

We are currently updating our site; thank you for your patience.

## SERVICE

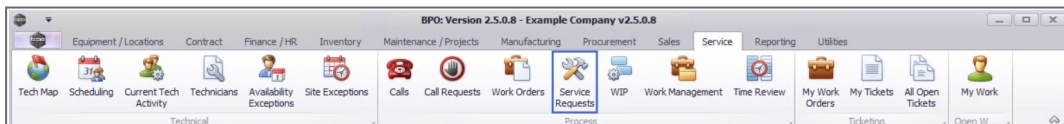
### INTRODUCTION TO SERVICE REQUESTS

**Service Requests** are raised to generate a Purchase Requisition & Purchase Order for Third Party Sub Contracting Services, i.e. a service that a client requires, but needs to be performed by another company.

The Service / Repair Request screen is used to create Purchase Requisitions to:

- [Raise a Service Request from the Call screen if required for a client.](#)
- [Raise a Service Request from the Workload Execution Screen if required for the Company.](#)


**Ribbon Access:** Procurement > Service Requests

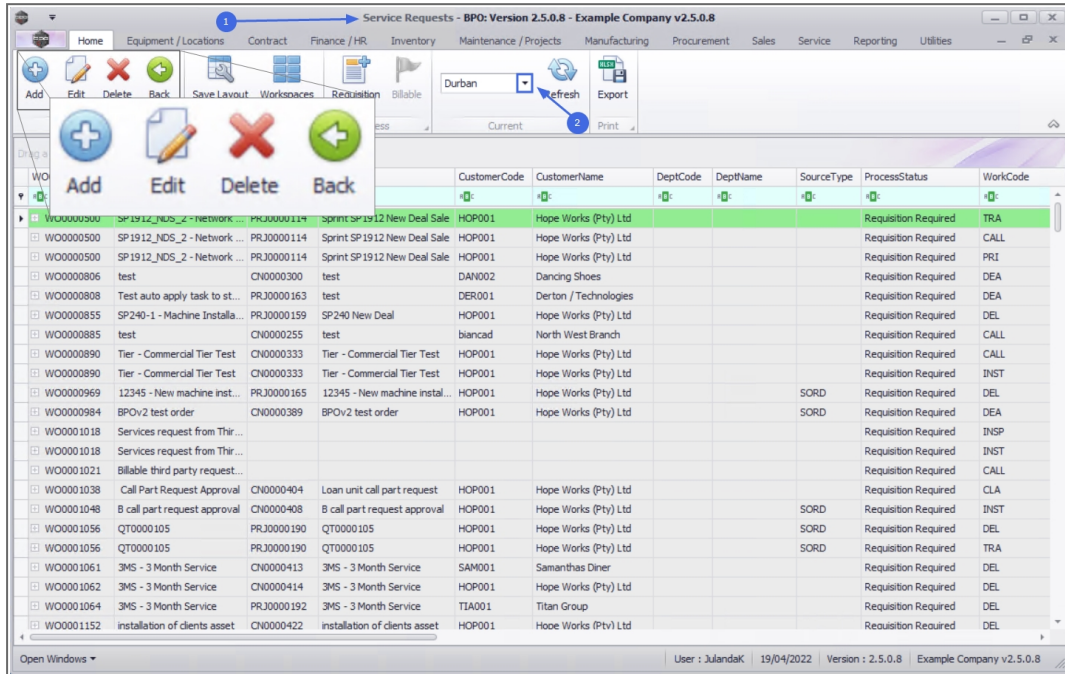


1. The **Service Requests** listing screen will be displayed.
2. Select the **Site** you wish to work in.
  - The example has **Durban** selected.


### RIBBON ACTION BUTTONS

From the Service request listing screen, use the Maintain buttons to [Add](#), [Edit](#) and [Delete](#) a service request.

 Note that from BPO2 v2.5.0.14, you have the ability to add the same service (non-stock item) more than once to a purchase requisition, and change the item description to differentiate between them.



Use the Process buttons to process a [Requisition](#).

 Note that **Billable** is not available from the Service Requests screen and has been **greyed out**.

