

# PF2 - Service Master Record maintenance

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## Scope



## ERP



## References

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## 1. INTRODUCTION

### 1.1. Objectives and scope of this procedure

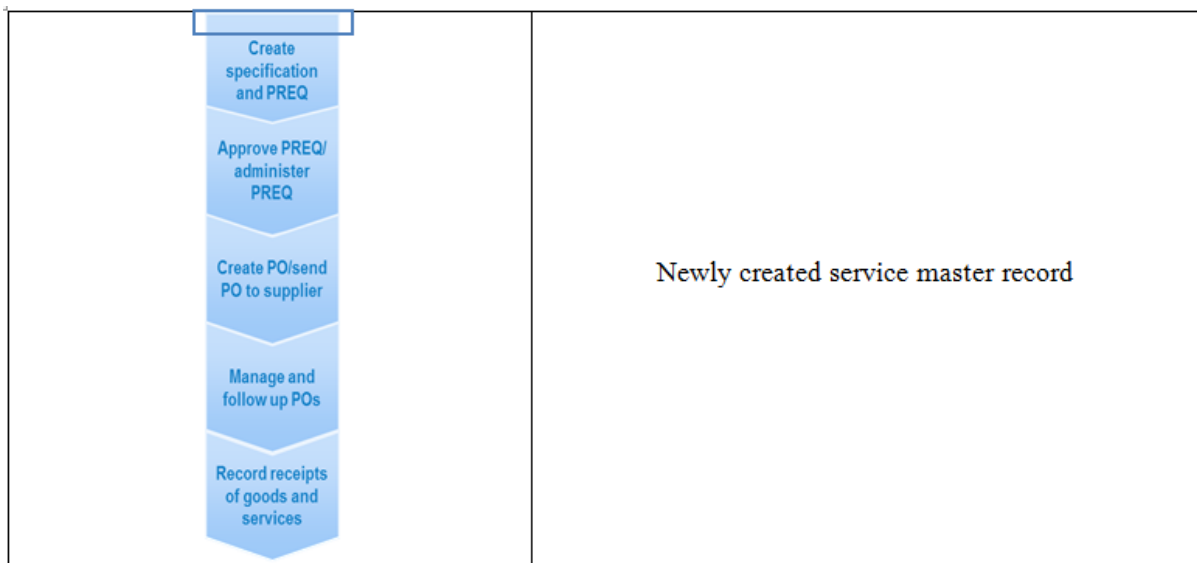
This SOP explains how to create a service master record, before creating a contract or an open order for services.

Who uses this document?				What is the nature of the need		What provisioning channel does this document concern?						
User / PREQ creator	Approver	LPR /buyer	PS	Goods	Services	e-catalogue	Goods managed in stock	Goods and services – spot bys	Goods on contract	Services on contract with SES	Emergency cases	Urgent needs
X					X					X		

### 1.2. Material groups in scope

- **The purchase orders in scope are related to:** Indirects (including: Technical Goods (TG), Technical Services (TS), Packaging (PK), Waste Management (WM), General purpose suppliers & Services (GS), Utilities & effluent treatment & indus. gases (UG), Intellectual Services and insurance (IS), Information Technology (IT)), small capex, fixed asset projects "Capex" managed by Site Engineering Offices, Energy non-managed by Solvay Energy Services.
- **The purchase orders not in scope are related to:** Directs (including raw materials), Logistics, Energy managed by Solvay Energy Services

### 1.3. Process step described in this procedure and expected end product



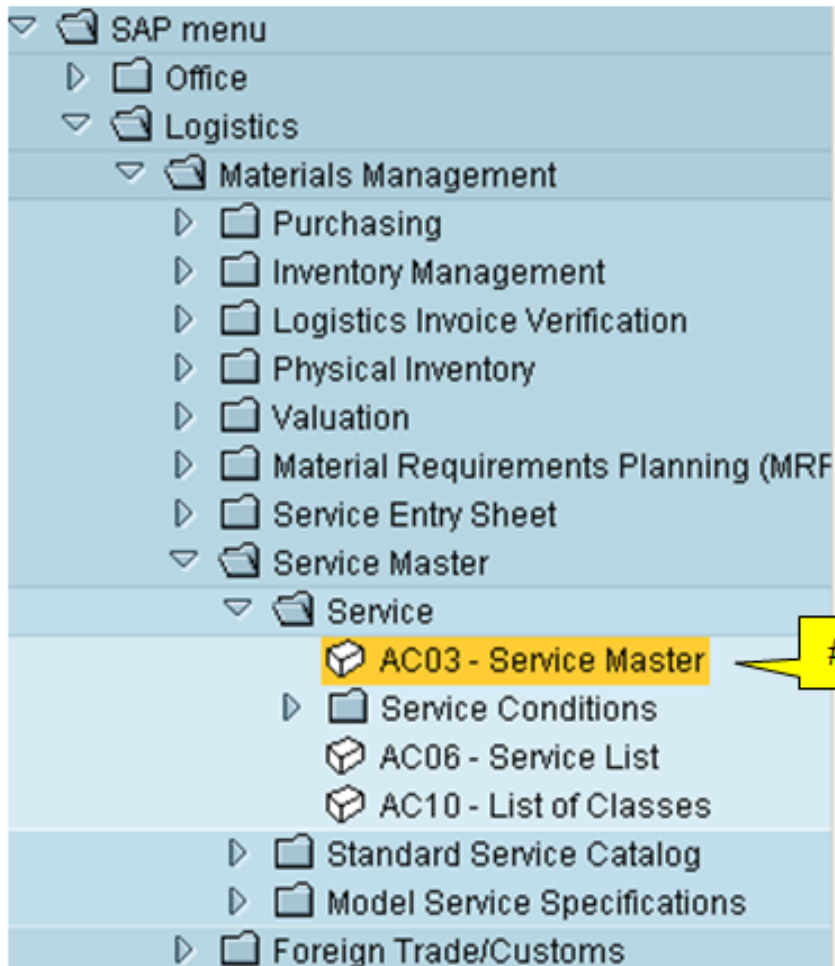
## 2. STANDARD OPERATING PROCEDURE DESCRIPTION

Pre-Requests:

