

# SERVICE

## MY WORK – ADD LABOUR TIME

Labour time can be logged against the work order via the **My Work** screen.

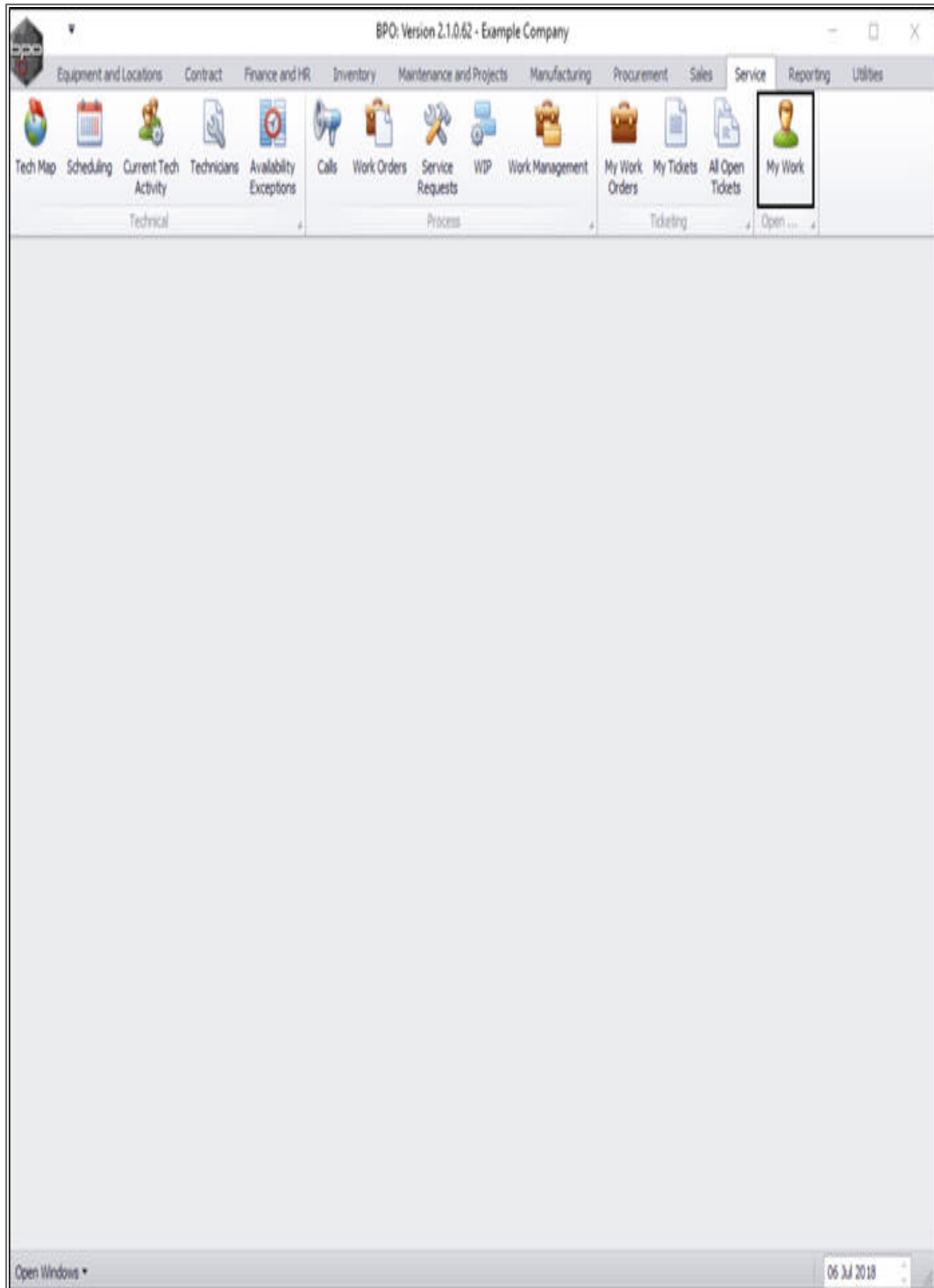
Confirm with your supervisor as to whether you will log your time, or whether call centre administration will do this.

A technician who does not use Tech Connect, but has access to BPO will use this method in order to book his time.

