



Table of Contents

Module 1: Service Order Management Overview 1

 End-to-End High Level Process..... 1

 Enterprise Roles & Responsibilities 2

 Key Concepts 3

 Service Delivery Scenarios 8

Module 2: Notification Creation and Approval..... 11

 Module Introduction 11

 Create and Approve Notification - IW51 and IW52..... 12

 Close Notification..... 19

Module 3: Service Order End to End Process for Internal Service 21

 3.1 Module Introduction 21

 3.2 Create ZM01 Service Order (Internal)..... 23

 3.3 Service Order Creation without reference to Notification 24

 3.4 Create Sub-Service Order 38

 3.5 Approve Service Order 44

 3.6 Release Service Order 47

 3.7 Service Order Confirmation 50

 3.8 Complete Service Order 53

Module 4: Service Delivery Scenarios..... 56

 4.1 Service Order for External Clients - ZM04 56

 4.2 Service Order based on Service Level Agreements (SLA) - ZM05..... 61

Appendix and Reference Information 68

 Key Transactions..... 68

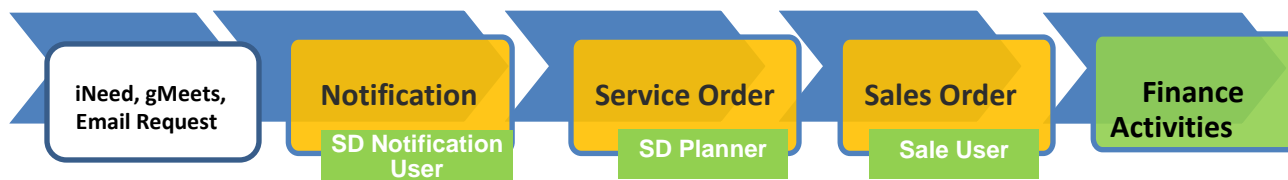
 Reporting..... **Error! Bookmark not defined.**

Module 1: Service Order Management Overview

The purpose of the Umoja Service Order Management user guide is to explain the use of Umoja Notifications and Service Orders for Services Delivery in Umoja

1.1 End-to-End High Level Process

Depending on the business unit and process, the end-to-end Umoja Service Order Management process is as follows:



Note: Each of the above steps of the Service Delivery process do not necessarily apply to every scenario. For example, for equipment write-off request a Service Order is not needed. Sales Orders are only used if an external entity is requesting for services or for disposal of equipment by sales. The user guide will go into details of these different scenarios.

Umoja for Service Requests

All relevant service requests should be handled through the Umoja Service Order Management process.

Depending on the model to be adopted by various functional areas and/or business units, requests may be submitted via Umoja Notification, iNeed, gMeets email and/or telephone.

- a) **iNeed:** Currently, the Business Units in the Facilities Management and ICT fields have implemented iNeed CRM to funnel most of the service requests to centralize submissions. With this approach, the requester can create service requests, regardless of which groups provide the services.
- b) **gMeets:** In order to streamline the conference services requests and fulfilment of processes end to end, Business Units providing Conferences/Events Management services will continue to use gMeets for analysing the workload of meetings, assessment of the staffing requirements and submission of relevant proposals for the preparation of cost estimates. It also takes into consideration the other technical and support services from other Business Units (such as messengers, security officers, etc.).

The Business Units will verify the requests and accordingly create a Service Order with reference to the request whether it be from Umoja Notification, iNeed, gMeets, email, etc. The Service Order will contain all the information needed to plan, execute, and cost recover/bill for the various service(s).

Once the request is received, a Services Delivery (SD) Planner will create a Service Order with detailed list of services to be provided by internal resources (i.e. Activity Type), services to be provided by external vendors (i.e. Service Master from established Procurement Contracts), stock items (i.e. Inventory) and/or non-stock items (i.e. Material Master)

User can generate planned cost and charge against the Service Recipient's budget once the Service Order is approved by the budget owner.

1.2 Enterprise Roles & Responsibilities

The following Umoja Enterprise roles are involved in the Service Order Management process:

Enterprise Role	System Role Responsibilities	Non-system Role Responsibilities
SD Notification User	<p>Responsible for creating, modifying, and cancelling Umoja Notifications within the authorized Plant for:</p> <ul style="list-style-type: none"> • Equipment/property assignment, verification and write-offs • Creation, change and/or update the equipment record • General services to be provided by the UN and/or UN contracted vendors (for entities without iNeed) 	<p>Gather needs and information relating to services, equipment/property and materials to be requested</p> <p>Route or submit the Notifications for approval/release by Services Delivery Notification Approver</p> <p>Identify and/or follow-up on changes that may be required for the Notifications</p> <p>Answer any question related to the Notifications</p> <p>Monitor and report on the status and detail of the Notifications</p> <p>Reporting plant maintenance related issues such as malfunctions and corrective maintenance needs</p>
SD Notification Approver	<p>Responsible for reviewing and approving/rejecting Umoja Notifications within the authorized Plant for:</p> <ul style="list-style-type: none"> • Equipment/property assignment, verification and write-offs • Creation, change and/or update of Umoja Master Data elements • General services to be provided by the UN and/or UN contracted vendors (for entities without iNeed) <p>Directly update and/or cancel Notifications if not performed by Services Delivery Notification Users</p> <p>Review and ensure that the Notifications have been filled out correctly, with proper funding sources (if required) and in accordance with the service agreements (if established).</p>	<p>Verify the requests relating to services, equipment/property and materials that have been submitted for approval</p> <p>Ensure that budgets are available to fund the requests if costs will be recovered by the Service Providers</p> <p>For Notification in relation to disposal and write off, review and accept/approve the recommendations from the Property Survey Board (PSB)</p>
SD Planner	<p>Review the Notifications and generate Service Orders from these Notifications</p>	<p>Clarify requests and determine the works and responsible offices or people</p>

	<p>Create, plan cost, schedule and complete Service Orders</p> <p>Set equipment status</p> <p>Route Service Orders to be approved by Earmarked Funds Document Certifiers (if required) and approved/released by the Services Delivery Order Releasers</p> <p>Perform other Umoja transactions such as creation of Reservations, issue equipment or inventory, create and/or review Purchase Requisitions generated against the Service Orders for procurement action</p> <p>Create, update and monitor the Task Lists, Maintenance Plans and Schedules</p> <p>Close Umoja Notifications upon completion of service provision</p> <p>Monitor and report on the status and detail of the Umoja Notifications and Service Orders</p>	<p>to perform these works</p> <p>Research and compile/design maintenance plans for equipment and properties</p> <p>Submit estimates and obtain confirmation of the works, deadlines and funding sources from the requestors</p> <p>Distribute activities/tasks, and liaise with other offices to ensure completion of the Service/Service Orders</p>
<p>SD Order Releaser</p>	<p>Review and ensure that the Service/Service Orders are created correctly with appropriate activities and rates, funding sources and in accordance with the service agreements</p> <p>Approve Service/Service Orders that do not require funding (i.e. internal cost recovery) from the Service Requestors</p> <p>Release Service/Service Orders that have been approved</p> <p>Directly modify, update and/or cancel Service/Service Orders if not performed by Services Delivery Planner</p> <p>Review and Approve Task Lists and Maintenance Plans</p> <p>This Role has additional ability to update the Service/Service Orders, maintain the equipment record (assign equipment and change the status/location), create and modify the material reservation, and schedule activities (date and duration) of the Service/Work</p>	<p>Investigate the needs and feasibilities of the activities planned for the Service/Service Orders</p> <p>If the Service Providing offices are responsible for the costs, ensure that sufficient funds are reserved to cover for the cost of the Service/Service Orders to be approved and released</p>

1.3 Key Concepts

Service Notification

A Service Notification may be created by the service recipient to inform about a service requirement or need. It is NOT a planning tool or a cost collector. It provides information related to: Who (reporter), Where (location of the object), What (technical object), When (notification start day) and Why (catalog codes).

Depending on the UN Entity, there are several ways to submit a request for services by the service recipient's office:

1. iNeed
2. Umoja Service Notification

These may result in the creation of a service order by the office that is providing the Service.

Notification Types in Umoja

There are multiple types of Service Notification. Each type has a unique set of approval rules and list of statuses. The current types of Service Notification in Umoja are:

P1: Maintenance/Service Request

- For corrective maintenance request
- For general service request
- Transfer of Equipment

PW: Write-off/Disposal/Impairment Request

- For writing off equipment or asset
- For disposal by sales of an equipment or an asset
- For impairment of fixed asset
- Notifications for Write-off, Disposal, and Impairment Request do not require a Service Order. There are Notification Templates for each Plant where predefined activities are listed in the task tab in the notification

ZZ: Generic Notification

- Automatically created notifications for Service Orders Types: ZM01, ZM03, ZM04, ZM05. It is not possible for User to manually create this notification.
- Notification is used as means of communication between all parties involved in providing the services for request.

Service Order

A Service Order is used as part of the Services Delivery process to provide services mainly for internal entities to Umoja and in some cases for external entities to Umoja. The Service Order tracks the planning, execution and completion of work. The Service Order is also used as a cost collector and to charge other entities by defining the appropriate account assignment. The SD Planner creates a Service Order with reference to a Service Request whether it be an Umoja Notification, iNeed request or a request received by other means.

Service Order Types:

The following are the 5 main Service Order Types used in Umoja for Service Delivery:

- **ZM01_Maintenance/Service Order (Internal):** Records services that are provided to charge the service Recipient's account assignment where the Recipients is internal to Umoja.
- **ZM02_Preventative Maintenance Order:** To be used in conjunction with scheduled maintenance plan
- **ZM03_Non-Billable Maintenance/Service Order (External):** For services to be provided to "external" clients but recorded against Service Provider Cost Center (i.e. Non-Billable)
- **ZM04_Billable Maintenance/Service Order (External):** For services to be provided and charged to "external client (i.e. Billable)
- **ZM05_Service Order (Internal Fixed price/SLA):** For services to be provided for another UN Entity where there is a Service Level Agreement between the entities. This will not consume funds as it is budgeted in the SLA upfront.

Sub Service Order

A Sub-Service Order can be created in reference to a Main Order. This is required if there are multiple Service Recipients and the cost needs to be split among them. This functionality will allow a view of the cost breakdown and the total cost against the main order.

Master Data:

Planner Groups

- Planner Group is a group of employees responsible for the planning & processing service requests and/or maintenance tasks in a particular Plant. This could be an individual department, a group of skilled craftsmen or a workshop
- Description, coding and structure of the Planner Groups should be standardized even though they must be defined separately for each Plant
- Planner Groups can also be used for evaluation purposes

Different levels of Planner Group may be used by each Plant to process Service/Maintenance Orders (e.g. L00 versus L01-L02-L03). If required, more detail groups following the Planner Group structure can be developed for Equipment Authorization.

Work Centers

Creation and change of Work Centers can only be performed by a **Financial Accounting Master Data Maintainer**.

- Work Center represents an operational unit which specifies where or by whom the activities are carried out:
 - UN Common Services such as IT, telecommunication, security, travel, transportation, mail, facility management, broadcasting, conference management, food services/catering, interpretation, training and medical services
 - Preventive maintenance of equipment
 - Corrective maintenance or repair of equipment & functional locations
 - Other ad hoc services and/or charges
- A Work Center is required for service/maintenance order management and a Work Center within a Plant can only be mapped to **one Cost Center**. This is the Cost center where the revenue from the service order will be posted to.
- The same work centre could exist in multiple plants but would be assigned to a different cost centre. The Cost centre is used in defining rates.
- Depending on how you organize your work and structure your Cost Center(s), a Work Center may be an operation unit or entire office
- Description, coding & structure of the Work Centers should be standardized even though they must be defined separately for each Plant. Unit of Measure (UoM) of all Work Centers are set to “H” (Hour)

Any new requests or changes to Work Centers would require the approval of OPPBA and will need to follow the Master Data Management (MDM) process which can be found in iSeek.

Activity Types and Rates

- Activity Types describe the work performed/services provided.
- Activity Types in the UN context will be based on the service catalog which has been approved by the Controller’s Office.
- An Activity Type can be used for cost recovery as part of the Umoja Service/Maintenance Order (i.e. ad-hoc) or Cost Allocation (i.e. periodic) processes
- For Service/Maintenance Order, the user needs to determine whether a “real” or “statistical” Activity Type needs to be used.
 - A Real activity type will consume budget and post revenue. These have two categories: Spendable Activity Type and Non Spendable Activity type.
 - Spendable Activity Types will start with “R”
 - Non Spendable Activity Types will start with “N”
 - A Statistical activity type will not consume budget and is used mainly for reporting purposes.
 - Statistical Activity Types will start with “S”
- Activity Type rates are defined against a cost center. This cost center will represent the Work Center of the plant where the activity is performed.
- Description, coding & UoM of the Activity Types should be standardized even though their Rates must be defined separately for each Cost Center (i.e. Work Center/Plant)
- Any new requests or changes to activity types and rates would require the approval of OPPBA and will need to follow the Master Data Management (MDM) process which can be found in iSeek.

Activity Types and Rates - Ad-Hoc versus Periodic

- Activity Types & Rates will be used for recovering cost from clients which are “internal” to Umoja
- For the same service there are two Activity Types defined, one for ad-hoc (Service Orders) and another for periodic (Cost Allocation).
- The periodic activity types have a “0” as the third character in the activity type code. For example, “R”
- The key differences are:

Activity Types and Rates (Ad-Hoc)	Activity Types & Rates (Periodic)
Use with Service/Maintenance Orders in conjunction with Work Center	Use in Cost Allocation process
Ad hoc recovery of costs from a Client's Account Assignment	Cost recovery for the item is periodic in nature (i.e. repetitive)
Post revenue to one or more Cost Centers of the Work Centers associated with the Activity Types	Cost can be allocated from one Sender Cost Center to one or more Receiver Cost Centers in a single transaction (i.e. cycle)

Functional Location

It is the hierarchical ordered structure that denotes the place where the equipment is located or installed and where work can be performed.

Statistical Key Figures

- **Statistical Key Figure (SKF)** is used as the basis (**tracing factor**) for making allocations (**assessments/distributions**)
- Examples: number of employees, area in square meters, etc.
- There are 2 categories of SKF to be used in cost allocation
- Fixed value is used in situation where the SKF does not change very often, as in the case of the number of employees, area, etc.
- Total value is used in situation where the value is expected to change every now and then, as in the case of long distance phone charge, courier services and the like
- The plan is for the Operation (i.e. person mapped to Services Delivery User) to enter the SKF and Finance (i.e. person mapped to Financial Accounting Support User) to run the allocation cycle at period end
- The period when SKF's will be entered and cost allocation cycle executed will depend on the Frequency required
- Cost Allocation Cycle by operational Work Group and frequency of the execution will be set-up based on the data provided

1.4 Service Delivery Scenarios

1. Internal Service Requests that require creation of Umoja Service Order

Service requests created in iNeed that have any financial implications (cost recovery and charging) will require creation of a Service Order in Umoja for the purpose of audit tracking, cost recovery, and updating the financial workflow. The following requests will need to be entered manually and require further action in Umoja:

a. Billable/chargeable Service requests created in iNeed or from notification

The service request could be created in iNeed or in Umoja Notification and routed to the Service Provider for the Service Order creation. The Service Order will be created referencing the information from iNeed or from the Umoja Notification. Service Orders in Umoja are created with a detailed list of services to be provided by internal resources (i.e. Activity Type), services to be provided by external vendors (i.e. Service Master from established Procurement Contracts), stock items (i.e. Inventory) and/or non-stock items (i.e. Material Master). **Step by Step instructions on how to create and complete a service order is shown in module 3.**

Example: Client requests the service provider for ad-hoc carpet cleaning.

b. Services request based on Service Level Agreements

Business Units providing various services may have an agreement in place with their clients. The agreement will define various conditions for providing services with specified financial and budgetary conditions; a fixed amount is billed as specified in the agreement. The services may be provided periodically or on an ad-hoc basis depending on the agreement. The service request will be created in iNeed and routed to Umoja for the fulfilment and Service Order creation. The SLA services are budgeted and hence no cost recovery will take place. The associated financial postings are posted against the Service Provider's budget (as the costs for services are paid upfront). However, to distinguish this request is performed as part of a SLA; the service order settlement is done against the Service Requestor's Cost Center.

Step by Step instructions are shown in module 4.

Example: Client requests to ICT Business Unit for install new Cisco phones for newly recruited staff members

Note: When the work is expected to be more than the agreed threshold specified in the SLA, the cost needs to be recovered/charged therefore, a service order will need to be created and services will be billed/chargeable as in Scenario 1a.

c. Service Request within department and from own budget

Service Order may be used for statistical activities for tracking purposes within a department or for external activities (procurement of materials and services).

2. Service request by external clients, billed by provider or organizer

External clients are requestors of services who operate outside of Umoja (external UN entities and non-UN entities). Clients will continue to request for conference services, whether meetings, documentation or printing services using the existing conference systems. A quotation can be processed in Umoja and provided to the requestor for review and confirmation of services by signing on the quotation and thereafter a sales order will be processed and approved in Umoja. A billing request will be raised in Umoja and sent to the client against whom settlement for services will be made.

Step by Step instructions are shown in module 4

Property Management related Scenarios

Below are the general scenarios related to Property Management. These processes are covered in more detailed in the following courses: 335 – Equipment Management, 337 - Corrective Maintenance, 360 – Equipment Transfer, and 361 – Equipment Write-Off and Disposal.

3. Write-off, Disposal, and Impairment Equipment

Write-off and Disposal processes in the functional area of Property Management will be processed entirely in Umoja. This process does not require the creation of any service requests, Umoja notifications will be created when equipment needs to be impaired and/or written-off for disposal or when equipment is no longer in existence.



4. Service Request created in iNeed and duplicated as a Notification in Umoja

A service request created in iNeed that will bring a change to the master data (equipment and functional location) will be created and processed in iNeed. The service provider will manually replicate the request, create an Umoja Notification and process the assignment of the equipment and/or manually update the change in functional location of the equipment in Umoja. Service Order is not used.

Example: Equipment Assignment, Installation, or Dismantle

5. Preventive Maintenance Process

Planned (Preventive) Maintenance will be processed entirely in Umoja as there is no client service request. The Preventive Maintenance orders are scheduled, assigned and executed through the Service Order Management process in Umoja and are all considered within Allotted Budget (no cost recovery). This process does not require creation of any service request (iNeed) or notification (Umoja). E.g. For time-based maintenance operations, Umoja uses the Start Date on the Maintenance Plan to generate the service orders

6. Periodic Maintenance Process

A periodic process, e.g. regular office cleaning services, will be processed in iNeed and is all considered within Allotted Budget (no cost recovery). On completion of the periodic maintenance activities, the cost associated with the maintenance is captured and recorded in Umoja against the Service Purchase Order. Service Order(s) will be created periodically, a fixed amount is billed for, as agreed in the service order and is governed by the acceptance of Service Entry Sheet by the Business Units.

