



**Project – SUGAM(BSPTCL)
Breakdown Maintenance Process
(External Services)
End User Manual - Plant Maintenance**

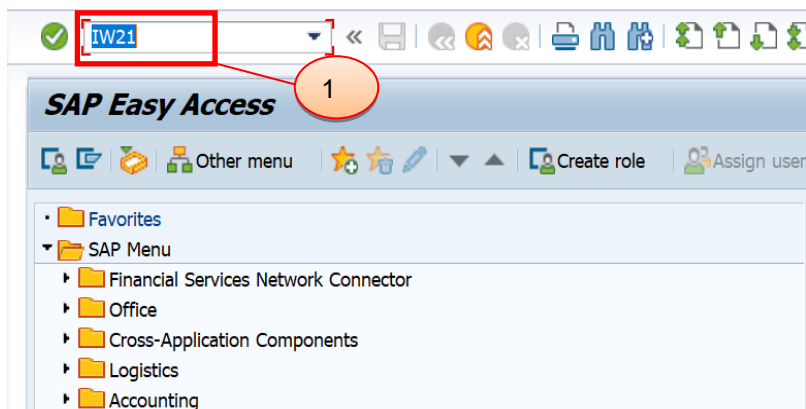


1.1 Breakdown maintenance(External service)

Note: When any breakdown occurs in GSS, Internal manpower tries to resolve the problem. If it is not resolved, Procure the external service (i.e.OEM Service engineer) to resolve the problem.

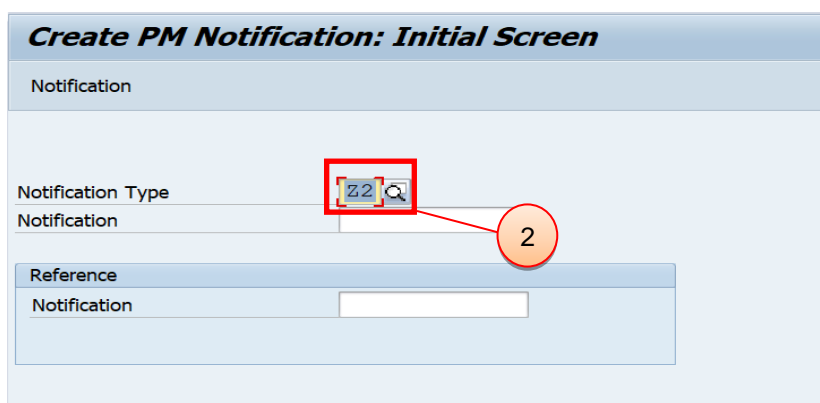
1.3.1. Create PM Notification.

| | |
|-------------------------|--|
| SAP Menu | <i>Logistics</i> → <i>Plant Maintenance</i> <i>Maintenance Processing Notification Create</i> |
| Transaction code | IW21 |



| Step | Action |
|------|---|
| (1) | Enter T-code- IW21 and press Enter for creating Notification. |

1.3.2. Create PM Notification: Initial Screen





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| Step | Action |
|------|----------------------------------|
| (1) | Select the Z2 notification type. |

1.3.3. Create PM Notification: Breakdown maintenance

Create PM Notification: Breakdown Maintenance

Notification: 00000000001 Z2 CT PROBLEM

Notific. Status: OSNO CRTD

Order: []

Notification | Shut Down requirement | Activities | Causes | Malfunction, breakdown

Reference Object

Functional loc. []

Equipment: 10000079

Assembly []

Subject

Description []

Subject Long Text []

| Step | Action |
|------|---|
| (1) | Enter the short description for breakdown. |
| (2) | Enter the Equipment number and scroll down. |

1.3.4. Create PM Notification: Breakdown maintenance

Create PM Notification: Breakdown Maintenance

Responsibilities

Planner Group [] / []

Main WorkCtr []

Person respons.: 05000000

Reported By: YASH PM1

Notif. Date: 05.03.2019 15:31:02

Item

Object Part [] []

Damage [] []

Text []

Cause [] []

Cause Text []

Entry 1 frm 0

Additional Data

Resp Person No.: 9999999999

SLDC Charging Code []

Approval Code of SLDC []



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| Step | Action |
|------|--|
| (1) | Enter the Responsible person phone number. |
| (2) | Enter the person responsible for the GSS |
| (3) | Enter the user details who reported the breakdown. |

1.3.5. Create PM Notification: Breakdown maintenance

Create PM Notification: Breakdown Maintenance

Notification: %00000000001 Z2 CT PROBLEM

Notific. Status: OSNO CRTD

Order: [Icon]

Notification Shut Down requirement Activities Causes Malfunction, breakdown

Start/End Dates

Required Start: 05.03.2019 17:31:02 Priority: [Dropdown]

Required End: 05.03.2019 18:00:00 Breakdown:

Create PM Notification: Breakdown Maintenance

Notification: %00000000001 Z2 CT PROBLEM

Notific. Status: OSNO REAP INTD INTP INTC I..

Order: [Icon]

Notification Shut Down requirement Activities Causes Malfunction, breakdown

Start Date

Malfunction Start: 05.03.2019 15:31:02

Malfunction Start (Time): 15:31:02

End Date

Malfunction End: [Input]

Malfunction End (Time): 00:00:00

Breakdown

Breakdown Breakdown Duration: [Input] H

| Step | Action |
|------|--|
| (1) | Click on the Shut Down Requirement data tab. |
| (2) | Select the Breakdown checkbox. |
| (3) | Enter the Required shutdown start date and time. |
| (4) | Enter the Required shutdown end Date and time. |

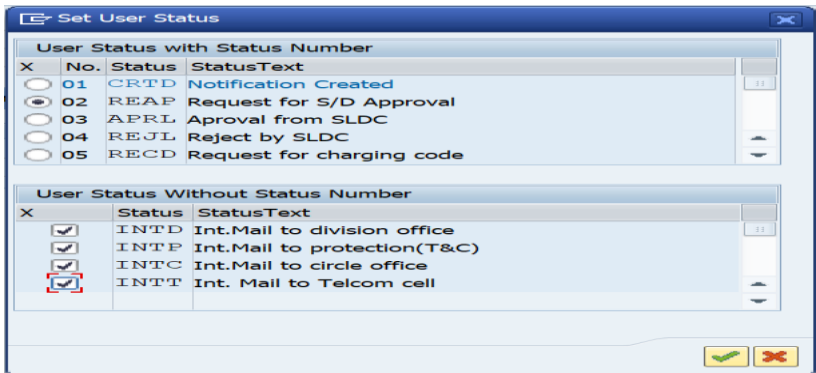


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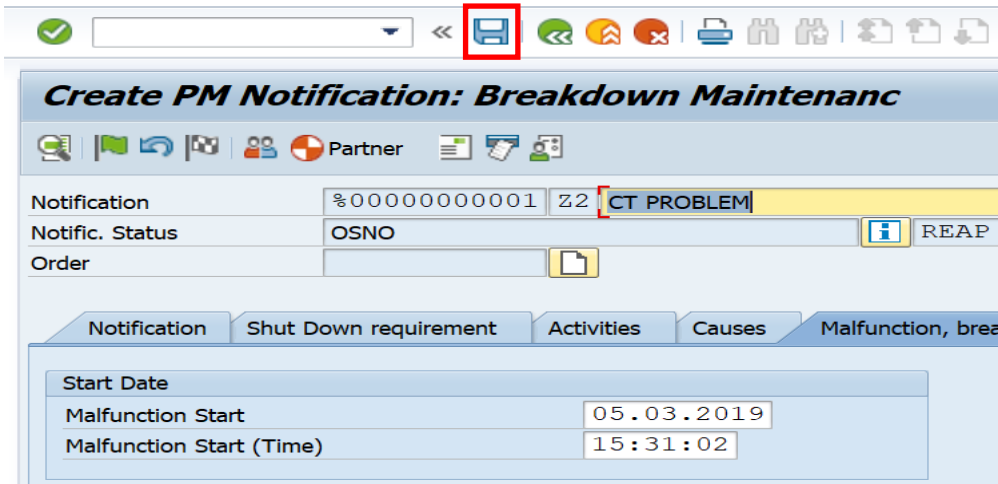
| Step | Action |
|------|---|
| (5) | Enter breakdown required start date and time and check breakdown indicator is selected or not, If not select breakdown indicator tab. |
| (5) | Set user Status as Request for approval- shutdown and put intimation mail to Circle office and Protection wing. |

1.3.6. Set User Status



| Step | Action |
|------|---|
| (1) | Select user Status as Request for approval- shutdown and put intimation mail to Circle office and Protection wing and press Enter |

