



Supplier Quick Reference Guide Accept Work Orders



Version 2.0



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Work Orders

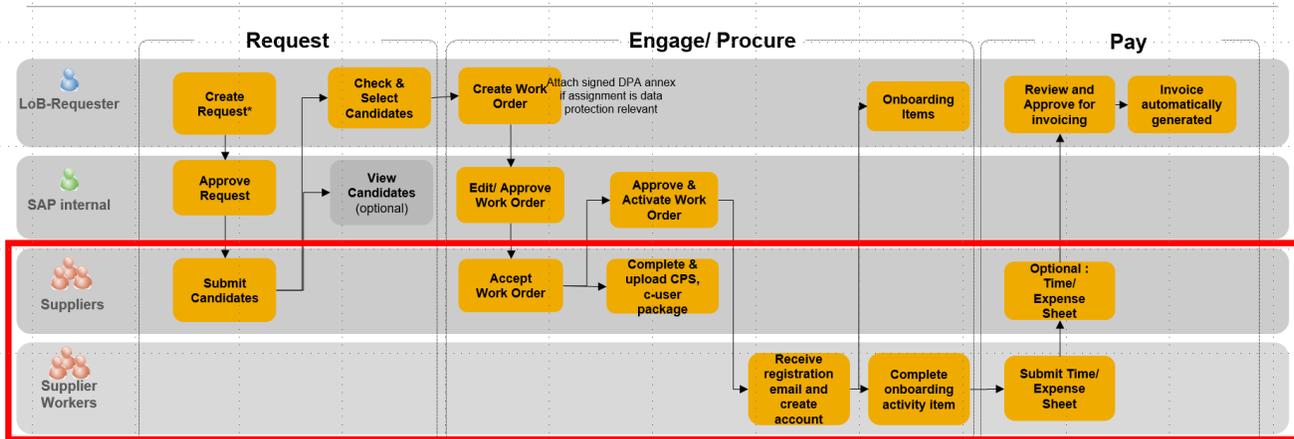
Introduction

When a candidate is selected for hire, a work order is created by SAP.

A work order, initiated by the buyer (SAP), contains the dates, rates, and other terms of service. Work orders may also have onboarding tasks associated with them. Onboarding tasks are action items to be completed in association with a consultant starting his or her assignment. Suppliers are responsible for accepting or declining a work order.

See below the high level process for services ordering on Fieldglass – for individual Time and Material Resources

Fieldglass Service Procurement High Level Process for individual T&M resources



In this Chapter

In this chapter, you will learn to:

- Review a work order
- Accept a work order and work order revisions
- Decline a work order
- Resend a worker invitation

Reviewing Work Orders and Onboarding Tasks

When a buyer creates a work order for a job seeker you submitted, you will receive a notification and a work item to accept the work order.

1. From the **Work Items** menu, click the **Accept** link in the **Work Order** section.

Note: You can also view work orders by clicking **View > Work Orders**.

Work Items: Work Order

Action: Accept (2) Filter

Items Found: 2 Rows: 5

Received	ID	Job Seeker / Worker	Buyer	Site	Start	End
25/08/2015 1	SAPXWO00000466	Froog, Scooter	SAP	SAP SE (0001)	26/08/2015	28/08/2015
25/08/2015 1	SAPXWO00000464	Rambo, John	SAP	SAP SE (0001)	26/08/2015	28/08/2015

Work Order [SAPXWO00000466](#)

Period: 26/08/2015 to 28/08/2015 | Status: Created | Next Step: Accept | Job Seeker: Froog, Scooter [MAN1JS00000051](#) | Job Posting: Associate Solution Manager [SAPX.JP00000483](#) | Buyer: SAP

[Accept](#) [Decline](#)

Accounting Work Order Details

2. To view the details for a work order, click its **ID** in the list of work orders.

Work Order [SAPXWO00000466](#)

Froog, Scooter

Period: 26/08/2015 to 28/08/2015 | Status: Created | Next Step: Accept | Job Seeker ID: [MAN1JS00000051](#) | Job Posting: Associate Solution Manager [SAPX.JP00000483](#) | Buyer: SAP

[Accept](#) [Decline](#) [More Actions](#)

Details [Rate Details](#) [Manage](#) [Time & Expense](#) [More](#)

Accounting

Rates	Final (EUR)
ST /Hr	Associate Solution Manager Manpower DEU EUR ST/Hr
Pay Rate	26.00
Bill Rate	50.70
Billable Per Diem	0.00

Work Order Details

Buyer Reference	
Supplier Reference	Edit
Original Period	26/08/2015 to 28/08/2015
Site	SAP SE (0001) (0001)
Location	Berlin, DE (0001_BER3)

The information related to the work order is organized using several tabs.

