

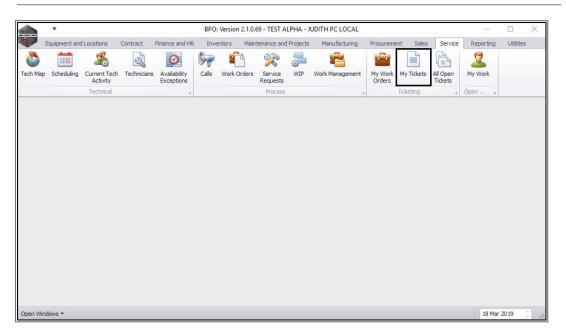
We are currently updating our site; thank you for your patience.

# SERVICE

## **MY TICKETS**

**BPO\_Ticketing** is an application that gives the user the ability to both view and work on Calls and/or Projects where they are the owner (responsible person) for the Call or Project's underlying work order. The user can also create ticket assignments to pass the work on to the next responsible person.

#### Ribbon Access: Service > My Tickets



The My Tickets screen will be displayed.

- 1. A list of tickets specific to the **user logged on** to the system can be viewed.
- 2. You can view all tickets that you have **created** and **assigned** to another person.



- 3. You can also view all the tickets that other people have **assigned to you**.
- However, this list will only show these tickets if they are still in the New Status.

<b>.</b>	Ŧ				My	Tickets - BPO: Version 2.1.	0.69 - Example Co	ompany			87	- 🗆	×
Hom	e Equipment a	and Location	ins Contra	ict Finance an	nd HR Inv	entory Maintenance and	Projects Manuf	acturing Procureme	ent Sales Service	Reportin	ig Util	ites — 🗗	х
	plete Save L	0	orkspaces S	Save Filter	Refresh	Export					4		
Process	4	For	rmat	. 0	urrent 🦼	Export _	2				/		
										1			
CallReferen	nce WOCode	▲ De	escription		Priority	Note	CreateDate	CreateBy	AssignedTo	Status	Read	CustomerCode	e Cus
• PCN0000	026 PW000	00064 31	MS - 3 Mon	th Service	2	Scheduled Service	2018/08/07	Abigail Milne	Bianca Du Toit	N	No	SAM001	Sa
PCN0000	027 PW000	00084 TT	T003 - Mon	thly - Call p	2	Scheduled Service	2018/08/07	Abigail Milne	Belinda Sharman	N	No	SAM001	Sa
PRJ0000	283 WO000	1604 Si	ite Inspecti	ion required	2	Machine Installation	2018/10/29	Abigail Milne	Theo Peterson	N	No	HOP001	Ho
PR3000007	71 WO0001	668 SP	P240 New De	al.	2	SP240 New Deal.	2018/05/24	Abigail Milne	Abigail Milne	N	Yes	TIA001	Tita
CN00005	78 W0000:	1687 Re	eturn mach	nine from co	2	Return all from short	2018/07/24	Abigail Milne	Theo Peterson	N	No	HOP001	Ho
CN000054	82 W0000	1694 TT	<b>T009 - Dail</b> y	y, Mono 100	2	Scheduled Service	2018/08/07	Abigail Milne	Belinda Sharman	N	No	HOP001	Ho
PRJ0000	071 W0000	1746 56	P240 New D	)eal.	2	SP240 New Deal.	2019/04/12	Theo Peterson	Abigail Milne	N	No	TIA001	Tit
PRJ00003	301 WO000	1751 In	nstallation I	Project 1	2	Installation Project 1	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	Ho
PRJ00003	304 WO000:	1754 In	nstallation I	Project 4	2	Installation Project 4	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	Ho
PRJ00003	305 WO000	1757 In	nstallation I	Project 5	2	Installation Project 5	2019/04/12	Abigail Milne	Belinda Sharman	Ν	No	HOP001	Ho
1	1						3						
									Count: 10				
4									2				÷
Open Window	/s <del>*</del>										21	May 2019	

This screen also lists:

- 1. the Call or Project Reference number.
- 2. the Work Order Code and Description
- the work order **Priority** (1 = Most Important, 5 = Least Important)
- 4. any **Notes** linked to the work order
- 5. the **Create Date** of each work order
- 6. whether the ticket has been Read: [Yes] or not: [No]



Calk of the second status       Constant of the second status	-				My	Tickets - BPO: Version 2.1.0	).69 - Example C	ompany			87		×
Edit       Complete Work       Save Layout       Workspaces       Save Filter       Refer       Export       5         Press       2       mat       urent       Export       5       6         Press       2       mat       urent       Export       6         CallReference       WOCode       Description       Priority       Note       CreateDate       CreateBy       AssignedTo       Status       Read       CustomerCode         PC100000026       PW00000064       3H5 - 3 Honth Service       2       Scheduled Service       2018/08/07       Abigail Hilne       Beinda Sharman       No       SAH001         PC10000027       PW00000064       3H5 - 3 Honth Service       2       Scheduled Service       2018/08/07       Abigail Hilne       Beinda Sharman       No       SAH001         PC10000027       PW00000064       Site Inspection required       2       Hachine Installation 2018/01/24       Abigail Hilne       Beinda Sharman       No       SAH001         PR30000071       W00001668       SP240 New Deal.       2018/05/24       Abigail Hilne       Theo Peterson       N       No       HOP001         PR30000071       W00001647       Return machine from co       2       Scheduled Service       2018/	Q	Home E	quipment and Loca	ations Contract Finance and	d HR Im	ventory Maintenance and	Projects Manuf	acturing Procureme	ent Sales Service	Reporting	g Utilit	ies — 🗗	х
Preg as can in header header group by the klumi         CalReference       WOCode       Description       Priority       Note       CreateDate       CreateBy       AssignedTo       Status       Read       CustomerCode         PC10000026       PW0000064       3H5 - 3 Honth Service       2       Scheduled Service       2018/08/07       Abigail Hilne       Bianca Du Toit       No       SAH001         PC100000267       PW0000064       3H5 - 3 Honth Service       2       Scheduled Service       2018/08/07       Abigail Hilne       Bianca Du Toit       No       SAH001         PC10000027       PW0000064       Site Inspection required       2       Machine Installation       2018/08/07       Abigail Hilne       Bienda Sharman       No       HOP001         PRJ0000278       W00001664       Site Inspection required       2       Scheduled Service       2018/07/24       Abigail Hilne       Theo Peterson       No       HOP001         PRJ0000278       W00001697       Return machine from com.       2       Return all from short       2018/08/070       Abigail Hilne       Theo Peterson       No       No       HOP001         PRJ0000071       W00001694       Tho9 - Daily, Mono 100       2       Scheduled Service       2018/04/12       Abigail Hilne       Bel	E		Save Layout	÷ 3		Export 4	5						
PCN0000026         PW00000064         3HS - 3 Month Service         2         Scheduled Service         2018/08/07         Abigail Mine         Bianca Du Toit         No         SAM001           PC100000027         PW00000084         TT003 - Monthly - Call p         2         Scheduled Service         2018/08/07         Abigail Mine         Belinda Sharman         No         SAM001           PRJ0000283         W00001604         Site Inspection required         2         Machine Installation         2018/05/24         Abigail Mine         No         HOP001           PRJ0000271         W00001668         SP240 New Deal.         2         SP240 New Deal.         2018/05/24         Abigail Mine         No         HOP001           CN0000578         W00001694         TT009 - Daily, Mono 100         2         Setzevice         2018/08/07         Abigail Mine         No         HOP001           PRJ0000271         W00001694         TT009 - Daily, Mono 100         2         Setzevice         2018/08/07         Abigail Mine         No         HOP001           PRJ0000021         W00001694         TT009 - Daily, Mono 100         2         Setzevice         2018/08/07         Abigail Mine         Beinda Sharman         No         HOP001           PRJ0000021         W00001594		g a comin head	er here o group b	y that solumn	1	•	•						
PCN0000027       PW00000084       TT003 - Monthly - Call p       2       Scheduled Service       2018/05/07       Abigail Hilne       Belinda Sharman       N       No       SAM001         PRJ0000283       W0001604       Site Inspection required       2       Machine Installation       2018/10/29       Abigail Hilne       Theo Peterson       N       No       HOP001         PRJ0000271       W00001668       S240 New Deal.       2       SP240 New Deal.       2018/05/24       Abigail Milne       Abigail Milne       N       No       HOP001         CM0000578       W00001694       Return machine from co       2       Return all from short       2018/05/24       Abigail Hilne       Theo Peterson       N       No       HOP001         CM000582       W00001694       TT009 - Daily, Mono 100       2       Scheduled Service       2018/06/07       Abigail Hilne       Belinda Sharman       N       No       HOP001         PRJ0000071       W00001746       SP240 New Deal.       2019/04/12       Abigail Hilne       Belinda Sharman       N       No       HOP001         PRJ0000071       W00001754       Installation Project 1       2019/04/12       Abigail Hilne       Belinda Sharman       N       No       HOP001         PRJ0000304 <td>T</td> <td>CallReference</td> <td>WOCode *</td> <td>Description</td> <td>Priority</td> <td>Note</td> <td>CreateDate</td> <td>CreateBy</td> <td>AssignedTo</td> <td>Status</td> <td>Read</td> <td>CustomerCode</td> <td>0</td>	T	CallReference	WOCode *	Description	Priority	Note	CreateDate	CreateBy	AssignedTo	Status	Read	CustomerCode	0
PCN0000027       PW00000084       TT003 - Monthly - Call p       2       Scheduled Service       2018/05/07       Abigail Hilne       Belinda Sharman       N       No       SAM001         PRJ0000283       W0001604       Site Inspection required       2       Machine Installation       2018/10/29       Abigail Hilne       Theo Peterson       N       No       HOP001         PRJ0000271       W00001668       S240 New Deal.       2       SP240 New Deal.       2018/05/24       Abigail Milne       Abigail Milne       N       No       HOP001         CM0000578       W00001694       Return machine from co       2       Return all from short       2018/05/24       Abigail Hilne       Theo Peterson       N       No       HOP001         CM000582       W00001694       TT009 - Daily, Mono 100       2       Scheduled Service       2018/06/07       Abigail Hilne       Belinda Sharman       N       No       HOP001         PRJ0000071       W00001746       SP240 New Deal.       2019/04/12       Abigail Hilne       Belinda Sharman       N       No       HOP001         PRJ0000071       W00001754       Installation Project 1       2019/04/12       Abigail Hilne       Belinda Sharman       N       No       HOP001         PRJ0000304 <td>9</td> <td></td>	9												
PRJ0000283     W0001604     Site Inspection required     2     Machine Installation     2018/15/29     Abigail Hilne     Theo Peterson     N     No     HOP001       PRJ0000271     W00001668     SP240 New Deal.     2     SP240 New Deal.     2018/05/24     Abigail Mine     Abigail Mine     N     No     HOP001       CN0000578     W00001687     Return machine from com.     2     Return alf from short     2018/05/24     Abigail Mine     Theo Peterson     N     No     HOP001       CN0000582     W00001694     T009 - Daily, Mono100     2     Sr240 New Deal.     2019/04/12     Abigail Hilne     Belinda Sharman     N     No     HOP001       PRJ0000071     W00001746     SP240 New Deal.     2     SP240 New Deal.     2019/04/12     Abigail Hilne     Belinda Sharman     N     No     HOP001       PRJ0000071     W00001751     Installation Project 1     2     2101/04/12     Abigail Hilne     Belinda Sharman     N     No     HOP001       PRJ0000304     W0001754     Installation Project 4     2     101/9/04/12     Abigail Hilne     Belinda Sharman     N     No     HOP001		PCN0000026	PW0000064	3MS - 3 Month Service	2	Scheduled Service	2018/08/07	Abigail Milne	Bianca Du Toit	W.	No	SAM001	5
PR20000071         W00001668         SP240 New Deal.         2         SP240 New Deal.         2018/05/24         Abigal Mine         Abigal Mine         N         Yes         TA001           CN0000578         W00001687         Return machine from co         2         Return all from short         2018/05/24         Abigail Mine         Theo Peterson         N         No         H0P001           CN0000582         W00001694         T009 - Daily, Mono 100         2         Scheduled Service         2018/07/24         Abigail Mine         Belinda Sharman         N         No         H0P001           PR30000071         W00001746         SP240 New Deal.         2         SP240 New Deal.         2019/04/12         Theo Peterson         Abigail Mine         H         No         H0P001           PR30000071         W00001751         Installation Project 1         2         SP240 New Deal.         2019/04/12         Abigail Hine         Belinda Sharman         N         No         H0P001           PR30000304         W0001754         Installation Project 4         2         S019/04/12         Abigail Hine         Belinda Sharman         N         No         H0P001	1	PCN0000027	PW00000084	TT003 - Monthly - Call p	2	Scheduled Service	2018/08/07	Abigail Milne	Belinda Sharman	N	No	SAM001	5
CN0000578         W0001688         Return machine from co         2         Return all from short         2018/07/24         Abigail Milne         Theo Peterson         N         No         HOP001           CN0000582         W0001694         TT009 - Daily, Mono 100         2         Scheduled Service         2018/08/07         Abigail Milne         Belinda Sharman         N         No         HOP001           PR30000071         W0001746         SP240 New Deal.         2         SP240 New Deal.         2019/04/12         Theo Peterson         Abigail Milne         N         No         HOP001           PR30000301         W0001751         Installation Project 1         2         Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman         N         No         HOP001           PR30000304         W0001754         Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman         N         No         HOP001		PRJ0000283	W00001604	Site Inspection required	2	Machine Installation	2018/10/29	Abigail Milne	Theo Peterson	N	No	HOP001	H
CN0000582         W0001694         TT09 - Daily, Mono 100         2         Scheduled Service         2018/08/07         Abigail Hilme         Belinda Sharman         N         No         HOP001           PR30000071         W0001746         SP240 New Deal.         2         SP240 New Deal.         2019/04/12         Theo Peterson         Abigail Hilme         N         No         HOP001           PR30000301         W0001751         Installation Project 1         2         Installation Project 4         2019/04/12         Abigail Hilme         Belinda Sharman         N         No         HOP001           PR30000304         W0001754         Installation Project 4         2         Installation Project 4         2019/04/12         Abigail Hilme         Belinda Sharman         N         No         HOP001		PRJ0000071	WO0001668	SP240 New Deal.	2	SP240 New Deal.	2018/05/24	Abigail Milne	Abigail Milne	N	Yes	TIA001	т
PR30000071         W00001746         SP240 New Deal.         2 SP240 New Deal.         2019/04/12         The Peterson         Abigail Hilne         N         No         TA001           PR30000301         W00001751         Installation Project 1         2 Installation Project 4         2019/04/12         Abigail Hilne         Belinda Sharman         N         No         H0P001           PR3000304         W0001754         Installation Project 4         2019/04/12         Abigail Hilne         Belinda Sharman         N         No         H0P001		CN0000578	W00001687	Return machine from co	2	Return all from short	2018/07/24	Abigail Milne	Theo Peterson	N	No	HOP001	H
PRJ0000301         W0001751         Installation Project 1         2 Installation Project 1         2019/04/12         Abigail Hilne         Belinda Sharman         N         No         HOP001           PRJ0000304         W00001754         Installation Project 4         2019/04/12         Abigail Hilne         Belinda Sharman         N         No         HOP001		CN0000582	W00001694	TT009 - Daily, Mono 100	2	Scheduled Service	2018/08/07	Abigail Milne	Belinda Sharman	N	No	HOP001	ł
PRJ0000304 W00001754 Installation Project 4 2 Installation Project 4 2019/04/12 Abigail Milne Belinda Sharman N No HOP001		PRJ0000071	W00001746	SP240 New Deal.	2	SP240 New Deal.	2019/04/12	Theo Peterson	Abigail Milne	N	No	TIA001	Т
	1	PRJ0000301	W00001751	Installation Project 1	2	Installation Project 1	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	н
PRJ0000305       W00001757       Installation Project 5       2       Installation Project 5       2019/04/12       Abigail Hilne       Belinda Sharman       N       NO       HOP001		PRJ0000304	W00001754	Installation Project 4	2	Installation Project 4	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	H
		PRJ0000305	W00001757	Installation Project 5	2	Installation Project 5	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	H
	6												

- 7. the **Customer Code** and **Customer Name** number.
- 8. the number of **Days** that the ticket has been **Unattended**
- 9. the number of **Days** that the ticket has remained **Open**
- 10. the Elapsed Hours.



