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

# SERVICE

## CALLS - REQUEST THIRD PARTY SERVICE

You will need to raise a Service Request when, for example, a Supplier is providing a service for this call or a Dealer is performing this service on your behalf.

From the Service Request, you can start a Non-Stock Procurement cycle, i.e. Raise a Purchase Order to the Supplier/Dealer, Non-Stock Goods Received Note and Supplier Invoice.

The list of services you can select and request are set up in **Services**.

**Ribbon Access:** Service > Calls



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The **Call Listing** screen will be displayed.



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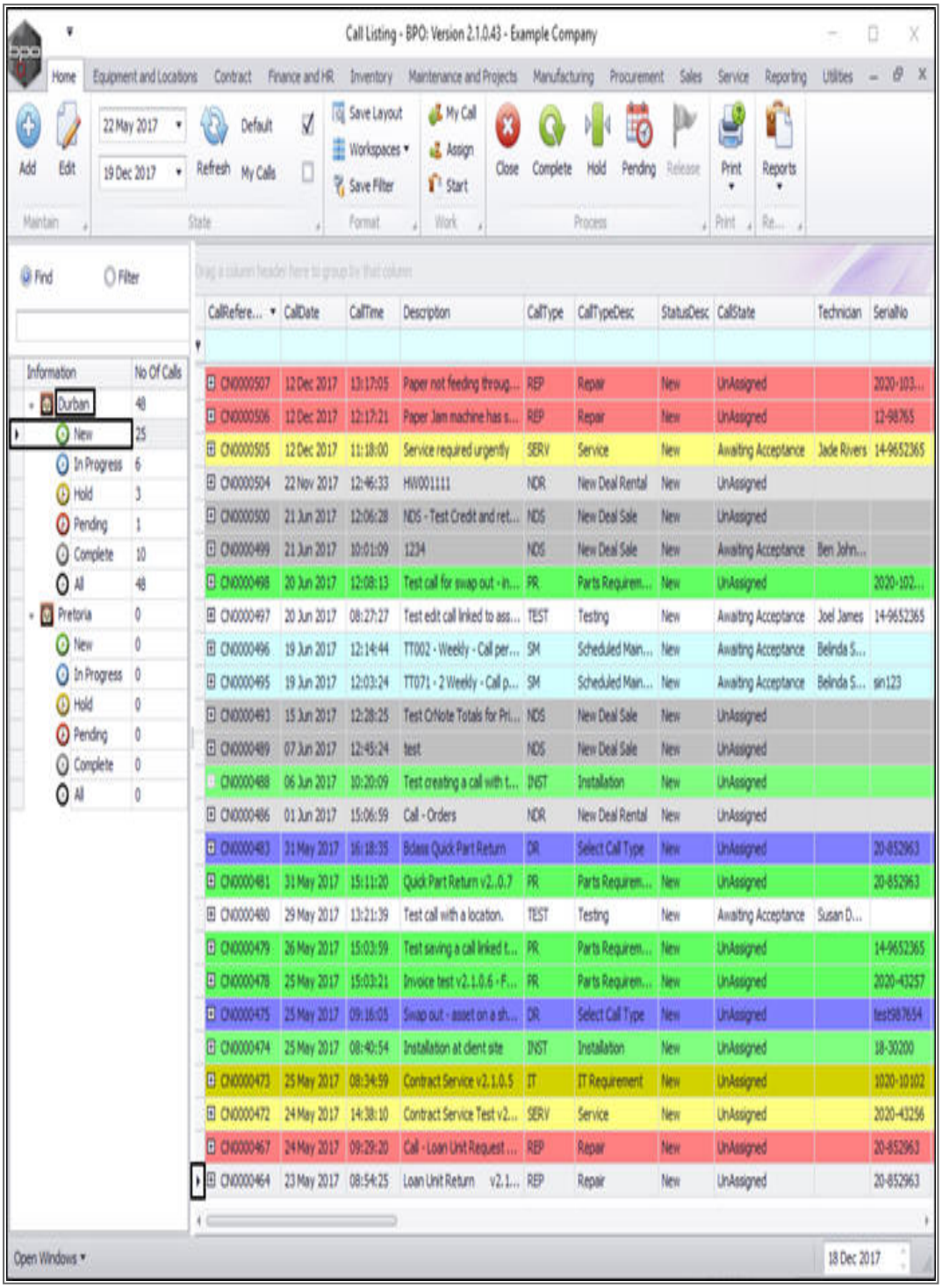
- Select the **site** and **status**.
    - In this image, **Durban** has been selected as the site and the status has been set to **New**.



