

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

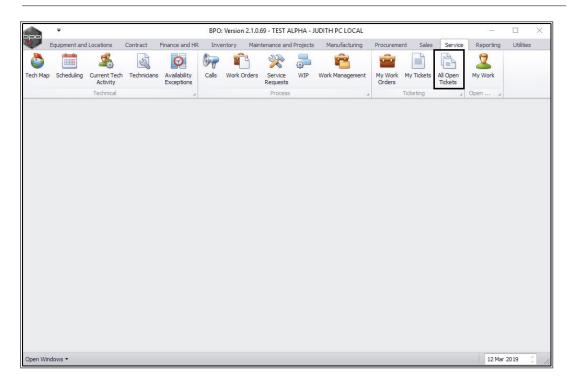
SERVICE

ALL OPEN TICKETS

BPO_Ticketing is an application that gives the user the ability to view and / or work on Calls and / or Projects where they are the owner (responsible person) for the Call or the Project's underlying work order.

It also gives the user the ability to create ticket assignments to pass the work to the next responsible person, as required.

Ribbon Access: Service > All Open Tickets



The All Open Tickets screen will be displayed.



- 1. A list of **all** tickets (Work Orders) for **all** users is displayed.
- 2. You can view tickets (Work Orders) that you have created and assigned to an employee. You can also see any tickets (Work Orders) that other employees have created and assigned.
- 3. All tickets (Work Orders) are listed, regardless of status.
- 4. This screen also lists the:
 - the Work Order Type
 - the Work Order Type Description
 - the work order **Priority** (1 = Most Important, 5 = Least Important)
 - any Notes linked to the work order
 - the Create Date of each work order

Edit Save rocess WOCode • WOCode • WO0001694 W00001693 W00001687 W00001684	er here to group by that column	SM SM DR	WOTypeDesc Scheduled Mai Scheduled Mai	Priority 2 2	A A A A A A A A A A A A A A A A A A A	CreateDate 2018/08/ 2018/08/	Sales Service 2 CreateBy Abigail Milne Abigail Milne	Reporting Utilities AssignedTo Belinda Sharman Belinda Sharman	3 Status N	No
woo woo sg a colume reade woo WOCcode woo WO0001694 woo WO0001687 woo WO0001684 woo	e Layout Workspaces Save Filter Format er here to group by that column Description TT009 - Daily, Mono 1000 - Call TT011 - Daily, Mono 1000, Colo Return machine from contract Return machine from contract	Current WOType SM SM DR	Export Export WOTypeDesc Scheduled Mai Scheduled Mai Select Call Type	2	Note Scheduled Service Scheduled Service	2018/08/ 2018/08/	Abigail Milne	Belinda Sharman	N	No
eg a colume reade WOCode • WO0001694 WO0001693 WO0001687 WO0001684	er here to group by that column Description TT009 - Daily, Mono 1000 - Call TT011 - Daily, Mono 1000, Colo Return machine from contract Return machine from contract	WOType SM SM DR	WOTypeDesc Scheduled Mai Scheduled Mai Select Call Type	2	Scheduled Service Scheduled Service	2018/08/ 2018/08/	Abigail Milne	Belinda Sharman	N	No
WOCode WO0001694 WO0001693 WO0001687 WO0001684	Description TT009 - Daily, Mono 1000 - Call TT011 - Daily, Mono 1000, Colo Return machine from contract Return machine from contract	SM SM DR	Scheduled Mai Scheduled Mai Select Call Type	2	Scheduled Service Scheduled Service	2018/08/ 2018/08/	Abigail Milne	Belinda Sharman	N	No
W00001694 W00001693 W00001687 W00001684	TT009 - Daily, Mono 1000 - Call TT011 - Daily, Mono 1000, Colo Return machine from contract Return machine from contract	SM SM DR	Scheduled Mai Scheduled Mai Select Call Type	2	Scheduled Service Scheduled Service	2018/08/ 2018/08/	Abigail Milne	Belinda Sharman	N	No
W00001693 W00001687 W00001684	TT011 - Daily, Mono 1000, Colo Return machine from contract Return machine from contract	SM DR	Scheduled Mai Select Call Type	2	Scheduled Service	2018/08/				1.0.1
W00001693 W00001687 W00001684	TT011 - Daily, Mono 1000, Colo Return machine from contract Return machine from contract	SM DR	Scheduled Mai Select Call Type	2	Scheduled Service	2018/08/				
W00001687 W00001684	Return machine from contract Return machine from contract	DR	Select Call Type				Abigail Milne	Belinda Sharman		
W00001684	Return machine from contract			2	Poturn all from chort term			Sennas Sharman	N	No
		DR	C L L C UT		Recurr an north short term	2018/07/	Abigail Milne	Theo Peterson	N	No
W00001678	Return machine from contract		Select Call Type	2	Return all from short term	2018/07/	Abigail Milne	Theo Peterson	N	No
		DR	Select Call Type	2	Return all from short term	2018/07/	Bianca Du Toit	Bianca Du Toit	N	No
W00001671	Machine faulty, loan unit requ	REP	Repair	2	Machine faulty, loan unit r	2018/07/	Chris Haynes	Theo Peterson	N	No
W00001668	SP240 New Deal.	DR	Select Call Type	2	SP240 New Deal.	2018/05/	Abigail Milne	Abigail Milne	N	No
W00001634	Test call list refreshing after s	π	IT Requirement	3	Test call list refreshing aft	2018/05/	Abigail Milne	Abigail Milne	N	No
W00001626	Test new swap out process on	INST	Installation	3	Test new swap out proces	2018/01/	Bianca Du Toit	Bianca Du Toit	N	No
W00001604	Site Inspection required	DR	Select Call Type	2	Machine Installation	2018/10/	Abigail Milne	Theo Peterson	N	No
W00001600	Test swap out with serialised s	INSP	Inspection	2	Test swap out with serialis	2017/10/	Bianca Du Toit	Chris Haynes	N	No
W00001596	I dont understand this at all	INST	Installation	2	I dont understand this at all	2017/10/	Bianca Du Toit	Bianca Du Toit	N	No
W00001591	RSI V1.27.0.0 - Issue - Part Cat	DR	Select Call Type	2	R5I V1.27.0.0 - Issue - Part	2017/09/	Bianca Du Toit	Belinda Sharman	N	No
W00001590	Test Project for WebPortal bac	DR	Select Call Type	2	Test Project for WebPortal	2017/09/	Bianca Du Toit	Bianca Du Toit	N	No
W00001588	Service required - check on so	TON	Toner Required	2	Service required - check o	2017/09/	Bianca Du Toit	Chris Haynes	N	No
W00001587	Service required - remember t	TON	Toner Required	2	Service required - remem	2017/09/	Bianca Du Toit	Belinda Sharman	N	No
W00001567	Return all from short term con	DR	Select Call Type	2	Return all from short term	2017/08/	Bianca Du Toit	Ed Jones	N	No
W00001550	New deal rental contract	NDR	New Deal Rental	2	New deal rental contract	2017/08/	Bianca Du Toit	Bianca Du Toit	N	No
W00001546	Machine service required - not	SERV	Service	1	Machine service required	2017/08/	Bianca Du Toit	Chris Haynes	N	No
W00001537	1234	NDS	New Deal Sale	2	1234	2017/08/	Bianca Du Toit	Ed Jones	N	No
								Count: 147		
<										

• **Read**: This column shows whether the ticket has been read (**Yes**) or not (**No**).



- **Reference**: This column shows whether the ticket is linked to a **Call**, a **Project** or a stand alone **Work Order**
- **Customer Code**: If a ticket is linked to a customer the customer code will be listed here.
- **Customer Name**: If a ticket is linked to a customer the customer name will be listed here.
- the number of **Days** that the ticket has been **Unattended**
- the number of **Days** that the ticket has remained **Open**
- the Elapsed Hours

-				All Open Tickets -	BPO: Ve	rsion 2.	1.0.69 - Exampl	e Company			100		×
Home	Equipment a	nd Locations Co	ontract Finance and	HR Inventory M	aintenand	e and P	rojects Manuf	facturing Procu	rement Sales	Service Report	ing Utilitie	s — 6	P
Edit	Save Layout	Workspaces Sa	ave Filter Refres	h Export									
Process a		Format	_ Current	_ Export _									
		CreateDate	CreateBy	AssignedTo	Status	Read	Reference	CustomerCode	CustomerName	DaysUnattended	DaysOpen	ElapsedHou	Irs
led Service		2018/08/07	Abigail Milne	Belinda Sharman	N	No	CN0000582	HOP001	Hope Works	246	246	1 586	5.50
led Service		2018/08/07	Abigail Milne	Belinda Sharman	N	No	CN0000581	HOP001	Hope Works	246	246	1 587	7.00
all from she	ort term c	2018/07/24	Abigail Milne	Theo Peterson	N	No	CN0000578	HOP001	Hope Works	260	260	1 675	5.90
all from she	ort term c	2018/07/19	Abigail Milne	Theo Peterson	N	No	CN0000575	DER001	Derton Tec	265	265	1 694	1.57
all from she	ort term c	2018/07/19	Bianca Du Toit	Bianca Du Toit	N	No	CN0000569	HOP001	Hope Works	265	265	1 703	3.77
e faulty, loa	in unit req	2018/07/06	Chris Haynes	Theo Peterson	N	No	CN0000567	HOP001	Hope Works	278	278	1 785	5.07
ew Deal.		2018/05/24	Abigail Milne	Abigail Milne	N	Yes	PRJ0000071	TIA001	Titan Group	321	321	C	0.00
ll list refres	hing after	2018/05/29	Abigail Milne	Abigail Milne	N	No	CN0000558	HOP001	Hope Works	316	436	2 811	L.62
w swap out:	process o	2018/01/22	Bianca Du Toit	Bianca Du Toit	N	No	CN0000549	HOP001	Hope Works	443	477	3 073	3.40
e Installatio	n	2018/10/29	Abigail Milne	Theo Peterson	N	No	PRJ0000283	HOP001	Hope Works	163	518	0	0.00
ap out with	ı serialise	2017/10/30	Bianca Du Toit	Chris Haynes	N	No	CN0000539	HOP001	Hope Works	527	527	3 384	1.28
understand	this at all	2017/10/25	Bianca Du Toit	Bianca Du Toit	N	No	CN0000532	BEA001	Bearing and	532	532	0	0.00
27.0.0 - Iss	ue - Part C	2017/09/19	Bianca Du Toit	Belinda Sharman	N	No	PRJ0000098	HOP001	Hope Works	568	568	0	0.00
oject for W	ebPortal b	2017/09/14	Bianca Du Toit	Bianca Du Toit	N	No	PRJ0000276	GDB0001	Good Books	573	573	0	0.00
required -	check on	2017/09/13	Bianca Du Toit	Chris Haynes	N	No	CN0000533	HOP001	Hope Works	574	574	0).00
required -	remembe	2017/09/13	Bianca Du Toit	Belinda Sharman	N	No	CN0000533	HOP001	Hope Works	574	574	0	0.00
all from she	ort term c	2017/08/14	Bianca Du Toit	Ed Jones	N	No	CN0000522	SAM001	Samanthas	604	604	0	0.00
al rental co	ntract	2017/08/07	Bianca Du Toit	Bianca Du Toit	N	No	CN0000518	HOP001	Hope Works	611	611	0	0.00
e service re	equired - n	2017/08/03	Bianca Du Toit	Chris Haynes	N	No	CN0000514	WE5001	Westwood	615	615	0	0.00
		2017/08/01	Bianca Du Toit	Ed Jones	N	No	CN0000499	OFF001	Office Suppl	617	617	0	0.00
				Count: 147									
				C									



IMPORTANT NOTES

Ownership

- 1. **Ownership**: If the user is <u>not</u> the responsible person:
 - i. That user can **take ownership** of the call in **BPO2** by selecting the call in the **Call Listing** screen and clicking on My Call.
 - ii. The Call Centre person can Assign you to be the responsible person in the **Call Listing** screen.

The My Tickets Screen

2. A User can see only tickets specifically assigned to them or what they have assigned to someone in the My Tickets screen.

Unread Tickets

3. Unread tickets: these tickets have <u>not</u> been opened for viewing - the text will be in **bold** and the **Read** column will state **No**.

Read Tickets

 Read tickets: As soon as a ticket is opened for viewing – the text will <u>no</u> longer be in bold and the Read column will state Yes.



				All Open Tickets -	BPO: Ve	rsion 2.	1.0.69 - Exampl	e Company			100	
Home	Equipment a	nd Locations O	ontract Finance an	d HR Inventory M	aintenand	e and P	rojects Manuf	acturing Procu	rement Sales	Service Report	ting Utilitie	es — 🗗
Edit	Save Layout	Workspaces S	ave Filter Refre	sh Export	8							
Process "		Format	J Curren	t " Export "	R							
Drag a column I				/	/							
		CreateDate	CreateBy	AssignedTo	Status	Read	Reference	CustomerCode	CustomerName	DaysUnattended	DaysOpen	ElapsedHours
P						4						
led Service		2018/08/07	Abigail Milne	Belinda Sharman	N	No	CN0000582	HOP001	Hope Works	246	246	1 586.5
led Service	2	2018/08/07	Abigail Milne	Belinda Sharman	N	No	CN0000581	HOP001	Hope Works	246	246	1 587.0
all from sh	ort term c	2018/07/24	Abigail Milne	Theo Peterson	N	No	CN0000578	HOP001	Hope Works	260	260	1 675.9
all from sh	ort term c	2018/07/19	Abigail Milne	Theo Peterson	N	No	CN0000575	DER001	Derton Tec	265	265	1 694.5
all from sh	ort term c	2018/07/19	Bianca Du Toit	Bianca Du Toit	N	No	CN0000569	HOP001	Hope Works	265	265	1 703.7
e faulty, lo	an unit req	2018/07/06	Chris Haynes	Theo Peterson	N	No	CN0000567	H0P001	Hope Works	278	278	1 785.0
ew Deal.		2018/05/24	Abigail Milne 🔫	Abigail Milne	N	Yes	PRJ0000071	TIA001	Titan Group	321	321	0.0
Il list refree	shing after	2018/05/29	Abigail Milne	Abigail Milne	N /	No	CN0000558	HOP001	Hope Works	316	436	2 811.6
w swap ou	t process o	2018/01/22	Bianca Du Toit	Bianca Do Toit	N	No	CN0000549	HOP001	Hope Works	443	477	3 073.4
e Installati	ion	2018/10/29	Abigail Milne	Theo Peterson	4	No	PRJ0000283	HOP001	Hope Works	163	518	0.0
ap out wit	h serialise	2017/10/30	Bianca Du Toit	Chris Haynes	N	No	CN0000539	HOP001	Hope Works	527	527	3 384.2
inderstand	this at all	2017/10/25	Bianca Du Toit	Bianca Du Toit	N	No	CN0000532	BEA001	Bearing and	532	532	0.0
27.0.0 - Iss	sue - Part C	2017/09/19	Bianca Du Toit	Belinda Sharman	N	No	PRJ0000098	HOP001	Hope Works	568	568	0.0
oject for W	ebPortal b	2017/09/14	Bianca Du Toit	Bianca Du Toit	N	No	PRJ0000276	GDB0001	Good Books	573	573	0.0
required -	check on	2017/09/13	Bianca Du Toit	Chris Haynes	N	No	CN0000533	HOP001	Hope Works	574	574	0.0
required -	remembe	2017/09/13	Bianca Du Toit	Belinda Sharman	N	No	CN0000533	HOP001	Hope Works	574	574	0.0
all from sh	ort term c	2017/08/14	Bianca Du Toit	Ed Jones	N	No	CN0000522	SAM001	Samanthas	604	604	0.0
al rental co	ontract	2017/08/07	Bianca Du Toit	Bianca Du Toit	N	No	CN0000518	HOP001	Hope Works	611	611	0.0
e service r	equired - n	2017/08/03	Bianca Du Toit	Chris Haynes	N	No	CN0000514	WE5001	Westwood	615	615	0.0
		2017/08/01	Bianca Du Toit	Ed Jones	N	No	CN0000499	OFF001	Office Suppl	617	617	0.0
				Count: 147								
				C								

TICKET COLOUR

- 1. Blue: The ticket has been assigned to another employee.
- 2. Red: The ticket has been assigned to you and is for your attention.



