SERVICE

AVAILABILITY EXCEPTIONS

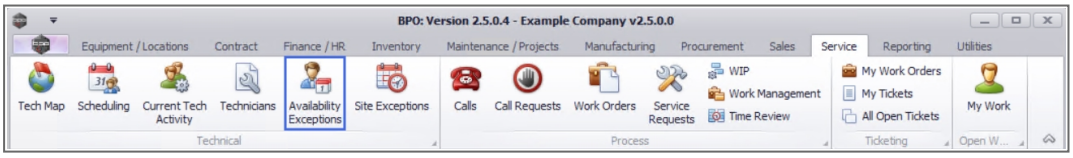
Availability Exceptions are any changes to a person's *standard availability* which may deem them ***unavailable*** when they usually are, or ***available*** when they usually are not.

For example;

An ***Unavailable*** exception may be used to reflect an employee taking annual leave or paternity leave.

An ***Available*** exception may be used to reflect an employee being available to work when they are not usually available or required e.g. on a public holiday.

Ribbon Access: *Service > Availability Exceptions*



1. The ***Availability Exceptions for employees*** screen will be displayed.
2. Select the name of the ***employee*** or ***technician*** you wish to add an availability exception for.

VIEW AVAILABILITY EXCEPTIONS

3. Click on the expand icon to display the ***Availability Exceptions sub grid***. A list of all the availability exceptions that have already been recorded for the technician will be displayed.

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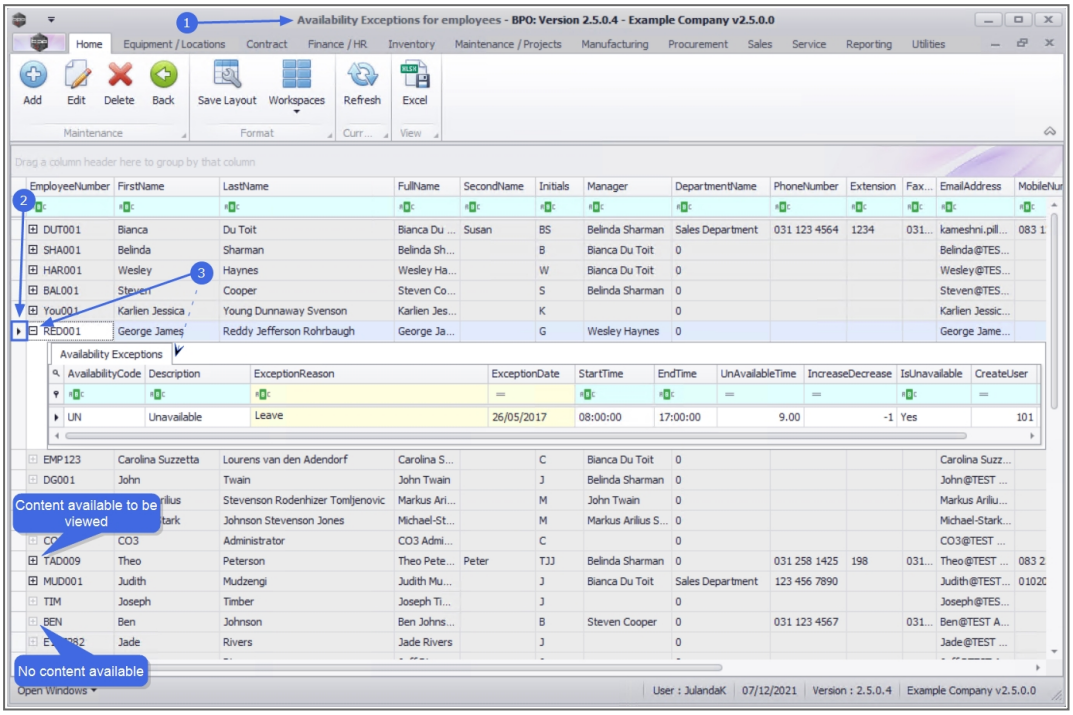
Note that when the expand icon in front of the employee name appears *feint*, that indicates that no data has been recorded yet in the sub grid. If the expand icon is *bold*, then content is available for viewing.



