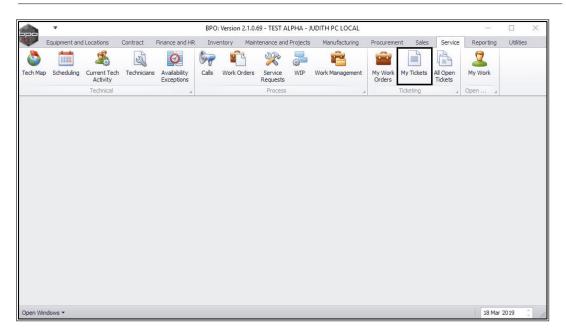


# SERVICE

## **MY TICKETS**

**BPO\_Ticketing** is an application that gives the user the ability to both view and work on Calls and/or Projects where they are the owner (responsible person) for the Call or Project's underlying work order. The user can also create ticket assignments to pass the work on to the next responsible person.

#### Ribbon Access: Service > My Tickets



The *My Tickets* screen will be displayed.

- 1. A list of tickets specific to the *user logged on* to the system can be viewed.
- 2. You can view all tickets that you have *created* and *assigned* to another person.



- 3. You can also view all the tickets that other people have *assigned to you*.
- However, this list will only show these tickets if they are still in the New Status.

bpo	-			My	Tickets - BPO: Version 2.1.	0.69 - Example Co	ompany			8	- 🗆	×
	Home Ec	quipment and Loca	itions Contract Finance and	HR In	ventory Maintenance and	Projects Manuf	facturing Procureme	ent Sales Service	Reportin	ig Util	ities — 🗗	x
Edit	Complete Work	Save Layout	Workspaces Save Filter R	efresh	Export					4		
Proc	ess "		Format 🖌 Cu	rrent 🦼	Export "	2				/		
Orag a co									1			
CallRe	eference	WOCode 🔺	Description	Priority	Note	CreateDate	CreateBy	AssignedTo	Status	Read	CustomerCode	e Cus
9									1220			100
100000	000000000	PW00000064 PW00000084	3M5 - 3 Month Service TT003 - Monthly - Call p	1.232	Scheduled Service	2018/08/07	Abigail Milne Abigail Milne	Bianca Du Toit Belinda Sharman	N	No	SAM001	Sa
-		W00001604	Site Inspection required		Machine Installation	2018/00/07	Abigail Milne	Theo Peterson	N	No	HOP001	Ho
PR.300	000071	WO0001668	SP240 New Deal.	2	SP240 New Deal.	2018/05/24	Abigail Milne	Abigail Milne	N	Yes	TIA001	Tita
CNOO	00578	W00001687	Return machine from co	2	Return all from short	2018/07/24	Abigail Milne	Theo Peterson	N	No	HOP001	Ho
CNOO	00582	W00001694	TT009 - Daily, Mono 100	2	Scheduled Service	2018/08/07	Abigail Milne	Belinda Sharman	N	No	HOP001	Ho
PRJO	000071	W00001746	SP240 New Deal.	2	SP240 New Deal.	2019/04/12	Theo Peterson	Abigail Milne	N	No	TIA001	Tit
PRJO	000301	W00001751	Installation Project 1	2	Installation Project 1	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	Ho
100000000		W00001754	Installation Project 4		Installation Project 4	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	Ho
PRJO	000305	W00001757	Installation Project 5	2	Installation Project 5	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	Ho
						3			7			
								Count: 10				
+ C								2		1		F
Open Wi	ndows 🔻									21	. May 2019	1

This screen also lists:

- 1. the Call or Project Reference number.
- 2. the Work Order Code and Description
- the work order **Priority** (1 = Most Important, 5 = Least Important)
- 4. any **Notes** linked to the work order
- 5. the **Create Date** of each work order
- 6. whether the ticket has been **Read:** [Yes] or not: [No]



-	-			My	Tickets - BPO: Version 2.1.0	).69 - Example Co	ompany			87		×
Q	Home E	quipment and Loca	ations Contract Finance and	d HR Im	ventory Maintenance and I	Projects Manuf	acturing Procureme	ent Sales Service	Reporting	g Utilit	ies — 🗗	х
E	dit Complete Work	Save Layout	÷ 3	Refresh	Export	5		6				
	g a comm heade	r here o group b	y the solumn		+	+						
(	CallReference	WOCode +	Description	Priority	Note	CreateDate	CreateBy	AssignedTo	Status	Read	CustomerCode	0
9												
• 1	PCN0000026	PW0000064	3MS - 3 Month Service	2	Scheduled Service	2018/08/07	Abigail Milne	Bianca Du Toit	W.	No	SAM001	5
1	PCN0000027	PW0000084	TT003 - Monthly - Call p	2	Scheduled Service	2018/08/07	Abigail Milne	Belinda Sharman	N	No	SAM001	s
1	PRJ0000283	W00001604	Site Inspection required	2	Machine Installation	2018/10/29	Abigail Milne	Theo Peterson	N	No	HOP001	H
F	PR30000071	WO0001668	SP240 New Deal.	2	SP240 New Deal.	2018/05/24	Abigail Milne	Abigail Milne	N	Yes	TIA001	Т
	CN0000578	W00001687	Return machine from co	2	Return all from short	2018/07/24	Abigail Milne	Theo Peterson	N	No	HOP001	H
	CN0000582	W00001694	TT009 - Daily, Mono 100	2	Scheduled Service	2018/08/07	Abigail Milne	Belinda Sharman	N	No	HOP001	ł
	PRJ0000071	W00001746	SP240 New Deal.	2	SP240 New Deal.	2019/04/12	Theo Peterson	Abigail Milne	N	No	TIA001	Т
1	PRJ0000301	W00001751	Installation Project 1	2	Installation Project 1	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	H
1	PRJ0000304	W00001754	Installation Project 4	2	Installation Project 4	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	Н
	PRJ0000305	W00001757	Installation Project 5	2	Installation Project 5	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	H
								Count: 10				

- 7. the **Customer Code** and **Customer Name** number.
- 8. the number of **Days** that the ticket has been **Unattended**
- 9. the number of **Days** that the ticket has remained **Open**
- 10. the Elapsed Hours.



Edit	Home Equipment and Loca Complete Work Save Layout		Finance and HR e Filter Refresh	Inventory Maintenan	ce and Pro	ojects	Manufacturing	Procurement Sales	Service Report	9	_ & ×
Pro	cess a	Format	⊿ Current	a Export a							
							1	X	+	+	+
iority	Note	CreateDate	CreateBy	AssignedTo	Status	Read	CustomerCode	CustomerName	DaysUnattended	DaysOpen	ElapsedHours
7											
	2 Scheduled Service	2018/08/07	Abigail Milne	Bianca Du Toit	N	No	SAM001	Samanthas Diner	289	289	10 321.1
1 0	2 Scheduled Service	2018/08/07	Abigail Milne	Belinda Sharman	N	No	SAM001	Samanthas Diner	289	289	4 966.1
	2 Machine Installation	2018/10/29	Abigail Milne	Theo Peterson	N	No	HOP001	Hope Works	206	561	0.0
	2 SP240 New Deal.	2018/05/24	Abigail Milne	Abigail Milne	N	Yes	TIA001	Titan Group	364	364	0.0
	2 Return all from short	2018/07/24	Abigail Milne	Theo Peterson	N	No	HOP001 11	Hope Works	303	303	1 954.5
	2 Scheduled Service	2018/08/07	Abigail Milne	Belinda Sharman	N	No	HOP001	Hope Works	289	289	1 865.1
	2 SP240 New Deal.	2019/04/12	Theo Peterson	Abigail Milne	N	No	TIA001	Titan Group	41	41	0.0
	2 Installation Project 1	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	Hope Works	41	41	0.0
	2 Installation Project 4	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	Hope Works	41	41	0.0
0	2 Installation Project 5	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	Hope Works	41	41	0.0

### **IMPORTANT NOTES**

#### **OWNERSHIP**

For a ticket to be displayed in this list, the user should *take ownership* of the call in *BPO* by:

Either

- i. Selecting the call in the call screen and clicking on My Call Or
- ii. The Call Centre person can Assign you to be the responsible person in the *Call Listing* screen.
- Unread tickets: these tickets have <u>not</u> been opened for viewing the text will be in *bold* and the *Read* column will state *No*.



 Open/Read tickets : As soon as a ticket is opened for viewing – the text will <u>no longer</u> be in bold and the *Read* column will state *Yes*.

#### **TICKET COLOUR**

- 3. **Red** : Ticket has been assigned to *you* and is for your attention.
- 4. **Blue** : Ticket that you have assigned to *another* employee

	Ŧ		My	Tickets - BPO: Version	2.1.0.69 -	Examp	le Company			-	
- Dec	Home Equipment and L	ocations Contract	Finance and HR Inv				200	ocurement Sales S	Service Reporting	Utilities	_ & ×
Edit	Complete Save Layout	Workspaces Save F	ilter Refresh	Export							
	Work							-			
Proc	CESS a	Format	J Current J	Export "				2			
Drag a o								$\frown$			
Priorit	ity Note	CreateDate	CreateBy	AssignedTo 1	Status	Read	CustomerCode	CustomerName	DaysUnattended	DaysOpen	ElapsedHours
9							/		<		
	2 Scheduled Service	2018/08/07	Abigail Milne 🔺	Bianca Du Toit	N 🔪	No	SAMOOT	Samanthas Diner	289	289	10 321
	2 Scheduled Service		Abigail Milne	Belinda Sharman	N	No	5A1 001	Samanthas Diner	289	289	4 966
	2 Machine Installatio		Abigail Milne	Theo Peterson	N	No	10P001	Hope Works	206	561	0
	2 SP240 New Deal.	2018/05/24	Abigail Milne	Abigail Milne	N	Yes -	TIA001	Titan Group	364	364	
_	2 Return all from sho		Abigail Milne	Theo Peterson	N	No	HOP001	Hope Works	303	303	
	2 Scheduled Service		Abigail Milne	Belinda Sharman	N	No	HOP001	Hope Works	289	289	1 865.
_	2 SP240 New Deal. 2 Installation Project	2019/04/12 t 1 2019/04/12	Theo Peterson Abigail Milne	Abigail Milne K	N	No	TIA001 HOP001	Titan Group Hope Works	41		0.
	2 Installation Project		Abigail Milne	Belinda Sharman	N	No	HOP001	Hope Works	41	41	0.
·	2 Installation Project		Contractor States and	r Belinda Sharman	N	No	HOPOOI	Hope Works	41		
		4			-			3			
				Count: 10							
4											

#### **VIEW A TICKET**

- 1. Select a ticket.
- 2. The colour of the ticket will change to a *grey*.

Either

- 3. *Right click* on the selected row to display a *Process* menu.
- 4. Click on *Edit* Edit Ticket.



	<b>T</b>		Mv	Tickets - BPO: Version	2.1.0.69 -	Examp	le Company			<u></u>	
bpo H	Home Equipment and Location	ns Contract Fir	Na100 00	ventory Maintenance				ocurement Sales S	Service Reporting	Utilities	_ & ×
	Complete Work Save Layout Wo	rkspaces Save Filt	3	Export							
	umn header here to group by th	10040	a current a	export a							
Priority			CreateBy	AssignedTo	Status	Read	CustomerCode	CustomerName	DaysUnattended	DaysOpen	ElapsedHours
۹ 	2 Scheduled Service	2018/08/07	Abigail Milne	Bianca Du Toit	N	No	SAM001	Samanthas Diner	289	289	10 321.
	2 Scheduled Service	2018/08/07	Abigail Milne	Belinda Sharman	N	No	SAM001	Samanthas Diner	289	289	4 966.
	2 Machine Installation	2018/10/29	Abigail Milne	Theo Peterson	N	No	HOP001	Hope Works	206	561	0.
1	2 SP240 New Deal.	2018/05/24	Abigail Milne	Abigail Milne	Ν	Yes	TIA001	Titan Group	364	364	0.
-	2 Return all from short		Abigail Milne	Theo Peterson	N	No	HOP001	Hope Works	303	303	1 954.
	2 Scheduled Service	STATE NO MATAGAS	Abigail Milne	Belinda Sharman	N	No	HOP001	Hope Works	289	289	1 865.
_	2 SP240 New Deal.		Theo Peterson	Abigail Milne	N	No	TIA001	Titan Group	41	41	0.
_	2 Installation Project 1		Abigail Milne	Belinda Sharman	N	No	HOP001	Hope Works	41	0.000	0.
	2 Installation Project 4 2 Installation Project 5	2019/04/12 Process	Abigail Milne bigail Milne	Belinda Sharman Belinda Sharman	N	No No	HOP001 HOP001	Hope Works	41		0.
	3	Edit Ticket	4							2	
				Count: 10							
4		C								V. (*	> +
Open Wind	dows 🔻									21 May 20	19 0

Or

5. *double click* on the ticket row.

Or

- 6. Ensure that the correct row is selected.
- 7. Click on *Edit*.
  - In this image, *DCN000085* has been selected.