	Home Equipment and Lo	cations Contract		Ay Tickets - BPO: Versi Inventory Maintenan			a a a	Procurement Sales	Service Report	ing Utilities	×
Edit	Complete Work		ve Filter	Export	Le anu Pro	Jects		Procurement sales	8	9	10
							+		•	+	+
iority	Note	CreateDate	CreateBy	AssignedTo	Status	Read	CustomerCode	CustomerName	DaysUnattended	DaysOpen	ElapsedHours
9											
•	2 Scheduled Service	2018/08/07	Abigail Milne	Bianca Du Toit	N	No	SAM001	Samanthas Diner	289	289	10 321.1
	2 Scheduled Service	2018/08/07	Abigail Milne	Belinda Sharman	N	No	SAM001	Samanthas Diner	289	289	4 966.1
	2 Machine Installation	2018/10/29	Abigail Milne	Theo Peterson	N	No	HOP001	Hope Works	206	561	0.0
	2 SP240 New Deal.	2018/05/24	Abigail Milne	Abigail Milne	N	Yes	TIA001	Titan Group	364	364	0.0
	2 Return all from short	2018/07/24	Abigail Milne	Theo Peterson	N	No	HOP001 11	Hope Works	303	303	1 954.5
	2 Scheduled Service	2018/08/07	Abigail Milne	Belinda Sharman	N	No	HOP001	Hope Works	289	289	1 865.1
1	2 SP240 New Deal.	2019/04/12	Theo Peterson	Abigail Milne	N	No	TIA001	Titan Group	41	. 41	0.0
1	2 Installation Project 1	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	Hope Works	41	41	0.0
	2 Installation Project 4	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	Hope Works	41	41	0.0
0.	2 Installation Project 5	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	Hope Works	41	41	0.0

## **IMPORTANT NOTES**

#### **OWNERSHIP**

For a ticket to be displayed in this list, the user should **take ownership** of the call in **BPO** by:

Either

- i. Selecting the call in the call screen and clicking on My Call Or
- ii. The Call Centre person can Assign you to be the responsible person in the **Call Listing** screen.
- 1. 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**.



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

#### **TICKET COLOUR**

- 3. **Red** : Ticket has been assigned to **you** and is for your attention.
- 4. Blue : Ticket that you have assigned to another employee

	Ŧ			My	Tickets - BPO: Version	2.1.0.69 -	Examp	le Company			-	
	Home Ec	uipment and Loca	ations Contract F	inance and HR Inv					ocurement Sales S	Service Reporting	Utilities	_ & ×
Edit	Complete Work	Save Layout	Workspaces Save Fi	lter Refresh	Export							
Pro	cess "		Format	a Current a	Export "				2			
Drag a (												
Priori	ity Note		CreateDate	CreateBy	AssignedTo 1	Status	Read	CustomerCode	CustomerName	DaysUnattended	DaysOpen	ElapsedHours
9						~		/				
	2 Sched	uled Service	2018/08/07	Abigail Milne 🔺	Bianca Du Toit	N	No	SAMOOT	Samanthas Diner	289	289	10 321
	2 Sched	uled Service	2018/08/07	Abigail Milne	Belinda Sharman	N	No	SAV 001	Samanthas Diner	289	289	4 966
	2 Machi	ne Installation	2018/10/29	Abigail Milne	Theo Peterson	N	No	10P001	Hope Works	206		0
	2 SP240		2018/05/24	Abigail Milne	Abigail Milne	N	Yes /	TIA001	Titan Group	364		
_			t 2018/07/24	Abigail Milne	Theo Peterson	N	No	HOP001	Hope Works	303		
		uled Service	2018/08/07 2019/04/12	Abigail Milne Theo Peterson	Belinda Sharman Abigail Milne	N	No	HOP001 TIA001	Hope Works Titan Group	289	289	
		lation Project 1		Abigail Milne	Belinda Sharman	N	No	HOP001	Hope Works	41		
	second second second	lation Project 4	and the second se	Abigail Milne	Belinda Sharman	N	No	HOP001	Hope Works	41		
1		lation Project 5		Contraction of the second second	Belinda Sharman	N	No	HOPOOT	Hope Works	41	1 200	
			4						3			
					Count: 10							
4											11.8	
Onen M	Vindows 🔻										21 May 2	019

#### **VIEW A TICKET**

- 1. Select a ticket.
- 2. The colour of the ticket will change to a **grey**.

Either

- 3. Right click on the selected row to display a Process menu.
- 4. Click on **Edit** Edit Ticket.



-	. <b>.</b>		My	Tickets - BPO: Version	2.1.0.69 -	Exampl	le Company			1	0 X
900	Home Equipment and Locatio	ns Contract Fina	ance and HR Inv	ventory Maintenance	and Proje	cts M	anufacturing Pr	ocurement Sales S	Gervice Reporting	Utilities	_ & ×
Edit Pro	Complete Work Save Layout Wo	orkspaces Save Filte	3	Export							
	column header here to group by ti	nat.column								1	
Priori	rity Note	CreateDate	CreateBy	AssignedTo	Status	Read	CustomerCode	CustomerName	DaysUnattended	DaysOpen	ElapsedHours
۲	2 Scheduled Service	2018/08/07	Abigail Milne	Bianca Du Toit	N	No	5AM001	Samanthas Diner	289	289	10 321.
_	2 Scheduled Service	And the second	Abigail Milne	Belinda Sharman	N	No	SAM001	Samanthas Diner	289	289	4 966.
	2 Machine Installation		Abigail Milne	Theo Peterson	N	No	HOP001	Hope Works	206	561	0.
	2 SP240 New Deal.		Abigail Milne	Abigail Milne	N	Yes	TIA001	Titan Group	364	364	0.
	2 Return all from short	2018/07/24	Abigail Milne	Theo Peterson	N	No	HOP001	Hope Works	303	303	1 954.
	2 Scheduled Service	2018/08/07	Abigail Milne	Belinda Sharman	N	No	HOP001	Hope Works	289	289	1 865.
	2 SP240 New Deal.	2019/04/12	Theo Peterson	Abigail Milne	N	No	TIA001	Titan Group	41	41	0.
	2 Installation Project 1	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	Hope Works	41	41	0.
•	2 Installation Project 4	2019/04/12	Abigail Milne	Belinda Sharman	N	No	HOP001	Hope Works	41	41	0.
	2 Installation Project 5 3	Process	bigail Milne	Belinda Sharman	N	No	HOP001	Hope Works	41	2	0.
				Count: 10							
4	-	C									
Open W	Nindows 🔻									21 May 20	19 🗘 🖉

Or

5. **double click** on the ticket row.

Or

- 6. Ensure that the correct row is selected.
- 7. Click on Edit.
  - In this image, **DCN0000085** has been selected.



÷			My Tickets - BP	O: Version 2.	1.0.69 - TEST ALPI	HA - JUDITH PC	LOCAL				3		×
Home Eq	uipment and Loca	tions Contract Finance	and HR Invent	ory Mainten	ance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	8 X
Edit Complete	Save Layout	Workspaces Save Filter	Refresh	Export									
Process	-7	Format "	Current "	Export ,									
CallReference	WOCode	Description					Priority	Note					
DCN000064	DWO0000169	Deliveries - change unit co	st				2	Deliver	ies - chan	ge unit cost			
DCN0000054	DW00000204	nds					2	nds					
PRJ0000027	DWO0000232	Project - Quotes					2	Project	t - Quotes				
PRJ000029	DW00000233	Project Invoices					2	Proje	ct Invoic	es			
DCN000083	DW00000239	TT072 - 2 Monthly - Ca	ll per WO				2	Pleas	e resolve	this.			
DCN000084	DWO0000240	TT013 - Weekly Colour 100	00 - Call per WO				2	Schedu	uled Servic	ie –			
DCN000085	DW00000241	TT021 - Yearly Mono 1	000 - Call per V	V0 🔨			-		luled Ser	vice			
PRJ0000004	DW00000257	Parial Issue					2	Parial	Issue				
DCN0000090	DW00000260	Work Management - 1	esting1		<u> </u>	5	3	Work	Manage	ment - Cal	test 1		
Contraction of the second second	DW00000261	Work Management - C	all test 2						Constant and a second	ment - Call			
PRJ0000033	DW00000264	Project Work Order - P	retoria				2	Carry	out sche	eduled main	ntenance	on the	macl
Ph3000030	DW00000265	TT033 - Daily Colour 10	000 - Generate	Project						Colour 100	0 - Gener	ate Pro	ject
PR_000035	DWO0000266	Project Assignment Test 1	8				2	Project	t Assignme	ent Test 1			
6													
pen Windows 🔻											18 Mar	2019	

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

- 1. The **Work Order Description** can be viewed in the top left frame of this screen.
- 2. The **Work Order Details** (Code, Reference, Create Date, Priority and Type) can be viewed in the top right frame of this screen.



Ticket Maintain - BPO: Version	2.1.0.69 - Example	Company						$\times$
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and	Projects Manufa	acturing Procuren	ent Sales	Service	Reporting	Jtilities	- 6	9 X
Time Entry Complete Work Work Ticket Ticket Current & Current & Format #			/	2				
Installation Project 4		WO Code WO Reference WO Create Date WO Priority WO Type Work Order Cus	PRJ0000304 2019/04/12 2	ect	•			
Ticket Thread	Work Order I	Notes						<b>п</b> 4
Enter text to search	Drag a column						- )	
	Note		Date	Time	CreateD	ate Ame	endDate	
Assigned To: Belinda Sharman   Assigned By :Abigai Mine (Created: 2019/04/12) Installation Project 4								
Open Windows 🕶						21 May	2019	

- 1. Click on the **Customer** tab.
- 2. If this work order is linked to a customer, the **Customer Details** (Name, Contact, Contact No, Contact Email) can be viewed.



Ticket Maintain - BPO: Version 2.1.0.69 - Example Company			×
Home Equipment and Locations Contract Finance and HR Inventory. Maintenance and Projects Manufacturing Procurement Sales Service Reporting	Utilities		7 X
Installation Project 4     Ticket     Corrent     Format			
WO Customer Hope Works (Pty) Ltd	]		
2 Customer Contact Jane, Alrich.			
Contact No. 031 123 45671			
Contact Email standard@noemail.coza	]		
Ticket Thread  Work Order Notes			а ф
Enter text to search   Find Clear Drag a column header here to group by that column			
	teDate A	mendDate	
Assigned To: Belinda Sharman   Assigned By :Abigal Milne (Created: 2019/04/12) Installation Project 4			
Open Windows 🕶	21 Ma	y 2019	÷ /

- 1. Click on the  $\ensuremath{\text{Project}}$  (or  $\ensuremath{\text{Call}}$  ) tab.
- If this work order is linked to a **Project** (as in this example) or a **Call**, the **Project** (or Call) **Details** (Reference No, Description) can be viewed here.



Ticket Maintain - BPO: Version 2	1.0.69 - Example Company — 🗆 🗙
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and	Projects Manufacturing Procurement Sales Service Reporting Utilities 🗗 🗶
Time Entry Complete Work Process Ticket Ticket	
Installation Project 4	Project Reference PRJ0000304 Project Description Installation Project 4 Work Order Customer Project
Ticket Thread	Work Order Notes
	Drag a column header here to group by that column
Enter text to search	Note Date Time CreateDate AmendDate
Assigned To: Belinda Sharman   Assigned By :Abigail Mine (Created: 2019/04/12) Installation Project 4	
Open Windows 🔻	21 May 2019 🌷

#### THE TICKET THREAD FRAME

- 1. Use the **Search field** to search for any ticket in the ticket thread.
  - Type in the text box and click on **Find**.
  - To clear the search, click on **Clear**.
- 2. The **Customization toolbar** contains icons which will adjust the view layout of the ticket thread For example, you can view the thread in One row, Multiple Columns or Carousel Mode.
  - If you **hover** any icon, the **icon description** will pop up.