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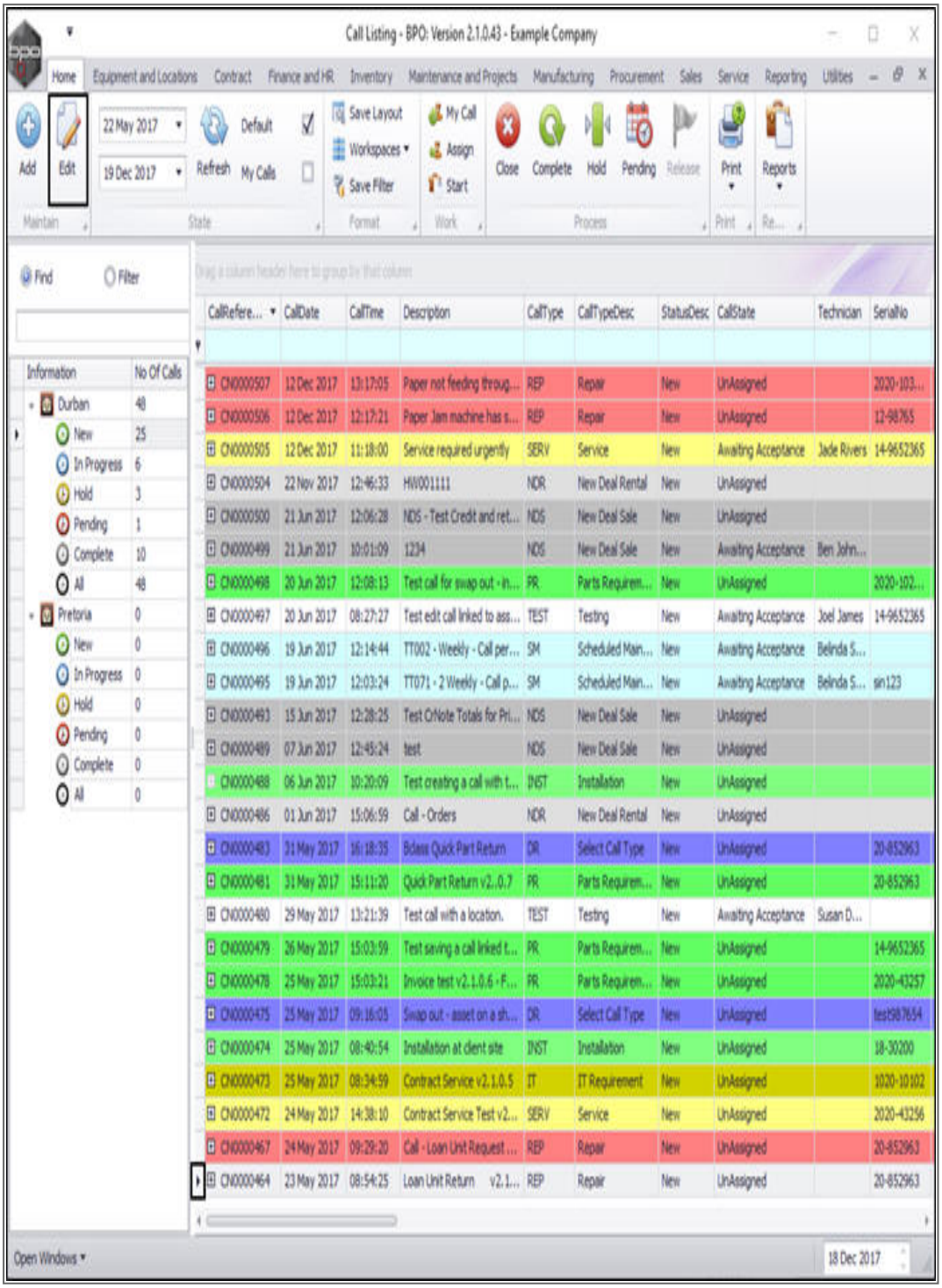
- Click on the **row selector** in front of the **call** you wish to raise a **service request** for.
- You can either click on **Edit**.