ADD AVAILABILITY EXCEPTION

4. Click on ***Add***.

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

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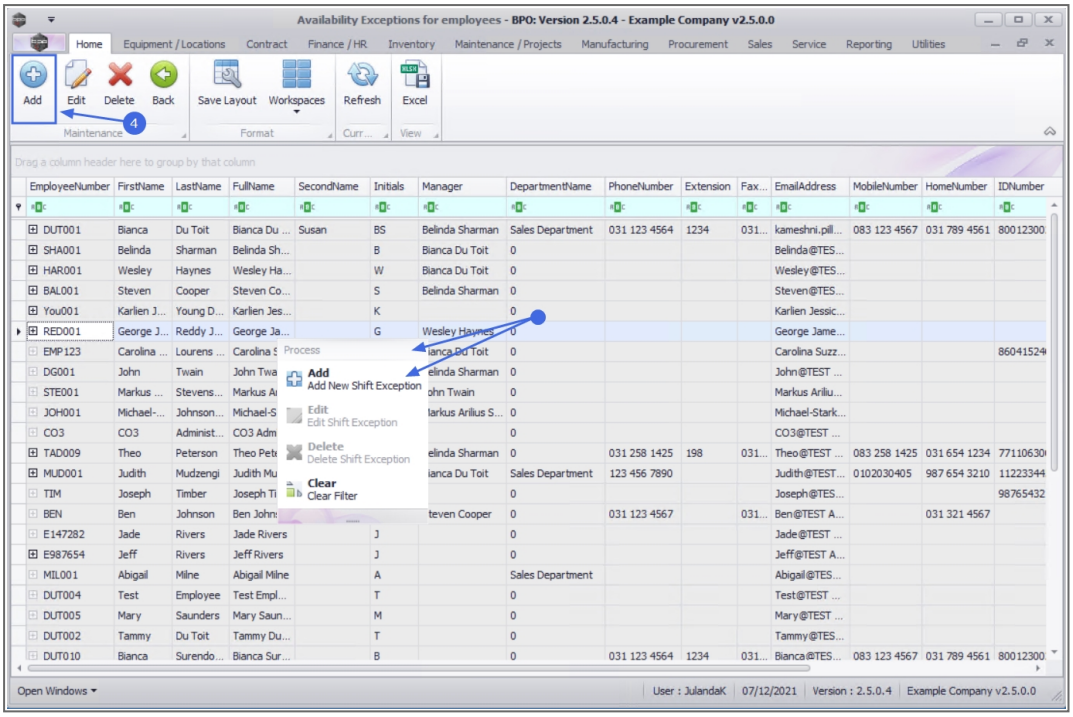

5. The ***Availability Exception*** screen will be displayed.

AVAILABILITY EXCEPTION DETAILS

- **Employee Name:** This field will populate with the name of the technician initially selected.
- **Start Date of the exception:** The current date will display in this field. Type in or click on the down ***arrow*** to select an alternative start date using the calendar function.
- **End Date of the exception:** This field will populate with the same date selected as the start date. Type in or click on the down ***arrow*** to select an alternative end date using the calendar function.
- **Code:** Click on the down ***arrow*** to select the appropriate exception reason code from the code list.
- **Exception Reason:** Click in the text box to type the detail as to why this exception is occurring.