Home Equipment and Locat	ions Contract		II Open Tickets - BP Inventory Maint				ompany uring Procuren	ient Sales Si	ervice Reporting	— Utilities	- 8
Edit Save Layout Worksp			Export								
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arag a column header here to group by	e et column										
	CreateDate	CreateBy	AssignedTo	Status	Read	Reference	CustomerCode	CustomerName	DaysUnattended	DaysOpen	ElapsedHou
eduled Service	2018/08/	Abigail Milne	Belinda Sharman	N	No	CN0000582	HOP001	Hope Works	2 246	246	1 586
eduled Service	2018/08/	Abigail Milne	Belinda Sharman	N	No	CN0000581	HOP001	Hope Works	246	246	1 587
urn all from short term contr	2018/07/	Abigail Milne	Theo Peterson	N	No	CN0000578	HOP001	Hope Works	260	260	1 675
urn all from short term contr	2018/07/	Abigail Milne	Theo Peterson	N	No	CN0000575	DEROOI	Derton Tec	265	265	1 694
urn all from short term contr	2018/07/	Bianca Du Toit	Bianca Du Toit	N	No	CN0000569	HOP001	Hope Works	265	265	1 703
hine faulty, loan unit request	2018/07/	Chris Haynes	Theo Peterson	N	HO	CN0000567	HOP001	Hope Works	278	278	1 78
Ю New Deal.	2018/05/24	Abigail Milne	Abigail Milne 🛛 👉	N	Yes	PRJ0000071	TIA001	Titan Group	321	321	(
t call list refreshing after savi	2018/05/	Abigail Milne	Abigail Milne	N	No	CN0000558	HOP001	Hope Works	316	436	2 811
t new swap out process on te	2018/01/	Bianca Du Toit	Bianca Du Toit	N	No	CN0000549	HOP001	Hope Works	443	477	3 073
hine Installation	2018/10/	Abigail Milne	Theo Peterson	N	No	PRJ0000283	HOP001	Hope Works	163	518	
t swap out with serialised sto	2017/10/	Bianca Du Toit	Chris Haynes	N	No	CN0000539	HOP001	Hope Works	527	527	3 384
nt understand this at all	2017/10/	Bianca Du Toit	Bianca Du Toit	N	No	CN0000532	BEA001	Bearing and	532	532	
V1.27.0.0 - Issue - Part Cate	2017/09/	Bianca Du Toit	Belinda Sharman	N	No	PRJ0000098	HOP001	Hope Works	568	568	(
t Project for WebPortal back	2017/09/	Bianca Du Toit	Bianca Du Toit	N	No	PRJ0000276	GDB0001	Good Books	573	573	
vice required - check on som	2017/09/	Bianca Du Toit	Chris Haynes	Ν	No	CN0000533	HOP001	Hope Works	574	574	
rice required - remember to	2017/09/	Bianca Du Toit	Belinda Sharman	N	No	CN0000533	HOP001	Hope Works	574	574	
urn all from short term contr	2017/08/	Bianca Du Toit	Ed Jones	N	No	CN0000522	SAM001	Samanthas	604	604	
deal rental contract	2017/08/	Bianca Du Toit	Bianca Du Toit	N	No	CN0000518	HOP001	Hope Works	611	611	
hine service required - not s	2017/08/	Bianca Du Toit	Chris Haynes	N	No	CN0000514	WE5001	Westwood	615	615	
4	2017/08/	Bianca Du Toit	Ed Jones	N	No	CN0000499	OFF001	Office Suppl	617	617	
			Count: 147								
		-									2

VIEW A TICKET

Either,

- 1. Select a ticket.
- 2. The colour of the ticket will change to grey.
- 3. You can **right click** anywhere on the selected ticket to display a **Process** menu.
- 4. from this menu, select **Edit** Edit Ticket.



Home	Equipment and Locations Contract F	inance and I			sion 2.1.0.69 - Example Company e and Projects Manufacturing Procur	ement Sales	Service Repor	ting Utilities –	e .
Edit S	ave Layout Workspaces Save Filter	Refresh Current	Export						
	ader here to group by that column	current	a export a						
	Description	WOType	WOTypeDesc	Priority	Note	CreateDate	CreateBy	AssignedTo	Statu
W00001694	TT009 - Daily, Mono 1000 - Call	SM	Scheduled Mai	2	Scheduled Service	2018/08/	Abigail Milne	Belinda Sharman	N
W00001693	TT011 - Daily, Mono 1000, Colo	SM	Scheduled Mai	2	Scheduled Service	2018/08/	Abigail Milne	Belinda Sharman	N
W00001687	Return machine from contract	DR	Select Call Type	2	Return all from short term contr	2018/07/	Abigail Milne	Theo Peterson	N
W00001684	Return machine from contract	DR	Select Call Type	2	Return all from short term contr	2018/07/	Abigail Milne	Theo Peterson	N
W00001678	Return machine from contract	DR	Select Call Type	2	Return all from short term contr	2018/07/	Bianca Du Toit	Bianca Du Toit	N
W00001671	Machine faulty, loan unit requ	REP	Repair	2	Machine faulty, loan unit request	2018/07/	Chris Haynes	Theo Peterson	N
WO0001668	SP240 New Deal.	DR	Select Call Type	2	SP240 New Deal.	2018/05/24	Abigail Milne	Abigail Milne	N
W00001634	Test call list refreshing after s	π	IT Requirement	3	Test call list refreshing after savi	2018/05/	Abigail Milne	Abigail Milne	N
W00001626	Test new swap out process on	INST	Installation	2 3	Test new swap out process on te	2018/01/	Bianca Du Toit	Bianca Du Toit	N
W00001604	Site Inspection required	DR	Select Call Type	T 2	Machine Installation	2018/10/	Abigail Milne	Theo Peterson	N
W00001600	Test swap out with serialised s	INSP	Inspection	2	Test swap out with serialised sto	2017/10/	Bianca Du Toit	Chris Haynes	N
W00001596	I dont understand this at all	INST	Installation	2	I dont understand this at all	2017/10/	Bianca Du Toit	Bianca Du Toit	N
W00001591	R5I V1.27.0.0 - Issue - Part Cat	DR	Select Call Type	1 2	RSI V1.27.0.0 - Issue - Part Cate	2017/09/	Bianca Du Toit	Belinda Sharman	N
W00001590	Test Project for WebPortal bac	DR	Select Call Type	2	Test Project for WebPortal back	2017/09/	Bianca Du Toit	Bianca Du Toit	N
W00001588	Service required - check on so	TON	Process	2	Service required - check on som	2017/09/	Bianca Du Toit	Chris Haynes	N
W00001587	Service required - remember t	TON	👘 Edit 💌	2	Service required - remember to	2017/09/	Bianca Du Toit	Belinda Sharman	N
W00001567	Return all from short term con	DP	🥔 Edit Ticket	2	Return all from short term contr	2017/08/	Bianca Du Toit	Ed Jones	N
W00001550	New deal rental contract	NDR	🚊 Clear	2	New deal rental contract	2017/08/	Bianca Du Toit	Bianca Du Toit	N
wp0001546	Machine service required - ngt	SERV	Clear Filters	1	Machine service required - not s	2017/08/	Bianca Du Toit	Chris Haynes	N
W00001537	1234	NDS	inenter (2	1234	2017/08/	Bianca Du Toit	Ed Jones	N
	3							Count: 147	
-					3				

Or,

- Select the ticket.
- Click on Edit.

Or,

- **Double click** on the selected ticket.
 - In this image, **DWO0000239** has been selected.



			and HR Inventory Mainten tresh Export	ance and Pr	rojec	cts Manufacturing	Procurement	Sales Service Rep	orting Utilities —	8	
-	ocess 🖌	Format A Cun	rent a Export a								
	WOCode	Description	WOTypeDesc	Priority	N	lote	CreateDate	CreateBy	AssignedTo	St	atu
1	DW00000151	ndrm	New Deal Rental	1	2 n	ıdrm	2017/10/24	Judith Mudzengi	Judith Mudzengi	N	
1	DW00000150	ndrsa	New Deal Rental		2 n	Idrsa	2017/10/24	Judith Mudzengi	Judith Mudzengi	N	
	DW00000149	ndrmg	New Deal Rental	1 2	2 n	idrmg	2017/10/24	Judith Mudzengi	Judith Mudzengi	N	
	DW00000140	nds	New Deal Sale		2 n	ıds	2017/10/24	Judith Mudzengi	Judith Mudzengi	N	
1	DW00000204	nds	New Deal Sale		2 n	ıds	2017/10/24	Judith Mudzengi	Belinda Sharmane	N	
1	DW00000239	TT072 - 2 Monthly - Call per WO	Scheduled Maintenance	(10	2 5	cheduled Service	2017/11/06	Judith Mudzengi	Judith Mudzengi	N	
	DW00000240	TT013 - Weekly Colour 1000 - Call	Scheduled Maintenance		2 5	icheduled Service	2017/11/06	Judith Mudzengi	Judith Mudzengi	N	
	DW00000241	TT021 - Yearly Mono 1000 - Call p	Scheduled Maintenance		2 5	icheduled Service	2017/11/06	Judith Mudzengi	Judith Mudzengi	N	
1	DW00000261	Work Management - Call test 2	Repair	1 8	3 V	Vork Manageme	2017/11/29	Judith Mudzengi	Judith Mudzengi	N	
9	DW00000260	Work Management - Testing1	Service		3 V	Vork Manageme	2017/11/29	Judith Mudzengi	Judith Mudzengi	N	
	DW00000255	Loan Unit - Part Requests	Repair	1. 6	3 L	oan Unit - Part	2017/11/29	Judith Mudzengi	Judith Mudzengi	N	
1	DWO000064	TT002 - Weekly - Call per WO	Scheduled Maintenance	1.1	2 S	cheduled Service	2017/07/12	Judith Mudzengi	Judith Mudzengi	С	
No.	DWO0000064	TT002 - Weekly - Call per WO	Scheduled Maintenance	3	2 te	est 2	2018/10/08	Judith Mudzengi	Judith Mudzengi	N	
1	DWO0000315	test 1	New Deal Sale	1 2	2 te	est 1	2018/11/19	Judith Mudzengi	Judith Mudzengi	С	
	DW00000315	test 1	New Deal Sale		2 t	est 1	2018/11/19	Judith Mudzengi	Belinda Sharmane	Ν	
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THE TICKET MAINTAIN SCREEN

The Ticket Maintain Screen will open.

- 1. Work Order Description: This is the work order description.
- 2. **Search field**: To search for any ticket in the ticket thread; type in the text and click on **Find**. To clear the search; click on **Clear**.
- 3. **Customization bar**: You can customize the look of the ticket thread to your liking by clicking on any of the **icons**. If you **hover** any icon, the icon description will pop up.
- 4. **Ticket Thread**: This is where all tickets linked to the selected work order are displayed.
 - Note: The tickets are in inverse chronological order. The recently created ticket will always be on top of the list.
- 5. **Assignment**: You can see the assignor, assignee and the date the ticket was created.
- 6. **Comments**: These are the tickets (comments) related to the work order.



Ticket Maintain - BPO: Version 2.1.0.69 -	TEST ALPHA - JU	JDITH PC LOCAL					×
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and I	rojects Manufa	cturing Procurement	t Sales Se	vice Reportin	g Utilities	- 8	х
1 📅 🥥 🔂 🔕 🖓 🔜 📰							
Time Entry Complete Add New Close Refresh Save Layout Workspaces							
Process a Ticket Current Format a							
TT072 - 2 Monthly - Call per WO		W0 Code	DWO0000239)			
		WO Reference	DCN000083				
2		WO Create Date	2017/11/06		•		
T	-	Work Order Cus	tomer Call				
Ticket Thread	Work Order M	lotes				C	1 A
Enter text to search							
□ □□ ::: :: :: :: :: :: :: :: :: :: :: ::	Note			Date	Time	Creat	eDate
Assigned To: James Magombo Assigned By : Judith Mudzengi (Created: 2019/03/12)	 Needed asa 	ip		12 Mar 2019	14:36:17	20.19/	03/12
Assigned to: James Magonibo (Assigned by Judita Mudzengi (Created, 2015/03/12)	*	•					,
5 Please resolve this.							
	4						
Assigned To: Judith Mudzengi Assigned By :Judith Mudzengi (Created: 2017/11/06)							
Scheduled Service							
	4			-			F
Open Windows 🕶					12 Mar 2	019	1

^{1.} TICKET MAINTAIN SCREEN TABS

- Work Order: Click on this tab to view the work order details.
- **Customer**: Click on this tab to view the customer details. All fields are populated if the work order is linked to a customer.
- **Call / Project**: Click on this tab to view the call/project details. All fields are populated if the work order is linked to a call / project.

^{2.} WORK ORDER NOTES

• In this frame, you can view the linked work order notes and the date and time that they were created.