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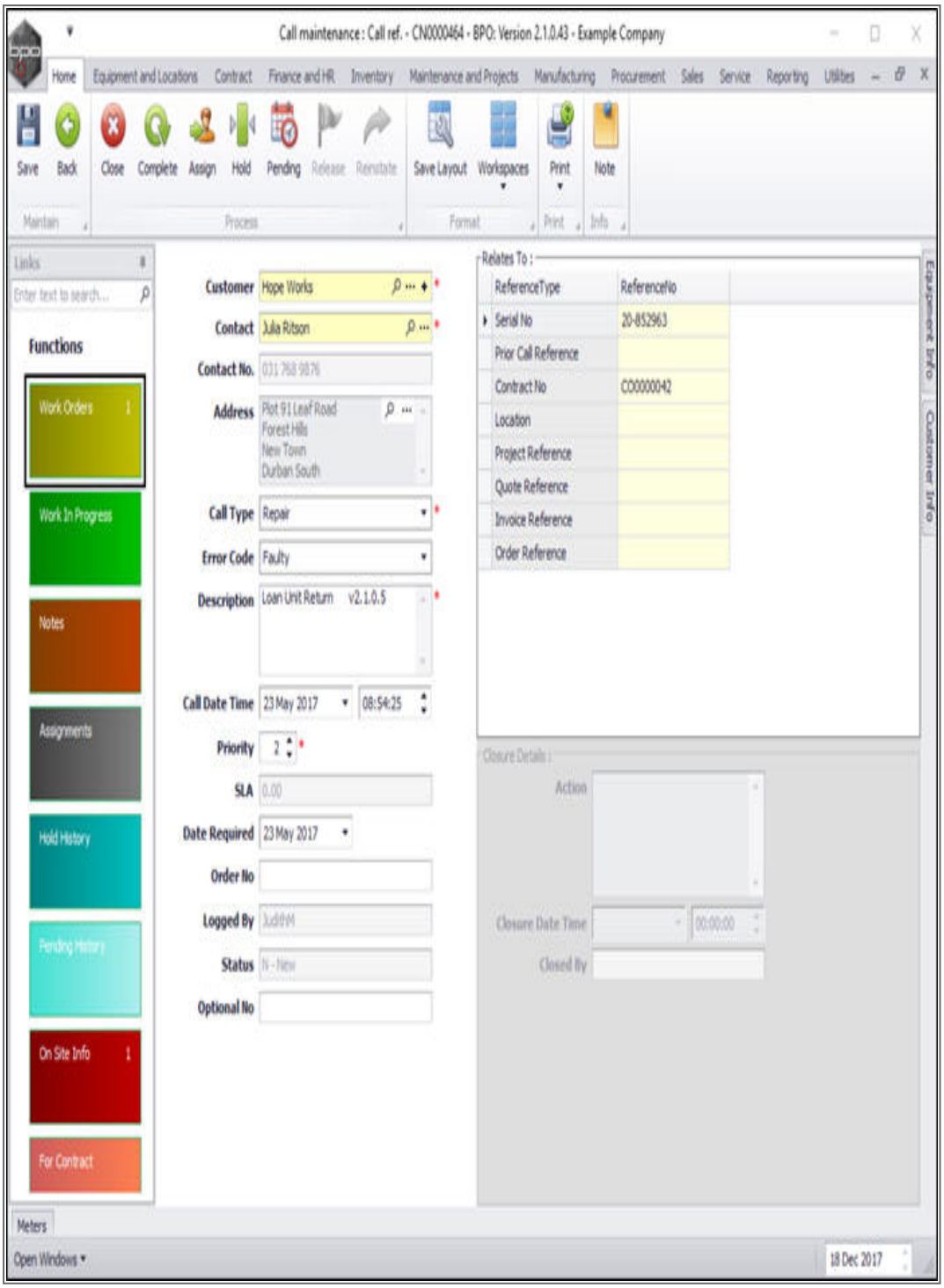
The **Call maintenance: Call ref. - [ ]** screen will be displayed.

- Click on the **Work Orders** tile.



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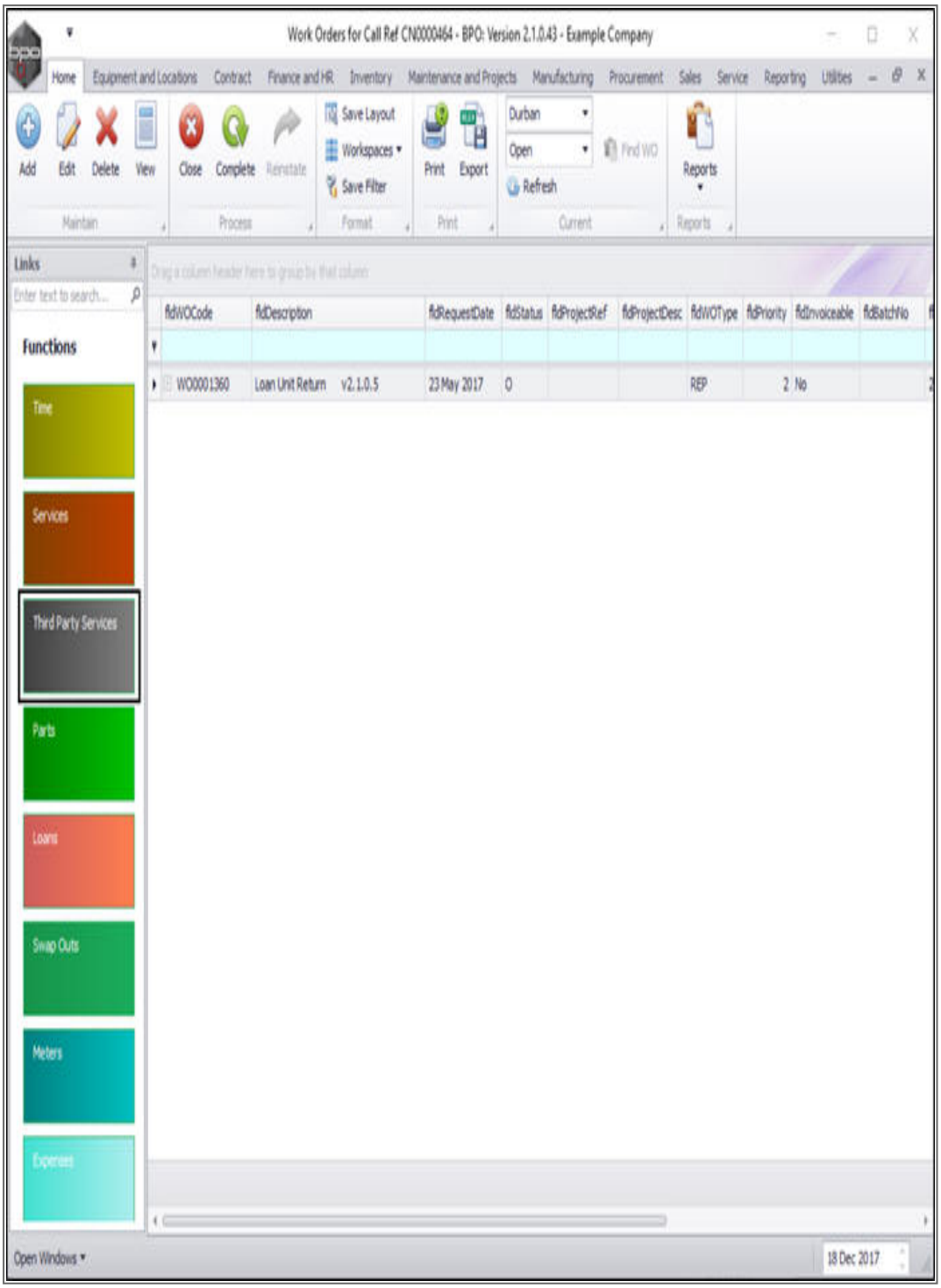
The **Work Orders for Call Ref [ ]** screen will be displayed.

