

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

SERVICE

CLOSURE EXCEPTIONS - ISSUE STOCK

If you have open part requests, you can issue 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.

÷					Closu	e Excepti	ons - BPO: Version 2.5.1.4 - v2514 Example Company					_
Home Equip	ment / Locations 0	Contract Financ	e / HR Inventory	Maintenance	/ Projects	Manufact	uring Procurement Sales Service Reporting	Utilities				-
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unctions	* III		-Dr	-	-	(Br	(B)	- Statuscesc	-	ally		
incoons	6 EL CHIDDONIO04	-u-	Destan (Testanlarian	15/03/2022	01/01/1000	4044	Coll C. A. Marce D. and analysis Devices	Consists	-		15/03/0003	
	2 E CN0001004	HODOOI	Here Weeks (Dtu) Ltd	15/05/2025	01/01/1900	ADM	test elasine call on held	Complete			15/05/2025	
	E CN0000901	HOP001	Hope Works (Pty) Ltd	21/11/2010	01/01/1900	TON	Driver Connect - office test	Complete			21/11/2019	
	E CN0000979	HOP001	Hope Works (Pty) Ltd	21/11/2019	01/01/1900	SERV	Third driver connect call	Complete		1	21/11/2019	
Work In Progress	E CN0000978	HOP001	Hone Works (Ptv) Ltd	21/11/2019	01/01/1900	PR	Driver Connect - full set of toners required	Complete		1	21/11/2019	
	E CN0000977	HOP001	Hope Works (Pty) Ltd	21/11/2019	01/01/1900	SERV	Driver Connect - toner delivery	Complete		3	21/11/2019	
	E CN0000973	DAN002	Dancing Shoes	18/11/2019	01/01/1900	ADM	Test call email functionality	Complete		3	18/11/2019	
Notes	E CN0000841	YES001	Young Electric	11/11/2019	01/01/1900	NDS	Test Service balances time logging	Complete		3	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	15/10/2019	
	E CN0000822	TEL005	Telerex	04/07/2019	01/01/1900	DR	test	Complete		2	11/07/2019	
	E CN0000815	DAN002	Dancing Shoes	13/05/2019	01/01/1900	INST	test another call for overflow error	Complete	3	3	13/05/2019	
Assignments 1		DAN002	Dancing Shoes	13/05/2019	01/01/1900	INST	test call for overflow error	Complete	3	3	13/05/2019	
	E CN0000812	HOP001	Hope Works (Pty) Ltd	03/05/2019	01/01/1900	п	Test call for warranties	Complete	3	3	03/05/2019	
	E CN0000793	HOP001	Hope Works (Pty) Ltd	11/09/2018	01/01/1900	TON	Toner replacement requirement	Complete	3	3	11/09/2018	
Hold History	E CN0000781	HOP001	Hope Works (Pty) Ltd	25/07/2018	01/01/1900	REP	Copier not switching on	Complete	3	3	25/07/2018	
	E 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	3	12/07/2018	
	E CN0000771	HOP001	Hope Works (Pty) Ltd	11/07/2018	01/01/1900	DR	Test all bilable items.	Complete	3	3	11/07/2018	
	E CN0000770	HOP001	Hope Works (Pty) Ltd	11/07/2018	01/01/1900	INST	Auto Invoicing Next Level	Complete	1	1	11/07/2018	
		HOP001	Hope Works (Pty) Ltd	10/07/2018	01/01/1900	INST	Test call for auto invoicing	Complete	3	3	10/07/2018	
	E CN0000765	DER001	Derton / Technologies	10/07/2018	01/01/1900	INSP	Auto call invoice test	Complete	3	3	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	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	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	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	3	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	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	2	14/09/2017	