1.3.7. Create PM Notification: Breakdown maintenance



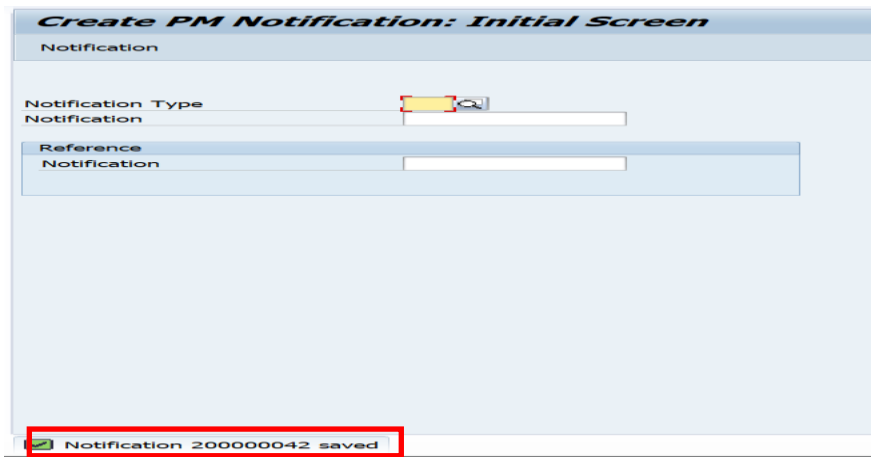



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| Step | Action |
|------|--|
| (1) | Save the Notification .Mail will be trigger to LD cell, Circle office & protection wing. |

1.3.8. Create PM Notification: Initial Screen



| Step | Action |
|------|--|
| (1) |  Notification 200000042 saved . |

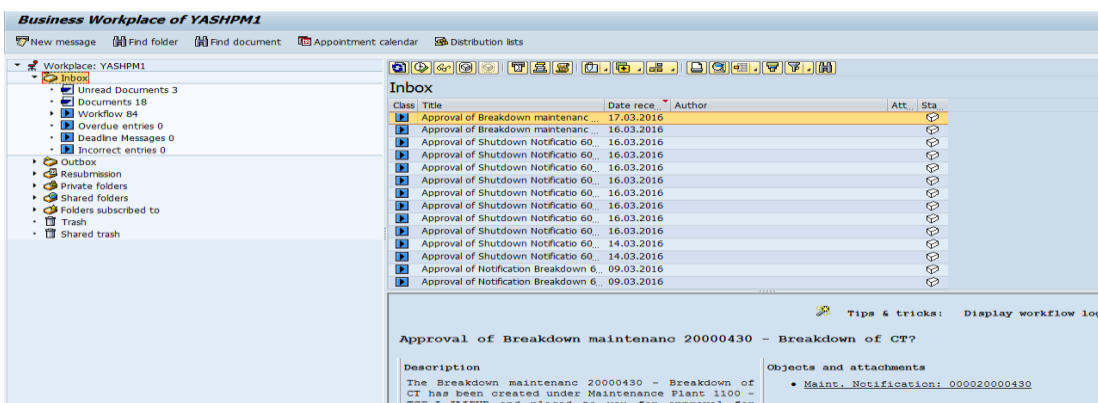
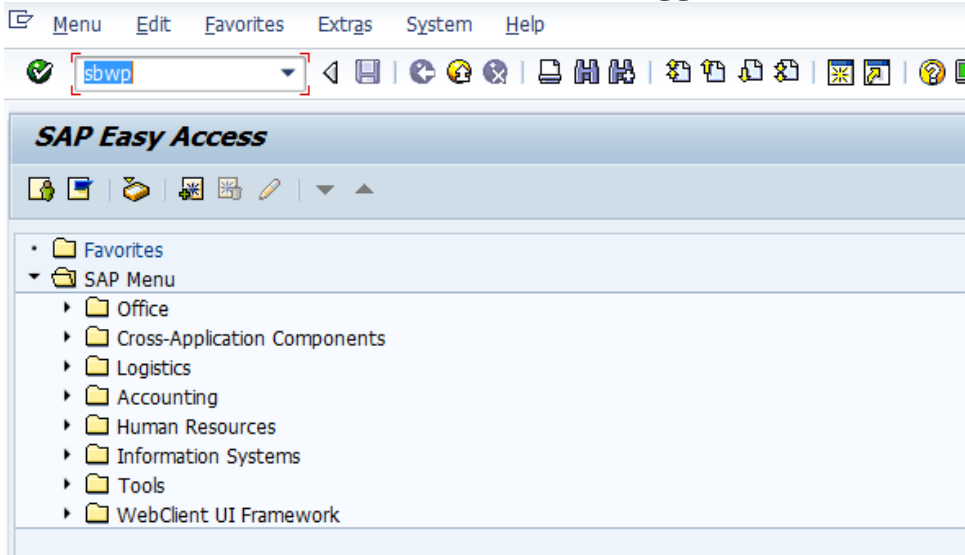
SLDC Approval process




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1.3.9. SAP workflow mail will be trigger to LD



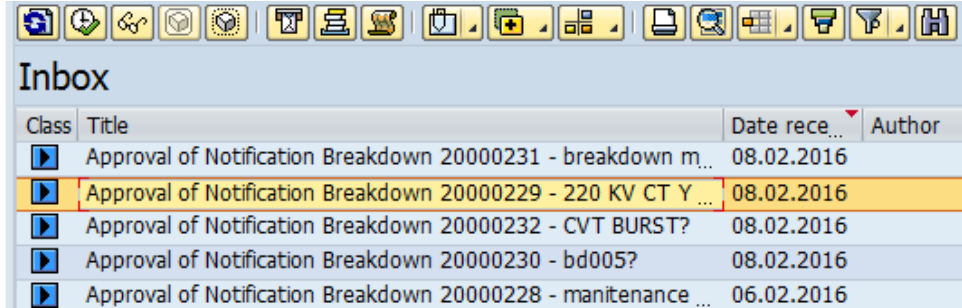
| Step | Action |
|------|--|
| (1) | Enter SBWP T-code & press  icon |




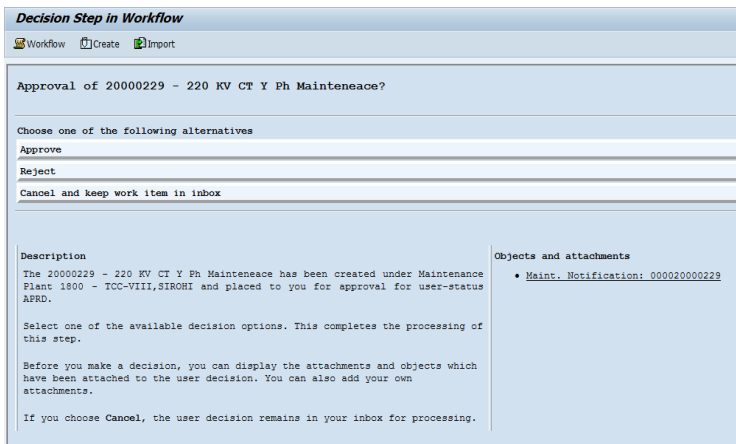
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1.3.10. Select PM Notification



| Step | Action |
|------|--|
| (1) | Double Click  Approval of Notification Breakdown 20000229 - 220 KV CT Y ... |



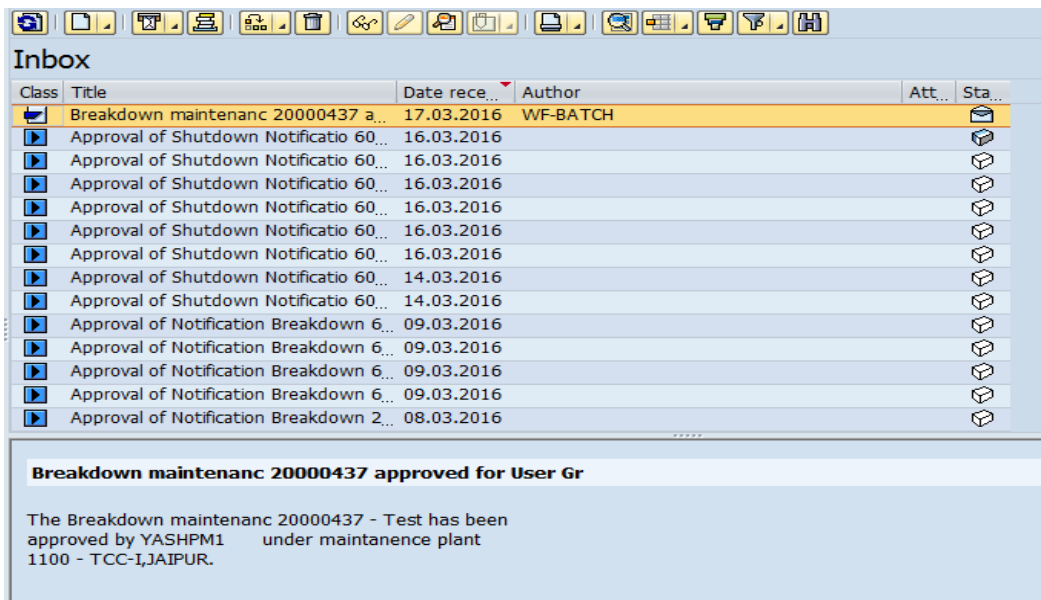
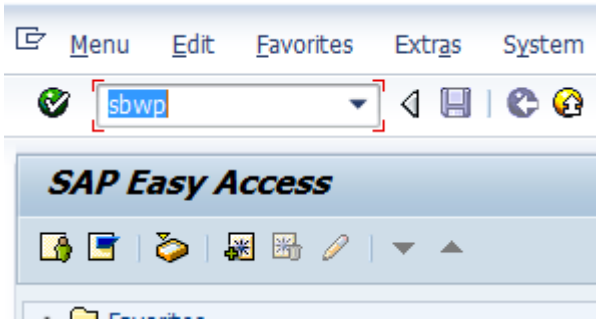
| Step | Action |
|------|--|
| (1) | Click <u>Approve</u> , If NRLDC code is required enter the code. |



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Approval mail will be trigger to GSS User id



Note: After getting approval from LD, create Breakdown maintenance order through Breakdown Notification.