-			My Tickets - BPC	D: Version 2.1.0.69 -	TEST ALPH	A - JUDITH PC	LOCAL				8		×
Home Eq	uipment and Loca	tions Contract Finance	and HR Invento	ry Maintenance an	nd Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	8 >
	SI		42										
Edit Complete	Save Lavout	Wedenson Courtier	Refresh										
Work	Save Layout	Workspaces Save Filter	Kerresh	Export									
Process 4		Format "	Current 🔒	Export 4									
CallReference	WOCode	Description					Priority	Note					
DCN0000064	DWO0000169	Deliveries - change unit co	st				1	2 Delive	ries - chan	ge unit cost			
DCN0000054	DW00000204	nds					2	2 nds					
PRJ0000027	DWO0000232	Project - Quotes					4	2 Projec	t - Quotes				
PRJ0000029	DW00000233	Project Invoices					2	2 Proje	ect Invoid	es			
DCN000083	DW00000239	TT072 - 2 Monthly - Ca	ll per WO				2	2 Pleas	se resolv	e this.			
DCN000084	DWO0000240	TT013 - Weekly Colour 10	00 - Call per WO				1	2 Sched	luled Servi	æ			
DCN000085	DW00000241	TT021 - Yearly Mono 1	000 - Call per W	10 🔨			2	2 Sche	duled Se	vice			
PRJ0000004	DW00000257	Parial Issue			~		2	2 Paria	Issue				
DCN0000090	DW00000260	Work Management - 1	resting1		5		3	8 Work	Manage	ment - Cal	test 1		
PCN0000091	DW00000261	Work Management - C	all test 2				a a a a a a a a a a a a a a a a a a a	B Work	( Manage	ment - Call	test 2		
PRJ0000033	DW00000264	Project Work Order - P	retoria				2	2 Carry	out sch	eduled mai	ntenance	on the	mac
Ph30000030	DW0000265	TT033 - Daily Colour 10	000 - Generate	Project			2	2 TT03	3 - Daily	Colour 100	0 - Gener	ate Pro	ject
PR.0000035	DWO0000266	Project Assignment Test 1	8				1	2 Projec	t Assignme	ent Test 1			
6													
pen Windows 🔻											18 Mar	2019	

The *Ticket Maintain* screen will be displayed.

- 1. The *Work Order Description* can be viewed in the top left frame of this screen.
- 2. The *Work Order Details* (Code, Reference, Create Date, Priority and Type) can be viewed in the top right frame of this screen.



Ticket Maintain - BPO: Version	2.1.0.69 - Example	Company						$\times$
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and	Projects Manufa	acturing Procuren	ent Sales	Service	Reporting	Jtilities	- 6	9 X
Time Entry Complete Work Work Ticket Ticket Current & Current & Format #			/	2				
Installation Project 4		WO Code WO Reference WO Create Date WO Priority WO Type Work Order Cus	PRJ0000304 2019/04/12 2	ect	•			
Ticket Thread	Work Order I	Notes						<b>п</b> 4
Enter text to search	Drag a column						- )	
	Note		Date	Time	CreateD	ate Ame	endDate	
Assigned To: Belinda Sharman   Assigned By :Abigai Mine (Created: 2019/04/12) Installation Project 4								
Open Windows 🕶						21 May	2019	

- 1. Click on the *Customer* tab.
- 2. If this work order is linked to a customer, the *Customer Details* (Name, Contact, Contact No, Contact Email) can be viewed.



Ticket Maintain - BPO: Version 2.1.0.69 - Example Company	-		×
Home Equipment and Locations Contract Finance and HR Inventory. Maintenance and Projects Manufacturing Procurement Sales Service Reporting	Utilities		7 X
Installation Project 4     Ticket     Corrent     Format			
WO Customer Hope Works (Pty) Ltd	]		
2 Customer Contact Jane, Alrich.			
Contact No. 031 123 45671			
Contact Email standard@noemail.coza	]		
Ticket Thread  Work Order Notes			а ф
Enter text to search   Find Clear Drag a column header here to group by that column			
	teDate A	mendDate	
Assigned To: Belinda Sharman   Assigned By :Abigal Milne (Created: 2019/04/12) Installation Project 4			
Open Windows 🕶	21 Ma	y 2019	÷ /

- 1. Click on the *Project* (or *Call* ) tab.
- If this work order is linked to a *Project* (as in this example) or a *Call*, the *Project* (or Call) *Details* (Reference No, Description) can be viewed here.



🔹 🔻 Ticket Maintain - BPO: Version 2	1.0.69 - Example Company — 🗆 🗙
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and	Projects Manufacturing Procurement Sales Service Reporting Utilities - 🗗 🗙
Time Entry Complete Work Add New Close Ticket Ticket Consection Save Layout Workspaces	
Process <u>a</u> Ticket <u>a</u> Current <u>a</u> Installation Project 4	Project Reference PRJ0000304 Project Description Installation Project 4 Work Order Customer Project
Ticket Thread	
Enter text to search    Find Clear	
	Note         Date         Time         CreateDate         AmendDate           •       •         •         •         •         •         •         •         •         •         •         •         •         •
Assigned To: Belinda Sharman   Assigned By : Abigail Mine (Created: 2019/04/12) Installation Project 4	
Open Windows 🕶	21 May 2019

#### THE TICKET THREAD FRAME

- 1. Use the *Search field* to search for any ticket in the ticket thread.
  - Type in the text box and click on *Find*.
  - To clear the search, click on *Clear*.
- 2. The *Customization toolbar* contains icons which will adjust the view layout of the ticket thread For example, you can view the thread in One row, Multiple Columns or Carousel Mode.
  - If you *hover* any icon, the *icon description* will pop up.



Ticket Maintain - BPO: Version	2.1.0.69 - Example Company					×
Home Equipment and Locations Contract Finance and HR Inventory Maintenance ar	nd Projects Manufacturing Procurement	Sales Se	ervice Report	ing Utilitie:	s - 8	×
Time Entry Complete Work Process Ticket Ticket Ticket						
Installation Project 4	Project Reference Project Description	Installation			۰ ۲	
Ticket Thread	Work Order Custome     Work Order Notes	Project				B
	Drag a column header here to group by					
Enter text to search Find Clear	Note	Date		reateDate A	AmendDate	
	9	Dute	Time for	redicoute y	Antendolate	
Assigned To: Belinda Sharman   Assigned By :Abigal Mine (Created: 2019/04/12) Installation Project 4	*					
Open Windows 🔻	te.			21 Ma	ay 2019 🔅	1

- 1. All tickets linked to the selected work order are displayed in this frame.
- 2. The tickets are in inverse chronological order. The most recently created ticket will be at the top of the list.



	Ŧ		_				Tick	et Mai	intain	- BPO	): Versi	ion 2.1	.0.69 -	TEST	ALPH	HA - JL	DITH	H PC	LOCA	L					81	-			×
Home Home Time Entry	e Equi	pment and L	) :w	ions C		efresh		id HR	,			itenan	e and	Project	ts N	lanufa	cturin	ng	Procure	ement	Sale	is Se	rvice	Reportin	ıg Util	ities	-	8	×
Process	stream				Cu	rrent	4	F	Format	t																			
TT021 - Yearly	/ Mono 1	000 - Call pe	r WC	)												- 4		5	wo co	ode	DWOO	00024	i		- 12				
																	V	NO F	efere	nce	DCN0	000085	» §						
																	wo	0 Cre	ate D	ate	2017/	11/06			•				
																		W	0 Prio	rity	2	- 00							
							1												WO T	ype	SM				1.1				
																	W	ork (	Order	Cus	tomer	Call							
Ticket Thre	ad													We	ork O	rder I	lotes	5											ų.
Enter text	to searc	h						-	F	ind	C	lear			ag a d														
		-					1								Note								Date		Time		C	reate	Date
		0		78										۴	C-II.	dient b													
Assigned To	o: Belind	Sharmane	Ass	igned By	/ :Jud	th Mudze	ngi (Cr	eated:	2019	/03/18		-	î	*	Call	alent b	erore	you	go				18 M	ar 2019	11:54	:40	20	019/0	3/18
Assigned To Assigned To	Go and si	ervice the m	achin	e on 21/	/03/20	19										$\geq$	2												
Assigned To	o: Judith	Mudzengi   /	Assig	ned By :	Judit	Mudzen	gi (Crea	ated: 2	2017/1	11/06)	+																		
s	Schedule	d Service												4	_								-						Þ
Open Window	vs 🕶													1											18	Mar 2	019	4	

- 1. Assignment Details: In this frame, you can see the *assignor*, *assignee* and the *date* the ticket was created.
- 2. **Comments** : You can also view the ticket *comments* relating to the work order.

Ticket Maintain - BPO: Version 2.1.0.69 - Ti	EST ALPHA - JU	IDITH PC LOCAL			8_		X
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Pro	ojects Manufa	cturing Procurement	Sales	Service Reporti	ng Utilities	- 1	5 X
Time Entry Complete Work Work Close Ticket Ticket							
Process         a         Ticket         a         Current         a         Format         a           TT021 - Yearly Mono 1000 - Call per WO         Trocket         A         Format         A		1					
11021 - teany Mono 1000 - Call per WO	-	WO Code	DWO000	0241			
		WO Reference	DCN0000	085			
		WO Create Date	2017/11/	06	•		
		WO Priority	172				
1		WO Type	100.00				
		Contraction of the second	tomer	Call			
Ticket Thread	Work Order N	lotes					а ф.
Enter text to search Find Clear					1	12	
	Note 9			Date	Time	Cre	ateDate
Assigned To: Belinda Sharmane   Assigned By :Judith Mudzengi (Created: 2019/03/18)	Call dient b	efore you go		18 Mar 2019	11:54:40	201	9/03/18
Assigned To: Delinida Sharmane ( Assigned by Social Hudzengi (Created, 2015/03/15)	*						
Go and service the machine on 21/03/2019							
Assigned To: Judith Mudzengi   Assigned By : Judith Mudzengi (Created: 2017/11/06)							
Scheduled Service	I 4 C						۲
Open Windows 🕶					18 Mar 2	019	- 11



#### THE WORK ORDER NOTES FRAME

• Here you can view the work order *notes* with the *date* and *time* they were created.

Ticket Maintain - BPO: Version 2.	1.0.69 - 1	est alpha - Ju	JDITH PC LOCAL				3		×
Home Equipment and Locations Contract Finance and HR Inventory Maintenan	ce and Pr	ojects Manufa	cturing Procuremer	it Sales	Service	e Reporting	g Utilities	- 6	x
Ime Entry     Complete     Comp									
Process         a         Ticket         a         Current         a         Format         a           TT021 - Yearly Mono 1000 - Call per WO         -          -          -			-				-12		
			WO Code	DWOOD	00241				
			WO Reference	DCN00	00085				
			WO Create Date	2017/1	1/06	2	•		
			WO Priority						
			WO Type	SM					
			Work Order Cu	stomer	Call				
Ticket Thread		Work Order M	lotes					t.	<b>_</b> 0
Enter text to search    Find Clear		Drag a column							
		Note			D	ate	Time	Crea	teDate
		9							
Assigned To: Belinda Sharmane   Assigned By :Judith Mudzengi (Created: 2019/03/18)	^ î	Call dient b	efore you go		1	8 Mar 2019	11:54:40	2019	/03/18
Go and service the machine on 21/03/2019							/		
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2017/11/06)					1				
Scheduled Service	-	1							
Open Windows 🔻							18 Mar 2	019	-

#### **ASSIGN A TICKET**

- Select the ticket that you wish to assign to another person.
- Click on *Edit* 
  - In this image, *DCN000029* is selected.



			My Tickets - BP										1.4
Home E	quipment and Local	tions Contract Finance	and HR Invento	ory Maintena	nce and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	8 3
	2		2	RESR									
Edit Complete	Save Layout	Workspaces Save Filter	Refresh	Export									
Work		*											
Process	4	Format 🔺	Current 4	Export 🔒									
ag a column head													
CalReference	WOCode	Description					Priority	Note					
PRJ000002	DWO000004	1234					2	1234					
DCN0000029	DWO0000064	TT002 - Weekly - Call per	wo				2	test 2					
DCN0000031	DW0000066	TT002 - Weekly - Call p	per WO				2	2 Sched	uled Ser	vice			
DCN000032	DW0000067	TT002 - Weekly - Call p	oer WO				2	Sched	uled Ser	vice			
DCN0000040	DWO000089	TT002 - Weekly - Call per	NO				2	2 Needeo	d today				
DCN000020	DW00000106	asset on contract- ret								act- return			
DCN000038	DW00000107	TT008 - Mono 1000, Co								1000, Colo			er WO
DCN000037	DW00000108	TT009 - Daily, Mono 10	and the second secon	0						Mono 1000	2	r WO	
DCN000030	DW00000109	TT002 - Weekly - Call p								y - Call per			
DCN000033	DW00000110	TT003 - Monthly - Call	ease contractor							ly - Call pe	r WO		
DCN0000051	DW00000133	3MS - 3 Month Service						2 Sched	uled Ser	vice			
DCN0000053	DWO0000138	ndr1 nds						nari					
DCN0000057	DW00000140	ndrma					-	ndrmo					
DCN0000058	DW00000150							2 ndrsa					
0 0100000000	0100000100												

- The *Ticket Maintain* screen will be displayed.
- Click on Add New Ticket.

Ticket Maintain - BPO:	Version 2.1.0.69 -	rest alpha - Ju	JDITH PC LOCAL						×
Home Equipment and Locations Contract Finance and HR Inventory	Maintenance and P	ojects Manufa	cturing Procureme	nt Sales	Service	Reporting	Utilities	- 1	8 x
Time Entry Complete Work Work Close Ticket	aces								
Process Ticket Current Format									
TT002 - Weekly - Call per WO			WO Code	DWO00	00064		1		
			WO Reference	DCN000	0029		Ì		
			WO Create Date	2017/06	5/14	-	1		
			WO Priority	2			1		
			WO Type	SM			1		
			Work Order Cu	ustomer	Call				
Ticket Thread		Work Order M	lotes						<b>п</b> Ф
Enter text to search	Clear	Drag a column							
		Note			Da	te	Time	Cre	ateDate
		9							
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2018/10/08)	^ ^	•							
test 2									
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2017/07/12)	~								
Scheduled Service		4							Þ
Open Windows 🔻							18 Mar 2	2019	



- 1. The *Add New Ticket* pop up screen will appear.
- 2. **Assigned by**: This will auto-populate with the name of the user currently logged onto the system.
- 3. **Assigned To**: Click on the drop-down arrow and select from the list, the person you wish to assign the ticket to.
- 4. **Note**: Type in notes or instructions you wish to relay to the person you are assigning the ticket to.
- 5. Click on *Save*.