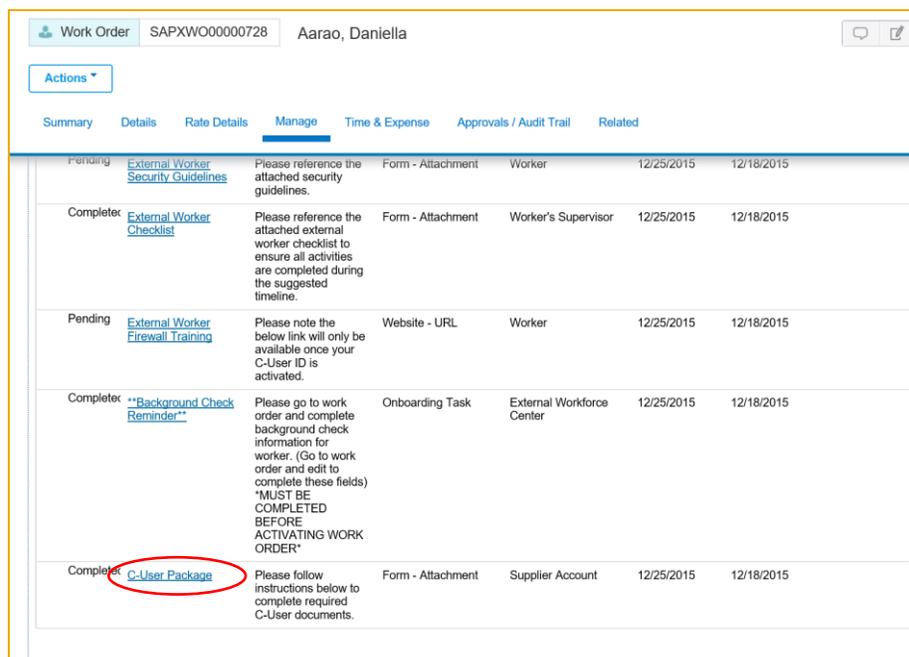
Fieldglass Work Order Tabs	
Tab Name	Description

Details	The Details tab displays detailed information about the work order. Review this information before accepting or declining a work order.
Manage	The Manage tab displays onboarding, offboarding, and milestone action items.
Time & Expense	The Time & Expenses tab displays time sheet and expense report information.
Related	The Related tab displays documents related to the work order, such as a job posting.

- Review the items listed in the **Onboarding Items** section on the **Manage** tab. These are items that require action as a part of bringing the worker on board. The actor, who is the individual responsible for completing the task, may be the buyer, the supplier, or the worker.

For every Worker (Work order) you, as supplier, need to complete the Onboarding Activity item, namely **c-user package**. The c-user package includes CPS (Confidentiality and Privacy statement), C-User Questionnaire and Human Firewall Training.

- To view details about an onboarding item, click the **Action** link for the item.
- Click **C-User Package**. Complete the actions that are requested. These actions may include items such as completing attached forms, completing information requests, or other actions that need to be taken outside the Fieldglass application.



The screenshot shows the 'Manage' tab for a Work Order (SAPXWO00000728) assigned to Aarao, Daniella. The 'Onboarding Items' section contains the following table:

Status	Item Name	Description	Type	Actor	Start Date	End Date
Pending	External Worker Security Guidelines	Please reference the attached security guidelines.	Form - Attachment	Worker	12/25/2015	12/18/2015
Completed	External Worker Checklist	Please reference the attached external worker checklist to ensure all activities are completed during the suggested timeline.	Form - Attachment	Worker's Supervisor	12/25/2015	12/18/2015
Pending	External Worker Firewall Training	Please note the below link will only be available once your C-User ID is activated.	Website - URL	Worker	12/25/2015	12/18/2015
Completed	**Background Check Reminder**	Please go to work order and complete background check information for worker. (Go to work order and edit to complete these fields) *MUST BE COMPLETED BEFORE ACTIVATING WORK ORDER*	Onboarding Task	External Workforce Center	12/25/2015	12/18/2015
Completed	C-User Package	Please follow instructions below to complete required C-User documents.	Form - Attachment	Supplier Account	12/25/2015	12/18/2015

