

SERVICE

SERVICE REQUESTS - EDIT SERVICE REQUEST

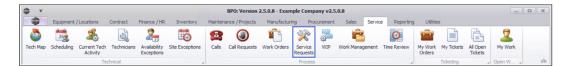
A Service Request needs to be raised when a supplier is providing a service for a work order.

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 <u>Services</u>.

A Service Request must first be raised in order to create the <u>Service Requis</u>ition.

Ribbon Access: Service > Service Requests



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

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



- 5. When you receive the *Service Request* message to confirm;
 - Are you sure you want to edit this service [service code]

on WO [work order number]?

6. Click on Yes.

			Service Requests - BPO: Versi	on 2.5.0.8 - Example (Company v2.5.0.8			
Home	Equipment / Locations	Contract Finance / H	R Inventory Maintenance	/ Projects Manufact	turing Procurement	Sales Serv	ce Reporting Util	lities — 🗗
Add Edit D		t Workspaces Requis	bition Billable	Refresh Expor	t			
ag a column heade				2				
WOCode	WODescription	SourceRef	SourceDesc	CustomerCode	CustomerName	DeptCode	DeptName	SourceType
4 0 0	R C	R C	A D C	R C	* 0 ¢	* 0 ¢	a 🗖 c	* 0 ¢
WO0006259	Post Contract machine rep	CN0005303	Drum replacement required	HOP001	Hope Works (Pty) Lt	d		
WO0006259	Post Contract machine rep	CN0005303	Drum replacement required	HOP001	Hope Works (Pty) Lt	d		
WO0006242	1MMS - 1 Month Machine	PRJ0000413	PRJ408/BS001	BEA001	Bearing and Shoe			
WO0006139	SP1912_NDS_2 - Network	PRJ0000414	Sprint SP1912 New Deal Sale	HOP001	Hope Works (Pty) Lt	d		
WO0006228	1MMS - 1 Month Machine							
WO0006138	SP1912_NDS_1 - Machine	PRJ0000414	Sprint SP1912 New Deal Sale	HOP001	Hope Works (Pty) Lt	d		
WO0006138	SP1912_NDS_1 - Machine	PRJ0000414 Service F	Request 🚽					
WO0006223	1MMS - 1 Month Machine							
· WO0006221	1MMS - 1 Month Machine		Ľ					
WO0006135	PRJ408/1	CN0005273	Are you sure you want to edit this service CALL on WO WO0006259?			ted		SORD
WO0006137	PRJ408/BS001	PRJ0000413						SORD
WO0006198	1MMS - 1 Month Machine							
WO0006195	1MMS - 1 Month Machine		6		No			
WO0006193	1MMS - 1 Month Machine							
WO0006170	1MMS - 1 Month Machine							
WO0006167	1MMS - 1 Month Machine							
WO0006163	1MMS - 1 Month Machine							
WO0006131	1818-1-1 - Check network	PRJ0000411	Site Inspection	HOP001	Hope Works (Pty) Lt	d		
WO0006128	1MMS - 1 Month Machine							
WO0006123	1MMS - 1 Month Machine							
WO0006122	1MMS - 1 Month Machine							
WO0006099	1MMS - 1 Month Machine							

- 7. "The Third Party Services screen will be displayed." on page 2
- 8. Make the required changes to the service details.
- 9. When you have finished, click on *Save*.



\$ •		0-	> Thin	d Party Servio	ces - BPO: Version 2.5.0.8	- Example Comp	any v2.5.0.8				_
Home	Equipment / Locations	Contract	Finance / HR	Inventory	Maintenance / Projects	Manufacturing	Procurement	Sales Ser	vice Reporting	Utilities	_ 8 ×
Save Back											
	-9										
Process 4	-										
Work Orde	r WO0006259										
Service	e CALL		* Q								
Description	n Call Out Fee				* *						
					-						
Quantity	y 1.00 🗘 *										
Price	e 450.00 *										
Assigned To	Jeff Rivers	•	1								
Required Date	e 19/04/2022 -										
Billable	- V										
Comment	Call out fee required on	installation			*						
					*						
Open Windows 🔻							User : Julandak	19/04/2022	Version : 2.5.0.8	Example Com	pany v2.5.0.8

