

SERVICE

SERVICE REQUESTS – EDIT SERVICE REQUEST

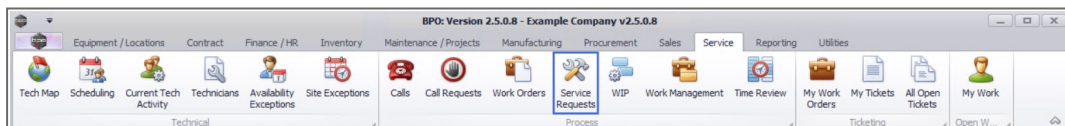
A Service Request needs to be raised when a supplier is providing a service for a work order.

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 [Services](#).

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

Ribbon Access: *Service > Service Requests*

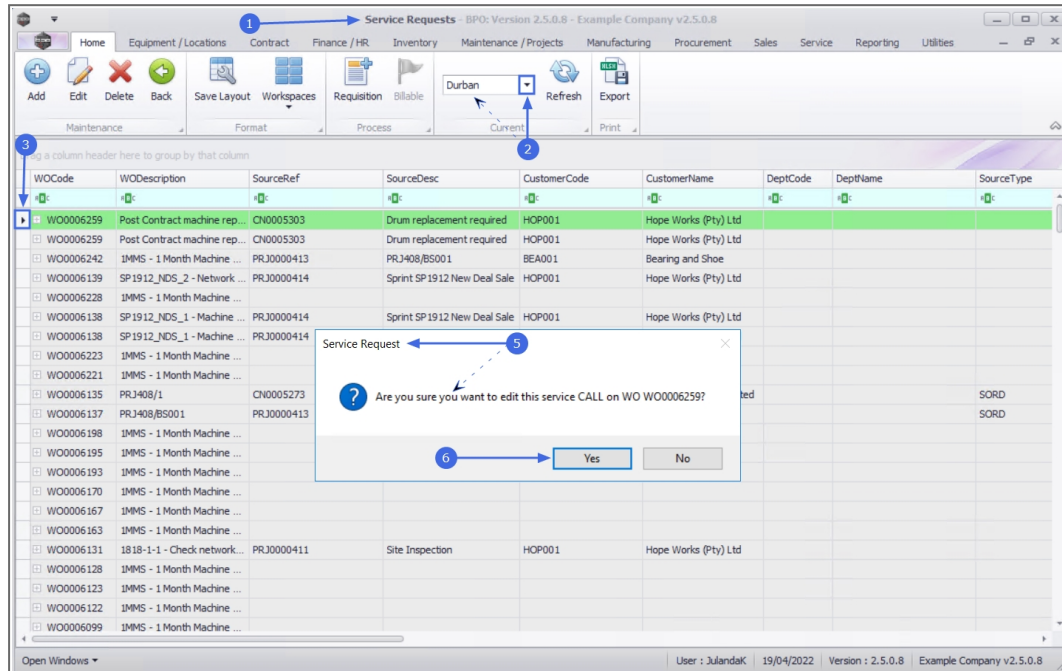


1. The **Service Requests** listing screen will be displayed.
2. Select the **Site** where the service request was created.
 - The example has **Durban** selected.
3. Click on the **row** of the work order(s) you wish to edit the service request for.
4. Click on **Edit**.

