

## SERVICE

### MY WORK – COMPLETE A WORK ORDER

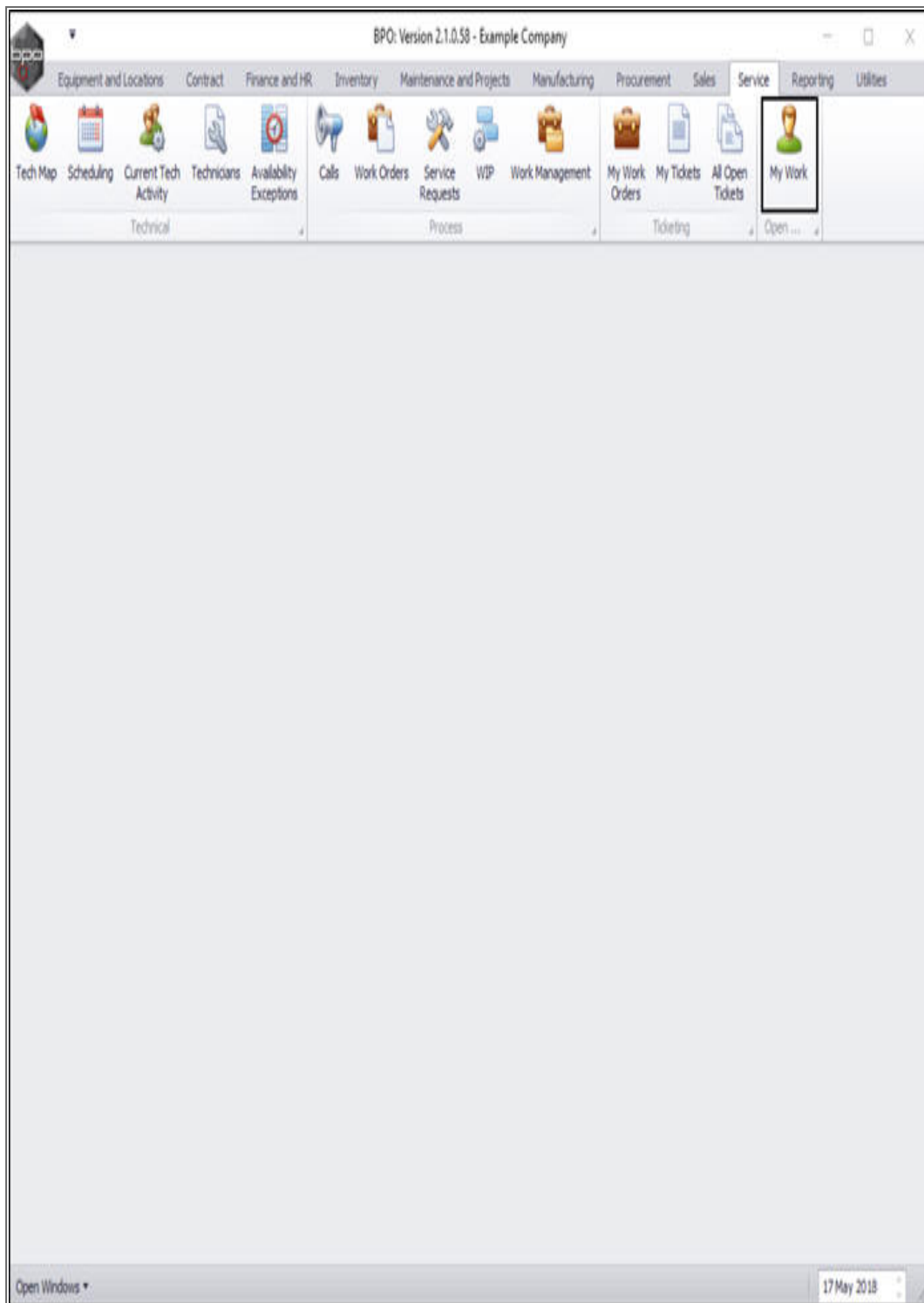
The **My Work** screen deals with work that is assigned to a specific employee, i.e. when an employee is logged in, that particular employee can only see work orders assigned to themselves

You can **complete** a work order directly from the **My Work** listing screen.

