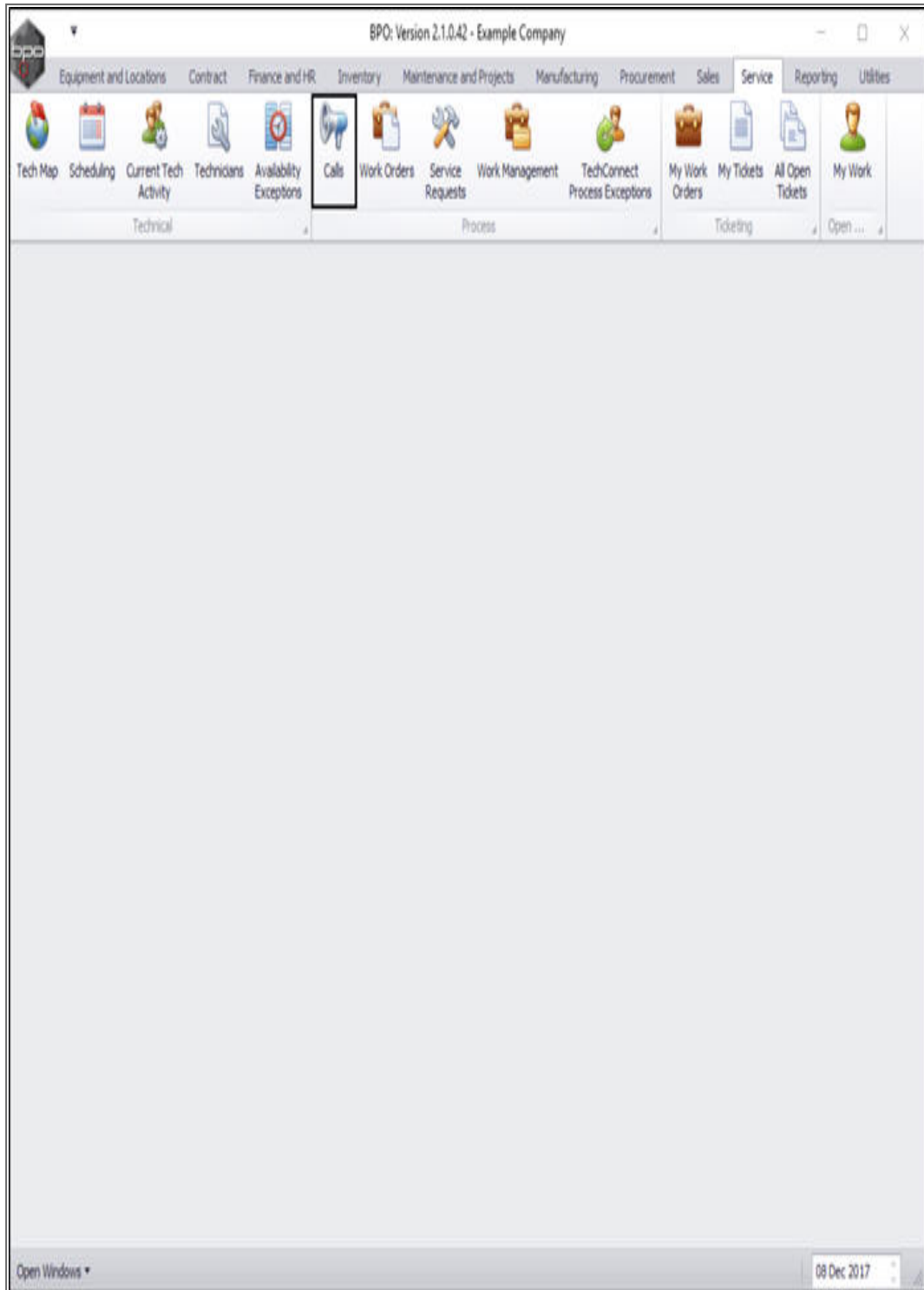


SERVICE

CALLS – ADD EXPENSES

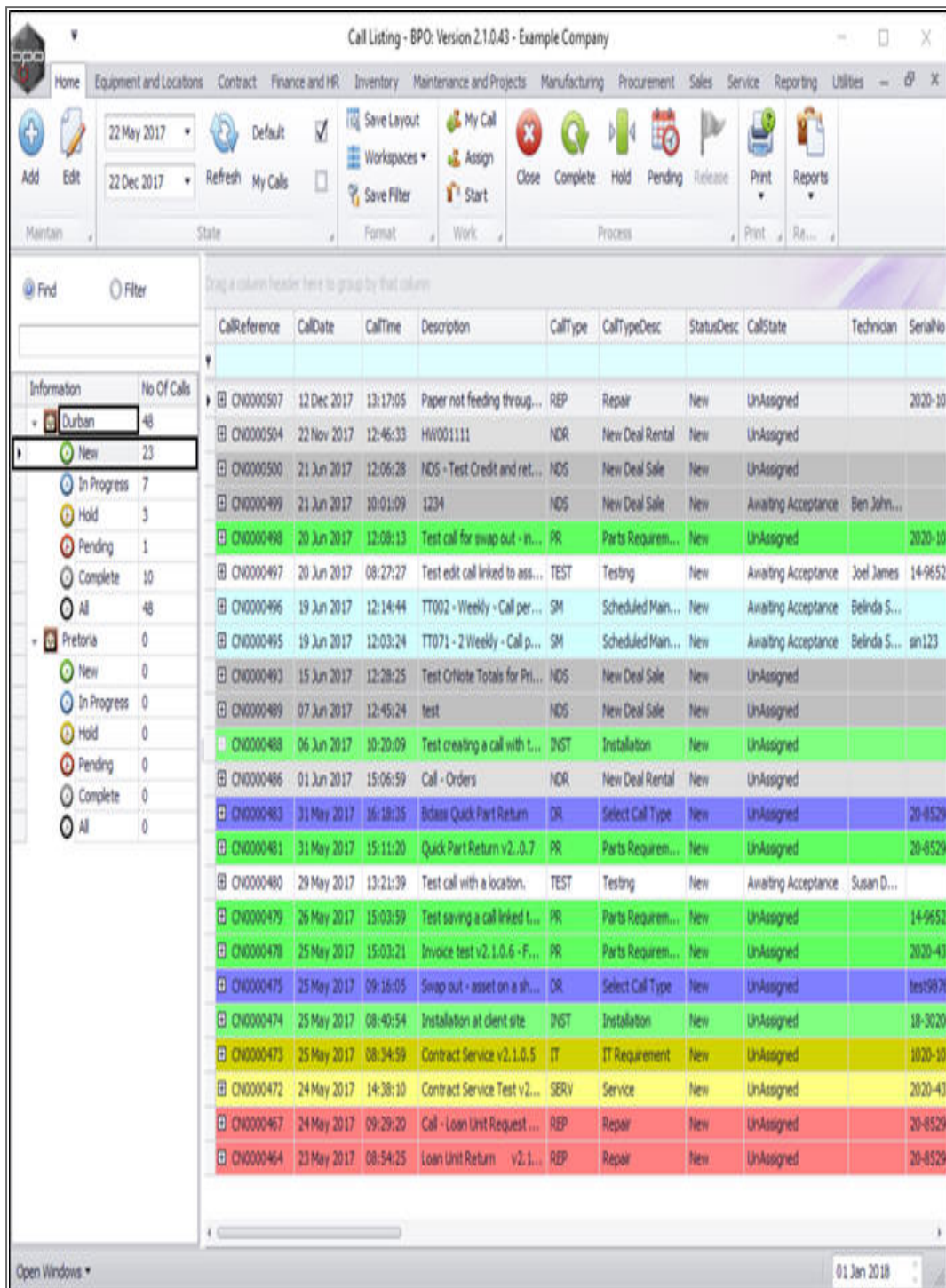
If you cannot add expenses due the message 'No Items to select from' then expenses