

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

SERVICE

SERVICE REQUESTS – EDIT SERVICE REQUEST

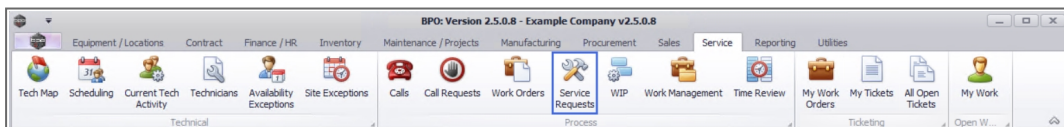
A Service Request needs to be raised when a supplier is providing a service for a work order.

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

The list of services you can select and request are set up in [Services](#).

A Service Request must first be raised in order to create the [Service Requisition](#).

Ribbon Access: Service > Service Requests

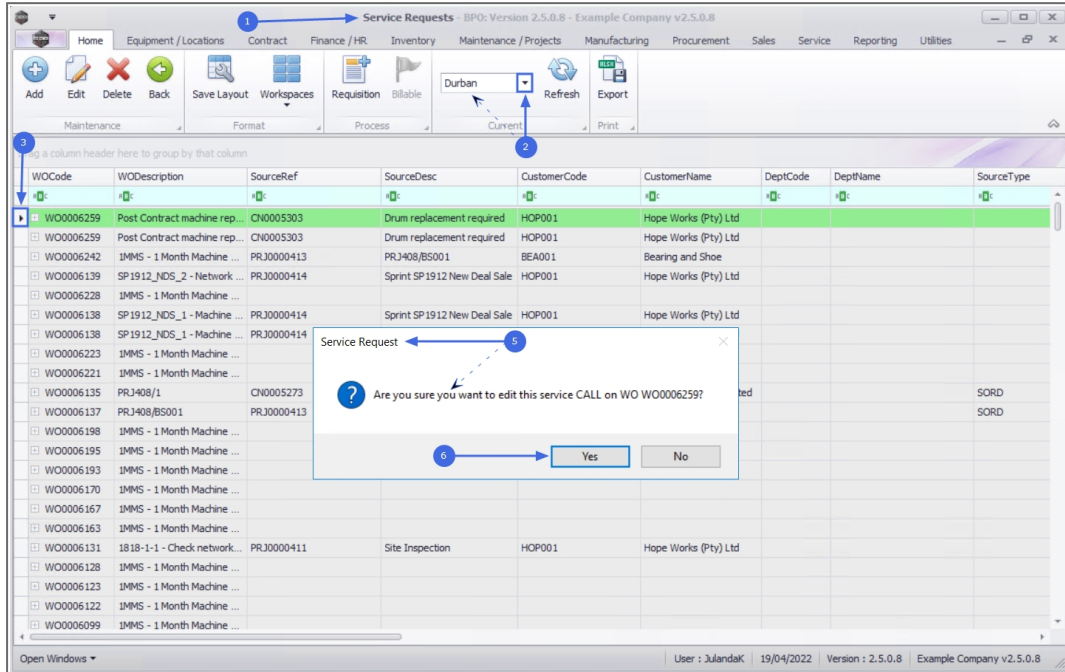


1. The **Service Requests** listing screen will be displayed.
2. Select the **Site** where the service request was created.
 - The example has **Durban** selected.
3. Click on the **row** of the work order(s) you wish to edit the service request for.
4. Click on **Edit**.

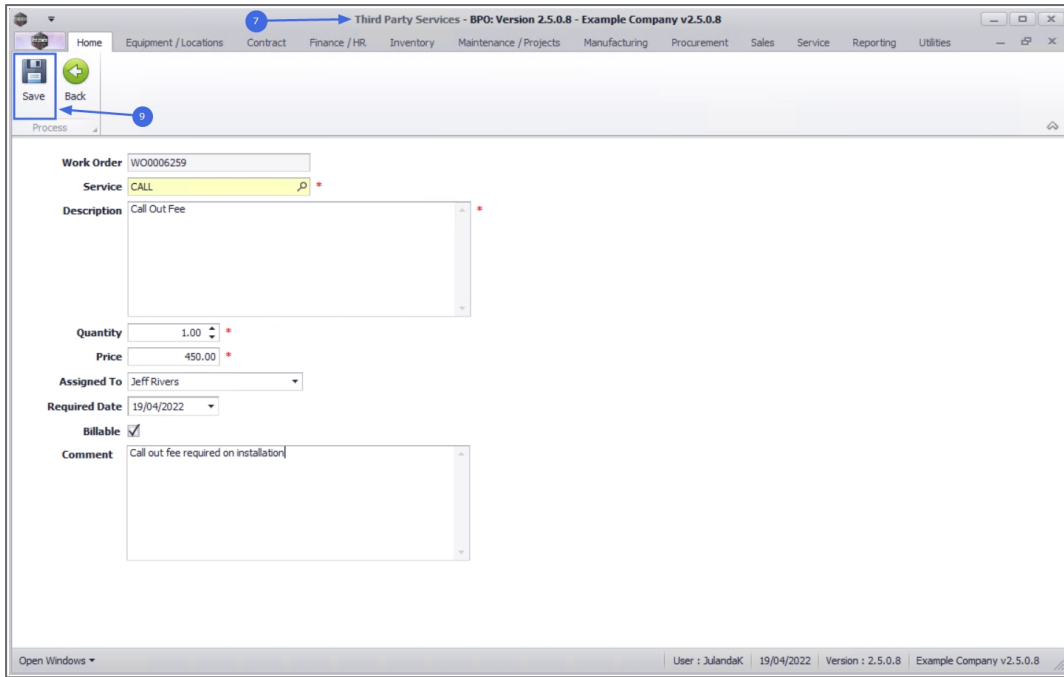


Short cut key: Right click to display the **Process** menu list. Click on **Edit**.

