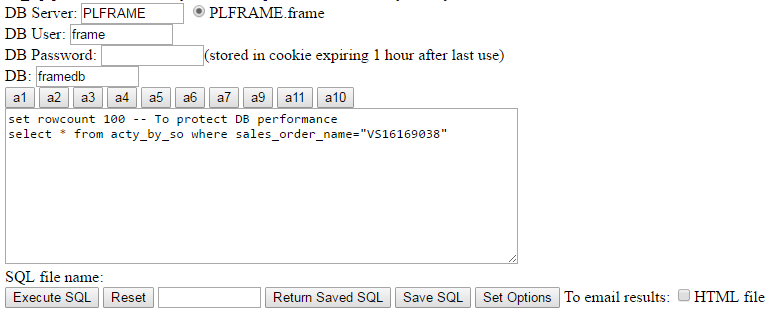
**Issue:** Un-Complete Order in USRP

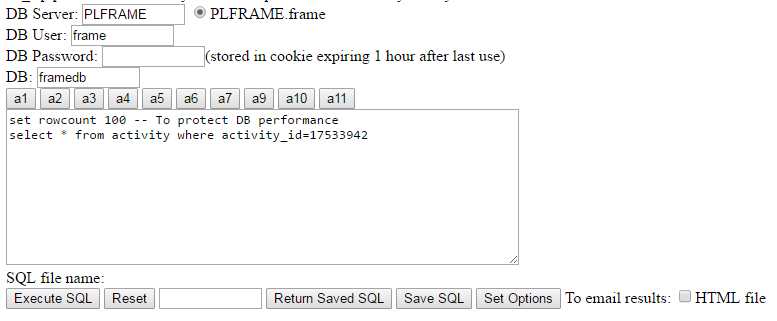
**Resolution:**

Below are the steps to un-complete the order in QSOTS.

1. Search activity\_id in acty\_by\_so view in Arthur.



1. Query activity table with this activity\_id.



1. Update the activity table. Below is the update query:

UPDATE activity SET activity\_status = 0,bill\_status = NULL,biller\_load\_date\_time = NULL,turn\_up\_load\_type = NULL,turn\_up\_completion\_date\_time = NULL,biller\_reject\_reason = NULL,internal\_fallout\_reason = NULL WHERE activity\_id in (xxxxxxxx)