

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

SERVICE

CALL CLOSURE EXCEPTIONS - CREDIT NOTES

The **Credit Notes** tile is a quick way to navigate to the list of Credit Notes related to the selected call.

THE CALL CLOSURE EXCEPTIONS LISTING SCREEN

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.



Call Closure Exceptions - Credit Notes

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unctions	* III		and/	-	-	(B)	(Br	and a construction of the second seco	-	ille	-	
uncoons	A E CHORADON	- Proceed	Destan (Technologies	15/03/2022	01/01/1000	AD44	Cell C. A. Marine D. and and M. Davierer	Complete			15/03/2022	
Work Orders 1	2 E CN0001004	HODOOI	Here Works (Dtu) Ltd	15/05/2025	01/01/1900	ADM	call SEA Hours Functionality Review	Complete			15/05/2025	
	E CN0000981	HOPODI	Hope Works (Pty) Ltd	21/11/2019	01/01/1900	TON	Driver Connect - office text	Complete		2	21/11/2019	
	E CN0000980	HOPOOL	Hope Works (Pty) Ltd	21/11/2019	01/01/1900	CEDV	Third drives connect call	Complete			21/11/2019	
Work to Program	E CN0000979	HOPODI	Hope Works (Pty) Ltd	21/11/2019	01/01/1900	00	Driver Connect - full cet of toners required	Complete		1	21/11/2019	
nork in ridgress	E CN0000978	HOPDOI	Hone Works (Pty) Ltd	21/11/2019	01/01/1900	SEDV	Driver Connect - Ion act or which's required	Complete		2	21/11/2019	
	E CN0000977	DAN002	Dancing Shoar	19/11/2019	01/01/1900	ADM	Tast call anal functionality	Complete		2	19/11/2019	
	E CN0000973	VECODI	Verse Electric	11/11/2010	01/01/1900	NDC	Test Can ice balances line leaving	Complete		2	11/11/2010	
Notes	E CN0000872	HOP001	Hope Works (Phy) Ltd	15/10/2019	01/01/1900	np	it seems like call notes are not saving for call request	Complete		2	15/10/2019	
	E CN0000032	TELOOF	Toleroy	04/07/2019	01/01/1900	00	teak	Complete		,	11/07/2010	
	E CN0000815	DAN002	Dancing Shoar	12/05/2019	01/01/1900	INCT	test another call for overflow error	Complete		2	12/05/2019	
Assignments 1	E CN0000013	DANOO2	Dancing Shoes	12/05/2019	01/01/1900	INCT	test all for everflow error	Complete		2	13/05/2019	
	E CN0000817	HOP001	Hone Works (Dtu) Ltd	02/05/2019	01/01/1900	TT	Test call for warranties	Complete		2	02/05/2019	
	E CN0000012	HOPOOL	Hope Works (Pty) Ltd	11/00/2019	01/01/1900	TON	Tener seelssement see isoment	Complete		2	11/00/2019	
Hold History	E CN0000793	HOPOOL	Hope Works (Pty) Ltd	25/07/2010	01/01/1900	DED	Conjer not suitching on	Complete		2	25/07/2019	
	E CN0000772	H02001	Hope Works (Pty) Ltd	12/07/2018	01/01/1900	DED	Client environment not functioning - to pand out a loan unit	Complete			12/07/2018	
	E CN0000772	HOPDOI	Hone Works (Pty) Ltd	11/07/2018	01/01/1900	DR	Test all hilable items	Complete		1	11/07/2018	
Pending History	E CN0000770	HOP001	Hope Works (Pty) Ltd	11/07/2018	01/01/1900	INST	Auto Invoicing Next Level	Complete			11/07/2018	
	E CN0000766	HOP001	Hope Works (Ptv) 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			10/07/2018	
0.00.00	E CN0000764	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	
On Site prilo	E CN0000763	HOP001	Hope Works (Ptv) Ltd	06/07/2018	01/01/1900	INSP	Test call for auto invoice processing	Complete			06/07/2018	
	E CN0000753	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	
	E CN0000552	HOP001	Hope Works (Ptv) Ltd	08/01/2018	01/01/1900	DR	Test swap outs for tech connect	Complete		3	08/01/2018	
	E CN0000549	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	
	FI CN0000534	GD80001	Good Books	14/09/2017	01/01/1900	π	Test call for the WebPortal back order report	Complete		,	14/09/2017	

