

SERVICE

WORK MANAGEMENT - START WORK

Work that have been assigned to a Technician and who have time records linked to them, can be Ended from the Work Management screen.

Only work orders that have time logged against them will be listed in the Work Management screen, which means that the work must have already started and time have been logged against the work order.

From the Work Management screen the work can be Ended on behalf of a Technician who omitted to do so, or where the Call Centre End Work on behalf of Technicians.

If a technician is using Tech Connect, then he can Start Work and End Work on the Call from his device.

Ribbon Access: Service > Work Management



- 1. The Work Management screen will be displayed.
- 2. Select the *date range* that will contain the *work order* you wish to assign.
- 3. Select the *Site* where the work order was issued.
 - The example has *Durban* selected.

Click on the *Refresh* button Refresh to update the screen.

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B	0/0		WO0006131	1818-	1-1 - Check network requirements	Durban	Belinda Sharman	м	INST	Installation	HOP001		
🔏 Belinda Sharman	2/1	•	WO0006214	Tier -	Commercial Tier Test	Durban	Theo Peterson	м	INST	Installation	HOP001	CN00052	291
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A Cape Town	0/0		WO0006253	Repla	ce part - current faulty	Durban	Julanda Kessler	м	PR	Parts Requirement	biancad	CN00053	301
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- 4. The *Work Orders* frame will be populated with all the work orders in the specified date range.
- 5. Click on the *row* of the *work order* you wish to start work on behalf of a Technician.
- 6. Click on *Start*.

Short cut key: *Right click* to display the *Process* menu list. Click on *Start*.



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	0/0	WO0006131	1818-1-1 - Check network requirements	Durban	Belinda Sharman	М	INST	Installation	HOP001		
🔏 Belinda Sharman	2/1	WO0006214	Tier - Commercial Tier Test	Durban	Theo Peterson	М	INST	Installation	HOP001	CN00052	91
🤽 Karlien Jessica Young Dunnaway Svenson	1/0	WO0006214	Tier - Commercial Tier Test	Durban	Julanda Kessler	М	INST	Installation	HOP001	CN00052	91
👤 John Twain	WO0006250	Paper not feeding through rollers	Durban	Theo Peterson	0	REP	Machine Repairs	HOP001	CN00052	98	
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3ade Rivers	1/0	WO0006260	Loan unit required while main unit is being	Durban	Jeff Rivers	0	REP	Machine Repairs	OFF001	CN00053	04
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A	0,0	WO0006253	Replace part - current faulty	Durban	Julanda Kessler	М	PR.	Parts Requirement	biancad	CN00053	01
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A New Test Site	0/0										
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7. "The Time Logging Express screen will be displayed." on page 3

Note that only the End Work button is available.

PRINT WORK ORDER REPORT

Once the Work Order has been selected, you can Print the Work Order Report.

8. Click on *Print*.

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- 9. When you receive the *Report Generation* message to confirm;
 - Do you want to print the WO report for [work order number]?
- 10. Click on *Yes*.



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Start End Work Work Process	Contract Finance / HR Inventory	Maintenance / Projects Manu	facturing Procurement	Sales Service	Reporting Ut	lities _ & X
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Open Windows 🕶			User : Jula	ndaK 26/04/2022	Version : 2.5.0.8	Example Company v2.5.0.8

- 11. The Work Order will display in the Reports *Preview* screen.
- 12. From the preview screen you can make cosmetic changes to the document as well as *Save*, *Zoom*, *Add a Watermark*, *Export* or *Email* the report.
- 13. Click on *Close* to return to the *Time Logging Express* screen.



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Page 1 of 1										100% 😑	

### **END WORK**

- 14. From the *Time Logging Express* screen,
- 15. Click on *End Work*.



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Employee	Julanda Kessler		•									
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rk Started on work or	der WO0006251 on t	ne 14/04/20	22 at 13:09:07.		Ψ 							
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Windows -							User : Ju	landaK	26/04/2022	Version : 2.5.0	.8 Example Company v	2.5.0

- 16. The *Close Open Work* frame will display.
- 17. Any previous work will be noted in the *Prior Work* and *Tech Comment* frames.
  - Click on a row in the Prior Work frame. The *corresponding observation* from the Technician responsible for the work, will reflect in the *Tech Comment* frame, <u>if</u> a comment was recorded.
  - The *corresponding rectification observation* from the Technician responsible for the previous call, will reflect in the Rectification Comment frame, <u>if</u> a comment was recorded.
  - Use the *scroll bar* to scroll across the Prior Work frame to view more information related to previous calls, such as the previous work date(s), the previous Technician responsible for the work order, etc.

For a detailed handling of this topic refer to Calls - Start Work



## Work Management - Start Work

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