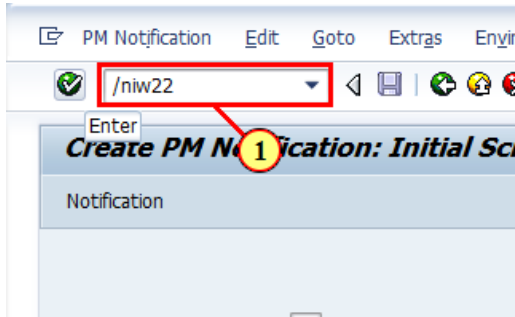
1.3.11. Change PM Notification: Initial Screen

| | |
|------------------|---|
| SAP Menu | <i>Logistics</i> → <i>Plant Maintenance</i> → Maintenance <i>Processing</i> → <i>Notification Change</i> → |
| Transaction code | IW22 |



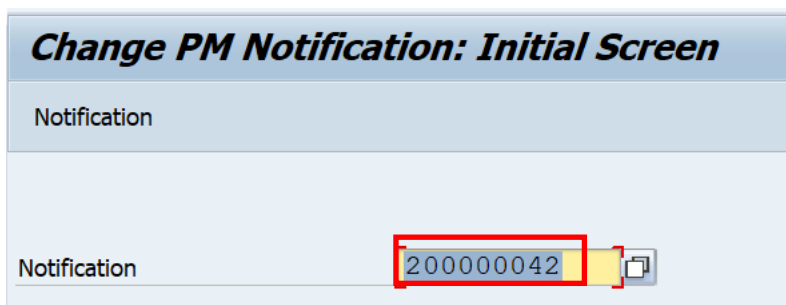


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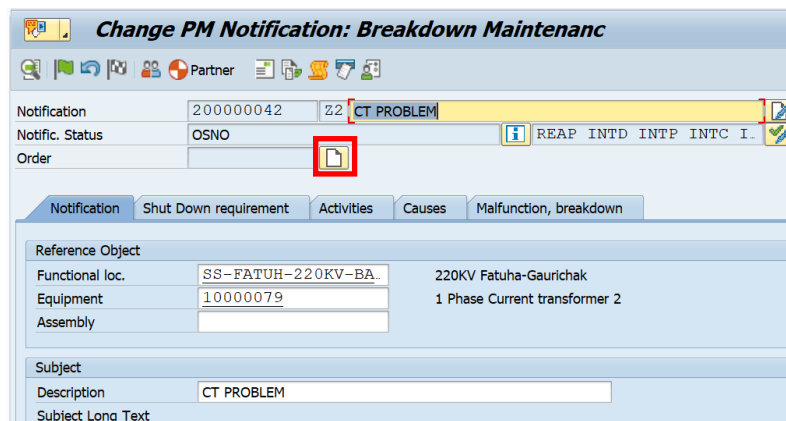


| Step | Action |
|------|------------------------------------|
| (1) | Enter IW22(T code)and press enter. |

1.3.12. Change PM Notification: Initial Screen



1.3.13. Change PM Notification: Breakdown maintenance



| Step | Action |
|------|---|
| (1) | Click on order icon to create breakdown maintenance order |



1.3.14. Create Order

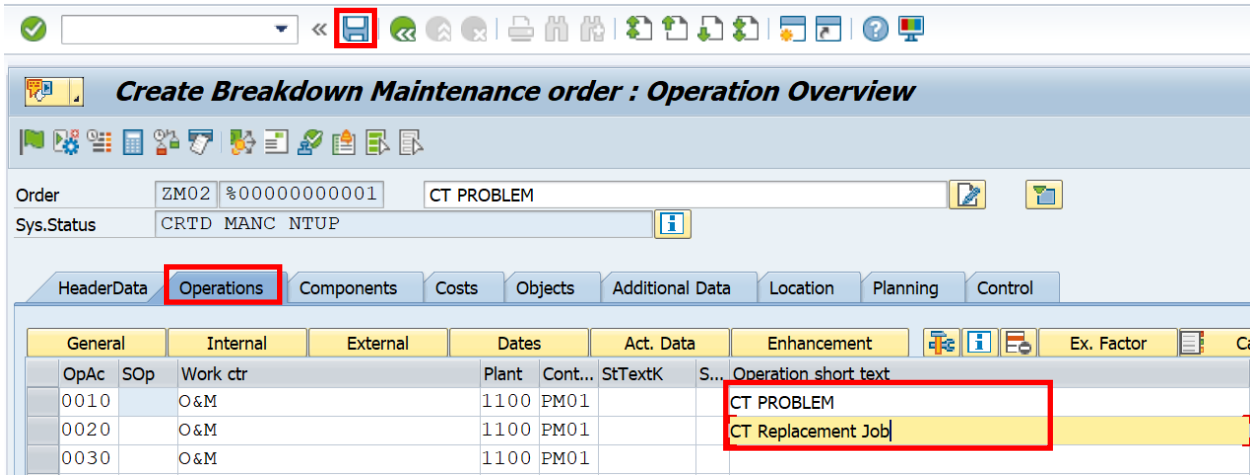
| Step | Action |
|------|----------------|
| (1) | Click Continue |

1.3.15. Object Information

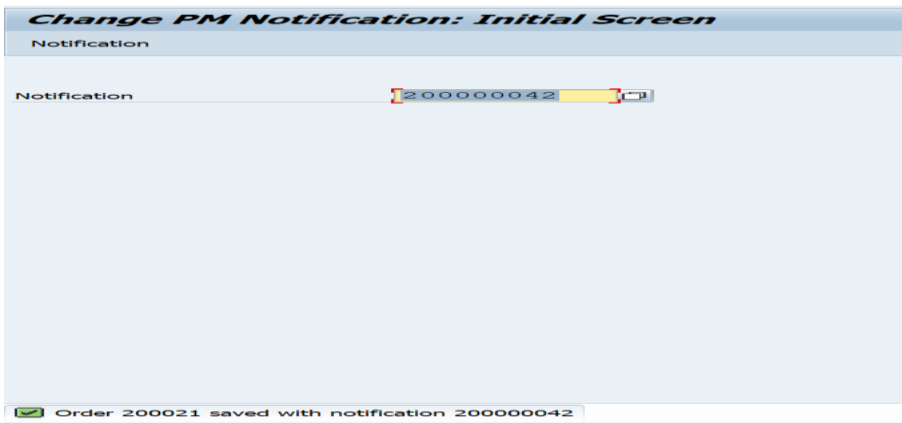
| Step | Action |
|------|----------------|
| (1) | Click Continue |



1.3.16. Create Breakdown Maintenance order : Operation Overview



| Step | Action |
|------|---------------------------------|
| (1) | Select the operation Tab. |
| (2) | Enter the task to be performed. |
| (3) | Save the order. |

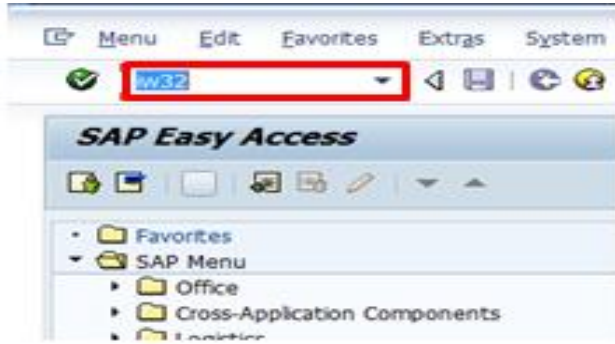


1.3.17. Change the Breakdown Maintenance Order

| | |
|------------------|---|
| SAP Menu | Logistics → Plant Maintenance → Maintenance processing Order → Change |
| Transaction code | IW32 |

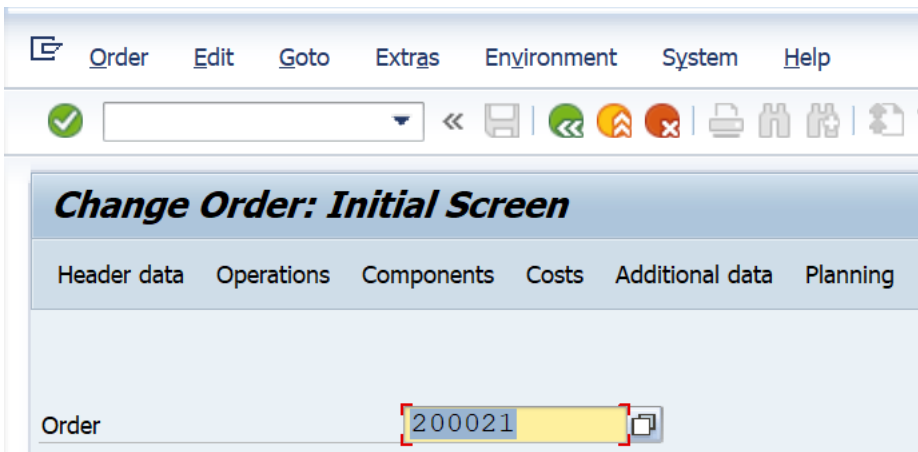


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| Step | Action |
|------|----------------------------|
| (1) | Enter IW32 and press enter |

1.3.18. Change Order: Initial Screen



| Step | Action |
|------|------------------------------------|
| (1) | Enter Order number and press enter |



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Note: If breakdown cannot be resolved by the internal manpower. Procure external services, for that change control key from PM01 to PM03 in Maintenance order.

