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1 PURPOSE


- 1.1 To provide instruction on how to properly create a service order for labor (with or without materials) in SAP CRM for any commercial situation except those where costs will be charged back to another order or cost center (see Creating a ZINS Order).

2 SCOPE – APPLIES TO WHERE & WHEN THE PROCEDURE IS USED

- 2.1 This procedure applies to all MTS service employees operating in SAP CRM. Typical roles creating a ZOPT service order are the Internal Service Coordinator (ISC) and Service Administration.

3 DEFINITIONS AND ACRONYMS

- 3.1 **FSE / SIE:** Field Service Engineer / System Integration Engineer
- 3.2 **Header Line Item:** Defines the upper level service category and execution of the deliverable services.
- 3.3 **Sub-Line Item:** The service products (activities) to be delivered under the Header line item. Each has its own component and price.

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- 3.4 **Installed Base/External ID (IBase):** Site/Functional location number
- 3.5 **ISC:** Internal Service Coordinator
- 3.6 **PO:** Purchase Order
- 3.7 **SOW:** Scope of Work
- 3.8 **STO:** Stock Transport Orders

4 GRAPHIC (IF NEEDED)

5 RESPONSIBILITIES


- 5.1 **ISC:** Create order, enter SOW, save and/or release order for scheduling as appropriate. Creation of Stock Transport Orders (STO) for parts as required. ClickSchedule task placement as directed, maintenance of order due dates and part status, follow-up order management with delivery staff (FSE,SIE,etc).
- 5.2 **Shared Tool Coordinator:** Schedule and coordinate shipment of shared tools for assigned Field Service Engineer (FSE) at the location/time defined.
- 5.3 **Service Sales:** Define and quote services, review purchase orders (PO), and submit orders through SFDC with all required documentation.

6 PROCEDURE

CREATE

- 6.1 From the left navigation bar, choose “Service Orders > Create > Service Order.”



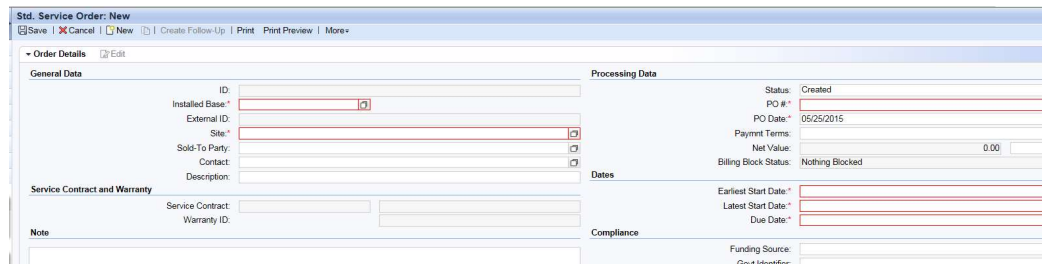
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6.2 Select Transaction Type “ZOPT.”



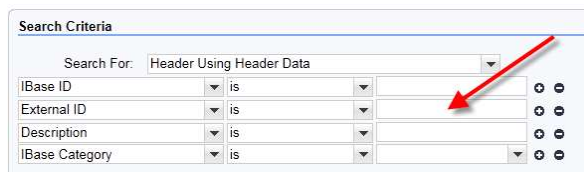
6.3 Enter the Installed Base field (IBase).




