

# SERVICE

## SERVICE REQUESTS – SERVICE REQUISITION

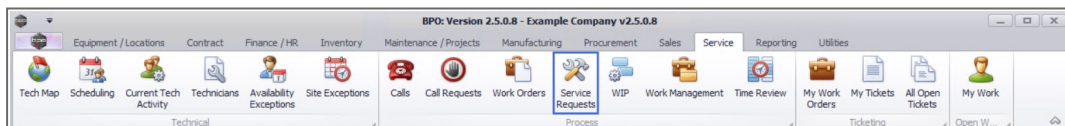
A Service Request needs to be raised when a supplier is providing a service for a work order.

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** screen will be displayed.
2. Select the **Site** where the service request(s) have been issued.
  - The example has **Durban** selected.
3. Select the **row(s)** of the service request(s) you wish to raise a requisition for.



Select multiple service requests to be allocated to a single purchase requisition.

4. Click on **Requisition**.

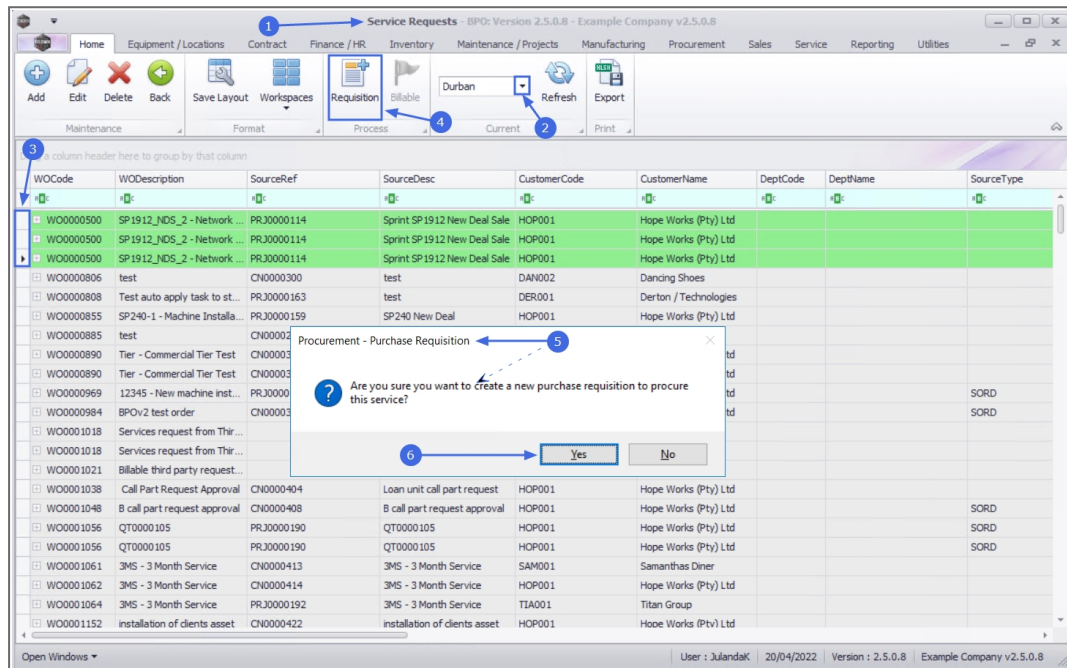


Short cut key: **Right click** to display the **Process** menu list. Click on **Requisition**.