- Click on **Third Party Services**.



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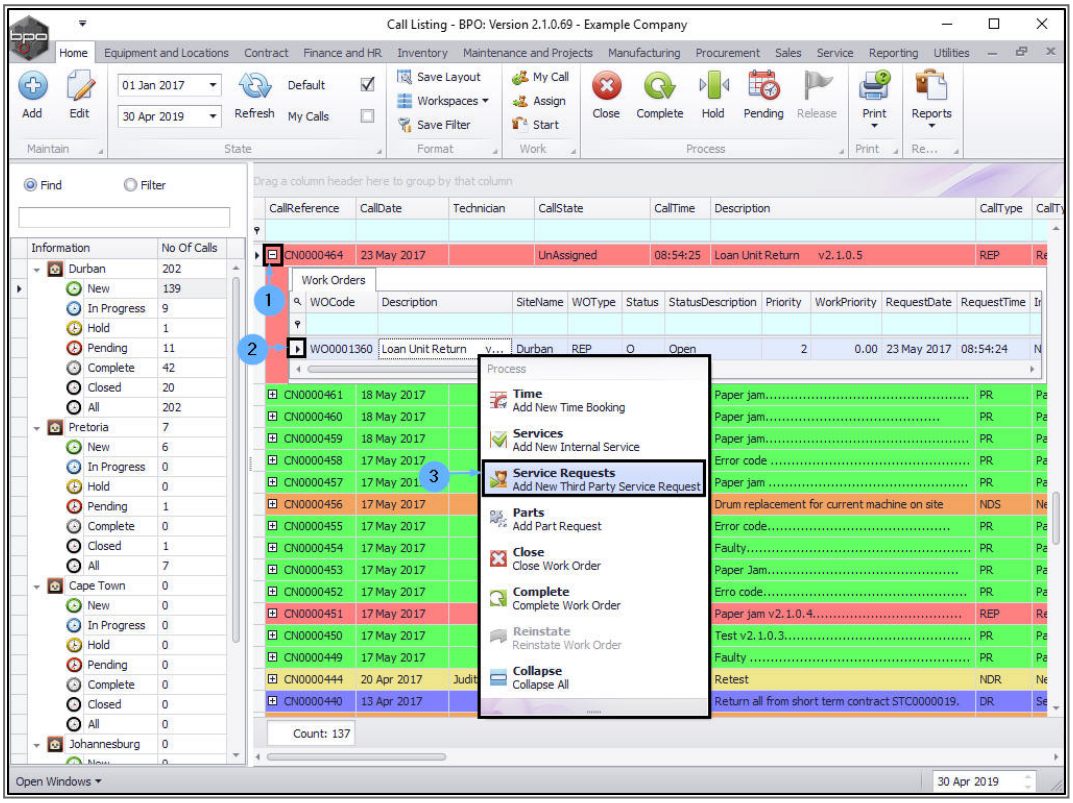
1. or you can click on the **Expand** button on the **call** you wish to log a **service request** for and select the relevant **work order**.
2. **Right click** anywhere in the row of the **work order** where you wish to log a **service request** for and
3. select **Service Requests** - Add New Third Party Service Request from the **Process** pop up menu displayed.




Either process will bring the **Service Requests for WO Code [ ]** screen.

- Click on **Add**.