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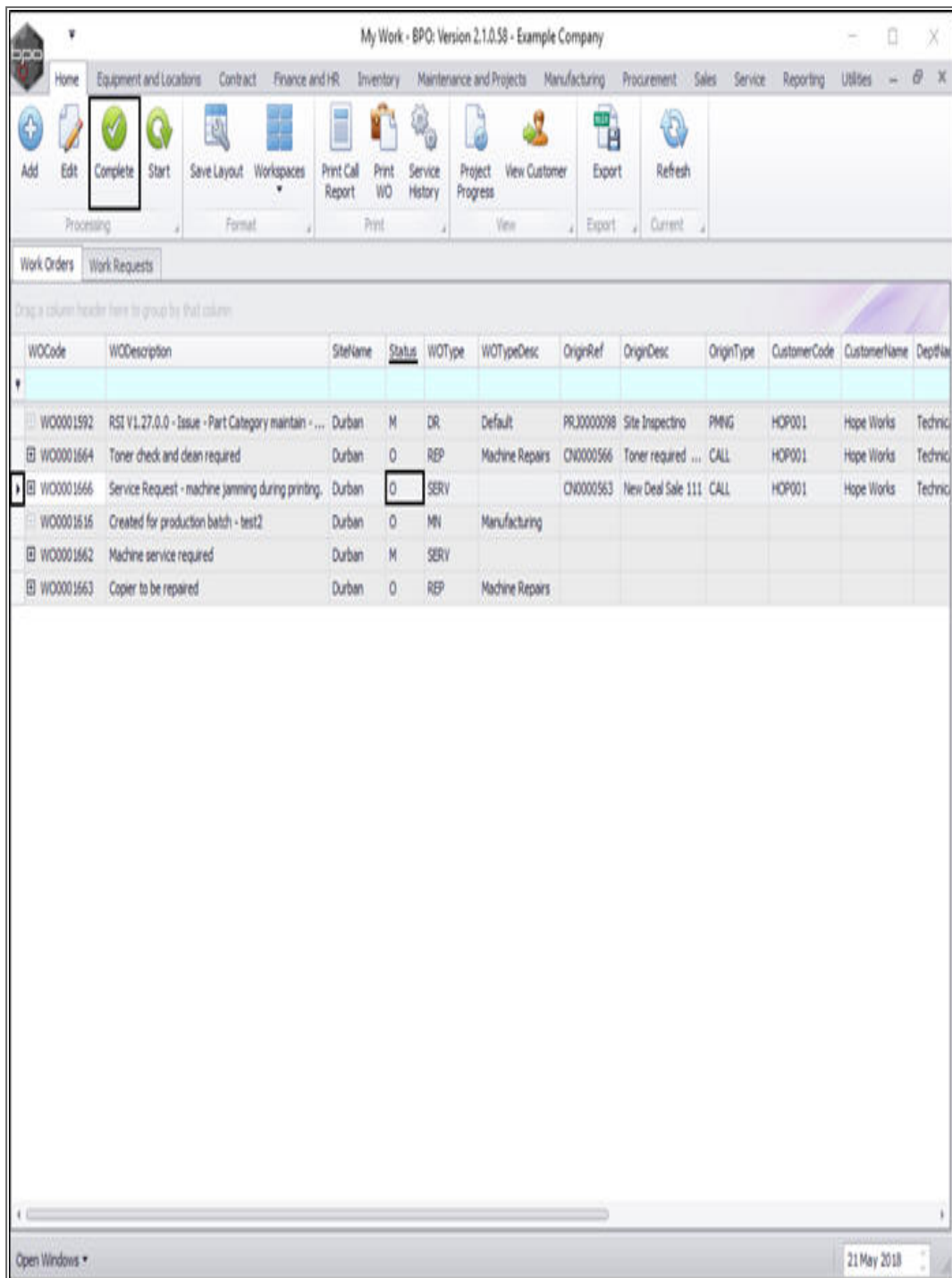
**Ribbon Access:** Service > My Work