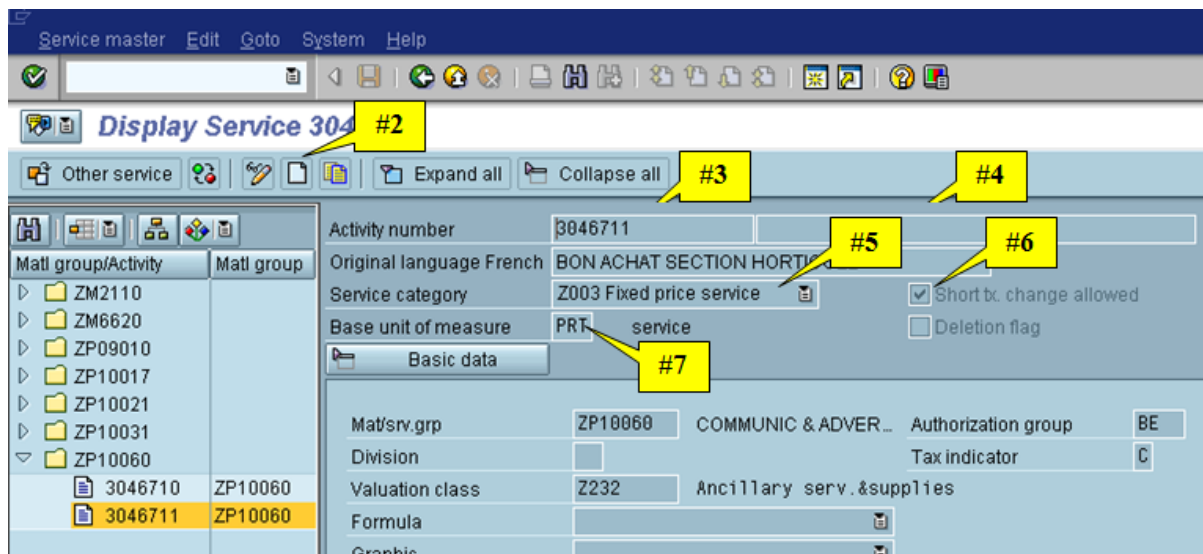
The requester have to provide to D&A Team all mandatory information in order to be possible proceed with creation of services master record.


For this the following template can be used by requester: [PF2 Services Creation Template 10.xlsx](#)

## 2.1 Create Service Master Record

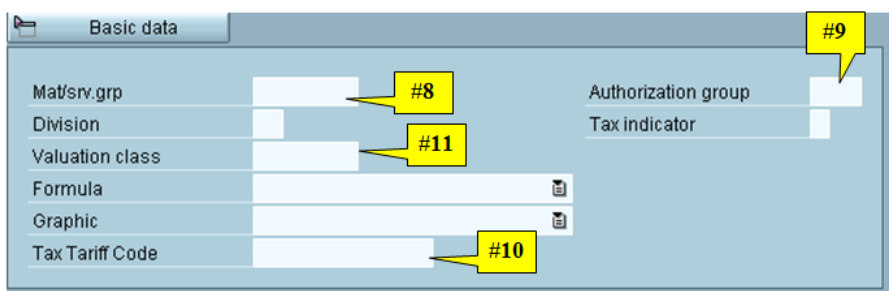


#	Main activities	Key points	Tips / Best practices
1	Enter transaction "AC03 – Service Master"	It is possible to find the transaction in SAP menu>Logistics>Materials Management>Service Master>Service	

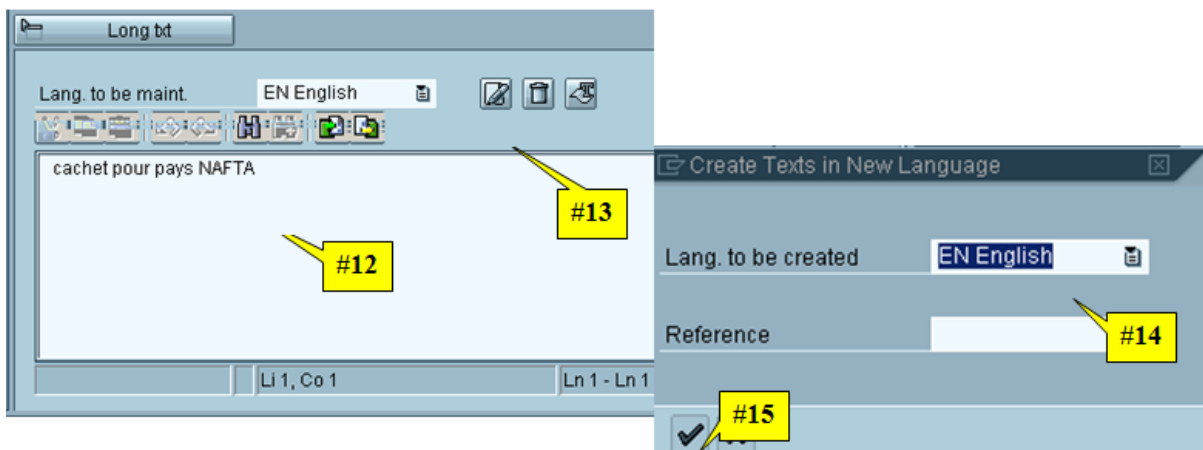


#	Main activities	Key points	Tips / Best practices
2	Screen appears, with last services visited ; click on  to create new service master record		
3	In "Activity", don't fill anything; system will provide a number when service record is saved.		If user wants specifically to enter a number in it, then do it.
4	Fill in short description	Maximum 40 characters in cap letters	