Ticket Maintain - BPO: Version 2.1.0.6	9 - TE	ST ALPHA - JU	IDITH PC LOCAL			-		×
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and	nd Proj	ects Manufa	cturing Procuren	nent Sales Ser	vice Reportin	g Utilities	- 8	×
📅 🥝 🚱 🥸 🖾 📰								
Time Entry Complete Add New Close Refresh Save Layout Workspaces								
Process a Ticket a Current a Format a								
TT072 - 2 Monthly - Call per WO		(A)	WO Co	de DWO0000239		1		
			528050%C0	ce DCN0000083				
				te 2017/11/06		-		
								_
		Ψ.		Customer Call				
Ticket Thread	-	Work Order N	lotes				0	甲
Enter text to search	-	Drag a column i	header here to gro	oup by that column		1	- /	
	_	Note			Date	Time	CreateDate	è.
		٩						
Assigned To: James Magombo Assigned By :Judith Mudzengi (Created: 2019/03/12)	-	 Needed asa 	p		12 Mar 2019	14:36:17	2019/03/1	2
	2	*						
Please resolve this.	65			1				
Assigned To: Judith Mudzengi Assigned By :Judith Mudzengi (Created: 2017/11/06)								
				2				
Scheduled Service								
	-	4 ⊂						+
Open Windows 🔻						12 Mar	2019	11

ASSIGN A TICKET

In the All Open Tickets screen;

- 1. Select the ticket you wish to assign to **another** employee.
 - In this image, **DWO0000264** was selected.
- 2. You will note that the current **Status** of the ticket is **N** New.
- 3. Click on Edit



	pment and Locations Contract Finance	fresh Export		ojects Manufacturing		Sales Service Repo		8
WOCode	Description	WOTypeDesc	Priority	Note	CreateDate	CreateBy	AssignedTo	Statu
						\mathbf{i}	-	
DWO000089	TT002 - Weekly - Call per WO	Scheduled Maintenance	1	2 Scheduled Service	2017/07/12	Judith Mud2oogi	Judith Mudzengi	С
DW0000089	TT002 - Weekly - Call per WO	Scheduled Maintenance	2	Look at this ticke	2019/03/12	Judith Mudzensi	Judith Mudzengi	N
DW00000138	ndr1	New Deal Rental	2	2 ndr1	2017/10/24	Judith Mudzengi	Judith Mudzengi	N
DWO0000239	TT072 - 2 Monthly - Call per WO	Scheduled Maintenance	2	2 Scheduled Service	2017/11/06	Judith Mudzengi	Judit Mudzengi	С
DW00000239	TT072 - 2 Monthly - Call per WO	Scheduled Maintenance	2	Please resolve th	2019/03/12	Judith Mudzengi	James Magombo	N
DW00000257	Parial Issue	Select Call Type	2	Parial Issue	2017/11/23	Judith Mudzengi	Belinda Sharmone	N
DW00000264	Project Work Order - Pretoria	Select Call Type	2	Project Work Ord	2017/11/29	Judith Mudzengi	Judith Mudzengi	N
DW00000233	Project Invoices	Select Call Type	2	Project Invoices	2017/11/29	Judith Mudzengi	Belinda Sharmane	N
DWO0000254	new deal project rental	New Deal Rental	2	new deal project re	2017/11/29	Judith Mudzengi	Judith Mudzengi	N
DW00000242	TT033 - Daily Colour 1000 - Gener	Scheduled Maintenance	2	TT033 - Daily Col	2017/11/29	Judith Mudzengi	Judith Mudzengi	N
DW00000265	TT033 - Daily Colour 1000 - Gener	Select Call Type	2	TT033 - Daily Col	2017/11/29	Judith Mudzengi	Belinda Sharmane	N
DW00000232	Project - Quotes	Select Call Type	2	Project - Quotes	2017/11/29	Judith Mudzengi	Judith Mudzengi	N
0WO0000266	Project Assignment Test 1	Select Call Type	1	Project Assignment	2017/11/29	Judith Mudzengi	Judith Mudzengi	Ň
DW00000273	Auto Apply Task Confiuration to	Select Call Type	2	Auto Apply Task	2018/01/16	Judith Mudzengi	James Magombo	N
DWO0000267	Project Assignment Test 3	Select Call Type	1	Project Test Test 3	2017/11/29	Judith Mudzengi	Judith Mudzengi	С
DW00000267	Project Assignment Test 3	Select Call Type	2	test 3	2018/10/08	Judith Mudzengi	James Magombo	N
0							Count: 41]
ipen Windows 🔻							13 Mar 2019	-

The Ticket Maintain screen will be displayed.

• Click on Add New Ticket.

Ticket Maintain - BPO: Version 2.1.0.69 -	TEST ALPHA - JU	DITH PC LOCAL				91		×
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and P	rojects Manufac	turing Procurem	ent Sale	s Servio	ce Reporting	Utilities	-	8 X
Time Entry Complete Work Process Ticket Current Current Format								
Project Work Order - Pretoria	- A.					-		
			e DWO0					
		WO Referenc						
		WO Create Dat		1/29				
		WO Priorit						
		WO Typ	e DR Customer	Project				
Ticket Thread	Work Order N		autorner	Troject				0 4
		neader here to crou						-
Enter text to search Find Clear	Note				Date	Time	~	eateDate
🗆 🚥 🖶 📟 部 🗣 丨 🖑 🔗	P Note				Date	nme	Cri	eateDate
Assigned To: Judith Mudzengi Assigned By : Judith Mudzengi (Created: 2017/11/29)	•							
Project Work Order - Pretona	4				5			*
Open Windows 🔻						13 Mar	2010	*

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The Add New Ticket screen will pop up.

- **Assigned by**: This will auto-populated with the name of the user currently logged onto the system.
- Assigned To: Click on the drop-down arrow and select the employee that you wish to assign the ticket to.
- Note: Type in the notes or instructions that you wish to relay to the person that you are assigning the ticket to.

	Ticket Maintain - F	3PO: Version 2.1.0.69 - TEST AL	PHA - IUDITH P					-		×
Home Equipment and Locations Contract F					Salas	Convice	Deporting	Utilities	2005	e x
Time Entry Complete Work Close Ticket	h Save Layout Wo		Manufacturing	Procurement	Jaies	JEI VICE	Reporting	Gandes		
Process a Ticket Current Project Work Order - Pretoria	# Format	4								
	Home Save			WO Code	PRJ00000 2017/11/2 2 DR)33	-			
Ticket Thread	Processing a									
Enter text to search	Assigned By	Judith Mudzengi				umn Dat		Time	0	eateDate
CO B B B B B B B B B B B B B B B C C	Assigned To Note	Belinda Sharmane	nce on the machine	▼		Dat	2			eateDate
		*								+
Open Windows 🕶								13 Mar 3	2019	-

• Click on Save.

The Add New Ticket screen and Ticket Maintain screen will close.

- 1. You will return to the All Open Tickets screen.
- 2. The selected ticket's status will change to **C** closed.
- 3. A **new ticket** will be displayed assigned to the **new employee** and set to status **N** New.



Home	6		Refresh Export	aintenance and Projects Manufacturing	Procurement 5	iales Service Repo	rting Utilities —	8
Process 🔒	eader h	Format a	Current 4 Export 4					
WOCode		Description	WOTypeDesc	Note	CreateDate	CreateBy	AssignedTo	Statu
DW000000	89	TT002 - Weekly - Call per WO	Scheduled Maintenance	Look at this ticket later	2019/03/12	Judith Mudzengi	Judith Mudzengi	N
DW000001	38	ndr1	New Deal Rental	ndr1	2017/10/24	Judith Mudzengi	Judith Mudzengi	N
DW0000023	9	TT072 - 2 Monthly - Call per WO	Scheduled Maintenance	Scheduled Service	2017/11/06	Judith Mudzengi	Judith Mudzengi	с
DW000002	39	TT072 - 2 Monthly - Call per	Scheduled Maintenance	Please resolve this.	2019/03/12	Judith Mudzengi	James Magombo	N
DW000002	57	Parial Issue	Select Call Type	Parial Issue	2017/11/23	Judith Mudzengi	Belinda Sharmane	N
DW000002	33	Project Invoices	Select Call Type	Project Invoices	2017/11/29	Judith Mudzengi	Belinda Sharmane	N
DW0000025	4	new deal project rental	New Deal Rental	new deal project rental	2017/11/29	Judith Mudzengi	Judith Mudzengi	N
DW000002	42	TT033 - Daily Colour 1000 - G	Scheduled Maintenance	TT033 - Daily Colour 1000 - Gener	2017/11/29	Judith Mudzengi	Judith Mudzengi	N
DW000002	65	TT033 - Daily Colour 1000 - G	Select Call Type	TT033 - Daily Colour 1000 - Gener	2017/11/29	Judith Mudzengi	Belinda Sharmane	N
DW000002	32	Project - Quotes	Select Call Type	Project - Quotes	2017/11/29	Judith Mudzengi	Judith Mudzengi	N
DW0000026	6	Project Assignment Test 1	Select Call Type	Project Assignment Test 1	2017/11/29	Judith Mudzengi	Judith Mudzengi	N
DW000002	73	Auto Apply Task Confiuration	Select Call Type	Auto Apply Task Confiuration to	2018/01/16	Judith Mudzengi	James Magombo	N
DW0000026	7	Project Assignment Test 3	Select Call Type	Project Test Test 3	2017/11/29	Judith Mudzenni	Judith Mudzengi	С
DW000002	67	Project Assignment Test 3	Select Call Type	test 3 🕨	2018/10/08	Judith Mudzengi	James Magombo	N
DW0000026	4	Project Work Order - Pretoria	Select Call Type	Project Work Order - Pretoria	2017/11/29	Judith Mudzengi	Judith Mudzengi	C
DW000002	64	Project Work Order - Pretoria	Select Call Type	Carry out scheduled maintenance	2019/03/13	Judith Mudzengi	Belinda Sharmane	N
							Count 42]

ADD WORK ORDER NOTES

- Select the ticket that you wish to add work order notes to.
 - In this image, **DWO0000232** was selected.
- Click on Edit.



	Edit Save L	~ •	fresh Export	ance and Pro	ojects Manufacturing	Procurement	Sales Service Rep	orting Utilities –	8	
1	WOCode	Description	WOTypeDesc	Priority	Note	CreateDate	CreateBy	AssignedTo	Stat	itu
,										
1	DW0000089	TT002 - Weekly - Call per WO	Scheduled Maintenance	2	Look at this ticke	2019/03/12	Judith Mudzengi	Judith Mudzengi	N	
1	DW00000138	ndr1	New Deal Rental	2	ndr1	2017/10/24	Judith Mudzengi	Judith Mudzengi	N	
E	0WO0000239	TT072 - 2 Monthly - Call per WO	Scheduled Maintenance	2	Scheduled Service	2017/11/06	Judith Mudzengi	Judith Mudzengi	С	
1	DW00000239	TT072 - 2 Monthly - Call per WO	Scheduled Maintenance	2	Please resolve th	2019/03/12	Judith Mudzengi	James Magombo	N	
I	DW00000257	Parial Issue	Select Call Type	2	Parial Issue	2017/11/23	Judith Mudzengi	Belinda Sharmane	N	
1	DW00000233	Project Invoices	Select Call Type	2	Project Invoices	2017/11/29	Judith Mudzengi	Belinda Sharmane	Ν	
E	OWO0000254	new deal project rental	New Deal Rental	2	new deal project re	2017/11/29	Judith Mudzengi	Judith Mudzengi	N	
1	DW00000242	TT033 - Daily Colour 1000 - Gener	Scheduled Maintenance	2	TT033 - Daily Col	2017/11/29	Judith Mudzengi	Judith Mudzengi	N	
1	DW00000265	TT033 - Daily Colour 1000 - Gener	Select Call Type	2	TT033 - Daily Col	2017/11/29	Judith Mudzengi	Belinda Sharmane	N	
C	OWO0000232	Project - Quotes	Select Call Type	2	Project - Quotes	2017/11/29	Judith Mudzengi	Judith Mudzengi	Ň	
E	OWO0000266	Project Assignment Test 1	Select Call Type	2	Project Assignment	2017/11/29	Judith Mudzengi	Judith Mudzengi	N	
I	DW00000273	Auto Apply Task Confiuration to	Select Call Type	2	Auto Apply Task	2018/01/16	Judith Mudzengi	James Magombo	N	
C	OWO0000267	Project Assignment Test 3	Select Call Type	2	Project Test Test 3	2017/11/29	Judith Mudzengi	Judith Mudzengi	C	
1	DW00000267	Project Assignment Test 3	Select Call Type	2	test 3	2018/10/08	Judith Mudzengi	James Magombo	Ν	
C	OWO0000264	Project Work Order - Pretoria	Select Call Type	2	Project Work Order	2017/11/29	Judith Mudzengi	Judith Mudzengi	С	
1	DW00000264	Project Work Order - Pretoria	Select Call Type	2	Carry out schedul	2019/03/13	Judith Mudzengi	Belinda Sharmane	N	
0								Count: 42	6	

The Ticket Maintain screen will be displayed.

- 1. In the Work Order Notes frame,
- 2. Type in the **Note** column in the **first row** of the data grid (not the filter row).
- 3. The **Date**, **Time** and **Create Date** will auto populate with the current date and time.
- 4. If you wish to create another note, press **Enter** on your keyboard and a new row will be created. Type the next note in this new row. You can add multiple notes.
- 5. **Close** the screen when you are done.



Ticket Maintain - BPO: Version 2.1.0.69 - T	T ALPHA - JUDITH PC LOCAL	- 🗆 X
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Pro	ects Manufacturing Procurement Sales Service	e Reporting Utilities — 🗗 🗙
Time Entry Complete Work Process Ticket Current Current Format		5
Project - Quotes	*	
	WO Code DWO0000232	
•	WO Reference PRJ0000027	
Y	WO Create Date 2017/10/31	*
	WO Priority 2	3
	WO Type DR Work Order Customer Project	
Ticket Thread	Nork Order Notes	
	Drag a column header 2 to group by that column	
Enter text to search	~	ate Time CreateDate
Assigned To: Judith Mudzengi Assigned By : Judith Mudzengi (Created: 2017/11/29)	Change prices before sending quote	3 Mar 2019 10:38:18 2019/03/13
	•	
Project - Quotes	1	
	_	
	4	
	1	
Open Windows 🔻		13 Mar 2019

TIME BOOKING

The system will log your time as you work based on you Starting and Ending work.