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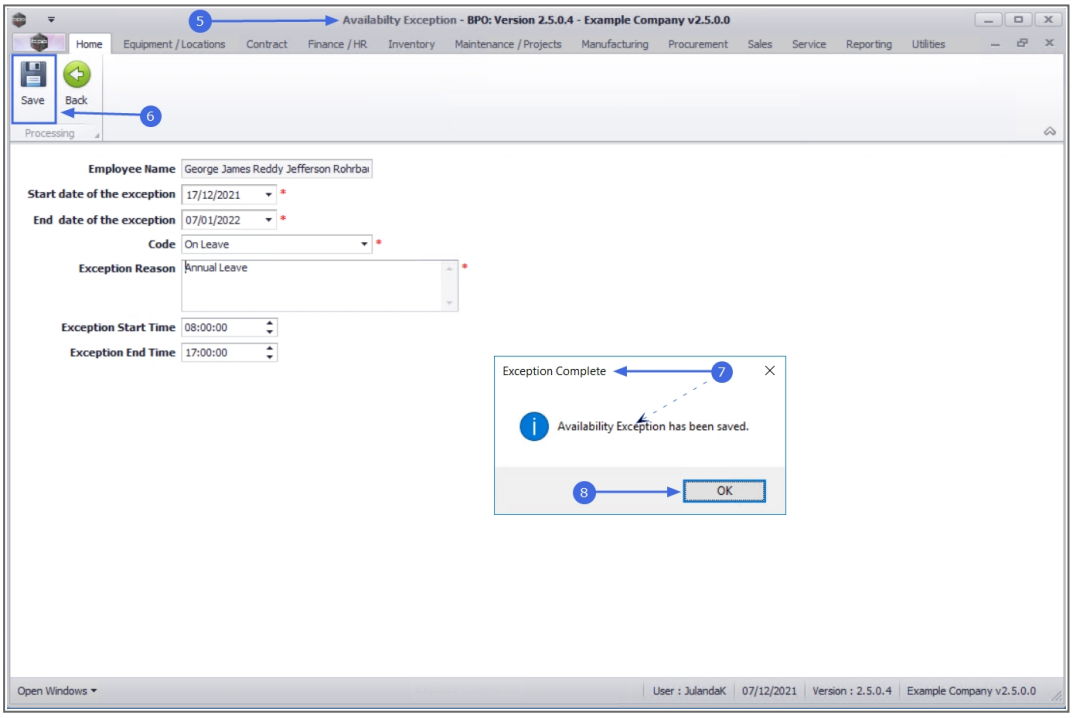
- **Exception Start Time:** This field will auto populate with the start time for a normal working day (08:00:00). Type in or use the ***arrow*** indicators to adjust the start time for the exception, if required.
- **Exception End Time:** This field will auto populate with the end time of a normal working day (17:00:00). Type in or use the arrow indicators to adjust the end time for the exception, if required.

SAVE AVAILABILITY EXCEPTION

6. When you have finished adding the availability exception details, click on ***Save***.
7. You will receive the ***Exception Complete*** message to confirm that;
    - ***Availability Exception has been saved.***
8. Click on ***OK***.



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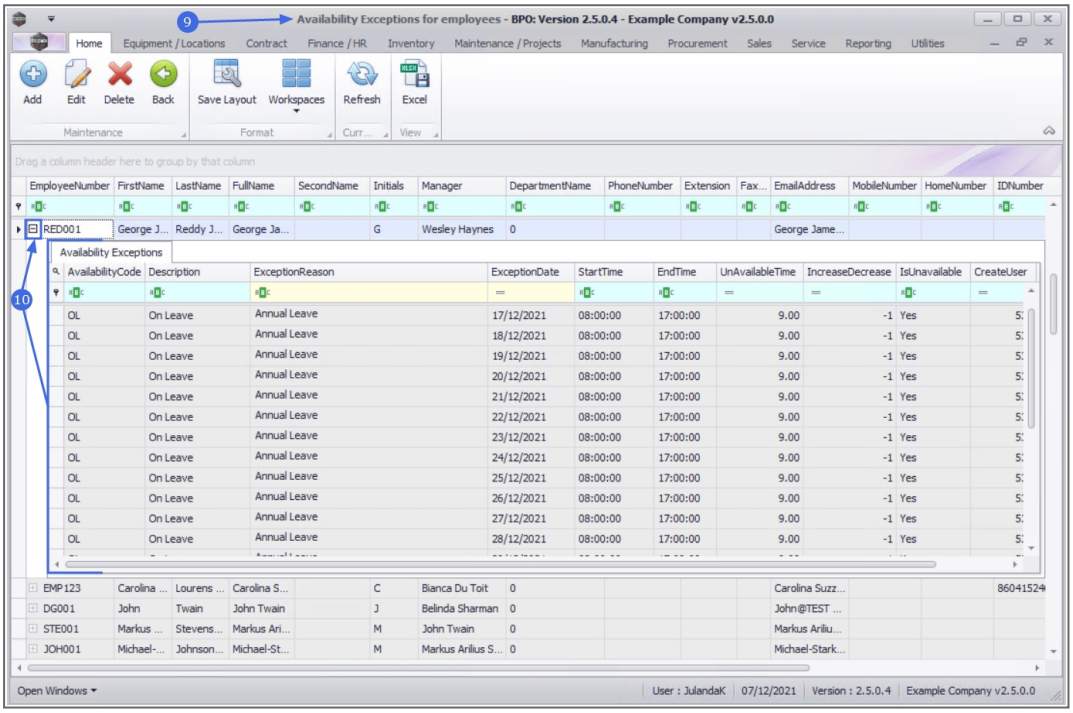
9. You will return to the ***Availability Exceptions for employees***.
10. View the exception by clicking on the expand icon of the technician to display the Availability Exceptions sub grid.