6.3.1 Click on the Input Help tab to search IBase.



6.3.2 Enter the customer site number (Functional location number) in the External ID field.

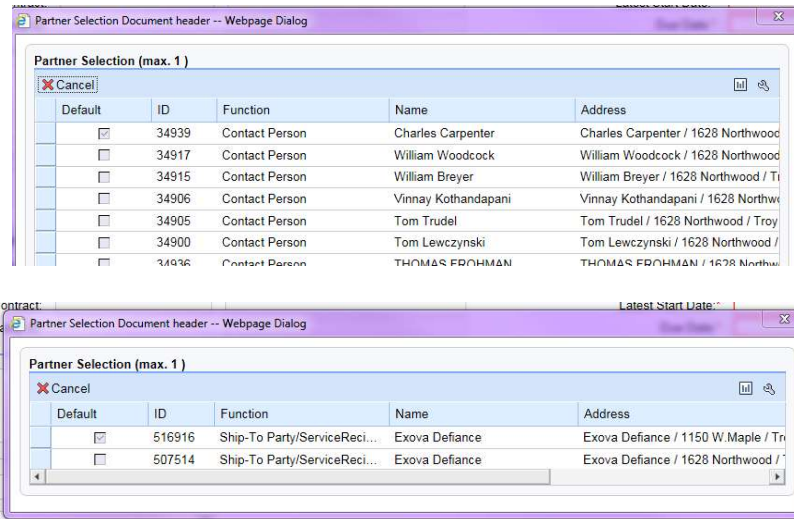


6.3.3 Select the record shown in the search results.

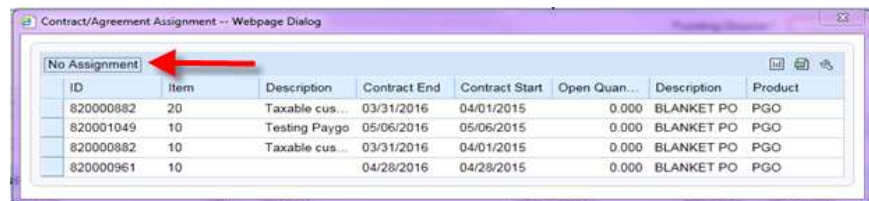
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6.4 Enter the Site Number and click [Enter].

6.4.1 Partner Selection screens will appear for you to select additional partners when multiples exist. Make selections as appropriate.



6.4.2 If contract(s) are available, a pop-up box will appear. Select a contract if appropriate for the order or click [No Assignment] in the top left corner.



NOTE: If a contract is applied; PO number, date, terms, and funding source will default from the contract.

6.5 Enter and/or verify the customer PO number and customer PO date (if not populated by contract).


6.6 Enter Due Date of Service.

Dates

Original Due Date: 11/12/2023

Scheduled Finish Date:

Note

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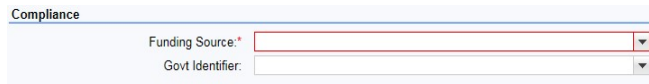
6.7 Select the appropriate Commercial Situation indicating how the order is being funded.



* Installed Base: 14785 BRIDGESTONE RESEARCH LLC
 External ID: 505763
 * Site: BRIDGESTONE RESEARCH LLC
 Sold-To Party: BRIDGESTONE/FIRESTONE INC
 Contact: Kraig Gabelman
 Description: Repair/BRIDGESTONE RESEARCH LLC
 Commercial Situation:
 Warranty:
 Service Contract: KB BILLABLE
 Payment Request Nbr: KP PAYGO CONTRACT
 Authorized Value: K1 PROJECT SYSTEM WARRANTY
 K2 POST WARRANTY
 K4 FREE OF CHARGE
 K5 FLEX PLAN

6.8 **US Only:** Enter “Funding Source” as appropriate based on PO received and sales input in SFDC.

NOTES: This information will auto populate if a contract was assigned to the order. If entering a warranty order, select WAR in this field.



Compliance
 Funding Source: *
 Govt Identifier:
 C

6.9 Enter a short description of the order reason in the Description field.


6.10 Enter any internal administrative notes in the Note field.



Service Contract and Warranty
 Service Contract:
 Warranty ID:
 Note

6.11 Confirm Sales and Service Organization assignment by opening the Organizational Data assignment block.

6.11.1 If applicable, change data to reflect the appropriate sales/service organization data.

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Organizational Data Edit Determination Log			
Sales		Service	
Sales Org. Unit:	SORG.1100	MTS Systems Corporation	Service Org. Unit: AMR_US_SRV US Test Service
Sales Organization:	SORG.1100	MTS Systems Corporation	Service Organization: AMR_US_SRV US Test Service
Distribution Channel:	04	MT&S Order Services	
Division:	01	General	
Sales Office:			
Sales Group:			

6.12 To add descriptive text that will print on subsequent customer documentation or print out on the FSE work tasks, go the Notes assignment block.

6.12.1 Click [New].



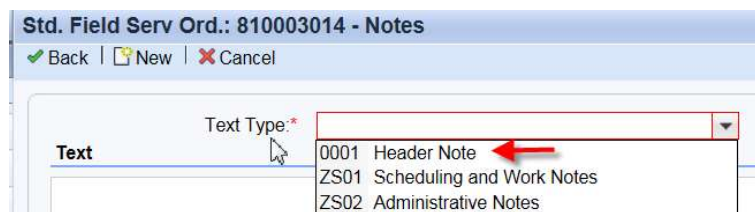
FSE Note:

6.12.2 Select “Scheduling and Work Notes” as the text type and enter notes

NOTE: If order will contain local and inter-company delivery content, enter this type of note to notify the FSE to coordinate delivery schedule with the FSE in the affiliate office.