1.3.19. Change Breakdown Maintenance order 20000302: Operation Overview

| General | Internal | External | Dates | Act. Data | Enhancement | | |
|---------|----------|----------|-------|-----------|-------------|------|----------------------|
| OpAc | SOP | Work ctr | Plant | Cont... | StTextK | S... | Operation short text |
| 0010 | | O&M | 1100 | PM03 | | | CT PROBLEM |
| 0020 | | O&M | 1100 | PM01 | | | CT Replacement Job |
| 0030 | | O&M | 1100 | PM01 | | | |

| Step | Action |
|------|---|
| (1) | Click on the Operations tab. |
| (2) | To Perform external services change the control key PM01 to PM03. |

1.3.20. Change Breakdown Maintenance order : External Processing Operation

Opr. short text: CT PROBLEM

Operation qty: 1 AU

Price: 0.00 INR per 1

Material Group: SER-ONM

Purch. Group: 001 / 1000

Vendor: [Redacted]

Info record: [Redacted]

Unloading Point: [Redacted]

Tracking Number: [Redacted]

FW Order: [Redacted] / [Redacted]



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| Step | Action |
|------|---|
| (1) | Enter the unit of Measure. |
| (2) | Enter the Purchasing group and Purchasing Organization details. |
| (3) | Enter the Material group. |
| (4) | Selecting the drop down option find vendor number |
| (5) | Click on ok button. |

1.3.21. Change Breakdown Maintenance order: Operation Overview

| General | Internal | External | Dates | Act. Data | Enhancement | Ex. Factor |
|---------|----------|----------|-------|-----------|-------------|---------------------------|
| OpAc | Sop | Work ctr | Plant | Cont... | StTextK | S... Operation short text |
| 0010 | O&M | | 1100 | PM03 | | CT PROBLEM |
| 0020 | O&M | | 1100 | PM01 | | CT Replacement Job |
| 0030 | O&M | | 1100 | PM01 | | |

| Step | Action |
|------|--|
| (1) | Select the first operation |
| (2) | Click External tab to enter required external services for the operation. |



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1.3.22. Change Breakdown Maintenance order : External Processing Operation

| Step | Action |
|------|--|
| (1) | Maintain Service Details like Requisitionerservice no, quantity, price, cost element etc., |

1.3.23. Change Breakdown Maintenance order : External Processing Operation

| Step | Action |
|------|-----------------------|
| (1) | Click on header data. |



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1.3.24. Change Breakdown Maintenance order : Central Header

| Step | Action |
|------|--------------------------------|
| (1) | Release the Maintenance Order. |
| (2) | Save the MaintenanceOrder. |



1.3.25. Go to order (IW32) to see the Purchase requisition number

| Step | Action |
|------|---|
| (1) | Go to Order- Operation-External-Act Data Copy purchase requisition number generated in maintenance order. |

1.3.26. Release Purchase Requisition

Note: In Maintenance order when control key was changed to PM03, Automatically PR will be generated in maintenance order. To release the PR follow the steps

| | |
|-------------------------|---|
| SAP Menu | <i>Logistics → Material Master → Purchasing → Purchase Requisition → Release → Individual Release</i> |
| Transaction code | ME54N |

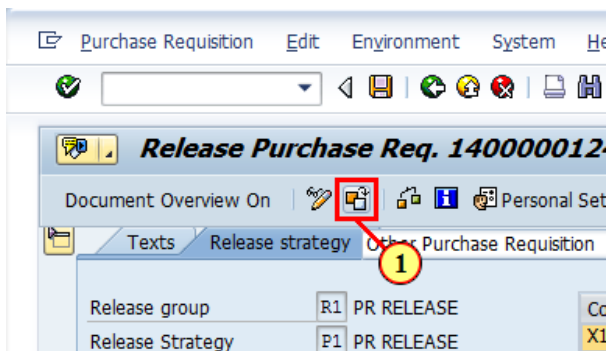


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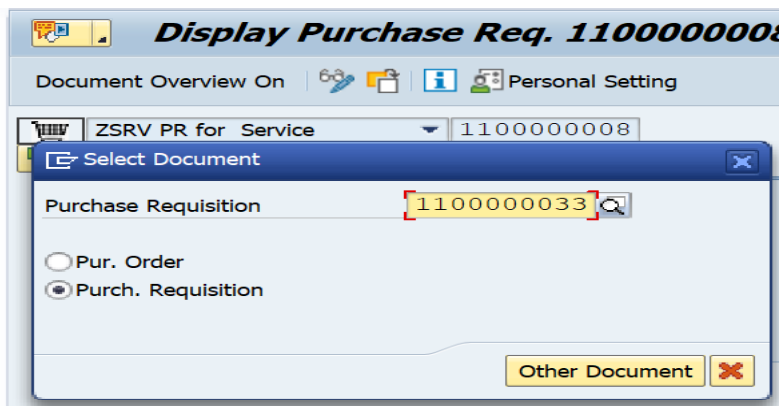
| Step | Action |
|------|--|
| (1) | when we enter PM03 control key in order, Purchase requisition will be generated automatically with reference to maintenance order. So, now we need to release the Purchase requisition using ME54N(T CODE) and press enter. |

1.3.27. Release Purchase Req.



| Step | Action |
|------|--|
| (1) | Click Other Purchase Requisition  . |


1.3.28. Select Document



| Step | Action |
|------|---|
| (1) | Using dropdown option find the Purchase Requisition number using Maintenance order number or with tracking details of user. |
| | Press Enter. |



1.3.29. Release Purchase Req.

| Step | Action |
|------|---|
| (1) | Now the PR was released depend upon approval authority. |
| (2) | Click  . |

Create Service purchase order with reference purchase requisition

1.3.30. Create Purchase Order

| | |
|-------------------------|---|
| SAP Menu | <i>Logistics → Material Master → Purchasing → Purchase Order → Create</i> |
| Transaction code | ME21N |



| Step | Action |
|------|--|
| (1) | After releasing the PR, Now we need to create the Purchase order with reference to PR number. Enter the ME21N (T code) to create PO. |

1.3.31. Create Purchase Order

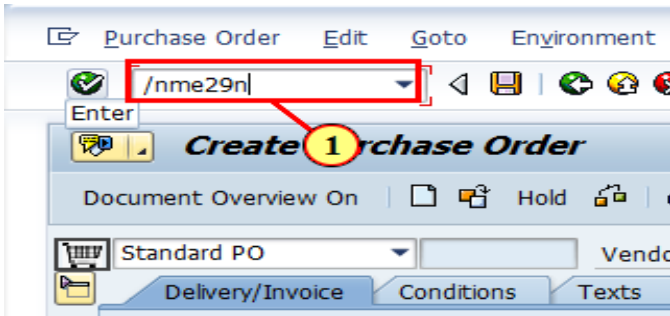
| Step | Action |
|------|---|
| (1) | Enter the PO- Service Proc document type. |
| (2) | In Org. data enter the Purchasing details. |
| (3) | Enter the Vendor details. |
| (4) | Enter the PR number. |
| (5) | Enter the validity start and end date. |
| (6) | In delivery invoice tab enter the pay terms and Tax code details. |



| Step | Action |
|------|--|
| (7) | After filling details click on check to find any errors in PO. |
| (8) | Then save the PO. |

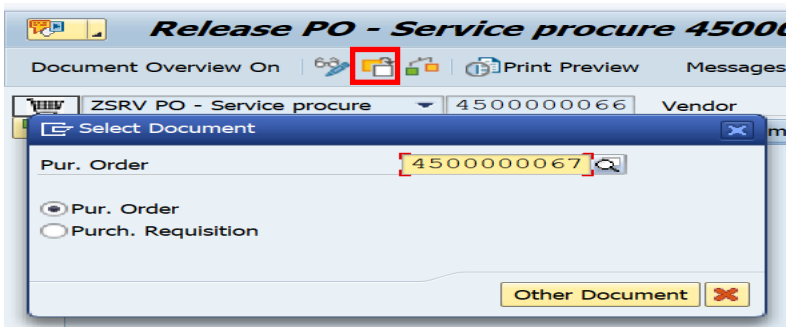
1.3.32. Release Purchase Orders


| | |
|-------------------------|---|
| SAP Menu | <i>Logistics → Material Master Purchasing → Purchase Order → Release → Individual release</i> |
| Transaction code | ME29N |



| Step | Action |
|------|--|
| (1) | After creation of PO. Now need to release the PO. So enter ME29N(T code) to release the PO. |

