

# SERVICE

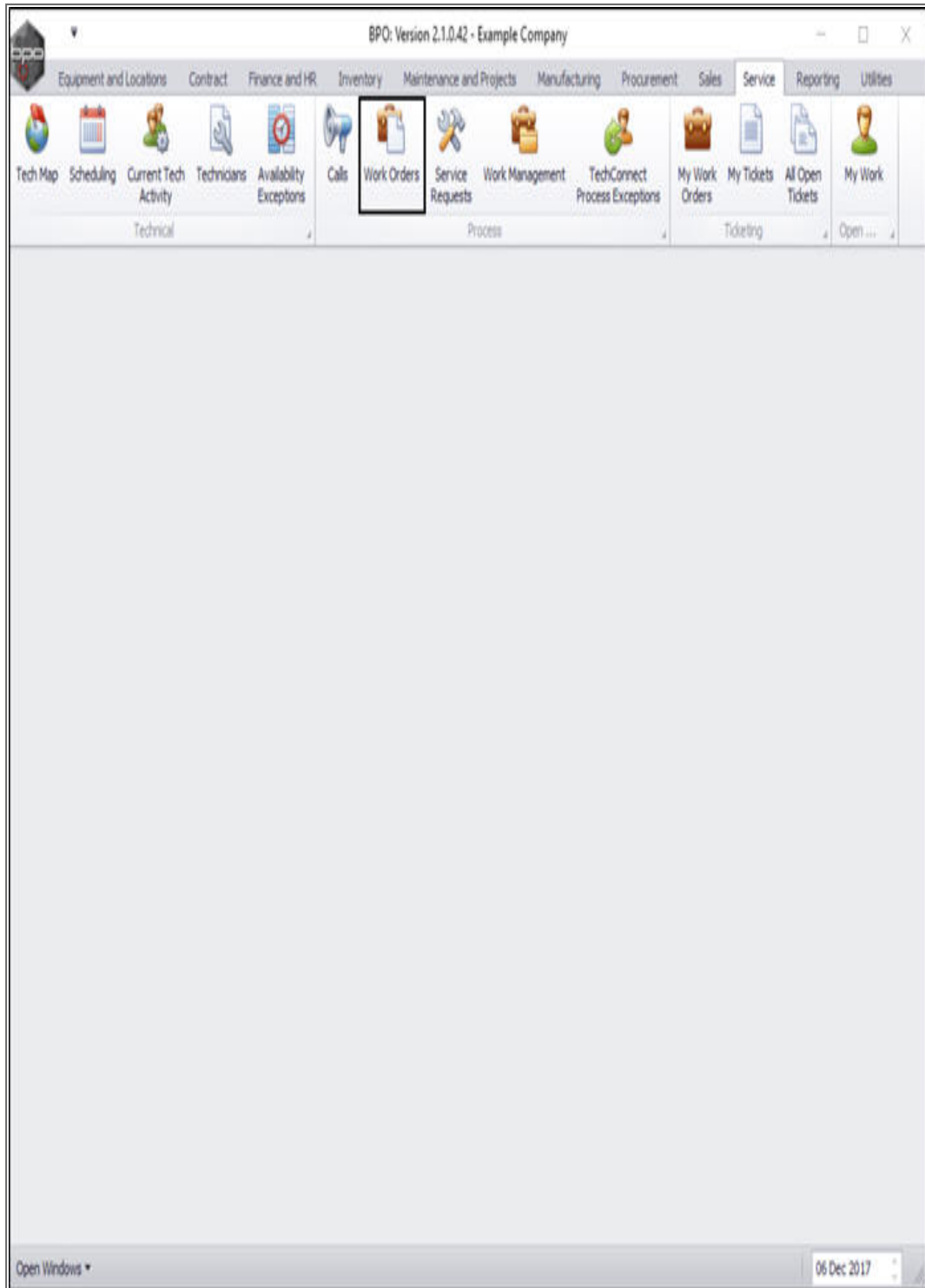
## WORK ORDERS – ADD LABOUR TIME

A work order holds all details with regard to the work done. All transactions concerning this work, including **labour time** are logged against the work order.

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**Ribbon Access:** *Service > Work Orders*

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- The **Work Order Listing** screen will be displayed.
- Select the **site**.

- In this image **Durban** has been selected.