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

	1		Service Requests - BPO: Versi						
Home	Equipment / Locations	Contract Finance /	HR Inventory Maintenance	/Projects Manufact	turing Pro	ocurement S	iales Servi	ce Reporting Ut	lities — 🗗
Ð 🌈	X 😋 🗔		Durban						
idd Edit D	elete Back Save Layou	t Workspaces Requ	isition Billable	Refresh Export	t				
Maintenar	nce Fo	rmat	Process Curren	nt Print					
					-				1/1
WOCode	WODescription	SourceRef	SourceDesc	CustomerCode	Customer	rName	DeptCode	DeptName	SourceType
R O C	R C	R C	A D C	REC	a 🗖 c		* 0 0	a 🗖 c	* 0 C
 WO0006259 	Post Contract machine rep	CN0005303	Drum replacement required	HOP001	Hope Wo	rks (Pty) Ltd			
· WO0006259	Post Contract machine rep	CN0005303	Drum replacement required	HOP001	Hope Works (Pty) Ltd				
WO0006242	1MMS - 1 Month Machine	PRJ0000413	PRJ408/BS001	BEA001	Bearing and Shoe				
· WO0006139	SP1912_NDS_2 - Network	PRJ0000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd				
WO0006228	1MMS - 1 Month Machine								
· WO0006138	SP1912_NDS_1 - Machine	PRJ0000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd				
WO0006138	SP1912_NDS_1 - Machine PRJ0000414		Service Processing		×	ks (Pty) Ltd			
WO0006223	1MMS - 1 Month Machine		Service Processing		~				
WO0006221	1MMS - 1 Month Machine			- T					
WO0006135	PRJ408/1	CN0005273	Service Request on	WO : WO0006259 com	plete.	plies Unlimited			SORD
WO0006137	PRJ408/BS001 PRJ0000413			d s					SORD
· WO0006198	1MMS - 1 Month Machine								
WO0006195	1MMS - 1 Month Machine		D		ОК				
· WO0006193	1MMS - 1 Month Machine		_						
WO0006170	1MMS - 1 Month Machine								
· WO0006167	1MMS - 1 Month Machine								
WO0006163	1MMS - 1 Month Machine								
B WO0006131	1818-1-1 - Check network	PRJ0000411	Site Inspection	HOP001	Hope Wor	rks (Pty) Ltd			
B WO0006128	1MMS - 1 Month Machine								
WO0006123	1MMS - 1 Month Machine								
B WO0006122	1MMS - 1 Month Machine								
	1MMS - 1 Month Machine								



13. The modified service request will display in the *Service Requests* screen.

a nee	Equipment / Locations	Contract Finance /	Service Requests - BPO: Versi /HR Inventory Maintenance	/Projects Manuf		ales Servi	ice Reporting Ut	- 0
ad Edit De		t Workspaces Reg	Process Currer	Refeat	ort			
WOCode	WODescription	SourceRef	SourceDesc	CustomerCode	CustomerName	DeptCode	Depilliane	SourceType
0	•	•	0	•	•	•	•	•
• WO0006259	Post Contract machine rep	CN0005303	Drum replacement required	HOP001	Hope Works (Pty) Ltd			
WO0006259	Post Contract machine rep	CN0005303	Drum replacement required	HOP001	Hope Works (Pty) Ltd			
W00006242	1995 - 1 Month Machine	PR.30000413	PR.3408/85001	85.4001	Bearing and Shoe			
W00006139	\$P1912_ND5_2 - Network	PR.30000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
W00006228	19845 - 1 Month Machine		13					
WO0006138	\$P1912_ND5_1 - Machine	PR.30000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
W00006138	9P1912_ND5_1 - Machine	PR30000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
WO0006223	19845 - 1 Month Machine							
W00006221	19845 - 1 Month Machine							
· w00006135	PR.3408/1	CN0005273	PR.3408/1	OFF001	Office Supplies Unlimited			SORD
W00006137	PR.3408/85001	PR.30000413	PR.3408/85001	BEA001	Bearing and Shoe			SORD
WO0006198	19845 - 1 Month Machine							
WO0006195	19845 - 1 Month Machine							
WO0006193	19845 - 1 Month Machine							
WO0006170	1986 - 1 Month Machine							
W00006167	(MMS - 1 Month Machine							
W00006163	1985 - 1 Month Machine							
WO0006131	1818-1-1 - Check network	PR.30000411	Site Inspection	HOP001	Hope Works (Pty) Ltd			
WO0006128	1986 - 1 Month Machine							
WO0006123	1985 - 1 Month Machine							
W00006122	1986 - 1 Month Machine							
WC0006099	1985 - 1 Honth Hachine							

MNU.052.002