

September 20, 2021



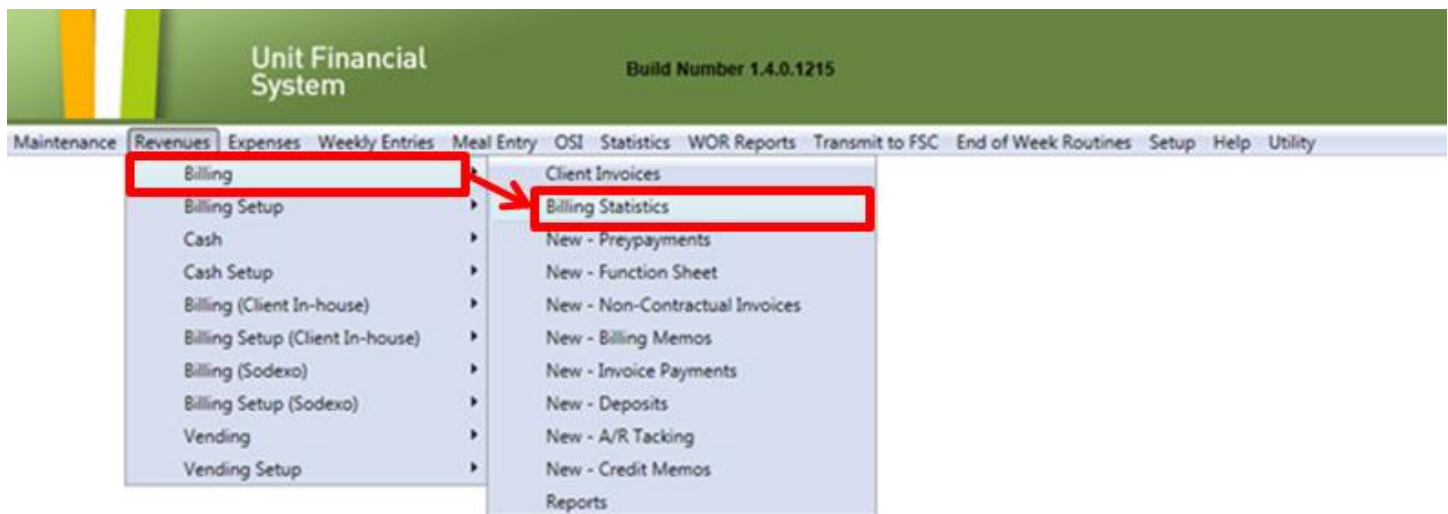
The goal of this document is to explain the functionality and usage of “SAP Fiori” as it related to the Centralized Billing Project. This document only provides guidance on how the new tool works from a technical standpoint (how to use it) and does not aim to provide the supporting business practice on when it should be used and by whom.

SAP Fiori’s High-Level Purpose: SAP Fiori is a user interface that Sodexo employees outside of the Buffalo Service Center network can use to connect directly into SAP. The screens and data that a user can input into Fiori are customized based on that user’s security access.

Accessing SAP Fiori: Currently Fiori is being used in conjunction with the Centralized Billing Project. The users of Fiori will be a subset of UFS users who need to submit “Billing Statistics” directly into SAP in order to have SAP generate their contractual billing.

All UFS users in the USA Campus, USA Healthcare and all Canadian segments will see the menu option below in UFS which will lead them into SAP Fiori. However, this menu option will only allow access for UFS users who have had Fiori access setup by an Operations Accountant. Operations Accounting will setup new Fiori users via the Info Security Form available on SodexoNet.

The new menu option in UFS to access SAP Fiori can be seen below.

