

SERVICE

WORK ORDERS - REINSTATE A WORK ORDER

If you need to process or change something on a closed work order, then you will need to **reinstate the work order**, add or edit the details as required, and then close the work order again when done.

Some of the reasons for reinstating a work order are:

- To credit a cancelled order.
- To credit incorrect stock and re-invoice correct stock.
- To credit over supply.
- To credit and re-invoice correct selling price.

Only <u>closed</u> work orders can be reinstated.

REINSTATE FROM A CALL

Ribbon Access: Service > Calls





The *Call Listing* screen will be displayed.



- 1. Ensure that the *date selection* fields are set to the correct range to include the call that you are searching for.
- 2. Ensure that you have selected the correct *site* and *status*.
- 3. You can then either scroll down the call list or use the *Find* or *Filter* option to search for the call.

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• Click on the *expand* icon in the row of the selected call.



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- 1. The *Work Orders* frame will be expanded.
- 2. You will note that the *Status Description* for this work order is *Closed*.
- 3. *Right click* anywhere in the *row* of the work order.



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- 1. A *Process* menu will pop up.
- 2. Click on *Reinstate* Reinstate Work Order.



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- An Input Validation message box will pop up asking;
 - Are you sure you want to reinstate this work order, no. []? Answer 'Yes' to re-instate the work order.
- Click on Yes.



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- 1. The expanded Work Orders frame will automatically *collapse*.
- 2. Click on the *expand* button again in the row of the call.



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- 1. The *Work Orders* frame will expand.
- 2. You will note that the work order *Status Description* is now *Open*.
- 3. *Double click anywhere* in the *row* of the work order.



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Clos	ed 0	E CN0000581	07 Aug 2	Belinda Shar	Awaiting Acceptance	12:26:45	TT011 - Daily, Mono 1	000, Colour 1000 - Call pe	er NDS	New De
All	0	E CN0000580	26 Jul 2018		UnAssigned	11:01:38	Return all from short t	erm contract STC000003	D. DR	Select C
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The *Maintain WO - Ref []* frame will be displayed.

- Add or Edit any details as required in this screen or via the Functions tiles.
- 2. When you are done, click on *Save* if you have made changes.
- 3. Either *Close* the screen, or
- 4. Use the *Open Windows* menu to return to the *Call Listing* screen.



	Ŧ				Maintain	WO - Ref WO0	001723 -	BPO	: Version 2.1.0.6	9 - Examp	le Company						×
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Ser	rvices		P	Priority	2		*		Ass	igned To	Belinda Sharmar	1		• *			ita
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REINSTATE FROM A WORK ORDER

Ribbon Access: Service > Work Orders





The *Work Order Listing* screen will be displayed.



- Select the *site*.
 - In this image *Durban* has been selected.

Edit Delete	View	Close Complet	e Renotate	Print Export	Durban ID 0 1 2	Name Al Sites Durban Pretoria	6	ports			
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r text to search)	P	fidWOCode •	fdDescription	fdRequestDate				fdWOType	fdPriority	fidInvoiceat	je
unctions	9				x						
		W00001552	Post Contract Machine Repair.	24 Nov 2017	0	PR.30000078	SubProject 2	REP	2	Yes	
Tene		W00001551	05000222	23 Nov 2017	0	PR.30000288	05000222	NOR	2	No	
		W00001550	6601010202	22 Nov 2017	0	PR.30000287	8801010202	ND5	2	No	
		U WO0001549	Copier	22 Nov 2017	0	PR.30000286	Copier	NDS	2	No	
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		W00001546	SP1912_ND5_2 - Network configuration	18 Nov 2017	0	PR30000285	Sprint SP19	Π	2	No	
		W00001545	SP1912_ND5_1 - Machine installation	17 Nov 2017	0	PR.30000285	Sprint SP 19	ND5	2	No	
Third Party Services		0 W00001544	1818-1-1 - Check network requirements	18 Nov 2017	0	PR30000283	Site Inspectino	INST	2	No	
		B W00001543	SP1912_ND5_2 - Network configuration	18 Nov 2017	0	PR.30000280	Sprint SP 19	Π	2	No	
		W00001542	SP1912_NDS_1 - Machine installation	17 Nov 2017	0	PR30000280	Sprint SP 19	NDS	2	No	
		W00001541	TES6.2 - Work Order 10	04 Dec 2017	0	PR30000279	Implementa	SERV	2	No	
1915		B W00001540	TES6.1 - Work Order 9	03 Dec 2017	0	PR.30000279	Implementa	SERV	2	No	
		🗄 WO0001539	TES5.2 - Work Order 8	01 Dec 2017	0	PR30000278	Testing BPO2	SERV	2	No	
		W00001538	TESS. 1 - Work Order 6	30 Nov 2017	0	PR.30000278	Testing BPO2	SERV	2	No	
oans		W00001537	TES4.2 - Work Order 6	27 Nov 2017	0	PR30000277	Developme	SERV	2	No	
		W00001536	TES4.1 - Work Order 5	26 Nov 2017	0	PR.30000277	Developme	SERV	2	No	
		W00001535	TES3.2 - Work Order 4	24 Nov 2017	0	PRJ0000276	Design BPO2	SERV	2	No	
Swap Outs		W00001534	TES3.1 - Work Order 3	23 Nov 2017	0	PR.30000276	Design BPO2	SERV	2	No	
		W00001533	TES2.2 - Work Order 2	21 Nov 2017	0	PR.30000275	Specificatio	SERV	2	No	
	1	W00001532	TES2.1 - Work order 1	20 Nov 2017	0	PR.30000275	Specificatio	SERV	2	No	
Meters		W00001531	TES6.2 - Work Order 10	21 Dec 2017	0	PR.30000273	Implementa	SERV	2	No	
		B WO0001530	TES6.1 - Work Order 9	20 Dec 2017	0	PR30000273	Implementa	SERV	2	No	
			WEER MILL OLDER	10.04. 2017	•	AR \$100.0775	Feelies 0003	retui		114	