- Click **CPS form (language) link to download the form**. Print, sign and scan the CPS form.
- Click **Upload**

Attachments

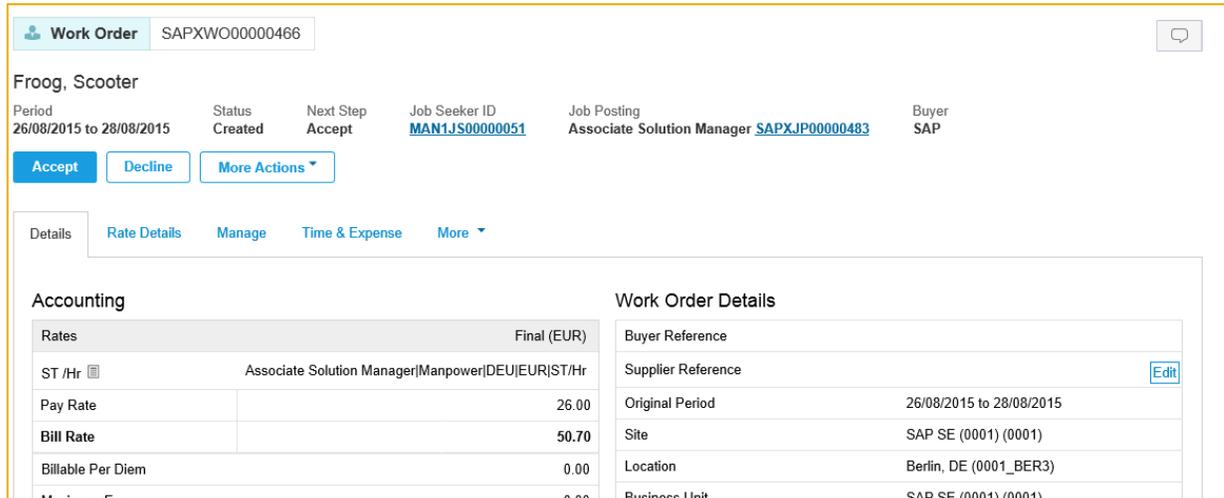
Name	Person	Visibility <input type="checkbox"/>	Upload Completed Documents
CPS_English_SEC_V1.7a.pdf (59.3 KB)	Administrator, Fieldglass 05/05/2015 09:36 PM	Public	<input type="button" value="Upload"/> Doc1.docx
Description:			
CPS_Japanese_SEC_V1.7a.pdf (228.1 KB)	Administrator, Fieldglass 05/05/2015 09:36 PM	Public	<input type="button" value="Upload"/>
Description:			
CPS_Chinese_SEC_V1.7a.pdf (184 KB)	Administrator, Fieldglass 05/05/2015 09:36 PM	Public	<input type="button" value="Upload"/>
Description:			
CPS_FrenchCA_SEC_V1.7a.pdf (67.5 KB)	Administrator, Fieldglass 05/05/2015 09:36 PM	Public	<input type="button" value="Upload"/>
Description:			
CPS_German_SEC_V1.7a.pdf (64 KB)	Administrator, Fieldglass 05/05/2015 09:36 PM	Public	<input type="button" value="Upload"/>
Description:			
CPS_PortugeseBR_SEC_V1.7a.pdf (57.5 KB)	Administrator, Fieldglass 05/05/2015 09:36 PM	Public	<input type="button" value="Upload"/>
Description:			
CPS_Russian_SEC_V1.7a.pdf (173.5 KB)	Administrator, Fieldglass 05/05/2015 09:36 PM	Public	<input type="button" value="Upload"/>
Description:			
CPS_Spanish_SEC_V1.7a.pdf (60.4 KB)	Administrator, Fieldglass 05/05/2015 09:36 PM	Public	<input type="button" value="Upload"/>
Description:			
CPS Cover Letter EN-DE.docx (43.4 KB)	Administrator, Fieldglass 05/05/2015 09:36 PM	Public	<input type="button" value="Upload"/>
Description:			
C-User Questionnaire V2.1.pdf (132.1 KB)	Heesters, Thijs 10/07/2015 01:18 PM	Public	<input type="button" value="Upload"/> Doc 2.docx

