SERVICE

MY WORK - ADD AN INTERNAL SERVICE REQUEST

The **My Work** screen deals with work that is assigned to a specific employee, i.e. when an employee is logged in, that employee can only see work orders assigned to themselves.

This screen has similar functionality to the call screen in that the employee can request parts, **services** and loan units, book time, travel and expenses, view customer and machine details (including warranty information).

The employee can raise any **non-stock** services provided to a client(s) by logging an **Internal Service**.

Ribbon Access: *Service > My Work*

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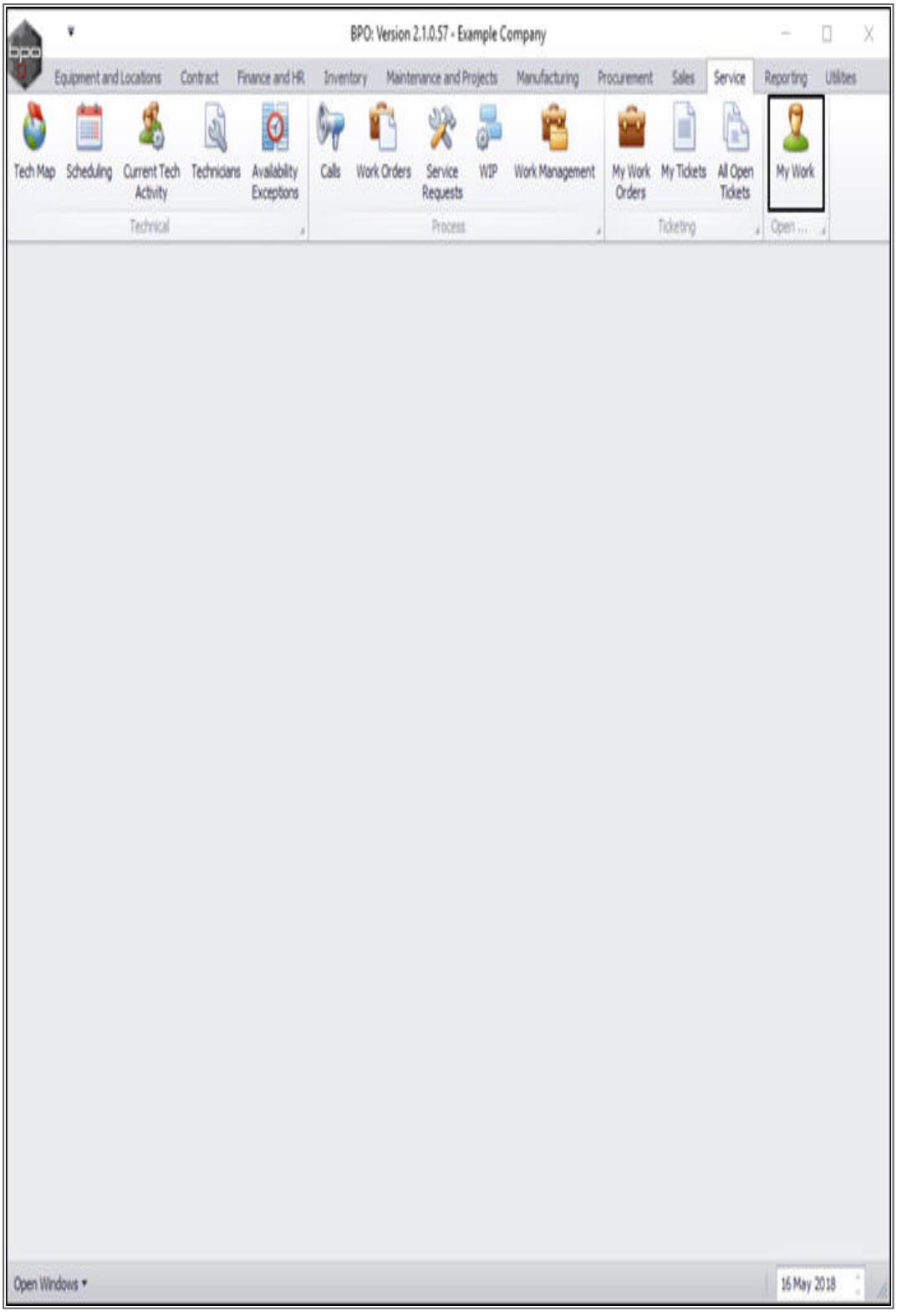

The ***My Work*** listing screen will be displayed.

