

# SERVICE

# **CALLS - WORK IN PROGRESS**

**Note** that there are changes to the Call Centre screens due to the Call Centre Performance Enhancements rolled out in part of the Extended Call Centre - Version Compatibility<sup>1</sup>. The functionality that is available to you may differ depending on the Call Centre mode configured and your user rights. For more information related to this, refer to the Call Centre Mode notes.

The Work in Progress (WIP) screen displays:

- Parts that have been issued or
- Third Party Services that have been received

but have not yet been invoiced.

If these items are **non** billable, the work order, call or project will **not** have been closed yet.

Return Requests can be raised for *Internal Asset*s to return the item to the *Asset warehouse*.

Ribbon Select Service > Calls



• The *Call Listing* screen will be displayed.

1BPO2 v2.5.1.3 or higher



						Call	Listing - BPO: Version 2.5.1.4 - Example Company							-
Home Equipment / Lo	ications Contract	Finance / HR Envents	xy Maintenance	/Projects Manufa	turing Procureme	nt Sales	Service Reporting Utilities							-
	Save Layo	ut 🚜 My Call 👩	) 😱 🕨	k 🐻 🕨	- 🔐 💼									
Edit Refresh My Calls	Workspace	is 🔹 🚜 Assign 🛛 🖓	e Condete H	M Pendina Release	Print Report	J to								
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Durban	EI CN0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Milton	50:09:10	Test account balances	CR	Change Request	_		107		-
O New	⊡ CN0001002     □	Samanthas Diner	12/12/2022	Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR	Select Call Type			19-12/1202		
<ul> <li>In Progress</li> </ul>	E CN0001001	Young Electric	29/11/2022	UnAssigned		11:29:19	Order the same part twice receive with different batch num	CR	Change Request			sin123		
🕑 Hold	E CN0000996	Hope Works (Pty) Ltd	31/10/2022	UnAssigned		11:01:11	ForRentalContract	NDR	New Deal Rental				BPO2 TEST 1	
Pending	E CN0000992	Top Vehicle Hire	25/10/2022	Awaiting Acceptance	Daniel Balgowen	14:09:17	Loan machine for temporary high volume printing requirement	SERV	Service			TOP 12340LD		-
Complete	E CN0000991	Apple Juice Inc	24/10/2022	UnAssigned		16:38:15	Contract Closure - CO0000054	DR	Select Call Type					
O AI	E CN0000989	Derton / Technologies	13/06/2022	UnAssigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		
Pretoria	E CN0000988	Young Electric	03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
O New	E CN0000987	Young Electric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123		
U in Progress	CN0000986	Young Electric	07/06/2022	UnAssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			sin123		
O Develope	E CN0000985	Hope Works (Pty) Ltd	10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	LIPG	Upgrade			20-98765		
<ul> <li>Complete</li> </ul>	E CN0000984	Hope Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
O AL	E CN0000983	Hope Works (Pty) Ltd	09/06/2022	UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			SIN32413546		
Cape Town	E CN0000982	Young Electric	10/06/2022	UnAssigned		05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
O New	CN0000976	Young Electric	19/11/2019	Awaiting Acceptance	Bianca Du Tolt	11:24:39	Test with site manager email entered	ADM	Administration			107		
In Progress	E CN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	16:30:20	test another call email	ADM	Administration			095011015		
Hold	E CN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			095011015		
Pending	E CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	94	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complete	EE CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
O AI	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	UnAssigned		08:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
tiloemfontein	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
O New	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
U in Progress	E CN0000966	Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	94	Scheduled Maintenance				Checkers Centre - Hildrest	
O Denders	EE CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
O Conciete	E CN0000964	Hack PC - IT Shop	26/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
Q AI	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	\$24	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
	E CN0000961	Hope Works (Pty) Ltd	18/10/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	EE CN0000960	Westwood Dynamic	18/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic	04/10/2019	UnAssigned		08:00:00	SathSinNaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynamic	27/09/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000956	Westwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000955	Hope Works (Pty) Ltd	18/09/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supples	17/09/2019	UnAssigned		08:00:00	2M5 - 2 month service	SM	Scheduled Maintenance			NEW 1234		
		······	12/20/2010	and the second s			Red Room Red Contractory	-	*1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.					
	Count: 386													

- The Calls are listed by *Site* and will display calls for the first Site listed.
- Click on the relevant *Site* for the calls you wish to view.