Accepting a Work Order

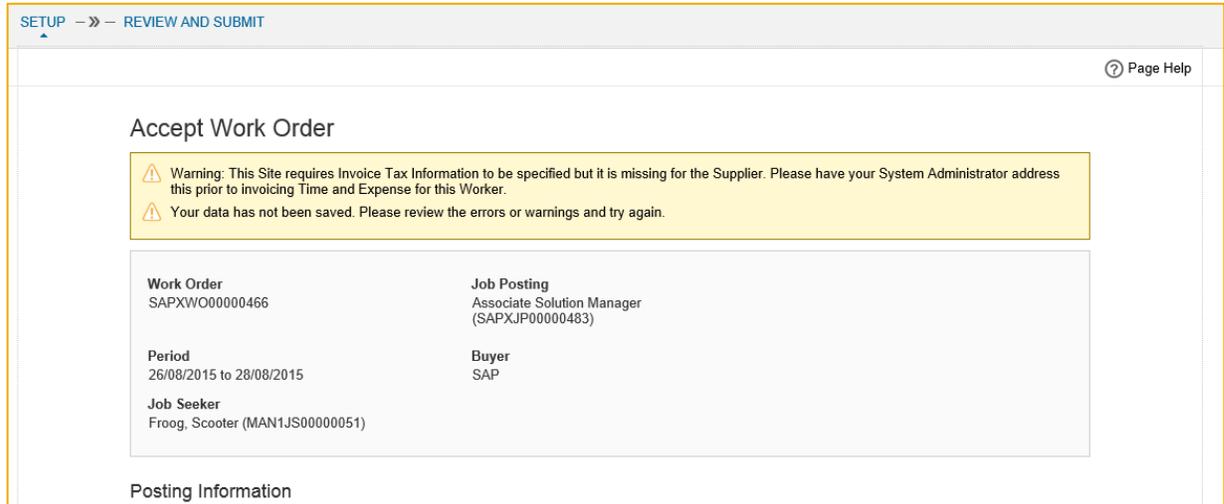
To accept a work order:

1. Display the **Work Order** page for the work order you want to accept.

Note: You can access Work Orders that need accepting from the **Work Items** menu, or by selecting **View > Work Orders** and selecting the desired work order.



2. Click **Accept**.



3. Complete the requested fields for the work order acceptance. Each buyer company may require different information.
 - **Supplier Reference** is an optional field that can be used to track internal supplier information about the worker, such as an ID number.

- Enter the correct **Worker Email** address. This email address is used to send the worker the Fieldglass registration emails. Without the registration emails, the worker will be unable to access Fieldglass.

If you later need to update the email address, you can do so by viewing the work order and clicking **Edit Work Order**. Adjust the email address and click **Update**. This option is available only when a work order has a status of “Accepted” or “Activated.”

- Depending on the buyer, you may be required to **select a remit-to-address**. The remit-to-address is the address where the buyer should send payment for this particular worker. Remit-to addresses are created and maintained by your Fieldglass supplier administrator.
4. Confirm the **Pay Rate(s)** listed and update if necessary. This value can be left as “0” zero by Services suppliers.
 5. Click **Next**. If Fieldglass finds any errors in the information you submit, the system will display a description of the errors and highlight the fields in red. Correct the errors and click **Next** again.
 6. Click **Accept**.

Accepting a work order sends a notice to the buyer (SAP). The buyer may be required to activate the work order before it is finalized.

