

SERVICE

SERVICE REQUESTS – ADD SERVICE REQUEST

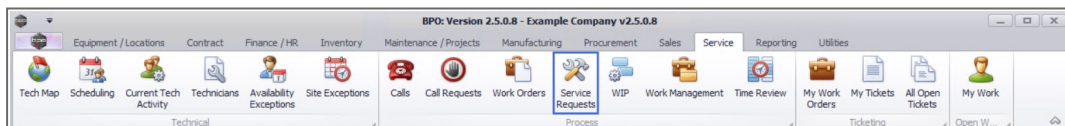
A Service Request needs to be raised when a supplier is providing a service for a work order.

From the Service Request, you can start a **Non-Stock Procurement** cycle, i.e. Raise a Purchase Order to the Supplier or Dealer, Non-Stock Goods Received Note and Supplier Invoice.

The list of services you can select and request are set up in [Services](#).

A Service Request must first be raised in order to create the [Service Requisition](#).

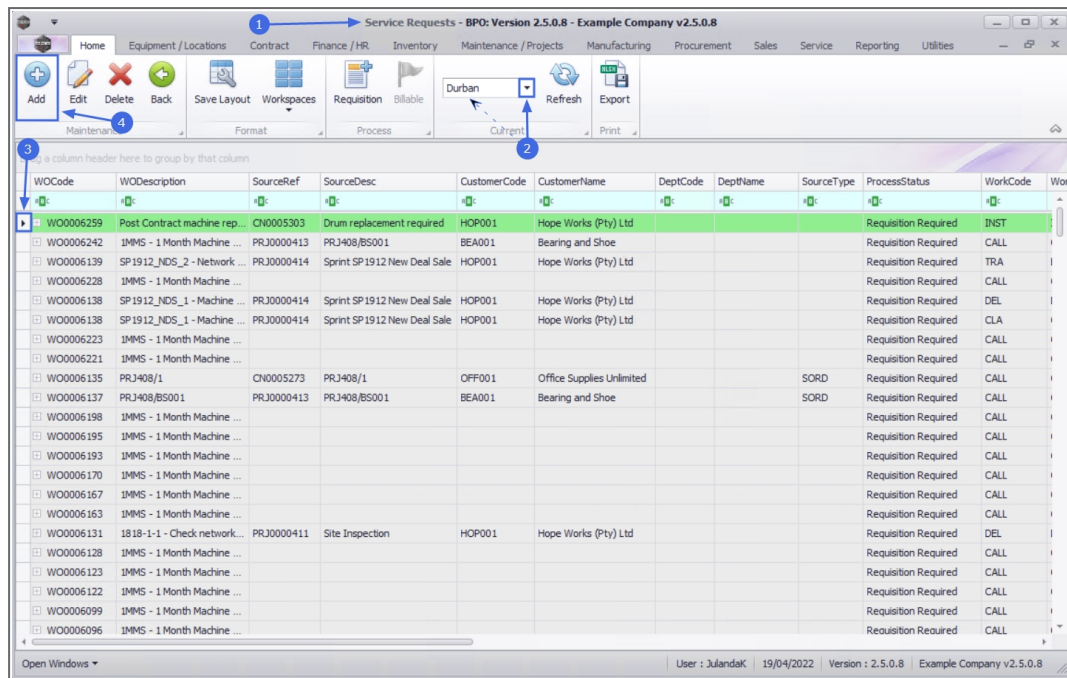
Ribbon Access: *Service > Service Requests*



1. The **Service Requests** listing screen will be displayed.
2. Select the **Site** where you wish to create a service request.
 - The example has **Durban** selected.
3. Click on the **row** of the work order(s) you wish to link a service request to.
4. Click on **Add**.