have not yet been set up. Refer to [Expense Allocation and Setup](#).

Ribbon Access: *Service > Calls*



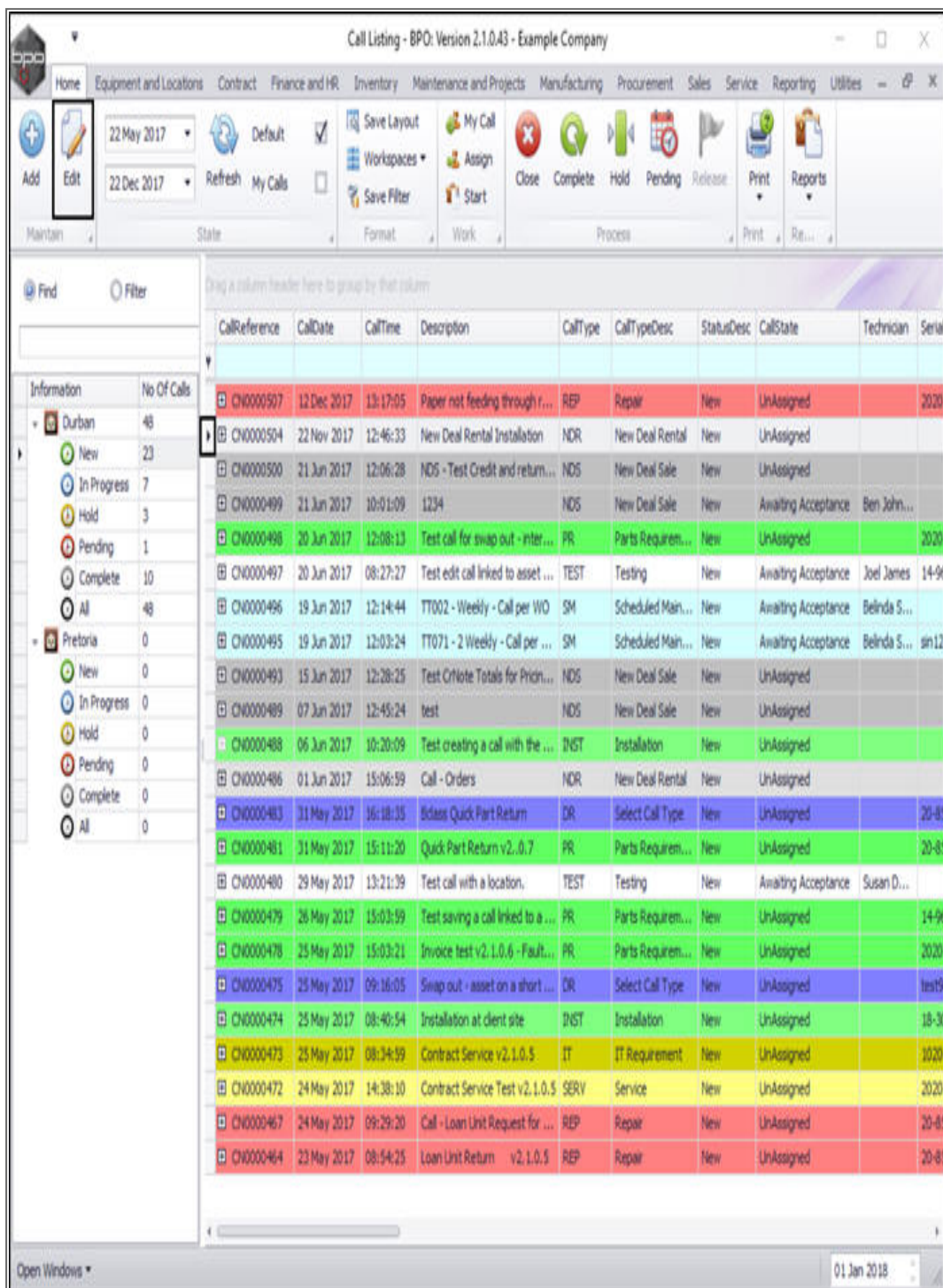
The ***Call Listing*** screen will be displayed.