- In the **All Open Tickets** screen, select the ticket that you wish to book time for.
 - In this image, WO0001748 is selected.
- Click on Edit



Intermediate Intermediate <th< th=""><th>Edit</th><th>Sav</th><th>Layout Workspaces Save Filter</th><th>Refresh</th><th>Export</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></th<>	Edit	Sav	Layout Workspaces Save Filter	Refresh	Export							
WOCode Description WOType WOTypeDesc Priority Note CreateBy AssignedTo Status R WOCode Longblow	rocess		Format a	Current	a Export a							
Network												
W00001020 Unresolved client, completed and r DR Select Call Type 2 Unresolved client, complete 2017/03/0 Judith Mudzengi Judith Mudzengi C Y W00001207 Location - Unresolved client, complet DR Select Call Type 2 Location - Unresolved client, complet 2017/03/30 Judith Mudzengi Judith Mudzengi C Y W00001207 Location - Unresolved client, complet DR Select Call Type 2 Resolved and reassigned 2017/03/30 Judith Mudzengi Judith Mudzengi Judith Mudzengi Judith Mudzengi Location - Unresolved client, complet Judith Mudzengi	WOCod	de	Description	WOType	WOTypeDesc	Priority	Note	CreateDate	CreateBy	AssignedTo	Status	Rea
W00001202 Unresolved dient, completed and r DR Select Call Type 2 Unresolved dient, complete 2017/03/0 Judith Mudzengi Judith Mudzengi C Y W00001207 Location - Unresolved dient, complet DR Select Call Type 2 Location - Unresolved dient, complet 2017/03/0 Judith Mudzengi Judith Mudzengi C Y W00001207 Location - Unresolved dient, complet DR Select Call Type 2 Unresolved and reassigned 2017/03/0 Judith Mudzengi Judith Mudzeng												
W0000127 Location - Unresolved client, compl DR Select Call Type 2 Location - Unresolved client, complet 201703/30 Judth Mudzengi Judth Mudzengi C Y W00001207 Location - Unresolved client, com plet DR Select Call Type 2 Unresolved client 201703/30 Judth Mudzengi Judth Mudzengi C Y W00001198 Resolved and reassigned DR Select Call Type 2 Resolved and reassigned 201703/31 Judth Mudzengi Judth Mudzengi C Y W00001123 work order linket to asset urresolved. DR Select Call Type 2 work order linket to asset urresolved. 201703/31 Judth Mudzengi Judth Mudzengi C Y W00001213 work order linket to to asset urresolved. D01703/31 Judth Mudzengi Judth Mudzengi C Y W00001217 work order linket to location - esolved. D01703/31 Judth Mudzengi Judth Mudzengi C Y W00001219 work order linket to location - RS Select Call Type 2 work order linket to location D01703/31 Judth Mudzengi Judth Mudzengi Location - resolv												Yes
Volon01207 Location - Unresolved client, and a sequence of the sector of the secto												Yes
W00001198 Resolved and reassigned DR Select Call Type 2 Resolved and reassigned DX Select Call Type 2 Resolved and reassigned DX Judith Mudzeng Judith Mudzeng Judith Mudzeng Judith Mudzeng R Select Call Type 2 Resolved and reassigned DX Judith Mudzeng Zudith M									101721021021020000000			Yes
Resolved and reassigned DR Select Call Type 2 Resolved and reassigned 2017/03/. Judith Mudzen Bianca Du Toit N N W00001123 work order linked to asset urresolv DR Select Call Type 2 work order linked to asset urresolv Judith Mudzeng Judit												No
W00001213 work order linked to asset unresolve DR Select Call Type 2 work order linked to asset unresolve 2017(03/31 Judith Mudzengi Xudith Mudzengi C Y W00001213 work order linked to asset unresolve DR Select Call Type 2 Unresolved and reassigned 2017(03/31 Judith Mudzengi Xudith Mudzengi C Y W00001217 work order linked to location - resolved 2017(03/31 Judith Mudzengi Xudith Mudzengi C Y W00001219 work order linked to location - resolved 2017(03/31 Judith Mudzengi Xudith Mudzengi N Y W00001219 work order linked to location DR Select Call Type 2 Location - resolved and reassigned 2017(03/31 Judith Mudzengi N Y W00001220 work order linked to location DR Select Call Type 2 Test ticketing time. 2017(04/31 Bianca Du Toit Bianca Du Toit N Y W00001217 Test ticketing multiple time logs DR Select Call Type 2 A new assignment that needs to be 2017(04/30 Bianca Du Toit Bianca Du Toit Bianca Du T												Yes
WO0001213 work order linked to asset ur DR Select Call Type 2 Unresolved and reassigned 2017/03/L Judith Mudzeng Belinda Sharman N N W00001217 work order linked to location - resol DR Select Call Type 2 work order linked to location - resolved 2017/03/L Judith Mudzeng Judith Mudzeng Judith Mudzeng Judith Mudzeng Zoth Mudzeng C Y W00001217 work order linked to location DR Select Call Type 2 work order linked to location Zotth Mudzeng Judith Mudzeng Judith Mudzeng Judith Mudzeng Judith Mudzeng N N N W W00001217 work order linked to location DR Select Call Type 2 work order linke to location Zotth Mudzeng Judith Mudzeng Judith Mudzeng N N Y W00001227 Test ticketing multiple time logs DR Select Call Type 2 Test ticketing multiple time logs ZotT/04/L Blanca Du Toit Blanca Du Toit N Y W00001212 work order linked to asset - resolved DR Select Call Type 2 Swap Outs p rojects v2.1.0.5					the second s		Transferred on the state of the second second second	100000000000000000000000000000000000000				No
W00001217 work order linked to location - resolv DR Select Call Type 2 work order linked to location - resolved and reassign 2017/03/1 Judith Mudzengi Judith Mudzengi N N N W00001217 work order linked to location DR Select Call Type 2 work order linked to location 2017/03/1 Judith Mudzengi Judith Mudzengi N N N N N Y W00001219 work order linked to location DR Select Call Type 2 work order linked to location 2017/03/1 Judith Mudzengi Judith Mudzengi N Y W00001226 Test ticketing multiple time logs DR Select Call Type 2 Test ticketing multiple time logs Binca Du Toit Binca Du Toit Binca Du Toit Binca Du Toit N Y W00001213 A new assignment that needs to be f DR Select Call Type 2 A new assignment that needs to be f D017/04/03 Binca Du Toit Binca Du Toit N Y W00001213 work order linked to asset - resolved and reassigned D017/03/2 Judith Mudzengi Judith Mudzengi Judith Mudzengi N										-		Yes
Wood001217 work order linked to location DR Select Call Type 2 Location - resolved and reassign. 2017/03/. Judith Mudzeng Audith Mudzeng N N N N W00001219 work order linked to location DR Select Call Type 2 work order linked to location 2017/03/. Judith Mudzeng Judith Mudzeng N <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td>The second s</td><td>and a second second</td><td></td><td></td><td></td><td>No</td></t<>							The second s	and a second second				No
W00001219 work order linked to location DR Select Call Type 2 work order linked to location 2017/03/31 Judith Mudzengi Judith Mudzengi N												Yes
W00001226 Test ticketing time. DR Select Call Type 2 Test ticketing time. DI Bianca Du Toit N										The Second Street Second		No
W00001227 Test ticketing multiple time logs DR Select Call Type 2 Test ticketing multiple time logs 2017/04/03 Bianca Du Toit N Y W00001231 A new assignment that needs to be DR Select Call Type 2 A new assignment that needs to be f 2017/04/0 Bianca Du Toit Bianca Du Toit N Y W00001232 work order linked to asset - resolve DR Select Call Type 2 Resolved and reassigned 2017/05/ Judith Hudze Judith Hudze Bianca Du Toit N N N W00001212 work order linked to asset - resolve DR Select Call Type 2 work order linked to asset - resolve Judith Mudze Judith Mudze Judith Mudze Judith Mudze M N N W0000124 work order linked to asset - resolve DR Select Call Type 2 work order linked to asset - resolve Zotth Park 240 New Deal. Zotth P								Contraction of the second		a second a second a second second a se		Yes
W00001311 A new assignment that needs to be DR Select Call Type 2 A new assignment that needs to be f 2017/04/20 Bianca Du Toit Bianca Du Toit Bianca Du Toit N Y W00001315 Swap out WO from project DR Select Call Type 2 Swap Outs p rojects v2.1.0.5 2017/04/20 Bianca Du Toit Bianca Du Toit N Y W00001212 work order linked to asset - resolve DR Select Call Type 2 Resolved and reassigned 2017/03/20 Judith Mudze Belinda Sharman N N N W00001212 work order linked to asset - resolve DR Select Call Type 2 work order linked to asset - resolve Judith Mudze Belinda Sharman N N N W0000124 work order linked to asset - resolve DR Select Call Type 2 SP240 New Deal. 2019/04/2 Abigai Mine Belinda Sharman N N N W00001745 Work Order 1 DR Select Call Type 2 Installation Project 2 2019/04/2 Abigai Mine Abigai Mine N N N N N N </td <td></td> <td>No</td>												No
W00001395 Swap out W0 from project DR Select Call Type 2 Swap Outs p rojects v2.1.0.5 2017/06/ Judith Mudze Judith Mudze Multith Mudze												Yes
Work order linked to asset - resolve DR Select Call Type 2 Resolved and reassigned 2017/03 Judith Mudzeng Belinda Sharman N W00001212 work order linked to asset - resolve DR Select Call Type 2 work order linked to asset - resolve Judith Mudzeng Judith Mudzeng C Y W0000124 SP400 New Deal. DR Select Call Type 2 SP240 New Deal. 2019/04/L Abigail Milne Belinda Sharman N <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>Yes</td></td<>												Yes
W00001212 work order linked to asset - resolve DR Select Call Type 2 work order linked to asset - resolve 2017/03/1 Judith Mudzeng Judith Mudzeng C V W00001212 SP240 New Deal. DR Select Call Type 2 SP240 New Deal. 2019/04/L Abigail Mine Belinda Sharman N N N W00001274 Work Order 1 DR Select Call Type 2 Installation Project 2 2019/04/L Abigail Mine Abigail Mine N N N N W00001751 Installation Project 1 DR Select Call Type 2 Installation Project 1 2019/04/L Abigail Mine Abigail Mine N N N												No
W00001746 SP240 New Deal. DR Select Call Type 2 SP240 New Deal. 2019/04/ Abigail Mine Belinda Sharman N N W00001748 Work Order 1 DR Select Call Type 2 Installation Project 2 2019/04/ Abigail Mine Abigail Mine N N N W00001751 Installation Project 1 DR Select Call Type 2 Installation Project 1 2019/04/ Abigail Mine Belinda Sharman N N								Contract Contractor and Contractor				No
W00001748 Work Order 1 DR Select Call Type 2 Installation Project 2 2019/04/12 Abgail Mine Abgail Mine N Y W00001751 Installation Project 1 DR Select Call Type 2 Installation Project 1 2019/04/ Abgail Mine Belinda Sharman N N												Yes
W00001751 Installation Project 1 DR Select Call Type 2 Installation Project 1 2019/04/ Abigail Milne Belinda Sharman N N						-						No
	an a			100000		1	The residence of the second		and the second second	-	1.1.2.2	Yes
WUUUU1/54 Installation Project 4 DK Select Call Type 2 Installation Project 4 2019/04/ Abigail Milne Belinda Sharman N												No
	W000	01754	Installation Project 4	DR	Select Call Type	2	Installation Project 4	2019/04/	Abigait Milne	Belinda Sharman	N	No

The Ticket Maintain screen will be displayed.

• Click on Time Entry.

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T T		Tic	ket Maintain -	BPO: Version 2.1.0.	69 - Exam	ple Company						- 1	1)	×
Home Equipment an	Locations Contract	Finance and HR	Inventory M	laintenance and Proje	ects Ma	nufacturing I	Procure	ement	Sales	Service	Reporting Ut	tilities -	- 6	3 X
Time Entry Process	lew Close Refres	h Save Layout												
Work Order 1	lokec a contene	2 1000	an 4		1									-
								WO0001			-			
						WO Refere								
						WO Create D			/12					
						WO Prio	ype				-			
						00.000	n l	UK						
Ticket Thread		1.			work Ord	Work Order	Cust		Project				C	- #
Enter text to search		•	Find Cle	ar	Note				Date	Time	CreateDate	AmendD	ate	
					Ÿ									
Assigned To: Abigal Milne Ass		reated: 2019/04/12)			*									
Open Windows 🕶											1	10 Apr 201	9	

The Time Logging Express screen will be displayed.

- **Employee**: This will auto populated with the person currently logged on to the system.
- **Call**: This will auto populate with the call number and description if the work order is linked to a call.
- Work Order: This will auto populate with the work order number and description.
- **Equipment**: This will auto populate with the serial number and description if a machine is linked to the work order.
- **Location**: This will auto populate with the location if a functional location is linked to the work order.
- **Status**: The final unlabelled text box will contain a description of the current status of the work e.g. **"Work not started"**.



	Ŧ								Time	e Logging	g Expr	ess - BP(D: Versi	ion 2.1.(0.69 -	Example	Comp	pany					-			×
	Home			Location	ns (Contract	F	inance and	HR	Invento	ory	Maintena	ince an	d Projec	ts I	Manufact	uring	Procu	rement	Sales	Service	Reporting	Utilities	-	Ð	х
\checkmark	\otimes		2																							
Start Work	End Work		int																							
Pro	cess	.a Prin	t "											1								 				
	Emp	loyee		Milne			5 72	•																		
		Call				•							4 5													
	Work	Order	WOOD	01748		•	Wa	vrk Order 1	í																	
	Equip	ment											-													
	la	ation	Hillcree	et			20						*													
	LOC	ation											-													
Work	not started																									
													*													
														8												
Open W	/indows 🔻																						10 Apr	2019	Å	11.

Start Work

• Click on Start Work.

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	Ŧ			Tim	ie Logging Ex	press - BPO: Version 2.1.0	.69 - Example Com	pany				1		×
0	Home Equ		Contract	Finance and HR	Inventory	Maintenance and Project	s Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	₽ ×
\checkmark	8	P												
Start Work	End Work	Print												
	cess "	Print 🔒												
	Employ	ee Abigail Milne												
		all	•			14								
						-								
	Work Ord	er WO0001748	•	Work Order 1		-								
						-								
	Equipme	nt				(A.)								
						*								
	Locati	on Hillcrest				*								
Mork	not started.	1												
Open W	/indows *											10 Apr 3	2019	-

The **Time Logging Express** screen will close and you will return to the **Ticket Maintain** screen.

- A Call Processing message box will pop up informing you that;
 - Call No: [] has been released.
- Click on Ok.



Ticket Maintain - BPO: Versi	on 2.1.0.69	- Example Comp	any					- 1		\times
Home Equipment and Locations Contract Finance and HR Inventory Maintenance	and Project	s Manufacturin	g Proci	urement	Sales	Service	Reporting L	Itilities -	- 8	×
Time Entry Complete Work Add New Close Ticket Ticket Current Format										
Vork Order 1		-	VO Code	WO000	1748					
				PRJ000			-			
Call Processing	×			2019/0			•			
		wo	Priority	2	200.032					
Call No : has been releas	.ed.	1	VO Type	DR						
Ticket Thread Enter text to search	Dri	ork Order Notes ag a column heade							-	- -
		Note			Date	Time	CreateDate	e AmendD	ate	
Assigned To: Abigail Milne Assigned By :Abigail Milne (Created: 2019/04/12)	* *									
Installation Project 2										
pen Windows ▼	*						1.5	10 Apr 201	9	

- The message box will close.
- To exit the screen, click on **Close**.