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Vers         D Vortege           O Introduction         D Vortege	000988 Young	ng Bectric	. 03/06/2022	UnAssigned		05:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	sin123		
B         B         B         B         B         B         D	2000987 Young	ng Bectric	06/06/2022	UnAssigned		05:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			sin123		
Oracle and a constraint of a constraint	1000986 Youn	ng Electric	. 07/06/2022	UnAssigned		05:00:00	Call logged 3 days ago for elapse time checks	DR	Select Call Type			sin123		
Orange         Orange         Orange           Outpetter         Orange         Orange           Outpetter         Orange         Orange           Orange         Orange         Orange	0000985 Hope	e Works (Pty) Ltd	. 10/06/2022	UnAssigned		16:09:13	Test future call - for elapsed time	LIPG	Upgrade			20-98765		
Concert         C Doctor           Can Turn         D Doctor           O Trans         D Doctor           O Al         D Doctor	0000984 Hope	e Works (Pty) Ltd	08/06/2022	UnAssigned		05:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT5000000		
↓ A         ↓	0000983 Hope	e Works (Pty) Ltd	. 09/06/2022	UnAssigned		05:08:31	Test elapsed time 2 - day prior	TEST	Testing			5IN32413546		
Interm         December           O Intergram         December           December         Dece	000982 Youry	ng Bectric	. 10/06/2022	UnAssigned		05:00:35	Test elapsed hours 1	TEST	Testing			sin123		
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• Held         E         CH0000           • Pending         E         CH0000           • Complete         E         CH0000           • Al         E         CH0000           • New         E         CH0000           • In Program         E         CH0000           • New         E         CH0000           • Tendi         E         CH0000           • New         E         CH0000           • Tendi         E         CH0000           • Tendi         E         CH0000           • Dending         E         CH0000           • Al         E         CH0000		e Works (Pty) Ltd	. 18/11/2019		Bianca Du Toit		test another call email	ADM	Administration					
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O         Complete         BI         Chicoso           Al         D         Chicoso         Chicoso           Stemforthern         B         Chicoso         Chicoso           New         B         Chicoso         Chicoso           D         In Progress         B         Chicoso           O         Pending         B         Chicoso           O         Complete         B         Chicoso           O         Al         B         Chicoso	000971 West	twood Dynamic	29/11/2019	UnAssigned		03:00:00	BathBinNeint - Bathroom Bin Meintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
Al         E         CH0000           Bsemfonten         E         CH0000           Iner         E         CH0000           In Progress         E         CH0000           In Progress         E         CH0000           In Progress         E         CH0000           In Progress         E         CH0000           O Predrag         E         CH0000           O Complete         E         CH0000           In E         CH0000         E	000970 West	itwood Dynamic	22/11/2019	UnAssigned		08:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
Boensforten         El CN0000           New         El CN0000           In Progress         El CN0000           Hold         El CN0000           Pending         El CN0000           Complete         El CN0000           Al         El CN0000	000969 Hoot	e Works (Ptv) Ltd	16/11/2019	Unissigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hils Centre	
New         E         CN0000           In Progress         E         CN0000           Hold         E         CN0000           O Pending         E         CN0000           O Complete         E         CN0000           Al         E         CN0000	000968 Greet	en Tea Surples	16/11/2019	Universid		08-00-00	2WS - 2 month service	94	Schark derl Maintenanze			NFW1234		
In Progress     Hold     Held     Held	0000657 Wart		15/11/2019	Unicrimed		09:00:00	RathGoMaint - Rathroom Din Maintenance	CM	Crited and Maintenance				Charlence Carolina - Milcrard	
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Complete     Consolete     Al     E CN00009     E CN00009		invood Dynamic		Universigned		08:00:00	Barrismant - barroon on mantenance	224	Scheduled Maintenance				Checkers Centre - Hildrest	
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	.000962 норе	e Works (Pty) Ltd	. 19/10/2019	UnAssigned		03:00:00	2hb - 2 month service	5/4	Scheduled Maintenance			18-30200		
E 040000	000961 hope	e works (PTY) Los		Universigned		08:00:00	Tier - Commercial Tier Test	1761	Instalation				Porest Hills Centre	
E CN0000	.000960 West	itwood Dynamic	. 18/10/2019	UnAssigned		03:00:00	BathshMant - Bathroom Bin Mantenance	524	Scheduled Maintenance				Checkers Centre - Hildrest	
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E CN0000	,000957 West	itwood Dynamic	. 27/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
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E CN0000	000955 Hope	e Works (Pty) Ltd	18/09/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	216T	Installation				Forest Hills Centre	
E CN00005		en Tea Supplies	. 17/09/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
III. exceeded	1000954 Green						Robring and Robring Robring and	198.8					Phone Product (1997)	

• Select the *Call* you wish to work with.



