




How to create and manage a Service/Time sheet?

Menu



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In this guide you will find detailed procedures:

What is Service/Time Sheet (Services Maestro)? 

Service/Time Sheet (Services Maestro) Process 

How to create and manage a Service/Time sheet in CSP? 

How to set up notifications for Service/Time Sheet activities in CSP? 

More resources about Coupa Supplier Portal



-  [Introducing Services Maestro](#)
-  [Coupa Supplier Portal](#)

2 options are available for You, as Supplier:



- The Coupa Supplier Portal (CSP):
<https://supplier.coupahost.com/>
- Create the Service/Time Sheet through the link received in the dedicated Email notification.



What is Service/Time Sheet (Services Maestro)?



What is Service/Time Sheet (Services Maestro) ?

Services Maestro is the global process to manage the Service/Time Sheet functionality.

A **Service/Time sheet** is an electronic delivery acceptance note submitted by the supplier representative (Service Supplier). Once approved by Airbus representative (Business Customer), this corresponds to a good receipt.

Who can use Service/Time Sheet (Services Maestro) ?

All Airbus Commercial and Airbus Helicopters entities

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

Suppliers are able to use the **Coupa Supplier Portal** (CSP): <https://supplier.coupahost.com/> but it is not mandatory, as the creation of the Service/Time Sheet can be done through the dedicated Email notification.

How can I request help ?

Airbus.com □ Suppliers □ [Click n'Buy](#)

...□ [Click n'Order](#)

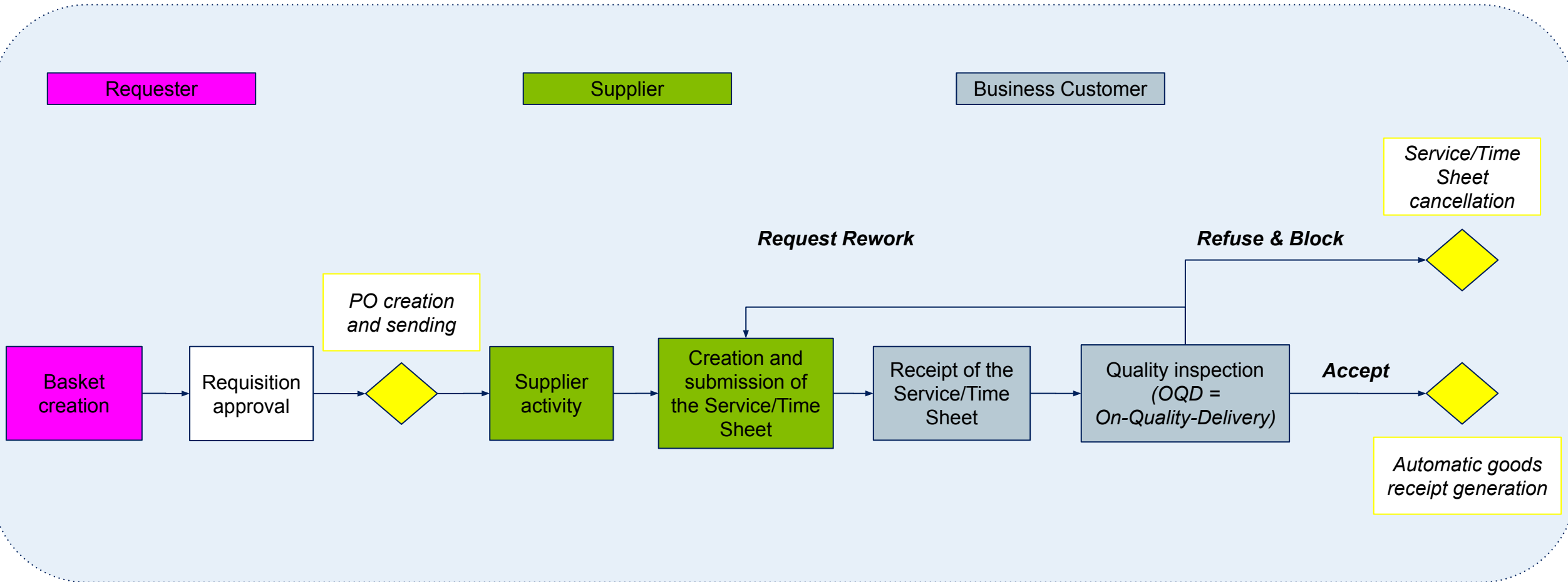
Help & Support Team:

support.clicknbuy@airbus.com

+33 (0)1 57 32 48 95



COUPA





How to create and manage a Service/Time sheet?

