

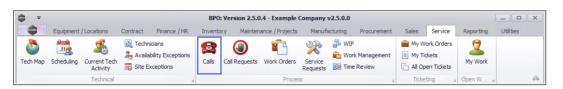
SERVICE

CALLS - THE EDIT BUTTONS

When a call is saved, BPO automatically generates a Work Order for the call that holds all the information logged against the call.

If the *Company*, *Contact*, or *Address* details for the customer have *changed*, then you can update the details <u>directly</u> in the call screen, by clicking on the *Edit [...] (ellipsis)* buttons in the relevant fields.

Ribbon Access: Service > Calls



- 1. The *Call Listing* screen will be displayed.
- Click on the *expand button [+]* in the row of the *call log* you wish to view the *work order details* for.
- The Work Order data grid will be expanded to display the generated work order number and all the information for the call log.
- 4. Click in the *row* of the Work Order you wish to edit.
- 5. Click on *Edit*.



	₹ 	lome Equ	pment / Locations	Cor	ntract Finar		sting - BPO: Version 2 entory Maintenance		e Company	v2.5.0.0 Procuremen	it Sales Service F	leporting l		- 5	
Add Mair	Edi		/2021 • 4 /2021 • R 5 State	efresh	Default V My Calls	Save L Works Save F Forma	aces 🕶 🎎 Assign ilter 👔 Start	Close Com	plete Hold	Pending	Release Print Rep	orts			
Fi	nd	() Fi	ter 2												
			~	Ca	IReference	CallDate	CallState	Technician	C	CallTime	Description		CallType	CallTy	ypeD
_				• •	c	=	REC	R C	8	Bc	R C		R C	REC	
	rmatio		No Of Calls		CN0005298	14/12/2021	UnAssigned		1	10:23:41	Paper not feeding through	rollers	REP	Repai	ir 👔
Ŧ	Du 🖸		38		Work Orde	rs 🗲	3								
	-	New	36		۹ WOCode	Descript	ion 🧳	SiteName	WOType	Status	StatusDescription	Priority	WorkPriority		Rec
	-	In Progress Hold	0		9 8 0 0	* 0 ¢	Ľ	R C	REC	R C	10c	-	-		-
		Pending	0 4		► WO0006;	250 Paper n	ot feeding through roll	Durban	REP	0	Open		3	0.00	14
	_	Complete	0		4				1.00		open		-		+
		Closed	0		CN0005297	16/11/2021	UnAssigned			16:36:30	2MS - 2 month service		SM	Sched	dulad
	õ	All	38		CN0005297	05/11/2021	UnAssigned			8:00:00	BathBinMaint - Bathroom B	in Maintena	SM	Sched	
-	💿 Pre	etoria	0	_	CN0005295	29/10/2021	-			8:00:00	BathBinMaint - Bathroom E			Sched	
	0	New	0	_	CN0005295		UnAssigned		-		2MS - 2 month service	sin Maintena	SM	Sched	
		In Progress	0	_		26/10/2021	UnAssigned			8:00:00					
	<u> </u>	Hold	0	_	CN0005293	22/10/2021	UnAssigned			8:00:00	BathBinMaint - Bathroom B	in Maintena	SM	Sched	
	-	Pending	0	_	CN0005292	16/10/2021	UnAssigned		-	8:00:00	2MS - 2 month service		SM	Sched	
	-	Complete	0		CN0005290	15/10/2021	UnAssigned			8:00:00	BathBinMaint - Bathroom B			Sched	
	-	Closed	0	Đ	CN0005289	08/10/2021	UnAssigned		0	8:00:00	BathBinMaint - Bathroom B	8in Maintena	SM	Sched	
۰.	0		0	Ŧ	CN0005288	01/10/2021	UnAssigned		0	8:00:00	BathBinMaint - Bathroom B	8in Maintena	SM	Sched	
-		pe Town	0	Ŧ	CN0005287	24/09/2021	UnAssigned		0	00:00:00	BathBinMaint - Bathroom B	8in Maintena	SM	Sched	duled
	-	New	0	Ŧ	CN0005286	17/09/2021	UnAssigned		0	00:00	BathBinMaint - Bathroom B	8in Maintena	SM	Sched	duled
	-	In Progress Hold	0	÷	CN0005285	16/09/2021	Awaiting Acceptance	Theo Peterso	in 0	00:00	Tier - Commercial Tier Test	t	INST	Instal	llatio
	<u> </u>	Pending	0	ŧ	CN0005284	15/09/2021	UnAssigned		0	00:00	2MS - 2 month service		SM	Sched	duled
	-	Complete	0	÷	CN0005283	10/09/2021	UnAssigned		0	00:00	BathBinMaint - Bathroom B	in Maintena	SM	Sched	duled
	-	Closed	0		Count: 36										
	-	All	0 +	1											