Customer Facing Note:


6.12.3 Select “Header Note” as the text type and enter notes.



6.13 Confirm that all parties involved are correct by opening the Parties Involved assignment block.

6.13.1 If the employee who **sold** the service is someone other than the assigned Service Sales Engineer on the site, update the Order Engineer partner.

6.14 Enter the Travel/Expense sub-line items for the SOW to be performed.

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NOTES:

- The Travel header line will automatically populate. If there are no travel related items applicable to the order, do not add any sub-lines related to this header.
- Do **not** manually enter numbers in the “item” column. They must be system assigned.



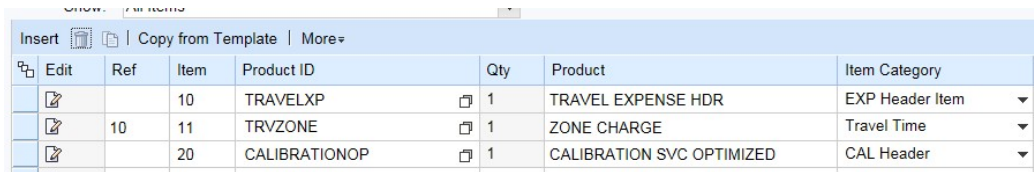
Edit	Ref	Item	Product ID	Qty	Product
	10	TRAVELXP		1	TRAVEL EXPENSE HDR

6.14.1 Enter applicable sub-line items for the Travel category.

6.14.1.1 Enter the header line item (10 in this case) in the Ref field.

6.14.1.2 Enter the Product ID code and quantity, click [Enter].

6.14.1.3 Repeat for each travel related sub-line item.



Edit	Ref	Item	Product ID	Qty	Product	Item Category
	10	TRAVELXP		1	TRAVEL EXPENSE HDR	EXP Header Item
	10	TRVZONE		1	ZONE CHARGE	Travel Time
	20	CALIBRATIONOP		1	CALIBRATION SVC OPTIMIZED	CAL Header

6.15 Enter remaining header and sub-line items for the SOW to be performed. (Repeat these steps for any required header/sub-line items).


6.15.1 Header line items:

6.15.1.1 Enter product ID only and click [Enter].

- Header Products in a ZOPT indicate whether or not the subline items under this header will be;
 1. SERVICEOP: Optimized (sent to Zinier)
 2. SERVICENO: Non-optimized (**not** sent to Zinier)
 3. SERVICEIC: Inter-Company (performed by an MTS service employee located in another sales organization)

6.15.2 Sub-line items:

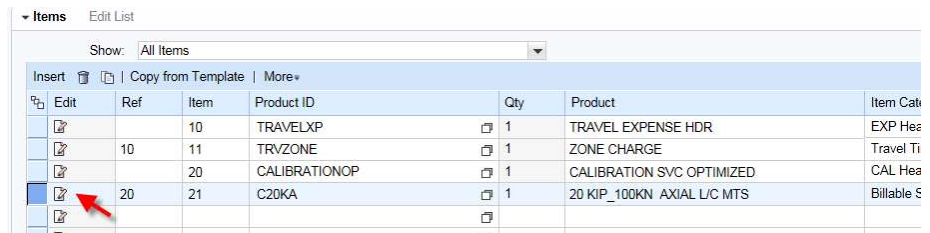
6.15.2.1 Enter appropriate header line item in the reference field and then the product ID and quantity, click [Enter].

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The following products should **never** be entered on a service order. They are for use on Time/Activity confirmations only;

ADMINTIME EXCEPTIONPART
 LOSTTIMECUST PURCHASEDPART
 LOSTTIMEMTS TRAVELTIME

6.16 Confirm price by clicking on the edit icon to the left of the item.



Edit	Ref	Item	Product ID	Qty	Product	Item Cat
		10	TRAVELXP	1	TRAVEL EXPENSE HDR	EXP Hes
	10	11	TRVZONE	1	ZONE CHARGE	Travel Ti
		20	CALIBRATIONOP	1	CALIBRATION SVC OPTIMIZED	CAL Hea
	20	21	C20KA	1	20 KIP_100KN AXIAL L/C MTS	Billable S