The screenshot shows the 'Work Order Listing - BPO: Version 2.1.0.41 - Example Company' application. A dropdown menu is open, showing a list of locations: 0 All Sites, 1 Durban (selected), and 2 Pretoria. The main table below contains the following data:

ID	Name	fdWOCODE	fdDescription	fdRequestDate	fdWOTType	fdPriority	fdInvoiceable			
0	All Sites									
1	Durban									
2	Pretoria									
WO0001552	Post Contract Machine Repair.			24 Nov 2017	0	PRJ0000078	SubProject 2	REP	2	Yes
WO0001551	OS000222			23 Nov 2017	0	PRJ0000288	OS000222	NDR	2	No
WO0001550	BB010202			22 Nov 2017	0	PRJ0000287	BB010202	NDS	2	No
WO0001549	Copier			22 Nov 2017	0	PRJ0000286	Copier	NDS	2	No
WO0001547	BB0004			22 Nov 2017	0			NDS	2	No
WO0001546	SP1912_NDS_2 - Network configuration			18 Nov 2017	0	PRJ0000285	Sprint SP19...	IT	2	No
WO0001545	SP1912_NDS_1 - Machine installation			17 Nov 2017	0	PRJ0000285	Sprint SP19...	NDS	2	No
WO0001544	1818-1-1 - Check network requirements			18 Nov 2017	0	PRJ0000283	Site Inspectio	INVT	2	No
WO0001543	SP1912_NDS_2 - Network configuration			18 Nov 2017	0	PRJ0000280	Sprint SP19...	IT	2	No
WO0001542	SP1912_NDS_1 - Machine installation			17 Nov 2017	0	PRJ0000280	Sprint SP19...	NDS	2	No
WO0001541	TES6.2 - Work Order 10			04 Dec 2017	0	PRJ0000279	Implementa...	SERV	2	No
WO0001540	TES6.1 - Work Order 9			03 Dec 2017	0	PRJ0000279	Implementa...	SERV	2	No
WO0001539	TESS.2 - Work Order 8			01 Dec 2017	0	PRJ0000278	Testing BPO2	SERV	2	No
WO0001538	TESS.1 - Work Order 6			30 Nov 2017	0	PRJ0000278	Testing BPO2	SERV	2	No
WO0001537	TES4.2 - Work Order 6			27 Nov 2017	0	PRJ0000277	Developme...	SERV	2	No
WO0001536	TES4.1 - Work Order 5			26 Nov 2017	0	PRJ0000277	Developme...	SERV	2	No
WO0001535	TES3.2 - Work Order 4			24 Nov 2017	0	PRJ0000276	Design BPO2	SERV	2	No
WO0001534	TES3.1 - Work Order 3			23 Nov 2017	0	PRJ0000276	Design BPO2	SERV	2	No
WO0001533	TES2.2 - Work Order 2			21 Nov 2017	0	PRJ0000275	Specificatio...	SERV	2	No
WO0001532	TES2.1 - Work order 1			20 Nov 2017	0	PRJ0000275	Specificatio...	SERV	2	No
WO0001531	TES6.2 - Work Order 10			21 Dec 2017	0	PRJ0000273	Implementa...	SERV	2	No
WO0001530	TES6.1 - Work Order 9			20 Dec 2017	0	PRJ0000273	Implementa...	SERV	2	No

- Select the **status**.
- This must be set to **Open**.

fdWOCODE	fdDescription	fdRequestDate	fdWOType	fdPriority	fdInvoiceable
WO0001552	Post Contract Machine Repair	24 Nov 2017	REP	2	Yes
WO0001551	OS0000222	23 Nov 2017	NDR	2	No
WO0001550	BB01010202	22 Nov 2017	NDS	2	No
WO0001549	Copier	22 Nov 2017	NDS	2	No
WO0001547	BB0004	22 Nov 2017	NDS	2	No
WO0001546	SP1912_NDS_2 - Network configuration	18 Nov 2017	IT	2	No
WO0001545	SP1912_NDS_1 - Machine installation	17 Nov 2017	NDS	2	No
WO0001544	1818-1-1 - Check network requirements	18 Nov 2017	INST	2	No
WO0001543	SP1912_NDS_2 - Network configuration	18 Nov 2017	IT	2	No
WO0001542	SP1912_NDS_1 - Machine installation	17 Nov 2017	NDS	2	No
WO0001541	TES6.2 - Work Order 10	04 Dec 2017	SERV	2	No
WO0001540	TES6.1 - Work Order 9	03 Dec 2017	SERV	2	No
WO0001539	TES5.2 - Work Order 8	01 Dec 2017	SERV	2	No
WO0001538	TES5.1 - Work Order 6	30 Nov 2017	SERV	2	No
WO0001537	TES4.2 - Work Order 6	27 Nov 2017	SERV	2	No
WO0001536	TES4.1 - Work Order 5	26 Nov 2017	SERV	2	No
WO0001535	TES3.2 - Work Order 4	24 Nov 2017	SERV	2	No
WO0001534	TES3.1 - Work Order 3	23 Nov 2017	SERV	2	No
WO0001533	TES2.2 - Work Order 2	21 Nov 2017	SERV	2	No
WO0001532	TES2.1 - Work order 1	20 Nov 2017	SERV	2	No
WO0001531	TES6.2 - Work Order 10	21 Dec 2017	SERV	2	No
WO0001530	TES6.1 - Work Order 9	20 Dec 2017	SERV	2	No



