



MANUALLY CREATED SERVICE ORDERS: PK/SPM MISSION SCENARIOS





DFS Umoja Reference Guide

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Purpose

The purpose of this guide is to explain how Service Orders are created in Umoja to track labor, activities, and spare parts provided both internally or externally. Umoja Maintenance/Service Orders can be created with or without reference to Notifications.

This guide will summarize the manual creation of ZM01 (internal) and ZM04 (external) Service Orders through four process scenarios:



- Scenario 1: ZM01 – Mission maintains its own equipment with no cost recovery
- Scenario 2: ZM01 – Mission receives maintenance services on their own vehicle from an external vendor
- Scenario 3: ZM01 – Mission maintains equipment from another Mission or Cost Center on a cost recovery basis
- Scenario 4: ZM04 – Mission maintains equipment for an external entity with cost recovery

Overview

There are five distinct types of Maintenance/Service Orders used in service delivery.

For internal services, if a Service Order is **manually** created and is not part of the Umoja Preventative Maintenance module (regardless of preventive or corrective activities) **use ZM01**.

For cost recovery services provided externally (to entities that do not use Umoja), **use ZM04**.

Types of Service Orders	
 ZM01	Maintenance/Service Order (Internal): Records services that are provided where the service recipient is internal to Umoja.
ZM02	Preventative Maintenance Order: To be used in conjunction with scheduled maintenance plan
ZM03	Non-Billable Maintenance/Service Order (External) : For Services to be provided to “External” client but recorded against Service Provider Cost Center (i.e. Non-Billable)
 ZM04	Billable Maintenance/Service Order (External): For services to be provided and charged to “external” client (i.e. Billable)
ZM05	Service Order (Internal Fixed price/SLA): For services to be provided for another UN Entity where there is a Service Level Agreement between the entities. This will not consume funds as it is budgeted in the SLA upfront



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Enterprise Roles and Transaction-codes		
Roles	T-codes	
SD.01 Notification User	IW51	Create Notification
SD.02 Notification Approver	IW52	Approve or Edit Notification
SD.03 Services Delivery Planner	IW31	Create Service Order (no reference to a Notification)
SD.03 Services Delivery Planner	IW52	Create Service Order from Notification (this is the T-code for Change Notification)
SD.03 Services Delivery Planner	IW41, IW44	Confirm Service Order IW41 – confirm single Service Order IW44 – collective confirmation of Service Order
FM.07 FM Earmarked Funds Documents Certifier (Certifying Officer)	IW32	Change Service Order Approve Service Order (Cost Recovery cases) Release Service Order
SD.04 Services Delivery Order Release		

Other Useful T-codes	
IW33	Display Service Order
IR03	Display Work Centre
KS03, KS13	Display Cost Centre
KL03, KL13	Display Activity Type

Control Key Information	
SM00	Internal Service. Used when the services are provided by internal resources.
SM03	External Service Used when the services are provided by external vendor (including FrameWork Orders).



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Scenarios

Scenario 1: ZM01 – Mission maintains its own equipment with no cost recovery
(Example: MINUSMA maintains their own vehicle).

Process Steps

1. To create a Service Order from a Notification, follow steps in A (green box).
To create a service Order without a Notification, follow steps in B (Orange Box).

A. Creating Service Order with Reference to Notification

T-code **IW51** (Create Notification)

T-code **IW52** (Change Notification)

1. Enter the **Notification Number**
2. Click **SERV.order (Service Order) button**
3. Enter: **Order Type ZM01; Business Area of Service Provider, Main Work Centre/Plant of Service Provider**

*For Service Orders created from a Notification, some of the information below may be derived from the Notification.

B. Creating Service Order without reference to Notification

T-code: **IW31**

Enter:

1. **Order Type ZM01**

Enter:

2. Business Area
3. Planning Plant

OPTIONALLY, you can enter

4. Equipment number (if equipment is being serviced)
5. Functional Location

2. In the **Description** field, enter a brief description of the service.



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HeaderData Tab

1. MANDATORY Information:

- **Planner Group:** The SD Planner creating the Service Order should enter their Planner Group.
- **Main Work Centre:** the operational unit that carries out work.

2. OPTIONAL Information:

- **Basic Start Date/Finish Date.**
- **Priority.**
- Under **Reference object:**
 - a. Functional location – Real Estate Object where the service will take place.
 - b. Equipment – Should be derived from selection in previous screen. Otherwise, enter equipment number of the equipment being maintained.
- Under **Malfunction Data:** Enter the Malf. Start date/time the equipment became out of service.
- Under **Damage** tab: this is where the current mileage/hours can be entered. PLEASE NOTE that this will not update the Equipment Master Measuring Point.
 - Under Damage field, click the matchbox, and click on UNVEHICLE or UNGENRT. Select one of the 8 options (i.e. 006 – Failure to Start)
 - In the field on the right, type the mileage (free text).

Operations Tab

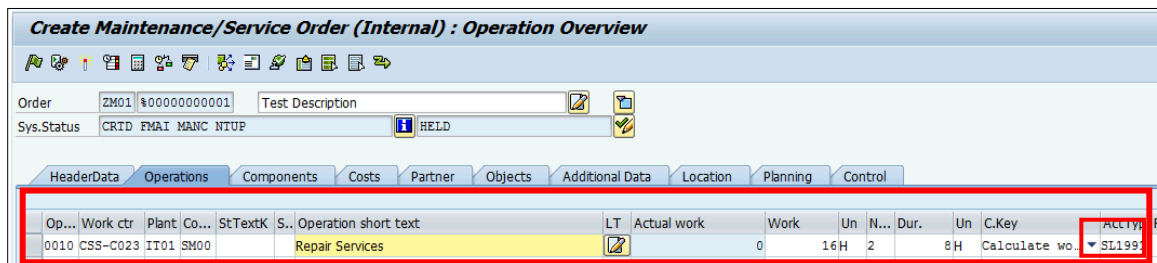
Use the Operations Tab to enter all activities that are performed.

1. **Work Centre:** This is defaulted from the **Main Work Centre** from the header tab. If another work centre is doing the work activity, please change the work centre here.
2. **Plant:** This should be the Plant of the Mission (MINUSMA), and is defaulted from the **Header Tab**.
3. **Control Key:** This field specifies the type of service.



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- The value should be **SM00** for internal services, for example if staff technicians are performing the service.
- 4. Operation short text:** Enter description of service.
 - 5. Work:** This field displays the amount of work estimated for the activity and is automatically calculated. See *Note below.
 - 6. Un:** Unit of Measure based on the activity type selected. Check & enter the Unit of Measure for both Number and Duration. Typically, the Unit of Measure should be **H** for hours.
 - 7. Number:** Quantity of unit of measure. For example, enter the estimated number of **individuals** for this activity.
 - 8. Dur.:** Duration for the activity. If using **H**, enter the estimated number of hours (per individual) for this activity.
 - 9. C.Key:** This specifies the calculation. Ensure the C.Key field is set to Calculate Work.
***NOTE:** Number x Duration = **Work**.
 E.g. For a repair activity, there are 2 technicians working on the equipment for an estimated 8 hours. Then enter: Un = H, Number = 2, Duration = 8, Un = H. Work = 8 x 2 = 16 hours.
 - 10. ActTyp:** This is where to enter **Activity Type**.
 - Click the Matchcode to search for Activity Type, which is limited by the selected Work Centre.
 - Statistical Activity Type should be used when there is no cost recovery but the activity record is required for statistical purposes (Activity Type should begin with an “S”).
 - If spare parts/ materials are purchased through 1) petty cash OR 2) bulk-issued to shop, then the Statistical Activity Type created for “**Supplementary Materials**” must be used.