-						Ticket Main	tain -	BPO: Version 2.1	.0.69 - Exan	nple Compan	1					-		×
Home	Equipme	ent and Loc	ations			Inventory	e M	aintenance and Pr	ojects M	anufacturing	Procu	rement	Sales !	Service R	eporting U	tilities	-	ъ ×
١	work	Add New Ticket	Close Ticket	Refresh	Save Layo	ut Workspa	ces											
Process Work Order 1		Ticket	4	Current	a Fi	ormat			-									
										2000 CONTRACTOR 100		WOOOd						
										WO Refe								
										WO Create WO Pr			4/12					
											Туре				÷.			
										Work Order	Cus	stomer	Project					
Ticket Thread									Work Or	der Notes								□ #
Enter text to	search				•	Find	Cle	ar	Drag a cr									
									Note				Date	Time	CreateDate	Amen	dDate	
									9									
Assigned To: A	bigail Miln	e Assigne	d By :Abigi	ail Milne (Cre	ated: 2019/04/	12)		^ ^	*					1				
Inst	allation Pr	oject 2																
Open Windows									IL							LO Apr 2	019	*

Important Note:

You <u>cannot</u> start work on a new ticket before <u>ending work</u> on the previous ticket.

- 1. Although details of the current ticket will be displayed in the **Time Logging Express** screen,
- 2. the Start Work button will be greyed out
- and the work status of the previous ticket will be displayed in the Work Status text box.
- If this is the case take note of the work order number at the bottom of the screen, close this screen and go and end work on the previous ticket.

Note : You can **Print the Work Order Report** from this screen.



-	8	Time Logging Ex	press - BP(O: Version 2.1.0.69 - TE	T ALPHA - JUDIT	H PC LOCAL				S1		×
Home Equipment and Locat Start End Work Print Process Print 2	ons Contract Fir	nance and HR In	iventory I	Maintenance and Project	Manufacturing	Procurement	Sales	Service	Reporting	Utilities		8 ×
Employee Judith Mud	rengi	•										
Call DCN00000	;3 🔹 r	ndr1		÷								
Work Order DWO0000	38 🔻 r	ndr 1		*		-0						
Equipment]			*								
Location Main				*								
Work Started on work order DWO00	0089 on the 13 Mar	2019 at 11:42:17.		ļ								
Open Windows 🕶										13 Mar 2	2019	\$)

End Work or Complete Work

If you need to **stop** the current work, use the **End Work** process. This will book your time for the current work. Remember to type in a **note** regarding what work was done during this time.

If the work is done, then use the **Complete Work** process.

End Work

• In the Ticket Maintain screen, click on Time Entry.



- -						Ticket Maint	tain -	- BPO: Version 2.1.	.0.69 -	Exam	iple Company	e .					-		×
Home	Equipme	ent and Locatio	ons C	Contract	Finance and HR	. Inventory	6 N	Maintenance and Pr	ojects	Ma	anufacturing	Procu	rement	Sales	Service	Reporting L	Itilities	-	8
W	plete ork	Add New C Ticket Ti	iose icket	Refresh	Save Layo	ut Workspa	ces												
Process		Ticket	:4	Current	a Fi	ormat	A												
													WO000						
											WO Refer								
											WO Create WO Pri			4/12		•			
											10005 Vol.1575	Туре				-			
								11.0001		*	Work Order	Cus	stomer	Project					
Ticket Thread									-		der Notes								
Enter text to s	earch				•	Find	Cle	ear		lote				that column	Time	CreateDate	-	doute	
00 8 :	80 88	e 1 87	ð						Ŷ	vote				Date	Time	CreateDate	Anter	lubate	
Assigned To: Ab	oigail Milne	e Assigned B	y :Abiga	il Milne (Cre	ated: 2019/04/	12)		^ ^	*								į.		
Insta	llation Pro	oject 2																	
								*											
pen Windows 🔻																	10 Apr :	2019	÷.

The **Time Logging Express** screen will be displayed.

• Click on End Work.



			Tim	e Logging Ex	press - BPO: Version 2.1.0.69	- Example Com	pany				-		
	ent and Locations	Contract	Finance and HR	Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	Ð
8	3												
End Work Pri													
rocess " Prin	+												
	Abigail Milne		•										
Call		•			-								
					~								
Work Order	WO0001748	•	Work Order 1										
					*								
Equipment					-								
Location	Hillcreet				*								
Location	Time CSU				*								
rk Started on work or	der WO0001748 on	the 12 Apr	2019 at 11:37:00.										
					*								
Windows 🔻											10 Apr 3	2019	-

The Close Open Work screen will be displayed.

Ticket Details:

- **Employee** : This will auto populated with the person currently logged on to the system.
- **Call** : This will auto populate with the call number and description if the work order is linked to a **call**.
- Work Order : This will auto populate with the work order number and description.
- **Equipment** : This will auto populate with the serial number and description of the equipment item if such an item is linked to the work order.
- **Location** : This will auto populate with the location if a functional location is linked to the work order.



		Close Open Work	- BPO: Ver	sion	2.1.0.69 - Exar	nple Company	1			- 1	
		ntract Finance and HR Inventory M	Maintenance	and	Projects Ma	inufacturing	Procurement	Sales S	Service Reporting) Utilities	_ & x
🛛 🗾											
End Work Save La	ayout										
Process "Forma	t "										
Employ	ee Abigail Milne	9.1621			rior Work						
8	roje PR30000302	Installation Project 2		6	rag a column he						//
12 0			7		ParentRef PRJ0000302	WOCode WO0001748	Description Work Orde	Status	StatusDesc Open	Rectificatio	WorkDate 1900/01/01
Work Ore	WO0001748	Work Order 1									
Equipmo	unt .										
cquipin			+								
Locat	ion Hillcrest		.4.								
r Work State			1								
O Unresolved	Client O Unresol	ved O Resolved									
Rectification Co	de		-								
Comme	nts		(h)	4	<u></u>						Þ
				P	Fech Comment -						
			Ψ.								-
				F	Rectification Cor	nment					
Work Started on work	order WO0001748 on the 12	Apr 2019 at 11:37:00.	*	1							
Open Windows 🕶				0						10 Apr 20	19 🔅 /

Prior Work, Tech Comments and Rectification Comments

• In this frame you can view prior work done and any Technician or Rectification comments logged.



		Clo	se Open Work	c - BPO: Ver	ion 2.1.0.69 - Exar	nple Compan	y				
Home Equip	ment and Locations Contr	act Finance and HR	Inventory	Maintenance	and Projects Ma	anufacturing	Procurement	Sales	Service Reportin	g Utilities	- 8 3
End Work Save Layor	ut										
Process 🖌 Format	Abigail Milne				Prior Work						
	And the second second	Installation Project 2			Drag a column he						
Proj	je PR.30000302	Installaborr Project 2			ParentRef	WOCode	Description	Status	StatusDesc	Rectificatio	WorkDate
	ä n	Work Order 1			PRJ0000302				Open		1900/01/0
Work Order	WO0001748	work Order 1		-							
Equipment	ð	-1									
Equipment				-							
Location	Hillcrest			*							
Work State											
O Unresolved Cli	ent O Unresolve	d 🔘 Res	olved								
Rectification Code	(•							
Comments				-	۰						
					Tech Comment						12
					Rectification Cor	nment					
Work Started on work or	der WO0001748 on the 12 Ap	r 2019 at 11:37:00.									
				÷							
Open Windows 🔻										10 Apr 20	19 🗘

Work State and Resolution Actions

- 1. In the Work State frame, select one of the 3 listed Work States:
 - Unresolved (Client) once processed, this call will move to On Hold.
 - Unresolved once processed, this call will move to Pending.
 - **Resolved** once processed, this call will move to **Complete**.
- 2. Click on the **drop-down arrow** in the **Rectification Code** field.



-		Clo	ose Open Work	c - BPO: Ver	ion 2.1.0.69 - I	xample Compar	ıy			1	
Home Equipr	ment and Locations Contra	t Finance and HR	Inventory	Maintenance	and Projects	Manufacturing	Procurement	Sales S	ervice Reporting) Utilities ·	_ & ×
End Work Save Layou	it										
Process " Format	*										
Employee	Abigail Milne				Prior Work						
Proj	PR30000302	Installation Project 2			Drag a colum						//
				*	ParentRef		Description	Status	StatusDesc	Rectificatio	1 S. C. C. C. C. C. C.
Work Order	WO0001748	Work Order 1		*	PR300003	02 WO0001748	Work Orde	0	Open		1900/01/01
				×.							
Equipment			•	~							
			~	1							
Location	Hillcrest	/	/	*							
Work State	ent O Unresolved	Re:	solved								
Rectification Code	-			-	-	2					
Comments				-	4	-					+
					Tech Comme	nt					
											-
				-							
					Rectification	Comment					
Work Started on work and	er WO0001748 on the 12 Apr	2010 at 11,27,00		100							
WORK Started on WORK Ord	er woodd / Ho dri die 12 Apr	2019 dl 11:37:00;		A							
				÷							~
Open Windows 🕶										10 Apr 20	19 🗘 //

- Select from the **Rectification Code** drop-down menu, a **Reason Code**.
- In this example, **Fixed** Fixed machine has been selected.



		CI	ose Open Wor	k - BPO: Vers	sion 2.1.0.69 - Exa	mple Compan	v			8 700 6	
Home Equipm	nent and Locations	Contract Finance and HR	Inventory	Maintenance	and Projects M	anufacturing	Procurement	Sales	Service Reportin	g Utilities	_ 8
ind Work Save Layou	t										
	Abigail Milne				Prior Work						
	PR30000302	Installation Project 2	8	-	Drag a column h						
				-	ParentRef	WOCode	Description	Status	StatusDesc	Rectificatio	WorkDat
Work Order	WOD001748	Work Order 1		*	PRJ0000302	WO0001748	Work Orde	0	Open		1900/01/
Equipment				4. 'F							
Location	Hillcrest			ж. Т							
Work State	nt 🔘 Unr	esolved 🔘 Re	esolved								
Rectification Code	ReasonCode	M Description		•							
	FIXED PDI RC RM SM IR RP	Fixed machine Parts Delivered and Installe Replaced components Replaced Machine Serviced Machine IT Related Replaced Parts	d		- Tech Comment						
ork Started on work orde		e 12 Apr 2019 at 11:37:00.		 	Rectification Co	nment					
pen Windows 🔻				Ψ.	<u></u>					10 Apr 20	19 🔅

- 1. Type in any relevant information in the **Comments** text box this is mandatory.
- 2. Click on End Work.



- ·		Close Open Work - BP	D: Versio	n 2.1.0.69 - Exam	nple Company	,			-	
Home Equipm	ent and Locations Contra	ct Finance and HR Inventory Mainte	nance a	nd Projects Mai	nufacturing	Procurement	Sales S	ervice Reporting	Utilities	_ & ×
8										
End Work Save Layout										
Process Format	-2									
Employee	Abigail Milne	1	-	Prior Work						
	PR30000302	Installation Project 2	~							
			-	ParentRef	WOCode	Description	Status	StatusDesc	Rectificatio	WorkDate
Work Order	WO0001748	Work Order 1	*	PR30000302	WO0001748	Work Orde	0	Open		1900/01/0
Equipment]	~							
			+							
Location	Hillcrest									
- Work State										
O Unresolved Clier	nt O Unresolved	Resolved								
Rectification Code	Fixed machine		+							
Comments	Machine was fixed as per ma	nufacturer instructions.	-	4						•
*			ſ	Tech Comment						-
U										
			-							
les				Rectification Com	iment					
in the second second second	W00001740	0010101110000								
Work Started on work orde	er WO0001748 on the 12 Apr	2019 at 11:37:00.	^							
			-							*
Open Windows 🕶			14						10 Apr 20	19 (

You now need to decide whether to end the work without assigning any work to the next person or whether to end the work and assign it to the next person.

End Work <u>Without</u> Assigning to the Next Person

• A Work Process message will pop up asking;

• Do you wish to assign this to the next person?

• Click on No.



÷		Close Open Worl	k - BPO: Vers	sion	2.1.0.69 - Exan	nple Company	/			-		\times
Home Equipm	nent and Locations Contra	ct Finance and HR Inventory	Maintenance	and	Projects Ma	nufacturing	Procurement	Sales Se	rvice Reportin	g Utilities	- 6	р ж
End Work Save Layou	t											
Process "Format					04 - 1940 - 1941							
	Abigail Milne	1467			rior Work	12 AL 2	20 40 X 10					1
Proje	PR30000302	Installation Project 2	~	3	rag a column he						/	
			·*		ParentRef PRJ0000302	WOCode	Description	Status	StatusDesc Open	Rectificatio	Work 1900	
Work Order	WO0001748	Work Order 1	· · ·		1100000002	100001710	THUR OLDER	0	open		1000,	10110
Equipment]	-A.		Work Proce	55			×			
Location	Hillcrest		Ψ		0		10 1.6627475	80.0 80				
Location						Do you wish to	assign this to	the next pe	rson?			
Work State	nt O Unresolved	Resolved					Yes		No			
Rectification Code	Fixed machine		•									
Comments	Machine was fixed as per ma	nufacturer instructions.	*	-1	Cech Comment							•
			*									-
				7	Rectification Con	nment						4
Vork Started on work orde	er WO0001748 on the 12 Apr	2019 at 11:37:00.	*									

The Close Open Work screen will close.

- 1. The Time Logging Express screen will re-open.
- 2. The **Start Work** button will be active while the **End Work** button is greyed out.
- 3. The work status message will display as Last worked on [] ending at [
 -] (This will be the current date and time.)

Note: The work status message may also display as Work <u>started</u> on work order [] on the [], even though the End Work button was clicked on in the previous step.

4. Close the Time Logging Express screen.



	Ŧ			► Tim	e Logging Ex	press BPO: Version 2.1.0.6	9 - Example Com	pany				-		×
	Home Equ	ipment and Locations	Contract	Finance and HR	Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	- 8	×
\checkmark	3	P											/	w.
Start Work	End Work	Print										A	/	
Pro	cess "	Print 🔒										•		
	Employ	ee Abigail Milne		•										
		all	•			-								
4	,					-								
	Work Ore	ler WO0001748	•	Work Order 1		*								
						*								
	Equipmo	ent												
	Locat	ion Hillcrest		9		*								
Last v	worked on the	12 Apr 2019 ending at 11	L:43:54.			-								
						-								
	4													
	/													
	3													
	-													
Open W	/indows 🕶											10 Apr 2	2019 🔅	1.

The **Ticket Maintain** screen will be displayed. Close this screen.

