

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

# SERVICE

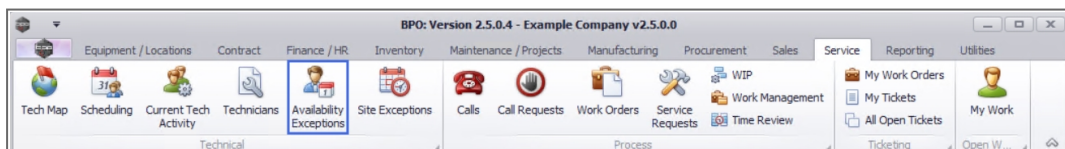
## AVAILABILITY EXCEPTIONS

**Availability Exceptions** are any changes to a person's standard availability which may deem them **unavailable** when they usually are, or **available** when they usually are not.

For example;

- ✓ An **Unavailable** exception may be used to reflect an employee taking annual leave or paternity leave.
- ✓ An **Available** exception may be used to reflect an employee being available to work when they are not usually available or required e.g. on a public holiday.

### Ribbon Access: Service > Availability Exceptions



1. The **Availability Exceptions for employees** screen will be displayed.
2. Select the name of the **employee** or **technician** you wish to add an availability exception for.

## VIEW AVAILABILITY EXCEPTIONS

- 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 technician will be displayed.



Note that when the expand icon in front of the employee name appears **feint**, that indicates that no data has been recorded yet in the sub grid. If the expand icon is **bold**, then content is available for viewing.

Availability Exceptions for employees - BPO: Version 2.5.0.4 - Example Company v2.5.0.0

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

Add Edit Delete Back Save Layout Workspaces Refresh Excel

Drag a column header here to group by that column

EmployeeNumber	FirstName	LastName	FullName	SecondName	Initials	Manager	DepartmentName	PhoneNumber	Extension	Fax...	EmailAddress	MobileNu...
DUT001	Bianca	Du Toit	Bianca Du ...	Susan	BS	Belinda Sharman	Sales Department	031 123 4564	1234		kameshni.pil...	083 1...
SHA001	Belinda	Sharman	Belinda Sh...		B	Bianca Du Toit	0				Belinda@TES...	
HAR001	Wesley	Haynes	Wesley Ha...		W	Bianca Du Toit	0				Wesley@TES...	
BAL001	Steven	Cooper	Steven Co...		S	Belinda Sharman	0				Steven@TES...	
You001	Karlien Jessica	Young Dunnaway Svenson	Karlien Jes...		K		0				Karlien_Jessic...	
RED001	George James	Reddy Jefferson Rohrbaugh	George Ja...		G	Wesley Haynes	0				George Jame...	

Availability Exceptions

AvailabilityCode	Description	ExceptionReason	ExceptionDate	StartTime	EndTime	UnAvailableTime	IncreaseDecrease	IsUnavailable	CreateUser
UN	Unavailable	Leave	26/05/2017	08:00:00	17:00:00	9.00		-1 Yes	101

Content available to be viewed

No content available

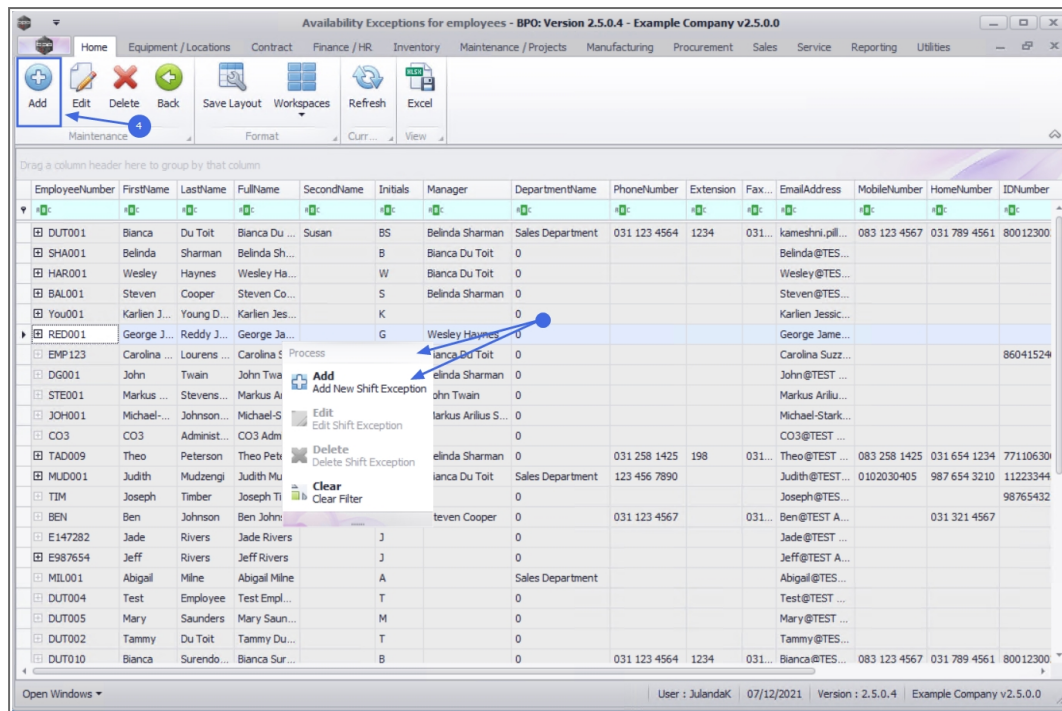
User : JulandaK 07/12/2021 Version : 2.5.0.4 Example Company v2.5.0.0