Periodic Service Order(s) creations designed mainly for use in contracts in the following areas (not sales contracts):

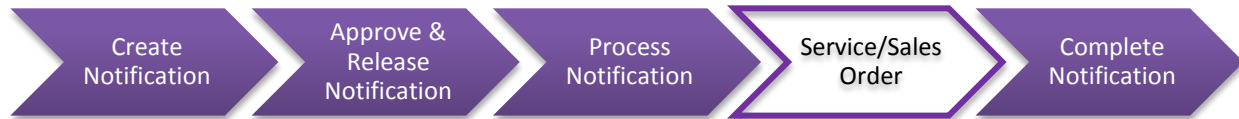
- Service, for example, in maintenance contracts
- Leasing, for example, in leasing contracts

* * * * *

Module 2: Notification Creation and Approval

2.1 Module Introduction

For service requesting entity without iNeed, Service Requestor may submit a request directly in Umoja via Notification. Process for Notification is below:



Business Process Context

Following T-codes are used for Notifications:

- **IW51:** Create Notification
- **IW52:** Change Notification
- **IW53:** Display Notification
- **IW23:** Display Notification Type ZZ

Notification Types

P1_Maintenance/Service Request

- For corrective maintenance request
- For general service request

PW_Write-off/Disposal/Impairment Request

- For writing off property, plant and equipment
- For disposal by sales and/or trade-off
- For impairment of fixed asset

ZZ: Generic Notification

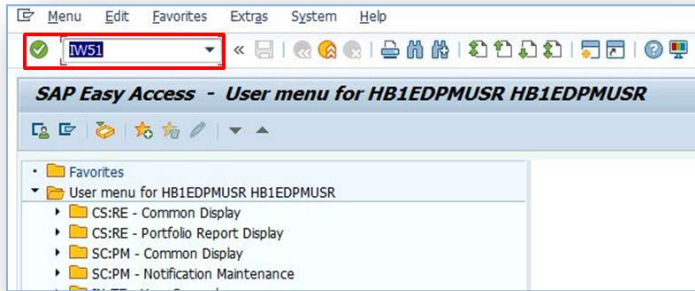
- Automatically created notification for Service Orders Types: ZM01, ZM03, ZM04, ZM05. It is not possible for User to manually create this notification.
- Notification is used as means of communication between all parties involved in servicing the service order request.

2.2 Create and Approve Notification - IW51 and IW52

For entities without iNeed, a notification may be used to request for services. For write-off, disposal, and impairment of equipment Umoja Notification is mandatory. The SD Notification user will create a service notification.

Step-by-Step Instructions

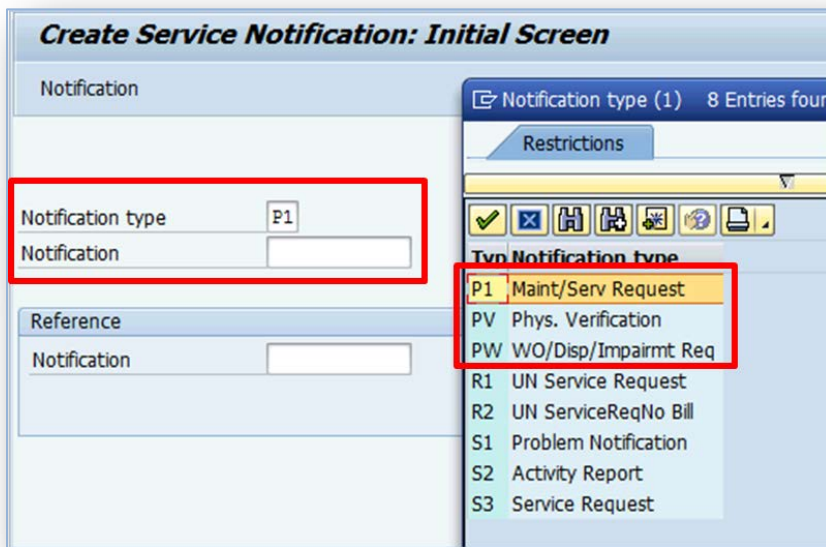
1. Enter T-code **IW51** in the **Command** field



2. a. Select the appropriate **Notification Type = P1 or PW**
 b. If copying from a prior notification, enter the **Notification Number** in the Reference section.

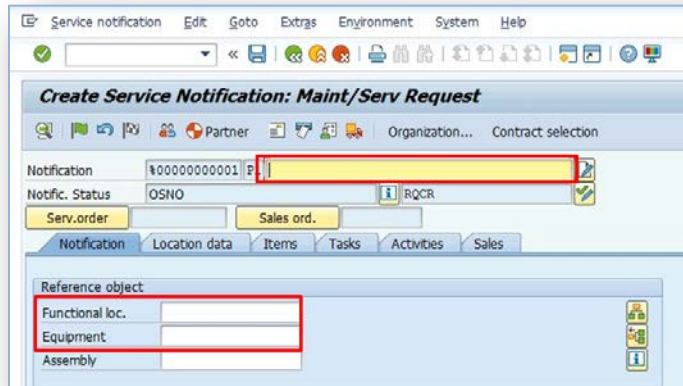
Note: For PW notification, you may reference the Notification Template that has been created for your plant. This will copy all the predefined tasks that have been identified for Write-off and disposal of Equipment and Assets.

Click the **Enter** icon



3. Enter a short description in the **Notification Header**

4. Populate the **Functional loc.** or **Equipment** number fields. These are optional.
 - a. Function loc.: Functional location represents a real estate object. For example, a functional location can be at a certain floor of an office.
 - b. If this notification relates to an Equipment you would enter the Equipment number.



5. Populate the following fields in **Execution** and **Subject** sections:
Under the description the user should input the details of the requested service
 - **Priority** (user should select the appropriate level of priority for the requested service)
 - **Req. Date** (Start Date and End Date)
 - **Main Work Centre** (the service providers work centre)
 - **Planner Group** (the service provider's planner group)

Create Service Notification: Maint/Serv Request

Organization... Contract selection

Subject

Coding

Description UN-HABITAT Conference Request

Notification created.

Request for Conference Services for UN-Habitat (Funded by Grants WBS SB-000531.06 & SB-000527.04)

Item

Object part

Damage

Text

Cause code

Cause text

Entry 1 frm 0

Execution

Priority 3-Medium Effect Breakdown

Req. start 07.05.2015 16:22:06 Required End 12.05.2015 00:00:00

Main WorkCtr ACH-C002 / KE00 Mainfuncn.end

Planner group FOO / KE00

Department resp

Person respons.

Sales area Sales Office Sales Group

6. Click the **Location Data** tab and populate the following two sections:
 - a. Populate the following fields in the **Sales and distribution** area, if client is external to Umoja. This step can be done when creating the service order.
 - Sales Org. = 1000
 - Distr. Channel
 - Division
 - b. Populate the following fields in the **Account assignment** area, for charging or recording costs to entities within Umoja
 - Company Code = 1000
 - Business Area
 - Asset Number, Cost Center, WBS Element **or** Settlement Order (Internal Order) field

Notific. Status NOCO NOPT ORAS ASGN

Serv.order 10000027 Sales ord.

Notification Location data Items Tasks Activities Sales

Location data

MaintPlant

Location

Room

Plant section

Work center

ABC indicator

Sort field

Sales and distribution

Sales Org. 1000 United Nations

Distr. Channel 07 Billing/CostRecovery

Division 07 Conf, Media & Events

Account assignment

Company Code 1000 United Nations New York

Asset /

Business Area S300 UN Office at Nairobi

Cost Center 11160 INON BFMS CO Area 1000

WBS Element

SettlementOrder

- If this is a PW notification (for the disposal, impairment or write-off of an equipment or asset), the Task list will be copied from the template that is used as a reference. For more details on Write-off notifications, please refer to job aid “Equipment Write-Off, Impairment, and Disposal” on iSeek.

Notific. Status OSNO OST5 RQCR

Serv.order Sales ord.

Notification Location data Items Tasks Activities Sales

No.	Ta...	Task code text	Task text	T...	Status	User Status	Task processor	Responsible	List name	Planned st...	Plan...
1	001	Generic Task			TSOS		Person respo_...			00:0...	
							Person respo_...			00:0...	
							Person respo_...			00:0...	
							Person respo_...			00:0...	
							Person respo_...			00:0...	
							Person respo_...			00:0...	
							Person respo_...			00:0...	
							Person respo_...			00:0...	
							Person respo_...			00:0...	
							Person respo_...			00:0...	
							Person respo_...			00:0...	
							Person respo_...			00:0...	
							Person respo_...			00:0...	
							Person respo_...			00:0...	
							Person respo_...			00:0...	
							Person respo_...			00:0...	
							Person respo_...			00:0...	
							Person respo_...			00:0...	

Entry 1 of 1

Notification: Sales tab (for client “external” to Umoja only) this step can also be done in the service order.

- A Business Partner with “UN Customer” role and relevant **Sales Area** should be entered in the “Sold-to-Party” field if the **Service Order** is going to be invoiced to a client “external” to Umoja
- Detail of the requestor and reference number of the document received from the “external” client can also be entered in the **Additional Data** section

The screenshot shows the SAP Notification form with the following details:

- Notification: 10000064 P1 SD09A_Conference_TA
- Notific. Status: NOCO NOPT ORAS
- Serv.order: 10000027
- Sold-to party: 1400000324 UNICEF-KENYA
- Location: NEW YORK
- PartnerTimeZone: 11.01.2015 22:17:35 CST
- Additional Data: Reported by: NN1EDPMUSR, Date: 02.01.2015 18:36:49

11. Enter **Business Partner No.**(if client is external to Umoja)

12. Enter **Requestor Name**

13. Click the **Save** button. New Notification has been created. Note the new notification number on the bottom left hand corner.

14. Email the Notification Approver to let the approver know that the Notification is ready for approval. User may use the link on the right hand side to email.

The screenshot shows the SAP 'Create Service Notification: Maint/Serv Request' form with the following details:

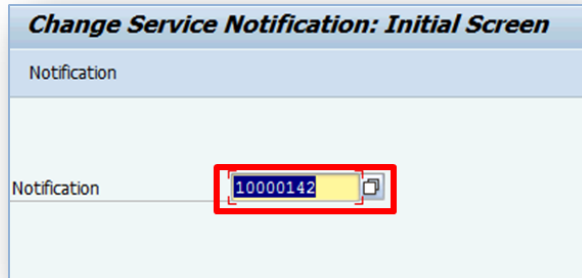
- Notification: \$0000000001 P1
- Notific. Status: OSNO OST5
- Serv.order: [blank]
- Sales ord.: [blank]
- Action box: Send E-mail



Approve Notification

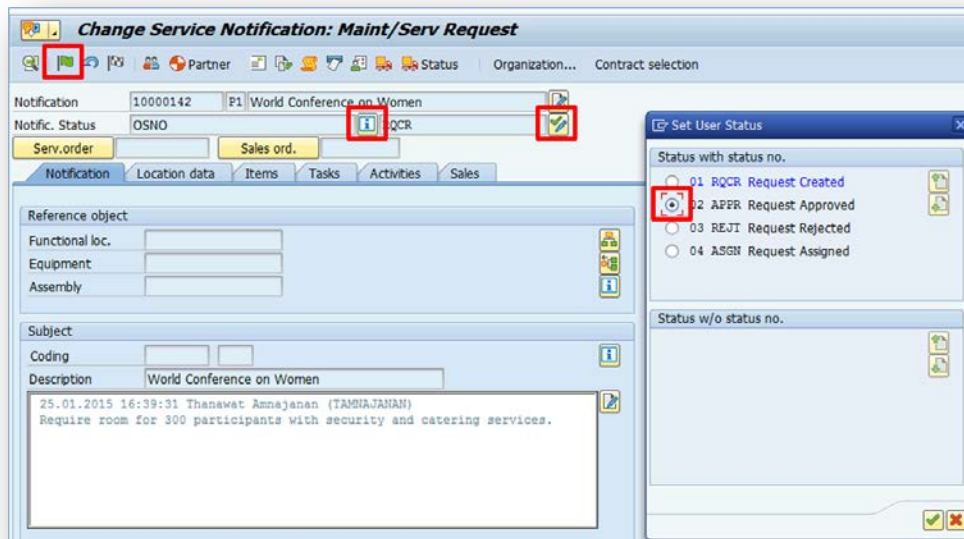
Notification will be approved by the **SD Notification Approver** before it can be reviewed by the **Service Providing** office.

T-code: IW52_Change Notification

1. Enter **Notification Number** to change and hit enter.



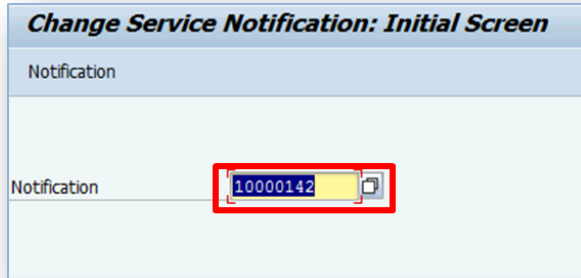
2. Click **Status Detail**  or **Set Status**  icon
3. Change status to **02-APPR Request Approved** (or select **03-REJT Request Rejected** to reject)
4. Click **Green Flag** to release **Notification** for processing
5. Press **Enter**



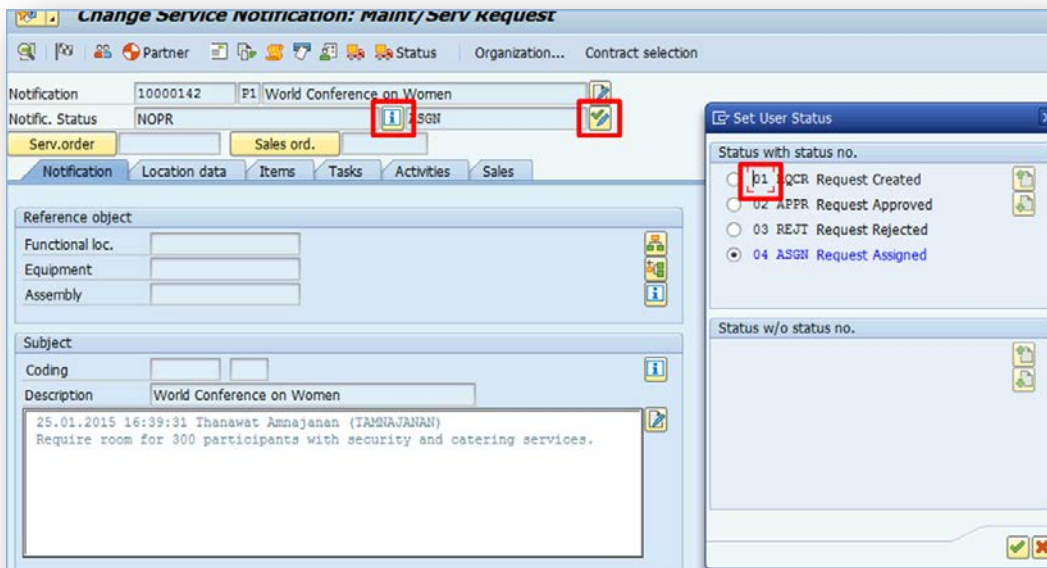
Assign Notification

Once Notifications are approved, the SD Planner will change the status to Assigned.

- Notification status has to be changed to **04-ASGN Request Assigned** so that further actions can be taken on the notification.
1. Enter **Notification Number** to change



2. Click **Status Detail** or **Set Status** icon
3. Change status to **04-ASGN Request Assigned**
4. Press **Enter**



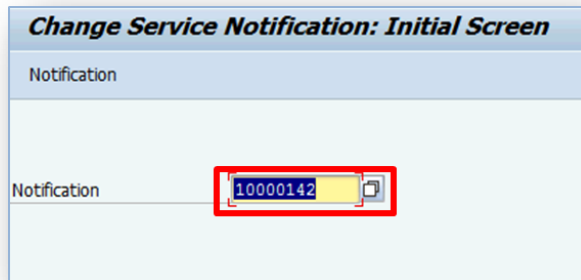
Note: Users can use the free text area to maintain notes and information regarding the request. The user id and time stamp will be automatically populated for every entry when the notification is saved. Once it is saved the notes cannot be deleted or changed.

2.3 Close Notification

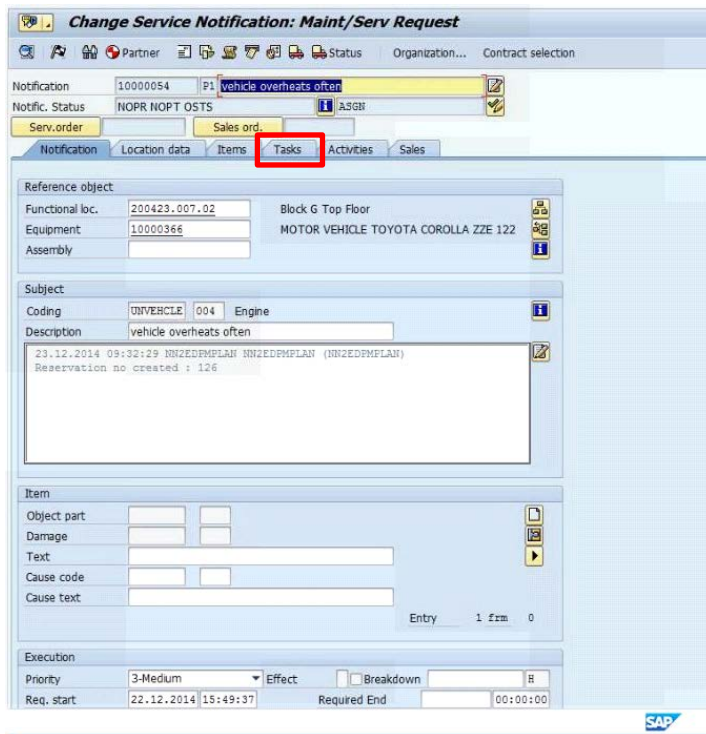
All tasks and activities must be completed before notification can be closed. The SD Planner will close the notification. This can also be done in the service order if used.