	Ticket Maintain - BPO: Version 2.1.0.69 - TEST ALPHA - JUDITH PC LOCAL		-	
Home Equipment and Locations Contract F	nance and HR Inventory Maintenance and Projects Manufacturing Procuremen	t Sales Service	Reporting Utilit	ties – 🗗 🗙
Time Entry Complete Work Work Close	÷	_		
Process a Ticket a Current	🖳 Add New Ticket 🦯 📃 🔍			
TT002 - Weekly - Call per WO	Home	DW00000064 DCN000029 2017/06/14 2 SM pmer Call	*	
Ticket Thread	Assigned To Belinda Sharmane 👻			ц ф.
Enter text to search	Note Procure parts needed for the scheduled      maintenance	y that column	te Time	CreateDate
		Dat	ice mine	Createbale
Assigned To: Judith Mudzengi   Assigned By : Judith Mudz				
test 2		-		
Assigned To: Judith Mudzengi   Assigned By :Judith Mudz	engi (Created: 2017/07/12)			
Scheduled Service:	· ·	>		Þ
Open Windows 🕶			18	Mar 2019 🔶 🎵

The *Add New Ticket* screen and *Ticket Maintain* screen will close and you will return to the *My Tickets* screen.

- The ticket that you assigned will no longer be displayed in the list.
- A new ticket has been created and displayed with status **N** New.



5	Home Eq	upment and Loca	itions Contract	Finance ar		REER	itenance	and Projects	Manutacturing	Procurement	Sales	Service	Reporting	Utilities	-	8
Edit	Complete Work	Save Layout	Workspaces Sav	re Filter	Refresh	Export										
Pro	cess 🦼		Format		Current ,	Export	4									
ag a c																
CallR	eference	WOCode	Description				P	riority	Note					Sta	atus	
PRJO	000002	DWO000004	1234					2	1234					N		
DCN	0000029	DW0000064	TT002 - Week	ly - Call pe	er WO			2	Procure parts	needed for th	e schedul	ed main	tenance	N		
DCN	0000031	DW0000066	TT002 - Week	ly - Call pe	er WO			2	Scheduled Ser	vice				N		
DCN	0000032	DW0000067	TT002 - Week						Scheduled Ser	vice				N		
1.000	200.002370	DWO000089	TT002 - Weekly	100000					Needed today					N		
			asset on contr						asset on cont					N		
		DW00000107	TT008 - Mono			aller and an and a second			TT008 - Mono				0	N		
		DW00000108	TT009 - Daily,		and the second second	wo			TT009 - Daily,		10101041212	0		N		
		DW00000109	TT002 - Week						TT002 - Week					N		
		DW00000110	TT003 - Month		er WO				TT003 - Month Scheduled Ser		10			N		
		DW00000133	3MS - 3 Month	Service					ndr1	vice				N		
		DW00000138	ndr1 nds						ndr1					N		
		DW00000140	nas ndrma					5 <b>2</b> 2	nas ndrma					N		
		DW00000150							ndrsa					N		
D Ch	00000000	51100300130														

#### ADD WORK ORDER NOTES

- Select the ticket you wish to add work order notes to.
- Click on *Edit*.
  - In this image, *DCN000040* was selected.



Home E	equipment and Loca	ations Contract Finance		RESE Automaticen	ance and Projects	s manutacturing Proi	urement sales service	Reporting	Utilities	- 6	5
dit Complete Work		Workspaces Save Filter	Refresh	Export							
Process	4	Format "	Current 4	Export "							
ig a column hea											
CallReference	WOCode	Description			Priority	Note			Stat	us	
PRJ000002	DWO000004	1234			2	1234			N		
DCN0000029	DW0000064	TT002 - Weekly - Call	per WO		2	Procure parts neede	d for the scheduled main	ntenance	N		
DCN0000031	DW0000066	TT002 - Weekly - Call	per WO		2	Scheduled Service			N		
DCN000032	DW0000067	TT002 - Weekly - Call	per WO		2	Scheduled Service			N		
DCN0000040	DWO000089	TT002 - Weekly - Call per	wo		2	Needed today			N		
DCN0000020	DW00000106	asset on contract- ret	um		2	asset on contract- r	eturn		N		
DCN000038	DW00000107	TT008 - Mono 1000, Co	olour 1000 - Ca	all per WO	2	TT008 - Mono 1000,	Colour 1000 - Call per W	0	N		
DCN0000037	DW00000108	TT009 - Daily, Mono 10	000 - Call per V	vo	2	TT009 - Daily, Mono	1000 - Call per WO		N		
DCN000030	DW00000109	TT002 - Weekly - Call	per WO		2	TT002 - Weekly - Ca	ll per WO		N		
DCN000033	DW00000110	TT003 - Monthly - Call	per WO			TT003 - Monthly - C	all per WO		N		
DCN0000051	DW00000133	3MS - 3 Month Service	2		2	Scheduled Service			N		
DCN0000053	DWO0000138	ndr1			2	ndr1			N		
DCN0000054	DW00000140	nds			107	nds			N		
DCN0000057	DW00000149	ndrmg			2	ndrmg			N		
DCN0000058	DW00000150	ndrsa			2	ndrsa 🛛			N		

The *Ticket Maintain* screen will be displayed.

- Type in a relevant note in the *Note* column.
- All the other fields in this frame will auto populate.
- Click on *Enter* on the keyboard, type in the next note if required.
   You can add multiple notes.
- When you are done typing in the notes, click on *Close* to exit the screen.



Ticket Maintain - BPO: Version 2.1.0	.69 - 1	EST ALPHA - JU	DITH PC LOCAL				-		×
Home Equipment and Locations Contract Finance and HR Inventory Maintenance	and Pr	ojects Manufac	turing Procuremen	t Sales	Service	Reporting	Utilities	-	8 X
Time Entry Complete Add New Close Refresh Save Layout Workspaces									60
Process Ticket Current Format									
TT002 - Weekly - Call per WO		. A.	W0 Code						
			WO Reference						
			WO Create Date	2017/07	7/14	•			
			WO Priority						
			WO Type	SM					
			Work Order Cu	tomer	Call				
Ticket Thread		Work Order N	otes						<b>п</b> Ф
Enter text to search		Drag a column i							1
		Note			Dat	te	Time		
		9							
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2019/03/13)	â	Needed asa				Mar 2019	14:00:2		
		and the second second second	ns available, outsour	e this job	18	Mar 2019	13:53:4	5	
Needed today		*							
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2019/03/12)									
Look at this ticket later	Ŧ	4							۶
Open Windows 🕶	A						18 Mar 20	019	+ 10

### **TIME BOOKING**

- The system will log your time as you work based on you Starting and Ending work.
- Select the ticket you want to book time for.
- Click on *Edit* 
  - In this image, *DWO0000266* was selected.



Home       Equipment and Locations       Contract       Finance and HR       Inventory       Maintenance and Projects       Manufacturing       Procurement       Sales       Service       Reporting       Utilities         Edit       Complete Work       Save Layout       Workspaces       Save Filter       Refresh       Export       Export <t< th=""><th></th><th></th><th>-</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th>y Tickets</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th>•</th><th>10</th></t<>			-													y Tickets								•	10
reg a column header here to group by that column       Priority       Note       Status       Creater         DW00000169       Deliveries - change unit cost       2       Deliveries - change unit cost       N       2017/L1         DW00000204       nds       2       nds       N       2017/L1         DW00000232       Project - Quotes       N       2017/L1         DW00000233       Project - Turoices       2       Project - Quotes       N       2017/L1         DW00000230       TT072 - 2 Honthly - Call per WO       2       Please resolve this.       N       2017/L1         DW00000240       TT013 - Wiedkly Colour 1000 - Call per WO       2       Scheduled Service       N       2017/L1         DW00000240       TT013 - Wiedkly Colour 1000 - Call per WO       2       Go and service the machine on 21/03/2019       N       2017/L1         DW00000257       Parial Issue       2       Parial Issue       N       2017/L1         DW00000264       Work Management - Testing1       3       Work Management - Call test 1       N       2017/L1         DW00000265       Work Management - Call test 2       3       Work Management - Call test 2       N       2017/L1         DW00000266       Project Work Order - Pretoria       2       Carry o	ß	- 1	Utilities	Reporting	Service	Sales	ient :	Procureme	uring	Manufact	Projects	ice and l						8				Z		Complet	dit
WOCode         Description         Priority         Note         Status         Created           DW00000169         Deliveries - change unit cost         2         Deliveries - change unit cost         N         2017/11           DW00000204         nds         2         nds         N         2017/12           DW00000232         Project - Quotes         N         2017/12           DW00000233         Project - Quotes         N         2017/12           DW00000233         Project - Quotes         N         2017/12           DW00000233         Project - Quotes         N         2017/12           DW00000234         TT012 - Veedby Colour 1000 - Call per WO         2         Project Invoices         N         2017/12           DW00000240         TT013 - Weedby Colour 1000 - Call per WO         2         Scheduled Service         N         2017/12           DW00000257         Parial Issue         2         Parial Issue         N         2017/12           DW00000264         Work Management - Testing1         3         Work Management - Call test 1         N         2017/12           DW00000264         Work Work Order - Pretoria         2         Carry out scheduled maintenance on the machine         N         2017/12           DW00													4	xport	4 E	Surrent	4			Format	f		4	255	Pri
DW00000169       Deliveries - change unit cost       N       2017/11         DW00000204       nds       2       nds       N       2017/11         DW00000232       Project - Quotes       N       2017/11         DW00000233       Project - Quotes       N       2017/11         DW00000233       Project - Quotes       N       2017/11         DW00000233       Project - Quotes       N       2017/11         DW00000239       TT022 - 2 Monthly - Call per WO       2       Project Invoices       N       2017/11         DW00000230       TT013 - Weedly Colour 1000 - Call per WO       2       Scheduled Service       N       2017/11         DW00000257       Parial Issue       2       Parial Issue       N       2017/11         DW00000264       Work Management - Call test 2       N       2017/11       2017/11         DW00000264       Work Management - Call test 2       N       2017/11       2017/11         DW00000264       Work Management - Call test 2       N       2017/11         DW00000265       TT033 - Daily Colour 1000 - Generate Project       N       2017/11         DW00000264       Project Nexh Order - Pretoria       2       Carry out scheduled maintenance on the machine       2017/11																									g a
DW00000204         nds         nds         2017/it           DW00000232         Project - Quotes         N         2017/it           DW00000233         Project - Quotes         N         2017/it           DW00000233         Project - Quotes         N         2017/it           DW00000239         Project Truoxices         N         2017/it           DW00000239         TT072 - 2 Honthly - Call per WO         2         Please resolve this.         N         2017/it           DW00000240         TT013 - Wearly Colour 1000 - Call per WO         2         Scheduled Service         N         2017/it           DW00000241         TT013 - Wearly Hono 1000 - Call per WO         2         Go and service the machine on 21/03/2019         N         2019/it           DW00000257         Parial Issue         N         2017/it         N         2017/it           DW00000260         Work Management - Testing1         3         Work Management - Call test 1         N         2017/it           DW00000261         Work Management - Call test 2         3         Work Management - Call test 2         N         2017/it           DW00000264         Project Work Order - Pretoria         2         Carry out scheduled maintenance on the machine         N         2017/it	ite	teDate	Crea	Status								Note		Priority	P							escription	D	de	wo
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DV00000232         Project - Quotes         N         2017/1           DW0000233         Project Invoices         2         Project Invoices         N         2017/1           DW0000239         TT072 - 2 Monthly - Call per WO         2         Please resolve this.         N         2017/1           DW00000240         TT013 - Weekly Colour 1000 - Call per WO         2         Scheduled Service         N         2017/1           DW00000241         TT013 - Weekly Colour 1000 - Call per WO         2         Go and service the machine on 21/03/2019         N         2019/1           DW00000257         Parial Issue         R         2017/1         2017/1         2017/1           DW00000260         Work Management - Call test 1         N         2017/1         2017/1           DW00000261         Work Management - Call test 2         3         Work Management - Call test 1         N         2017/1           DW00000264         Project Work Order - Pretoria         2         Carry out scheduled maintenance on the machine         N         2017/1           DW00000264         Froject Work Order - Pretoria         2         TT033 - Daily Colour 1000 - Generate Project         N         2017/1           DW00000265         TT033 - Daily Colour 1000 - Generate Project         2         Project Assignment Tes	24	/10/24	2017	N					st	ge unit cor	ies - cha	Deliver	3						cost	nge unit (	chang	eliveries - d	D	000169	DW
DW0000023         Project Invoices         N         2017/           DW00000239         TT072 - 2 Monthly - Call per WO         2         Please resolve this.         N         2017/           DW00000240         TT013 - Weekly Colour 1000 - Call per WO         2         Scheduled Service         N         2017/           DW00000241         TT021 - Yearly Mono 1000 - Call per WO         2         Scheduled Service the machine on 21/03/2019         N         2019/           DW00000257         Parial Issue         2         Parial Issue         N         2017/           DW00000264         Work Management - Call test 1         N         2017/           DW0000264         Project Mono 1000 - Call per WO         2         Go and service the machine on 21/03/2019         N         2017/           DW00000257         Parial Issue         2         Parial Issue         N         2017/           DW00000264         Work Management - Call test 2         N         2017/         2017/           DW00000264         Project Work Order - Pretoria         2         Carry out scheduled maintenance on the machine         N         2017/           DW00000265         TT033 - Daily Colour 1000 - Generate Project         2         TT033 - Daily Colour 1000 - Generate Project         N         2017/      <	0/24	7/10/7	201	N								nds	7									ds	4 n	000020	DW
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DW00000240         TT013 - Weekly Colour 1000 - Call per WO         2         Scheduled Service         N         2017/1           DW00000241         TT021 - Yearly Mono 1000 - Call per WO         2         Go and service the machine on 21/03/2019         N         2019/1           DW00000257         Parial Issue         2         Parial Issue         N         2017/1           DW00000260         Work Management - Call test 1         N         2017/1           DW00000261         Work Management - Call test 2         N         2017/1           DW00000264         Project Work Order - Pretoria         2         Carry out scheduled maintenance on the machine         N         2017/1           DW00000265         TT033 - Daily Colour 1000 - Generate Project         Q         TT033 - Daily Colour 1000 - Generate Project         N         2017/1           DW00000266         Project Assignment Test 1         Q         Project Assignment Test 1         N         2017/1	1/29	//11/2	201	N						es	ct Invoi	Proje	7							ces	voice	roject Inv	3 P	000023	DW
DW00000241         TT021 - Yearly Mono 1000 - Call per WO         2         Go and service the machine on 21/03/2019         N         2019/U           DW00000257         Parial Issue         2         Parial Issue         N         2017/U           DW00000260         Work Management - Testing1         3         Work Management - Call test 1         N         2017/U           DW00000261         Work Management - Call test 2         3         Work Management - Call test 2         N         2017/U           DW00000264         Project Work Order - Pretoria         2         Carry out scheduled maintenance on the machine         N         2017/U           DW00000265         TT033 - Daily Colour 1000 - Generate Project         2         TT033 - Daily Colour 1000 - Generate Project         N         2017/U           DW00000265         Project Assignment Test 1         02         Project Assignment Test 1         N         2017/U	3/12	9/03/1	201	N						this.	e resolv	Pleas	7					r WO	Call per	nthly - O	Mon	T072 - 2 M	9 T	000023	DW
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DW00000260         Work Management - Testing1         3         Work Management - Call test 1         N         2017/1           DW00000261         Work Management - Call test 2         3         Work Management - Call test 2         N         2017/1           DW00000264         Project Work Order - Pretoria         2         Carry out scheduled maintenance on the machine         N         2019/1           DW00000265         T1033 - Daily Colour 1000 - Generate Project         2         T1033 - Daily Colour 1000 - Generate Project         N         2017/1           DW00000266         Project Assignment Test 1         2         Project Assignment Test 1         N         2017/1	3/18	9/03/1	201	N		9	/2019	n 21/03/	chine o	the ma	d servi	Go an	7				er WO	- Call pe	1000	y Mono	early	T021 - Yea	1 T	000024	DW
DW00000261         Work Management - Call test 2         N         2017/1           DW00000264         Project Work Order - Pretoria         2         Carry out scheduled maintenance on the machine         N         2019/1           DW00000265         TT033 - Daily Colour 1000 - Generate Project         2         TT033 - Daily Colour 1000 - Generate Project         N         2017/1           DW00000266         Project Assignment Test 1         2         Project Assignment Test 1         N         2017/1	1/23	//11/2	201	N							Issue	Parial	2								Je	arial Issue	7 P	000025	DW
DW00000264         Project Work Order - Pretoria         2         Carry out scheduled maintenance on the machine         N         2019/           DW00000265         TT033 - Daily Colour 1000 - Generate Project         2         TT033 - Daily Colour 1000 - Generate Project         N         2017/           DW00000266         Project Assignment Test 1         2         Project Assignment Test 1         N         2017/1	1/29	//11/2	201	N				1	all test	ment - C	Manag	Work	3					ng1	- Testi	ement -	ager	Vork Mana	0 V	000026	DW
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DW00000315 test 1 2 test 1 N 2018/:	1/19	3/11/1	201	N								test 1	2									est 1	5 t	000031	DW