## ADD AVAILABILITY EXCEPTION

- Click on **Add**.



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



5. The **Availability Exception** screen will be displayed.

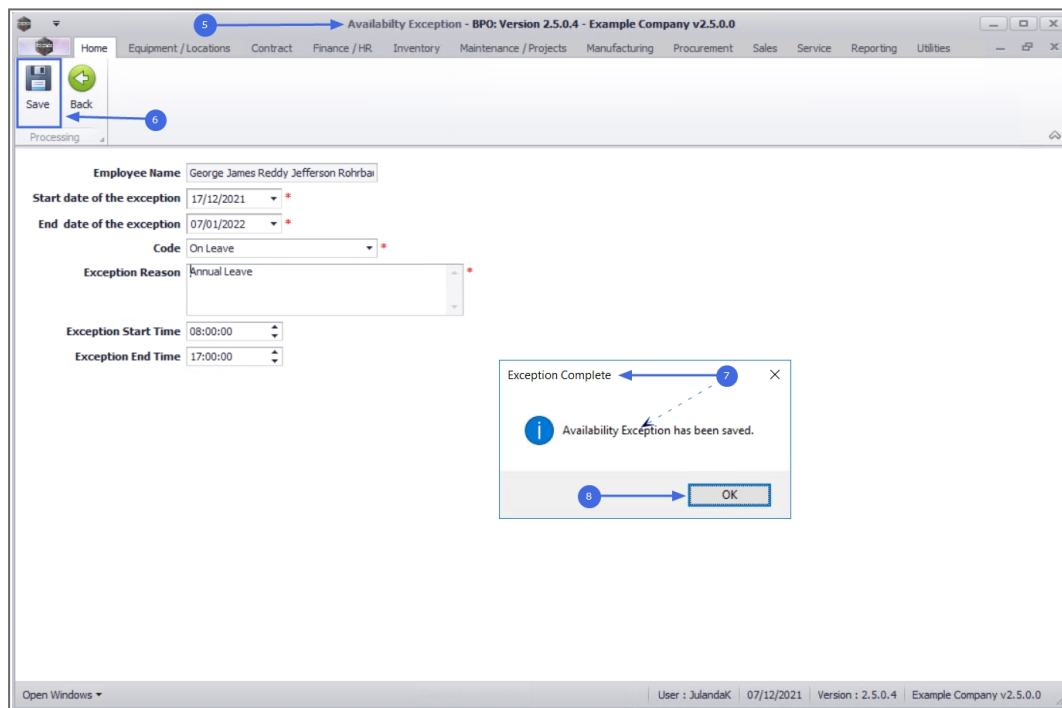
## AVAILABILITY EXCEPTION DETAILS

- **Employee Name:** This field will populate with the name of the technician initially selected.
- **Start Date of the exception:** The current date will display in this field. Type in or click on the down **arrow** to select an alternative start date using the calendar function.
- **End Date of the exception:** This field will populate with the same date selected as the start date. Type in or click on the down **arrow** to select an alternative end date using the calendar function.
- **Code:** Click on the down **arrow** to select the appropriate exception reason code from the code list.
- **Exception Reason:** Click in the text box to type the detail as to why this exception is occurring.