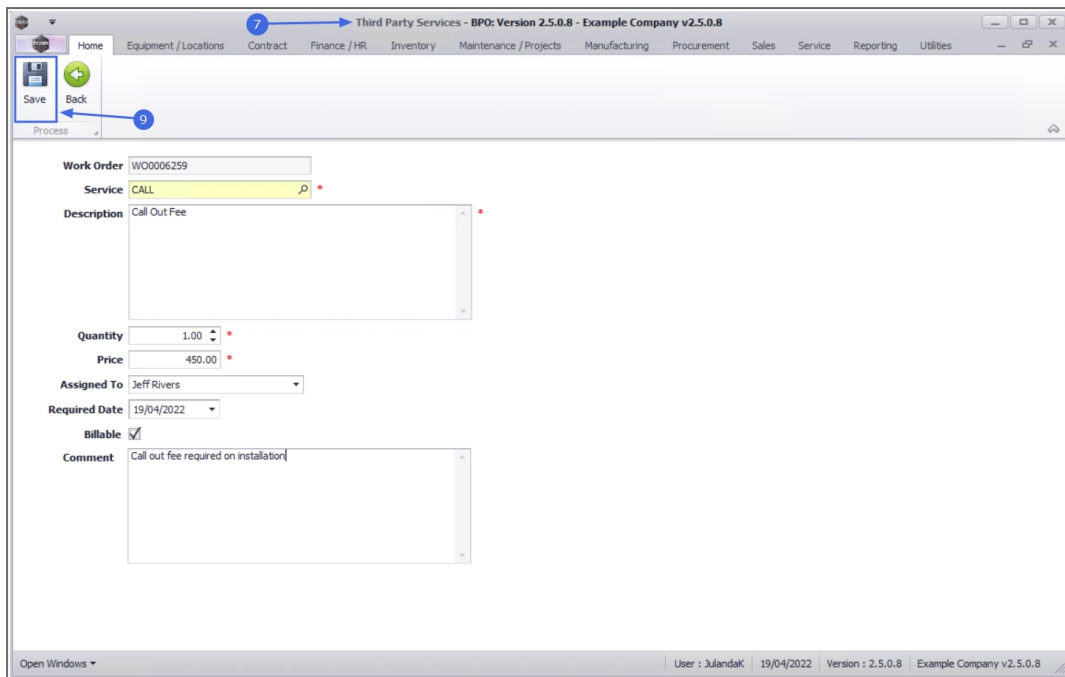


Short cut key: **Right click** to display the **Process** menu list. Click on **Edit**.

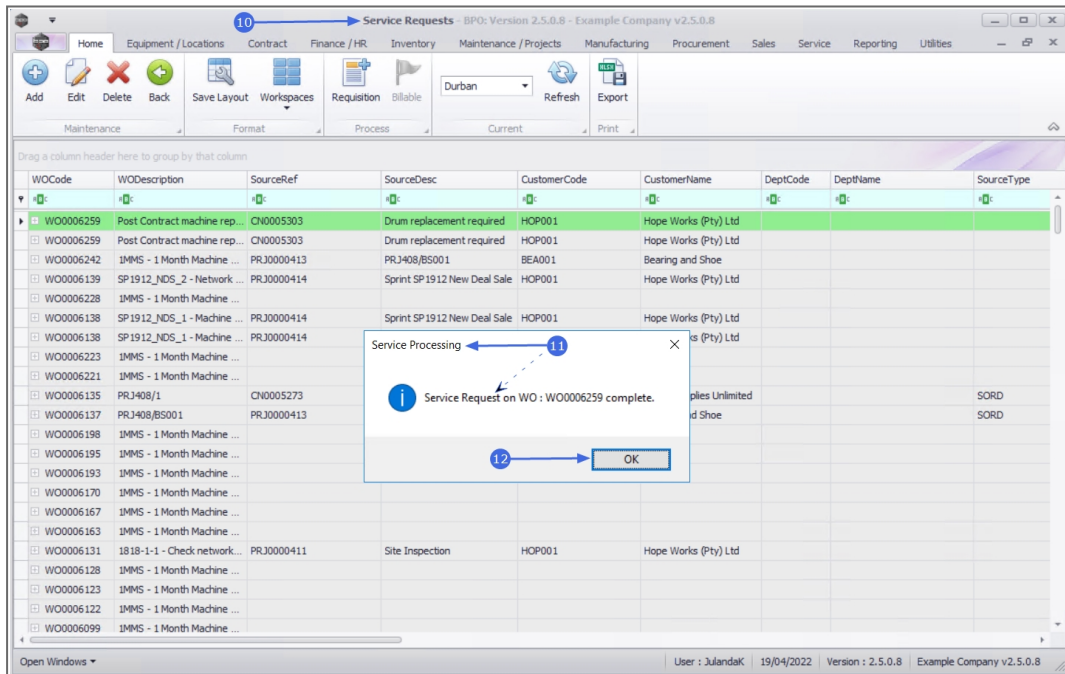
5. When you receive the **Service Request** message to confirm;
 - **Are you sure you want to edit this service [service code] on WO [work order number]?**
6. Click on **Yes**.



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**.

