

SERVICE

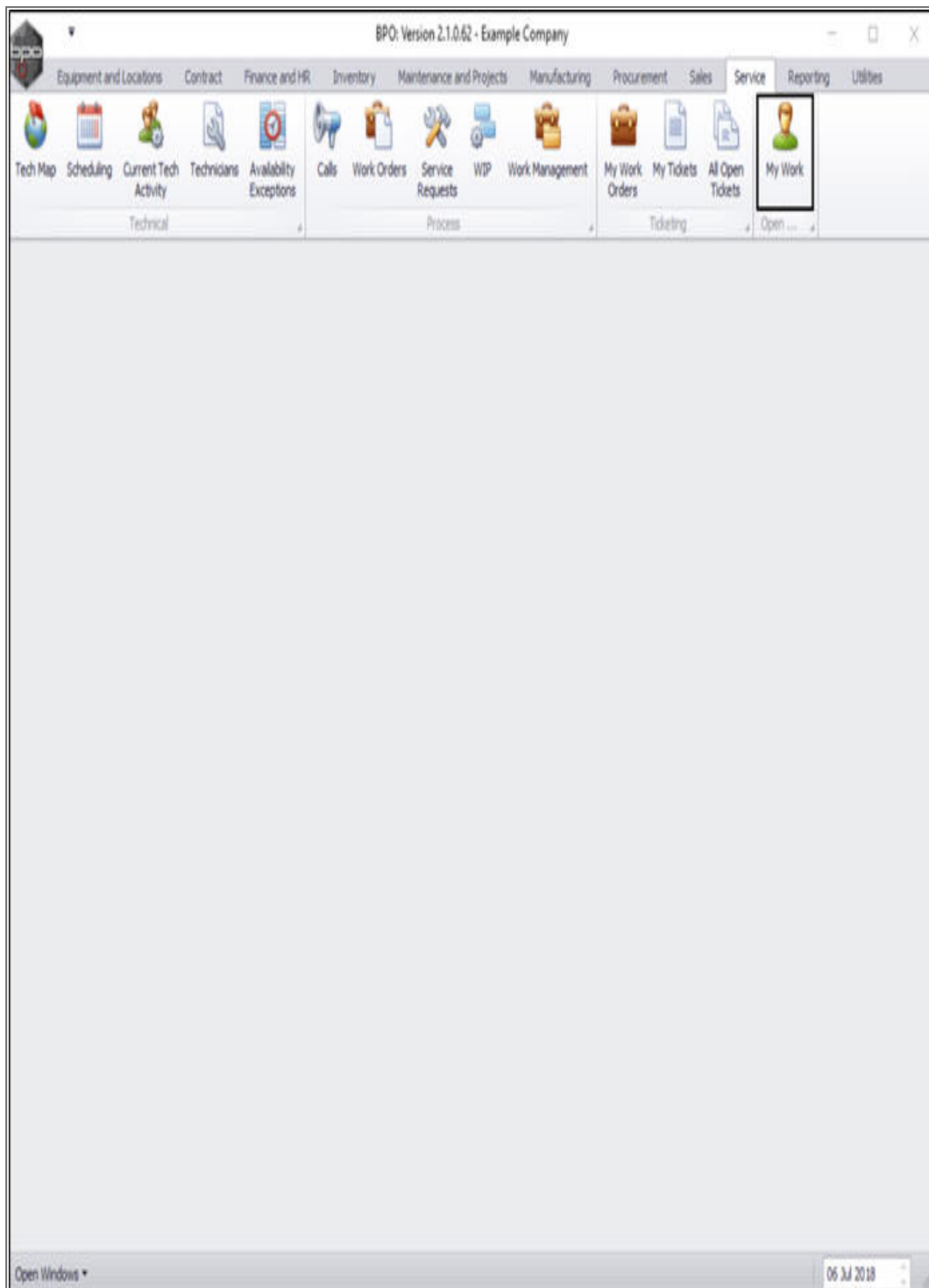
MY WORK – ADD A TRAVEL CLAIM

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

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