<p>5 Choose correct Service Category (Z* keys are only relevant)</p>	<p>Possibilities are the following :</p> <table border="1"> <tr><td>GRND</td><td>Basis service</td></tr> <tr><td>Z004</td><td>Bought out materials</td></tr> <tr><td>ALL</td><td>Complete service</td></tr> <tr><td>Z002</td><td>External staff</td></tr> <tr><td>Z003</td><td>Fixed price service</td></tr> <tr><td>Z005</td><td>Leasing</td></tr> <tr><td>Z001</td><td>On schedule work</td></tr> <tr><td>ZZS1</td><td>Service master rec.</td></tr> <tr><td>SERV</td><td>Service: purchasing</td></tr> </table>	GRND	Basis service	Z004	Bought out materials	ALL	Complete service	Z002	External staff	Z003	Fixed price service	Z005	Leasing	Z001	On schedule work	ZZS1	Service master rec.	SERV	Service: purchasing	<p>Main used are from Z001, Z002, Z003, Z004 and Z000 (but cannot be used for standard service masters - it must be assigned to hierarchical services only)</p>																										
GRND	Basis service																																													
Z004	Bought out materials																																													
ALL	Complete service																																													
Z002	External staff																																													
Z003	Fixed price service																																													
Z005	Leasing																																													
Z001	On schedule work																																													
ZZS1	Service master rec.																																													
SERV	Service: purchasing																																													
<p>6 It is possible to tick "Short tx. Change allowed" if changes are foreseen</p>	<p>If the field is marked, the short text can be changed when creating the PO or the service entry sheet</p>																																													
<p>7 Enter correct base unit of measure</p>	<p>All possibilities are the following :</p> <table border="1"> <thead> <tr> <th>Commercial</th> <th>Un</th> <th>Measurement unit text</th> <th>Dimension text</th> </tr> </thead> <tbody> <tr><td></td><td>"</td><td>inch</td><td>Length</td></tr> <tr><td>"/L</td><td>"/L</td><td>inch per pound</td><td>Massic length</td></tr> <tr><td>%</td><td>%</td><td>Percentage</td><td>Proportion</td></tr> <tr><td>%AA</td><td>%AA</td><td>area per cent</td><td>(no dimensions)</td></tr> <tr><td>%AC</td><td>%AC</td><td>% corrected Rel.Surf. area</td><td>(no dimensions)</td></tr> <tr><td>%D</td><td>%D</td><td>Per mille</td><td>Proportion</td></tr> <tr><td>%D0</td><td>%D0</td><td>molar per cent</td><td>(no dimensions)</td></tr> <tr><td>%R</td><td>%R</td><td>relative per cent</td><td>(no dimensions)</td></tr> <tr><td>%V0</td><td>%V0</td><td>%vol.</td><td>Volume proportion</td></tr> <tr><td>%VV</td><td>%VV</td><td>volume per cent</td><td>(no dimensions)</td></tr> </tbody> </table>	Commercial	Un	Measurement unit text	Dimension text		"	inch	Length	"/L	"/L	inch per pound	Massic length	%	%	Percentage	Proportion	%AA	%AA	area per cent	(no dimensions)	%AC	%AC	% corrected Rel.Surf. area	(no dimensions)	%D	%D	Per mille	Proportion	%D0	%D0	molar per cent	(no dimensions)	%R	%R	relative per cent	(no dimensions)	%V0	%V0	%vol.	Volume proportion	%VV	%VV	volume per cent	(no dimensions)	<p>It is possible to have a logical alpha-numeric classification by clicking on column header</p>
Commercial	Un	Measurement unit text	Dimension text																																											
	"	inch	Length																																											
"/L	"/L	inch per pound	Massic length																																											
%	%	Percentage	Proportion																																											
%AA	%AA	area per cent	(no dimensions)																																											
%AC	%AC	% corrected Rel.Surf. area	(no dimensions)																																											
%D	%D	Per mille	Proportion																																											
%D0	%D0	molar per cent	(no dimensions)																																											
%R	%R	relative per cent	(no dimensions)																																											
%V0	%V0	%vol.	Volume proportion																																											
%VV	%VV	volume per cent	(no dimensions)																																											

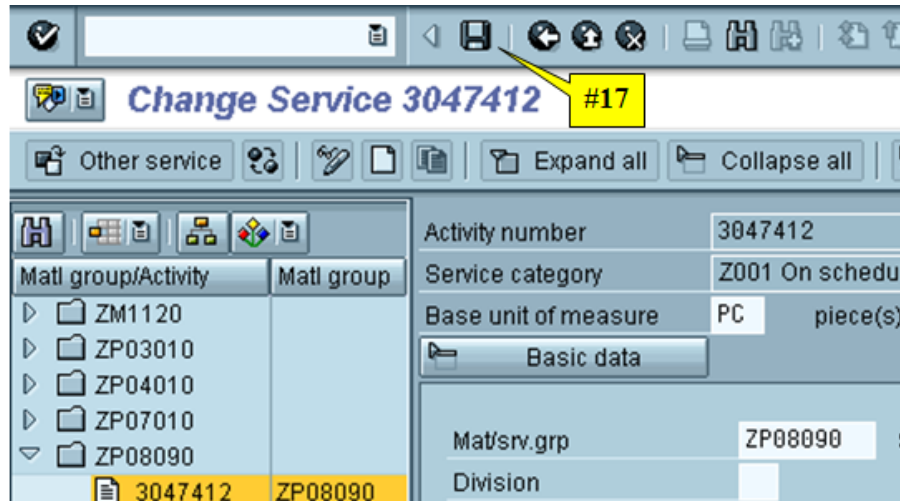


#	Main activities	Key points	Tips / Best practices
8	Enter Material / Service group <ul style="list-style-type: none"> <li>The MM relevant materials groups begin with ZM* for materials and ZP* for services</li> <li>It is a mandatory field</li> </ul>	This step is mandatory and it is important to fill in correct information	
9	Enter authorization group, <b>only if specifically asked</b>	It is not advised to do so, because it blocks use of service for other users not member of these groups	
10	Enter tax indicator (mandatory field)	The tax indicator is used by the auto-determination of the tax code in the Service Entry Sheet. This indicator is preeminent, and occults the tax code indicated in the PO, if any. This information is the first one to tell tax code when performing service Record via ML81N (second one is vendor).	If necessary double check the information provided with the 'VAT reference table' in attachments.
11	Enter valuation class		This is equivalent for G/L account in the Service Entry Sheet (it is used in order to determine the correct G/L account in SES)