- **Exception Start Time:** This field will auto populate with the start time for a normal working day (08:00:00). Type in or use the **arrow** indicators to adjust the start time for the exception, if required.
- **Exception End Time:** This field will auto populate with the end time of a normal working day (17:00:00). Type in or use the arrow indicators to adjust the end time for the exception, if required.

### SAVE AVAILABILITY EXCEPTION

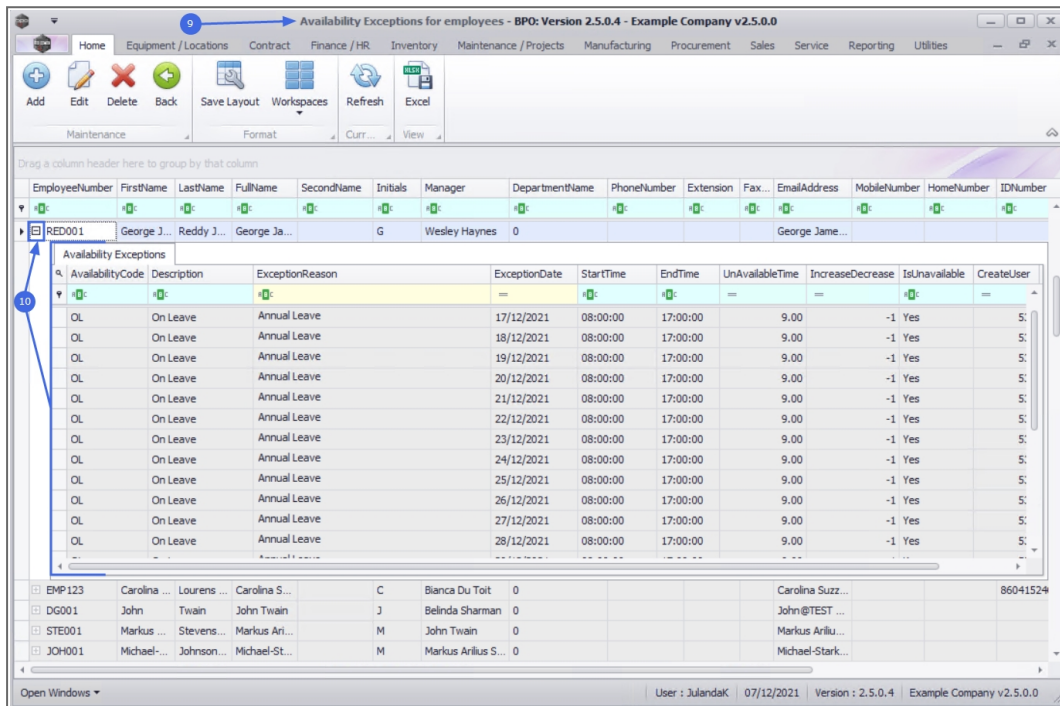
- When you have finished adding the availability exception details, click on **Save**.
- You will receive the **Exception Complete** message to confirm that;
  - **Availability Exception has been saved.**
- Click on **OK**.



9. You will return to the **Availability Exceptions for employees**.
10. View the exception by clicking on the expand icon of the technician to display the Availability Exceptions sub grid.



Note that a separate entry has been created for each day of the Availability Exception period.



EmployeeNumber	FirstName	LastName	FullName	SecondName	Initials	Manager	DepartmentName	PhoneNumber	Extension	Fax...	EmailAddress	MobileNumber	HomeNumber	IDNumber
RED001	George J...	Reddy J...	George Ja...		G	Wesley Haynes	0				George Jame...			

