

## Creating Work Confirmations

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### Work Confirmation Summary

- Suppliers create work confirmation for a completed unit of services as defined in the Services Purchase Order through iSupplier. Work Confirmation submitted will route to Purchase Order owner (requestor) for approval.  
**Note:** Only Complex Services POs require submission of work confirmation. Refer to the [FAQ](#) section for more information to determine whether a work confirmation is complex or standard.
- Purchase Order owner approves work confirmation through iProcurement and the approved work confirmation will have a receipt that is auto-generated and sent to Accounts Payable for payment processing.

### Steps

#### 1. Log into iSupplier

- Log into iSupplier and use the MSI iSupplier Global Non-Invoicing User responsibility.
- Supplier Collaboration home page appears
  - Search for a service purchase order in order to create a work confirmation

**Note:** Only Complex Services POs require submission of work confirmation. Refer to the [FAQ](#)

- Note that the search parameter is selected as PO number by default.
- Click the **Search** drop-down arrow to view other search options

**Note:** There are four search criteria available:

- PO Number
- Shipment Number
- Invoice Number
- Payment Number

## 2. Search Fields

- Click in the **Search** field to enter a Search term (PO Number, Shipment Number, Invoice Number, Payment Number)
- Enter the Search term of your choice in the Search field and click **Go**.

## 3. Create Work Confirmation Screen

- Click on the PO Number, Shipment Number, Invoice Number or Payment Number to open it.
  - Click the **Actions** drop-down to select an action type.
  - Select **Create Work Confirmation** and click **Go**.
- The Create Work Confirmation screen appears.

## 4. Select View Type

- From the **View** section, click the **View** drop-down arrow to select a view type.
- Note:** The **All Pay Items** option enables suppliers to view all results pending for work confirmations.
- Click **Go**.
  - Click the Select option [  ] for the line(s) you wish to select. Click **Next**.

## 5. Enter Work Confirmation Details

- Required:
  - Work confirmation name/number - this should include the PO number.
  - Either Request/Delivered or Progress(%)
- Optional:
  - In Work Confirmation Details, add details and attachment if needed.
- Click Save.

The work confirmation screen appears indicating the work confirmation has been saved.

## 6. Submit Work Confirmation

- Click the work confirmation sub-tab. The work confirmation screen appears.
- Click the [  ] button to select the work confirmation.
- If needed, click the **Update** button to make an update.
- Click **Submit**.

A confirmation message appears. The status is now "Processing."

**Note:** The requestor will receive a notification to approve or reject the submitted work confirmation.

**Note:** A work confirmation can have one of seven statuses: Draft, Processing, Pending Approval, Processed, Rejected, Cancelled, Error

## Frequently Ask Questions

**Q: Once a work confirmation is submitted, who is it routed to for approval?**

A: Work Confirmation submitted will route to P.O. owner (requestor) for approval.

**Q: In how many days will a work confirmation approval escalate to a manager if no action is taken?**

A: Target is 7 Days

**Q: What happens to the status of the Purchase Order?**

A: The PO status remains as approved.

**Q: What kind of Purchase Orders require submission of a work confirmation?**

A: Complex Purchase Orders

**Q: How do you tell if a purchase order is complex or standard?**

A: The PO title provides this information. It is mentioned on the Notification Title when the PO is submitted, otherwise the supplier needs to open the PO to see the type (Complex vs. Standard).

## Additional Support

If you require additional help, send email to: [global.supplieronboarding@motorolasolutions.com](mailto:global.supplieronboarding@motorolasolutions.com)