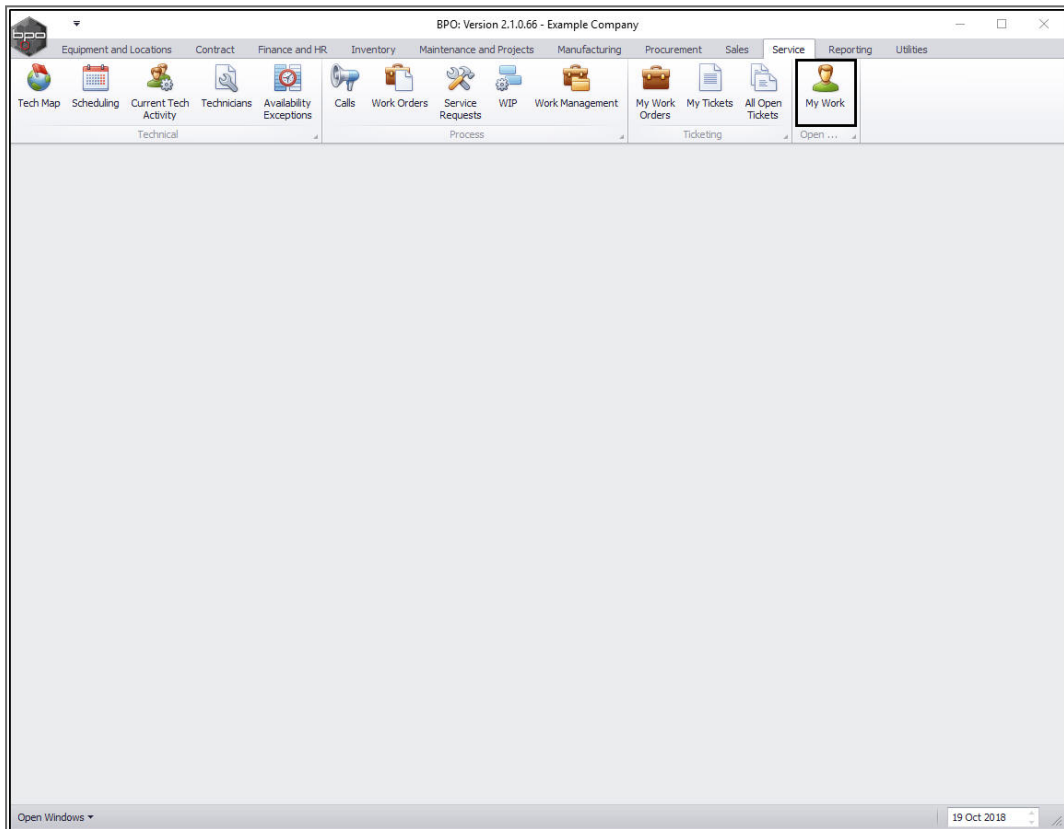


We are currently updating our site; thank you for your patience.