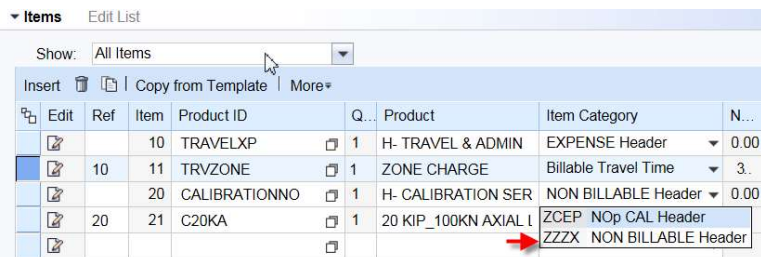
6.16.1 Go to the Price Detail assignment block and confirm the line item pricing is accurate. Make changes as necessary.

6.16.2 Click [Back] to return to the main order page.


6.17 **If** the line items have been authorized as a warranty/post warranty (per warranty procedure) or Free of Charge:

6.17.1 Change the item category of the header line item to “non-billable” using the drop down menu.

6.17.2 Change the Accounting Indicator to the appropriate code based on the individual situation using the drop down menu.



Edit	Ref	Item	Product ID	Q...	Product	Item Category	N...
		10	TRAVELXP	1	H- TRAVEL & ADMIN	EXPENSE Header	0.00
	10	11	TRVZONE	1	ZONE CHARGE	Billable Travel Time	3..
		20	CALIBRATIONNO	1	H- CALIBRATION SER	NON BILLABLE Header	0.00
	20	21	C20KA	1	20 KIP_100KN AXIAL I	ZCEP NOp CAL Header	
						ZZXX NON BILLABLE Header	

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Ref	Item	Product ID	Q...	Product	Item Category	Net...	Accountin...	Status
10	11	TRVZONE	1	ZONE CHARGE	Billable Travel Tir	331...		Release
20	21	C20KA	1	20 KIP_100KN AXIAL L	Billable Service	634...	K1 Regular Warranty	Release

NOTE: In the case of equipment system warranty, each sub-line component must represent the system equipment number and have a currently valid warranty date (see component assignment below).

6.17.3 Enter the Warranty Incident Request number in the appropriate field in the order header.

Service Contract and Warranty

Service Contract:

Warranty Incident Request Nbr:

Warranty Authorized Value:

6.17.4 Enter the Warranty Incident Request number in the Purchase Order field in the order header.

6.17.5 Enter the authorized value (from the approved Warranty Incident Request) in the appropriate field in the order header.


Service Contract and Warranty

Service Contract:

Warranty Incident Request Nbr:

Warranty Authorized Value:

6.17.6 Enter a new Warranty Requestor record in the Parties Involved section of the service order. This should represent the MTS employee who requested the warranty.

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Parties Involved Edit List

Edit	Partner Function	Partner ID	Name
	Bill-To Party	139426	MAGNA I
	Contact Person	3081019	Adam Ke
	Employee Responsible	E-00002186	MIR Ralpi
	Order Engineer	E-00001068	MIR Mich
	Payer	139426	MAGNA I
	Ship-To Party/ServiceRecipient	522131	MAGNA I
	Site	522131	MAGNA I
	Sold To Party	139379	MAGNA F
	Assigned FSE		
	Z0000ORE Order Engineer		
	00000004 Payer		
	Z000PFSE Preferred FSE		
	Z000RFSE Required FSE		
	00000055 Ship-To Party/ServiceRecipient		
	Z0000002 Site		
	Z0000WAR Warranty Requester		

6.17.7 **If** System Warranty accounting indicator selected: Enter component ID in each sub-line by clicking on the Edit icon to the left of the item and confirm valid warranty.

Items Edit List

Show: All Items


Edit	Ref	Item	Product ID	Qty	Product	Item Cat
		10	TRAVELXP	1	TRAVEL EXPENSE HDR	EXP Hea
	10	11	TRVZONE	1	ZONE CHARGE	Travel Ti
		20	CALIBRATIONOP	1	CALIBRATION SVC OPTIMIZED	CAL Hea
	20	21	C20KA	1	20 KIP_100KN AXIAL L/C MTS	Billable S

6.17.7.1 Go to the Reference Object assignment block and enter the "Component ID" of the equipment this service will be performed on Select the input help button in the Component ID field.