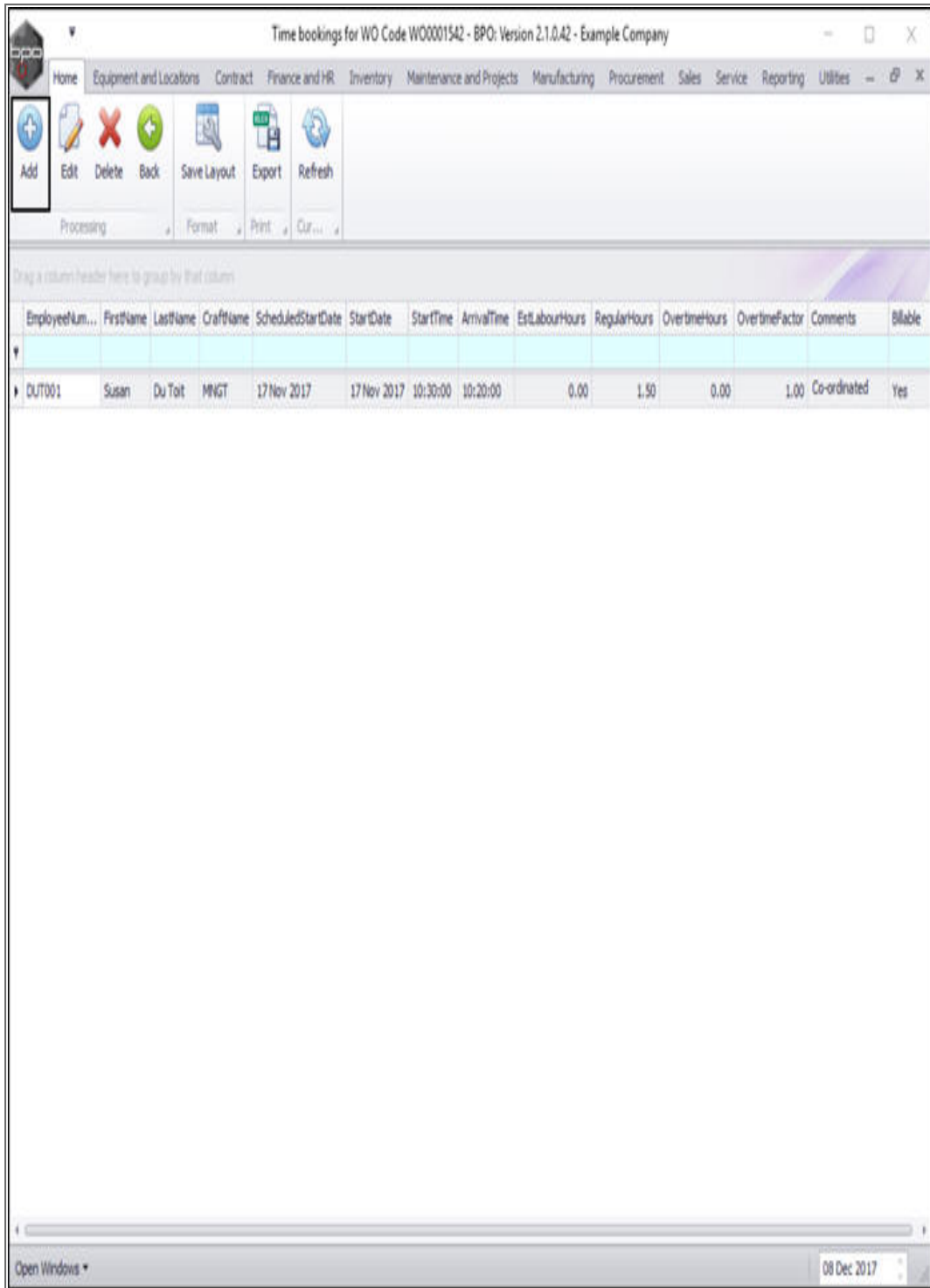
- Click on the **row selector** in front of the **work order** that you wish to **log labour time** for.
- Click on the **Time** tile.

The screenshot shows the 'Work Order Listing - BPO: Version 2.1.0.42 - Example Company' window. The interface includes a menu bar with options like Home, Equipment and Locations, Contract, Finance and HR, Inventory, Maintenance and Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below the menu is a toolbar with icons for Add, Edit, Delete, View, Close, Complete, Reinstall, Save Layout, Workspaces, Save Filter, Print, Export, Refresh, Find WO, and Reports. A sidebar on the left contains 'Links' and 'Functions' sections. The 'Functions' section has several colored tiles: Time (yellow-green), Services (orange), Third Party Services (grey), Parts (green), Loans (red), Swap Outs (light green), Meters (teal), and Expenses (light blue). The 'Time' tile is highlighted with a white border. The main area displays a table of work orders with columns: fdWOCode, fdDescription, fdRequestDate, fdStatus, fdProjectRef, fdProjectDesc, fdWOType, fdPriority, fdInvoiceable, and fdBatchNo. The table contains 20 rows of data, with the first row (WO0001552) highlighted in light blue. The 'Time' tile in the sidebar is highlighted with a white border.