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No.         No. <th>Edit</th> <th>Save Layou     Workspaces</th> <th>t 🥵 My Call 🥰</th> <th></th> <th></th> <th></th> <th></th> <th>unimus nuporting Gantua</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>	Edit	Save Layou     Workspaces	t 🥵 My Call 🥰					unimus nuporting Gantua							
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Number         Numer         Numer         Numer <td></td> <td>Y +D:</td> <td>(D):</td> <td></td> <td>·D:</td> <td>×0:</td> <td>1D:</td> <td>-0:</td> <td>×D:</td> <td>0:</td> <td>×0:</td> <td>4D:</td> <td>-0-</td> <td><ul> <li>0:</li> </ul></td> <td></td>		Y +D:	(D):		·D:	×0:	1D:	-0:	×D:	0:	×0:	4D:	-0-	<ul> <li>0:</li> </ul>	
D         D	rmation	EE CN0001003	Young Electric		Awaiting Acceptance	Arin Milton	10:09:10	Test account balances	CR	Change Request			107		
Image: second	Durban	CN0001002	Samanthas Diner	12/12/2022	Awaiting Acceptance	Mary Thompson	16:18:30	Test call for account balances manual.	DR	Select Cal Type			19-12/1202		
D         D	O New	E CN0001001	Young Bectric		UnAssigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			sin123		
Output         Outpu         Outpu         Outpu <td><ul> <li>In Progress</li> </ul></td> <td>FE (N0000995</td> <td>Hope Works (Ptv) Ltd</td> <td></td> <td>Unissioned</td> <td></td> <td></td> <td>For8entalContract</td> <td>NDR</td> <td>New Deal Rental</td> <td></td> <td></td> <td></td> <td>RPO2 TEST 1</td> <td></td>	<ul> <li>In Progress</li> </ul>	FE (N0000995	Hope Works (Ptv) Ltd		Unissioned			For8entalContract	NDR	New Deal Rental				RPO2 TEST 1	
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O         B         COUND         Variable         Status         Status         Count         Co	Dratoria	E (N0000988	Young Flactric	03/06/2022	Unterimed		05-00-00	Call lognard 5 days and for time alansed charks	CP	Channe Rement	CONF	Configuration	sin123		
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Open Hard         B 000000         Mark District         All (20)         Marky Acception         Bit 200000         Mark District         Open Hark State         Open H	<ul> <li>In Progress</li> </ul>	EI EN0000974	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Tort	56:30:20	test another call email	ADM	Administration			095010015		
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B         COMMOND         Name Name         Name<		E CN0000962	Hope Works (Pty) Ltd	19/10/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30200		
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B         00000000         • LU10200         Madaged         0000000         Madded Manarava         0PL         Schulck Manarava <t< td=""><td></td><td>EE CN0000960</td><td>Westwood Dynamic</td><td> 18/10/2019</td><td>UnAssigned</td><td></td><td>03:00:00</td><td>BathBinMaint - Bathroom Bin Maintenance</td><td>SM</td><td>Scheduled Maintenance</td><td></td><td></td><td></td><td>Checkers Centre - Hilcrest</td><td></td></t<>		EE CN0000960	Westwood Dynamic	18/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
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B 00000514         Green Tes Supples		EE CN0000955	Hope Works (Pty) Ltd	18/09/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	DIST	Installation				Forest Hills Centre	
Operation         Operation <t< td=""><td></td><td>E CN0000954</td><td>Green Tea Supplies</td><td> 17/09/2019</td><td>UnAssigned</td><td></td><td>08:00:00</td><td>2MS - 2 month service</td><td>SM</td><td>Scheduled Maintenance</td><td></td><td></td><td>NEW 1234</td><td></td><td></td></t<>		E CN0000954	Green Tea Supplies	17/09/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
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• Click on the *Edit* button.

