

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

SERVICE

MY WORK – COMPLETE A WORK ORDER

The **My Work** screen deals with work that is assigned to a specific employee, i.e. when an employee is logged in, that particular employee can only see work orders assigned to themselves

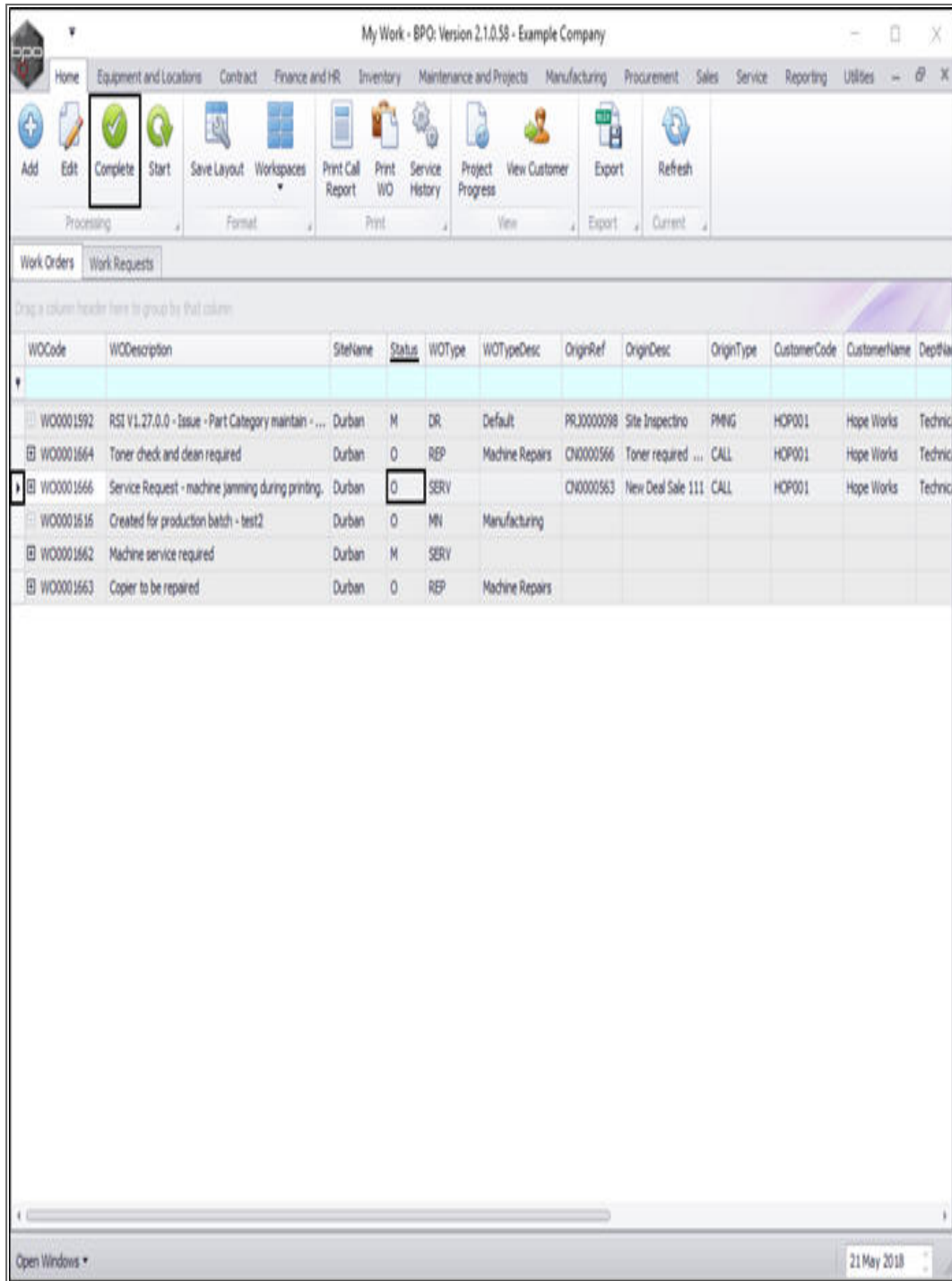
You can **complete** a work order directly from the **My Work** listing screen.

Ribbon Access: Service > My Work



The **My Work** listing screen will be displayed.