The *Ticket Maintain* screen will be displayed.

• Click on *Time Entry*.

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Ho	me Equipm	ent and Loca	tions Co	ontract Finar	ce and HR Invent		nance and P	rojects	Manufa	cturing Procur	ement	Sales	Servio	e Reportir	g Utilities	-	₽ X
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Assigned 1	To: Judith Mu	dzengi   Assi	gned By : J	udith Mudzeng	(Created: 2017/11	/29)	A 11	•									
	Project Assig	gnment Test	1														
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The *Time Logging Express* screen will be displayed.



- 1. **Employee** : This will auto populate with the person currently logged on to the system.
  - **Call** : This will auto populate with the *call number* and *description* if the work order is linked to a call.
  - Work Order : This will auto populate with the *work* order number and description.
  - Equipment : This will auto populate with the *serial number* and *description*<u>if</u> a machine is linked to the work order.
  - Location : This will auto populate with the *location*if a *functional location* is linked to the work order.
- 2. **Status**: The final field in this frame will contain a brief

description of the status of the work e.g. 'Work not started'.

	Ŧ			Time Loggin	g Express - E	3PO: Version 2.1.0.6	9 - TEST	ALPHA - JUDIT	H PC LOCAL				8		2	<
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Start Work		int														
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	-	Judith Mudzengi		•			1									
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#### **START WORK**

• Click on Start Work.



-				Time Loggin	g Express - E	PO: Version 2.1.0.69 - TE	ST ALPHA - JUDIT	H PC LOCAL				3 <b>1</b>		0	×
	Equipmen	t and Locations	Contract	Finance and HR	Inventory	Maintenance and Project	s Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	8	100
	Ľ	3													
art End Wo															
Process	Delah														
Process	.a Print														
Em	ployee	Judith Mudzengi		•											
	Call		•			*									
						· · ·									
Wor	k Order	DWO0000266	•	Project Assignm	ent Test 1	·									
						-									
Equ	ipment			1											
						*									
L	ocation	Main				·*									
						*									
Vork not starte	ed.					-									
						Ψ.									
en Windows 🔻												18 Mar	2019	-	

- The *Time Logging Express* screen will close and you will return to the *Ticket Maintain* screen.
- A *Call Processing* message box will pop up informing you that; *Call No: [] has been released*.
- Click on Ok.



	Ŧ				Ticket Maintai	n - BPO: Ve	ersion 2.1.0.69 -	TEST ALPHA	- JUDITI	H PC LOCA	L			82		$\times$
Hon	ne Equij	Ð	ations C Close Ticket	ontract Finar	ce and HR Inv		aintenance and P es	rojects Man	ufacturin	ng Procure	ement Sale	es Serv	vice Repor	ting Utilities		& X
Proces	5		t "	Current ,	Form	at										
Project Assig	nment Tes	it 1							*		ode DWO					
										WO Refere						
									W	0 Create D		/11/29		•		
						_				WO Prio						
						Call Proces	ising		×	WO T	ype DR					
									W	/ork Order	Customer	Projec	t			
Ticket Thr	ead						Call No: has b	een released.	tes	5						<b>D</b> 4
Enter tex	t to seard	h			•				ad							
								ОК					Date	Time	C	reateDate
	800	8 4	08		-				-							
Assigned T	o: Judith	Mudzengi   Ass	signed By :	Judith Mudzeng	(Created: 2017	/11/29)	^ <sup>+</sup>	•								
	Project As	ssignment Test	1													
							7	4					-			÷
Open Windo	ws 🔻													18 Mar	2019	- /

- The *Call Processing* message will close.
- Exit the *Ticket Maintain* screen.

	Ŧ				Ticket Maintain	BPO: Version	2.1.0.69 - 7	TEST ALPHA	4 - JU	DITH PC LOCA	L				3		×
Hom	ne Equip	ment and Loc	ations C	ontract Finan	ce and HR Inver	tory Mainten	ance and Pr	rojects Ma	nufac	turing Procure	ement	Sales	Service	Reporting	Utilities	-	8 X
Time Entry	Complete Work	Add New Ticket	Close Ticket	Refresh	Save Layout V	Vorkspaces											
Proces	s	a Ticke	t "	Current	Format												
Project Assign	nment Test	1								WO C	ode D	WOOO	00266		1		
										WO Refere	nce p	RJ000	0035		1		
									-	W0 Create D	ate 2	017/1	1/29				
									100	WO Prio					]		
										WO T	ype D	R			]		
										Work Order	Custo	mer	Project				
Ticket Thre	ead							Work Or	ler N	otes							<b>D</b> 4
Enter tex	t to search	6.1.			▼ Fi	nd Clea	r	Drag a col									
			- <b>A</b>					Note					Di	ate	Time	G	eateDate
100-100 No.		8 🖓						9									
Assigned T	o: Judith N	1udzengi   As	signed By :.	Judith Mudzeng	(Created: 2017/1	1/29)	<u>^</u>	•									
	Project As	signment Tesl	1														
. 05 <del>.</del>																	
Open Windo															18 Mar	2010	- F
open windo	WS T														To Mat	2019	- 1



**Important Note:** You cannot start work on a new ticket before ending work on the previous ticket.

- Although details of the current ticket will be displayed in the *Time Log*ging Express screen, the *Start Work* button will be *Inactive* (grey).
- 2. The *work status* of the previous ticket will be displayed.
- 3. Take note of the *work order number*, close this screen and follow the process to end work on the previous ticket.

			Time Logging	g Express - E	PO: Version 2.1.0.69 -	TEST A	ALPHA - JUDIT	H PC LOCAL				8			×
Home Equipmen	nt and Locations Co	ontract	Finance and HR	Inventory	Maintenance and Proj	ects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	Ð	x
Start. End Work Pri		1													
Process Print	t J	7				_									
Employee	Judith Mudzengi		•												
Call	DCN0000091	•	Work Managem	ent - Call tes	*										
Work Order	DWO0000261	•	Work Managem	ent - Call tes	t 2 -										
Employee Call Work Order Equipment Location					*										
Location	Hope Works Gillits 1	8			4										
Work Started on work or	der DWO0000266 on	the 18 Mi	ar 2019 at 14:20:	38.	2										
3					*										
Open Windows 🕶												18 Mar (	2019	4	

#### **END WORK**

If you need to stop the current work, use this *End Work* option. This will book your time for the current work. Remember to type in a **note** regarding what work was done during this time.

If the work <u>is</u> done, then use the **Complete Work** process.

• Click on End Work.



	9							
rt End Work Pr								
Process _ Prin	t "							
Employee	Judith Mudzengi	•						
Call		•		*				
Work Order	DWO0000266	✓ Project Assignme	nt Test 1	-				
Equipment				*				
Location	Main			*				
rk Started on work or	der DWO0000266 on the	18 Mar 2019 at 14:20:3	8.					
				Ŧ				

The Close Open Work screen will be displayed.

### TICKET DETAILS:

- **Employee** : This will auto populated with the person logged on to the system.
- Call or Project : This will auto populate with the Call or Project number and description if the work order is linked to a Call or Project.
- Work Order : This will auto populate with the *work* order number and description.
- Equipment : This will auto populate with the serial number and description if a machine is linked to the work order.
- Location : This will auto populate with the *location* if a *functional location* is linked to the work order.



Work Save Layout	nt and Locations Contract	Finance and HR.	Inventory	Maintenance and Project	s Manufao	turing Procure	ement Sales	Service I	Reporting	Utilities	-	đ
Work Save Layout	A											
ss " Format	A											
	Judith Mudzengi											
Employee	Judith Mudzengi											
				Prior	Work							_
Proje	PRJ0000035	Project Assignme	nt Test 1	Drag	a column he							
					rentRef	WOCode	Description		Status		Status	Desc
Work Order	DWO0000266	Project Assignment	nt Test 1	* PF	20000035	DWO0000266	Project Assign	ment Test 1	0		Open	
				*								
Equipment		]		*								
				-				_				
Location	Main			Tech	Comment							
Work State												
O Unresolved Clier	D Unresolved	C	Resolved									
ectification Code				•								
Comments				*	ification Cor	27 (27 <b>2</b> 20						
				Reci	incation Cor	nment						
Started on work orde	er DWO0000266 on the 18 Ma	ar 2019 at 14:20:38		-								
Windows 🔻				÷ [[						18 Mar	0010	4

#### **PRIOR WORK**

• This section shows you prior work done and the comments logged against this work.

		Close Op	en Work - BPC	O: Version 2.1.0.69 -	TEST ALPHA - J	UDITH PC LOC	AL					$\times$
Home Equip	nent and Locations Contrac	t Finance and HR	Inventory	Maintenance and Pr	ojects Manufac	turing Procur	ement Sales	Service	Reporting	Utilities	-	в ×
End Work Save Layo	ut											
Process " Format												
Employee	Judith Mudzengi			ſ	Prior Work							_
Pro	j¢ PR30000035	Project Assignm	ent Test 1		Drag a column he							
				+	ParentRef	WOCode	Description		Status		Status	Desc
Work Order	DWO0000266	Project Assignm	ent Test 1	*	PRJ0000035	DWO0000266	Project Assign	ment Test 1	0		Open	
Equipment				*								
Location	Main			*	✓ Comment Tech Comment -	2		⊇				÷
Work State	ient 🔘 Unresolve	d (	Resolved									*
Rectification Code				•								
Comments				Â	Rectification Cor	nment						*
Work Started on work or	der DWO0000266 on the 18↑	Mar 2019 at 14:20:3	8.	-								
Open Windows 🕶				-						18 Mar	2019	÷ ,



#### WORK STATE AND RESOLUTION ACTIONS

- 1. Select one of the 3 listed *Work States*.
  - Unresolved (Client) once processed, this call will move to on *Hold*.
  - Unresolved once processed, this call will move to Pending.
  - **Resolved** once processed, this call will move to *Complete*.
- Click on the *down arrow* in the *Rectification Code* field and select from the drop-down menu, the appropriate *Rectification Code*, e.g. 'Replaced Components', 'Parts Delivered and Installed', 'Fixed Machine' etc.
- 3. Type in a relevant *Comment(s)*.
- 4. Click on *End Work*.

