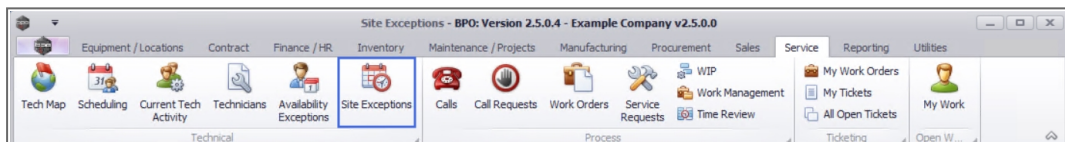


# SERVICE

## SITE EXCEPTIONS

**Site Exceptions** are used for setting up any changes to a site's *availability* which may deem the site *unavailable*, for instance, when a company or factory has a shut down period during the year, or it may be set up for public holidays.

**Ribbon Access:** Service > Site Exceptions



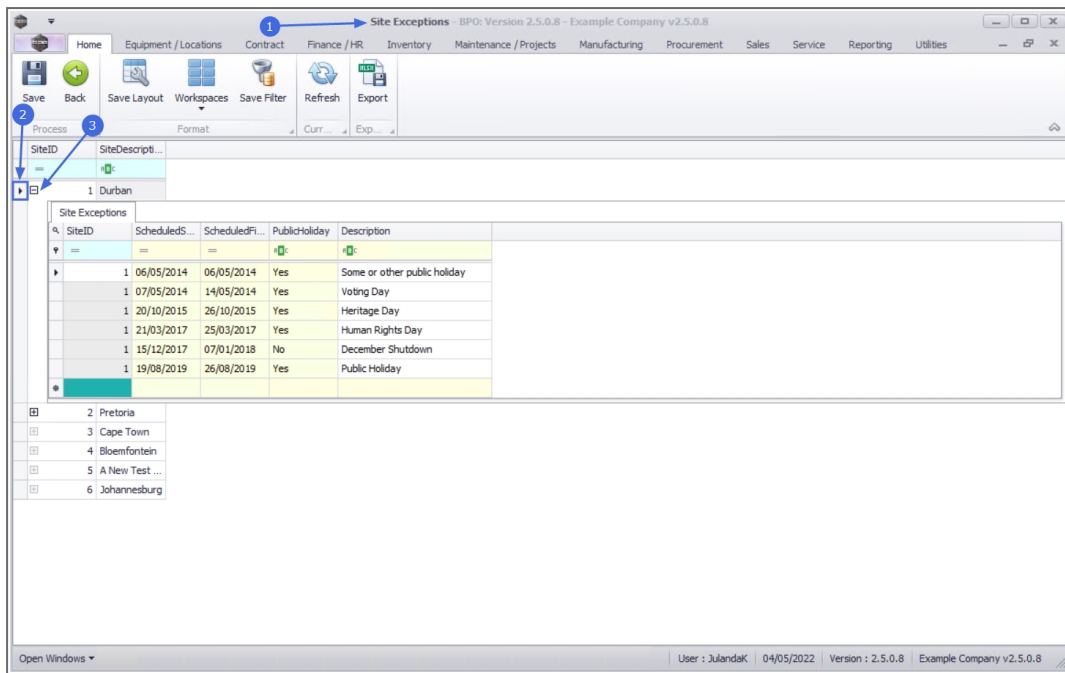
1. The **Site Exceptions** screen will be displayed.
2. Click on the **row** of the **site** you wish to add an availability exception for.

## VIEW AVAILABILITY EXCEPTIONS

3. Click on the expand icon to display the **Availability Exceptions sub grid**. A list of all the availability exceptions that have already been recorded for the site will display.

