



## SERVICE

### MY WORK - VIEW ASSIGNED WORKLOAD

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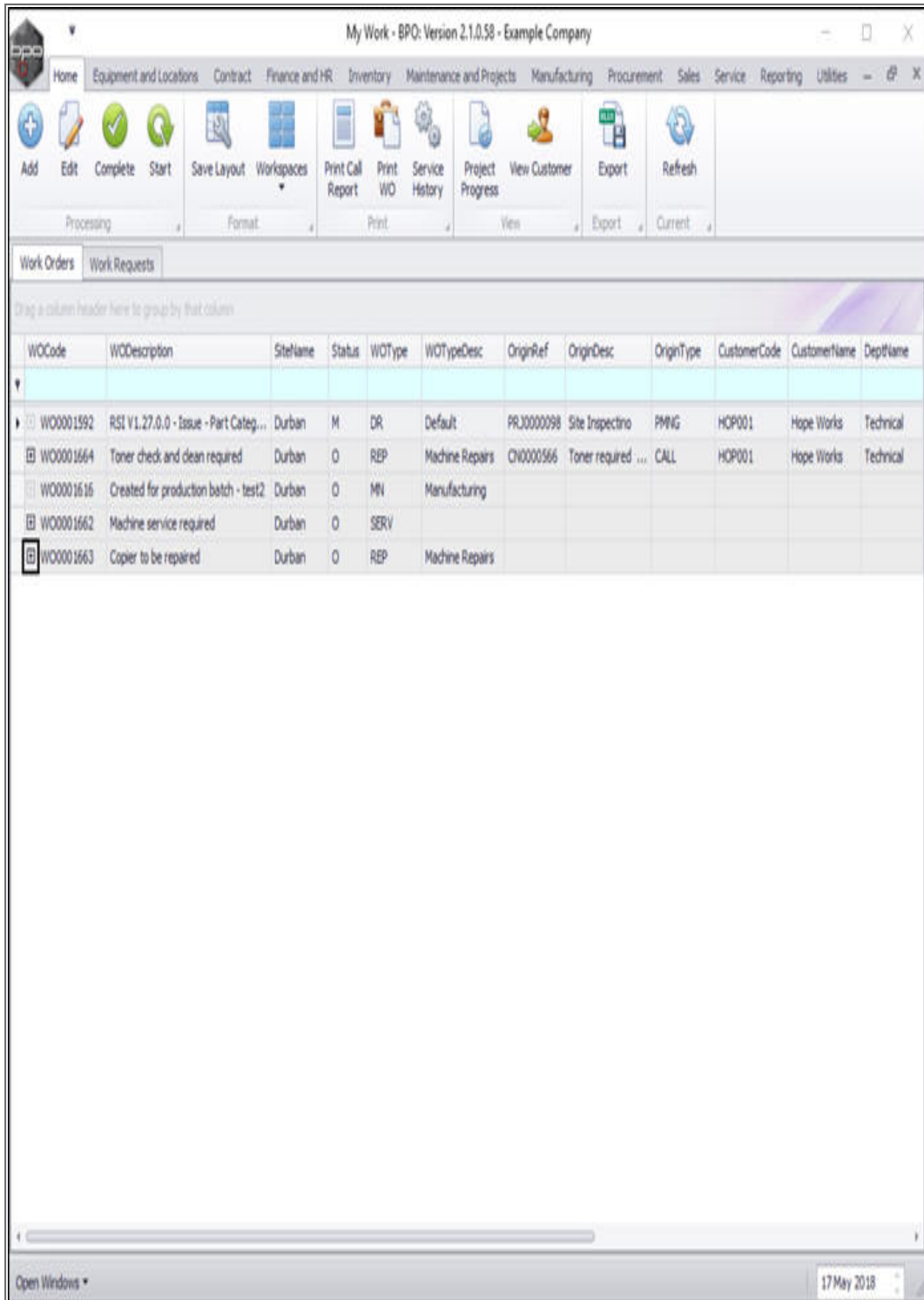
*Ribbon Access: Service > My Work*

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The **My Work** listing screen will be displayed.

- Here you can **view** all **work orders** assigned to the employee currently logged on to the system.
- Click on one of the **bold** (active) **expand** buttons in front of a WO code.



Two frames will be expanded: the **Prior Work Orders** frame and the **Work Order Technicians** frame.

1. Click on the ***Prior Work Orders*** tab.
  - Here you can view a list of all the prior work orders linked to this serial number.