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Either

- Click on the ***row selector*** in front of the ***work order*** where you wish to add a ***service request***.
- Click on ***Edit***.

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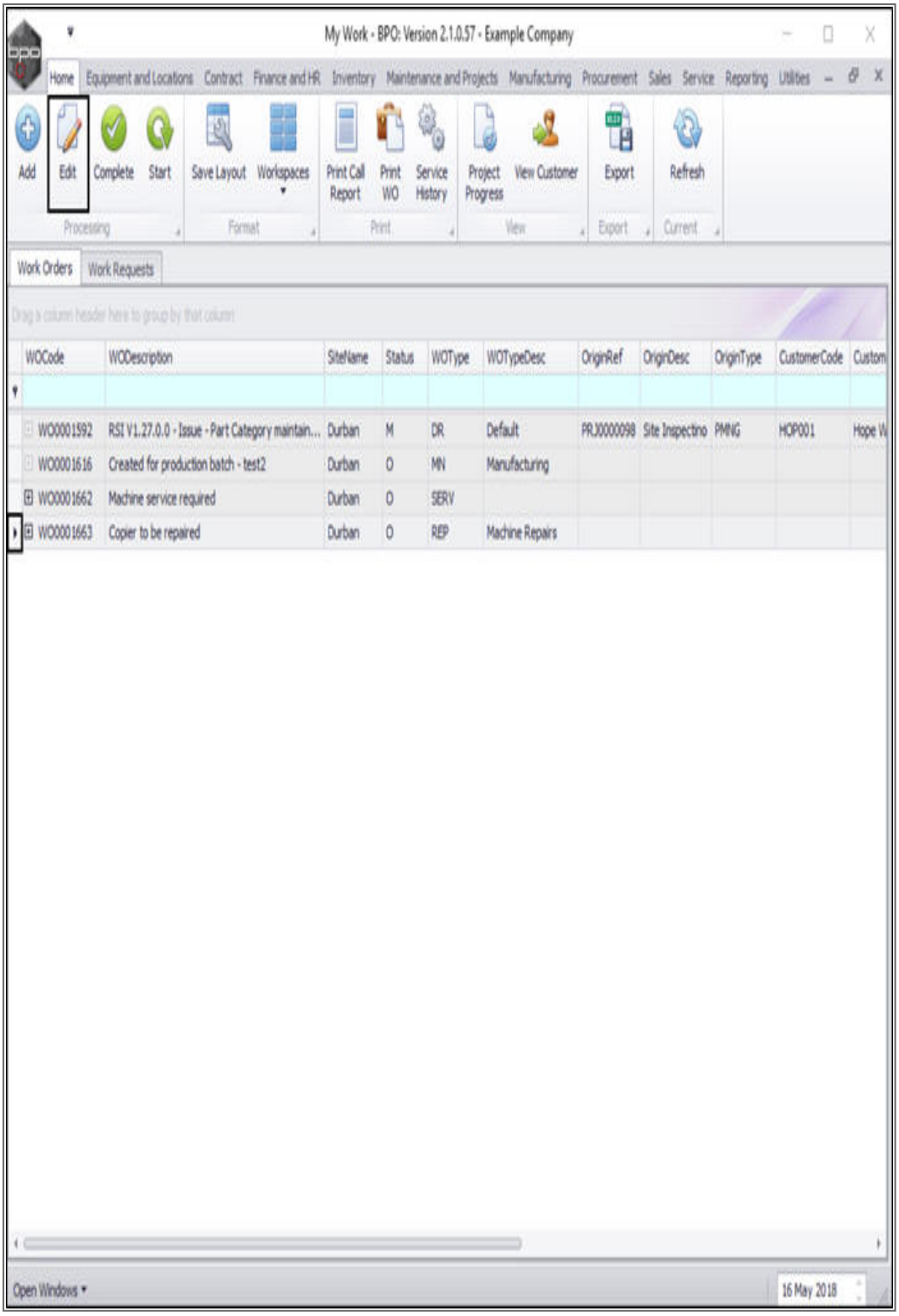

The ***Maintain WO - Ref [ ]*** screen will be displayed.