T-code IW52: Close Notification

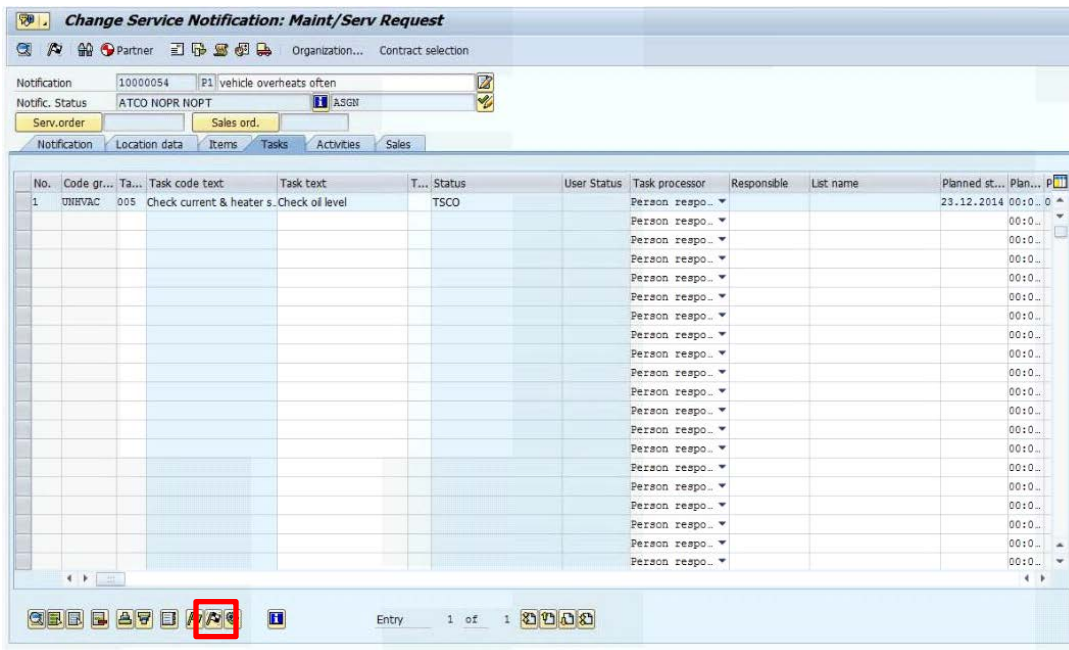
1. Enter Notification Number to Change



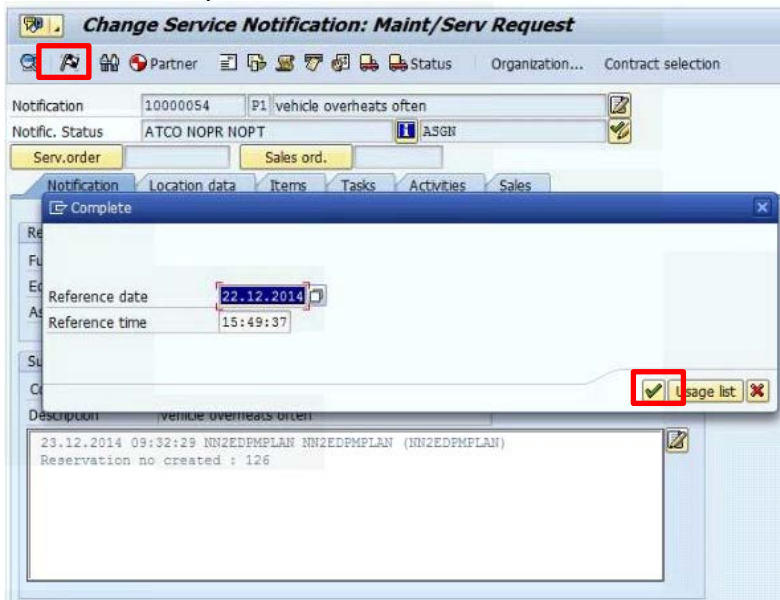
2. Click on the "Tasks" Tab to Release and complete all the tasks. If there are no tasks or activities User may skip these steps.



- Highlight the task again and click on the "Complete" button (white & black flag) at the bottom of the task screen to complete the task.



- Repeat for all tasks in the task tab
- Click on Back button
- Press the Complete button (black & white flag) to set the system status of notification to complete.
- In the pop-up window enter the **Reference Date** and **Reference Time** and click the green checkmark to complete Notification.



Module 3: Service Order End to End Process for Internal Service

3.1 Module Introduction

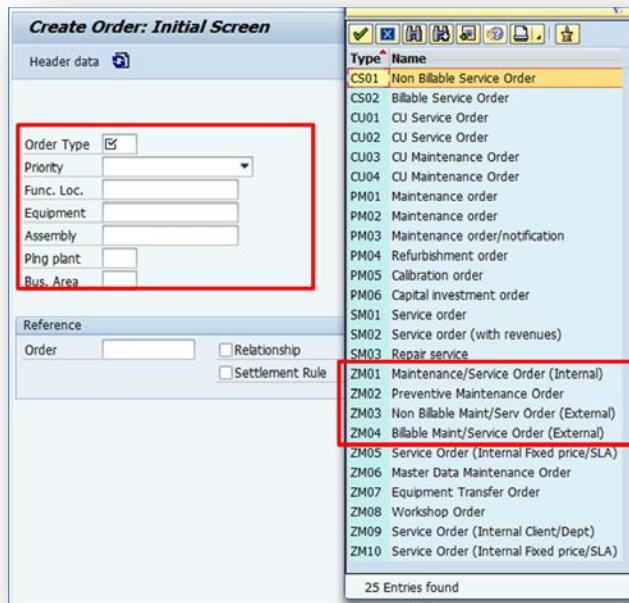
Umoja Maintenance/Service Order can be created with or without reference to a Notification. For entities with iNeed, the SD Planner creates the service order with reference to the iNeed request. There are five different types of Maintenance/Service Orders used in service delivery. In this module we will go through scenario 1a. “Billable/chargeable Service requests created in iNeed or from notification.” In this scenario, a UN Entity is providing conference services for another internal UN Entity. There are “Real” Activities where the service provider will bill the requestor by inputting the requestor’s Account Assignment.

Business Process Context

Transaction code IW31 is used to create a service order. There are five different Maintenance/Service Order types that can be created by the SD Planner.

Step-by-Step Instructions

1. Choose **Order Type** = ZM01, ZM02, ZM03, ZM04, ZM05.
Note: for order types: ZM01, ZM03, ZM04, ZM05 notification type ZZ will be created automatically upon the initial save of the service order.
2. Select **Priority**
3. Enter **Functional Loc.** or **Equipment** (*if maintenance related*)
4. Enter **Plant** and **Business Area**
5. Enter **reference Notification No.** (*if applicable*)
6. Press **Enter**



Maintenance/Service Order Types

- **ZM01_Maintenance/Service Order (Internal):** Records services that are provided to charge the service Recipient’s account assignment where the Recipients are internal to Umoja.
- **ZM02_Preventative Maintenance Order:** To be used in conjunction with scheduled maintenance plan
- **ZM03_Non-Billable Maintenance/Service Order (External):** For services to be provided to “external” clients but recorded against Service Provider Cost Center (i.e. Non-Billable)
- **ZM04_Billable Maintenance/Service Order (External):** For services to be provided and charged to “external client (i.e. Billable)
- **ZM05_Service Order (Internal Fixed price/SLA):** For services to be provided for another UN Entity where there is a Service Level Agreement between the entities. This will not consume funds as it is budgeted in the SLA upfront.

The Process flow for the service order is shown below:



3.2 Create ZM01 Service Order (Internal)

Create Service with reference to Notification

For entities without iNeed, Service Orders will generally be created with reference to a Service Notification. The SD Planner will use T-Code **IW52** to create a ZM01 Service Order from a Service Notification

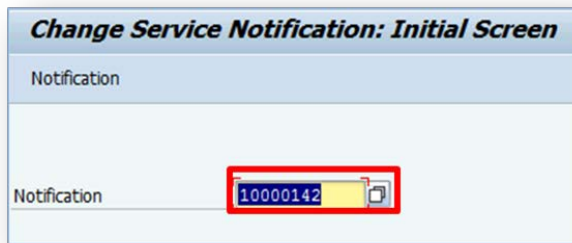
Note:

- Services that need to be procured should be put in the main service order.

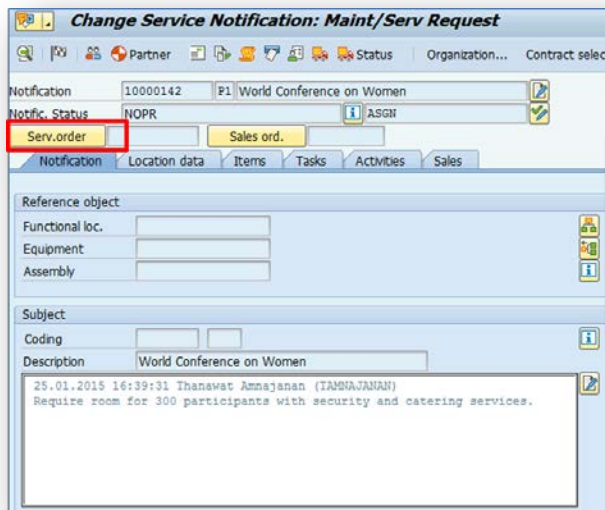
Step-by-Step Instructions

Tcode: **IW52** - Change Notification

1. Enter the **Notification Number** used as reference to create a Service Order



2. Click **Service Order** button to create a **Service Order** from **Notification**



3. Enter
 - **Order Type ZM01**
 - **Business Area of Service Requester**

- **Main Work Center/Plant of Service Requester**

Order Type	ZM01
Planning plant	KE00
Business Area	S300
Main work center	ACH-C002

3.3 Service Order Creation without reference to Notification

Alternatively, for entities with iNeed, the SD Planner will use T-Code **IW31** to create a Service Order using the information in the iNeed Service Request. However, a notification type "ZZ" will automatically be created for each Order, embedded in the Order. This notification will have no user authorization in status profile. This notification can be used to add comments and communicate information between the different SD users.

1. Enter

- **Order Type ZM01**
- **Business Area**
- **Planning Plant**
- **Functional Location:** where the service will take place and/or **Equipment:** equipment repair. These fields are optional.

Create Maintenance/Service Order (Internal): Initial Screen

Header data

Order Type	ZM01
Priority	3-Medium
Func. Loc.	
Equipment	
Assembly	
Plng plant	KE00
Bus. Area	S300

Reference

Order		<input type="checkbox"/> Relationship
		<input type="checkbox"/> Settlement Rule

ZM01 Maint/Service Order

If created with reference to notification, data from notification will be copied over. For service orders created from scratch, user will input information manually.

In the **Header Data** tab:

4. The **Create Service Order** screen will be displayed
5. Populate the required fields under the **Header Data** tab
 - **Planner Group:** SD Planner should enter their Planner Group
 - **Main Work Center:** Enter the appropriate work center for the services
 - **Basic Start Date**
 - **Basic Finish Date**
 - **Priority**
 - **Reference object**
 - a. Functional location – Real Estate Object where the service will take place ie. A floor in a building
 - b. Equipment – If service requested is related to an equipment, the equipment number will be referenced.

In the **Operational Tab**:

- When you click on the Operational Tab the warning message "FM account assignment is incomplete (Fund)" will be displayed. This is a reminder for the user to enter the Fund in the FM account assignment



Since this is a warning message, please note that user will be able to save and send the order for approval without entering the Fund. This will result in a situation where the approver must "reject" the order so that it could be unlocked for the SD planner to enter the fund. Planner will then need to resubmit the order for approval.

To enter the Fund: select **Goto from the menu -> Assignment -> Funds management** (please refer to page 38 for detailed instruction).

In the Operations tab add all the activities that are to be performed:

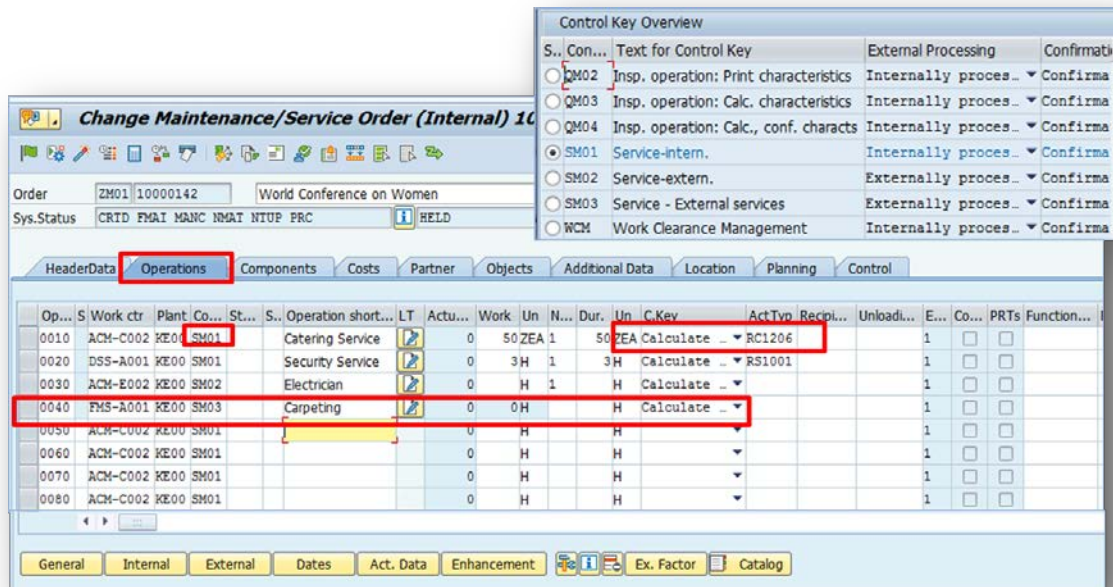
1. **Work Center & Plant**
2. Choose **Control Key** for the type of service

The Control Key specifies the behaviour of the operation line

- **SM00: Service - Internal** (non-time)
SM00 is used when the services are provided by internal resources. An activity type will need to be selected to reflect the service that will be provided.
- **SM02: Service - External**
- **SM03: Service - External services (FrameWork Orders)**

For more details on SM02 and SM03 please refer to below sections.

3. Enter description of service required
4. Enter **Activity Type** (if internal - i.e. Control Key SM00)
 - a. Only enter the Activity type if its an internal service.
 - b. Statistical Activity Type should be used when there is no cost recovery but the activity record is required for statistical purpose
 - c. User may search through the service catalog for the correct activity type
5. Check & enter the **UoM** used in the Activity Type for both Work and Duration UoM.
 - a. Only Activity Types with UoM defined in Time Dimension table can be used, including the 2 customized UoM (i.e. ZEA and ZAU)
 - b. UoM will **NOT** be defaulted when a Service Order line is created.
 - c. UoM of the Activity Type has to be checked & entered manually
6. Enter **Number & Duration (i.e. Planned Quantity)**
 Depending on the Calculation Key, the Work or Duration will be calculated automatically

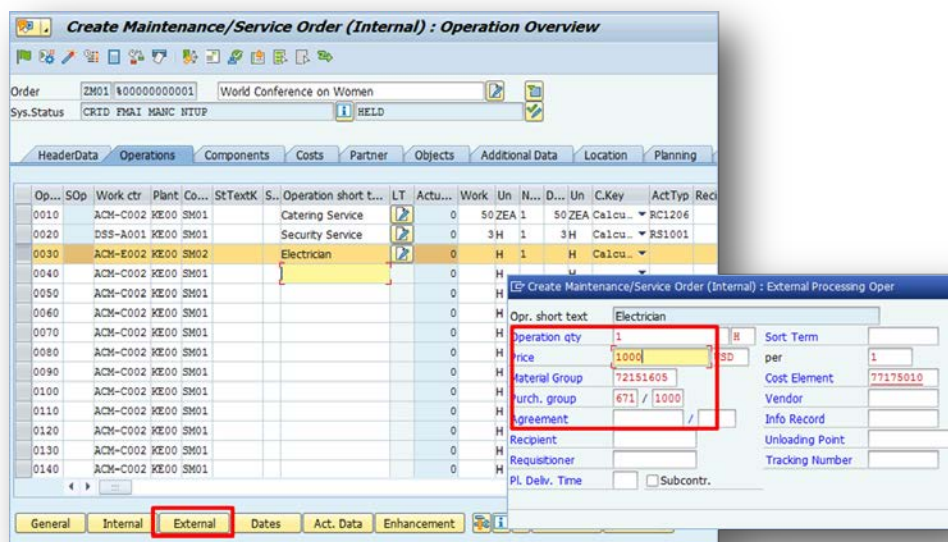


Control Key SM02 – External

Control Key SM02 needs be used if services from “contracted” or “external” vendor is required, user can choose from the contracts that have been established or generate a requisition for Procurement to purchase the service. Please refer to the below.

For SM02, a requisition for procurement activity or against an established agreement (i.e. contract) will be raised.

1. Click **External** button (if SM02)
2. Enter **Material Group, Purchasing Group and Purchasing Organization 1000**
3. Enter **Operational Quantity and Price** (i.e. Requisition Value)

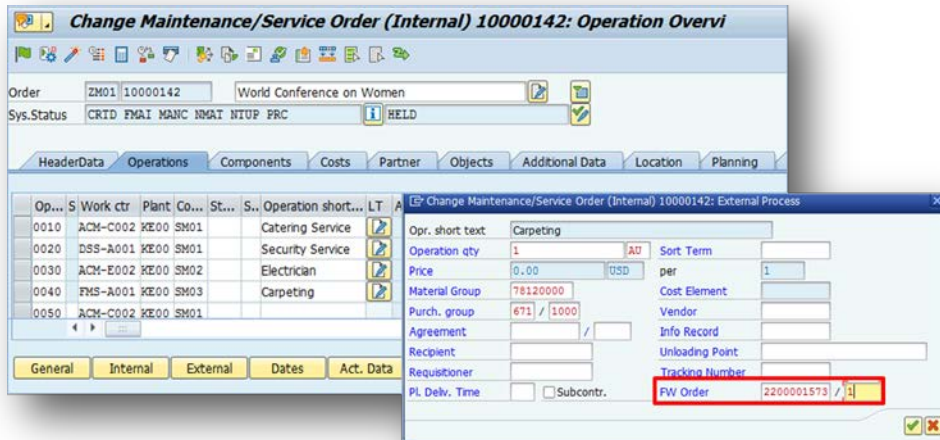


Control Key SM03 – FrameWork Order

For SM03, an external service will be selected from an established contract that have been published as “FrameWork Order” in Umoja ECC.

