

# **SERVICE**

## **MY WORK - VIEW ASSIGNED WORKLOAD**

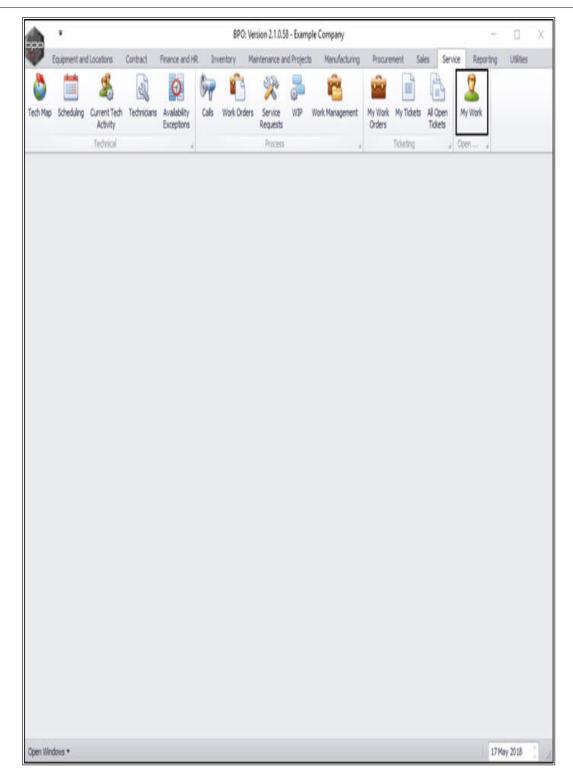
Ribbon Access: Service > My Work

Help v2.5.1.4 - Pg 1 - Printed: 27/06/2024

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#### My Work - View Assigned Workload



The *My Work* listing screen will be displayed.



- Here you can *view* all *work orders* assigned to the employee currently logged on to the system.
- Click on one of the *bold* (active) *expand* buttons in front of a WO code.



#### My Work - View Assigned Workload

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WOOde     WOOdescription     Statua     WOType     WoType     WoType     WoType     WoType     OrginPpe     CustomerCode     CustomerCode <t< td=""><td>Work Orders</td><td>Work Requests</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>_</td></t<>	Work Orders	Work Requests											_
NO0001302   RSI V1.270.0 - Issue - Part Catego Durban   M   DR   Default   PR00000395   Site Irapectine   PMRG   HOP001   Hope Norks   Technical     IP N00001356   Created for production batch - Isst2   Durban   0   NEP   Machine Repairs   D00003565   Toner regured   CALL   HOP001   Hope Norks   Technical     IP N00001365   Created for production batch - Isst2   Durban   0   SRV   Machine Repairs   D00003565   Capier to be repaired   Durban   0   SRV     IP N00001365   Capier to be repaired   Durban   0   REP   Machine Repairs   Durban   0   REP     IP N000013663   Capier to be repaired   Durban   0   REP   Machine Repairs   Durban   Dirban   Dirban <td></td>													
E W0003664 Toner check and deen required Durban 0 REP Machine Repairs 00000366 Toner required CALL HOP001 Hope Works Technical W000031615 Oreated for production batch - test2 Durban 0 SERV W000031663 Capier to be repaired Durban 0 REP Machine Repairs	WOCode	W0Description		Stellane	Status	WOType	WOTypeDesc	OriginRef	OriginDesc	OriginType	CustomerCode	CustomerName	DeptName
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W000015656     Created for production bath - 1est2     Outban     0     SRV       W000005663     Copier to be repaired     Outban     0     RSP     Madrine Repairs													
W00001562     Machine service regained     Outban     0     SRV       W00001563     Capier to be repaired     Outban     0     RSP     Machine Repairs			No. of Contractor					00000006	ioner (equreo	LALL	AURW1	Hope wona	reunical
W00002863     Copier to be repaired     Durban     0     REP     Machine Repairs							rankarry						
					0		Machine Repairs						
pen Windows * 17 May 2018													

Two frames will be expanded: the *Prior Work Orders* frame and the *Work Order Technicians* frame.



- 1. Click on the *Prior Work Orders* tab.
  - Here you can view a list of all the prior work orders linked to this serial number.