6. The *Call maintenance* screen will be displayed.

EDIT CUSTOMER INFO

7. Click on the *Edit [...] (ellipsis)* button in the *Customer* field.



+ Home Equipme	6 nt / Locations Contra	Call mainte		: Call ref	CN0005298 Maintenance		n 2.5.0.4 - Ex Manufacturino				Service	Reporting	Utilities	_	-) (
		4 🛤			er			•							
			1												
Save Back Close C	omplete Assign Hold	Pending	Release	Reinstate	Save Layo	ut Workspace	es Print	Note							
Maintain	Proce	55		- Q	F	ormat	Print	Info							
inks 4				7		- Relates To :									_
nter text to search P	Customer	Hope Works (P	Pty) Ltd	, م	• + •	Reference	eType	Refi	erenceNo						
	Contact	Kelly Jones		(• • •	Serial No		102	0-10101						
Functions						Prior Call	Reference								
	Contact No.	031 123 4567				Call Requ	est Reference	:							
Work Orders 1	Address	Plot 91 Leaf Ro	oad	م	·	Contract	No	COO	000050						
		Leaf Hills				Location									
		Pink Town Durban South			-	Project R									
					_	Quote Re					_				
Work In Progress	Call Type	Repair			• *	Invoice R					_				
	Error Code	Paper Jam			*	Order Re	ference								
Notes	Description	Paper not feed	ding thro	ugh rollers	*										
THOLE I					-										
	Call Date Time	14/12/2021	•	10:23:41	÷										
Assignments	Priority	3 🗘 *				Prior Calls :									_
	SLA					CalRefer	ence Ca	Date	CallTime	De	scription				
			_			CN00052	98 14	/12/2021	10:23:41	Pag	per not fee	ding through i	ollers		
Hold History	Date Required	14/12/2021	•			CN00005	43 17	/11/2017	13:15:48	tes	st call swap	out po status			
	Order No	PO12345				CN00005	19 07	/08/2017	14:19:10	Ful	I set of tor	ners required			
					_	CN00005	16 03	/08/2017	15:21:01			ions on the cop			
	Logged By	JulandaK				CN00005	10 13	/07/2017	08:45:37		st call for in	nvoice and trai	saction proc	essing cheo	ks
Pending History	Status	N - New				CN00005	01 29	/06/2017	16:14:01			ternate Issue			
						CN00006	47 23	/05/2017	08:00:00	Π	010 - Daily	, Colour 1000	Call per WO		
	Optional No	ACCTS002													
On Site Info 1						4									Þ
leters															
en Windows 🔻								Liner 1 3rd	andak	5/12/20	21 Verei	on : 2.5.0.4	Evample Ce		

- 8. The *Customer Maintenance* screen will be displayed.
- Edit the details for the customer and click on *Save* to return to the *Call maintenance* screen.