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

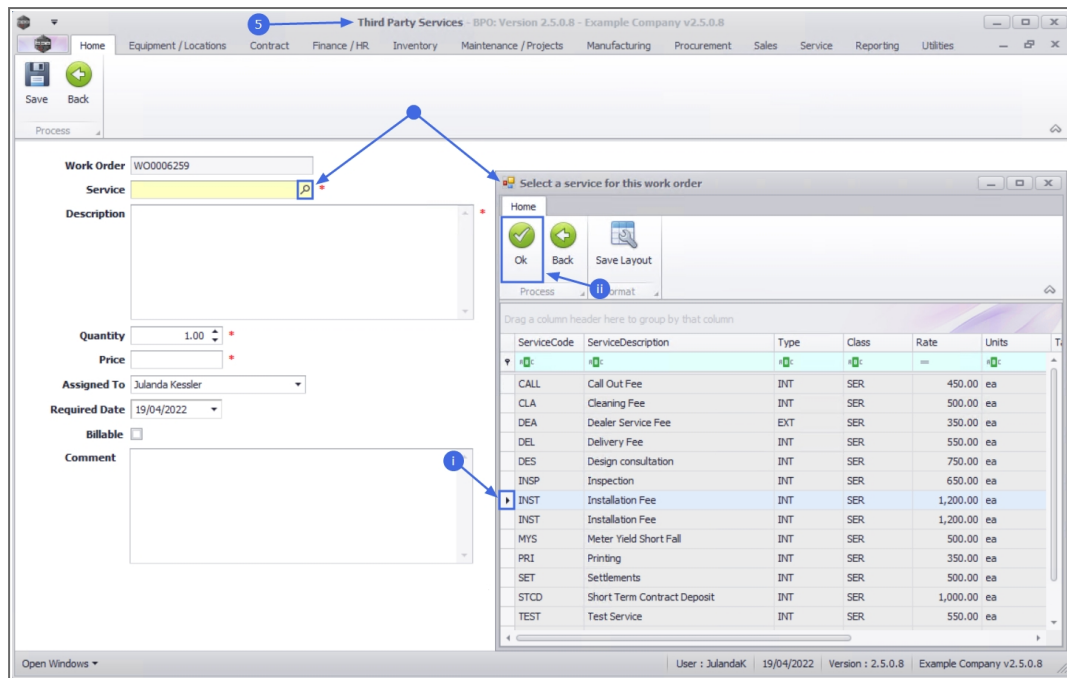


WOCCode	WOCDescription	SourceRef	SourceDesc	CustomerCode	CustomerName	DeptCode	DeptName	SourceType	ProcessStatus	WorkCode
WO0006259	Post Contract machine rep...	CN0005303	Drum replacement required	HOP001	Hope Works (Pty) Ltd				Requisition Required	INST
WO0006242	IMMS - 1 Month Machine ...	PRJ0000413	PRJ408/B5001	BEA001	Bearing and Shoe				Requisition Required	CALL
WO0006139	SP 1912_NDS_2 - Network ...	PRJ0000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd				Requisition Required	TRA
WO0006228	IMMS - 1 Month Machine ...								Requisition Required	CALL
WO0006138	SP 1912_NDS_1 - Machine ...	PRJ0000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd				Requisition Required	DEL
WO0006138	SP 1912_NDS_1 - Machine ...	PRJ0000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd				Requisition Required	CLA
WO0006223	IMMS - 1 Month Machine ...								Requisition Required	CALL
WO0006221	IMMS - 1 Month Machine ...								Requisition Required	CALL
WO0006135	PRJ408/1	CN0005273	PRJ408/1	OFF001	Office Supplies Unlimited			SORD	Requisition Required	CALL
WO0006137	PRJ408/B5001	PRJ0000413	PRJ408/B5001	BEA001	Bearing and Shoe			SORD	Requisition Required	CALL
WO0006198	IMMS - 1 Month Machine ...								Requisition Required	CALL
WO0006195	IMMS - 1 Month Machine ...								Requisition Required	CALL
WO0006193	IMMS - 1 Month Machine ...								Requisition Required	CALL
WO0006170	IMMS - 1 Month Machine ...								Requisition Required	CALL
WO0006167	IMMS - 1 Month Machine ...								Requisition Required	CALL
WO0006163	IMMS - 1 Month Machine ...								Requisition Required	CALL
WO0006131	1818-1-1 - Check network...	PRJ0000411	Site Inspection	HOP001	Hope Works (Pty) Ltd				Requisition Required	DEL
WO0006128	IMMS - 1 Month Machine ...								Requisition Required	CALL
WO0006123	IMMS - 1 Month Machine ...								Requisition Required	CALL
WO0006122	IMMS - 1 Month Machine ...								Requisition Required	CALL
WO0006099	IMMS - 1 Month Machine ...								Requisition Required	CALL
WO0006096	IMMS - 1 Month Machine ...								Requisition Required	CALL

5. The **Third Party Services** screen will be displayed.

THIRD PARTY SERVICE DETAILS

- **Work Order:** This field will populate with the work order number you have selected.
- **Service:** Click on the **search** button to display the **Select a service for this work order** screen.
 - Click on the **row** of the service you wish to log for the work order.
 - Click on **OK**.