11. To **Assign Technicians** to the Activity Types:

- After all the activities required have been listed, select an Activity and click the **Internal** button at the bottom of the screen. For that Activity (Line item), you can assign a technician to the activity under the **Person No.** field. In the second box (the one that says Sara SI AHMED below), click the matchcode to search. Use the tab that says **UN Last name - First Name**. Only one technician can be assigned per activity type. If additional technicians need to be added, additional lines with the activity type need to be added.



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Change Maintenance/Service Order (Internal) 10002720: Internal Process

Order: 10002720 Oper./Act. 0010 / Ctrl key SM00

StdTextKey/ShrtText: Change the engine oil

General Internal External Dates Act. Data Enhancement

Work ctr: FMS-A001 / RE00 Ctrl key SM00 Acty Type RF1003 Calc 2 Calculate work

Work: 3 H Number 1 Norm. dur. 3 H Pct

Person.no: 200446 Sara SI AHMED Int. distr No.TimeTickets

Qualifications: Requirements profile (LO) Job Position

Wage data: Wage group Wage Type Suitability

SAP R3E (1) 100 unsapr3e INS

Components Tab

Use the Components Tab to enter the spare parts/materials used in performing the service. The spare parts/materials can be from a variety of sources.

CASE 1: Spare parts/materials issued from a mission's own inventory (Storage Location).

Use ITEM CATEGORY (IC): Z-Stock Item Non- Budget.

- 1. Component:** Select item by material master number. If the number is unknown, click the matchcode to search.
- 2. Reqmt Qty:** Enter the required quantity.
- 3. IC:** Item Category – Specifies whether items come from inventory stock or a shopping cart.
 - **Z - Stock Item Non- budget:** Material only comes from own stock inventory (Storage location associated with the cost centre performing the work). Once the service order is approved, a stock Reservation will automatically be created.



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Create Maintenance/Service Order (Internal) : Component Overview

Order: ZM01 | \$00000000001 | Test Description
Sys.Status: CRTD FMAI MANC | HELD

HeaderData | Operations | Components | Costs | Partner | Objects | Additional Data | Location | Planning | Control

Item	Component	Description	LT	Reqmt Qty	UM	IC	SLoc	Plnt	Op...	Batch	Proc. Category
0010	1500004111	Filter:AirEng		2	EA	Z		IT01	0010		RESERVATION FOR ORDER
0020											

Create Maintenance/Service Order (Internal) : Component Detail General

Component

Plant: IT01 | Stor. Location:

Batch: | Sort String: |

Goods Recipient: | Unloading Point: |

Reqmt Date: 09.01.2018 00:00:00 | Offset: |

Reservation: 98044 | 1 | Manual Requirement Date: |

Movement Type: 261

Quantities

Requirement Qty: 2 | Unit of Measure: EA |

Committed Qty: 0

Component 1500004111: Plants/Storage Locations (1) 3 Entries found

Restrictions

Plnt	SLoc	Description	Unrestricted	Unrestr. Consgrt
IT01		UN Logistics Bas	643.000	0.000
IT01	1301	ENG UNR BRI W1	643.000	0.000
IT01	9000	Virtual Location	0.000	0.000

- **L - Stock Item Budget Relevant:** Material comes from stock inventory (not necessarily the same cost centre as the one performing the work). Once the service order is approved, a stock Reservation will automatically be created.
- Press **Enter** on the keyboard. A window will pop-up. In this window, enter the Storage Location.
- **SLOC:** Enter Storage Location from where the materials will be selected. Check stock availability of materials by clicking on SLOC Search box.



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Create Maintenance/Service Order (Internal) : Component Overview

Order: ZM01 000000000001
Sys.Status: CRTD FMAI MANC NTUP HELD

HeaderData | Operations | **Components** | Costs | Partner | Objects | Additional Data | Location | Planning | Control

Item	Component	Description	LT	Reqmt Qty	UM	IC	S..	SLoc	Plnt	Op...	Batch	Proc. Cat
0010	1500004111			2		L						

Create Maintenance/Service Order (Internal) : Component Detail General

Component

Plant: IT01 | Stor. Location: | Batch: | Sort String: | Goods Recipient: | Unloading Point: | Reqmt Date: 09.01.2018 00:00:00 | Offset: | Manual Requirement Date: | Reservation: 0 | Movement Type: Z01

Quantities

Requirement Qty: 2 | Unit of Measure: EA

Restrictions

Plnt	SLoc	Description	Unrestricted	Unrestr. Consgt
IT01		UN Logistics Bas	643.000	0.000
IT01	1301	ENG UNR BRI W1	643.000	0.000
IT01	9000	Virtual Location	0.000	0.000

- **N - Non-Stock Item:** Item not in stock. **DO NOT USE THIS. Contact your Requisitioners to create a shopping cart and delete this component from the Service Order.** Selecting this creates a Purchase Requisition (which generates a Shopping Cart), which is not recommended.
4. **PLNT** – Enter the Plant (MINUSMA).
 5. **OpAc** – Enter the Line Number from the Operations Tab that will use this material for this line. This refers to the Activity that will use this spare part/material.
 6. **NOTES:**
 - a. **Reservation:** To see the details of the Reservation, click the **Gen. Data** button at the bottom of the screen.
 - From there, you can see the Reservation Number, Requirement Data & Time, Requirement Quantity & UoM, Committed Quantity (reserved qty), Withdrawal Quantity (issued qty), Movement Type.



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General Data

Component

Plant IT01 Stor. Location 1301

Batch Sort String

Goods Recipient Unloading Point

Reqmt Date 09.01.2018 00:00:00 Offset

Manual Requirement Date

Reservation 98044 1 Movement Type 261

Quantities

Requirement Qty 2 Unit of Measure EA Fixed Qty

Committed Qty 0

Withdrawal Qty 0 Final Issue

General Indicators

Backflushing Res./Purc. req. From release

Bulk Material CostingRelevncy 100% Relevant to Co..

Mvt Allowed Mat. Prov. Ind.

CASE 2: Spare parts/materials issued from a mission’s own “shop stock,” or purchased from petty cash. In other words, any spare parts/materials that are not directly drawn from inventory (Storage Location).

Use ITEM CATEGORY (IC): T – Text Item.

- Description:** Enter a description of the item used (use the description of the material that was used for procurement).
- Reqmt Qty:** Enter the quantity utilised.
- UM:** Unit of Measure for the quantity utilised.
- PLNT** – Enter the Plant where the item was used (MINUSMA).
- OpAc** – Enter the Line Number from the Operations Tab that used this spare part/material. This refers to the Activity that used this spare part/material. The Activity Type should be “Supplementary Materials” for spare parts that are coming from “shop stock” or purchased through petty cash.
- IC:** Item Category – Specifies where spare part/materials come from.
 - Enter **T** – Text Item: The materials do not have any value associated.

Item	Component	Description	LT	Reqmt Qty	UM	IC	S.	SLoc	Plnt	Op...	Batch	Proc. Category
0010		Cap:Oil Fill,Hyster,354			3	PC	T		LB10	0010		Text for Order
0020		Cap:Oil Fill,Hyster,354789			2	PC	T		LB10	0010		Text for Order

Costs Tab

OPTIONAL

- To review the planned Cost of the Order, click on the **Determine Cost button** (calculator icon).



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2. Click the **Rep. Plan/Act.** button to see the plan vs actual cost comparison. The **Actual Cost** field is calculated only after Confirmation.

Partners Tab

OPTIONAL

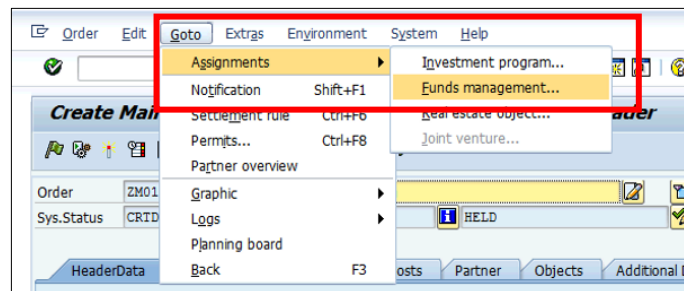
Use the Partners tab to view the people associated with the Service Order.