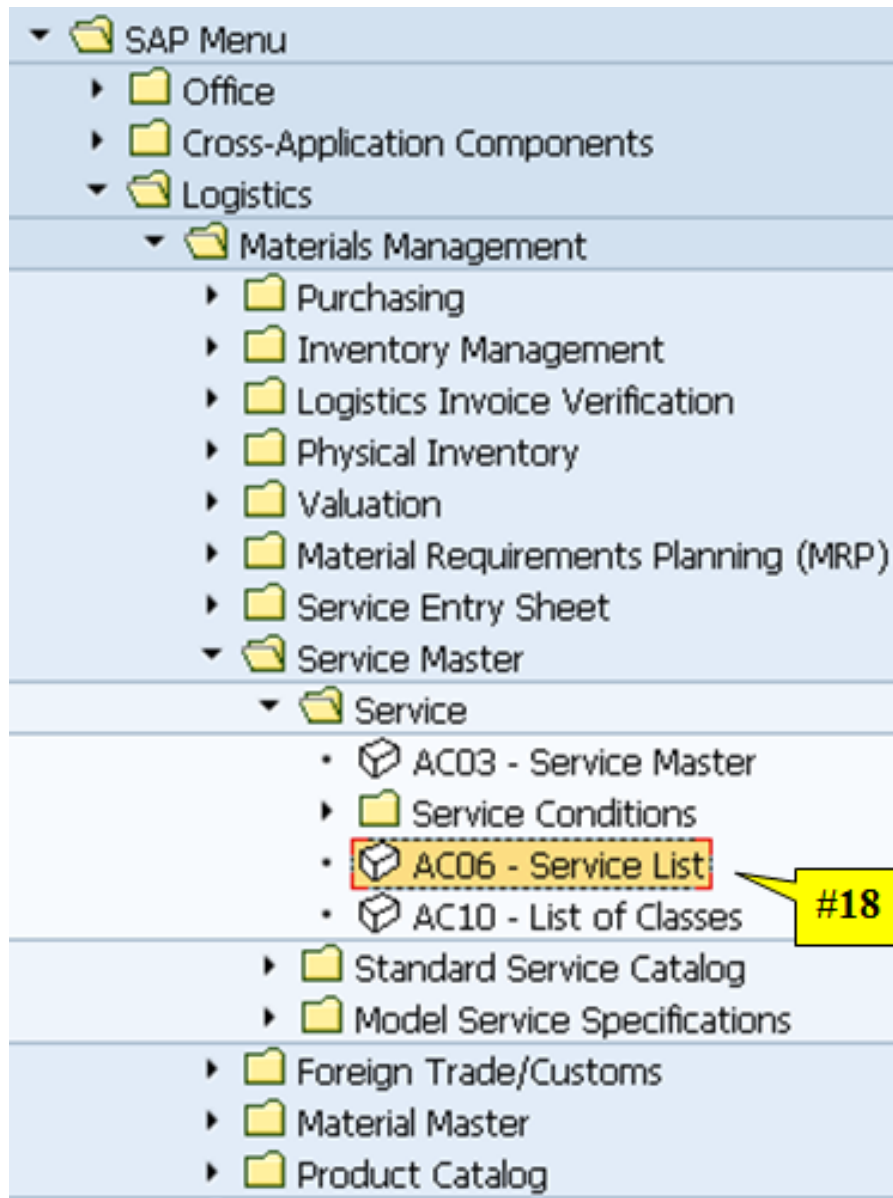
#	Main activities	Key points	Tips / Best practices

12	Enter longer description if needed	At least, Service Record short text should be translated into different languages (e.g: in Benelux, it should be translated into French, Dutch, English - only for corporate contracts using the same service masters for several countries, but generally speaking, Services master are for local use, and description is not translated; it is the same for material masters).	
13	If needed, tick on 		
14	Chose correct language		
15	Tick on 		
16	Repeat step 12		



#	Main activities	Key points	Tips / Best practices
17	Click on 		

## 2.2 See the display list



#	Main activities	Key points	Tips / Best practices
18	Select the transaction AC06 by double clicking to access to list display service master		

**List Display: Service Master: Selection of Services**

Service selection

#21 Activity Number to

Service Category to

Service Short Text to

Material Group **zp10020** to

Division to

Hier. Service No. to

Service Type to

Edition to

SSC Item to

Wage Type to

Administrative data

Authorization Group to

Created on to



Created by to

Changed on to

Changed by to

Layout

Layout /NLH-GVT #20

#	Main activities	Key points	Tips / Best practices
19	Fulfill the material group	At this step the material group should be known (given through ticket or Purchase Order)	
20	Check if it is fulfilled, if not click on  to take it		
21	Execute by clicking on 		