Ticket Maintain - BPO: Version	2.1.0.69 - Example Company					×
Home Equipment and Locations Contract Finance and HR Inventory Maintenance ar	nd Projects Manufacturing Procurement	Sales Se	ervice Report	ing Utilitie:	s - 8	×
Time Entry Complete Work Work Close Process Ticket Covernat						
Installation Project 4	Project Reference Project Description	Installation			۰ ۲	
Ticket Thread	Work Order Custome     Work Order Notes	Project				B
	Drag a column header here to group by					
Enter text to search Find Clear	Note	Date		reateDate A	AmendDate	
	9	Dute	Time for	redicoute y	Antendolate	
Assigned To: Belinda Sharman   Assigned By :Abigal Mine (Created: 2019/04/12) Installation Project 4	*					
Open Windows 🔻	te.			21 Ma	ay 2019 🔅	1

- 1. All tickets linked to the selected work order are displayed in this frame.
- 2. The tickets are in inverse chronological order. The most recently created ticket will be at the top of the list.



			Ticket Maintain - BPO: Ve	rsion 2.1.0.69 - 1	EST ALPHA - JU	JDITH PC LOCAL				S		×
Time Entry Complete	Add New Close	ontract Finan	ce and HR Inventory Ma		ojects Manufa	cturing Procuremer	nt Sales	Service	Reporting	Utilities	-	8 x
Process	Ticket Ticket	Current	Format	-								
TT021 - Yearly Mono 1000		Current a	romac	4	-	W0 Code	DWOOD	000241		1		
						WO Reference	DCN00	00085				
						WO Create Date	1.00	1/06	8	•		
						WO Priority						
		(				WO Type	17375					
							stomer	Call				
Ticket Thread				0	Work Order M	lotes						<b>D</b> 4
Enter text to search			▼ Find	Clear								
	<b>\$</b> \$		1		Note			Da	te	Time	Cre	eateDate
		· Judith Mudzen	gi (Created: 2019/03/18) 🤜		1.54	efore you go		18	Mar 2019	11:54:40	20	19/03/18
Hadigrica To: Deinida or	iarmane ( Assigned by	.Judian Mudzen	gr (created: 2015/05/16)	-	*							
Assigned To: Belinda Si Go and servi Assigned To: Judith Mu	ce the machine on 21/0	03/2019				2						
Assigned To: Judith Mu	dzengi   Assigned By :J	Judith Mudzengi	(Created: 2017/11/06) 🚄									
Scheduled S	ervice			-	1 c							Þ
Open Windows 🕶										18 Mar (	2019	0

- 1. Assignment Details: In this frame, you can see the assignor, assignee and the date the ticket was created.
- 2. **Comments** : You can also view the ticket **comments** relating to the work order.

Ticket Maintain - BPO: Version 2.1.0.69 - TES	T ALPHA - JU	JDITH PC LOCAL				3 <b>—</b>		×
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Proje	ects Manufa	cturing Procurem	ent Sale	s Servio	ce Reporting	g Utilities	-	8 x
Time Entry Complete Work Work Close Ticket Ticket								
Process         a         Ticket         a         Format         a           TT021 - Yearly Mono 1000 - Call per WO         Format         a         Format         b </td <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>		1						
11021 - Yearly Mono 1000 - Call per WO		WO Cod	e DWOO	000241				
		WO Reference	e DCN0	000085				
		WO Create Dat	e 2017/	11/06	2	•		
		WO Priorit	<b>y</b> 2					
1		WO Typ	e <sub>SM</sub>					
		Work Order	Customer	Call				
Ticket Thread	Vork Order I	lotes						<b>п</b> Ф
Enter text to search Find Clear	)rag a column							
	Note				Date	Time	Cre	ateDate
Assigned To: beinda sharmane (Assigned by Jodith Hudzeng) (created, 2015/05/10)	Call dient b	efore you go			18 Mar 2019	11:54:40	201	19/03/18
Go and service the machine on 21/03/2019								
2								
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2017/11/06)								
Scheduled Service	•				2			+
Open Windows 🕶						18 Mar 2	019	- 14

Help v2024.5.0.7/1.0 - Pg 12 - Printed: 21/08/2024



#### THE WORK ORDER NOTES FRAME

• Here you can view the work order **notes** with the **date** and **time** they were created.

Ticket Maintain - BPO: Version 2.1.0	.69 - 1	EST ALPHA - JU	JDITH PC LOCAL				3		X
Home Equipment and Locations Contract Finance and HR Inventory Maintenance	and Pr	ojects Manufa	cturing Procurem	ent Sal	es Ser	vice Reportin	g Utilities	- d	7 X
Ime Entry         Complete Work         Add New         Close Tidet         Refresh         Save Layout         Workspaces									
Process a Ticket a Current a Format a			s						
TT021 - Yearly Mono 1000 - Call per WO		- A.	WO Coo	e DWO	0000241	L	1		
			WO Reference	DCN0	000085				
			WO Create Da	e 2017	11/06	-	•		
			WO Priori	<b>y</b> 2					
			WO Typ	sM SM					
			Work Order	Customer	Call				
Ticket Thread		Work Order I	Votes						•
Enter text to search   Find Clear		Drag a column							
	÷.	Note				Date	Time	Crea	ateDate
		9	2						
Assigned To: Belinda Sharmane   Assigned By :Judith Mudzengi (Created: 2019/03/18)	î	Call dient b	efore you go			18 Mar 2019	11:54:40	201	9/03/18
Go and service the machine on 21/03/2019 Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2017/11/06)							/		
Scheduled Service	-	1				_			T
Open Windows 🕶	1.1						18 Mar 2	2019	1

#### **ASSIGN A TICKET**

- Select the ticket that you wish to assign to another person.
- Click on Edit
  - In this image, **DCN000029** is selected.



	-			My Tickets - BP	O: Version 2.1	1.0.69 - TEST ALP	HA - JUDITH PC	LOCAL				51		)	×
4	Home Eq	uipment and Locat	tions Contract Finance	and HR Invento	ory Mainten	ance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	ð	X
E	dit Complete Work Process		Workspaces Save Filter	Refresh Current	Export 4										
												/		/	
(	CallReference	WOCode	Description					Priority	Note						
F	PRJ000002	DWO000004	1234					1	2 1234						
I	OCN0000029	DWO000064	TT002 - Weekly - Call per	wo				2	2 test 2						
1	DCN0000031	DW0000066	TT002 - Weekly - Call	per WO						duled Sei	2257				
1	DCN0000032	DW0000067	TT002 - Weekly - Call						-	duled Ser	vice				
1	CN0000040	DWO000089	TT002 - Weekly - Call per	wo				2	2 Neede	d today					L
1	DCN0000020	DW00000106	asset on contract- ret					-			act- return				
-8		DW00000107	TT008 - Mono 1000, Co								1000, Colo			er W(	٥
-23	DCN0000037	DW00000108	TT009 - Daily, Mono 10	and the second second second second	0						Mono 1000	2	r WO		4
		DW00000109	TT002 - Weekly - Call								ly - Call per				4
1		DW00000110	TT003 - Monthly - Call								ily - Call pe	r WO			4
		DW00000133	3MS - 3 Month Service	1						duled Sei	vice				ł
-	DCN0000053	DWO0000138	ndr1						2 ndr1						
- 6	DCN0000054	DW00000140	nds						2 nds						
-		DW00000149	ndrmg						2 ndrm						
	DCN0000058	DW00000150	ndrsa						2 ndrsa						4
0															
0	en Windows 🔻											18 Mar	2019	4	

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

Ticket Maintain - BPO: Version 2.1.0.69 - TEST ALPHA - JUDITH PC LOCAL	-	
W Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting	Utilities ·	- 8 ×
Ime Entry     Complete Work     Ime Entry     Complete Ticket     Image: Complete Ticket		
Process a Ticket a Current a Format a		
TT002 - Weekly - Call per WO wo Code DW00000064		
WO Reference DCIV0000029		
WO Create Date 2017/06/14 +		
WO Priority 2		
W0 Type SM		
Work Order Customer Call		
Ticket Thread 🛛 Work Order Notes		<b>D</b> 4
Enter text to search   Find Clear Drag a column header here to group by that column		
	īme	CreateDate
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2018/10/08)		
test 2		
Assigned To: Judith Mudzengi   Assigned By : Judith Mudzengi (Created: 2017/07/12)		
Schreduled Service		÷
Open Windows 🕶	18 Mar 20	19



- 1. The Add New Ticket pop up screen will appear.
- 2. **Assigned by**: This will auto-populate with the name of the user currently logged onto the system.
- 3. **Assigned To**: Click on the drop-down arrow and select from the list, the person you wish to assign the ticket to.
- 4. **Note**: Type in notes or instructions you wish to relay to the person you are assigning the ticket to.
- 5. Click on **Save**.

Ticket I	Maintain - BPO: Version 2.1.0.69 - TEST ALPHA - JUDITH PC LOCAL		- 🗆 X
Home Equipment and Locations Contract Finance and H	R Inventory Maintenance and Projects Manufacturing Procuremen	t Sales Service R	Leporting Utilities - 🗗 🗙
Time Entry Complete Work Ticket Ticket Save I	Layout Workspaces	-	
Process a Tidket a Current 🔤 Add N	ew Ticket 🖌 📃 🗖 🗙		
TT002 - Weekly - Call per WO Home	~	DWO000064	
		DCN0000029	
Save	Back	2017/06/14	*
Processi	19 5	2	
		SM	
	ssigned By Judith Mudzengi	omer Call	
Ticket Thread	ssigned To Belinda Sharmane 👻		□ ‡
Enter-text to search 4	Note Procure parts needed for the scheduled     maintenance	/ that column	
		Date	Time CreateDate
Assigned To: Judith Mudzengi   Assigned By :Judith Mudz		1	
test 2			
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Create	d: 2017/07/12)		
Scheduled Service	•		•
Open Windows 🕶			18 Mar 2019

The **Add New Ticket** screen and **Ticket Maintain** screen will close and you will return to the **My Tickets** screen.

- The ticket that you assigned will no longer be displayed in the list.
- A new ticket has been created and displayed with status  ${\bf N}$  New.



5	Home Eq	upment and Loca	itions Contract	Finance ar		REER	itenance	and Projects	Manutacturing	Procurement	Sales	Service	Reporting	Utilities	-	8
Edit	Complete Work	Save Layout	Workspaces Sav	re Filter	Refresh	Export										
Pro	cess 🦼		Format		Current ,	Export	4									
ag a c																
CallR	eference	WOCode	Description				P	riority	Note					Sta	atus	
PRJO	000002	DWO000004	1234					2	1234					N		
DCN	0000029	DW0000064	TT002 - Week	ly - Call pe	er WO			2	Procure parts	needed for th	e schedul	ed main	tenance	N		
DCN	0000031	DW0000066	TT002 - Week	ly - Call pe	er WO			2	Scheduled Ser	vice				N		
DCN	0000032	DW0000067	TT002 - Week						Scheduled Ser	vice				N		
1.000	200.002370	DWO000089	TT002 - Weekly	100000					Needed today					N		
			asset on contr						asset on cont					N		
		DW00000107	TT008 - Mono			aller and an and a second			TT008 - Mono				0	N		
		DW00000108	TT009 - Daily,		and the second second	wo			TT009 - Daily,		10101041212	0		N		
		DW00000109	TT002 - Week						TT002 - Week					N		
		DW00000110	TT003 - Month		er WO				TT003 - Month Scheduled Ser		10			N		
		DW00000133	3MS - 3 Month	Service					ndr1	vice				N		
		DW00000138	ndr1 nds						ndr1					N		
		DW00000140	nas ndrma					5 <b>2</b> 2	nas ndrma					N		
		DW00000150							ndrsa					N		
D Ch	00000000	51100300130														

#### ADD WORK ORDER NOTES

- Select the ticket you wish to add work order notes to.
- Click on **Edit**.
  - In this image, **DCN000040** was selected.



Home E	equipment and Loca	ations Contract Finance		RESE Automaticen	ance and Projects	s manutacturing Proi	urement sales service	Reporting	Utilities	- 6	5
dit Complete Work		Workspaces Save Filter	Refresh	Export							
Process	4	Format "	Current 4	Export "							
ig a column hea											
CallReference	WOCode	Description			Priority	Note			Stat	us	
PRJ000002	DWO000004	1234			2	1234			N		
DCN0000029	DW0000064	TT002 - Weekly - Call	per WO		2	Procure parts neede	d for the scheduled main	ntenance	N		
DCN0000031	DW0000066	TT002 - Weekly - Call	per WO		2	Scheduled Service			N		
DCN000032	DW0000067	TT002 - Weekly - Call	per WO		2	Scheduled Service			N		
DCN0000040	DWO000089	TT002 - Weekly - Call per	wo		2	Needed today			N		
DCN0000020	DW00000106	asset on contract- ret	um		2	asset on contract- r	eturn		N		
DCN000038	DW00000107	TT008 - Mono 1000, Co	olour 1000 - Ca	all per WO	2	TT008 - Mono 1000,	Colour 1000 - Call per W	0	N		
DCN0000037	DW00000108	TT009 - Daily, Mono 10	000 - Call per V	vo	2	TT009 - Daily, Mono	1000 - Call per WO		N		
DCN000030	DW00000109	TT002 - Weekly - Call	per WO		2	TT002 - Weekly - Ca	ll per WO		N		
DCN000033	DW00000110	TT003 - Monthly - Call	per WO			TT003 - Monthly - C	all per WO		N		
DCN0000051	DW00000133	3MS - 3 Month Service	2		2	Scheduled Service			N		
DCN0000053	DWO0000138	ndr1			2	ndr1			N		
DCN0000054	DW00000140	nds			37	nds			N		
DCN0000057	DW00000149	ndrmg			2	ndrmg			N		
DCN0000058	DW00000150	ndrsa			2	ndrsa 🛛			N		

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

- Type in a relevant note in the **Note** column.
- All the other fields in this frame will auto populate.
- Click on **Enter** on the keyboard, type in the next note if required. You can add multiple notes.
- When you are done typing in the notes, click on **Close** to exit the screen.



Ticket Maintain - BPO: Version 2.1.0	.69 - 1	EST ALPHA - JU	DITH PC LOCAL				-		×
Home Equipment and Locations Contract Finance and HR Inventory Maintenance	and Pr	ojects Manufac	turing Procuremen	t Sales	Service	Reporting	Utilities	-	8 X
Time Entry Complete Add New Close Refresh Save Layout Workspaces									601
Process Ticket Current Format									
TT002 - Weekly - Call per WO		. A.	W0 Code						
			WO Reference						
			WO Create Date	2017/07	7/14	•			
			WO Priority						
			WO Type	SM					
			Work Order Cu	tomer	Call				
Ticket Thread		Work Order N	otes						<b>п</b> Ф
Enter text to search		Drag a column i							1
		Note			Dat	te	Time		
		9							
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2019/03/13)	â	Needed asa				Mar 2019	14:00:2		
		and the second second second	ns available, outsour	e this job	18	Mar 2019	13:53:4	5	
Needed today		*							
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2019/03/12)									
Look at this ticket later	Ŧ	4							۶
Open Windows 🕶							18 Mar 20	019	+ 10

## **TIME BOOKING**

- The system will log your time as you work based on you Starting and Ending work.
- Select the ticket you want to book time for.
- Click on Edit
  - In this image, **DWO0000266** was selected.



