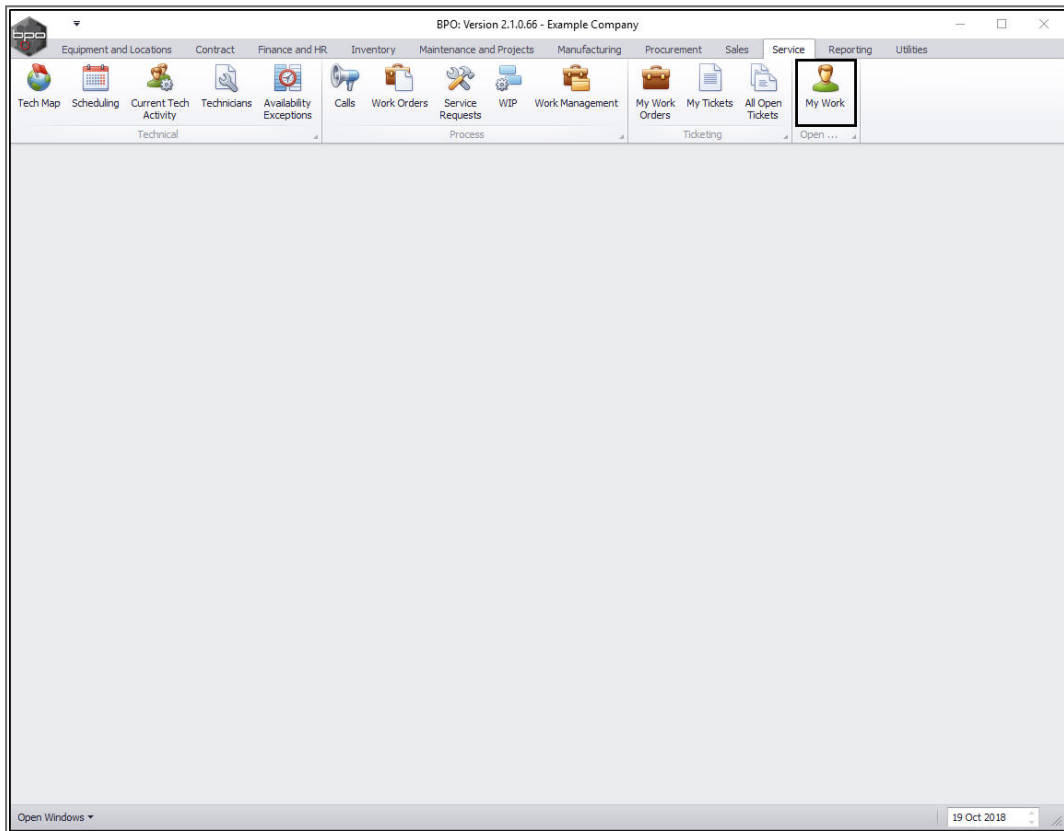


SERVICE

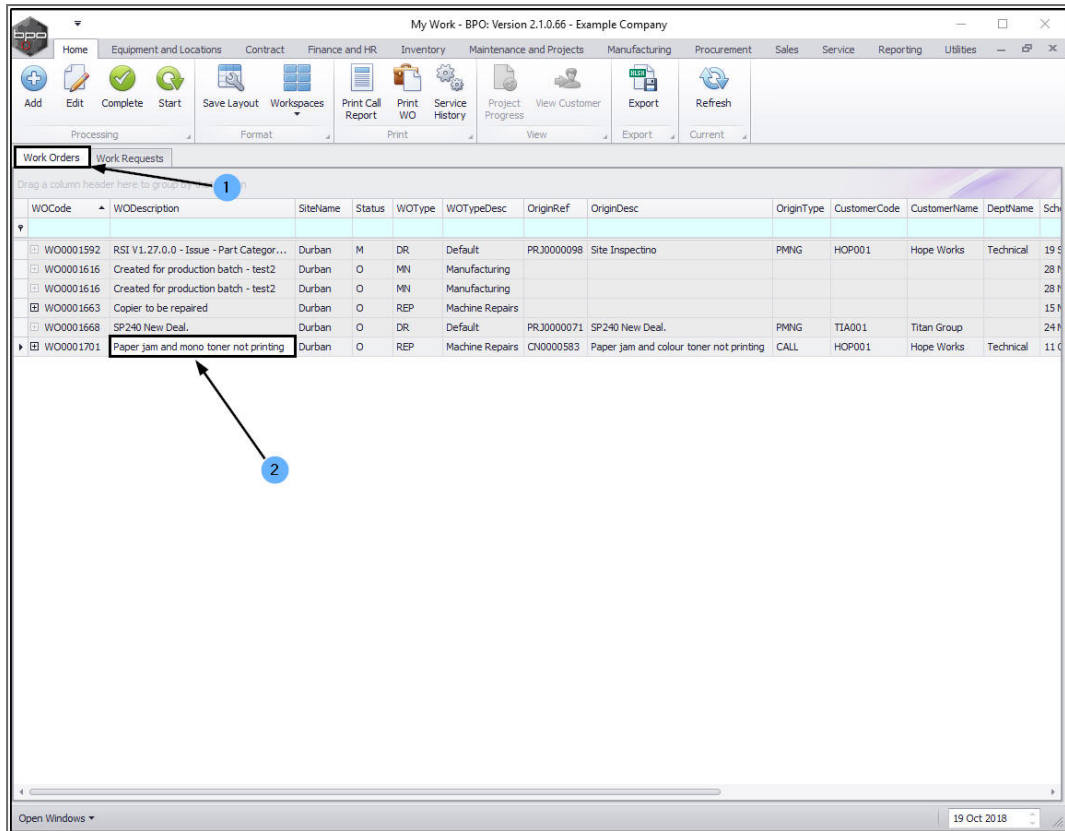
MY WORK – EDIT WORK ORDER DESCRIPTION, COMMENTS, RECTIFICATION COMMENT

Ribbon Access: Service > My Work

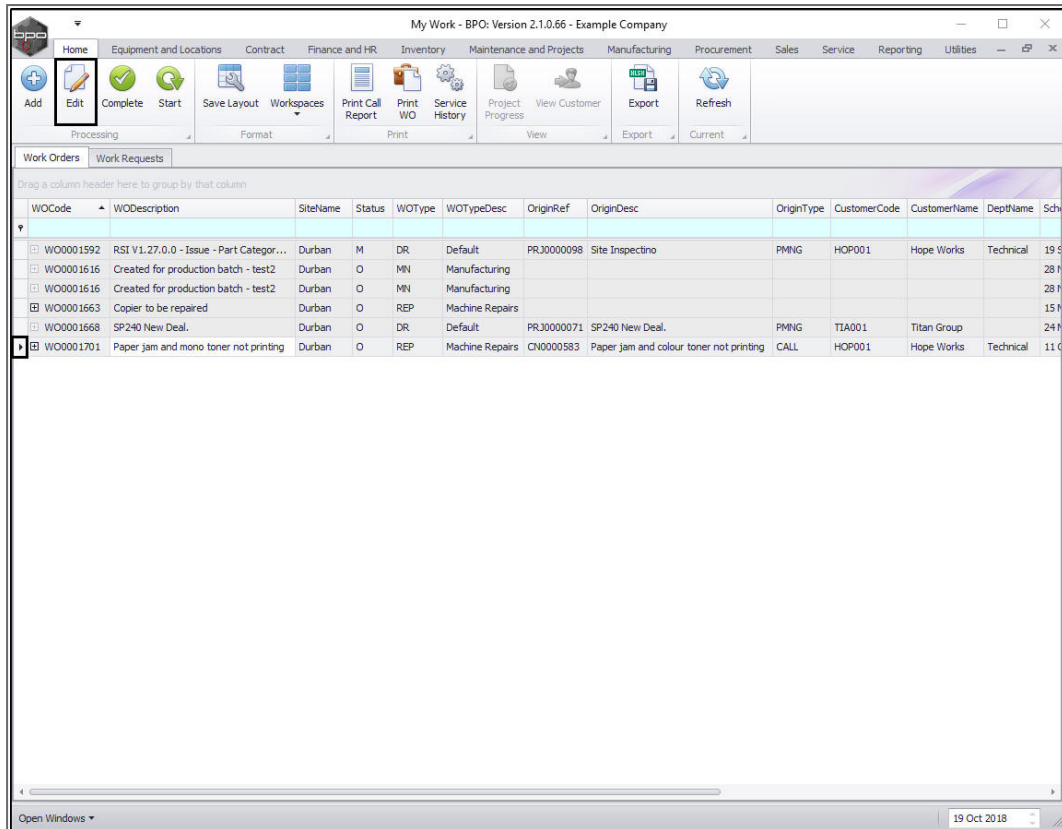


The **My Work** listing screen will be displayed.

1. Ensure that you have selected the **Work Orders** tab.
2. Search for the **work order** that contains the **Description** that you wish to change.



1. Click on the **row selector** in front of the **work order** to be edited.
2. Click on **Edit**.



- The **Maintain WO - Ref []** will be displayed.

EDIT WORK ORDER DESCRIPTION

- Click in the **Description** text box, select the incorrect text and delete it.
 - In this image, the text **'mono'** has been selected to be deleted.

Maintain WO - Ref WO0001701 - BPO: Version 2.1.0.66 - Example Company

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

Save | Back | Save Layout | Print

Maintain | Format | Print

Links: Enter text to search...

Functions

- Time
- Services
- Third Party Services
- Parts
- Loans
- Swap Outs
- Meters
- Expenses
- Travel

Description Paper jam and ~~mono~~ toner not printing

Requestor Abigail Mine

WO Type Repair

Priority 3

Request Date 12 Oct 2018 09:58:05

Status Open

Billable

Capitalise

Work Order Item

Functional Location **Equipment**

Item 204-989898

Comment

Links

RefType	ReferenceType	ReferenceNo
I CALL	Call Reference	CN0000583
PMNG	Project Reference	