ServiceCode	ServiceDescription	Type	Class	Rate	Units
CALL	Call Out Fee	INT	SER	450.00	ea
CLA	Cleaning Fee	INT	SER	500.00	ea
DEA	Dealer Service Fee	EXT	SER	350.00	ea
DEL	Delivery Fee	INT	SER	550.00	ea
DES	Design consultation	INT	SER	750.00	ea
INSP	Inspection	INT	SER	650.00	ea
INST	Installation Fee	INT	SER	1,200.00	ea
INST	Installation Fee	INT	SER	1,200.00	ea
MYS	Meter Yield Short Fall	INT	SER	500.00	ea
PRI	Printing	INT	SER	350.00	ea
SET	Settlements	INT	SER	500.00	ea
STCD	Short Term Contract Deposit	INT	SER	1,000.00	ea
TEST	Test Service	INT	SER	550.00	ea

- **Description:** The service description will populate with the service you have selected.

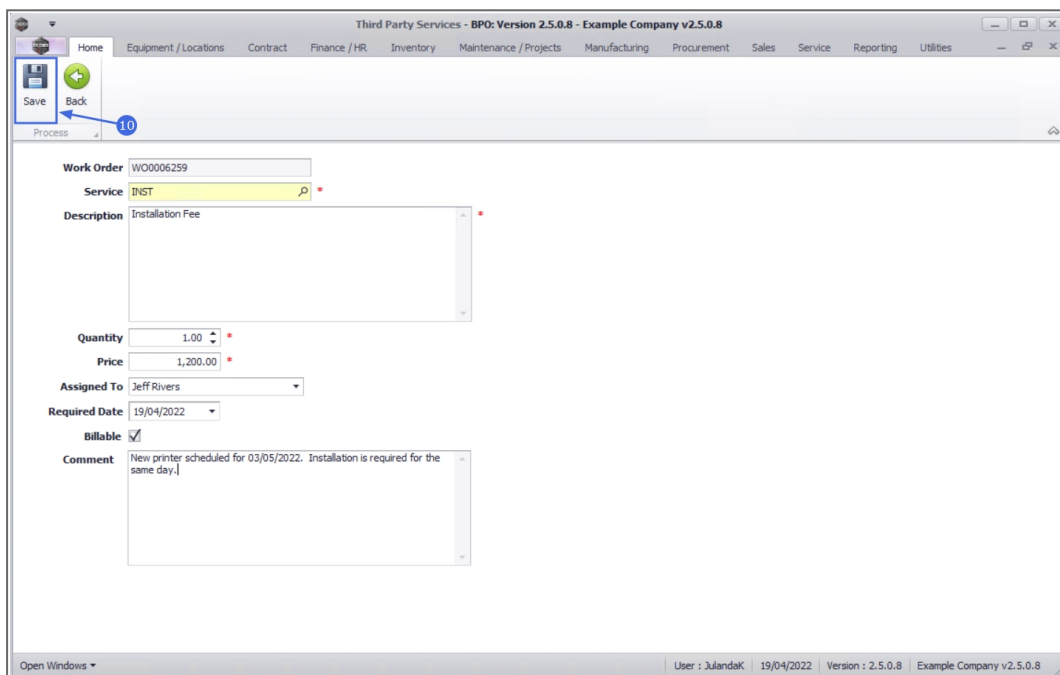


Note that any additional useful information can be added to this field related to the supplier. This information will pull through to the purchase order.