- Click on the **row selector** in front of the **work order** that you wish to **complete**.
 - **Note:** You will need to select a work order in the **O - Open** status in order to be able to perform this '**complete a work order process**'.
- Click on **Complete**.



- An **Input Validation** message box will pop up, asking:
 - **Are you sure you want to complete this work order,**

no. []?

- Click on **Yes**.

The screenshot shows the 'My Work - BPO: Version 2.1.0.58 - Example Company' application window. The interface includes a menu bar with options like Home, Equipment and Locations, Contract, Finance and HR, Inventory, Maintenance and Projects, Manufacturing, Procurement, Sales, Service, Reporting, and Utilities. Below the menu is a toolbar with icons for Add, Edit, Complete, Start, Save Layout, Workspaces, Print Call Report, Print WO, Service History, Project, View Customer Progress, Export, and Refresh. The main area displays a table of work orders under the 'Work Orders' tab. An 'Input Validation' dialog box is open, asking for confirmation to complete work order W00016667.

WCode	WCodeDescription	SiteName	Status	WOType	WOTypeDesc	OriginRef	OriginDesc	OriginType	CustomerCode	CustomerName	DeptName
W0001592	RSI V1.27.0.0 - Issue - Part Category maintain - ...	Durban	M	DR	Default	PRJ0000298	Site Inspectio	PMNG	HOP001	Hope Works	Technic
W0001664	Toner check and dean required	Durban	O	REP	Machine Repars	CH0000566	Toner required ...	CALL	HOP001	Hope Works	Technic
W0001666	Service Request - machine jamming during printing.	Durban	O	SERV		CH0000563	New Deal Sale 111	CALL	HOP001	Hope Works	Technic
W0001616	Created for production batch - test2	Durban	O	MN	Manufacturing						
W0001662	Machine service required	Durban	M	SERV							
W0001663	Coper to be repaired	Durban	O	REP	Machine Repars						

