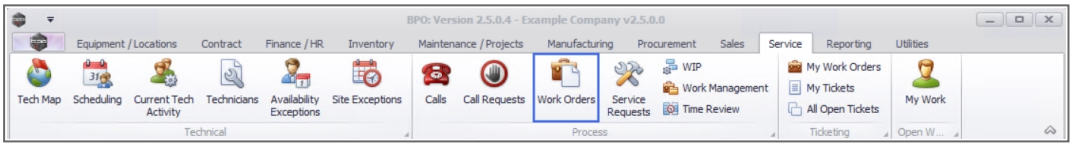
We are currently updating our site; thank you for your patience.

SERVICE

WORK ORDERS – INTERNAL SERVICES

You can raise a non-stock service, e.g. machine installation or a call out, which was provided to the customer, by logging an Internal Service.

Ribbon Access: Service > Work Orders



1. The **Work Order Listing** screen will be displayed.
2. Click on the **row** of the **work order** you wish to **log** an **internal service** to.
3. Click on the **Services** tile.

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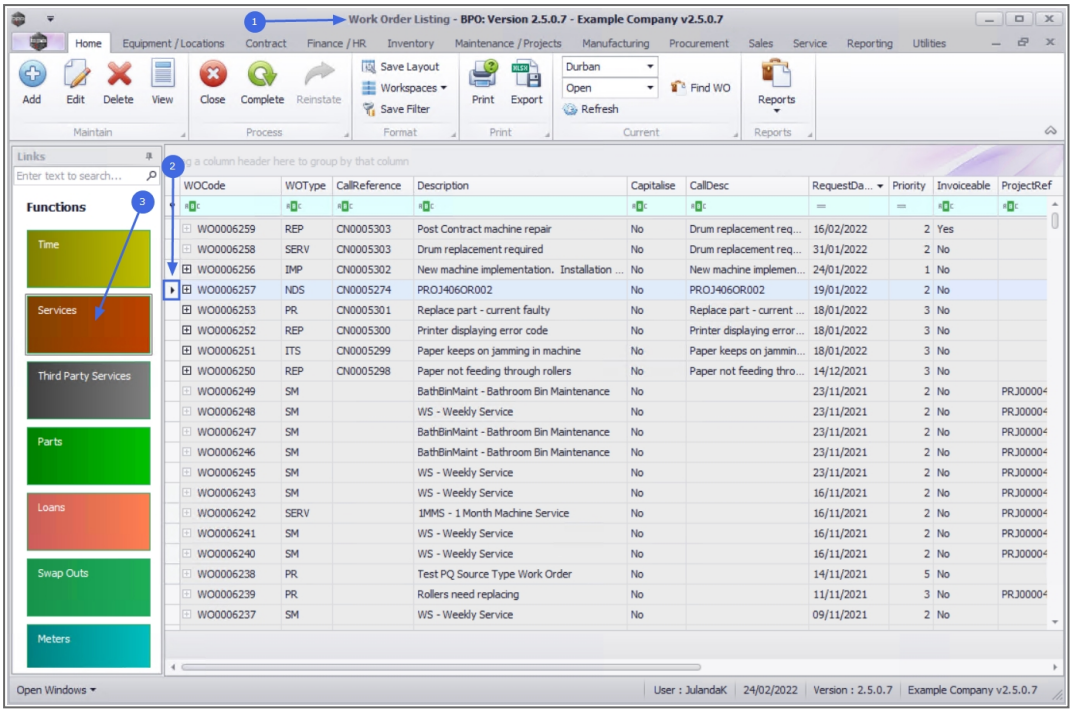

4. The **Internal services for WO Code** [work order code] screen will be displayed.
5. Any Internal services already linked to the work order will display in the data grid.