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

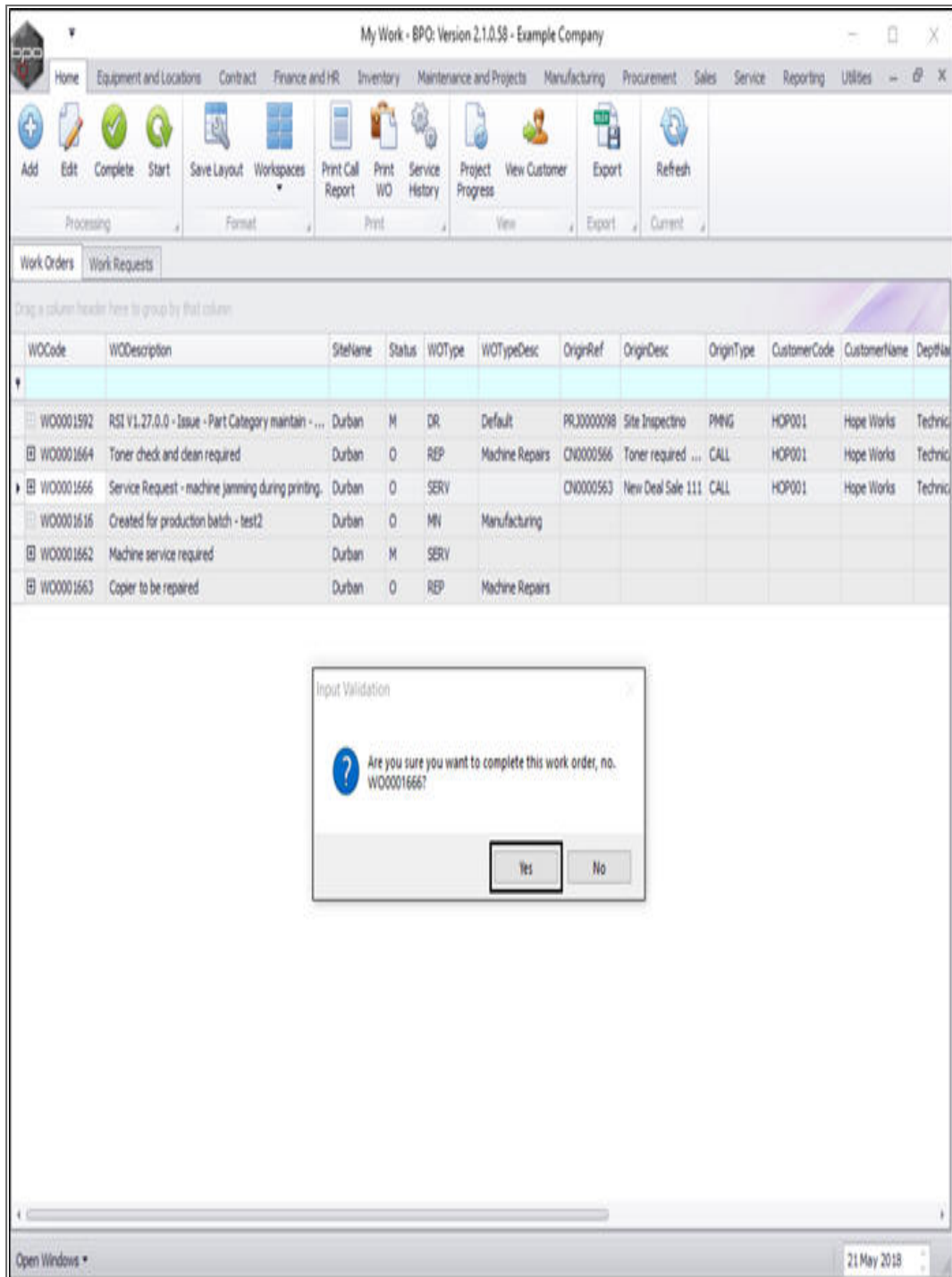
- Click on the **row selector** in front of the **work order** that you wish to **complete**.
  - **Note:** You will need to select a work order in the **O - Open** status in order to be able to perform this '**complete a work order process**'.
- Click on **Complete**.