1. Select **Functional Role.**
2. Enter/search the **User ID or BP number.**
3. Unlimited number of functional roles can be entered. For informational purposes only.

Location Data tab

Use the Location Data Tab to enter details about who is paying.

1. On the main screen under Account Assignment, enter the **Company Code (1000)** and **Cost Centre** of the one who is paying.
2. The **Fund** must be entered. This refers to the Mission that is paying for the service/maintenance. From the menu bar at the top: **Goto > Assignment > Funds Management.** Enter the Fund (MINUSMA)



Save & note down the Service Order number.

Approve/Release Service Order

All Service Orders must be released before any work can begin.

Since there are no Cost Recovery activities:

- The SD Order Releaser (SD.04) in the Mission (MINUSMA) proceeds to **Release** the Service Order using T-code **IW32**.



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For details on approving and releasing Service Orders, please refer to the Job Aid on [Service Order Approval & Rejection](#).

Scenario 2: ZM01 – Mission receives maintenance services on their own vehicle from an external vendor

(Example: UNIFIL uses vendor X to maintain their vehicle).

Process Steps

1. To create a Service Order from a Notification, follow steps in A (green box).
To create a service Order without a Notification, follow steps in B. (Orange Box).

A. Creating Service Order with Reference to Notification

T-code **IW51** (Create Notification)

T-code **IW52** (Change Notification)

1. Enter the **Notification Number**
2. Click **SERV.order (Service Order) button**
3. Enter: **Order Type ZM01; Business Area of Service Provider, Main Work Centre/Plant of Service Provider**

*For Service Orders created from a Notification, some of the information below may be derived from the Notification.

B. Creating Service Order without reference to Notification

T-code: **IW31**

Enter:

1. **Order Type ZM01**

Enter:

2. Business Area
3. Planning Plant

OPTIONALLY, you can enter

4. Equipment number (if equipment is being serviced)
5. Functional Location - optional

2. In the **Description** field, enter a brief description of the service.

HeaderData Tab

1. MANDATORY Information:

- **Planner Group:** The SD Planner creating the Service Order should enter their Planner Group.
- **Main Work Centre:** the operational unit that carries out work.

2. OPTIONAL Information:

- **Basic Start Date/Finish Date.**
- **Priority.**

The screenshot shows the SAP Service Order Header Data Tab. The 'Order' field contains 'ZM01' and the amount is '00000000001'. The description is 'Test Description'. The 'Sys.Status' is 'CRID FMAI MANC NTUP'. The 'HeaderData' tab is selected. The 'Person responsible' section is highlighted with a red box, showing 'PlannerGrp' as 'L02 / IT01' (Transport Services) and 'Mn.wk.ctr' as 'CSS-C023 / IT01' (Vehicle Body Rep...).



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- Under **Reference object**
 - a. Functional location – Real Estate Object where the service will take place.
 - b. Equipment – Should be derived from selection in previous screen. Otherwise, enter equipment number of the equipment being maintained.
- Under **Malfunction Data**: Enter the Malf.
Start date/time the equipment became out of service.
- Under **Damage** tab: This is where the current mileage/hours can be entered. PLEASE NOTE that this will not update the Equipment Master Measuring Point.
 - Under Damage field, click the matchbox, and click on UNVEHICLE or UNGENRT. Select one of the 8 options (i.e. 006 – Failure to Start)
 - In the field on the right, type the mileage (free text).

The screenshot shows the SAP 'Create Maintenance/Service Order (Internal) : Central Header' form. The 'Damage' tab is selected, and the 'Damage' field contains 'UNVEHICLE' and '006'. The 'Cause' field contains 'Failure to start' and the 'Mileage' field contains '10,503 kms'. The 'Reference object' section shows 'Equipment' as '17219208' and 'Vhd:GP,Diesel,LHD,4x4,HD'. The 'Dates' section shows 'Bsc start' as '09.01.2018' and 'Basic fin.' as '09.01.2018'. The 'PlannerGrp' is 'I02 / IT01' and 'Mn.wk.ctr' is 'CSS-C023 / IT01'.

Operations Tab

Use the Operations Tab to enter all the activities that will be performed.

There are two scenarios for entering data in the Operations tab:

- **Scenario 2a)** Create a shopping cart from the Service Order for External Service.
- **Scenario 2b)** A shopping cart is NOT required for the service order, or has been previously created to request services from the External Vendor.

Scenario 2a) Create a shopping cart from the Service Order for External Service:

1. **Work Centre:** Enter the Main Work Centre.
2. **Plant:** This should be the Plant (UNIFIL).
3. **Operation short text:** Enter description of service.
4. **Control Key:** This field specifies the type of service.
 - The value should be **SM03** when the service is provided by an external vendor. After selecting SM03, click **External** button.
 - Enter **Opr. Short text, Material Group, Purchasing Group and Purchasing Organization 1000**. Enter **Operational Quantity** and **Price** (i.e. estimated Requisition Value).



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- Click Enter.

Create Maintenance/Service Order (Internal) : Operation Overview

Order: ZM01 \$00000000001
Sys.Status: CRTD FMAI MANC NTUP HELD

HeaderData | Operations | Components | Costs | Partner | Objects | Additional Data | Location | Planning | Control

Op...	SOp	Work ctr	Plant	Co...	StTextK	S..	Operation short text	LT	Actual work	Work	Un	N...	Dur.	Un	C.Key
0010		CSS-C022	IT01	SM03					0.000						Calculate
0020		CSS-C022	IT01	SM00					0.000						
0030		CSS-C022	IT01	SM00					0.000						
0040		CSS-C022	IT01	SM00					0.000						
0050		CSS-C022	IT01	SM00					0.000						
0060		CSS-C022	IT01	SM00					0.000						
0070		CSS-C022	IT01	SM00					0.000						
0080		CSS-C022	IT01	SM00					0.000						
0090		CSS-C022	IT01	SM00					0.000						
0100		CSS-C022	IT01	SM00					0.000						
0110		CSS-C022	IT01	SM00					0.000						
0120		CSS-C022	IT01	SM00					0.000						
0130		CSS-C022	IT01	SM00					0.000						
0140		CSS-C022	IT01	SM00					0.000						
0150		CSS-C022	IT01	SM00					0.000						
0160		CSS-C022	IT01	SM00					0.000						
0170		CSS-C022	IT01	SM00					0.000						
0180		CSS-C022	IT01	SM00					0.000						
0190		CSS-C022	IT01	SM00					0.000						
0200		CSS-C022	IT01	SM00					0.000						
0210		CSS-C022	IT01	SM00					0.000						

External Processing Oper

Opr. short text: Test
Operation qty: 1 AU
Price: 0.00 USD
Material Group: 11000000
Purch. group: 116 / 1000

Sort Term: per 1
Cost Element:
Vendor:
Info Record:
Unloading Point:
Tracking Number:
FW Order: /

General | Internal | External | Dates

- A separate screen appears below, with a **Services** tab.
- Enter the Service No. (ServiceID), estimated quantity, and price that is to be procured.

5. No Activity Type is required.

Scenario 2b) A shopping cart is NOT required in the service order, or has already been created for the external service from Vendor X. The Service Order will be used to record the services and any spare parts used by the external vendor. The steps are similar if the mission's technicians are performing the work; the main difference is the Activity Type.