**List Display: Service Master: List of Services**

#22

S	Activity Number	Service Short Text	Unit	Matl Gro...	Tax Ind.	Serv. ...	ValCl	D
	3000111	CONSULTANCE - RESSOURCES HUMAINES	PRT	ZP10020	B	ZZS1	Z223	
	3000121	Préstations TOWERS PERRIN	PRT		B	ZZS1	Z223	
	3000131	Consultance MERCER	PRT		B	ZZS1	Z223	
	3000141	Prestation de service (Télémetrie)	PRT		B	ZZS1	Z223	
	3000161	Abonnement SVP - Contrat Manager RONFARD	MON		B	ZZS1	Z223	
	3000162	Abonnement SVP - Contrat EXECUTIVE -LENG	MON		B	ZZS1	Z223	
	3000163	Abonnement SVP - Contrat EXECUTIVE -BOUR	MON		B	ZZS1	Z223	
	3000171	Préstations ROLAND BERGER	PRT		B	ZZS1	Z232	
	3000191	Consultance CUTTING EDGE	PRT		B	ZZS1	Z223	
	3000423	Honoraires versés	CUR		B	ZZS1	Z235	
	3000444	SHL - IT consultancy	PRT		B	ZZS1	Z260	
	3000484	CONSULTANCY	CUR		B	ZZS1	Z223	
	3000511	To-Pe - Employee Benefit - Asset level 1	H		B	ZZS1	Z235	
	3000512	To-Pe - Employee Benefit - Asset level 2	H		B	ZZS1	Z235	
	3000513	To-Pe - Employee Benefit - Asset level 3	H		B	ZZS1	Z235	
	3000514	To-Pe - Employee Benefit - Asset level 4	H		B	ZZS1	Z235	
	3000515	To-Pe - Employee Benefit - Asset level 5	H		B	ZZS1	Z235	
	3000516	To-Pe - Employee Benefit - Asset level 6	H		B	ZZS1	Z235	
	3000517	To-Pe - Employee Benefit - Asset level 7	H		B	ZZS1	Z235	
	3000518	To-Pe - Employee Benefit - Asset level 8	H		B	ZZS1	Z235	
	3000519	To-Pe - Employee Benefit - Asset level 9	H		B	ZZS1	Z235	
	3000520	To-Pe - EXECUTIVE Comp. Services level 1	H		B	ZZS1	Z235	
	3000521	To-Pe - EXECUTIVE Comp. Services level 2	H		B	ZZS1	Z235	
	3000522	To-Pe - EXECUTIVE Comp. Services level 3	H		B	ZZS1	Z235	
	3000523	To-Pe - EXECUTIVE Comp. Services level 4	H		B	ZZS1	Z235	
	3000524	To-Pe - EXECUTIVE Comp. Services level 5	H		B	ZZS1	Z235	
	3000525	To-Pe - EXECUTIVE Comp. Services level 6	H		B	ZZS1	Z235	

#	Main activities	Key points	Tips / Best practices
22	The list appears, double click on the line researched		

**Display Service 3047860** #23

Activity Number: 3047860 SENIOR CONSULTANT

Original Language: French SENIOR CONSULTANT

Service Category: Z001 On schedule work  Short Txt Change Allowed

Base Unit of Measure: h  Deletion Indicator

**Basic Data**

Mat/Srv.Grp: ZP10020 CONSULTING (OTHE... Authorization Group: DIA

Division: Tax Indicator: B

Valuation Class: Z223 Services - fixed a

Formula:

Graphic:

Tax Tariff Code:

**Standard Serv. Cat.**

Standard Serv. Cat.

Service Type:  Edition: 0

SSC Item:

**Time Mgmt**

Time Management

Hier. Service No.:

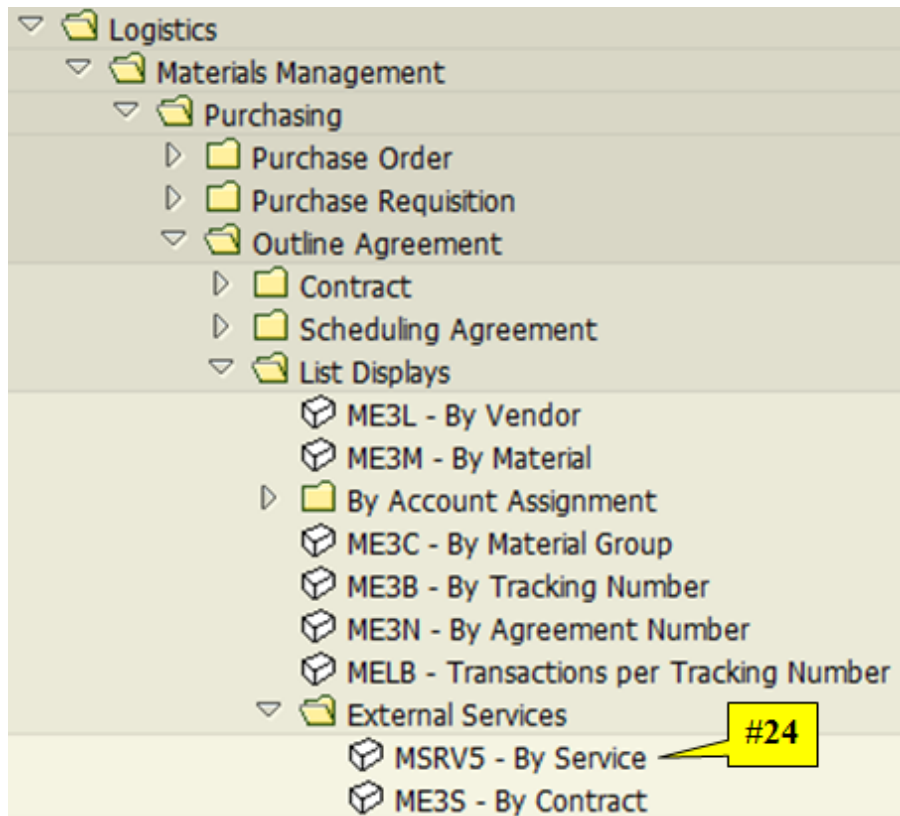
Wage Type:

**Purch. Data**

Purchasing Data

#	Main activities	Key points	Tips / Best practices
23	To go back click on 		

## 2.3 Check of services sheet



#	Main activities	Key points	Tips / Best practices
24	Select the transaction MSRVS by double clicking to access to service list	Access via menu: Logistics > Materials Management > Purchasing > Outline Agreement > List Displays > External Services > By Service	


#	Main activities	Key points	Tips / Best practices

- 25 Put the service number if known  
If it is not known, click on the button




**Restrict Value Range**

1: Service category / Material group / Service description 2...