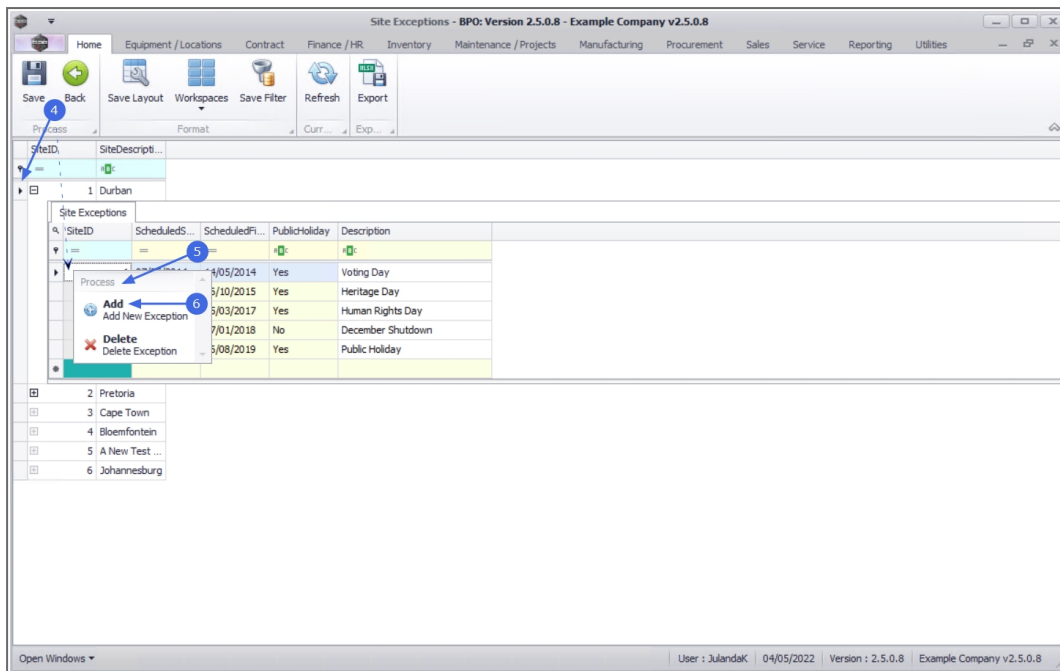


**Note** that when the expand icon in front of the site is *faint*, that indicates that there is no data recorded yet in the sub grid. If the expand icon is *bold*, then there is content to be viewed.



## ADD EXCEPTION

4. Right click on the **row** of the **site** if no site exceptions have been created, or
  - Right click on a **row** in the Site Exceptions sub grid.
5. The **Process** screen will be displayed.
6. Click on **Add** - Add New Exception



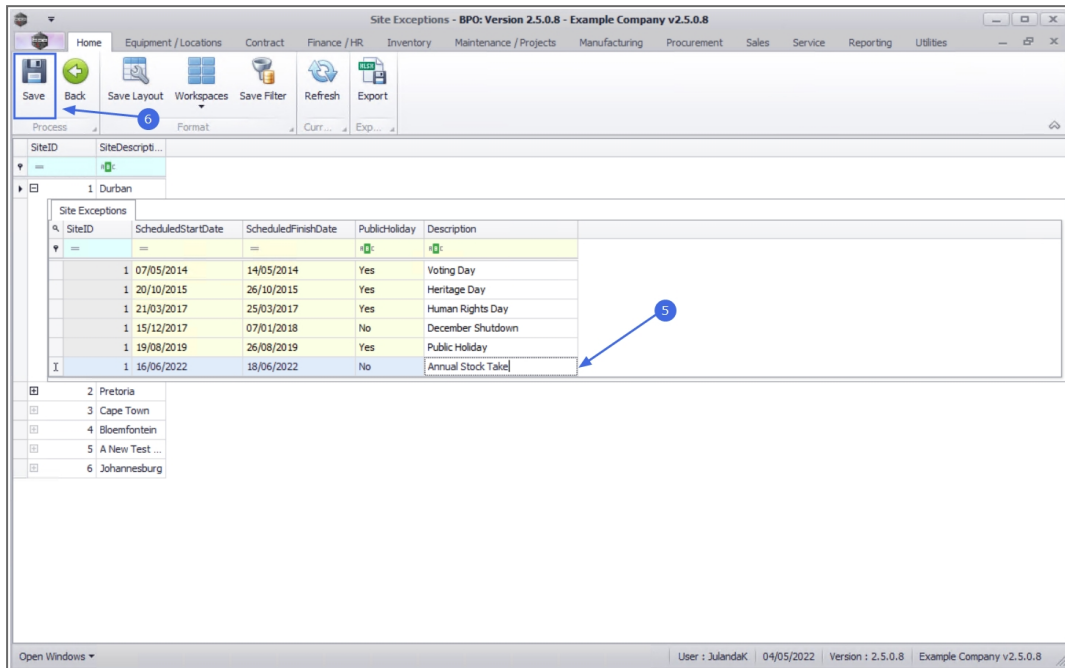
5. A new line will be added to the bottom of the exception list.