### My Work - View Assigned Workload

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Ŷ	Home	Equ	ipment arc	Locations Contract	Finance and	HR In	ventory	Maintenan	ce and Pr	ojects Manu	facturing Procu	rement Sale	s Service	Reporting Ut	lles -	- 0	
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WOO	001		WODescrip	000	SiteName	Status	WOType	e WOTyp	eDesc	OriginRef	OriginDesc	OriginType	Customer	Code Customert	ame D	eptName	
	00001			0.0 - Issue - Part Categ			M DR				Site Inspectino	PMING	HOP001	Hope Work		chnical	
	00001			k and clean required	Durban	0	REP		Repairs	CN0000566	Toner required	CALL	HOP001	Hope Work	5 14	chnical	
	000038			r production batch - test2	Durban	0	MN	Manufa	couring								
100	00001			rvice required repaired	Durban	0	REP	Machine	Repairs								
1				en de la companya de	Parpari	9	her	Papers	Property.	8						_	
ľ	4 Seri		-	ork Order Technicians WOTypeDesc	WOCode	Reques	Pate	CompletionD	ate Co	mpletionTime	Description		AssignedTo	EmployeeName	Drivelt	y Rect	ĥ
	19-1		REP	Machine Repairs	W00001663	15 May		14 Jun 2018		:00:00	Copier to be repa	red	1000000	Abigal Mine	FINAN	2	1
			DR	Default	W00001593	19 Oct		18 Nov 2011		:00:00	Contract Closure		1	in the second		2	
		2345	(in the	Testing	W00001544	02 Aug		01 Sep 2017		:00:00	Warranty claim w		6	George James		2	
			TON	Toner Required	W00001543	02 AUQ		28 Nov 2017			Toner required fo	der fine		George James		2 Work	
			DR	Default	WO0001180	30 Mar		30 Mar 2017		:29:35	work order Inked			Judith Mudzengi		2 Expe	
	19-1	2345	SM	Scheduled Maintenance	W00001124	24 Feb	2017	24 Feb 2117	12	:00:00	TT070 - 2 Daily -	al per WO		George James		2	
	19-1	2345	SERV	Service	WD0000963	06 Oct	2016	15 Aug 2011	15	:07:20	Call dosure tests		1	Bianca Du Toit		2 dd s	3
	19-1	2345	TON	Toner Required	W00000799	29 Mar	2016	08 Jun 2016	09	:30:04	Cyan toner requir	ed	6	George James		2 work	t
	19-1	2345	TON	Toner Required	W00000783	22.Mar	2016	18 Apr 2016	13	:31:15	Toner replacement	ť	6	George James		1 work	¢
	19-1	2345	REP	Machine Repairs	W00000468	06 Mar	2015	13 Aug 2015	15	(1):14	test		1	Bianca Du Toit		2 test	
	19-1	12345	REP	Machine Repairs	W00000469	06 Mar	2015	05 Apr 2015	12	:00:00	test		6	George James		2	
		2345	SERV	Service	W00000470	06 Mar	2015	05 Apr 2015	12	:00:00	test		1	Banca Du Toit		2	
	19-1		annu.	Service	W00000471	06 Mar	2015	05 Apr 2015	12	:00:00	test		7	Carolina Suzzet		2	
		2345	SERV	and take													



- 2. Click on the *Work Order Technicians* tab.
  - Here you can view a list of other technicians also assigned to this work order *if applicable*.

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nance and HR	Home Equipment and Locations Contract Fina	Inventor	y Mainten	ance and Projects	Manufacturi	ng Procurement S	Sales Service P	teporting Util	ities — 🗗	х
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	Processing a Format	F	Print	*	View	a Export a	Current 🔒			
	Orders Work Requests									
SiteName	OCode WODescription	Status	WOType	WOTypeDesc	OriginRef	OriginDesc		OriginType	CustomerCode	С
Durban	WO0001592 RSI V1.27.0.0 - Issue - Part Categor	м	DR	Default	PRJ0000098	Site Inspectino	PMNG	HOP001	н	
Durban	WO0001668 SP240 New Deal.	0	DR	Default	PR30000071	SP240 New Deal.	PMNG	TIA001	Т	
ng Durban	WO0001701 Paper jam and colour toner not printing	0	REP	Machine Repairs	CN0000583	Paper jam and colour toner not printing		CALL	HOP001	н
Durban	WO0001616 Created for production batch - test2	0	MN	Manufacturing						
Durban	WO0001616 Created for production batch - test2	0	MN	Manufacturing						
Durban	WO0001663 Copier to be repaired	0	REP	Machine Repairs						
	Prior Work Orders     Work Order Technicians       ۹     FullName     CraftDesc									
2 10 2	Abigail Milne Technician	10								
	WO0001705 Created for production batch - YEL00	0	MN	Manufacturing						
	WO0001705 Created for production batch - YEL00	0	MN	Manufacturing						
	WO0001706 Created for production batch - 18000 WO0001706 Created for production batch - 18000	0	MN	Manufacturing Manufacturing						
	WO0001708 Created for production batch - 18000 WO0001707 Created for production batch - A4DB	0	MN	Manufacturing						
	WO0001707 Created for production batch - A4DB	0	MN	Manufacturing						
	Windows <b>*</b>									22 Jan 2019

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