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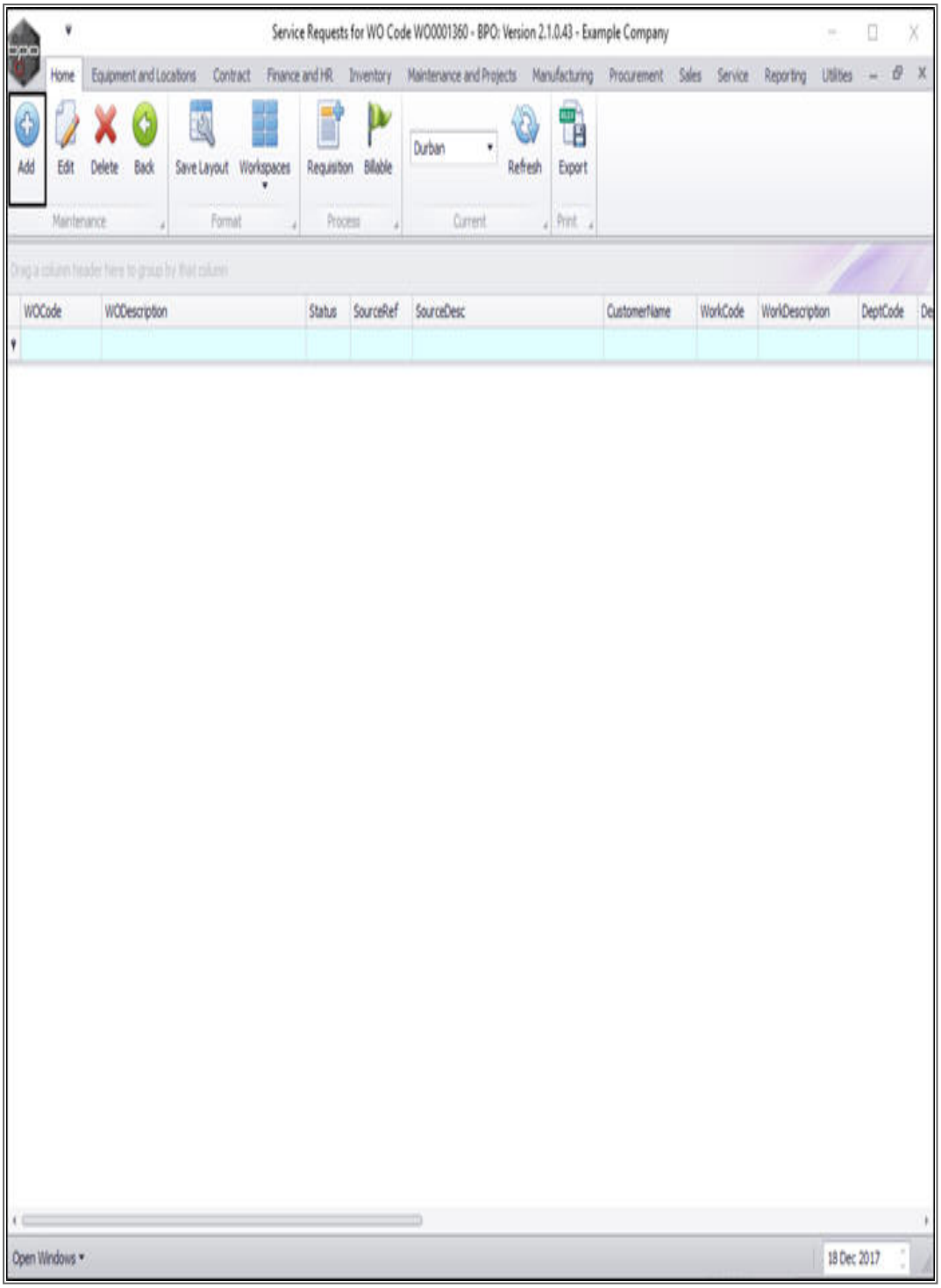


The **Third Party Services** screen will be displayed.



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- **Work Order:** This will auto populate with the work order number initially selected.
- **Service:** Click on the search icon and select the service required.
- **Description:** The description will populate as you select the above service. Type in any additional information for the supplier, e.g. Serial Number - as this detail will pull through to the Purchase Order.
- **Quantity:** The quantity will auto populate but can be changed by typing in the correct quantity.
- **Price:** The price will auto populate with what's set up on the system but can be changed by typing in the correct price.
- **Assigned To:** This will auto populate with the person currently creating the service request but you can click on the search icon and select an alternative person if required.
- **Required Date:** This will auto populate with the current date but you can click on the drop-down arrow and use the calendar function to select a different date if required.
- **Billable:** Select this option if the service is billable.
    - **Note:** This will be set to billable by default, unless the service is linked to the contract as an inclusion.
- **Comment:** Type in any additional comments here if required.