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Ticket Maintain - BPO: Version 2	0.69 - Example Company					×
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and	ojects Manufacturing Procurement	Sales Serv	rice Reporting	Utilities	- 6	3 ×
Time Entry Complete Work Work Close Process Ticket Current Format						
Work Order 1						
	WO Code					
	WO Reference					
	WO Create Date			•		
	WO Priority WO Type					
	worype	DR				
Ticket Thread	Work Order Cus Work Order Notes Drag a column header here to group b	stomer Proje	ct	//	c	3 4
	Note	Date	Time Cre	eateDate	AmendDa	te
	9					
Assigned To: Abigal Mine Assigned By :Abigal Mine (Created: 2019/04/12)	•					
L	4					* 6
Open Windows 🔻				12 Apr	2019	- //

The **All Open Tickets** screen will be displayed. Here you can see that the work order has been removed from the list.

You can now decide whether or not to print the work order report.



Edit Sa	ve Layout Workspaces Save Filter	Refresh	Export		ance and Projects Manufacturing F					
ocess "	Format a	Current	a Export a							
WOCode	Description	WOType	WOTypeDesc	Priority	Note	CreateDate	CreateBy	AssignedTo	Status	Rea
W00001200	Unresolved, completed and rea		Select Call Type		Unresolved			Belinda Sharman		No
WO0001202	Unresolved client, completed and r		Select Call Type		Unresolved client, completed and rea	2017/03/30	Judith Mudzengi	Judith Mudzengi	С	Yes
WO0001202	Unresolved client, completed and r		Select Call Type		Unresolved	2017/03/30	Judith Mudzengi	Judith Mudzengi	N	Yes
WO0001207	Location - Unresolved client, compl		Select Call Type		Location - Unresolved client, complete		Judith Mudzengi	Judith Mudzengi	С	Yes
W00001207	Location - Unresolved client, c		Select Call Type		Unresolved client		Judith Mudze			No
WO0001198	Resolved and reassigned	DR	Select Call Type		Resolved and reassigned	2017/03/30	Judith Mudzengi	Judith Mudzengi	С	Yes
W00001198	Resolved and reassigned	DR	Select Call Type		Resolved and reassigned		Judith Mudze	Bianca Du Toit	N	No
NO0001213	work order linked to asset unresolv		Select Call Type		work order linked to asset unresolved	Noncessient Contraction of the	Judith Mudzengi	Judith Mudzengi	С	Yes
W00001213	work order linked to asset unr		Select Call Type		Unresolved and reassigned		Judith Mudze			No
WO0001217	work order linked to location - resol		Select Call Type		work order linked to location - resolve		Judith Mudzengi	Judith Mudzengi	С	Yes
W00001217	work order linked to location		Select Call Type		Location - resolved and reassign			Belinda Sharman		No
WO0001219	work order linked to location	DR	Select Call Type		work order linked to location	2017/03/31	Judith Mudzengi	Judith Mudzengi	N	Yes
W00001226	Test ticketing time.	DR	Select Call Type		Test ticketing time.	2017/04/		Bianca Du Toit	N	No
WO0001227	Test ticketing multiple time logs	DR.	Select Call Type		Test ticketing multiple time logs	2017/04/03	Bianca Du Toit	Bianca Du Toit	N	Yes
WO0001311	A new assignment that needs to be		Select Call Type		A new assignment that needs to be f		Bianca Du Toit	Bianca Du Toit	N	Yes
W00001395	Swap out WO from project	DR	Select Call Type		Swap Outs p rojects v2.1.0.5	Contract Contraction	Judith Mudze	Construction of the Construction	N	No
W00001212	work order linked to asset - re		Select Call Type		Resolved and reassigned		Judith Mudze	Belinda Sharman		No
VO0001212	work order linked to asset - resolve		Select Call Type		work order linked to asset - resolved	2017/03/31	Judith Mudzengi	Judith Mudzengi	С	Yes
W00001746	SP240 New Deal.	DR	Select Call Type		SP240 New Deal.	2019/04/	and the second second	Belinda Sharman	1	No
Ŵ00001751	Installation Project 1	DR	Select Call Type		Installation Project 1		Abigail Milne	Belinda Sharman		No
W00001754	Installation Project 4	DR	Select Call Type	2	Installation Project 4	2019/04/	Abigail Milne	Belinda Sharman	N	No
								Count: 146		

End Work and Assign to the Next Person

- A Work Process message box will pop up asking;
 - Do you wish to assign this to the next person?
- Click on Yes.

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-		Close Open Worl	k - BPO: Version 2	.1.0.69 - Example (Company			-		×
Home Equipme	ent and Locations Contrac	t Finance and HR Inventory	Maintenance and	Projects Manufac	turing Procur	ement Sales	Service F	Reporting Utilities	-	₽ ×
End Work Save Layou	t									
	Abigail Milne			-Prior Work						
	PRJ0000305	Installation Project 5	*	Drag a column he				/	-	
			Ψ.	ParentRef	WOCode	Description	Status	StatusDesc	Rectific	atio
Work Order	WO0001755	Work Order 1	*	 PRJ0000305 PRJ0000305 		Work Orde Work Orde		Open Open		
Equipment			* Work Process	2			~			
Location Work State		d O Resolved	? D) you wish to assig	In this to the n	next person?				
Rectification Code	Requires Senior Tech				Yes	No				
Comments	Requires senior technician	on site.		+ - Tech Comment -						4
				Rectification Cor	nment					+
Work Started on work ord	er WO0001755 on the 12 Ap	m 2019 at 12:13:45.	*							
Open Windows 🕶								12 Ap	2019	

The **Project Assignment** or **Call Assignment** screen will be displayed.

• Assigned To : Click on the drop-down arrow and select the person you wish to assign the work order to.

Note: You can assign the work order to yourself, if required. For example, if you wished to add information to the detail below.

- **Detail** : This will auto populate with the information linked to the work order but you can edit the text, if required.
- Assignment Date and Time : This will auto populate with the current date and time.
 - **Date** : Either type in or click on the drop-down arrow and use the calendar function to select an alternative date, if required.



- **Time** :Either type in or use the arrow indicators to select an alternative time, if required.
- Assigned By : This will auto populate with the person currently logged on to the system. You can click on the drop-down arrow and select an alternative person, if required.

	Ŧ				Pr	oject Assignmen	t : Reference	No. : PRJ0000305 - BPO: V	ersion 2.1.0.69 -	Example Com	bany					×
	Home	Equipm	ent and Loc	ations	Contract	Finance and HR	Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	₽ ×
Save Proce	Back ess	Save	E Layout													
	Assigne	ed To				•										
Ass	E	Detail	Installation	n Projec	t 5			in a second seco								
Ass	ignment	Date	12 Apr 201	.9	12:17:5	9 🗘										
	Assigne	ed By	Abigail Miln	e												
			Function	al Loca	tion ()	Equipme	nt ()									
		Item	Kloof													
	Loc	ation	Kloof													
			Create no	ew Woi	rk Order			5								
Open	Work O	rders	Drag a col	umn hei	ader here to	group by that co	umn	1								
					Code	Description										
			•		0001755	Work Order 1										
				WO	0001756	Work Order 2										
			8													
Open W	Vindows *													12 Apr	2019	0

You can now decide whether to select an open work order or whether to create a new work order.

Select Open Work Order(s)

Go to the **Open Work Orders** frame and select the relevant work order.

 Important Note: You <u>cannot</u> select the current work order (the one that you are ending work on). If you do, you will receive an error message as shown below.



3																	_	
	Ŧ				Pro	ject Assignmen	t : Reference	No. : PRJ0000305 - B	PO: Versi	ion 2.1.0.69 -	Example Com	ipany			-			×
0	Home E	quipme	ent and Loca	ations Cor	ntract	Finance and HR	Inventory	Maintenance and Pro	ijects M	Nanufacturing	Procurement	Sales	Service	Reporting	Utilities	-	æ	ж
Save Proce	Back	Save	ELayout															
	Assigne	d To	Belinda Sha	rman		¥.												
			Installation					A.										
Assi			12 Apr 201	1.1	12:17:59	• ‡			.Net Sql	Client Data P	rovider				-	×		
	Assigne	d By	Abigail Milne	e		*												
			Functiona	al Location	0	Equipmer	nt ()				order WO000 cannot be re							
		Item	Kloof						_	order.	action ended i							
	Loca	tion	Kloof					ж. т		aborted.	iction ended i	i the th	yyer. me	baten nas bi	cen			
			Create ne	w Work Or	rder 🗌	1									OK			
Open	Work Or	ders	Drag a colu	ımn header i	here to	group by that col	umn									_		
				WOCode		Description												
			•	W00001	755	Work Order 1												
				WO0001	756	Work Order 2												
Open W	lindows 🔻														12 Apr	2019	Ċ.	1

- 1. Click on the check box(es) in front of the **Open Work Order(s)** that you wish to designate to the **Assigned To** person.
 - In this example, **WO0001756** has been selected.
 - I have selected to assign it to myself.
- 2. Click on Save.



· ·			Prr	oject Assignmen	t : Reference	e No. : PRJ0000305 - BPO:	Version 2.1.0.69 -	Example Com	oany			-		3	X
Home	Equipm	ent and Locations	Contract	Finance and HR	Inventory	Maintenance and Project	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	Ð	х
	1	2													
Save Back		e Layout													
Process	For	mat "													
	1														
		Abigail Milne		•											
D	etail	Installation Project	:t 5			*									
Assignment	Date	12 Apr 2019	• 12:17:5	9 🗘											
		Abigail Milne	12.17.5												
Assigne	u by	Functional Loca	N (2)												
	-	Kloof	ation 🥥	Equipme	nt ()										
		Kloof		-											
100	ation	NOOT													
		Create new Wo	rk Order												
Open Work Or	ders	Drag a column he			umn	- /)									
		wc	Code	Description											
		2070	00001755	Work Order 1											
		► M MC	00001756	Work Order 2											
		6													
Open Windows 🔻												12 Apr	2019	-	

The **Time Logging Express** screen will be displayed. **Close** this screen.



			Time l	ogging Exp	ress - BPO: Version 2.1.0.69	- Example Com	ipany						3
Home Equipme	ent and Locations	Contract	Finance and HR	Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	Ð
	P												
rt End Work F	Print												
rk Process , Pr	int ,												
													_
	e Abigail Milne		•										
Cal		•											
			1		*								
Work Orde	r WO0001755		Work Order 1		- 46								
Equipment			1		~								
Equipment													
Location	Kloof												
Location	1 10001				· · ·								
st worked on the 12	Apr 2019 ending at	12:17:09.			*								
					*								

The **Ticket Maintain** screen will be displayed. **Close** this screen.



			Ticket Maintain	- BPO: Version 2.1	.0.69 - Example C	ompany					×
Home Equipm	ent and Locations (Contract Finan	ce and HR Inventory	Maintenance and I	Projects Manufac	turing Procurement	Sales S	ervice Rep	oorting Utilities		8 ×
Time Entry Complete Work	Add New Ticket Ticket	Refresh Current	Save Layout Worksp Format	aces							
Work Order 1					-	WO Code	WO000175	5			
						WO Reference					
						WO Create Date	2019/04/12	2	•		
						WO Priority	2				
						WO Type	DR				
Ticket Thread	90		▼ Find	Clear			by that colum				— 4
	0				Note		Date	Time	CreateDate	Amend	ate
Assigned To: Abigail M Installation		gail Mine (Create	:d: 2019/04/12)		*						
				*							> >
Open Windows 🔻									12 Apr	2019	0

The All Open Tickets screen will be displayed.

- You will note that Work Order WO0001755 has been removed from the list.
- 2. Work Order **WO0001756** has now been assigned.



	Equipment and Locations Contract Fil ave Layout Workspaces Save Filter Format				ion 2.1.0.69 - Example Company e and Projects Manufacturing Procurer	nent Sales	Service Reporting) Utilities — 랴	×
Drag a column hea									
WOCode	Description	WOType	WOTypeDesc	Priority	Note	CreateDate	CreateBy	AssignedTo	Sta
2									
W00001537	1234	NDS	New Deal Sale		1234		Bianca Du Toit		N
W00001546	Machine service required - not		Service		Machine service required - not s		Bianca Du Toit	and the second se	N
W00001550	New deal rental contract	NDR	New Deal Rental		New deal rental contract	Conservation and the second	Bianca Du Toit	Bianca Du Toit	N
W00001567	Return all from short term con		Select Call Type		Return all from short term contr				N
W00001587	Service required - remember t		Toner Required		Service required - remember to			Belinda Sharman	N
W00001588	Service required - check on so		Toner Required		Service required - check on som			Chris Haynes	N
W00001590 W00001591	Test Project for WebPortal bac RSI V1.27.0.0 - Issue - Part Cat		Select Call Type Select Call Type		Test Project for WebPortal back RSI V1.27.0.0 - Issue - Part Cate	and the second se		Bianca Du Toit Belinda Sharman	N
W00001591 W00001596	I dont understand this at all	INST	Installation		I dont understand this at all		Bianca Du Toit	Bianca Du Toit	N
W00001530	Test swap out with serialised s		Inspection		Test swap out with serialised sto			Chris Havnes	
W00001604	Site Inspection required	DR	Select Call Type		Machine Installation		Abigail Milne	Theo Peterson	
W00001626	Test new swap out process on		Installation		Test new swap out process on te	Consection and the		Bianca Du Toit	N
WO0001668	SP240 New Deal.	DR	Select Call Type		SP240 New Deal.	2018/05/24	Abigail Milne	Abigail Milne	N
W00001671	Machine faulty, loan unit requ		Repair		Machine faulty, loan unit request			Theo Peterson	N
W00001678	Return machine from contract		Select Call Type		Return all from short term contr	Contraction of the	Concernation and Concerns	Bianca Du Toit	N
W00001684	Return machine from contract		Select Call Type		Return all from short term contr	and the second se		Theo Peterson	N
W00001687	Return machine from contract		Select Call Type		Return all from short term contr			Theo Peterson	N
W00001694	TT009 - Daily, Mono 1000 - Call		Scheduled Mai		Scheduled Service		Abigail Milne	Belinda Sharman	N
W00001746	SP240 New Deal.	DR	Select Call Type	2	SP240 New Deal.		Abigail Milne	Belinda Sharman	N
W00001751	Installation Project 1	DR	Select Call Type		Installation Project 1		Abigail Milne	Belinda Sharman	
W00001754	Installation Project 4	DR	Select Call Type	2	Installation Project 4		Abigail Milne	Belinda Sharman	N
-	Work Order 2	DR	Select Call Type	2	Installation Project 5	2019/04/	Abigail Milne	Abigail Milne	N

Create New Work Order

In the Call Assignment or Project Assignment screen,

- 1. Tick the **Create new Work Order** box if you wish to create a **new** work order that you will designate to the selected **Assigned To** person.
- 2. Click on Save.



