

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

SERVICE

AVAILABILITY EXCEPTIONS

Availability Exceptions are any changes to a person's standard availability which may deem them **unavailable** when they usually <u>are</u>, or **available** when they usually are <u>not</u>.

For example;

An **Unavailable** exception may be used to reflect an employee taking annual leave or paternity leave.

An **Available** exception may be used to reflect an employee being available to work when they are not usually available or required e.g. on a public holiday.

Ribbon Access: Service > Availability Exceptions



- 1. The Availability Exceptions for employees screen will be displayed.
- 2. Select the name of the **employee** or **technician** you wish to add an availability exception for.



VIEW AVAILABILITY EXCEPTIONS

 Click on the expand icon to display the Availability Exceptions sub grid. A list of all the availability exceptions that have already been recorded for the technician will be displayed.

Note that when the expand icon in front of the employee name appears **feint**, that indicates that <u>no</u> data has been recorded yet in the sub grid. If the expand icon is **bold**, then content is available for viewing.

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ADD AVAILABILITY EXCEPTION

4. Click on **Add**.

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



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5. The Availability Exception screen will be displayed.

AVAILABILITY EXCEPTION DETAILS

- **Employee Name:** This field will populate with the name of the technician initially selected.
- Start Date of the exception: The current date will display in this field. Type in or click on the down **arrow** to select an alternative start date using the calendar function.
- End Date of the exception: This field will populate with the same date selected as the start date. Type in or click on the down **arrow** to select an alternative end date using the calendar function.
- **Code:** Click on the down **arrow** to select the appropriate exception reason code from the code list.
- Exception Reason: Click in the text box to type the detail as to why this exception is occurring.



- Exception Start Time: This field will auto populate with the start time for a normal working day (08:00:00). Type in or use the **arrow** indicators to adjust the start time for the exception, if required.
- Exception End Time: This field will auto populate with the end time of a normal working day (17:00:00). Type in or use the arrow indicators to adjust the end time for the exception, if required.

SAVE AVAILABILITY EXCEPTION

- 6. When you have finished adding the availability exception details, click on **Save**.
- 7. You will receive the **Exception Complete** message to confirm that;
 - Availability Exception has been saved.
- 8. Click on OK.

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- 9. You will return to the Availability Exceptions for employees.
- 10. View the exception by clicking on the expand icon of the technician to display the Availability Exceptions sub grid.

Note that a separate entry has been created for each day of the Availability Exception period.

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EDIT AVAILABILITY EXCEPTION

- 1. On the Availability Exceptions for employees screen,
- 2. Click on the **expand icon** of the **employee**, to display the Availability Exception sub grid.
- 3. Click in the **row** of the availability exception you wish to edit.
- 4. Click on **Edit**.

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



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- 5. The Availability Exception screen will be displayed.
- 6. When you have finished making your changes, click on **Save**.
 - The example changed to End Time from **17:00** to **13:00**
- 7. When you receive the **Exception Complete** message to confirm that;
 - Availability Exception has been saved.
- 8. Click on OK.



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- 9. You will return to the Availability Exceptions for employees screen.
- 10. Note the edited details in the Availability Exceptions frame.

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DELETE AVAILABILITY EXCEPTION

- 1. On the Availability Exceptions for employees screen,
- 2. Click on the **expand icon** of the **employee**, to display the Availability Exception sub grid.
- 3. Click in the **row** of the availability exception you wish to delete.
- 4. Click on **Delete**.

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

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- 5. When you receive the **Delete Availability Exception** message to confirm;
 - Are you sure you want to delete this availability exception?
- 6. Click on Yes.



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- 7. You will receive the delete confirmation message next;
 - Availability exception deleted.
- 8. Click on OK.

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- 9. The deleted exception has been **removed** from the Availability Exceptions frame.
- 10. **Collapse** the frame when you are done.
- 11. Click on **Back** to close the screen.

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