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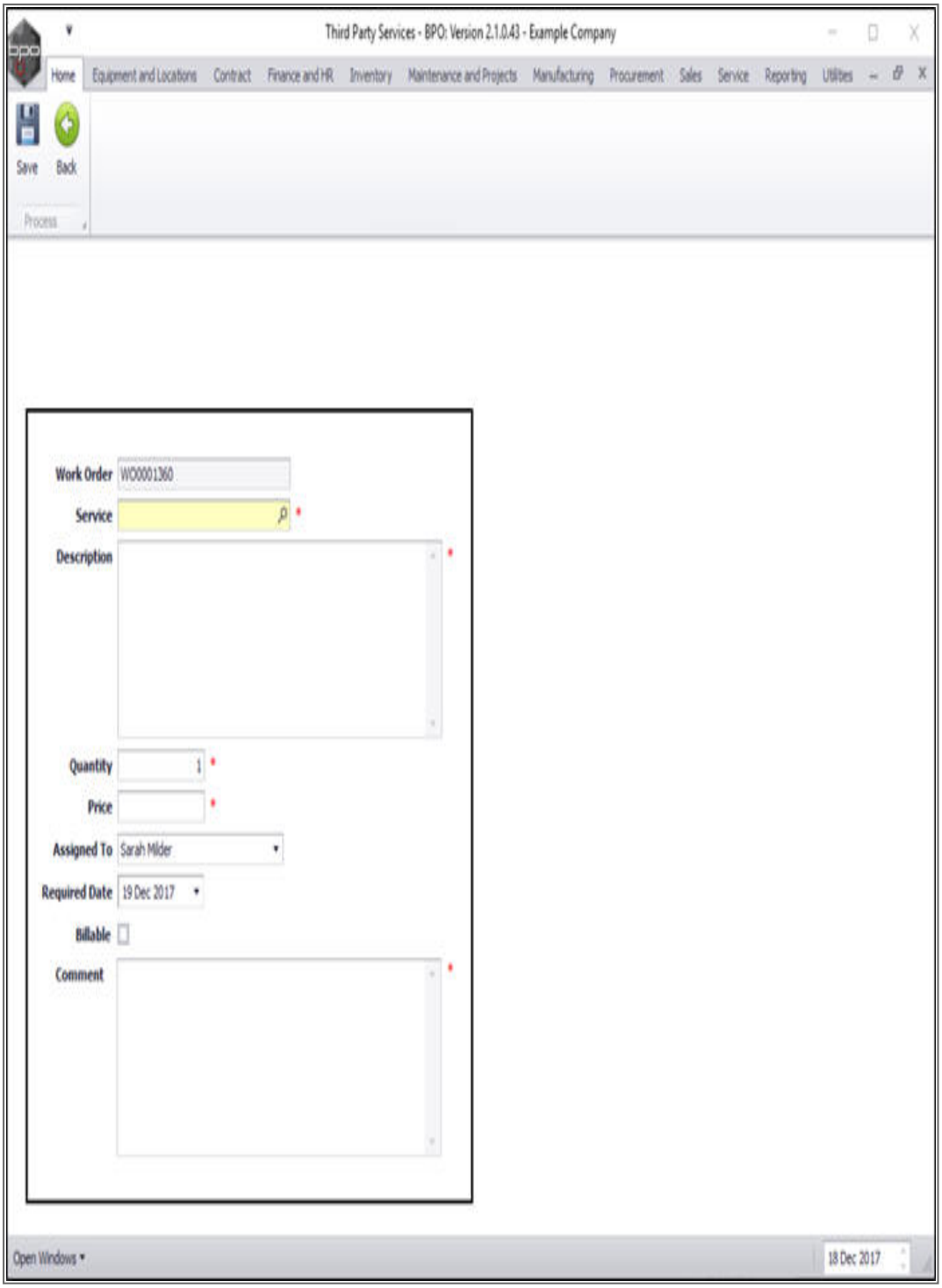


- When you have finished adding the details to the Third Party Services screen, click on **Save**.



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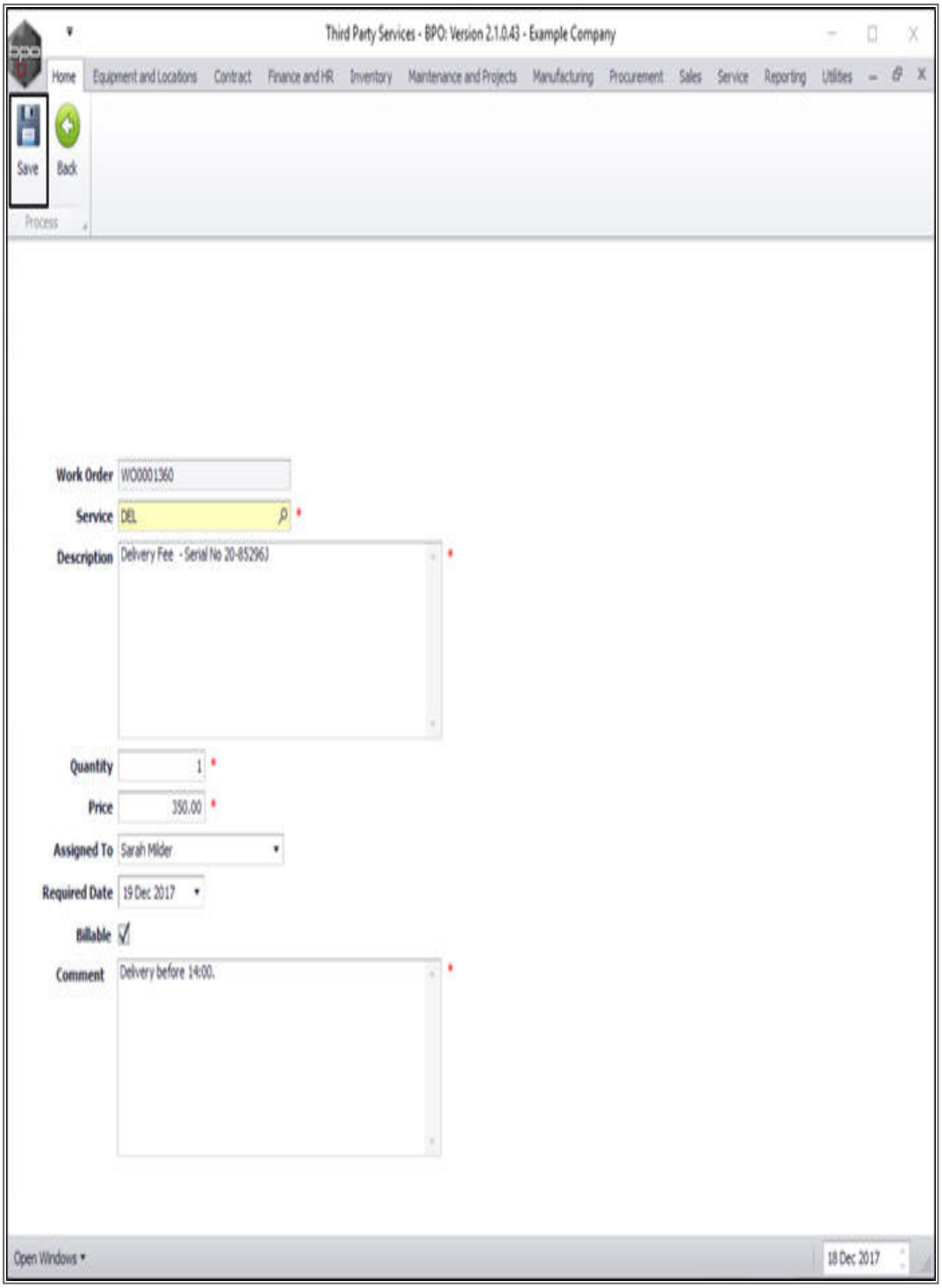




