

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

# SERVICE

# **CLOSURE EXCEPTIONS - INVOICE CALL**

If you Call Closure Exception is related to items that must be invoiced, you can invoice directly from the Closure Exception Listing screen.

## **SELECT THE CALL**

#### Ribbon Select Service > Call Exceptions



• The **Closure Exceptions Listing** screen will be displayed, listing all Completed calls with completed work orders that have closure exceptions.

| 3 v               |             |                  |                      |                       |             | Closur                  | e Exceptio                | ns - BPO: Version 2.5.1.4 - v2514 Example Company          |              |          |            |                |   | 8 |
|-------------------|-------------|------------------|----------------------|-----------------------|-------------|-------------------------|---------------------------|--|--------------|----------|------------|----------------|---|---|
| Home              | e Equipr    | nent/Locations 0 | ontract Financ       | e / HR Inventory      | Maintenance | / Projects              | Manufact                  | ring Procurement Sales Service Reporting I                 | Utilities    |          |            |                | _ | ₽ |
| ave Close         | e Invoice   | Credit Issue     | VIP Flag Items       | Durban 🔻              | Pafrash     | Save Layou<br>Workspace |                           |  |              |          |            |                |   |   |
|                   |             |                  |                      |                       | 1           | Save Filter             |                           |  |              |          |            |                |   |   |
| int ,             |             | Process          |                      | State                 | 4           | Format                  | -                         |  |              |          |            |                |   |   |
| nks               | 4           |                  |                      |                       |             |                         |                           |  |              |          |            |                |   |   |
| nter text to sear | rdh 🔎       | CalReference     | CustomerCode         | CustomerName          | CallDate    | CallTime                | CallType                  | CalDesc  | StatusDesc   | Priority | Action     | DateRequired + |   |   |
| Functions         |             | ▼ 40             | 1 <b>0</b> 4         | (D)                   | -           | -                       | (D)                       | (D)  | * <b>0</b> * | -        | ADC .      | -              |   |   |
|                   |             | & ⊞ CN0001004    | DER001               | Derton / Technologies | 15/03/2023  | 01/01/1900              | ADM                       | Call SLA Hours Functionality Review                        | Complete     | 3        | 1          | 15/03/2023     |   |   |
| Work Orders 1     | E CN0000981 | HOP001           | Hope Works (Pty) Ltd | 11/12/2019            | 01/01/1900  | ADM                     | test placing call on hold | Complete   | 3            | 1        | 11/12/2019 |                |   |   |
|                   |             | ⊞ CN0000980      | HOP001               | Hope Works (Pty) Ltd  | 21/11/2019  | 01/01/1900              | TON                       | Driver Connect - offline test                              | Complete     | 3        | 1          | 21/11/2019     |   |   |
|                   | ⊞ CN0000979 | HOP001           | Hope Works (Pty) Ltd | 21/11/2019            | 01/01/1900  | SERV                    | Third driver connect call | Complete   | 3            |          | 21/11/2019 |                |   |   |
| Work In Prog      | gress       | E CN0000978      | HOP001               | Hope Works (Pty) Ltd  | 21/11/2019  | 01/01/1900              | PR                        | Driver Connect - full set of toners required               | Complete     | 3        | 1          | 21/11/2019     |   |   |
|                   |             | E CN0000977      | HOP001               | Hope Works (Pty) Ltd  | 21/11/2019  | 01/01/1900              | SERV                      | Driver Connect - toner delivery                            | Complete     | 3        | 1          | 21/11/2019     |   |   |
|                   |             | E CN0000973      | DAN002               | Dancing Shoes         | 18/11/2019  | 01/01/1900              | ADM                       | Test call email functionality                              | Complete     | 3        | 1          | 18/11/2019     |   |   |
| Notes             |             | ⊞ CN0000841      | YES001               | Young Electric        | 11/11/2019  | 01/01/1900              | NDS                       | Test Service balances time logging                         | Complete     | 3        | 1          | 11/11/2019     |   |   |