-		Close Op	en Work - BPO:	: Version 2.1.0.69 -	TEST ALPHA - J	UDITH PC LOC	AL	-		$\times$
		Finance and HR	Inventory	Maintenance and Pr	ojects Manufac	turing Procure	ement Sales Service F	Reporting Utili	ties —	₽ x
	Judith Mudzengi		Ĩ	F	Prior Work					
Proje	PR30000035	Project Assignm	ent Test 1	1						
				*	ParentRef	WOCode	Description	Status	Status	Desc
Work Order	DW00000266	Project Assignm	ent Test 1	-	PR30000035	DWO0000266	Project Assignment Test 1	0	Open	
Equipment				*						
Location	Main			*	+ Comment					*
Work State	<u> </u>		Resolved			2				*
Comments	Parts Delivered and Installe Work done, client happy wit	P3:			Rectification Cor	nment				*
3 Nork Started on work orde	r DWO0000266 on the 18 M	ar 2019 at 14:20:3	8.							
				-						-
Open Windows 🔻								18	Mar 2019	0 1

You now need to decide whether to end the work without assigning any work to the next person or whether to end the work and assign it to the next person.



#### END WORK WITHOUT ASSIGNING TO THE NEXT PERSON

- A Work Process message will be displayed asking you;
  - Do you wish to assign this to the next person?

		Close Op	en Work - BP	O: Version 2.1.0.69	- TEST ALPHA - J	UDITH PC LOC	AL	-	- 🗆	)
	ent and Locations Contract	Finance and HF	R Inventory	Maintenance and	Projects Manufa	cturing Procur	ement Sales Service	Reporting Util	lities —	8
8 <u>3</u>										
nd Work Save Layou	ıt									
ocess 🦼 Format					· [					
Employee	Judith Mudzengi				Prior Work				//	
Proj	PR30000035	Project Assignn	nent Test 1	*	Drag a column h					
				÷	ParentRef	WOCode	Description	Status	Status	sDesc
Work Order	DW00000266	Project Assignm	nent Test 1	14	PRJ0000035	DWO0000266	Project Assignment Test	1 0	Open	
Fauinment		W	/ork Process							
Equipment		W	fork Process			100				
	-		2 Do	ou wish to assign	this to the next p	erson?				
Location	Main			ou non to using t		_				
Work State										
O Unresolved Clie	ent 🔘 Unresolved				Yes	No				
Rectification Code	Parts Delivered and Installed	d		•						
Comments	Work done, client happy wit	th the work		×.	Rectification Co					
					Recurcation Co	nment				
rk Started on work ord	er DWO0000266 on the 18 Ma	ar 2019 at 14:20:3	38.	-						
				-						
pen Windows 🔻								18	Mar 2019	+

• Click on *No*.

- The Close Open Work Screen will close.
- The *Time Logging Express Screen* will be displayed.
- Note 1: In this example, the *End Work* button is now inactive (greyed out). However, sometimes the *Start Work* button will be greyed out while the *End Work* button is not.
- Note 2: In this example, the work status description notes that work was ended. However, sometimes the work status message will display as *Work <u>started</u> on work order [] on the []* - even if work has been ended.



			Time Loggin	g Express - E	3PO: Version 2.1.0.69 - TES	T ALPHA - JUDIT	TH PC LOCAL				3 <b>—</b>		>
Home Equipme	ent and Locations	Contract	Finance and HR	Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	8
	rint nt	1											
Employee	Judith Mudzengi		•										
Call		÷			*								
Work Order	DWO0000266	·	Project Assignm	nent Test 1	*								
Equipment			1		*								
Location	Main		2		*								
t worked on the 18 N	far 2019 ending at	14:51:38.			*								
			2										

#### END WORK AND ASSIGN TO THE NEXT PERSON

In the *Close Open Work* screen.

- A Work Process message will be displayed;
  - Do you wish to assign this to the next person?
- Click on Yes.



<b>▲</b> =		Clo	e Open Work - BPO: Version	2.1.0.69	- Example Co	mpany			2 <del></del>	
Home Equipmer		ract Finance and HR	Inventory Maintenance and	l Project	Manufactur	ing Procurem	ent Sales Se	rvice Repo	orting Utilities	- ₽ x
Employee	Abigail Milne		]	<b>P</b> ri	or Work					
Proje	PRJ0000071	SP240 New De	al.	- Dr	ag <mark>a column</mark> he					
				-	ParentRef	WOCode	Description	Status	StatusDesc	Rectificatio
Work Order	W00001668	SP240 New De	al.		PRJ0000071	WO0001746	SP240 New	0	Open	
WORKOIDE	100001000				PR30000071	WO0001668	SP240 New	0	Open	
				*	PRJ0000071	WO0001593	Contract Cl	0	Open	
Equipment				÷	PRJ0000071	WO0001313	Retest issu	0	Open	
				-	PR30000071	WO0000286	WS - Weekl	0	Open	
Location	Main			*	PRJ0000071	WO0000206	SP240-2	0	Open	
Location				Ψ.	PRJ0000071	WO0000206	SP240-2	0	Open	
Work State					PRJ0000071	WO0000205	SP240-1	м	Completed	Parts on
O Unresolved Clier	nt 💿 Unreso	olved	O Resolved		PRJ0000071	WO0000205	SP240-1	м	Completed	Parts on
					PR 1000071	W/0000205	SP240-1 -	м	Completed	Parts on
Rectification Code	Parts Requirement			т -т	ch Comment			ar		
Comments	Awaiting specific parts			you wis		is to the next p	verson?			
	1 1100001000 01 01C 1		66 m	_						-

The **Project (or Call) Assignment** screen will be displayed.

• **Assigned To**: Click on the drop-down arrow in this field.



			Proi	iect Assign	ment · Refer	ence No	· PR 1000	0071 - RPO-	Version 2.1.0.6	) - Example Cor	onany						X
bpo	ent and	locations		-						g Procurement		Service	Reporting	Utilities		문	x
and the second		LOCUTIONS	Conduct	Finance an	arec inven	cory me		e and i rojece	5 Pick of Contractor in	ig in rocurement	Jaica	Dervice	reporting	Ouroca			
	Z																
Save Back Save	e Layou	t															
Process a For	mat	4															
Assigned To	-			Ŧ													
	SP240	New Deal.					-										
Detail	36240	New Deals						~									
			1.1														
Assignment Date	1		12:10:3	33 🗘													
Assigned By	Abigail	Milne		•													
	Funct	ional Loca	ition 🥥	Equ	ipment 🔘												
Item	Main																
Location	Main							ah. "									
	Creat	e new Woi	rk Order	L.I.,													
Open Work Orders								1									
			Code	Descript													
		530/03	0001593		t Closure - CO			-									
			0000205		L - Machine In			0									
		WO	0000206	SP240-2	2 - Network se	etup - tes	st ed	7									
Open Windows 🔻														29 May	2019	÷.	

- 1. The *Name* menu will be displayed.
- 2. Select from this list, the *person* you wish to assign this to.



	Ŧ				Pro	ject Assignr	ment ·	Reference	e No ·	PRIOOD	0071 - F	PO-Ve	ersion 2	10.69	- Fya	mnle (	omn	anv				3 <u>-</u>			×
	ome Equip	oment	and Los	rations		Finance and													Service	Ren	ortina	Utilities	0.0450	æ	×
	And Equi	_	-	Cardonia	Contradict	THE COLOR	a tris	inventory	C. Crean	100110110	c and m	Jeeta	THERE	staring	1 - 1 - 0	ocus cris	416	Juica	Jervice	, rep	orung	oundes	_		
	9	2	~				6	1																	
Save E	Back S	ave Li	ayout				7																		
Process	4	Forma	at "				1																		_
	ssigned 1	To T				-	L																		
	Deta	-	) A	Name			-			_															
	Deta	2	4 Ab	igail Miln			n				-														
		2		linda Sha anca Du																					
		7		rolina Li iris Hayn			U																		
50 N		2	1 Ja	de River	S						4														
Assign	iment Dat		3 Jo K	el James			-	2																	
A	ssigned E		<u> </u>				111	2																	
		F	unction	nal Loca	ation 🍥	Equ	ipmer	nt O																	
	Ite	m M	lain																						
	Locatio	on M	lain								-														
		6	reate r	ew Wo	rk Order																				
Open W	ork Orde	-	100000000		10.0001.000				1																
		D	rag a co					umn		1	1														
					Code 0001593	Descript		re - CO00	00000	2															
					0001595			hine Instal			0														
					0000206			vork setup			+														
Open Wind	lows <del>•</del>																					29 May	2019	÷	11.

- **Detail**: This will auto populate but you can edit the text, if required.
- Assignment Date: This will auto populate with the current date and time.
  - **Date**: You can either type in or click on the drop-down arrow and use the calendar function to select an alternative date, if required.
  - **Time**: You can either type in or use the directional arrows to select an alternative time, if required.
- Assigned By: This will auto populate with the person currently logged on to the system but you can click on the drop-down arrow and select an alternative person, if required.



- Functional Location or Equipment: This will populate depending on whether the call, project or work order selected, is linked to a location or a machine.
- Item and Location: This will populate depending on whether the call, project or work order selected, is linked to a location or a machine.

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities Utilities Image: Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities Image: Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities Image: Contract Finance <th>x</th>	x
Save Bock Save Layout Process Format  Assigned To Belinda Sharman  Detail SP240 New Deal.  Assignment Date 30 May 2019  12:10:33  Assigned By Abigal Mine  Functional Location  Equipment  Item Main	
Detail       SP240 New Deal.         Assignment Date       30 May 2019 •         Assigned By       Abigal Mine         Functional Location @       Equipment ©         Item       Main	
Detail       SP240 New Deal.         Assignment Date       30 May 2019 •         Assigned By       Abigal Mine         Functional Location @       Equipment ©         Item       Main	
Assignment Date 30 May 2019  12:10:33 Assigned By Abigal Mine Functional Location  Equipment Item Main	
Assigned By Abigail Milne   Functional Location  Equipment  Hain	
Functional Location (a)     Equipment ()       Item     Main	
Item Main	
Location Main	
Create new Work Order	
Open Work Orders Drag a column header here to group by that column	
WOCode Description	
▶ W00001593 Contract Closure - C0000009	
WO0000205 SP240-1 - Machine Installations	
WO0000206 SP240-2 - Network setup - test ed *	
Open Windows ▼ 29 May 2019	

You now need to decide whether to create a new work order or whether to select an existing open work order.

#### **CREATE NEW WORK ORDER**

- Tick the Create new Work Order check box to create a new work order that you will assign to the selected person.
- 2. Click on *Save*.



Item Main Location Main Create new	tions Contract	iject Assignment : Finance and HR							Service	Reporting	Utilities	-	đ
Save Layout Process Format  Assigned To Belinda Shar Detail SP240 New  Assignment Date 30 May 201  Assigned By Abigal Mine  Location Main  Create neu Open Work Orders Drag a colu	rman		Inventory		and Hojees	indicator accorning	rocarchiene	Juica	- Der vice	reporting	Ouroes		
Assigned To Belinda Shar Detail SP240 New I SP240 New I Assignment Date 30 May 2011 Assigned By Abigal Mine Functional Item Main Location Main Create new Open Work Orders		•											
Detail     SP240 New I       Assignment Date     30 May 2011       Assigned By     Abigal Mine       Location     Main       Location     Main       Open Work Orders     Image a column       Image a column     Image a column													
Assigned By Abigal Mine Functional Item Main Location Main Open Work Orders													
Open Work Orders		38 ‡											
Location Main Create new Open Work Orders	al Location 🍥	Equipmer	nt O										
Open Work Orders													
	w Work Order	to group by that col	-1	-/									
	WOCode	Description											
	WO0001668	SP240 New De	al.	-	S								
	WO0001746	SP240 New De	al.	(	)								
				-	r .								
ipen Windows 🔻											29 May		

You will return to the *Time Logging Express* screen.

- The *Start Work* button will be greyed out while the *End Work* button is not.
- The work status message may display as *Work <u>started</u> on work order [] on the []*, even if work was ended.
- 3. Exit the screen.



Ŧ		Time Logging Exp	ress - BPO: Version 2.1.0.69	- Example Con	npany			80-00	
Home Equipment	int 1	ance and HR Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales S	ervice Reporting	Utilities	3
	Abigail Milne	•							
Call	•		*						
Work Order	WO0001668 •	SP240 New Deal.	*						
Equipment									
Location	Main	8	4. 4						
ork Started on work or	der W00001668 on the 30 May	2019 at 13:46:43.			2				
n Windows <del>*</del>								29 May	2019

You will return to the *Ticket Maintain* screen.

• *Exit* this screen.