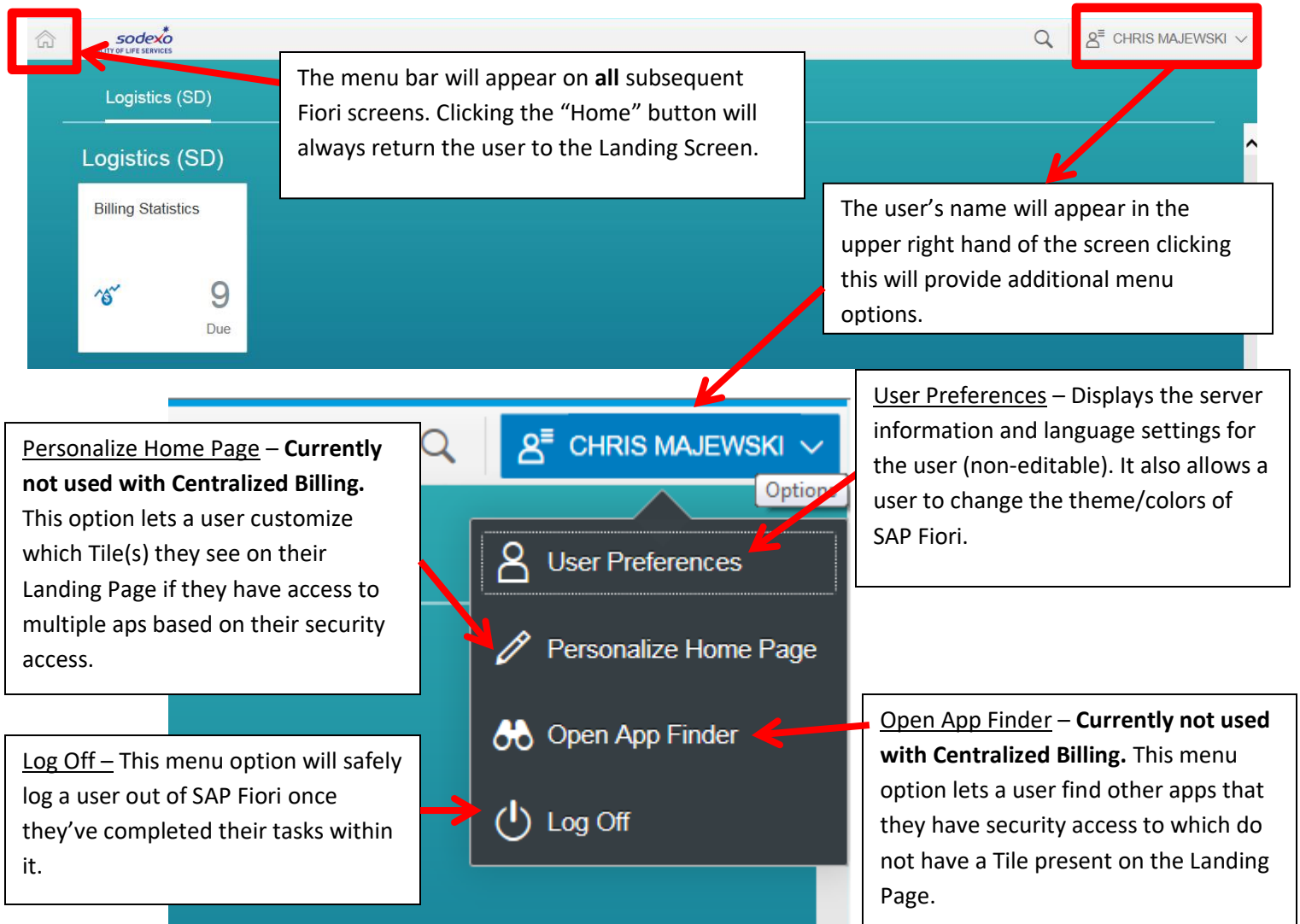


If a user does not have SAP Fiori access, they will be brought to a screen like the one below. If the UFS user feels they should have access to SAP Fiori, they should reach out to the Operations Accounting Team for further research.



Fiori Timeout: Like most Sodexo applications, SAP Fiori will log a user out for inactivity. After 1,800 seconds of inactivity (30 minutes), SAP Fiori will log the user out. If this happens, a screen will pop up asking the user to authenticate their information. The user should populate their UFS ID and Password to continue.

Landing Screen: If the user does have access to SAP Fiori, they will be brought to a new screen like the one below. This will be opened automatically in a new browser window. Each app, or “Tile”, on the screen is clickable and will take the user further into Fiori. The Tiles that a user can see is dependent on that user’s SAP security role which is configured by the SAP security team. If a user claims that they are unable to see the correct Tiles, an Info Security form will need to be completed to adjust their security access. These forms will be completed by Operations Accounting and processed by the SAP Security Team.



The screenshot shows the SAP Fiori Landing Screen for user CHRIS MAJEWSKI. The interface includes a top navigation bar with a home icon, the Sodexo logo, and the user's name. Below the navigation bar, there are several tiles, including 'Logistics (SD)' and 'Billing Statistics'. A red box highlights the home icon in the top left corner, and another red box highlights the user's name in the top right corner. A red arrow points from the home icon to a text box explaining its function. Another red arrow points from the user's name to a text box explaining its function. A third red arrow points from the 'Option' button in the top right to a text box explaining its function. A fourth red arrow points from the 'Personalize Home Page' option in the dropdown menu to a text box explaining its function. A fifth red arrow points from the 'Log Off' option in the dropdown menu to a text box explaining its function. A sixth red arrow points from the 'Open App Finder' option in the dropdown menu to a text box explaining its function. A seventh red arrow points from the 'Billing Statistics' tile to a text box explaining its function.

The menu bar will appear on **all** subsequent Fiori screens. Clicking the “Home” button will always return the user to the Landing Screen.

The user’s name will appear in the upper right hand of the screen clicking this will provide additional menu options.

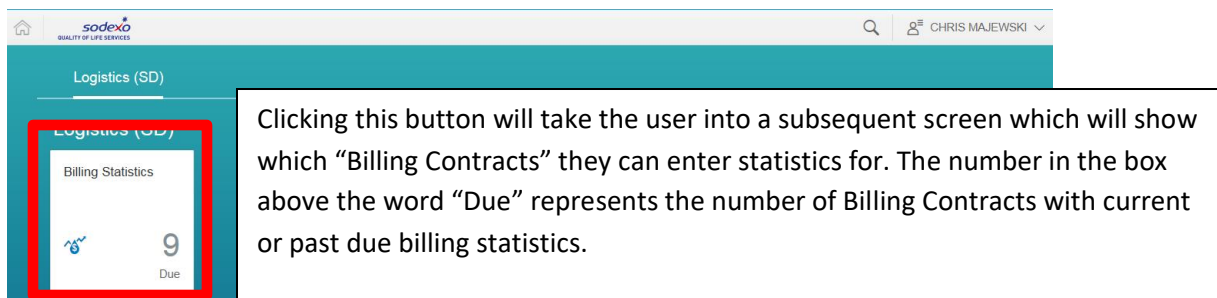
User Preferences – Displays the server information and language settings for the user (non-editable). It also allows a user to change the theme/colors of SAP Fiori.

Personalize Home Page – **Currently not used with Centralized Billing.** This option lets a user customize which Tile(s) they see on their Landing Page if they have access to multiple aps based on their security access.

Open App Finder – **Currently not used with Centralized Billing.** This menu option lets a user find other apps that they have security access to which do not have a Tile present on the Landing Page.

Log Off – This menu option will safely log a user out of SAP Fiori once they’ve completed their tasks within it.