ADD INTERNAL SERVICE

6. Click on **Add**.

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

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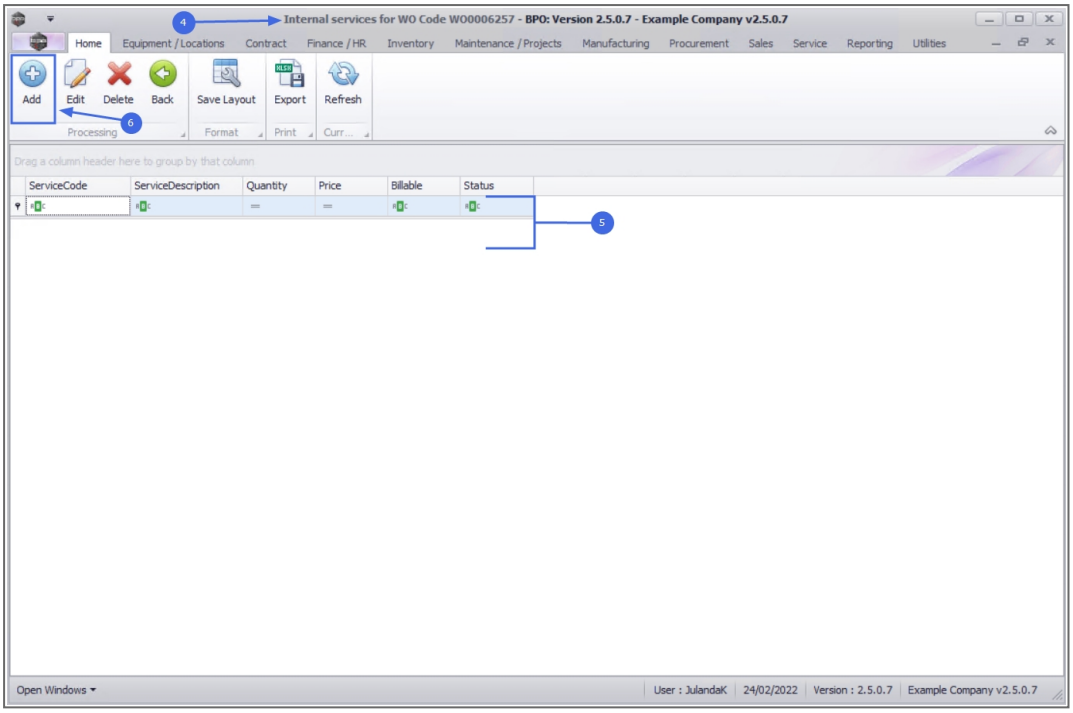

7. The **Internal Service** screen will be displayed.
    - **Work Order:** The work order field will auto populate with the work order number that was selected.
    - **Service:** Click on the **search** button to display the **Select a service for this work order** screen.
        i. Click on the **row** of the **non-stock service** you wish to add to the work order.
        ii. Click on **OK**.

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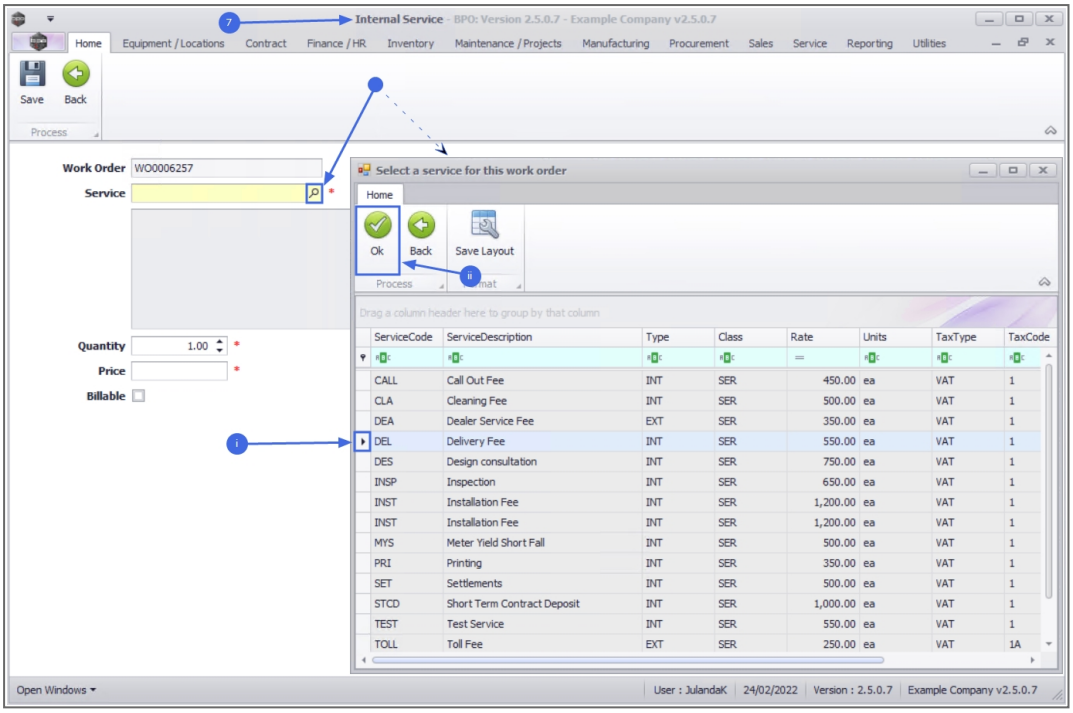