<b>→</b> <sup>∓</sup>			Ticket	Maintain - E	PO: Versi	on 2.1.	0.69 - E	xample Co	mpany				25-25		$\times$
Home Equipme	nt and Locations	Contract Fina	ance and HR Ir	ventory Ma	aintenance	and Pr	ojects	Manufactu	ring Procurem	ent Sales	Service	Repor	ting Utilities	- 1	₽ X
Time Entry Complete Work	Add New Clor Ticket Tick	se Refresh	Save Layo	ut Workspa	ices										
Process "	Ticket	a Current	a Fi	ormat											
SP240 New Deal.								-	wo	Code WO	0001668				
									W0 Refer	ence PRJ	0000071				
									WO Create	Date 201	8/05/24		•		
										ority 2					
									wo	Type DR					
									Work Order	Custome	er Proje	set			
Ticket Thread							Work	Order Not							<b>—</b> #
Enter text to search			•	Find	Clear		Draga						/		
chief text to search				гни	Ciedi		No	te		Dat	e	Time	CreateDate	Amen	dDate
	<b>Q</b> 1 (?)	F					9								
Assigned To: Abigail Mile	ne   Assigned By	Abigail Milne (Cre	eated: 2018/05/	24)		~ ^	*								
SP240 New D	eal.														
						+	4 =								) F
Open Windows 🔻													29 May 3	2019	

You will return to the *My Tickets* screen.

• Here you can view the *new work order*.



s Format Current Export	
D0283     W00001604     Site Inspection required     2     Machine Installation     2018/10/29     Abigail Milne     Theo Peterson	
0578 W00001687 Return machine from co 2 Return all from sho 2018/07/24 Abigail Milne Theo Peterson	
2 Scheduled Service 2018/08/07 Abigail Milne Bianca Du Toit	
00027 PW00000084 TT003 - Monthly - Call p 2 Scheduled Service 2018/08/07 Abigail Milne Belinda Sharman	
0582 W00001694 TT009 - Daily, Mono 100 2 Scheduled Service 2018/08/07 Abigail Milne Belinda Sharman	
W00001746         SP240 New Deal.         2 SP240 New Deal.         2019/04/12         Theo Peterson         Abigail Milne	
00301 W00001751 Installation Project 1 2 Installation Project 1 2019/04/12 Abigail Milne Belinda Sharman	
00304 W00001754 Installation Project 4 2 Installation Project 4 2019/04/12 Abigail Milne Belinda Sharman	
00305 W00001757 Installation Project 5 2 Installation Project 5 2 Installation Project 5 2019/04/12 Abigail Milne Belinda Sharman	
W00001771         SP240 New Deal.         2         SP240 New Deal.         2019/05/30         Abigail Milne         Belinda Sharman	

#### **SELECT EXISTING OPEN WORK ORDER**

Instead of creating a <u>new</u> work order for the person you wished to assign the work order to, you could select an <u>existing</u> open work order to assign.

- Note: You <u>cannot</u> choose a work order that was previously assigned to someone.
- In the Close Open Work screen, select Yes in the Work Process message box.



		Close	e Open Work - BPO: Versio	n 2.1.0.6	9 - Example Co	ompany			10-00	o ×
Home Equipme		: Finance and HR	Inventory Maintenance a	nd Projec	ts Manufactur	ing Procurem	ent Sales Se	rvice Rep	orting Utilities	_ & ×
Employee	Abigail Milne			ГF	rior Work					
Proje	PRJ0000071	SP240 New Dea	L.		irag <mark>a column</mark> he					
				+	ParentRef	WOCode	Description	Status	StatusDesc	Rectificatio
Work Order	W00001559	SP240 New Dea	É.		PRJ0000071	WO0001771	SP240 New	0	Open	
work order	100001000	Direno ricel Dea			PR30000071	WO0001746	SP240 New	0	Open	
					PRJ0000071	WO0001668	SP240 New	м	Completed	Awaiting
Equipment					PRJ0000071	WO0001668	SP240 New	м	Completed	Awaiting
				*	PRJ0000071	WO0001668	SP240 New	м	Completed	Awaiting
Location	Main			-	PRJ0000071	WO0001668	SP240 New	м	Completed	Awaiting
Location				7	PRJ0000071	WO0001668	SP240 New	м	Completed	Awaiting
Work State		Work Pr	ocess			0001668	SP240 New	м	Completed	Awaiting
O Unresolved Clie	nt 💿 Unresolve	d				0001668	SP240 New	м	Completed	Awaiting
Rectification Code	Parts Requirement	?	Do you wish to assign t	his to th	e next person?	100 1668	SP740 New	M	Completed	∆waiting ⊧
Comments	Awaiting specific parts deli	very.		Yes	No Rectification Con	nment				A T
Vork Started on work orde	er WO0001668 on the 30 M	ay 2019 at 13:46:43		*					29 May 20	

The *Project* or *Call Assignment* screen will be displayed.

- Click on the *check box* in front of the *open work order* that you wish to assign on to the *assignee*.
- 2. Click on *Save*.



	Ŧ			Project /	Assignment	: Reference	No. : PRJ000	00071 - BPO: \	/ersion 2.1.0.69 -	Example Com	pany			200			×
0	Home Equi	pment and Loca	tions Contr	act Fina	ance and HR	Inventory	Maintenanc	e and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	Ð	х
Save Proce		iave Layout															
1		Bianca Du T ail SP240 New	1967-0		•			*									
Assi		te 30 May 201 By Abigail Milne	1	5:10:20	÷ •												
	Ite	Functiona m Main	l Location (	0	Equipmo	ent 🔘											
	Locatio	on Main						* *									
		Create ne	w Work Ord	ler 🗌													
Open	Work Orde	<b>rs</b> Orag a colu	mn header h	ere to gro	oup by that c	olumn	-/	1									
			WOCode	ſ	Description												
			WO000166		SP240 New D			*									
		•	WO000174		SP240 New D			0									
			WO00017	71 9	SP240 New D	eal.		*									
Open W	/indows 🔻													29 May	2019	-4 	11.

The *Project* or *Call Assignment* screen will close and you will return to the *Time Logging Express* screen.

- 1. You will note that the *Start Work* button is 'inactive' (greyed out) but the *End Work* button is 'active'.
- 2. The Work Status text box may display "Work started....."
- 3. *Exit* the screen.



		Time Lo	ogging Expr	ess - BPO: Versio	n 2.1.0.69	- Example Cor	npany					
Home Equipmen	t and Locations Contract							Sales	Service	Reporting	Utilities	- 8 >
	int 1											3
Employee	Abigail Milne	Ŧ										
Call		•			*							
Work Order	WO0001746	▼ SP240 New De	al.		ж т							
Equipment					4							
Location	Main	82 			*							
Work Started on work or	der WO0001668 on the 30	May 2019 at 13:46:	43.		*							
Open Windows 🔻											29 May	1019

You will return to the *Ticket Maintain* screen.

• *Exit* this screen.



Ticket Maintain - BPO: Version 2.1	).69 - Example Com	pany			10-10	
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and P Time Entry Complete Work Work Add New Close Ticket Ticket	ojects Manufacturin	g Procurement	Sales S	Service Rep	worting Utilities	- 8
Process J Ticket J Current J Format J P240 New Deal.	4	WO Code WO Reference WO Create Date WO Priority WO Type Work Order	PRJ000 2019/0 2	00071	-	
Ticket Thread	Work Order Notes		some	Floject		
Enter text to search   Find Clear  Find Clear  Find Clear  Find Clear  SP240 New Deal.  SP240 New Deal.	Note		Date	Time	CreateDate	AmendDate
∽ Doen Windows ▼	1				29 May	

You will return to the *My Tickets* screen.

• Her you can view the **open work order** that has been assigned on.



Process A Format A Current Export A Drag a column header here to group by that column						Export	Refresh	Vorkspaces Save Filter R	Save Layout	it Complete
CallReference         WOCode         Description         Priority         Note         CreateDate         CreateBy         AssignedTo         Status         Read           PRJ0000283         W0001604         Site Inspection required         2         Machine Installation         2018/07/24         Abigail Hilne         Theo Peterson         N         No           PRJ0000263         W00001667         Return machine from co         2         Return all from sho         2018/07/24         Abigail Hilne         Theo Peterson         N         No           PCN0000026         PW0000064         3H5 - 3 Month Service         2         Scheduled Service         2018/08/07         Abigail Hilne         Bleinda Sharman         N         No           PCN0000027         PW00000084         TT003 - Monthly - Call p         2         Scheduled Service         2018/08/07         Abigail Hilne         Belinda Sharman         N         No           PRJ0000071         W00001764         TT009 - Daily, Mono 100         2         Scheduled Service         2018/08/07         Abigail Hilne         Belinda Sharman         N         No           PRJ0000071         W00001765         SP240 New Deal         2         SP240 New Deal         2019/05/30         Abigail Hilne         Belinda Sharman         N<						Export _	irrent 🚽	Format _ Cu		
PR30000283         W0001604         Site Inspection required         2         Machine Installation         2018/10/29         Abigal Milne         Theo Peterson         N         No           PR30000283         W00001604         Site Inspection required         2         Machine Installation         2018/10/29         Abigal Milne         Theo Peterson         N         No           CK0000026         PW0000064         3H5 - 3 Month Service         2         Scheduled Service         2018/08/07         Abigal Milne         Bianca Du Toit         N         No           PCN0000026         PW0000064         TT003 - Monthhy - Call p         2         Scheduled Service         2018/08/07         Abigal Milne         Belinda Sharman         N         No           PR3000071         W00001647         TT009 - Daily, Mono 100         2         Scheduled Service         2018/08/07         Abigal Milne         Belinda Sharman         N         No           PR3000071         W00001746         SP240 New Deal         2         SP240 New Deal         2019/05/30         Abigal Milne         Belinda Sharman         N         No           PR30000301         W00001754         Installation Project 1         Z         Installation Project 1         2         Installation Project 4         2019/04/12										
PRJ0000283         W0001604         Site Inspection required         2         Machine Installation         2018/10/29         Abigail Hilne         Theo Peterson         N           CN0000578         W00001687         Return machine from co         2         Return all from sho         2018/07/24         Abigail Hilne         Theo Peterson         N         No           PCN0000026         PW0000064         3H5 - 3 Month Service         2         Scheduled Service         2018/08/07         Abigail Hilne         Bianca Du Toit         N         No           PCN0000027         PW0000064         TT003 - Monthly - Call p         2         Scheduled Service         2018/08/07         Abigail Hilne         Belinda Sharman         N         No           PCN00000582         W00001764         TT009 - Daily, Mono 100         2         Scheduled Service         2018/08/07         Abigail Hilne         Belinda Sharman         N         No           PRJ0000071         W00001751         Installation Project 1         2         SP240 New Deal.         2019/05/30         Abigail Hilne         Belinda Sharman         N         No           PRJ00000301         W00001751         Installation Project 1         2019/04/12         Abigail Hilne         Belinda Sharman         N         No	s Read Custom	Status	AssignedTo	CreateBy	CreateDate	Note	Priority	Description	WOCode	CallReference
CN0000578         W00001687         Return machine from co         2         Return all from sho         2018/07/24         Abigail Milne         Theo Peterson         N         No           PCN0000026         PW0000064         3H5 - 3 Month Service         2         Scheduled Service         2018/08/07         Abigail Milne         Bianca Du Toit         N         No           PCN0000027         PW0000064         TT003 - Monthly - Call p         2         Scheduled Service         2018/08/07         Abigail Milne         Belinda Sharman         N         No           PCN00000582         W00001764         TT009 - Daily, Mono 100         2         Scheduled Service         2019/05/30         Abigail Milne         Belinda Sharman         N         No           PRJ0000071         W00001751         Instaliation Project 1         2019/05/30         Abigail Milne         Belinda Sharman         N         No           PRJ0000301         W00001751         Instaliation Project 1         2019/05/30         Abigail Milne         Belinda Sharman         N         No           PRJ0000301         W00001754         Instaliation Project 4         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PRJ0000305         W00001757         Instaliation Project 5 </td <td></td>										
PCN0000026         PW00000064         3H5 - 3 Month Service         2         Scheduled Service         2018/08/07         Abigail Milne         Bianca Du Toit         N         No           PCN0000027         PW0000084         TT003 - Monthly - Call p         2         Scheduled Service         2018/08/07         Abigail Milne         Belinda Sharman         N         No           CM0000582         W0001754         TT009 - Daily, Mono 100         2         Scheduled Service         2019/05/30         Abigail Milne         Belinda Sharman         N         No           PRJ0000071         W00001754         Tstallation Project 1         2019/05/30         Abigail Milne         Bianca Du Toit         N         No           PRJ0000301         W00001754         Installation Project 1         2019/05/30         Abigail Milne         Belinda Sharman         N         No           PRJ0000304         W00001754         Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PRJ0000305         W00001757         Installation Project 5         2019/04/12         Abigail Milne         Belinda Sharman         N         No	No HOPOO	N	Theo Peterson	Abigail Milne	2018/10/29	Machine Installation	2	Site Inspection required	W00001604	PRJ0000283
PCN0000027         PW0000084         TT003 - Monthly - Call p         2         Scheduled Service         2018/08/07         Abigail Milne         Belinda Sharman         N         No           CN0000582         W00001694         TT009 - Daily, Mono 100         2         Scheduled Service         2018/08/07         Abigail Milne         Belinda Sharman         N         No           PR30000071         W00001765         SP240 New Deal.         2         SP240 New Deal.         2019/05/30         Abigail Milne         Bianca Du Toit         N         No           PR30000301         W00001751         Installation Project 1         2         Installation Project 1         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PR30000304         W00001754         Installation Project 4         2         Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PR30000305         W00001757         Installation Project 5         2         Installation Project 5         2019/04/12         Abigail Milne         Belinda Sharman         N         No	No HOPOO	N	Theo Peterson	Abigail Milne	2018/07/24	Return all from sho	2	Return machine from co	W00001687	N0000578
CN0000582         W00001694         TT009 - Daily, Mono 100         2         Scheduled Service         2018/08/07         Abigail Milne         Belinda Sharman         N         No           PRJ0000071         W0001746         SP240 New Deal.         2         SP240 New Deal.         2019/05/30         Abigail Milne         Bianca Du Toit         N         No           PRJ00000301         W00001751         Installation Project 1         2         Installation Project 1         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PRJ0000304         W00001754         Installation Project 4         2         Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PRJ0000305         W00001757         Installation Project 5         2         Installation Project 5         2019/04/12         Abigail Milne         Belinda Sharman         N         No	No SAMO	N	Bianca Du Toit	Abigail Milne	2018/08/07	Scheduled Service	2	3MS - 3 Month Service	PW00000064	PCN0000026
PR30000071         W00001746         SP240 New Deal.         2         SP240 New Deal.         2019/05/30         Abigail Milne         Bianca Du Toit         N         No           PR30000301         W00001751         Installation Project 1         2         Installation Project 1         2019/04/12         Abigail Milne         Beinda Sharman         N         No           PR30000304         W00001754         Installation Project 4         2         Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PR30000305         W00001757         Installation Project 5         2         Installation Project 5         2019/04/12         Abigail Milne         Belinda Sharman         N         No	No SAMO	N	Belinda Sharman	Abigail Milne	2018/08/07	Scheduled Service	2	TT003 - Monthly - Call p	PW00000084	CN0000027
PR30000301         W00001751         Installation Project 1         2         Installation Project 1         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PR3000304         W00001754         Installation Project 4         2         Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PR3000305         W00001757         Installation Project 5         2         Installation Project 5         2019/04/12         Abigail Milne         Belinda Sharman         N         No	No HOPOO	N	Belinda Sharman	Abigail Milne	2018/08/07	Scheduled Service	2	TT009 - Daily, Mono 100	W00001694	N0000582
PR20000304         W00001754         Installation Project 4         2         Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PR3000305         W00001757         Installation Project 5         2         Installation Project 5         2019/04/12         Abigail Milne         Belinda Sharman         N         No	No TIA00	N	Bianca Du Toit	Abigail Milne	2019/05/30	SP240 New Deal.	2	SP240 New Deal.	W00001746	PRJ0000071
PRJ0000305 W00001757 Installation Project 5 2 Installation Project 5 2019/04/12 Abigail Milne Belinda Sharman N No	No HOPOO	N	Belinda Sharman	Abigail Milne	2019/04/12	Installation Project 1	2	Installation Project 1	W00001751	PRJ0000301
	No HOPOO	N	Belinda Sharman	Abigail Milne	2019/04/12	Installation Project 4	2	Installation Project 4	W00001754	PRJ0000304
PRJ0000071         W00001771         SP240 New Deal.         2         SP240 New Deal.         2019/05/30         Abigail Milne         Theo Peterson         N         No	No HOP00	N	Belinda Sharman	Abigail Milne	2019/04/12	Installation Project 5	2	Installation Project 5	W00001757	PRJ0000305
	No TIA00	N	Theo Peterson	Abigail Milne	2019/05/30	SP240 New Deal.	2	SP240 New Deal.	W00001771	PRJ0000071