## SERVICE

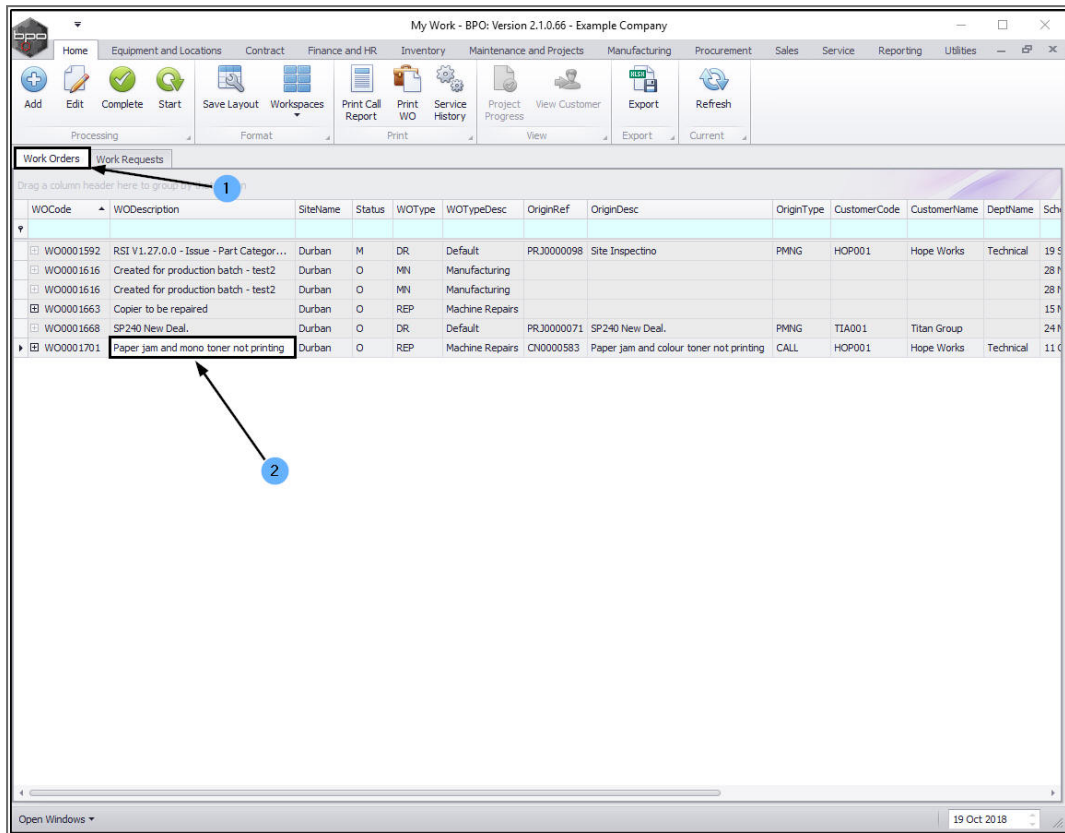
# MY WORK – EDIT WORK ORDER DESCRIPTION, COMMENTS, RECTIFICATION COMMENT

Ribbon Access: Service > My Work

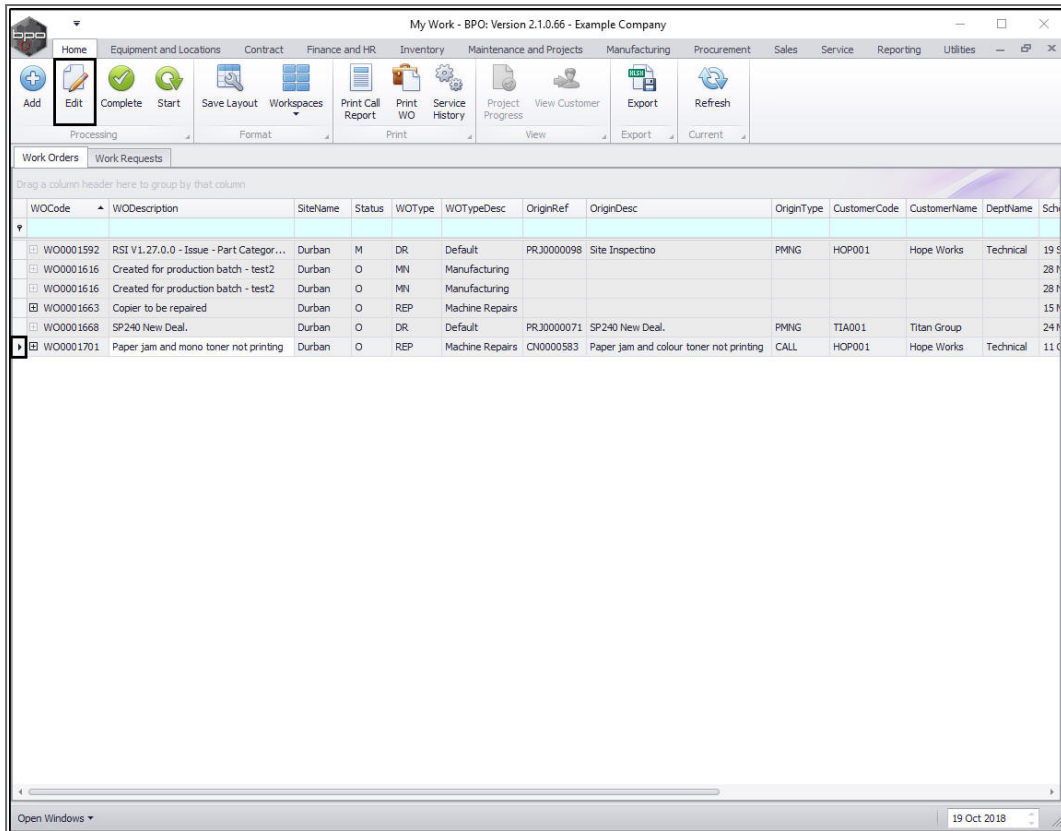


The **My Work** listing screen will be displayed.