- The **service description** field will be populated with the service selected.
- **Quantity:** The quantity will default to **1**. Click to type in or use the **arrow** indicators to adjust the quantity, if required.
- **Price:** The price will auto populate with the price specified for the internal service. Click to type in an alternative price, if required.
- **Billable:** The billable check box will be selected by default. Click to deselect the check box if the service is **non billable**.

8. When you have finished adding the non-stock service details, click on **Save**.

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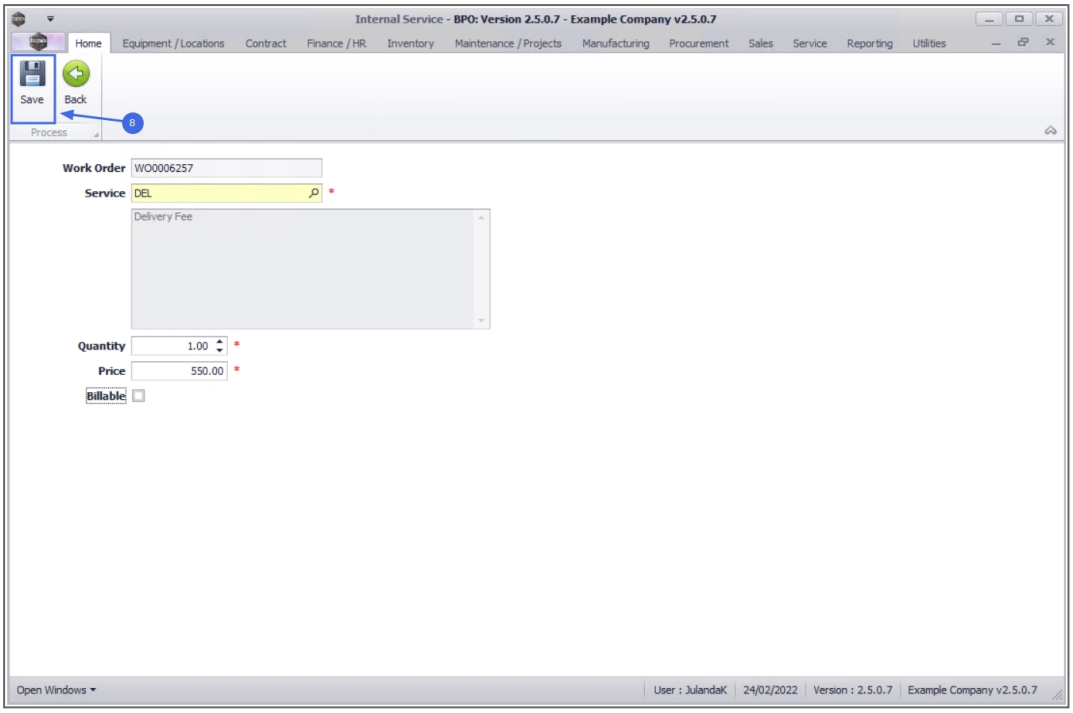

9. You will return to the updated **Internal services for WO Code** screen, with the internal service you have created displaying in the data grid.
10. When you receive the **Service Processing** to confirm that;
    - **Service inclusion on WO: [**work order code**] complete.**
11. Click on **OK**.

