



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)**

Supplier Population: **Project Leaders / Technical Focal Points for Airbus Commercial**

Suppliers use the **Coupa Supplier Portal** (CSP): <https://supplier.coupahost.com/>

> How can I request help ?

Airbus.com → Suppliers → [Click n'Buy](#)
... → [Click n'Pay](#) → [CSP Account Admin](#)
... → [Click n'Order](#) → [Catalogue Mgmt](#)

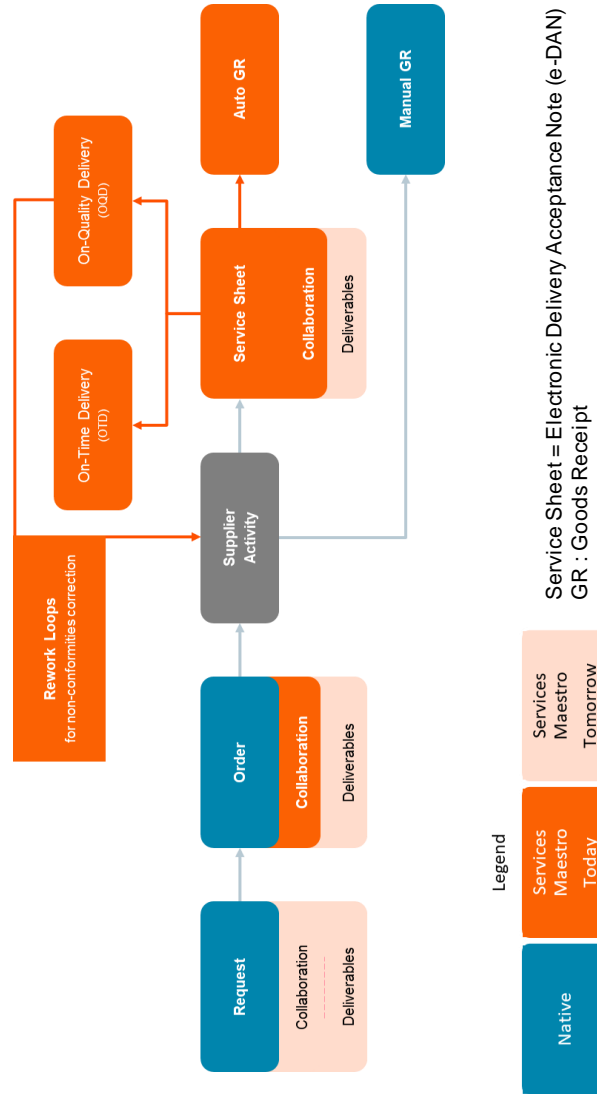
Help & Support Team:

✉ support.customercare@airbus.com

☎ +33 1 57 32 48 05 – Option 3



Services Maestro Functionalities



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New Digital Buying Experience

Services Maestro Service Sheets Release 24

August 2019

FOR SUPPLIERS



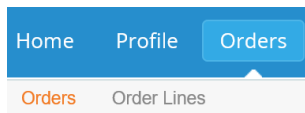
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Receive your Order and create a Service Sheet

> Raise a Service Sheet against your Order

- Go to the Orders tab and select your Order



- Visualize the different Order Line status quantities

Qty	Confirmed	Pending Approval	Pending Rework	Discarded
1	0	0	0	0

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.

*Quantity	Due Date	Actual Completion
2	03/29/19	mm/dd/yy

- 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):

Action	Service Quality	Auto GR	Redeliver
Accept	✓	✓	✗
Rework	✗	✗	✓
Discard	✗	✗	✗

- 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

Submission Type	Submission Type
Rework	New

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

Service/Time Sheets	Status
466	Draft