

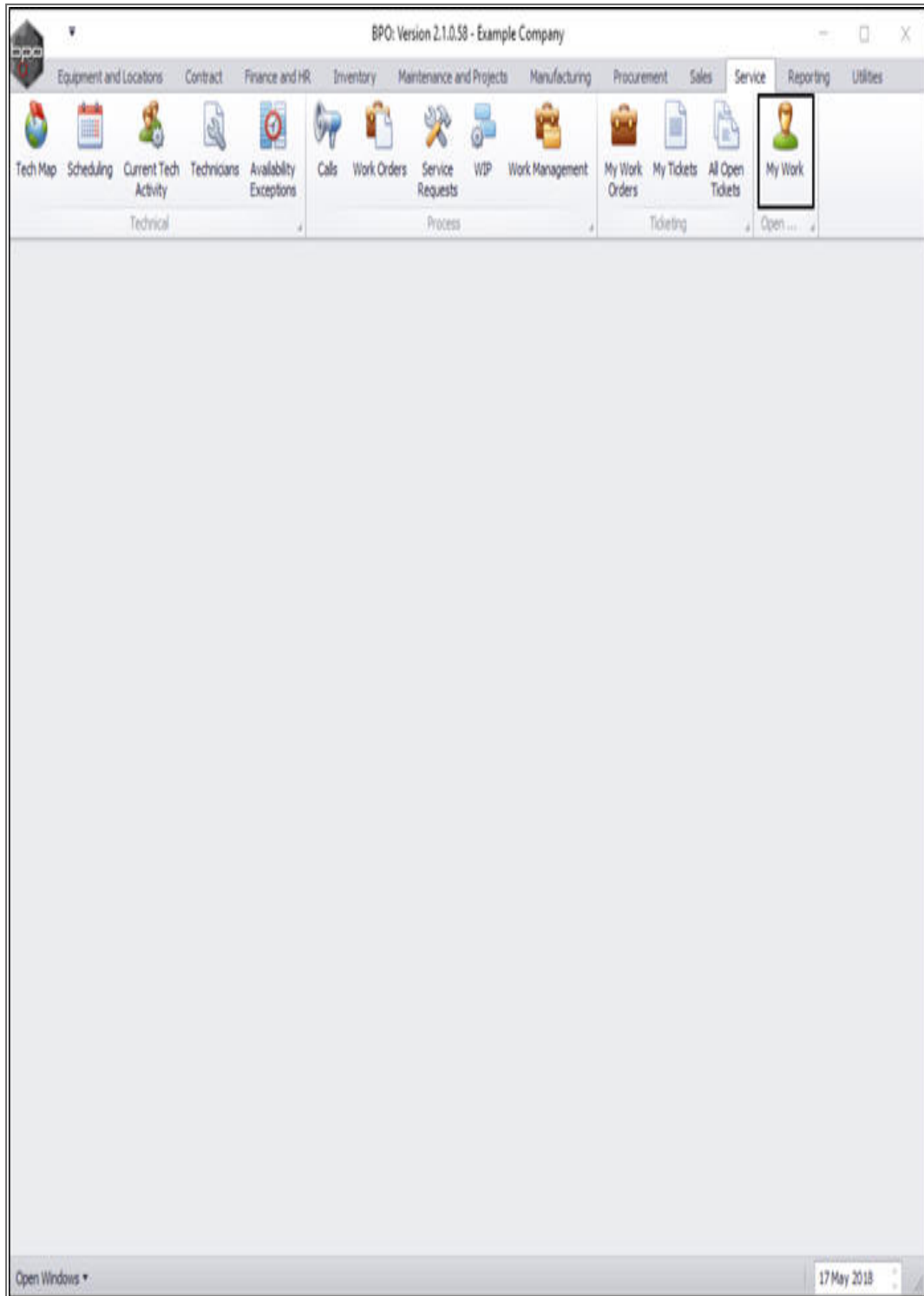
SERVICE

MY WORK – VIEW CUSTOMER

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

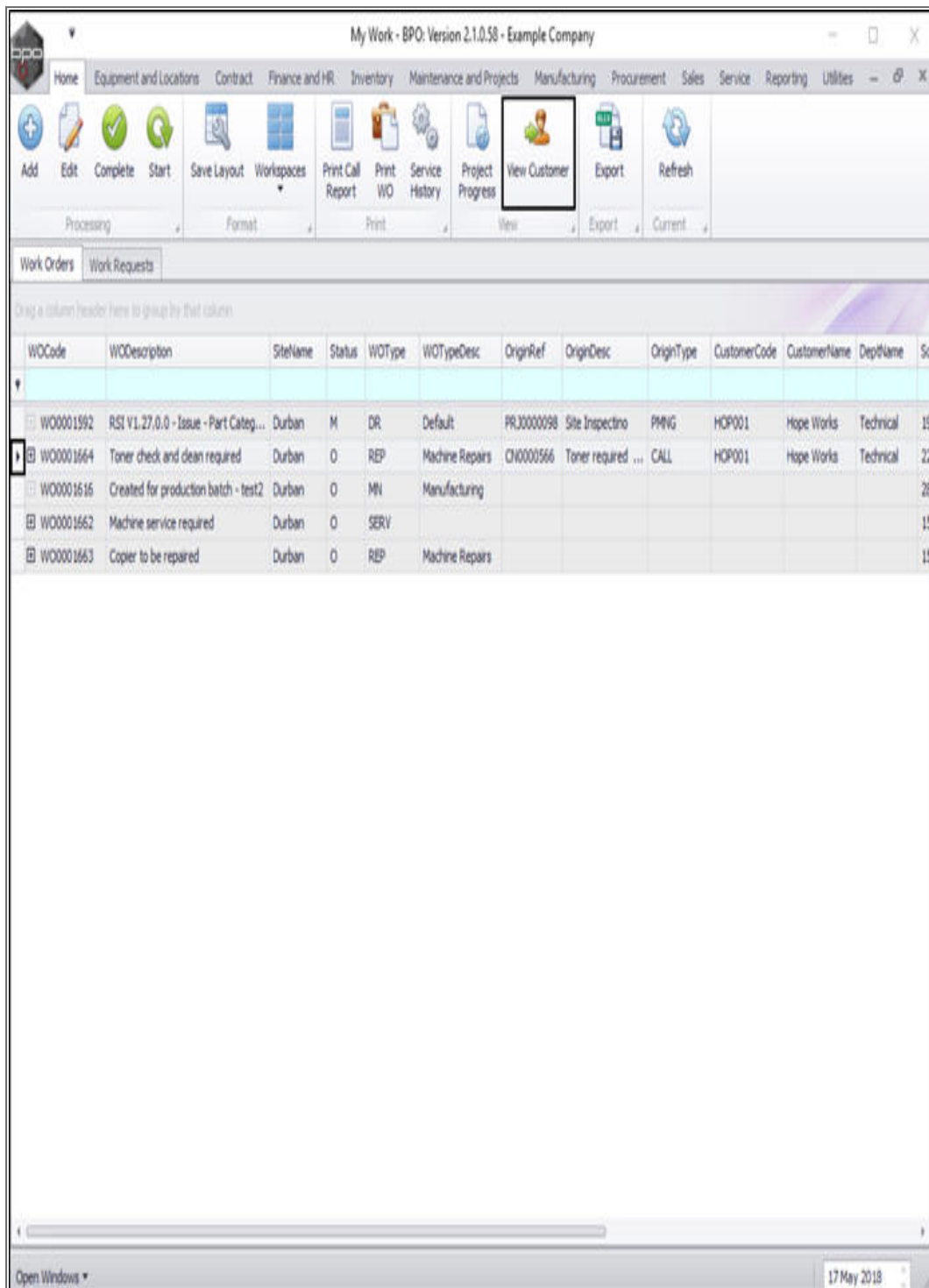
If one of these work orders is linked to a **customer** - you will be able to view the customer details from the **My Work** listing screen.

Ribbon Access: Service > My Work



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

- Click on the **row selector** in front of the **work order** that you wish to **view** the related **customer details** of.
- Click on **View Customer**.