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- 1. Work Centre:** This is defaulted from the Main Work Centre from the header tab. If another work centre is doing the work activity, please change the work centre here.
- 2. Plant:** This should be the Plant (UNIFIL).
- 3. Control Key:** This field specifies the type of service.
 - The value should be **SM00** for internal services, even though the service was done by external entity, Vendor X.
- 4. Operation short text:** Enter description of service, with a note that the service was provided externally. Reference the SES in the description here.
- 5. Work:** This field displays the amount of work estimated for the activity and is automatically calculated. See *Note below.
- 6. Un:** Unit of Measure based on the activity type selected. Check & enter the Unit of Measure for both Number and Duration. Typically, the Unit of Measure should be **H** for hours.
- 7. Number:** Quantity of unit of measure. For example, enter the estimated number of **individuals** for this activity.
- 8. Dur.:** Duration for the activity. If using **H**, enter the estimated number of hours (per individual) for this activity.
- 9. C.Key:** This specifies the calculation. Ensure the C. Key field is set to Calculate Work.
***NOTE:** Number x Duration = **Work**.
E.g. For a repair activity, there are 2 technicians working on the equipment for an estimated 8 hours. Then enter: Un = H, Number = 2, Duration = 8, Un = H. Work = 8 x 2 = 16 hours.
- 10. ActTyp:** This is where to enter **Activity Type** of the external vendor.

Notes:

- Statistical Activity Type should be used when there is no cost recovery but the activity record is required for statistical purposes (Activity Type should begin with an "S").
- If spare parts/materials purchased through 1) petty cash, 2) bulk-issued to shop, or 3) received as part of a 'Service' through a Service Entry Sheet, then the Statistical Activity Type created for "**Supplementary Materials**" must be used. Click the Matchcode to search for Activity Type called "Supplementary Materials." This indicates that the activity was provided by an external entity.

Components Tab

Use the Components tab to enter the spare parts/materials used for the service. In this Scenario, it is assumed that the external vendor provides spare parts as part of the service (i.e. any spare parts/materials that are not being directly drawn from inventory (Storage Location)).



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1. **Description:** Enter a description of the item used (use the description of the material that was used for procurement).
2. **Reqmt Qty:** Enter the quantity utilised.
3. **UM:** Unit of Measure for the quantity utilised.
4. **PLNT** – Enter the Plant (UNIFIL) where the item was used.
5. **OpAc** – Enter the Line Number from the Operations Tab that used this spare part/material. This refers to the Activity that used this spare part/material. If no Activity Type exists, create an Activity Type with “Supplementary Materials”. Reference this Activity Type for spare parts that are coming from “shop stock” or from the vendor or purchased through petty cash.
6. **IC:** Item Category – Specifies where spare part/materials come from
 - Enter **T** – Text Item: The materials do not have any value associated.

Item	Component	Description	LT	Reqmt Qty	UM	IC	S..	SLoc	Plnt	Op...	Batch	Proc. Category
0010		Cap:Oil Fill,Hyster,354			3	PC	T		LB10	0010		Text for Order
0020		Cap:Oil Fill,Hyster,354789			2	PC	T		LB10	0010		Text for Order

Costs Tab

OPTIONAL

1. To review the planned Cost of the Order, click on the **Determine Cost button** (calculator icon).
2. Click the **Rep. Plan/Act.** button to see the plan vs actual cost comparison. The **Actual Cost** field is calculated only after Confirmation.

Partners Tab

Use the Partners tab to view the people associated with the Service Order.

OPTIONAL

1. Select Functional Role.
2. Enter/search the User ID or BP number.
3. Unlimited number of functional roles can be entered. For informational purposes only.

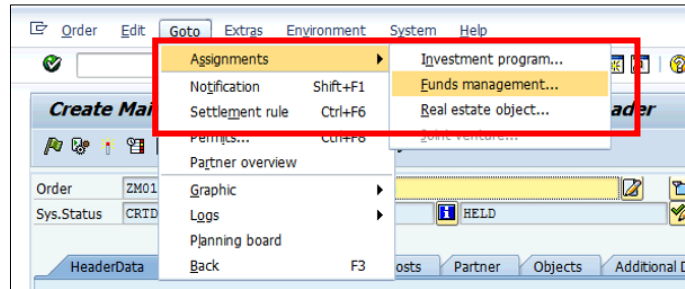
Location Data tab

Enter details about who is paying.



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1. On the main screen under Account Assignment, enter the **Company Code (1000)** and **Cost Centre** of the one that's paying!
2. The **Fund** must be entered. This refers to the Mission that is paying for the service/maintenance. From the menu bar at the top: **Goto > Assignment > Funds Management**. Enter the Fund (UNIFIL).



Save & note down the Service Order number.

Approve/Release Service Order

All Service Orders must be released before any work can begin.

Assuming there are no Cost Recovery activities:

- The SD Order Releaser (SD.04) in Missions proceeds to **Release** the Service Order using T-code **IW32**.

For details on approving and releasing Service Orders, please refer to the Job Aid on [Service Order Approval & Rejection](#).

Scenario 3: ZM01 – Mission maintains equipment from another Mission or Cost Center on a cost recovery basis

(Example: UNDOF maintains a vehicle that belongs to UNMIK on a cost recovery basis.)

Process Steps

1. To create a Service Order from a Notification, follow steps in A (green box).
To create a service Order without a Notification, follow steps in B. (Orange Box).



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A. Creating Service Order with Reference to Notification

T-code **IW51** (Create Notification)

T-code **IW52** (Change Notification)

1. Enter the **Notification Number**
2. Click **SERV.order (Service Order) button**
3. Enter: **Order Type ZM01; Business Area of Service Provider, Main Work Centre/Plant of Service Provider**

*For Service Orders created from a Notification, some of the information below may be derived from the Notification.

B. Creating Service Order without reference to Notification

T-code: **IW31**

Enter:

1. **Order Type ZM01**

Enter:

2. Business Area
 3. Planning Plant
- OPTIONALLY, you can enter
4. Equipment number (if equipment is being serviced)
 5. Functional Location - optional

2. In the **Description** field, enter a brief description of the service.

HeaderData Tab

1. MANDATORY Information:

- **Planner Group:** The SD Planner creating the Service Order should enter their Planner Group.
- **Main Work Centre:** the operational unit that carries out work.

2. OPTIONAL Information:

- **Basic Start Date/Finish Date.**
- **Priority.**
- Under **Reference object**
 - Functional location – Real Estate Object where the service will take place.
 - Equipment – Should be derived from selection in previous screen. Otherwise, enter equipment number of the equipment being maintained.

The screenshot shows the SAP Service Order Header Data Tab. The 'Person responsible' section is highlighted with a red box. It contains the following fields:

PlannerGrp	L02 / IT01	Transport Services
Mn.wk.ctr	CSS-C023 / IT01	Vehicle Body Rep...



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- Under **Malfunction Data**: Enter the Malf. Start date/time the equipment became out of service.
- Under **Damage** tab: This is where the current mileage/hours can be entered. PLEASE NOTE that this will not update the Equipment Master Measuring Point.
 - Under Damage field, click the matchbox, and click on UNVEHICLE or UNGENRT. Select one of the 8 options (i.e. 006 – Failure to Start)
 - In the field on the right, type the mileage (free text).

Create Maintenance/Service Order (Internal) : Central Header

PlannerGrp L02 / IT01 Transport Services Notifctn \$00000000001
Mn.wk.ctr CSS-C023 / IT01 Vehicle Body Rep... Costs USD
Person resp... PMActType 003 Repair
SystCond. Address

Dates
Bsc start 09.01.2018 Priority
Basic fin. 09.01.2018 Revision

Reference object
Func. Loc.
Equipment 17219208 Vhc:GP,Diesel,LHD,4x4,HD
Assembly

Malfnctn data **Damage** Notif. dates

Damage	UNVEHICLE	006	Failure to start	10,503 kms
Cause				

Operations Tab

The Operations tab is where to enter all the activities that are to be performed.

