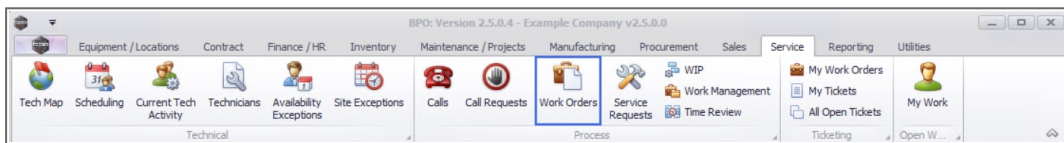We are currently updating our site; thank you for your patience.
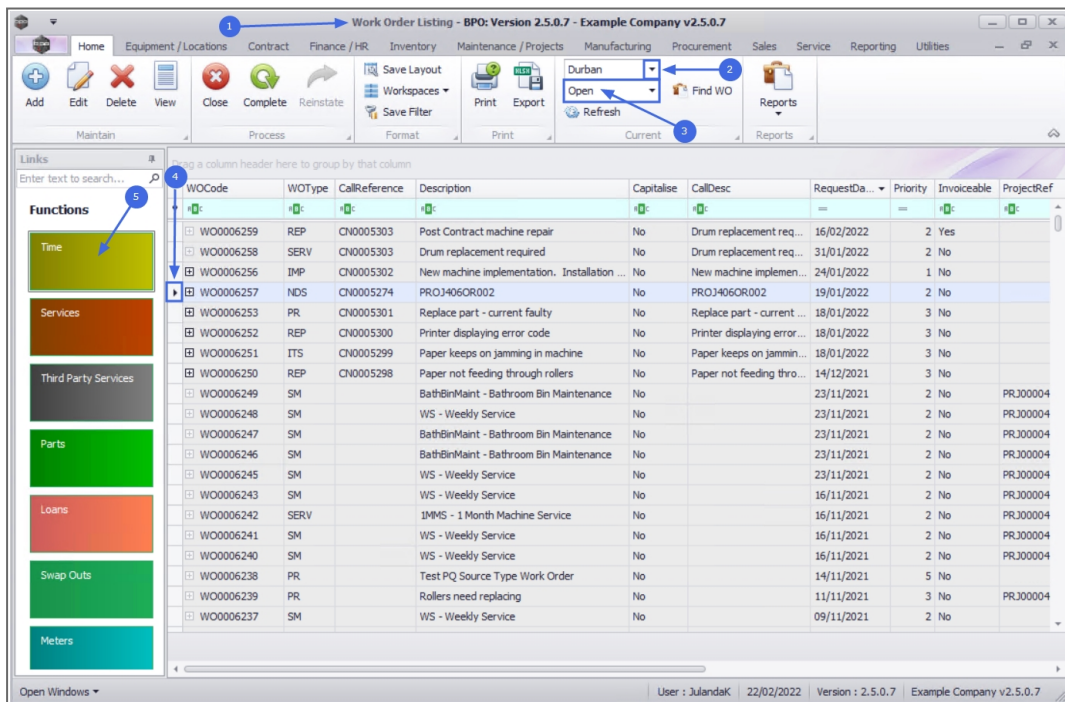
# SERVICE