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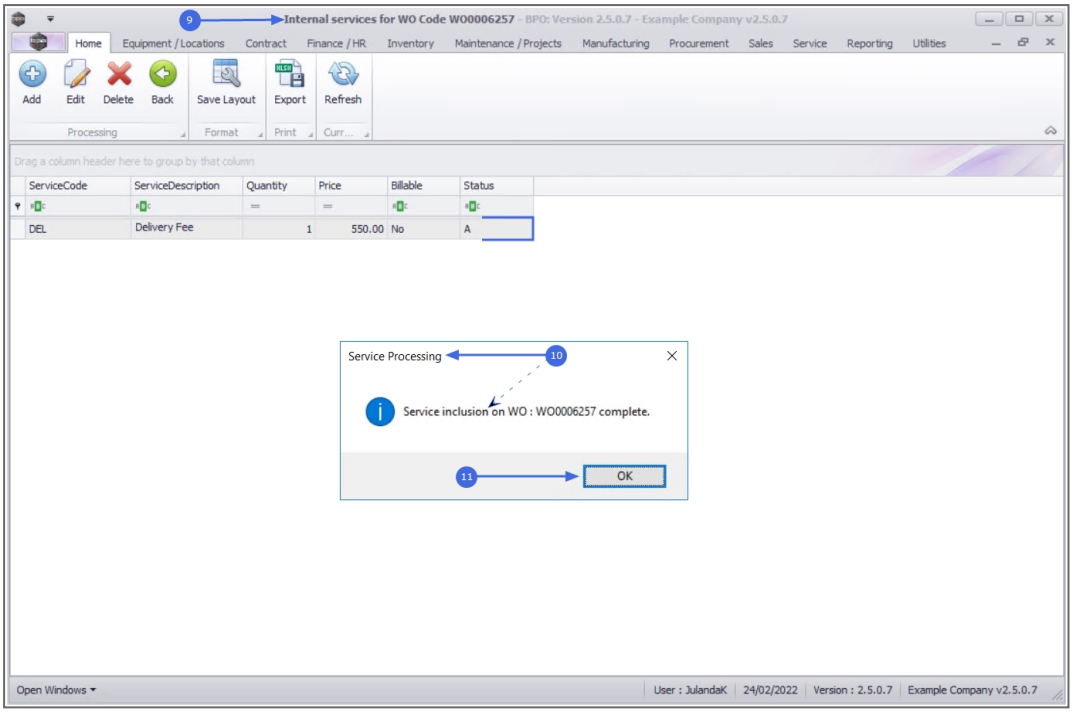

EDIT INTERNAL SERVICE

1. From the **Internal services for WO Code** [work order code] screen,
2. Click on the **row** of the internal service 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 **Internal Services** message to confirm;
    - **Are you sure you want to edit this service** [service code] **on WO** [work order code]**?**
5. Click on **Yes**.