1. Ensure that you have selected the **Work Orders** tab.
2. Search for the **work order** that contains the **Description** that you wish to change.



1. Click on the **row selector** in front of the **work order** to be edited.
2. Click on **Edit**.



- The **Maintain WO - Ref [ ]** will be displayed.

## EDIT WORK ORDER DESCRIPTION

- Click in the **Description** text box, select the incorrect text and delete it.
  - In this image, the text **'mono'** has been selected to be deleted.

Maintain WO - Ref WO0001701 - BPO: Version 2.1.0.66 - Example Company

Home | Equipment and Locations | Contract | Finance and HR | Inventory | Maintenance and Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

Save | Back | Save Layout | Print

Maintain | Format | Print

Links: Enter text to search...

**Functions**

- Time
- Services
- Third Party Services
- Parts
- Loans
- Swap Outs
- Meters
- Expenses
- Travel

**Description** Paper jam and ~~mono~~ toner not printing

**Requestor** Abigail Mine

**WO Type** Repair

**Priority** 3

**Request Date** 12 Oct 2018 09:58:05

**Status** Open

**Billable**

**Capitalise**

**Work Order Item**

**Functional Location**  **Equipment**

**Item** 204-989898

**Comment**

**Links**

RefType	ReferenceType	ReferenceNo
I CALL	Call Reference	CN0000583
PMNG	Project Reference	