fdWOCode	fdDescription	fdRequestDate	fdStatus	fdProjectRef	fdProjectDesc	fdWOType	fdPriority	fdInvoiceable	fdBatchNo
WO0001552	Post Contract Machine Repair.	24 Nov 2017	0	PRJ0000078	SubProject 2	REP	2	Yes	
WO0001551	OS000222	23 Nov 2017	0	PRJ0000288	OS000222	NDR	2	No	
WO0001550	BB01010202	22 Nov 2017	0	PRJ0000287	BB01010202	NDS	2	No	
WO0001549	Copier	22 Nov 2017	0	PRJ0000286	Copier	NDS	2	No	
WO0001547	BB0004	22 Nov 2017	0			NDS	2	No	
WO0001546	SP1912_NDS_2 - Network configuration	18 Nov 2017	0	PRJ0000285	Sprint SP19...	IT	2	No	
WO0001545	SP1912_NDS_1 - Machine installation	17 Nov 2017	0	PRJ0000285	Sprint SP19...	NDS	2	No	
WO0001544	1818-1-1 - Check network requirements	18 Nov 2017	0	PRJ0000283	Site Inspectio	INST	2	No	
WO0001543	SP1912_NDS_2 - Network configuration	18 Nov 2017	0	PRJ0000280	Sprint SP19...	IT	2	No	
WO0001542	SP1912_NDS_1 - Machine installation	17 Nov 2017	0	PRJ0000280	Sprint SP19...	NDS	2	No	
WO0001541	TES6.2 - Work Order 10	04 Dec 2017	0	PRJ0000279	Implementa...	SERV	2	No	
WO0001540	TES6.1 - Work Order 9	03 Dec 2017	0	PRJ0000279	Implementa...	SERV	2	No	
WO0001539	TESS.2 - Work Order 8	01 Dec 2017	0	PRJ0000278	Testing BPO2	SERV	2	No	
WO0001538	TESS.1 - Work Order 6	30 Nov 2017	0	PRJ0000278	Testing BPO2	SERV	2	No	
WO0001537	TES4.2 - Work Order 6	27 Nov 2017	0	PRJ0000277	Developme...	SERV	2	No	
WO0001536	TES4.1 - Work Order 5	26 Nov 2017	0	PRJ0000277	Developme...	SERV	2	No	
WO0001535	TES3.2 - Work Order 4	24 Nov 2017	0	PRJ0000276	Design BPO2	SERV	2	No	
WO0001534	TES3.1 - Work Order 3	23 Nov 2017	0	PRJ0000276	Design BPO2	SERV	2	No	
WO0001533	TES2.2 - Work Order 2	21 Nov 2017	0	PRJ0000275	Specificato...	SERV	2	No	
WO0001532	TES2.1 - Work order 1	20 Nov 2017	0	PRJ0000275	Specificato...	SERV	2	No	
WO0001531	TES6.2 - Work Order 10	21 Dec 2017	0	PRJ0000273	Implementa...	SERV	2	No	
WO0001530	TES6.1 - Work Order 9	20 Dec 2017	0	PRJ0000273	Implementa...	SERV	2	No	
WO0001529	TESS.2 - Work Order 8	18 Dec 2017	0	PRJ0000272	Testing BPO2	SERV	2	No	