> Note that a separate entry has been created for each day of the Availability Exception period.



EDIT AVAILABILITY EXCEPTION

1. On the ***Availability Exceptions*** for employees screen,
2. Click on the ***expand icon*** of the ***employee***, to display the Availability Exception sub grid.
3. Click in the ***row*** of the availability exception you wish to edit.
4. Click on ***Edit***.

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

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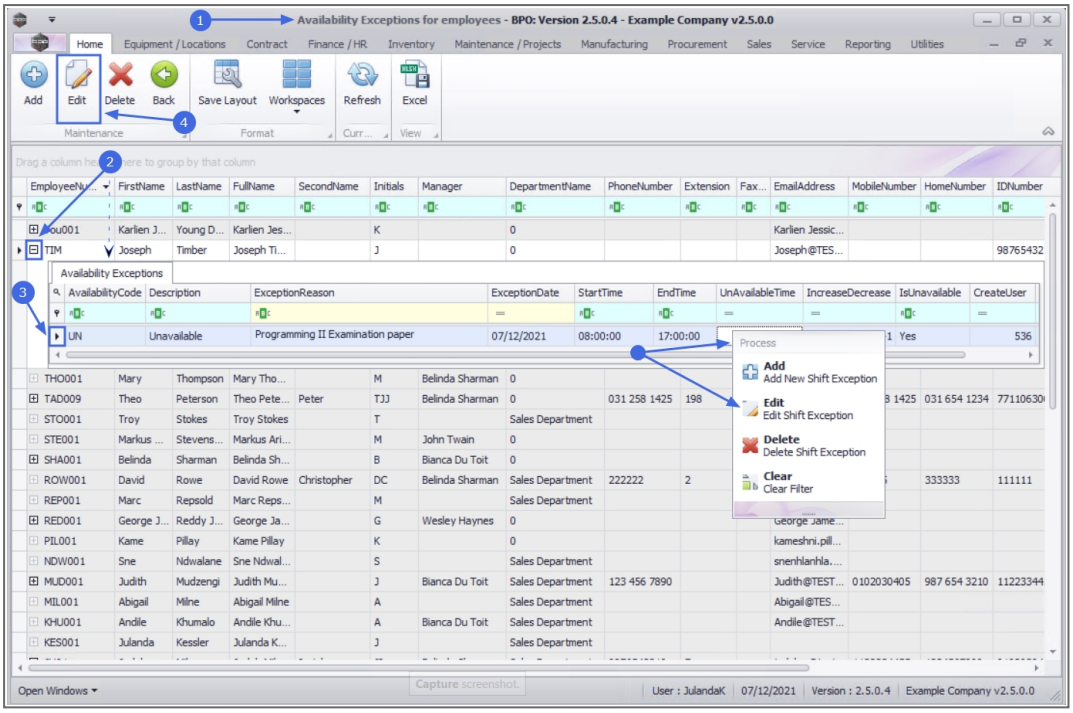

5. The ***Availability Exception*** screen will be displayed.
6. When you have finished making your changes, click on ***Save***.
    - The example changed to End Time from ***17:00*** to ***13:00***
7. When you receive the ***Exception Complete*** message to confirm that;
    - ***Availability Exception has been saved.***
8. Click on ***OK***.