5. When you receive the Procurement - Purchase Requisition message to confirm;

- **Are you sure you want to create a new purchase requisition to procure this service?**

6. Click on **Yes**.

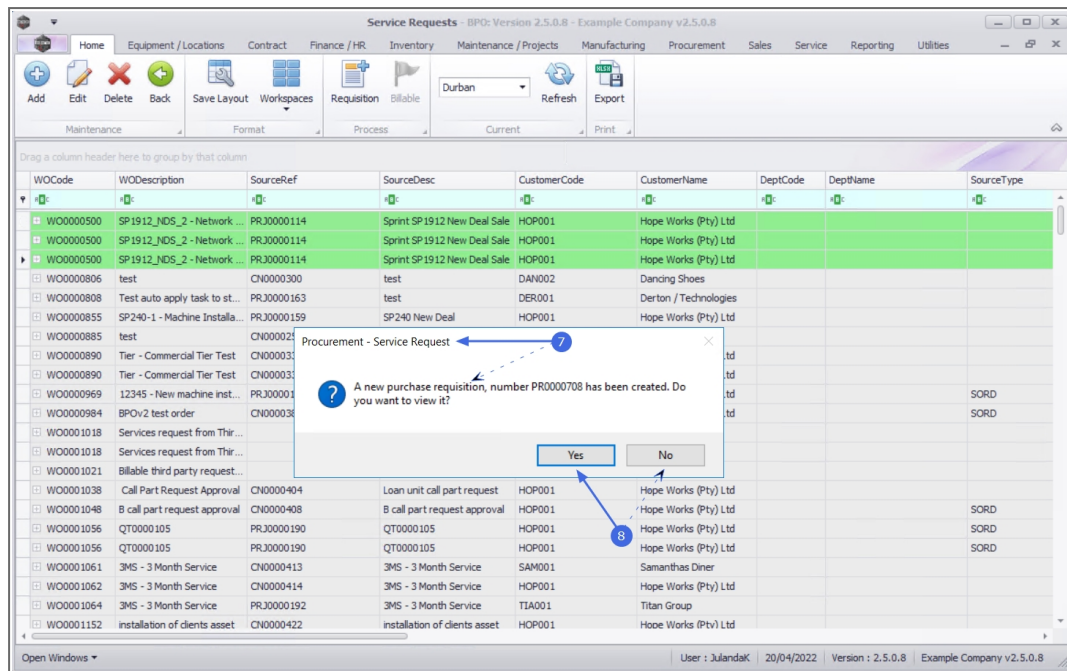


7. Next the **Procurement - Service Request** message will display to inform you that;

- **A new purchase requisition, number [purchase no] has been created. Do you want to view it?**

8. Click on **Yes** to view the requisition, or

- Click on **No** if you wish to remain in the Service Requisition screen



9. The **Purchase Requisition Listing** screen will display.

- The purchase requisition will be appended to the bottom of the list and will be selected.



For a detailed handling of this topic refer to [Introduction to Purchase Requisitions](#)

10. Click on **Edit**.

Purchase Requisition Listing - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Add Edit Delete View Hold Release Approve Decline Clone Requisition Save Layout Workspaces Print Export Durban New Refresh

