

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 <u>Services</u>.

A Service Request must first be raised in order to create the <u>Service Requis</u>ition.

**Ribbon Access:** Service > Service Requests

۰ و							BPO: Version	2.5.0.8 - Exam	ple Comp	any v2.5	.0.8						_	
	Equipment	/Locations	Contract	Finance / HR	Inventory	Mainten	ance / Projects	Manufacturi	ng Pro	curement	Sales	Service	Reporting	Utilitie	s			
٥	31	2	Z	2-	i do	6	۲	÷	X		ê		Ø	÷			2	
Tech Map	Scheduling	Current Tech Activity	Technicians	Availability Exceptions	Site Exceptions	Calls	Call Requests	Work Orders	Service Requests	WIP	Work Manag	ement	Time Review	My Work Orders	My Tickets	All Open Tickets	My Work	
	Technical								Process						Ticketing		Open W 4	\$

- 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**.

Ŧ			Service Requests - BPO: Versi	on 2.5.0.8 - Example (	Company v2.5.0.8			
Home	Equipment / Locations	Contract Finance / H	R Inventory Maintenance	/Projects Manufac	turing Procurement	Sales Servi	ice Reporting Utili	ties — 🗗
Add Edit D Maintenan	elete Back Save Layou	it Workspaces Requi	Sition Billable	Refresh Expor				
ag a column heade				2				///
WOCode	WODescription	SourceRef	SourceDesc	CustomerCode	CustomerName	DeptCode	DeptName	SourceType
a∎c	R C	REC	a 🛛 c	REC	a 🖬 c	* <b>0</b> 0	a 🖸 c	8 🗖 C
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	1MMS - 1 Month Machine	PRJ0000413	PRJ408/BS001	BEA001	Bearing and Shoe			
WO0006139	SP1912_NDS_2 - Network	PRJ0000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
WO0006228	1MMS - 1 Month Machine							
WO0006138	SP1912_NDS_1 - Machine	PRJ0000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
WO0006138	SP1912_NDS_1 - Machine	PRJ0000414 Service	Request		X			
WO0006223	1MMS - 1 Month Machine							
WO0006221	1MMS - 1 Month Machine		e e					
WO0006135	PRJ408/1	CN0005273	Are you sure you want to edit	this service CALL on V	VO WO0006259?	ed		SORD
WO0006137	PRJ408/BS001	PRJ0000413						SORD
· WO0006198	1MMS - 1 Month Machine							
WO0006195	1MMS - 1 Month Machine		6		No			
· WO0006193	1MMS - 1 Month Machine							
WO0006170	1MMS - 1 Month Machine							
WO0006167	1MMS - 1 Month Machine							
WO0006163	1MMS - 1 Month Machine							
WO0006131	1818-1-1 - Check network	PRJ0000411	Site Inspection	HOP001	Hope Works (Pty) Ltd			
WO0006128	1MMS - 1 Month Machine							
WO0006123	1MMS - 1 Month Machine							
WO0006122	1MMS - 1 Month Machine							
W00006000	1MMS - 1 Month Machine							

- 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**.



<b>\$</b> •		2	> Thin	d Party Servio	ces - BPO: Version 2.5.0.8	- Example Comp	any v2.5.0.8					_ <b>– ×</b>
Home	Equipment / Locations	Contract	Finance / HR	Inventory	Maintenance / Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	_ & ×
Save Back												
	-9											-
Process 4	-											~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Work Ord	er WO0006259											
Servi	CALL CALL		<del>*</del> م									
Descripti	Call Out Fee				* *							
					·							
Quant	ty 1.00 🗘 *											
Pri	de 450.00 *											
Assigned	To Jeff Rivers	•										
Required Da	te 19/04/2022 -											
Billab	le 🗹											
Commen	Call out fee required on	installation			*							
					-							
Open Windows 🕶							User : Julandal	( 19/04/2	022 Ver	sion : 2.5.0.8	Example Co	mpany v2.5.0.8 //

- 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**.