## EXCEPTION DETAILS

- **Schedule Start Date** will display today's date. To modify the date, click in the text box to type in, or click on the down **arrow** to change the start date, for the exception using the calendar function.
- **Schedule Finish Date** will display the date a week from today. To modify the date, click in the text box to type in, or click on the down **arrow** to change the last date of the exception, using the calendar function.
- **Public Holiday** will display No by default. Click on the down **arrow** to select Yes if the exception is for a public holiday, or leave as No.
- **Description** - Click in the text box to **type** in a description for which the site exception is occurring.

## SAVE EXCEPTION

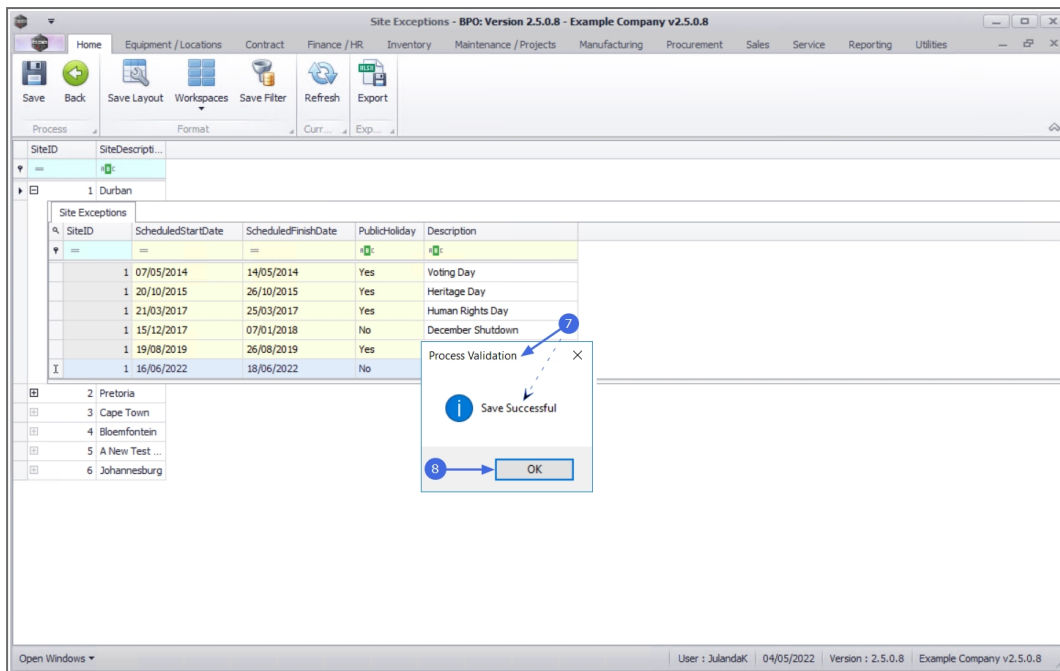
6. When you have finished adding the exception details, click on **Save**.