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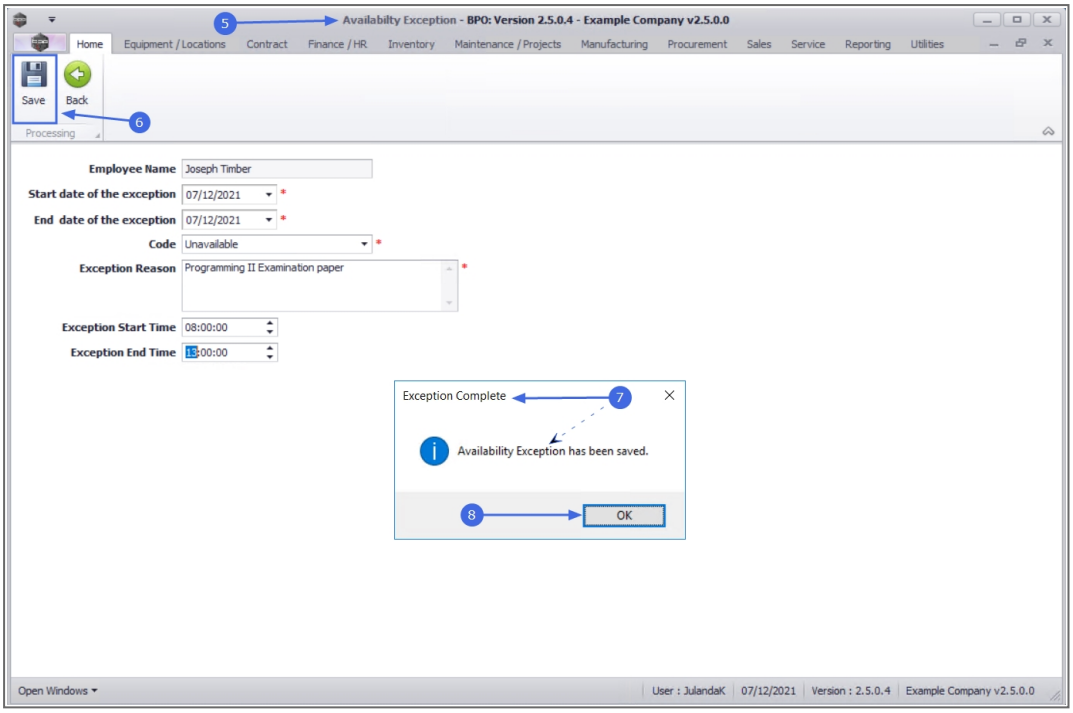
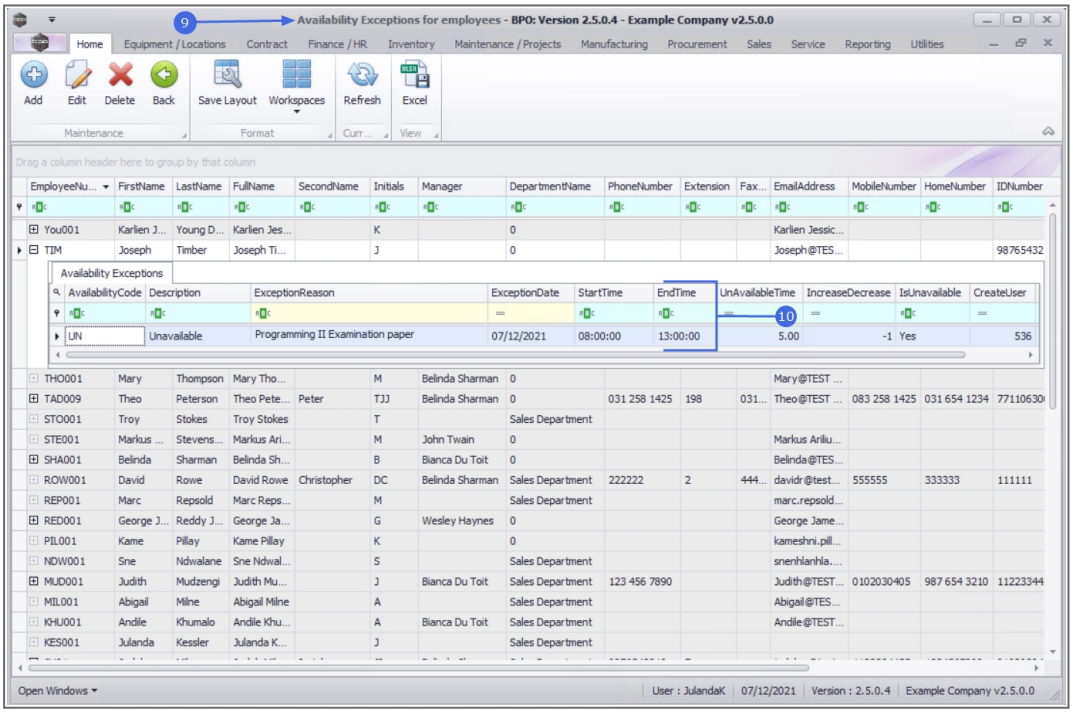