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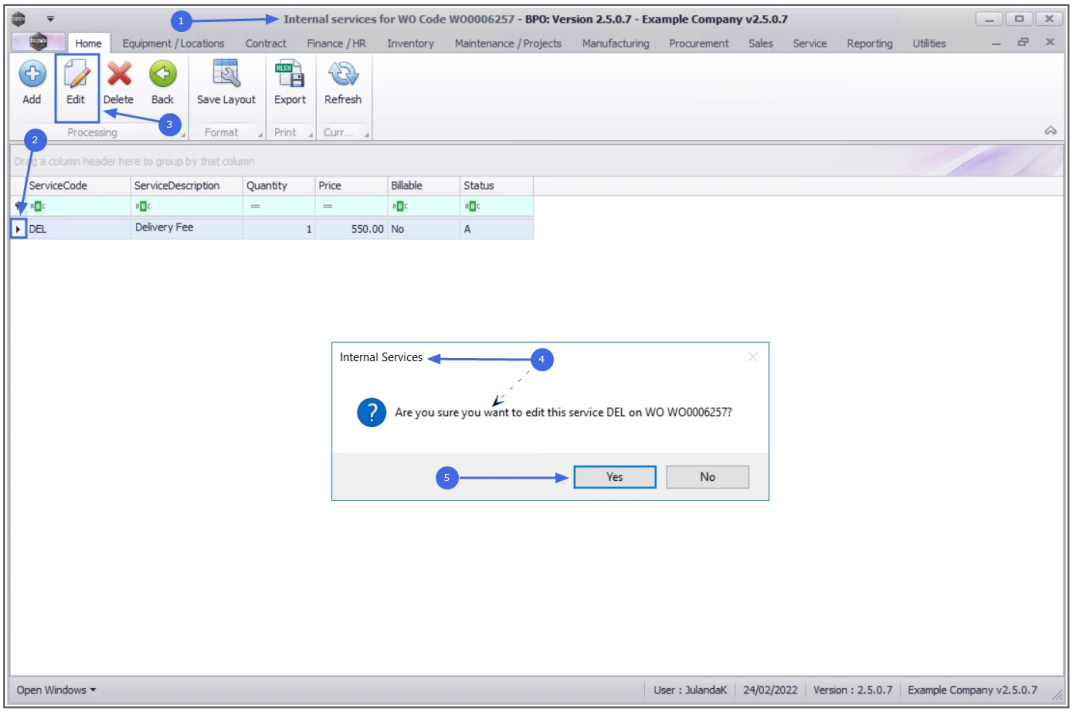
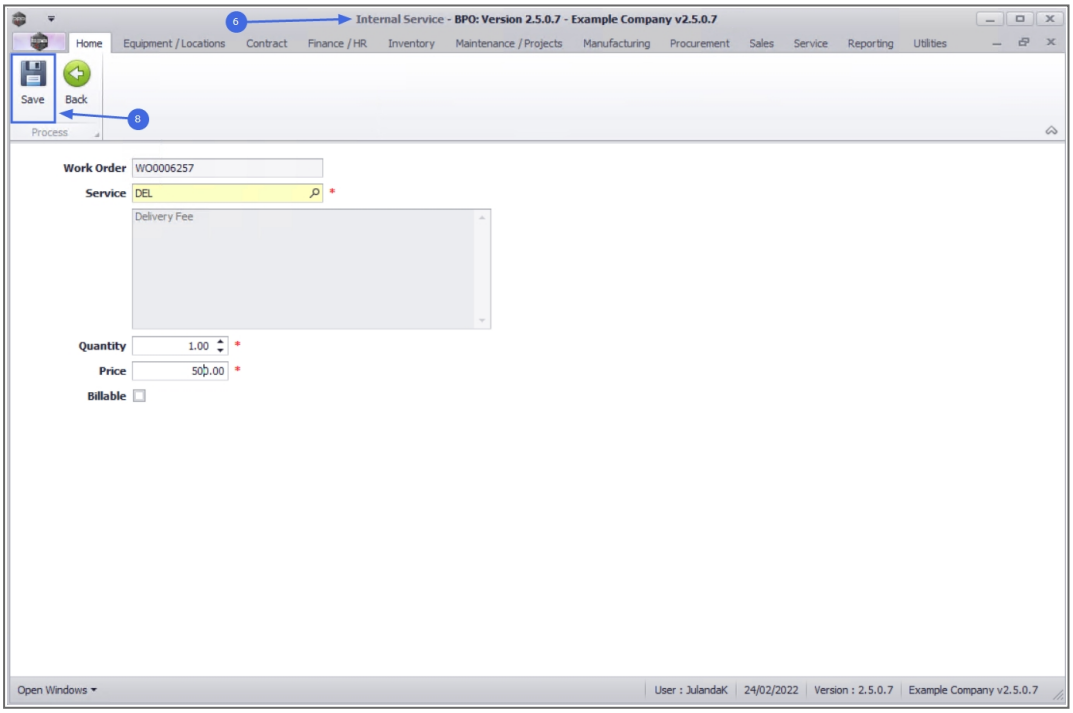


6. The **Internal Service** screen will be displayed.
7. Make the changes required to the internal service.
8. Click on **Save** to update the internal service.



