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.
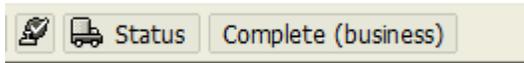
Closing a service order

1. Required role: RPO_S_AR_SERVICE_ORDER_MAINTNCE

2. Transaction **IW32** *Change Order*
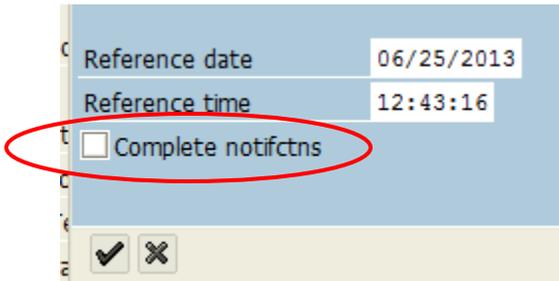
3. Enter the Order number to be closed

Order	4mfts0000030

4. *Click* ✓

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

🖉	🖨 Status	Complete (business)

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

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

    ✔ ✖

7. *Click* ✓

8. Message indicating Order has been saved will appear at bottom of screen
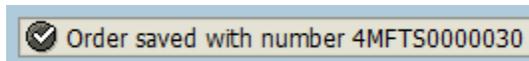
    ✓ Order saved with number 4MFTS0000030

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   Enviro

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   Enviro

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.