-	10 Martin 1960 - 1970		.0.69 - TEST ALPHA - JUDITH PC LOCAL			×
Edit Home Equilibrium Equilibr	alpment and Locations Contract Finance and HR Inven	Export	nce and Projects Manufacturing Procurement Sales Service	e Reporting	Utilities — 🗗	
Process a	Format a Current a	Export 🔒				
ag a column heade						
WOCode	Description	Priority	Note	Status	CreateDate	
DWO0000169	Deliveries - change unit cost	1	2 Deliveries - change unit cost	N	2017/10/24	
DW00000204	nds		2 nds	N	2017/10/24	
DWO0000232	Project - Quotes		2 Project - Quotes	N	2017/11/29	
DW00000233	Project Invoices		2 Project Invoices	N	2017/11/29	
DW00000239	TT072 - 2 Monthly - Call per WO	1	2 Please resolve this.	N	2019/03/12	
DWO0000240	TT013 - Weekly Colour 1000 - Call per WO		2 Scheduled Service	N	2017/11/06	
DW00000241	TT021 - Yearly Mono 1000 - Call per WO	1	2 Go and service the machine on 21/03/2019	N	2019/03/18	
DW00000257	Parial Issue		2 Parial Issue	N	2017/11/23	
DW00000260	Work Management - Testing1	1	3 Work Management - Call test 1	N	2017/11/29	
DW00000261	Work Management - Call test 2	1	3 Work Management - Call test 2	N	2017/11/29	
DW00000264	Project Work Order - Pretoria		2 Carry out scheduled maintenance on the machine	N	2019/03/13	
DW00000265	TT033 - Daily Colour 1000 - Generate Project		2 TT033 - Daily Colour 1000 - Generate Project	N	2017/11/29	
DWO0000266	Project Assignment Test 1	- 10	2 Project Assignment Test 1	Ν	2017/11/29	
DW00000273	Auto Apply Task Confiuration to WO On		2 Auto Apply Task Confiuration to WO On	N	2018/01/16	
DW00000315	test 1		2 test 1	N	2018/11/19	
C.						
en Windows 🔻					18 Mar 2019	

The Ticket Maintain screen will be displayed.

- Ticket Maintain BPO: Version 2.1.0.69 TEST ALPHA JUDITH PC LOCAL Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities – 🗗 🗴  $\checkmark$ 4 8 2 2 0 Add New Close Ticket Ticket Save Layout Workspaces ne Entry Complete Refresh Ticket Format oiect Assignment Test 1 WO Code DWO0000266 WO Reference PRJ0000035 WO Create Date 2017/11/29 WO Priority 2 WO Type DR Work Order Customer Project Ticket Thread **D 4** Work Order Notes ▼ Find Clear iter text to se Note CreateDate Time 🗀 🚥 🖶 📰 👯 🗸 🛛 🖑 🥜 • Assigned To: Judith Mudzengi | Assigned By :Judith Mudzengi (Created: 2017/11/29) oject Assignment Test 1 Open Windows 🔻 18 Mar 2019
- Click on **Time Entry**.

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



- 1. **Employee** : This will auto populate 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 descriptionif a machine is linked to the work order.
  - Location : This will auto populate with the location<u>if</u> a functional location is linked to the work order.
- 2. **Status**: The final field in this frame will contain a brief

description of the status of the work e.g. 'Work not started'.

	Ŧ			Time Logging	g Express - E	3PO: Version 2.1.0.6	9 - TEST	ALPHA - JUDIT	H PC LOCAL				8		×
0	and the second se		Contract	Finance and HR	Inventory	Maintenance and P	rojects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	₽ ×
	8	9													
Start Work		int													
00.000.0000	ocess 🔒 Prir	it a													
	Employee	Judith Mudzengi		•			Î								
	Call		+			*									
						+									
	Work Order	DWO0000266	•	Project Assignm	ent Test 1	÷.			-(1)						
						2									
	Equipment					÷									
	Location	Main				4									
						+									
Work	k not started.					<u>^</u>			2						
Ľ							8								
													-		
Open \	Windows 🕶												18 Mar 2	2019	- 11

#### **START WORK**

• Click on Start Work.

Help v2024.5.0.7/1.0 - Pg 20 - Printed: 21/08/2024



•				Time Loggin	g Express - E	PO: Version 2.1.0.69	9 - TEST	ALPHA - JUDIT	H PC LOCAL				-		2
Home	Equipmen	it and Locations	Contract	Finance and HR	Inventory	Maintenance and P	rojects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	ß
rt End Wo		nt													
		Judith Mudzengi		•											
	Call		÷			*									
Wor	rk Order	DWO0000266	•	Project Assignm	ent Test 1										
Equ	uipment			]											
ĩ	ocation	Main				*									
ork not start	ed.					*									
						Ψ.									
n Windows 🤊													18 Mar 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.



	Ŧ				Ticket Ma	intain - BPO	: Version 2	.1.0.69 - TE	ST ALPH	HA - JU	DITH PC	LOCAL				S1		$\times$
Hor		Add New	Close	ontract Fina	2	Inventory		nce and Proj	ects M	1anufact	turing f	Procurem	ent Sale	es Servi	ce Reportin	g Utilities	-	₽ x
	Work	Ticket	Ticket			•												
Proces			1 a	Current	4	Format				1								
Project Assig	inment Test	1								-		WO Cod	e DWO	0000266		1		
											WO R	eferenc	e PRJOO	00035		1		
											WO Cre	ate Dat	e 2017/	11/29	2	-		
											W	0 Priorit	<b>y</b> 2					
						Call Pro	cessing			×		WO Typ	e <sub>DR</sub>					
											Work C	order (	Customer	Project	1			
Ticket Thr	ead						Call N	o : has beer	release	ed.	tes							<b>D</b> 4
Enter tex	t to search.					10		-			ader he							
	-		- A						ОК	5					Date	Time	C	reateDate
		8 <b>Q</b>	00															
Assigned 1	To: Judith M	udzengi   Assi	igned By : J	Judith Mudzen	gi (Created:	2017/11/29)		A 1	•									
	Project Ass	ignment Test	1															
								-	•						5			÷
Open Windo	ws 🕶															18 Mar	2019	-

- The Call Processing message will close.
- Exit the **Ticket Maintain** screen.

Ticket Maintain - BPO: Version 2.1.0.69 - T	rest alpha - Jue	DITH PC LOCAL				5 <b></b> -		$\times$
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Pr	ojects Manufact	turing Procurem	ent Sale	s Service	Reporting	Utilities	-	8 X
Ime Entry     Complete       Work     Add New       Process     Ticket         Current     Format								
Project Assignment Test 1		WO Referenc WO Create Dat WO Priorit WO Typ	e 2017/1 y 2	00035	7	] ] ]		
Ticket Thread	Work Order No	otes			0			<b>D 4</b>
Enter text to search	Drag a column h							
	Note 9			Da	ite	Time	Cre	ateDate
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2017/11/29)	•							•
Open Windows 🕶						18 Mar 2	019	1



**Important Note:** You cannot start work on a new ticket before ending work on the previous ticket.

- 1. Although details of the current ticket will be displayed in the **Time Logging Express** screen, the **Start Work** button will be **Inactive** (grey).
- 2. The **work status** of the previous ticket will be displayed.
- 3. Take note of the **work order number**, close this screen and follow the process to **end work** on the previous ticket.

- -			Time Loggin	g Express - E	3PO: Version 2.1.0.69 - T	ST ALPHA - JUDI	TH PC LOCAL				8_		)	<
Home Equi		Contract	Finance and HR	Inventory	Maintenance and Project	ts Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	B	x
Start Work	Print Print													
Employ	ee Judith Mudzengi		*			1								
	all DCN0000091	•	Work Managem	ent - Call tes	t 2 *									
Employ Work Or Equipm Locat	ler DWO0000261	•	Work Managem	ent - Call tes	t 2									
Equipm	ent				*									
Locat	ion Hope Works Gilli	ts 1			4. 									
	* order DW0000026	5 on the 18 M	lar 2019 at 14:20	38.	2									
Open Windows 🕶											18 Mar	2019	- - -	

#### **END WORK**

If you need to stop the current work, use this **End Work** option. 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.

• Click on End Work.



	(2)								
t End Work Pri	nt								
Process 🔒 Prin	t a								
Employee	Judith Mudzengi		•						
Call		+							
					*				
Work Order	DWO0000266	•	Project Assignment	ent Test 1					
					-				
Equipment					*				
					÷				
Location	Main				-				
rk Started on work or	der DWO0000266 o	n the 18 M	lar 2019 at 14:20:	38.	÷				

The Close Open Work screen will be displayed.

## TICKET DETAILS:

- **Employee** : This will auto populated with the person logged on to the system.
- Call or Project : This will auto populate with the Call or Project number and description if the work order is linked to a Call or Project.
- 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.



Work Save Layout	nt and Locations Contract	Finance and HR.	Inventory	Maintenance and Project	s Manufao	turing Procure	ement Sales	Service I	Reporting	Utilities	-	đ
Work Save Layout	A											
ss " Format	A											
	Judith Mudzengi											
Employee	Judith Mudzengi											
				Prior	Work							_
Proje	PRJ0000035	Project Assignme	nt Test 1	Drag	a column he							
					rentRef	WOCode	Description		Status		Status	Desc
Work Order	DWO0000266	Project Assignment	nt Test 1	* PF	20000035	DWO0000266	Project Assign	ment Test 1	0		Open	
				*								
Equipment		]		*								
				-				_				
Location	Main			Tech	Comment							
Work State												
O Unresolved Clier	D Unresolved	C	Resolved									
ectification Code				•								
Comments				*	ification Cor	27 (27 <b>2</b> 20						
				Reci	incation Cor	nment						
Started on work orde	er DWO0000266 on the 18 Ma	ar 2019 at 14:20:38		-								
Windows 🔻				÷ [[						18 Mar	0010	4

#### **PRIOR WORK**

• This section shows you prior work done and the comments logged against this work.

		Close Op	en Work - BPC	D: Version 2.1.0.69 - 1	TEST ALPHA - J	UDITH PC LOC	AL		3 <b>-</b>		$\times$
Home Equipme	ent and Locations Contrac	t Finance and HR	Inventory	Maintenance and Pro	ojects Manufac	turing Procur	ement Sales Service	Reporting	Utilities	-	e x
End Work Save Layou	t										
rocess "Format	4										
Employee	Judith Mudzengi			-1	Prior Work				1		
Proje	PRJ0000035	Project Assignm	ent Test 1	÷ 1	Drag a column he						
				Ψ.	ParentRef	WOCode	Description	Status		Status	esc
Work Order	DWO0000266	Project Assignm	ent Test 1		PRJ0000035	DWO0000266	Project Assignment Test 1	0		Open	
				Ŧ							
Equipment				÷							
				Ψ	4 @						
Location	Main			*	Tech Comment	2					_
Work State											1
O Unresolved Clie	nt 🔘 Unresolved	1 (	Resolved								
Rectification Code				•							
Comments				*		0710360					1
				ſ	Rectification Cor	nment					A.;
ork Started on work orde	er DWO0000266 on the 18 N	lar 2019 at 14:20:3	8.	-							
open Windows 🔻				÷.				Y	18 Mar	2010	4
per windows *									TO MaL	2019	1



#### WORK STATE AND RESOLUTION ACTIONS

- 1. 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**.
- Click on the down arrow in the Rectification Code field and select from the drop-down menu, the appropriate Rectification Code, e.g. 'Replaced Components', 'Parts Delivered and Installed', 'Fixed Machine' etc.
- 3. Type in a relevant **Comment(s)**.
- 4. Click on **End Work**.

		Close Op	en Work - BPO: Vers	ion 2.1.0.69 - `	TEST ALPHA - JI	UDITH PC LOC	AL		- 🗆	$\times$
	nt and Locations Contract	Finance and HR	. Inventory Main	tenance and Pr	ojects Manufac	turing Procure	ement Sales Service R	Reporting Ut	blities —	₽ X
	Judith Mudzengi		1	F	Prior Work					
Proje	PRJ0000035	Project Assignm	ient Test 1	-						
				-	ParentRef	WOCode	Description	Status	Status	Desc
Work Order	DWO0000266	Project Assignm	ent Test 1		PRJ0000035	DWO0000266	Project Assignment Test 1	0	Open	
Equipment	1	]		*						
Location	Main			4	+ Comment -					*
- Work State	nt O Unresolved		Resolved			2				-
Rectification Code	Parts Delivered and Installed	1								
Comments	Work done, dient happy with	h the work		-	Rectification Cor	nment				-
Nork Started on work orde	r DWQ0000266 on the 18 Ma	ar 2019 at 14:20:3	18.	*						
Open Windows 🕶				-				1	8 Mar 2019	0

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 WITHOUT ASSIGNING TO THE NEXT PERSON

- A Work Process message will be displayed asking you;
  - Do you wish to assign this to the next person?
- Close Open Work BPO: Version 2.1.0.69 TEST ALPHA JUDITH PC LOCAL tome Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities – 🗗 🗴 2 Save Layout Employee Judith Mudzengi Prior Work Proje PR30000035 Project Assignment Test 1 WOCode Description ParentRef Status StatusDeso PRJ0000035 DWO0000266 Project Assignment Test 1 0 Open Work Order DWO0000266 Project Assignment Test 1 Equipment Po you wish to assign this to the next person? Location Main Work State Yes No O Unresolved Client O Unresolved Rectification Code Parts Delivered and Installed -Comments Work done, client happy with the work Rectification Comment rk Started on work order DWO0000266 on the 18 Mar 2019 at 14:20:38 18 Mar 2019 Open Windows 🕶
- Click on No.

- The Close Open Work Screen will close.
- The Time Logging Express Screen will be displayed.
- Note 1: In this example, the End Work button is now inactive (greyed out). However, sometimes the Start Work button will be greyed out while the End Work button is not.
- Note 2: In this example, the work status description notes that work was ended. However, sometimes the work status message will display as Work <u>started</u> on work order [] on the [] - even if work has been ended.