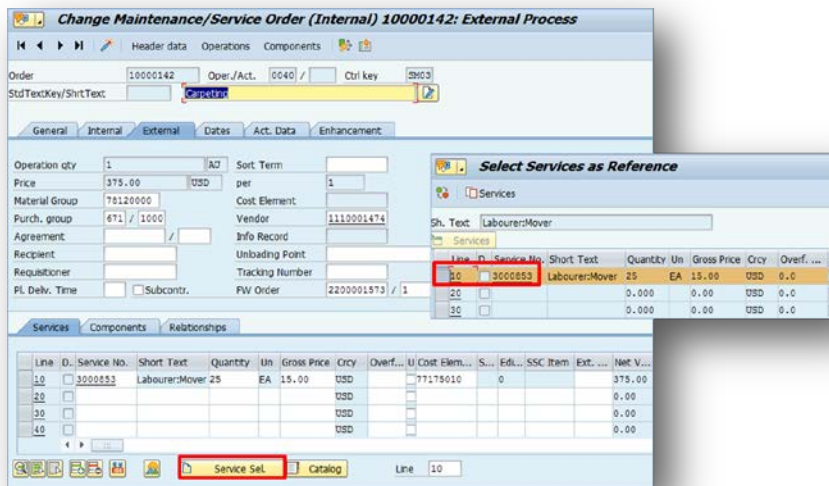
A purchase requisition and **Service Entry Sheet** will be automatically created once the Service Order is confirmed.

Enter **FrameWork Order Number / Line Number** (if against FrameWork Order)



Control Key SM03– FrameWork Order

4. Click **Service Selection** to view list of services
5. Select a service line and press **Enter**



ZM01 Service Order: Components Tab

At Components tab

6. Enter **Material Number**
7. Enter **Requirement Quantity**
8. **Select Item Category**
 - a. For components (i.e. physical materials), user can also choose between
 - i. **Z - Stock Item Non budget**: the system will check material availability and generate a **Reservation**. Material can only come from own stock

based upon storage location associated to a cost center. Use movement type **261**.

- ii. **L - Stock Item Budget Relevant:** the system will check material availability and generate a **Reservation**. Use movement type **ZO1**.
- iii. **N - Non-Stock Item:** the system will generate a **Purchase Requisition which will generate a Shopping Cart** for Procurement to purchase the items from external vendor.

9. Enter **Storage Location & Plant**

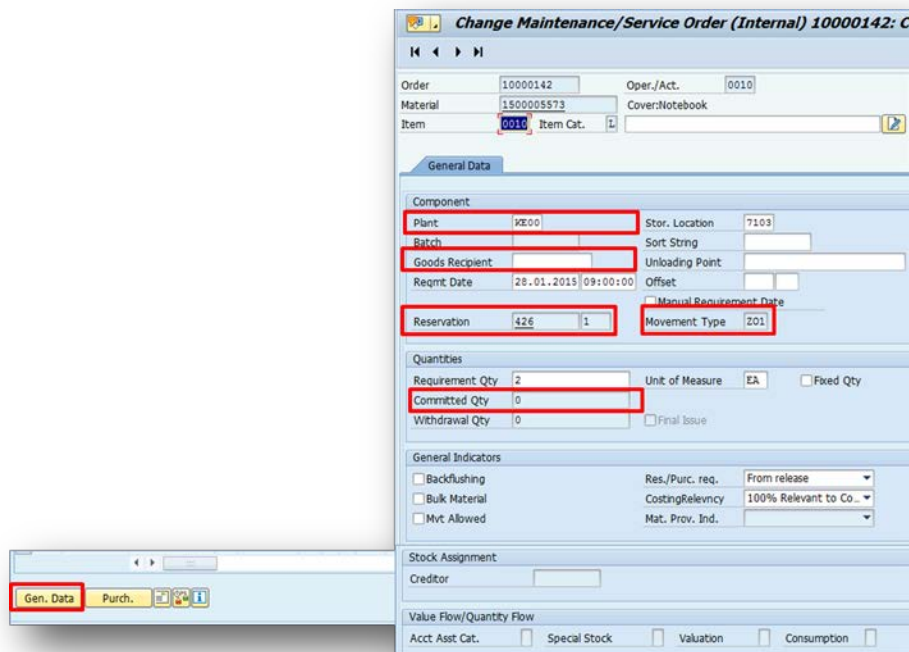
Stock Availability: the Planner can check the stock availability of the specific material by clicking on the Storage location (SLoc) Search box and the list of storage locations along with the stock availability for the particular material will be displayed.

Plnt	SLoc	Description	Unrestricted	Unrestr. Consqt
KE00		UN Office at Nai	92.000	0.000
KE00	1102	BCP Store LIBGF	0.000	0.000
KE00	1103	BCP Call Cntr	0.000	0.000
KE00	1104	BCP R BLK	0.000	0.000
KE00	2102	Med Store Centra	0.000	0.000
KE00	2103	Med Store F BLK	0.000	0.000
KE00	2104	Med Str MCI Tr	0.000	0.000
KE00	4101	W BMTU Store	0.000	0.000
KE00	5101	W MPAU Store	0.000	0.000
KE00	7102	SSS Store G BLK	0.000	0.000
KE00	7103	SSS Store H BLK	92.000	0.000
KE00	8102	DCS Print Shop	0.000	0.000
KE00	9000	Virtual Location	0.000	0.000
KE00	9100	Mombassa	0.000	0.000
KE00	A000	Asst Rcv Consmb	0.000	0.000

10. Enter the **Line Number (from Op Tab)** of the **Operation** that will use the **Material**

Reservation

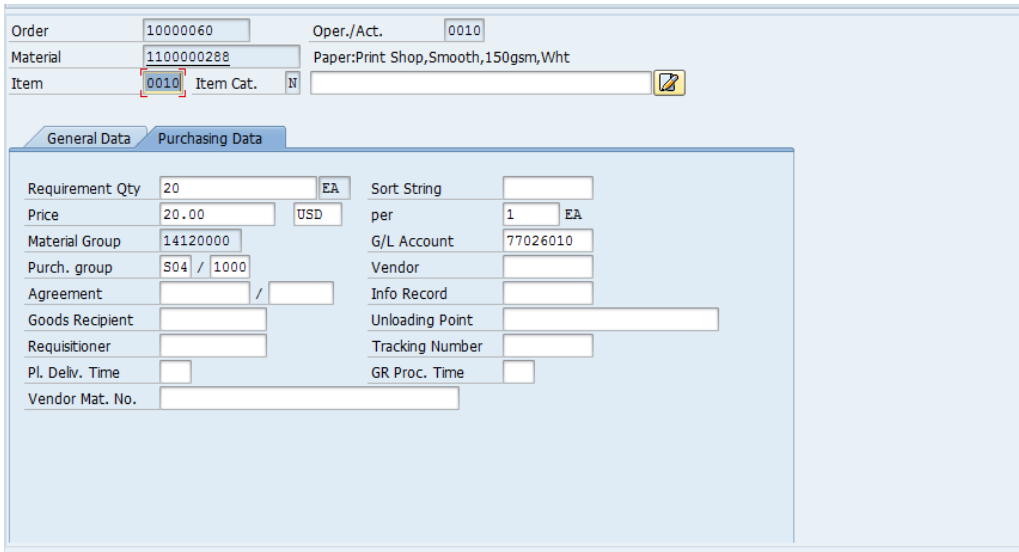
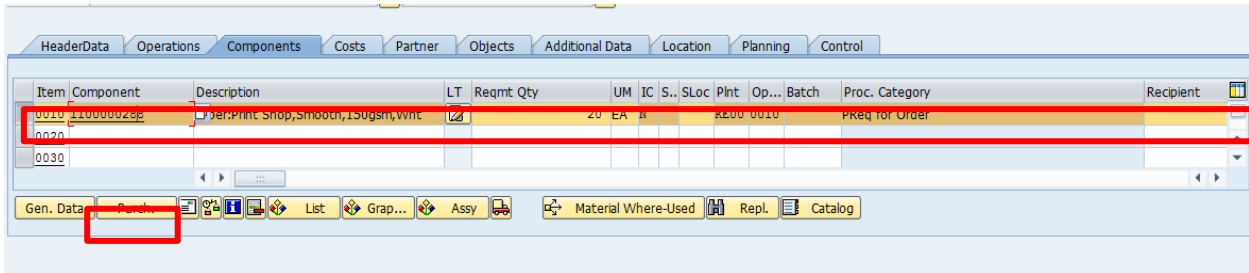
- To view details of Component reserved, highlight and click **General Data** button
- At the **General Data** tab, you will find:
 - **Reservation Number**
 - **Requirement Data & Time**
 - **Requirement Quantity & UoM**
 - **Committed Quantity** if material has been reserved
 - **Withdrawal Quantity** if material has been issued
 - **Movement Type**



Purchase Data

For Components with Item Category N you may view purchasing data by:

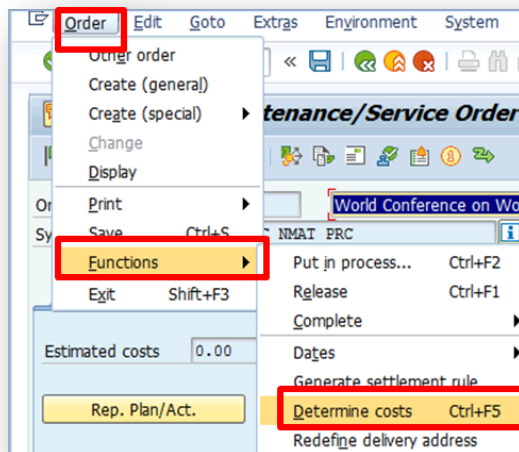
- Highlighting the line and click **Purch.** button



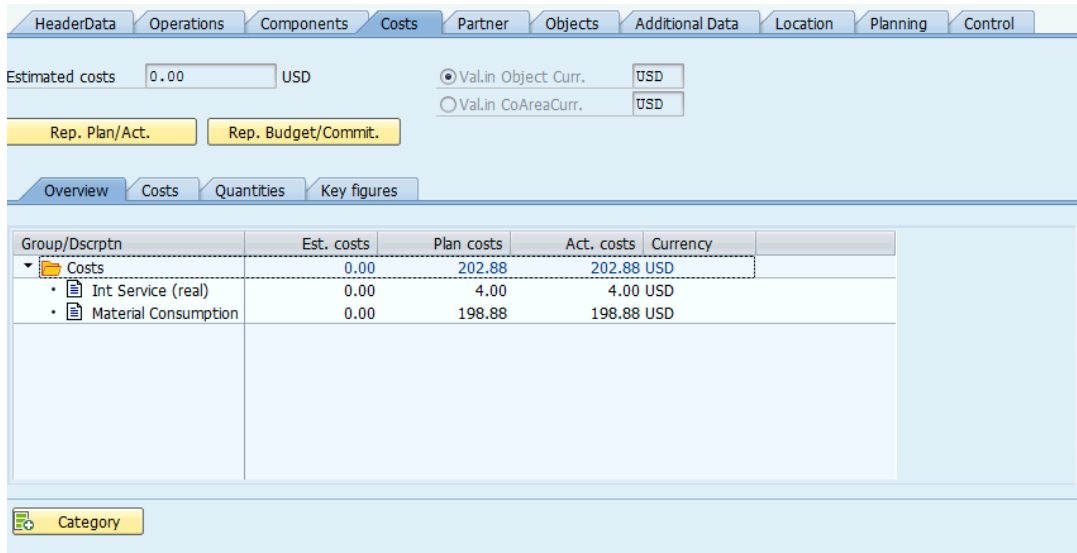
ZM01 Maint/Service Order: Costs Tab

To Review the Planned Cost of the Order prior to saving:

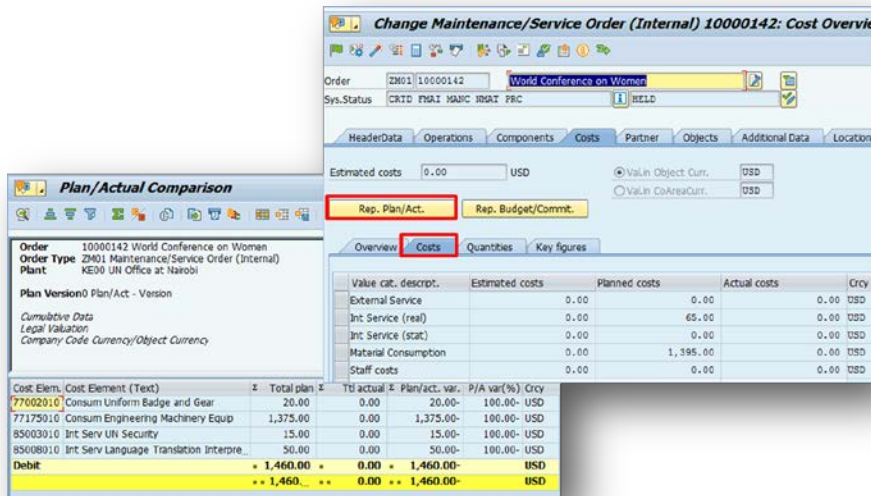
11. Select **Order -> Functions -> Determine costs** to calculate **Planned Cost** of the **Service Order**. Or click on the **Determine Cost** button (calculator icon) on the top of the screen at Costs tab.



- Review **Planned Costs** by group. The overview tab of the consists of different areas (Int Services, Material, Procurement etc.). Planner can review the costs in the Overview tab.



- Click **Rep. Plan/Act.** button to see **Plan/Actual Cost Comparison**



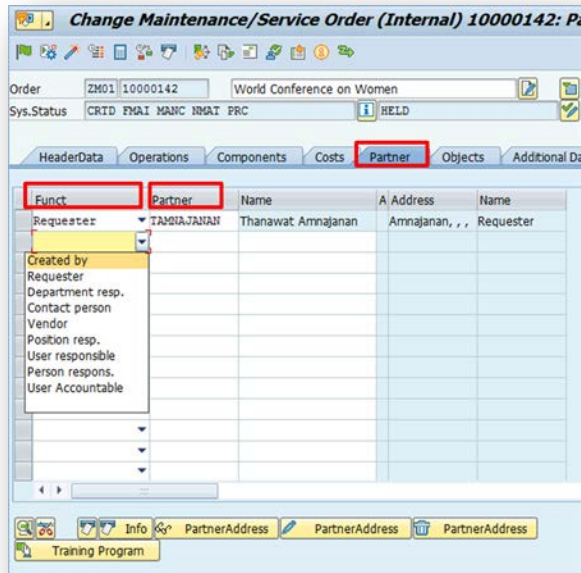
ZM01 Maint/Service Order: Partner Tab

At the **Partner** tab, persons associated with and/or responsible for the **Service Order** can be listed by **Functional role**.

At **Partner** tab

- Select **Functional role**
- Enter **User ID** or **BP Number** of the person or **Business Partner** associated with the **Functional role**

16. User may input as many functional roles as they want. This is for informational purposes.



ZM01 Maint/Service Order: Additional Data Tab

- **Business Area** corresponds to the **Service Recipient's Cost Center**
- **Responsible Cost Center** and **Profit Center** of the Main Work Center will displayed here for information purpose only

At Additional Data tab

17. The **Business Area** of the **Service Recipient** where the cost will be charged will be displayed

Note: *The Business Area is derived from the Cost Center in the Location tab. The Business Area will automatically be overwritten to match the Business Area that is correlated to the Cost Center in the Location tab when the user saves the order.*

18. Review **Responsible Cost Center** and **Profit Center** associated with the **Main Work Center**

Change Maintenance/Service Order (Internal) 10000142: He

Order: ZM01 10000142 World Conference on Women

Sys.Status: CRTD FMAI MANC NMAT PRC HELD

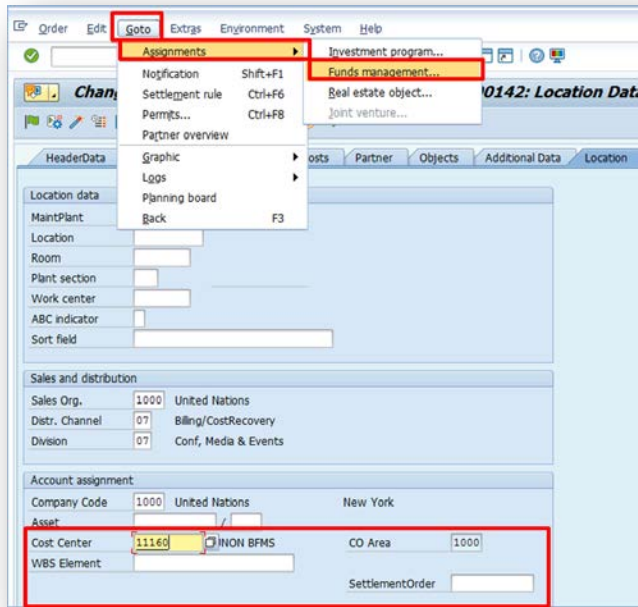
HeaderData | Operations | Components | Costs | Partner | Objects | Additional Data

Organization

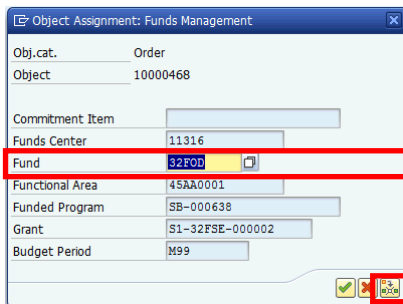
Company Code	1000	United Nations
Business Area	S300	UN Office at Nairobi
Controlling Area	1000	United Nations CO Area
Responsible CCtr	11213	DGACM Nrb Plan Coor
Profit Center	1043	Conference general
Object Class	Overhead	
Functional Area		
Processing group	0	
WBS Element		
Project Definition		
Subnetwrk of/Oprtn.		/

ZM01 Maint/Service Order: Location Data Tab

19. In the **Location Data** tab, the funding **Cost Center**, **WBS** or **Internal Order** will need to be entered.
20. Select **Goto -> Assignment -> Funds management** to enter Fund



21. Enter **Fund** and all other values will be derived from the Cost Center, WBS or Internal Order that is enter in the Location Tab. **Note: If a WBS or Internal Order linked to a Grant is used as the funding source all the cost objects will be derived automatically (including the fund).**

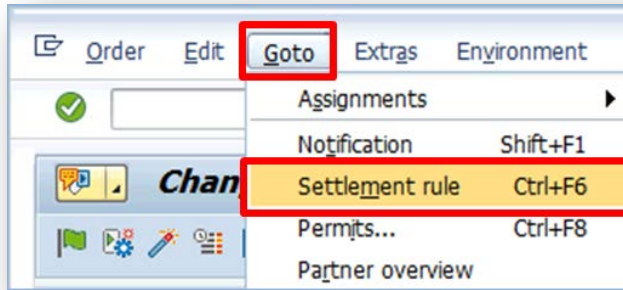


If the funding source in the Location tab (Step 27 above) is changed from a Cost Centre to WBS or Internal Order, SD Planner should click on the “Redetermine Account” button to refresh the account.