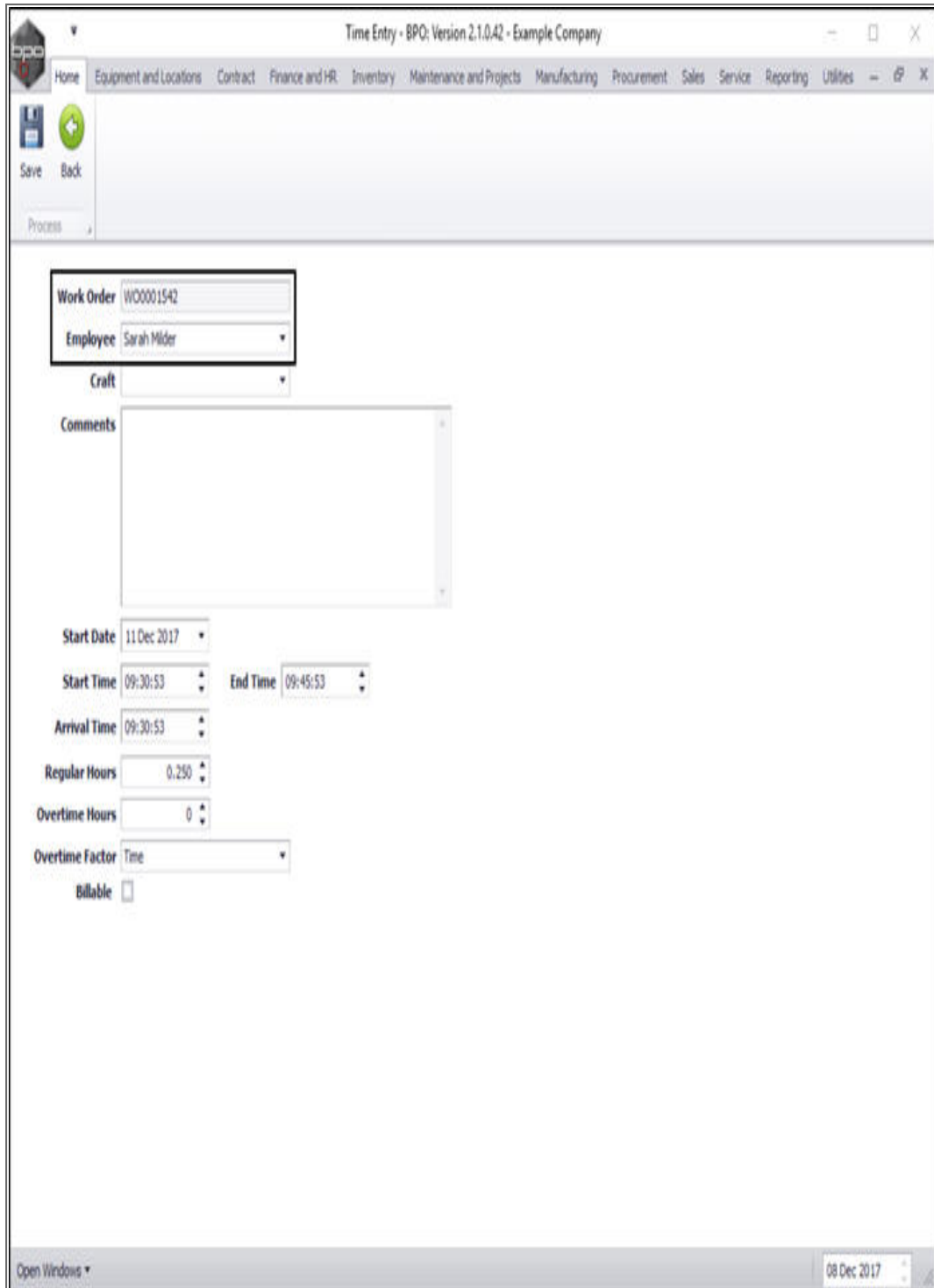
The ***Time bookings for WO Code [ ]*** screen will be displayed.

- Click on ***Add***.



The ***Time Entry*** screen will be displayed.

- **Work Order:** This will be auto populated according to the work order initially selected.
- **Employee:** This will be auto populated with the name of the person currently creating the labour time log. You can click on the drop arrow and select a different employee from the menu if required.



Time Entry - BPO: Version 2.1.0.42 - Example Company

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

Save Back

Process

Work Order W00001542

Employee Sarah Milder

Craft

Comments

Start Date 11 Dec 2017

Start Time 09:30:53 End Time 09:45:53

Arrival Time 09:30:53

Regular Hours 0.250

Overtime Hours 0

Overtime Factor Time

Billable

Open Windows 08 Dec 2017

- **Craft:** Click on the drop-down arrow to display the craft menu list. Click on the craft you wish to add to



this time entry log.

**Note:** Only the crafts accredited to the previously selected employee will be listed in the menu.

Time Entry - BPO: Version 2.1.0.42 - Example Company

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

Save Back

Process

Work Order: WO0001542

Employee: Theo Peterson

Craft: [dropdown]

Comments:

ID	Name	ID
2	ACMN	2
11	DES	11

Start Date: [dropdown]