Home Equipment / Locations Contract	Customer Maintenance - Bl t Finance / HR Inventory Mainte		xample Company v2.5.0.0	Service Reporting	Utilities – & X
Process	Make the necessa changes to the custo info	ary	nulocuuling Procoreineirit Sales	Service Reporting	
Links # Detail Commercial					S.
Enter text to search P	Retail •	Primary Contact	Mandy Jefferson	•	User Defined
Functions Customer Code	HOP001 *	Email Address	snenhlanhlandwalane@gmail.com		ined
	Hope Works (Pty) Ltd *	Invoice Method	Print and Email		
Notes Credit Limit	5000 🗘		Primary is Accounts Contact		
Web Site	www.hopeworks.co.za	Accounts Contact	Mandy Jefferson		
	031 123 4567	Email Address	snenhlanhlandwalane@gmail.com		
Contacts Tax Rate	15.00 +	Billing Address	PO Box 7452	•	
VAT No	987654321 *		Forest Hills		
Registered Name	Hope Works (Pty) Lts		New Town		
Addresses Registration No	123456789		Durban South		
Holding Company	No Holding Co		South Africa		
	South African Rand 🔹 *	Bill Postal Code			
Documents Account Code	م		Copy Billing to Shipping		
Credit Check	No Check 👻	Physical Address		_	
Credit Terms	30 Days		Leaf Hills		
Call History Reporting Area			Pink Town Durban South		
	Bianca Du Toit 🔹 *		South Africa		
Account Manager		Postal Code			
	Is Consolidated	Trading As Name			
	Send Email	Shift Pattern		*	
		Rank	Gold		
History					
Authorisation Information					
Open Windows 👻			User : JulandaK 15/12/3	2021 Version : 2.5.0.4	Example Company v2.5.0.0



ADD NEW CONTACT

When you are initially selecting the contact for the call log in the Call Maintenance screen, it may be that your contact is <u>not</u> listed. You can **add** a new contact <u>directly</u> from the Call maintenance screen.

Note that this contact should be set up as a Standard Contact. For additional help with this process, refer to Calls - Add New Contact.

