

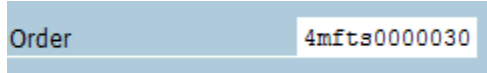
## Service Order: How to close a service order

Service orders can be closed when all billings have been completed and the service order will no longer be used. A service order cannot be closed if there are any open purchase order commitments attached to it (hard error). If subsequent costs or billings need to be posted to a closed service order, the order can be reopened.


This instruction covers how to close a service order, how to view the status, and how to reopen a service order.

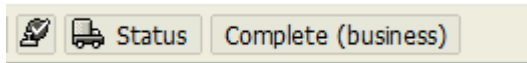
### Closing a service order

1. Required role: RPO\_S\_AR\_SERVICE\_ORDER\_MAINTNCE
2. Transaction **IW32** *Change Order*
3. Enter the Order number to be closed



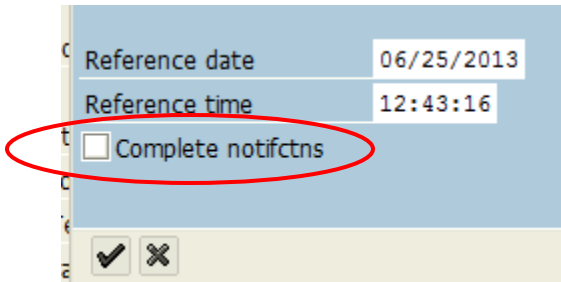
Order 4mfts0000030

4. Click 
5. On the task bar, click *Complete (business)*




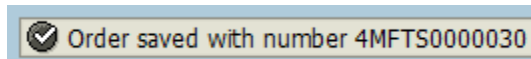
Status Complete (business)


6. A dialog box will appear. Uncheck the Complete notifictns box



Reference date 06/25/2013  
Reference time 12:43:16  
 Complete notifictns

7. Click 
8. Message indicating Order has been saved will appear at bottom of screen



 Order saved with number 4MFTS0000030

9. Process is complete—Order has been closed.

### Viewing the status of a service order

1. Required role: General Display Role
2. Transaction **IW33** *Display Order*


3. Enter the Order number to be displayed

Order	4mfts0000030
-------	--------------

4. Click 

5. The status of the order will appear in the Sys. Status field near the top of the screen

Order	ZSVC	4MFTS0000030	American Red Cross
Sys.Status	CLSD	PTBL	MANC NMAT

6. To get a description of the various statuses, click the Status icon  next to the Sys. Status field

### Reopening a closed service order

1. Required role: RPO\_S\_AR\_SERVICE\_ORDER\_MAINTNCE
2. Transaction **IW32** Change Order
3. Enter the Order number to be closed

Order	4mfts0000030
-------	--------------

4. Click 

5. From the top menu bar, click *Order > Functions > Complete > Cancel Business Completion*

Order	Edit	Goto	Extras	Envir
-------	------	------	--------	-------

6. The system will automatically put the order in TECO (technically closed) status


Order	ZSVC	4MFTS0000030	Ame
Sys.Status	TECO	PTBL	MANC NMAT

7. From the top menu bar, click *Order > Functions > Complete > Cancel Technical Completion*

Order	Edit	Goto	Extras	Envir
-------	------	------	--------	-------

8. Click Save 

9. Message indicating Order has been saved will appear at bottom of screen

 Order saved with number 4MFTS0000030
--

10. Process is complete—Order has been reopened.