1. **Work Centre**: This is defaulted from the Main Work Centre from the header tab. If another work centre is doing the work activity, please change the work centre here.
 2. **Plant**: This should be the Plant (UNDOF) doing the work activity.
 3. **Control Key**: This field specifies the type of service.
 - The value should be **SM00** for internal services, for example if staff technicians are performing the service, even for another mission.
 4. **Operation short text**: Enter description of service.
 5. **Work**: This field displays the amount of work estimated for the activity and is automatically calculated. See *Note below.
 6. **Un**: Unit of Measure based on the activity type selected. Check & enter the Unit of Measure for both Number and Duration. Typically, the Unit of Measure should be **H** for hours.
 7. **Number**: Quantity of unit of measure. For example, enter the estimated number of **individuals** for this activity.
 8. **Dur.:** Duration for the activity. If using **H**, enter the estimated number of hours (per individual) for this activity.
 9. **C.Key**: This specifies the calculation. Ensure the C. Key field is set to Calculate Work.
- *NOTE: Number x Duration = **Work**.



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E.g. For a repair activity, there are 2 technicians working on the equipment for an estimated 8 hours. Then enter: Un = H, Number = 2, Duration = 8, Un = H. Work = 8 x 2 = 16 hours

10. ActTyp: This is where to enter **Activity Type**.

- Click the Matchcode to search for Activity Type, which is limited by the selected Work Centre
- Real or Non-Spendable Activity Type should be used (due to cost recovery. The Activity Type should begin with an "R" or "N"). If spare parts/ materials are purchased through 1) bulk-issued to shop, or 2) received as part of a 'Service' through a Service Entry Sheet, then the Real or Non-Spendable Activity Type created for "**Supplementary Materials**" must be used.

The screenshot shows the SAP 'Create Maintenance/Service Order (Internal) : Operation Overview' interface. The 'Operations' tab is active, displaying a table with the following data:

Op...	Work ctr	Plant	Co...	StTextK	S...	Operation short text	LT	Actual work	Work	Un	N...	Dur.	Un	C.Key	Act-Typ	Rec
0010	CSS-C023	II01	SM00			External vendor - repair services			0	0H	2	8H		Maintain man...	NL199	

11. To **Assign Technicians** to the Activity Types:

- After all the activities required have been listed, select an Activity and click the **Internal** button at the bottom of the screen. For that Activity (Line item), you can assign a technician to the activity under the **Person No.** field. In the second box (the one that says Sara SI AHMED below), click the matchcode to search. Use the tab that says UN Last name - First Name. Only one technician can be assigned per activity type. If additional technicians need to be added, additional lines with the activity type need to be added.



DFS Umoja Reference Guide

Components Tab

Use the Components tab to enter the spare parts/materials used in performing the service. The spare parts/materials can be from a variety of sources:

- **Case 1:** Provided from a mission's internal inventory (Storage Location).
- **Case 2:** Provided from a mission's own "shop stock," or bulk-issued to the shop; purchased through petty cash; provided as part of a service from an external vendor through a Service Entry Sheet.

CASE 1: Spare parts/materials issued from a mission's own inventory (Storage Location)

Use *ITEM CATEGORY (IC)*: L - Stock Item Budget Relevant, since the Mission D or Cost Centre T needs to be charged for the parts.

1. **Component:** Select item by material master number. If the number is unknown, click the matchcode to search.
2. **Reqmt Qty:** Enter the required quantity.
3. **IC:** Item Category – Specifies whether items come from inventory stock or a shopping cart.
 - **L - Stock Item Budget Relevant:** Material comes from stock inventory (not necessarily the same cost centre as the one performing the work). Once the service order is approved, a stock Reservation will automatically be created.
 - Press **Enter** on the keyboard. A window will pop-up. In this window, enter the Storage Location.
 - **SLOC:** Enter Storage Location from where the materials will be selected. Can check stock availability of materials by clicking on SLOC Search box.



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Create Maintenance/Service Order (Internal) : Component Overview

Order: ZM01 \$000000000001
Sys.Status: CRTD FMAI MANC NTUP HELD

HeaderData | Operations | Components | Costs | Partner | Objects | Additional Data | Location | Planning | Control

Item	Component	Description	LT	Reqmt Qty	UM	IC	S.	SLoc	Plnt	Op...	Batch	Proc. Cat
0010	1500004111			2		L						

Component Detail General

Component: IT01
Plant: IT01 | Stor. Location:
Batch: | Sort String: |
Goods Recipient: | Unloading Point: |
Reqmt Date: 09.01.2018 00:00:00 | Offset: |
 Manual Requirement Date
Reservation: 0 | 0 | Movement Type: Z01

Quantities
Requirement Qty: 2 | Unit of Measure: EA
Committed Qty: 0

Component 1500004111: Plants/Storage Locations (1)

Plnt	SLoc	Description	Unrestricted	Unrestr. Consgrt
IT01		UN Logistics Bas	643.000	0.000
IT01	1301	ENG UNR BRI W1	643.000	0.000
IT01	9000	Virtual Location	0.000	0.000

- **N** - Non-Stock Item: Item not in stock. **DO NOT USE THIS. Contact your Requisitioners to create a shopping cart and delete this component from the Service Order.** Selecting this creates a Purchase Requisition (which generates a Shopping Cart), which is not recommended.
- 4. **PLNT** – Enter the Plant (UNDOF).
- 5. **OpAc** – Enter the Line Number from the Operations Tab that will use this material for this line. This refers to the Activity that will use this spare part/material.
- 6. **NOTES:**
 - **Reservation:** To see the details of the Reservation, click the **Gen. Data** button at the bottom of the screen.
 - From there, you can see the Reservation Number, Requirement Data & Time, Requirement Quantity & UoM, Committed Quantity (reserved qty), Withdrawal Quantity (issued qty), Movement Type.



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General Data

Component

Plant IT01 Stor. Location 1301

Batch Sort String

Goods Recipient Unloading Point

Reqmt Date 09.01.2018 00:00:00 Offset

Manual Requirement Date

Reservation 98044 1 Movement Type 261

Quantities

Requirement Qty 2 Unit of Measure EA Fixed Qty

Committed Qty 0

Withdrawal Qty 0 Final Issue

General Indicators

Backflushing Res./Purc. req. From release

Bulk Material CostingRelevncy 100% Relevant to Co...

Mvt Allowed Mat. Prov. Ind.

Case 2: Spare parts/materials issued from a mission's own "shop stock," or purchased through petty cash. In other words, any spare parts/materials that are not directly drawn from inventory (Storage Location). Use ITEM CATEGORY (IC): T – Text Item.

Please note that materials provided in this manner will **NOT HAVE ANY VALUE** associated with it; therefore, the external entity will not be charged for these parts.

1. **Description:** Enter a description of the item used (use the description of the material that was used for procurement).
2. **Reqmt Qty:** Enter the quantity utilised.
3. **UM:** Unit of Measure for the quantity utilised.
4. **PLNT** – Enter the Plant (UNDOF) where the item was used.
5. **OpAc** – Enter the Line Number from the Operations Tab that used this spare part/material. This refers to the Activity that used this spare part/material. The Activity Type should be "Supplementary Materials" for spare parts that are coming from "shop stock" or from the vendor or purchased through petty cash.
6. **IC:** Item Category – Specifies where spare part/materials come from
 - Enter **T** – Text Item: The materials do not have any value associated.


Item	Component	Description	LT	Reqmt Qty	UM	IC	S...	SLoc	Plnt	Op...	Batch	Proc. Category
0010		Cap:Oil Fill,Hyster,354		3	PC	T		LB10	0010			Text for Order
0020		Cap:Oil Fill,Hyster,354789		2	PC	T		LB10	0010			Text for Order



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Costs Tab

OPTIONAL

1. To review the planned Cost of the Order, click on the **Determine Cost button** (calculator icon ).
2. Click the **Rep. Plan/Act.** button to see the plan vs actual cost comparison. The **Actual Cost** field is calculated only after Confirmation.

Partners Tab

Use the Partners tab to view the people associated with the Service Order.