My Work - BPO: Version 2.1.0.58 - Example Company

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

Add | Edit | Complete | Start | Save Layout | Workspaces | Print Call Report | Print WO | Service History | Project Progress | View Customer | Export | Refresh

Processing | Format | Print | View | Export | Current

Work Orders | Work Requests

Drag a column header here to group by that column

WCode	WDescription	SiteName	Status	WOType	WOTypeDesc	OriginRef	OriginDesc	OriginType	CustomerCode	CustomerName	DeptName
WO0001592	RSI V1.27.0.0 - Issue - Part Categ...	Durban	M	DR	Default	PRJ0000098	Site Inspectio	PMNG	HOP001	Hope Works	Technical
WO0001664	Toner check and clean required	Durban	O	REP	Machine Repairs	CH0000566	Toner required ...	CALL	HOP001	Hope Works	Technical
WO0001616	Created for production batch - test2	Durban	O	MI	Manufacturing						
WO0001662	Machine service required	Durban	O	SERV							
WO0001663	Copier to be repaired	Durban	O	REP	Machine Repairs						

Prior Work Orders | Work Order Technicians

SerialNo	WOType	WOTypeDesc	WCode	RequestDate	CompletionDate	CompletionTime	Description	AssignedTo	EmployeeName	Priority	Rectificat
19-12345	REP	Machine Repairs	WO0001663	15 May 2018	14 Jun 2018	00:00:00	Copier to be repaired	24	Abigail Mine	2	
19-12345	DR	Default	WO0001593	19 Oct 2017	18 Nov 2017	12:00:00	Contract Closure - CO0000009	1	Bianca Du Toit	2	
19-12345	TEST	Testing	WO0001544	02 Aug 2017	01 Sep 2017	12:00:00	Warranty claim with parts only	6	George James ...	2	
19-12345	TON	Toner Required	WO0001543	02 Aug 2017	28 Nov 2017	12:02:02	Toner required for machine	6	George James ...	2	Work
19-12345	DR	Default	WO0001180	30 Mar 2017	30 Mar 2017	09:29:35	work order linked to an asset l...	17	Judith Mudzeng	2	Exper
19-12345	SM	Scheduled Maintenance	WO0001124	24 Feb 2017	24 Feb 2117	12:00:00	TT070 - 2 Daily - Call per WO	6	George James ...	2	
19-12345	SERV	Service	WO0000963	06 Oct 2016	15 Aug 2017	16:07:20	Call closure tests	1	Bianca Du Toit	2	did so
19-12345	TON	Toner Required	WO0000799	29 Mar 2016	08 Jun 2016	09:30:04	Cyan toner required	6	George James ...	2	work c
19-12345	TON	Toner Required	WO0000783	22 Mar 2016	18 Apr 2016	13:31:15	Toner replacement	6	George James ...	1	work c
19-12345	REP	Machine Repairs	WO0000468	06 Mar 2015	13 Aug 2015	15:11:14	test	1	Bianca Du Toit	2	test
19-12345	REP	Machine Repairs	WO0000469	06 Mar 2015	05 Apr 2015	12:00:00	test	6	George James ...	2	
19-12345	SERV	Service	WO0000470	06 Mar 2015	05 Apr 2015	12:00:00	test	1	Bianca Du Toit	2	
19-12345	SERV	Service	WO0000471	06 Mar 2015	05 Apr 2015	12:00:00	test	7	Carolina Suzzet...	2	

Open Windows | 17 May 2018

2. Click on the **Work Order Technicians** tab.

- Here you can view a list of other technicians also assigned to this work order *if applicable*.

The screenshot shows the 'My Work - BPO: Version 2.1.0.69 - Example Company' application window. The main area displays a table of work orders with columns: WCode, WDescription, SiteName, Status, WOType, WOTypeDesc, OriginRef, OriginDesc, OriginType, CustomerCode, and CustomerName. A pop-up window titled 'Work Order Technicians' is open, showing a search bar and a list of technicians. The technician 'Abigail Milne' is selected, with her 'CraftDesc' listed as 'Technician'.

WCode	WDescription	SiteName	Status	WOType	WOTypeDesc	OriginRef	OriginDesc	OriginType	CustomerCode	CustomerName
WO0001592	RSI V1.27.0.0 - Issue - Part Categor...	Durban	M	DR	Default	PRJ0000098	Site Inspectino	PMNG	HOP001	Ho...
WO0001668	SP240 New Deal.	Durban	O	DR	Default	PRJ0000071	SP240 New Deal.	PMNG	TIA001	Tit...
WO0001701	Paper jam and colour toner not printing	Durban	O	REP	Machine Repairs	CN0000583	Paper jam and colour toner not printing	CALL	HOP001	Ho...
WO0001616	Created for production batch - test2	Durban	O	MN	Manufacturing					
WO0001616	Created for production batch - test2	Durban	O	MN	Manufacturing					
WO0001663	Copier to be repaired	Durban	O	REP	Machine Repairs					
WO0001705	Created for production batch - YEL00...	Durban	O	MN	Manufacturing					
WO0001705	Created for production batch - YEL00...	Durban	O	MN	Manufacturing					
WO0001706	Created for production batch - 18000...	Durban	O	MN	Manufacturing					
WO0001706	Created for production batch - 18000...	Durban	O	MN	Manufacturing					
WO0001707	Created for production batch - A4DB...	Durban	O	MN	Manufacturing					
WO0001707	Created for production batch - A4DB...	Durban	O	MN	Manufacturing					

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