Start Time: 09:39:51 End Time: 09:54:51

Arrival Time: 09:39:51

Regular Hours: 0.250

Overtime Hours: 0

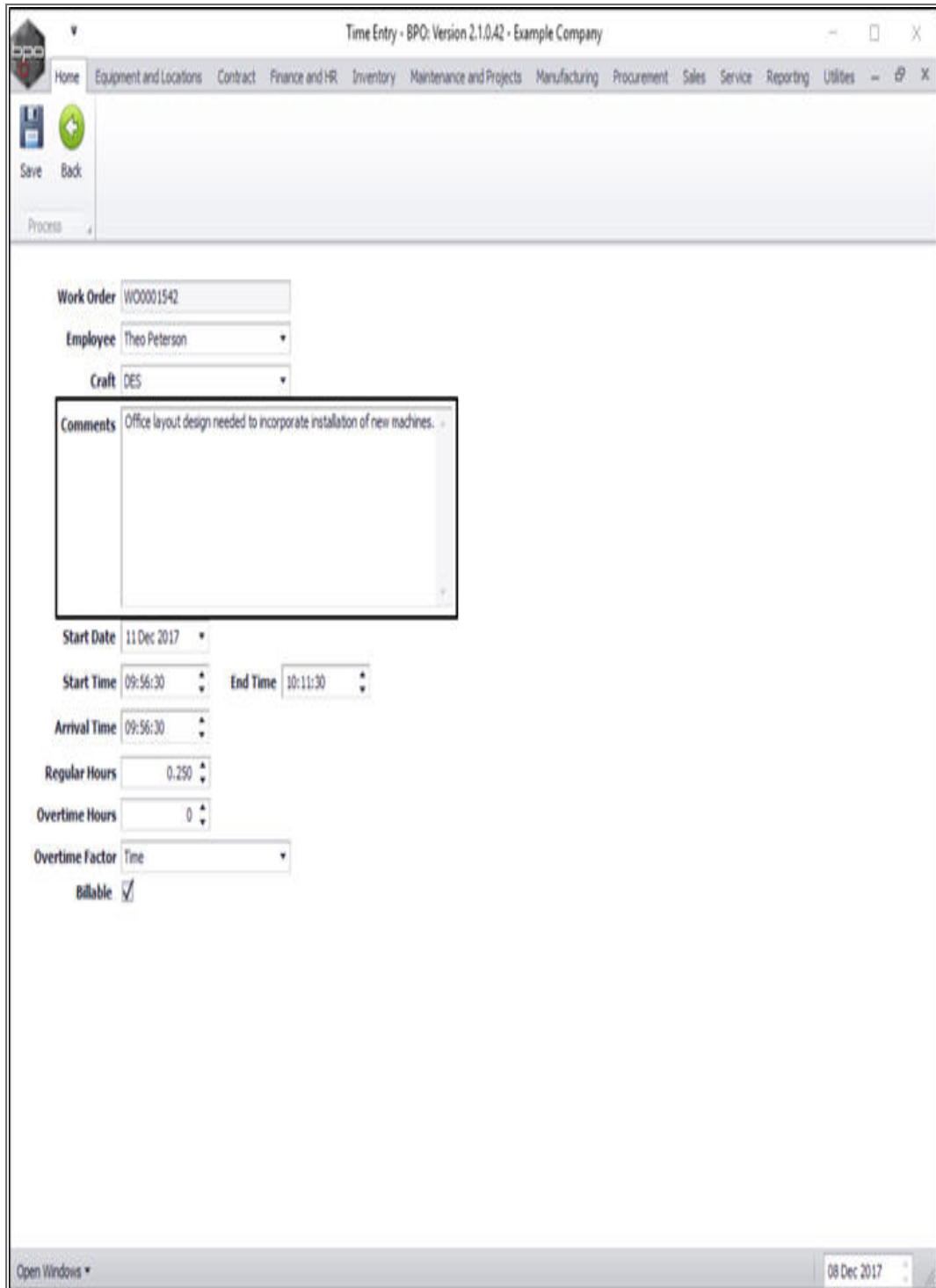
Overtime Factor: Time

Billable:

Open Windows

08 Dec 2017

- **Comments:** In this text box, type a brief description of what the work order entailed.



Time Entry - BPO: Version 2.1.0.42 - Example Company

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

Save Back

Process

Work Order: WO0001542

Employee: Theo Peterson

Craft: DES

Comments: Office layout design needed to incorporate installation of new machines.

Start Date: 11 Dec 2017

Start Time: 09:56:30 End Time: 10:11:30

Arrival Time: 09:56:30

Regular Hours: 0.250

Overtime Hours: 0

Overtime Factor: Time

Bilable:

Open Windows 08 Dec 2017

- **Start Date:** Click on the drop-down arrow and use the calendar function to select the relevant start date.

- **Start Time:** Either type in or use the arrow indicators to select the correct start time.
- **Arrival Time:** Either type in or use the arrow indicators to select the correct arrival time.
- **End Time:** Either type in or use the arrow indicators to select the correct end time.

Time Entry - BPO: Version 2.1.0.42 - Example Company

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

Save Back

Process

Work Order: WO0001542

Employee: Theo Peterson

Craft: DES

Comments: Office layout design needed to incorporate installation of new machines.