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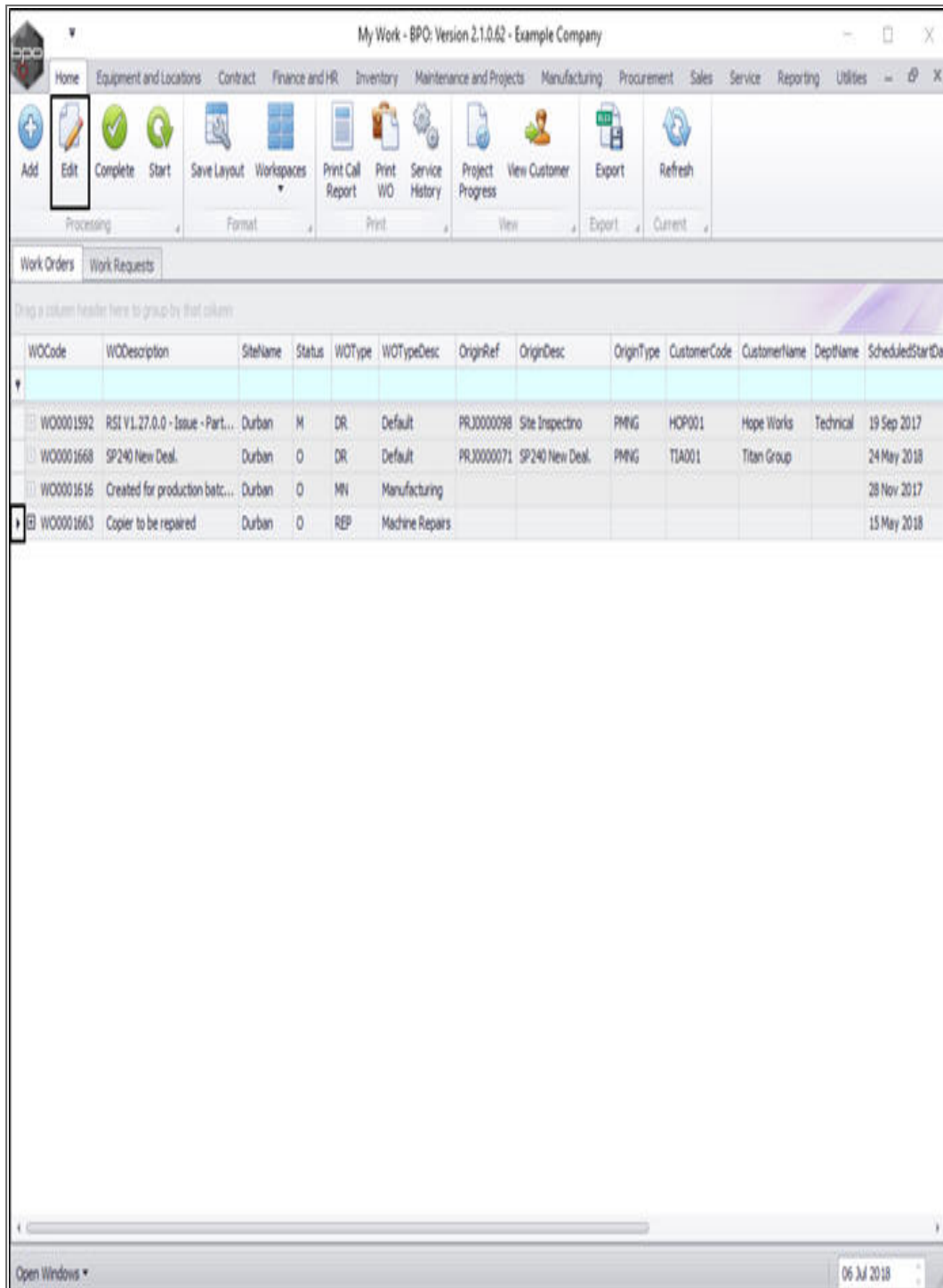
**Ribbon Access:** *Service > My Work*

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

- Click on the **row selector** in front of the **work order** where you wish to **log labour time**.
- Click on **Edit**.



My Work - BPO: Version 2.1.0.42 - Example Company

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

Add Edit Complete Start Save Layout Workspaces Print Call Report Print WO Service History Project Progress View Customer Export Refresh

Processing Format Print View Export Current

Work Orders Work Requests

Drag a column header here to group by that column

WCode	WDescription	SiteName	Status	WOType	WOTypeDesc	OriginRef	OriginDesc	OriginType	CustomerCode	CustomerName	DeptName	ScheduledStartDa
WO0001592	RSI V1.27.0.0 - Issue - Part...	Durban	M	DR	Default	PRJ0000098	Site Inspectio	PMNG	HOP001	Hope Works	Technical	19 Sep 2017
WO0001668	SP240 New Deal.	Durban	O	DR	Default	PRJ0000071	SP240 New Deal.	PMNG	TTA001	Titan Group		24 May 2018
WO0001616	Created for production batc...	Durban	O	MN	Manufacturing							28 Nov 2017
WO0001663	Copier to be repaired	Durban	O	REP	Machine Repairs							15 May 2018

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

### **ADD LABOUR TIME**

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- Click on the ***Time*** tile.

