

# SERVICE

# **WORK ORDERS - WORK IN PROGRESS**

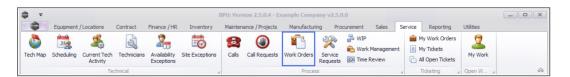
The Work in Progress (WIP) screen displays:

- Parts that have been issued or
- Third Party Services that have been received

but have not yet been invoiced.

If these items are **non** billable, the work order, call or project will **not** have been closed yet.

Ribbon Access: Service > Work Orders



- 1. The *Work Orders Listing* screen will be displayed.
- 2. Select the *Site* where the work order was issued.
  - The example has *Durban* selected.
- 3. Ensure that the *Status* has been set to *Open*.
- 4. Click on the *row* of the work order you wish to view the Work in Progress for.
- 5. Click on the *Work In Progress* tile.



Work Orders - Work in Progress (WIP)

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	•		REP	CN0005304	Loan unit required while main unit is being						
Instructions		WO0006259	REP	CN0005303	Post Contract machine repair	No     Drum replacement req     16/02/2022     2     Yes       No     Drum replacement req     31/01/2022     2     No					
		WO0006258	SERV	CN0005303	Drum replacement required	No			-	2 No 2 No	
			NDS	CN0005274	PROJ406OR002	No	PROJ406OR002	19/01/2022	2	2 No 1 No	
Images			IMP	CN0005302	New machine implementation. Installation	. No	New machine implemen	24/01/2022			
			PR	CN0005301	Replace part - current faulty	No	Replace part - current		-	No	
			REP	CN0005300	Printer displaying error code	No	Printer displaying error			3 No	
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work in Progre	- 5	WO0006250 WO0006250	REP	CN0005298	Paper not feeding through rollers	No	Paper not feeding thro		3	No	
		WO0006249	SM		BathBinMaint - Bathroom Bin Maintenance	No		23/11/2021		No	PR.3000
		WO0006248	SM		WS - Weekly Service	No		23/11/2021	-	No	PR.3000
Maintenance		WO0006247	SM		BathBinMaint - Bathroom Bin Maintenance	No		23/11/2021		No	PR.3000
		WO0006246	SM		BathBinMaint - Bathroom Bin Maintenance	No		23/11/2021		No	PR.3000
	_	WO0006245	SM		WS - Weekly Service	No		23/11/2021	-	No	PR.3000
Time Review		WO0006243	SM		WS - Weekly Service	No		16/11/2021		No	PRJ000
		WO0006242	SERV		1MMS - 1 Month Machine Service	No		16/11/2021	2	No	PRJ000
		WO0006241	SM		WS - Weekly Service	No		16/11/2021	2	No	PR3000
		WO0006240	SM		WS - Weekly Service	No		16/11/2021	-	No	PRJ000
		WO0006239	PR		Rollers need replacing	No		11/11/2021	3	No	PR.3000
Processing		WO0006238	PR		Test PQ Source Type Work Order	No		14/11/2021	-	No	
		WO0006237	SM		WS - Weekly Service	No		09/11/2021	2	No	

- 6. The *Work in Progress for WO Code [work order code]* screen will be displayed.
  - The screen displays both stock or internal assets that have been issued, as well as Third Party Services that have been received
  - If the items/services are billable they have <u>not</u> been invoiced.
  - If the items are non-billable, the linked work order, call or project has <u>not</u> yet been closed.
- The *Doc No* column displays the, Work in Progress reference number for a *part* with a *SI* prefix to the number.
  - A service Work in Progress will display as SERVICE.



# **WIP PROCESSING**

- 8. From this screen, you can:
  - Do a Return Request for an item or service,
  - Invoice a work order, or
  - Invoice Call.

The *Invoice Project* button has been greyed out indicating that a Project cannot be Invoiced from this screen.

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## **RETURN REQUEST**

- 1. From the *Work in Progress for [work order code]* screen,
- 2. Click on the *row* of the Service or Part you wish to return.
- 3. Click on the *Return* button.

Short cut key: *Right click* to display the *Process* menu list. Click on *Return*.



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## 4. "The Add new Return Request screen will be displayed. " on page 2

Back	Save Layout							
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1	Work Order WO0006260			Comments				
	Reference							
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# **INVOICE WORK ORDER**

- 1. From the Work in Progress for WO Code [work order code] screen,
- 2. Click on the *row* of the Service or Part you wish to Invoice.
- 3. Click on *Invoice WO*.

Short cut key: *Right click* to display the *Process* menu list. Click on *Invoice WO*.

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SI0000966	15/03/2022	INVI	INVN	2020-998	Staple Unit	dr2143	1.000	3,500.000	No	WO0006260	Loan unit requi	red while main	unit is being	rep

#### 4. The *Add new Customer Invoice* screen will be displayed.

Refer to **Work in Progress - Invoice Work Orders** for details on how to complete the Customer Invoice screen.



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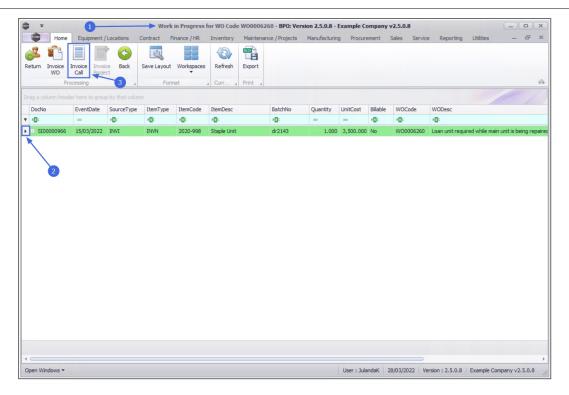
# **INVOICE CALL**

- 1. From the Work in Progress for WO Code [work order code] screen,
- 2. Click on the *row* of the Service or Part that you wish to invoice.
- 3. Click on *Invoice Call*.

Short cut key: *Right click* to display the *Process* menu list. Click on *Invoice Call*.



# Work Orders - Work in Progress (WIP)



### 4. "Invoice Header" on page 2

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