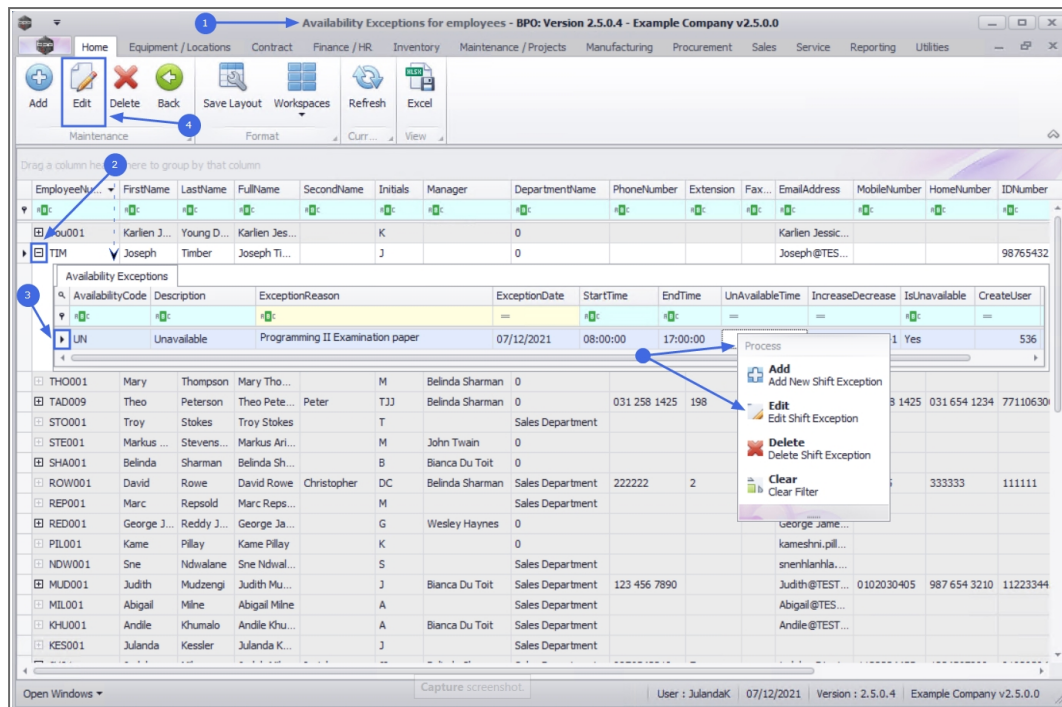
AvailabilityCode	Description	ExceptionReason	ExceptionDate	StartTime	EndTime	UnAvailableTime	IncreaseDecrease	IsUnavailable	CreateUser
OL	On Leave	Annual Leave	17/12/2021	08:00:00	17:00:00	9.00	-1	Yes	S...
OL	On Leave	Annual Leave	18/12/2021	08:00:00	17:00:00	9.00	-1	Yes	S...
OL	On Leave	Annual Leave	19/12/2021	08:00:00	17:00:00	9.00	-1	Yes	S...
OL	On Leave	Annual Leave	20/12/2021	08:00:00	17:00:00	9.00	-1	Yes	S...
OL	On Leave	Annual Leave	21/12/2021	08:00:00	17:00:00	9.00	-1	Yes	S...
OL	On Leave	Annual Leave	22/12/2021	08:00:00	17:00:00	9.00	-1	Yes	S...
OL	On Leave	Annual Leave	23/12/2021	08:00:00	17:00:00	9.00	-1	Yes	S...
OL	On Leave	Annual Leave	24/12/2021	08:00:00	17:00:00	9.00	-1	Yes	S...
OL	On Leave	Annual Leave	25/12/2021	08:00:00	17:00:00	9.00	-1	Yes	S...
OL	On Leave	Annual Leave	26/12/2021	08:00:00	17:00:00	9.00	-1	Yes	S...
OL	On Leave	Annual Leave	27/12/2021	08:00:00	17:00:00	9.00	-1	Yes	S...
OL	On Leave	Annual Leave	28/12/2021	08:00:00	17:00:00	9.00	-1	Yes	S...

## EDIT AVAILABILITY EXCEPTION

1. On the **Availability Exceptions** for employees screen,
2. Click on the **expand icon** of the **employee**, to display the Availability Exception sub grid.
3. Click in the **row** of the availability exception you wish to edit.
4. Click on **Edit**.