Service Category   #26

Material Group

Language Key  

Service Short Text





Restrict number to   No restriction

#27   

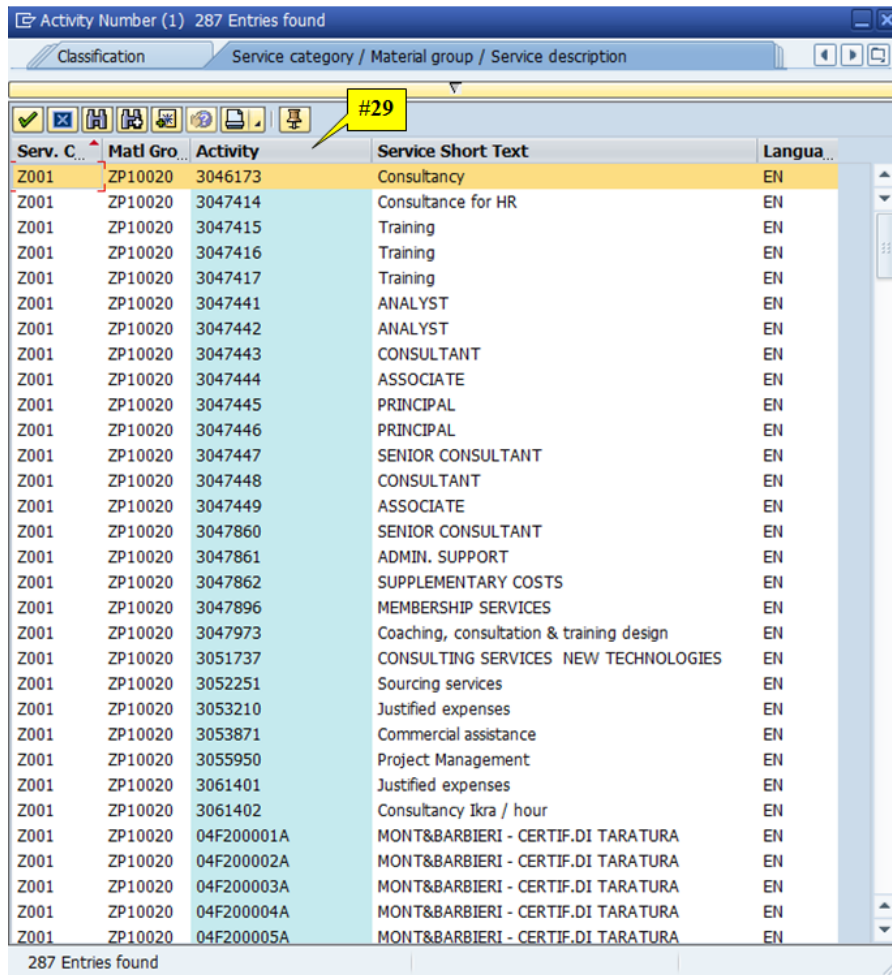
#	Main activities	Key points	Tips / Best practices
26	Search thanks to the material group		
27	Click on  to continue		

Activity Number 287 Entries

Serv. Cat.	Matl Group	Activity	Service Short Text	Language
Z001	ZP10020	3046173	Consultancy	EN
Z001	ZP10020	3047414	Consultance for HR	EN
Z001	ZP10020	3047415	Training	EN
Z001	ZP10020	3047416	Training	EN
Z001	ZP10020	3047417	Training	EN
Z001	ZP10020	3047441	ANALYST	EN
Z001	ZP10020	3047442	ANALYST	EN
Z001	ZP10020	3047443	CONSULTANT	EN
Z001	ZP10020	3047444	ASSOCIATE	EN
Z001	ZP10020	3047445	PRINCIPAL	EN
Z001	ZP10020	3047446	PRINCIPAL	EN
Z001	ZP10020	3047447	SENIOR CONSULTANT	EN
Z001	ZP10020	3047448	CONSULTANT	EN
Z001	ZP10020	3047449	ASSOCIATE	EN
Z001	ZP10020	3047860	SENIOR CONSULTANT	EN
Z001	ZP10020	3047861	ADMIN. SUPPORT	EN
Z001	ZP10020	3047862	SUPPLEMENTARY COSTS	EN
Z001	ZP10020	3047896	MEMBERSHIP SERVICES	EN
Z001	ZP10020	3047973	Coaching, consultation & training design	EN
Z001	ZP10020	3051737	CONSULTING SERVICES NEW TECHNOLOGIES	EN
Z001	ZP10020	3052251	Sourcing services	EN
Z001	ZP10020	3053210	Justified expenses	EN
Z001	ZP10020	3053871	Commercial assistance	EN
Z001	ZP10020	3055950	Project Management	EN
Z001	ZP10020	3061401	Justified expenses	EN
Z001	ZP10020	3061402	Consultancy Ikra / hour	EN
Z001	ZP10020	04F200001A	MONT&BARBIERI - CERTIF.DI TARATURA	EN
Z001	ZP10020	04F200002A	MONT&BARBIERI - CERTIF.DI TARATURA	EN
Z001	ZP10020	04F200003A	MONT&BARBIERI - CERTIF.DI TARATURA	EN
Z001	ZP10020	04F200004A	MONT&BARBIERI - CERTIF.DI TARATURA	EN
Z001	ZP10020	04F200005A	MONT&BARBIERI - CERTIF.DI TARATURA	EN
Z001	ZP10020	04F8880010A	PREPARAZIONE FLOBIN	EN