7. When you receive the **Process Validation** message to confirm that;

- **Save Successful**

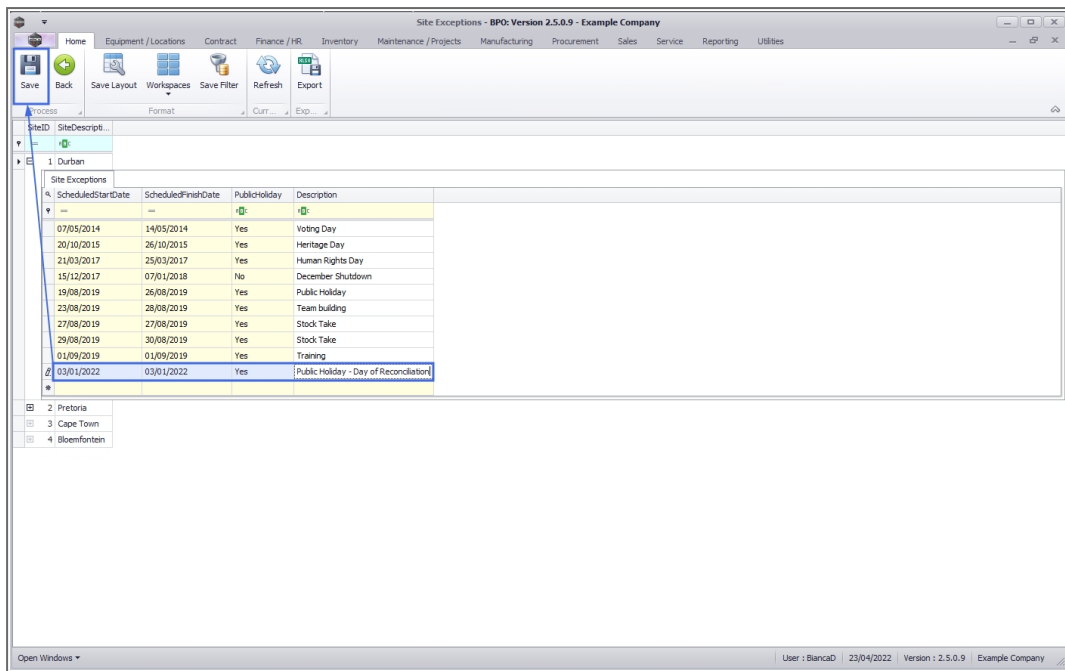
8. Click on **OK**.