**Schedule**

**Assigned To** Abigail Mine

**Assigned By** Belinda Sharmen

**Scheduled Start** 11 Oct 2018 12:00:00

**Scheduled End** 11 Oct 2018 12:00:00

**Actual Start** 12 Oct 2018 12:00:00

**Actual End** 12 Oct 2018 12:00:00

**Delay Comments** Currently on Schedule

**Rectification Code** Fixed machine

**Rectification Comments** Cleared paper jam

**Completion Date** 12 Nov 2018 00:00:00

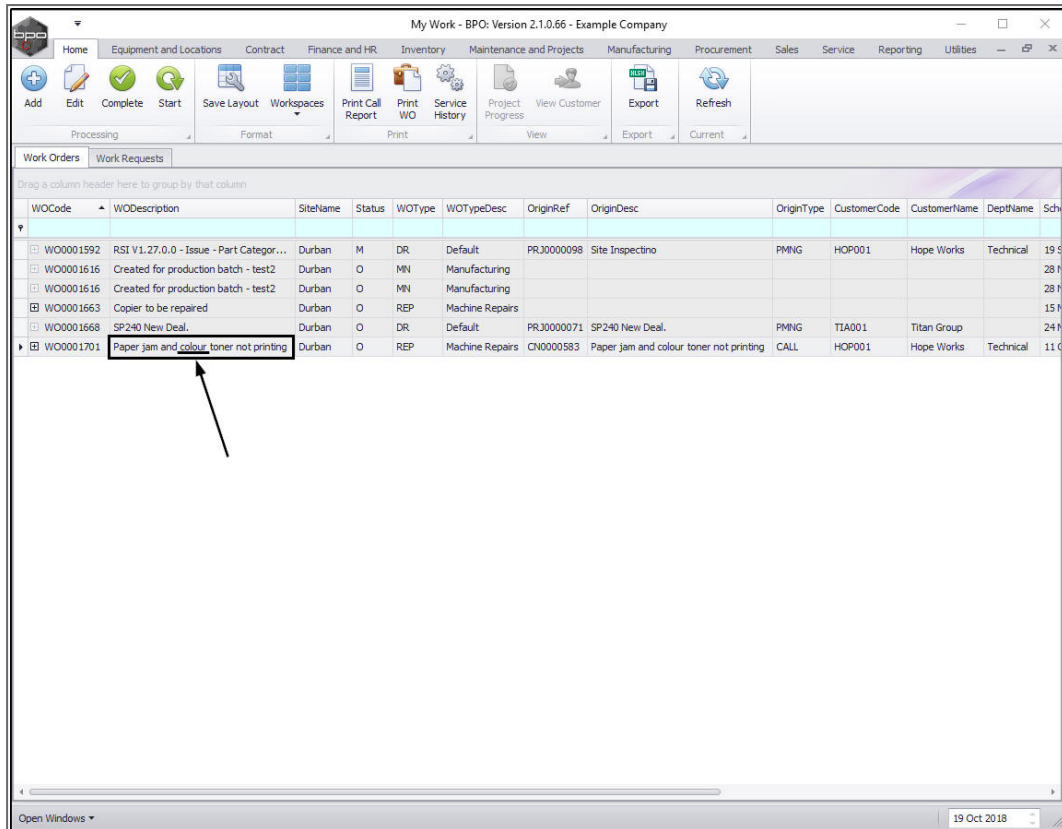
Meters

Open Windows

19 Oct 2018

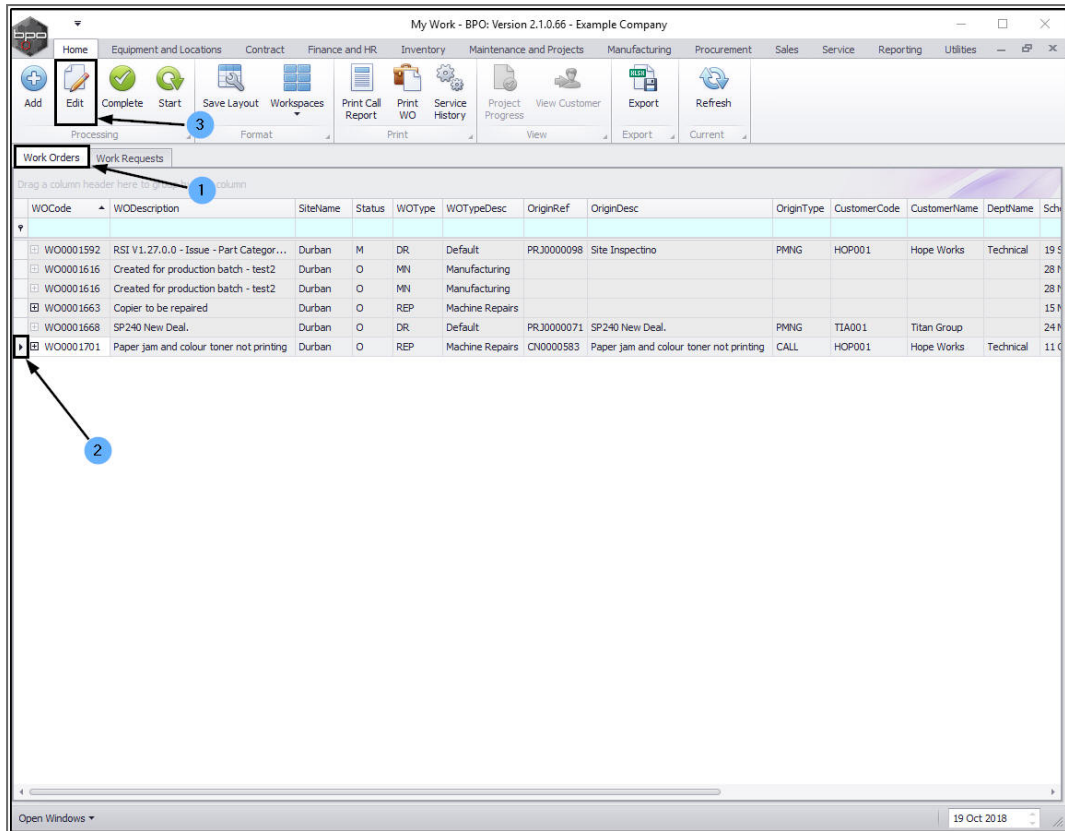
- Type in the changes as required.
  - In this image, 'colour' has replaced 'mono'.
- Click on **Save**.

- The edited details will be **saved** and you will return to the **My Work** listing screen.
- Here you can view the changes in the **WO Description** column.



## EDIT WORK ORDER COMMENT

1. In the **Work Order** listing screen, ensure that you have selected the **Work Orders** tab.
2. Click on the **row selector** in front of the **work order** where you wish to change the **Comment**.
3. Click on **Edit**.



- Click in the **Comment** text box, select the incorrect text and delete it.
  - In this image, the text '**mono**' has been selected to be deleted.

Maintain WO - Ref WO0001701 - BPO: Version 2.1.0.66 - Example Company

Home | Equipment and Locations | Contract | Finance and HR | Inventory | Maintenance and Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

Save | Back | Save Layout | Print

Links: Enter text to search...