# WORK ORDERS – TIME BOOKING

**Ribbon Access:**  Service  >  Work Orders



1. The **Work Orders Listing** screen will be displayed.
2. Select the **Site** where the work order was raised.
   - The example has **Durban** selected.
3. Set the **Status** to **Open**.
4. Click on the **row** of the **work order** you wish to book time for.
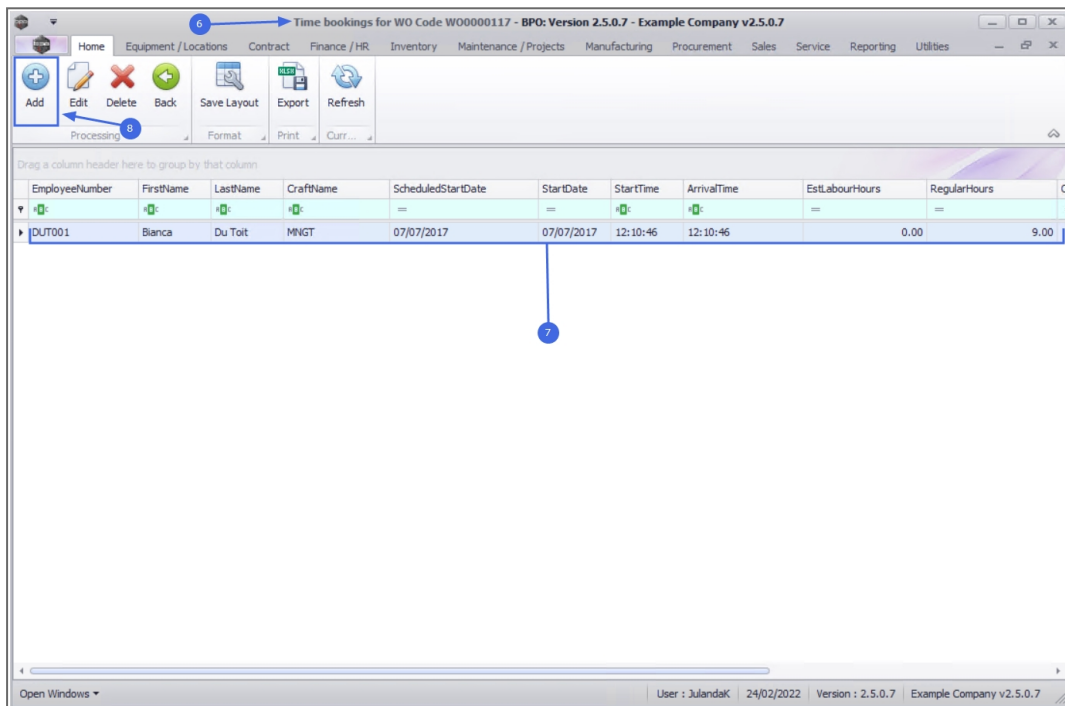5. Click on the **Time** tile.

6. The **Time bookings for WO Code** [work order code] screen will be displayed.

7. Time that has already been logged for the work order will be listed in the data grid.

## ADD NEW TIME BOOKING

8. Click on **Add**.

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



9. The **Time Entry** screen will be displayed.
   - **Work Order:** The work order field will auto populate with the work order number selected.
   - **Employee:** The employee field will populate with the name of the person currently logged onto the system. Click on the down **arrow** to select an alternative person from the dropdown list, if required.

- **Craft:** Click on the down **arrow** to select the craft that needs to be assigned to the time entry, from the drop-down list.

  🖉 **Note** that the Craft selection available from the list will depend on the crafts linked to the employee selected.

- **Comments:** Click in the text box to type comments relating to the work done on the work order.

  🖉 **Note** that the minimum length of the Comments field is 20 characters.

- **Start Date:** The start date will default to the current date. Click to type in or click on the down **arrow** to use the calendar function to select an alternative date.

- **Arrival Time:**[1] The arrival time will default to the system time at the time of logging time. Click to type in or use the **arrow** indicators to adjust the time to the correct arrival time.