1. Click on the *Edit [...] (ellipsis)* button in the *Contact* field.

		Call maintena	nce : Call ref	CN0005298 - I	3PO: Version 2.5.0.4	- Example Co	ompany v2.5	.0.0		
Home Equipme	ent / Locations Contra	ct Finance / HR	Inventory	Maintenance /	Projects Manufact	turing Procu	rement Sal	es Service	Reporting Utilities	- 8
		4 🛤 🕨	× 10	2		9				
e Back Close C	Complete Assign Hold	Pending Rela	ase Reinstate	Save Layout	Workspaces Pri	nt Note				
aintain	Proce	224		Fon	nat Prin	it Info				
s a	1				-Relates To :		-			
text to search	Customer	Hope Works (Pty)	Ltd , P	• + •	ReferenceType	Ref	ferenceNo			
text to search	Contact	Kelly Jones		···· •	Serial No	102	20-10101			
nctions					Prior Call Reference	e				
	Contact No.	031 123 4567			Call Request Refer	rence				
Vork Orders 1	Address	Plot 91 Leaf Road	<i></i> و	. 1	Contract No	CO	0000050			
	riduress	Leaf Hills			Location					
		Pink Town Durban South		-	Project Reference					
					Quote Reference					
Nork In Progress	Call Type	Repair		*	Invoice Reference					
	Error Code	Paper Jam		-	Order Reference					
Notes	Description	Paper not feeding	through rollers	*						
				-						
	Call Date Time	14/12/2021	 ▼ 10:23:41 							
Assignments	Call Date Time Priority	14/12/2021 3 \$ *	▼ 10:23:41	•	-Prior Calls :					
lssignments	Priority		▼ 10:23:41	•	Prior Calls :	CallDate	CallTime	Description		
ssignments			• 10:23:41	•		CallDate 14/12/2021	CallTime 10:23:41	Description Paper not feed	ng through rollers	
	Priority	3 🛊 *	 10:23:41 	•	CallReference					
	Priority SLA Date Required	3 * 14/12/2021		•	CallReference CN0005298	14/12/2021	10:23:41	Paper not feed	ut po status	
	Priority SLA Date Required Order No	3 * 14/12/2021 PO12345		•	CallReference CN0005298 CN0000543	14/12/2021 17/11/2017	10:23:41 13:15:48	Paper not feedi test call swap o	ut po status rs required	
fold History	Priority SLA Date Required	3 * 14/12/2021 PO12345		•	CallReference CN0005298 CN0000543 CN0000519	14/12/2021 17/11/2017 07/08/2017	10:23:41 13:15:48 14:19:10	Paper not feed test call swap o Full set of tone Test all function	ut po status rs required	cessing checks
Hold History	Priority SLA Date Required Order No Logged By	3 🗘 * 14/12/2021 P012345 JulandaK		•	CalReference CN0005298 CN000543 CN0000519 CN0000516	14/12/2021 17/11/2017 07/08/2017 03/08/2017	10:23:41 13:15:48 14:19:10 15:21:01	Paper not feed test call swap o Full set of tone Test all function	ut po status rs required is on the copier oice and transaction pro	cessing checks
fold History	Priority SLA Date Required Order No Logged By Status	3 🗘 * 14/12/2021 PO12345 JulandaK N - New		•	CallReference CN0005298 CN000543 CN000519 CN000516 CN0000510	14/12/2021 17/11/2017 07/08/2017 03/08/2017 13/07/2017	10:23:41 13:15:48 14:19:10 15:21:01 08:45:37	Paper not feed test call swap o Full set of tone Test all function Test call for inv Loan unit - Alte	ut po status rs required is on the copier oice and transaction pro	
Hold History	Priority SLA Date Required Order No Logged By	3 🗘 * 14/12/2021 PO12345 JulandaK N - New		•	CallReference CN0005298 CN000543 CN0000519 CN0000516 CN0000510 CN0000510	14/12/2021 17/11/2017 07/08/2017 03/08/2017 13/07/2017 29/06/2017	10:23:41 13:15:48 14:19:10 15:21:01 08:45:37 16:14:01	Paper not feed test call swap o Full set of tone Test all function Test call for inv Loan unit - Alte	ut po status rs required as on the copier oice and transaction pro rnate Issue	
Hold History Pending History	Priority SLA Date Required Order No Logged By Status	3 🗘 * 14/12/2021 PO12345 JulandaK N - New		•	CallReference CN0005298 CN000543 CN000519 CN0000516 CN0000516 CN0000510 CN0000511 CN0000647	14/12/2021 17/11/2017 07/08/2017 03/08/2017 13/07/2017 29/06/2017	10:23:41 13:15:48 14:19:10 15:21:01 08:45:37 16:14:01	Paper not feed test call swap o Full set of tone Test all function Test call for inv Loan unit - Alte	ut po status rs required as on the copier oice and transaction pro rnate Issue	
Assignments Hold History Pending History On Site Info 1	Priority SLA Date Required Order No Logged By Status	3 🗘 * 14/12/2021 PO12345 JulandaK N - New		•	CallReference CN0005298 CN000543 CN0000519 CN0000516 CN0000510 CN0000510	14/12/2021 17/11/2017 07/08/2017 03/08/2017 13/07/2017 29/06/2017	10:23:41 13:15:48 14:19:10 15:21:01 08:45:37 16:14:01	Paper not feed test call swap o Full set of tone Test all function Test call for inv Loan unit - Alte	ut po status rs required as on the copier oice and transaction pro rnate Issue	-

- 2. "The Contact Maintenance screen will be displayed." on page 3
- 3. Add the contact details as required and click on *Save*.



≜ ∓	2	Conta	ct Maintena	nce - BPO: Version 2.5.0.	4 - Example Com	nany v2.5.0.0	5			
Home Equ	upment / Locations Contract I	inance / HR	Inventory	Maintenance / Projects			Sales Se	ervice Reporting	Utilities —	e x
Save Back Delete	3 This contact s									~
Process	up as a Stand	ard Conta	ct							\$
Contact Type	Standard Contact	•								
First Name	Kelly	*								
Last Name	Jones	•								
Preferred Name	Kelly									
Supervisor	Julia Ritson	•								
Title	Administrative Manager									
Email Address	kelly.jones@Hope Works (Pty) Ltdco	.za *								
Group Email	group@Hope Works (Pty) Ltdco.za									
Phone Number	031 123 4567	•								
Fax Number	031 123 4545									
Mobile Number	083 698 4561									
Address	Plot 91 Leaf Road Leaf Hills Pink Town Durban South South Africa	*								
Credit Limit	0	.00								
Primary Contact										
Open Windows 🕶					L	Jser : JulandaK	15/12/2021	Version : 2.5.0.4	Example Company v	2.5.0.0

- 4. You will return to the *Call maintenance* screen.
- 5. When you receive the *Contact Processing* message to confirm that;
 - Contact maintenance for customer : [customer code] complete.
- 6. Click on *OK*.
- The new contact will now be available when you use the *search* button in the Contact field.



