

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

## SERVICE

### SERVICE REQUESTS – ADD SERVICE REQUEST

A Service Request needs to be raised when a supplier is providing a service for a work order.

From the Service Request, you can start a **Non-Stock Procurement** cycle, i.e. Raise a Purchase Order to the Supplier or Dealer, Non-Stock Goods Received Note and Supplier Invoice.

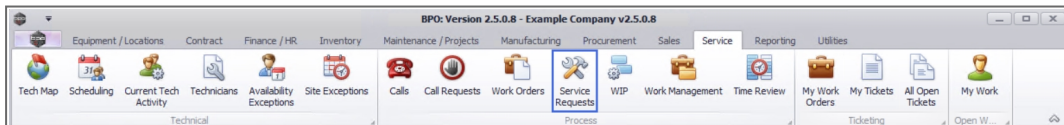
The list of services you can select and request are set up in [Services](#).

A Service Request must first be raised in order to create the [Service Requisition](#).

---

#### Ribbon Access: Service > Service Requests

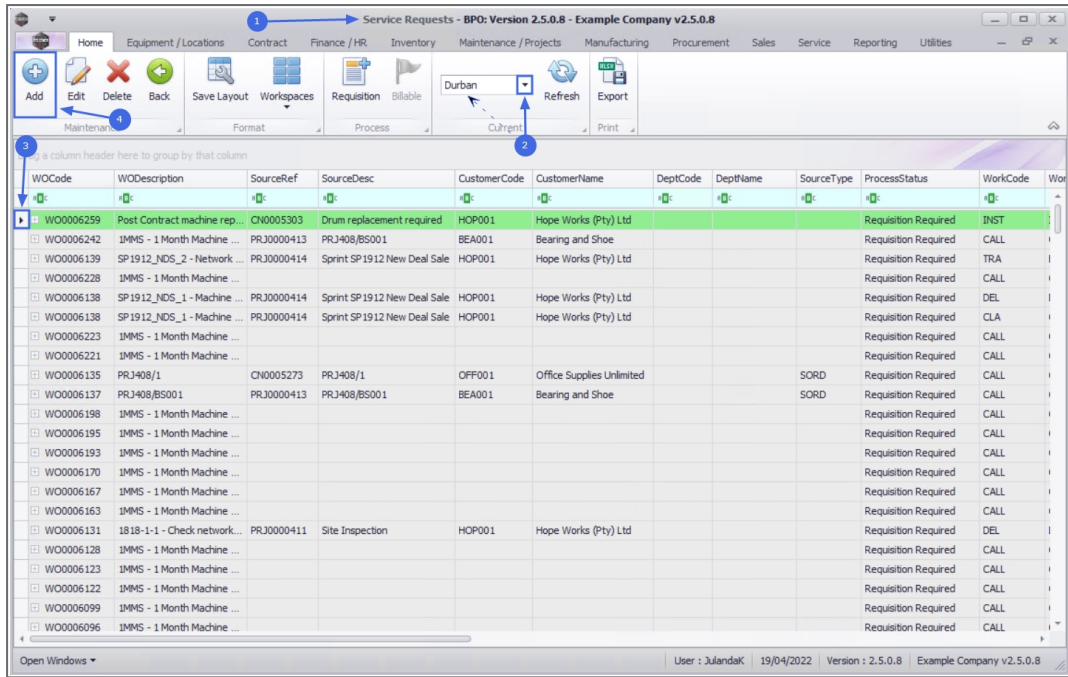
---



1. The **Service Requests** listing screen will be displayed.
2. Select the **Site** where you wish to create a service request.
  - The example has **Durban** selected.
3. Click on the **row** of the work order(s) you wish to link a service request to.
4. Click on **Add**.



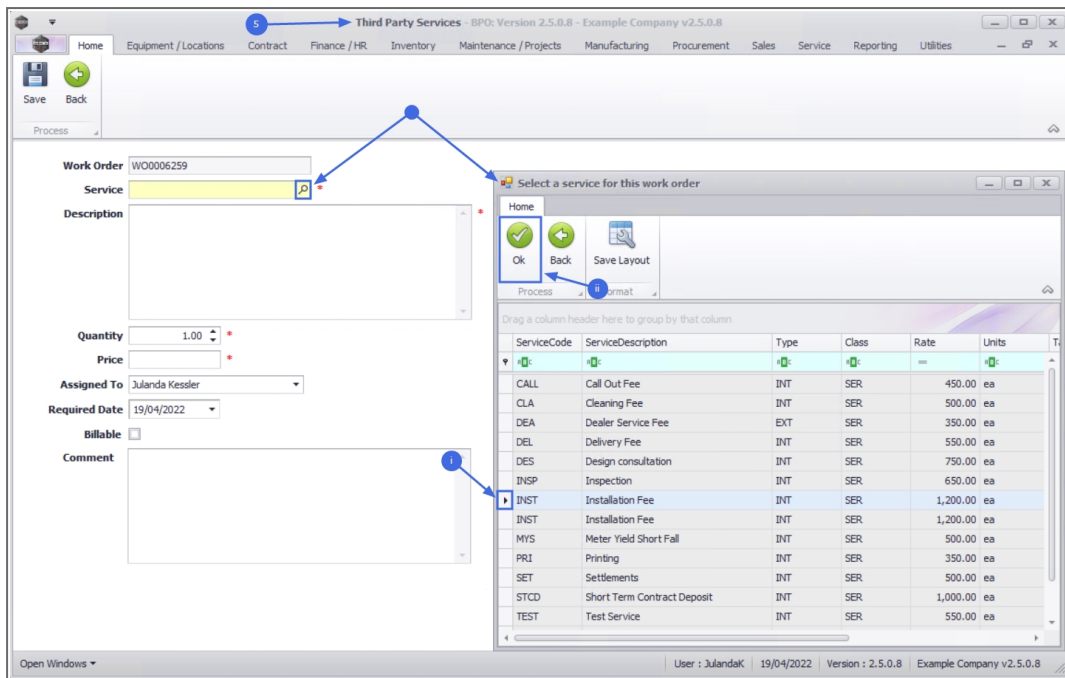
Short cut key: Right click to display the **Process** menu list. Click on **Add**.