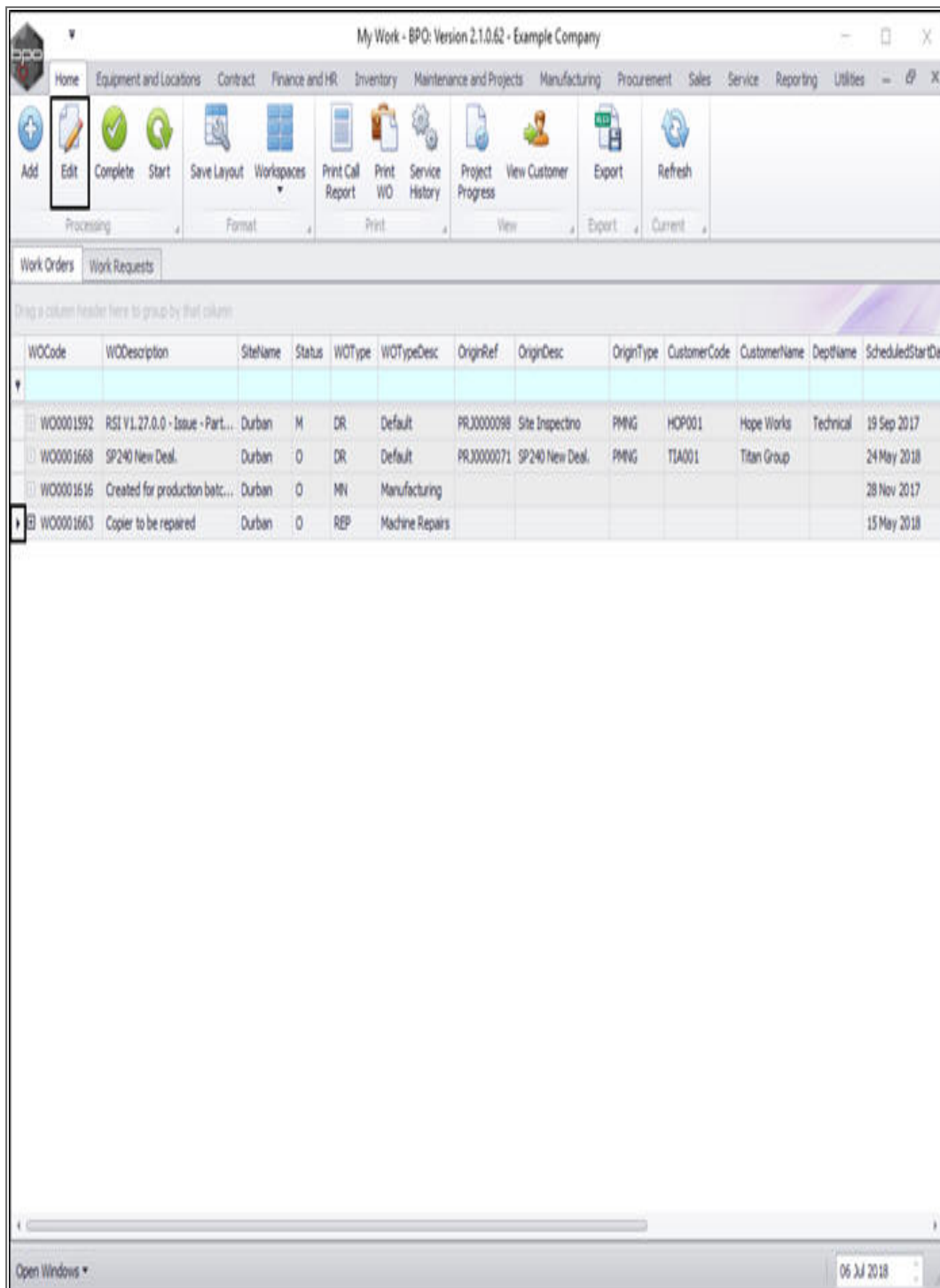
A technician who does not use [Tech Connect](#), but does have access to BPO will use this method in order to log his travel time.