1.3.33. Release PO-Service proc



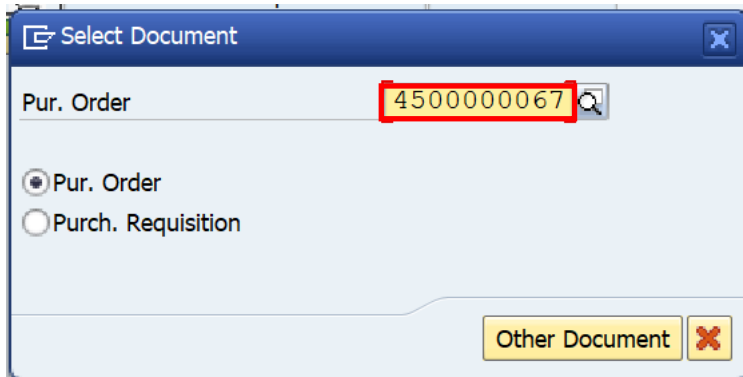
| Step | Action |
|------|--|
| (1) | Click Other Purchase Order  to select the required PO number. |



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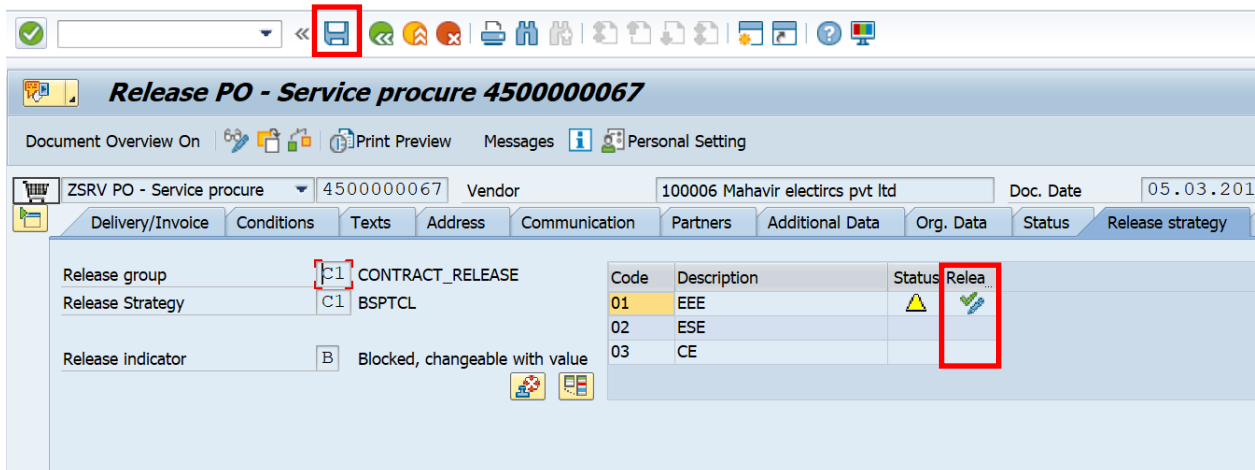


1.3.34. Select Document



| Step | Action |
|------|--|
| (1) | Using drop down option select the required PO number by using several options(i.e. by order number or tracking details.) |

1.3.35. Release PO-Service proc

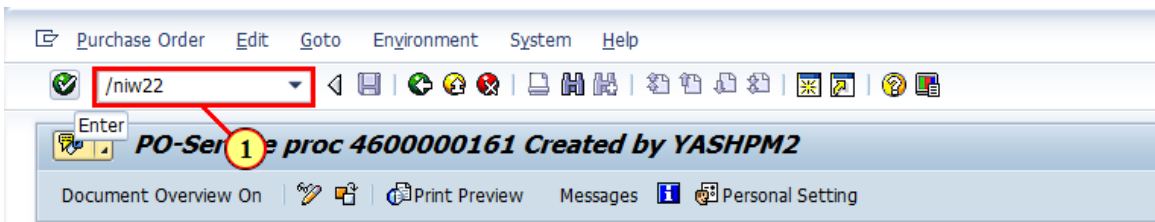


| Step | Action |
|------|--|
| (1) | Release the PO depend upon approval authority. |
| (2) | After releasing the PO then save it. |



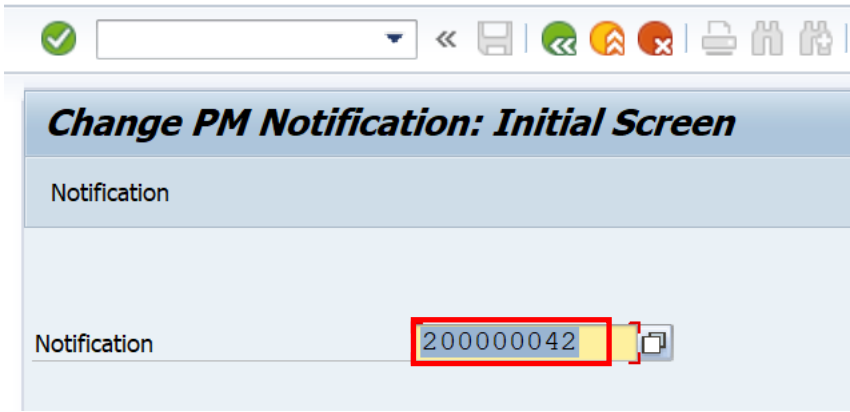
1.3.36. Change PM Notification

| | |
|------------------|---|
| SAP Menu | <i>Logistics</i> → <i>Plant Maintenance</i> Maintenance <i>Processing</i> → <i>Notification Change</i> → |
| Transaction code | IW22 |



| Step | Action |
|------|--|
| (1) | Enter the /NIW22(T code) and press enter. |

1.3.37. Change PM Notification: Initial Screen



| Step | Action |
|------|--|
| (1) | Enter the Breakdown notification number and press Enter. |



1.3.38. Change PM Notification: Breakdown maintenance

Notification: 200000042 Z2 CT PROBLEM

Notific. Status: NOPR ORAS REAP INTD INTP INTC I...

Order: 200021

Notification Shut Down requirement Activities Causes **Malfunction, breakdown**

Start Date
Malfunction Start: 05.03.2019
Malfunction Start (Time): 15:31:02

End Date
Malfunction End: [Empty]
Malfunction End (Time): 00:00:00

Breakdown
 Breakdown Breakdown Duration: [Empty] H

Notification: 200000042 Z2 CT PROBLEM

Notific. Status: NOPR ORAS APRL INTD INTP II

Order: 200021

Notification Shut Down requirement Activities Causes **Malfunction, breakdown**

Start Date
Malfunction Start: 05.03.2019
Malfunction Start (Time): 15:31:02

End Date
Malfunction End: 05.03.2019
Malfunction End (Time): 18:57:02

Breakdown
 Breakdown Breakdown Duration: 3.43 H

| Step | Action |
|------|---|
| (1) | click on the Malfunction data tab. |
| (2) | Enter the Actual Malfunction Start and end(Date and time). |
| (3) | Click on the user status and select the Intimation mail to LD check box .and it is used for intimating LD cell regarding actual Malfunction start and end(date and time). |
| (4) | Save the Notification. |



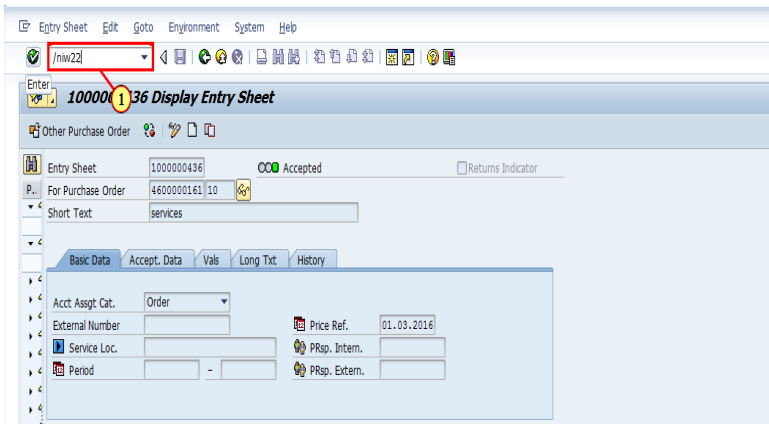
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After execution of maintenance work by External service GSS user will request for charging code :