|                   |             | E CN0000832      | HOP001               | Hope Works (Pty) Ltd  | 15/10/2019  | 01/01/1900              | DR                        | it seems like call notes are not saving for call request   | Complete     | 3        | 1          | 15/10/2019     |   |   |
|                   |             | ⊞ CN0000822      | TEL005               | Telerex               | 04/07/2019  | 01/01/1900              | DR                        | test   | Complete     |          | 1          | 11/07/2019     |   |   |
| Assignments       |             |                  | DAN002               | Dancing Shoes         | 13/05/2019  | 01/01/1900              | INST                      | test another call for overflow error                       | Complete     | 3        | 1          | 13/05/2019     |   |   |
| Assignments       | · •         | E CN0000814      | DAN002               | Dancing Shoes         | 13/05/2019  | 01/01/1900              | INST                      | test call for overflow error                               | Complete     | 3        |            | 13/05/2019     |   |   |
|                   |             |                  | HOP001               | Hope Works (Pty) Ltd  | 03/05/2019  | 01/01/1900              | π                         | Test call for warranties                                   | Complete     | 3        | 1          | 03/05/2019     |   |   |
|                   |             | E CN0000793      | HOP001               | Hope Works (Pty) Ltd  | 11/09/2018  | 01/01/1900              | TON                       | Toner replacement requirement                              | Complete     | 3        |            | 11/09/2018     |   |   |
| Hold History      |             |                  | HOP001               | Hope Works (Pty) Ltd  | 25/07/2018  | 01/01/1900              | REP                       | Copier not switching on                                    | Complete     | 3        | 1          | 25/07/2018     |   |   |
|                   |             | ⊞ CN0000772      | HOP001               | Hope Works (Pty) Ltd  | 12/07/2018  | 01/01/1900              | REP                       | Client equipment not functioning - to send out a loan unit | Complete     | 3        | 1          | 12/07/2018     |   |   |
|                   |             |                  | HOP001               | Hope Works (Pty) Ltd  | 11/07/2018  | 01/01/1900              | DR                        | Test all bilable items.                                    | Complete     | 3        |            | 11/07/2018     |   |   |
| Pending Histo     | ory         | E CN0000770      | HOP001               | Hope Works (Pty) Ltd  | 11/07/2018  | 01/01/1900              | INST                      | Auto Invoicing Next Level                                  | Complete     | 1        |            | 11/07/2018     |   |   |
|                   |             |                  | HOP001               | Hope Works (Pty) Ltd  | 10/07/2018  | 01/01/1900              | INST                      | Test call for auto invoicing                               | Complete     | 3        |            | 10/07/2018     |   |   |
|                   |             | E CN0000765      | DER001               | Derton / Technologies | 10/07/2018  | 01/01/1900              | INSP                      | Auto call invoice test                                     | Complete     | 3        | 1          | 10/07/2018     |   |   |
| On Site Info      |             |                  | APP0001              | Apple Juice Inc       | 10/07/2018  | 01/01/1900              | INST                      | New Call for testing invoicing from Auto Call Invoice.     | Complete     | 3        |            | 10/07/2018     |   |   |
|                   |             | E CN0000763      | HOP001               | Hope Works (Pty) Ltd  | 06/07/2018  | 01/01/1900              | INSP                      | Test call for auto invoice processing                      | Complete     | 3        |            | 06/07/2018     |   |   |
|                   |             |                  | APP0001              | Apple Juice Inc       | 13/06/2018  | 01/01/1900              | INSP                      | Test stock over issue - auto approve part requests off     | Complete     | 3        |            | 13/06/2018     |   |   |
| For Contract      |             |                  | HOP001               | Hope Works (Pty) Ltd  | 08/01/2018  | 01/01/1900              | DR                        | Test swap outs for tech connect                            | Complete     | 3        | 1          | 08/01/2018     |   |   |
|                   |             |                  | HOP001               | Hope Works (Pty) Ltd  | 19/12/2017  | 01/01/1900              | INST                      | Test new swap out process on tech connect                  | Complete     | 3        |            | 19/12/2017     |   |   |
|                   |             | ⊞ CN0000534      | GDB0001              | Good Books            | 14/09/2017  | 01/01/1900              | Π                         | Test call for the WebPortal back order report              | Complete     |          | 1          | 14/09/2017     |   |   |