- Select the **site** and **status**.
 - In this image, **Durban** has been selected as the **site** and the **status** has been set to **New**.



CallReference	CallDate	CallTime	Description	CallType	CallTypeDesc	StatusDesc	CallState	Technician	SerialNo
CH0000507	12 Dec 2017	13:17:05	Paper not feeding throug...	REP	Repair	New	UnAssigned		2020-10
CH0000504	22 Nov 2017	12:46:33	HW001111	NDR	New Deal Rental	New	UnAssigned		
CH0000500	21 Jun 2017	12:06:28	NDS - Test Credit and ret...	NDS	New Deal Sale	New	UnAssigned		
CH0000499	21 Jun 2017	10:01:09	1234	NDS	New Deal Sale	New	Awaiting Acceptance	Ben John...	
CH0000498	20 Jun 2017	12:08:13	Test call for swap out - in...	PR	Parts Requirem...	New	UnAssigned		2020-10
CH0000497	20 Jun 2017	08:27:27	Test edit call linked to ass...	TEST	Testing	New	Awaiting Acceptance	Joel James	14-9652
CH0000496	19 Jun 2017	12:14:44	TT002 - Weekly - Call per...	SM	Scheduled Main...	New	Awaiting Acceptance	Belinda S...	
CH0000495	19 Jun 2017	12:03:24	TT071 - 2 Weekly - Call p...	SM	Scheduled Main...	New	Awaiting Acceptance	Belinda S...	an123
CH0000493	15 Jun 2017	12:28:25	Test ChRiste Totals for Pri...	NDS	New Deal Sale	New	UnAssigned		
CH0000489	07 Jun 2017	12:45:24	test	NDS	New Deal Sale	New	UnAssigned		
CH0000488	06 Jun 2017	10:20:09	Test creating a call with t...	INST	Installation	New	UnAssigned		
CH0000486	01 Jun 2017	15:06:59	Call - Orders	NDR	New Deal Rental	New	UnAssigned		
CH0000483	31 May 2017	16:18:35	Bidass Quick Part Return	DR	Select Call Type	New	UnAssigned		20-8529
CH0000481	31 May 2017	15:11:20	Quick Part Return v2.0.7	PR	Parts Requirem...	New	UnAssigned		20-8529
CH0000480	29 May 2017	13:21:39	Test call with a location.	TEST	Testing	New	Awaiting Acceptance	Susan D...	
CH0000479	26 May 2017	15:03:59	Test saving a call linked t...	PR	Parts Requirem...	New	UnAssigned		14-9652
CH0000478	25 May 2017	15:03:21	Invoice test v2.1.0.6 - F...	PR	Parts Requirem...	New	UnAssigned		2020-43
CH0000475	25 May 2017	09:16:05	Swap out - asset on a sh...	DR	Select Call Type	New	UnAssigned		test9876
CH0000474	25 May 2017	08:40:54	Installation at client site	INST	Installation	New	UnAssigned		18-3020
CH0000473	25 May 2017	08:34:59	Contract Service v2.1.0.5	IT	IT Requirement	New	UnAssigned		1020-10
CH0000472	24 May 2017	14:38:10	Contract Service Test v2...	SERV	Service	New	UnAssigned		2020-43
CH0000467	24 May 2017	09:29:20	Call - Loan Unit Request ...	REP	Repair	New	UnAssigned		20-8529
CH0000464	23 May 2017	08:54:25	Loan Unit Return v2.1...	REP	Repair	New	UnAssigned		20-8529

- Click on the **row selector** in front of the **call** you wish to **log expenses** for.
- Click on **Edit**.