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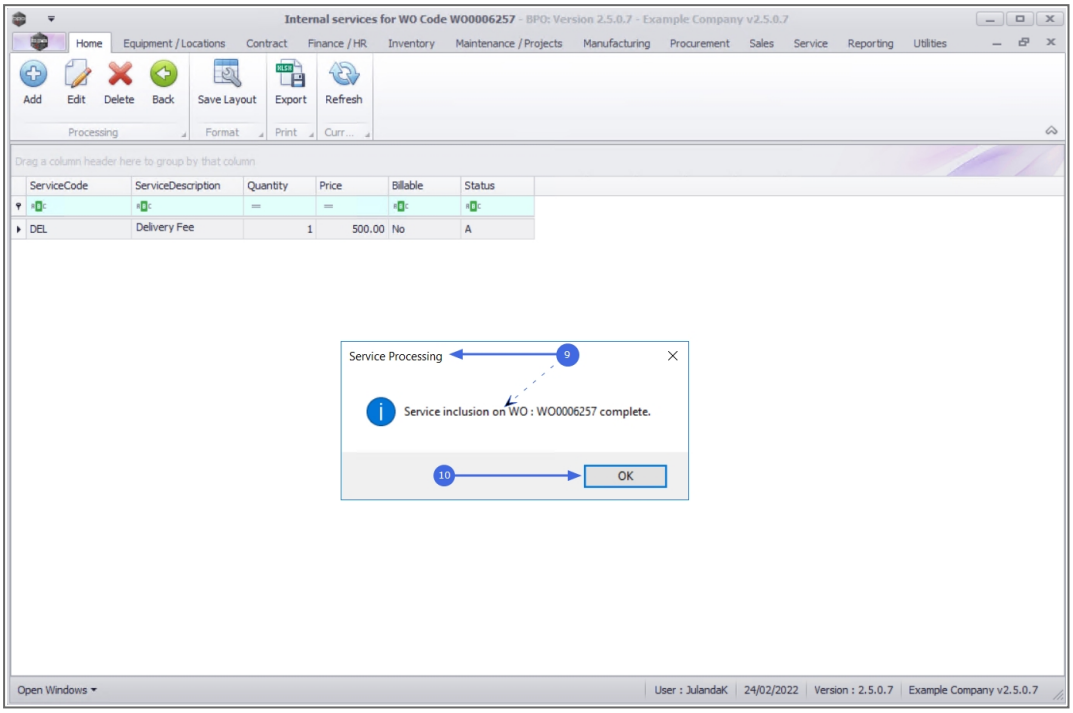
9. When you receive the **Service Processing** message to confirm;
    - **Service inclusion on WO : [**work order code**] complete.**
10. Click on **OK**.



DELETE INTERNAL SERVICE

1. From the **Internal services for WO Code [**work order code**]** screen,
2. Click on the **row** of the internal service you wish to remove.
3. Click on **Delete**.

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 remove this service [**service code**] on WO [**work order code**]?**
5. Click on **Yes**.