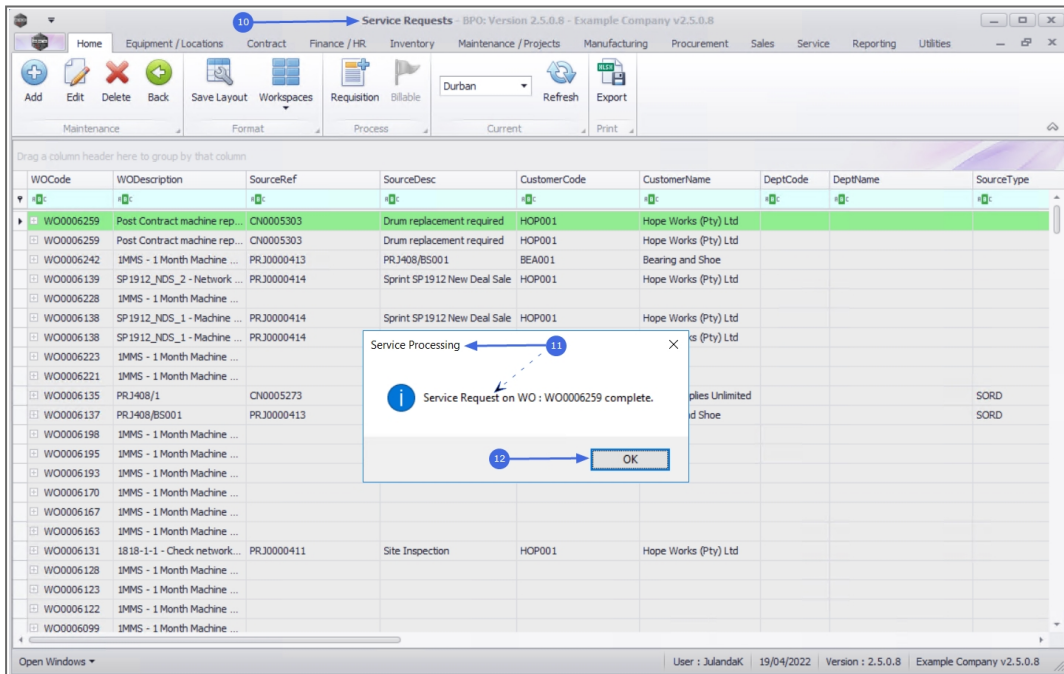
5. When you receive the **Service Request** message to confirm;
 - **Are you sure you want to edit this service [service code] on WO [work order number]?**
6. Click on **Yes**.



7. "The Third Party Services screen will be displayed." on page 2
8. Make the required changes to the service details.
9. When you have finished, click on **Save**.



10. You will return to the **Service Requests** screen.
11. When you receive the **Service Processing** message to confirm that;
 - **Service Request on WO: [work order number] complete.**
12. Click on **OK**.



13. The modified service request will display in the **Service Requests** screen.

| WOCCode | WOCDescription | SourceRef | SourceDesc | CustomerCode | CustomerName | DeptCode | DeptName | SourceType |
|-----------|------------------------------|-----------|------------------------------|--------------|---------------------------|----------|----------|------------|
| WO0006259 | Post Contract machine rep... | CN0005303 | Drum replacement required | HOP001 | Hope Works (Pty) Ltd | | | |
| WO0006259 | Post Contract machine rep... | CN0005303 | Drum replacement required | HOP001 | Hope Works (Pty) Ltd | | | |
| WO0006242 | IPMS - 1 Month Machine ... | PL3000413 | PL3000413 | BEA01 | Bearing and Shoe | | | |
| WO0006139 | SP 1912_NDS_2 - Network ... | PL3000414 | Sprint SP 1912 New Deal Sale | HOP001 | Hope Works (Pty) Ltd | | | |
| WO0006228 | IPMS - 1 Month Machine ... | | | | | | | |
| WO0006138 | SP 1912_NDS_1 - Machine ... | PL3000414 | Sprint SP 1912 New Deal Sale | HOP001 | Hope Works (Pty) Ltd | | | |
| WO0006138 | SP 1912_NDS_1 - Machine ... | PL3000414 | Sprint SP 1912 New Deal Sale | HOP001 | Hope Works (Pty) Ltd | | | |
| WO0006223 | IPMS - 1 Month Machine ... | | | | | | | |
| WO0006221 | IPMS - 1 Month Machine ... | | | | | | | |
| WO0006135 | PL3000413 | CN0005273 | PL3000413 | OFF001 | Office Supplies Unlimited | | | SORD |
| WO0006137 | PL3000413 | PL3000413 | PL3000413 | BEA01 | Bearing and Shoe | | | SORD |
| WO0006198 | IPMS - 1 Month Machine ... | | | | | | | |
| WO0006195 | IPMS - 1 Month Machine ... | | | | | | | |
| WO0006193 | IPMS - 1 Month Machine ... | | | | | | | |
| WO0006170 | IPMS - 1 Month Machine ... | | | | | | | |
| WO0006167 | IPMS - 1 Month Machine ... | | | | | | | |
| WO0006163 | IPMS - 1 Month Machine ... | | | | | | | |
| WO0006131 | 1818-1-1 - Check network... | PL3000411 | Site Inspection | HOP001 | Hope Works (Pty) Ltd | | | |
| WO0006128 | IPMS - 1 Month Machine ... | | | | | | | |
| WO0006123 | IPMS - 1 Month Machine ... | | | | | | | |
| WO0006122 | IPMS - 1 Month Machine ... | | | | | | | |
| WO0006099 | IPMS - 1 Month Machine ... | | | | | | | |

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