	4		Service Requests - BPO: Versi	on 2.5.0.8 - Example (	Company v2	.5.0.8			
Home	Equipment / Locations	t Workspaces Requ	HR Inventory Maintenance	Refresh Report	turing Pro	ocurement S	ales Servi	ce Reporting L	rbites — D <sup>e</sup>
ag a column heade	r here to group by that column	i al	Process a Curre	n a princ	4				1
WOCode	WODescription	SourceRef	SourceDesc	CustomerCode	Customer	Name	DeptCode	DeptName	SourceType
R C	R C	R C	ADC.	R C	* <b>0</b> ¢		* <b>0</b> ¢	a 🗖 c	* <b>D</b> ¢
• WO0006259	Post Contract machine rep	CN0005303	Drum replacement required	HOP001	Hope Wo	rks (Pty) Ltd			
· WO0006259	Post Contract machine rep	CN0005303	Drum replacement required	HOP001	Hope Wo	rks (Pty) Ltd			
WO0006242	1MMS - 1 Month Machine	PRJ0000413	PRJ408/BS001	BEA001	Bearing a	nd Shoe			
WO0006139	SP1912_NDS_2 - Network	PRJ0000414	Sprint SP1912 New Deal Sale	HOP001	Hope Wo	rks (Pty) Ltd			
• WO0006228	1MMS - 1 Month Machine								
WO0006138	SP1912_NDS_1 - Machine	PRJ0000414	Sprint SP1912 New Deal Sale	HOP001	Hope Wo	rks (Pty) Ltd			
WO0006138	SP1912_NDS_1 - Machine	PRJ0000414	Service Processing		×	ks (Pty) Ltd			
WO0006223	1MMS - 1 Month Machine								
WO0006221	1MMS - 1 Month Machine		- I'						
WO0006135	PRJ408/1	CN0005273	Service Request on	WO: WO0006259 com	plete.	plies Unlimited			SORD
🗉 WO0006137	PRJ408/BS001	PRJ0000413				d Shoe			SORD
WO0006198	1MMS - 1 Month Machine								
WO0006195	1MMS - 1 Month Machine		12-		ОК				
WO0006193	1MMS - 1 Month Machine			E	d				
WO0006170	1MMS - 1 Month Machine								
WO0006167	1MMS - 1 Month Machine								
WO0006163	1MMS - 1 Month Machine								
WO0006131	1818-1-1 - Check network	PRJ0000411	Site Inspection	HOP001	Hope Wor	rks (Pty) Ltd			
WO0006128	1MMS - 1 Month Machine								
WO0006123	1MMS - 1 Month Machine								
⊟ WO0006122	1MMS - 1 Month Machine								
WO0006099	1MMS - 1 Month Machine								



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

			Service Requests - BPO: Versi	ion 2.5.0.8 - Example	ie Company v2.5.0.8			
Hone	Equipment / Locations	Contract Finance	/HR Inventory Maintenance	/Projects Manufi	acturing Procurement S	ales Servi	ice Reporting Ut	ittes - d
M Edit D	elete Back Seve Layou	t Workspaces Res	sation static	Refresh Exp	er e			
WOCode	WODescription	SourceRef	SourceDesc	CustomerCode	CustomerName	DeptCode	Depthane	SourceType
0	0	•	0	•	•	0	•	0
WO0006259	Post Contract machine rep	CN0005303	Drum replacement required	HOP001	Hope Works (Pty) Ltd			
W00006259	Post Contract machine rep	CN0005303	Drum replacement required	HOP001	Hope Works (Pty) Ltd			
W00006242	1MMS - 1 Month Machine	PR.30000413	PR.3408/85001	954001	Bearing and Shoe			
WO0006139	SP1912_ND5_2 - Network	PR30000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
W00006228	1MMS - 1 Month Machine		13					
WO0006138	SP1912_ND5_1 - Machine	PR30000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
WO0006138	SP1912_ND5_1 - Machine	PR30000414	Sprint SP 1912 New Deal Sale	HOP001	Hope Works (Pty) Ltd			
WO0006223	1985 - 1 Month Machine							
WO0006221	IMMS - 1 Month Machine							
WO0006135	PR.3408/1	CN0005273	PR.3408/1	OFF001	Office Supplies Unlimited			SORD
WO0006137	PR.3408/85001	PR.30000413	PR.3408/85001	BEA001	Bearing and Shoe			SORD
WO0006198	1986 - 1 Month Machine							
WO0006195	1985 - 1 Honth Hachine							
WO0006193	19845 - 1 Month Machine							
WO0006170	1985 - 1 Month Machine							
WO0006167	1986 - 1 Month Machine							
WO0006163	19845 - 1 Month Machine							
WO0006131	1818-1-1 - Check network	PR.30000411	Site Inspection	HOP001	Hope Works (Pty) Ltd			
WO0006128	19845 - 1 Month Machine							
WO0006123	19845 - 1 Month Machine							
W00006122	19845 - 1 Honth Hachine							

MNU.052.002