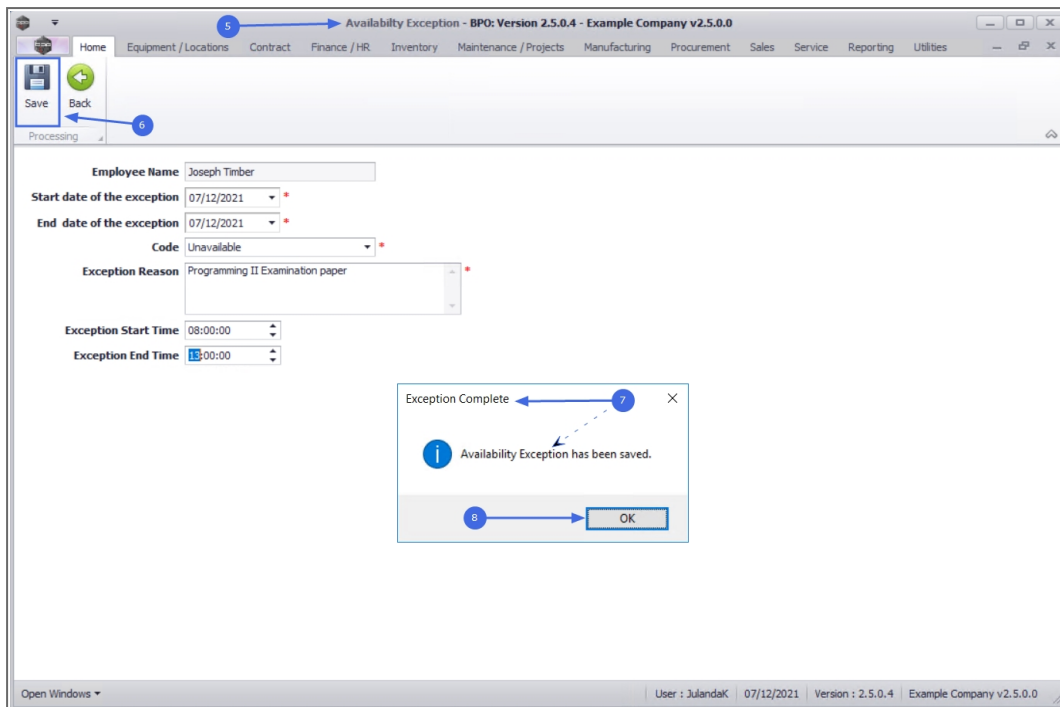


Short cut key: Right click to display the **Process** menu list. Click on **Edit**.



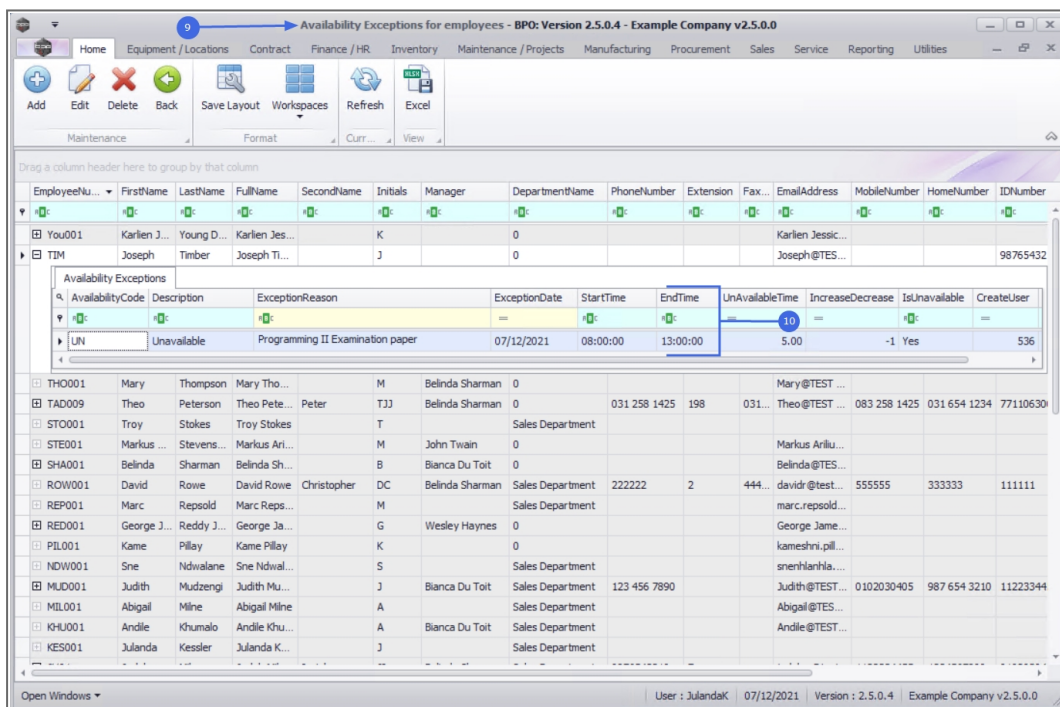
5. The **Availability Exception** screen will be displayed.
6. When you have finished making your changes, click on **Save**.
  - The example changed to End Time from **17:00** to **13:00**
7. When you receive the **Exception Complete** message to confirm that;
  - **Availability Exception has been saved.**
8. Click on **OK**.