Ŧ			Time Loggin	g Express - E	3PO: Version 2.1.0.69 - TE	T ALPHA - JUDIT	TH PC LOCAL				S-		2
Home Equipmen	nt and Locations	Contract	Finance and HR	Inventory	Maintenance and Project	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	B
End Work	nt	1											
rocess J Prin	Judith Mudzengi		•										
Call		•			* *								
Work Order	DWO0000266	٠	Project Assignm	ient Test 1	~								
Equipment		1	1		*								
Location	Main		<i>3</i> .		÷.								
worked on the 18 M	ar 2019 ending at	14:51:38.			*								
			2										

#### END WORK AND ASSIGN TO THE NEXT PERSON

In the Close Open Work screen.

- A Work Process message will be displayed;
  - Do you wish to assign this to the next person?
- Click on Yes.



End Work Save Layor			e Open Work - BPO: Version 2 Inventory Maintenance and				ent Sales Se	rvice Repo		- 8 ×
Process a Format	Abigail Milne		]	Prior	Work					
Proj	¢ PR30000071	SP240 New Dea	al	Pa	arentRef	WOCode	oup by that colu Description	Status	StatusDesc	Rectificatio.
Work Order	WO0001668	SP240 New Dea	al.	PF	RJ0000071	WO0001746 WO0001668 WO0001593	SP240 New SP240 New Contract Cl	0	Open Open Open	Î
Equipment				PF	RJ0000071	WO0001313 WO0000286	Retest issu WS - Weekl	0	Open Open	
Location	Main			PF	RJ0000071	WO0000206 WO0000206 WO0000205	SP240-2 SP240-2 SP240-1	0	Open Open Completed	Parts on
O Unresolved Cliv		blved	Resolved			WO0000205 WO0000205	SP240-1 SP240-1 -	M	Completed Completed	Parts on Parts on
Comments		delivery	Work Process		o assign thi	is to the next p	erson?			*
Work Started on work ord	ler WO0001668 on the 1	5 Apr 2019 at 19:31:16			1	les	No			¥

The Project (or Call) Assignment screen will be displayed.

• **Assigned To**: Click on the drop-down arrow in this field.



			Proi	iect Assign	ment · Refer	ence No	· PR 1000	0071 - RPO-	Version 2.1.0.6	) - Example Cor	onany						X
bpo	ent and	locations		-						g Procurement		Service	Reporting	Utilities		문	x
and the second		LOCUTIONS	Conduct	Finance an	arec inven	cory me		e and i rojece	5 Pick of Contractor in	ig in rocurement	Jaica	Dervice	reporting	Ouroca			
	Z																
Save Back Save	e Layou	t															
Process a For	mat	4															
Assigned To	-			Ŧ													
	SP240	New Deal.					-										
Detail	36240	New Deals						~									
			1.1														
Assignment Date	1		12:10:3	33 🗘													
Assigned By	Abigail	Milne		•													
	Funct	ional Loca	ition 🥥	Equ	ipment 🔘												
Item	Main																
Location	Main							ah. "									
	Creat	e new Woi	rk Order	L.I.,													
Open Work Orders								1									
			Code	Descript													
		530/03	0001593		t Closure - CO			-									
			0000205		L - Machine In			0									
		WO	0000206	SP240-2	2 - Network se	etup - tes	st ed	7									
Open Windows 🔻														29 May	2019	÷.	

- 1. The Name menu will be displayed.
- 2. Select from this list, the **person** you wish to assign this to.



			P				000071 000	V : 210.00	E L C				20-	-		X
bpo						CONCERNING OF CONCERNING	NE COLONIA DE LA COLONIA DE	Version 2.1.0.69								20234
a second s		Location	is Contract	Finance and HR	Inventory	Maintenar	nce and Project	s Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	P	х
	2				-											
	Layou	t			1											_
					F											
Process a For	mat	4		/												_
Assigned To																
	ID	M Name	2	*												
Detail		Abigail N		1												
		Belinda : Bianca D	Sharman Du Toit													
	7	Carolina	Lourens													
		Chris Ha Jade Riv					Ŧ									
Assignment Date		Joel Jan	nes	*	2											
Assigned By	×			11.	2											
	Funct	ional Lo	ocation (a)	Equipm	ent O											
Item																
Location																
Location	PACIET						-									
	Creat	e new V	Nork Order													
Open Work Orders	sgruo e															
open non orders			header here		alumn	/	4									
		tana i	VOCode	Description												
			VO0001593		sure - CO000		â									
			VO0000205 VO0000206		achine Installa etwork setup		0									
		V	VUUUUU206	5P240-2 - IN	etwork setup	- test ed										
														267.5		
Open Windows 🔻													29 May	2019	4	11.

- **Detail**: This will auto populate but you can edit the text, if required.
- Assignment Date: This will auto populate with the current date and time.
  - **Date**: You can either type in or click on the drop-down arrow and use the calendar function to select an alternative date, if required.
  - **Time**: You can either type in or use the directional arrows to select an alternative time, if required.
- Assigned By: This will auto populate with the person currently logged on to the system but you can click on the drop-down arrow and select an alternative person, if required.



- Functional Location or Equipment: This will populate depending on whether the call, project or work order selected, is linked to a location or a machine.
- Item and Location: This will populate depending on whether the call, project or work order selected, is linked to a location or a machine.

Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities Utilities Image: Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities Image: Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting Utilities Image: Contract Finance <th>x</th>	x
Save Bock Save Layout Process Format  Assigned To Belinda Sharman  Detail SP240 New Deal.  Assignment Date 30 May 2019  12:10:33  Assigned By Abigal Mine  Functional Location  Equipment  Item Main	
Detail       SP240 New Deal.         Assignment Date       30 May 2019 •         Assigned By       Abigal Mine         Functional Location @       Equipment ©         Item       Main	
Detail       SP240 New Deal.         Assignment Date       30 May 2019 •         Assigned By       Abigal Mine         Functional Location @       Equipment ©         Item       Main	
Assignment Date 30 May 2019  12:10:33 Assigned By Abigal Mine Functional Location  Equipment Item Main	
Assigned By Abigail Milne   Functional Location  Equipment  Hain	
Functional Location (a)     Equipment ()       Item     Main	
Item Main	
Location Main	
Create new Work Order	
Open Work Orders Drag a column header here to group by that column	
WOCode Description	
▶ W00001593 Contract Closure - C0000009	
WO0000205 SP240-1 - Machine Installations	
WO0000206 SP240-2 - Network setup - test ed *	
Open Windows ▼ 29 May 2019	

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

## **CREATE NEW WORK ORDER**

- Tick the Create new Work Order check box to create a new work order that you will assign to the selected person.
- 2. Click on Save.



	Ŧ			Proie	ect Assignm	ent · Ref	erence		0071 - BDO-1	/ersion 2.1.0.69	- Example Com	0.201/						X
bpo 0	CARK .	nent and Lor	ations C	-	_					Manufacturing			Service	Departing	Utilitiae	_	8	x
			auons ci	Unadec	Thatice and	187 1110	entor y	maintenance	e anu ri ojecis	Manufacturing	Procuremente	Jaies	3er vice	Reporting	Oundes	-	Ind	
Save	Back Sav	ve Layout																
		2																
Proces	ss "Fo	ormat																
	Assigned To	Belinda Sh	narman		•													
	Detail	SP240 Net	w Deal.															
									w.									
Assig	gnment Date	30 May 20	019 🔻	13:48:3	18 🗘													
	Assigned By	Abigail Mile	ne		•													
		Function	nal Locatio	ion 🎯	Equi	oment (	C											
	Item	Main																
	Location	Main						3										
							-		7									
		Create n	ew Work	Order		_	1											
Open	Work Orders	Drag a co																
			WOCo	de	Descripti	n												
				01668	SP240 Ne	10.11.000.0000			*									
			WOOD	01746	SP240 Ne	w Deal.			0									
Open Wi	ndows <del>•</del>														29 May	2019	4	

You will return to the **Time Logging Express** screen.

- The Start Work button will be greyed out while the End Work button is not.
- The work status message may display as Work <u>started</u> on work order [] on the [], even if work was ended.
- 3. Exit the screen.



		Time Logging Exp	ress - BPO: Version 2.1.0.69	) - Example Con	npany			80000	
Home Equipment	nt 1	ance and HR Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales Se	rvice Reporting	Utilities	3
Employee	Abigail Milne	×							
Call	•		4						
Work Order	WO0001668 •	SP240 New Deal.	*						
Equipment									
Location	Main	9							
rk Started on work or	der WO0001668 on the 30 May	2019 at 13:46:43.	· · · · ·		2				
n Windows <del>*</del>								29 May 2	1019

You will return to the **Ticket Maintain** screen.

• Exit this screen.



<b>→</b> <sup>∓</sup>			Ticket	Maintain - E	3PO: Vers	ion 2.1.	0.69 - E	xample Co	mpany				25-25		$\times$
Home Equipme	nt and Locations	Contract Fina	ance and HR Ir	ventory Ma	aintenance	e and Pr	ojects	Manufactu	ring Procurem	ent Sales	Service	Repor	ting Utilities	- 1	₽ X
Time Entry Complete Work	Add New Clor Ticket Tick	se Refresh	Save Layo	ut Workspa	ices										
Process "	Ticket	. Current	a Fi	ormat											
SP240 New Deal.								-	wo	Code WO	0001668				
									W0 Refer	ence PRJ	0000071				
									WO Create	Date 201	8/05/24		•		
										ority 2					
									wo	Type DR					
									Work Order	Custome	er Proje	set			
Ticket Thread							Work	Order Not							<b>—</b> #
Enter text to search			•	Find	Clear		Draga						/		
chief text to search				гни	Ciedi		No	te		Dat	e	Time	CreateDate	Amen	dDate
	<b>Q</b> 1 (?)	F					9								
Assigned To: Abigail Mile	ne   Assigned By	Abigail Milne (Cre	eated: 2018/05/	24)		^ ^	*								
SP240 New D	eal.														
						-	4 =								) F
Open Windows 🔻													29 May 3	2019	

You will return to the My Tickets screen.

• Here you can view the **new work order**.



Drag a column header here to group by that column           CalReference         WOCode         Description         Priority         Note         CreateBut         CreateBy         AssignedTo           PRJ0000283         W00001604         Site Inspection required         2         Machine Installation         2018/10/29         Abigail Hilne         Theo Peterson           PRJ00000278         W00001687         Return machine from co         2         Return all from sho         2018/07/24         Abigail Hilne         Theo Peterson           PCN0000026         PW0000064         3H5 - 3 Honth Service         2         Scheduled Service         2018/08/07         Abigail Hilne         Bianca Du Toit           PCN0000027         PW00000084         TT003 - Nonthly - Call p         2         Scheduled Service         2018/08/07         Abigail Hilne         Belinda Sharman           PRJ0000021         W00001746         SP240 New Deal.         2         SP240 New Deal.         2019/04/12         Theo Peterson         Abigail Hilne         Belinda Sharman           PRJ0000301         W00001751         Installation Project 1         2         Installation Project 4         2019/04/12         Abigail Hilne         Belinda Sharman           PRJ0000305         W00001757         Installation Project 5         2	[	Edit Complete Work	Save Layout	Ŧ	efresh	Export			
PRJ0000283         W0001604         Site Inspection required         2         Machine Installation         2018/10/29         Abigail Hilne         Theo Peterson           CN0000578         W00001687         Return machine from co         2         Return all from sho         2018/07/24         Abigail Hilne         Theo Peterson           PCN0000026         PW0000064         3HS - 3 Month Service         2         Scheduled Service         2018/08/07         Abigail Hilne         Bianca Du Toit           PCN0000027         PW0000084         TT003 - Monthhy - Call p         2         Scheduled Service         2018/08/07         Abigail Hilne         Belinda Sharman           CN0000582         W0001764         TT009 - Daily, Mono 100         2         Scheduled Service         2018/08/07         Abigail Hilne         Belinda Sharman           PRJ0000071         W00001754         SP240 New Deal.         2         SP240 New Deal.         2019/04/12         Abigail Hilne         Belinda Sharman           PRJ0000301         W00001751         Installation Project 1         2         Installation Project 1         2019/04/12         Abigail Hilne         Belinda Sharman           PRJ0000304         W00001754         Installation Project 4         2         Installation Project 4         2019/04/12         Abigail Hilne		ag a column head							
PRJ0000283         W0001604         Site Inspection required         2         Machine Installation         2018/10/29         Abigail Hilne         Theo Peterson           CN0000578         W00001687         Return machine from co         2         Return all from sho         2018/07/24         Abigail Hilne         Theo Peterson           PCN0000026         PW0000064         3H5 - 3 Month Service         2         Scheduled Service         2018/08/07         Abigail Hilne         Bianca Du Toit           PCN0000027         PW0000084         TT003 - Monthly - Call p         2         Scheduled Service         2018/08/07         Abigail Hilne         Belinda Sharman           CN0000582         W00001764         TT009 - Daily, Mono 100         2         Scheduled Service         2018/08/07         Abigail Hilne         Belinda Sharman           PRJ0000071         W00001751         Installation Project 1         2         Sp240 New Deal.         2019/04/12         Theo Peterson         Abigail Hilne         Belinda Sharman           PRJ00000301         W00001751         Installation Project 4         2         Installation Project 4         2019/04/12         Abigail Hilne         Belinda Sharman           PRJ0000305         W00001754         Installation Project 5         2         Installation Project 5         2		CallReference	WOCode	Description	Priority	Note	CreateDate	CreateBy	AssignedTo
CN0000578W00001687Return machine from co2Return all from sho2018/07/24Abigail HilneTheo PetersonPCN0000026PW00000643H5 - 3 Month Service2Scheduled Service2018/08/07Abigail HilneBianca Du ToitPCN0000027PW0000084TT003 - Monthly - Call p2Scheduled Service2018/08/07Abigail HilneBelinda SharmanCN0000582W0001764TT009 - Daily, Mono 1002Scheduled Service2018/08/07Abigail HilneBelinda SharmanPR30000071W00001754SP240 New Deal.2SP240 New Deal.2019/04/12Theo PetersonAbigail HilnePR30000304W0001751Installation Project 12Installation Project 32019/04/12Abigail HilneBelinda SharmanPR30000355W00001757Installation Project 52Installation Project 52019/04/12Abigail HilneBelinda SharmanPR30000365W00001757Installation Project 52Installation Project 52019/04/12Abigail HilneBelinda Sharman	1								
PCN0000026     PW00000064     3H5 - 3 Honth Service     2 Scheduled Service     2018/08/07     Abigail Milne     Bianca Du Toit       PCN0000027     PW00000084     TT003 - Monthly - Call p     2 Scheduled Service     2018/08/07     Abigail Milne     Belinda Sharman       CN00000582     W00001544     TT009 - Daily, Mono 100     2 Scheduled Service     2018/08/07     Abigail Milne     Belinda Sharman       PR30000071     W00001765     SP240 New Deal.     2 SP240 New Deal.     2019/04/12     Theo Peterson     Abigail Milne       PR30000301     W00001751     Installation Project 1     2019/04/12     Abigail Milne     Belinda Sharman       PR30000304     W00001754     Installation Project 4     2 Installation Project 5     2019/04/12     Abigail Milne     Belinda Sharman       PR30000305     W00001757     Installation Project 5     2019/04/12     Abigail Milne     Belinda Sharman		Contraction Contraction	a second seco		1	and the state of the state of the state of the state of the	The state of the state of the	and the second se	
PCN0000027     PW00000084     TT003 - Monthly - Call p     2     Scheduled Service     2018/08/07     Abigail Milne     Belinda Sharman       CN0000582     W00001694     TT009 - Daily, Mono 100     2     Scheduled Service     2018/08/07     Abigail Milne     Belinda Sharman       PRJ0000071     W00001765     SP240 New Deal.     2     SP240 New Deal.     2019/04/12     Theo Peterson     Abigail Milne       PRJ0000301     W00001751     Installation Project 1     2     Installation Project 1     2019/04/12     Abigail Milne     Belinda Sharman       PRJ0000304     W00001754     Installation Project 4     2     Installation Project 5     2019/04/12     Abigail Milne     Belinda Sharman       PRJ0000305     W00001757     Installation Project 5     2     Installation Project 5     2019/04/12     Abigail Milne     Belinda Sharman								-	
CN0000582         W00001694         TT009 - Daily, Mono 100         2         Scheduled Service         2018/08/07         Abigail Milne         Belinda Sharman           PR30000071         W00001766         SP240 New Deal.         2         SP240 New Deal.         2019/04/12         Theo Peterson         Abigail Milne           PR30000301         W00001751         Installation Project 1         2         Installation Project 1         2019/04/12         Abigail Milne         Belinda Sharman           PR30000304         W00001754         Installation Project 4         2         Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman           PR30000305         W00001757         Installation Project 5         2         Installation Project 5         2019/04/12         Abigail Milne         Belinda Sharman							and the second second second second	and the second second second second	
PR30000071         W00001746         SP240 New Deal.         SP240 New Deal.         2019/04/12         Theo Peterson         Abigail Hilne           PR30000301         W00001751         Installation Project 1         2 Installation Project 1         2019/04/12         Abigail Milne         Belinda Sharman           PR30000304         W00001754         Installation Project 4         2 Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman           PR30000305         W00001757         Installation Project 5         2 Installation Project 5         2019/04/12         Abigail Milne         Belinda Sharman									
PRJ0000301         W00001751         Installation Project 1         2         Installation Project 1         2019/04/12         Abigail Milne         Belinda Sharman           PRJ0000304         W00001754         Installation Project 4         2         Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman           PRJ0000305         W00001757         Installation Project 5         2         Installation Project 5         2019/04/12         Abigail Milne         Belinda Sharman									
PRJ0000304         W00001754         Installation Project 4         2 Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman           PRJ0000305         W00001757         Installation Project 5         2 Installation Project 5         2019/04/12         Abigail Milne         Belinda Sharman							a second constraints approved		PADE CONTRACTOR
PRJ0000305 W00001757 Installation Project 5 2 Installation Project 5 2019/04/12 Abigail Milne Belinda Sharman								The second second second second	
	1								

