

SERVICE

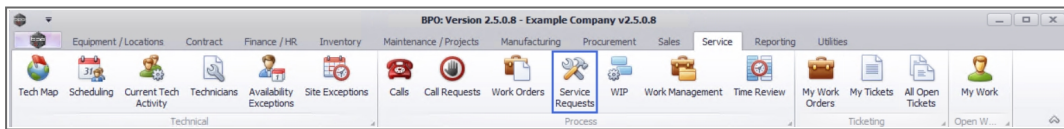
INTRODUCTION TO SERVICE REQUESTS

Service Requests are raised to generate a Purchase Requisition & Purchase Order for Third Party Sub Contracting Services, i.e. a service that a client requires, but needs to be performed by another company.

The Service / Repair Request screen is used to create Purchase Requisitions to:

- [Raise a Service Request from the Call screen if required for a client.](#)
- [Raise a Service Request from the Workload Execution Screen if required for the Company.](#)


Ribbon Access: *Procurement > Service Requests*

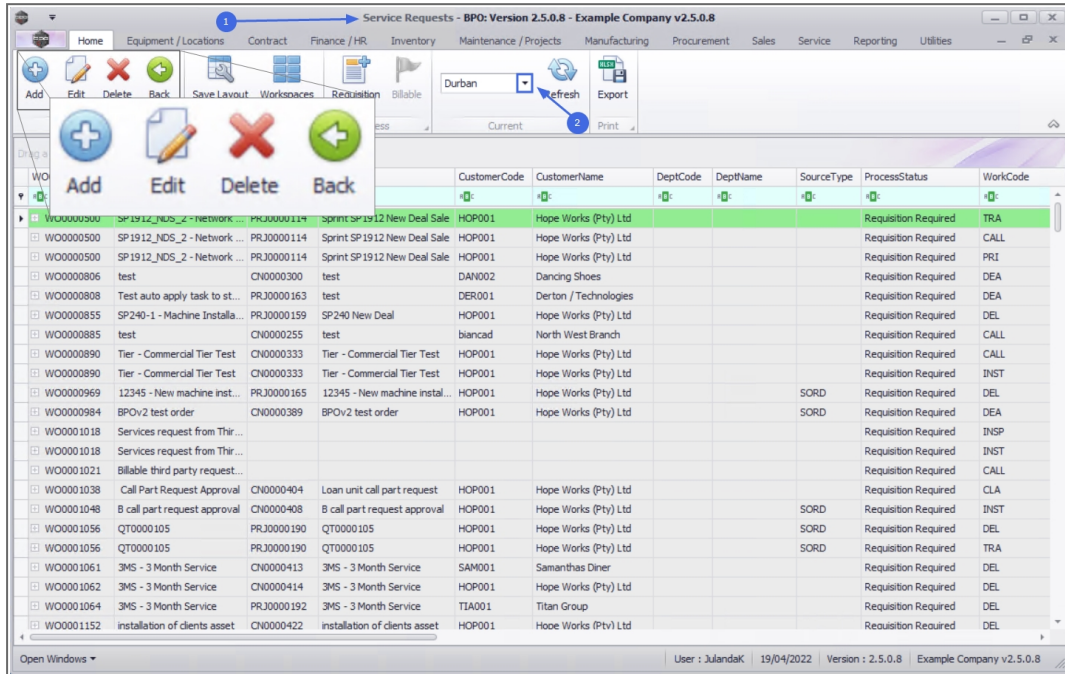


1. The **Service Requests** listing screen will be displayed.
2. Select the **Site** you wish to work in.
 - The example has **Durban** selected.


RIBBON ACTION BUTTONS

From the Service request listing screen, use the Maintain buttons to [Add](#), [Edit](#) and [Delete](#) a service request.

 Note that from BPO2 v2.5.0.14, you have the ability to add the same service (non-stock item) more than once to a purchase requisition, and change the item description to differentiate between them.



Use the Process buttons to process a [Requisition](#).

 Note that **Billable** is not available from the Service Requests screen and has been **greyed out**.