9. You will return to the **Availability Exceptions for employees** screen.

10. Note the edited details in the Availability Exceptions frame.



EmployeeKey	FirstName	LastName	FullName	SecondName	Initials	Manager	DepartmentName	PhoneNumber	Extension	Fax...	EmailAddress	MobileNumber	HomeNumber	IDNumber
You001	Karlien J...	Young D...	Karlien Jes...		K		0				Karlien Jessic...			
TIM	Joseph	Timber	Joseph Ti...		J		0				Joseph@TES...			98765432

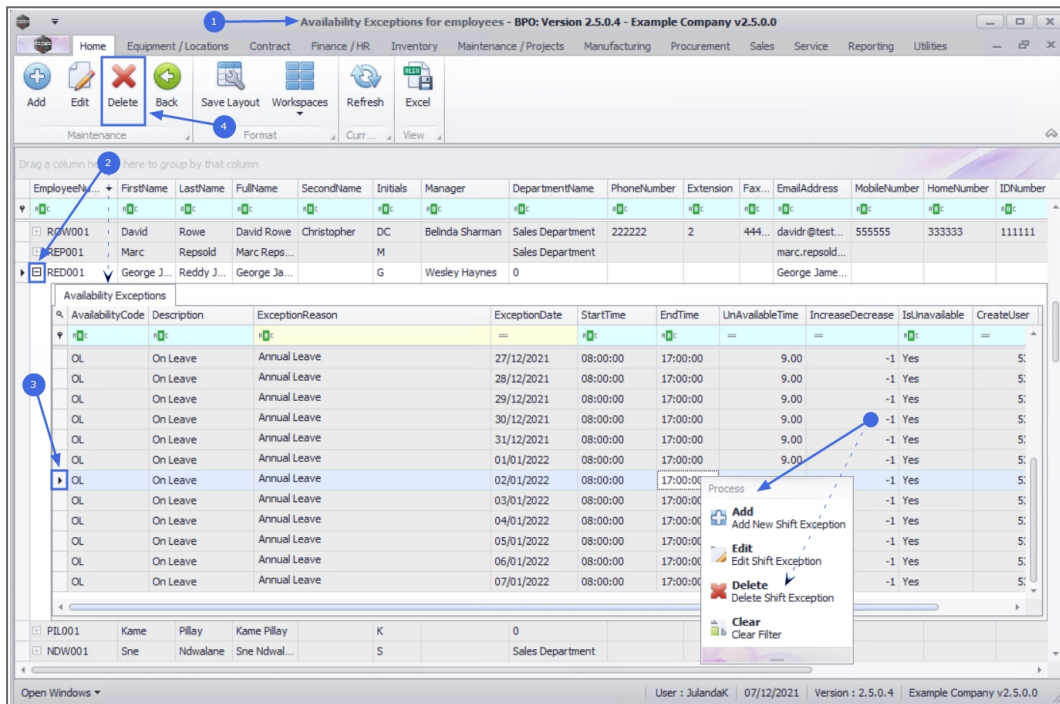
AvailabilityCode	Description	ExceptionReason	ExceptionDate	StartTime	EndTime	UnAvailableTime	IncreaseDecrease	IsUnavailable	CreateUser
LIN	Unavailable	Programming II Examination paper	07/12/2021	08:00:00	13:00:00	5.00	-1	Yes	536

## DELETE AVAILABILITY EXCEPTION

1. On the **Availability Exceptions** for employees screen,
2. Click on the **expand icon** of the **employee**, to display the Availability Exception sub grid.
3. Click in the **row** of the availability exception you wish to delete.
4. Click on **Delete**.