#### **SELECT EXISTING OPEN WORK ORDER**

Instead of creating a <u>new</u> work order for the person you wished to assign the work order to, you could select an <u>existing</u> open work order to assign.

- Note: You <u>cannot</u> choose a work order that was previously assigned to someone.
- In the Close Open Work screen, select Yes in the Work Process message box.



Home Equipme Control Control			e Open Work - BPO: Versio Inventory Maintenance a				ent Sales Se	ervice Rep	—	
	Abigail Milne		7.	L b	rior Work					
	PR30000071	SP240 New De	al.		a column he					
				-	ParentRef	WOCode	Description	Status	StatusDesc	Rectificatio
	1000001000	SP240 New De	1		PRJ0000071	WO0001771	SP240 New	0	Open	-
Work Order	WO0001668	SP240 NEW DE	31,	÷.	PR30000071	WO0001746	SP240 New	0	Open	
				*	PRJ0000071	WO0001668	SP240 New	м	Completed	Awaiting
Equipment					PRJ0000071	WO0001668	SP240 New	м	Completed	Awaiting
				-	PR30000071	WO0001668	SP240 New	м	Completed	Awaiting
Location	Main				PRJ0000071	WO0001668	SP240 New	M	Completed	Awaiting
Location	Preserve and a second s			-	PR30000071	WO0001668	SP240 New	м	Completed	Awaiting
Work State		Work P	rocess			001668	SP240 New	м	Completed	Awaiting
O Unresolved Clie	nt 🔘 Unresoly	ved				0001668	SP240 New	м	Completed	Awaiting
		- 0	Do you wish to assign t	his to th	e next person?	100 1668	SP240 New	м	Completed	Awaiting
Rectification Code	Parts Requirement					_		ar-		1.462
Comments	Awaiting specific parts d	Cave y.		Yes	No No	nment				-

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

- 1. Click on the **check box** in front of the **open work order** that you wish to assign on to the **assignee**.
- 2. Click on Save.



	Ŧ			Project /	Assignment	: Reference	No. : PRJ000	00071 - BPO: \	/ersion 2.1.0.69 -	Example Com	pany			200			×
0	Home Equi	pment and Loca	tions Contr	act Fina	ance and HR	Inventory	Maintenanc	e and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	Ð	х
Save Proce		iave Layout															
1		Bianca Du T ail SP240 New	1967-0		•			*									
Assi		te 30 May 201 By Abigail Milne	1	5:10:20	÷ •												
	Ite	Functiona m Main	l Location (	0	Equipmo	ent 🔘											
	Locatio	on Main						* *									
		Create ne	w Work Ord	ler 🗌													
Open	Work Orde	<b>rs</b> Orag a colu	mn header h	ere to gro	oup by that c	olumn	-/	1									
			WOCode	ſ	Description												
			WO000166		SP240 New D			*									
		•	WO000174		SP240 New D			0									
			WO00017	71 9	SP240 New D	eal.		*									
Open W	/indows 🔻													29 May	2019	-4 	11.

The **Project** or **Call Assignment** screen will close and you will return to the **Time Logging Express** screen.

- 1. You will note that the **Start Work** button is 'inactive' (greyed out) but the **End Work** button is 'active'.
- 2. The Work Status text box may display "Work started....."
- 3. Exit the screen.



		Tim	e Logging Exp	ress - BPO: Versio	n 2.1.0.69 - E	xample Con	npany				20 <b>-</b> 20	
Home Equipmen	it and Locations Contr	act Finance and H	R Inventory	Maintenance and	Projects Ma	nufacturing	Procurement	Sales	Service	Reporting	Utilities	- 8
art End Work	int											3
Process " Prin	it 🦼 🔍											<u> </u>
Employee	Abigail Milne	•										
Call		•										
	1				*							
Work Order	WO0001746	✓ SP240 Nev	v Deal.									
Equipment												
cquipment					-							
Location	Main	10 10			-							
					*							
/ork Started on work or	der WO0001668 on the	30 May 2019 at 13	:46:43.									
T					-							
<u> </u>												
2												
2												
2												
2												
2												
2												

You will return to the **Ticket Maintain** screen.

• Exit this screen.



Ticket Maintain - BPO: Version 2.1.	0.69 - Example Con	npany			1000		×
Home       Equipment and Locations       Contract       Finance and HR       Inventory       Maintenance and Prince         Image: Add New       Cose       Cose       Refresh       Save Layout       Workspaces         Process       Ticket       Current       Format	ojects Manufacturi	ng Procurement	Sales :	Service Re	porting Utilities	1	日 X
Process a Ticket a Current a Format a		WO Code WO Reference WO Create Date WO Priority WO Type Work Order Cu	PRJ000 2019/0 2	00071	•		
Ticket Thread	Work Order Note	5					<b>—</b> 4
Enter text to search       Find       Clear         Image: State of the search	Note		Date	Time	CreateDa	te Amen	idDate
⊃ Open Windows マ	4 🧠				29 Ma	y 2019	

You will return to the My Tickets screen.

• Her you can view the **open work order** that has been assigned on.



Process A Format A Current Export A Drag a column header here to group by that column						Export	Refresh	Vorkspaces Save Filter R	Save Layout	it Complete
CallReference         WOCode         Description         Priority         Note         CreateDate         CreateBy         AssignedTo         Status         Read           PRJ0000283         W0001604         Site Inspection required         2         Machine Installation         2018/07/24         Abigail Hilne         Theo Peterson         N         No           PRJ0000263         W00001667         Return machine from co         2         Return all from sho         2018/07/24         Abigail Hilne         Theo Peterson         N         No           PCN0000026         PW0000064         3H5 - 3 Month Service         2         Scheduled Service         2018/08/07         Abigail Hilne         Bleinda Sharman         N         No           PCN0000027         PW00000084         TT003 - Monthly - Call p         2         Scheduled Service         2018/08/07         Abigail Hilne         Belinda Sharman         N         No           PRJ0000071         W00001764         TT009 - Daily, Mono 100         2         Scheduled Service         2018/08/07         Abigail Hilne         Belinda Sharman         N         No           PRJ0000071         W00001765         SP240 New Deal         2         SP240 New Deal         2019/05/30         Abigail Hilne         Belinda Sharman         N<						Export _	irrent 🚽	Format _ Cu		
PR30000283         W0001604         Site Inspection required         2         Machine Installation         2018/10/29         Abigal Milne         Theo Peterson         N         No           PR30000283         W00001604         Site Inspection required         2         Machine Installation         2018/10/29         Abigal Milne         Theo Peterson         N         No           CK0000026         PW0000064         3H5 - 3 Month Service         2         Scheduled Service         2018/08/07         Abigal Milne         Bianca Du Toit         N         No           PCN0000026         PW0000064         TT003 - Monthhy - Call p         2         Scheduled Service         2018/08/07         Abigal Milne         Belinda Sharman         N         No           PR3000071         W00001647         TT009 - Daily, Mono 100         2         Scheduled Service         2018/08/07         Abigal Milne         Belinda Sharman         N         No           PR3000071         W00001746         SP240 New Deal         2         SP240 New Deal         2019/05/30         Abigal Milne         Belinda Sharman         N         No           PR30000301         W00001754         Installation Project 1         Z         Installation Project 1         2         Installation Project 4         2019/04/12										
PRJ0000283         W0001604         Site Inspection required         2         Machine Installation         2018/10/29         Abigail Hilne         Theo Peterson         N           CN0000578         W00001687         Return machine from co         2         Return all from sho         2018/07/24         Abigail Hilne         Theo Peterson         N         No           PCN0000026         PW0000064         3H5 - 3 Month Service         2         Scheduled Service         2018/08/07         Abigail Hilne         Bianca Du Toit         N         No           PCN0000027         PW0000064         TT003 - Monthly - Call p         2         Scheduled Service         2018/08/07         Abigail Hilne         Belinda Sharman         N         No           PCN00000582         W00001764         TT009 - Daily, Mono 100         2         Scheduled Service         2018/08/07         Abigail Hilne         Belinda Sharman         N         No           PRJ0000071         W00001751         Installation Project 1         2         SP240 New Deal.         2019/05/30         Abigail Hilne         Belinda Sharman         N         No           PRJ00000301         W00001751         Installation Project 1         2019/04/12         Abigail Hilne         Belinda Sharman         N         No	s Read Custom	Status	AssignedTo	CreateBy	CreateDate	Note	Priority	Description	WOCode	CallReference
CN0000578         W00001687         Return machine from co         2         Return all from sho         2018/07/24         Abigail Milne         Theo Peterson         N         No           PCN0000026         PW0000064         3H5 - 3 Month Service         2         Scheduled Service         2018/08/07         Abigail Milne         Bianca Du Toit         N         No           PCN0000027         PW0000064         TT003 - Monthly - Call p         2         Scheduled Service         2018/08/07         Abigail Milne         Belinda Sharman         N         No           PCN00000582         W00001764         TT009 - Daily, Mono 100         2         Scheduled Service         2019/05/30         Abigail Milne         Belinda Sharman         N         No           PRJ0000071         W00001751         Instaliation Project 1         2019/05/30         Abigail Milne         Belinda Sharman         N         No           PRJ0000301         W00001751         Instaliation Project 1         2019/05/30         Abigail Milne         Belinda Sharman         N         No           PRJ0000301         W00001754         Instaliation Project 4         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PRJ0000305         W00001757         Instaliation Project 5 </td <td></td>										
PCN0000026         PW00000064         3H5 - 3 Month Service         2         Scheduled Service         2018/08/07         Abigail Milne         Bianca Du Toit         N         No           PCN0000027         PW0000084         TT003 - Monthly - Call p         2         Scheduled Service         2018/08/07         Abigail Milne         Belinda Sharman         N         No           CM0000582         W0001754         TT009 - Daily, Mono 100         2         Scheduled Service         2019/05/30         Abigail Milne         Belinda Sharman         N         No           PRJ0000071         W00001754         Tstallation Project 1         2019/05/30         Abigail Milne         Bianca Du Toit         N         No           PRJ0000301         W00001754         Installation Project 1         2019/05/30         Abigail Milne         Belinda Sharman         N         No           PRJ0000304         W00001754         Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PRJ0000305         W00001757         Installation Project 5         2019/04/12         Abigail Milne         Belinda Sharman         N         No	No HOPOO	N	Theo Peterson	Abigail Milne	2018/10/29	Machine Installation	2	Site Inspection required	W00001604	PRJ0000283
PCN0000027         PW0000084         TT003 - Monthly - Call p         2         Scheduled Service         2018/08/07         Abigail Milne         Belinda Sharman         N         No           CN0000582         W00001694         TT009 - Daily, Mono 100         2         Scheduled Service         2018/08/07         Abigail Milne         Belinda Sharman         N         No           PR30000071         W00001765         SP240 New Deal.         2         SP240 New Deal.         2019/05/30         Abigail Milne         Bianca Du Toit         N         No           PR30000301         W00001751         Installation Project 1         2         Installation Project 1         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PR30000304         W00001754         Installation Project 4         2         Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PR30000305         W00001757         Installation Project 5         2         Installation Project 5         2019/04/12         Abigail Milne         Belinda Sharman         N         No	No HOPOO	N	Theo Peterson	Abigail Milne	2018/07/24	Return all from sho	2	Return machine from co	W00001687	N0000578
CN0000582         W00001694         TT009 - Daily, Mono 100         2         Scheduled Service         2018/08/07         Abigail Milne         Belinda Sharman         N         No           PRJ0000071         W0001746         SP240 New Deal.         2         SP240 New Deal.         2019/05/30         Abigail Milne         Bianca Du Toit         N         No           PRJ00000301         W00001751         Installation Project 1         2         Installation Project 1         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PRJ0000304         W00001754         Installation Project 4         2         Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PRJ0000305         W00001757         Installation Project 5         2         Installation Project 5         2019/04/12         Abigail Milne         Belinda Sharman         N         No	No SAMO	N	Bianca Du Toit	Abigail Milne	2018/08/07	Scheduled Service	2	3MS - 3 Month Service	PW00000064	PCN0000026
PR30000071         W00001746         SP240 New Deal.         2         SP240 New Deal.         2019/05/30         Abigail Milne         Bianca Du Toit         N         No           PR30000301         W00001751         Installation Project 1         2         Installation Project 1         2019/04/12         Abigail Milne         Beinda Sharman         N         No           PR30000304         W00001754         Installation Project 4         2         Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PR30000305         W00001757         Installation Project 5         2         Installation Project 5         2019/04/12         Abigail Milne         Belinda Sharman         N         No	No SAMO	N	Belinda Sharman	Abigail Milne	2018/08/07	Scheduled Service	2	TT003 - Monthly - Call p	PW00000084	CN0000027
PR30000301         W00001751         Installation Project 1         2         Installation Project 1         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PR3000304         W00001754         Installation Project 4         2         Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PR3000305         W00001757         Installation Project 5         2         Installation Project 5         2019/04/12         Abigail Milne         Belinda Sharman         N         No	No HOPOO	N	Belinda Sharman	Abigail Milne	2018/08/07	Scheduled Service	2	TT009 - Daily, Mono 100	W00001694	N0000582
PR20000304         W00001754         Installation Project 4         2         Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman         N         No           PR3000305         W00001757         Installation Project 5         2         Installation Project 5         2019/04/12         Abigail Milne         Belinda Sharman         N         No	No TIA00	N	Bianca Du Toit	Abigail Milne	2019/05/30	SP240 New Deal.	2	SP240 New Deal.	W00001746	PRJ0000071
PRJ0000305 W00001757 Installation Project 5 2 Installation Project 5 2019/04/12 Abigail Milne Belinda Sharman N No	No HOPOO	N	Belinda Sharman	Abigail Milne	2019/04/12	Installation Project 1	2	Installation Project 1	W00001751	PRJ0000301
	No HOPOO	N	Belinda Sharman	Abigail Milne	2019/04/12	Installation Project 4	2	Installation Project 4	W00001754	PRJ0000304
PRJ0000071         W00001771         SP240 New Deal.         2         SP240 New Deal.         2019/05/30         Abigail Milne         Theo Peterson         N         No	No HOP00	N	Belinda Sharman	Abigail Milne	2019/04/12	Installation Project 5	2	Installation Project 5	W00001757	PRJ0000305
	No TIA00	N	Theo Peterson	Abigail Milne	2019/05/30	SP240 New Deal.	2	SP240 New Deal.	W00001771	PRJ0000071