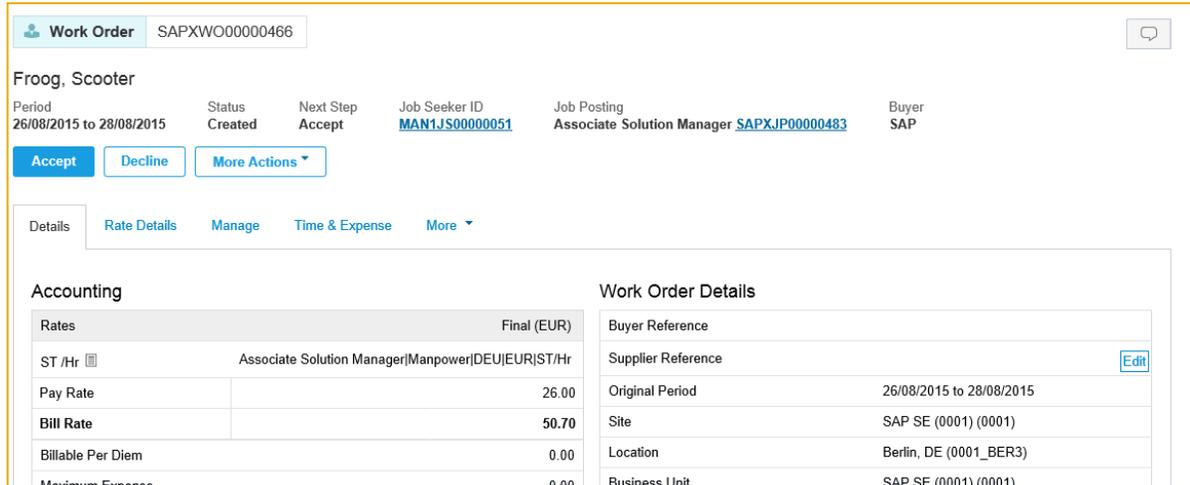
Note: Depending on the buyer’s configuration, registration emails are sent to the worker either as soon as the work order is accepted by the supplier, or after the buyer activates it.

Declining a Work Order

To decline a work order:

8. Display the **Work Order** page for the work order you want to decline.

Note: You can access work orders that you want to decline from the **Work Items** menu, or by selecting **View > Work Orders** and selecting the desired work order.



Rates	Final (EUR)
ST /Hr	Associate Solution Manager Manpower DEU EUR ST/Hr
Pay Rate	26.00
Bill Rate	50.70
Billable Per Diem	0.00
Maximum Expense	0.00

Work Order Details	
Buyer Reference	
Supplier Reference	Edit
Original Period	26/08/2015 to 28/08/2015
Site	SAP SE (0001) (0001)
Location	Berlin, DE (0001_BER3)
Business Unit	SAP SE (0001) (0001)

9. Click **Decline**. The **Decline Work Order** dialog box is displayed.
10. In the **Reason** list, select the reason that explains why you are declining the work order.

Note: If the **Reason** list does not contain any selections, ask your supplier Fieldglass supplier administrator to add Work Order Decline reason codes.

11. Enter additional information in the **Comments** field, if necessary.
12. Click **Decline**.

Accepting Work Order Revision

Changes to work orders, such as extending a worker's end date, are known as work order revisions. Revisions, initiated by a buyer, must be accepted by the supplier.

1. From the **Work Items** menu, click the **Accept** link in the **Work Order Revision** section.

Note: You can also view work order revisions by clicking **View > Work Orders**, selecting the desired work order, and clicking the **Revisions** tab.

The **Work Items: Work Order Revision** page is displayed. Revised work orders that are available for your review are listed at the top of the page, and details about the work order are displayed on the lower portion of the page.

Work Items: Work Order Revision

Action: Accept (2) Filter

Items Found: 2 Rows: 5

Received	ID	Revision	Job Seeker / Worker	Buyer	Site	Start	End
	2015-08-07 0	SAPXWO00000358	1	test, test	SAP	SAP AMERICA, INC. (0008)	2015-08-01 2015-12-31
	2015-08-03 0	SAPXWO00000355	2	Carr, Amanda	SAP	SAP AMERICA, INC. (0008)	2016-01-01 2016-12-27

Work Order [SAPXWO00000358 \(Rev. 1\)](#)

Period: 2015-08-01 to 2015-12-31 | Status: Created | Next Step: Accept | Worker: test, test [SAPXWK00000264](#) | Job Posting: Administrative Assistant [SAPXJP00000377](#) | Buyer: SAP

Accept Decline

Accounting (USD) | Work Order Details

2. To view the details for a work order, click its **ID** in the list at the top of the page.

Work Order [SAPXWO00000358 \(Rev. 1\)](#)

test, test

Period: 2015-08-01 to 2015-12-31 | Status: Created | Next Step: Accept | Worker ID: [SAPXWK00000264](#) | Job Posting: Administrative Assistant [SAPXJP00000377](#) | Buyer: SAP