Ribbon Access: *Service > My Work*



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

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



My Work - 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 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

WOCODE	WODescription	SiteName	Status	WOTType	WOTTypeDesc	OriginRef	OriginDesc	OriginType	CustomerCode	CustomerName	DeptName	ScheduledStartDate
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	TIA001	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

Open Windows 06 Jul 2018

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

- Click on the **Travel** 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...

Parts

Loans

Swap Out

Meters

Expenses

Travel

Documents

Warranties Issued

Meters

Open Windows

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

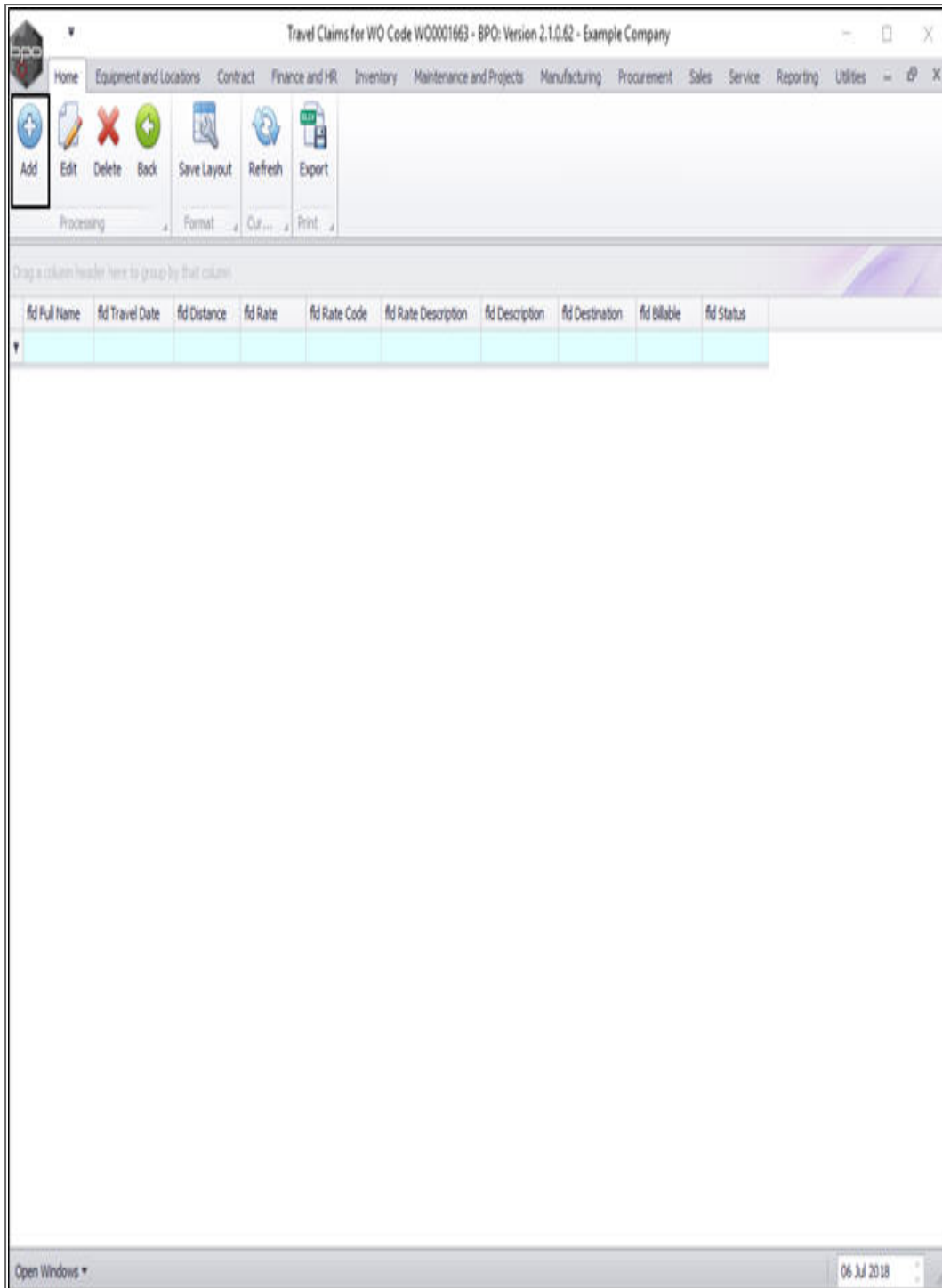
Rectification Comments Parts replaced, machine cleaned and tested. Job complete