Input Validation

Are you sure you want to complete this work order, no. W00016667

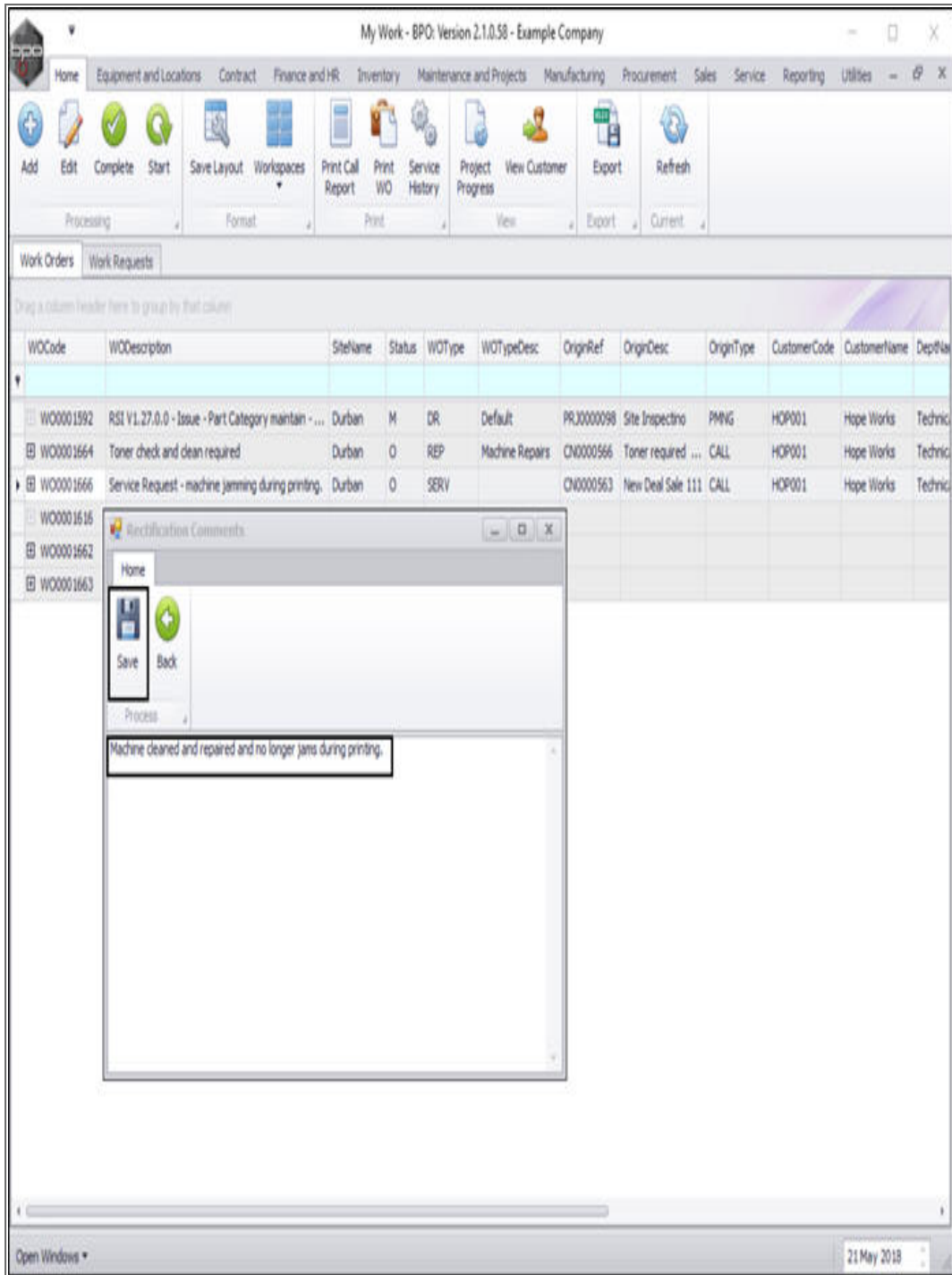
Yes No

- The work order **Rectification Comments** screen will pop up.
- Type in a **description** of the work done.
 - **Note:** The comment needs to be at least **20** characters.

The screenshot shows the 'My Work - BPO: Version 2.1.0.58 - Example Company' application window. The main area displays a table of work orders under the 'Work Orders' tab. A dialog box titled 'Rectification Comments' is open over the table, with a 'Save' button highlighted.

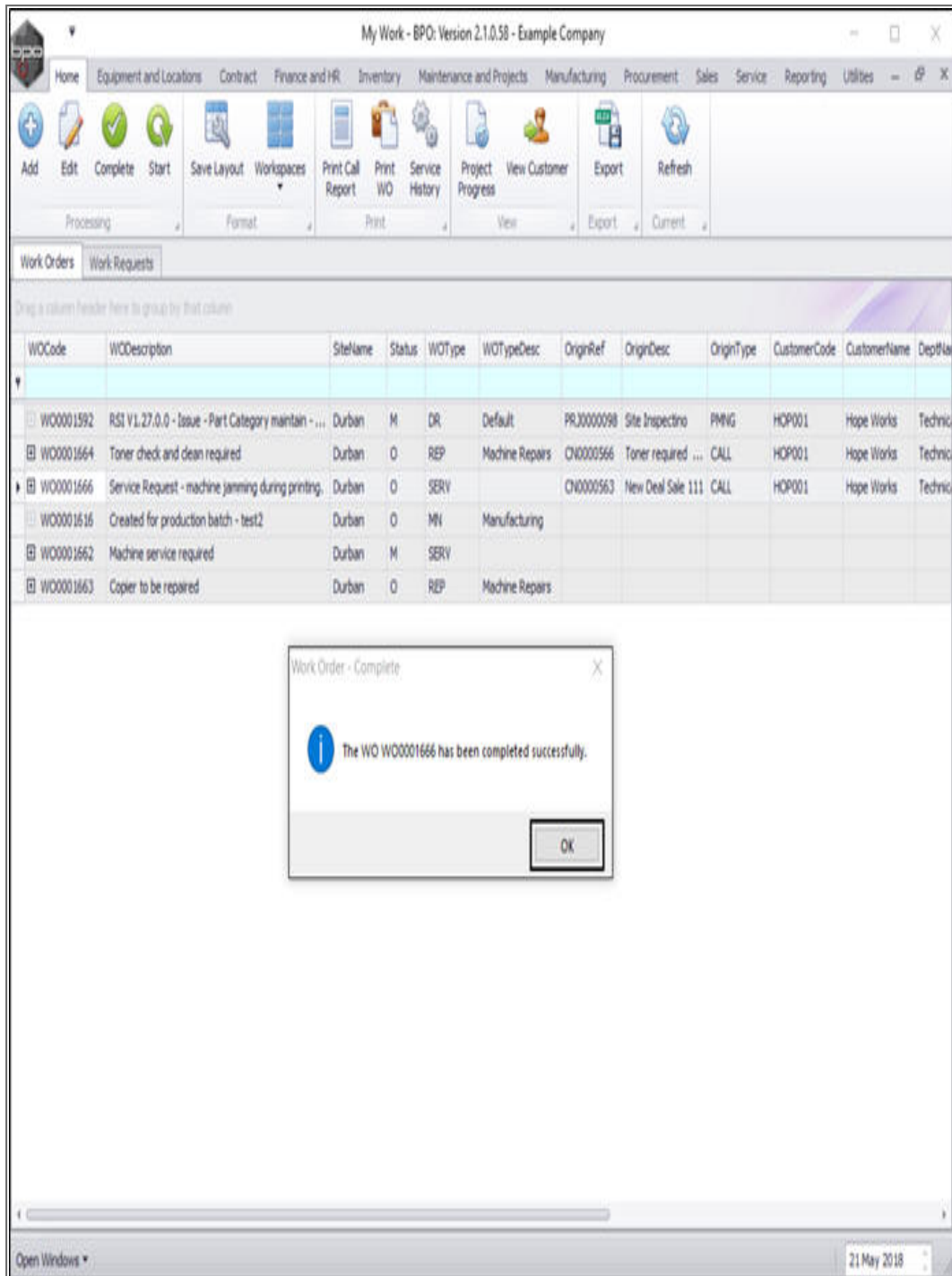
WCode	WDescription	SiteName	Status	WOType	WOTypeDesc	OriginRef	OriginDesc	OriginType	CustomerCode	CustomerName	DepName
WO0001392	RSI V1.27.0.0 - Issue - Part Category maintan ...	Durban	M	DR	Default	PRJ0000998	Site Inspectio	PMNG	HOP001	Hope Works	Technic
WO0001664	Toner check and dean required	Durban	O	REP	Machine Repairs	CH0000566	Toner required ...	CALL	HOP001	Hope Works	Technic
WO0001666	Service Request - machine jamming during printing.	Durban	O	SERV		CH0000563	New Deal Sale 111	CALL	HOP001	Hope Works	Technic
WO0001616											
WO0001662											
WO0001663											