- **Start Time:**[2] This field will default to the system time at the time of logging time. There may be a delay between the **arrival** and actual time work was **started**. Click to type in or use the **arrow** indicators to adjust the time to the actual time work was started.
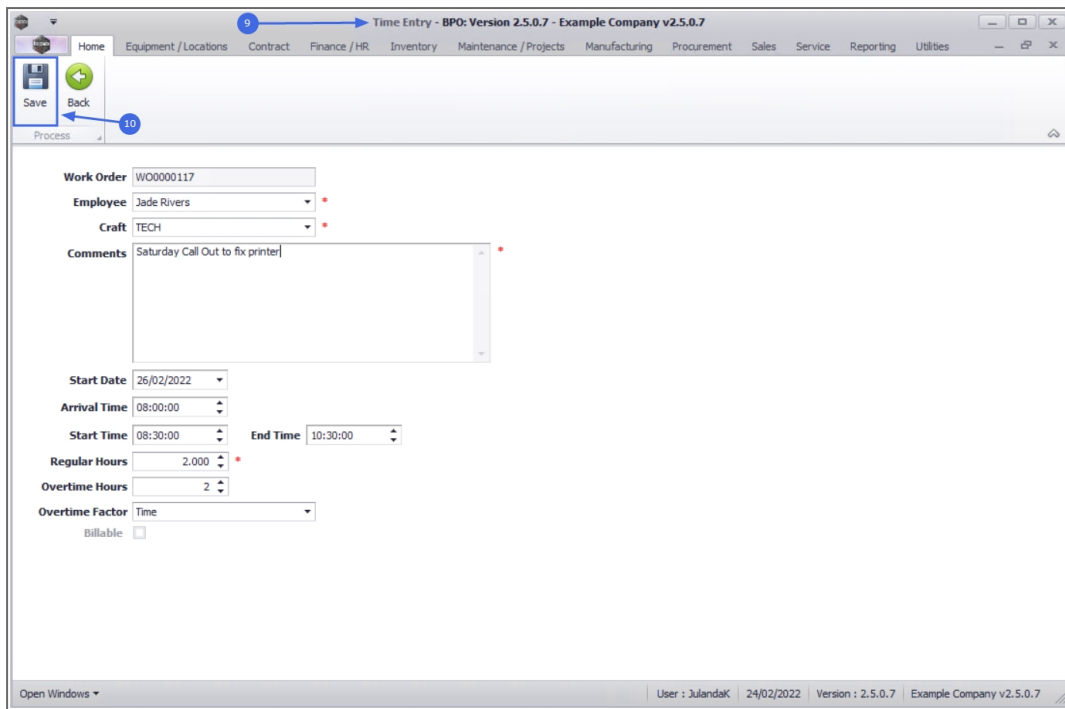
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[1]The time you arrive at your destination
[2]The actual time work started

- **End Time:**[1] This field will increment with 20 minutes from the start time. Click to type in or use the **arrow** indicators to adjust the end time to the actual time the work was completed.

- **Regular Hours:** The regular hours will be calculated when the start and end times have been entered. Click to type in or use the **arrow** indicators to adjust the regular hours, if required.

- **Overtime Hours:** Click to type in or use the **arrow** indicators to record the overtime hours worked.

- **Overtime Factor:** Click on the down **arrow** to select the overtime factor related to the overtime worked.

- **Billable:** This field is not available when logging time. To set the time as **billable** or **non-billable** refer to Time Review - Review Time

10.  Click on **Save** when you have completed Booking the Time.

_____

[1]The time work was completed

11. You will return to the updated **Time bookings for WO Code** screen.

> 🖉 **Note** that the Time Booking you have saved will display on the data grid in the background.

