

SERVICE

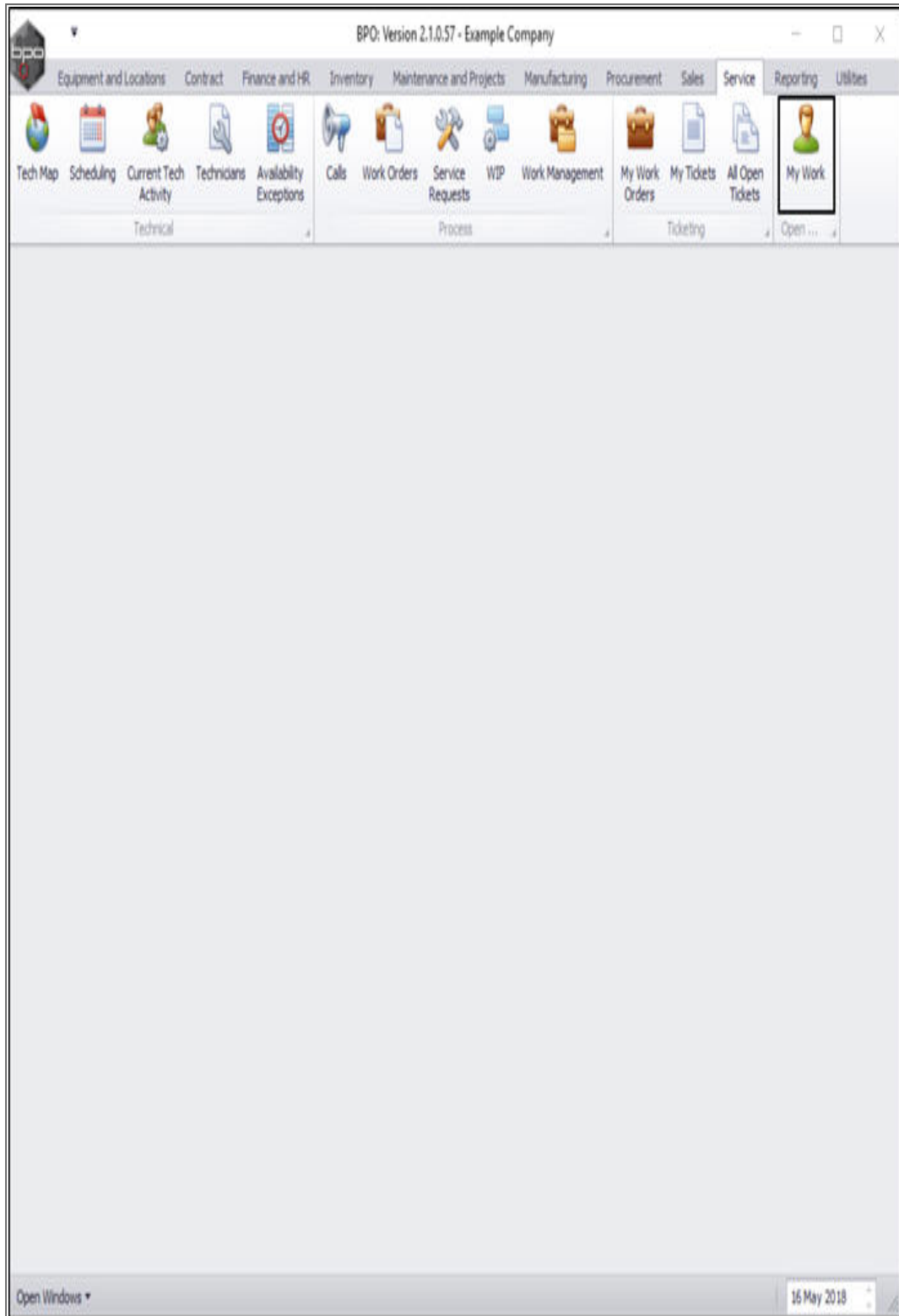
MY WORK – ADD AN INTERNAL SERVICE REQUEST

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**.