- Select the *status*.
 - The status must be set to *Closed*.

Note: Only <u>closed</u> work orders can be reinstated.



^ '		Work Order Listing - Bl	PO: Version 2.1.0.4	12 - Example C	Company			÷. 0	Х
Home Equipment a	nd Locations Contract	Finance and HR Inventory Maint	tenance and Project	s Manufactu	uing Procurement Sale	s Service	Reporting	Utilities -	61 X
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Functions	*								
	• W00001514 B	uy Back - Serial No. 1818-0890	28 Sep 2017	x		R	2	No	
Tine	· WO0001515 8	luy Back - Serial No. 555	29 Sep 2017	C		DR	2	No	
	B W00001516 B	uy Back - Serial No. 1818-2222	29 Sep 2017	C		DR	2	No	
	W00001517 B	luy Back - Serial No. 1818-1111	29 Sep 2017	C		DR	2	No	
Services	W00001519 B	luy Back - Serial No. 1818-6589	08 Oct 2017	c		DR	2	No	
And the second se	🗉 WO0001520 B	uy Back - Serial No. 2020-1111	07 Oct 2017	C		DR	2	No	
Varis Loans Swap Outs Meters									
Econver Open Windows •	.+							08 Dec 2017	

• Click on the *row selector* in front of the *work order* that you wish to *re-instate*.



• Click on *Reinstate*.

Add Links	2	coprio		interne 1	Contract	Enance and	40 Inventory Mai	ntenance and Dinter	te Marci	facturino	Droct series	of Cales	Centre Dan	ortion Ittility	- 0 X
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Te				W0000	1515	Buy Back - Ser	al No. 555	29 Sep 2017	c	Closed		DR	No	555	AREG000263
				W0000	1516	Buy Back - Ser	al No. 1818-2222	29 Sep 2017	c	Closed		DR	No	1818-2222	AREG000224
				W0000	1517	Buy Back - Ser	w No. 1818-1111	29 Sep 2017	c	Closed		DR	No	1818-1111	AREG000223
Se	vices		P	W0000	1519	Buy Back - Ser	lal No. 1818-6589	08 Oct 2017	C	Closed		DR	No	1818-6589	AREG000252
				W0000	1520	Buy Back - Ser	al No. 2020-1111	07 Oct 2017	C	Closed		DR	No	2020-1111	AREG000225
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- An Input Validation message box will pop up asking;
 - Are you sure you want to re-instate this work order,
 - no. []? Answer 'Yes' to reinstate the work order.
- Click on Yes.



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		W00001	516	Buy Back -	Serial No.	1818-2222	29 Sep 2017	С	Closed		DR	No	1818-2222	AREG000224
		W00001	517	Buy Back -	Serial No.	1818-1111	29 Sep 2017	C	Closed		DR	No	1818-1111	AREG000223
Services	18	W00001	519	Buy Back -	Serial No.	1818-6589	08 Oct 2017	C	Closed		DR	No	1818-6589	AREG000252
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Third Party Services				Inp	out Validat	ion sre you sure yo vnswer "Yes" to	ou want to re-instat re-instate the work	this work	order, no. (es	W0000151	97			

The selected work order will now be *removed* from the *Work Order Listing* screen where the status is set to *Closed*.