Completion Date 18 Jun 2018 00:00:00

06 Jul 2018

The ***Travel Claims for WO Code []*** screen will be displayed.

- Click on **Add**.



Travel Claims 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 Refresh Export

Processing Format Cur... Print

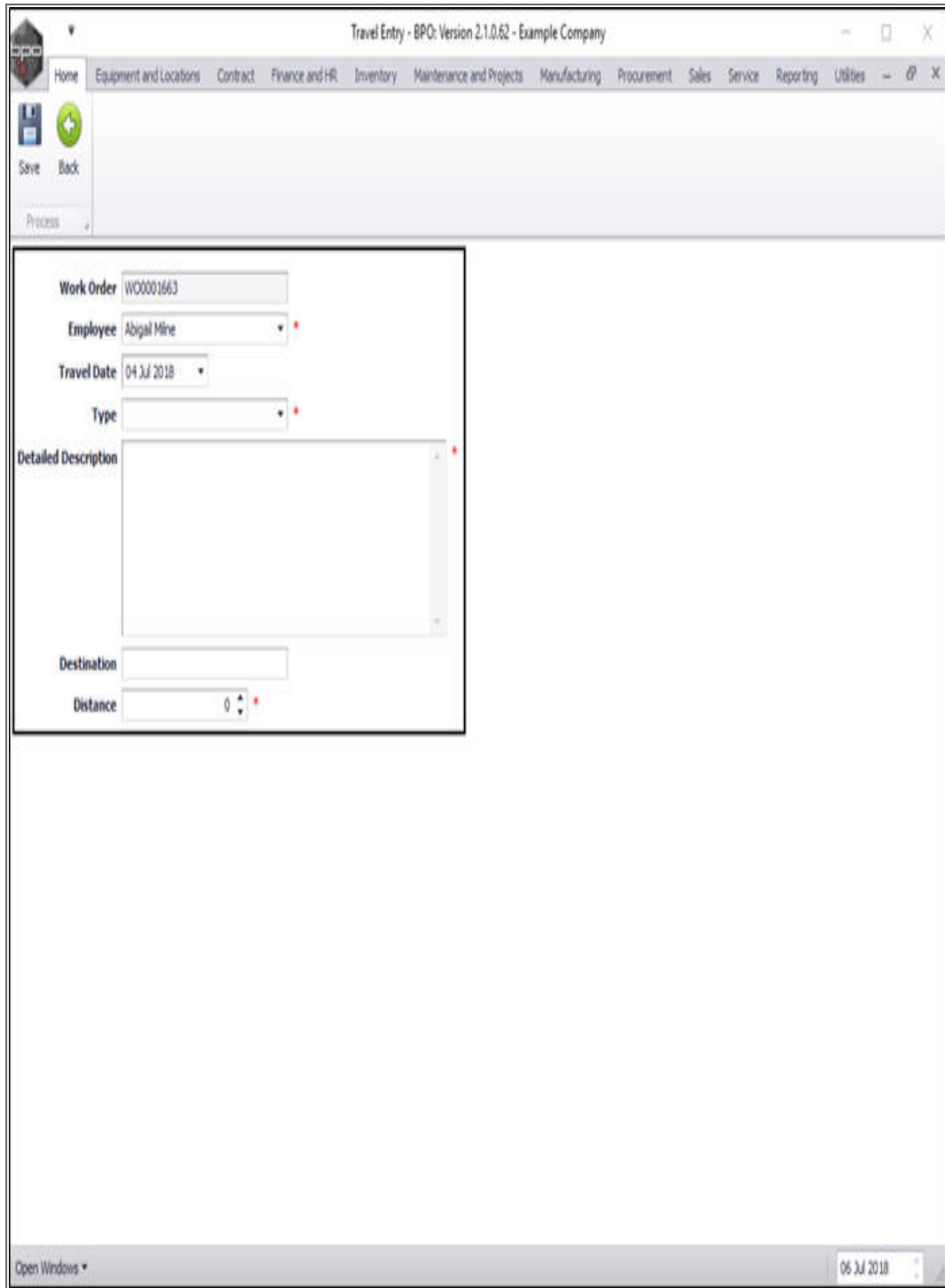
Drag a column header here to group by that column