The Tile in the screenshot below, “Billing Statistics”, is used for submitting billing statistics directly into SAP. For purposes of the Centralized Billing Project and the creation of contractual invoicing, the user should click the Billing Statistics Button to continue.



The screenshot shows the SAP Fiori Landing Screen for user CHRIS MAJEWSKI. The interface includes a top navigation bar with a home icon, the Sodexo logo, and the user's name. Below the navigation bar, there are several tiles, including 'Logistics (SD)' and 'Billing Statistics'. A red box highlights the 'Billing Statistics' tile, and a red arrow points from it to a text box explaining its function.

Clicking this button will take the user into a subsequent screen which will show which “Billing Contracts” they can enter statistics for. The number in the box above the word “Due” represents the number of Billing Contracts with current or past due billing statistics.

Billing Statistics Module - Contract Summary Screen: After clicking on the Billing Statistics button, the user will be taken to the “Contract Summary Screen”. The purpose of this screen is for the user to select a Billing Contract that they need to enter statistics for from the “Left Hand Pane” which will in turn bring up detailed information on the “Right Hand Pane”. Clicking on an “Icon” in the Left Hand Pane will cause the Icon to become a darker grey color indicating it’s selected.

The Left Hand Pane shows all of the Billing Contracts that a user has access to. Clicking on a Billing Contract causes that Billing Contract’s details to get displayed on the Right Hand Pane.

Left Hand Pane (Contracts (14))

Cost Center Name	Contract Number
65492001	600093895
CC Name: ST MICHAEL'S MEDICAL FO...	
Customer: 100010615 ST MICHAEL'S M...	
Contract: PATIENT DAY RATE HYBRID	
Due Date: 09/23/2016	
45689001	600093596
CC Name: HHC-KINGS COUNTY HOSPI...	
Customer: 100007663 NYC HEALTH &...	
Contract: PATIENT DAY RATE HYBRID	
Due Date: 09/24/2016	
10703001	600093097
Contract Number	

Right Hand Pane (65492001 PATIENT DAY RATE HYBRID)

Cost Center Name: ST MICHAEL'S MEDICAL FOOD
 Customer Number: 100010615
 Customer Name: ST MICHAEL'S MEDICAL CENTER
 Contract Number: 600093895
 Accountant Responsible: TRAVIS SMITH

Billing Schedule (7)

Settlement From	Settlement To	Billing Date	Status
08/27/2016	09/02/2016	09/22/2016	Invoiced
09/03/2016	09/09/2016	09/23/2016	Due
09/10/2016	09/16/2016	09/24/2016	Open

The Contract Summary Screen also offers search functionality. If a user has multiple Billing Contracts, they can search for a specific Billing Contract (or many) using these search tools. A user can search for any of the following items: Cost Center Number, Cost Center Name, A/R (Sold To) Customer Number, or Billing Contract Number.

Search Functionality:

If left blank, all active Billing Contracts will be displayed in the Left Hand Pane (default setting).

Cost Center Names can be searched by typing text here or by using the drop down menu to select a cost center name.

If a Cost Center Number, A/R Customer Number or Billing Contract number is populated here, the list of contracts will be refined. Click the Red X button is clicked, it will terminate the search.

By default the Left Hand Pane will only show “active” Billing Contracts which require billing statistics. Active Billing Contracts are defined as Billing Contracts in SAP (setup and modified by Operations Accounting) which are not in a blocked status and use one of the specialized billing materials which require billing statistics (see an Operations Accountant for additional details on these topics).

Active contracts are always sorted in the Left Hand Pane by order of the most past due contract at the top of the list to the one due furthest out in the future showing at the bottom of the list. Dates colored in red are past due and require immediate attention from the Fiori user to ensure that the invoice is created on the correct contract date and revenue is recognized at the correct point in time.

The screenshot displays the SAP Fiori Billing Contracts interface. At the top, a navigation bar includes a back arrow and a title 'Contracts (14)'. Below this is a table with a header 'Cost Center Name'. The table lists three contracts. The first contract has a 'Due Date: 09/23/2016' highlighted in red. The second contract has a 'Due Date: 09/24/2016' highlighted in red. The third contract is partially visible. Annotations with arrows point to the back arrow, the 'Contracts (14)' title, and the red due dates.

This arrow will return the user to the Landing Page.

The number next to the word “Contracts” represents the number of contracts in the left hand pane. This number will adjust downwards if a search criterion has filtered active contracts out of the current display.

Contracts are shown in order of Due Date with the oldest items (most past due) showing towards the top of the list.

Cost Center Name	Contract Number
65492001	600093895
CC Name: ST MICHAEL'S MEDICAL FO...	
Customer: 100010615 ST MICHAEL'S M...	
Contract: PATIENT DAY RATE HYBRID	
Due Date: 09/23/2016	
45689001	600
CC Name: HHC-KINGS COUNTY HOSPI...	
Customer: 100007663 NYC HEALTH &...	
Contract: PATIENT DAY RATE HYBRID	
Due Date: 09/24/2016	
10703001	600093097
	Contract Number

Once a Fiori user selects a menu option from the Left Hand Pane, the data on the Right Hand Pane will change. The top section of the Right Hand Pane repeats the information on the Icon selected from the Left Hand Pane. Below that summary section the Billing Schedule from the Billing Contract will appear. The data which appears in the summary section above and the Billing Schedule below are controlled by Operations Accounting.

Billing Statistics Module

45689001 **PATIENT DAY RATE HYBRID**
Contract Description

Cost Center Name: HHC-KINGS COUNTY HOSPITAL

Customer Number: 100007663

Customer Name: NYC HEALTH & HOSPITALS

Contract Number: 600093596

Accountant Responsible: MARYANN BAUMGART

This Summary Section detail is identical to the information found in the Icon in the Left Hand Pane.