ZM01 Maintain Settlement Rule

The cost of the Service Order can be settled to a Cost Center, Internal order, Project WBS or Asset. This is maintained in the Settlement Rule.

22. Select **Goto > Settlement rule**



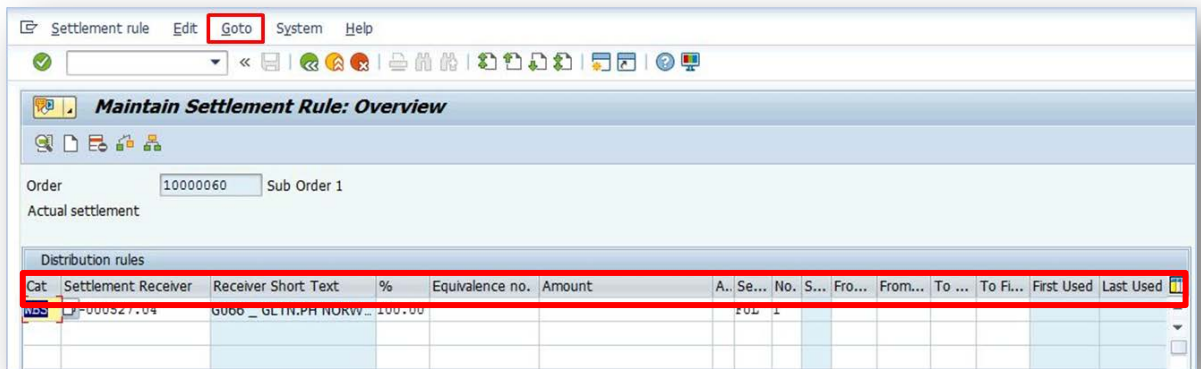
23. Select the **Settlement tools** menu item

24. A pop-up window displays. Maintain the Settlement Rule:

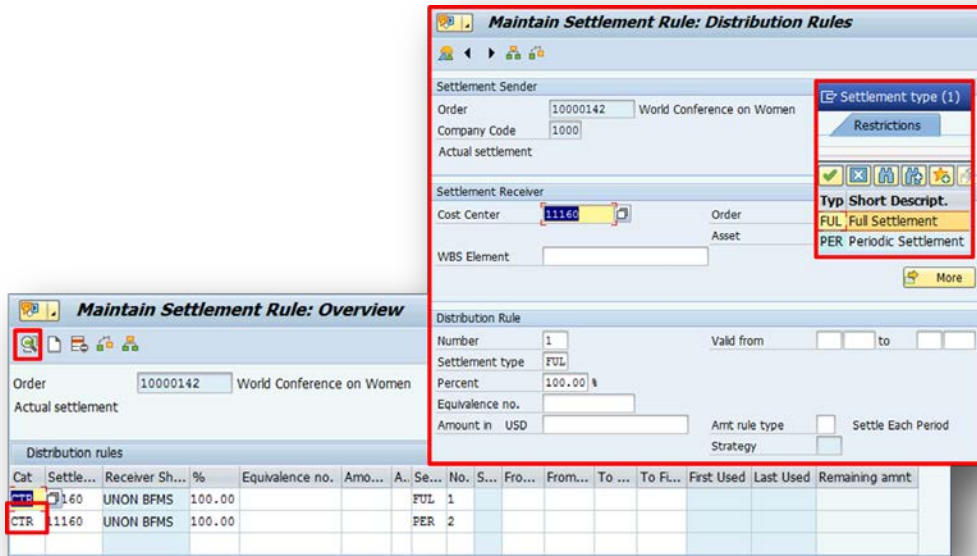
- If the Order is against a Cost Center, click **with default**
- If the Order is not against a Cost center, click **without default**

25. Verify/update the following fields in the **Distribution rules** section

- **Category:** Account Assignment Category which specifies the object type for the Settlement Receiver
- **Settlement Receiver**
- **%:** At which costs collected in the sender object are distributed to the specified settlement receiver
- **Settlement Type:** FUL Settlement Type should be maintained for all orders



26. Click **Detail** icon to see detail



27. Click on the Green arrow to go back to the initial screen and Save the Order. Please make note of the Order Number.

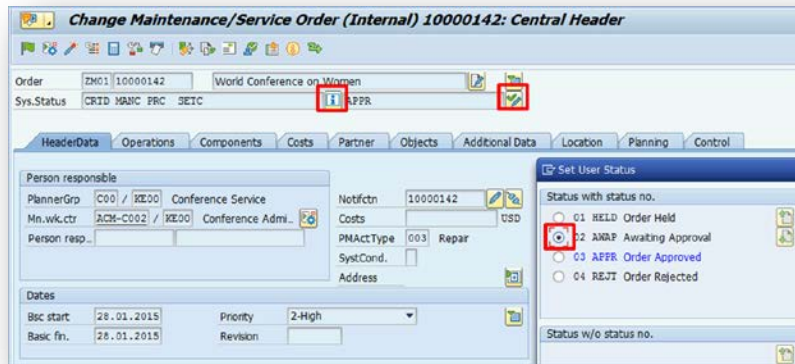
Submit ZM01 Maint/Service Order for Approval

Once all the details have been entered in the service order, SD03 – SD Planner can change the status of the order to **02-AWAP Awaiting Approval** so that the Certifying Officer can review and Approve the Order.

Note, if this is a budget relevant Order, an email will be automatically send to the FM07 – Certifying Officer asking for his/her review and approval of the Order. If the Order is not Budget Relevant, then the SD04 – SD Order Release will get an automatic email asking for his/her review and Release of the Order.

28. Click **Status Detail** or **Set Status** icon

29. Change status to **02-AWAP Awaiting Approval**.



Note: If a sub-service order will be created with reference to the Service Order the main order must be in either HELD status or APPR Order Approved. If the Service Order is in Awaiting Approval Status, the order will be locked and a sub-service order cannot be created with reference to the main order.

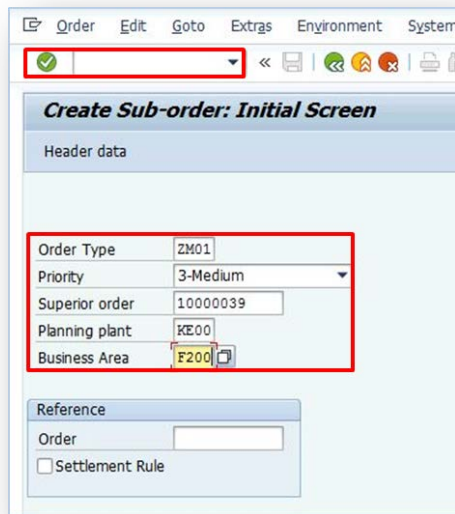
3.4 Create Sub-Service Order

- A Sub-Service Order can be used to charge different clients (Internal or External) for the service provided.
- If cost of the work has to be divided to various parties, Sub-Service Orders can be created for each client, referencing the Superior Service Order
- The information on some tabs of the Sub-Service Order will be inherited from Superior Order, but they can be overwritten.

The process to create a Sub-Service order is similar to standard Service Order (covered in the previous section).

Follow the steps below to create a Sub-Service Order:

1. Enter **IW36** in the Command field
2. The Create Sub-order: Initial Screen displays. Populate the following fields:
 - **Order type**
 - **Priority**
 - **Superior Order**
 - **Planning Plant**
 - **Business Area**

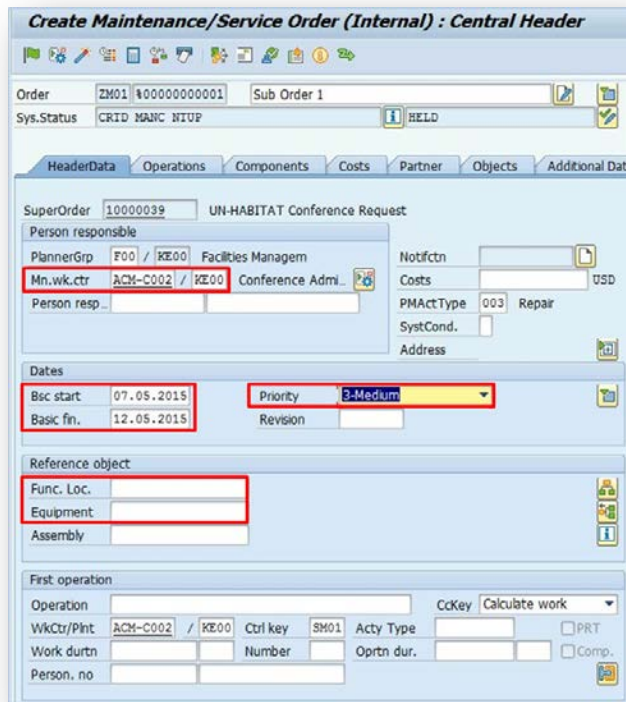


3. Click the **Enter** icon

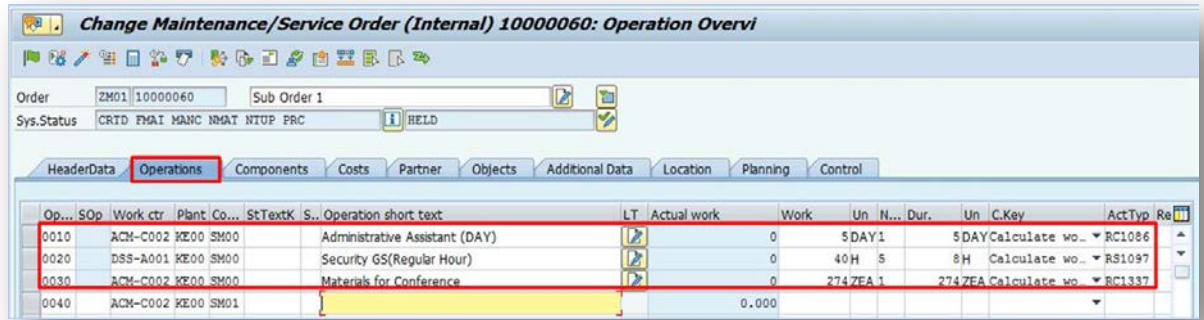
Note:

- To copy the details of an existing order, enter the order number in the reference section. If the Settlement Rule is also required to be copied, select the **Settlement Rule** check box and click the **Enter** icon.
 - Enter a short description of the request in the Order Header
4. The **Header** screen displays. Under the **Header Data** tab verify/update the following information:
- **Mn.wk.ctr:** Main Work Center that is responsible for the entire maintenance operation Work Center Plant
 - **Bsc start** and **Basic fin.:** The start and end dates of the maintenance order. This can be specified for better planning
 - **Priority:** If required, user can assign the priority information to the Work Order
 - **Func. Loc.** and **Equipment:** If the Functional Location and/or Equipment have been specified in the related notification, the same values will be populated here. Otherwise, user can enter the appropriate values in these two fields

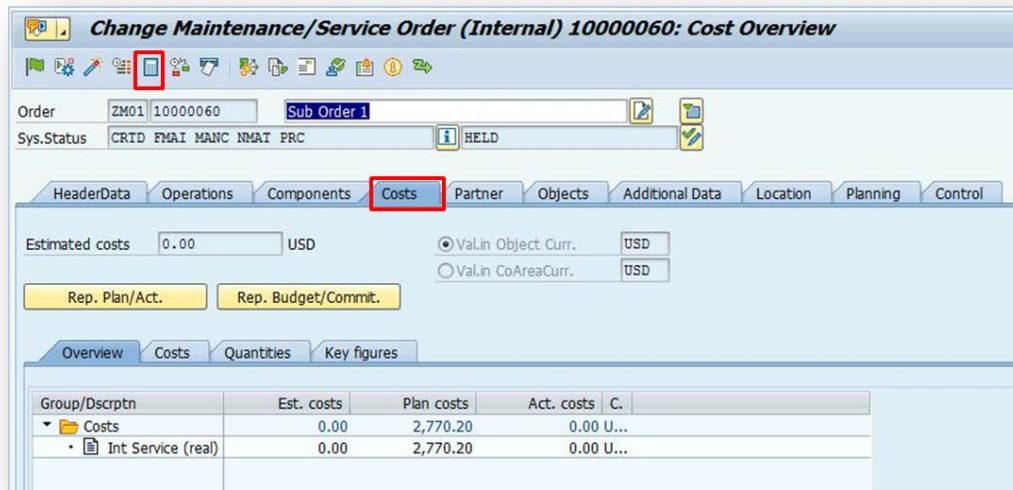
Note: After entering the Equipment number, a pop-up window might display with a list of Work Orders related to that equipment. Click the **OK** icon to exit



5. Click the **Operation** tab and Populate the following fields for the each operation you wish to include in this Order:
 - **Work ctr** and **Plant**: Enter the responsible Work Center and Plant where the service activities are planned and revenue will be captured
 - **Operation short text**: Enter a short description of the operation
 - **C. Key**: Enter the control key.
 - **ActTyp**: Enter the operation activity type
 - **Work** and **Un**: Enter the work hours of the operation activity and specify the unit of measure
 - **Dur.** and **Un**: Enter the duration of the operation activity and specify the unit of measure
6. Click **Enter**
7. Repeat the above steps for all the actives

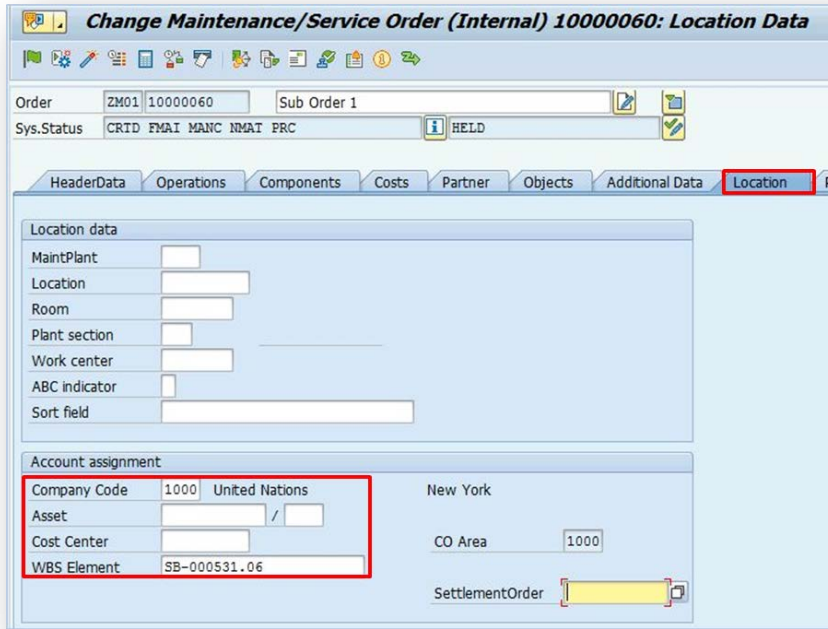


8. Click the **Costs** tab to review the planned (expected) cost of the maintenance operation
9. To calculate the total planned cost of the maintenance order, click the **Determine Cost** button (calculator icon)

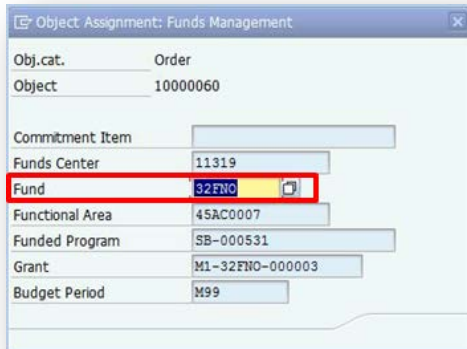


10. Click the **Location** tab and enter the following account assignment details:
 - **Company Code**
 - **Asset, Cost Center, WBS Element or Internal Order**

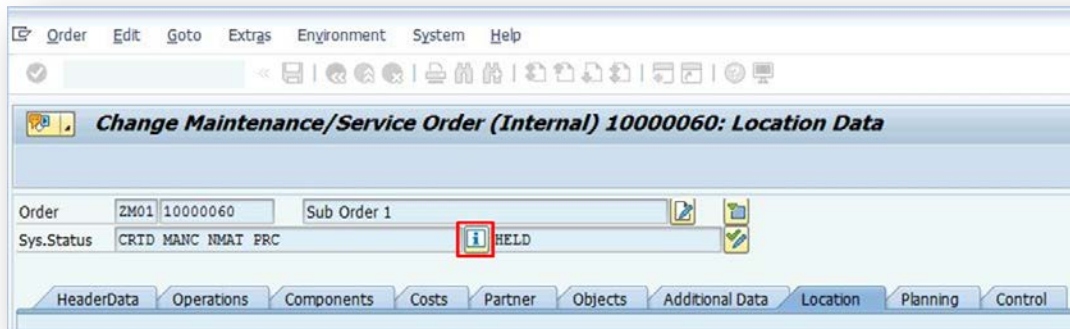
Note: If the Equipment/Functional Location has been specified, the same value will be populated here.