Reference Objects Edit List

Actions	Installed Base ID	Installed Base Desc.	Component ID
	8551		
	0		

6.17.7.2 Enter the site number in the External ID field and click [Search].

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Service Administration/ISC		Awareness	Formal <u>X</u>

Search For: Component Using Header Data

IBase ID	is		
IBase Category	is		
External ID	is	502626	
Description	is		

6.17.7.3 Select the equipment on which the service will be provided from *the resulting list*.

Search Criteria

Search For: Component Using Header Data

IBase ID	is		
IBase Category	is		
External ID	is	500909	
Description	is		

Maximum Number of Results: 100

Search Clear

Result List: 36 Installed Base Components Found


Installed...	Compon...	I...	Description	Object ID	C...	Valid...	Valid To	Sort...
5149	5150		General Dynamics	500909	C...	11/04...	12/31...	C003...
5149	41817		SYSTEM	1000342	C...	02/05...	12/31...	
5149	41818		SYSTEM	1000343	C...	02/05...	12/31...	
5149	41819		SYSTEM	1000344	C...	11/11...	12/31...	
5149	41820		SYSTEM	1000345	C...	02/05...	12/31...	

Reference Objects Edit List

Act...	IBase ID	Description	Compon...	Compo...	Object ID	Object I...	External...	Warranty End
	8875	Ball Aerospace	8876	Ball Ae...	502812	Ball Ae...	502812	
	8875	Ball Aerospace					502812	
	0							

6.18 **If SOW is clearly defined** and the order is ready to be released;

- For Optimized orders that will be scheduled in Zinier:
 - Change the order status to “Released/Sent to Scheduling” and click [Save].
- For Non-Optimized orders that will not be scheduled:
 - Change the order status to “Released/Not Sent to Scheduling” and click [Save].

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6.19 **If SOW is not clearly defined** and order needs to be reviewed before release;

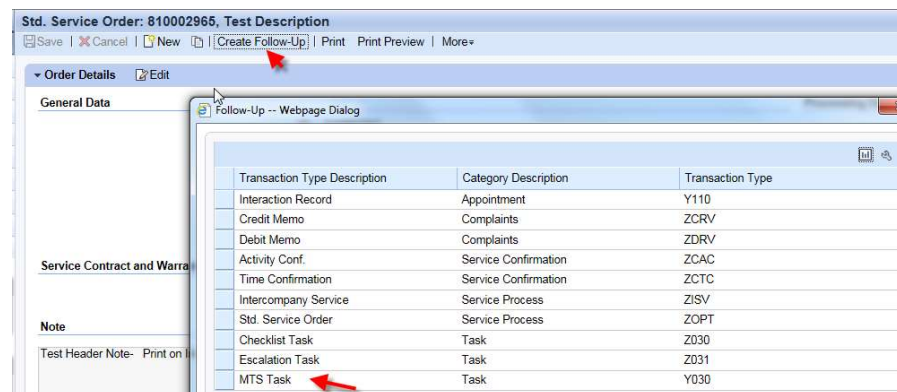
6.19.1 Leave the order in “Created” status and click [Save].

6.19.2 Create a task assigned to yourself for follow-up for review and release of the order.

6.19.2.1 Click the [Create Follow-Up] button at the top of the service order.

6.19.2.2 Select “MTS Task.”

6.19.2.3 Assign and Save task per the “How To Create a Task” document.




Transaction Type Description	Category Description	Transaction Type
Interaction Record	Appointment	Y110
Credit Memo	Complaints	ZCRV
Debit Memo	Complaints	ZDRV
Activity Conf.	Service Confirmation	ZCAC
Time Confirmation	Service Confirmation	ZCTC
Intercompany Service	Service Process	ZISV
Std. Service Order	Service Process	ZOPT
Checklist Task	Task	Z030
Escalation Task	Task	Z031
MTS Task	Task	Y030

6.20 **If 3rd party services** were included on this order, create a purchase requisition in SAP-ECC following the *3rd Party Purchase Requisition process*.

6.21 **If Inter-company** Header items are included on this order, create a ZISV inter-company order following the **ZISV Inter-company Order Create** process.