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• Click on the row selector in front of the call.

| w international state |                      |                |                           |            |             |          | ons - BPO: Version 2.5.1.4 - v2514 Example Company                       |            |          |                           |              |  |
|-----------------------|----------------------|----------------|---------------------------|------------|-------------|----------|--|------------|----------|---------------------------|--------------|--|
| Home Equ              | ipment / Locations C | Contract Finan | ce / HR Inventory         |            |             |          | ring Procurement Sales Service Reporting Utilit                          | es         |          |                           |              |  |
|                       |                      | <b>P</b>       |                           | 1657       | Save Layor  |          |  |            |          |                           |              |  |
| e Close Invoid        | e Credit Issue V     | VIP Flag Items | Durban 🔻                  | Refresh    | Workspace   | s*       |  |            |          |                           |              |  |
|                       |                      |                |                           | 9          | Save Filter |          |  |            |          |                           |              |  |
|                       |                      |                |                           |            |             |          |  |            |          |                           |              |  |
| s                     | a Drag a column head |                |                           |            |             |          |  |            |          |                           |              |  |
|                       | CalReference         | CustomerCode   | CustomerName              | CallDate   | CalTime     | CallType | CalDesc  | StatusDesc | Priority | Action                    | DateRequired |  |
|                       | Y (D)                | ( <b>D</b> )   | ·0:                       | -          | -           | 0        | 0  | -0:        | -        | (D)                       | -            |  |
|                       | ▶ 	 CN0001004        |                | Derton / Technologies     | 15/03/2023 | 01/01/1900  |          | Call Closure Exception Functionality Review                              | Complete   |          | 3                         | 15/03/2023   |  |
|                       |                      |                | Westwood Dynamic          |            | 01/01/1900  |          | Please service machine as per error code                                 | Complete   |          | 2                         | 21/07/2014   |  |
|                       | E CN0000049          |                | Samanthas Diner           |            | 01/01/1900  |          | Machine error  | Complete   |          | 2                         | 04/08/2014   |  |
|                       |                      | OFF001         | Office Supplies Unlimited | 05/08/2014 | 01/01/1900  | SERV     | Machine error code - drum  | Complete   |          | 2                         | 05/08/2014   |  |
|                       | E CN0000054          | DAN001         | Danny Storm IT Cafe       | 05/08/2014 | 01/01/1900  | SERV     | Service required   | Complete   |          | 2                         | 05/08/2014   |  |
|                       |                      | HOP001         | Hope Works (Pty) Ltd      | 26/02/2015 | 01/01/1900  | INST     | Setup required   | Complete   |          | 2                         | 26/02/2015   |  |
|                       | ⊞ CN0000138          | WES001         | Westwood Dynamic          | 02/06/2015 | 01/01/1900  | SERV     | Machine service required   | Complete   |          | 2                         | 02/06/2015   |  |
| Time Review           |                      | biancad        | North West Branch         | 14/01/2016 | 01/01/1900  | PR       | test   | Complete   |          | 2                         | 14/01/2016   |  |