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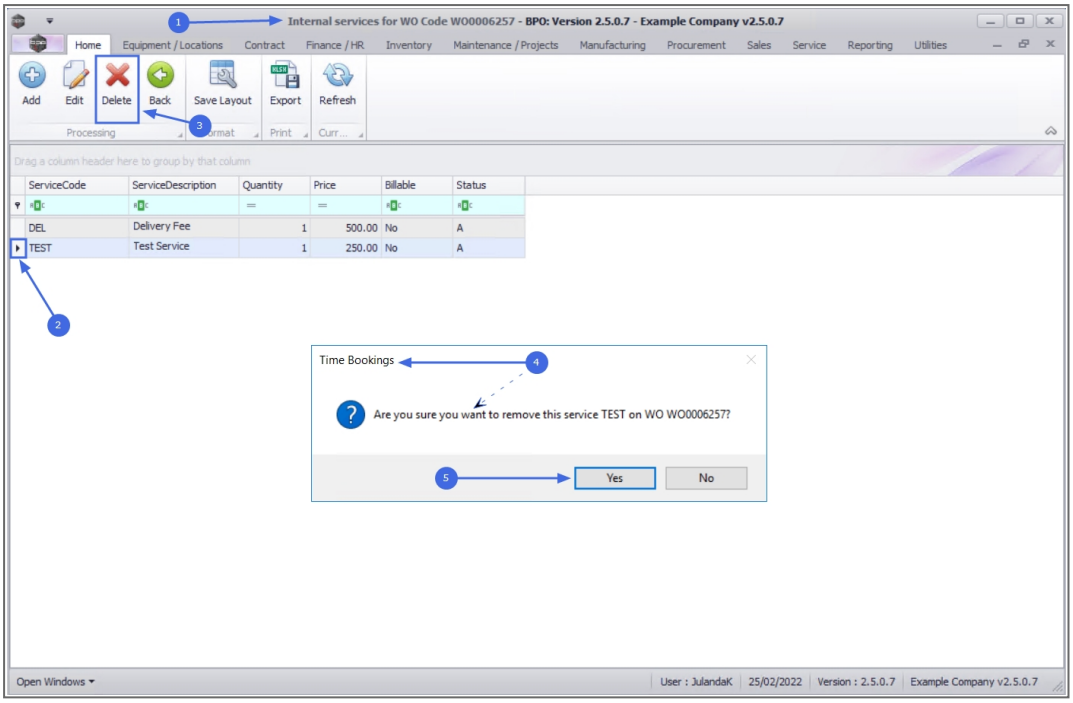
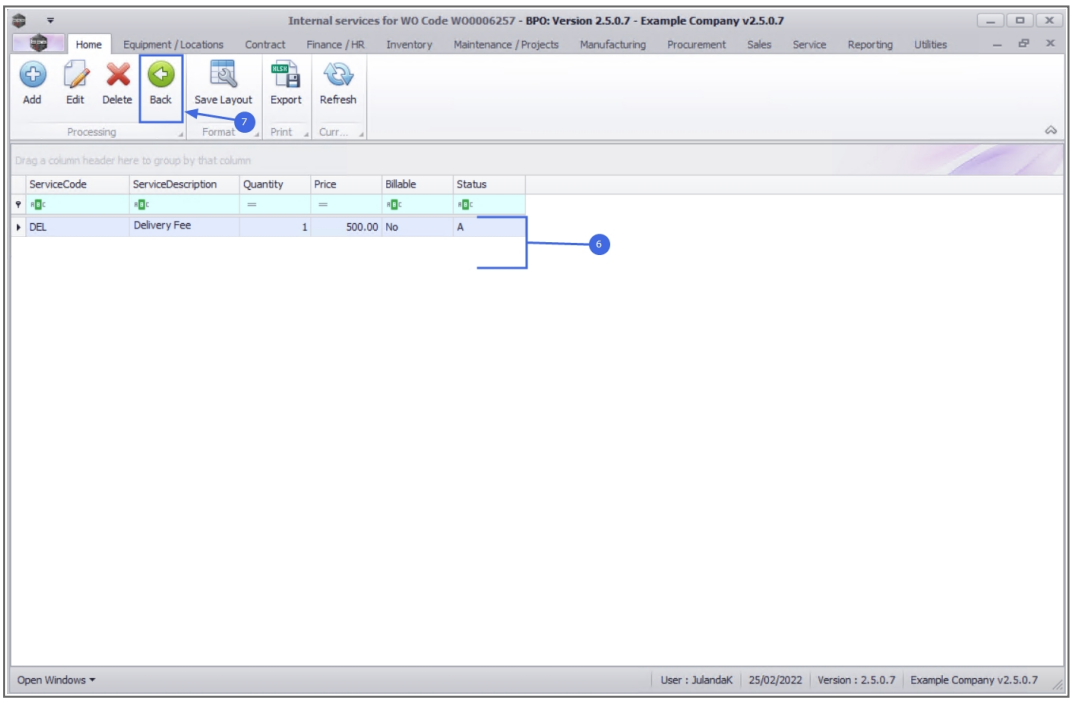


6. The internal service will be removed from the screen.
7. Click on **Back** to return to the **Work Order listing** screen.



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