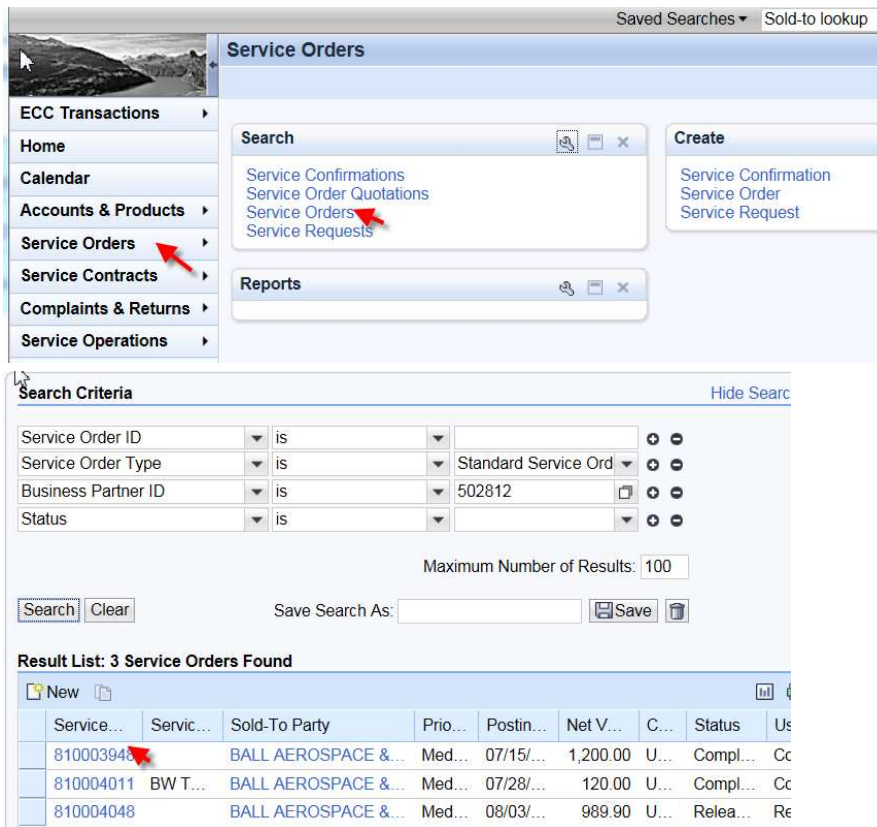
NOTE: ZISV order must be created **AFTER** the complete SOW is defined in the ZOPT order.

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6.22 **If physical parts** were included on this order, create STO in ECC following the STO work instructions and place on hold if waiting for instructions on where/when to ship the item(s) **OR** issue the parts directly to the appropriate internal order for the service order following those instructions.

CHANGE:


6.23 Click on Service Order from within your assigned task **OR** search for the order from the left navigation bar by choosing “Service Orders>Search>Service Order



When additional items need to be added to an optimized order and the work is in the following status;

6.23.1 Released/Sent to Scheduling

6.23.1.1 Add the additional sub-line item(s) in reference to the header line (i.e. parts, activities, etc.)

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6.23.1.2 Change the status of the sub-line to “Released/Sent to Scheduling.”

6.23.1.3 Change the order status to “Create” and then back to “Released/Sent to Scheduling.”

6.23.1.4 Save the order.

6.23.2 Make other changes as appropriate by selecting the “Edit” tab of the appropriate assignment block.

CANCEL/REJECT-

Task:

6.24 Open the order.

6.25 Select the Edit button in the Items assignment block of the order.

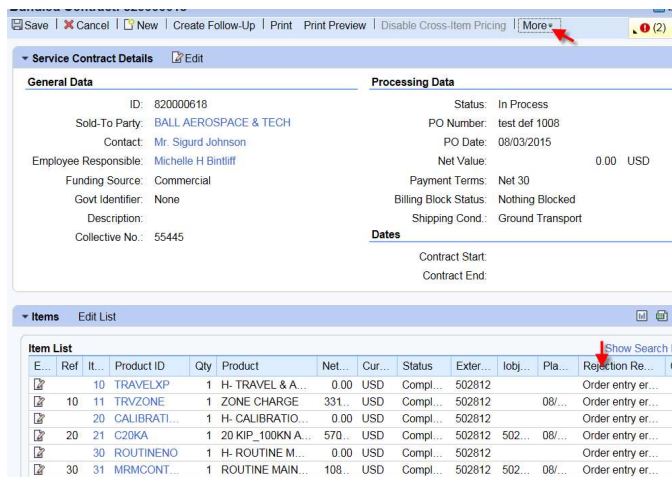
6.26 Select the appropriate rejection code for each applicable line item.