**Functions**

- Time
- Services
- Third Party Services
- Parts
- Loans
- Swap Outs
- Meters
- Expenses
- Travel

**Description** Paper jam and colour toner not printing

**Requestor** Abigail Milne

**WO Type** Repair

**Priority** 3

**Request Date** 12 Oct 2018 09:58:05

**Status** Open

**Billable**

**Capitalise**

**Work Order Item**

**Functional Location**  **Equipment**

**Item** 204-989898

**Comment** Replaced mono toner with spare

**Links**

RefType	ReferenceType	ReferenceNo
I CALL	Call Reference	CN0000583
PMNG	Project Reference	

**Schedule**

**Assigned To** Abigail Milne

**Assigned By** Belinda Sharmen

**Scheduled Start** 11 Oct 2018 12:00:00

**Scheduled End** 12 Oct 2018 12:00:00

**Actual Start** 12 Oct 2018 12:00:00

**Actual End** 13 Oct 2018 12:00:00

**Delay Comments** Currently on Schedule

**Rectification Code** Fixed machine

**Rectification Comments** Cleared paper jam

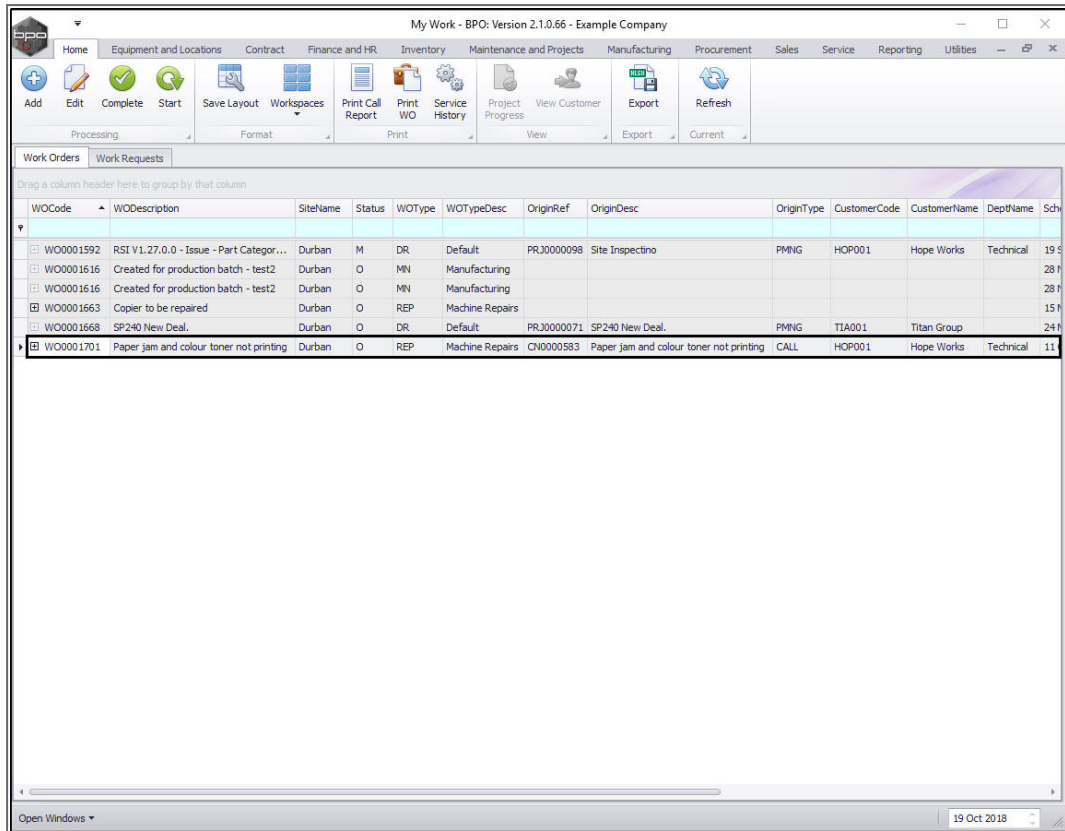
**Completion Date** 12 Nov 2018 00:00:00

Meters | Open Windows | 19 Oct 2018

- Type in the changes as required.
  - In this image, 'colour' has replaced 'mono'.
- Click on Save.

