost Center	Expense Code	Expense Name	General Le
All	Enter Criteria	Enter Criteria	Enter Criter
All	TempStaff Expense	TempStaff Expense	489302
AM_Maint (IO_000002919609)	TempStaff Expense	TempStaff Expense	489302
GRF_GER-Sup-Serv SE (CC_0101000616)	Taxi (Billable - Customer Project)	Taxi (Billable - Customer Project)	411607
AM_Maint (IO_000002919609)	Taxi (Billable - Customer Project)	Taxi (Billable - Customer Project)	411607
GRF_GER-Sup-Serv SE (CC_0101000616)	Taxi (Billable - Customer Project)	Taxi (Billable - Customer Project)	411607

6. Distribute the hours among the cost objects accordingly (& add attachments if necessary) → Submit

Billable

GRF_GER-Sup-Serv SE (CC_0101000616)	Merchant	Amount
Billable Expenses (Billable Expenses)-Billable Expenses (411160)		0 EUR
AM_Maint (IO_000002919609)		10 EUR
Billable Expenses (Billable Expenses)-Billable Expenses (411160)		10.00 EUR



In case of Manual invoicing – once the Expense sheet is approved → supplier needs to create new invoice

In case of Auto invoicing – once the Expense sheet is approved → new invoice is populated automatically by the system

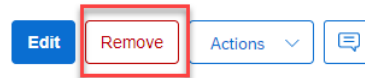


# Expense sheets – Incorrect cost object / line item



Status of the invoice is **REJECTED**

1. AP rejects the invoice (status in FG is Rejected) – rejection email sent to the supplier
2. Supplier navigates to the invoice and click on remove button



3. In case correct cost object is missing in the order: **SAP creator/owner** navigates to SOW → Actions → Revise → change/add the cost object (Add or remove cost objects) → Submit and sets up respective costs split proportion among the cost objects in case of multiple cost objects



4. **SAP owner** navigates to the Expense sheet → Reject



5. **Supplier** needs to Accept the order revision
6. Supplier navigates to the expense sheet → Edit

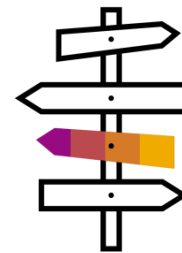


7. Filter correct cost object & pick respective expense type

Cost Center	Expense Code	Expense Name	General Le
All	Enter Criteria	Enter Criteria	Enter Criter
All	TempStaff Expense	TempStaff Expense	489302
AM_Maint (IO_000002919609)	TempStaff Expense	TempStaff Expense	489302
GRF_GER-Sup-Serv SE (CC_0101000616)	TempStaff Expense	TempStaff Expense	489302
AM_Maint (IO_000002919609)	Taxi (Billable - Customer Project)	Taxi (Billable - Customer Project)	411607
GRF_GER-Sup-Serv SE (CC_0101000616)	Taxi (Billable - Customer Project)	Taxi (Billable - Customer Project)	411607

8. Distribute the hours among the cost objects accordingly (& add attachments if necessary) → Submit

Billable			
GRF_GER-Sup-Serv SE (CC_0101000616)			
Billable Expenses (Billable Expenses)-Billable Expenses (411160)			
X	Copy	05/01/2021	0 EUR
AM_Maint (IO_000002919609)		10 EUR	
Total			
			10,00 EUR



In case of **Manual invoicing** – once the Expense sheet is approved → supplier needs to create new invoice

In case of **Auto invoicing** – once the Expense sheet is approved → new invoice is created automatically by the system



# Time sheet – Incorrect amount of hours



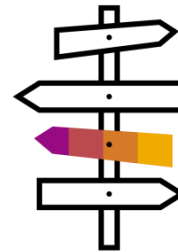
Status of the invoice is **PAID** or **PAYMENT PENDING**

1. Supplier navigates to the time sheet → Actions → Revise



2. Correct the hours as needed

3. Select reason for revision → Submit



In case of **Manual invoicing** – once the Time sheet is approved → supplier needs to create new invoice

In case of **Auto invoicing** – once the Time sheet is approved → new invoice is created automatically by the system



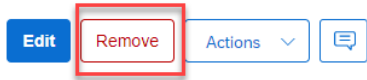
# Time sheet – Incorrect amount of hours



Status of the invoice is **REJECTED**

1. AP rejects the invoice (status in FG is Rejected) – rejection email sent to the supplier

2. Supplier navigates to the invoice and click on remove button

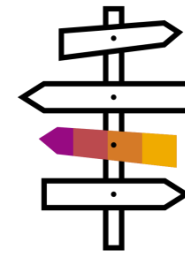


3. SAP owner or creator navigates to the time sheet → Reject



4. Supplier navigates to the time sheet → clicks on Edit button and correct the hours

5. Supplier submits the time sheet



In case of **Manual invoicing** – once the Time sheet is approved → supplier needs to create new invoice