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- You will return to the **Service Requests for WO Code [ ]** screen.
- A **Service Processing** message box will pop up informing you that;
    - **Service Request on WO: [ ] complete.**
- Click on **OK**.



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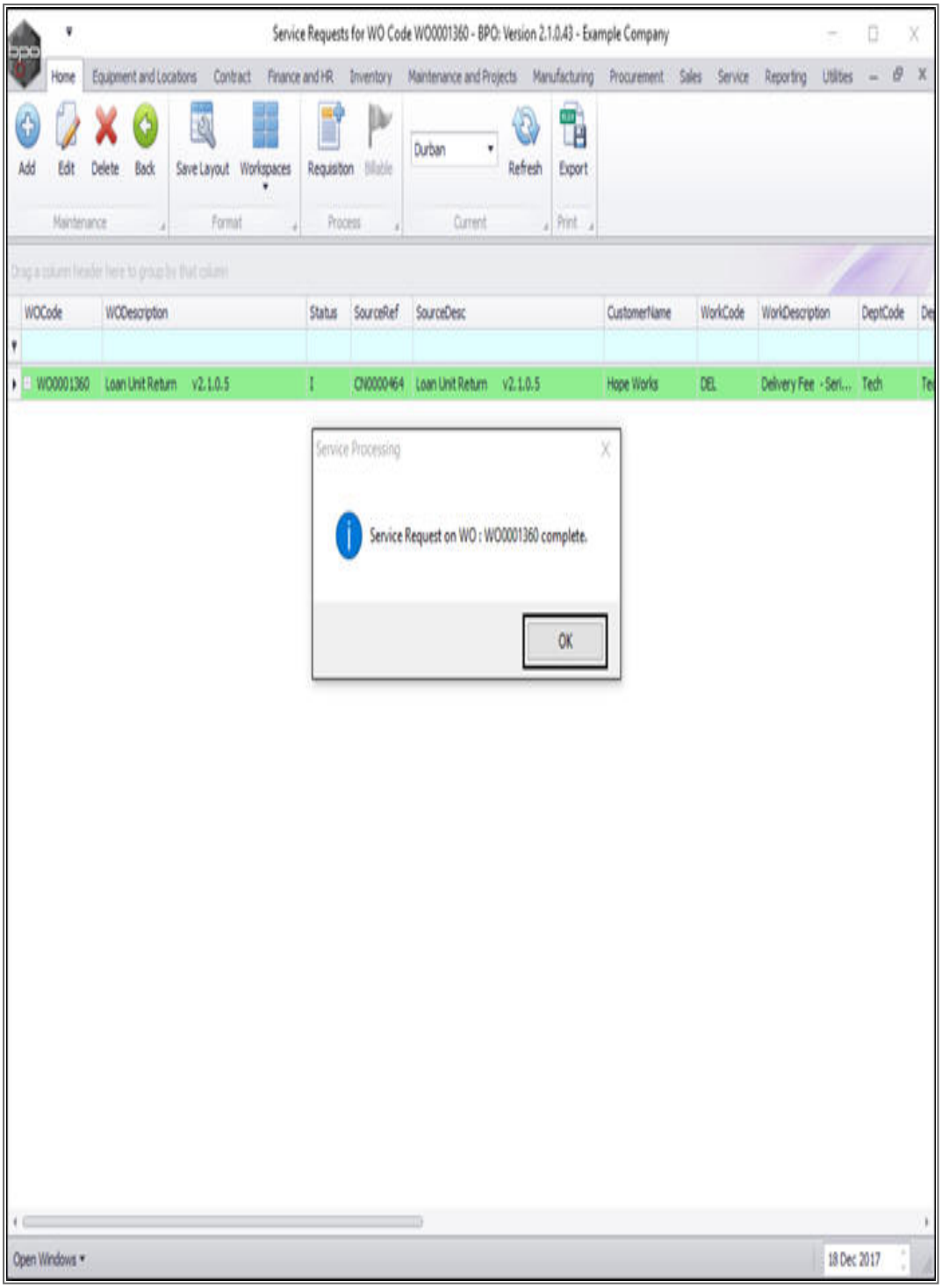