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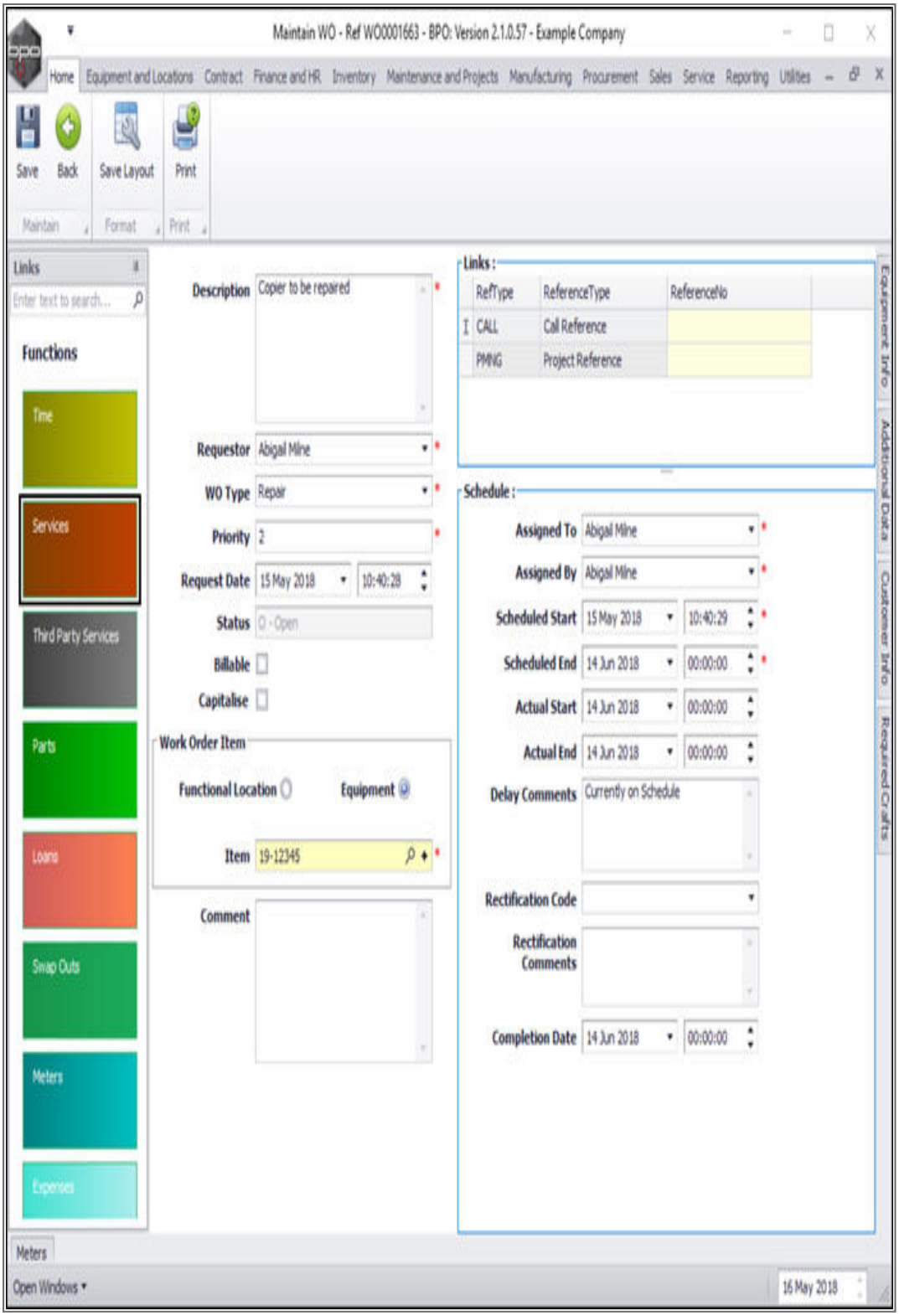
- Click on the ***Services*** tile.