|                       | ⊞ CN0000296          | HOP001         | Hope Works (Pty) Ltd      | 29/03/2016 | 01/01/1900  | SERV     | Test auto apply task to work order                                       | Complete   |          | 2                         | 29/03/2016   |  |
|                       |                      | HOP001         | Hope Works (Pty) Ltd      | 09/06/2016 | 01/01/1900  | INST     | Tier - Commercial Tier Test  | Complete   |          | 2                         | 09/06/2016   |  |
|                       | ⊞ CN0000333          | HOP001         | Hope Works (Pty) Ltd      | 09/06/2016 | 01/01/1900  | INST     | Tier - Commercial Tier Test  | Complete   |          | 2                         | 09/06/2016   |  |
|                       |                      | HOP001         | Hope Works (Pty) Ltd      | 09/06/2016 | 01/01/1900  | INST     | Tier - Commercial Tier Test  | Complete   |          | 2                         | 09/06/2016   |  |
| ransactions           | ⊞ CN0000355          | TIA001         | Titan Group               | 22/06/2016 | 01/01/1900  | SERV     | Loan Unit required   | Complete   |          | 2                         | 22/06/2016   |  |
|                       |                      | HOP001         | Hope Works (Pty) Ltd      | 13/09/2016 | 01/01/1900  | REP      | Prior calls list for location  | Complete   |          | 2                         | 13/09/2016   |  |
|                       | ⊞ CN0000372          | HOP001         | Hope Works (Pty) Ltd      |            | 01/01/1900  |          | Scheduled Maintenance  | Complete   |          | 2                         | 13/09/2016   |  |
|                       |                      | HOP001         | Hope Works (Pty) Ltd      | 19/09/2016 | 01/01/1900  | REP      | 12345  | Complete   |          | 2                         | 26/09/2016   |  |
|                       | ⊞ CN0000228          | YES001         | Young Electric            | 18/11/2015 | 01/01/1900  | PR       | Check Contract Detail record in place after partial non stock return     | Complete   |          | 2                         | 18/11/2015   |  |
| Orders                |                      |                | Hope Works (Pty) Ltd      | 29/03/2017 | 01/01/1900  | INST     | My work - work order linked to a call.Installation at non client loction | Complete   |          |                           | 29/03/2017   |  |
|                       | ⊞ CN0000437          | HOP001         | Hope Works (Pty) Ltd      | 12/04/2017 | 01/01/1900  | SM       | TT0001 - Daily - Call per WO   | Complete   |          | 2 WO0001262 : call closed | 12/04/2017   |  |
|                       |                      |                | Office Supplies Unlimited | 05/05/2017 | 01/01/1900  | SERV     | Test call for start and end work on a call vs ticketing                  | Complete   |          |                           | 05/05/2017   |  |
| Terretore             |                      |                |                           |            | 01/01/1900  |          | Error code   | Complete   |          |                           | 17/05/2017   |  |
|                       |                      | HOP001         | Hope Works (Pty) Ltd      | 24/05/2017 | 01/01/1900  | SERV     | Contract Service Test v2.1.0.5   | Complete   |          | 2                         | 24/05/2017   |  |
|                       | E CN0000487          |                |                           |            | 01/01/1900  |          | New Deal Rental  | Complete   |          | 2                         | 08/06/2017   |  |
|                       |                      |                | Office Supplies Unlimited |            |             |          | Test creating a call with the required date field filled in.             | Complete   |          | 2                         | 06/06/2017   |  |
|                       | E CN0000490          |                |                           |            | 01/01/1900  |          | 1234   | Complete   |          | 2                         | 15/06/2017   |  |
|                       |                      | ABCXYZ123      | ABC SHoe Co               | 08/06/2017 | 01/01/1900  | NDS      | 1234   | Complete   |          | 2                         | 15/06/2017   |  |