9. The Site Exceptions sub grid has been updated.
10. **Close** the sub grid.
11. Click on **Back** to close the screen.

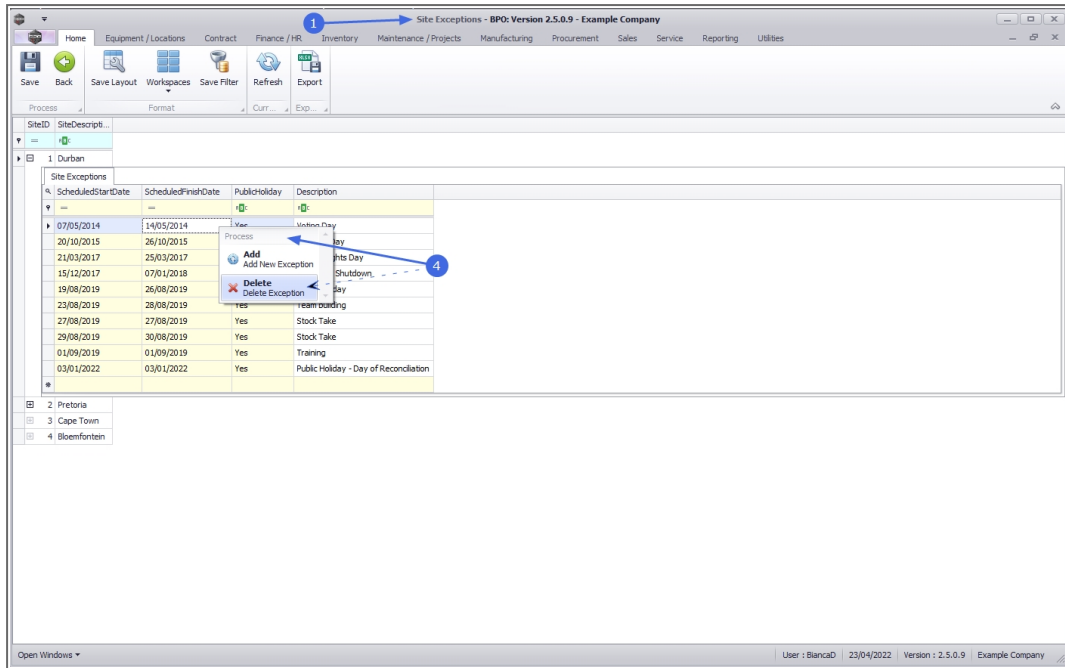
## EDIT SITE EXCEPTION

1. On the **Site Exceptions** screen,
2. Click on the **expand icon** of the **site**, to display the Site Exception sub grid.
3. Click in the **row** of the scheduled Start or Finish Date of the site exception you wish to edit.
4. Click on the down **arrow** to select an alternative Start or Finish Date for the site exception.
5. Click on the **Save** button when done.



## DELETE SITE EXCEPTION

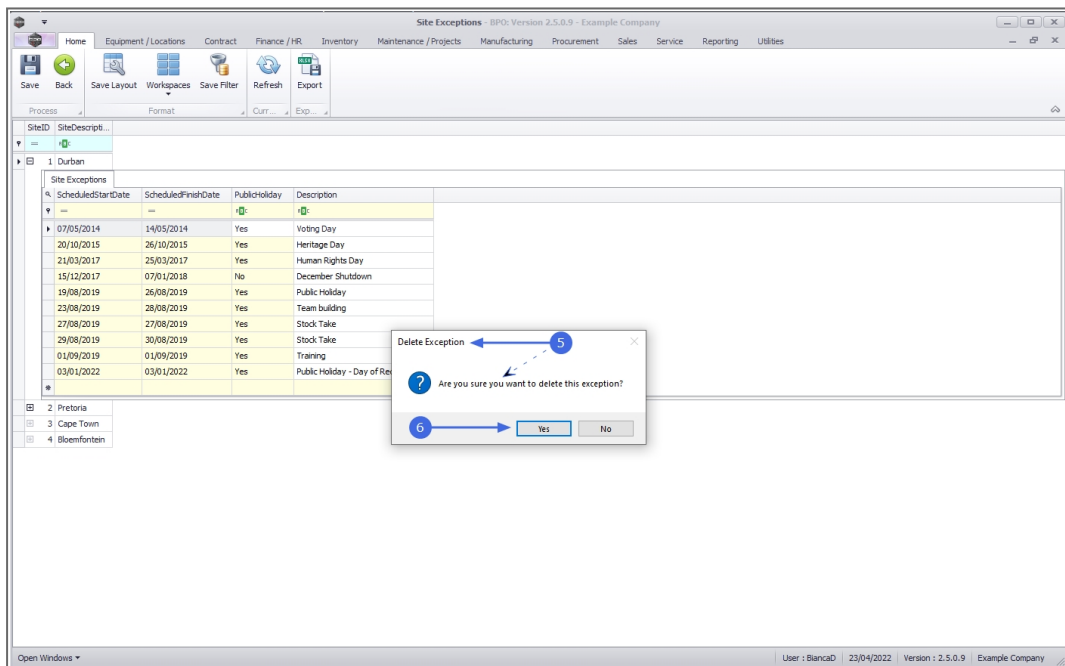
1. On the **Site Exceptions** for employees screen,
2. Click on the **expand icon** of the **site**, to display the Site Exception sub grid.
3. Click in the **row** of the exception you wish to delete.
4.  **Right click** to display the **Process** menu list. Click on **Delete**.