# **VIEW UPDATED TICKET THREAD**

- Select the *ticket* that you have just re-assigned.
- Click on *Edit* .



Edit Complete Work		÷	Refresh	Export				
ag a column hea CallReference	der here to group b WOCode	y that column Description	Priority	Note	CreateDate	CreateBy	AssignedTo	-/
PRJ0000283 CN0000578 PCN0000026 PCN0000027	W00001604 W00001687 PW00000064 PW00000084	Site Inspection required Return machine from co 3M5 - 3 Month Service TT003 - Monthly - Call p		<ul> <li>Machine Installation</li> <li>Return all from sho</li> <li>Scheduled Service</li> <li>Scheduled Service</li> </ul>		Abigail Milne Abigail Milne Abigail Milne Abigail Milne	Theo Peterson Theo Peterson Bianca Du Toit Belinda Sharman	
CN0000582 PRJ0000071 PRJ0000301 PRJ0000304	W00001694 W00001746 W00001751 W00001754	TT009 - Daily, Mono 100 SP240 New Deal. Installation Project 1 Installation Project 4		<ol> <li>Scheduled Service</li> <li>SP240 New Deal.</li> <li>Installation Project 1</li> <li>Installation Project 4</li> </ol>		Abigail Milne Abigail Milne Abigail Milne Abigail Milne	Belinda Sharman Bianca Du Toit Belinda Sharman Belinda Sharman	
PRJ0000305 PRJ0000071	W00001757 W00001771	Installation Project 5 SP240 New Deal.		<ol> <li>Installation Project 5</li> <li>SP240 New Deal.</li> </ol>	2019/04/12 2019/05/30	Abigail Milne Abigail Milne	Belinda Sharman Theo Peterson	

The *Ticket Maintain* screen will be displayed.

- In the *Ticket Thread* frame, you can see that there are now **2** tickets in the thread, the one assigned to yourself and the one you have assigned on to another person.
- *Exit* the screen.



Work Ticket   Process   Ticket   Carrent   Format     W0 Code   W00001746   W0 Reference   R2000071   W0 Create Date   D19/04/12   W0 Priority   Z     W0 Code   W0 Priority   Z     W0 Code   W0 Priority   Z     W0 Priority   Z     Work Order     Work Order     Vork Order <th></th> <th></th> <th></th> <th>Ticket Maintain - BPC</th> <th>): Version 2.1</th> <th>.0.69 - Example Co</th> <th>mpany</th> <th></th> <th></th> <th>10-10</th> <th></th>				Ticket Maintain - BPC	): Version 2.1	.0.69 - Example Co	mpany			10-10	
The Entry Complete Wek Add New Oose Todat   Process Todat   SP240 New Desl.   SP240 New Desl.     The Entry Complete Wok   Work Order Lottome Project   Work Order To: Banca Du Tott   Assigned By :Abigal Mine (Created: 2019)05/20)     SP240 New Desl.     SP240 New Desl.     Table:     SP240 New Desl.     SP240 N	Home Equipme	nt and Locations Cor	ntract Finance and	HR Inventory Mainte	enance and P	rojects Manufactur	ring Procurement	Sales S	ervice Repo	rting Utilities	- 8 ×
Work Ticket   Process   Ticket   Current   Format     W0 Code   W00001746   W0 Reference   R0000071   W0 Create Date   D19/04/12   W0 Priority   Z     W0 Code   W0 Priority   Z     W0 Code   W0 Priority   Z     Work Order   Work Order   Note   Date   TreateDate   SP240 New Deal.	<b>i</b> 🐼	🔂 😢		2							1
Process Ticket Current Format SP240 New Deal. Wo Code W00001746 Wo Create Date 2019/04/12 Wo Create Date 2019/04/12 Work Order Toter to group by that column Note Ticket Thread Enter text to search Find Clear Note Date Time CreateDate AmendDate SP240 New Deal. Assigned To: Abigai Mine (Assigned By :Theo Peterson (Created: 2019/05/30) SP240 New Deal. Assigned To: Abigai Mine [ Assigned By :Theo Peterson (Created: 2019/05/12) SP240 New Deal.	Time Entry Complete		Refresh Sa	ive Layout Workspaces							
W0 Code w00001746 W0 Reference PR3000071 W0 Create Date 2019/04/12 W0 Priority 2 W0 Type DR Work Order Lustomer Project Tricket Thread Enter text to search Enter text to search Find Clear Cose a colum header here to group by that colum Note Date Time CreateDate AmendDate S2240 New Deal.			Current "	Format	*						2
Wo Create Date 2019/04/12   WO Priority 2   Work Order Oustomer   Project Work Order   Work Order Oustomer   Project Project     Vorke Order Note     Project     Note     Date     Time     Oragia     Control     Stabled     Sp240 New Deal.     Sp240	SP240 New Deal.					- A	W0 Code	WO000	1746		
WO Priority 2 Wo Type R Work Order Customer Project Work Order Notes • • • • • • • • • • • • • • • • • • •							WO Reference	PRJ000	0071		
Wo Type   Ticket Thread     Enter text to search     Find     Drag a column header here to group by that column     Note     Date     Time        Sp240 New Deal.							WO Create Date	2019/0-	4/12	•	
Ticket Thread     Enter text to search     Find     Drag a column header here to group by that column     Note     Date     Time        Assigned To: Abigail Mine   Assigned By :Theo Peterson (Created: 2019/05/30)     SP240 New Deal.     SP240 New Deal.     SP240 New Deal.							20805 V-812 1900/2010 V				
Ticket Thread     Enter text to search     Find     Drag a column header here to group by that column     Note     Date     Time     CreateDate     Assigned To:     Bianca Du Toit   Assigned By :Abigal Milne (Created: 2019/05/30)     SP240 New Deal.     SP240 New Deal. <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>WO Type</td> <td>DR</td> <td></td> <td></td> <td></td>							WO Type	DR			
Enter text to search  Find Clear  Drag a column header here to group by that column  Note Date Time CreateDate AmendDate  SP240 New Deal.						-	Work Order Cu	stomer	Project		
Image: Second Secon	Ticket Thread					Work Order Not	es				<b>—</b> #
Constraints of the second	Enter text to search			▼ Find	Clear	Drag a column hea	ader here to group by				
Assigned To: Bianca Du Toit   Assigned By :Abigail Milne (Created: 2019/05/30)  SP240 New Deal.  SP240 New Deal.  SP240 New Deal.  SP240 New Deal.		<b>_</b> A			0			Date	Time	CreateDate	AmendDate
SP240 New Deal.			te danker Zerena de	2010/05/202	- [00						
Assigned To: Abigai Mine   Assigned By :Theo Peterson (Created: 2019/04/12)	Assigned To: blanca bu	TOIL   Assigned by tAL	igali Mille (Createu:	2019/05/50)	_				1		
SP240 New Deal.	SP240 New [	Deal.					v				
SP240 New Deal.											
	Assigned To: Abigail Mil	ne   Assigned By :Theo	Peterson (Created:	2019/04/12)	^						
	10000 L 1000 L 100	s //									
	SP240 New 0	Jeal.									
- +											
	Open Windows 🔻				*	1				20 May 1	2010 <sup>(1)</sup>

## **PRINT WORK ORDER REPORT**

- Select the ticket you wish to print a work order report for.
- Click on *Edit*.
  - In this image, *DWO000067* was selected.

**Note**: You can do this process once you have **started** or **ended** work without first exiting the *Time Logging Express* screen first.



			iviy fickets - BPC	version 2.1	.0.69 - TEST ALPH	A - JUDITH PC	LUCAL						×
Home	Equipment and Locations	Contract Finance a	and HR Inventor		ince and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	8
				RESH									
Edit Compl		aces Save Filter	Refresh	Export									
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Process	a Pormat	A	current a	export a							/		
ag a column h													
WOCode	Description					Priority	Note						
DWO000000	4 1234					2	1234						
DW000000							Procure parts		for the	scheduled	maintena	nce	
DW000000							Scheduled Se	0.000					
DW000000	•	-					Do maintena	nce work	on the	25/04/201	9		_
DWO000008							Needed today						
DW000001			nor WO				TT008 - Mono			00 Calles	- 100		
DW000001							TT008 - Piolic TT009 - Daily				rwo		
DW000001							TT002 - Weel			i per iro			
DW000001							TT003 - Mont						
DW000001	33 3MS - 3 Month Servi	ce				2	Scheduled Se	rvice					
DWO000013	8 ndr1					2	ndr1						
DW000001	40 nds					2	nds						
DW000001	49 ndrmg					2	ndrmg						
DW000001	50 ndrsa					2	ndrsa						
C													
oen Windows	•										18 Mar	2019	

- The *Ticket Maintain* screen will be displayed.
- Click on *Time Entry*.

Ticket Maintain - BPO: Version 2.1.0.69	- TEST ALP	HA - JU	DITH PC LOCA	L						×
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and	Projects	Manufac	turing Procure	ement	Sales	Service	Reporting	Utilities	-	₽ ×
Ime Entry         Ime Entry <t< th=""><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></t<>										
Process a Ticket a Current a Format a										
TT002 - Weekly - Call per WO		-	WO C	ode D	WO000	0067				
			WO Refere	nce D	CN0000	0032				
			WO Create D	ate 20	017/06	/14				
			WO Prio							
			WO T	ype St	И					
			Work Order	Custor	ner	Call				
Ticket Thread	Work	Order N	otes							<b>□</b> 4
Enter text to search	Drag a									
	Not	e				Da	ate	Time	Cr	eateDate
	9									
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2019/03/18)	]									
Assigned To: James Magombo   Assigned By :Judith Mudzengi (Created: 2017/07/12)										
Scheduled Service										Þ
Open Windows 🕶								18 Mar	2019	÷ /



- The *Time Logging Express* screen will be displayed.
- Click on **Print**.

		Time Logging Express - BPO: Version	2.1.0.69 - TES	r alpha - Judit	H PC LOCAL				<u></u>			×
Home Equipment		Finance and HR Inventory Maintenanc	e and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	8	×
📀 😣 🛓	9											
Start End Work Pr Work	10/211											
Process a Prin	it "											
Employee	Judith Mudzengi	*										
(a) 1001	DCN0000032 -	TT002 - Weekly - Call per WOCall created	as 🔺									
		draft, because there is no email address fi the technician.	er 🗸									
Work Order	DWO0000067 -	TT002 - Weekly - Call per WO	*									
			-									
Equipment	14256154	SP2020 Alternate Copier	-									
			+									
Location			*									
Wed. Chested as well as	der DWO0000067 on the 18 M											
Work Started on work or	der DWO0000067 on the 18 M	ar 2019 at 14:57:02.	÷									
1			-									
Open Windows 🕶									18 Mar 3	2019		11.