Maintain WO - Ref WO0001663 - BPO: Version 2.1.0.62 - 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

Meters

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Description Copier to be repaired

Requestor Abigail 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	
PMNG	Project Reference	

Schedule:

Assigned To Abigail Mine

Assigned By Belinda Sharman

Scheduled Start 15 May 2018 10:40:29

Scheduled End 14 Jun 2018 00:00:00

Actual Start 18 Jun 2018 08:30:00

Actual End 18 Jun 2018 10:30:00

Delay Comments Client not available until the actual start date.

Rectification Code Replaced components

Rectification Comments Parts replaced, machine cleaned and tested. Job complete

Completion Date 18 Jun 2018 10:30:00

The **Time Bookings for WO Code [ ]** screen will be displayed.

- Click on **Add**.

Time bookings for WO Code W00001663 - BPO: Version 2.1.0.62 - 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 Cur...

Drag a column header here to group by that column

EmployeeNumber	Firstname	Lastname	CraftName	ScheduledStartDate	StartDate	StartTime	ArrivalTime	EstLabourHours	RegularHours	OvertimeHours	OvertimeFactor	Comments	Billable

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The **Time Entry** screen will be displayed.

- **Work Order:** This will auto populate with the work order number selected in the previous step.
- **Employee:** This will auto populate with the person currently logged on to the system. You can click on the drop-down arrow and select an alternative person if required.
- **Craft:** Click on the drop-down arrow and select from the menu the craft to be assigned to this time entry.
  - **Note:** The Craft selection available will depend on the crafts linked to the employee selected in the previous step.
- **Comments:** Type in a description of the labour involved, which resulted in this time entry.
- **Start Date:** This will auto populate with the current date. Either type in, or click on the drop-down arrow and use the calendar function to select an alternative date if required.
- **Start Time:** This will auto populate with the current time. Either type in, or use the directional arrows to select an alternative start time if required.
- **End Time:** This will auto populate with the current time plus 15 minutes . Either type in, or use the directional arrows to select an alternative end time if required, (this can be edited later).
- **Arrival Time:** This will auto populate with the current time. Either type in, or use the directional arrows to select an alternative arrival time if required. (This could differ from the start time. For example, a technician could arrive on site at **08.00**hrs. She has to wait **30** minutes for all of the client employees to log off the

system before she can initiate repairs. Thus the **Arrival Time** will be **08:00** and the **Start Time** will be **08:30**).

- **Regular Hours:** This will auto calculate as the start and end times are added.
  - **Note:** You can also just type in the regular hours worked without adjusting the start and end time.
- **Overtime Hours:** Either type in, or use the directional arrows to select alternative overtime hours if required.
- **Overtime Factor:** Either type in, or click on the drop-down arrow and select from the menu an alternative overtime factor if required.
- **Billable:** This work will not be marked as billable (this flag is only used in the call screen).



Time Entry - BPO: Version 2.1.0.62 - 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

Employee

Abigail Mline

Craft

Comments

Start Date

21 Jun 2018

Start Time

11:00:00

End Time

11:00:00

Arrival Time

11:00:00

Regular Hours

0.000

Overtime Hours

0

Overtime Factor

Time

Billable

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## SAVE LABOUR TIME

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- When you have finished logging the labour time details, click on **Save**.

Time Entry - BPO: Version 2.1.0.62 - 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

Employee Abigail Mire

Craft TECH

Comments Components replaced, machine tested.