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



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

- **Are you sure you want to delete this availability exception?**

6. Click on **Yes**.



The screenshot shows the 'Availability Exceptions for employees' application interface. A confirmation dialog box is displayed over the 'Availability Exceptions' table, asking 'Are you sure you want to delete this availability exception?'. The dialog has 'Yes' and 'No' buttons. A blue arrow points from the 'Delete' button in the table to the dialog, and another blue arrow points from the 'Yes' button in the dialog to the 'Delete' button in the table.

AvailabilityCode	Description	ExceptionReason	ExceptionDate	StartTime	EndTime	UnAvailableTime	IncreaseDecrease	IsUnavailable	CreateUser
OL	On Leave	Annual Leave				9.00	-1	Yes	S
OL	On Leave	Annual Leave				9.00	-1	Yes	S
OL	On Leave	Annual Leave				9.00	-1	Yes	S
OL	On Leave	Annual Leave				9.00	-1	Yes	S
OL	On Leave	Annual Leave				9.00	-1	Yes	S
OL	On Leave	Annual Leave				9.00	-1	Yes	S
OL	On Leave	Annual Leave				9.00	-1	Yes	S
OL	On Leave	Annual Leave	03/01/2022	08:00:00	17:00:00	9.00	-1	Yes	S
OL	On Leave	Annual Leave	04/01/2022	08:00:00	17:00:00	9.00	-1	Yes	S
OL	On Leave	Annual Leave	05/01/2022	08:00:00	17:00:00	9.00	-1	Yes	S
OL	On Leave	Annual Leave	06/01/2022	08:00:00	17:00:00	9.00	-1	Yes	S
OL	On Leave	Annual Leave	07/01/2022	08:00:00	17:00:00	9.00	-1	Yes	S

7. You will receive the delete confirmation message next;

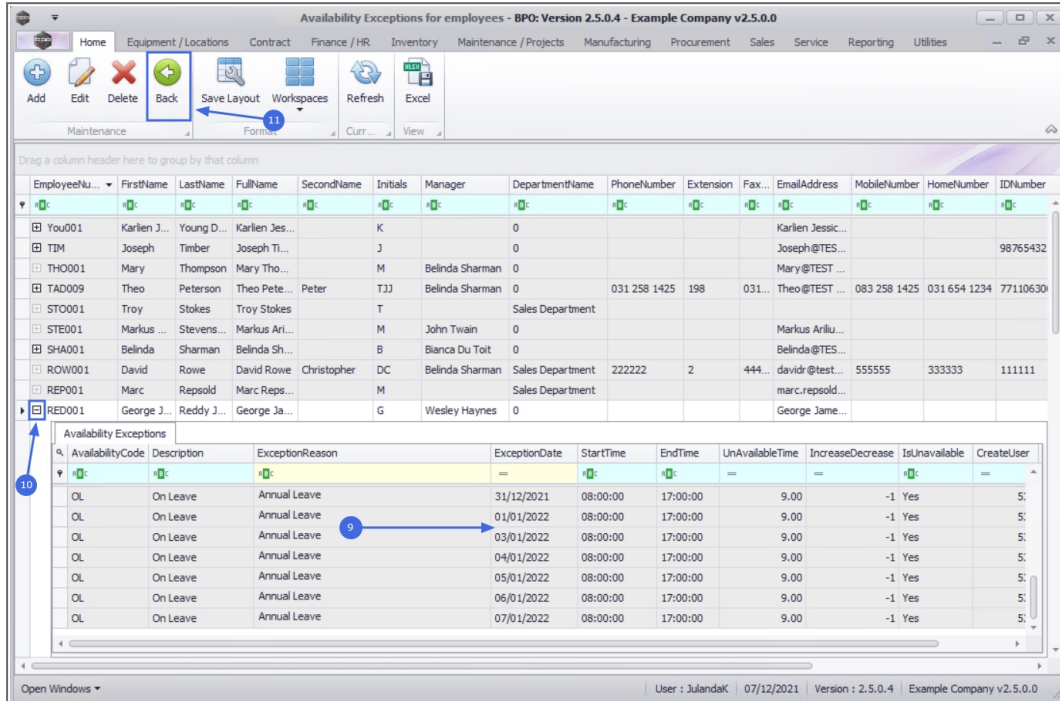
- **Availability exception deleted.**

8. Click on **OK**.

The screenshot shows the 'Availability Exceptions for employees' application interface. A message box is displayed over the 'Availability Exceptions' table, stating 'Availability exception deleted'. The message box has an 'OK' button. A blue arrow points from the 'Delete' button in the table to the message box, and another blue arrow points from the 'OK' button in the message box to the 'Delete' button in the table.