		Call maintenan											
Home Equipme	nt / Locations Contra	ect Finance / HR	Inventory	Maintenance	/ Projects Ma	nufacturing	Procur	ement Sa	ales Servio	e Reporting	Utilities		5 X
💾 🔥 🔞 🛛	Q 🞿 🔎	4 📆 🕨		SU			•						
Save Back Close C	omplete Assign Hold	Pending Relea	se Reinstate	Savelavo	ut Workspaces	Print	Note						
Save back close c	ompiete Assign noie	Pending Relea	ac ricinatate	Save Layor	*	T	NOTE						
Maintain 🖌	Proce	ess			ormat	Print 4	Info 4						\$
inks 4					Relates To : -								
nter text to search	Customer	Hope Works (Pty) Lt	td ,o	· *	Reference	ype	Refe	erenceNo					-
	Contact	Kelly Jones	(•	Serial No		1020	0-10101					
Functions					Prior Call Re	ference							
	Contact No.	031 123 4567				t Reference							
Work Orders 1	Address	Plot 91 Leaf Road	<i></i> م	·	Contract No		C00	000050					
		Leaf Hills Pink Town			Location								
		Durban South		-	Project Ref								
Work In Progress	Call Type	Penair		• •	Invoice Ref								
WORK IN Progress				-	Order Refe								
	Error Code			-		crice							
	Description	Paper Contact Pro	cessing 🔫 —		-5		×						
Notes				L'									
		O °	Contact mainte	enance for cu	istomer : HOP00	1 complete.							
	Call Date Time	14/11											
Assignments	Priority	3											_
				6		OK		CallTime	Descriptio				
	SLA							10:23:41		feeding through i	ollers		
Hold History	Date Required	14/12/2021	•		CN0000543	17/1	1/2017	13:15:48		vap out po status			
	Order No	PO12345			CN0000519		8/2017	14:19:10	Full set of	toners required			
				_	CN0000516	03/0	8/2017	15:21:01	Test all fu	nctions on the cop	bier		
	Logged By	JulandaK			CN0000510	13/0	7/2017	08:45:37	Test call f	or invoice and tra	nsaction proces	ssing checks	;
Pending History	Status	N - New			CN0000501		6/2017	16:14:01		- Alternate Issue			
				_	CN0000647	23/0	5/2017	08:00:00	TT010 - D	aily, Colour 1000	- Call per WO		
	Optional No	ACC15002											
On Site Info 1					4								►
Meters													
Dpen Windows 🔻							User : Juli	andaK 15/	12/2021 V	ersion : 2.5.0.4	Example Com	pany v2.5.	0.0