Schedule

Assigned To Abigail Mine

Assigned By Belinda Sharmen

Scheduled Start 11 Oct 2018 12:00:00

Scheduled End 11 Oct 2018 12:00:00

Actual Start 12 Oct 2018 12:00:00

Actual End 12 Oct 2018 12:00:00

Delay Comments Currently on Schedule

Rectification Code Fixed machine

Rectification Comments Cleared paper jam

Completion Date 12 Nov 2018 00:00:00

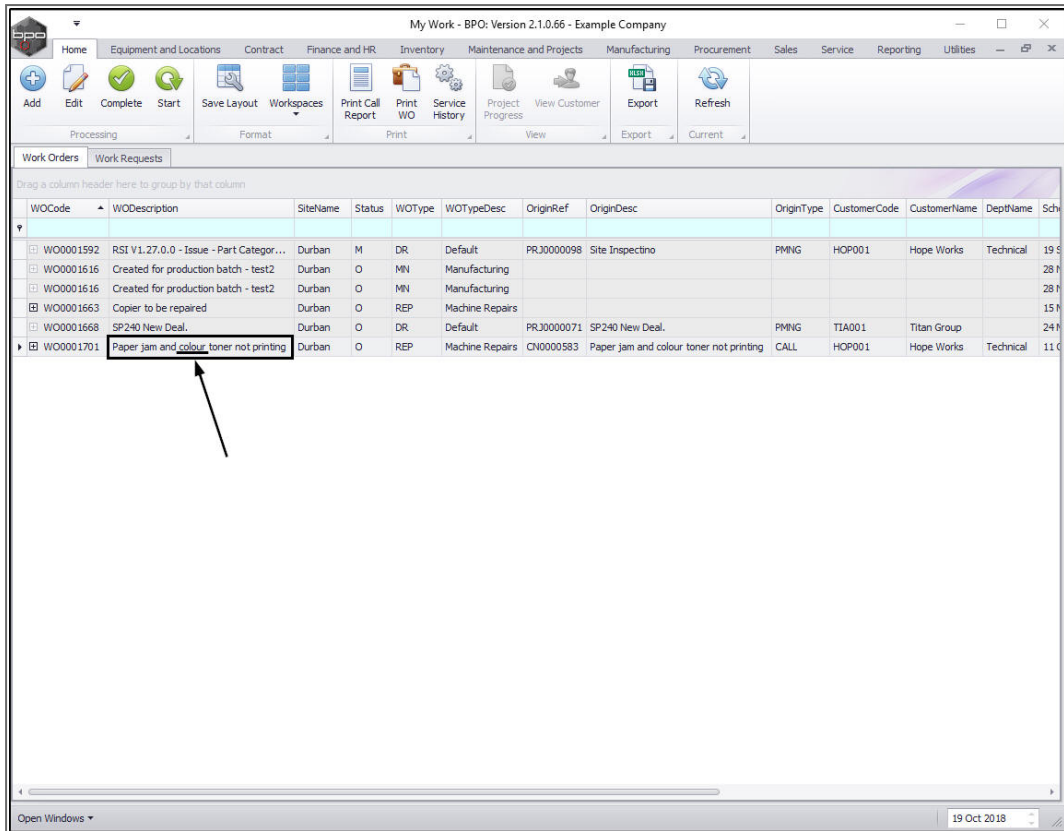
Meters

Open Windows

19 Oct 2018

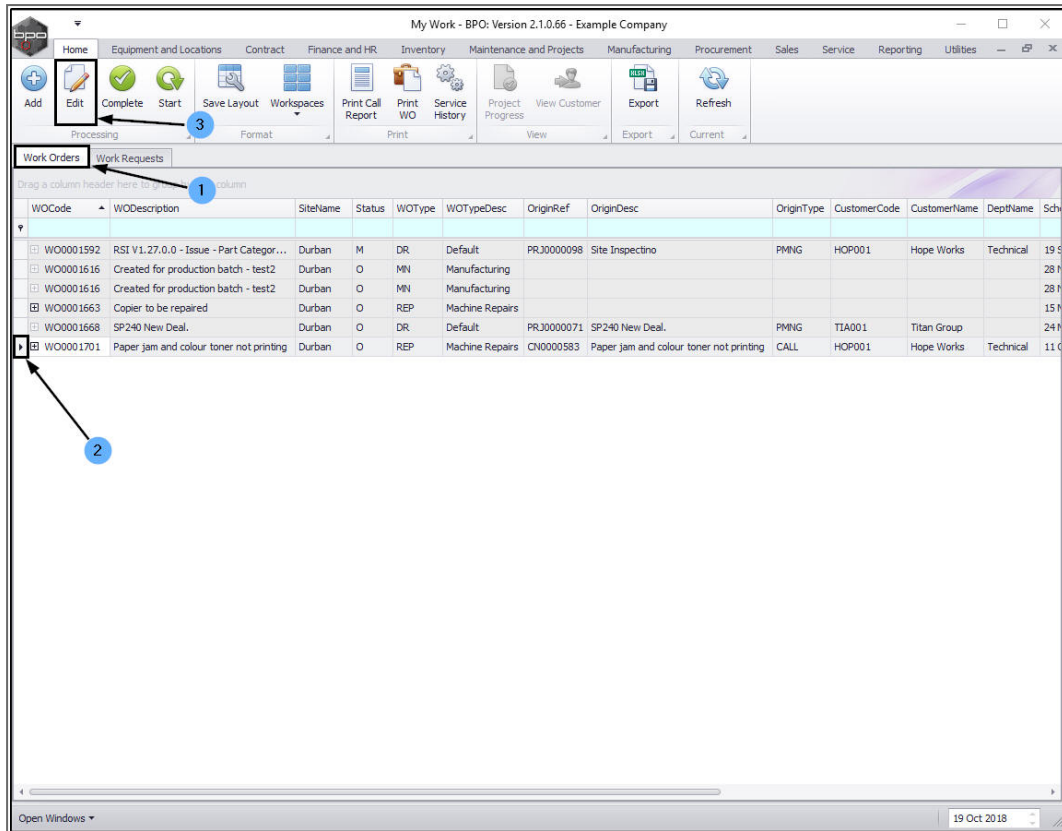
- Type in the changes as required.
 - In this image, **'colour'** has replaced 'mono'.
- Click on **Save**.