	Ŧ				Pre	oject Assignmen	: Reference	No. : PRJ0000305 - BPO: V	ersion 2.1.0.69 -	Example Com	pany					3	×
	Home	Equipm	ent and Loca	ations	Contract	Finance and HR	Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	₽	×
-		Ē	2														
Save	Back	-	Layout														
2																	
Proc	ess "	For	mat 🦼														_
	Assigne	ed To	Belinda Sha	arman		-											
	C	Detail	Installation	Project	5			-									
								Ψ.									
Ass	ignment	Date	12 Apr 201	.9 •	13:08:2	5 🗘											
	Assigne	ed By	Abigail Milne	e		•											
			Functiona	al Locat	tion 🥥	Equipme	nt O										
		Item	Kloof														
	Loc	ation	Kloof					~									
						1		Ŧ									
024050			Create ne	w Worl	k Order	4											
Oper	Work O	rders						1									
				WOC		Description											
			•		001755	Work Order 1											
				WOO	001756	Work Order 2											
Oper II	Vindows 🔻													12 Apr	010	-	
Open v	vindows +	8											il.	12 Apr .	1019	÷.	11.

• The **Call Assignment** or **Project Assignment** screen will close and the **Time Logging Express** screen will be displayed. **Close** this screen.



				Time	Logging Exp	ress - BPO: Version 2.1.0.69	- Example Com	ipany						
Home Equ	ipment a	and Locations	Contract	Finance and HR	Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	ð
	4													
t End Work	Print													
k	Dulut													
rocess "	Print													
Emplo	yee A	bigail Milne		-										
	Call		8 4			<u> </u>								
						*								
Work Or	rder W	00001756		Work Order 2		-4-								
Equipm	nent													
						*								
Loca	tion K	oof				-								
t worked on the	12 Apr	2019 ending a	t 13:08:20.			-								

• The **Ticket Maintain** screen will be displayed. **Close** this screen.



Ticket Maintain - BPO: Versio	on 2.1	.0.69 - Exampl	e Compa	iny					-		×
Home Equipment and Locations Contract Finance and HR Inventory Maintenance	and P	Projects Manu	facturing	Procure	ment	Sales :	Service R	eporting	Utilities	-	₽×
Ime Entry Complete Work Add New Close Ticket Refresh Save Layout Workspaces Process Ticket Current Current Format											
Work Order 2			-	WO G	ode 🛛	VO00017	56		1		
			w	0 Refere							
			wo	Create D	ate 2	2019/04/1	12				
				WO Prio					1		
			-	WO T	ype [0R			1		
Ticket Thread		Work Order	Notes	rk Order here to gr	Custo	that colu			/		0 4
		Note 9				Date	Time	Cre	ateDate	Amend	Date
Assigned To: Abigail Milne Assigned By :Abigail Milne (Created: 2019/04/12)										10	
	Ψ.								Berner		> >
Open Windows 🔻								H.	12 Apr	2019	Q //

The All Open Tickets screen will be displayed.

- 1. You will note that Work Order **WO0001756** has been removed from the list.
- 2. A new Work Order **WO0001757** has now been created.



Edi	t Sa	ve Layout Workspaces Save Filter	Refresh	Export	ntenance	and Projects Manufacturing Procurer	ICH Jaics	Jervice Reporting) Utilities — 🗗	
roces		Format 🔹	Current	a Export a					1	
woo		Description	WOType	WOTypeDesc	Priority	Note	CreateDate	CreateBy	AssignedTo	St
woo	0001537	1234	NDS	New Deal Sale	2	1234	2017/08/	Bianca Du Toit	Ed Jones	N
woo	0001546	Machine service required - not	SERV	Service	1	Machine service required - not s	2017/08/	Bianca Du Toit	Chris Haynes	N
woo	0001550	New deal rental contract	NDR	New Deal Rental	2	New deal rental contract	2017/08/	Bianca Du Toit	Bianca Du Toit	N
woo	0001567	Return all from short term con	DR	Select Call Type	2	Return all from short term contr	2017/08/	Bianca Du Toit	Ed Jones	N
woo	0001587	Service required - remember t	TON	Toner Required	2	Service required - remember to	2017/09/	Bianca Du Toit	Belinda Sharman	N
woo	0001588	Service required - check on so	TON	Toner Required	2	Service required - check on som	2017/09/	Bianca Du Toit	Chris Haynes	N
WOO	0001590	Test Project for WebPortal bac	DR	Select Call Type	2	Test Project for WebPortal back	2017/09/	Bianca Du Toit	Bianca Du Toit	N
WOO	0001591	RSI V1.27.0.0 - Issue - Part Cat	DR	Select Call Type	2	RSI V1.27.0.0 - Issue - Part Cate	2017/09/	Bianca Du Toit	Belinda Sharman	N
	0001596	I dont understand this at all	INST	Installation		I dont understand this at all		Bianca Du Toit	Bianca Du Toit	N
	0001600	Test swap out with serialised s		Inspection		Test swap out with serialised sto			Chris Haynes	N
	0001604	Site Inspection required	DR	Select Call Type		Machine Installation		Abigail Milne	Theo Peterson	N
	0001626		INST	Installation		Test new swap out process on te			Bianca Du Toit	N
	0001668	SP240 New Deal.	DR	Select Call Type		SP240 New Deal.	2018/05/24	Abigail Milne	Abigail Milne	N
-	0001671	Machine faulty, loan unit requ	REP	Repair		Machine faulty, loan unit request		A CONTRACT ON CONTRACTOR	Theo Peterson	N
	0001678	Return machine from contract		Select Call Type		Return all from short term contr			Bianca Du Toit	N
	0001684	Return machine from contract	-T-17.	Select Call Type		Return all from short term contr			Theo Peterson	N
	0001687	Return machine from contract		Select Call Type		Return all from short term contr		Abigail Milne	Theo Peterson	N
	0001694	TT009 - Daily, Mono 1000 - Call		Scheduled Mai		Scheduled Service		Abigail Milne	Belinda Sharman	
	0001746	SP240 New Deal.	DR	Select Call Type		SP240 New Deal.		Abigail Milne	Belinda Sharman	
	0001751	Installation Project 1	DR	Select Call Type		Installation Project 1		Abigail Milne	Belinda Sharman	
	0001754	Includiation Project 4	DR	Select Call Type		Installation Project 4		Abigail Milne	Belinda Sharman	
WO	0001757	Installation Project 5	DR	Select Call Type	2	Installation Project 5	2019/04/	Abigail Milne	Belinda Sharman	N
									Count: 147	

PRINT WORK ORDER REPORT

- In the All Open Tickets screen, select the ticket you wish to print the Work Order Report for.
 - In this image, **DWO0001668** is selected.
- Click on Edit.

Note 1: You can also do this process once you have started or ended work in the **Time Logging Express** screen.

Note 2: If you have not yet **started work** on the selected work order, the Work Order Report will be blank.



	Edit Sav	ve Layout Workspaces Save Filter	Refresh	Export						
Pr	ocess "	Format a	Current	⊿ Export ⊿						
	sg a column head									
	WOCode	Description	WOType	WOTypeDesc	Priority	Note	CreateDate	CreateBy	AssignedTo	Sta
Ŷ										
1	W00001376	Loan Unit - Project v2.1.0.5	DR	Select Call Type	2	Project Assigned to you	2017/05/	Judith Mudze	Judith Mudzengi	N
	W00001399	Project Assignment test	DR	Select Call Type	2	Project assigned to you	2017/05/	Judith Mudze	Judith Mudzengi	N
1	W00001527	Work Order to test financial po	DR	Select Call Type	2	Work Order to test financial post	2017/07/	Bianca Du Toit	Belinda Sharman	N
	W00001533	Time logging checks - with initi	DR	Select Call Type	2	Time logging checks - with initial	2017/07/	Bianca Du Toit	Bianca Du Toit	N
1	W00001534	Time log test with auto schedu	DR	Select Call Type	2	Time log test with auto scheduli	2017/07/	Bianca Du Toit	Bianca Du Toit	N
1	W00001535	Auto Scheduling time entry ch	DR	Select Call Type	2	Auto Scheduling time entry chec	2017/07/	Bianca Du Toit	Bianca Du Toit	N
	W00001590	Test Project for WebPortal bac	DR	Select Call Type	2	Test Project for WebPortal back	2017/09/	Bianca Du Toit	Bianca Du Toit	N
1	W00001591	RSI V1.27.0.0 - Issue - Part Cat	DR	Select Call Type	2	RSI V1.27.0.0 - Issue - Part Cate	2017/09/	Bianca Du Toit	Belinda Sharman	N
	W00001604	Site Inspection required	DR	Select Call Type	2	Machine Installation	2018/10/	Abigail Milne	Theo Peterson	N
۲	WO0001668	SP240 New Deal.	DR	Select Call Type	2	SP240 New Deal.	2018/05/24	Abigail Milne	Abigail Milne	N
	WO0000593	Reorder Grids and rename captions	DR	Select Call Type	2	Reorder Grids and rename captions	2015/09/23	Bianca Du Toit	Bianca Du Toit	N
	WO0000595	test work order for project without	DR	Select Call Type	2	test work order for project without cu	2015/09/25	Bianca Du Toit	Bianca Du Toit	N
	WO0000608	Check 2nd assignment	DR	Select Call Type	2	Check 2nd assignment	2015/10/07	Bianca Du Toit	Bianca Du Toit	N
	WO0000612	Test assignment delete	DR	Select Call Type	2	Test assignment delete	2015/10/15	Bianca Du Toit	Bianca Du Toit	С
	W00000612	Test assignment delete	DR	Select Call Type	2	test	2017/12/	Bianca Du Toit	Bianca Du Toit	N
	WO0000638	Test project assignment	DR	Select Call Type	2	Tech v1.3.0.4 - project assignment fix	2015/11/13	Bianca Du Toit	Bianca Du Toit	N
	WO0000666	Work Order A - subcon requests	DR	Select Call Type	2	Work Order A - subcon requests	2015/11/19	Bianca Du Toit	Bianca Du Toit	С
	W00000666	Work Order A - subcon requests	DR	Select Call Type	2	TEST	2017/03/	Bianca Du Toit	Belinda Sharman	N
1	W00000667	Work Order B: Subcon Requests	DR	Select Call Type	2	Work Order B: Subcon Requests	2015/11/	Bianca Du Toit	Bianca Du Toit	N
	W00000680	Work order with serial number	DR	Select Call Type	2	Project with serial number	2015/12/	Bianca Du Toit	Bianca Du Toit	N
									Count: 146	

The **Ticket Maintain** screen will be displayed.

• Click on **Time Entry**.



Ticket Maintain - BPO: Version	n 2.1.	.0.69 - Example C	ompany					×
Home Equipment and Locations Contract Finance and HR Inventory Maintenance a	and Pi	rojects Manufac	turing Procurement	Sales Se	rvice Rep	orting Utilities	-	₽ ×
Time Entry Complete Process Add New Cose Ticket Current Current Current Current Current Current Current								
SP240 New Deal.		-	WO Code	WO0001668	3			
			W0 Reference					
		-	W0 Create Date			•		
			WO Priority WO Type					
			no tipe	DR				
		-	Work Order Cus	stomer Pro	ject			
Ticket Thread		Work Order No	ites					п 4
Enter text to search Find Clear								
		Note		Date	Time	CreateDate	Amend	Jate
Assigned To: Abigail Milne Assigned By :Abigail Milne (Created: 2018/05/24)	-	*					1	
SP240 New Deal.								
	-	4						⇒ +
Open Windows 🔻	.1					12 Apr	2019	1

- The Time Logging Express screen will be displayed.
- Click on Print.



-			Time l	.ogging Exp	ress - BPO: Version 2	.1.0.69	- Example Con	npany							×
Home Equipmen	nt and Locations	Contract	Finance and HR	Inventory	Maintenance and Pro	ojects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	₽	х
Start End Work Pri	int														
Process a Prin	t "														_
Employee	Abigail Milne		•												
Call		•			4 1										
Work Order	WO0001668	3.	SP240 New Dea	al.	ж. т										
Equipment					4										
Location	Main				4 3										
Work Started on work or	der WO0001668 on	the 15 Apr	2019 at 19:31:1	6.	*										
Open Windows 🔻												12 Apr 2	2019		

- A Report Generation message box will pop up asking;
 - Do you want to print the WO Report for WO []?
- Click on Yes.



÷			Time L	ogging Exp	ress - BPO: Versio	n 2.1.0.69	- Example Con	npany						3	×
Home Equipmer	nt and Locations	Contract F	Finance and HR	Inventory	Maintenance and	Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	Ð	х
	₽ int														
Employee	Abigail Milne		•												
Call		•			-										
Work Order	WO0001668	•	SP240 New Dea	l.											
Equipment															
Location	Main		<u>10</u>												
Work Started on work or	der WO0001668 or	n the 15 Apr	2019 at 19:31:10	5.											
			Report Ge				×								
			Do you	want to prin	t the WO report fo		No								
Open Windows 🔻												12 Apr 2	2019		

The **Report Preview** screen will be displayed.

- 1. From here, you can **View**, **Print**, **Export** or **Email** the Work Order Report.
- 2. **Close** the Report Preview screen when you are done.



ile View Background	<u>≡</u> ∎- (?) «	۹ 100%	▼ @ 4	∢ ▶ Þi	🖹 × 🍖 v 🔯	i - 🖂 ·		2		_
•	2	mpany Loo		Example Street No Area City South Af 0000	c Order e Company o and Road Name rica 0000000asa4521	PO Box 12 New Towr Durban South Afr 1234 Fax No.:	ica	5		
	WO Barcode		I	VAT No.:	0000000 Titan Group TIA001	Tel No.: Tel I Cont	031 123 45			
	Shipping Address				Call Date : Call Ref. : Location : Model No. : Error Code : WO Code :	PRJ00000 Main WO00016	58			
	Machine Location				WO Desc:	SP240 Nev	vDeal.			
	Contract No. : WO Events	C.O.D			Inclusions :					
	Employee	Event	Date / Time		Odometer Co	mments				
	Abigail Milne Technician Nan	Start Work ne and Commen	15 Apr 2019 ts :	19:31:16			Meter 1	Meter 2		
	PartDescription	T	1			Desc	Heter 1	Meter 2		
	Part No x Qty	x		×	x	Value	-	+		
1	Comment from cl						e Cal			
123	Client Comment	:					<u> </u>			

COMPLETE WORK

You can use this functionality once your work has been completed, or if you can no longer continue with the work, for example there is a **'Parts Require-ment'** or you are **'Awaiting Client Confirmation'**.

- Select the ticket you wish to complete work for.
- Click on **Edit**.
 - In this image, **DWO0000242** is selected.