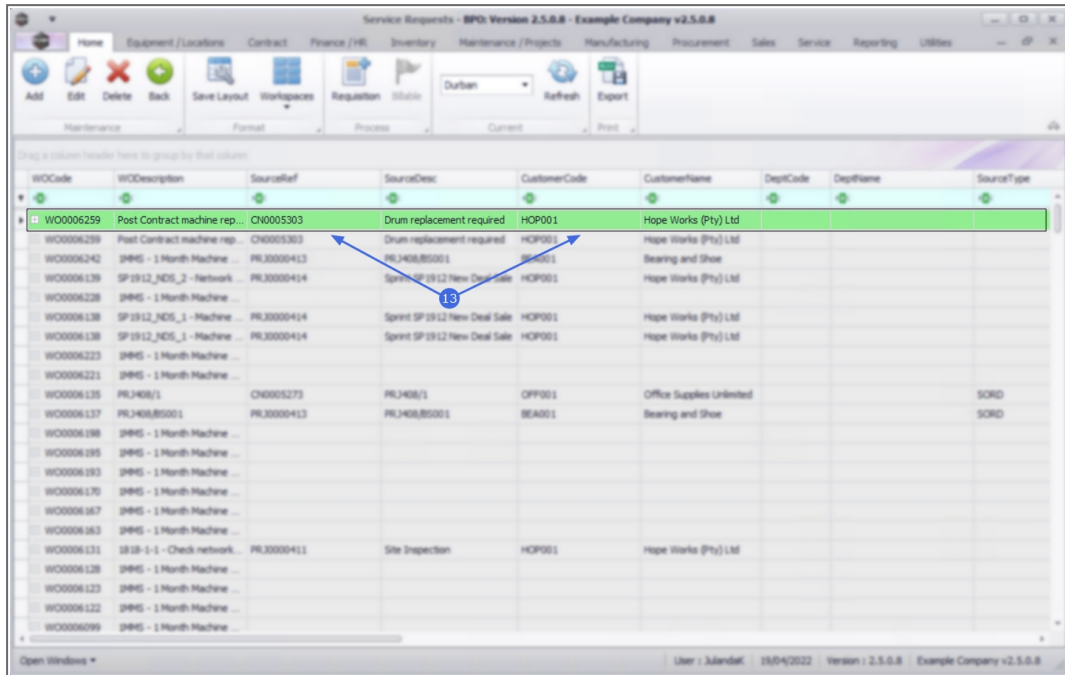


10. You will return to the **Service Requests** screen.
11. When you receive the **Service Processing** message to confirm that;
 - **Service Request on WO: [work order number] complete.**
12. Click on **OK**.



WOCCode	WODescription	SourceRef	SourceDesc	CustomerCode	CustomerName	DeptCode	DeptName	SourceType
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			
WO0006242	IMMS - 1 Month Machine ...	PRJ0000413	PRJ408/BS001	BEA001	Bearing and Shoe			
WO0006139	SP 1912_NDS_2 - Network ...	PRJ0000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
WO0006228	IMMS - 1 Month Machine ...							
WO0006138	SP 1912_NDS_1 - Machine ...	PRJ0000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
WO0006138	SP 1912_NDS_1 - Machine ...	PRJ0000414						
WO0006223	IMMS - 1 Month Machine ...							
WO0006221	IMMS - 1 Month Machine ...							
WO0006135	PRJ408/1	CN0005273						
WO0006137	PRJ408/BS001	PRJ0000413						
WO0006198	IMMS - 1 Month Machine ...							
WO0006195	IMMS - 1 Month Machine ...							
WO0006193	IMMS - 1 Month Machine ...							
WO0006170	IMMS - 1 Month Machine ...							
WO0006167	IMMS - 1 Month Machine ...							
WO0006163	IMMS - 1 Month Machine ...							
WO0006131	1818-1-1 - Check network...	PRJ0000411	Site Inspection	HOP001	Hope Works (Pty) Ltd			
WO0006128	IMMS - 1 Month Machine ...							
WO0006123	IMMS - 1 Month Machine ...							
WO0006122	IMMS - 1 Month Machine ...							
WO0006099	IMMS - 1 Month Machine ...							

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



WOCode	WODescription	SourceRef	SourceDesc	CustomerCode	CustomerName	DeptCode	DeptName	SourceType
WO0006259	Post Contract machine rep...	CN0005303	Drum replacement required	HOP001	Hope Works (Pty) Ltd			
WO0006242	SP 1912_M05_2 - 1 Month Machine ...	PLJ0000413	PLJ408/B5001	HOP001	Hope Works (Pty) Ltd			
WO0006139	SP 1912_M05_2 - Network	PLJ0000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
WO0006228	SP 1912_M05_1 - 1 Month Machine ...	PLJ0000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
WO0006138	SP 1912_M05_1 - Machine	PLJ0000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
WO0006223	SP 1912_M05_1 - 1 Month Machine ...	PLJ0000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
WO0006221	SP 1912_M05_1 - 1 Month Machine ...	PLJ0000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
WO0006135	PLJ408/1	CN0005273	PLJ408/1	OFF001	Office Supplies Unlimited			SORD
WO0006137	PLJ408/B5001	PLJ0000413	PLJ408/B5001	BEA001	Bearing and Shoe			SORD
WO0006198	SP 1912_M05_1 - 1 Month Machine ...							
WO0006195	SP 1912_M05_1 - 1 Month Machine ...							
WO0006193	SP 1912_M05_1 - 1 Month Machine ...							
WO0006170	SP 1912_M05_1 - 1 Month Machine ...							
WO0006167	SP 1912_M05_1 - 1 Month Machine ...							
WO0006163	SP 1912_M05_1 - 1 Month Machine ...							
WO0006131	SP 1912_M05_1 - 1 Month Machine ...	PLJ0000411	Site Inspection	HOP001	Hope Works (Pty) Ltd			
WO0006128	SP 1912_M05_1 - 1 Month Machine ...							
WO0006123	SP 1912_M05_1 - 1 Month Machine ...							
WO0006122	SP 1912_M05_1 - 1 Month Machine ...							
WO0006099	SP 1912_M05_1 - 1 Month Machine ...							

MNU.052.002