

SERVICE

SERVICE REQUESTS - EDIT SERVICE REQUEST

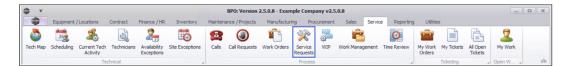
A Service Request needs to be raised when a supplier is providing a service for a work order.

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

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

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

Ribbon Access: Service > Service Requests



- 1. The *Service Requests* listing screen will be displayed.
- 2. Select the *Site* where the service request was created.
 - The example has *Durban* selected.
- 3. Click on the *row* of the work order(s) you wish to edit the service request for.
- 4. Click on *Edit*.

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



- 5. When you receive the *Service Request* message to confirm;
 - Are you sure you want to edit this service [service code]

on WO [work order number]?

6. Click on Yes.

Home	Equipment / Locations	Contract Finance / H	Service Requests - BPO: Versi R Inventory Maintenance			Sales Servi	ce Reporting Utili	
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				2				1
WOCode	WODescription	SourceRef	SourceDesc	CustomerCode	CustomerName	DeptCode	DeptName	SourceType
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WO0006259	Post Contract machine rep		Drum replacement required	HOP001	Hope Works (Pty) Ltd			
WO0006259	Post Contract machine rep		Drum replacement required	HOP001	Hope Works (Pty) Ltd			
WO0006242	1MMS - 1 Month Machine		PRJ408/BS001	BEA001	Bearing and Shoe			
WO0006139	SP1912_NDS_2 - Network	PRJ0000414	Sprint SP1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
WO0006228	1MMS - 1 Month Machine							
• WO0006138	SP1912_NDS_1 - Machine		Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
 WO0006138 WO0006138 	SP1912_NDS_1 - Machine 1MMS - 1 Month Machine	PRJ0000414 Service	Request 🗲 🥂					
 WO0006223 WO0006221 	1MMS - 1 Month Machine 1MMS - 1 Month Machine		1					
 WO0006221 WO0006135 	PRJ408/1	CN0005273	Ľ.			- 1		SORD
WO0006135	PRJ408/1 PRJ408/BS001	PRJ0000413	Are you sure you want to edit this service CALL on WO WO0006259? ted			tea		SORD
WO0006137	1MMS - 1 Month Machine	PKJ0000415						SURD
WO0006198	1MMS - 1 Month Machine							
 WO0006193 WO0006193 	1MMS - 1 Month Machine		6	Yes	No			
WO0006193	1MMS - 1 Month Machine							
 WO0006170 WO0006167 	1MMS - 1 Month Machine							
WO0006163	1MMS - 1 Month Machine							
WO0006131	1818-1-1 - Check network	PR 10000411	Site Inspection	HOP001	Hope Works (Pty) Ltd			
WO0006128	1MMS - 1 Month Machine		and anopeedon		hope thoma (ref) etc			
WO0006123	1MMS - 1 Month Machine							
 WO0006122 	1MMS - 1 Month Machine							

- 7. "The Third Party Services screen will be displayed." on page 2
- 8. Make the required changes to the service details.
- 9. When you have finished, click on *Save*.



\$ •		0-	> Thin	d Party Servio	ces - BPO: Version 2.5.0.8	- Example Comp	any v2.5.0.8				_
Home	Equipment / Locations	Contract	Finance / HR	Inventory	Maintenance / Projects	Manufacturing	Procurement	Sales Ser	vice Reporting	Utilities	_ 8 ×
Save Back											
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Process 4	-										
Work Orde	r WO0006259										
Service	e CALL		* Q								
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Quantity	y 1.00 🗘 *										
Price	e 450.00 *										
Assigned To	Jeff Rivers	•	1								
Required Date	e 19/04/2022 -										
Billable	- V										
Comment	Call out fee required on	installation			*						
					*						
Open Windows 🔻							User : Julandak	19/04/2022	Version : 2.5.0.8	Example Com	pany v2.5.0.8

- 10. You will return to the *Service Requests* screen.
- 11. When you receive the *Service Processing* message to confirm that;
 - Service Request on WO: [work order number] complete.
- 12. Click on *OK*.