5. The **Third Party Services** screen will be displayed.

## THIRD PARTY SERVICE DETAILS

- **Work Order:** This field will populate with the work order number you have selected.
- **Service:** Click on the **search** button to display the **Select a service for this work order** screen.
  - i. Click on the **row** of the service you wish to log for the work order.
  - ii. Click on **OK**.



- **Description:** The service description will populate with the service you have selected.

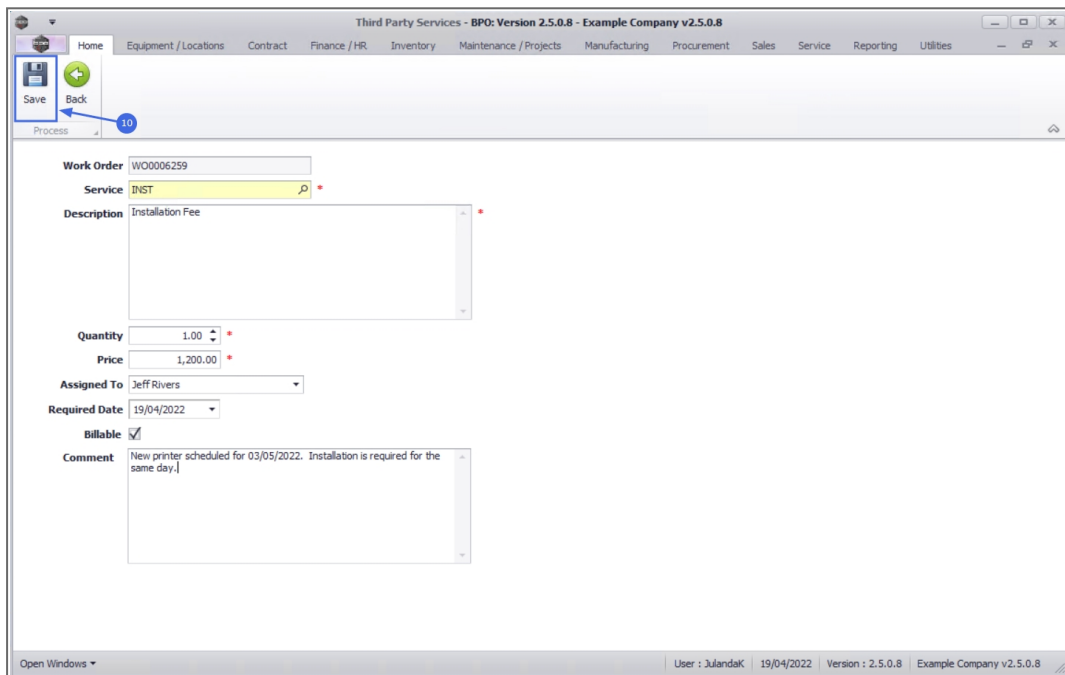


Note that any additional useful information can be added to this field related to the supplier. This information will pull through to the purchase order.