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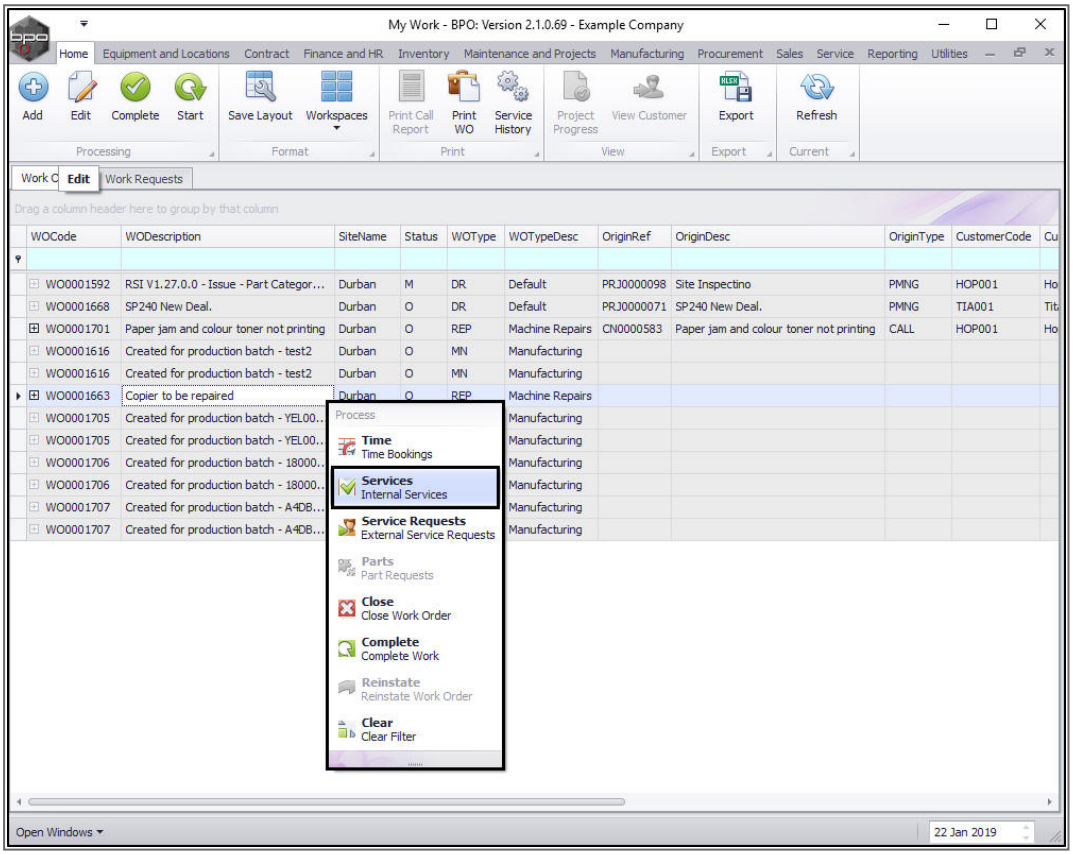
Or

In the ***My Work*** listing screen,

- ***Right click*** anywhere in the ***row*** of the ***work order*** where you wish to add a ***service*** request.
- A ***Process*** menu will pop up.
- Click on ***Services*** - Internal Services.



Either process will bring you to the ***Internal Services for WO Code [ ]*** screen.

- Click on ***Add***.