Accept Decline More Actions

Details | [Rate Details](#) | [Revisions](#) | [Time & Expense](#) | [More](#)

Accounting (USD)			Work Order Details		
Rate Terms	Current (USD)	New (USD)	Current	New	
ST /Hr <input type="checkbox"/>	Administrative Assistant USD ST/Hr		Buyer Reference		
Pay Rate	45.00	45.00	Supplier Reference Edit		
Bill Rate	61.65	61.65	Security ID	*****	*****
	Current (USD)	New (USD)	Start/Effective Date of Revision	2015-07-14	2015-08-01
Billable Per Diem	0.00	0.00	End Date	2015-07-31	2015-12-31
Maximum Expense	0.00	0.00	Site	SAP AMERICA, INC. (0008)	SAP AMERICA, INC. (0008) (0801)
Current Cost Allocation		%			

- The **Current** and **New** columns highlight the changes that have been made to the original work order.
- Click **Accept** or **Decline** to inform the buyer of acceptance or rejection of the work order revisions.

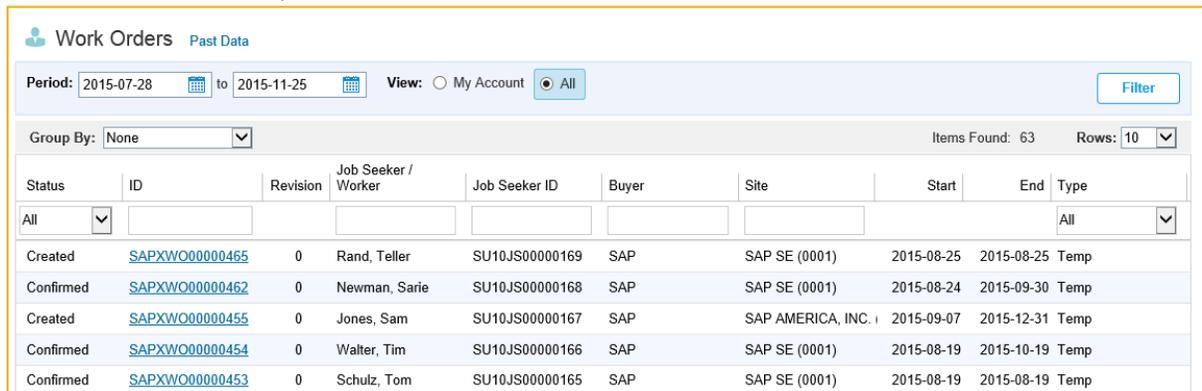
Resending a Worker Invitation

When a work order is activated, the Fieldglass registration emails are sent to the email address listed on the work order. Registration emails are time sensitive and expire after 21 days. If the registration code expires or the worker has misplaced the email, you can send the worker a new one.

You should also view the work order and determine whether the worker's email address was entered correctly. If you need to update the worker's email address, click **Edit Work Order** on the **Work Order** page.

To resend a worker invitation:

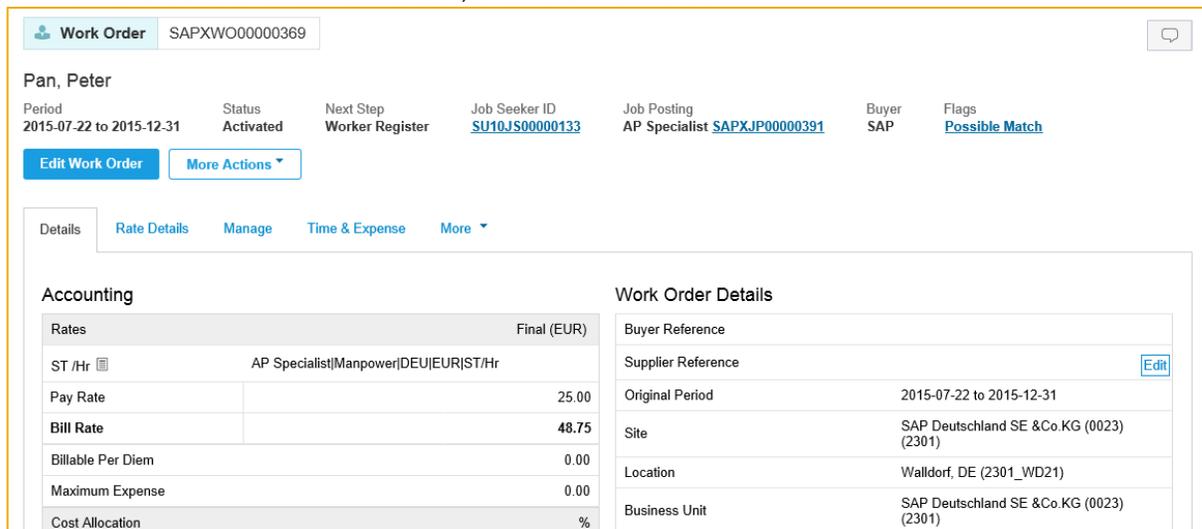
1. From the **View** menu, click **Work Order** in the **Worker** section.