- You can now **view** the **service request details** in this screen.



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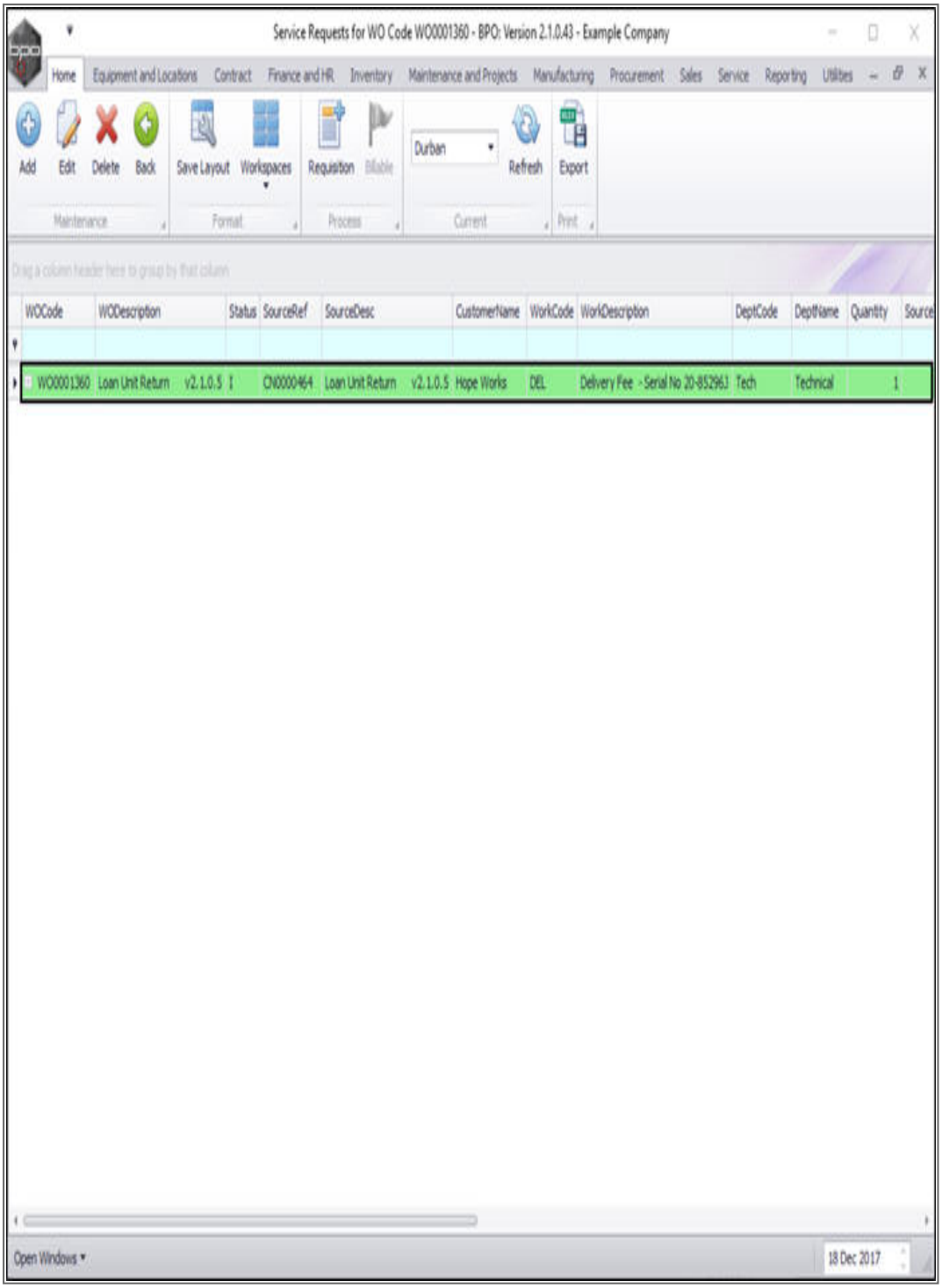




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Note that from BPO2 v2.5.0.14, you have the ability to add the same service (non-stock item) more than once to a purchase requisition, and change the item description to differentiate between them.

MNU.122.009



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