#28    

#	Main activities	Key points	Tips / Best practices
28	The list appears, Click on  to hold the list		



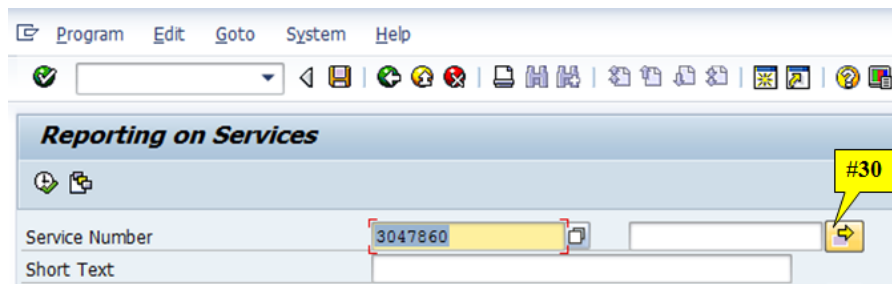
Activity Number (1) 287 Entries found

Classification Service category / Material group / Service description

Serv. C...	Matl Gro...	Activity	Service Short Text	Langua..
Z001	ZP10020	3046173	Consultancy	EN
Z001	ZP10020	3047414	Consultance for HR	EN
Z001	ZP10020	3047415	Training	EN
Z001	ZP10020	3047416	Training	EN
Z001	ZP10020	3047417	Training	EN
Z001	ZP10020	3047441	ANALYST	EN
Z001	ZP10020	3047442	ANALYST	EN
Z001	ZP10020	3047443	CONSULTANT	EN
Z001	ZP10020	3047444	ASSOCIATE	EN
Z001	ZP10020	3047445	PRINCIPAL	EN
Z001	ZP10020	3047446	PRINCIPAL	EN
Z001	ZP10020	3047447	SENIOR CONSULTANT	EN
Z001	ZP10020	3047448	CONSULTANT	EN
Z001	ZP10020	3047449	ASSOCIATE	EN
Z001	ZP10020	3047860	SENIOR CONSULTANT	EN
Z001	ZP10020	3047861	ADMIN. SUPPORT	EN
Z001	ZP10020	3047862	SUPPLEMENTARY COSTS	EN
Z001	ZP10020	3047896	MEMBERSHIP SERVICES	EN
Z001	ZP10020	3047973	Coaching, consultation & training design	EN
Z001	ZP10020	3051737	CONSULTING SERVICES NEW TECHNOLOGIES	EN
Z001	ZP10020	3052251	Sourcing services	EN
Z001	ZP10020	3053210	Justified expenses	EN
Z001	ZP10020	3053871	Commercial assistance	EN
Z001	ZP10020	3055950	Project Management	EN
Z001	ZP10020	3061401	Justified expenses	EN
Z001	ZP10020	3061402	Consultancy Ikra / hour	EN
Z001	ZP10020	04F200001A	MONT&BARBIERI - CERTIF.DI TARATURA	EN
Z001	ZP10020	04F200002A	MONT&BARBIERI - CERTIF.DI TARATURA	EN
Z001	ZP10020	04F200003A	MONT&BARBIERI - CERTIF.DI TARATURA	EN
Z001	ZP10020	04F200004A	MONT&BARBIERI - CERTIF.DI TARATURA	EN
Z001	ZP10020	04F200005A	MONT&BARBIERI - CERTIF.DI TARATURA	EN

287 Entries found

#	Main activities	Key points	Tips / Best practices
29	The format of the list will change, Use the keyboard 'ctrl + Y' and select all activities required Then copy by keyboard 'ctrl + C'		



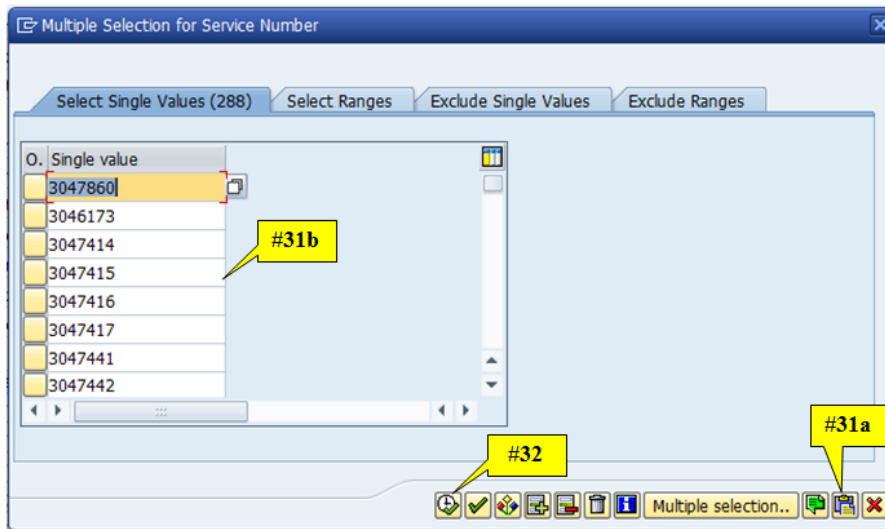
Program Edit Goto System Help



Reporting on Services

Service Number 3047860


Short Text

#	Main activities	Key points	Tips / Best practices
30	Go back to the previous screen and click on the arrow of service number		



#	Main activities	Key points	Tips / Best practices
31	31a: Click on the  button to paste the list 31b: the list will be paste in the blank fields		
32	Execute by clicking on 		
33	The screen will close, execute on the new screen (principal page of the transaction)		

Activity Number	Description	Quantity	Unit	Origin	Document N	Item
3000484	CONSULTANCE - RESSOURCES HUMAINES	0.000	C..	Contract	4610004351	10
3000484	CONSULTANCE	0.000	C..	Contract	4610004449	10
3000484	CONSULTANCE	0.000	C..	Contract	4610004521	10
3000484	CONSULTANCE	0.000	C..	Contract	4610004526	10
3000484	CONSULTANCE	0.000	C..	Contract	4610004534	10

#	Main activities	Key points	Tips / Best practices
34	The list of services appears	A same activity number can regroup different elements, be careful before making a change	
35	To go back click on 		

## 3. Mass Creation/Modification Operating Process

### 3.1 Create/Modify in mass mode

If several services master records need to be created or modified the correct transaction to be used is ZZM\_MAINT\_SERVICES.

Enter in transaction and you have the following screen:

If you tick the bottom  without any other selection inserted, an empty excel sheet with header line only will be created.