### **INVOICE THE CALL**

• Click on the **Invoice** button.

| w.                  |                             |                |                           |             | Closu       | e Exceptio     | ns - BPO: Version 2.5.1.4 - v2514 Example Company                        |            |          |                           |              | - 8 |
|---------------------|-----------------------------|----------------|---------------------------|-------------|-------------|----------------|--|------------|----------|---------------------------|--------------|-----|
| Home Equipm         | ent / Locations C           | ontract Financ | e / HR Inventory          | Maintenance | / Projects  | Manufact.      | ring Procurement Sales Service Reporting Utiliti                         | ies        |          |                           |              | - 8 |
|                     | 6 2 3                       |                |                           | 45. 5       | 🕄 Save Layo | ıt             |  |            |          |                           |              |     |
|                     |                             |                | Durban 🔻                  |             | Workspace   | s <del>v</del> |  |            |          |                           |              |     |
| we Close Invoice    | Credit Issue V              | VIP Flag Items |                           | Refresh     | Save Filter |                |  |            |          |                           |              |     |
|                     | Process                     |                |                           |             |             |                |  |            |          |                           |              |     |
| ks a                |                             |                |                           |             |             |                |  |            |          |                           |              |     |
| er text to search P |                             | CustomerCode   | CustomerName              | CallDate    | CallTime    | CallType       | CallDesc   | StatusDesc | Priority | Action                    | DateRequired |     |
|                     | 9 #Dc                       |                |                           |             |             | ID:            | ID:  |            |          |                           | =            |     |
|                     | ► E CN0001004               |                |                           |             | 01/01/1900  |                | Call Closure Exception Functionality Review                              | Complete   | - 3      |                           |              |     |
| On Site Info        | EII CN0001004 EII CN0000041 |                |                           |             |             |                |  |            |          |                           | 21/07/2014   |     |
|                     |                             |                |                           |             | 01/01/1900  |                | Please service machine as per error code                                 | Complete   | -        |                           | 04/08/2014   |     |
|                     | E CN0000049                 |                | Samanthas Diner           |             | 01/01/1900  |                | Machine error  | Complete   |          |                           |              |     |
|                     |                             |                | Office Supplies Unlimited |             |             |                | Machine error code - drum  | Complete   |          |                           | 05/08/2014   |     |
|                     | E CN0000054                 |                |                           |             | 01/01/1900  |                | Service required   | Complete   | 2        |                           | 05/08/2014   |     |
|                     |                             |                |                           |             | 01/01/1900  |                | Setup required   | Complete   | 2        |                           | 26/02/2015   |     |
|                     | E CN0000138                 |                |                           |             | 01/01/1900  |                | Machine service required   | Complete   | 2        |                           | 02/06/2015   |     |
| Time Review         |                             |                | North West Branch         |             | 01/01/1900  |                | test   | Complete   | 2        |                           | 14/01/2016   |     |
|                     | E CN0000296                 |                |                           |             | 01/01/1900  |                | Test auto apply task to work order                                       | Complete   | 2        |                           | 29/03/2016   |     |
|                     |                             |                |                           |             | 01/01/1900  |                | Tier - Commercial Tier Test  | Complete   | 2        |                           | 09/06/2016   |     |
|                     | E CN0000333                 |                |                           |             | 01/01/1900  |                | Tier - Commercial Tier Test  | Complete   | 2        |                           | 09/06/2016   |     |
|                     |                             |                |                           |             | 01/01/1900  |                | Tier - Commercial Tier Test  | Complete   | 2        |                           | 09/06/2016   |     |
| ransactions         | E CN0000355                 |                | Titan Group               |             | 01/01/1900  |                | Loan Unit required   | Complete   | 2        |                           | 22/06/2016   |     |
|                     |                             |                |                           |             | 01/01/1900  |                | Prior calls list for location  | Complete   | 2        |                           | 13/09/2016   |     |
| Quotes              | E CN0000372                 |                |                           |             | 01/01/1900  |                | Scheduled Maintenance  | Complete   | 2        |                           | 13/09/2016   |     |
|                     | E CN0000373                 |                |                           |             | 01/01/1900  |                | 12345  | Complete   | 2        |                           | 26/09/2016   |     |
|                     | E CN0000228                 |                | Young Electric            |             | 01/01/1900  |                | Check Contract Detail record in place after partial non stock return     |            | 2        |                           | 18/11/2015   |     |
| Orders              |                             |                |                           |             | 01/01/1900  |                | My work - work order linked to a call.Installation at non client loction | Complete   | 2        |                           | 29/03/2017   |     |
|                     | ⊞ CN0000437                 | HOP001         | Hope Works (Pty) Ltd      | 12/04/2017  | 01/01/1900  | SM             | TT0001 - Daily - Call per WO   | Complete   | 2        | ! WO0001262 : call closed | 12/04/2017   |     |
|                     | E CN0000447                 | OFF001         | Office Supplies Unlimited | 05/05/2017  | 01/01/1900  | SERV           | Test call for start and end work on a call vs ticketing                  | Complete   | 2        |                           | 05/05/2017   |     |
| Involution          | E CN0000458                 |                |                           |             | 01/01/1900  |                | Error code   | Complete   | 2        |                           | 17/05/2017   |     |
| Invoices            |                             | HOP001         | Hope Works (Pty) Ltd      | 24/05/2017  | 01/01/1900  | SERV           | Contract Service Test v2.1.0.5   | Complete   | 2        |                           | 24/05/2017   |     |
|                     | E CN0000487                 | HOP001         | Hope Works (Pty) Ltd      | 01/06/2017  | 01/01/1900  | NDR            | New Deal Rental  | Complete   | 2        |                           | 08/06/2017   |     |
|                     |                             | OFF001         | Office Supplies Unlimited | 06/06/2017  | 01/01/1900  | INST           | Test creating a call with the required date field filled in.             | Complete   | 2        |                           | 06/06/2017   |     |
| Credit Notes        | E CN0000-490                | HOP001         | Hope Works (Pty) Ltd      | 08/06/2017  | 01/01/1900  | NDS            | 1234   | Complete   | 2        |                           | 15/06/2017   |     |
|                     |                             | ABCXYZ123      | ABC SHoe Co               | 08/06/2017  | 01/01/1900  | NDS            | 1234   | Complete   | 2        |                           | 15/06/2017   |     |