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

\$	Closure Exceptions - BPO: Version 2.5.1.4 - v2514 Example Company												
	tione Equipment / Locations Contract Finance /HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities												_ @ ×
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Enter text		CalReference	CustomerCode	CustomerName	CalDate	CallTime	CalType	CalDesc	StatusDesc	Priority	Action	DateRequired	
		* 10:	 O 	×0:	-	-	(D)	(D):	10:	-	4 0 4	-	A
		▶ E CN0001004	DER001	Derton / Technologies	15/03/2023	01/01/1900	ADM	Call Closure Exception Functionality Review	Complete		3	15/03/2023	
On Sil			WES001	Westwood Dynamic	21/07/2014	01/01/1900	SERV	Please service machine as per error code	Complete		2	21/07/2014	
		E CN0000049	SAM001	Samanthas Diner	04/08/2014	01/01/1900	REP	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	
For O		⊞ 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	
		E CN0000138	WES001	Westwood Dynamic	02/06/2015	01/01/1900	SERV	Machine service required	Complete		2	02/06/2015	
Time i			biancad	North West Branch	14/01/2016	01/01/1900	PR	test	Complete		2	14/01/2016	
		E 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	
		E 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	
Trans	actions		TIA001	Titan Group	22/06/2016	01/01/1900	SERV	Loan Unit required	Complete		2	22/06/2016	
mana	acciona		HOP001	Hope Works (Pty) Ltd	13/09/2016	01/01/1900	REP	Prior calls list for location	Complete		2	13/09/2016	
Quote		⊞ CN0000372	HOP001	Hope Works (Pty) Ltd	13/09/2016	01/01/1900	REP	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	
		E 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	
Order	-		HOP001	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		2	29/03/2017	
Croa		E 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	
			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	
		E CN0000458	HOP001	Hope Works (Pty) Ltd	17/05/2017	01/01/1900	PR	Error code	Complete		2	17/05/2017	
Invok			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		E CN0000490	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	

SELECT THE EXCEPTION ITEM TO ISSUE

- Click on the row of the **Open Part Requests** exception.
- Click on the **Issue** button.

					Closur	re Exceptio	ns - BPO: Version 2.5.1.4 - v2514 Example Company					_ 8 ×	
Home Equ	ipment / Locations Cont	ract Finance	/ HR Inventory	Maintenance	/ Projects	Manufactu	ring Procurement Sales Service Reporting	Utilities				_ & ×	
Save Close Invoid	e Credit Issue WIP	Flag Items	Durban 🔻	Refresh	🖏 Save Layou Workspace 🔏 Save Filter	ut s▼							
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	CalReference Ci	ustomerCode	CustomerName	CalDate	CalTime	CallType	CalDesc	StatusDesc	Priority	Action	DateRequired		
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	. E CN0001004 D	ER001	Derton / Technologies	15/03/2023	01/01/1900	ADM	Call Closure Exception Functionality Review	Complete		3	15/03/2023		
On Site Info	Closure Excep	ptions											
	9. Processed	Y CalReferen	ce Description					ClosureType	Comment				
	y 🔳	1 0 4	(D)					1 0 :	×0:			1	
For Contract		CN0001004	There are still in	voices which r	need to be prin	nted. Please	action these items before closing.	SINV					
		CN0001004	There are non b	There are non billable serialised stock issues. These items need to either be billed or the items capitalised before issuing.						Check which serialised items are marked an non billable and discuss with			
_		CN0001004	There are still or	I or notes which need to be authorised. Please action these items before closing.									
Time Review		CN0001004	There are still bi	ilable part request items to be invoiced. Please bill these items before closing.									
		CN0001004	There are still bi	lable sub-con	tract items to I	be invoiced.	Please bill these items before closing.	WOCT					
		CN0001004	There are still to	ne records to	be reviewed.	Please revie	w these items before dosing.	WOTR					
		CN0001004	There are still bi	lable labour it	ems to be invo	piced. Please	bill these items before dosing.	WOLB					
		CN0001004	There are still be	lable expense	tems to be in	ivoiced. Piez	se bil these items before dosing.	WOEX					
Transactions		CN0001004	There are still or	able service i	ens to be inv	d to be activ	e on onese realis before dosing.	INNE					
Quotes		CN0001004	There are still or	en sub contra	acts which nee	ed to be acco	ived. Please GRN these items before closing.	PRSR	-				
1		CN0001004	There is still a lo	an unit out ag	ainst this call.	The call can	only be closed when the unit(s) is returned.	LUNT					
		CN0001004	There are still n	w part reque	sts which neer	d to be auth	orised or declined. Please action these items before closing.	PRAP					
Orders	E CN0000041 W	/ES001	Westwood Dynamic	21/07/2014	01/01/1900	SERV	Please service machine as per error code	Complete		2	21/07/2014		
	E CN0000049 SJ	AM001	Samanthas Diner	04/08/2014	01/01/1900	REP	Machine error	Complete		2	04/08/2014		
		FF001	Office Supplies Unlimited	05/08/2014	01/01/1900	SERV	Machine error code - drum	Complete		2	05/08/2014		
Invoices	E CN0000054 D	AN001	Danny Storm IT Cafe	05/08/2014	01/01/1900	SERV	Service required	Complete		2	05/08/2014		
		OP001	Hope Works (Pty) Ltd	26/02/2015	01/01/1900	INST	Setup required	Complete		2	26/02/2015		
		/ES001	Westwood Dynamic	02/06/2015	01/01/1900	SERV	Machine service required	Complete		2	02/06/2015		
Credit Notes	E CN0000255 bi	iancad	North West Branch	14/01/2016	01/01/1900	PR	test	Complete		2	14/01/2016		
	E CN0000296 H	OP001	Hope Works (Pty) Ltd	29/03/2016	01/01/1900	SERV	Test auto apply task to work order	Complete		2	29/03/2016	*	



ISSUE STOCK

• Click on the **Issue** button.