Start Date: 08 Dec 2017

Start Time: 07:00:00 End Time: 11:00:00

Arrival Time: 07:00:00

Regular Hours: 4.000

Overtime Hours: 0

Overtime Factor: Time

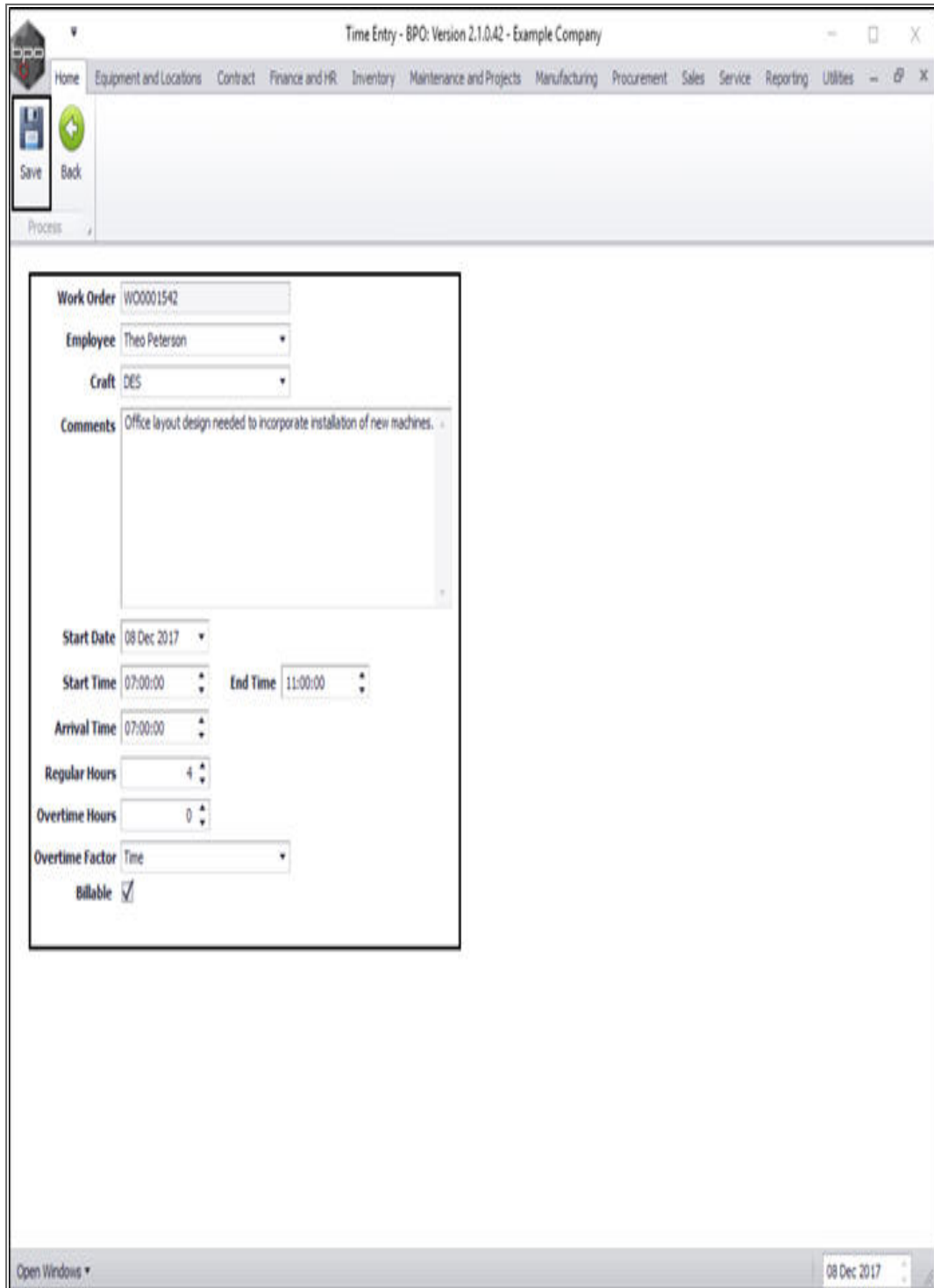
Billable:

Open Windows 08 Dec 2017

- **Regular Hours:**
  - i. **Either**, the system will calculate the difference between the Start Time and End Time entered in the previous step and will display the correct time taken accordingly.
  - ii. **Or**, you can simply type in the time taken to complete the task without filling in the Start, End or Arrival Time.
- **Overtime Hours:** If overtime was booked, then type in or use the arrow indicators to select the amount of overtime in hours.
- **Overtime Factor:** Click on the drop-down arrow to select an overtime factor if relevant e.g. 'Normal Sunday Rate' or 'Overtime 2'.
  - **Note:** Select 'Time' if the hours worked were 'regular' hours.
- **Billable:** Click on this check box if this particular work order is billable.
  - **Note:** Manual work order labour is not billable. Client billable work should be logged by raising a call.



- When you have finished adding the time entry details, click on **Save**.



Time Entry - BPO: Version 2.1.0.42 - Example Company

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

Save Back

Process

Work Order: WO0001542

Employee: Theo Peterson

Craft: DES

Comments: Office layout design needed to incorporate installation of new machines.