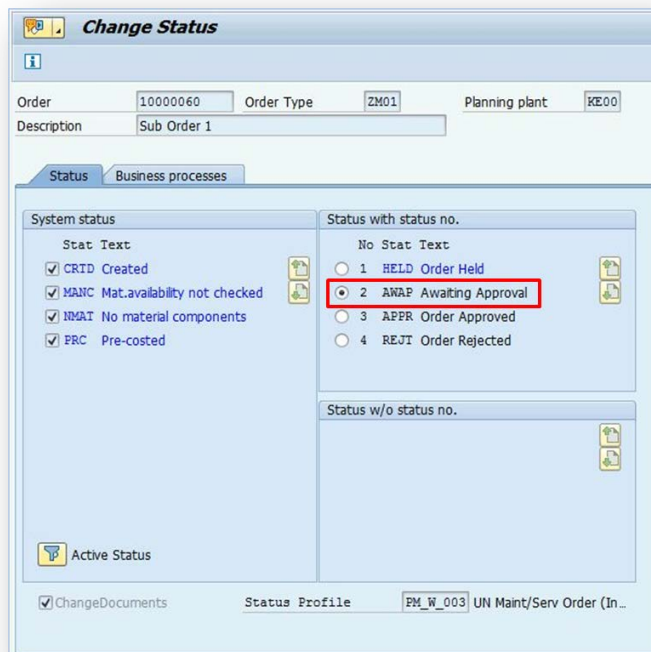
11. Click the **Enter** icon
12. To verify the Fund associated with the Service Order, click the **Goto** menu. Select the **Assignments > Funds Management** menu item
13. The **Funds Management** pop-up screen displays.
14. Validate/enter the values in the **Fund** field
15. To change the account, click the **Fund** matchcode icon
16. Click the **Enter** icon to exit



17. Click the **Status** icon to change the Status of the Order



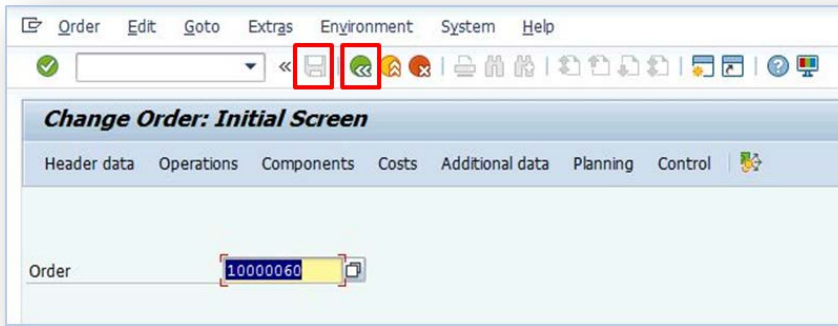
18. On the **Change Status** screen, in the **Status with status no.** section, select the **2 AWAP** radio button



19. Click the **Back** icon

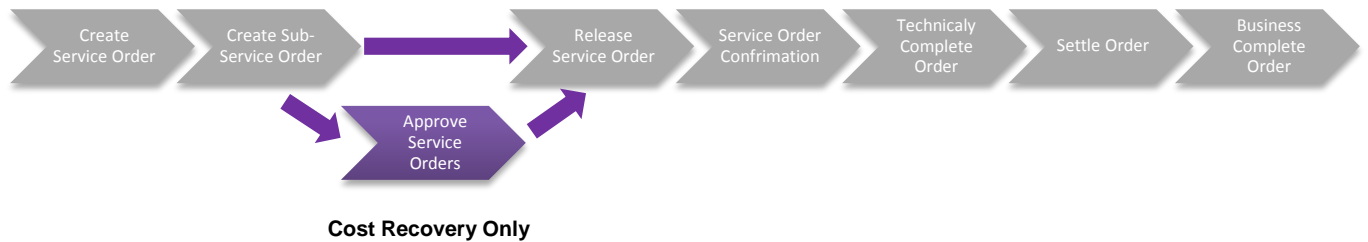
20. Click the **Save** icon to save the Service Order

The Sub-Service Order has been created. Please note down the Order number.



3.5 Approve Service Order

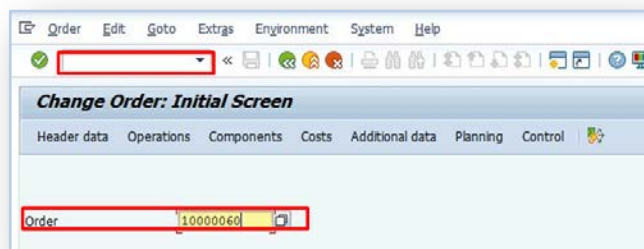
For service orders that have cost recovery (i.e. Real Activities) the Funds Center/ Budget approver will approve the Service Order requests. If there are no cost recovery related activities, the approval process will skip to the SD order releaser. Approver will review the order including the activities, planned costs, account assignment, and other fields before approving or rejecting the order.



Cost Recovery Only

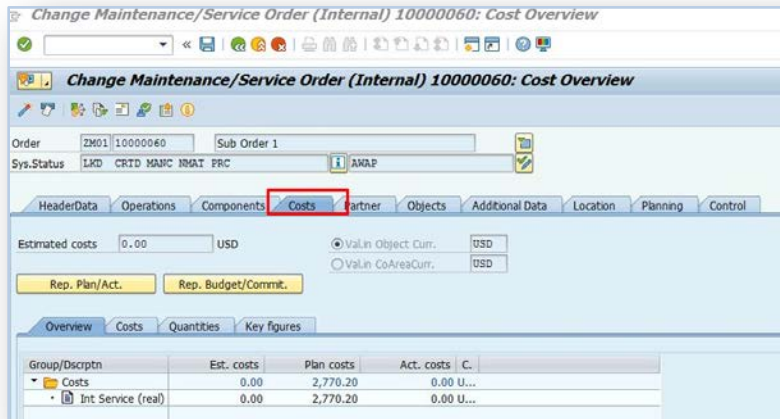
Step-by-Step Instructions

1. Enter **IW32** in the **Command** field
2. Click the **Enter** icon
3. Enter the Order number in the **Order** field



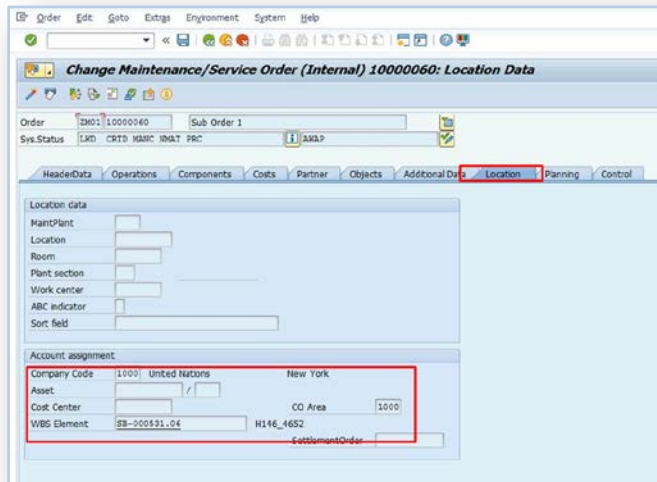
4. Click the **Enter** icon

5. Click the **Costs** tab. Review the total costs of the Work Order



6. Click the **Location** tab. Review the following fields

- **Asset**
- **Cost Center**
- **WBS Element**
- **Internal Order**



7. Select the **Goto > Assignments > Funds Management** menu item. Review the coding block

Object Assignment: Funds Management

Obj.cat.	Order
Object	10000060
Commitment Item	
Funds Center	11319
Fund	32FNO
Functional Area	45AC0007
Funded Program	SB-000531
Grant	M1-32FNO-000003
Budget Period	M99

8. Click the **Back** icon
9. Click the **Change Status** icon to change the status of the Order
10. Select **3 APPR Order Approved** radio button
11. Click the **Back** button

Change Status

Order: 10000060 | Order Type: ZM01 | Planning plant: X200
Description: Sub Order 1

Status Business processes

System status	Status with status no.
<p>Stat. Text</p> <p><input checked="" type="checkbox"/> LKD Locked</p> <p><input checked="" type="checkbox"/> CRID Created</p> <p><input checked="" type="checkbox"/> MMNC Mat.availability not checked</p> <p><input checked="" type="checkbox"/> RMAT No material components</p> <p><input checked="" type="checkbox"/> PRC Pre-costed</p>	<p>No Stat. Text</p> <p><input type="radio"/> 1 HELD Order Held</p> <p><input type="radio"/> 2 AWAP Awaiting Approval</p> <p><input checked="" type="radio"/> 3 APPR Order Approved</p> <p><input type="radio"/> 4 REJT Order Rejected</p>
<p>Active Status</p>	<p>Status w/o status no.</p>

ChangeDocuments Status Profile: PM_W_003 UN Maint/Serv Order (In..)

12. Click the **Save** button

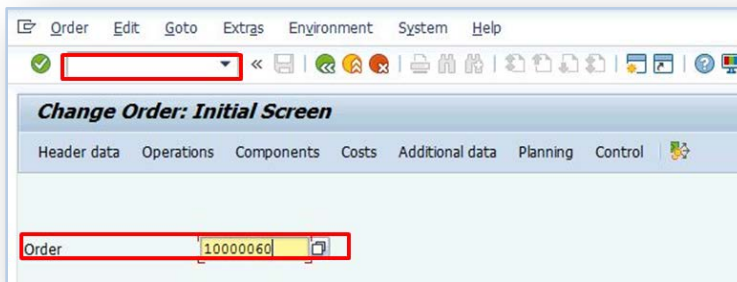
3.6 Release Service Order

For services without cost recovery activities, the approval process will go directly to the SD Order Releaser. For services with cost recovery activities the SD order Releaser will release the order once it has been approved.

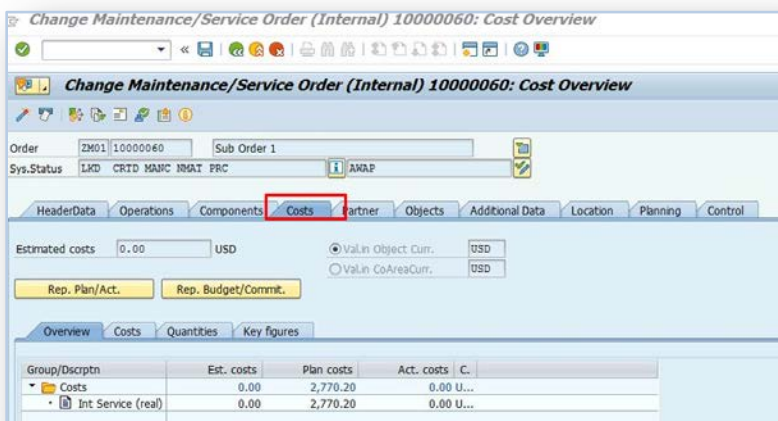


Step-by-Step Instructions

1. Enter **IW32** in the **Command** field
2. Click the **Enter** icon
3. Enter the Order number in the **Order** field
4. Click the **Enter** icon

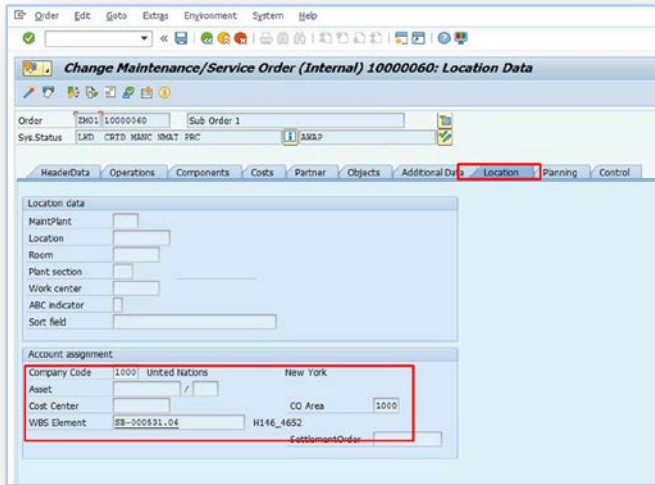


13. Click the **Costs** tab. Review the total costs of the Service Order

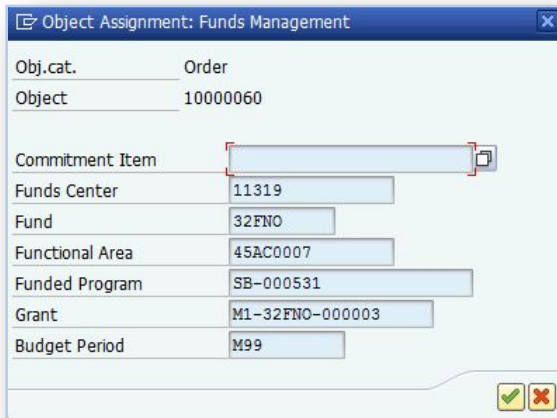


5. Click the **Location** tab. Review the following fields:

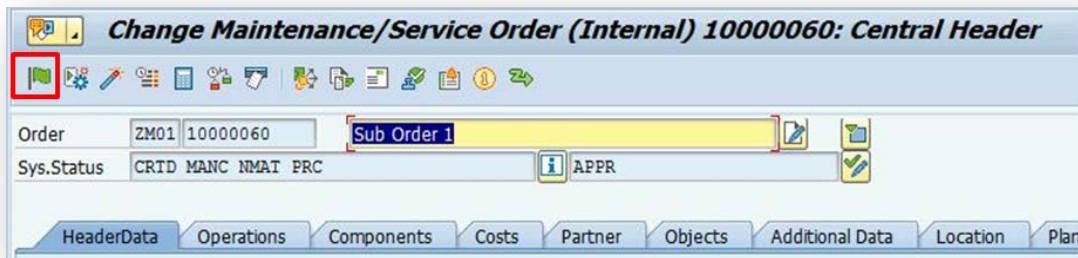
- **Asset**
- **Cost Center**
- **WBS Element**
- **Internal Order**



6. Select the **Goto > Assignments > Funds Management** menu item. Review the Coding block

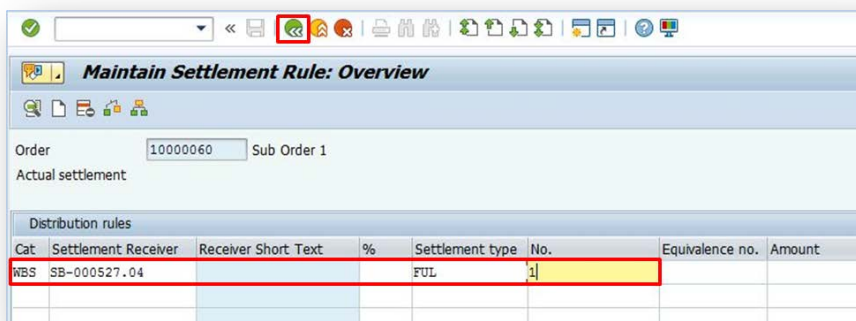


7. Click the **Back** icon
8. Click the **Release** icon to release the Order

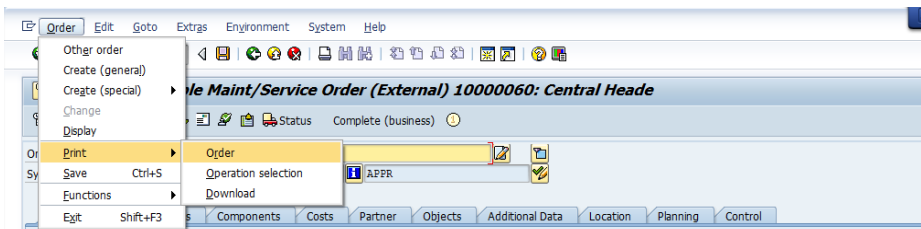


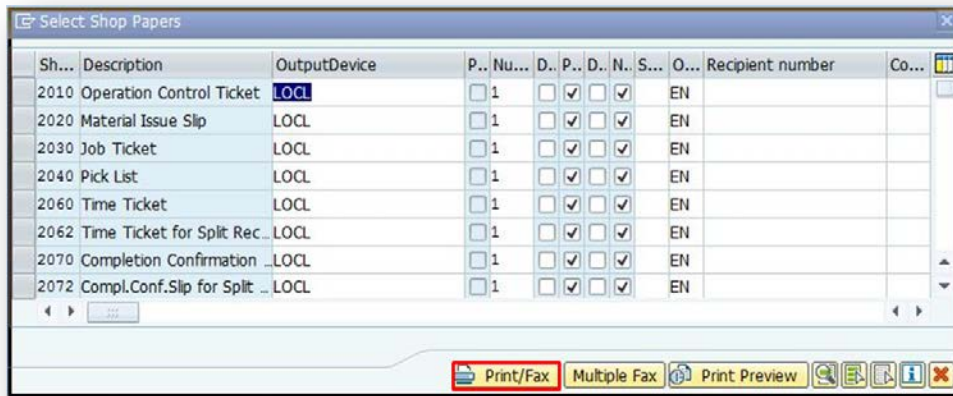
Note: If settlement rule is required for release, a pop-up window stating this requirement will display. In this case, User must maintain the settlement rule before the order can be released. Please refer to the “**Maintain Settlement Rule**” section of this guide for instruction on how to maintain the settlement rule.

- Maintain Settlement Rule, and click on the **Back** icon to navigate back to the Service Order



- To print the Order, click the **Order > Print** menu item
- Click the **Order** button. The **Select Shop Papers** pop-up window displays
- Select the appropriate Shop Paper. Check the **OutputDevice**
- Click on the **Print/Fax** button





3.7 Service Order Confirmation

Budget is consumed at the time of order confirmation (there is no commitment of funds). Confirmation can be done partially or in full. The SD Planner will confirm the services that have been approved by the service recipient. The user can over confirm the amount of labour up to 10% over the planned labour time. User may over confirm beyond this threshold if the activity is statistical. If it is a real activity, the user will have to add a new line in the service order and go through the approval process.



Step-by-Step Instructions

1. Enter **IW41** in the **Command** field
2. Click the **Enter** icon
3. Enter the Order number in the **Order** field

Enter PM Order Confirmation: Initial Screen

Parameters

Confirmation No. of Operation
Confirmation: []

Order
Order: 10000060
Oper./Act.: []
Suboperation: []

Long-term order for
Functional loc.: []
Equipment: []

Individual Capacity
Capacity cat.: []
Split number: []

- Click the **Enter** icon. The **Enter PM Order confirmation: Operation Overview** screen displays

Note: If only one operation is available, the **Actual Data** screen will display. If multiple operations are available, the **Operation Overview** screen will display.