- An **Input Validation** message box will pop up, asking:
  - **Are you sure you want to complete this work order,**

no. [ ]?

- 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

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
WO0001592	RSI V1.27.0.0 - Issue - Part Category maintain - ...	Durban	M	DR	Default	PRJ0000098	Site Inspectio	PMNG	HOP001	Hope Works	Technic
WO0001664	Toner check and dean required	Durban	O	REP	Machine Repairs	CH0000566	Toner required ...	CALL	HOP001	Hope Works	Technic
WO0001666	Service Request - machine jamming during printing.	Durban	O	SERV		CH0000563	New Deal Sale 111	CALL	HOP001	Hope Works	Technic
WO0001616	Created for production batch - test2	Durban	O	MN	Manufacturing						
WO0001662	Machine service required	Durban	M	SERV							
WO0001663	Copier to be repaired	Durban	O	REP	Machine Repairs						

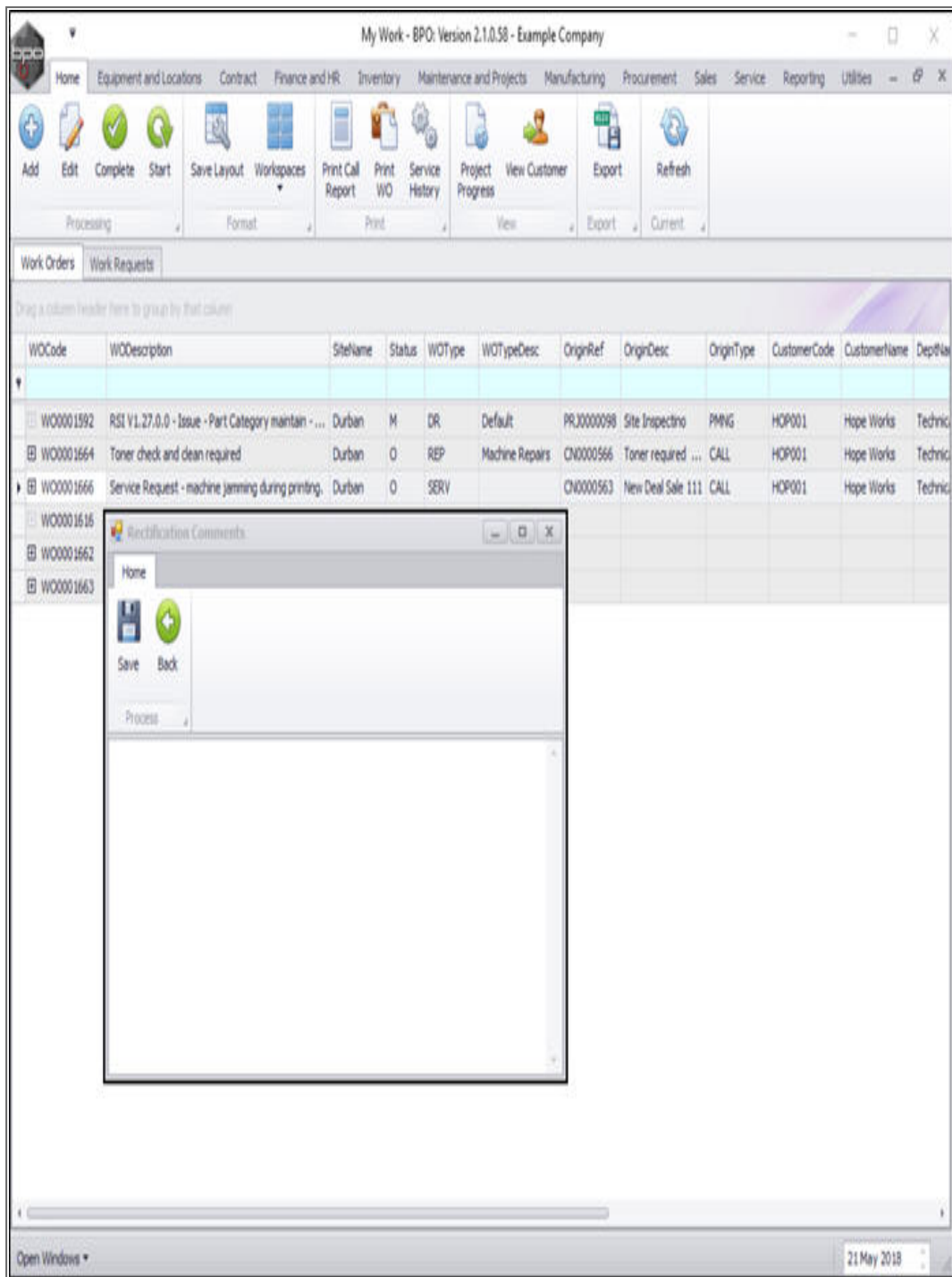
Input Validation

Are you sure you want to complete this work order, no. WO0001666?