Start Date: 08 Dec 2017

Start Time: 07:00:00 End Time: 11:00:00

Arrival Time: 07:00:00

Regular Hours: 4

Overtime Hours: 0

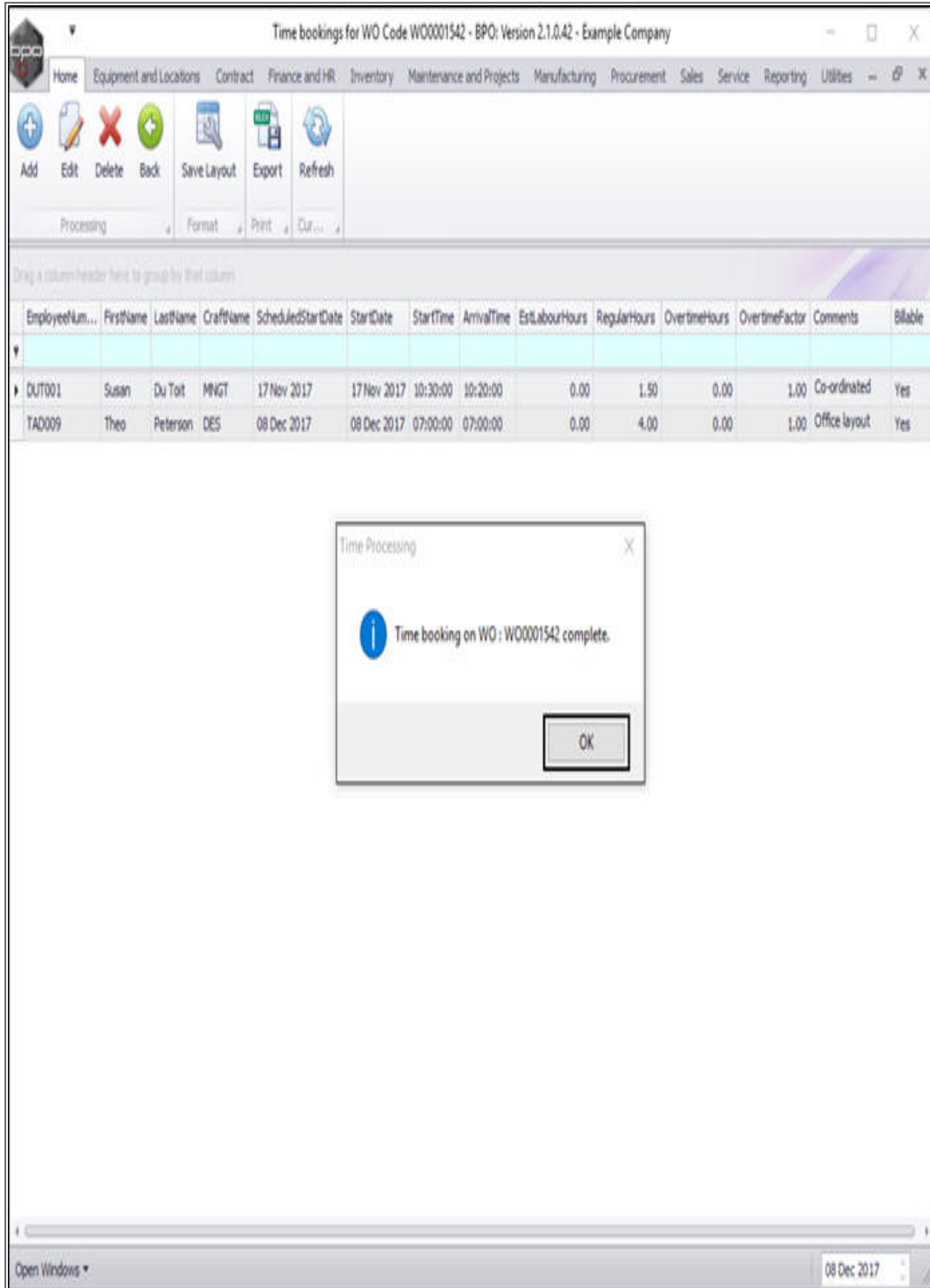
Overtime Factor: Time

Billable:

Open Windows 08 Dec 2017

- You will return to the **Time bookings for WO Code [ ]** screen.
- A **Time Processing** message box will pop up informing you that;

- **Time booking on WO: [ ] complete.**
- Click on **OK**.



- You can now **view** the newly added time booking in this screen.

Time bookings for WO Code W00001542 - BPO: Version 2.1.0.42 - Example Company

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

Add | Edit | Delete | Back | Save Layout | Export | Refresh

Processing | Format | Print | Cut...

Drag a column header here to group by that column

EmployeeNum...	FirstName	LastName	CraftName	ScheduledStartDate	StartDate	StartTime	ArrivalTime	EstLabourHours	RegularHours	OvertimeHours	OvertimeFactor	Comments	Billable
DUT001	Susan	Du Toit	MNGT	17 Nov 2017	17 Nov 2017	10:30:00	10:20:00	0.00	1.50	0.00	1.00	Co-ordinated	Yes
TAD009	Theo	Peterson	DES	08 Dec 2017	08 Dec 2017	07:00:00	07:00:00	0.00	4.00	0.00	1.00	Office layout	Yes

Open Windows | 08 Dec 2017

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