• The Invoice maintain screen will open, listing the customer information and items that still need to be invoiced.



- Check that all items and values are correct and remember to add a reference.
- Save when done.

| \$    | Ψ            |                          |           |                  |                 |            | Add n                 | ew Custome  | er Invoic           | e - BPO           | : Version 2.  | .5.1.4 - v2 | 514 Examp | le Company       |              |         |             |              |                  | _ | 8 x        |
|-------|--------------|--------------------------|-----------|------------------|-----------------|------------|-----------------------|-------------|---------------------|-------------------|---------------|-------------|-----------|------------------|--------------|---------|-------------|--------------|------------------|---|------------|
| 1     | Home         | Equipment / Loc          | ations Co | ontract Finan    | ce / HR Inven   | tory M     | laintenance / Project | s Manufa    | ecturing            | Procu             | urement       | Sales       | Service   | Reporting Util   | ties         |         |             |              |                  | - | ₽×         |
| Ľ     |              | ×                        |           |                  |                 |            |                       |             |                     |                   |               |             |           |                  |              |         |             |              |                  |   |            |
| Save  |              | Nelete Save Layo<br>Item | ut        |                  |                 |            |                       |             |                     |                   |               |             |           |                  |              |         |             |              |                  |   |            |
|       | Maintain     | Format                   |           |                  |                 |            |                       |             |                     |                   |               |             |           |                  |              |         |             |              |                  |   | $\diamond$ |
|       |              | -                        | -1        |                  |                 |            |                       |             |                     |                   |               |             |           |                  |              |         |             |              |                  |   |            |
|       |              | Derton / Technolog       | jes       | • م              | Reference       |            |                       | -           | Billing a<br>PO Box |                   | 5             | <i>p</i> .  |           |                  |              |         |             |              |                  |   |            |
|       |              | Maggie Smart             |           | • م              | Status          |            |                       | Ψ.          | Forest I            | -ills             |               | , v         |           |                  |              |         |             |              |                  |   |            |
|       | Commercial   |                          |           | •                | Date & Time     | 06/09/2023 | 3 • 14:54:06          | \$          | Shippin             | ichway<br>o addre |               |             |           |                  |              |         |             |              |                  |   |            |
|       |              | Bianca Du Toit           |           | •                |                 |            |                       |             |                     | er Oak R          |               | <i>p</i> .  |           |                  |              |         |             |              |                  |   |            |
|       |              | Derton / Technologies    |           |                  | Billing Contact |            |                       | • م         | Forest I            | Hills<br>Highway  | Area          |             |           |                  |              |         |             |              |                  |   |            |
| Invoi |              | South African Rand       |           |                  | xchange Rate    |            |                       | 1.0         | supper r            |                   |               |             |           |                  |              |         |             |              |                  |   |            |
|       | Tax Rate     | 15.00 •                  |           | 15 🗘             | [               | Suppre     | ess Line Detail on I  | Print       | Address             | es Re             | slated Refere | nces        |           |                  |              |         |             |              |                  |   |            |
