

## SERVICE

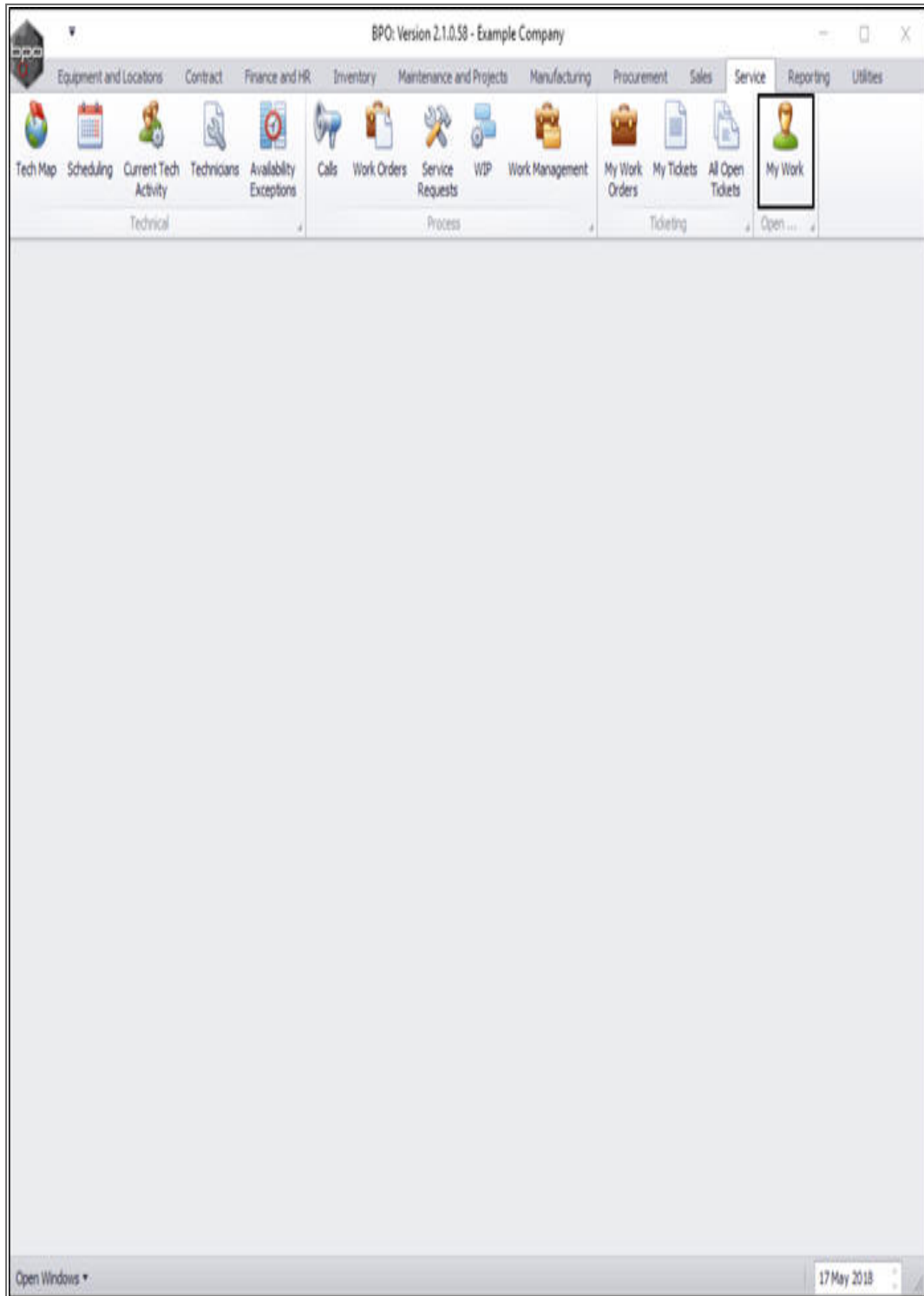
### MY WORK – PRINT A CALL REPORT

You can use this report where the work order is associated with a **call**.

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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 a **work order** that is associated with a **call**.
  - **Note:** You can see whether the work order is associated with a Call by checking the **Origin Ref** column.
- Click on **Print Call Report**.