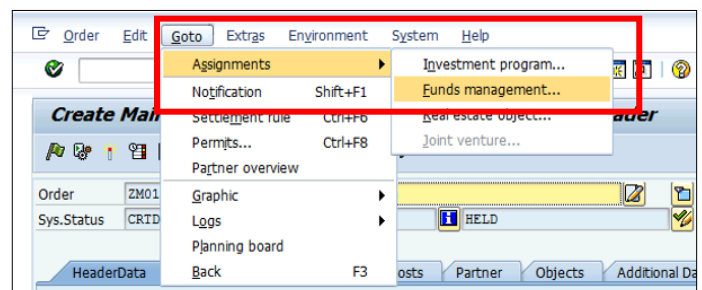
OPTIONAL

1. Select Functional Role.
2. Enter/search the User ID or BP number.
3. Unlimited number of functional roles can be entered. For informational purposes only.

Location Data Tab

Enter details about who is paying.

1. On the main screen under Account Assignment, enter the **Company Code (1000)** and **Cost Centre** of the one that's paying!
2. The **Fund** must be entered. This refers to the Mission that is paying for the service/maintenance. From the menu bar at the top: **Goto > Assignment > Funds Management.** Enter the Fund (UNMIK).



Save & note down the Service Order number!



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Approve/Release Service Order

All Service Orders must be released before any work can begin.

Since there is Cost Recovery, then:

- The Funds Centre/ Budget approver (FM.07) in Mission (UNMIK) first will **Approve** the Service Order with T-code **IW32**, and then the SD Order Releaser (SD.04) in the other Mission (UNDOF) will **Release** the Service Order, also using T-code **IW32**.

For details on approving and releasing Service Orders, please refer to the Job Aid on [Service Order Approval & Rejection](#).

Scenario 4: ZM04 – Mission maintains equipment for an external entity with cost recovery.
(Example: MINURSO maintains a vehicle for UNICEF).

Process Steps

1. To create a Service Order from a Notification, follow steps in A. (Green Box). To create a service Order without a Notification, follow steps in B. (Orange Box).

Creating Service Order with Reference to Notification

T-code **IW51** (Create Notification)

T-code **IW52** (Change Notification)

1. Enter the **Notification Number**
2. Click **SERV.order (Service Order) button**
3. Enter: **Order Type ZM04; Business Area of Service Requester; Main Work Centre/Plant of Service Requester**

*For Service Orders created from a Notification, some of the information below may be derived from

Creating Service Order without reference to Notification

T-code: **IW31**

Enter:

6. **Order Type ZM04**
7. **Planning Plant**
8. **Business Area**



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2. In the **Description** field, enter a brief description of the service.

HeaderData Tab

1. In the HeaderData tab, enter:

MANDATORY

- **Planner Group:** The SD Planner creating the SO should enter their Planner Group.
- **Main Work Centre:** the operational unit that carries out work.
- Enter the work centre for the Mission (MINURSO).

OPTIONAL

- **Sold-to-Party:** Search for the external entity which is the recipient of the service, in this case UNICEF.
- **Basic Start Date/Finish Date.**
- **Priority.**
- Under **Reference object**
 - Functional location – Real Estate Object where the service will take place.
- Under **Malfunction Data:** Enter the Malf. Start date/time the equipment became out of service.
- Under **Damage** tab: This is where the current mileage/hours can be entered. PLEASE NOTE that this will not update the Equipment Master Measuring Point.
 - Under Damage field, click the matchbox, and click on UNVEHICLE or UNGENRT. Select one of the 8 options (i.e. 006 – Failure to Start).
 - In the field on the right, type the mileage (free text).

Create Billable Maint/Service Order (External) : Central Header

Order: ZM04 \$0000000001
 Sys.Status: CRID FMAI MANC NIUP HELD

HeaderData | Operations | Components | Costs | Partner | Objects | Additional Data

Cust. address | Order address | Obj. address

Sold-to party: 1800000118

Street/Hse No.
 Location
 Telephone Fax

Service
 ServProd.
 Quantity
 Pur. order
 AcctIndic Billing form

Person responsible
 PlannerGrp: L02 / IT01 Transport Services
 Mn.wk.ctr: CSS-C023 / IT01 Vehicle Instalatio
 Person resp...

Notifctn: \$0000000001
 Costs: USD
 PMActType: 012 Repair service
 SystCond.

Create Maintenance/Service Order (Internal) : Central Header

PlannerGrp: L02 / IT01 Transport Services
 Mn.wk.ctr: CSS-C023 / IT01 Vehicle Body Rep...
 Person resp...

Notifctn: \$0000000001
 Costs: USD
 PMActType: 003 Repair
 SystCond.
 Address

Dates
 Bsc start: 09.01.2018 Priority
 Basic fin.: 09.01.2018 Revision

Reference object
 Func. Loc.
 Equipment: 17219208 Vhcl:GP,Diesel,LHD,4x4,HD
 Assembly

Malfnctn data | **Damage** | Notif. dates

Damage: UNVEHICLE 006 Failure to start 10,503 kms
 Cause:



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Operations Tab

Use the operations tab to enter all the activities that are to be performed.

- 1. Work Centre:** This is defaulted from the Main Work Centre from the header tab. If another work centre is doing the work activity, please change the work centre here.
- 2. Plant:** This should be the Plant (MINURSO) where the maintenance activities are planned and costs are captured.
- 3. Control Key:** This field specifies the type of service.
 - The value should be **SM00** for internal services, for example if staff technicians are performing the service, even for an external entity.
- 4. Operation short text:** Enter description of service.
- 5. Work:** This field displays the amount of work estimated for the activity and is automatically calculated. See *Note below.
- 6. Un:** Unit of Measure based on the activity type selected. Check & enter the Unit of Measure for both Number and Duration. Typically, the Unit of Measure should be **H** for hours.
- 7. Number:** Quantity of unit of measure. For example, enter the estimated number of **individuals** for this activity.
- 8. Dur.:** Duration for the activity. If using **H**, enter the estimated number of hours (per individual) for this activity.
- 9. C.Key:** This specifies the calculation. Ensure the C.Key field is set to Calculate Work.
***NOTE:** Number x Duration = **Work**.
E.g. For a repair activity, there are 2 technicians working on the equipment for an estimated 8 hours. Then enter: Un = H, Number = 2, Duration = 8, Un = H. Work = 8 x 2 = 16 hours
- 10. ActTyp:** This is where to enter **Activity Type**.
 - a. Click the Matchcode to search for Activity Type, which is limited by the selected Work Centre
 - b. If spare parts/ materials are used that are purchased through 1) petty cash or 2) bulk-issued to shop, then the Non-spendable or Real Activity Type created for **“Supplementary Materials”** must be used.

The screenshot shows the SAP 'Create Maintenance/Service Order (Internal) : Operation Overview' interface. The 'Operations' tab is active, displaying a table of activity data. A red box highlights the 'ActTyp' field in the table row.

Op...	Work ctr	Plant	Co...	StTextK	S...	Operation short text	LT	Actual work	Work	Un	N...	Dur.	Un	C.Key	ActTyp	R
0010	CSS-C023	IT01	SM00			External vendor - repair services			0	0H	2	8H		Maintain man...	NT1991	



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11. To **Assign Technicians** to the Activity Types:

- After all the activities required have been listed, select an Activity and click the **Internal** button at the bottom of the screen. For that Activity (Line item), you can assign a technician to the activity under the **Person No.** field. In the second box (the one that says Sara SI AHMED below), click the matchcode to search. Use the tab that says UN Last name - First Name. Only one technician can be assigned per activity type. If additional technicians need to be added, additional lines with the activity type need to be added.

Components Tab

Use the Components tab to enter the spare parts/materials used in performing the service. This can be used for spare parts/materials that were:

- **Case 1:** Provided from a mission's own inventory (Storage Location).
- **Case 2:** Provided from a mission's own "shop stock," or bulk-issued to the shop, or purchased through petty cash.