- A *Report Generation* message will be displayed asking you;
- Do you want to print the WO Report for WO [ ]?
- Click on Yes.



-			Time Loggir	ig Express - E	3PO: Version 2.1.0.69 - TEST	ALPHA - JUDIT	H PC LOCAL				31 <u>—</u>		×
Home Equipment	nt and Locations	Contract	Finance and HR	Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	B
	2												
t End Work Pr													
k													
Process _a Prin	t a												
Employee	Judith Mudzengi		*										
10 A.C.V. 1	DCN0000032	÷	TT002 - Week	v - Call per W	OCall created as								
Call	DCN0000032		draft, because the technician.	there is no er	mail address for								
Work Order	DWO000067	•	TT002 - Week	y - Call per W	0								
5			Report Generati	on		×							
Equipment	14256154												
			Do you want to	print the W	O report for WO DWO0000	067?							
Location													
					Yes	lo							
rk Started on work or	der DWO0000067	on the 18											
					*								
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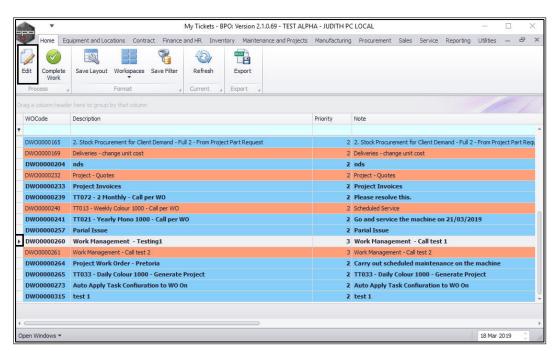
- The *Work Order Report* will be displayed.
- You can save, print or email this report.
- Click on *Close* to exit this screen.

WOBarcode       Consolidated       Tel No. :         WOBarcode       Consolidated       Tel No. :         With Barcode       Consolidated       Tel No. :         Code:       Collodate:       Tel No. :         Code:       Collodate:       Tel No. :         Shipping Address:       1:ststreet       Call Date:       1:4 Jun 2017 08:00         F       Call Ref:       CON00000202       Collodate:       Collodate:         Model No:       Spring Address:       1:ststreet       Call Date:       1:4 Jun 2017 08:00         Colo       Colloc:       Wo Coloco       Call Ref:       DCN0000002         Model No:       Spring Address:       1:ststreet       Call Ref:       DCN0000002         Contract No:       Co.D       Inclusions:       Model No:       Spring Volume:
Code:       Code:       Contact:       Sen         Area:       Main       Priority:       2         Billable:       NO       NO       Coll Date:       14 Jun 2017 08:00         Shipping Address:       1ststreet       Call Date:       14 Jun 2017 08:00         Town       Call Pate:       12 Serial No:       12 Serial No:         Model No:       SP2020ALT       Error Code:         0000       WO Code:       DW00000067         Machine Location:       Hillcrest       WO Desc:       TT02- Weekly - Call per WO
Town         Call Ref.:         DCN0000032           -         Serial No.:         14256154           Model No.:         SP2020ALT           Error Code :         0000           WO Code :         DW0000067           Machine Location :         Hillcrest         WO Desc :         TT02 - Weekly - Call per WO
Stock Requested



# **COMPLETE WORK**

- You can use this functionality once your work has been *completed*, or if you can no longer continue with the work if, for example, you are waiting for a Parts Requirement or you are awaiting client confirmation.
- Select the ticket you want to complete work for.
- Click on *Edit*.



• In this image, *DWO0000260* was selected.

- The *Ticket Maintain* screen will be displayed.
- Click on Complete Work.



Ticket Maintain - BPO: Version 2.1.0.6	69 - TEST ALPHA - JUDITH PC LOCAL $ \Box$ $ imes$
Home Equipment and Locations Contract Finance and HR Inventory Maintenance a	nd Projects Manufacturing Procurement Sales Service Reporting Utilities — 🗗 🛪
Ime Entry         Complete Work         Complete Ticket         Cose Ticket         Cose Refresh         Save Layout         Workspaces	
Process a Ticket a Current a Format a Work Management - Testing1	
Work Management - Lesung I	WO Code DW00000260
	WO Reference DCN0000090
	<b>WO Create Date</b> 2017/11/24 <b>•</b>
	WO Priority 3
	WO Type SERV
in A cad A	- Work Order Customer Call
Ticket Thread	Work Order Notes     P
Enter text to search   Find Clear	Drag a column header here to group by that column Note Date Time CreateDate
🗂 🚥 🔒 📟 👪 😞 👘 🖑 🥜	
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2017/11/29)	
Work Management - Call test 1	
Open Windows 🔻	18 Mar 2019 🌻

- The *Complete Work* screen will be displayed.
  - *Employee*: This will auto populate with the name of the employee currently logged onto the system.
  - Call/Project: This will auto populate with the call/project number if the work order is linked to a project or call.
  - *Work Order*: This will auto populate with the work order number.
  - *Resolution Actions*: Select one of the 3 resolution actions
    - *Resolved* once processed, this call will move to *Complete*.
    - Unresolved once processed, this call will move to Pending.
    - Unresolved (Client) once processed, this call will move to On Hold.



- *Reason Code*: Click on the down arrow and select the reason code.
- *Notes*: Type in the relevant notes.
- Click on *Save*.

		Comple	ete Work - V	/ork Order : DW	00000260 - BPO: Version 2.1	.0.69 - TEST ALF	PHA - JUDITH F	C LOC	AL		31		)	×
Home E	quipment and Locations C	Contract	Finance and	HR Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	8	x
Save														
Pro a														_
Employee	Judith Mudzengi													
Call / Project	DCN0000090													
Work Order	DWO0000260													
	O Unresolved Client @ F	Resolved												
	O Unresolved													
Reason Code	Serviced Machine		+ *											
Notes	Machine serviced													
			-											
-														_
Open Windows 🔻											18 Mar 3	2019	- - -	11

- A *Start Work* message will be displayed telling you;
  - Work Order: [] Completed.
- Click on Ok.



-			Ticket Maintain - BP	O: Version 2.1.0.69 - TE	ST ALPHA - JUDIT	H PC LOCAL				S		×
Home Equips	nent and Locations Co	ontract Financ	e and HR Inventory	Maintenance and Proj	ects Manufacturi	ng Procuremen	t Sales	Service i	Reporting	Utilities	-	₽ ×
Time Entry Complete Work	Add New Ticket Ticket	Refresh	Save Layout Works	spaces								
Process a	Ticket 🔒	Current 🦼	Format	4								
Work Management - Tes	ting1					WO Code	DWO000	0260				
						WO Reference	DCN0000	090				
					w	O Create Date	2017/11/	24	•			
						WO Priority						
			Start Work		×	WO Type	SERV					
							stomer (	Call				
Ticket Thread			<b>(</b> ) w	ork Order : DWO00002	50 Completed							•
Enter text to search.				on order. Dwoloool	o completed.	here to group						
						8		Date	1	īme	Cr	eateDate
					OK							
Assigned To: Judith M	udzengi   Assigned By : J	ludith Mudzengi	(Created: 2017/11/29)		*							
				1								
Work Mana	gement - Call test 1											
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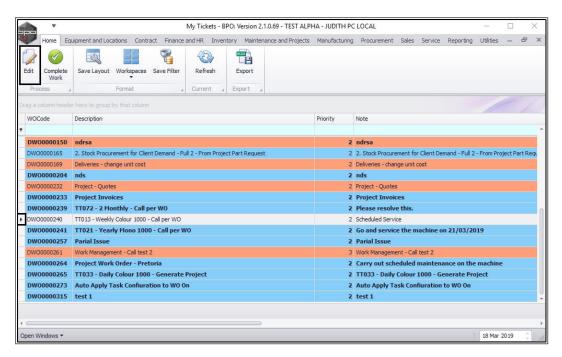
- The *Start Work* message will be closed.
- Click on *Close* to exit this screen.

Ticket Maintain - BPO: Version 2.1.0.69 - T	TEST ALPHA - JUDITH PC LOCAL $ \Box$ $ imes$
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Pr	rojects Manufacturing Procurement Sales Service Reporting Utilities — 🗗 🤉
Ime Entry     Complete Work     Cose Ticket     Cose Ticket     Cose Current     Exercise Save Layout     Save Layout       Process     Ticket     Current     Format	
Work Management - Testing1	WO Code         DWO0000260           WO Reference         DCN0000090           WO Create Date         2017/11/24         ▼           WO Priority         3         3           WO Type         SERV         Customer         Call
Ticket Thread	Work Order Notes
Enter text to search	Drag a column header here to group by that column Note Date Time CreateDat
	9
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2017/11/29)	•
Open Windows 🕶	18 Mar 2019



# **CLOSE TICKET**

- Once *all* work has been done and *completed*, a ticket thread can be closed.
- Select the ticket you want to complete work for.
- Click on *Edit*.
  - In this image, *DWO000240* was selected.



- The *Ticket Maintain* screen will be displayed.
- Click on *Close Ticket*.



Ticket Maintain - BPO: Version 2.1.0.69	- TEST ALPHA - J	UDITH PC LOCAL			-		×
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Time Entry Complete Work Add New Close Ticket Current Format	Projects Manufa	acturing Procurement	t Sales	Service Re	eporting Utilities		₽ X
TTO 13 - Weekly Colour 1000 - Call per WO	Å	WO Code WO Reference WO Create Date WO Priority WO Type	DCN0000 2017/11/ 2	084	*		
Ticket Thread	Work Order	100000	tomer (	Call			
Enter text to search		header here to group		umn Date	Time	Cre	eateDate
	9						
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2017/11/06)							
Open Windows 🔻					18 Mar	2019	÷ ,

- The *Ticket Thread* message will be displayed telling you;
  - Ticket Thread closed.
- Click on Ok.

	Maintain - BPO: Version 2.1.0.69 -	TEST ALPHA - JU	JDITH PC LOCAL						×
Home Equipment and Locations Contract Finance and	HR Inventory Maintenance and P	Projects Manufa	cturing Procuremen	t Sales	Service	Reporting	Utilities	- 4	× 4
	Layout Workspaces								
TT013 - Weekly Colour 1000 - Call per WO		*	WO Code WO Reference WO Create Date WO Priority	DCN0000	0084	*			
Ticket Thread	Ticket Thread	× -		100.00	Call	7			- 1
Enter text to search			header here to group		lumn Date		Time		teDate
🗖 🚥 🔒 📟 🏭 🗣 🕴 🖑 🔗	ОК	Note			Dat		Time	Cree	tebate
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Creat	zd: 2017/11/06)	*				j			•
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- The *Ticket Thread* message will closed.
- To exit this screen, click on *Close*.

Time Entry       Complete       Complete       Conset       Refresh         Process       Ticket       Current       Save Layout       Workspaces         TT013 - Weekly Colour 1000 - Call per WO       WO Code       DW00000240         WO Reference       DC/N0000084         WO Priority       2         WO Type       SM         Work Order       Customer	Ticket Maintain - BPO: Version 2.1.0.6	69 - TE	EST ALPHA - JI	JDITH PC LOCAL	2				5		×
Time Entry       Complete Work       Add New Close Ticket       Refresh Current       Save Layout Workspaces         Process       Ticket       Ticket       Current       Format         TT013 - Weekly Colour       100 - Call per WO       WO Code       DW00000240         WO Reference       DC/N0000084       WO Priority       2         WO Priority       2       Work Order Notes       Work Order Notes         Enter text to search       Find       Clear       Drag a column header here to group by that column	Home Equipment and Locations Contract Finance and HR Inventory Maintenance a	and Proj	jects Manufa	cturing Procure	ment Sa	les Se	rvice i	Reporting	Utilities	-	8 X
TT013 - Weekly Colour 1000 - Call per WO WO Code DWC00000240 WO Reference DCN0000084 WO Create Date 2017/11/06 WO Priority 2 WO Type SM Work Order Notes Drag a column header here to group by that column Drag a column header here to group by that column	Time Entry Complete Vork Add New Close Refresh Save Layout Workspaces										
Wo Code       DW00000240         W0 Reference       DCN0000084         W0 Priority       2         W0 Priority       2         W0 Priority       2         Work Order       Customer         Call       Drag a column header here to group by that column				1							
WO Create Date       2017/11/06         WO Priority       2         WO Type       5M         Work Order Notes       0         Enter text to search       Find       Clear	11013 - Weeky Colour 1000 - Camper WO			WO Co	de DWC	0000240	0		1		
WO Priority     2       WO Type     SM       Work Order     Customer       Call         Ticket Thread     Work Order Notes         Enter text to search     Find   Clear       Drag a column header here to group by that column				WO Referen	DCN	0000084	E.		]		
Work Order     Customer     Call       Ticket Thread     Work Order Notes     Call       Enter text to search     Find     Clear     Drag a column header here to group by that column				WO Create Da	te 2017	7/11/06		•	]		
Work Order     Customer     Call       Ticket Thread     Work Order Notes     Image: Call       Enter text to search     Find     Clear									]		
Ticket Thread     Work Order Notes       Enter text to search     Find       Clear     Drag a column header here to group by that column				WOTy	pe <sub>SM</sub>	-			]		
Enter text to search   Find Clear Drag a column header here to group by that column				Work Order	Customer	Call					
Prior text to search	Ticket Thread	-	Work Order I	lotes							<b>D</b> 4
Note Date Time CreateDa	Enter text to search   Find Clear		Drag a column								
			1000000				Date		Time	Cre	ateDate
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Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2017/11/06)	Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2017/11/06)						1	2			
Scheduled Service	Scheduled Service										
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#### **Related References**

All Open Tickets

CAP.001.002