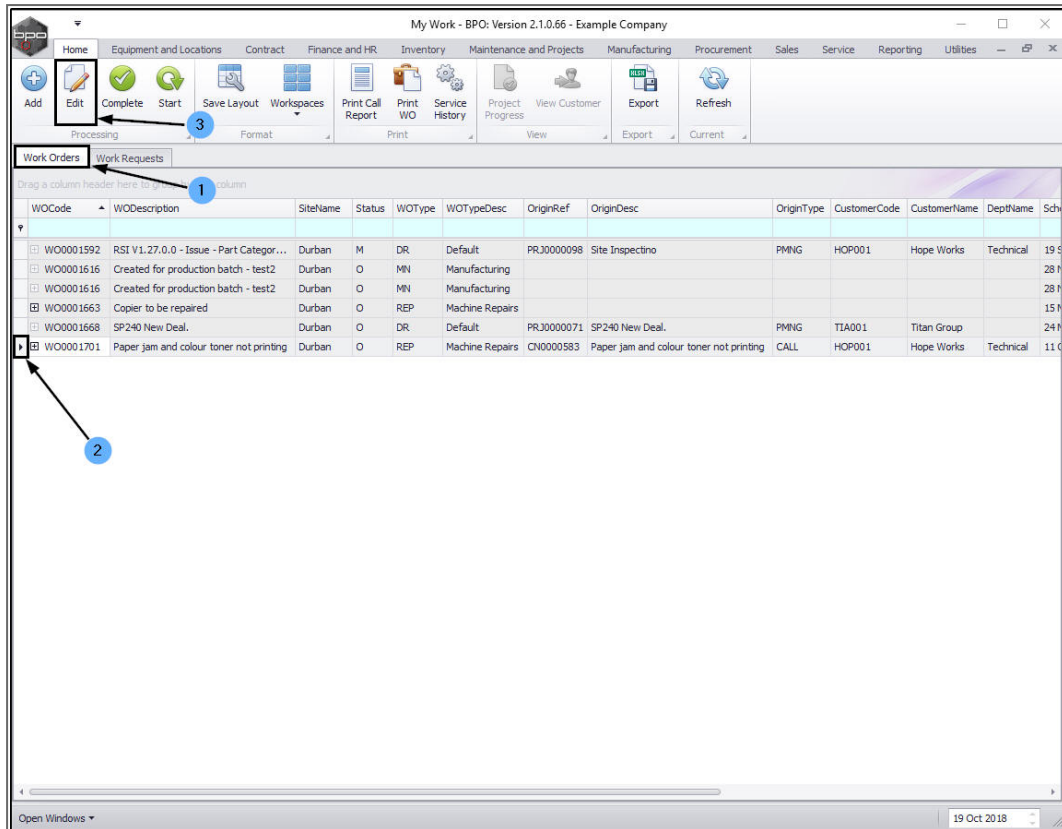


The edited details will be **saved** and you will return to the **My Work** listing screen.



## EDIT WORK ORDER RECTIFICATION COMMENT

1. In the **Work Order** listing screen, ensure that you have selected the **Work Orders** tab.
2. Click on the **row selector** in front of the **work order** where you wish to change the **Rectification Comment**.
3. Click on **Edit**.