Billing Schedule (8) MM/DD/YYYY

Settlement From	Settlement To	Billing Date	Status
08/27/2016	09/02/2016	09/22/2016	Approved
09/03/2016	09/09/2016	09/24/2016	Temp Closure
09/10/2016	09/16/2016	09/25/2016	Due

The Billing Schedule is where the user can see the status of each Billing Record in the Billing plan and take further action.

By default the Billing Schedule will show the current Billing Record (indicated by a “Due” status) in addition to the prior 5 Billing Records (indicated by either “Approved”, “Invoiced”, or “Temp Closure” status) and the 5 forthcoming Billing Records (indicated by an “Open Status”). While the Billing Schedule will only show a few Billing Records by default, the complete Billing Plan from the Billing Contract will be loaded into SAP Fiori. To view other dates, simply use the search functionality indicated below.

Billing Schedule (4)

Settlement From	Settlement To
12/03/2016	12/09/2016
12/10/2016	12/16/2016
12/17/2016	12/23/2016
12/24/2016	12/30/2016

The search function can be activated by click the calendar icon. This will bring up an interactive calendar. The first mouse click will select the first date in the range that the user wants billing dates from and the second mouse click indicates the second date in the range that the user wants billing dates to.

12/05/2016 - 12/30/2016

<
December 2016
>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
48	27	28	29	30	1	2
49	4	5	6	7	8	9
50	11	12	13	14	15	16
51	18	19	20	21	22	23
52	25	26	27	28	30	31

A Fiori user should click on the click on the Billing Record that they want to interact with in the Right Hand Pane. Dependent on the “Status” of that line item, different buttons will be displayed in the lower right corner of the screen.

The different Statuses, their meanings, and buttons enabled for each status are listed below:

- **Due** – This is the next Billing Record in the Billing Plan that the Fiori user has to take action on. It is the only active record in the Billing Plan. A user cannot skip to the next Open item in the Billing Plan until the Due item is addressed.
 - **Buttons Enabled** – Enter Statistics, Skip Billing Date.
- **Open** - No action is necessary. This is a future date in the billing plan which cannot be interacted with until the current “Due” Item is addressed.
 - **Buttons Enabled** – None.
- **Temp Closure** – When the Temp Closure status appears on a billing record it means that the Fiori user skipped creating an invoice for that particular week because the client did not need to get billed for some reason.
 - **Buttons Enabled** – Reopen (only if the next Billing Record in the Billing Plan is in “Due” status, otherwise no buttons will appear when selected).
- **Saved** – This status occurs when a user enters statistics but does not submit them. Saved functionality is used in situations when a Fiori user wants to save their progress but isn’t ready to submit the statistics they’ve entered for billing. No action will be taken until saved statistics have been submitted.
 - **Buttons Enabled** – Enter Statistics, Submit Statistics.
- **Submitted** – Submitted statistics have been submitted into SAP for billing. An Order Preview becomes available for the Fiori user to review prior to invoice creation.
 - **Buttons Enabled** – Order Preview.
- **Reviewed** – This status will display after the Order Preview button has been clicked for a Billing Record in Submitted Status.
 - **Buttons Enabled** – Approve, Reject.
- **Approved** – When a sales order is in approved status it means that Fiori is waiting to receive the final invoice back from SAP. If the invoice is a “Hybrid”, the invoice may not be available until the following day (very early AM). If the invoice is not a Hybrid, clicking the refresh button on the browser should make it change to the next status.
 - **Buttons Enabled** – Order Preview.
- **Invoiced** – This is the final status for a specific Billing Record in a Billing Schedule. The final invoice can be retrieved from Fiori (and/or BRIO).
 - **Buttons Enabled** – Invoice Preview, Order Preview.

Billing Statistics Module - Submitting Statistics: To begin submitting billing statistics, click on a record in “Due” status in the Right Hand Pane. In the lower right corner of the screen, click on the Enter Statistics button to proceed.

Billing Schedule (8)

MM/DD/YYYY

Settlement From	Settlement To	Billing Date	Status
08/27/2016	09/02/2016	09/23/2016	Invoiced
09/03/2016	09/09/2016	09/24/2016	Invoiced
09/10/2016	09/16/2016	09/25/2016	Due
09/17/2016	09/23/2016	09/26/2016	Open
09/24/2016	09/30/2016	09/30/2016	Open
10/01/2016	10/07/2016	10/07/2016	Open
10/08/2016	10/14/2016	10/14/2016	Open
10/15/2016	10/21/2016	10/21/2016	Open

Enter Statistics

Skip Billing Date

Clicking Enter Statistics will change the display in the Right Hand Pane. The Summary Section at the top of the Right Hand Pane will display the Settlement From, Settlement To, and Billing Dates from the Billing Record which was selected. In the lower section, the Fiori user will now see two tabs – “Contract Statistics” and “One Time Lines”. The Fiori user should begin entering statistics for each of the “Line Items” on the Contract Statistics tab by scrolling down the Right Hand Pane.

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The back arrow on the Right Hand Pane will take the user back to the first screen where the Fiori user saw the complete Billing Schedule for this contract.

54381002

Campus Board Bill

Contract Description

Contract Number: 600094097

Billing Date: 09/25/2016

Service Dates: 09/10/2016 to 09/16/2016

5

Contract Statistics

0

One Time Lines

This tab (clickable) takes the Fiori user to the section where they can enter their required billing statistics. The number above the text indicates the number of line items below which require stats.