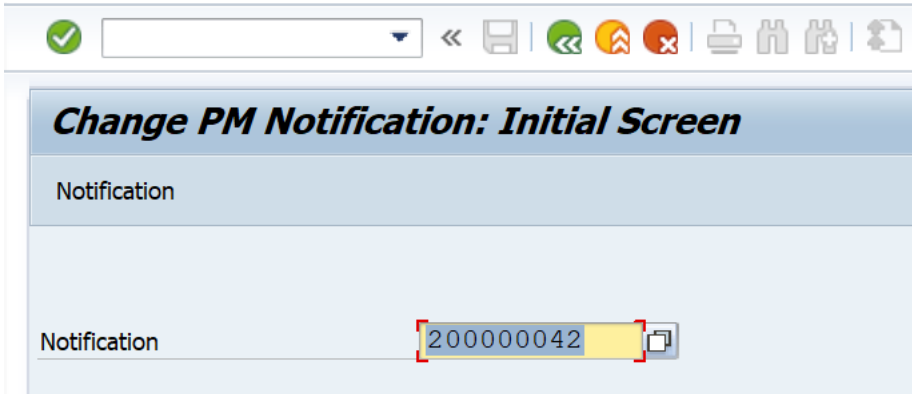
1.3.39. Change PM Notification.

| | |
|-------------------------|---|
| SAP Menu | <i>Logistics → Plant Maintenance Maintenance Processing Notification Change</i> |
| Transaction code | IW22 |



| Step | Action |
|------|---------------------------------------|
| (1) | Now enter the /NIW22 and press enter. |


1.3.40. Change PM Notification: Initial Screen





1.3.41. Change PM Notification: Breakdown maintenance

The screenshot shows the SAP 'Change PM Notification: Breakdown Maintenance' interface. At the top, there is a toolbar with various icons, including a 'Save' icon (floppy disk) which is highlighted with a red box. Below the toolbar, the title 'Change PM Notification: Breakdown Maintenance' is displayed. The main area contains a form with the following fields: Notification (200000042), Z2 CT PROBLEM (highlighted in yellow), Notific. Status (NOPR ORAS), and Order (200021). Below the form, there are tabs for 'Notification', 'Shut Down requirement', 'Activities', 'Causes', and 'Malfunction, breakdown'. The 'Reference Object' section shows 'Functional loc.' as SS-FATUH-220KV-BA., 'Equipment' as 10000079, and 'Assembly' as 1 Phase Current transformer 2. The 'Subject' section shows 'Description' as CT PROBLEM. A 'Save' icon (floppy disk) is highlighted with a red box in the top right corner of the form area.

| Step | Action |
|------|---|
| (1) | Click on user status and requesting the LD for charging code. LD |
| (2) | Click  . |



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1.3.42. Set User Status

| User Status with Status Number | | | |
|----------------------------------|-----|--------|---------------------------|
| X | No. | Status | StatusText |
| <input type="radio"/> | 01 | CRTD | Notification Created |
| <input type="radio"/> | 02 | REAP | Request for S/D Approval |
| <input checked="" type="radio"/> | 03 | APRL | Approval from SLDC |
| <input type="radio"/> | 04 | REJL | Reject by SLDC |
| <input checked="" type="radio"/> | 05 | RECD | Request for charging code |

| User Status Without Status Number | | |
|-------------------------------------|--------|-----------------------------|
| X | Status | StatusText |
| <input checked="" type="checkbox"/> | INTD | Int.Mail to division office |
| <input checked="" type="checkbox"/> | INTP | Int.Mail to protection(T&C) |
| <input checked="" type="checkbox"/> | INTC | Int.Mail to circle office |
| <input checked="" type="checkbox"/> | INTT | Int. Mail to Telecom cell |

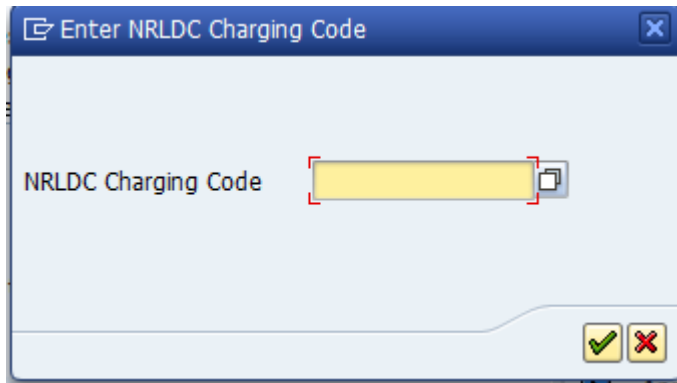
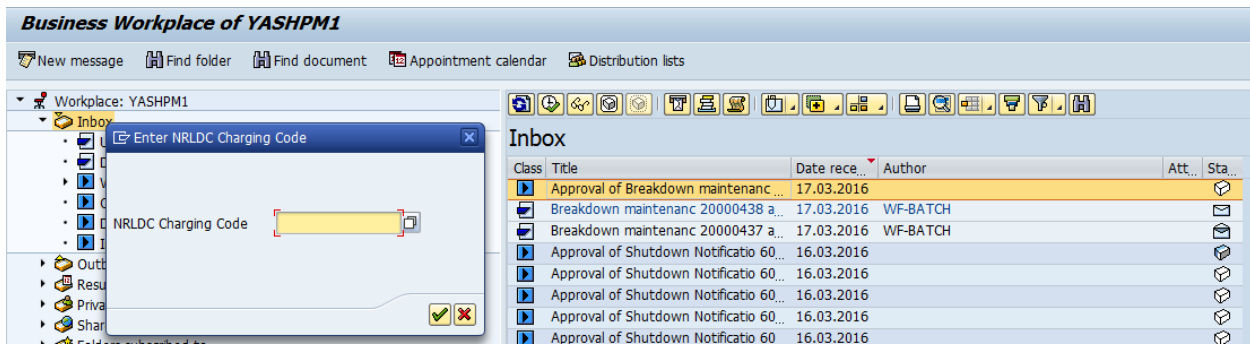
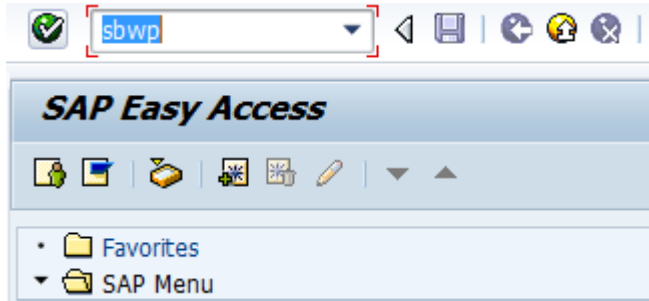
| Step | Action |
|------|-------------------------|
| (1) | Select the RECD status. |



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1.3.43. Workflow will be trigger to LD cell



| Step | Action |
|------|--|
| (1) | Enter if NRLDC charging code in field or click on  |



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Charging code will be automatic generated in Notification

The screenshot shows the SAP 'Change PM Notification: Breakdown Maintenance' form. The 'Additional Data' section contains the following fields:

| | |
|--|------------------|
| Resp Person No. | 9999999999 |
| SLDC Charging Code | 0002/03/2019 |
| Approval Code of SLDC | |
| ERLDC Charging Code | |
| Approval Code of ERLDC | |
| NLDC Charging Code | |
| Approval Code of NLDC | |
| NEA Charging Code | |
| Approval Code of NEA | |
| Intimation SE(O&M) | Y Yes |
| OCC Approval | A Not Applicable |
| Approval from Load S | |
| <input type="checkbox"/> Certificate for No Supply Disturbance | |
| Remarks by GSS | |

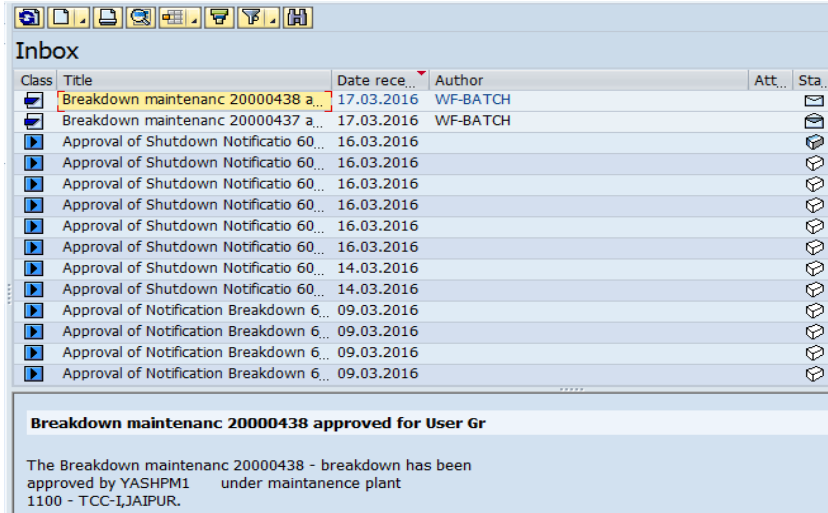
| Step | Action |
|------|--|
| (1) | Automatic Charging code generated 0002/03/2019 . |



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Charging code issue by LD mail will be trigger to GSS user id



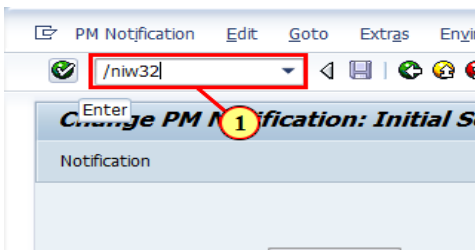
GSS user will do following steps

Note: Complete(Technically) means closing the Breakdown Maintenance order from Technical side.