Case 1: Spare parts/materials issued from a mission's own inventory (Storage Location)

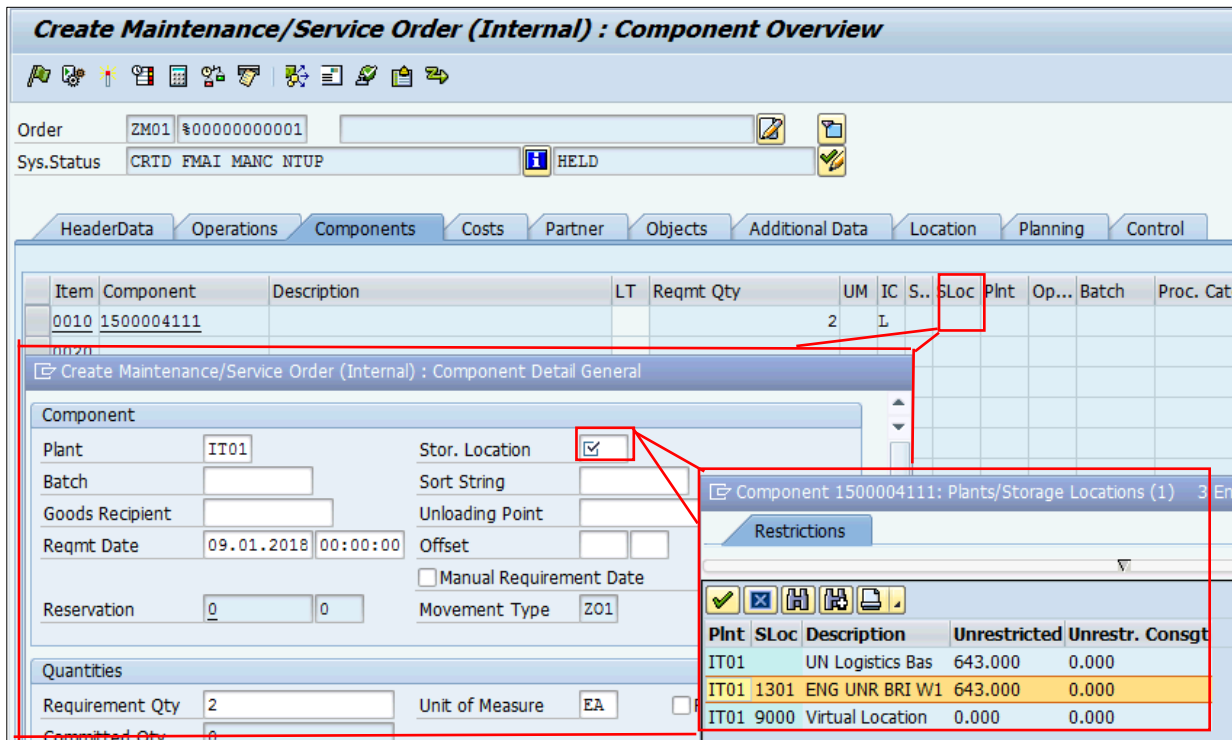
Use Item Category (IC): L - Stock Item Budget Relevant, since the Mission will charge UNICEF for the parts.

1. **Component:** Select item by material master number. If the number is unknown, click the matchcode to search.
2. **Reqmt Qty:** Enter the required quantity.
3. **IC:** Item Category – Specifies whether items come from stock or a shopping cart is required.



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- **L - Stock Item Budget Relevant:** Material comes from stock inventory (not necessarily the same cost centre as the one performing the work). Once the service order is approved, a stock Reservation will automatically be created.
 - a. Press **Enter** on the keyboard. A window will pop-up. In this window, enter the Storage Location.
 - b. **SLOC:** Enter Storage Location from where the materials will be selected. Can check stock availability of materials by clicking on SLOC Search box.



- **N - Non-Stock Item:** Item not in stock. **DO NOT USE THIS. Contact your Requisitioners to create a shopping cart and delete this component from the Service Order.** Selecting this creates a Purchase Requisition (which generates a Shopping Cart), which is not recommended.
4. **PLNT** – Enter the Plant for the Mission (MINURSO).
 5. **OpAc** – Enter the Line Number from the Operations Tab that will use this material for this line. This refers to the Activity that will use this spare part/material.
 6. **NOTES:**

Reservation: To see the details of the Reservation, click the **Gen. Data** button at the bottom of the screen.



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- From there, you can see the Reservation Number, Requirement Data & Time, Requirement Quantity & UoM, Committed Quantity (reserved qty), Withdrawal Quantity (issued qty), Movement Type.

Component	
Plant	IT01
Stor. Location	1301
Batch	
Sort String	
Goods Recipient	
Unloading Point	
Reqmt Date	09.01.2018 00:00:00
Offset	
<input type="checkbox"/> Manual Requirement Date	
Reservation	98044 1
Movement Type	261

Quantities	
Requirement Qty	2
Unit of Measure	EA <input type="checkbox"/> Fixed Qty
Committed Qty	0
Withdrawal Qty	0
<input type="checkbox"/> Final Issue	

General Indicators	
<input type="checkbox"/> Backflushing	Res./Purc. req. From release
<input type="checkbox"/> Bulk Material	CostingRelevncy 100% Relevant to Co...
<input type="checkbox"/> Mvt Allowed	Mat. Prov. Ind.

Case 2: Spare parts/materials issued from petty cash or a mission's own "shop stock," or bulk-issued to shop. In other words, any spare parts/materials that are not directly drawn from inventory (Storage Location).
Use *ITEM CATEGORY (IC)*: T – Text Item

Please note that materials provided in this manner will **NOT HAVE ANY VALUE** associated with it, and therefore the external entity will not be charged for these parts.

1. **Description:** Enter a description of the item used (use the description of the material that was used for procurement).
2. **Reqmt Qty:** Enter the quantity utilised.
3. **UM:** Unit of Measure for the quantity utilised.
4. **PLNT** – Enter the Plant (MINURSO) where the item was used.
5. **OpAc** – Enter the Line Number from the Operations Tab that used this spare part/material. This refers to the Activity that used this spare part/material. The Activity Type should be "Supplementary Materials" for spare parts that are coming from "shop stock" or from the vendor or purchased through petty cash.
6. **IC:** Item Category – Specifies where spare part/materials come from
 - Enter **T** – Text Item: The materials do not have any value associated.




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Item	Component	Description	LT	Reamt Qty	UM	IC	S..	SLoc	Plnt	Op...	Batch	Proc. Category
0010		Cap:Oil Fill,Hyster,354			3	PC	T		LB10	0010		Text for Order
0020		Cap:Oil Fill,Hyster,354789			2	PC	T		LB10	0010		Text for Order

Costs tab

OPTIONAL

1. To review the planned Cost of the Order, click on the Determine Cost button (calculator icon ).
2. Click the Rep. Plan/Act. Button to see the plan vs actual cost comparison. The Actual Cost field is calculated only after Confirmation.

Partners tab

Use the Partner tab to view the people associated with the Service Order.

OPTIONAL

1. Select Functional Role.
2. Enter/search the User ID or BP number.
3. Unlimited number of functional roles can be entered. For informational purposes only.