EDIT CUSTOMER ADDRESS

1. Click on the *Edit [...] (ellipsis)* button in the *Address* field.

Home Equipr	nent / Locations Contra	ct Finance / HR	Inventory	Maintenance	/Projects Man	ufacturing	Procurement	Sales	Service	Reporting	Utilities —	Ð
	Q 🚜 🔘	4 🛗 🚩	A	2		9	•					
e Back Close	Complete Assign Hold	Pending Release	Reinstate	Save Lavou	t Workspaces	Print N	lote					
	and the second sec				+	*						
aintain 🔺	Proce	55		Fo	rmat 4	Print 🖌 Ir	fo _					
s 4					Relates To :							
r text to search 🖇	Customer	Hope Works (Pty) Ltd	م	• + *	ReferenceTy	pe	Reference					
	Contact	Kelly Jones	۶	• •• •	Serial No		1020-10101	L				
nctions					Prior Call Ref		_					
	Contact No.				Call Request	Reference						
Nork Orders 1	Address	Plot 91 Leaf Road	م	-	Contract No Location		CO0000050					
		Pink Town			Project Refer	ence			_			
		Durban South			Quote Refere							
Work In Progress	Call Type	Repair		• *	Invoice Refer		-					
				_	Order Refere	nce						
	Error Code			•								
	Description	Paper not feeding three	ough rollers	* *								
Notes												
				Ψ.								
	Call Date Time	14/12/2021 -	10:23:41	‡								
Assignments												
	Priority	3 🗘 *			Prior Calls :							_
	SLA				CalReference				Description		-	
Hold History	Date Required	14/12/2021 -			CN0005298 CN0000543	14/12/				eding through r		
Told History					CN0000543 CN0000519	17/11/				out po status		
	Order No	PO12345			CN0000519 CN0000516	07/08/				ions on the cop	ier	
	Logged By	JulandaK			CN0000510	13/07/					nsaction processing ch	ecks
					CN0000501	29/06/				ternate Issue	and the second s	
	Status	N - NEW			CN0000647	23/05/				, Colour 1000	- Call per WO	
	Optional No	ACCTS002										-
On Site Info 1												
					4							
ers												



- 2. The *Address Maintenance for Customer* screen will be displayed.
- 3. Make the necessary changes to the address as required, then click on *Save*.

\$ =	2	Addr	ress Maintena	ance for Cust	tomer HOP001 - BPO: Ve	rsion 2.5.0.4 - Ex	cample Compa	ny v2.5.0.0				_ •	x
Home E	quipment / Locations	Contract	Finance / HR	Inventory	Maintenance / Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	_ 8	х
Save Back													
	3												\$
Process _	-												~
Address Type	Shipping] - *										
Address 1	Plot 91 Leaf Road		•										
Address 2	Leaf Hills												
Address 3	Pink Town												
Address 4	Durban South												
Address 5	South Africa												
Postal Code	1234												
Country													
Tel. No.	031 123 4567												
Fax No.	031 123 4545												
GPS Longitude	30.759093												
GPS Latitude	-29.769727												
Open Windows 🕶						L	Jser : JulandaK	15/12/202	1 Versi	on: 2.5.0.4	Example Cor	npany v2.5.0.0	11.

- 4. You will return to the *Call maintenance* screen.
- 5. When you receive the *Address Processing* message to confirm that;
 - The address: [customer address] for customer has been saved.
- 6. Click on OK.