Enter PM Order Confirmation: Operation Overview

Order: 10000060 b Order 1

Operations and sub-operations

Co Op.	Su...	Sp	Work Ctr	Plnt	Work	Unit	Operation short text	Actual start	Act.finish ...	Forecast ...	Actual work
0010	<input type="checkbox"/>	ACM-C002	KE00		5 DAY		Administrative Assistant (DAY)			0	0
0020	<input type="checkbox"/>	DSS-A001	KE00		40 H		Security GS(Regular Hour)			0	0
0030	<input type="checkbox"/>	ACM-C002	KE00		274 ZEA		Materials for Conference			0	0

- Select all the line items

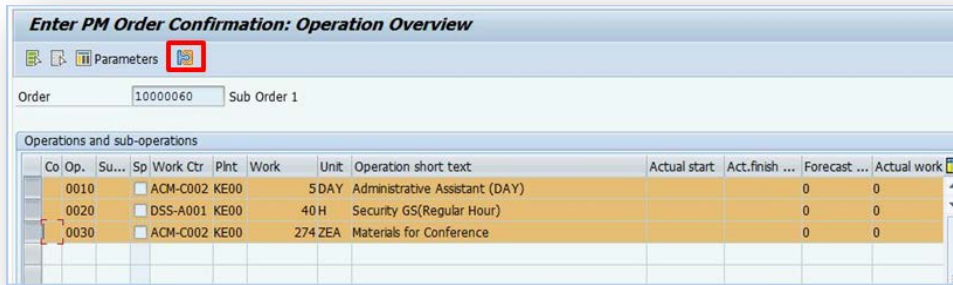
Enter PM Order Confirmation: Operation Overview

Order: 10000060 b Order 1

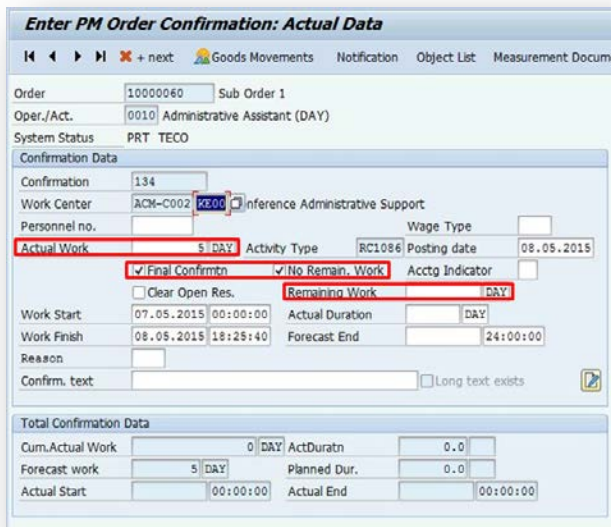
Operations and sub-operations

Co Op.	Su...	Sp	Work Ctr	Plnt	Work	Unit	Operation short text	Actual start	Act.finish ...	Forecast ...	Actual work
0010	<input type="checkbox"/>	ACM-C002	KE00		5 DAY		Administrative Assistant (DAY)			0	0
0020	<input type="checkbox"/>	DSS-A001	KE00		40 H		Security GS(Regular Hour)			0	0
0030	<input type="checkbox"/>	ACM-C002	KE00		274 ZEA		Materials for Conference			0	0

- Click the **Actual Data** icon



7. The **Enter PM Order Confirmation: Actual Data** displays
8. Populate the following fields:
 - **Actual Work:** Enter the performed working hours
 - **Remaining Work:** If the remaining work exists, enter the remaining hours here.
 - If all the the services are completed, the user can click on the **Final confirmation** and **No remain work** check boxes are marked
 - If User is over-confirming, a warning message will pop up.



9. Repeat step 8 for all the services that need to be confirmed. To move to the next Confirmation, click the **Next** icon

Enter PM Order Confirmation:

Order: 10000060 Sub Order 1
 Oper./Act.: 0020 Security GS(Regular Hour)
 System Status: PRT TECO

Confirmation Data

Confirmation: 135 I40
 Work Center: DSS-A001 Security Services
 Personnel no.:
 Actual Work: 40 H Activity Type: RS1097 Posting date: 08.05.2015
 Final Confirmtn No Remain. Work Acctg Indicator:
 Clear Open Res. Remaining Work: H
 Work Start: 07.05.2015 00:00:00 Actual Duration: H
 Work Finish: 08.05.2015 18:27:10 Forecast End: 24:00:00
 Reason:
 Confirm. text: Long text exists

Confirmation Data

Confirmation: 136
 Work Center: ACM-C002 Conference Administrative Support
 Personnel no.:
 Actual Work: 274 ZEA Activity Type: RC1337 Posting date: 08.05.2015
 Final Confirmtn No Remain. Work Acctg Indicator:
 Clear Open Res. Remaining Work: ZEA
 Work Start: 07.05.2015 00:00:00 Actual Duration: ZEA
 Work Finish: 08.05.2015 18:27:34 Forecast End: 24:00:00
 Reason:
 Confirm. text: Long text exists

10. Click the **Save** icon after complete

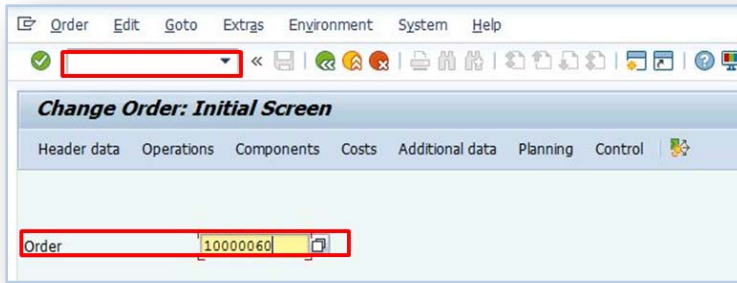
3.8 Complete Service Order

Once services are confirmed and completed the SD planner will need to first mark all the tasks as Completed and then “Technically Complete” the Service Order. If the service order was created against a notification, user will also need to complete the notification.

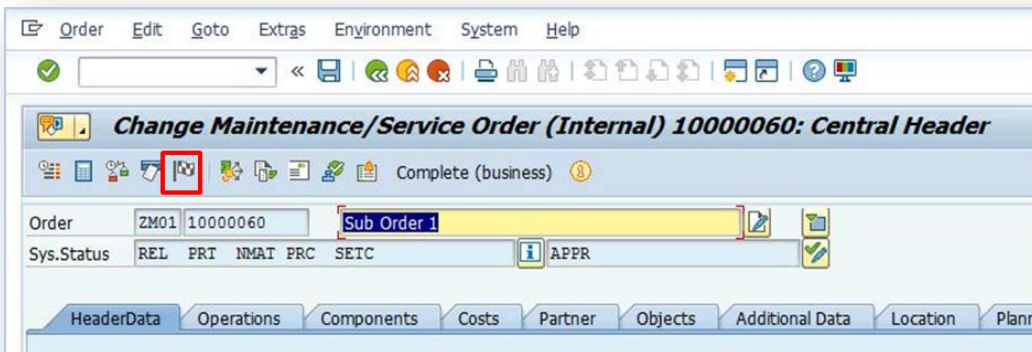
Note: Please refer to section “2.3 Close Notification” for steps on how to complete tasks and close Notification.

Step-by-Step Instructions

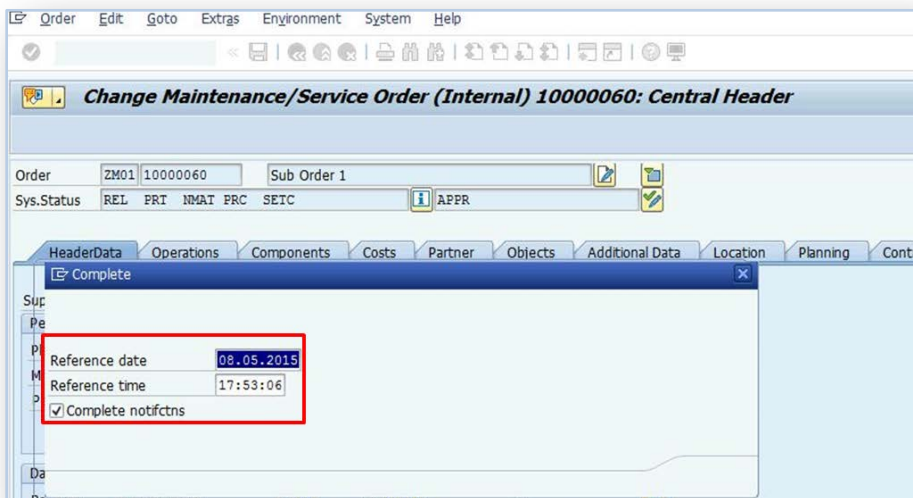
1. Enter **IW32** in the **Command**
2. Click the **Enter** icon
3. Enter the Order number in the **Order** field
4. Click the **Enter** icon



5. Click the **Complete** icon



6. The Complete pop-up window displays. Confirm the **Reference date** and **Reference time**
7. Select the **Technically Complete** check box
8. Click the **Enter** icon



9. Order can now be settled and business Completed by the Accounts Unit on a periodic bases.

3.9 Settlement and Business Completion of Service Order

Part of closing out of Service Orders is to perform the Settlement and the Closure once all the activities in the order have been completed. Additionally, for Service Orders that are funded by a grant, the GMIDCPOST program to charge Program Support Cost (PSC) has to be run/completed prior to Settlement and Closure of the relevant service orders. The Settlement and Closure of service orders will be done centrally by the FI Support User.

Module 4: Service Delivery Scenarios

Module Introduction: In this module the user guide will go through the following Service Delivery scenarios:

- Services Requested by External Clients
- Services between Entities with SLA agreements

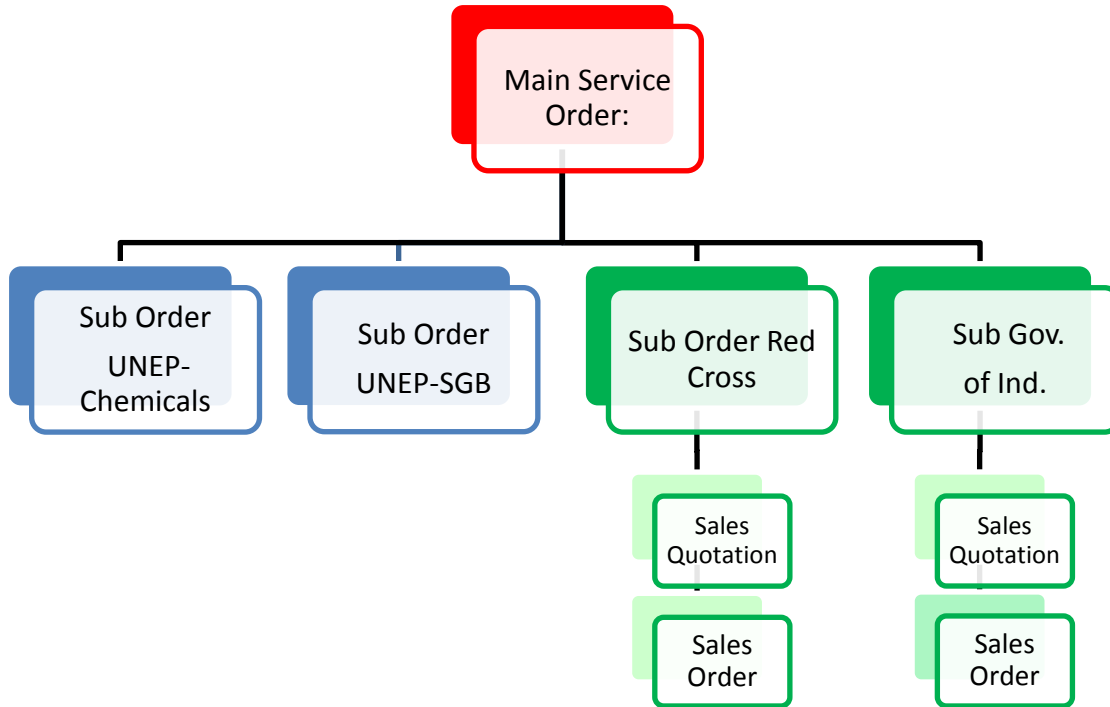
4.1 Service Order for External Clients - ZM04

External Client Scenario:

Services may be provided for external clients. External clients are requestors of services who operate outside of Umoja (external UN entities and non-UN entities). These clients will continue to request for services, examples of these are meetings, documentation and printing using the existing method. Based on the request, a quotation will be processed in Umoja and will be provided to the requestor for review and confirmation of services to be provided. Once the quotation is accepted, a sales order will be processed and approved in Umoja. A billing request will be raised in Umoja and sent to the client.

The external client will be charged by creating a sales order with reference to the service order. If a down payment is required, the user may change the sales order to require a down payment in the billing plan. An invoice is sent to the external client for the down payment. The diagram below is an example of an external client receiving services from a UN entity.

A complex scenario is depicted below; a main service order could have multiple Sub orders which could be used to either charge internal clients or external client.



For this scenario, the user guide will go through how to create a sub-service order for an external client (Red Cross).

The diagram below demonstrates the general process flow for an external client.



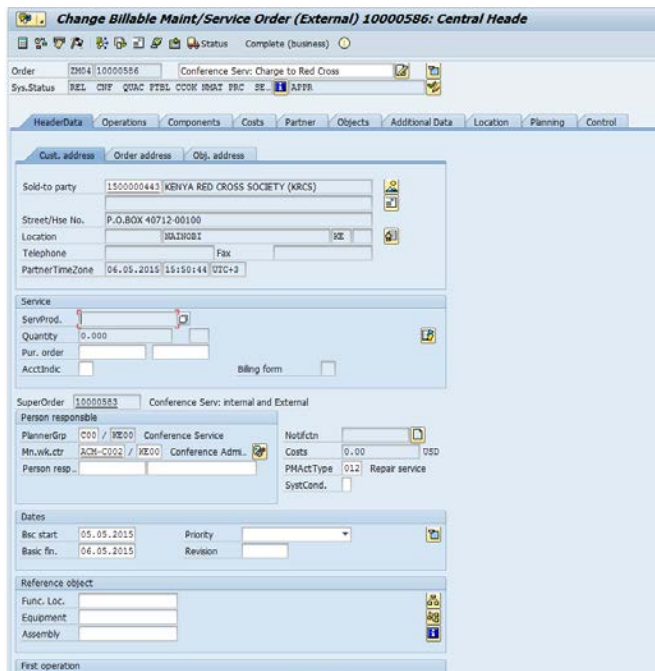
After creating the Main Service Order the SD Planner will create a sub-service order to capture the services that will be provided to the external client. This sub order will then be converted to Quotation and Sales order to bill the external client.

Please refer to Module 3 for detailed instruction on the creation and approval process of a Service Order using transition IW31 and IW32.

Follow the steps below to create a Sub-Service Order:

1. To create a sub-order use t-code IW36
2. The Create Sub-order: Initial Screen displays. Populate the following fields:
 - **Order type – ZM04:** External Service Order
 - **Priority**

- **Superior Order** – This is the Main Order created in the previous step. The main order must be in either HELD or APPR status in before the sub-order can be created.
 - **Planning Plant**
 - **Business Area**
3. The **Header** screen displays. Under the **Header Data** tab verify/update the following information:
- **Mn.wk.ctr**: Main Work Center that is responsible for the entire maintenance operation Work Center Plant
 - **Bsc start** and **Basic fin.:** The start and end dates of the maintenance order. This can be specified for better planning
 - **Priority**: If required, user can assign the priority information to the Work Order
 - **Func. Loc.** and **Equipment**: If the Functional Location and/or Equipment have been specified in the related notification, the same values will be populated here. Otherwise, user can enter the appropriate values in these two fields

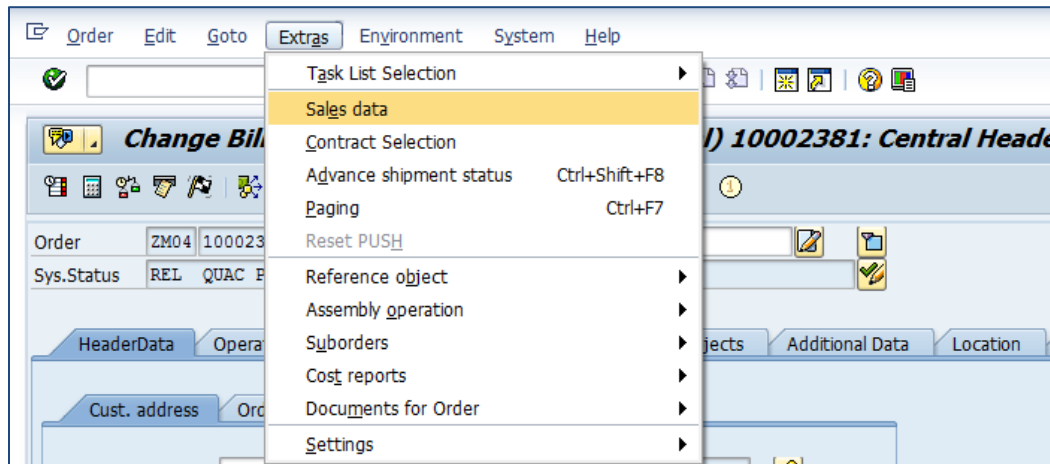


4. Click the **Operation** tab
5. Populate the following fields for each service to be provider for the external client:
- **Work ctr** and **Plant**: Enter the responsible Work Center and Plant where the maintenance activities are planned and costs are captured
 - **Operation short text**: Enter a short description of the services
 - **C. Key**: Enter the control key.
 - **ActTyp**: Enter the operation activity type
 - **Work** and **Un**: Enter the work hours of the operation activity and specify the measurement unit

- **Dur.** and **Un:** Enter the duration of the operation activity and specify the measurement unit

Op...	SOp	Work ctr	Plant	Co...	STTextX	S.	Operation short text	LT	Actual work	Work	Un	N...	Dur.	Un	C.Key	ActTyp	Recipient	Unload
0010	D5S-A001	KE00	SM01				Security GS (Regular Hour (H))		8		#ZEA 1			#ZEA 1	#ZEA Calculate wo...	R51001		
0020	ACM-C002	KE00	SM01				Administrative Support Cost		0		@ZEA 1			@ZEA 1	@ZEA Calculate wo...	SC1233		
0030	ACM-C002	KE00	SM01						0.000									
0040	ACM-C002	KE00	SM01						0.000									
0050	ACM-C002	KE00	SM01						0.000									
0060	ACM-C002	KE00	SM01						0.000									
0070	ACM-C002	KE00	SM01						0.000									
0080	ACM-C002	KE00	SM01						0.000									
0090	ACM-C002	KE00	SM01						0.000									
0100	ACM-C002	KE00	SM01						0.000									
0110	ACM-C002	KE00	SM01						0.000									
0120	ACM-C002	KE00	SM01						0.000									
0130	ACM-C002	KE00	SM01						0.000									
0140	ACM-C002	KE00	SM01						0.000									
0150	ACM-C002	KE00	SM01						0.000									
0160	ACM-C002	KE00	SM01						0.000									
0170	ACM-C002	KE00	SM01						0.000									
0180	ACM-C002	KE00	SM01						0.000									
0190	ACM-C002	KE00	SM01						0.000									

6. Click on **Location** tab
7. Enter the following fields for the Sales and Distribution section
 - **Sales Org** – 1000 United Nations
 - **Distribution Channel** -
 - **Division** -
8. Click Extras → Sales Data from the Menu.