						Call	Listing - BPO: Version 2.5.1.4 - Example Company							
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tion	FE CN0001003	Young Electric		Awaiting Acceptance	Arin Milton	10-09-10	Test account balances	CR	Change Request			107		
lurban	E CN0001002	Camanithan Dinar	12/12/2022	Awaiting Acceptance	Mary Thompson	16:10:20	Tast call for account balances may call	0.0	Select Cal Turne			19-12/1202		
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ape Town	E CN0000982					06:00:35						9/123		
New	E 04000976				Bianca Du Toit	11:24:39	Test with she manager email entered	ADM						
In Progress	EI EN0000974	Mope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	26:30:20	test another call email	ADM	Administration			095015015		
Hold	EI UN0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15157100	Test new call for enail description in body	CR	Change Request			099019015		
Pending	EI CN0000971	Westwood Dynamic	29/11/2019	UnAssigned		03:00:00	BathSinMaint - Bathroom Bin Maintenance	54	Scheduled Maintenance				Checkers Centre - Hilcrest	
Complete	E CN0000970	Westwood Dynamic	22/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
loss frotein	E CN0000969	Hope Works (Pty) Ltd	16/11/2019	Unitosigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
New	E CN0000968	Green Tea Supplies	16/11/2019	UnAssigned		03:00:00	2MS - 2 month service	\$24	Scheduled Maintenance			NEW 1234		
In Procress	E CN0000967	Westwood Dynamic	15/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
Hold	E CN0000966	Westwood Dynamic	08/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	514	Scheduled Maintenance				Checkers Centre - Hildrest	
Pending	EE CN0000965	Westwood Dynamic	01/11/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
Complete	E CN0000964	Hack PC - IT Shop	25/10/2019	UnAssigned		03:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		
AI I	E CN0000963	Westwood Dynamic	25/10/2019	UnAssigned		03:00:00	BathSinMaint - Bathroom Bin Maintenance	524	Scheduled Maintenance				Checkers Centre - Hilcrest	
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	E CN0000961	Hope Works (Pty) Ltd	18/10/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	DAST.	Installation				Forest Hills Centre	
	EE CN0000960	Westwood Dynamic	18/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000959	Westwood Dynamic	11/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000958	Westwood Dynamic	04/10/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	524	Scheduled Maintenance				Checkers Centre - Hilcrest	
	E CN0000957	Westwood Dynamic	27/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hillcrest	
		Westwood Dynamic	20/09/2019	UnAssigned		03:00:00	BathBinMaint - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hildrest	
	E CN0000955	Hope Works (Pty) Ltd	18/09/2019	UnAssigned		03:00:00	Tier - Commercial Tier Test	INST	Installation				Forest Hills Centre	
	E CN0000954	Green Tea Supplies	17/09/2019	UnAssigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW 1234		
	III cussosses						Redemander Redecourrent Redecision	-					Mandana Paratan Albanat	

- The *Call maintenance : Call ref [call reference number]* screen will display.
- Click on the *Work In Progress* tile.



Ŧ	6-	Call ma	aintenance : Call re	f CN0005304 - BPO: Ve	ersion 2.5.0.8 -	Example Cor	npany v2.5.0	.8			
Home Equipme	ent / Locations Cont	ract Finance / HR	Inventory Ma	aintenance / Projects	Aanufacturing	Procurement	Sales	Service	Reporting	Utilities	- 8
1 😋 🔞 (	Q 🕹 📲	🛚 🐻 🚩			2						
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	Contact	Angie Smith	• م	Serial No	19	12-102035					
incuons	Contact No.	011 234 5678		Call Request Ret	ference						
Work Orders 1	Add	674 Nightwich Ave	0	Contract No	CO	0000006					
	6 Address	Forest Hills	<i>p</i>	Location							
	/-			Project Referen	ce 🛛						
	·		1	Quote Reference	e						
Work In Progress 🦯	Call Type	Repair	* *	Invoice Referen	ce						
	Error Code		-	Order Reference	2						
Notes	Description	Loan unit required whil being repaired	e main unit is 🔺 🍨								
Antinomente	Call Date Time	15/03/2022 -	10:30:03 🛟								
Assignments	Priority	3 🗘 *		Prior Calls :							
	SLA			CallReference	CallDate	CallTime	Description				CallType
				CN0005304	15/03/2022	10:30:03	Loan unit re	quired while	main unit is bei	ing repaired	REP
Hold History	Date Required	15/03/2022 •		CN0000851	23/04/2020	09:10:45	testing testi	ng testing te	sting testing to	esting testing testing	ADM
	Order No										
	Longed By	BiancaD									
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Pending History On Site Info 1	Status Optional No	N - New		<b>I</b>							

• The *Work in Progress for Call, Ref No : [call ref. number]* screen will be displayed.

The screen displays both <b>stock</b> or <b>internal assets</b> that have
been issued, as well as <b>Third Party Services</b> that have been
If the items or services are billable, then they have <b>not</b> been
ject has <b>not</b> yet been closed.

- The *Doc No* column displays the, Work in Progress reference number for a *part* with a *SI* prefix to the number.
  - A service Work in Progress will display as SERVICE.



## **WIP PROCESSING**

- From this screen, you can:
  - Do a *Return Request* for an item or service,
  - Invoice a work order, or
  - Invoice Call.