| Sup   | pressOnPrint | ItemType                 | ItemCode  | ItemDescription  | InvoiceLineDes  | cription   | WarehouseName *       | BatchSerial | lo Qua              | ntity             | UnitCost      | Markup      | Discount  | UnitSellingPrice | BaseCcyPrice | TaxRate | Department  | Status       |                  |   |            |
| ۴     |              | -                        | (D)       | (0)              | -O:             |            | ( <b>D</b> )          | (D)         | -                   |                   | -             | -           | -         | -                | -            | -       | ·0:         | 1 <b>0</b> : |                  |   |            |
| •     |              | Parts                    | 2020-147K | Black toner SP2. | Black toner SP  | 2020       | Main Stock DBN        |             |                     | 1.000             | 396.014       | 0.000       | 0.000     | 396.014          | 396.014      | 15.000  | Sales Depar | A            |                  |   |            |
|       |              | Labour                   | ADMN      | Administration   | Administration  |            |                       |             |                     | 0.800             | 150.000       | 10.000      | 0.000     | 165.000          | 165.000      | 15.000  | Sales Depar | . A          |                  |   |            |
|       |              | Labour                   | TECH      | Technician       | Technician      |            |                       |             |                     | 2.000             | 0.000         | 0.000       | 0.000     | 260.470          | 260.470      | 15.000  | Sales Depar | . A          |                  |   |            |
|       |              | Sub Contracts            | TEST      | Test Service     | Test Service    |            |                       |             |                     | 1.000             | 632.510       | 0.000       | 0.000     | 632.510          | 632.510      | 15.000  | Sales Depar | . A          |                  |   |            |
|       |              | Warranty                 | 12MSW     | 12 Month Suppli  |                 | lier War   |                       |             |                     | 1.000             | 0.000         |             |           |                  |              |         | Sales Depar |              |                  |   |            |
|       |              | Internal Service         |           | Call Out Fee     | Call Out Fee    |            |                       |             |                     | 1.000             | 0.000         | 0.000       | 0.000     |                  |              |         | Sales Depar |              |                  |   |            |
|       |              | Internal Service         | PRI       | Printing         | Printing        |            |                       | _           |                     | 1.000             | 0.000         | 0.000       | 0.000     | 350.000          | 350.000      | 15.000  | Sales Depar | . A          |                  |   |            |
| *     |              | Select type              |           |                  |                 |            |                       |             |                     |                   |               |             |           |                  |              |         |             |              |                  |   |            |
| Com   | ment         |                          |           |                  |                 | *          |                       |             |                     |                   |               |             |           |                  |              |         |             |              | Sub Total        |   | 2,146.49   |
| com   | ment         |                          |           |                  |                 |            |                       |             |                     |                   |               |             |           |                  |              |         |             |              | Sub Total<br>VAT |   | 2,146.49   |
|       |              |                          |           |                  |                 |            |                       |             |                     |                   |               |             |           |                  |              |         |             | Gra          | and Total        |   | 2,468.46   |
|       |              |                          |           |                  |                 |            |                       |             |                     |                   |               |             |           |                  |              |         |             |              |                  |   | _          |

For a detailed handling of this topic refer to Calls - Invoice a Call

#### **Related Topics**

- Service Introduction to Call Closure Exceptions
- Service View Call Closure Exception Details
- Service Closure Exceptions View Call Details
- Service Closure Exceptions Invoice Call
- Service Closure Exceptions Credit Call
- Service Closure Exceptions Issue Stock
- Service Closure Exceptions WIP
- Service Closure Exceptions Flag Items

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