* *	Work Order Listing - BPO: Version 2.1.0.42 - Example Company						
Home Equipment	and Locations Contract Finance and HR Inventor	ry Maintenance and Project	s Manufacturing	Procurement Sales	Service Reporting	j Utites -	<i>8</i> X
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nt Distance in the network	fdWOCode fdDescription	fdRequestDate	fidStatus fidProjectP	Ref fdProjectDesc	fdWOType fdPriority	r fidInvoiceable	fidBatchNo
Functions							
-	 W00001514 Buy Back - Serial No. 1818-00 	890 28 Sep 2017	c		DR	2 No	
Nue-	W00001515 Buy Back - Serial No. 555	29 Sep 2017	C		DR	2 No	
	W00001516 Buy Back - Serial No. 1818-22	222 29 Sep 2017	c		DR	2 No	
an and a second s	W00001517 Buy Back - Serial No. 1818-1	111 29 Sep 2017	C		DR	2 No	_
Services	WO0001520 Buy Back - Serial No. 2020-1	111 07 Oct 2017	c		DR	2 No	
Parts Loans							
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	40						,
Open Windows *						08 Dec 2017	: A

 The selected work order has now been moved to the Work Order Listing screen where the status is set to Open.



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unctions	۲										
	- 1	B W00001539	TES5.2 - Work Order 8	01 Dec 2017	0	PR.30000278	Testing 8P02	SERV	2	No	
Tine		W00001538	TES5.1 - Work Order 6	30 Nov 2017	0	PR.30000278	Testing 8PO2	SERV	2	No	
		W00001537	TES4.2 - Work Order 6	27 Nov 2017	0	PRJ0000277	Developme	SERV	2	No	
		W00001536	TES4.1 - Work Order 5	26 Nov 2017	0	PR.30000277	Developme	SERV	2	No	
Services		W00001535	TES3.2 - Work Order 4	24 Nov 2017	0	PR.30000276	Design BPO2	SERV	2	No	
		W00001534	TES3.1 - Work Order 3	23 Nov 2017	0	PR.30000276	Design BPO2	SERV	2	No	
		W00001533	TES2.2 - Work Order 2	21 Nov 2017	0	PR30000275	Specificatio	SERV	2	No	
Third Party Services		W00001532	TES2.1 - Work order 1	20 Nov 2017	0	PR.30000275	Specificatio	SERV	2	No	
		W00001531	TES6.2 - Work Order 10	21 Dec 2017	0	PR.30000273	Implementa	SERV	2	No	
		W00001530	TES6.1 - Work Order 9	20 Dec 2017	0	PR.30000273	Implementa	SERV	2	No	
Parts		W00001529	TESS.2 - Work Order 8	18 Dec 2017	0	PR30000272	Testing BPO2	SERV	2	No	
		W00001528	TES5.1 - Work Order 6	17 Dec 2017	0	PR30000272	Testing BPO2	SERV	2	No	
		W00001527	TES4.2 - Work Order 6	14 Dec 2017	0	PR30000271	Developme	SERV	2	No	
		W00001526	TES4.1 - Work Order 5	13 Dec 2017	0	PRJ0000271	Developme	SERV	2	No	
Leans		W00001525	TES3.2 - Work Order 4	11 Dec 2017	0	PRJ0000270	Design BPO2	SERV	2	No	
		E W00001524	TES3.1 - Work Order 3	10 Dec 2017	0	PR30000270	Design BPO2	SERV	2	No	
		W00001523	TES2.2 - Work Order 2	08 Dec 2017	0	PR.30000269	Specificatio	SERV	2	No	
Swap Outs		W00001522	TES2.1 - Work order 1	07 Dec 2017	0	PRJ0000269	Specificatio	SERV	2	No	
		W00001521	Maintenance Service 3 monthly	06 Nov 2017	0			SERV	2	No	_
	_	W00001519	Buy Back - Serial No. 1818-6589	08 Oct 2017	0			DR	2	No	
Metera		W00001518	New Clent Installation	06 Oct 2017	0			INST	2	No	
		W00001513	Issued and invoiced stock	30 Jun 2017	0			DR	2	No	
		W00001512	Quick Part Return where stock was is	30 Jun 2017	0			DR	2	No	
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