12. When you receive the **Time Processing** message to confirm;
    - **Time booking on WO : [**work order code**] complete.**
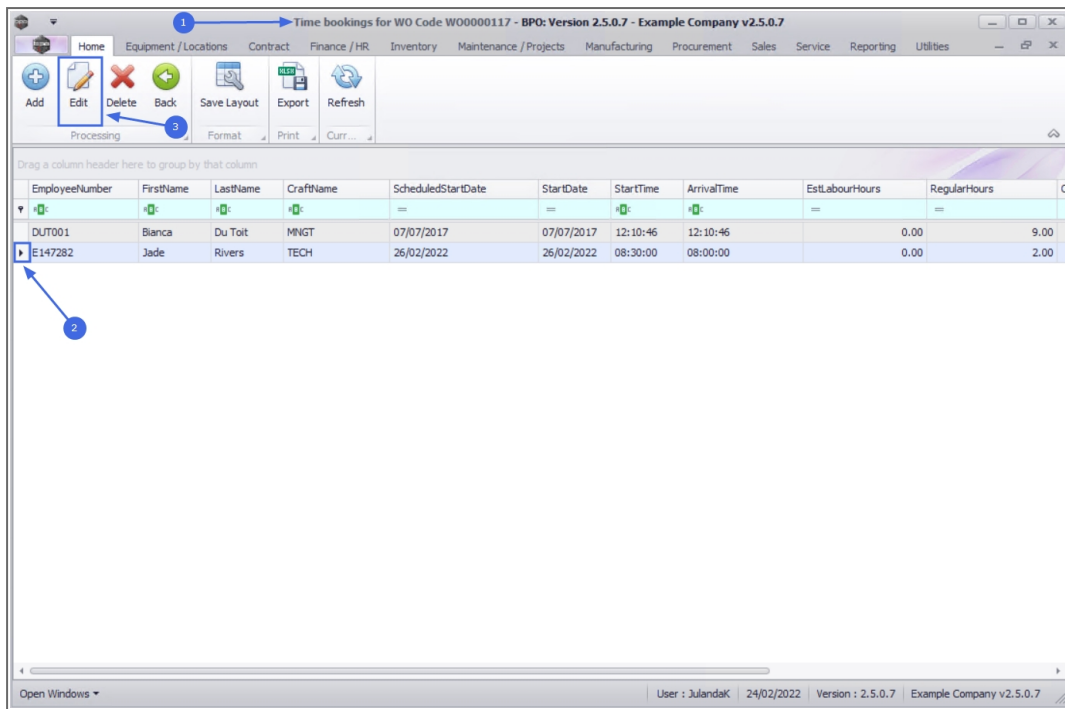13. Click on **OK**.
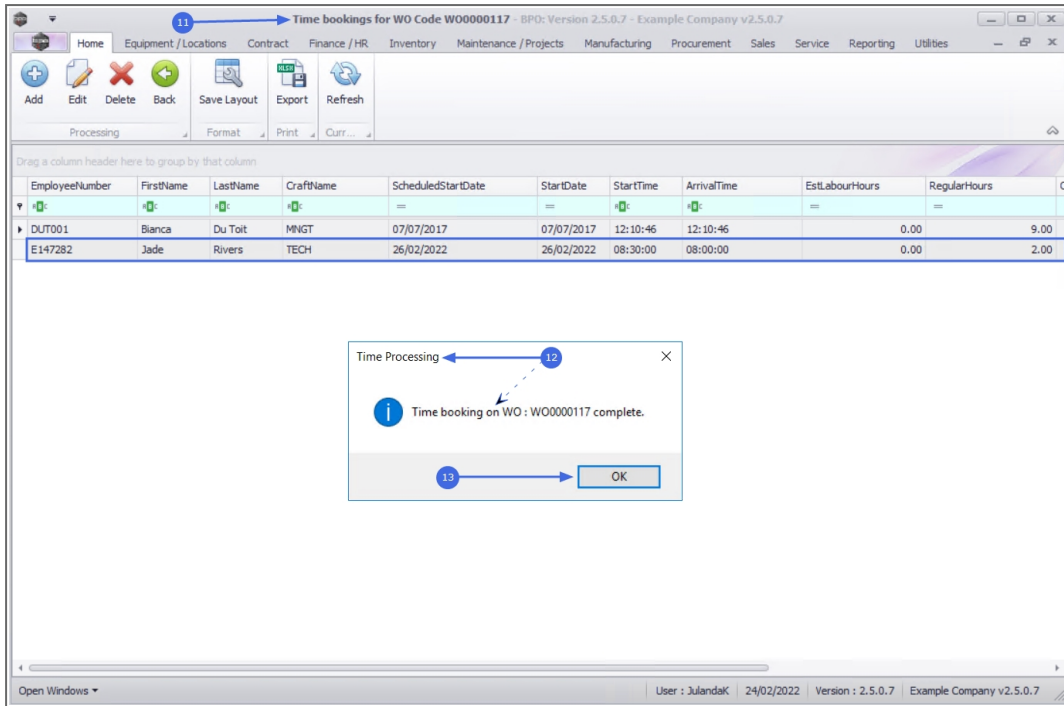
# EDIT TIME BOOKING

1. From the **Time bookings for WO Code [**work order code**]** screen,
2. Click on the **row** of the time booking you wish to edit.
3. Click on **Edit**.