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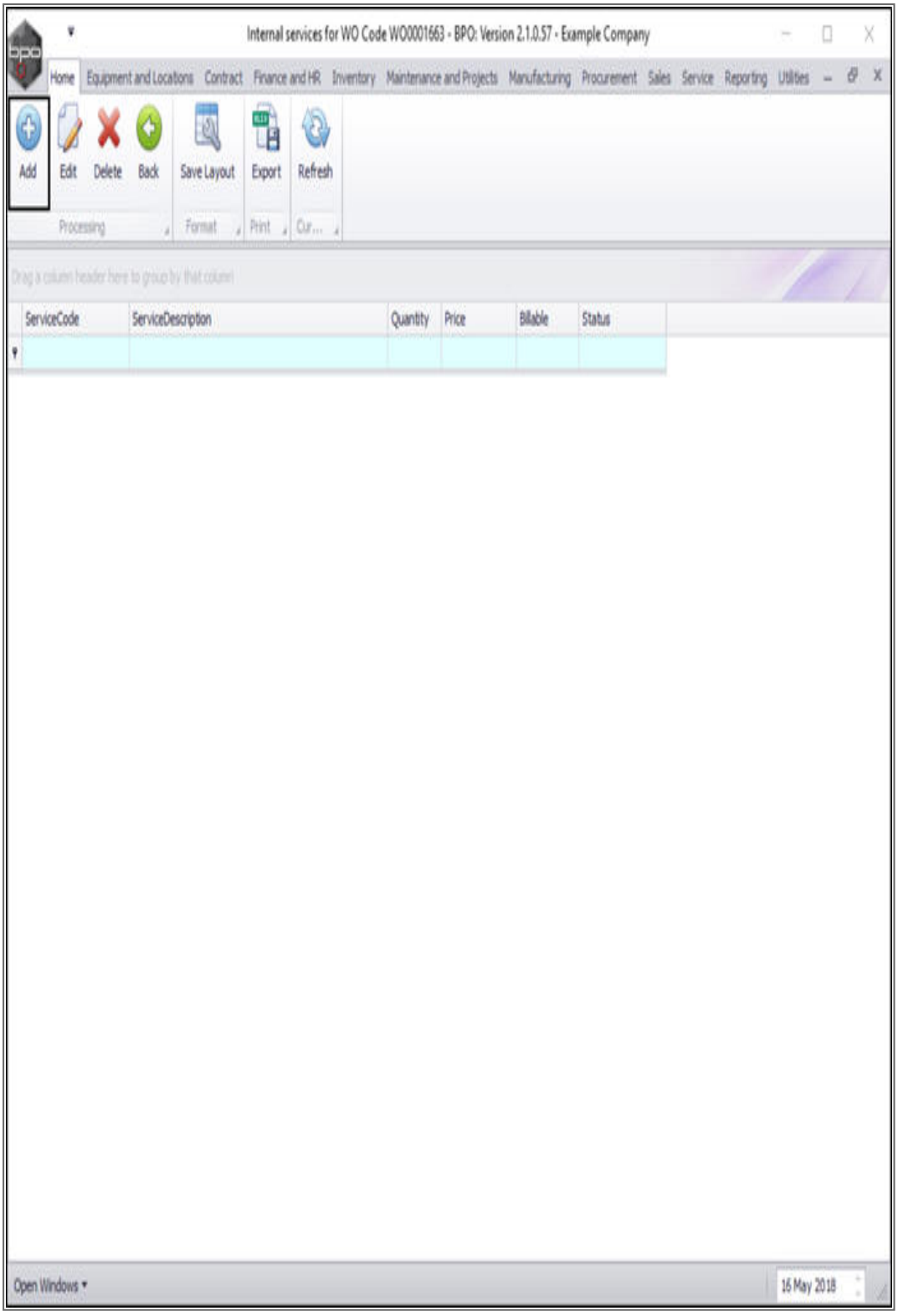

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- The ***Internal Service*** screen will be displayed.
    - **Work Order:** This field will auto populate with the initially selected work order.
    - **Service:** Click on the search button and select from the pop up screen the non-stock internal service (e.g. **Call Out Fee)** that you wish to link to this work order.
    - **Quantity:** The quantity will auto populate as 1 but you can type in the quantity required e.g. **3**
    - **Price:** The price will auto populate according to what's set up on the selected service but you can type in a new price if applicable.
    - **Billable:** Select this option if the service is billable.
        - **Note:** This will be set to billable by ***default***, unless the service is linked to a contract inclusion.