Call Listing - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Add Edit 22 May 2017 22 Dec 2017 Default Refresh My Calls Save Layout Workspaces Save Filter My Call Assign Start Close Complete Hold Pending Release Print Reports

Find Filter

Information No Of Calls

- Durban 48
- New 23
- In Progress 7
- Hold 3
- Pending 1
- Complete 10
- All 48
- Pretoria 0
- New 0
- In Progress 0
- Hold 0
- Pending 0
- Complete 0
- All 0

CallReference	CallDate	CallTime	Description	CallType	CallTypeDesc	StatusDesc	CallState	Technician	Serial
CH0000507	12 Dec 2017	13:17:05	Paper not feeding through r...	REP	Repair	New	UnAssigned		2020
CH0000504	22 Nov 2017	12:46:33	New Deal Rental Installation	NDR	New Deal Rental	New	UnAssigned		
CH0000500	21 Jun 2017	12:06:28	NDS - Test Credit and return...	NDS	New Deal Sale	New	UnAssigned		
CH0000499	21 Jun 2017	10:01:09	1234	NDS	New Deal Sale	New	Awaiting Acceptance	Ben John...	
CH0000498	20 Jun 2017	12:08:13	Test call for swap out - inter...	PR	Parts Require...	New	UnAssigned		2020
CH0000497	20 Jun 2017	08:27:27	Test edit call linked to asset ...	TEST	Testing	New	Awaiting Acceptance	Joel James	14-98
CH0000496	19 Jun 2017	12:14:44	TT002 - Weekly - Call per W/O	SM	Scheduled Main...	New	Awaiting Acceptance	Belinda S...	
CH0000495	19 Jun 2017	12:03:24	TT071 - 2 Weekly - Call per ...	SM	Scheduled Main...	New	Awaiting Acceptance	Belinda S...	sin12
CH0000493	15 Jun 2017	12:28:25	Test ChNote Totals for Pric...	NDS	New Deal Sale	New	UnAssigned		
CH0000489	07 Jun 2017	12:45:24	test	NDS	New Deal Sale	New	UnAssigned		
CH0000488	06 Jun 2017	10:20:09	Test creating a call with the ...	INST	Installation	New	UnAssigned		
CH0000486	01 Jun 2017	15:06:59	Call - Orders	NDR	New Deal Rental	New	UnAssigned		
CH0000483	31 May 2017	16:18:15	Bidass Quick Part Return	DR	Select Call Type	New	UnAssigned		20-85
CH0000481	31 May 2017	15:11:20	Quick Part Return v2.0.7	PR	Parts Require...	New	UnAssigned		20-85
CH0000480	29 May 2017	13:21:39	Test call with a location.	TEST	Testing	New	Awaiting Acceptance	Susan D...	
CH0000479	28 May 2017	15:03:59	Test saving a call linked to a ...	PR	Parts Require...	New	UnAssigned		14-98
CH0000478	25 May 2017	15:03:21	Invoice test v2.1.0.6 - Fault...	PR	Parts Require...	New	UnAssigned		2020
CH0000475	25 May 2017	09:18:05	Swap out - asset on a short ...	DR	Select Call Type	New	UnAssigned		test9
CH0000474	25 May 2017	08:40:54	Installation at client site	INST	Installation	New	UnAssigned		18-30
CH0000473	25 May 2017	08:34:59	Contract Service v2.1.0.5	IT	IT Requirement	New	UnAssigned		1020
CH0000472	24 May 2017	14:38:10	Contract Service Test v2.1.0.5	SERV	Service	New	UnAssigned		2020
CH0000467	24 May 2017	09:29:20	Call - Loan Unit Request for ...	REP	Repair	New	UnAssigned		20-85
CH0000464	23 May 2017	08:54:25	Loan Unit Return v2.1.0.5	REP	Repair	New	UnAssigned		20-85

Open Windows 01 Jan 2018

The ***Call maintenance screen: Call ref. - []*** screen will be displayed.

- Click on the ***Work Orders*** tile.

Call maintenance : Call ref. : CN0000504 - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Close Complete Assign Hold Pending Release Reinstate Save Layout Workspaces Print Note

Maintain Process Format Print Info

Links
Enter text to search...

Functions

Work Orders 1

Work In Progress

Notes

Assignments

Hold History

Pending History

On Site Info 1

Customer Hope Works

Contact Davina Rowe

Contact No. 031 123 4567

Address Plot 91 Leaf Road
Forest Hills
New Town
Durban South

Call Type New Deal Rental

Error Code

Description New Deal Rental Installation

Call Date Time 22 Nov 2017 12:46:33

Priority 2

SLA 0.00

Date Required 29 Nov 2017

Order No OR0000207

Logged By AbigailM

Status N - New

Optional No

Relates To :

ReferenceType	ReferenceNo
Serial No	
Prior Call Reference	
Contract No	
Location	
Project Reference	
Quote Reference	
Invoice Reference	
Order Reference	OR0000207

Closure Details :