- When you have finished typing in the rectification comments, click on **Save**.



- A **Work Order - Complete** message box will pop up informing you that;

- The WO [] has been completed successfully.
- Click on **OK**.



- You will see that the selected work order status has now changed to **M - Complete**.

The screenshot shows the 'My Work - BPO' software interface. The title bar indicates 'My Work - BPO: Version 2.1.0.58 - Example Company'. The menu bar includes: Home, Equipment and Locations, Contract, Finance and HR, Inventory, Maintenance and Projects, Manufacturing, Procurement, Sales, Service, Reporting, Utilities. The ribbon contains various icons for actions like Add, Edit, Complete, Start, Save Layout, Workspaces, Print Call Report, Print WO, Service History, Project View Customer Progress, Export, and Refresh. Below the ribbon, there are tabs for 'Work Orders' and 'Work Requests'. A table of work orders is displayed with the following columns: WOCode, WODescription, SiteName, Status, WOType, WOTypeDesc, OriginRef, OriginDesc, OriginType, CustomerCode, CustomerName, and Dept/la. The work order WO0001666 is selected, and its status is 'M'. The status column header is highlighted in light blue.

WOCode	WODescription	SiteName	Status	WOType	WOTypeDesc	OriginRef	OriginDesc	OriginType	CustomerCode	CustomerName	Dept/la
WO0001592	RSI V1.27.0.0 - Issue - Part Category maintain - ...	Durban	M	DR	Default	PR0000098	Site Inspectio	PMNG	HOP001	Hope Works	Technic
WO0001664	Toner check and clean required	Durban	O	REP	Machine Repairs	CH0000566	Toner required ...	CALL	HOP001	Hope Works	Technic
WO0001666	Service Request - machine jamming during printing.	Durban	M	SERV		CH0000563	New Deal Sale 111	CALL	HOP001	Hope Works	Technic
WO0001616	Created for production batch - test2	Durban	O	MN	Manufacturing						
WO0001662	Machine service required	Durban	M	SERV							
WO0001663	Copier to be repaired	Durban	O	REP	Machine Repairs						

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