| WOCCode | WODescription | SourceRef | SourceDescription | CustomerCode | CustomerName | DeptCode | DeptName | SourceType | ProcessStatus | WorkCode |
|-----------|---------------------------------|------------|-------------------------------|--------------|-----------------------|----------|----------|------------|----------------------|----------|
| WO0000500 | SP1912_NDS_2 - Network ... | PRJ0000114 | Sprint SP1912 New Deal Sale | HOP001 | Hope Works (Pty) Ltd | | | | Requisition Required | TRA |
| WO0000500 | SP1912_NDS_2 - Network ... | PRJ0000114 | Sprint SP1912 New Deal Sale | HOP001 | Hope Works (Pty) Ltd | | | | Requisition Required | CALL |
| WO0000806 | test | CN0000300 | test | DAN002 | Dancing Shoes | | | | Requisition Required | DEA |
| WO0000808 | Test auto apply task to st... | PRJ0000163 | test | DER001 | Derton / Technologies | | | | Requisition Required | DEA |
| WO0000855 | SP240-1 - Machine Installa... | PRJ0000159 | SP240 New Deal | HOP001 | Hope Works (Pty) Ltd | | | | Requisition Required | DEL |
| WO0000885 | test | CN0000255 | test | biancad | North West Branch | | | | Requisition Required | CALL |
| WO0000890 | Tier - Commercial Tier Test | CN0000333 | Tier - Commercial Tier Test | HOP001 | Hope Works (Pty) Ltd | | | | Requisition Required | CALL |
| WO0000890 | Tier - Commercial Tier Test | CN0000333 | Tier - Commercial Tier Test | HOP001 | Hope Works (Pty) Ltd | | | | Requisition Required | INST |
| WO0000969 | 12345 - New machine inst... | PRJ0000165 | 12345 - New machine instal... | HOP001 | Hope Works (Pty) Ltd | | | SORD | Requisition Required | DEL |
| WO0000984 | BPOv2 test order | CN0000389 | BPOv2 test order | HOP001 | Hope Works (Pty) Ltd | | | SORD | Requisition Required | DEA |
| WO0001018 | Services request from Thir... | | | | | | | | Requisition Required | INSP |
| WO0001018 | Services request from Thir... | | | | | | | | Requisition Required | INST |
| WO0001021 | Billable third party request... | | | | | | | | Requisition Required | CALL |
| WO0001038 | Call Part Request Approval | CN0000404 | Loan unit call part request | HOP001 | Hope Works (Pty) Ltd | | | | Requisition Required | CLA |
| WO0001048 | B call part request approval | CN0000408 | B call part request approval | HOP001 | Hope Works (Pty) Ltd | | | SORD | Requisition Required | INST |
| WO0001056 | QT0000105 | PRJ0000190 | QT0000105 | HOP001 | Hope Works (Pty) Ltd | | | SORD | Requisition Required | DEL |
| WO0001056 | QT0000105 | PRJ0000190 | QT0000105 | HOP001 | Hope Works (Pty) Ltd | | | SORD | Requisition Required | TRA |
| WO0001061 | 3MS - 3 Month Service | CN0000413 | 3MS - 3 Month Service | SAM001 | Samanthas Diner | | | | Requisition Required | DEL |
| WO0001062 | 3MS - 3 Month Service | CN0000414 | 3MS - 3 Month Service | HOP001 | Hope Works (Pty) Ltd | | | | Requisition Required | DEL |
| WO0001064 | 3MS - 3 Month Service | PRJ0000192 | 3MS - 3 Month Service | TIA001 | Titan Group | | | | Requisition Required | DEL |
| WO0001152 | installation of clients asset | CN0000422 | installation of clients asset | HOP001 | Hoee Works (Pty) Ltd | | | | Requisition Required | DEL |

SERVICE REQUEST DATA GRID

- **WO Code:** Work Order the service is logged against.
- **WO Description:** Description of the work order the service is logged against.
- **Source Ref:** The source from which the service request was issued, for example a **PRJ** for a project, **CN** for a Call Request, etc.
- **Source Description:** This is the description of the project or call from which the service request was issued.
- **Customer Code:** The customer code the request was issued for.
- **Customer Name:** The name of the customer the request was issued for.
- **Dept Code:** The department code the request has been logged against.
- **Dept Name:** The name of the department the request has been logged against.

- **Source Type:** Identify where the service originated from, eg. **SORD** - Service Order.
- **Process Status:** Stage at which the service request process is at e.g. requisition required.
- **Work Code:** The work code of the work that needs to be delivered and are being charged for on the that service request.
- **Work Description:** The description of the work that needs to be delivered and are being charged for on the service request.
- **Requestor Name:** The employee who requested the service.
- **Required Date:** The date when this service is required.
- **Assigned To:** .
- **Assigned To Empl No:** This is the employee code of the person assigned to complete the service request.
- **Assigned To Name:** This is the name of the person assigned to complete the service request.
- **Quantity:** The number of services required.
- **Estimated Price:** This is the estimated, or quoted cost, that was entered when logging the service request.
- **Total Cost:** This is the total cost of the service request.
- **Actual Cost:** This is the actual cost of the requested service.
- **Billable:** This column shows whether the service request is billable or non-billable.
- **Comments:** Any comments related to the service request will display in this column.
- **Status:** This column shows whether the service request is Active or Inactive.

Service Requests - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

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

Add Edit Delete Back Save Layout Workspaces Requisition Billable Durban Refresh Export

Maintenance Format Process Current Print

Drag & column header here to group by that column

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Open Windows User: JufandaK 19/04/2022 Version: 2.5.0.8 Example Company v2.5.0.8

BPO.MNU.052