Action

Closure Date Time 00:00:00

Closed By

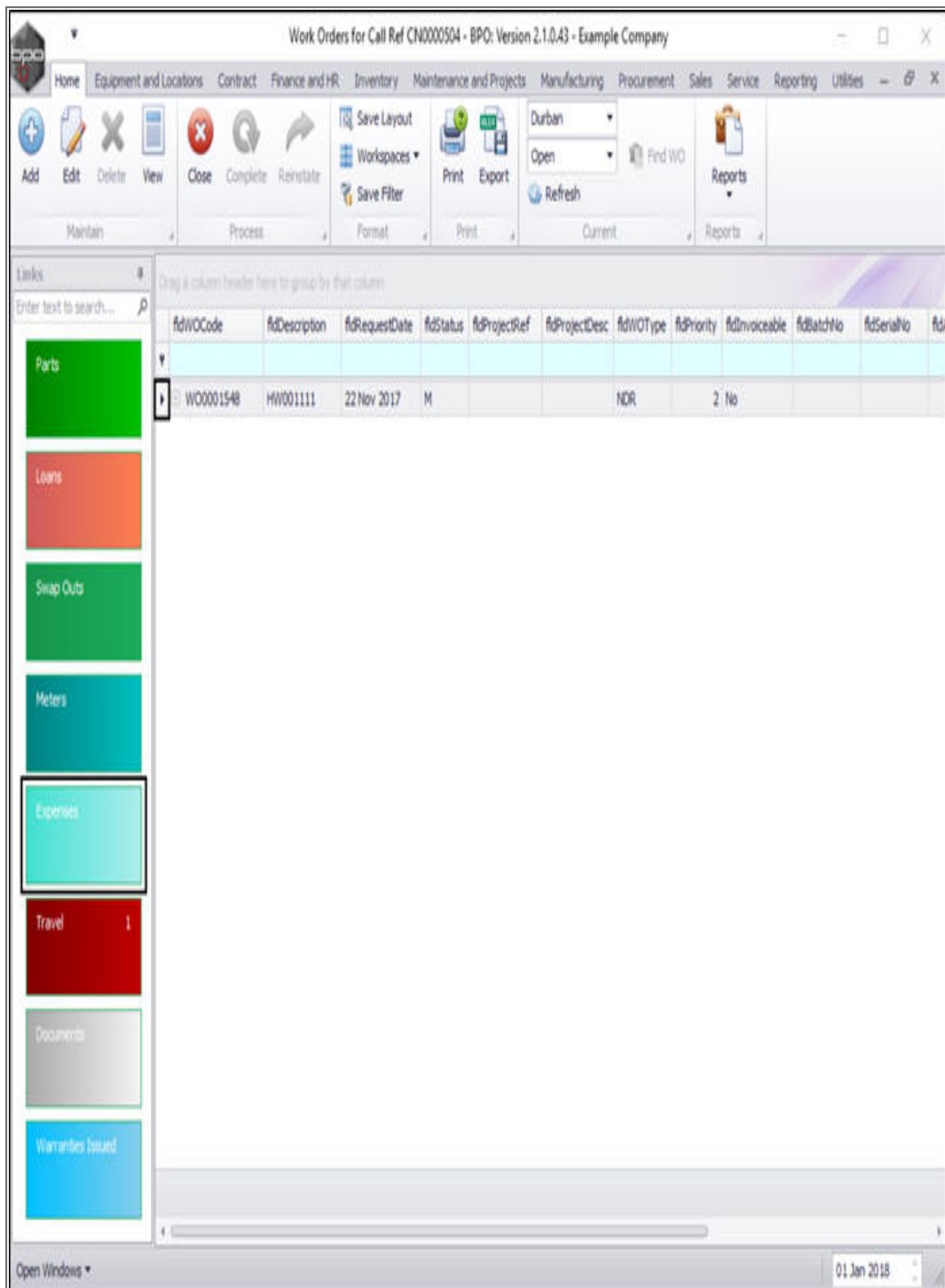
Meters

Open Windows

01 Jan 2018

The **Work Orders for Call Ref []** screen will be displayed.

- Click on the **row selector** in front of the **work order** that you wish to **log expenses** for.
- Click on the **Expenses** tile.



The screenshot shows the CO3 Work Orders application interface. The title bar reads "Work Orders for Call Ref CN0000504 - BPO: Version 2.1.0.43 - Example Company". The top menu bar includes: Home, Equipment and Locations, Contract, Finance and HR, Inventory, Maintenance and Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below the menu is a ribbon with tabs: Maintain, Process, Format, Print, Current, and Reports. The ribbon contains various icons for actions like Add, Edit, Delete, View, Close, Complete, Reinstall, Save Layout, Workspaces, Save Filter, Print, Export, Find WO, and Reports.

