

How to Properly Submit a Service Entry Sheet (SES)

Dear supplier,

This step-by-step guide will help you create Service Entry Sheets (SES) correctly in SAP Business Network. Please use this guide every time you need to submit a service sheet to make sure all steps are followed properly.

1. How to Confirm an Order in a Service PO

Before you start, please note an important rule about **service purchase orders (service POs)**:

You cannot update any information on the PO line items.

This means you cannot change:

- Delivery date
- Price
- Quantity

If any of these fields are incorrect, you must follow the steps below:

If your PO has incorrect information: If the PO shows the wrong delivery date, price, or quantity, please take one of the following actions:

- ✓ **Open a request on the [ExxonMobil for Suppliers Portal](#),**

OR

- ✓ **Contact your ExxonMobil requisitioner or delivery coordinator** to request corrections.

You **cannot** make these corrections directly in SAP Business Network.

Important: You cannot confirm a PO with a past delivery date

If the *Need By Date* in your PO is already in the past, the system will **block the confirmation**.

Example: If today is **January 23rd** and the PO has a Need By Date of **January 10th**, the system will show an error such as:

“Delivery date is not allowed in the past.”

In this situation, please follow the steps above and request ExxonMobil to update the PO. Once corrected, you will be able to proceed with confirmation.

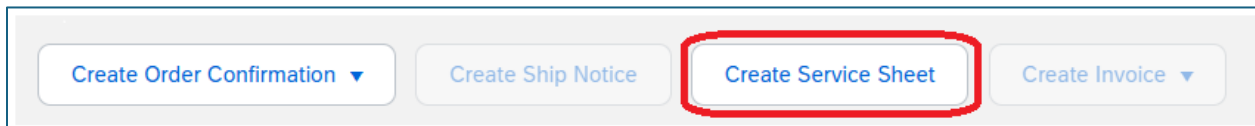
2. How to Create a Service Entry Sheet (SES) in SAP Business Network

After your order is confirmed, you can proceed with the creation of your Service Entry Sheet (SES). Please follow each step carefully — some fields must be filled exactly as described to ensure the SES is approved with no delays.

Step I — Start the Service Sheet

At the top of your PO, click “**Create Service Sheet.**”

This button opens the form where you will enter all required details for the SES.



Step II — Fill the Service Sheet Header Fields

You will see the first group of mandatory fields:

a. Service Sheet

- Enter the **document number** that refers to this service sheet.
- **Important:** Always use UPPERCASE letters only.

b. Service Start Date / Service End Date

- Enter the exact date when the service **starts**.
- Enter the exact date when the service **ended**.

These dates must match the period of delivery service.

▼ Service Sheet Header

Summary

Purchase Order:	4411373117	Subtotal:	\$0.00 USD
Service Sheet #:	* ALWAYS USE UPPER CASE LETTERS!	Service Start Date:	* <input type="text"/>
Service Sheet Date:	* 23 Jan 2026 <input type="text"/>	Service End Date:	* <input type="text"/>
Service Description:	<input type="text"/>		

Step III — Fill the Approver Information (MANDATORY)

Scroll down to the **Additional Fields** section.

There you will find the **Approver** area with two fields:

- **NAME**
- **EMAIL**

Very important rule:

In the **NAME** field, you must enter **only the SAP ID** of the ExxonMobil approver — **NOT** the full name.

If you enter the full name, the SES **will fail**.

Additional Fields

Supplier Reference:

From: **Acc STRIPES BILL SPITZER And ASSO - TEST**
 12399 test
 suwanee, Georgia 30024
 United States

Field Contractor:
 Name:
 Email:
 Phone: USA 1

To: **ExxonMobil Refining & Marketing**
 Bear Tavern Road-830
 West Trenton, NJ 08628
 United States

Field Engineer:
 Name:
 Email:
 Phone: USA 1

Approver: (highlighted in yellow)
 Name: *
 Email: *
 Phone: USA 1

How do I know who my SES Approver is?

You can find the approver information directly in the PO:

1. Scroll down to the **line item** of the PO
2. Click **“SHOW ITEM DETAILS”**
3. Look for the SES Approver SAP ID

Line Items

Line #	No. Schedule Lines	Part #	Customer Part #	Type	Return	Revision Level	Qty (Unit)	Need By	Price	Subtotal	Customer Location
00010	1	NOT		Service			1.000	31 Dec 2025 BRT	\$1,250.00	\$1,250.00	Details

→ [Show Item Details](#)

If the approver ID is **not available**, please open a request or contact your SME.

Step IV — Attach a Document (Required)

You must upload at least **one attachment** to the SES (example: service report, timesheet, work log). The system will not allow submission without this attachment.

***Attachments**


The total size of all attachments cannot exceed 100MB

Choose File No file chosen Add Attachment

Step V — Create the SES Line Item

Scroll down to the **line items** section.

Click:

 **Add** → **Add unplanned item**

This will create the service line that you must fill

Service Entry Sheet Lines

Line No.	Part No. / Description	Contract #
00010	NOT AVAILABLE <i>Testing</i>	4605002088

[Add ▾](#)

[Add Pricing Details](#)

[Add ▾](#)

Add Unplanned Item

Step VI — Fill the Line-Item Details

a. Part No. / Description (First Line)

- Enter the **SERVICE NUMBER / SERVICE MASTER CODE** of the service being billed.
- If the service is linked to an **agreement**, use the **service number provided by the ExxonMobil SME**.
- If you use the wrong service number, the SES will **fail**.

b. Description (Second Line)

- Add a short description of the service.
- Keep it under **20 characters**.

Service Entry Sheet Lines

Line No.	Part No. / Description	Contract #
00010	NOT AVAILABLE <i>Testing</i>	4605002088

[Add ▾](#)

Include	Part No. / Description	Customer Part #	Type	Item Type	Qty / Unit	Price	Subtotal
<input type="checkbox"/>	<input type="text" value="SERVICE NUMBER"/> <input type="text" value="DESCRIPTION"/>		Service ▾	Unplanned Adhoc	1		\$0.00 USD

CONTRACT DETAILS

Contract Number: 4605002088

Step VII — Fill the Qty / Unit

You must enter:

- The **quantity** of services
- The **unit of measure (UoM)**

Important rules:

- Use only UoMs listed in the same file shared by the SME along with service numbers.
- Do **not** write the UoM in full words.
- The unit must have **no more than 3 characters** (e.g., HUR, EA, E48).

Service Entry Sheet Lines

Line No.	Part No. / Description	Contract #							
00010	NOT AVAILABLE Testing	4605002088							Add ▼
Include	Part No. / Description	Customer Part #	Type	Item Type	Qty / Unit	Price	Subtotal		
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	Service ▼	Unplanned Adhoc	1 <input type="text"/>	<input type="text"/>	\$0.00 USD	Delete	

CONTRACT DETAILS
Contract Number: 4605002088

Step VIII — Add the Unit Price

Enter the **unit price** for the service in the Price field.

Final Step — Submit the SES

After all fields and line items are correctly filled, click **Submit** to send the SES for approval.