In case of **Auto invoicing** – once the Time sheet is approved → new invoice is created automatically by the system

Time Worked

Day	6/10 Mon	6/11 Tue	6/12 Wed	6/13 Thu	6/14 Fri	6/15 Sat	6/16 Sun	Total
<b>Billable</b>								
Implementation Scop (SO_0009522985_000020) - Hours Worked - Default								
Onsite ST /Hr								
S4H Logistik-Beraten (SO_0009522250_001021) - Hours Worked - Default								
Onsite ST /Hr								
<b>Total</b>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00





# Time sheet – Incorrect rate



Status of the invoice is **PAID** or **PAYMENT PENDING**

1. SAP creator/owner navigates to the order (WO/SOW)

SOW

WO

Actions

- Revise
- Edit Statement of Work
- Copy Statement of Work
- Close Statement of Work
- View Versions
- Add Attachment
- Associate User
- Print

Actions

- Revise
- Quick Revision
- Edit Worker
- Edit Work Order Details
- Replace Worker
- Close Worker
- Evaluate Worker
- Cost Object Management
- Add Attachment
- Print

2. SAP creator/owner updates the current rate or add a new one → submit the revision

## Roles, Sites and Rates

Please define a worker Role, a Site, and Rates. This section is required.

Worker Role
Application Consulting and Support   E3   Senior Consultant

+ Add Worker Roles and Rates × Remove All

3. Supplier accepts the revision

4. Supplier navigates to the Worker → Actions → Revise → update the rate accordingly → submit (only for SOW; for WO this is done automatically)

Actions

- Revise
- Edit Worker
- Create Expense Sheet
- Reset Password
- Add Attachment
- Print

5. Revision of the worker must be approved by SAP owner and EWFC team

6. Once the Worker revision is approved → supplier navigates to the time sheet → Actions → Revise (no other action required in the time sheet) → Select reason for revision and submit; it is also possible to use Submit rate change button

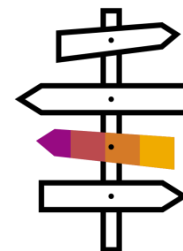
Submit Rate Change

Actions

- Revise
- Print

Reason \*

- [Select a Reason]
- [Select a Reason]
- Incorrect Invoice Adjustment
- Incorrect Hours
- Incorrect Rate



In case of **Manual invoicing** – once the time sheet is approved → supplier needs to create new invoice

In case of **Auto invoicing** – once the time sheet is approved → new invoice is created automatically by the system

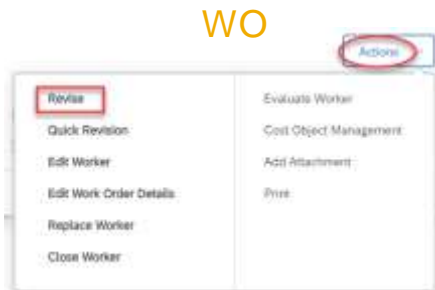
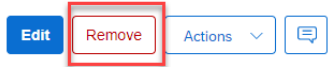


# Time sheet – Incorrect rate



Status of the invoice is **REJECTED**

1. AP rejects the invoice (status in FG is Rejected) – rejection email sent to the supplier
2. Supplier navigates to the invoice and click on remove button
3. SAP owner or creator rejects the time sheet
4. SAP owner or creator navigates to the order

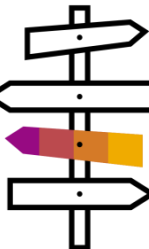


5. SAP creator/owner updates the current rate or add a new one and submit the revision

## Roles, Sites and Rates

Please define a worker **Role**, a **Site**, and **Rates**. This section is **required**.

Worker Role	
<input checked="" type="checkbox"/> Application Consulting and Support   E3   Senior Consultant	
<input type="checkbox"/> + Add Worker Roles and Rates	<input type="checkbox"/> Remove All



6. Supplier accepts the revision

7. Supplier navigates to the Worker → Actions → Revise → update the rate accordingly → submit (only for SOW; for WO this is done automatically)



8. Revision of the worker must be approved by SAP owner and EWFC team

9. Once the Worker revision is approved → supplier navigates to the time sheet → **Edit** (no other action required in the time sheet) → Select reason for revision and submit

Reason \*

[Select a Reason] ▼

[Select a Reason]

Incorrect Invoice Adjustment

Incorrect Hours

**Incorrect Rate**

In case of **Manual invoicing** – once the time sheet is approved → supplier needs to create new invoice

In case of **Auto invoicing** – once the time sheet is approved → new invoice is created automatically by the system



