

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

SERVICE

SERVICE REQUESTS – EDIT SERVICE REQUEST

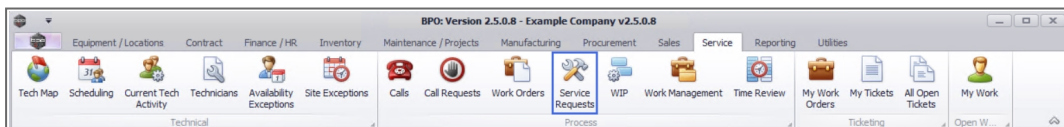
A Service Request needs to be raised when a supplier is providing a service for a work order.

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

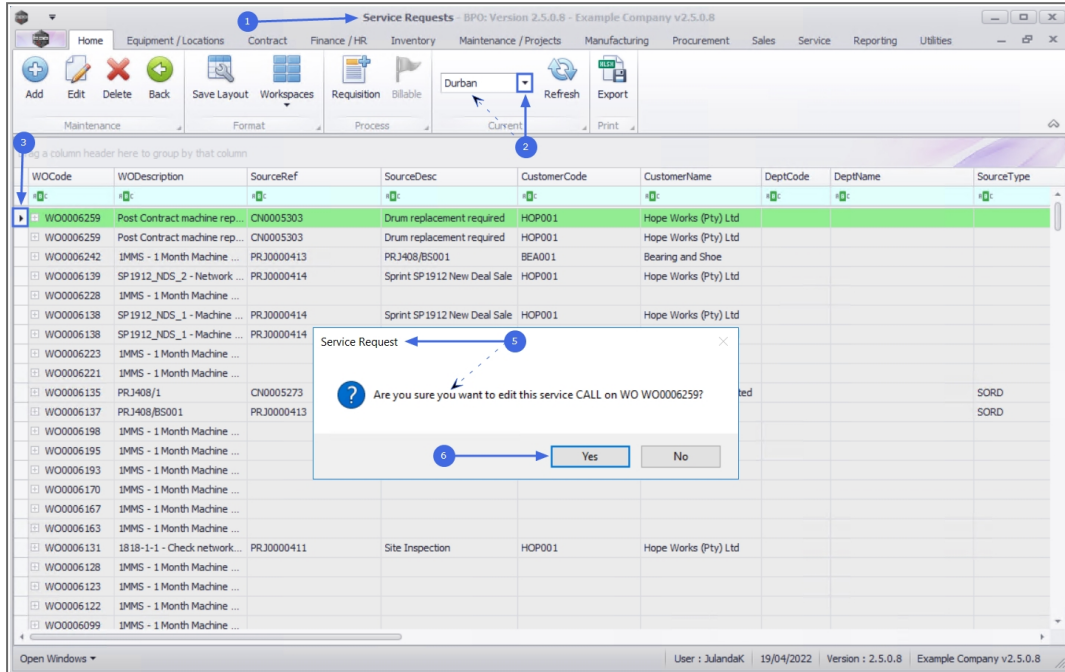


1. The **Service Requests** listing screen will be displayed.
2. Select the **Site** where the service request was created.
 - The example has **Durban** selected.
3. Click on the **row** of the work order(s) you wish to edit the service request for.
4. Click on **Edit**.

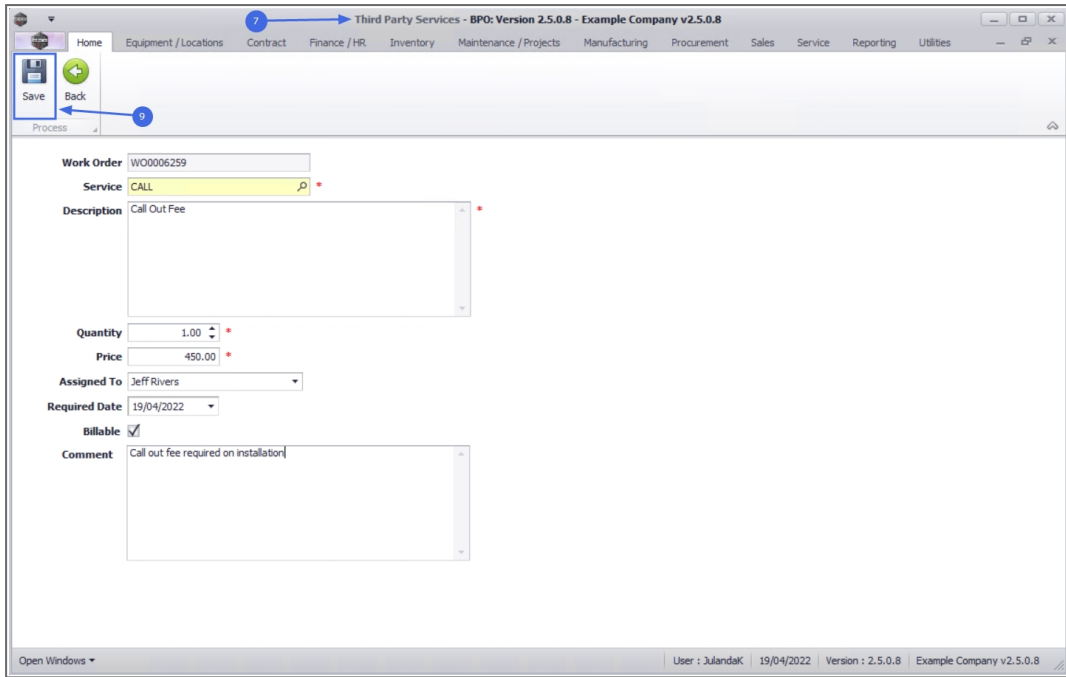


Short cut key: Right click to display the **Process** menu list. Click on **Edit**.