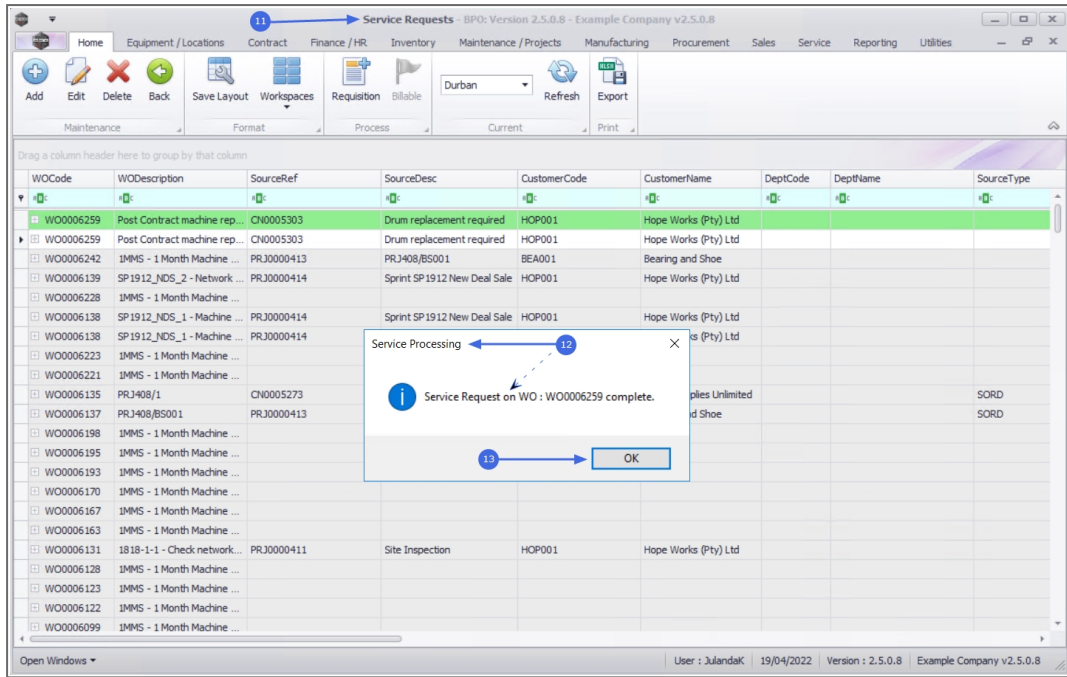
- **Quantity:** Click to type in or use the **arrow** indicators to set the quantity required.
- **Price:** The price for the service will auto populate for the service selected. Click to type in an alternative price, if required.
- **Assigned To:** This field will auto populate with the name of the person logging the service. Click on the down **arrow** to select the person who is responsible for arranging the service, from the drop-down list.

- **Required Date:** The date will default to the current date. Click to type in or click on the down **arrow** to use the calendar function to change the date, if required.
- **Billable:** It is important to note whether this service request is **Billable** or not. Click on the check box if this service is billable.
- **Comment:** Click in the field to type in a comment related to the third party services request.

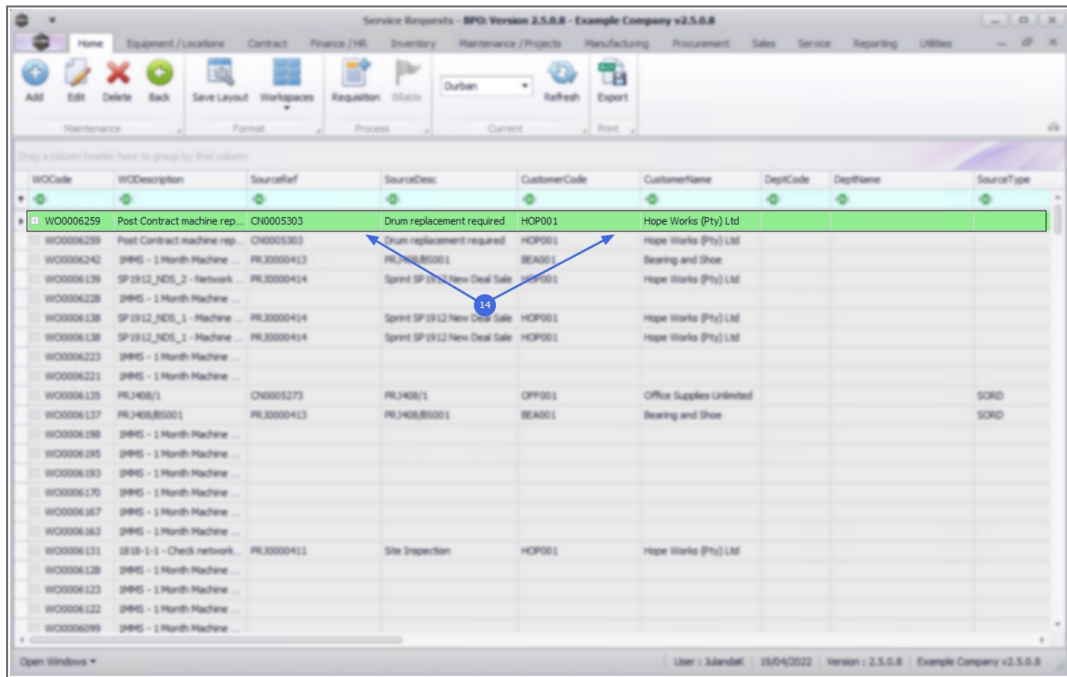
10. When you have finished adding the third party services request information, click on **Save**.



11. You will return to the **Service Requests** screen.
12. When you receive the **Service Processing** message to confirm that;
  - **Service Request on WO: [work order number] complete.**
13. Click on **OK**.



14. The post service request you have added for the work order will display on the updated Service Requests screen.



MNU.052.001

