Services Maestro
Introduction

What is Services Maestro?

Services Maestro is a set of new functionalities to Click n’Buy, targeting the management of Subcontracted Engineering Services

Who can use Services Maestro?

Airbus Commercial Engineering and Engineering Strategic Suppliers (E2S)


How can I request help?

Airbus.com → Suppliers → Click n’Buy → Click n’Pay → CSP Account Admin → Click n’Order → Catalogue Mgmt

Help & Support Team:

support.customer.care@airbus.com
+33 1 57 32 48 05 – Option 3

Services Maestro Functionalities
Receive your Order and create a Service Sheet

- Raise a Service Sheet against your Order
  - Go to the Orders tab and select your Order
  - Visualize the different Order Line status quantities
    - Display the Order Line Business Customer (Airbus) will review the Service Sheet
  - Optionally select the Order Lines you wish to submit for delivery
- Click on “Create Service/Time Sheets”
- For each Service Sheet Line, verify the prefilled proposed quantities or input your own quantities (decimals authorized with the point “.” separator) and Actual Completion Date.
- Attach any document via the “Add file” link if needed
- Click on Submit to send the Service Sheet to Airbus for review

Service Sheet Lifecycle

- Service Sheet Status
  Once a Service Sheet has been sent to Airbus, its Status is “Pending Approval”. The Airbus Business Customer can select one of the following actions for each Line (including split quantities, see below):

<table>
<thead>
<tr>
<th>Action</th>
<th>Service Quality</th>
<th>Auto GR</th>
<th>Redeliver</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accept</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>Rework</td>
<td>✗</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td>Discard</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
</tbody>
</table>

- Accept: the Goods Receipt will automatically booked for all Service Sheets accepted
- Rework: the Service is not completely at the requested quality level. You have to rework the Service and redeliver it to Airbus
- Discard: the Service is at an unacceptable quality level. It is rejected, without any possibility to be redelivered and no Goods Receipt is performed

- Quantity Split
  Once you create a Service Sheet, Airbus has the possibility to split the quantity submitted. For each of them, it is allowed to Accept, Rework, or Discard.

Service Sheet Lifecycle

Once a Service Sheet has been reviewed by Airbus, its status becomes “Approved”

You must open the Service Sheet to check if any Service has been tagged “Rework” or “Discard”. Alternatively, use the views that have been made available to you in “Service Sheet Lines”

- Submit a Rework
  Clicking on “Create Service Sheet” will automatically add 2 Service Sheet Lines for all Order Lines with an open quantity or a quantity in rework. The Rework line will be automatically prefilled with the correct quantity to submit again.
  - Fill in the necessary fields for both Service Sheet Lines or remove the unnecessary Line

- Service Sheet Rejection
  Airbus can Reject and send back the Service Sheet if it is incorrect. (e.g. wrong Lines or Actual Completion Dates). The status becomes “Draft”. A justification from your Customer will be attached.