- The edited details will be **saved** and you will return to the **My Work** listing screen.
- Here you can view the changes in the **WO Description** column.

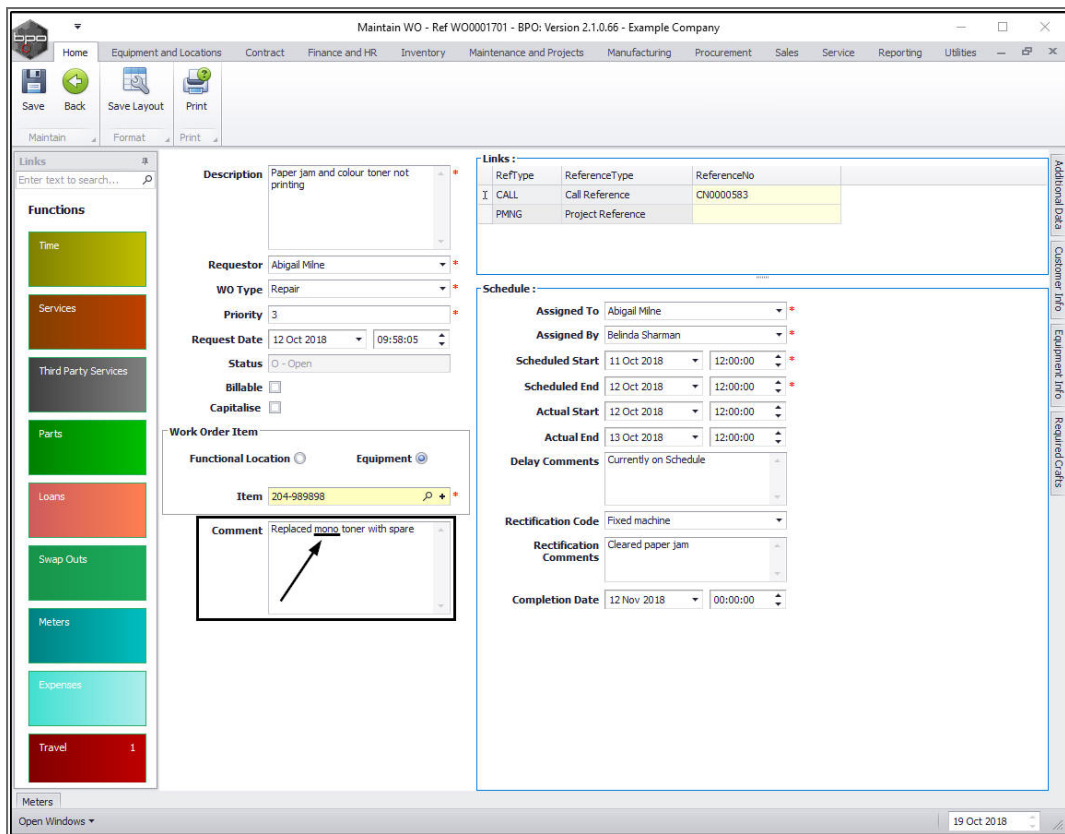


EDIT WORK ORDER COMMENT

1. In the **Work Order** listing screen, ensure that you have selected the **Work Orders** tab.
2. Click on the **row selector** in front of the **work order** where you wish to change the **Comment**.
3. Click on **Edit**.