		Call maintenan									
Home Equipmer	nt / Locations Contra	ect Finance / HR	Inventory	Maintenance	/ Projects Manuf	acturing Proc	curement	Sales Se	ervice Reporting	Utilities — d	р)
💾 🙆 👩 (Q 2 1	4 📆 🕨		SI		L? 🎴					
Save Back Close Co	omplete Assian Hol	Pending Relea	Particular In	600		Print Note)				
ave back Close Co	omplete Assign Holi	Pending Releas	se Reinstate	Save Layou	t Workspaces	The Note					
Maintain 🖌	Proc	ess		Fo	rmat _ 1	Print / Info	4				6
inks #					- Relates To :						_
nter text to search P	Customer	Hope Works (Pty) Lt	م b	+ *	ReferenceType	R	eferenceNo				
	Contact	Kelly Jones	0		Serial No	10	020-10101				_
Functions			4		Prior Call Refer	ence					
	Contact No.	031 123 4567			Call Request Re						
Work Orders 1	Address	Plot 91 Leaf Road	<i></i> م	·	Contract No	0	00000050				
		Leaf Hills Pink Town			Location						
		Durban South		Ψ.	Project Referen						
Work In Progress	Call Type	Repair			Quote Referen						
work in Progress				_	Order Reference						
	Error Code		-		order recreation	~	~				
	Description	Address Processing		5			×				
Notes				1							
		The add	recr. Diet 01 L	L' Ant Pond for	customer HOP001	has been saved					
		The aud	Tess : Plot 91 Li		Lustomer HOPOUT	nas been saveu					
	Call Data Time										- 1
Assianments	Call Date Time										
Assignments	Call Date Time Priority			-		p					
Assignments		•		6-		OK	ime	Descri			
	Priority SLA			6-		L	3:41	Paper	not feeding through r		
Assignments Hold History	Priority	14/12/2021		6-	CN0000543	17/11/2017	3:41 7 13:15:48	Paper test ca	not feeding through r all swap out po status		
	Priority SLA		•	6-	CN0000519	17/11/2017	3:41 7 13:15:48 7 14:19:10	Paper test ca Full se	not feeding through r all swap out po status et of toners required		
	Priority SLA Date Required Order No	PO12345	•	6	CN0000519 CN0000516	17/11/2017 07/08/2017 03/08/2017	3:41 7 13:15:48 7 14:19:10 7 15:21:01	Paper test ca Full se Test a	not feeding through r all swap out po status at of toners required all functions on the cop	ler	
Hold History	Priority SLA Date Required Order No Logged By	PO12345 JulandaK	•	6-	CN0000519 CN0000516 CN0000510	17/11/2017 07/08/2017 03/08/2017 13/07/2017	3:41 7 13:15:48 7 14:19:10 7 15:21:01 7 08:45:37	Paper test ca Full se Test a Test c	not feeding through r all swap out po status et of toners required all functions on the cop all for invoice and trar		
	Priority SLA Date Required Order No Logged By	PO12345	•	6-	CN0000519 CN0000516 CN0000510 CN0000501	17/11/2017 07/08/2017 03/08/2017 13/07/2017 29/06/2017	3:41 7 13:15:48 7 14:19:10 7 15:21:01 7 08:45:37 7 16:14:01	Paper test ci Full se Test a Test c Loan u	not feeding through r all swap out po status at of toners required all functions on the cop all for invoice and trar unit - Alternate Issue	ier Isaction processing checks	
Hold History	Priority SLA Date Required Order No Logged By	PO12345 JulandaK N - New	•	6-	CN0000519 CN0000516 CN0000510	17/11/2017 07/08/2017 03/08/2017 13/07/2017	3:41 7 13:15:48 7 14:19:10 7 15:21:01 7 08:45:37 7 16:14:01	Paper test ci Full se Test a Test c Loan u	not feeding through r all swap out po status et of toners required all functions on the cop all for invoice and trar	ier Isaction processing checks	
Hold History Pending History	Priority SLA Date Required Order No Logged By Status	PO12345 JulandaK N - New	•		CN0000519 CN0000516 CN0000510 CN0000501	17/11/2017 07/08/2017 03/08/2017 13/07/2017 29/06/2017	3:41 7 13:15:48 7 14:19:10 7 15:21:01 7 08:45:37 7 16:14:01	Paper test ci Full se Test a Test c Loan u	not feeding through r all swap out po status at of toners required all functions on the cop all for invoice and trar unit - Alternate Issue	ier Isaction processing checks	
Hold History	Priority SLA Date Required Order No Logged By Status	PO12345 JulandaK N - New	•		CN0000519 CN0000516 CN0000510 CN0000501	17/11/2017 07/08/2017 03/08/2017 13/07/2017 29/06/2017	3:41 7 13:15:48 7 14:19:10 7 15:21:01 7 08:45:37 7 16:14:01	Paper test ci Full se Test a Test c Loan u	not feeding through r all swap out po status at of toners required all functions on the cop all for invoice and trar unit - Alternate Issue	ier Isaction processing checks	
Hold History Pending History	Priority SLA Date Required Order No Logged By Status	PO12345 JulandaK N - New	•		CN0000519 CN0000516 CN0000510 CN0000501 CN0000647	17/11/2017 07/08/2017 03/08/2017 13/07/2017 29/06/2017	3:41 7 13:15:48 7 14:19:10 7 15:21:01 7 08:45:37 7 16:14:01	Paper test ci Full se Test a Test c Loan u	not feeding through r all swap out po status at of toners required all functions on the cop all for invoice and trar unit - Alternate Issue	ier Isaction processing checks	

ST.122.001a

Help v2.5.0.14 - Pg 8 - Printed: 25/06/2024