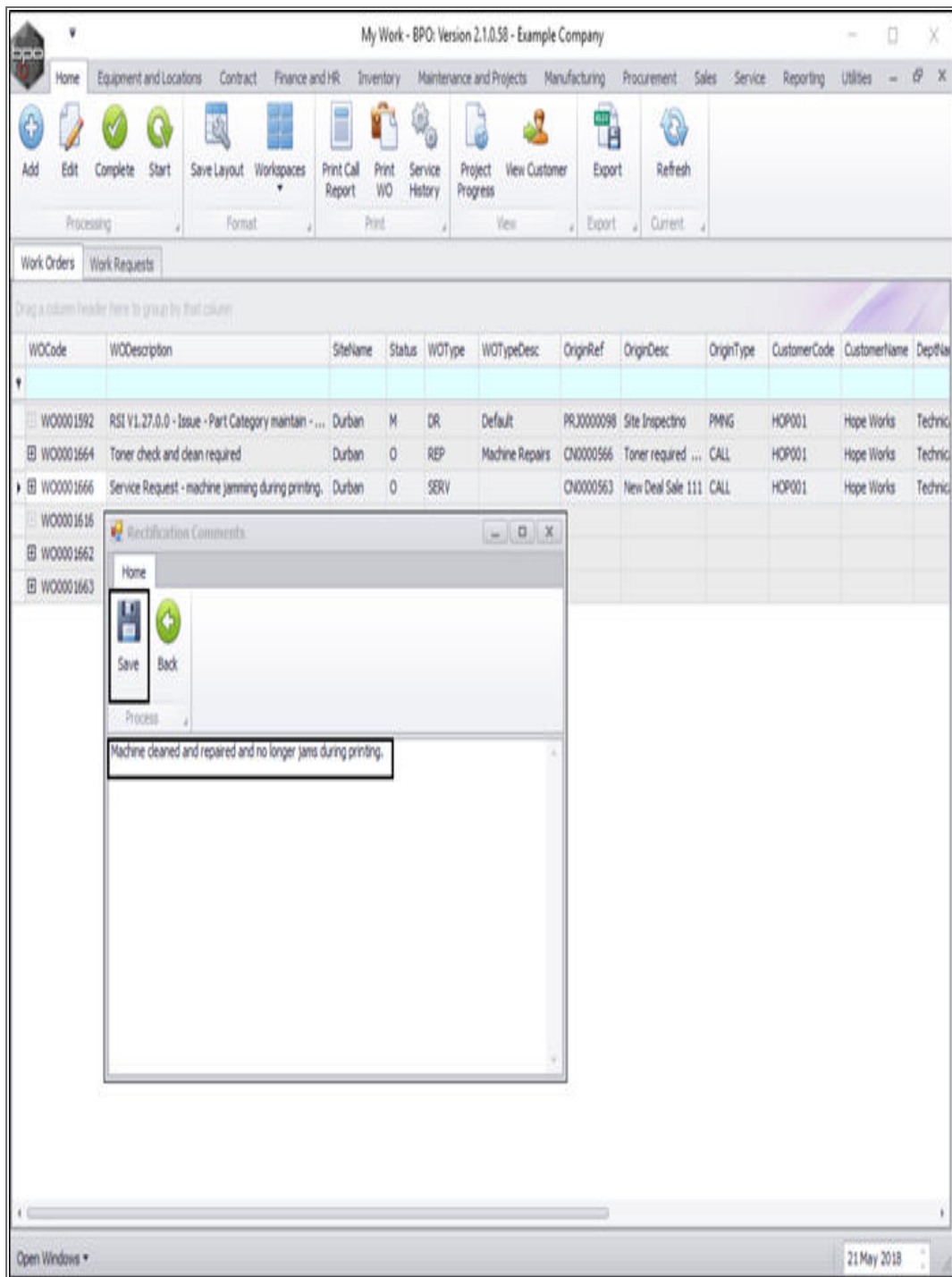
Yes No

Open Windows 21 May 2018

- The work order ***Rectification Comments*** screen will pop up.
- Type in a ***description*** of the work done.