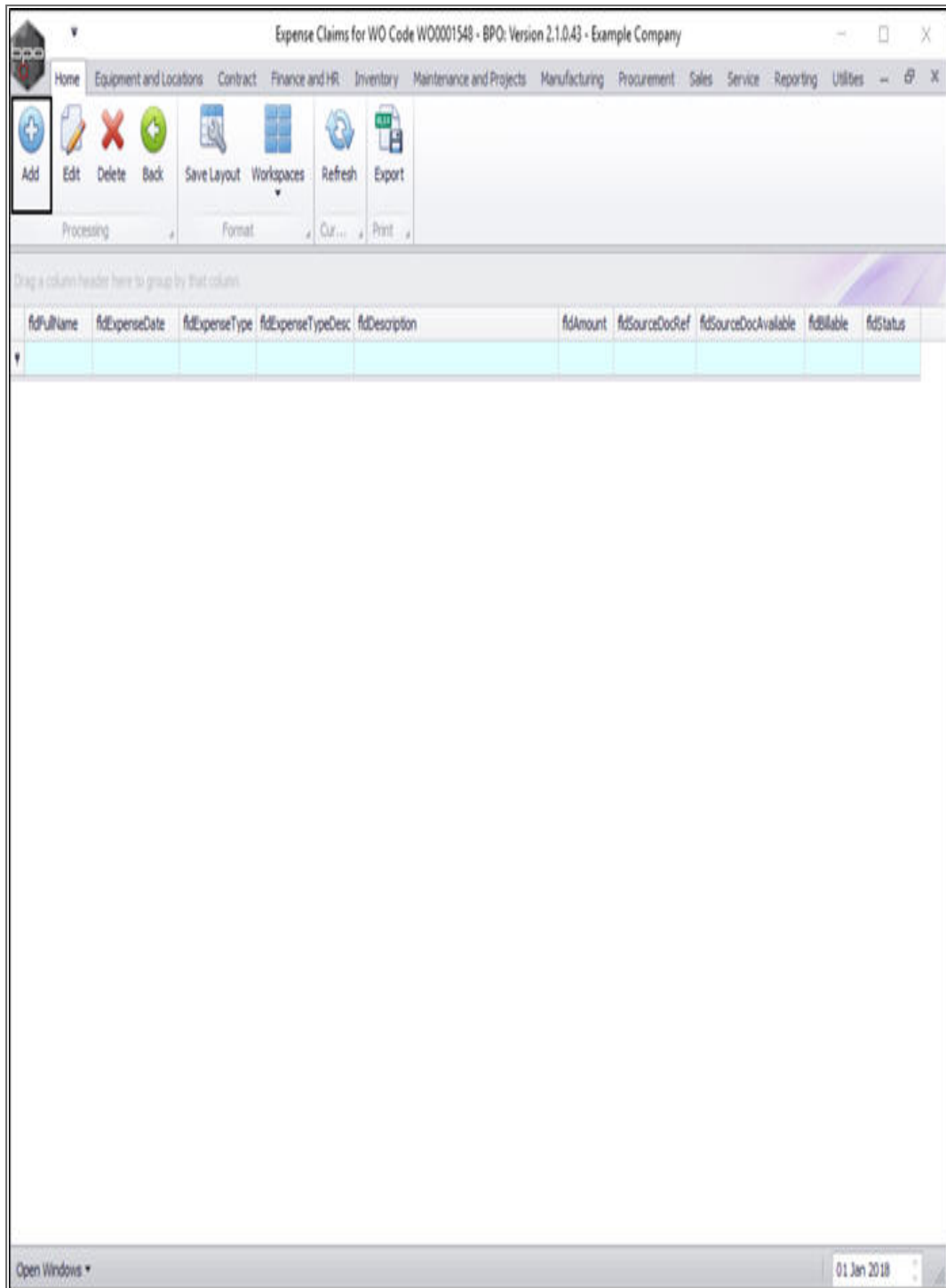
On the left side, there is a "Links" panel with a search bar and several colored tiles: Parts (green), Loans (orange), Swap Out (green), Meters (teal), Expenses (light blue, selected), Travel (red), Documents (grey), and Warranties Issued (blue). The "Expenses" tile is highlighted with a black border.

The main area displays a table of work orders. The table has columns: fdWOCode, fdDescription, fdRequestDate, fdStatus, fdProjectRef, fdProjectDesc, fdWOType, fdPriority, fdInvoiceable, fdBatchNo, fdSerialNo, and fd. The first row is highlighted in light blue. The second row is highlighted in light blue and has a black square selector in the first column.

fdWOCode	fdDescription	fdRequestDate	fdStatus	fdProjectRef	fdProjectDesc	fdWOType	fdPriority	fdInvoiceable	fdBatchNo	fdSerialNo	fd
WO0001548	HW001111	22 Nov 2017	M			NDR	2	No			

At the bottom left, there is an "Open Windows" button. At the bottom right, there is a date display showing "01 Jan 2018".

- The ***Expense Claims for WO Code []*** screen will be displayed.
- Click on ***Add***.



Expense Claims for WO Code WO0001548 - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Add Edit Delete Back Save Layout Workspaces Refresh Export