fId Full Name	fId Travel Date	fId Distance	fId Rate	fId Rate Code	fId Rate Description	fId Description	fId Destination	fId Billable	fId Status

Open Windows 06 Jul 2018

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

- **Work Order:** This will be auto populated with the number of the work order selected in the previous step.
- **Employee Name:** This will be auto populated with the employee linked to the work order selected in the previous step. You can click on the drop-down arrow and select from the list an alternative employee who incurred the travel expense if required.
- **Travel 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.
- **Type:** Click on the drop-down arrow and select from the list, the type of travel expense.
- **Detailed Description:** Type the in description / reason for the travel expense.
- **Destination:** Type in the travel destination.
- **Distance:** Either type in or use the arrow indicators to select the distance travelled, (in kilometres).



Travel 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 WC0001663

Employee Abigail Mine

Travel Date 04 Jul 2018

Type


Detailed Description

Destination

Distance 0

Open Windows 06 Jul 2018

- When you have finished adding the details to the Travel Entry screen, click on **Save**.



Home

Equipment and Locations

Contract

Finance and HR

Inventory

Maintenance and Projects

Manufacturing

Procurement

Sales

Service

Reporting

Utilities

Save

Back

Process

Travel Entry - BPO: Version 2.1.0.62 - Example Company

Work Order

W00001663

Employee

Abigail Mire

Travel Date

04 Jul 2018

Type

Normal Travel Rate

Detailed Description

Travelled to client and back for machine repair.