Start Date 04 Jul 2018

Start Time 12:30:00 End Time 14:15:00

Arrival Time 12:15:00

Regular Hours 1.750

Overtime Hours 0

Overtime Factor Time

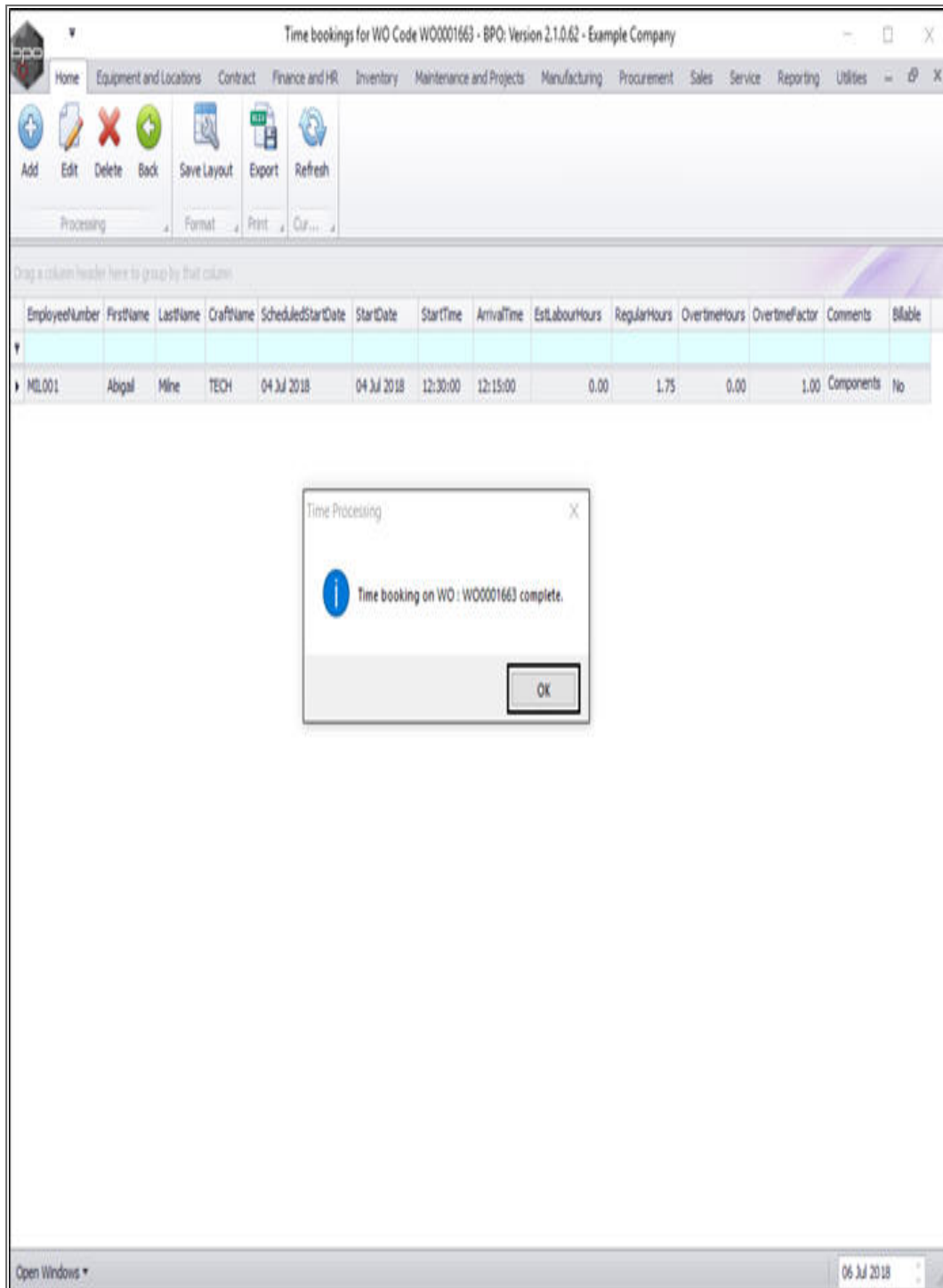
Billable ☐

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- You will return to the **Time bookings for WO Code [ ]** screen.
- A **Time Processing** message box will pop up informing you that;

- **Time booking on WO: [ ]** complete.
- Click on **OK**.



The screenshot shows the 'Time bookings for WO Code WO0001663 - BPO: Version 2.1.0.62 - Example Company' window. The interface includes a menu bar with options like Home, Equipment and Locations, Contract, Finance and HR, Inventory, Maintenance and Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below the menu is a toolbar with icons for Add, Edit, Delete, Back, Save Layout, Export, and Refresh. A table displays time booking data for employee ML001, Abigail Milne, on 04 Jul 2018. A 'Time Processing' dialog box is open in the center, displaying the message 'Time booking on WO : WO0001663 complete.' with an 'OK' button.

EmployeeNumber	FirstName	LastName	CraftName	ScheduledStartDate	StartDate	StartTime	ArrivalTime	EstLabourHours	RegularHours	OvertimeHours	OvertimeFactor	Comments	Bilable
ML001	Abigail	Milne	TECH	04 Jul 2018	04 Jul 2018	12:30:00	12:15:00	0.00	1.75	0.00	1.00	Components	No

## VIEW ADDED LABOUR TIME

- You can now view the new time booking in this screen.

Time bookings for WO Code WO0001663 - BPO: Version 2.1.0.62 - 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 Out...

Drag a column header here to group by that column

EmployeeNumber	Firstname	Lastname	CraftName	ScheduledStartDate	StartDate	StartTime	ArrivalTime	Est.LabourHours	RegularHours	OvertimeHours	OvertimeFactor	Comments	Billable
ML001	Abigail	Mine	TECH	04 Jul 2018	04 Jul 2018	12:30:00	12:15:00	0.00	1.75	0.00	1.00	Components	No

Open Windows 06 Jul 2018



MNU.073.010