My Work - BPO: Version 2.1.0.58 - 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	WOType	WOTypeDesc	OriginRef	OriginDesc	OriginType	CustomerCode	CustomerName	DeptName	Sche
WO0001592	RSL V1.27.0.0 - Issue - Part Categ...	Durban	M	DR	Default	PR00000098	Site Inspectio	PMNG	HOP001	Hope Works	Technical	19 54
<b>WO0001664</b>	Toner check and clean required	Durban	O	REP	Machine Repairs	<u>ON0000566</u>	Toner required ...	CALL	HOP001	Hope Works	Technical	22 M
WO0001616	Created for production batch - test2	Durban	O	MM	Manufacturing							28 N
WO0001662	Machine service required	Durban	O	SERV								15 M
WO0001663	Copier to be repaired	Durban	O	REP	Machine Repairs							15 M

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- A **Report Generation** message box will pop up asking;
  - *Do you want to print the call report for Work Order [ ]?*
- Click on **Yes**.

My Work - BPO: Version 2.1.0.58 - Example Company

Home

Equipment and Locations

Contract

Finance and HR

Inventory

Maintenance and Projects

Manufacturing

Procurement

Sales

Service

Reporting

Utilities

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Processing

Format

Print

View

Export

Current

Work Orders

Work Requests

Drag a column header here to group by that column

WOCode	WODescription	SiteName	Status	WOType	WOTypeDesc	OriginRef	OriginDesc	OriginType	CustomerCode	CustomerName	DeptName
WO0001992	RSI V1.27.0.0 - Issue - Part Categ...	Durban	M	DR	Default	PRJ0000098	Site Inspectio	PMNG	HOP001	Hope Works	Technical
WO0001664	Toner check and clean required	Durban	O	REP	Machine Repairs	CH0000566	Toner required ...	CALL	HOP001	Hope Works	Technical
WO0001616	Created for production batch - test2	Durban	O	MN	Manufacturing						
WO0001662	Machine service required	Durban	O	SERV							
WO0001663	Copier to be repaired	Durban	O	REP	Machine Repairs						

Report Generation

Do you want to print the call report for Work Order WO0001664?

Yes

No

Open Windows


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- Printview**


File View Background

100%

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		<h2 style="margin: 0;">Call Report</h2> <p><b>Example Company</b></p>	
Street No and Road Name		PO Box 1234	
Area		New Town	
City		Durban	
South Africa		South Africa	
0000		1234	
Reg No.: 00000000000000000000		Pax No.:	031 12 4545
VAT No.: 0000000		Tel No.:	031 123 4567

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		<b>Call Ref. :</b> CN0000566 <b>Call Date :</b> 20 Mar 2018
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<b>Customer :</b> Hope Works <b>Tel No. :</b> 031 123 4567 <b>Shipping Address :</b> Plot 91 Leaf Road Forest Hills New Town 1234	<b>Call Type :</b> Toner Required <b>Error Code:</b> <b>Priority:</b> 3
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<b>Detail :</b>	Toner required
<b>Solution :</b>	

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<b>Serial No. :</b> 1020-107003 <b>Model No. :</b> UP1020 <b>Location :</b> First Floor	<b>Contract No. :</b> <b>Start Date :</b> <b>Contract Type :</b>
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<b>Assignments</b>	
<b>Assignment No. - 1776</b>	
<b>Start Date and Time :</b>	20 Mar 2018 00:00:00
<b>End Date and Time :</b>	20 Mar 2018 00:00:00
<b>Technician :</b>	Ef Jones
<b>Comments :</b>	
<b>Assignment No. - 1783</b>	
<b>Start Date and Time :</b>	18 May 2018 10:00:00

- If you initially selected a work order that was not associated with a Call, then a message box will pop up informing you that;
  - ***The Work Order is not linked to a call.***
- Click on **Ok**, then go back to the work orders list and select one that is attached to a call.

My Work - BPO: Version 2.1.0.58 - 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	WOType	WOTypeDesc	OriginRef	OriginDesc	OriginType	CustomerCode	CustomerName	DeptName
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WO0001616	Created for production batch - test2	Durban	O	MN	Manufacturing						
WO0001662	Machine service required	Durban	O	SERV							
WO0001663	Copier to be repaired	Durban	O	REP	Machine Repairs						

The Work Order is not linked to a call

OK

Open Windows

21 May 2018

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