		2	Service Requests - BPO: Versi						
Home Home	Equipment / Locations	Contract Finance /	HR Inventory Maintenance	/Projects Manufact	uring Pro	ocurement S	ales Servi	ce Reporting L	Jtilities — 🗗
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WOCode	WODescription	SourceRef	SourceDesc	CustomerCode	Customer	rName	DeptCode	DeptName	SourceType
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 WO0006259 	Post Contract machine rep		Drum replacement required	HOP001		rks (Pty) Ltd			
WO0006259	Post Contract machine rep	CN0005303	Drum replacement required	HOP001	Hope Wo	rks (Pty) Ltd			
WO0006242	1MMS - 1 Month Machine		PRJ408/BS001	BEA001	Bearing and Shoe				
· WO0006139	SP1912_NDS_2 - Network	PRJ0000414	Sprint SP1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd				
WO0006228	1MMS - 1 Month Machine								
WO0006138	SP1912_NDS_1 - Machine	PRJ0000414	Sprint SP1912 New Deal Sale	HOP001		rks (Pty) Ltd			
WO0006138	SP1912_NDS_1 - Machine	PRJ0000414	Service Processing	>		ks (Pty) Ltd			
WO0006223	1MMS - 1 Month Machine								
WO0006221	1MMS - 1 Month Machine		L'						
WO0006135	PRJ408/1	CN0005273	Service Request on	WO : WO0006259 com	incee.	plies Unlimited			SORD
WO0006137	PRJ408/BS001	PRJ0000413				d Shoe			SORD
WO0006198	1MMS - 1 Month Machine								
WO0006195	1MMS - 1 Month Machine		12-		ОК				
WO0006193	1MMS - 1 Month Machine			E					
WO0006170	1MMS - 1 Month Machine								
WO0006167	1MMS - 1 Month Machine								
WO0006163	1MMS - 1 Month Machine								
· WO0006131	1818-1-1 - Check network	PRJ0000411	Site Inspection	HOP001	Hope Wo	rks (Pty) Ltd			
WO0006128	1MMS - 1 Month Machine								
WO0006123	1MMS - 1 Month Machine								
B WO0006122	1MMS - 1 Month Machine								
WO0006099	1MMS - 1 Month Machine								



13. The modified service request will display in the *Service Requests* screen.

	Epagement / Locations	Contract Pinance	MR Inventory Maintenance	/Projects Manuf Refresh Exp	à	ales Serv	ce Reporting Ut	ittes – Ø
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	r here to group by that colors							
WOCode	WODescription	SourceRef	SourceDesc	CustomerCode	CustomerName	DeptCode	Depthane	SourceType
+ WO0006259	Post Contract machine rep	C100005000	Para and a second second second	1000004	une mede for blad	~	~	~
WO0006259	Post Contract machine rep		Drum replacement required	HOP001	Hope Works (Pty) Ltd			
W00006242	IMMS - 1 Month Machine		PR.3408.85001		Bearing and Shoe			
W00006139	\$P1912_ND5_2 - Network			HOP001	Hope Works (Pty) Ltd			
W00006228	(MMS - 1 Month Machine		13		under som and stitten			
W00006138	SP1912_ND5_1 - Machine	PR.30000414	Sprint SP1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
W00006138	\$P1912_ND5_1 - Machine		Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
W00006223	1985 - 1 Month Machine							
W00006221	1985 - 1 Honth Hachine							
W00006135	PR.3408/1	CN0005273	PR.3408/1	OFF001	Office Supplies Unlimited			SORD
W00006137	PR.3408/85001	PR.30000413	PR.3408/85001	BEA001	Bearing and Shoe			SORD
W00006198	19845 - 1 Month Machine							
WO0006195	1985 - 1 Honth Hachine							
W00006193	1986 - 1 Honth Hachine							
W00006170	1985 - 1 Month Machine							
W00006167	19845 - 1 Month Machine							
W00006163	1986 - 1 Honth Hachine							
W00006131	1818-1-1 - Check network	PR.30000411	Site Inspection	HOP001	Hope Works (Pty) Ltd			
W00006128	19845 - 1 Month Machine							
W00006123	19845 - 1 Month Machine							
W00006122	19845 - 1 Honth Hachine							
W00006099	1986 - 1 Month Machine							

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