Short version



- 1 - Go to the **Orders** tab and select the order for which you want to do the Service/Time sheet.
- 2 - Click on the button **Create Service/Time Sheets**
- 3 - For each Service Sheet Line, verify the prefilled quantities/amount in **Quantity/Price** field or input your own (decimals authorized with the point "." separator) and **Actual Completion Date field**.
- 4 - Attach any document via the **Add file** link if needed.
- 5 - Click on **Submit** to send the Service/Time sheet to Airbus for review.
- 6 - Once the 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:
 - **Acceptance & Goods Receipt**: the Good Receipt will automatically be sent
 - **Request Rework**: the Service is not completely at the requested quality level. You have to rework the Service and confirm it to Airbus again.
 - **Refuse & Block Resubmission**: the Service is at an unacceptable quality level. It is rejected, without any possibility to be redelivered and no Good Receipt is performed
- 7 - Once a Service/Time Sheet has been reviewed by Airbus, its status becomes **Approved**. Check the status of the Service/Time Sheet if any Service has been tagged **Rework** or **Discard**. Alternatively, use the views that have been made available to you in the **Service/Time Sheet Lines** tab.
- 8 - To submit a **Rework**, click on **Create Service/Time Sheets** in the Order. 2 Service Sheet Lines will be automatically added 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.
- 9 - The Airbus Business Customer is also able to Reject and send back the Service Sheet if it is **incorrect**. (e.g. wrong Lines or Actual Completion Dates). The status becomes **Draft**. A mandatory justification from Airbus will be added.



- Once you create a Service Sheet, Airbus has the possibility to **split the quantity/amount submitted**. For each of them, it is allowed to **Accept, Rework, or Refuse & Block**.
- The **Refuse & Block Resubmission** capability should be used with **caution**, in **extreme cases**, and **only after liaising with the Supplier**.
→ Performing this action **prevents the Supplier to re-submit the amount, even with a new Service Sheet**.



- Make sure that the "**A Service/Time Sheet is rejected**" and "**A Service/Time Sheet is approved**" notifications are ticked in your Notifications tab (Notifications preference>Service/Time Sheets) to be informed when the Airbus Business Customer perform actions on the Service/Time Sheet.

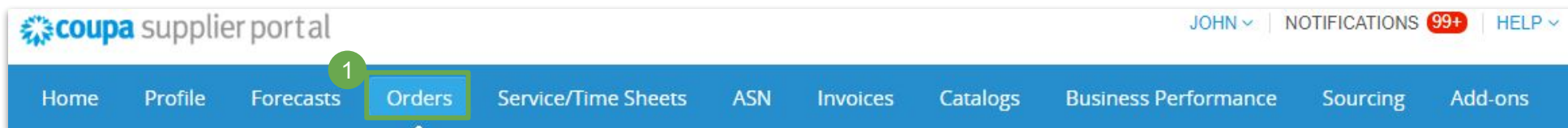


How to create and manage a Service/Time sheet in CSP?