  - **Note:** The comment needs to be at least **20** characters.



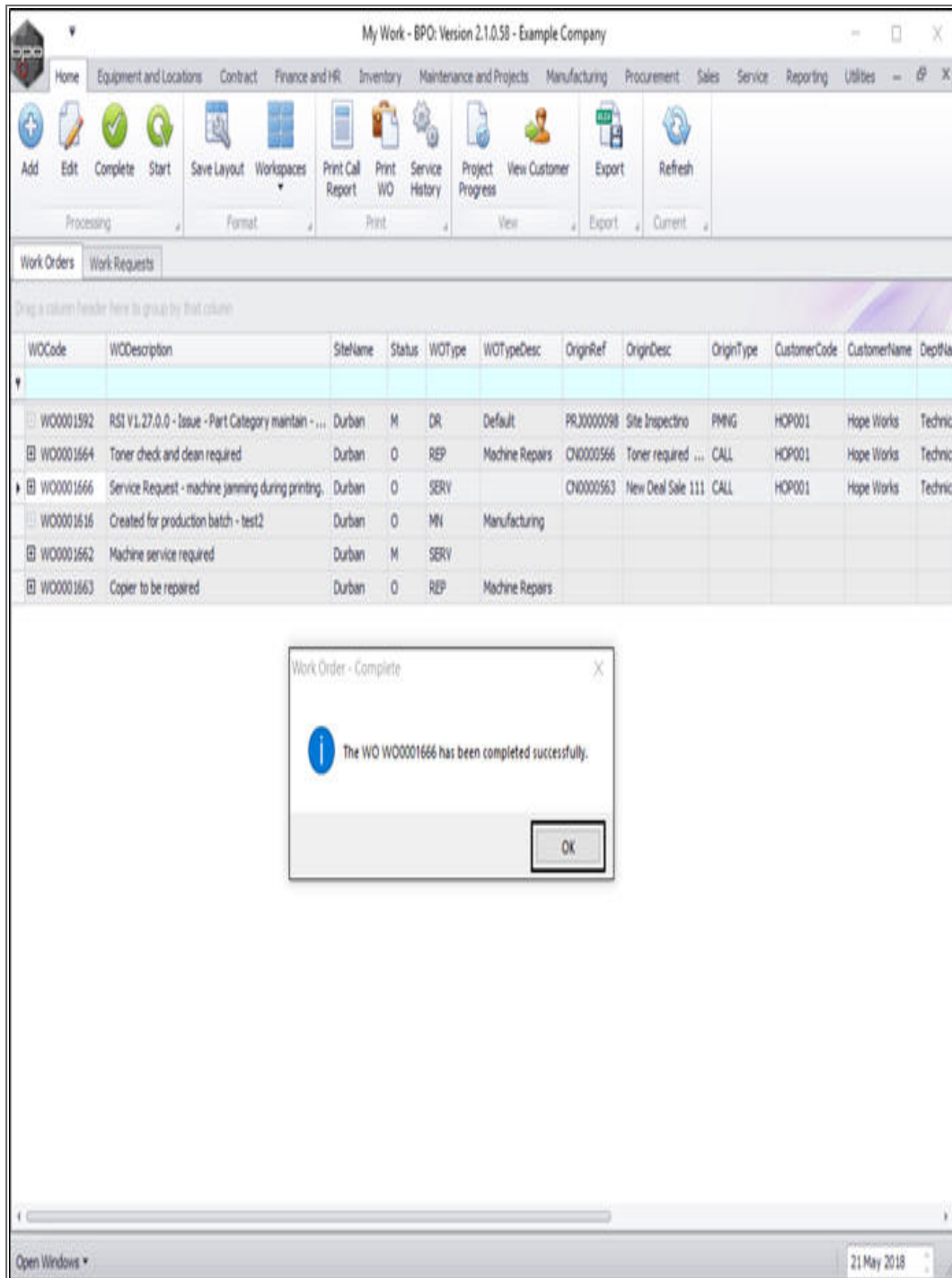
- When you have finished typing in the rectification comments, click on **Save**.