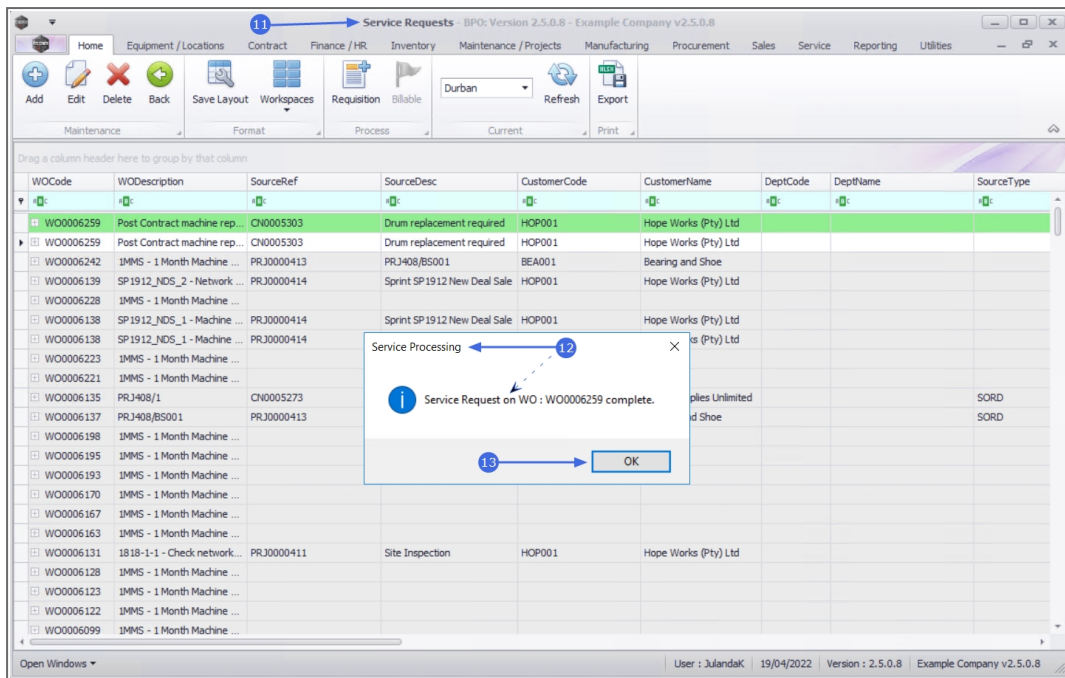
- **Quantity:** Click to type in or use the **arrow** indicators to set the quantity required.
- **Price:** The price for the service will auto populate for the service selected. Click to type in an alternative price, if required.
- **Assigned To:** This field will auto populate with the name of the person logging the service. Click on the down **arrow** to select the person who is responsible for arranging the service, from the drop-down list.

- **Required Date:** The date will default to the current date. Click to type in or click on the down **arrow** to use the calendar function to change the date, if required.
- **Billable:** It is important to note whether this service request is **Billable** or not. Click on the check box if this service is billable.
- **Comment:** Click in the field to type in a comment related to the third party services request.

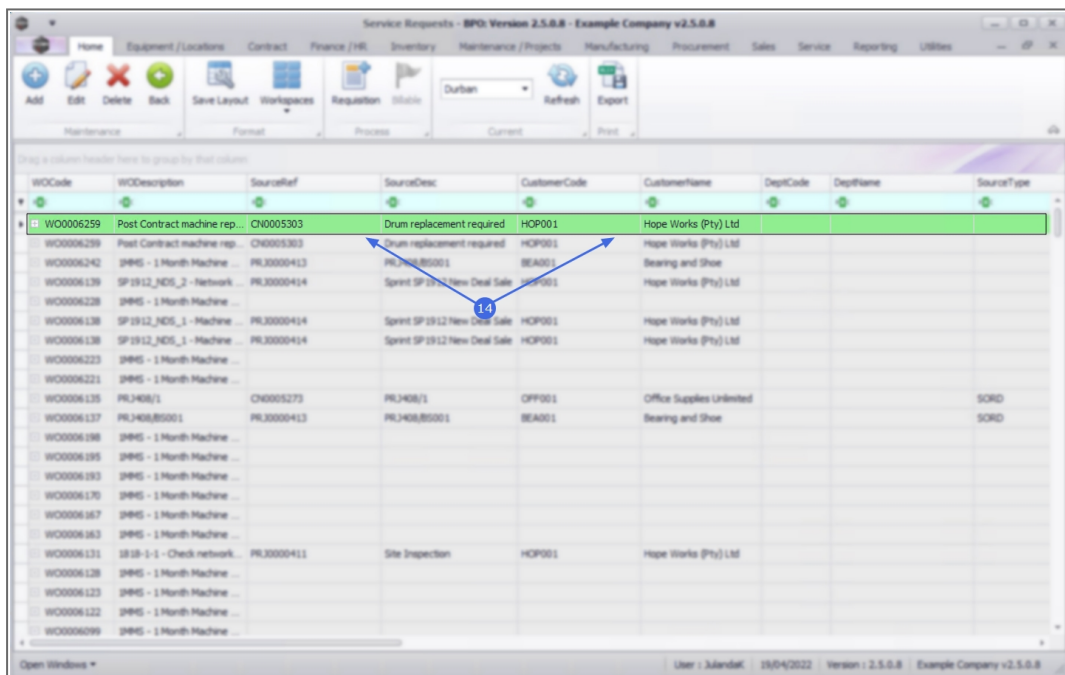
10. When you have finished adding the third party services request information, click on **Save**.



11. You will return to the **Service Requests** screen.
12. When you receive the **Service Processing** message to confirm that;
- **Service Request on WO: [work order number] complete.**
13. Click on **OK**.



14. The service request you have added for the work order will display on the updated Service Requests screen.



MNU.052.001