1.3.44. Complete Breakdown Maintenance order

| | |
|-------------------------|---|
| SAP Menu | <i>Logistics</i> → <i>Plant Maintenance</i> → <i>Maintenance Processing</i> → <i>Order Change</i> |
| Transaction code | IW32 |

Note: If the material-equipment is issued from ACO or Projects settlement will be done by finance department. Gss user will click on order user status as “INTF” intimation mail to respective AO.



| Step | Action |
|------|---|
| (1) | After getting charging code from LD. Enter IW32(T code) to do TECO. |



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1.3.45. Change Breakdown Maintenance order : Central Header

Change Breakdown Maintenance order 200021: Central Header

Complete (business)

Order: ZM02 200021 CT PROBLEM

Sys.Status: REL NMAT PRC

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

Person responsible

PlannerGrp: M02 / 1100 GSS- Fatuha

Mn.wk.ctr: O&M / 1100 Operation & Mainten...

Notifctn: 200000042

Costs: 0.00 INR

PMActType: BD Breakdown

SystCond: []

Dates

Bsc start: 05.03.2019

Basic fin.: 05.03.2019

Priority: []

Revision: []

Reference object

Func. Loc.: SS-FATUH-220KV-BA.. 220KV Fatuha-Gaurichak

Equipment: 10000079 1 Phase Current transformer 2

Assembly: []

| Step | Action |
|------|------------------------------|
| (1) | Click Complete (technically) |

1.3.46. Complete

Complete

Reference date: 05.03.2019

Reference time: 19:40:23

Complete notifctns

Notification

Malfnctn data | Damage | Notif. dates

Malf.Start: 05.03.2019 15:31:02

MalfEnd: 05.03.2019 18:57:02

Breakdown

Breakdown dur.: 3.43 H

Usage list



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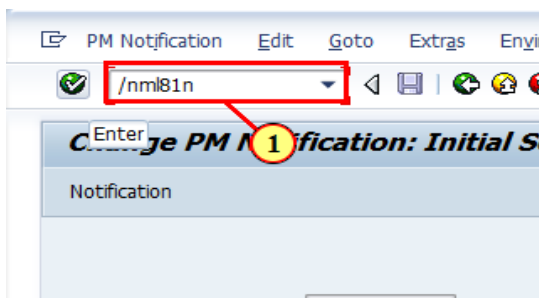


| Step | Action |
|------|---|
| (1) | Enter the Malfunction End date and time. |
| (2) | Enter the reference time for completion of Order. |
| (3) | Click Continue |

1.3.47. Create service entry sheet.

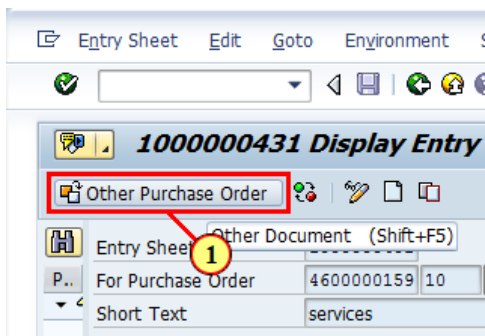
Note: Service entry sheet is used to enter the services done by external source. It is used as reference document by accounting wing to clear the payment to vendor.

| | |
|------------------|---|
| SAP Menu | <i>Logistics → Material Master → Service entry sheet Maintain</i> |
| Transaction code | ML81N |



| Step | Action |
|------|---|
| (1) | Enter/NML81N to create service entry sheet. Service entry sheet is used to enter the services that are performed by service engineer with reference to PO. |

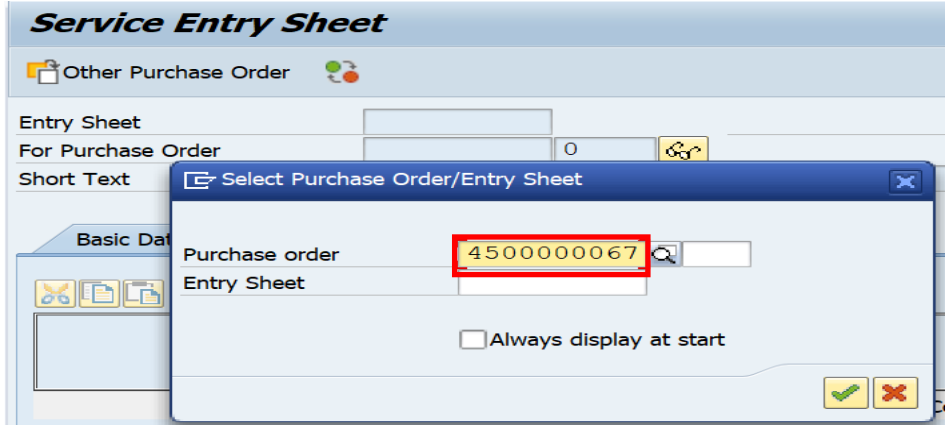
1.3.48. Create Service Entry Sheet





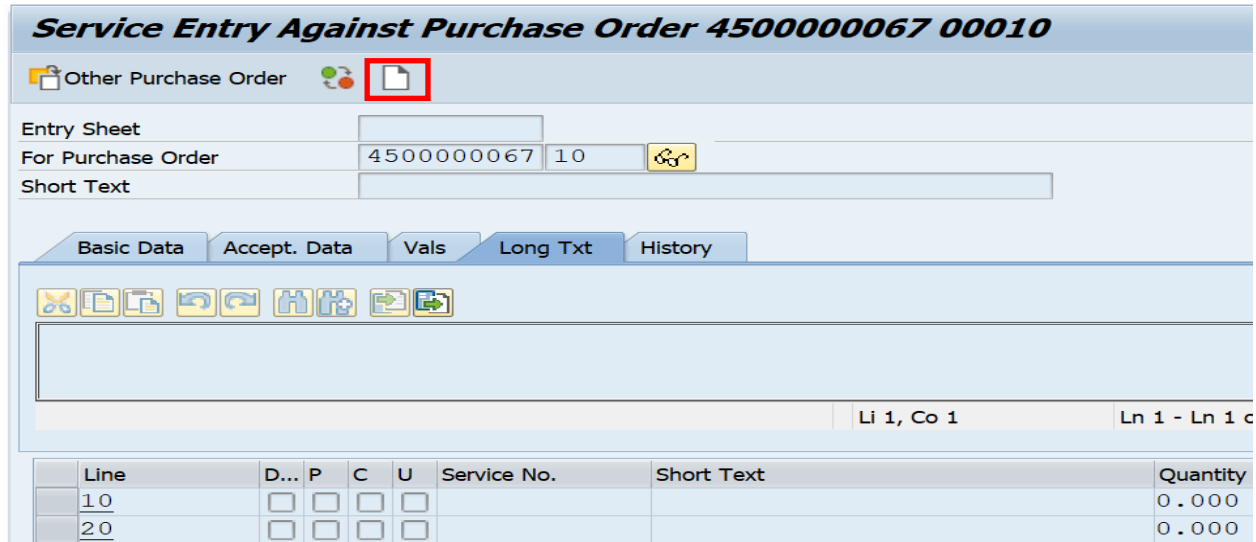
| Step | Action |
|------|--|
| (1) | Click Other Purchase Order Other Purchase Order . |

1.3.49. Select Purchase Order/Entry Sheet




| Step | Action |
|------|--|
| (1) | Select the dropdown option and find the PO Number and press enter. |
| (2) | Click Continue |