Destination

New Town

Distance

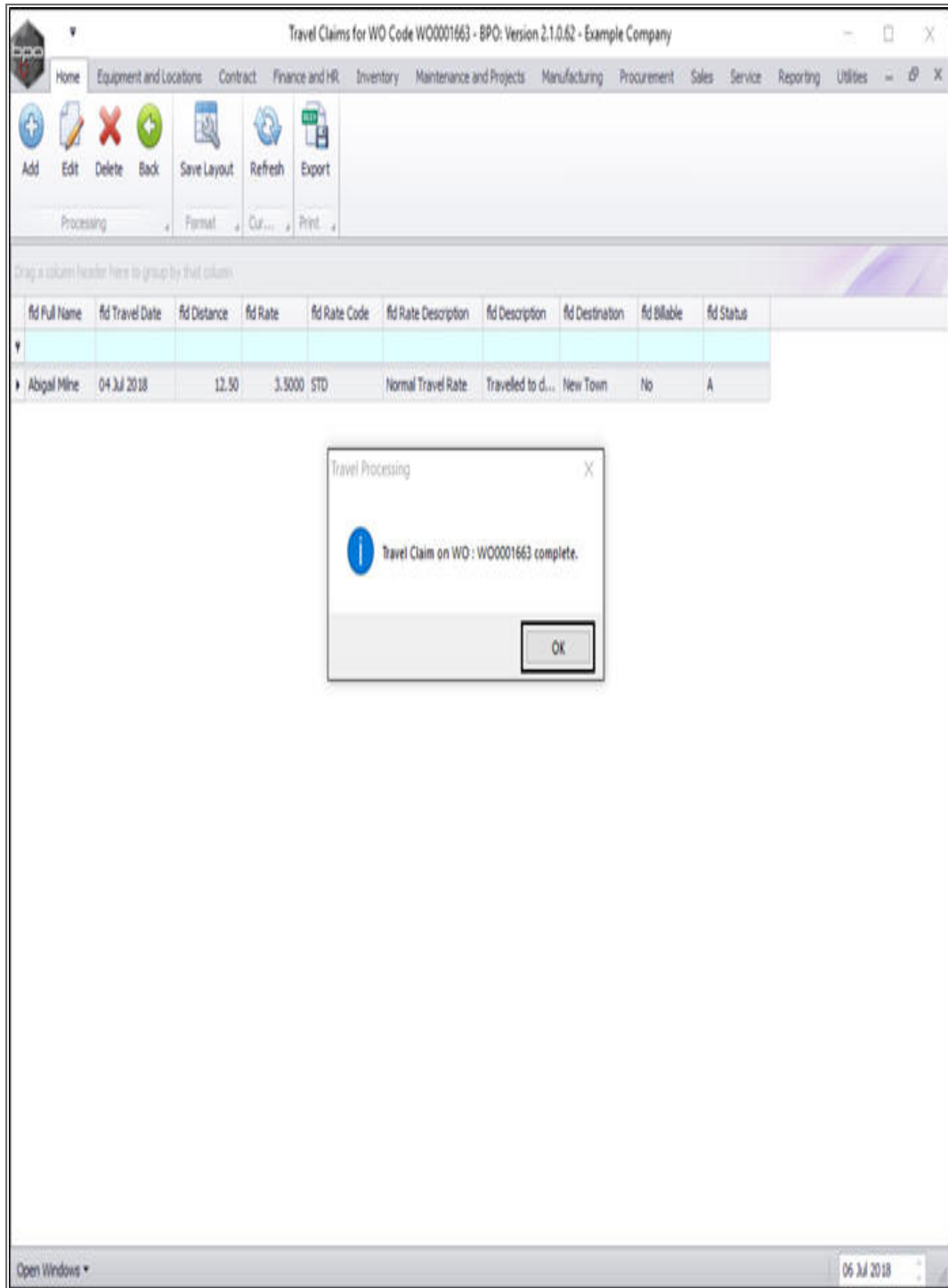
12.5

Open Windows

06 Jul 2018

You will return to the **Travel Claims for Work Order Code []** screen.

- An ***Travel Processing*** message box will pop up informing you that;
 - **Travel Claim on WO: [] complete.**
- Click on **OK**.



Travel Claims 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 Refresh Export

Processing Format Cur... Print...

Drag a column header here to group by that column

fId Full Name	fId Travel Date	fId Distance	fId Rate	fId Rate Code	fId Rate Description	fId Description	fId Destination	fId Billable	fId Status
Abigail Mine	04 Jul 2018	12.50	3.5000	STD	Normal Travel Rate	Travelled to d...	New Town	No	A


Travel Processing

Travel Claim on WO : WO0001663 complete.

OK

Open Windows 06 Jul 2018

- You can now view the new travel claim in this screen.



Travel Claims 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

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Add

Edit

Delete

Back

Save Layout

Refresh

Export

Processing

Format

Cur...

Print

Drag a column header here to group by that column

fld Full Name	fld Travel Date	fld Distance	fld Rate	fld Rate Code	fld Rate Description	fld Description	fld Destination	fld Billable	fld Status
Abigail Mine	04 Jul 2018	12.50	3.5000	STD	Normal Travel Rate	Travelled to client and back for machine repair.	New Town	No	A

Open Windows

06 Jul 2018

MNU.073.012

