

We are currently updating our site; thank you for your patience.

# SERVICE

## **SERVICE REQUESTS - SERVICE REQUISITION**

A Service Request needs to be raised when a supplier is providing a service for a work order.

From the Service Request, you can start a **Non-Stock Procurement** cycle, i.e. Raise a Purchase Order to the Supplier or Dealer, Non-Stock Goods Received Note and Supplier Invoice.

The list of services you can select and request are set up in <u>Services</u>.

A Service Request must first be raised in order to create the <u>Service Requis</u>ition.

Ribbon Access: Service > Service Requests

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- 1. The Service Requests screen will be displayed.
- 2. Select the **Site** where the service request(s) have been issued.
  - The example has **Durban** selected.
- 3. Select the **row(s)** of the service request(s) you wish to raise a requisition for.

Select multiple service requests to be allocated to a single purchase requisition.



#### 4. Click on **Requisition**.

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

- 5. When you receive the Procurement Purchase Requisition message to confirm;
  - Are you sure you want to create a new purchase requisition to procure this service?
- 6. Click on Yes.

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WO0000500	SP1912_NDS_2 - Network	PRJ0000114	Sprint SP1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
WO0000500	SP1912_NDS_2 - Network	PRJ0000114	Sprint SP1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
WO0000806	test	CN0000300	test	DAN002	Dancing Shoes			
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WO0000969	12345 - New machine inst		service?	new purchase requisit	td td			SORD
WO0000984	BPOv2 test order	CN00003			td			SORD
WO0001018	Services request from Thir							
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WO0001021	Billable third party request							
WO0001038	Call Part Request Approval		Loan unit call part request	HOP001	Hope Works (Pty) Ltd			
WO0001048	B call part request approval	CN0000408	B call part request approval	HOP001	Hope Works (Pty) Ltd			SORD
WO0001056	QT0000105	PRJ0000190	QT0000105	HOP001	Hope Works (Pty) Ltd			SORD
WO0001056	QT0000105	PRJ0000190	QT0000105	HOP001	Hope Works (Pty) Ltd			SORD
WO0001061	3MS - 3 Month Service	CN0000413	3MS - 3 Month Service	SAM001	Samanthas Diner			
WO0001062	3MS - 3 Month Service	CN0000414	3MS - 3 Month Service	HOP001	Hope Works (Pty) Ltd			
WO0001064	3MS - 3 Month Service	PRJ0000192	3MS - 3 Month Service	TIA001	Titan Group			
WO0001152	installation of clients asset	CN0000422	installation of clients asset	HOP001	Hope Works (Ptv) Ltd			

- 7. Next the **Procurement Service Request** message will display to inform you that;
  - A new purchase requisition, number [purchase no] has been created. Do you want to view it?
- 8. Click on Yes to view the requisition, or
  - Click on No if you wish to remain in the Service Requisition screen



## Service Requests - Service Requisition

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	WO0000500		PR30000114	Sprint SP1912 New Deal Sale		Hope Works (Pty) Ltd				
	WO0000806	test	CN0000300	test	DAN002	Dancing Shoes				
	WO0000808	Test auto apply task to st	PRJ0000163	test	DER001	Derton / Technologies				
	WO0000855	SP240-1 - Machine Installa	PRJ0000159	SP240 New Deal	HOP001	Hope Works (Pty) Ltd				
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	WO0001038	Call Part Request Approval	CN0000404	Loan unit call part request	HOP001	Hope Works (Pty) Ltd				
	WO0001048	B call part request approval	CN0000408	B call part request approval	HOP001	Hope Works (Pty) Ltd			SORD	
	WO0001056	QT0000105	PRJ0000190	QT0000105	HOP001	Hope Works (Pty) Ltd			SORD	
	WO0001056	QT0000105	PRJ0000190	QT0000105	HOP001	Hope Works (Pty) Ltd			SORD	
	WO0001061	3MS - 3 Month Service	CN0000413	3MS - 3 Month Service	SAM001	Samanthas Diner				
	WO0001062	3MS - 3 Month Service	CN0000414	3MS - 3 Month Service	HOP001	Hope Works (Pty) Ltd				
	WO0001064	3MS - 3 Month Service	PRJ0000192	3MS - 3 Month Service	TIA001	Titan Group				
	WO0001152	installation of clients asset	CN0000422	installation of clients asset	HOP001	Hope Works (Ptv) Ltd				
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- 9. The Purchase Requisition Listing screen will display.
  - The purchase requisition will be appended to the bottom of the list and will be selected.