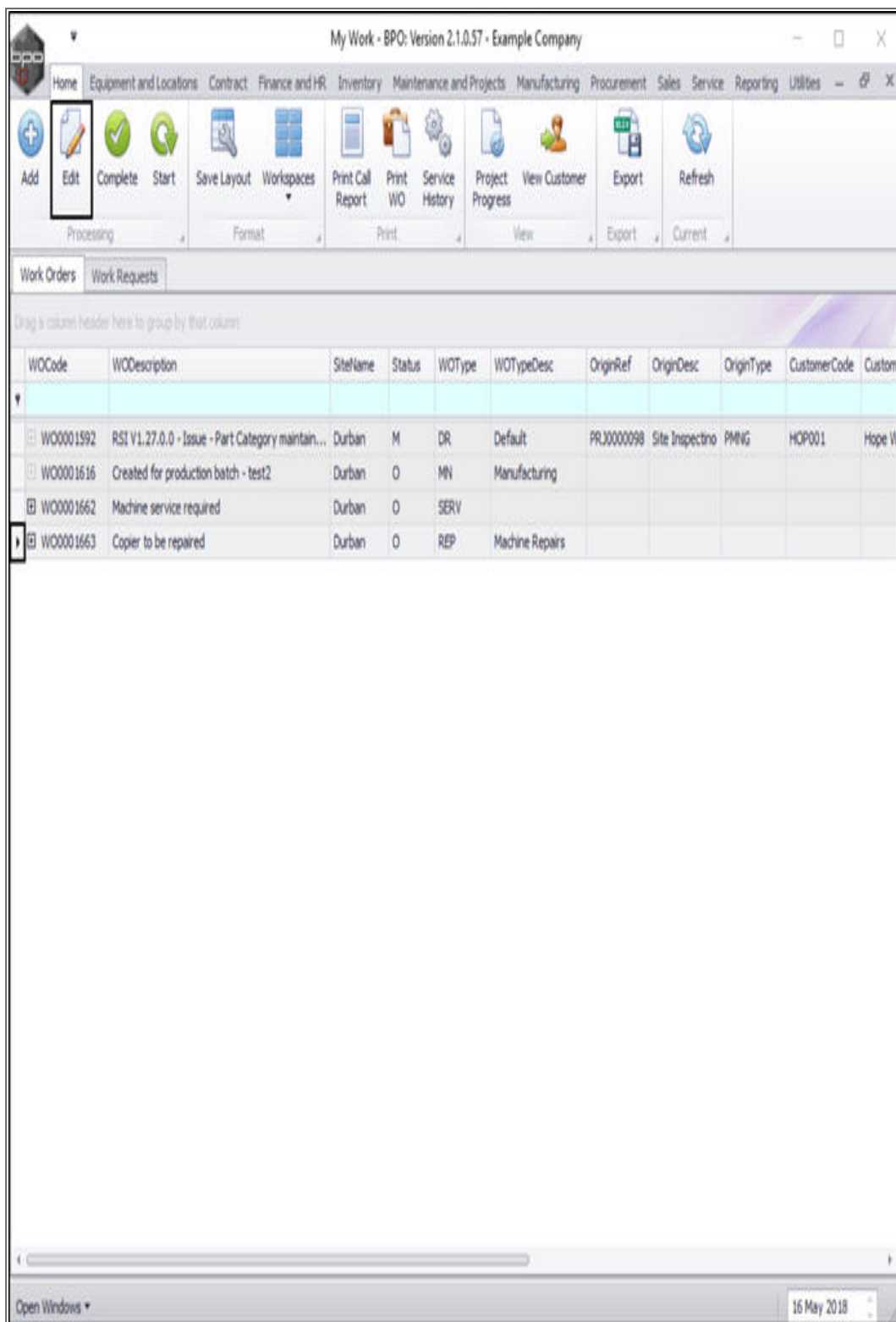
Ribbon Access: *Service > My Work*



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

Either

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



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

- Click on the **Services** tile.

Maintain WO - Ref WO0001663 - BPO: Version 2.1.0.57 - Example Company

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

Save Back Save Layout Print

Maintain Format Print

Links

Enter text to search...