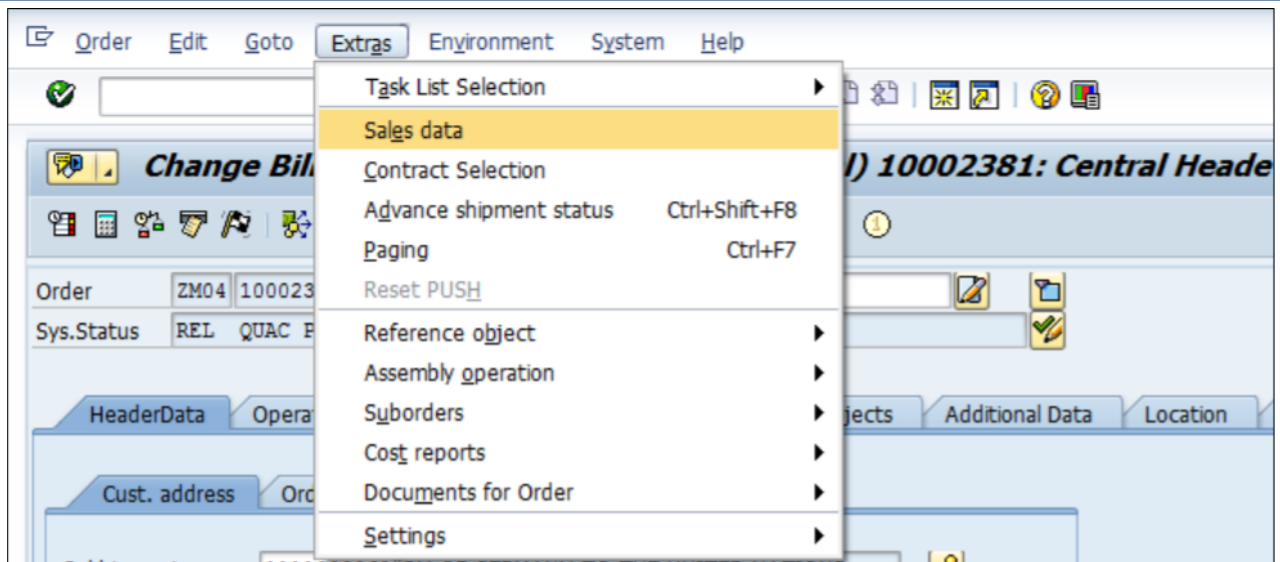
Location Data tab

Enter details about who is paying!

1. Click **Extras** -> **Sales Data** from the Menu

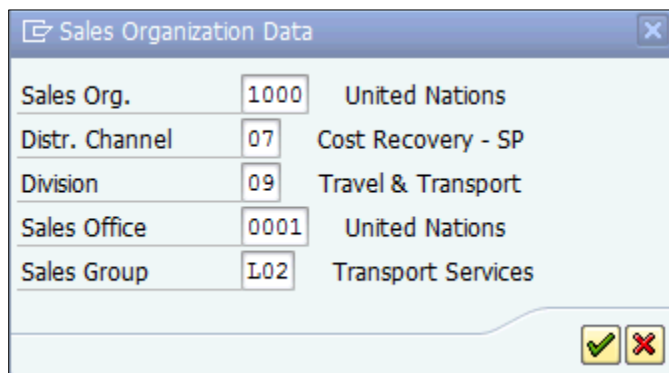


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2. On the pop-up window 'Sales Organisation Data', update the following fields:

- Sales Organization (1000 – United Nations).
- Distribution Channel (SP: Spendable or NSP: Non-Spendable).
- Division.
- Sales Group (use drop-down and select appropriate Group). If the value is typed in (i.e. if the value is not picked from the drop-down list), enter the Sales Office as 0001- United Nations).



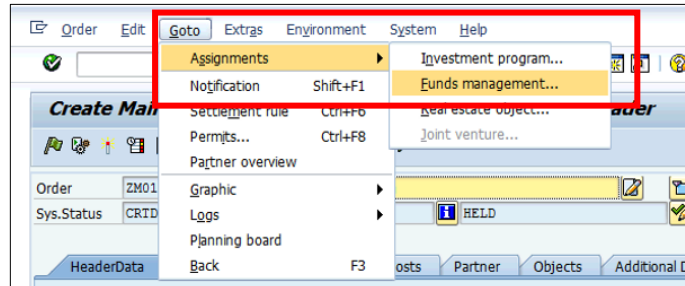
3. Under the **Account Assignment** section, enter the following fields:

- Company Code – 1000 United Nations.
- Cost Centre – Enter the *service provider's* cost centre. Funding source is the Service Provider. Revenue from the sales will go directly to the service provider's fund/fund centre. In this example, enter the cost centre for MINURSO.



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- The **Fund** must be entered. This refers to the Mission that is paying for the service/maintenance. From the menu bar at the top: **Goto > Assignment > Funds Management**. Enter the Fund. In this example, enter the fund for MINURSO since the revenue will go back to MINURSO's Fund.



- In the Control tab:

If a down payment is required, the user must update the Profile in the Control tab of the service order to indicate "UN CS Profile With Down payment."

Create Billable Maint/Service Order (External) : Administrative Data/P

Order: ZM04 000000000001
Sys.Status: CRTD FMAI MANC NTUP HELD

HeaderData | Operations | Components | Costs | Partner | Objects | Additional Data | Location | Planning | **Control**

Administrative data
Entered by: []
Created on: []
Changed by: []
Changed on: []

Planning indicator
 Planned order
 Immediate order
 Unplanned order

Parameters
Costing Sheet: PP-PC1
Overhead key: []
CstgVariantPlan: PM01
CstgVariantActl: PM01
RA Key: []
Op./act. incrm: 0010
Status Profile: CS_W_002
PriorityType: SM
Category: []
MaintProfile: CS00001
ExternProfile: CS00002
Mat.Profile: CS00001

Control of resource-related billing and creation of quotations
Profile: ZUN00002 UN CS Profile without DownPayment

Reservations/purchase requisitions
Res./Purc. req.: []



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5. Save & note down the Service Order number

- Once the service order is released, use T-code DP80 to create a quotation if desired. Once the quotation is reviewed by the external requester, a Resource Related Billing Order will be created from the quotation.
- For further information on the Sales & Distribution process, please refer to the [Umoja Sales & Distribution User Guide](#).

Approve/Release Service Order

All Service Orders must be released before any work can begin.



The SD Order Releaser (SD.04) in the Mission (MINURSO) **Releases** the Service Order, also using T-code **IW32**.

For details on approving and releasing Service Orders, please refer to the [Service Order Approval & Rejection Job Aid](#).

Confirm Service Order

The SD Planner confirms the services and enters the “actual” hours worked, etc. If the activity is statistical, the SD Planner can confirm the quantity of activity (hours) beyond what was estimated when the Service Order was created. In all scenarios, individuals with the Services Delivery Planner (SD.03) role can confirm and release the Service Order.

Steps:

1. Use T-code **IW41** (for single confirmation) OR **IW44** (for collective confirmation).
2. **Order:** Enter Order Number.
3. Select all the line items.
4. Click the “Actual Data” icon . The “Enter PM Order Confirmation: Actual Data:” screen displays
5. Enter the following:
 - **Actual Work:** enter the actual hours worked.
 - **Remaining Work:** enter any hours of remaining work that exists.
 - If all services are complete, click on “**Final confirmation**” and “**No remain work**” check boxes.
 - Repeat for each service by clicking the next icon .
6. Click **Save**.

Note: If only one operation is available, the “Actual Data” screen will appear. If multiple operations are available, the “Operation Overview” screen will appear.




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For additional information on confirmation Service Orders, please refer to the [Service Order Confirmation](#) Job Aid.

Complete Service Order

Complete the Service Order when all the activities are finished and all used spare parts/materials have been entered.

1. Use **IW32** T-code.
2. Order: Enter **Order Number**.
3. Click **Complete** icon  .
4. The Complete window pop-ups. Enter **Reference Date** and **Reference time**.
5. Click **Technically Complete** check box.
6. Click **Enter**.

When ZM04 Service Orders are used, the Service Order can then be converted to a Sales Order. Please refer to the [Sales & Distribution](#) User Guide for further information.

How to Print Service Order

1. Note: At this time, Services Orders can only be printed after they have been Released, but before they have been Completed.
2. If the Service Order is not open already, use T-code **IW33** and enter the Service Order Number).
3. From the top menu select **Order>Print**.
4. Click the **Order** button (the “Select Shop Papers” window pops up).
5. Select the appropriate Shop Paper.
6. Check **OutputDevice**.
7. Click Print/Fax button.