9. You will return to the ***Availability Exceptions for employees*** screen.
10. Note the edited details in the Availability Exceptions frame.



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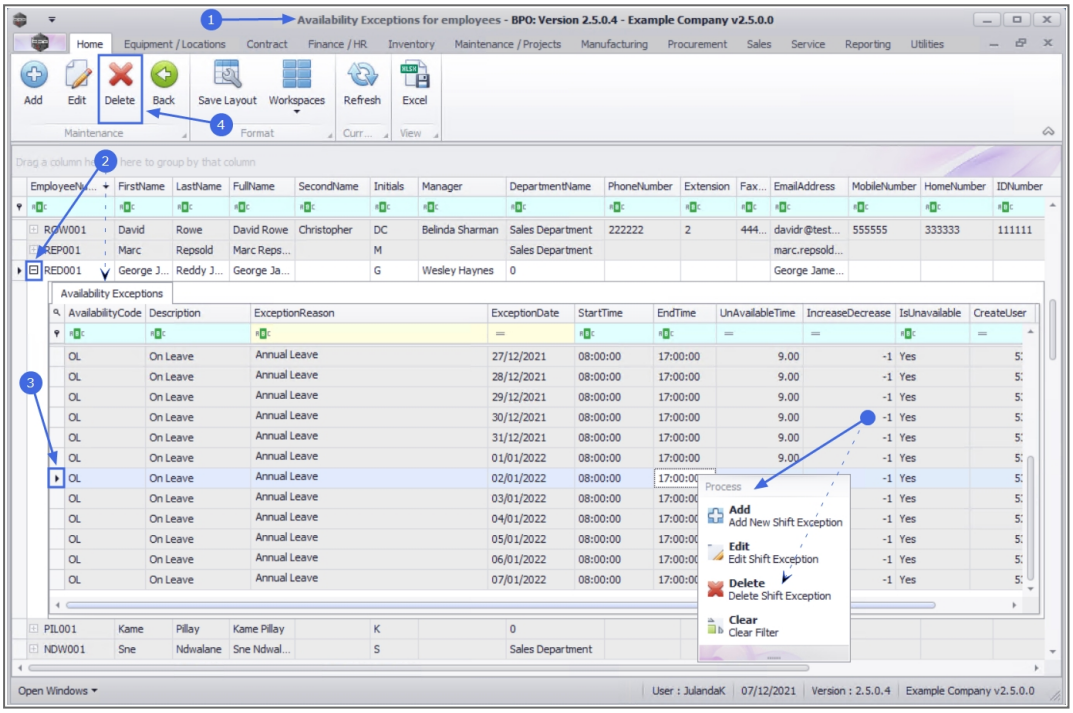
DELETE AVAILABILITY EXCEPTION

1. On the ***Availability Exceptions*** for employees screen,
2. Click on the ***expand icon*** of the ***employee***, to display the Availability Exception sub grid.
3. Click in the ***row*** of the availability exception you wish to delete.
4. Click on ***Delete***.