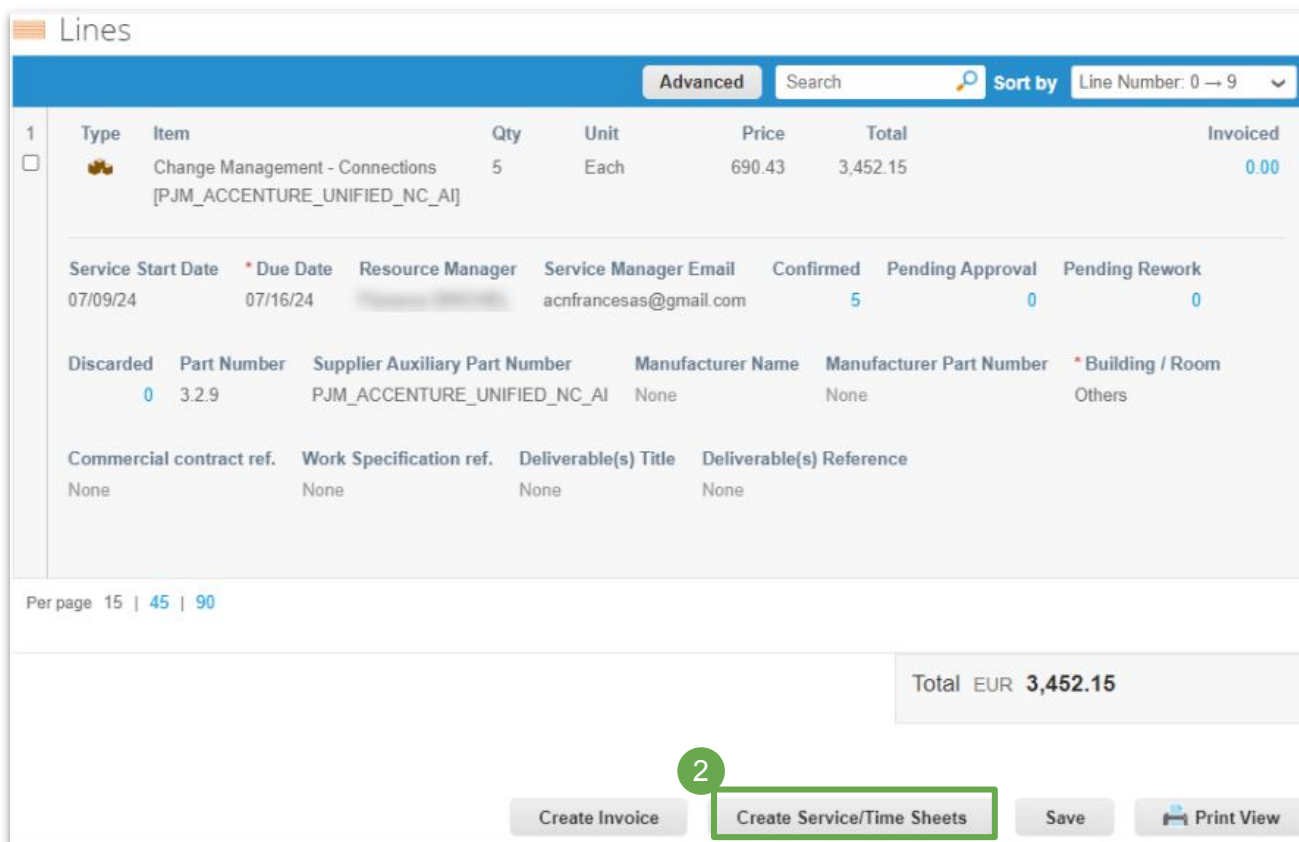
Step by step



1 - Go to the **Orders** tab **1** and select the order for which you want to do the Service/Time sheet.



2 - Click on the button **Create Service/Time Sheets** **2**



- Once you create a Service Sheet, Airbus has the possibility to **split the quantity/amount submitted**. For each of them, it is allowed to **Accept, Rework, or Refuse & Block**.



- 2 options are available for You, as Supplier:**
- the **Coupa Supplier Portal (CSP)**: <https://supplier.coupahost.com/>
 - **Create the Service/Time Sheet through the link received in the dedicated Email notification.**



How to create and manage a Service/Time sheet in CSP?


Step by step



- 3 - For each Service Sheet Line, verify the prefilled quantities/amount in **Quantity/Price** field or input your own (decimals authorized with the point "." separator) and **Actual Completion Date** field. 4
- 4 - Attach any document via the **Add file** link if needed. 5
- 5 - Click on **Submit** to send the Service/Time sheet to Airbus for review. 6


Service/Time Sheets #47413

PO CG00985377

 Services

1	Submission Type	PO Line #	Item	* Quantity	Unit Of Measure
	New	1	Change Management - Connections [PJM_ACCENTURE_UNIFIED_NC_AI]	5	Each

Due Date: 07/16/24

Actual Completion: 

Attachments: [Add File](#) | [URL](#) | [Text](#)

Deliverable(s) Title: None

Deliverable(s) Reference: None

Total **3,452.15** EUR



How to create and manage a Service/Time sheet in CSP?