- A **Work Order - Complete** message box will pop up informing you that;



- *The WO [ ] has been completed successfully.*
- Click on **OK**.



The screenshot displays the 'My Work - BPO: Version 2.1.0.58 - Example Company' application 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, Complete, Start, Save Layout, Workspaces, Print Call Report, Print WO, Service History, Project Progress, View Customer, Export, and Refresh. The main area shows a 'Work Orders' tab with a table of work orders. A confirmation dialog box titled 'Work Order - Complete' is open, displaying a message: 'The WO W00001666 has been completed successfully.' with an 'OK' button.

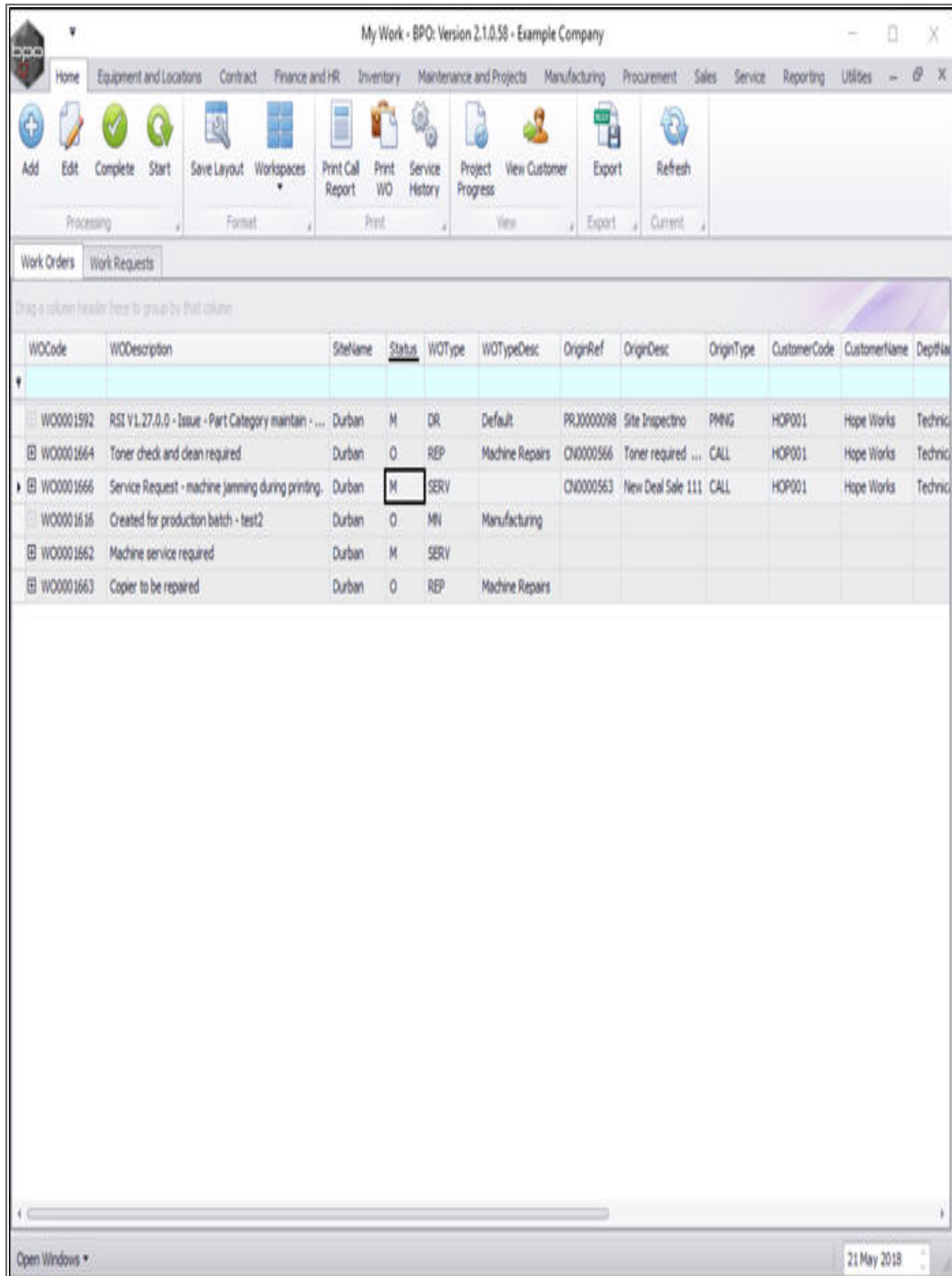
WCode	WDescription	SiteName	Status	WOType	WOTypeDesc	OriginRef	OriginDesc	OriginType	CustomerCode	CustomerName	DeptName
W00001592	RSI V1.27.0.0 - Issue - Part Category maintain - ...	Durban	M	DR	Default	PRJ0000098	Site Inspection	PMNG	HOP001	Hope Works	Technic
W00001664	Toner check and dean required	Durban	O	REP	Machine Repairs	CH0000566	Toner required ...	CALL	HOP001	Hope Works	Technic
W00001666	Service Request - machine jamming during printing.	Durban	O	SERV		CH0000563	New Deal Sale 111	CALL	HOP001	Hope Works	Technic
W00001616	Created for production batch - test2	Durban	O	MN	Manufacturing						
W00001662	Machine service required	Durban	M	SERV							
W00001663	Copier to be repaired	Durban	O	REP	Machine Repairs						

Work Order - Complete

The WO W00001666 has been completed successfully.

OK

- You will see that the selected work order status has now changed to **M - Complete**.



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 View Customer Progress 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
WO0001592	RSI V1.27.0.0 - Issue - Part Category maintain - ...	Durban	M	DR	Default	PR00000098	Site Inspection	PMNG	HOP001	Hope Works	Technic
WO0001664	Toner check and clean required	Durban	O	REP	Machine Repairs	CH0000566	Toner required ...	CALL	HOP001	Hope Works	Technic
WO0001666	Service Request - machine jamming during printing.	Durban	M	SERV		CH0000563	New Deal Sale 111	CALL	HOP001	Hope Works	Technic
WO0001616	Created for production batch - test2	Durban	O	MN	Manufacturing						
WO0001662	Machine service required	Durban	M	SERV							
WO0001663	Copier to be repaired	Durban	O	REP	Machine Repairs						

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