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

4. When you receive the **Time Bookings** message to confirm;

   - **Are you sure you want to edit this time for** [technician name] **on WO** [work order code]?

5. Click on **Yes**.

6. The **Time Entry** screen will be displayed.

7. Make the necessary changes to the time entry.

> Refer to the Time Entry screen above for information on how to update the screen.

8. Click on **Save** when done.

11. You will return to the updated **Time bookings for WO Code** screen.

> 📝 **Note** that the Time Booking you have saved will display on the data grid in the background.

12. When you receive the **Time Processing** message to confirm;
   - **Time booking on WO : [**work order code**] complete.**
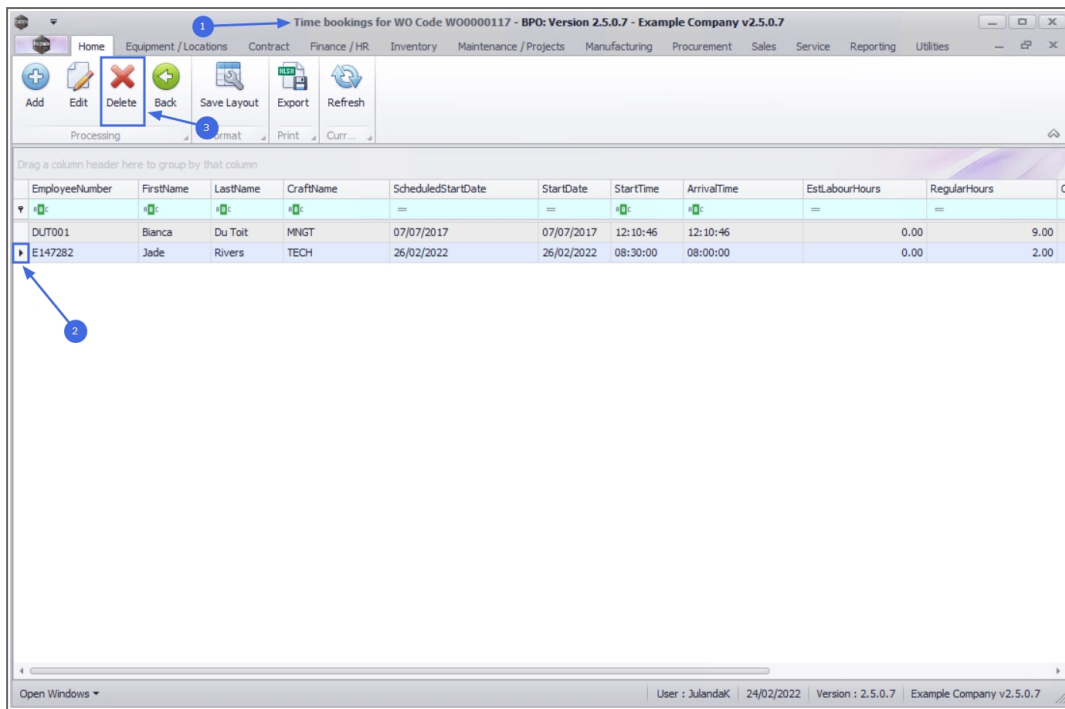13. Click on **OK**.

# DELETE TIME BOOKING

1. From the **Time bookings for WO Code [**work order code**]** screen,
2. Click on the **row** of the time booking you wish to delete.
3. Click on **Delete**.