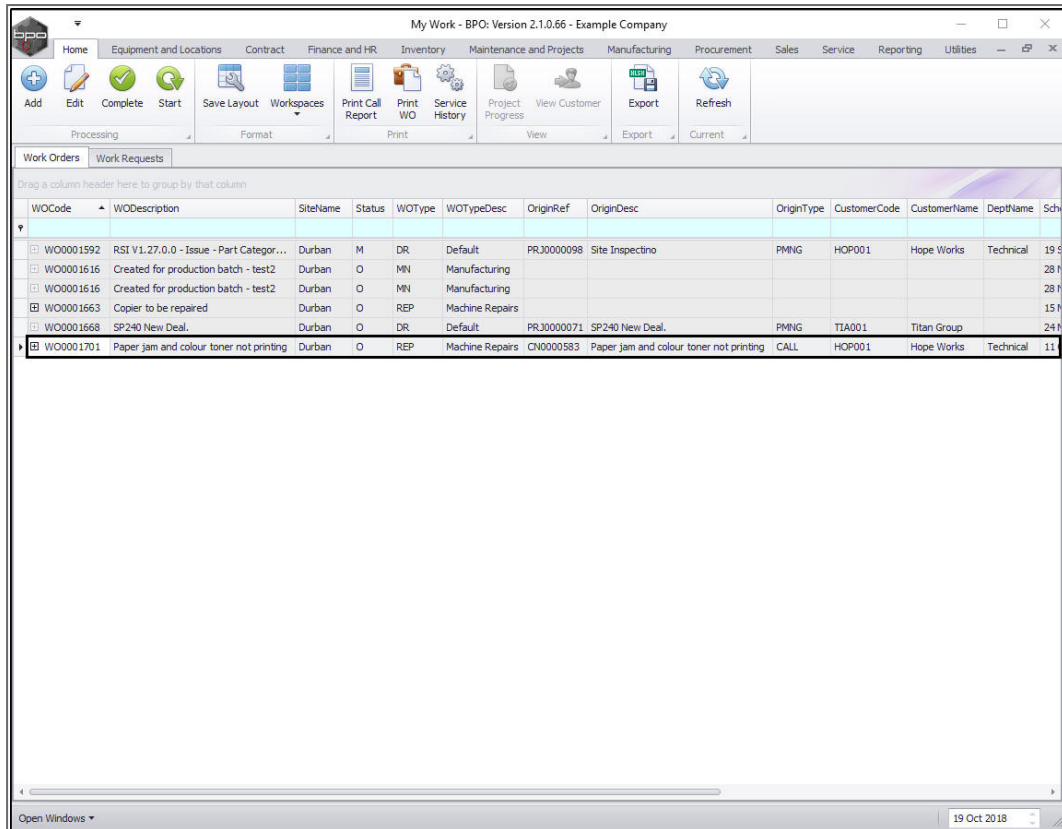


- Click in the **Comment** text box, select the incorrect text and delete it.
 - In this image, the text '**mono**' has been selected to be deleted.