¢	Home Eq	uipment and Locations Contract Finance	and HR Inventory Mai	ntenance and P	roje	ects Manufacturing	Procurement	Sales Service Rep	orting Utilities —	8	
PI	Edit Sav	•	efresh Export								
	ag a column heade	r here to group by that column							1		
	WOCode	Description	WOTypeDesc	Priority	1	Note	CreateDate	CreateBy	AssignedTo	Sta	atu
1	DW00000239	TT072 - 2 Monthly - Call per WO	Scheduled Maintenand	æ	2 1	Please resolve th	2019/03/12	Judith Mudzengi	James Magombo	N	
	DW00000257	Parial Issue	Select Call Type	1	2	Parial Issue	2017/11/23	Judith Mudzengi	Belinda Sharmane	N	
	DW00000233	Project Invoices	Select Call Type		2	Project Invoices	2017/11/29	Judith Mudzengi	Belinda Sharmane	N	
	DWO0000254	new deal project rental	New Deal Rental		2 1	new deal project re	2017/11/29	Judith Mudzengi	Judith Mudzengi	N	
	DW00000242	TT033 - Daily Colour 1000 - Gener.	Scheduled Maintenand	æ	2	TT033 - Daily Col	2017/11/29	Judith Mudzengi	Judith Mudzengi	N	
	DW00000265	TT033 - Daily Colour 1000 - Gener.	. Select Call Type	1 14	2	TT033 - Daily Col	2017/11/29	Judith Mudzengi	Belinda Sharmane	N	
	DWO0000232	Project - Quotes	Select Call Type		2 F	Project - Quotes	2017/11/29	Judith Mudzengi	Judith Mudzengi	Ν	
	DWO0000266	Project Assignment Test 1	Select Call Type		2 1	Project Assignment	2017/11/29	Judith Mudzengi	Judith Mudzengi	N	
	DW00000273	Auto Apply Task Confiuration to	Select Call Type		2	Auto Apply Task	2018/01/16	Judith Mudzengi	James Magombo	N	
	DWO000004	1234	New Deal Sale		2	1234	2017/11/03	Judith Mudzengi	Judith Mudzengi	С	
	DWO000004	1234	New Deal Sale		2	1234	2018/02/11	Judith Mudzengi	Judith Mudzengi	N	
	DW00000165	2. Stock Procurement for Client D	Select Call Type		2	2. Stock Procure	2018/09/21	Judith Mudzengi	Judith Mudzengi	С	
	DWO0000165	2. Stock Procurement for Client Deman	. Select Call Type		2 :	2. Stock Procureme	2018/09/21	Judith Mudzengi	Belinda Sharmane	Ν	
	DWO0000264	Project Work Order - Pretoria	Select Call Type		2 F	Project Work Order	2017/11/29	Judith Mudzengi	Judith Mudzengi	С	
	DW00000264	Project Work Order - Pretoria	Select Call Type		2 (Carry out schedul	2019/03/13	Judith Mudzengi	Belinda Sharmane	Ν	
									Count: 44		
	С.										

- The **Ticket Maintain** screen will be displayed.
- Click on Complete Work.

Ticket Maintain - BPO: Version 2.1.0.69 -	TEST ALPHA - JUDITH PC LOCAL	- 🗆 🗙
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and P	rojects Manufacturing Procurement Sales Service Reporting	Utilities - 🗗 🗙
Time Entry Process Tidket Complete Work Tidket Close Tidket Current Current Format		
Process a lovet a Current a Format a	WO Code DWO0000242 WO Reference PRJ0000030 WO Create Date 2017/11/06 + WORK Order Customer Project	
Ticket Thread	Work Order Notes	□ ‡
Enter text to search	Drag a column header here to group by that column	
🗖 🚥 🔒 📰 👪 🤤 🖉 🥔 🥜	v Date T	Time CreateDate
Assigned To: Judith Mudzengi Assigned By : Judith Mudzengi (Created: 2017/11/29)		
Open Windows 🕶		15 Mar 2019

The Complete Work - Work Order: [] screen will be displayed.



- 1. Complete Work Details:
 - **Employee**: This will auto populate with the name of the employee currently logged onto the system.
 - Call/Project: This will auto populate with the call/project number if the work order is linked to a project or call.
 - Work Order: This will auto populate with the work order number.
 - **Resolution Actions**: Select one of the 3 resolution actions
 - **Resolved** once processed, this call will move to **Complete**.
 - Unresolved once processed, this call will move to Pending.
 - Unresolved (Client) once processed, this call will move to On Hold.
 - **Reason Code**: Click on the down arrow and select the reason code.
 - **Notes**: Type in the relevant notes.
- 2. Click on Save.



		Comple	te Work - Work	Order : DWC	00000242 - BPO: Version 2.1	.0.69 - TEST ALP	PHA - JUDITH I	PC LOCA	AL		<u></u>			×
Home Ec	quipment and Locations	Contract	Finance and HR	Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	8	>
Save	2													
0 4	U													
	Judith Mudzengi													Ī
Call / Project	PRJ0000030													
Work Order	DWO0000242													
	Unresolved Client (Unresolved	Resolved	-		0									
Reason Code	Parts Requirement		* *											
Notes	Waiting for parts to be s	hipped.	* *											
2			Ψ.											
pen Windows 🔻											15 Mar	2019		

- A **Start Work** message box will pop up informing you that;
 - Work Order: [] Completed.
- Click on OK.

	Ŧ				Ticket Main	tain - BPO:	Version 2.	1.0.69 - TEST A	LPHA - JU	JDITH P	C LOCAL	Į.						×
Hon	ne Equipn	nent and Loc	ations C	ontract Fina	nce and HR I	inventory	Maintenan	ce and Projects	Manufa	cturing	Procurer	nent	Sales	Service	Reporting	Utilities	-	s a
io.	\checkmark	(-)	×	ES-	2													
Time Entry	Complete Work	Add New Ticket	Close Ticket	Refresh	Save Layou	it Worksp	aces											
Proces	is "	Ticke	t "	Current	Fo	rmat												
TT033 - Daily	Colour 100) - Generate	Project						- A.		WO Co	de D	WO000	0242		1		
										wo	Referen	ce p	RJ0000	030		Î		
										WO CI	reate Da	te 2	017/11/	06	•	1		
										and the second s	UN Dring			Desized [1		
					Sta	rt Work			Ŧ	Work ×	Order	Custo	mer	Project				
Ticket Thr	ead					IL TIOIR				~								□ #
Enter tex	t to search.				-	A		DWO0000242			ere to gro					1		
	000 89	Q.	10 J				ork Order :	DW00000242	Complete	α.				Da	te	Time	Cn	eateDate
				Judith Mudzen	10					_	_							
Assigned 1	o: Judith Mi	Jazengi Ass	signed by :.	Judith Mudzen	I (Created				OK									
	TT033 - Dai	ly Colour 100)0 - Genera	te Proiect	_													
<u></u>																		
								- 46						2		141		÷
Open Windo	ws 🕶															15 Mar	2019	= 1



- The **Start Work** message box will close.
- Exit this screen.

Ticket Maintain - BPO: Version 2.1.0.69 -	TEST ALPHA - JU	JDITH PC LOCAL						×
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and P	rojects Manufa	cturing Procuremen	t Sales	Service	Reporting	Utilities	- 1	5 X
Imme Entry Complete Cose Cose Mork Ticket Ticket Refresh Save Layout								
Process a Ticket a Current a Format a	*	WO Code WO Reference WO Create Date	PRJ0000	030	•]]		
Ticket Thread	- Work Order N		and the second second second	Project		1		
Ticket Thread						12		- +
Enter text to search Find Clear	Note			Dat	-	Time	Cre	ateDate
🗂 oo 🔒 🔐 👭 🥥 🤣	9			Ud	ic .	nine	Cre	atebate
Assigned To: Judith Mudzengi Assigned By : Judith Mudzengi (Created: 2017/11/29)	*							
∽ Open Windows ▼	1					15 Mar 2	019	*

CLOSE TICKET

Once all work has been completed, a **ticket thread** can be closed.

- Select the ticket you wish to complete work for.
 - In this image, **DWO0000170** was selected.
- Click on **Edit**.



Home			e and HR	Inventory	Mainten	ance and I	Proj	jects Manufacturing	Procurement	Sales Service Repo	orting Utilities —	P
rocess 4	reader	Format Cu	rrent 🦼	Export	4							
WOCode		Description	WOType	eDesc		Priority		Note	CreateDate	CreateBy	AssignedTo	State
DW000000	066	TT002 - Weekly - Call per WO	Schedu	led Mainter	nance		2	Scheduled Service	2017/07/12	Judith Mudzengi	James Magombo	N
DW000000	067	TT002 - Weekly - Call per WO	Schedu	led Mainte	nance		2	Scheduled Service	2017/07/12	Judith Mudzengi	James Magombo	N
DW000001	106	asset on contract- return	New De	al Rental			2	asset on contract	2017/08/04	Judith Mudzengi	James Magombo	N
DW000001	107	TT008 - Mono 1000, Colour 1000	. Schedu	led Mainte	nance		2	TT008 - Mono 10	2017/08/04	Judith Mudzengi	Belinda Sharmane	N
DW000001	108	TT009 - Daily, Mono 1000 - Call p	Schedu	uled Mainter	nance		2	TT009 - Daily, Mo	2017/08/04	Judith Mudzengi	James Magombo	N
DW000001	109	TT002 - Weekly - Call per WO	Schedu	led Mainte	nance		2	TT002 - Weekly	2017/08/04	Judith Mudzengi	James Magombo	N
DW000001	10	TT003 - Monthly - Call per WO	Schedu	led Mainte	nance		2	TT003 - Monthly	2017/08/04	Judith Mudzengi	James Magombo	N
DW000001	133	3MS - 3 Month Service	Schedu	uled Mainte	nance		2	Scheduled Service	2017/09/18	Judith Mudzengi	John Smith	N
DWO000017	70	Third Party Procurement	Service				2	Third Party Procure	2017/10/24	Judith Mudzengi	Judith Mudzengi	Ν
DW000001	L69	Deliveries - change unit cost	Repair				2	Deliveries - chan	2017/10/24	Judith Mudzengi	Judith Mudzengi	N
DW000001	150	ndrsa	New De	eal Rental			2	ndrsa	2017/10/24	Judith Mudzengi	Judith Mudzengi	N
DW000001	L49	ndrmg	New De	al Rental			2	ndrmg	2017/10/24	Judith Mudzengi	Judith Mudzengi	N
DW000001	L40	nds	New De	eal Sale			2	nds	2017/10/24	Judith Mudzengi	Judith Mudzengi	N
DW000002	204	nds	New De	al Sale			2	nds	2017/10/24	Judith Mudzengi	Belinda Sharmane	Ν
DWO000024	ю	TT013 - Weekly Colour 1000 - Call per	Schedul	ed Maintenan	ce		2	Scheduled Service	2017/11/06	Judith Mudzengi	Judith Mudzengi	N
											Count: 40	

- The **Ticket Maintain** screen will be displayed.
- Click on Close Ticket.

Ticket Maintain - BPO: Version 2.1.0.69 - T	FEST ALPHA - JUDITH PC LOCAL	- 🗆 X
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Pr	ojects Manufacturing Procurement Sales Service Reporting	Utilities – 🗗 🗙
Time Entry Complete Work Work Ticket Close Process Ticket Close Close Close Ticket Close C		
Third Party Procurement	WO Code DW00000170 WO Reference DCN0000065 WO Create Date 2017/10/12 ~ Work Order Customer Call	
Ticket Thread	Work Order Notes	— 4
Enter text to search	Drag a column header here to group by that column	
	Note Date 7	Time CreateDate
Assigned To: Judith Mudzengi Assigned By : Judith Mudzengi (Created: 2017/10/24)	•	•
Open Windows 👻		15 Mar 2019

- A Ticket Thread message will pop up informing you that;
 - Ticket Thread closed.



• Click on Ok.

	Ŧ				Ticket Ma	intain - E	PO: Versio	n 2.1.0.69	- TEST A	.PHA - J	IUDITH P	PC LOCA	L						×
Hon	Complete Work	Ð	Close Ticket	Refresh	Save Lay	Invento vout Wo		nance and	l Projects	Manuf	acturing	Procure	ement	Sales !	Service	Reporting	Utilities		8 >
Third Party Pi		-		Current	4	- Connac				*	woo	WO Co Refere Create D WO Prio k Order	nce Di ate 20)17/10/13	65 2	,			
Ticket Thr	ead						Ticket Thre	ad		×	Notes								D 4
	t to search	 18 <i>Q</i>	0 P		•] Fir	0	Ticket Thr	ead close	d.:	header				Dat	e	Time	C	reateDat
				Judith Mudzeni	gi (Created:	2017/10		[OK										
	Third Part	v Procuremen	t						- 40										
Dpen Windo	ws 🕶																15 Mar	2019	*

- The **Ticket Thread** message box will close.
- Exit the screen.

			licket Maintain - BPO: Versior	n 2.1.0.69 - ⁻	FEST ALPHA - J	UDITH PC LOCA	AL.			5		×
	Add New Close Ticket	Refresh	and HR Inventory Mainter	nance and P	rojects Manufa	cturing Procur	ement Sale	s Serv	vice Reportin	g Utilities	-	8×
hird Party Procurement			E Province -		*	WO Refere	ode DWO0 ence DCN00 Date 2017/: Customer	00065	3	•		
Ticket Thread				۵	Work Order	Notes						D 4
Enter text to search.	<i>v</i>		Find Clear	ar								
	0				Note				Date	Time	C	eateDate
Assigned To: Judith M	udzengi Assigned By :: Procurement	ludith Mudzengi (Created: 2017/10/24)	^	*							
				-					-			
pen Windows 🔻										15 Mar 2	2019	+

The ticket will no longer be displayed in the All Open Tickets screen.



1. In this example, the filter row has been used to search for the closed ticket thread but the data grid no longer contains that ticket.

-	11-		All Open	Tickets - BPO	0: Version 2.1.0.69	TEST A	LPHA - JUDITH	PC LOCAL				31			×
Home Home	Equipment and Locations	Contract	Finance and HR	Inventory	Maintenance and	Projects	Manufacturing	Procurement	Sales	Service	Reportir	ng Utilities	-	в	×
Edit	Save Layout Workspaces	Save Filte	r Refresh	Export											
		4		Applied Filt	er:Contains([WC	Code],	'DWO0000170')								
Drag a column h	eader here to group by the	column													
WOCode	P Description		WOTy	peDesc	Priority	Note		CreateDate	Crea	teBy	A	ssignedTo		Stat	tus
♥ DWO000017	0														_
		,	R									C	ount: 0	(_
∢ ⊂ × √ Contains	([WOCode], 'DWO0000170']			2										Edit F) ilter
Open Windows	•			-								15 Mar	2019	4. 4	11

Related References

• My Tickets

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