## **VIEW UPDATED TICKET THREAD**

- Select the **ticket** that you have just re-assigned.
- Click on **Edit** .



Page a column header here to group by that column         CallReference       WOCode       Description       Priority       Note       CreateDate       CreateBy       AssignedTo         PRJ0000283       W00001604       Site Inspection required       2       Machine Installation       2018/10/29       Abigail Milne       Theo Peterson         PRJ00000268       W00001687       Return machine from co       2       Return all from sho       2018/07/24       Abigail Milne       Theo Peterson         PCN0000026       PW0000064       3H5 - 3 Month Service       2       Scheduled Service       2018/08/07       Abigail Milne       Bianca Du Toit         PCN0000027       PW0000064       T1003 - Monthly - Call p       2       Scheduled Service       2018/08/07       Abigail Milne       Belinda Sharman         PRJ0000027       W00001644       T009 - Daily, Mono 100       2       Scheduled Service       2018/08/07       Abigail Milne       Belinda Sharman         PRJ0000071       W00001751       Installation Project 1       2       Str240 New Deal       2019/05/30       Abigail Milne       Bianca Du Toit         PRJ0000301       W00001754       Installation Project 4       2       Installation Project 1       2019/04/12       Abigail Milne       Belinda Sharman <tr< th=""><th>E</th><th>dit Complete Work</th><th>Save Layout</th><th>÷</th><th>tefresh</th><th>Export</th><th></th><th></th><th></th><th></th></tr<>	E	dit Complete Work	Save Layout	÷	tefresh	Export				
CN0000578W00001687Return machine from co2Return all from sho2019/07/24Abigail HilneTheo PetersonPC10000026PW00000643M5 - 3 Month Service2Scheduled Service2018/08/07Abigail HilneBianca Du ToitPC10000027PW0000084TT003 - Monthly - Call p2Scheduled Service2018/08/07Abigail HilneBelinda SharmanCN0000582W00001746TT009 - Daily, Mono 1002Scheduled Service2018/08/07Abigail HilneBelinda SharmanPR30000071W00001751Installation Project 12S240 New Deal.2019/05/30Abigail HilneBelinda SharmanPR30000301W0001751Installation Project 42Installation Project 12019/04/12Abigail HilneBelinda SharmanPR30000305W00001757Installation Project 42Installation Project 52019/04/12Abigail HilneBelinda SharmanPR30000305W00001757Installation Project 52Installation Project 52019/04/12Abigail HilneBelinda SharmanPR30000305W00001757Installation Project 52Installation Project 52019/04/12Abigail HilneBelinda Sharman					Priority	Note	CreateDate	CreateBy	AssignedTo	
CN0000582         W00001694         TT009 - Daily, Mono 100         2         Scheduled Service         2018/08/07         Abigail Hilne         Belinda Sharman           PRJ0000071         W00001766         SP240 New Deal.         2         SP240 New Deal.         2019/05/30         Abigail Hilne         Belinda Sharman           PRJ0000301         W00001751         Installation Project 1         2         Installation Project 1         2019/04/12         Abigail Milne         Belinda Sharman           PRJ0000304         W00001754         Installation Project 4         2         Installation Project 4         2019/04/12         Abigail Milne         Belinda Sharman           PRJ0000305         W00001757         Installation Project 5         2         Installation Project 5         2019/04/12         Abigail Milne         Belinda Sharman		CN0000578 PCN0000026	W00001687 PW00000064	Return machine from co 3MS - 3 Month Service		<ul><li>2 Return all from sho</li><li>2 Scheduled Service</li></ul>	2018/07/24 2018/08/07	Abigail Milne Abigail Milne	Theo Peterson Bianca Du Toit	
PRJ0000304     W00001754     Installation Project 4     2     Installation Project 4     2019/04/12     Abigail Milne     Belinda Sharman       PRJ0000305     W00001757     Installation Project 5     2     Installation Project 5     2019/04/12     Abigail Milne     Belinda Sharman		CN0000582 PRJ0000071	W00001694 W00001746	TT009 - Daily, Mono 100 SP240 New Deal.		2 Scheduled Service 2 SP240 New Deal.	2018/08/07 2019/05/30	Abigail Milne Abigail Milne	Belinda Sharman Bianca Du Toit	
PRJ0000071 W00001771 SP240 New Deal. 2 SP240 New Deal. 2019/05/30 Abigail Milne Theo Peterson	1	PRJ0000304	W00001754	Installation Project 4		2 Installation Project 4	2019/04/12	Abigail Milne Abigail Milne	Belinda Sharman Belinda Sharman	
		PRJ0000071	W00001771	SP240 New Deal.		2 SP240 New Deal.	2019/05/30	Abigail Milne	Theo Peterson	
									1	

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

- In the **Ticket Thread** frame, you can see that there are now **2** tickets in the thread, the one assigned to yourself and the one you have assigned on to another person.
- **Exit** the screen.



Work Ticket   Process   Ticket   Carrent   Format     W0 Code   W00001746   W0 Reference   R2000071   W0 Create Date   D19/04/12   W0 Priority   Z     W0 Code   W0 Priority   Z     W0 Code   W0 Priority   Z     W0 Priority   Z     Work Order     Work Order     Vork Order <th></th> <th></th> <th></th> <th>Ticket Maintain - BPC</th> <th>): Version 2.1</th> <th>.0.69 - Example Co</th> <th>mpany</th> <th></th> <th></th> <th>10-10</th> <th></th>				Ticket Maintain - BPC	): Version 2.1	.0.69 - Example Co	mpany			10-10	
The Entry Complete Wek Add New Oose Todat   Process Todat   SP240 New Desl.   SP240 New Desl.     The Entry Complete Wok   Work Order Lottome Project   Work Order To: Banca Du Tott   Assigned By :Abigal Mine (Created: 2019)05/20)     SP240 New Desl.     SP240 New Desl.     Table:     SP240 New Desl.     SP240 N	Home Equipme	nt and Locations Cor	ntract Finance and	HR Inventory Mainte	enance and P	rojects Manufactur	ring Procurement	Sales S	ervice Repo	rting Utilities	- 8 ×
Work Ticket   Process   Ticket   Current   Format     W0 Code   W00001746   W0 Reference   R0000071   W0 Create Date   D19/04/12   W0 Priority   Z     W0 Code   W0 Priority   Z     W0 Code   W0 Priority   Z     Work Order     Work Order     Note     Date   TreateDate   SP240 New Deal.	ii 🕢	🔂 😢		2							1
Process Ticket Current Format SP240 New Deal. Wo Code W00001746 Wo Create Date 2019/04/12 Wo Create Date 2019/04/12 Work Order Toter to group by that column Note Ticket Thread Enter text to search Find Clear Note Date Time CreateDate AmendDate SP240 New Deal. Assigned To: Abigai Mine (Assigned By :Theo Peterson (Created: 2019/05/30) SP240 New Deal. Assigned To: Abigai Mine [ Assigned By :Theo Peterson (Created: 2019/05/12) SP240 New Deal.	Time Entry Complete		Refresh Sa	ive Layout Workspaces							
W0 Code w00001746 W0 Reference PR3000071 W0 Create Date 2019/04/12 W0 Priority 2 W0 Type DR Work Order Lustomer Project Tricket Thread Enter text to search Enter text to search Find Clear Cose a colum header here to group by that colum Note Date Time CreateDate AmendDate S2240 New Deal.			Current "	Format	*						2
Wo Create Date 2019/04/12   WO Priority 2   Work Order Oustomer   Project Work Order   Work Order Oustomer   Project Project     Vorke Order Note     Project     Note     Date     Time     Oragia     Control     Stabled     Sp240 New Deal.     Sp240	SP240 New Deal.					- A	W0 Code	WO000	1746		
WO Priority 2 Wo Type R Work Order Customer Project Work Order Notes • • • • • • • • • • • • • • • • • • •							WO Reference	PRJ000	0071		
Wo Type   Ticket Thread     Enter text to search     Find     Drag a column header here to group by that column     Note     Date     Time        Sp240 New Deal.							WO Create Date	2019/0-	4/12	•	
Ticket Thread     Enter text to search     Find     Drag a column header here to group by that column     Note     Date     Time        Assigned To: Abigail Mine   Assigned By :Theo Peterson (Created: 2019/05/30)     SP240 New Deal.     SP240 New Deal.     SP240 New Deal.							20805 V-812 1900/2010 V				
Ticket Thread     Enter text to search     Find     Drag a column header here to group by that column     Note     Date     Time     CreateDate     Assigned To:     Bianca Du Toit   Assigned By :Abigal Milne (Created: 2019/05/30)     SP240 New Deal.     SP240 New Deal. <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>WO Type</td> <td>DR</td> <td></td> <td></td> <td></td>							WO Type	DR			
Enter text to search  Find Clear  Drag a column header here to group by that column  Note Date Time CreateDate AmendDate  SP240 New Deal.						-	Work Order Cu	stomer	Project		
Image: Second Secon	Ticket Thread					Work Order Not	es				<b>—</b> #
Constraints of the second	Enter text to search			▼ Find	Clear	Drag a column hea	ader here to group by				
Assigned To: Bianca Du Toit   Assigned By :Abigail Milne (Created: 2019/05/30)  SP240 New Deal.  SP240 New Deal.  SP240 New Deal.  SP240 New Deal.		<b>_</b> A			0			Date	Time	CreateDate	AmendDate
SP240 New Deal.			te danker Zerena de	2010/05/202	- [00						
Assigned To: Abigai Mine   Assigned By :Theo Peterson (Created: 2019/04/12)	Assigned To: blanca bu	TOIL   Assigned by tAL	igali Mille (Createu:	2019/05/50)	_				1		
SP240 New Deal.	SP240 New [	Deal.					v				
SP240 New Deal.											
	Assigned To: Abigail Mil	ne   Assigned By :Theo	Peterson (Created:	2019/04/12)	^						
	10000 L 1000 L 100	s ()									
	SP240 New 0	Jeal.									
- +											
	Open Windows 🔻				*	1				20 May 1	010 <sup>(1)</sup>

## **PRINT WORK ORDER REPORT**

- Select the ticket you wish to print a work order report for.
- Click on Edit.
  - In this image, **DWO000067** was selected.

**Note**: You can do this process once you have **started** or **ended** work without first exiting the **Time Logging Express** screen first.