6.27 Skip to step 6.29.

Order:


6.28 If **all** items on the order need to be rejected (and no activity has begun),

6.28.1 Select the “More” option from the top of the order and choose “Reject all Items” and then select the appropriate reason code.



General Data		Processing Data	
ID:	820000618	Status:	In Process
Sold-To Party:	BALL AEROSPACE & TECH	PO Number:	test def 1008
Contact:	Mr. Sigurd Johnson	PO Date:	08/03/2015
Employee Responsible:	Michelle H Bintliff	Net Value:	0.00 USD
Funding Source:	Commercial	Payment Terms:	Net 30
Govt Identifier:	None	Billing Block Status:	Nothing Blocked
Description:		Shipping Cond.:	Ground Transport
Collective No.:	55445	Dates	
		Contract Start:	
		Contract End:	

Item List												
E...	Ref	It...	Product ID	Qty	Product	Net...	Cur...	Status	Exter...	lobj...	Pla...	Rejection Re...
	10		TRAVELXP	1	H-TRAVEL & A...	0.00	USD	Compl...	502812			Order entry er...
	10	11	TRVZONE	1	ZONE CHARGE	331...	USD	Compl...	502812	08/...		Order entry er...
	20		CALIBRATI...	1	H-CALIBRATIO...	0.00	USD	Compl...	502812			Order entry er...
	20	21	C20KA	1	20 KIP_100KN A...	570...	USD	Compl...	502812	502...	08/...	Order entry er...
	30		ROUTINENO	1	H-ROUTINE M...	0.00	USD	Compl...	502812			Order entry er...
	30	31	MIRMCONT...	1	ROUTINE MAIN...	108...	USD	Compl...	502812	502...	08/...	Order entry er...

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6.28.2 Change the order status to “Ready to Complete.”

6.29 Save the order.

7 ASSOCIATED QUALITY RECORDS – AS STATED IN THE QUALITY RECORDS LIST

Required Record

8 REFERENCE FORMS / TEMPLATES / DOCUMENTS


Form / Template / Document Title	Location

9 CURRENT REVISION’S TRAINING REQUIREMENTS

Training requirements are determined by the document owner.

1. Select Awareness **and/or** Formal training requirements.
2. List (below) the functions or groups that require the training.

Select (mark X)	Training Type	Training Definition
	Awareness	Awareness training is conducted by communication, which is sent/delivered by the approver/author/owner of the document to the affected employees/groups.
X	Formal	Formal training requires the approver/author/owner to collect/store evidence that the affected employees/groups were trained.

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Functions/Groups that require Awareness to this procedure:

- Awareness: List here the function(s) or group(s) that require Awareness training.
- Formal: List here the function(s) or group(s) that require Formal training.

10 REVISION HISTORY & APPROVAL

Revision History			
Rev	Description of Change	Author	Effective Date
E	Changes to support new Zinier Scheduling System	Michelle Bintliff	11/2/23
D	Remove component requirement from all sub-lines except those assigned to system warranty	ReAnna Skowronek	6/1/2020
C	Remove most references to TSC, remove 6.17 step to attach WIR form, update workflow	Celeste Butter	1/4/2019
B	Additional steps and clarification to section 6.17 for Warranty/FOC.	Michelle Bintliff	9/15/16
A	Initial Release	Michelle Bintliff	3/1/16

Approval of Current Revision		
Name / Function	Signature	Date
Michelle Bintliff / Sr Business Systems Analyst – Service	<i>Michelle Bintliff</i>	11/2/2023
Michelle Bintliff / Sr Business Systems Analyst – Service	<i>Michelle Bintliff</i>	06/01/2020
Michelle Bintliff / Global Sr. Service Business Systems Analyst	<i>Michelle Bintliff</i>	1/14/2019

	<p align="center">QMS Procedure MTS Systems Corporation – MTS Test</p>	<p>Document Number: FS-AD 3222</p>	<p>Rev.: E</p>
<p>Title: Create/Change/Reject ZOPT Service Order</p>		<p>Page #: 17 of 17</p>	
<p>Procedure Owner(s) – list Functions: Service Administration/ISC</p>		<p>Revision's Training Requirements – select one or both (per section #9): Awareness <u> </u> Formal <u>X</u></p>	

Michelle Bintliff / Global Service Administration Manager	<i>Michelle Bintliff</i>	9/15/16
Michelle Bintliff / Global Service Administration Manager	<i>Michelle Bintliff</i>	3/1/16