Processing Format Cur... Print

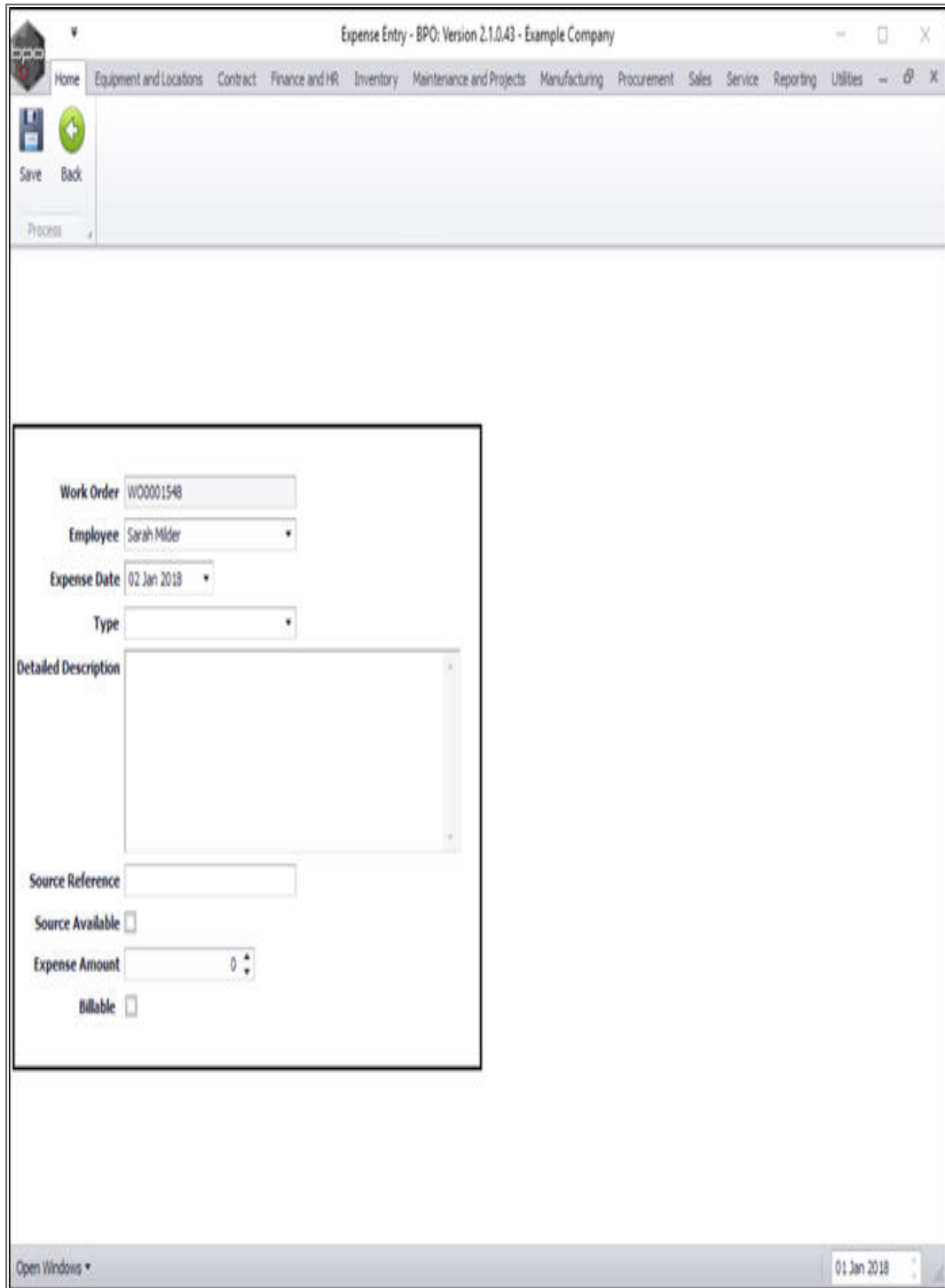
Drag a column header here to group by that column.

fdFullName	fdExpenseDate	fdExpenseType	fdExpenseTypeDesc	fdDescription	fdAmount	fdSourceDocRef	fdSourceDocAvailable	fdBillable	fdStatus

Open Windows ▼ 01 Jan 2018

The **Expense Entry** screen will be displayed.

- **Work Order:** This will auto populate according to the work order initially selected.
- **Employee:** This will auto populate with the name of the person currently logged on to the system but you can click on the drop-down arrow and select an alternative employee from the menu if required.
- **Expense Date:** This will default to the current date. You can either type in or click on the drop-down arrow and use the calendar function to select an alternative date if required.
- **Type:** Click on the drop-down arrow and select from the menu the type of expense.
- **Detailed Description:** Type in a description for the expenses.
- **Source Reference:** Type in the reference number of the receipt if applicable.
- **Source Available:** Select this checkbox if the receipt is available.
- **Expense Amount:** Type in or use the arrow indicators to select the total amount of the expense.
- **Billable:** Select this check box if the service is billable.
- **Note:** This will be set to billable by default, unless the expense is linked to the contract as an inclusion.