	My Tickets - BPO: Version 2.1.0.69 - TEST ALP			- 0	×
Home Eq	uipment and Locations Contract Finance and HR Inventory Maintenance and Projects	Manufacturing	g Procurement Sales Service Reportin	ng Utilities — 🗗	
Edit Complete	Save Layout Workspaces Save Filter Refresh Export				
Work					
Process 4	Format a Current a Export a				
ag a column heade					
WOCode	Description	Priority	Note		
DWO0000004	1234	2	1234		
DW0000064	TT002 - Weekly - Call per WO	2	Procure parts needed for the schedule	ed maintenance	
DW0000066	TT002 - Weekly - Call per WO	2	Scheduled Service		
DW0000067	TT002 - Weekly - Call per WO	2	Do maintenance work on the 25/04/2	019	
DWO000089	TT002 - Weekly - Call per WO		Needed today		
DW0000106	asset on contract- return	-	asset on contract- return		
DW00000107	TT008 - Mono 1000, Colour 1000 - Call per WO		TT008 - Mono 1000, Colour 1000 - Call		
DW00000108	TT009 - Daily, Mono 1000 - Call per WO		TT009 - Daily, Mono 1000 - Call per WO	D	
DW00000109	TT002 - Weekly - Call per WO		TT002 - Weekly - Call per WO		
DW00000110	TT003 - Monthly - Call per WO		TT003 - Monthly - Call per WO Scheduled Service		
DW00000133	3M5 - 3 Month Service	-	ndr1		
DWO0000138	ndr1 nds		nds		
DW00000140	ndrma		ndrmg		
DW00000149	ndrsa		ndrsa		
01100000100					

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

Ticket Maintain - BPO: Version 2.1.0.6	59 - TE	EST ALP	'HA - JU	DITH PC LC	DCAL					3		×
Home Equipment and Locations Contract Finance and HR Inventory Maintenance ar	nd Pro	ojects	Manufac	turing Pro	curem	ent Sal	es Se	rvice	Reporting	Utilities	-	₽ X
Time Entry Complete Work Ticket Ticket Save Layout Workspaces												
Process a Ticket a Current a Format a												
TT002 - Weekly - Call per WO			*	W0 W0 Ref W0 Creat	erenc		000032					
				WOF	Priorit	<b>y</b> 2				1		
				W	О Тур	e <sub>SM</sub>				1		
				Work Ord	ler (	Customer	Call					
Ticket Thread		Work	Order N	otes								•
Enter text to search   Find Clear		Drag a		neader here			t columr					
		Not	e					Date		Time	Cr	eateDate
		٩										
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2019/03/18)	Î	*										
Assigned To: James Magombo   Assigned By :Judith Mudzengi (Created: 2017/07/12)												
Scheduled Service	+	۹ 💳										Þ
Open Windows *										18 Mar	2019	÷ /



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

		Time Logging Express - BPO: Version 2	2.1.0.69 - TEST	ALPHA - JUDIT	H PC LOCAL						×
		Finance and HR Inventory Maintenance	and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	8 x
🕜 🔞 🛓	9										
Start End Work Pr											
Process _ Prin	it "										
Employee	Judith Mudzengi	×									
(2) (2) (2)	DCN0000032 -	TT002 - Weekly - Call per WOCall created a	ic .								
Can	DCN000032	draft, because there is no email address fo the technician.	ř								
Work Order	DWO000067 -	TT002 - Weekly - Call per WO	÷.								
			-								
Equipment	14256154	SP2020 Alternate Copier	~								
			÷.								
Location											
10. I			4								
Work Started on work or	der DWO0000067 on the 18 M	ar 2019 at 14:57:02.									
4			Т								
									St.		
Open Windows 🕶									18 Mar 3	2019	+

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



-			Time Logging	g Express - E	PO: Version 2.1.0.69 - TEST	ALPHA - JUDIT	H PC LOCAL				S1		>
Home Equipmen	t and Locations	Contract	Finance and HR	Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	B
) 🔞 🛓	2												
rt End Work Pri													
rk End Work Pri													
Process 🔒 Print	4												
Employee	Judith Mudzengi		•										
19 10 L													
Call	DCN0000032	-	draft, because	- Call per Wo there is no er	DCall created as Annual address for								
			the technician.		+								
Work Order	DWO000067	•	TT002 - Weekly	- Call per W	- C								
Equipment	14256154		Report Generatio	n		×.							
						_							
24 - 8385 - 21			Do you want to	print the W	O report for WO DWO0000	067?							
Location													
					Yes N	lo							
ork Started on work or	Jer DWO0000067	on the 18											
					*								

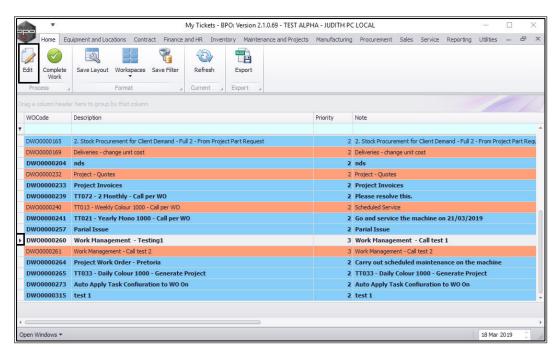
- The Work Order Report will be displayed.
- You can save, print or email this report.
- Click on **Close** to exit this screen.

					• • • • 🔯 📑 • 🖂 • 🥸 •	1
	<u>S</u> Scor	npany Logo	TEST AL Street No Area City South Afr 0000 Reg No.:	COrder PHA - JUDITH PC L and Road Name ica 0000000 0000000	OCAL Postbox No Area City South Africa 0000 Fax No.: 000 000 0000 Tal No.: 000 000 0000	
	WO Barcode		Customer : Code : Area : Billable :	Consolidated CON001 Main NO	Tel No. : Contact : Son Priority : 2	
	Shipping Address : Machine Location :	1ststreet Town - 0000 Hillcrest		Call Date : Call Ref. : Serial No. : Model No. : Error Code : WO Code : WO Desc :	14 Jun 2017 08:00 DCN0000032 14256154 SP2020ALT DW000000067 TT002 - Weekly - Call per W0	
1	Contract No. :	C.O.D		Inclusions :	11.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1	-
/ /	Stock Requested					
	Part Code	Part Description			Quantity	
1 and	2020-147VA	SP2020 Yellow Toner Alt			1.00000	
	2020-147MA	SP2020 Magenta Toner	Alternate		1.00000	



## **COMPLETE WORK**

- You can use this functionality once your work has been **completed**, or if you can no longer continue with the work if, for example, you are waiting for a Parts Requirement or you are awaiting client confirmation.
- Select the ticket you want to complete work for.
- Click on Edit.



• In this image, **DWO0000260** was selected.

- 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	Projects Manuf	facturing Procuremen	t Sales	Service	Reporting	Utilities	- 4	P X
1 📅 🥥 🕒 🙁 🗞 🔜 🔜								
Time Entry Complete Add New Close Refresh Save Layout Workspaces								
Process a Ticket a Current a Format a								
Work Management - Testing 1		WO Code	DWO000	00260		1		
		WO Reference	DCN000	0090		Ì		
		WO Create Date	2017/11	/24	•	1		
		WO Priority						
		WO Type	P AVAILABLE I	Call				
Ticket Thread	Work Order		stomer	Call				- 0.
		n header here to group				//		
Enter text to search   Find Clear	Note			Dat	e	Time	Crea	teDate
	9							
Assigned To: Judith Mudzengi   Assigned By : Judith Mudzengi (Created: 2017/11/29)	*							
Work Management - Call test 1								
Sector or page more sector as								
	4							۲
Open Windows 🔻						18 Mar 2	019	+ //

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

-	Comp	lete Work	- Work (	Order : DWO	0000260 - BPO: Version 2.1	.0.69 - TEST ALP	PHA - JUDITH P	C LOC	AL		51			×
Home E	quipment and Locations Contract	Finance	and HR	Inventory	Maintenance and Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	-	B	x
Save														
Pro a														
Employee	Judith Mudzengi													
Call / Project	DCN0000090													
Work Order	DWO0000260													
	O Unresolved Client O Resolve													
A S COMPANY OF S COMPANY OF S	Serviced Machine	•	*											
Notes	Machine serviced		*											
		7												
Open Windows 🕶											18 Mar (	2019	- - 	11

- A **Start Work** message will be displayed telling you;
  - Work Order: [] Completed.
- Click on Ok.



-			Ticket Maintain - BP	O: Version 2.1.0.69 - TE	ST ALPHA - JUDIT	H PC LOCAL				S		×
Home Equips	nent and Locations Co	ontract Financ	e and HR Inventory	Maintenance and Proj	ects Manufacturi	ng Procuremen	t Sales	Service i	Reporting	Utilities	-	₽ ×
Time Entry Complete Work	Add New Ticket Ticket	Refresh	Save Layout Works	spaces								
Process a	Ticket 🔒	Current 🦼	Format	4								
Work Management - Tes	ting1					WO Code	DWO000	0260				
						WO Reference	DCN0000	090				
					w	O Create Date	2017/11/	24	•			
						WO Priority						
			Start Work		×	WO Type	SERV					
							stomer (	Call				
Ticket Thread			<b>(</b> ) w	ork Order : DWO00002	50 Completed							•
Enter text to search.				on order. Dwoloool	o completed.	here to group						
						8		Date	1	īme	Cr	eateDate
					OK							
Assigned To: Judith M	udzengi   Assigned By : J	ludith Mudzengi	(Created: 2017/11/29)		*							
				1								
Work Mana	gement - Call test 1											
				-	4 0							÷
Open Windows 🕶										18 Mar 2	019	+ //

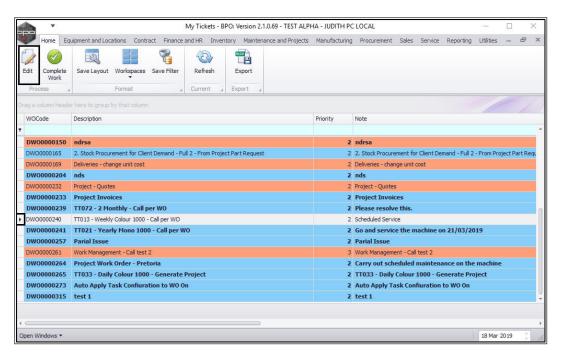
- The **Start Work** message will be closed.
- Click on **Close** to exit this screen.

Ticket Maintain - BPO: Version 2.1.0.69 - T	TEST ALPHA - JUDITH PC LOCAL $ \Box$ $ imes$
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Pr	rojects Manufacturing Procurement Sales Service Reporting Utilities — 🗗 🤉
Ime Entry     Complete Work     Cose Ticket     Cose Ticket     Cose Current     Exercise Save Layout     Save Layout       Process     Ticket     Current     Format	
Work Management - Testing1	WO Code         DWO0000260           WO Reference         DCN0000090           WO Create Date         2017/11/24         ▼           WO Priority         3         3           WO Type         SERV         Customer         Call
Ticket Thread	Work Order Notes
Enter text to search	Drag a column header here to group by that column Note Date Time CreateDat
	9
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2017/11/29)	•
Open Windows 🕶	18 Mar 2019



## **CLOSE TICKET**

- Once **all** work has been done and **completed**, a ticket thread can be closed.
- Select the ticket you want to complete work for.
- Click on **Edit**.
  - In this image, **DWO0000240** was selected.



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



Ticket Maintain - BPO: Version 2.1.0.69	- TEST ALPHA - J	UDITH PC LOCAL			8	- [	□ ×
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Time Entry Complete Work Process Ticket Current Format	l Projects Manufa	acturing Procuremen	t Sales	Service I	Reporting U	tilities –	- 8 x
TT013 - Weekly Colour 1000 - Call per WO		WO Code WO Reference WO Create Date WO Priority WO Type Work Order	DCN0000 2017/11, 2 SM	0084	•		
Ticket Thread	Work Order		stomer	Com			<b>D</b> #
Enter text to search  Find Clear	Note			lumn Date	Time		CreateDate
CO     Created: 2017/11/06)  Assigned To: Judith Mudzengi   Assigned By: Judith Mudzengi (Created: 2017/11/06)  Scheduled Service	· · · · · · · · · · · · · · · · · · ·						
Open Windows 🔻					1	l8 Mar 201	19 🔅

- The **Ticket Thread** message will be displayed telling you;
  - Ticket Thread closed.
- Click on Ok.

Ticket Maintain - BPO: Version 2.1.0.69 - TEST ALPHA - JUDITH PC LOCAL	-	o x
Home Equipment and Locations Contract Finance and HR Inventory Maintenance and Projects Manufacturing Procurement Sales Service Reporting	Utilities ·	- & x
Ime Entry     Complete Work     Ime Entry     Complete Work     Ime Entry       Process     Ticket     Current     Format		
TT013 - Weekly Colour 1000 - Call per WO WO Code DW00000240 WO Reference DCN0000084 WO Create Date 2017/11/06 * WO Priority 2		
Ticket Thread closed.		
Enter text to search  Enter text to search  Ig a column header here to group by that column Nate Data	īme	CreateDate
	inc	Createbate
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2017/11/06)		+
Open Windows 🕶	18 Mar 20	19 🔅



- The **Ticket Thread** message will closed.
- To exit this screen, click on **Close**.

Ticket Maintain - BPO: Version 2.1.0.1	69 - TEST ALPHA - J	UDITH PC LOCAL		3 <b>-</b>	
Home Equipment and Locations Contract Finance and HR Inventory Maintenance a	and Projects Manufa	acturing Procurement Sales S	ervice Reporting	Utilities	- 8 ×
Time Entry Complete Work Add New Close Ticket Ticket					
Process         a         Ticket         a         Current         a         Format         a           TT013 - Weekly Colour 1000 - Call per WO         Current         a         Format         a         Current         b         Current         b         Current         c         Current         Current </td <td></td> <td></td> <td></td> <td>16</td> <td></td>				16	
		WO Code DWO000024	40		
		WO Reference DCN000008	4		
		WO Create Date 2017/11/06		•	
		WO Priority 2			
		WO Type SM			
		Work Order Customer Cal			
Ticket Thread	Work Order	Notes			<b>D</b> 4
Enter text to search   Find Clear	Drag a column				
	Note		Date	Time	CreateDate
	9				
Assigned To: Judith Mudzengi   Assigned By :Judith Mudzengi (Created: 2017/11/06)	*				
Scheduled Service					•
Open Windows 🕶	200 A			18 Mar 2	019 🔅

#### **Related References**

All Open Tickets

CAP.001.002