ф v					Closu	re Excepti	ons - BPO: Version 2.5.1.4 - v2514 Example Company					- 8 x
Home Equipm	ent / Locations	Contract Finan	ce / HR Inventory	Maintenance	/ Projects	Manufact	turing Procurement Sales Service Reporting	Utilities				_ & ×
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Enter text to search P	CalReference	CustomerCode	CustomerName	CallDate	CallTime	CallType	CalDesc	StatusDesc	Priority	Action	DateRequired	
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	► E CN0001004	DER001	Derton / Technologies	15/03/2023	01/01/1900	ADM	Call Closure Exception Functionality Review	Complete		3	15/03/2023	
Work Orders 1	Closure	Exceptions										
	9. Proces	ised CallRefer	ence Description						Comment	t		
	9	e	()					10:	* 0 ¢			
Work In Progress		CN00010)4 There are still in	voices which n	eed to be prim	nted. Please	e action these items before closing.	SINV				
		CN00010	04 There are non I	ilable serialise	d stock issues	s. These iter	ms need to either be billed or the items capitalised before issuing.	INBP	Check w	hich serialised i	items are marked an non billable and discuss with	
		CN00010	04 There are still o	r notes which r	need to be au	thorised. Pk	ease action these items before closing.	SCRN				
Notes		CN00010	04 There are still b	llable part req	uest items to I	be invoiced.	. Please bill these items before dosing.	INVI				
		CN00010	04 There are still b	ilable sub-cont	tract items to	be invoiced	. Please bill these items before closing.	WOCT				
		CN00010	04 There are still t	me records to	be reviewed.	Please revi	ew these items before dosing.	WOTR				
Assignments 1		CN00010	04 There are still b	ilable labour iti	ems to be invi	oiced. Pleas	e bill these items before closing.	WOLB				
		CN00010)4 There are still b	llable expense	items to be in	nvoiced. Ple	ase bill these items before closing.	WOEX				
		CN00010)4 There are still b	llable service i	tems to be inv	/oiced. Plea	se bill these items before dosing.	WOSV				
Hold History	•	CN00010	04 There are still o	pen part reque	ests which nee	ed to be act	ioned. Please action these items before dosing.	INNP				
		CN00010	04 There are still o	pen sub contra	acts which nee	ed to be rec	eived. Please GRN these items before closing.	PRSR				
		CN00010	04 There is still a k	an unit out ag	ainst this call.	The call car	n only be closed when the unit(s) is returned.	LUNT				
		CN00010	14 There are still n	ew part reque	sts which nee	d to be aut	horised or dedined. Please action these items before dosing.	PRAP				
		WES001	Westwood Dynamic	21/07/2014	01/01/1900	SERV	Please service machine as per error code	Complete		2	21/07/2014	
	⊞ CN0000049	SAM001	Samanthas Diner	04/08/2014	01/01/1900	REP	Machine error	Complete		2	04/08/2014	
On Site Info		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 SER		SERV	Service required	Complete		2	05/08/2014	
	CN0000118	HOP001	Hope Works (Pty) Ltd	26/02/2015 01/01/1900		INST	Setup required	Complete		2	26/02/2015	
For Contract	⊞ CN0000138	WES001	Westwood Dynamic	02/06/2015	01/01/1900	SERV	Machine service required	Complete			02/06/2015	
	E CN0000255	blancad	North West Branch	14/01/2016	01/01/1900	MR	test	Complete		2	14/01/2016	
		HUP001	nope works (Pty) Ltd	29/03/2016	01/01/1900	SERV	rest auto apply task to work ofder	Complete		2	24/03/2016	-
Open Windows *										Liser : Biz	nca 05/09/2023 Version : 2.5.1.4 v251	4 Example Company
										2001100		

• The **Part Request** Maintain screen will open, listing the Open Part Requests (all open part requests will display for the work orders underlying this call).





For a detailed handling of this topic refer to Part Requests - Issue -Stock Linked to a Work Order (WKOR)

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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