Expense Entry - BPO: Version 2.1.0.43 - Example Company

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back Process

Work Order WO0001548

Employee Sarah Milder

Expense Date 02 Jan 2018

Type

Detailed Description

Source Reference

Source Available ☐

Expense Amount 0

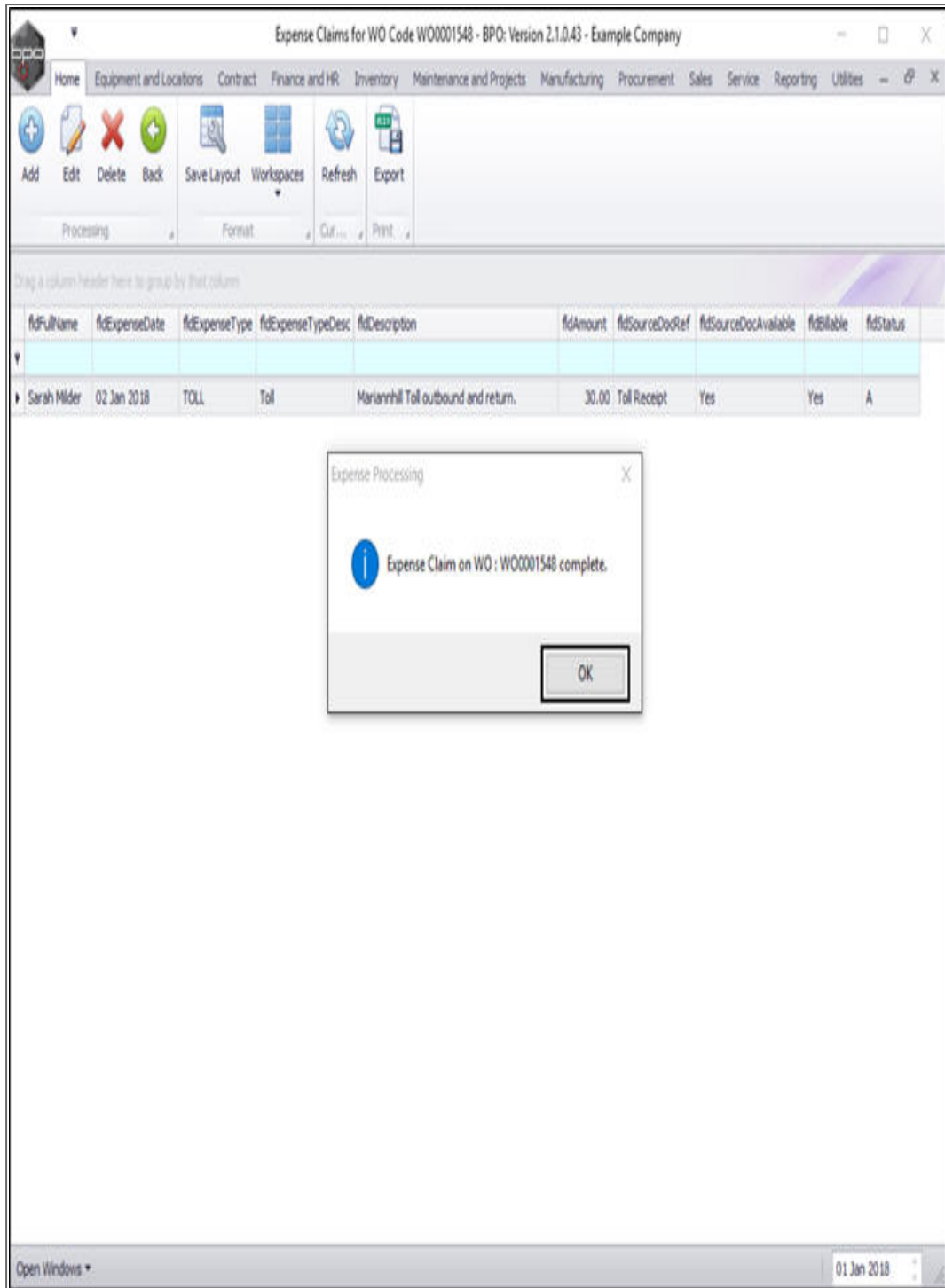
Billable ☐

Open Windows 01 Jan 2018

- When you have finished editing the **Expense Entry** screen, click on **Save**.

Help v2.5.1.4 - Pg 11 - Printed: 27/06/2024

- You will return to the ***Expense Claims for WO Code []*** screen.
- An ***Expense Processing*** message box will pop up informing you that;
 - ***Expense Claim on WO: [] complete.***
- Click on **OK**.



The screenshot shows the 'Expense Claims for WO Code WO0001548 - BPO: Version 2.1.0.43 - Example Company' 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, Delete, Back, Save Layout, Workspaces, Refresh, and Export. A table of expense claims is displayed with columns: fdFullName, fdExpenseDate, fdExpenseType, fdExpenseTypeDesc, fdDescription, fdAmount, fdSourceDocRef, fdSourceDocAvailable, fdBillable, and fdStatus. A confirmation dialog box titled 'Expense Processing' is open, displaying an information icon and the message 'Expense Claim on WO : WO0001548 complete.' with an 'OK' button.

fdFullName	fdExpenseDate	fdExpenseType	fdExpenseTypeDesc	fdDescription	fdAmount	fdSourceDocRef	fdSourceDocAvailable	fdBillable	fdStatus
Sarah Milder	02 Jan 2018	TOLL	Toll	Mariannhill Toll outbound and return.	30.00	Toll Receipt	Yes	Yes	A

- You can now view the newly added expense claim in this screen.

Expense Claims for WO Code W00001548 - BPO: Version 2.1.0.43 - Example Company

Home
Equipment and Locations
Contract
Finance and HR
Inventory
Maintenance and Projects
Manufacturing
Procurement
Sales
Service
Reporting
Utilities

Add
Edit
Delete
Back
Save Layout
Workspaces
Refresh
Export

Processing
Format
Cur...
Print

Drag a column header here to group by that column

fdFullName	fdExpenseDate	fdExpenseType	fdExpenseTypeDesc	fdDescription	fdAmount	fdSourceDocRef	fdSourceDocAvailable	fdBillable	fdStatus
Sarah Milder	02 Jan 2018	TOLL	Toll	Mariannhill Toll outbound and return.	30.00	Toll Receipt	Yes	Yes	A

Open Windows
01 Jan 2018

MNU.122.015