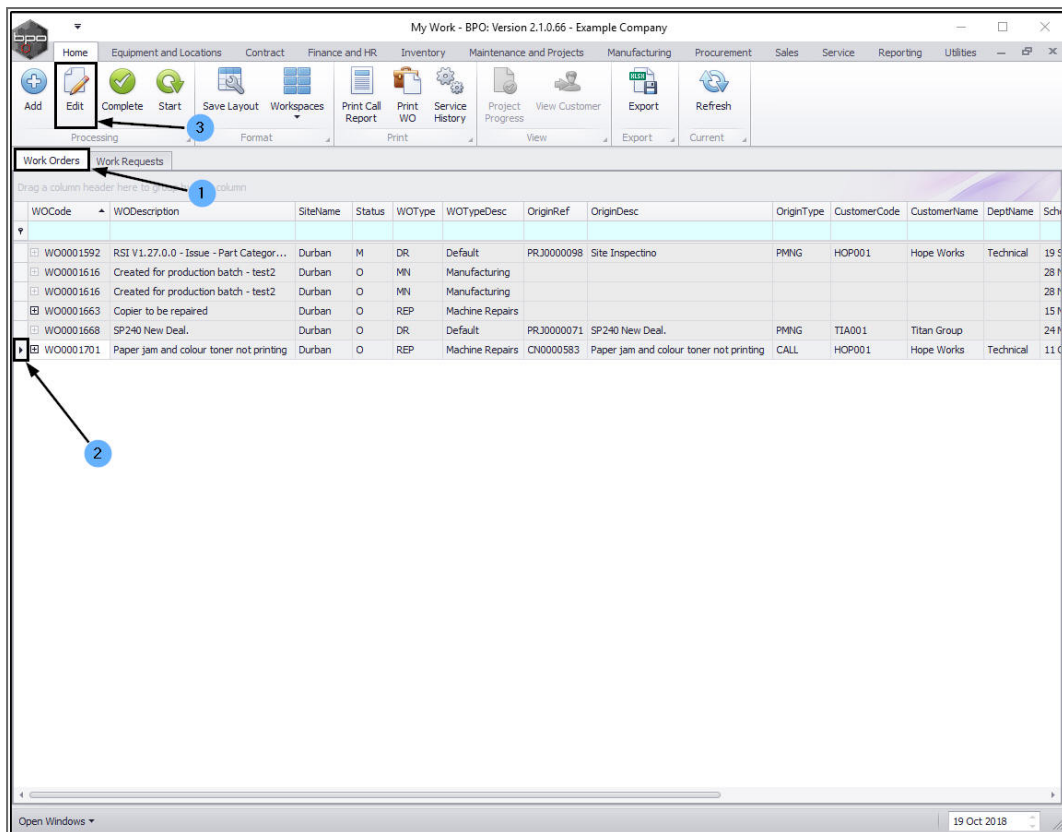
1. Type in the changes as required.
 - In this image, **'colour'** has replaced 'mono'.
2. Click on Save.

The edited details will be **saved** and you will return to the **My Work** listing screen.



EDIT WORK ORDER RECTIFICATION COMMENT

1. In the **Work Order** listing screen, ensure that you have selected the **Work Orders** tab.
2. Click on the **row selector** in front of the **work order** where you wish to change the **Rectification Comment**.
3. Click on **Edit**.