- On the pop-up window 'Sales Organisation Data', update the following fields:
- Sales Organization
 - Distribution Channel
 - Division
 - Sales Group (use drop-down and select appropriate Group)

[If the value is typed in (i.e. if the value is not picked from the drop-down list), enter the Sales Office as 0001- United Nations]

Sales Org.	1000	United Nations
Distr. Channel	07	Cost Recovery - SP
Division	00	General Serv & Other
Sales Office	0001	United Nations
Sales Group	C00	Conference Service

9. Enter the following fields for the Account Assignment section:

- **Company Code** – 1000 United Nations
- **Cost Center** – Enter the service provider’s cost center.
 - Funding source is the Service Provider. Revenue from the sales order will go directly to service providers coding block (which is identified in the order).

Order: ZM04 | 10000586 | Conference Serv: Charge to Red Cross

Sales and distribution:
 Sales Org.: 1000 United Nations
 Distr. Channel: 04 Direct Sales
 Division: 07 Conf, Media & Events

Account assignment:
 Company Code: 1000 United Nations
 Asset: /
 Cost Center: 11213 DGACM Nrb Plan Coor
 CO Area: 1000
 WBS Element: SettlementOrder

10. If a down payment is required the user must update the Profile in the Control tab of the service order to indicate “UN CS Profile With Down payment”

Order: ZM04 10000060 Sub-Order 1
 Sys.Status: REL QUAC PTBL CCOK NMAI PFR1 PRC SE APPR

Administrative data:
 Entered by: []
 Created on: 21.06.2015
 Changed by: TKELETA
 Changed on: 25.05.2016

Planning indicator:
 Planned order
 Immediate order
 Unplanned order

Parameters:
 Costing Sheet: PP-PC1
 Overhead key: []
 CstgVariantPlan: PM01
 CstgVariantActl: PM01
 RA Key: []
 Op./act. incmt: 0010
 Status Profile: CS_W_002
 PriorityType: SM
 Category: []
 MaintProfile: CS00001
 ExternProfile: CS00002
 Mat_Profile: CS00001

Control of resource-related billing and creation of quotations:
 Control of resource-related billing and creation of quotations

11. Once the sub-service order is released a quotation can be created from the service order using T-code **DP80**. Once the quotation is reviewed by the external requester a Resource Related Billing Order will be created from the quotation.

Change UN Order-RRB DownPay 30000083: Overview

UN Order-RRB Dow...: 30000083 Net value: 50.40 USD
 Sold-To Party: 150000443 KENYA RED CROSS SOCIETY (KRCS) / P.O.BOX 40712-00100 ...
 Ship-To Party: 150000443 KENYA RED CROSS SOCIETY (KRCS) / P.O.BOX 40712-00100 ...
 PO Number: Demo UNON PO date: []

Billing block: [] Pricing date: 05.05.2015
 Payment card: [] Exp.date: []
 Card Verif.Code: []
 Order reason: []
 Sales area: 1000 / 04 / 07 United Nations, Direct Sales, Conf, Media & Events
 Billing Date: 05.05.2015
 Serv.rendered date: []

Item	Material	Order Quantity	Un	Description	CnTy	Amount	Crcy	ItCa	Plnt	NONE	REQS	APPR	REJT	AcctAssign.G...	S	First
10	2000000019		8	ZEA Administrative Support Cost	EK01		1.00	USD	ZSV2	KE00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Meeting P...	<input type="checkbox"/>	05.0
20	2000000116		8	H Security GS (Regular Hour)	EK01		5.00	USD	ZSV2	KE00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Security ...	<input type="checkbox"/>	05.0

4.2 Service Order based on Service Level Agreements (SLA) - ZM05

Scenario Introduction:

Business Units providing various services may have an agreement in place with their clients. The agreement will define various conditions for providing services with specified financial and budgetary conditions; a fixed amount is billed as specified in the agreement. The services may be provided periodically or on an ad-hoc basis depending on the agreement. The service request will be created in iNeed and routed to Umoja for the fulfilment and

Service Order creation. The SLA services are budgeted and hence no cost recovery will take place. The associated financial postings are posted against the Service Provider's budget (as the costs for services are paid upfront). However, to distinguish that this request is performed as part of a SLA; the service order settlement is done against the Service Requestor's Cost Center. e.g. Client requests to ICT Business Unit for install new Cisco phones for newly recruited staff members.

Create Service Order referencing SLA

1. Start the transaction using the menu path or transaction code **IW31** and input the parameters for the creation of the Service Order
 - Select Order Type ZM05
 - Input Planning Plant
 - Input Business Area

The screenshot displays the SAP 'Create Service Order (Internal Fixed price/SLA): Initial Screen' interface. The 'Header data' section contains the following fields:

- Order Type: ZM05 (highlighted with a red box)
- Priority: (dropdown menu)
- Func. Loc.: (text field)
- Equipment: (text field)
- Assembly: (text field)
- Plng plant: KE00 (highlighted with a red box)
- Bus. Area: S300 (highlighted with a red box)

Below the 'Header data' section is the 'Reference' section, which includes:

- Order: (text field)
- Relationship: (checkbox)
- Settlement Rule: (checkbox)

2. Under the **Header Data** tab enter the required information (please refer to Module 3 for details):

3. In the Operations tab add all the activities that are to be performed. Enter the following for each activity: **(please refer to Module 3 for detailed instructions)**.
 - Work Center & Plant
 - Choose Control Key for the type of service (SM00, SM02 or SM03).The Control Key specifies the behavior of the operation line
 - Enter description of service required
 - Enter Activity Type (if internal - ie Control Key SM00)
 - Enter the UoM used in the Activity Type for both Work and Duration UoM.
 - Enter Number & Duration (i.e. Planned Quantity)
 - Depending on the Calculation Key, the Work or Duration will be calculated automatically

Op	SO	Work ctr	Plant	StText	Operation short text	LT	Actual work	Work	UoM	N	Dur	UoM	Calc Key	Active	Re
0010	FMS-A090	KE00	SM00		Operation 1			0	5H	1	5H	Calculate wo...	SF1008		

4. Enter the necessary Components (Materials) **(please refer to Module 3 for detailed instructions)**.
 - Components can be issued from the service providers own stock and/or if external party (vendor) involvement is required for the request of Component, a Purchase Requisition will be generated automatically from the Service Order. The budget for the items will be consumed from the service provider's budget or use of stock items.

Create Service Order (Internal Fixed price/SLA) : Component Overview

Order: ZM05 \$00000000001
Sys.Status: CRID FMAI MANC HELD

HeaderData | Operations | Components | Costs | Partner | Objects | Additional Data | Location | Planning | Control

Item	Component	Description	LT	Reqmt Qty	UM	IC	S..	SLoc	Pint	Op...	Batch	Proc. Category
0010	1100000161	Tile:Ceiling			100	EA	Z	4101	KE00	0010		Reservation for Order
0020	1100000040	Chipboard			500	EA	N		KE00	0010		PReq for Order
0030												
0040												

- Click the Cost Center in the "Location" tab to maintain account assignment details
 - This will be the Account Assignment of the **Service Provider**.

Create Service Order (Internal Fixed price/SLA) : Location Data

Order: ZM05 \$00000000001 SLA Service provision
Sys.Status: CRID MANC PRC HELD

HeaderData | Operations | Components | Costs | Partner | Objects | Additional Data | Location | Planning | Control

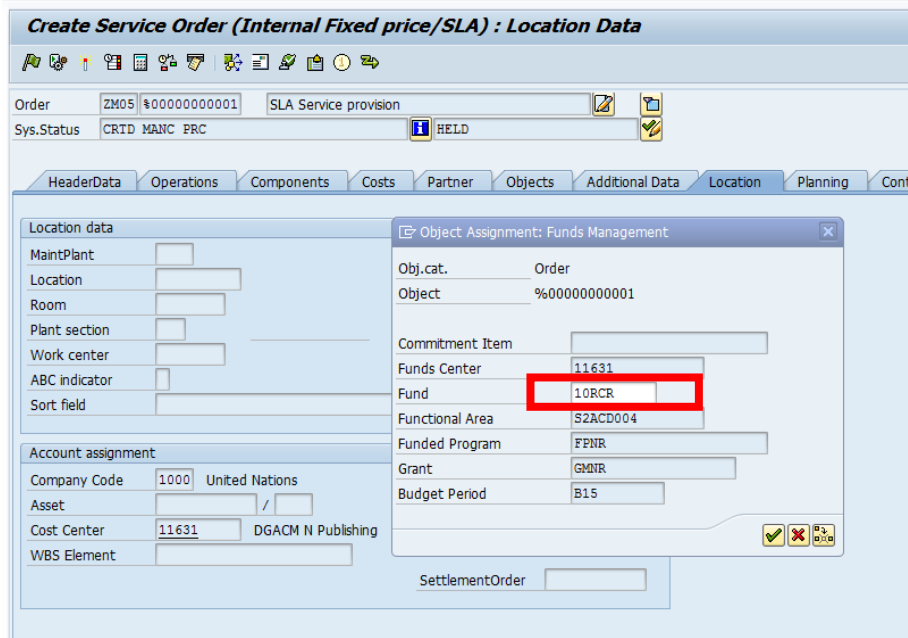
Location data

MaintPlant:
 Location:
 Room:
 Plant section:
 Work center:
 ABC indicator:
 Sort field:

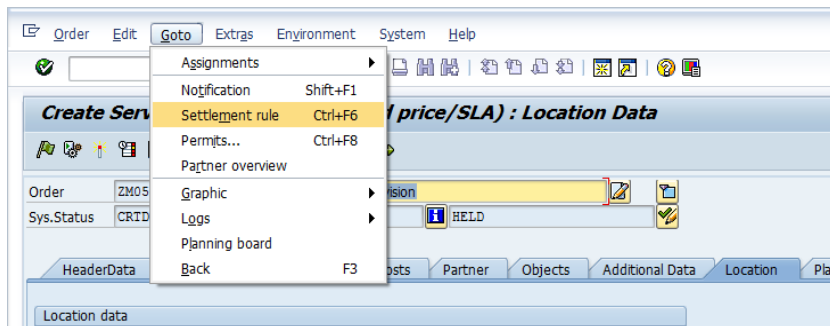
Account assignment

Company Code: 1000 United Nations New York
 Asset: /
 Cost Center: 11001 DGMCM Publishing CO Area: 1000
 WBS Element:
 SettlementOrder:

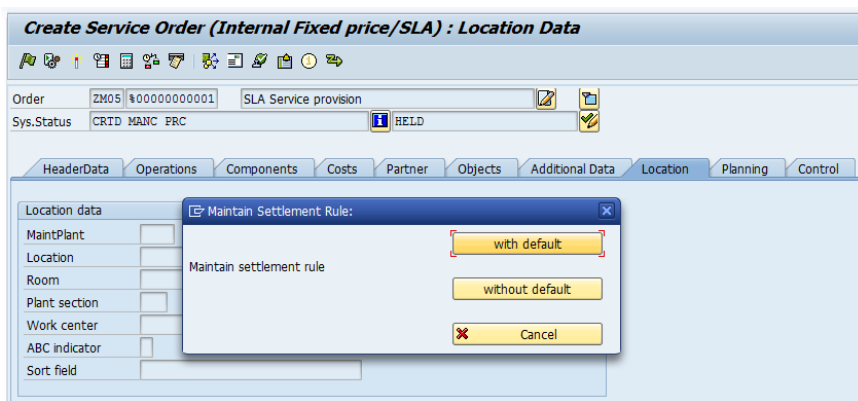
- On the service order header menu, go to the "Goto -> Assignments -> Funds Management" menu path in order to specify the Fund which is associated to the service order.



7. Before sending the order for Approval, SD planner should maintain the Settlement Rule. Select Goto > Settlement Rule



8. Select "without default"



9. Enter "CTR" and the cost center of the actual service recipient

Maintain Settlement Rule: Overview

Order: \$00000000001 SLA Service provision
Actual settlement:

Distribution rules															
Cat	Settlement Receiver	Receiver Short Text	%	Equivalence no.	Amount	A..	Se...	No.	S...	Fro...	From...	To ...	To Fl...	First Used	Last Used
CTR	11159	UNON Business Cont	100.00				PER	1							

10. Once all the parameters for the service order are maintained, change the Status of the order by selecting the green checkmark below service order description.

Change Status

Order Type: ZM05 Planning plant: KE00
Description: SLA Service provision

Business processes

System status	Status with status no.
<p>Stat Text</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> CRID Created <input checked="" type="checkbox"/> MANC Mat.availability not checked <input checked="" type="checkbox"/> PRC Pre-costed <input checked="" type="checkbox"/> SEIC Settlement rule created 	<p>No Stat Text</p> <ul style="list-style-type: none"> <input type="radio"/> 1 HELD Order Held <input checked="" type="radio"/> 2 AWAP Awaiting Approval <input type="radio"/> 3 APPR Order Approved <input type="radio"/> 4 REJT Order Rejected

Active Status

ChangeDocuments Status Profile: PM_W_009 Serv Ord (Int.Fixed pric...)

Order saved with number 10000590

Note: This type of Service Order is statistical, no budget approval required. The Service Provider will use their own stock items or create a purchase requisition for materials from external party (vendor). The budget for all the items will be consumed from the service provider's budget

11. An email will automatically be generated to the Order Releaser to inform him/her that the order has been created which is waiting for their review. The Order Releaser will need to login to the system and Release the order by clicking on the Green flag. The order will then be released and saved as shown in the screenshot.

Change Service Order (Internal Fixed price/SLA) 10000590: Central Head

Order: ZM05 10000590 SLA Service provision

Sys.Status: CRTD MANC PRC SETC AWAP

Person responsible:
 PlannerGrp: F00 / KE00 Facilities Managem
 Mn.wk.ctr: FMS-R090 / KE00 FMS - Facilities Ser...
 Person resp...
 Notifctn:
 Costs: USD
 PMActType: 003 Repair
 SystCond.:
 Address:

Dates:
 Bsc start: 12.05.2015 Priority:
 Basic fin.: 12.05.2015 Revision:

After save and re-open, please notice the system status change (REL) and also approved automatically by the system, since no budget was consumed

Change Service Order (Internal Fixed price/SLA) 10000590: Central Head

Complete (business)

Order: ZM05 10000590 SLA Service provision

Sys.Status: REL MACM PRC SETC APPR

Person responsible:

5 Appendix and Reference Information

5.1 Key Transactions

Transactions	T-Code
Create Notification	IW51
Change/Approve Notification	IW52
Display Notification	IW53
Create Service Order	IW31
Change/Approve/Release Service Order	IW32
Display Service Order	IW33
Create Service Order from Notification	IW52
Create Sub-Service Order	IW36
Display Work Center	IR03
Display Cost Center	KS03, KS13
Display Change to Cost Center	KS05
DisplayActivity Type	KL03, KL13
Display Change to Activity Type	KL05

5.2 Reporting

For a comprehensive list of the available Service Delivery reports in ECC, please refer to the “Service Delivery Reporting” Job Aid that is available in iSeek. Below are few key transactions that will provide Services Delivery related data.

Work Centers, T-code: IR03_Display Work Center

Creation and change of Work Centers can only be performed by a **Financial Accounting Master Data Maintainer**. General user can view details of Work Center using tcode **IR03**.

Display Work Center: Initial Screen

Basic data Defaults Scheduling Capacities Costing

Plant

Work center

Display Work Center: Basic Data

HRMS Hierarchy

Plant UN Office at Nairobi

Work center Conference Administrative Support

Basic Data Default Values Capacities Scheduling Costing Technology

General Data

Work Center Category Labor

Person responsible Arbeitsplaner A

Location

QDR system

Supply Area

Usage All task list types

Basic Data Default Values Capacities Scheduling Costing Technology

Validity

Start date End Date

Link to cost center/activity types

Controlling Area United Nations CO Area

Cost Center DGACM Nrb Plan Coord

ActType Int.Proc. Catering Proj:RqmtsNetwkMaint

Link to business process

Business Process

Incentive wages ind. Record Type Group

Form. Formula Formula constnts Validities

Cost Centers

General user can also view **Cost Centers** using tcode **KS03** or **KS13**.

Display Cost Center: Basic Screen

Drilldown

Cost Center: 11160 UNON BFMS
 Controlling Area: 1000 United Nations CO Area
 Valid From: 24.10.1945 to 31.12.9999

Basic data | Control | Templates | Address | Communication | History

Names

Name: UNON BFMS
 Description: UNON Budget Financial Mngement Service

Basic data

User Responsible		
Person Responsible	nm	
Department		
Cost Center Category	G	General
Hierarchy area	S300-002	UNON BFMS
Business Area	S300	UN Office at Nairobi
Functional Area	29ACH001	UNON BFMS
Currency	USD	
Profit Center	1004	Finance general

Tcode (Individual Cost Center):

- KS03_Display Cost Center
- KS05_Display Change to Cost Center

Display Cost Center: Initial Screen


Master Data

Cost Center: 11160

Tcode (Range of Cost Centers):

- KS13_Display Cost Center

Display Cost Centers: Initial Screen



Cost center to

Cost center group

Selection Variant

All Cost Centers


Parameters

Valid From to

Activity Types

- To view the details of a range of **Activity Types** use tcode **KL13**
- **Tcode (Range of Activity Type):**
- **KL13_Display Activity Type**

Display Activity Types: Initial Screen



Activity Type to

Activity Type Group


Selection Variant

All Activity Types

Parameters

Valid From To

Display Activity Types: Basic Screen



Controlling Area 1000
Date 01.10.2014 to 31.12.9999
Activity Type RS1001 to RS1005

ActTyp	Name	Cctr cat.	AUn	Alloc. CElem	A	Lock ind.	COAr
RS1001	Security Reg Gen	*	H	85003010	1	<input type="checkbox"/>	1000
RS1002	Sec Control w/X-Ray	*	DAY	85003010	1	<input type="checkbox"/>	1000
RS1003	Security Double GS1	*	H	85003010	1	<input type="checkbox"/>	1000
RS1004	Security Double GS2	*	H	85003010	1	<input type="checkbox"/>	1000
RS1005	Security Double GS3	*	H	85003010	1	<input type="checkbox"/>	1000

Details

Group description	Cell Content
Activity Type	RS1001
Name	Security Reg Gen
Cctr categories	*
Activity Type Unit	H
Valid To	31.12.9999
Allocation cost elem	85003010
ATyp category	1
Valid From	01.10.2014
Controlling Area	1000
Description	Security General Staff (Regular Hour)
Created on	28.10.2014
Created by	NOSWAL
Price indicator	3
Act. type short text	SECURITY REG GEN

Activity Type Groups

- To view **Activity Type Group** use tcode **KLH3**
- To view all the **Activity Types** listed under the **Activity Type Group** click **Hierarchy** icon

Tcode:

- **KLH3: Display Activity Type Group**