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



5. When you receive the ***Delete Availability Exception*** message to confirm;
    - ***Are you sure you want to delete this availability exception?***
6. Click on ***Yes***.

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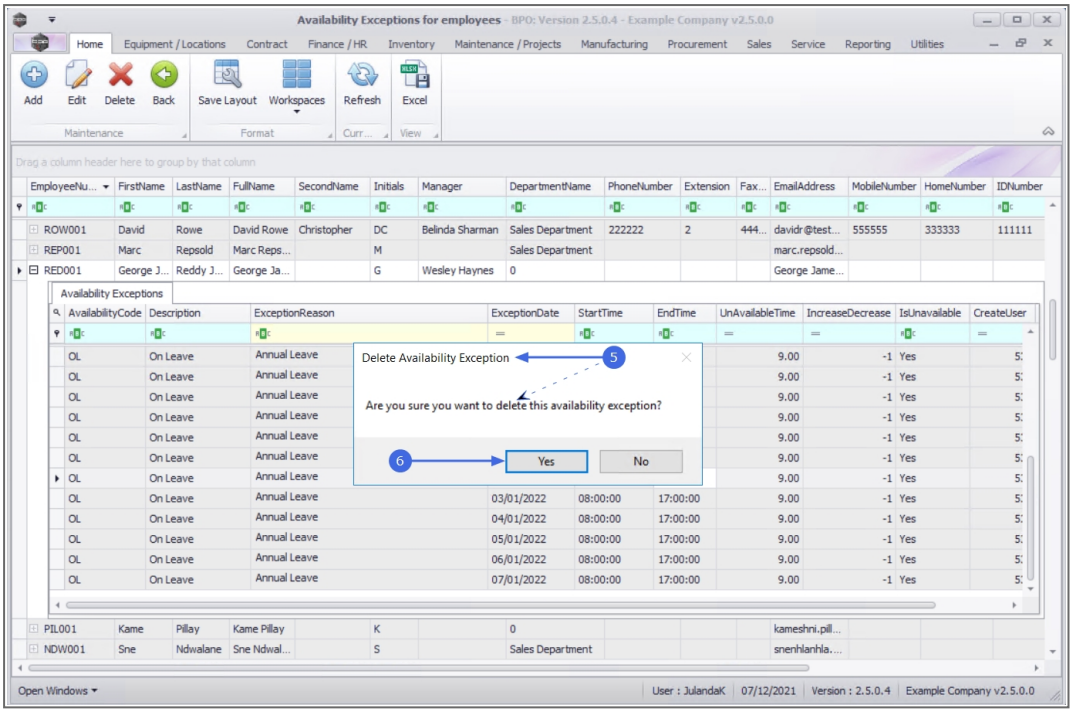
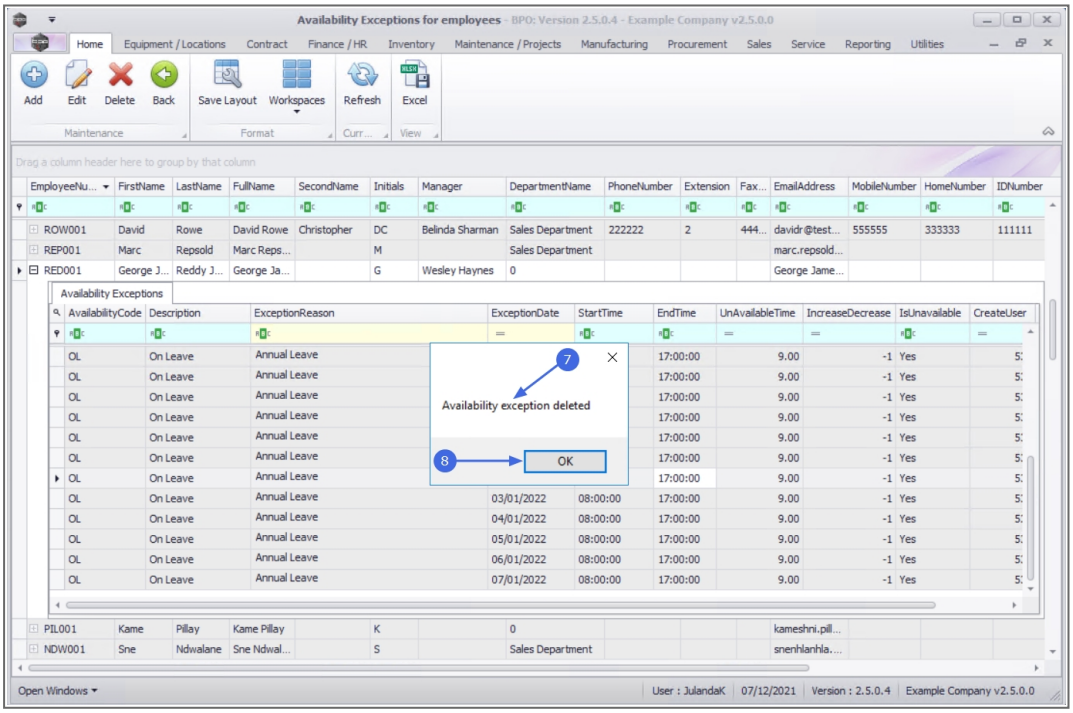