Total Items - (5)

10 Meal Plan

10

Line Item

Residents Meal Plan A:

Board Days Meal Plan A: 7.000

To enter statistics, a user simply needs to scroll down and click on each line item. Clicking on the line item will bring up a dialog box asking the user to enter their statistics. After entering these values the user can then either choose to click the save button to save the completed values or click the cancel button to return to the prior screen.

5 Contract Statistics 0 One Time Lines

Total Items - (5)

10 Meal Plan
Residents Meal Plan A:
Board Days Meal Plan A: 7.000

14 Meal Plan
Board Days Meal Plan B:
Residents Meal Plan B: 7.000

Clicking anyplace in the red box will take the user to the screen to enter statistics.

Edit Contract Statistics

Residents Meal Plan A:
Board Days Meal Plan A:
7.000

Save Cancel

The cancel button will take the user back to the prior screen without accepting any changes that were made.

Edit Contract Statistics

Residents Meal Plan A:
500

Board Days Meal Plan A:
7.000

Save Cancel

After entering statistics, click the save button and the values on the prior screen will be updated to reflect the values which were entered.

5 Contract Statistics 0 One Time Lines

Total Items - (5)

10 Meal Plan
Residents Meal Plan A: 500
Board Days Meal Plan A: 7.000

14 Meal Plan
Board Days Meal Plan B:
Residents Meal Plan B: 7.000

20 Line Item

Once a user has entered statistics for all of the line items for their Billing Contract, the user must then choose if they wish to Save or Submit the statistics using the buttons on the bottom of the screen.

Saving the completed statistics is an optional step. Saved statistics are merely parked, partially completed records. A Billing Record in saved status is merely parked for further adjustment before submission. This would commonly be used in scenarios where a Fiori user only has some of the statistical information needed to bill. No action will be taken on saved statistics until submitted.

If the Save button is clicked the Fiori user will be taken back to the Billing Schedule. Once the user is ready to submit their statistics, all they have to do is click that Billing Record, click on the Enter Statistics button in the lower right corner of the screen, make any necessary adjustments, then click the Submit button.

Clicking the Submit button indicates that user is happy with the final values that they've input. Submitting the statistics notifies SAP that the statistics are final and ready for invoice calculation and processing.

Save Statistics Submit Statistics

Once statistics have been submitted, the Fiori user will be returned to the Billing Schedule. The status of the Billing Record will be changed to “Submitted”. The next step in the process is for the Fiori user to preview the Invoice Request that was created. Click the only button which should be available – Order Preview – to continue.

Billing Schedule (9)				MM/DD/YYYY
Settlement From	Settlement To	Billing Date	Status	
08/27/2016	09/02/2016	09/23/2016	Invoiced	
09/03/2016	09/09/2016	09/24/2016	Invoiced	
09/10/2016	09/16/2016	09/25/2016	Submitted	
09/17/2016	09/23/2016	09/26/2016	Open	
09/24/2016	09/30/2016	09/30/2016	Open	
10/01/2016	10/07/2016	10/07/2016	Open	
				Order Preview

Clicking the Order Preview button will open a separate browser window which will display a draft version of the invoice based on the statistics which were submitted. **Draft invoices are not live system invoices and should not be distributed to our clients.** The draft can be saved, exported, and emailed as appropriate prior to approving the draft for invoice creation. Draft Invoice images will display **estimated** sales taxes which may change when the final invoice is issued.

SODEXO, INC & AFFILIATES

SERVICES RENDERED TO: TROY UNIVERSITY TROY
STEWART
STEWART HALL
TROY, AL 36081
USA

BILL TO: TROY UNIVERSITY
ATTN: DR JIM BOOKOUT
241 ADAMS ADMINISTRATION BLDG
TROY, AL 36082

PROFORMA INVOICE

MAKE CHECK PAYABLE TO: SODEXO, INC & AFFILIATES
PO BOX 536922
ATLANTA, GA 30353-6922

TERMS	ACCOUNT NUMBER	COST CENTER	ORDER DATE	ORDER NO
15 DAYS	DUE:10/21/2016	16047	10/06/2016	400960901

DESCRIPTION

SERVICES FOR 09/10/2016 THROUGH 09/16/2016

10 MEAL PLAN
RESIDENTS X BOARD DAYS X RATE
Residents Meal Plan A : 500.000
Board Days Meal Plan A : 7.000
Rate/Day : \$11.00

14 MEAL PLAN
RESIDENTS X BOARD DAYS X RATE
Board Days Meal Plan B : 350.000
Residents Meal Plan B : 7.000
Rate/Day : \$11.00

AMOUNT

\$38,500.00

\$26,950.00

SALES TAX

TOTAL

\$38,500.00

\$26,950.00

19 MEAL PLAN
RESIDENTS X BOARD DAYS X RATE
Residents Meal Plan C : 200.000
Board Days Meal Plan C : 7.000
Rate/Day : \$11.00

21 MEAL PLAN
RESIDENTS X BOARD DAYS X RATE
Residents Meal Plan D : 1,000.000
Board Days Meal Plan D : 7.000
Rate/Day : \$11.00

99 MEAL PLAN
RESIDENTS X BOARD DAYS X RATE
Residents Meal Plan E : 25.000
Board Days Meal Plan E : 7.000
Rate/Day : \$11.00

\$15,400.00

\$77,000.00

\$1,925.00

\$15,400.00

\$77,000.00

\$1,925.00

TERMS: PAYMENT IS DUE UPON RECEIPT OF THIS INVOICE. A SERVICE CHARGE MAY BE ASSESSED ON ANY LATE PAYMENT. ANNUAL PERCENTAGE RATE NOT TO EXCEED STATUTORY LIMITATIONS.

Estimated sales tax(es) are displayed for informational purposes.
Tax amounts may change on the final invoice.

A standard disclaimer states that estimated taxes may change on the final invoice.