Drag a column header here to group by that column

PRCode	PRType	Status	FirstName	LastName	ExdCost	IndCost	EventDate	EventTime	Comments	Notes	SupplierExist	CustomerCode	CustomerName
PR0000677	MAINT	N	Abigail	Milne	350.00	402.50	25/10/2021	19:59:56			Yes	TIA001	Titan Group
PR0000679	MAINT	N	Julanda	Kessler	350.00	402.50	03/11/2021	14:34:01			Yes		
PR0000681	MAINT	N	Julanda	Kessler	450.00	517.50	04/11/2021	13:18:34			Yes		
PR0000682	MAINT	N	Julanda	Kessler	800.00	920.00	04/11/2021	13:26:43			Yes		
PR0000683	MAINT	N	Julanda	Kessler	150.00	172.50	04/11/2021	13:38:01			Yes		
PR0000684	MAINT	N	Abigail	Milne	0.00	0.00	08/11/2021	10:38:23			No	OFF001	Office Supplies
PR0000685	MAINT	N	Abigail	Milne	0.00	0.00	08/11/2021	14:04:24			No	BIG0001	Big Bargains
PR0000686	MAINT	N	Abigail	Milne	0.00	0.00	08/11/2021	14:22:50			No		
PR0000687	MAINT	N	Abigail	Milne	459.26	528.15	10/11/2021	09:13:26			Yes	HOP001	Hope Works (P1
PR0000688	MAINT	N	Abigail	Milne	459.26	528.15	10/11/2021	09:37:31			Yes	HOP001	Hope Works (P1
PR0000689	MAINT	N	Abigail	Milne	459.26	528.15	10/11/2021	09:47:40			Yes	HOP001	Hope Works (P1
PR0000690	MAINT	N	Abigail	Milne	530.00	609.50	22/11/2021	12:10:22			Yes	HOP001	Hope Works (P1
PR0000690	MAINT	N	Abigail	Milne	530.00	609.50	22/11/2021	12:10:22			Yes	BEA001	Bearing and Sh
PR0000690	MAINT	N	Abigail	Milne	530.00	609.50	22/11/2021	12:10:22			Yes	HOP001	Hope Works (P1
PR0000691	MAINT	N	Abigail	Milne	600.00	690.00	22/11/2021	12:18:23			Yes	TIA001	Titan Group
PR0000691	MAINT	N	Abigail	Milne	600.00	690.00	22/11/2021	12:18:23			Yes	WES001	Westwood Dyn
PR0000692	MAINT	N	Abigail	Milne	459.96	498.95	22/11/2021	12:23:21			Yes	HOP001	Hope Works (P1
PR0000704	MAINT	N	Julanda	Kessler	0.00	0.00	28/01/2022	10:44:31			No	BIG0001	Big Bargains
PR0000705	MAINT	N	Julanda	Kessler	350.00	402.50	01/03/2022	15:26:47			Yes		
PR0000706	MAINT	N	Julanda	Kessler	350.00	402.50	01/03/2022	15:38:02			Yes		
PR0000708	MAINT	N	Julanda	Kessler	1,000.00	1,150.00	20/04/2022	10:05:19			No	HOP001	Hope Works (P1

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- The **Edit Requisition** [requisition number] screen will be displayed.
- Click on the **expand** button in the **Parts** data grid to confirm or link the **Supplier and Cost** details and then **Approve** the requisition to complete the process.



Note that the Purchase Requisitions must go through an **approval** process before a **purchase order** is created. On approving a **requisition**, the system will generate a **purchase order**.

- Click on **Save**.

11 → Edit Requisition - PR0000708 - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Save Layout

Process 13 format

Type Maintenance Requisition  
Class Contract Service

Request Date 20/04/2022 10:05:19

Billing Address Kings House  
Kings Road  
Kings Town  
Kings City

Phone 333 333 3333  
Email employee.y@email.com  
Contact Name Employee Y

Origin Type Work Order  
Origin SP1912\_NDS\_2 - Network configu...  
Related Item Main  
Requestor Julanda Kessler

Drag a column header here to group by that column

PartType	PartCode	Description	Priority	WarehouseName	Quantity	UnitCost	TaxRate	VAT	ExchangeRate	SerialNo	SupplierCode	SupplierName
TR	TRA	Employee Training	3		1.000	650.000	15.000	97.500		1.000	SPR001	Sprint Distributors Local
CALL	CALL	Call Out Fee to check Ma...	3		1.000	0.000	0.000	0.000		0.000	SPR001	Sprint Distributors Local
PRI	PRI	Printing documents as re...	3		1.000	350.000	15.000	52.500		1.000	SPR001	Sprint Distributors Local

Item Suppliers

SupplierCode	SupplierName	SelectedSupplier	UnitCost	Currency	TaxRate	ExchangeRate	LeadTime	QuantityPerUOP	UnitOfPurchase	MinimumOrderQty	SupplierItemCode
SPR001	Sprint Distributors Local	Yes	350.000	South African...	15.000	1.000	1.000	1.000	ea	1.000	

Requisition Info

Sub Total 1,000.00  
VAT 150.00  
Grand Total 1,150.00

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## Related Topics

- [Print Purchase Requisition](#)

MNU.052.004