The screenshot shows the 'Work Orders' page with a table of work orders. The table has columns for Status, ID, Revision, Job Seeker / Worker, Job Seeker ID, Buyer, Site, Start, End, and Type. The first five rows are visible, showing various work orders with their respective details.

Status	ID	Revision	Job Seeker / Worker	Job Seeker ID	Buyer	Site	Start	End	Type
Created	SAPXWO00000465	0	Rand, Teller	SU10JS00000169	SAP	SAP SE (0001)	2015-08-25	2015-08-25	Temp
Confirmed	SAPXWO00000462	0	Newman, Sarie	SU10JS00000168	SAP	SAP SE (0001)	2015-08-24	2015-09-30	Temp
Created	SAPXWO00000455	0	Jones, Sam	SU10JS00000167	SAP	SAP AMERICA, INC.	2015-09-07	2015-12-31	Temp
Confirmed	SAPXWO00000454	0	Walter, Tim	SU10JS00000166	SAP	SAP SE (0001)	2015-08-19	2015-10-19	Temp
Confirmed	SAPXWO00000453	0	Schulz, Tom	SU10JS00000165	SAP	SAP SE (0001)	2015-08-19	2015-08-19	Temp

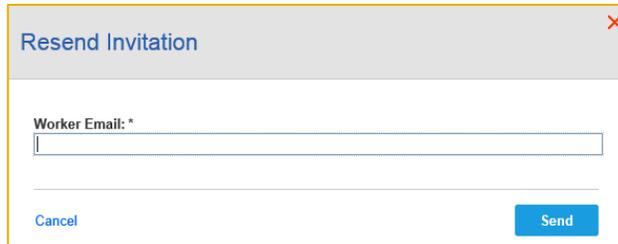
2. To view the details for a work order, click the work order **ID**.



The screenshot shows the details for work order SAPXWO00000369. It includes a header with the worker's name 'Pan, Peter' and various fields for Period, Status, Next Step, Job Seeker ID, Job Posting, Buyer, and Flags. Below this are tabs for 'Details', 'Rate Details', 'Manage', 'Time & Expense', and 'More'. The main content is divided into 'Accounting' and 'Work Order Details' sections.

Accounting		Work Order Details	
Rates	Final (EUR)	Buyer Reference	
ST /Hr	AP Specialist Manpower DEU EUR ST/Hr	Supplier Reference	Edit
Pay Rate	25.00	Original Period	2015-07-22 to 2015-12-31
Bill Rate	48.75	Site	SAP Deutschland SE &Co.KG (0023) (2301)
Billable Per Diem	0.00	Location	Walldorf, DE (2301_WD21)
Maximum Expense	0.00	Business Unit	SAP Deutschland SE &Co.KG (0023) (2301)
Cost Allocation	%		

3. Click **More Actions** and select **Resend Invitation**.



The image shows a dialog box titled "Resend Invitation" with a close button (X) in the top right corner. Below the title bar is a text input field labeled "Worker Email: *". At the bottom of the dialog, there are two buttons: "Cancel" on the left and "Send" on the right.

4. Verify the worker's email address and click **Send**.

A new registration email is sent to the worker.

Note: When you resend an invitation, the original registration email is no longer active. If the worker attempts to register using the original invitation, the worker will receive an error message.