Order previews can be saved, printed and/or exported using these tools.

Once the Order Preview button has been clicked, the status for the Billing Record will change to Reviewed. This status indicates that the Fiori user has reviewed the Order Preview for accuracy. The Fiori user can now decide whether the order should be approved or rejected by using the Approve or Reject buttons below.

Orders which are approved are submitted to SAP for invoice creation. Once the Approve button is clicked, the Fiori user will be asked to confirm that they want to create the invoice. Once this button has been clicked, the user will no longer have the opportunity to modify any data which drives the final invoice.

Billing Schedule (10)

MM/DD/YYYY

Settlement From	Settlement To	Billing Date	Status
08/27/2016	09/02/2016	09/23/2016	Invoiced
09/03/2016	09/09/2016	09/24/2016	Invoiced
09/10/2016	09/16/2016	09/25/2016	Invoiced
09/17/2016	09/23/2016	09/26/2016	Reviewed
09/24/2016	09/30/2016	09/30/2016	Open

Approve

Reject

Order Preview

Confirm

Are you sure want to approve and create this invoice ?

Yes

No

Clicking yes will confirm that the invoice is accurate and ready for creation/processing. Clicking no will cancel the approval and take the user back to the prior screen.

Once a user approves the invoice, the Billing Record will now change to Approved status.

If the billing is strictly census based, the user can simply click the refresh button on their browser to progress to the final step. If the billing is a “Hybrid Invoice”, the Fiori user will have to wait until the following business day to receive an invoice copy (6AM EST). An Operations Accountant can advise whether or not the invoicing is a Hybrid Invoice or not.

Billing Schedule (10)

MM/DD/YYYY

Settlement From	Settlement To	Billing Date	Status
08/27/2016	09/02/2016	09/23/2016	Invoiced
09/03/2016	09/09/2016	09/24/2016	Invoiced
09/10/2016	09/16/2016	09/25/2016	Invoiced
09/17/2016	09/23/2016	09/26/2016	Approved
09/24/2016	09/30/2016	09/30/2016	Due

Order Preview

Once the Invoice has been created, the status will change to Invoiced. This is the final step in the billing process. In Invoiced status the Fiori user has two buttons they can click on.

The Order Preview button will allow the Fiori user to view the sales order that was approved to create the final invoice.

The Invoice Preview button will bring up a copy of the final invoice in a separate browser window. The final invoice can be saved, exported, and emailed as appropriate. This invoice image can, and should, be distributed to the client for payment. Note that invoices created through Fiori can also be retrieved through BRIO as well.

Once a final invoice has been created, the Fiori user can no longer make changes to it. Any invoice cancellation requests should be submitted to the Operations Accounting team for research and processing.

Billing Schedule (10)

MM/DD/YYYY

Settlement From	Settlement To	Billing Date	Status
08/27/2016	09/02/2016	09/23/2016	Invoiced
09/03/2016	09/09/2016	09/24/2016	Invoiced
09/10/2016	09/16/2016	09/25/2016	Invoiced
09/17/2016	09/23/2016	09/26/2016	Approved
09/24/2016	09/30/2016	09/30/2016	Due

Order Preview

Invoice Preview

SODEXO, INC & AFFILIATES

SERVICES RENDERED TO:

TROY UNIVERSITY TROY
STEWART
STEWART HALL
TROY, AL 36081
USA

BILL TO:

TROY UNIVERSITY
ATTN: DR JIM BOOKOUT
241 ADAMS ADMINISTRATION BLDG
TROY, AL 36082

INVOICE

MAKE CHECK PAYABLE TO:

SODEXO, INC & AFFILIATES
PO BOX 536922
ATLANTA, GA 30353-6922

TERMS		ACCOUNT NUMBER	COST CENTER	INVOICE DATE	INVOICE NO.
15 DAYS	DUE:10/22/2016	16047	54381002	10/07/2016	1001010038
DESCRIPTION			AMOUNT	SALES TAX	TOTAL
SERVICES FOR 09/10/2016 THROUGH 09/16/2016					
10 MEAL PLAN					
RESIDENTS & BOARD DINNER DATE					



Order previews can be saved, printed and/or exported using these tools.

Billing Statistics Module – Rejecting an Invoice: The Fiori user has an opportunity prior to final invoice creation to reject the billing after viewing the order preview. When the order is in Reviewed status, two buttons are enabled – Approve or Reject. If the Fiori user previews the order and believes that there are errors in the amounts to be billed, that individual can Reject the order and start the process from the beginning.

If the user is in Reviewed status and clicks the Reject button, SAP Fiori will ask the user why the invoice should be rejected. The following options will appear:

- **Census Info Input Incorrectly** – The Fiori user had accidentally input incorrect statistical values prior to submission. This in turn drove the billable amount to calculate incorrectly.
- **Stats Input in Error (Closed)** – Billing statistics for the week in question should not have been entered. The cost center was either temporarily closed or should not have billed the client for that particular Billing Record.
- **Incorrect Custom Lines** – The Fiori user either forgot to include a custom line to be included on the final invoice and/or the data for the custom lines which were submitted was incorrect.
- **Revised Census Info** – The census information which was originally submitted was incorrect because revised census information was received from either the system which houses the data.
- **Received Incorrect Rate in Preview** – When the order was previewed the wrong billing rates were used to calculate out the amount due. The user should reject the order and contact Operation Accounting to review the rates which were used for billing.
- **Other** – This catch-all category is used when none of the reasons above apply toward the reason for rejection.