> **Short cut key: Right click** to display the **Process** menu list. Click on **Delete**.
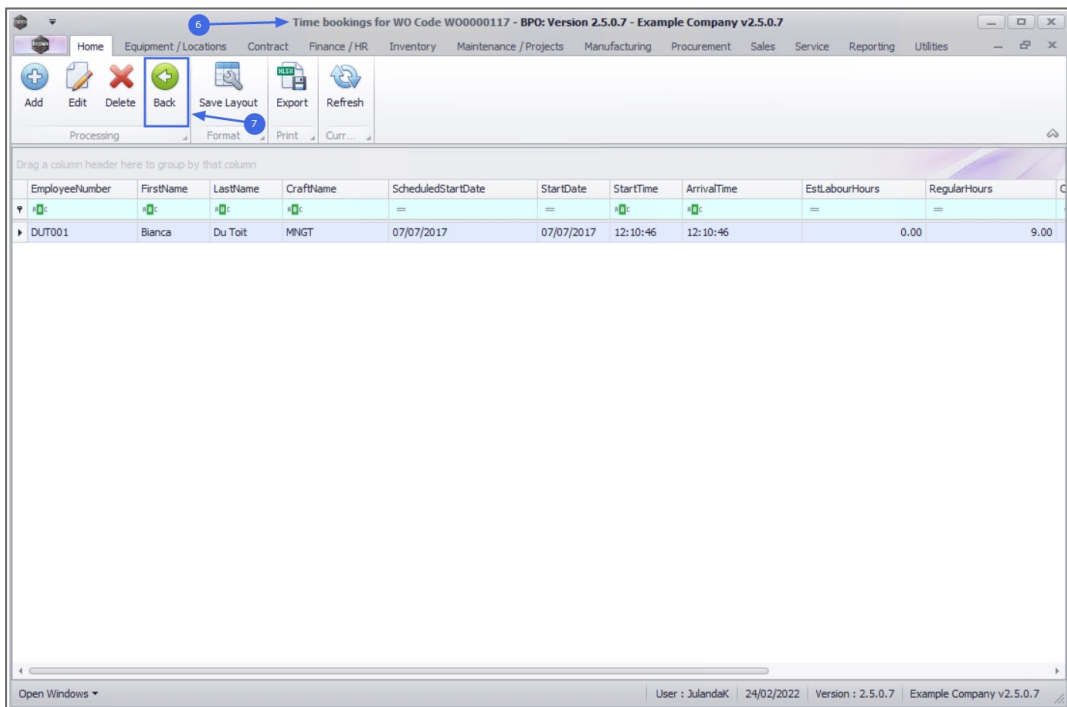
4. When you receive the **Time Bookings** screen to confirm;