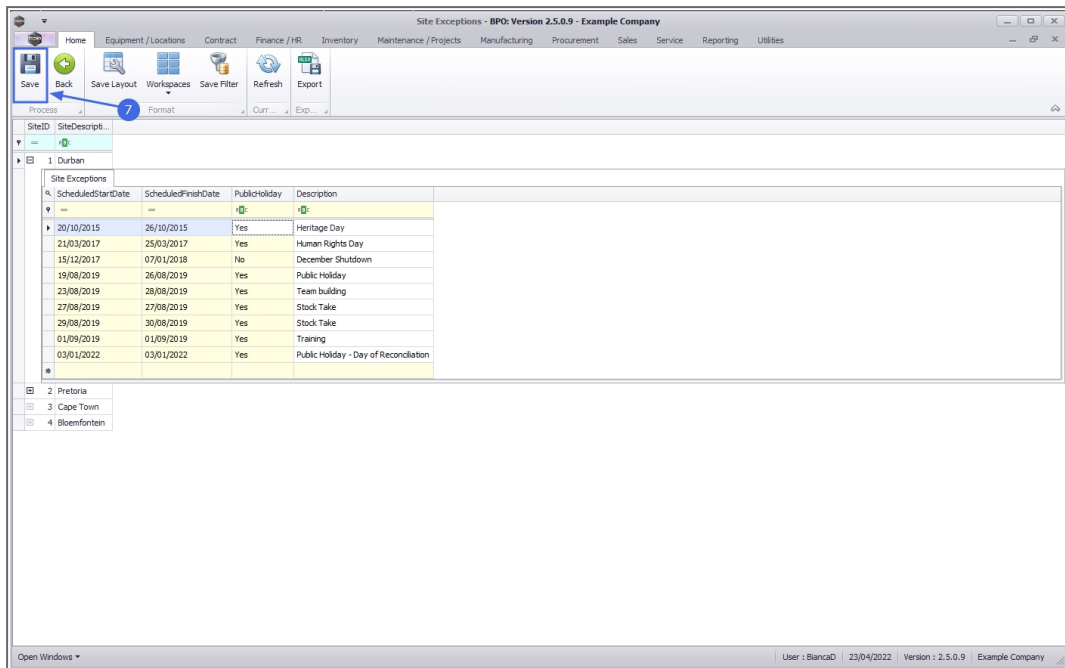
5. When you receive the Delete Exception message to confirm;

- Are you sure you want to delete the site exception?

6. Select Yes



7. Click on **Save** to save the changes.



The screenshot shows the CO3 BPO interface for Site Exceptions. The top navigation bar includes tabs for Home, Equipment / Locations, Contract, Finance / HR, Inventory, Maintenance / Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below the navigation bar is a toolbar with buttons for Save, Back, Save Layout, Workspaces, Save Filter, Refresh, and Export. The 'Save' button is highlighted with a blue circle and the number 7. The main area displays a table of Site Exceptions for Durban, with columns for ScheduledStartDate, ScheduledFinishDate, PublicHoliday, and Description. The table lists various exceptions, including Heritage Day, Human Rights Day, December Shutdown, Public Holiday, Team building, Stock Take, Training, and Public Holiday - Day of Reconciliation. The bottom status bar shows the user as BiancaD, the date as 23/04/2022, and the version as 2.5.0.9.

ScheduledStartDate	ScheduledFinishDate	PublicHoliday	Description
20/10/2015	26/10/2015	Yes	Heritage Day
21/03/2017	25/03/2017	Yes	Human Rights Day
15/12/2017	07/01/2018	No	December Shutdown
19/08/2019	26/08/2019	Yes	Public Holiday
23/08/2019	28/08/2019	Yes	Team building
27/08/2019	27/08/2019	Yes	Stock Take
29/08/2019	30/08/2019	Yes	Stock Take
01/09/2019	01/09/2019	Yes	Training
03/01/2022	03/01/2022	Yes	Public Holiday - Day of Reconciliation

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