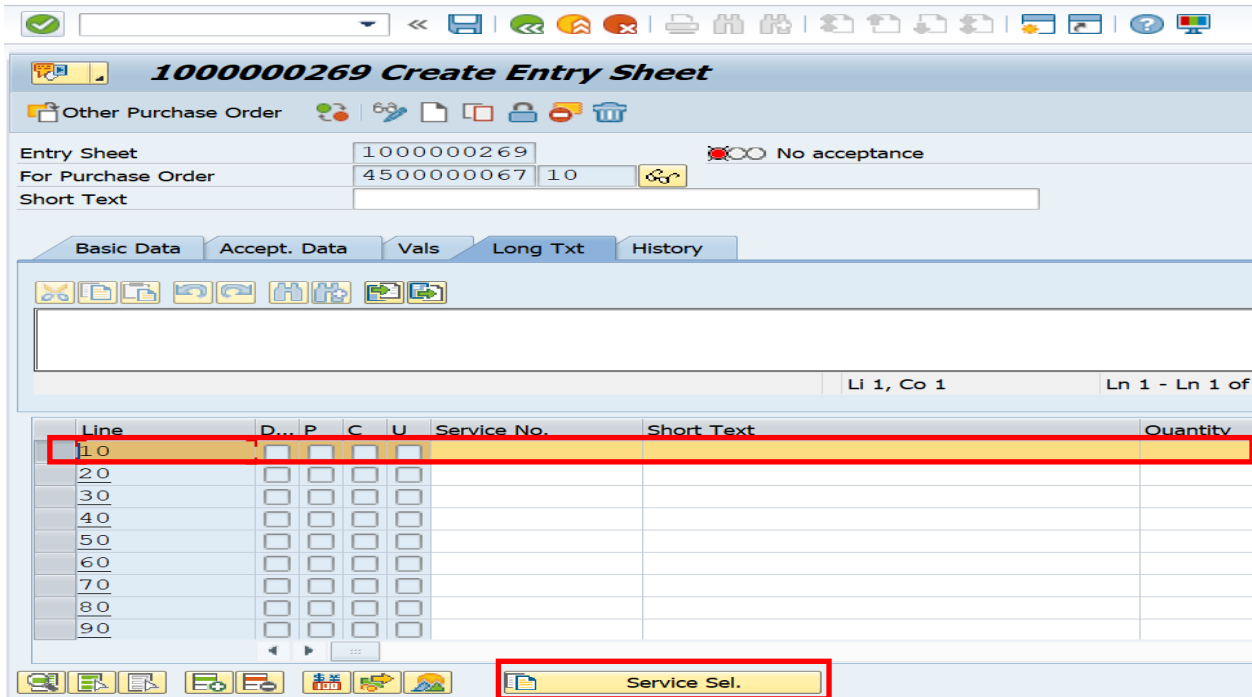
1.3.50. Service Entry Against Purchase Order





| Step | Action |
|------|--|
| (1) | Click Create Entry Sheet  . |

1.3.51. Create Entry Sheet



| Step | Action |
|------|---|
| (1) | Select the line and the select the service sel. button. |
| (2) | click on the service sel. separate screen appears in that select the adopt details option with reference to PO. |



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1.3.52. Create Entry Sheet

| Step | Action |
|------|-------------|
| (1) | Click icon |


1.3.53. Select Service Details

| Line | D... | Service No. | Short Text | Quantity | Un | Gross Price |
|------|--------------------------|-------------|-----------------------------------|----------|----|-------------|
| 10 | <input type="checkbox"/> | 1000020 | Service Operation and Maintenance | 1 | EA | 130.00 |
| 20 | <input type="checkbox"/> | | | 0.000 | | 0.00 |


| Step | Action |
|------|------------------------|
| (1) | Select service & Click |



1.3.54. Create Entry Sheet

| Step | Action |
|------|---|
| (1) | Click Release  , select release codes FA sequentially. |

1.3.55. Create Entry Sheet

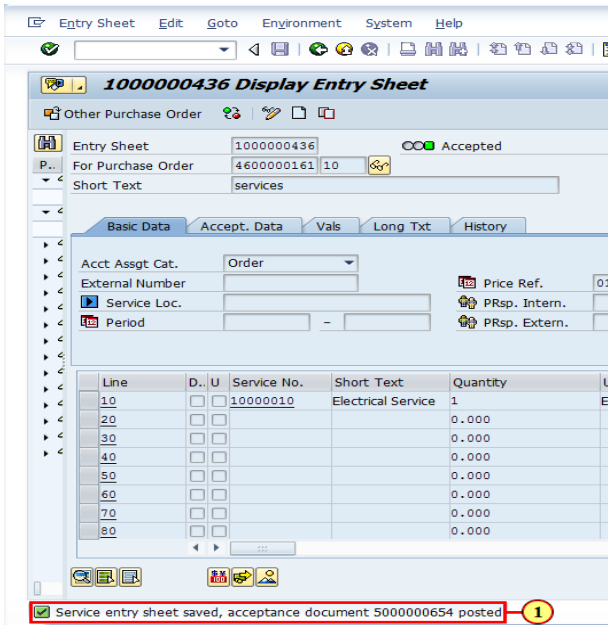
| Step | Action |
|------|---|
| (1) | Click  . |



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1.3.56. Display Entry Sheet

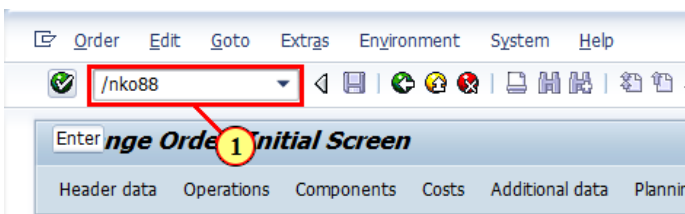


| Step | Action |
|------|---|
| (1) | ✔ Service entry sheet saved, acceptance document 5000000654 posted. |

1.3.57. Actual Settlement: Order

Note: Settlement is used to settle the cost from maintenance Order to Respective Cost center

| | |
|-------------------------|--|
| SAP Menu | <i>Logistics</i> → <i>Plant Maintenance Maintenance processing</i> |
| Transaction code | <i>Completion</i> → <i>Individual Processing Settle</i> KO88 |



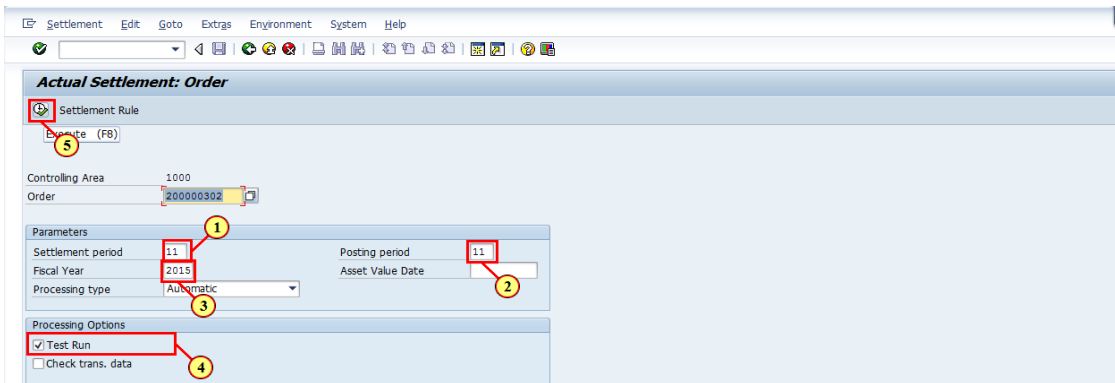


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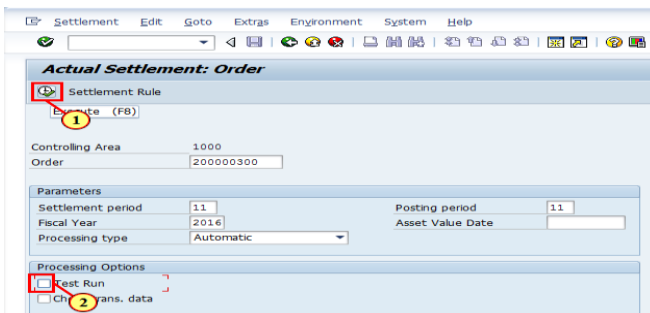
| Step | Action |
|------|--|
| (1) | After order was technically completed, now settle the order (Enter KO88 for order settlement). |

1.3.58. Actual Settlement: Order



| Step | Action |
|------|--|
| (1) | Enter the settlement Period. |
| (2) | Enter the Posting Period. |
| (3) | Enter the fiscal year |
| (4) | Run the settlement in Test run and check the settlement. |
| (5) | Execute the settlement. |

1.3.59. Actual Settlement: Order



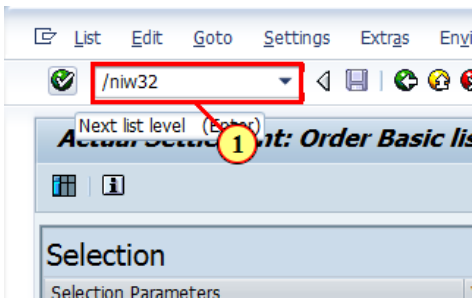
| Step | Action |
|------|--------|
|------|--------|



| Step | Action |
|------|---|
| (1) | After completing test run check the details if Details are correct the Unselect the test run. |
| (2) | Execute the settlement. |

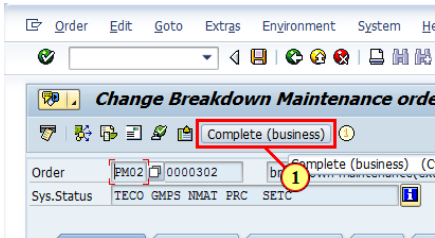
1.3.60. Close the Breakdown Maintenance order

| | |
|-------------------------|--|
| SAP Menu | <i>Logistics</i> → <i>Plant Maintenance</i> → <i>Maintenance processing</i> → <i>Order</i> → <i>Change</i> |
| Transaction code | IW32 |



| Step | Action |
|------|--|
| (1) | After settlement completed, then go to order for complete business |

1.3.61. Close Breakdown Maintenance order : Central Header



| Step | Action |
|------|---|
| (1) | Click Complete (business) Complete (business) . |