# Miscellaneous invoice – Incorrect invoice amount



Status of the invoice is **REJECTED**


1. Accounts payable rejects the invoice and rejection letter is sent to the supplier

2. Supplier navigates to the invoice and click on click on Edit button

SAPXPI00134018  

Miscellaneous Invoice | Geller,  
SAPXMI00000289

**Edit** Remove Actions

Status:  Rejected  
Next Step: Supplier can resubmit

3. Supplier fill out all the amendments



Setup

Miscellaneous Invoice Code \*

Supplier Address (optional)  
AMER - 3000 W Chester Pike Newtown Square Newtown Square PA USA

Amounts

Miscellaneous Reasons		Amount (EUR)
Conversion Fee		100,000.00
Bonus		100,000.00
[Select a Reason]		
<b>Total</b>		<b>200,000.00</b>

Adjustments

**MANDATORY: PROVIDE TAX INFORMATION**  
Please ensure you have identified the correct tax code below for correct invoicing.

Level	Name	Description	Adjustable Amount	Adjustment	Unit	Amount (EUR)
1	000/Versteuer 20%_YB_IT	Prepared value	200,000.00	20.00%	Percentage	40,000.00

4. Submit the invoice for SAP approval



# Miscellaneous invoice – incorrect tax adjustment



Status of the invoice is **REJECTED**

1. Accounts payable rejects the invoice and rejection letter is sent to the supplier

2. Supplier navigates to the invoice and click on click on Edit button

SAPXPI00134018  

Miscellaneous Invoice | Geller,  
SAPXMI00000289

**Edit** Remove Actions

Status:  Rejected  
Next Step: Supplier can resubmit

3. Supplier fill out all the amendments



Setup

Miscellaneous Invoice Code \*  
[Select]

Send to Address (optional)  
AMER - 3999 W Chester Pike Newtown Square Newtown Square PA USA

Amounts

	Amount (EUR)
Miscellaneous Reasons	
Conversion Fee	100,000.00
Bonus	100,000.00
[Select a Reason]	
<b>Total</b>	<b>200,000.00</b>

Adjustments

**MANDATORY: PROVIDE TAX INFORMATION**  
Please ensure you have identified the correct tax code (below) for correct tax coding

Level	Name	Description	Adjustable Amount	Adjustment	Unit	Amount (EUR)
1	DEU/Miscellaneous 19%_VR_IT	Prepaid value	200,000.00	19.00%	Percentage	-38,000.00

4. Submit the invoice for SAP approval



# Miscellaneous invoice – Incorrect cost allocation




Status of the invoice is  
**REJECTED**

1. Accounts payable rejects the invoice and rejection letter is sent to the supplier

2. Supplier navigates to the invoice and click on click on Remove button

Miscellaneous Invoice | Geller,  
SAPXMI00000289

[Edit](#) [Remove](#) [Actions](#) 

Status      Next Step  
 **Rejected**      Supplier can resubmit

3. SAP owner/creator of FG order must update the cost object in the FG order

4. Supplier creates new miscellaneous invoice



Note if cost allocation change is needed, **a NEW Miscellaneous invoice must be created by the supplier after SAP revised the work order.** If the supplier resubmits the previously rejected miscellaneous invoice, the invoice will not pick-up the new cost allocation from the work order.



### Pre-order activities

- Contract related topics
- Payment terms

Please contact your **local buyer**



### Supplier enablement

- **Supplier** enablement on FG
- Supplier training
- Support for suppliers with system usage
- Auto/manual invoicing questions

**SUPPLIER ENABLEMENT**  
[SAP Supplier Portal Page](#)  
[E-mail global](#)



### Ordering

- **3<sup>rd</sup> party Services Requests**
- SOWs
- Nonbillable/Billable Contingent Work Orders
- other Procurement related activities

**PROCUREMENT OPS**  
[E-mail EMEA](#)  
[E-mail Americas](#)  
[E-mail APJ](#)

- Temp staff ordering process
- C-user ID maintenance
- Missing timesheets
- Worker related mandatory documents (CPS, information security training, questionnaire)

**EWFC support**  
[E-mail global](#)  
 Global toll number  
 + 49 6227 7 78894



### Invoice posting/payment

- **All invoices**
  - Invoice status
  - Payment status
  - Rejected invoices
  - Invoice correction
- **Timesheet revision issues**
- **Incorrect invoice status on FG**

**ACCOUNTS PAYABLE**  
[E-mails EMEA](#)  
[E-mails Americas](#)  
[E-mails APJ](#)



### Technical issues

- **Log in issues**
- General technical difficulties with FG system

[Fieldglass helpdesk](#)  
 Please note, that **no process related questions** will be supported under this contact

**Thank you**