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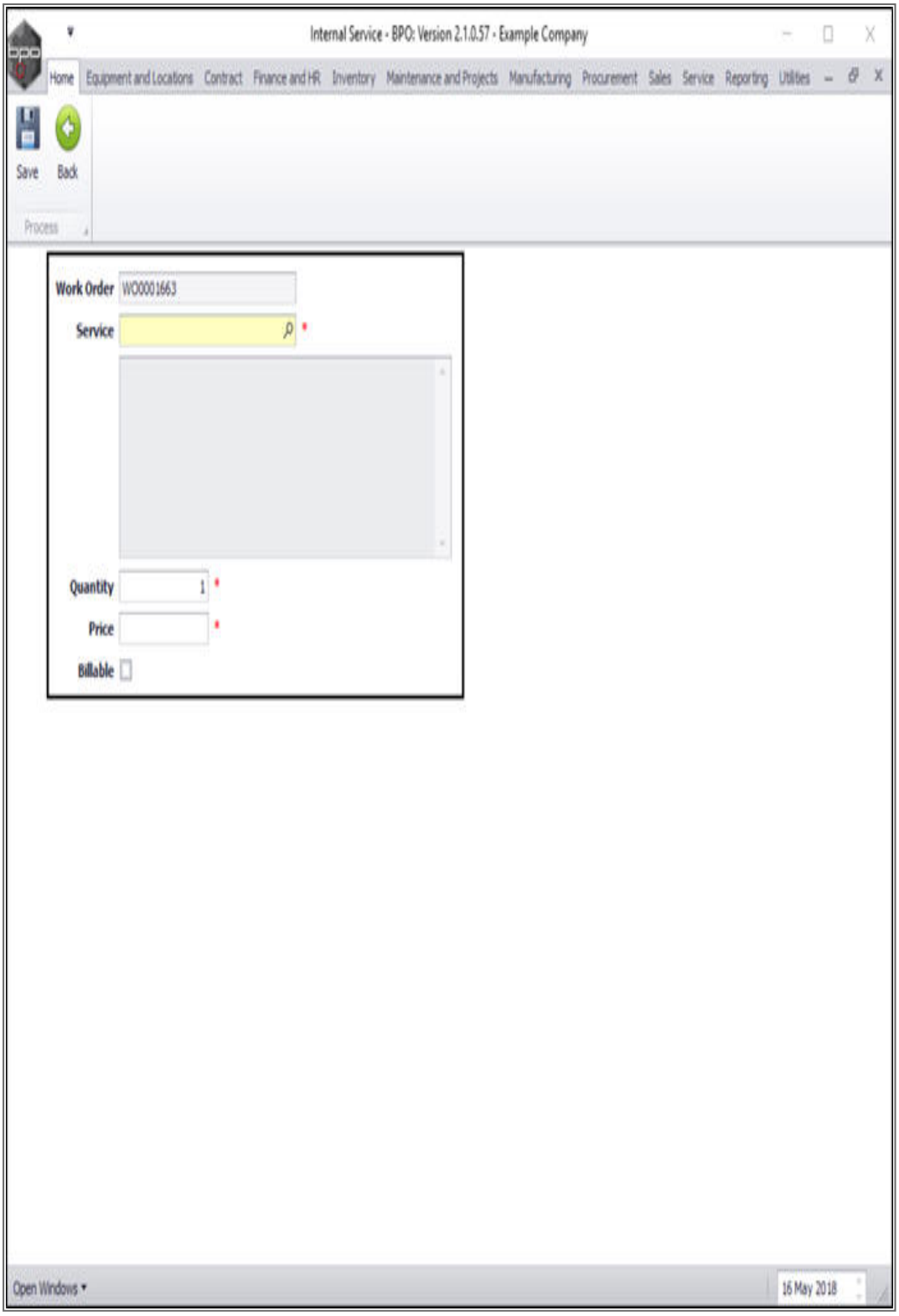

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- When you have finished adding the internal service details, click on ***Save***.