Functions

Time

Services

Third Party Services

Parts

Loans

Swap Outs

Meters

Expenses

Description Copier to be repaired

Requestor Abigal Mine

WO Type Repair

Priority 2

Request Date 15 May 2018 10:40:28

Status Open

Billable ☐

Capitalise ☐

Work Order Item

Functional Location Equipment

Item 19-12345

Comment

Links

RefType	ReferenceType	ReferenceNo
CALL	Call Reference	
PMING	Project Reference	

Schedule

Assigned To Abigal Mine

Assigned By Abigal Mine

Scheduled Start 15 May 2018 10:40:29

Scheduled End 14 Jun 2018 00:00:00

Actual Start 14 Jun 2018 00:00:00

Actual End 14 Jun 2018 00:00:00

Delay Comments Currently on Schedule

Rectification Code

Rectification Comments

Completion Date 14 Jun 2018 00:00:00

Meters

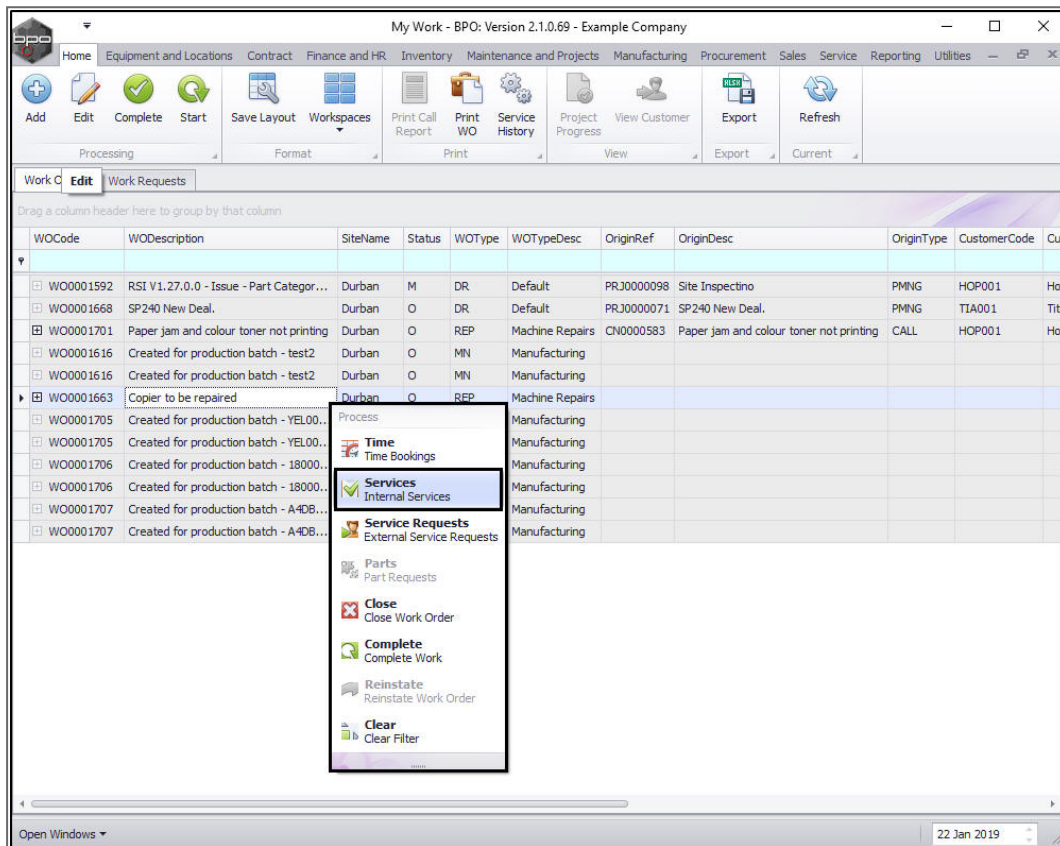
Open Windows

16 May 2018

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**.

Internal services for WO Code WO0001663 - BPO: Version 2.1.0.57 - Example Company

Home

Equipment and Locations

Contract

Finance and HR

Inventory

Maintenance and Projects

Manufacturing

Procurement

Sales

Service

Reporting

Utilities

+

+

+

+

+

+

Add

Edit

Delete

Back

Save Layout

Export

Refresh

Processing

Format

Print

Cut...

Drag a column header here to group by that column

ServiceCode	ServiceDescription	Quantity	Price	Billable	Status

Open Windows

16 May 2018

- 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.

Internal Service - BPO: Version 2.1.0.57 - Example Company

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

Save Back

Process

Work Order WO0001663

Service

Quantity

Price

Billable ☐

Open Windows 16 May 2018

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

Internal Service - BPO; Version 2.1.0.57 - Example Company

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

Save Back

Process

Work Order WO0001663

Service CALL *

Call Out Fee

Quantity 1 *

Price 100.00 *

Billable ☐

Open Windows 16 May 2018

- 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***.

Internal services for WO Code WO0001663 - BPO: Version 2.1.0.57 - Example Company

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

Add Edit Delete Back Save Layout Export Refresh

Processing Format Print Cut...

Drag a column header here to group by that column

ServiceCode	ServiceDescription	Quantity	Price	Billable	Status
CALL	Call Out Fee	1	100.00	No	A

Service Processing

Service inclusion on WO : WO0001663 complete.

OK

Open Windows 16 May 2018

MNU.073.003