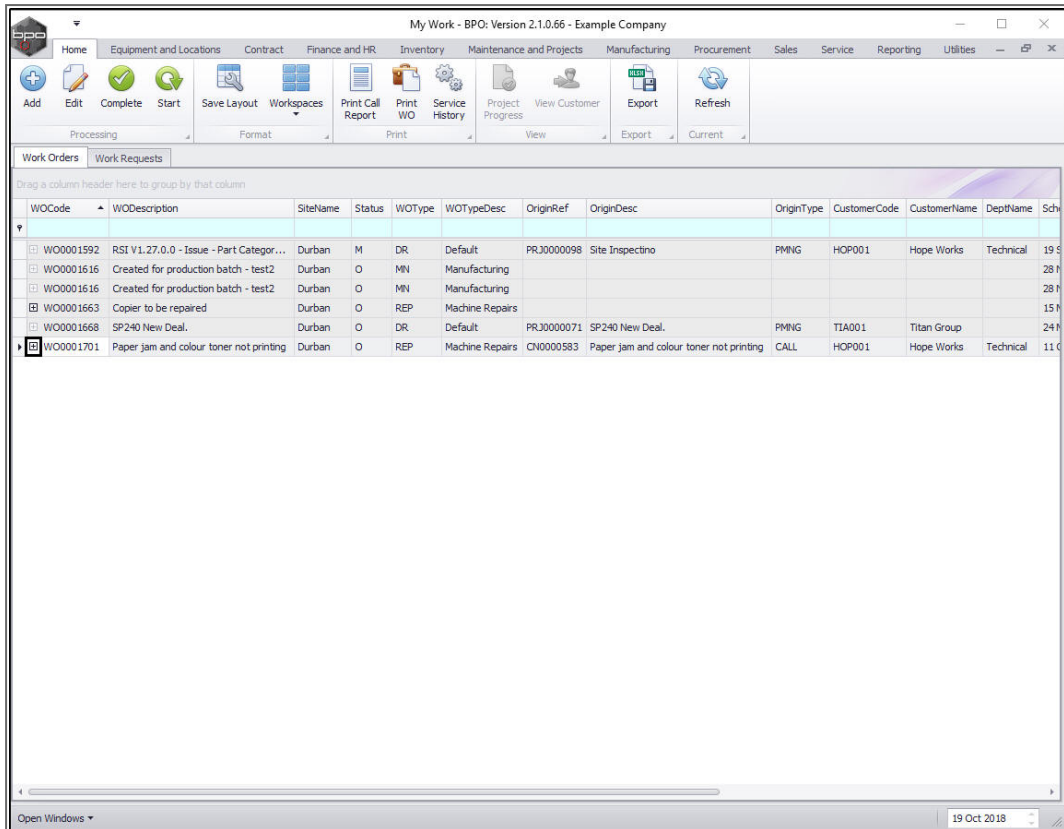


- Click in the **Rectification Comment** text box, select the incorrect text and delete it.
 - In this image, there is no text to be deleted but the Rectification Comment needs to be **expanded** to include more information.

1. Type in the changes as required.
 - In this image, **additional text** has been added to the Rectification Comments box.
2. Click on **Save**.

The edited details will be **saved** and you will return to the **My Work** listing screen.

- Click on the **expand** button in the row of the edited work order.



1. The **Prior Work Orders** frame will be expanded.
2. **Scroll right** in this frame until you can view the **Rectification Comment** column.
3. Here you can **view** the updated Rectification Comment details.

My Work - BPO: Version 2.1.0.66 - 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	Sch
WO0001592	RSI V1.27.0.0 Issue - Part Categor...	Durban	M	DR	Default	PR30000098	Site Inspectio	PMING	HOP001	Hope Works	Technical	19 S
WO0001616	Created for production batch - test2	Durban	O	MN	Manufacturing							28 H
WO0001616	Created for production batch - test2	Durban	O	MN	Manufacturing							28 H
WO0001663	Copier to be repaired	Durban	O	REP	Machine Repairs							15 M
WO0001668	SP240 New Deal.	Durban	O	DR	Default	PR30000071	SP240 New Deal.	PMING	TIA001	Titan Group		24 H
WO0001701	Paper jam and colour toner not printing	Durban	O	REP	Machine Repairs	CN0000583	Paper jam and colour toner not printing	CALL	HOP001	Hope Works	Technical	11 C

Prior Work Orders Work Order Technicians

WOCode	RequestDate	CompletionDate	CompletionTime	Description	AssignedTo	EmployeeName	Priority	RectificationComment	Status	StatusDesc
WO0001703	20 Oct 2018	19 Nov 2018	00:00:00	Copier repair ...	24	Abigail Milne	2		O	Open
WO0001701	12 Oct 2018	12 Nov 2018	00:00:00	Paper jam an ...	24	Abigail Milne	3	Cleared paper jam, replaced colour toner, returned faulty toner to store	O	Open
WO0001582	15 Aug 2017	14 Sep 2017	12:00:00	Contract Clos...	1	Bianca Du Toit	2		O	Open
WO0001568	14 Aug 2017	13 Sep 2017	12:00:00	Contract Clos...	1	Bianca Du Toit	2		O	Open

Open Windows 19 Oct 2018

MNU.073.021