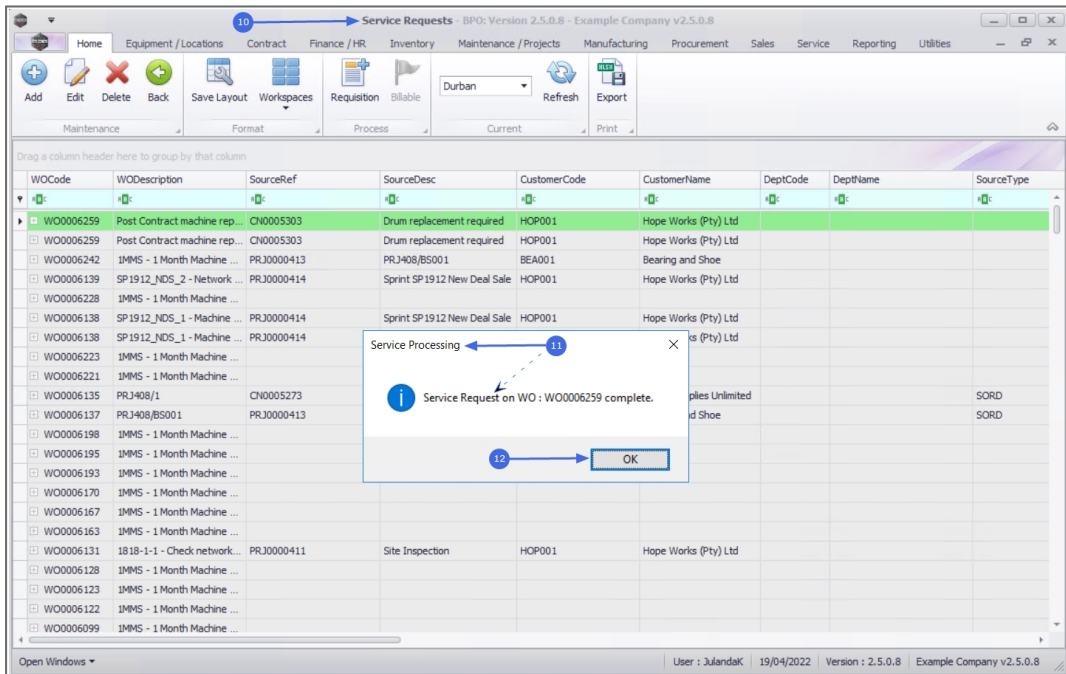
5. When you receive the **Service Request** message to confirm;
 - **Are you sure you want to edit this service [service code] on WO [work order number]?**
6. Click on **Yes**.



7. "The Third Party Services screen will be displayed." on page 2
8. Make the required changes to the service details.
9. When you have finished, click on **Save**.



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



13. The modified service request will display in the **Service Requests** screen.

WOCCode	WOCDescription	SourceRef	SourceDesc	CustomerCode	CustomerName	DeptCode	DeptName	SourceType
WO0006259	Post Contract machine rep...	CN0005303	Drum replacement required	HOP001	Hope Works (Pty) Ltd			
WO0006259	Post Contract machine rep...	CN0005303	Drum replacement required	HOP001	Hope Works (Pty) Ltd			
WO0006242	IPMS - 1 Month Machine ...	PL3000413	PL3000413	BEA01	Bearing and Shoe			
WO0006139	SP 1912_NDS_2 - Network ...	PL3000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
WO0006228	IPMS - 1 Month Machine ...							
WO0006138	SP 1912_NDS_1 - Machine ...	PL3000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
WO0006138	SP 1912_NDS_1 - Machine ...	PL3000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
WO0006223	IPMS - 1 Month Machine ...							
WO0006221	IPMS - 1 Month Machine ...							
WO0006135	PL3000413	CN0005273	PL3000413	OFF001	Office Supplies Unlimited			SORD
WO0006137	PL3000413	PL3000413	PL3000413	BEA01	Bearing and Shoe			SORD
WO0006198	IPMS - 1 Month Machine ...							
WO0006195	IPMS - 1 Month Machine ...							
WO0006193	IPMS - 1 Month Machine ...							
WO0006170	IPMS - 1 Month Machine ...							
WO0006167	IPMS - 1 Month Machine ...							
WO0006163	IPMS - 1 Month Machine ...							
WO0006131	1818-1-1 - Check network...	PL3000411	Site Inspection	HOP001	Hope Works (Pty) Ltd			
WO0006128	IPMS - 1 Month Machine ...							
WO0006123	IPMS - 1 Month Machine ...							
WO0006122	IPMS - 1 Month Machine ...							
WO0006099	IPMS - 1 Month Machine ...							

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