AvailabilityCode	Description	ExceptionReason	ExceptionDate	StartTime	EndTime	UnAvailableTime	IncreaseDecrease	IsUnavailable	CreateUser
OL	On Leave	Annual Leave				9.00	-1	Yes	S
OL	On Leave	Annual Leave				9.00	-1	Yes	S
OL	On Leave	Annual Leave				9.00	-1	Yes	S
OL	On Leave	Annual Leave				9.00	-1	Yes	S
OL	On Leave	Annual Leave				9.00	-1	Yes	S
OL	On Leave	Annual Leave				9.00	-1	Yes	S
OL	On Leave	Annual Leave				9.00	-1	Yes	S
OL	On Leave	Annual Leave	03/01/2022	08:00:00	17:00:00	9.00	-1	Yes	S
OL	On Leave	Annual Leave	04/01/2022	08:00:00	17:00:00	9.00	-1	Yes	S
OL	On Leave	Annual Leave	05/01/2022	08:00:00	17:00:00	9.00	-1	Yes	S
OL	On Leave	Annual Leave	06/01/2022	08:00:00	17:00:00	9.00	-1	Yes	S
OL	On Leave	Annual Leave	07/01/2022	08:00:00	17:00:00	9.00	-1	Yes	S

9. The deleted exception has been **removed** from the Availability Exceptions frame.
10. **Collapse** the frame when you are done.
11. Click on **Back** to close the screen.



Availability Exceptions for employees - BPO: Version 2.5.0.4 - Example Company v2.5.0.0

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

Add Edit Delete Back Save Layout Workspaces Refresh Excel

Drag a column header here to group by that column

Employee#	FirstName	LastName	FullName	SecondName	Initials	Manager	DepartmentName	PhoneNumber	Extension	Fax...	EmailAddress	MobileNumber	HomeNumber	IDNumber
You001	Karlien J...	Young D...	Karlien Jes...		K						Karlien Jessic...			
TIM	Joseph	Timber	Joseph TI...		J						Joseph@TES...			98765432
THO001	Mary	Thompson	Mary Tho...		M	Belinda Sharman					Mary@TEST ...			
TAD009	Theo	Peterson	Theo Pete...	Peter	TJJ	Belinda Sharman		031 258 1425	198	031...	Theo@TEST ...	083 258 1425	031 654 1234	77110630
STO001	Troy	Stokes	Troy Stokes		T		Sales Department							
STE001	Markus ...	Stevens...	Markus Ari...		M	John Twain					Markus Anliu...			
SHA001	Belinda	Sharman	Belinda Sh...		B	Bianca Du Toit					Belinda@TES...			
ROW001	David	Rowe	David Rowe	Christopher	DC	Belinda Sharman	Sales Department	222222	2	444...	davidr@test...	555555	333333	111111
REP001	Marc	Repsold	Marc Reps...		M		Sales Department				marc.repsold...			
RED001	George J...	Reddy J...	George Ja...		G	Wesley Haynes					George Jame...			

Availability Exceptions

AvailabilityCode	Description	ExceptionReason	ExceptionDate	StartTime	EndTime	UnAvailableTime	IncreaseDecrease	IsUnavailable	CreateUser
OL	On Leave	Annual Leave	31/12/2021	08:00:00	17:00:00	9.00	-1	Yes	5:
OL	On Leave	Annual Leave	01/01/2022	08:00:00	17:00:00	9.00	-1	Yes	5:
OL	On Leave	Annual Leave	03/01/2022	08:00:00	17:00:00	9.00	-1	Yes	5:
OL	On Leave	Annual Leave	04/01/2022	08:00:00	17:00:00	9.00	-1	Yes	5:
OL	On Leave	Annual Leave	05/01/2022	08:00:00	17:00:00	9.00	-1	Yes	5:
OL	On Leave	Annual Leave	06/01/2022	08:00:00	17:00:00	9.00	-1	Yes	5:
OL	On Leave	Annual Leave	07/01/2022	08:00:00	17:00:00	9.00	-1	Yes	5:

Open Windows User: JulandaK 07/12/2021 Version: 2.5.0.4 Example Company v2.5.0.0

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