WOCCode	WODescription	SourceRef	SourceDescription	CustomerCode	CustomerName	DeptCode	DeptName	SourceType	ProcessStatus	WorkCode
WO0000500	SP1912_NDS_2 - Network ...	PRJ0000114	Sprint SP1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd				Requisition Required	TRA
WO0000500	SP1912_NDS_2 - Network ...	PRJ0000114	Sprint SP1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd				Requisition Required	CALL
WO0000806	test	CN0000300	test	DAN002	Dancing Shoes				Requisition Required	DEA
WO0000808	Test auto apply task to st...	PRJ0000163	test	DER001	Derton / Technologies				Requisition Required	DEA
WO0000855	SP240-1 - Machine Installa...	PRJ0000159	SP240 New Deal	HOP001	Hope Works (Pty) Ltd				Requisition Required	DEL
WO0000885	test	CN0000255	test	biancad	North West Branch				Requisition Required	CALL
WO0000890	Tier - Commercial Tier Test	CN0000333	Tier - Commercial Tier Test	HOP001	Hope Works (Pty) Ltd				Requisition Required	CALL
WO0000890	Tier - Commercial Tier Test	CN0000333	Tier - Commercial Tier Test	HOP001	Hope Works (Pty) Ltd				Requisition Required	INST
WO0000969	12345 - New machine inst...	PRJ0000165	12345 - New machine instal...	HOP001	Hope Works (Pty) Ltd			SORD	Requisition Required	DEL
WO0000984	BPOv2 test order	CN0000389	BPOv2 test order	HOP001	Hope Works (Pty) Ltd			SORD	Requisition Required	DEA
WO0001018	Services request from Thir...								Requisition Required	INSP
WO0001018	Services request from Thir...								Requisition Required	INST
WO0001021	Billable third party request...								Requisition Required	CALL
WO0001038	Call Part Request Approval	CN0000404	Loan unit call part request	HOP001	Hope Works (Pty) Ltd				Requisition Required	CLA
WO0001048	B call part request approval	CN0000408	B call part request approval	HOP001	Hope Works (Pty) Ltd			SORD	Requisition Required	INST
WO0001056	QT0000105	PRJ0000190	QT0000105	HOP001	Hope Works (Pty) Ltd			SORD	Requisition Required	DEL
WO0001056	QT0000105	PRJ0000190	QT0000105	HOP001	Hope Works (Pty) Ltd			SORD	Requisition Required	TRA
WO0001061	3MS - 3 Month Service	CN0000413	3MS - 3 Month Service	SAM001	Samanthas Diner				Requisition Required	DEL
WO0001062	3MS - 3 Month Service	CN0000414	3MS - 3 Month Service	HOP001	Hope Works (Pty) Ltd				Requisition Required	DEL
WO0001064	3MS - 3 Month Service	PRJ0000192	3MS - 3 Month Service	TIA001	Titan Group				Requisition Required	DEL
WO0001152	installation of clients asset	CN0000422	installation of clients asset	HOP001	Hoee Works (Pty) Ltd				Requisition Required	DEL

## SERVICE REQUEST DATA GRID

- **WO Code:** Work Order the service is logged against.
- **WO Description:** Description of the work order the service is logged against.
- **Source Ref:** The source from which the service request was issued, for example a **PRJ** for a project, **CN** for a Call Request, etc.
- **Source Description:** This is the description of the project or call from which the service request was issued.
- **Customer Code:** The customer code the request was issued for.
- **Customer Name:** The name of the customer the request was issued for.
- **Dept Code:** The department code the request has been logged against.
- **Dept Name:** The name of the department the request has been logged against.

- **Source Type:** Identify where the service originated from, eg. **SORD** - Service Order.
- **Process Status:** Stage at which the service request process is at e.g. requisition required.
- **Work Code:** The work code of the work that needs to be delivered and are being charged for on the that service request.
- **Work Description:** The description of the work that needs to be delivered and are being charged for on the service request.
- **Requestor Name:** The employee who requested the service.
- **Required Date:** The date when this service is required.
- **Assigned To:** .
- **Assigned To Empl No:** This is the employee code of the person assigned to complete the service request.
- **Assigned To Name:** This is the name of the person assigned to complete the service request.
- **Quantity:** The number of services required.
- **Estimated Price:** This is the estimated, or quoted cost, that was entered when logging the service request.
- **Total Cost:** This is the total cost of the service request.
- **Actual Cost:** This is the actual cost of the requested service.
- **Billable:** This column shows whether the service request is billable or non-billable.
- **Comments:** Any comments related to the service request will display in this column.
- **Status:** This column shows whether the service request is Active or Inactive.

Service Requests - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

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

Add Edit Delete Back Save Layout Workspaces Requisition Billable Durban Refresh Export

Maintenance Format Process Current Print

Drag & column header here to group by that column

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Open Windows User: JufandaK 19/04/2022 Version: 2.5.0.8 Example Company v2.5.0.8

BPO.MNU.052