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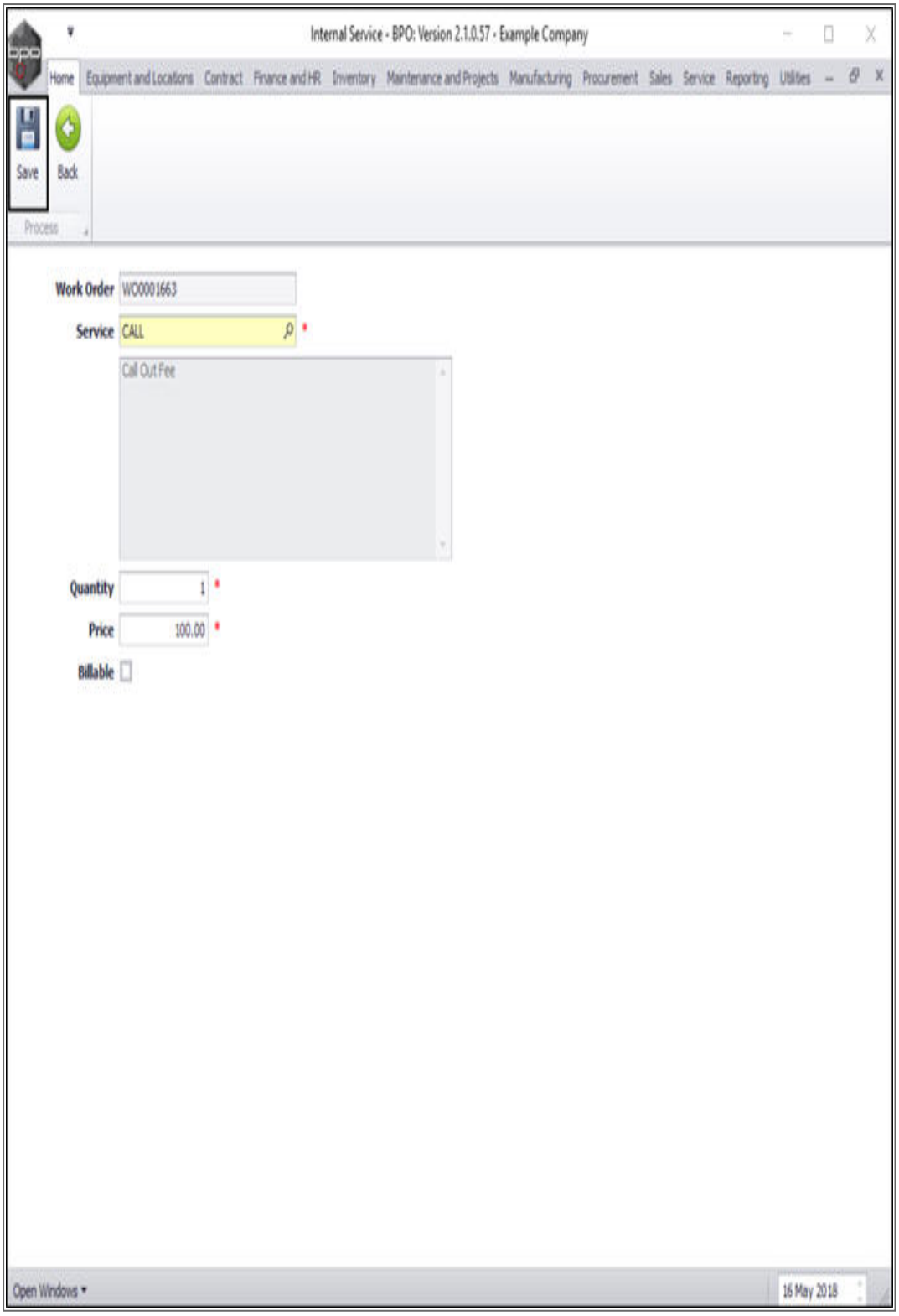

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- You will return to the ***Internal services for WO Code [ ]*** listing screen screen where you can now view the newly logged internal service.
- A ***Service Processing*** message box will pop up informing you that;

    - ***Service Inclusion on WO: [ ] complete.***

- Click on ***OK***.