Step by step



6 - Once the 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:

- **Acceptance & Goods Receipt:** the Good Receipt will automatically be sent
- **Request Rework:** the Service is not completely at the requested quality level. You have to rework the Service and confirm it to Airbus again.
- **Refuse & Block Resubmission:** the Service is at an unacceptable quality level. It is rejected, without any possibility to be redelivered and no GR is performed

* Submitted Qty * Action Notes To Supplier On-Quality Delivery (OQD) : Yes / No

Acceptance & Goods Rec
Acceptance & Goods Receipt
 Request Rework
 Refuse & Block Resubmission

7 - Once a Service/Time Sheet has been reviewed by Airbus, its status becomes **Approved**.
Check the status of the Service/Time Sheet if any Service has been tagged **Rework** or **Discard**. Alternatively, use the views that have been made available to you in the **Service/Time Sheet Lines** tab. 7

coupa supplier portal JOHN | NOTIFICATIONS 99+ | HELP

Home Profile Forecasts Orders Service/Time Sheets ASN Invoices Catalogs Business Performance Sourcing Add-ons

Setup

Service/Time Sheets Service/Time Sheets Lines

Select Customer: MAINT - Airbus Click n Buy ***MAINT*** - AC... Switch to new experience

Service/Time Sheets

Load from file Export to - View: All Search

Service/Time Sheets	Purchase Order	Status	Submitted At	Approved At	Created By	Actions
47413	CG00985377	Draft	None	None	John Sas	<input type="checkbox"/> <input type="checkbox"/>
47412	CG00985377	Approved	06/10/24	06/10/24	John Sas	<input type="checkbox"/> <input type="checkbox"/>
47411	CG00985377	Approved	06/10/24	06/10/24	John Sas	<input type="checkbox"/> <input type="checkbox"/>
47410	CG00985375	Pending Approval	06/10/24	None	John Sas	<input type="checkbox"/> <input type="checkbox"/>



How to create and manage a Service/Time sheet in CSP?

Step by step



- 8 - To submit a **Rework**, click on **Create Service/Time Sheets** in the Order. 2 Service Sheet Lines will be automatically added for all Order Lines with quantity/amount in rework **8** or an open quantity/amount. **9**

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 through the red cross at line level. ❌

Service/Time Sheets #47419

PO CG00985404

Services

Submission	PO Line #	Item	Quantity	Unit Of Measure
1 Type Rework	1	Change Management - Connections [PJM_ACCENTURE_UNIFIED_NC_AI]	2	Each
Due Date	Actual Completion	Attachments		
17/07/2024	dd/mm/yyyy	Add File URL Text		
Deliverable(s) Title	Deliverable(s) Reference			
None	None			

Submission	PO Line #	Item	Quantity	Unit Of Measure
2 Type New	1	Change Management - Connections [PJM_ACCENTURE_UNIFIED_NC_AI]	0	Each
Due Date	Actual Completion	Attachments		
17/07/2024	dd/mm/yyyy	Add File URL Text		
Deliverable(s) Title	Deliverable(s) Reference			
None	None			

Total 1,380.86 EUR

Cancel Save as draft Submit



How to create and manage a Service/Time sheet in CSP?

Step by step



- 9 - 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**. 10 A justification from your Customer will be attached through the **Comment** field. 11 You can click on the Edit Button to correct the corresponding line. 12

Home Profile Forecasts Orders **Service/Time Sheets** ASN Invoices Catalogues Business Performance Sourcing

Add-ons Setup

Service/Time Sheets Service/Time Sheets Lines

Select Customer MAINT - Airbus Click n Buy ***MAINT*** - AC...

Service/Time Sheets [Switch to new experience](#)

Load from file Export to View All Advanced Search

Service/Time Sheets	Purchase Order	Status	Submitted At	Approved At	Created By	Assigned To	Actions
47419	CG00985404	Draft	13/06/2024	None	John Sas	John Sas	

12 Edit

Comment [Mute Comments](#)

Enter Comment

Add File | URL

Send comment notification to a user by typing @name (ex. @JohnSmith)

Add Comment

11 Participants: Airbus Business Customer

Airbus Business Customer rejected on 13/06/2024 at 16:59

Wrong Lines



How to set up notifications for Service/Time Sheet activities in CSP

Step by step



1 - In the Homepage, click on your name and select Notification Preferences 1

coupa supplier portal

JOHN | NOTIFICATIONS 99+ | HELP

Home Profile Forecasts Orders **Service/Time Sheets** ASN Invoices Catalogues Sourcing

Add-ons Setup

Service/Time Sheets Service/Time Sheets Lines

Account Settings
Notification Preferences
Log Out

2 - Scroll down until the end of the page in the section **Service/Time Sheets** 2 and select the corresponding options **Online** and or **Email** for **A Service/Time Sheet has been rejected** 3 and **A Service/Time Sheet is approved.** 4

2 Service/Time Sheets

A Service/Time Sheet is rejected	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS 3
A Service/Time Sheet is approved	<input checked="" type="checkbox"/> Online	<input checked="" type="checkbox"/> Email	<input type="checkbox"/> SMS 4