7. You will receive the delete confirmation message next;
    - ***Availability exception deleted.***
8. Click on ***OK***.



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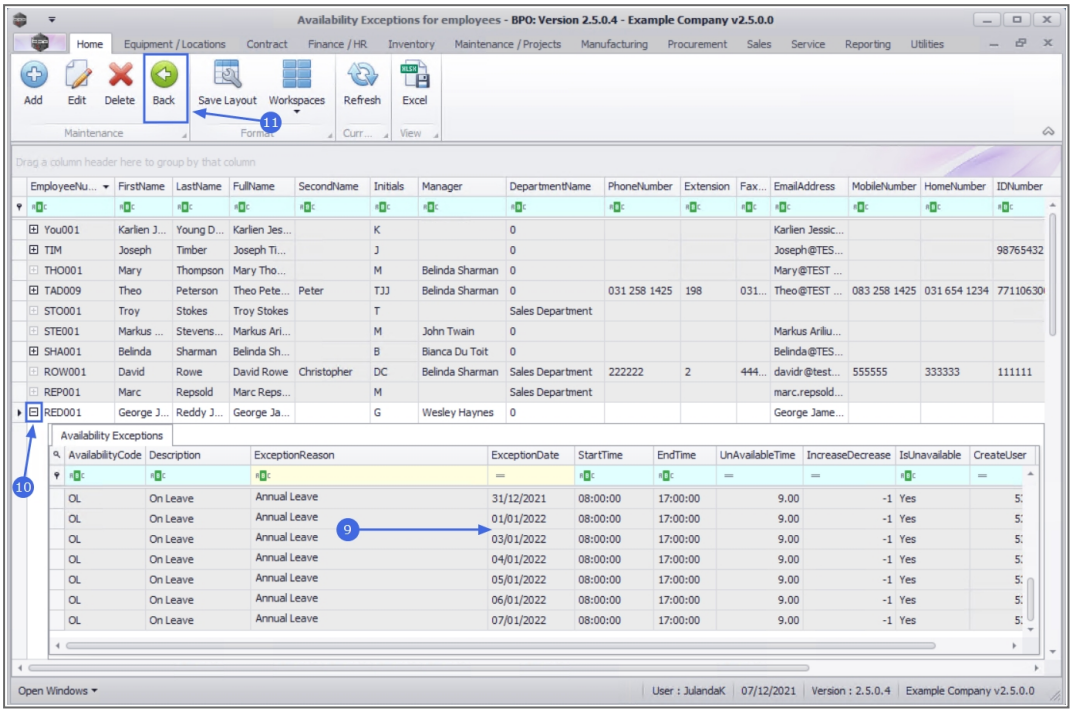
9. The deleted exception has been ***removed*** from the Availability Exceptions frame.
10. ***Collapse*** the frame when you are done.
11. Click on ***Back*** to close the screen.



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