The *Invoice Project* button has been greyed out indicating that a Project cannot be Invoiced from this screen.

			_															
		(	0		Work in I	Progress for	Call, Ref I	lo : CN0005304	- BPO: Versi	on 2.5.0.8	- Example	Company va	2.5.0.8					x
	Home	Equipment	/Locations	Contract	Finance / HR	Inventor	y Main	tenance / Projects	Manufa	cturing	Procuremen	nt Sales	Service	Reporting	Utilities		- 8	×
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Return	Invoice I		Back	Savelavout	Workenaces	Defrech	Export											
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DocNo		EventDate	SourceType	ItemType	ItemCode	ItemDesc		BatchNo	Quantity	UnitCost	Billable	WOCode	WODesc				C	uston
9 ID:		=	* <b>0</b> ¢	8 <b>0</b> 0	s C	* <b>0</b> :		R C	-	-	1 C	s 🛛 c	R C					<b>0</b> ¢
► Ξ SI00	0000966	15/03/2022	INVI	INVN	2020-998	Staple Unit		dr2143	1.000	3,500.000	No	WO0006260	Loan unit r	equired while	e main unit is beir	ig repaired	C	FF00
4																	_	+
Open Win	ndows •											User : Jular	ndaK 14/0	14/2022 Ve	ersion : 2.5.0.8	Example Company	y v2.5.0.8	

# **RETURN REQUEST**

- From the *Work in Progress for Call, Ref No: [call ref number]* screen,
- Click on the *row* of the Service or Part you wish to return.
- Click on the *Return* button.

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



Home Equipment / Locations C	Contract Finance / HR	Inventory Maintenaoce / F				
		arrest for the formation of the	Projects Manufacturing I	Procurement Sales	Service Reporting Utilities	- & ×
Return Invoice Invoice Invoice Back Sa	ave Layout Workspaces	Refresh Export				
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Drag a column header here to group by that column						
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▶ 🖽 SI00000966 15/03/2022 INVI	INVN 2020-998	Staple Unit dr2143	1.000 3,500.000	No WO0006260	Loan unit required while main unit is being	repaired OFF00
				liker ble	-dw 14/4/2022 Varies - 2.5.8	Foreign Company 2018

• "The Add new Return Request screen will be displayed. " on

#### page 2

Reference   Requestor   Adarda Kessler   Requestor   20/07/022   Assigned To   Julanda Kessler   ag a column header here to group by that column   PartCode PartCod	iave Back Sar Process F Work	ve Layou format	t WO0006260				Comments						
BatchSerialNo     Quantity     Reason     ApplyToRequest       10:     10:     -     10:     -     10:     -       2020-998     Staple Unit     dr2143     1.000     -     -	Refe Requ Reques Assign	erence uestor t Date ned To	Julanda Kessler 28/03/2022 Julanda Kessler	•	•								
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# **INVOICE WORK ORDER**

- From the *Work in Progress for Call, Ref No. : [call ref number]* screen,
- Click on the *row* of the Service or Part you wish to Invoice.
- Click on Invoice WO.



 "The Add new Return Request screen will be displayed. " on page 2



24	, -		4		-> Add ne	ew Customer	Invoice -	BPO: Version 2.5	.0.8 - Exampl	le Co	mpany v2	.5.0.8				_ <b>D</b> X
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		Expenses	TOLL	Marian	hill Ridge,	Marianhill Ridg	e, Toll to				1.000	27.000	15.000	0.000	31.050	31.050
		Expenses	TOLL	Marian	hill Ridge,	Marianhill Ridg	e, Toll to				1.000	27.000	15.000	0.000	31.050	31.050
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### **INVOICE CALL**

- From the *Work in Progress for Call, Ref No: [call ref number]* screen,
- Click on the *row* of the Service or Part that you wish to invoice.
- Click on Invoice Call.

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



<b>⊉ =</b>	0			n Progress fo	or Call, Ref N	lo : CN0005	304 - BPO: Ver	sion 2.5.0.8	Example (	Company	v2.5.0.8				
Home	Equipment /	Locations (	Contract Fir	nance / HR	Inventory	Maintenan	ice / Projects	Manufacturin	g Procure	ement	Sales Servi	ce Reporting	Utilities	-	ъ х
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2 Open Windows •									User : Jule	indaK   0	9/05/2022	Version : 2,5,0,8	Example Co	ompany v2.	5.0.8

#### • "Invoice Header" on page 2

<b>-</b>		4		Add r	new Customer	Invoice -	BPO: Version 2	.5.0.8 - Examp	le Company	v2.5.0.8				(		
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