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

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	Home Equips	nent / Locations C	ontract Financ	e / HR Inventory	Maintenance	/ Projects	Manufactu	ring Procurement Sales Service Reporting Utilit	ies				_ & ×
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		CalReference	CustomerCode	CustomerName	CallDate	CallTime	CallType	CalDesc	StatusDesc	Priority	Action	DateRequired	
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		→	DER001	Derton / Technologies	15/03/2023	01/01/1900	ADM	Call Closure Exception Functionality Review	Complete	1	1	15/03/2023	
On Site I	1010		WES001	Westwood Dynamic	21/07/2014	01/01/1900	SERV	Please service machine as per error code	Complete	-		21/07/2014	
			SAM001	Samanthas Diner	04/08/2014	01/01/1900	REP	Machine error	Complete			04/08/2014	
			OFF001	Office Supplies Unlimited	05/08/2014	01/01/1900	SERV	Machine error code - drum	Complete	2		05/08/2014	
For Cont			DAN001	Danny Storm IT Cafe	05/08/2014	01/01/1900	SERV	Service required	Complete			05/08/2014	
			HOP001	Hope Works (Pty) Ltd	26/02/2015	01/01/1900	INST	Setup required	Complete			26/02/2015	
			WES001	Westwood Dynamic	02/06/2015	01/01/1900	SERV	Machine service required	Complete			02/06/2015	
Time Ret	view		biancad	North West Branch	14/01/2016	01/01/1900	PR	test	Complete			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			29/03/2016	
			HOP001	Hope Works (Pty) Ltd	09/06/2016	01/01/1900	INST	Tier - Commercial Tier Test	Complete			09/06/2016	
		E CN0000333	HOP001	Hope Works (Pty) Ltd	09/06/2016	01/01/1900	INST	Tier - Commercial Tier Test	Complete	-		09/06/2016	
			HOP001	Hope Works (Pty) Ltd	09/06/2016	01/01/1900	INST	Tier - Commercial Tier Test	Complete			09/06/2016	
Transac	tions		TIA001	Titan Group	22/06/2016	01/01/1900	SERV	Loan Unit required	Complete	:		22/06/2016	
_		E CN0000370	HOP001	Hope Works (Pty) Ltd	13/09/2016	01/01/1900	REP	Prior calls list for location	Complete			13/09/2016	
Quotes		E CN0000372	HOP001	Hope Works (Pty) Ltd	13/09/2016	01/01/1900	REP	Scheduled Maintenance	Complete			13/09/2016	
		E CN0000373	HOP001	Hope Works (Pty) Ltd	19/09/2016	01/01/1900	REP	12345	Complete	-		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			18/11/2015	
Orders	CN0000425	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	-		29/03/2017		
		E CN0000437	HOP001	Hope Works (Pty) Ltd	12/04/2017	01/01/1900	SM	TT0001 - Daily - Call per WO	Complete		! WO0001262 : call closed	12/04/2017	
		CN0000447	OFF001	Office Supplies Unlimited		01/01/1900	SERV	Test call for start and end work on a call vs ticketing	Complete	-			
Involces		E CN0000458	HOP001	Hope Works (Pty) Ltd		01/01/1900	PR.	Error code	Complete			17/05/2017	
enotes		⊞ CN0000472	HOP001	Hope Works (Pty) Ltd	24/05/2017	01/01/1900	SERV	Contract Service Test v2.1.0.5	Complete			24/05/2017	
		E CN0000487	HOP001	Hope Works (Pty) Ltd	01/06/2017	01/01/1900	NDR	New Deal Rental	Complete	-		08/06/2017	
		E CN0000468	OFF001	Office Supplies Unlimited	06/06/2017	01/01/1900	INST	Test creating a call with the required date field filled in.	Complete			06/06/2017	
Gredt N	iotes	E CN0000490	HOP001	Mope Works (Pty) Ltd	08/06/2017	01/01/1900	NDS	1234	Complete			15/06/2017	
		번 CN0000491	ABCXYZ123	ABC SHoe Co	08/06/2017	01/01/1900	NUS	1239	Complete			15/06/2017	

CREDIT NOTES

• Click on the Credit Notes tile.



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		> E CN0001004	DER001	Derton / Technologies		01/01/1900	ADM	Call Closure Exception Functionality Review	Complete				
On Site I	Info	E CN0001018	DER001	Derton / Technologies	07/09/2023	01/01/1900	INST	Call exception - correct and then flag	Complete			07/09/2023	
		E CN0001019	DER001	Derton / Technologies	08/09/2023	01/01/1900	INST	New part requests requires approval	Complete			08/09/2023	
		E CN0001020	DER001	Derton / Technologies	08/09/2023	01/01/1900	INST	Open part requests need to be actioned.	Complete			08/09/2023	
	itract	E CN0001021	DER001	Derton / Technologies	08/09/2023	01/01/1900	INSP	Open sub contracts need to be received.	Complete			08/09/2023	
		E CN0000041	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	
Time Review	n/env	E CN0000053	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	
		E CN0000118	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	
rangastions			biancad	North West Branch	14/01/2016	01/01/1900	PR	test	Complete	2		14/01/2016	
	tione	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	
ansac	Clons		HOP001	Hope Works (Pty) Ltd	09/06/2016	01/01/1900	INST	Tier - Commercial Tier Test	Complete	2		09/06/2016	
Quotes			HOP001	Hope Works (Pty) Ltd	09/06/2016	01/01/1900	INST	Tier - Commercial Tier Test	Complete	2		09/06/2016	
		E CN0000339	HOP001	Hope Works (Pty) Ltd	09/06/2016	01/01/1900	INST	Tier - Commercial Tier Test	Complete	2		09/06/2016	
			TIA001	Titan Group	22/06/2016	01/01/1900	SERV	Loan Unit required	Complete	2		22/06/2016	
Ordere		E CN0000370	HOP001	Hope Works (Pty) Ltd	13/09/2016	01/01/1900	REP	Prior calls list for location	Complete	2		13/09/2016	
				Hope Works (Pty) Ltd	13/09/2016	01/01/1900	REP	Scheduled Maintenance	Complete	2		13/09/2016	
/ Credit No		otes		Hope Works (Pty) Ltd	19/09/2016	01/01/1900	REP	12345	Complete	2		26/09/2016	
				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	
-un				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	
				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	2		05/05/2017	
Gener	10100	LL C10000130	I NOT YOUR	Hope Works (Pty) Ltd	17/05/2017	01/01/1900	PR	Error code	Complete	2		17/05/2017	
		E CN0000472	HOP001	Hope Works (Pty) Ltd	24/05/2017	01/01/1900	SERV	Contract Service Test v2.1.0.5	Complete	2		24/05/2017	

• The **Credit Notes** listing screen will open displaying the Credit Notes related to the selected call.

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For a detailed handling of this topic refer to Calls - Add a Credit Note

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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