   • **Are you sure you want to remove this time for** [technician name] **on WO** [work order code]?
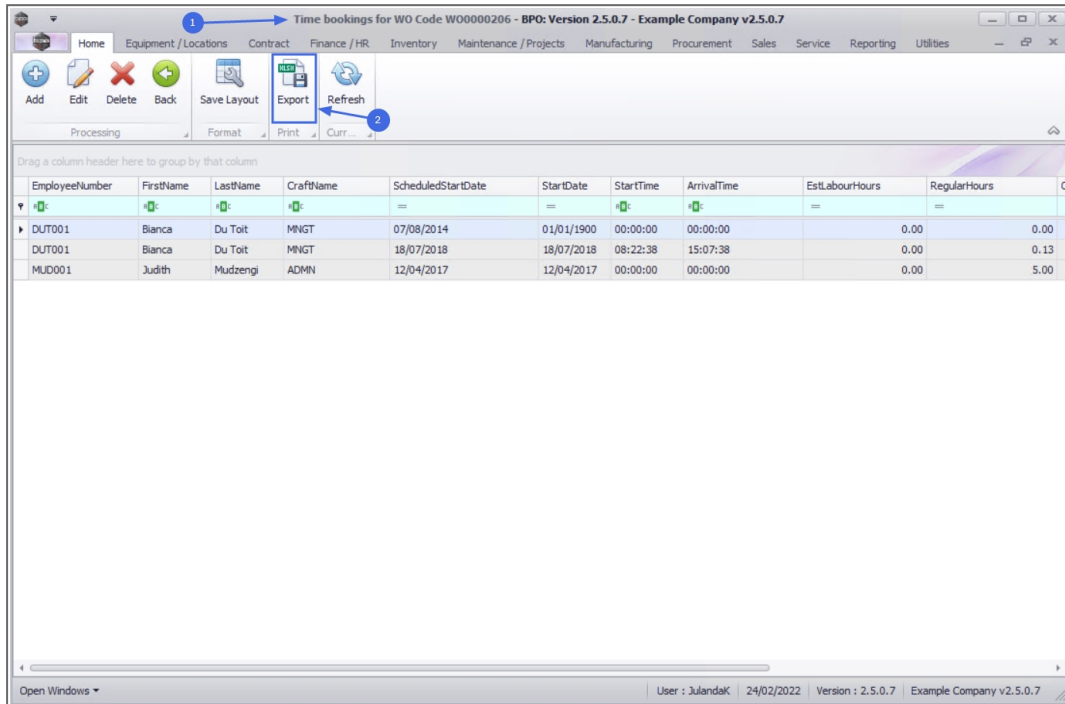
5. Click on **Yes**.
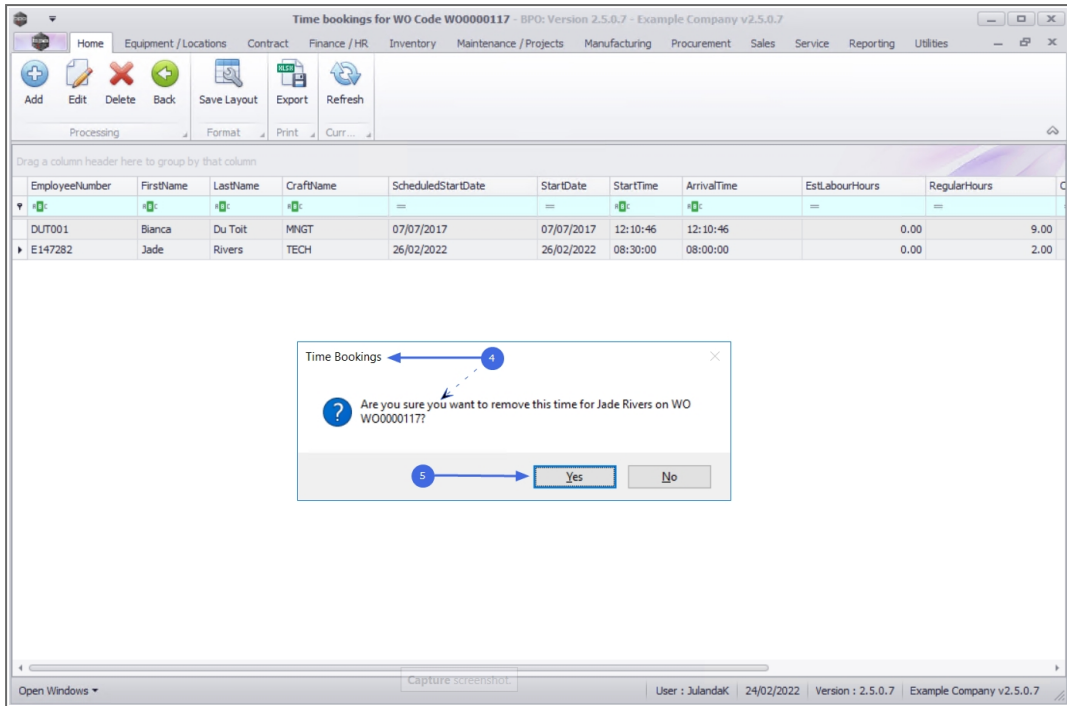
6. The time booking has been removed from the **Time bookings for WO Code** screen.

7. Click on **Back** to return to the **Work Order Listing** screen.

# EXPORT

1. From the **Time booking for WO Code [**work order code**]** screen,
2. Click on **Export**.



3. The list of time booking for the work order will be exported to an **Excel Spreadsheet**.
4. **Edit** and **Save** the document in Excel as required.
5. **Close** the spread sheet to return to BPO.

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## Related References

- Time Review - Review Time

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