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

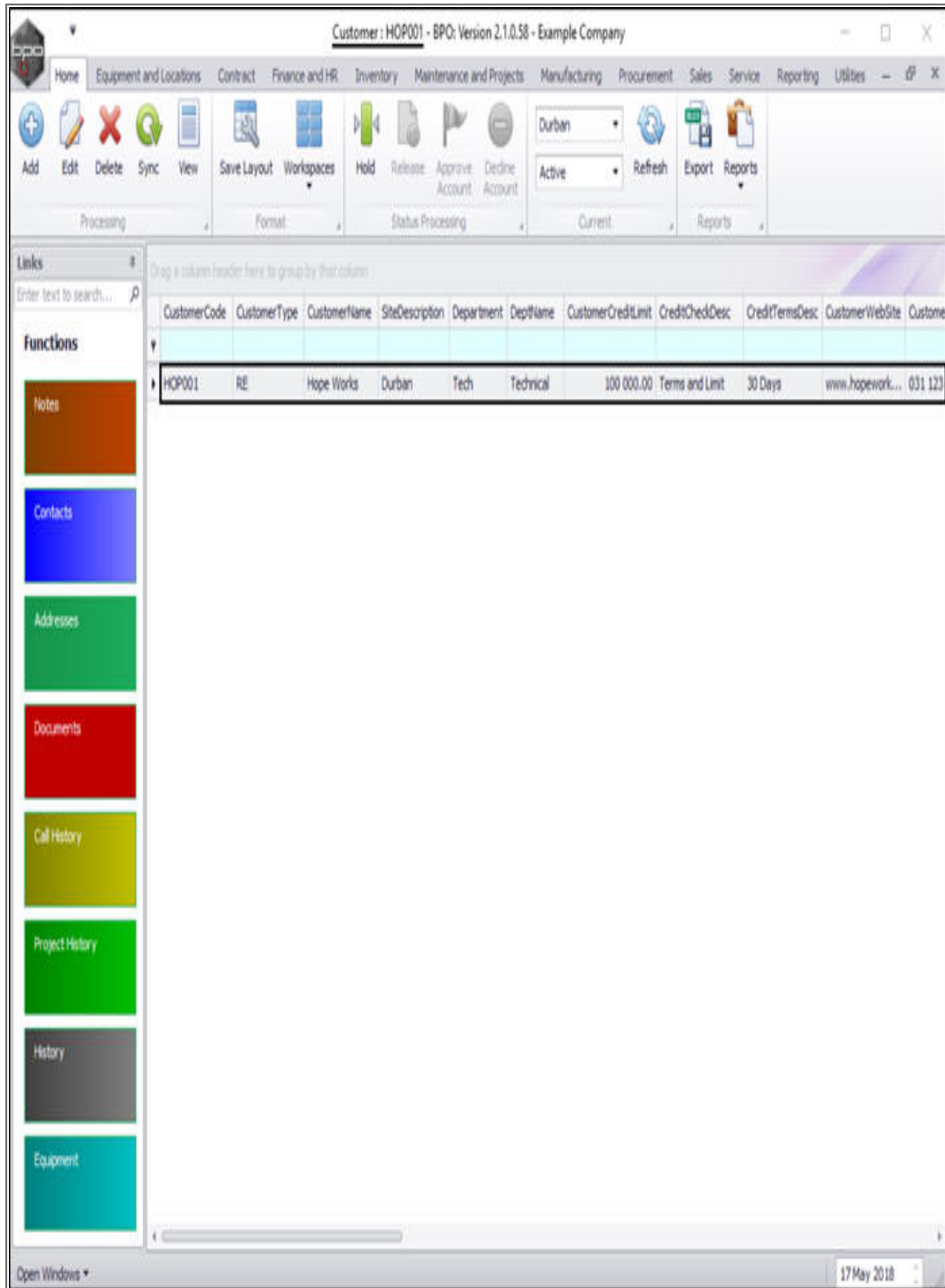
Work Orders Work Requests

Drag a column header here to group by that column

WOCode	WODescription	SiteName	Status	WOType	WOTypeDesc	OriginRef	OriginDesc	OriginType	CustomerCode	CustomerName	DeptName	Sc
WO0001592	RSI V1.27.0.0 - Issue - Part Categ...	Durban	M	DR	Default	PRJ00000098	Site Inspectio	PMNG	HOP001	Hope Works	Technical	15
WO0001664	Toner check and clean required	Durban	O	REP	Machine Repairs	CN0000566	Toner required ...	CALL	HOP001	Hope Works	Technical	22
WO0001616	Created for production batch - test2	Durban	O	MN	Manufacturing							26
WO0001662	Machine service required	Durban	O	SERV								15
WO0001663	Copier to be repaired	Durban	O	REP	Machine Repairs							15

Open Windows 17 May 2018

- The **Customer** screen will open with the relevant customer selected.
 - **Note:** This is only applicable if the work order is linked to a customer.



CustomerCode	CustomerType	CustomerName	SiteDescription	Department	DeptName	CustomerCreditLimit	CreditCheckDesc	CreditTermsDesc	CustomerWebSite	Customer
HOP001	RE	Hope Works	Durban	Tech	Technical	100 000.00	Terms and Limit	30 Days	www.hopework...	031 123

- You can also **View Customer Details** by navigating from the My Work screen to the Maintain WO screen and then clicking on the

Customer Info tab.

Maintain WO - Ref WO0001664 - 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

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

Description Toner check and clean required

Requestor Abigail Mline

WO Type Repair

Priority 2

Request Date 18 May 2018 09:42:59

Status Open

Billable

Capitalise

Work Order Item

Functional Location Equipment

Item 2020-103053

Comment Check Colour Toner - not printing effectively

Links

RefType	ReferenceType	ReferenceNo
CALL	Call Reference	CH0000566
PMNG	Project Reference	

Schedule

Assigned To Abigail Mline

Assigned By Abigail Mline

Scheduled Start 22 May 2018 00:00:00

Scheduled End 22 May 2018 02:00:00

Actual Start 17 Jun 2018 00:00:00

Actual End 17 Jun 2018 00:00:00

Delay Comments Currently on Schedule

Rectification Code

Rectification Comments

Completion Date 17 Jun 2018 00:00:00

Meters

Open Windows

17 May 2018

MNU.073.022