Billing Schedule (11) MM/DD/YYYY

Settlement From	Settlement To	Billing Date	Status
08/27/2016	09/02/2016	09/23/2016	Invoiced
09/03/2016	09/09/2016	09/24/2016	Invoiced
09/10/2016	09/16/2016	09/25/2016	Invoiced
09/17/2016	09/23/2016	09/26/2016	Invoiced
09/24/2016	09/30/2016	09/30/2016	Reviewed
10/01/2016	10/07/2016	10/07/2016	Open
10/08/2016	10/14/2016	10/14/2016	Open

Approve **Reject** Order Preview

Reject

Are you sure you want to reject this invoice request?

Yes No

The Yes button confirms the reason for rejection and re-opens the Billing Record for new statistics. The No button cancels the rejection and returns the user to the prior screen.

Reject

Are you sure you want to reject this invoice request?

Census Info Input Incorrectly

Stats Input in Error (Closed)

Incorrect Custom Lines

Revised Census Info

Received Incorrect Rate in Preview

Other

Billing Statistics Module – Skipping a Billing Date: There may be times when a Fiori user should not bill for a particular Billing Record in their Billing Schedule. A prime example of this would be when a University is on their semester break and Sodexo is not providing service. Or, perhaps a weather related incident forced a temporary closure of one of Sodexo’s locations. Regardless of the reason, there are times when a Fiori user shouldn’t bill for a particular Billing Record despite the fact that it’s included in the Billing Schedule.

To skip a Billing Record (Date) the Fiori user should use the button labeled “Skip Billing Date” when that Billing Record is in Due status. Clicking this button will cause an additional dialog box to appear asking the Fiori user why the particular Billing Record should be skipped. The user should select the reason which best applies to their situation from the list below:

- **Temp Close Scheduled** – This reason should be selected when the cost center was temporarily closed but the closure was planned. Examples would include semester breaks and/or holiday related closures.
- **Temp Close Emergency** – If billing should not be created for a particular week because the cost center was closed but it was not a planned event, this menu option should be chosen. Examples would include weather related incidents.
- **Dispute/Negot Pending** – This reason code should be selected in the event that Sodexo is undergoing contract negotiations with the client and a District Manager (or higher) decides that Sodexo should not bill for a particular week.
- **Dispute/Negot Waived** – This reason code should be used if there’s a dispute over whether or not Sodexo should bill for a particular week of service and that week should not be billed (District Manager or higher approval preferred).
- **Other** – This is a catch-all reason code to skip a billing when the scenarios above do not apply.

Billing Schedule (7)

Settlement From	Settlement To	Billing Date	Status
08/27/2016	09/02/2016	09/22/2016	Invoiced
09/03/2016	09/09/2016	09/23/2016	Due
09/10/2016	09/16/2016	09/24/2016	Open
09/17/2016	09/23/2016	09/25/2016	Open
09/24/2016	09/30/2016	09/30/2016	Open
10/01/2016	10/07/2016	10/07/2016	Open
10/08/2016	10/14/2016	10/14/2016	Open

Skip Billing Date - Billing Date

*Reason

Temp Close Scheduled

Temp Close Emergency

Dispute/Negot Pending

Dispute/Negot Waived

Other

Confirm Cancel

After selecting a reason code, clicking Confirm will complete the Skip Date process. Clicking Cancel will return the user to the prior screen (no action taken).

After confirming the reason code, the status for the Billing Record will change to Temp Closure and the Fiori user can proceed to the next entry in the Billing Schedule to submit statistics. A Fiori user must complete the Billing Schedule in sequential order (oldest Billing Date to newest). The user cannot skip past unbilled Billing Records without using the Skip Billing Date functionality. Using this feature will cause the next record in the Billing Schedule to change to Due status allowing the user to input statistics.


A temporary closure which was accidentally input can be reversed until the next record in the Billing Record has been processed. A button which reads "Reopen" will appear on the record allowing the Fiori user to reverse the Temp Close status. Once the next Billing Record is no longer "Due", this functionality will no longer be available and an Operations Accountant should be contacted for further assistance.

Billing Schedule (8) MM/DD/YYYY

Settlement From	Settlement To	Billing Date	Status
08/27/2016	09/02/2016	09/22/2016	Invoiced
09/03/2016	09/09/2016	09/23/2016	Temp Closure
09/10/2016	09/16/2016	09/24/2016	Due
09/17/2016	09/23/2016	09/25/2016	Open
09/24/2016	09/30/2016	09/30/2016	Open
10/01/2016	10/07/2016	10/07/2016	Open
10/08/2016	10/14/2016	10/14/2016	Open
10/15/2016	10/21/2016	10/21/2016	Open

Reopen

Are you sure you want to reopen this billing schedule ?



If the next Billing Record is in Due status, the Temp Closure can be reversed and put back into Due status.


Billing Schedule (9) MM/DD/YYYY

Settlement From	Settlement To	Billing Date	Status
08/27/2016	09/02/2016	09/22/2016	Invoiced
09/03/2016	09/09/2016	09/23/2016	Temp Closure
09/10/2016	09/16/2016	09/24/2016	Approved
09/17/2016	09/23/2016	09/25/2016	Due
09/24/2016	09/30/2016	09/30/2016	Open
10/01/2016	10/07/2016	10/07/2016	Open
10/08/2016	10/14/2016	10/14/2016	Open
10/15/2016	10/21/2016	10/21/2016	Open
10/22/2016	10/28/2016	10/28/2016	Open

Reopen

Are you sure you want to reopen this billing schedule ?

Error
Next Service date is already processed, reopen not allowed.



If the next Billing Record is not in Due status, Fiori will not let the user remove the Temp Closure status.

Billing Statistics Module – One Time Lines: The Fiori user has the ability to add additional one-time lines to their invoice to bill additional items on their invoice. This functionality can be used when the Fiori user is entering their contract statistics. To add a one time line to an invoice through Fiori, the user should go to the One Times Line tab from the Enter Statistics screen.

