SERVICE

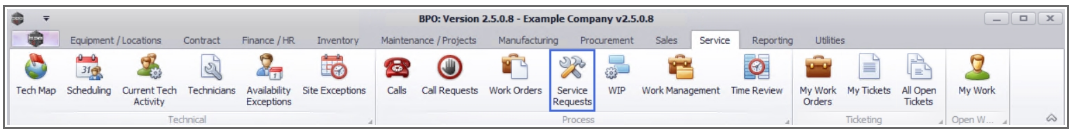
INTRODUCTION TO SERVICE REQUESTS

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*

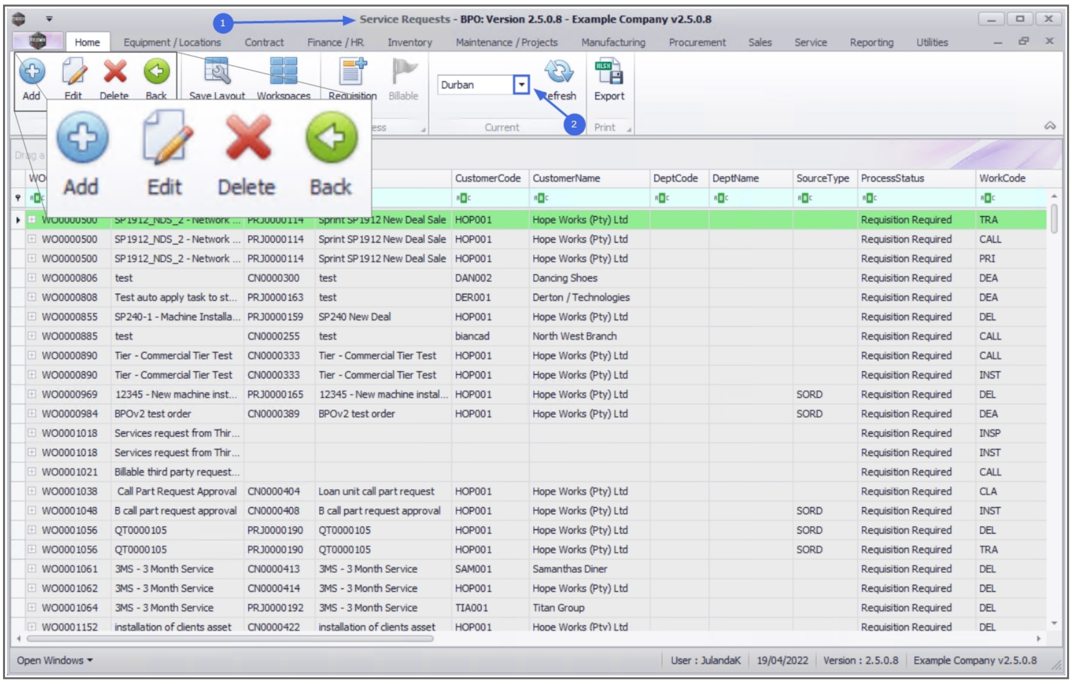


1. The ***Service Requests*** listing screen will be displayed.
2. Select the ***Site*** you wish to work in.
    - The example has ***Durban*** selected.