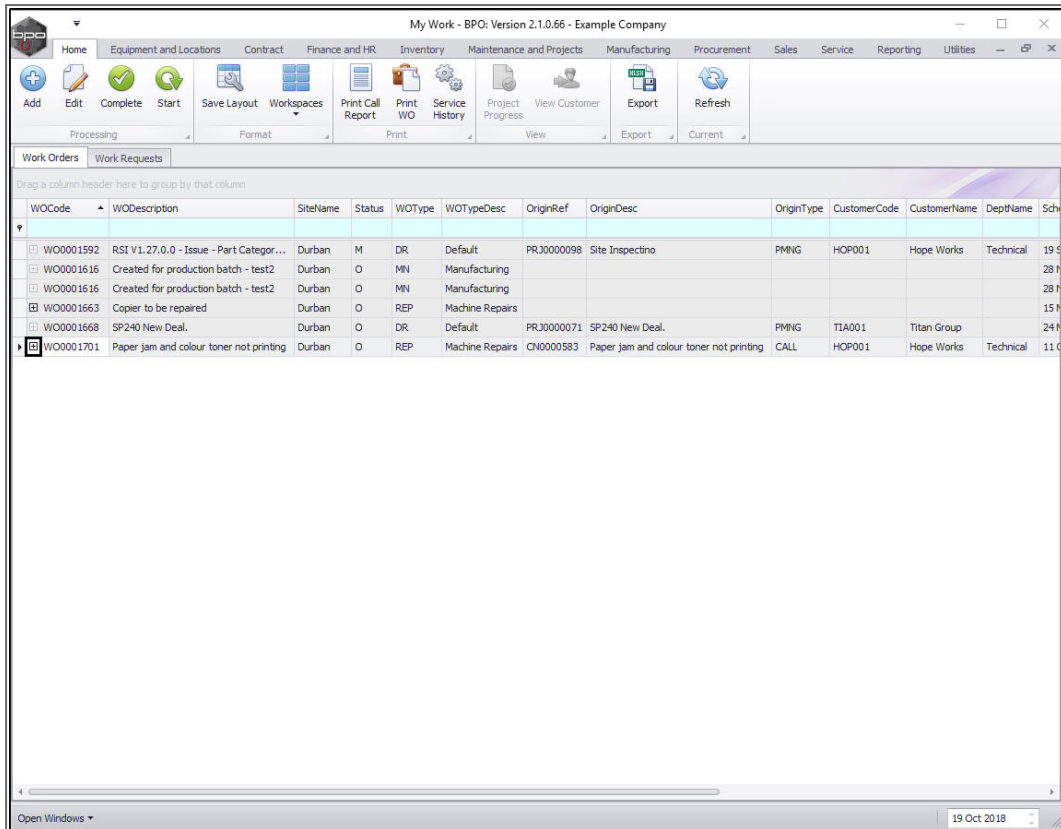


- Click in the **Rectification Comment** text box, select the incorrect text and delete it.
  - In this image, there is no text to be deleted but the Rectification Comment needs to be **expanded** to include more information.

1. Type in the changes as required.
  - In this image, **additional text** has been added to the Rectification Comments box.
2. Click on **Save**.

The edited details will be **saved** and you will return to the **My Work** listing screen.

- Click on the **expand** button in the row of the edited work order.



1. The **Prior Work Orders** frame will be expanded.
2. **Scroll right** in this frame until you can view the **Rectification Comment** column.
3. Here you can **view** the updated Rectification Comment details.

My Work - BPO: Version 2.1.0.66 - Example Company

Home | Equipment and Locations | Contract | Finance and HR | Inventory | Maintenance and Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

Processing | Format | Print | View | Export | Current

Work Orders | Work Requests

Drag a column header here to group by that column

WOCCode	WOCDescription	SiteName	Status	WOTType	WOTTypeDesc	OriginRef	OriginDesc	OriginType	CustomerCode	CustomerName	DeptName	Sch
WO0001592	RS1 V1.27.0.0 Issue - Part Categor...	Durban	M	DR	Default	PR30000098	Site Inspectio	PMING	HOP001	Hope Works	Technical	19 S
WO0001616	Created for production batch - test2	Durban	O	MN	Manufacturing							28 H
WO0001616	Created for production batch - test2	Durban	O	MN	Manufacturing							28 H
WO0001663	Copier to be repaired	Durban	O	REP	Machine Repairs							15 M
WO0001668	SP240 New Deal.	Durban	O	DR	Default	PR30000071	SP240 New Deal.	PMING	TIA001	Titan Group		24 H
WO0001701	Paper jam and colour toner not printing	Durban	O	REP	Machine Repairs	CN0000583	Paper jam and colour toner not printing	CALL	HOP001	Hope Works	Technical	11 C

Prior Work Orders | Work Order Technicians

WOCode	RequestDate	CompletionDate	CompletionTime	Description	AssignedTo	EmployeeName	Priority	RectificationComment	Status	StatusDesc
WO0001703	20 Oct 2018	19 Nov 2018	00:00:00	Copier repair ...	24	Abigail Milne	2		O	Open
WO0001701	12 Oct 2018	12 Nov 2018	00:00:00	Paper jam an ...	24	Abigail Milne	3	Cleared paper jam, replaced colour toner, returned faulty toner to store	O	Open
WO0001582	15 Aug 2017	14 Sep 2017	12:00:00	Contract Clos...	1	Bianca Du Toit	2		O	Open
WO0001568	14 Aug 2017	13 Sep 2017	12:00:00	Contract Clos...	1	Bianca Du Toit	2		O	Open

Open Windows | 19 Oct 2018

MNU.073.021