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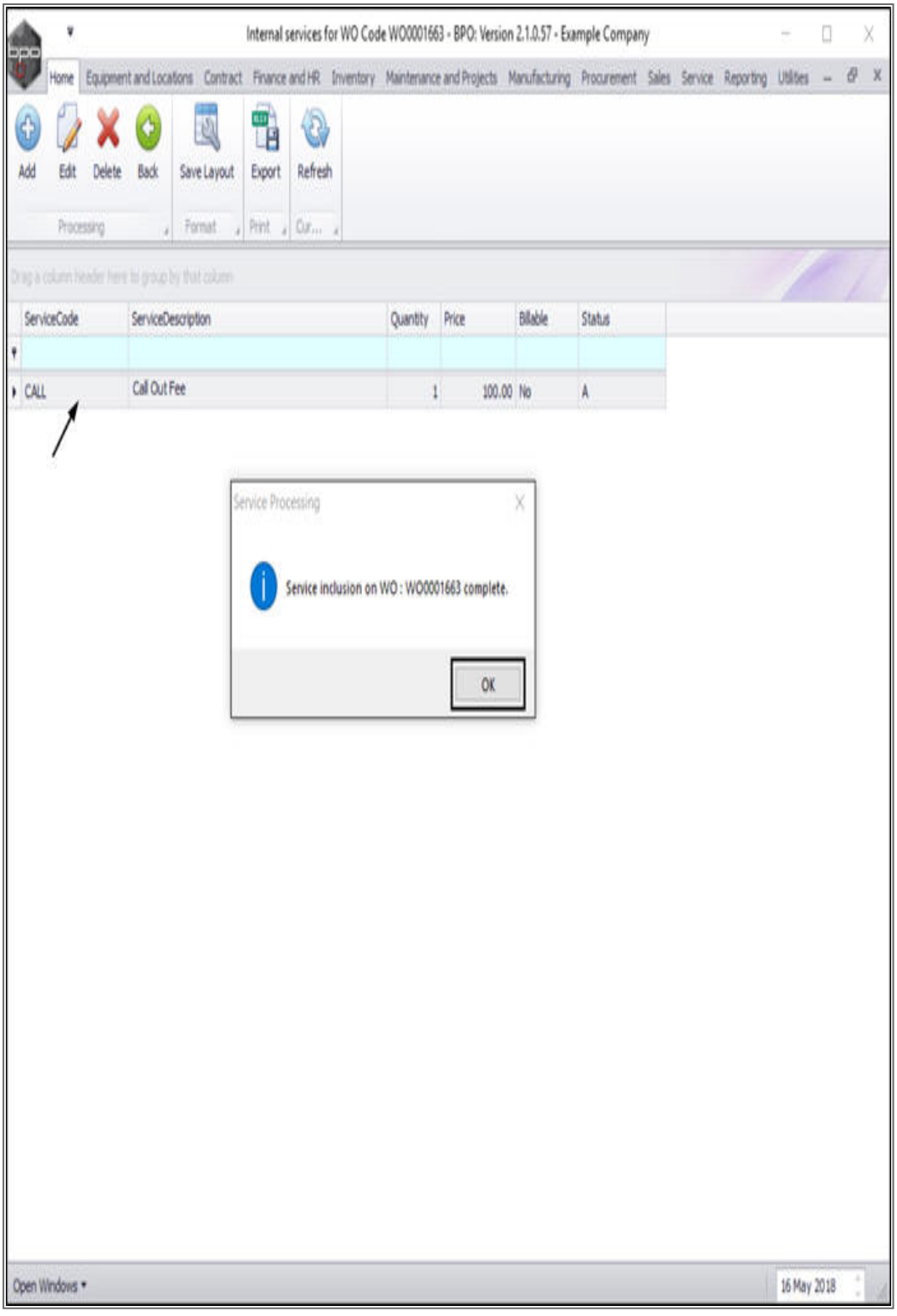

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