RIBBON ACTION BUTTONS

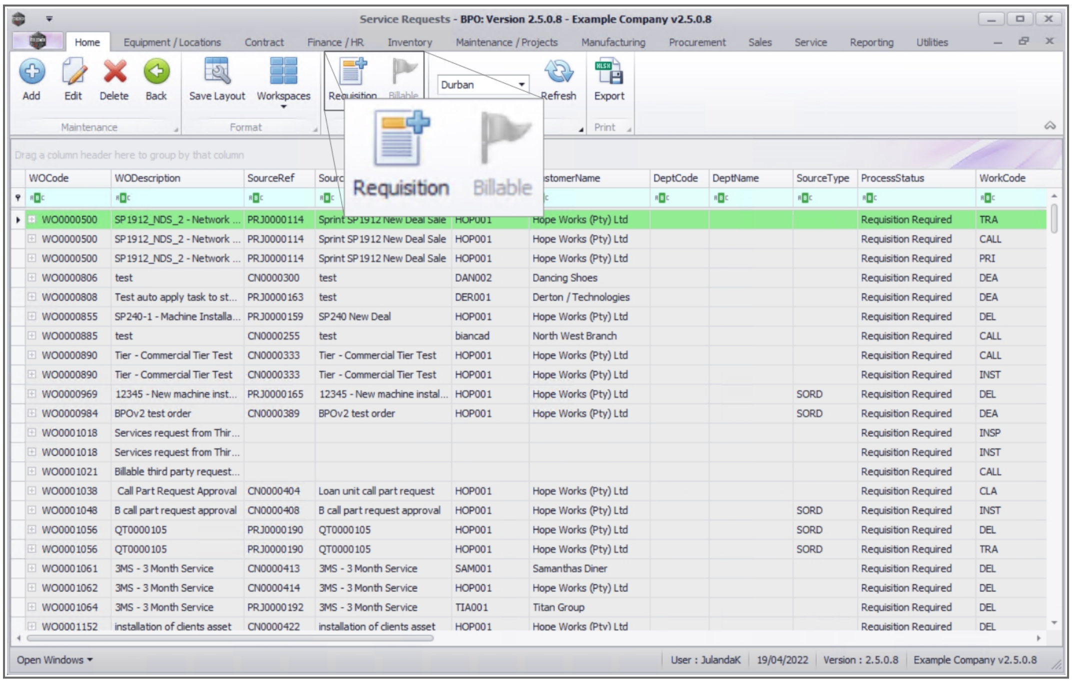
From the Service request listing screen, use the Maintain buttons to Add, Edit and Delete a service request.

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***.

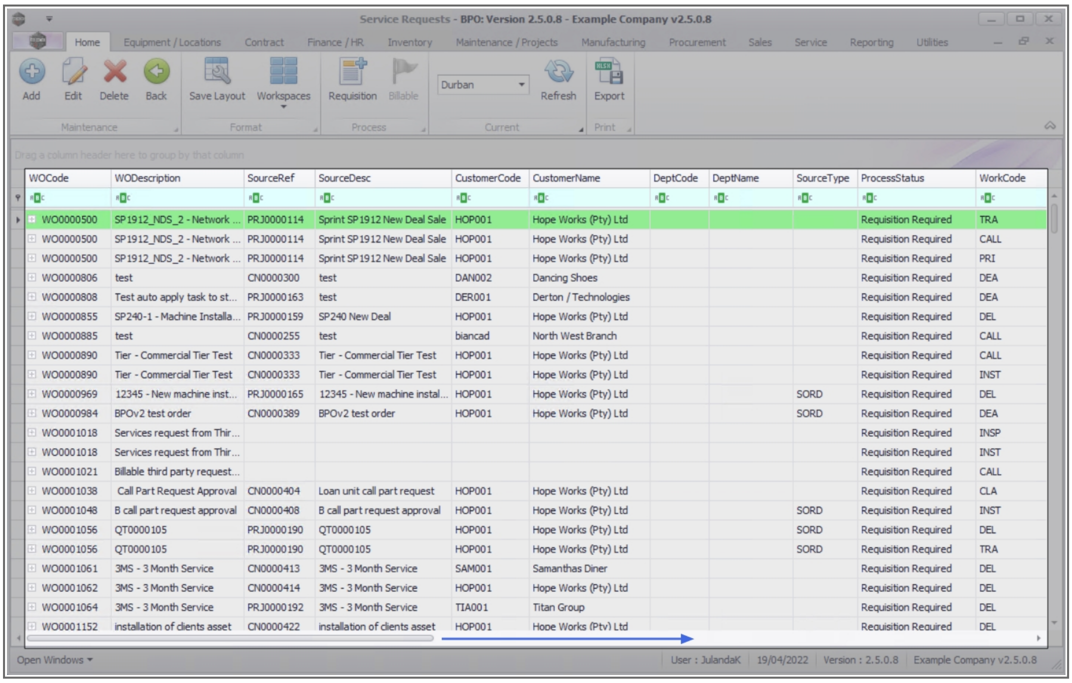


SERVICE REQUEST DATA GRID

- **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 a column header here to group by that column
WOCode
WODescription
SourceRef
SourceDesc
CustomerCode
CustomerName
DeptCode
DeptName
SourceType
ProcessStatus
WorkCode
Open Windows
User : JulandaK
19/04/2022
Version : 2.5.0.8
Example Company v2.5.0.8

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