

Service Order Processing

How to Locate Service Orders in the SAP Business Network



If you see this light bulb, it is a note or additional reminder.

“I need to view the service orders I have received from Rio Tinto, so I search for and locate them in SBN”

Version Number

1.0

[Click here for further context on the Service Order Processing Process](#)

Locate Service Orders

1. From the SBN Home Page navigate to and click the **Orders** drop-down, then, click **Orders and Releases**
2. From your dashboard click **Orders with service line**
OR
3. Click **Show more**
4. Refine search by **Customers, Order Number, Creation Date**, etc. (optional)
5. Click the **Order type** drop-down, then, select **Orders with service lines only**
6. Click **Apply**
7. To filter **Order Status** by alphabetical order, click the **arrow icon next to Order Status**

The screenshot shows the SAP Business Network dashboard. A red circle with the number '1' highlights the 'Orders' dropdown menu in the top navigation bar. A red dashed box highlights the 'Orders and Releases' option. A second red circle with the number '2' highlights the 'Orders with service line' card in the dashboard summary section.

The screenshot shows the search filters and a table of orders. A red circle with the number '3' highlights the 'Show more' button. A red circle with the number '4' highlights the 'Orders with service line (37)' filter. A red circle with the number '5' highlights the 'Order type' dropdown menu. A red circle with the number '6' highlights the 'Apply' button. A red circle with the number '7' highlights the 'Order Status' column header. The table below shows two orders:

Order Number	Customer	Amount	Date	Order Status	Amount Invoiced	Actions
3122944892	Rio Tinto - TEST	\$10000 AUD	Nov 8, 2023	Confirmed		...
3122944946	Rio Tinto - TEST	\$41748.7 AUD	Nov 21, 2023	Confirmed		...

The screenshot shows the search filters and a table of orders. A red circle with the number '4' highlights the 'Customers' filter. A red circle with the number '5' highlights the 'Order type' dropdown menu. A red circle with the number '6' highlights the 'Apply' button. A red circle with the number '7' highlights the 'Order Status' column header. The table below shows two orders:

Order Number	Customer	Amount	Date	Order Status	Amount Invoiced	Actions
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Need more help?

Complete training documentation can be found on the [Rio Tinto - Supplier Portals – SAP Business Network site](#).

If you have any further questions regarding transacting on the SAP Business Network, please visit the [Rio Tinto - Supplier Portals – SAP Business Network site](#) for dedicated support teams.