This excel sheet should be used for creation of new services master records in mass:

[Empty template for mass creation.xls](#)

If a selection criteria is entered, the records found will be downloaded into the excel sheet.

And this excel sheet should be used to modify services master records in mass.

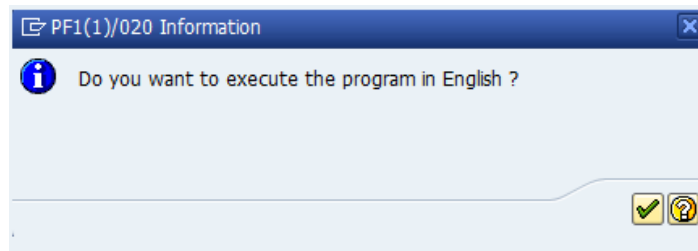
Selection example:

Excel Sheet to modify: [Template with selection criteria.xls](#)

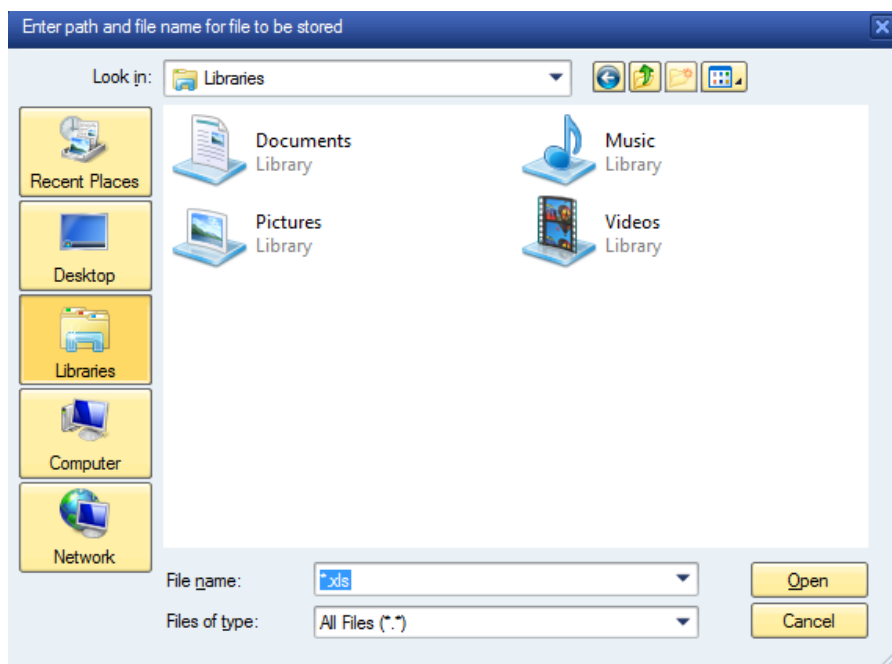
The following remark must be taken into account regarding the service master number:

- if the template does not contain a service master number a new record will be created. The number will be automatically allocated by the system using the internal number range
- if the input file contains an external service master record number which does not yet exist the system creates a new record using this number
- if the template contains existing service numbers the current data will be replaced by the data in the template to update the existing record accordingly.

Execute the transaction in the main screen and the following message will appear if you are logged in with the EN language:



Click OK and in next screen select your excel file:



Always run first with the option  Test run (X = yes, '' = no) flagged to check possible errors.

You will obtain the following screen:

<b>Upload services(equipments)</b>	
Upload services(equipments)	
<b>Test Results:</b>	
Line:	1
Service	has been created. External reference:
Service	has been created. External reference:
Service	has been created. External reference:
Service	has been created. External reference:

In 'real mode' we obtain an identical screen but now with service numbers created under the remark services created with success as shown on the next page.

<b>Upload services(equipments)</b>	
Upload services(equipments)	
<b>Services created with sucess:</b>	
Line:	1
Service 3070740	has been created. External reference:
Service 3070741	has been created. External reference:
Service 3070742	has been created. External reference:
Service 3070743	has been created. External reference:
<b>Services Changed with sucess:</b>	
<b>Services with errors:</b>	
Number of services created:	4
Number of services modified:	0

The operation is identical for update of existing services but now the report will gives us information under the remark 'services changed with success.

ATTENTION! As the system asks in the beginning the language used for executing, you must pay attention to use the basic units in the logon language of your SAP system otherwise an error will occur.

<b>Upload services(equipments)</b>	
Upload services(equipments)	
Service will be modified in log-on language:	3070740
Service will be modified in log-on language:	3070741
Service will be modified in log-on language:	3070742
Service will be modified in log-on language:	3070743
<b>Test Results:</b>	
Line: 1	
Instance 3070740 of object type Service has been changed.	
Instance 3070741 of object type Service has been changed.	
Instance 3070742 of object type Service has been changed.	
Instance 3070743 of object type Service has been changed.	

Report after update of existing service numbers with test mode flagged - logon language EN

<b>Upload services(equipments)</b>	
Upload services(equipments)	
Service will be modified in log-on language:	3070740
Service will be modified in log-on language:	3070741
Service will be modified in log-on language:	3070742
Service will be modified in log-on language:	3070743
<b>Services created with sucess:</b>	
<b>Services Changed with sucess:</b>	
Line: 1	
Instance 3070740 of object type Service has been changed.	
Instance 3070741 of object type Service has been changed.	
Instance 3070742 of object type Service has been changed.	
Instance 3070743 of object type Service has been changed.	
<b>Services with errors:</b>	
Number of services created:	0
Number of services modified:	4

Report after update of existing service numbers in Real mode - logon language EN

## 4. D&A PERIMETER

	<b>Service Master Record</b>	
	Creation	Modification
D&A PERIMETER	Yes	Yes
SCOPE	EMEA	EMEA

## 5. REFERENCES

This procedure refers to the documents listed in the table below:

## 6. ATTACHMENTS

- VAT reference table

[VAT reference table for Service Master.xlsx](#)