65492001

PATIENT DAY RATE HYBRID
Contract Description

Contract Number: 600093895
Billing Date: 09/25/2016
Service Dates: 09/17/2016 to 09/23/2016

1 Contract Statistics 1 One Time Lines

Total Items - (1)

Catering Event 5,000.00 USD

Category: OTHER FOOD SERVICES
Post to Account: 70043000
Account Description: REVENUE-BANQUET & CATERING

Clicking this tab will allow the Fiori user to enter additional One Time lines. The number on top of the represents the number of One Time lines included on the contractual invoice.

To add a new one time line, the Fiori user should begin by clicking the Plus button. Clicking this button will cause a dialog box to appear prompting the user to input information about the one time line they're seeking to include on the invoice.

New One Time Line

*Category: OTHER FOOD SERVICES

*Post to Account: 70043000 REVENUE-BANQUET & CATERING

*Invoice Description: Client Catering Event

*Amount: 2000.00

Save Cancel

The Fiori user should select the GL account where the billable amount should post here. The values in this section change dependent on the Category chosen.

The user should select the general reason for including the one time line here.

The text that should appear on the invoice itself for the one time line should be typed into this field.

The dollar amount to be billed should be typed here (no commas). Credits can be given by leading the number with a "-" sign.

If the Fiori user is satisfied with the data for the One Time line which was entered they can click the Save button to add it to the invoice. Clicking the cancel button will return the user to the prior screen without making any changes.

To change the data for a One Time Line once it's saved, a Fiori user simply needs to click on the One Time Line in the Right Hand Pane. This will return the user to the dialog box where they entered the information and allow them to make changes to the invoice text and/or amount to be billed.

1 Contract Statistics 1 One Time Lines

Total Items - (1)

Catering Event 5,000.00 USD

Category: OTHER FOOD SERVICES
Post to Account: 70043000
Account Description: REVENUE-BANQUET & CATERING

Information about the One Time Line is displayed here. The Bold Text will be the text which prints on the invoice. The G/L posting account and dollar amount to be billed is displayed in this box as well.

Clicking anyplace in the red box takes the user back to the screen which created the One Time Line.

Edit One Time Line

*Category: OTHER FOOD SERVICES
*Post to Account: 70043000

*Invoice Description: Catering Event
*Amount: 5000

The G/L account cannot be changed in change mode. If the account is wrong, the One Time Line should be deleted.

*Invoice Description: Catering Event (Department Party)
*Amount: 7000.25

Save Cancel

1 Contract Statistics 1 One Time Lines

Total Items - (1)

Catering Event (Department Party) 7,000.25 USD

Category: OTHER FOOD SERVICES
Post to Account: 70043000
Account Description: REVENUE-BANQUET & CATERING

Once saved, the updated invoice text and billable amount will show on the prior screen.

Billing Statistics Module – Deleting One Time Lines and Contract Statistics Lines: SAP Fiori allows users to delete One Time Lines and Contract Statistics Lines from an invoice prior to its creation.

One Time Lines if deleted will be permanently removed from the current and all future invoices. If the One Time Line should appear on a subsequent invoice, the line must be recreated.

Deleted Contract Statistics Lines will be temporarily deleted from the current invoice. These lines will appear on the next invoice and must be deleted again if they still do not apply. If there are incorrect line items showing on the Contract Statistics tab, please contact an Operations Accountant to make the necessary permanent corrections.

Note that deleting line items should be the final step prior to submitting statistics.

To delete an invoice line item, start by clicking the Trash button on the Right Hand Pane. Performing this action will cause check boxes to appear next to each One Time Line and/or Contract Statistics Line item. Simply click the check box next to any/all line items which should be excluded from the final invoice and then click on either the Save Statistics or Submit Statistics button. The line items which had the checkbox enabled will be removed from the Order and Invoice.

The screenshot displays the SAP Fiori Billing Statistics Module interface. At the top, there are two tabs: 'Contract Statistics' (with a count of 5) and 'One Time Lines' (with a count of 0). Below the tabs, it says 'Total Items - (5)'. A red box highlights a trash icon in the top right corner, with a callout box stating: 'Clicking the Trash button enables the delete functionality.' Below this, another red box highlights an 'X' button in the top right corner, with a callout box stating: 'Clicking this X button while in delete mode will cancel the delete functionality (nothing will get deleted).' The main area shows a list of line items. The first item is '10 Meal Plan' with a checkbox next to it. Below it, there is a section for '14 Meal Plan' with a checkbox next to it. A red box highlights this checkbox, with a callout box stating: 'A check in this box indicates that the line item should not get billed on the final invoice.' At the bottom right, there are two buttons: 'Save Statistics' and 'Submit Statistics'. A red box highlights both buttons, with a callout box stating: 'Saving or submitting the statistics with this box checked will remove the line item from the invoice. This should be the final step prior to submission.'

5 Contract Statistics 0 One Time Lines

Total Items - (5)

Clicking the Trash button enables the delete functionality.

5 Contract Statistics 0 One Time Lines

Total Items - (5)

10 Meal Plan

☐ Residents Meal Plan A:
Board Days Meal Plan A: 7.000

Clicking this X button while in delete mode will cancel the delete functionality (nothing will get deleted).

14 Meal Plan

☒ Board Days Meal Plan B:
Residents Meal Plan B: 7.000

20 Line Item

A check in this box indicates that the line item should not get billed on the final invoice.

Save Statistics Submit Statistics

Saving or submitting the statistics with this box checked will remove the line item from the invoice. This should be the final step prior to submission.