For a detailed handling of this topic refer to Introduction to Purchase Requisitions

10. Click on Edit.



### Service Requests - Service Requisition

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E PRO	0000677	MAINT	N	Abigail	Milne	350.00	402.50	25/10/2021	19:59:56			Yes	TIA001	Titan Group
D PRO	0000679	MAINT	N	Julanda	Kessler	350.00	402.50	03/11/2021	14:34:01			Yes		
D PRO	0000681	MAINT	N	Julanda	Kessler	450.00	517.50	04/11/2021	13:18:34			Yes		
E PRO	0000682	MAINT	N	Julanda	Kessler	800.00	920.00	04/11/2021	13:26:43			Yes		
E PRO	0000683	MAINT	N	Julanda	Kessler	150.00	172.50	04/11/2021	13:38:01			Yes		
E PRO	0000684	MAINT	N	Abigail	Milne	0.00	0.00	08/11/2021	10:38:23			No	OFF001	Office Supplie
E PRO	0000685	MAINT	N	Abigail	Milne	0.00	0.00	08/11/2021	14:04:24			No	BIG0001	<b>Big Bargains</b>
E PRO	0000686	MAINT	N	Abigail	Milne	0.00	0.00	08/11/2021	14:22:50			No		
E PRO	0000687	MAINT	N	Abigail	Milne	459.26	528.15	10/11/2021	09:13:26			Yes	HOP001	Hope Works (
E PRO	0000688	MAINT	N	Abigail	Milne	459.26	528.15	10/11/2021	09:37:31			Yes	HOP001	Hope Works (
E PRO	0000689	MAINT	N	Abigail	Milne	459.26	528.15	10/11/2021	09:47:40			Yes	HOP001	Hope Works (
D PRO	0000690	MAINT	N	Abigail	Milne	530.00	609.50	22/11/2021	12:10:22			Yes	HOP001	Hope Works (
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D PR(	0000690	MAINT	N	Abigail	Milne	530.00	609.50	22/11/2021	12:10:22			Yes	HOP001	Hope Works (
E PRO	0000691	MAINT	N	Abigail	Milne	600.00	690.00	22/11/2021	12:18:23			Yes	TIA001	Titan Group
D PRO	0000691	MAINT	N	Abigail	Milne	600.00	690.00	22/11/2021	12:18:23			Yes	WES001	Westwood Dy
D PR	0000692	MAINT	Ν	Abigail	Milne	459.96	498.95	22/11/2021	12:23:21			Yes	HOP001	Hope Works (
E PRO	0000704	MAINT	Ν	Julanda	Kessler	0.00	0.00	28/01/2022	10:44:31			No	BIG0001	<b>Big Bargains</b>
E PRO	0000705	MAINT	N	Julanda	Kessler	350.00	402.50	01/03/2022	15:26:47			Yes		
E PRO	0000706	MAINT	Ν	Julanda	Kessler	350.00	402.50	01/03/2022	15:38:02			Yes		
🗉 PRO	0000708	MAINT	N	Julanda	Kessler	1,000.00	1,150.00	20/04/2022	10:05:19			No	HOP001	Hope Works (

- 11. The **Edit Requisition** [requisition number] screen will be displayed.
- 12. Click on the **expand** button in the **Parts** data grid to confirm or link the **Supplier and Cost** details and then **Approve** the requisition to complete the process.

Note that the Purchase Requisitions <u>must</u> go through an **approval** process before a **purchase order** is created. On approving a **requisition**, the system will generate a **purchase order**.

13. Click on Save.



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#### **Related Topics**

• Print Purchase Requisition

MNU.052.004