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

SERVICE

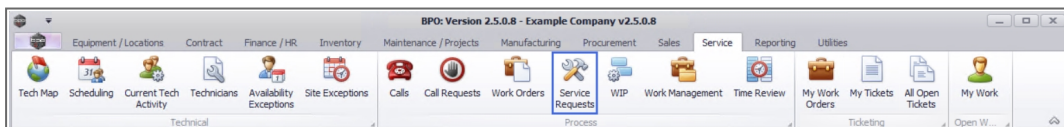## SERVICE REQUESTS – EDIT SERVICE REQUEST

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**.

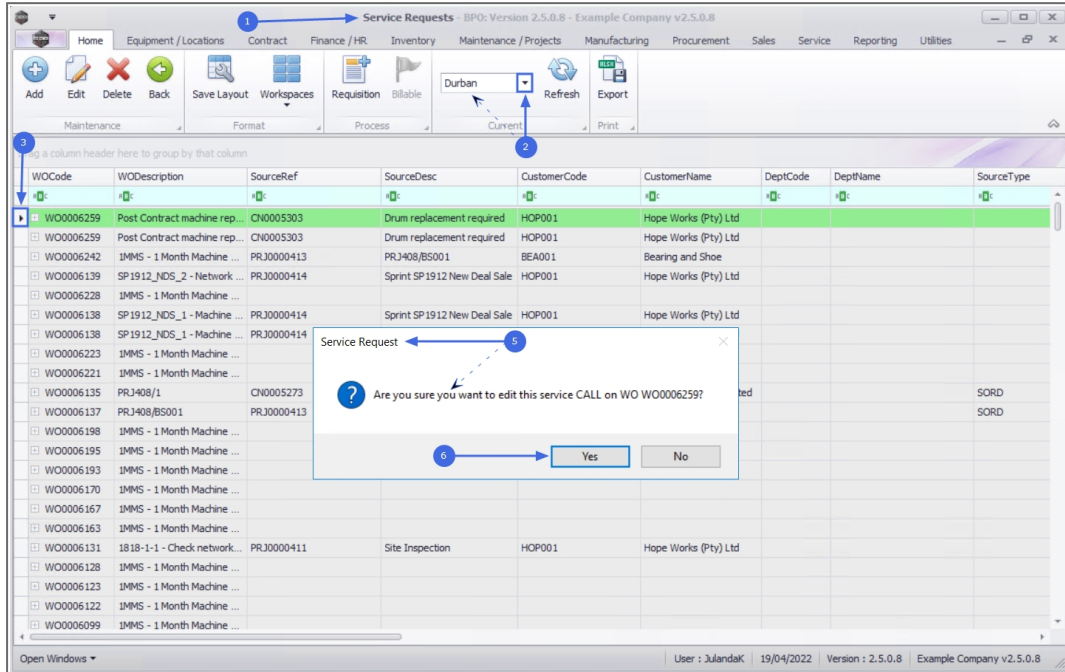**Ribbon Access:** Service > Service Requests

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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**.

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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**.
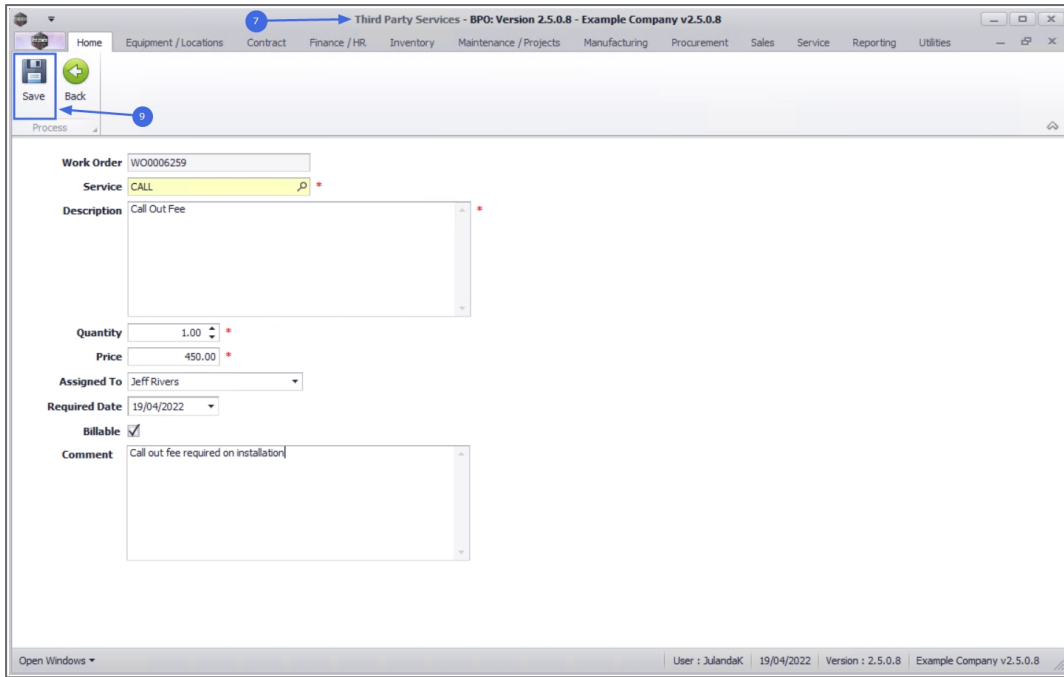
10. You will return to the **Service Requests** screen.

11. When you receive the **Service Processing** message to confirm that;

   • **Service Request on WO: [**work order number**] complete.**

12. Click on **OK**.
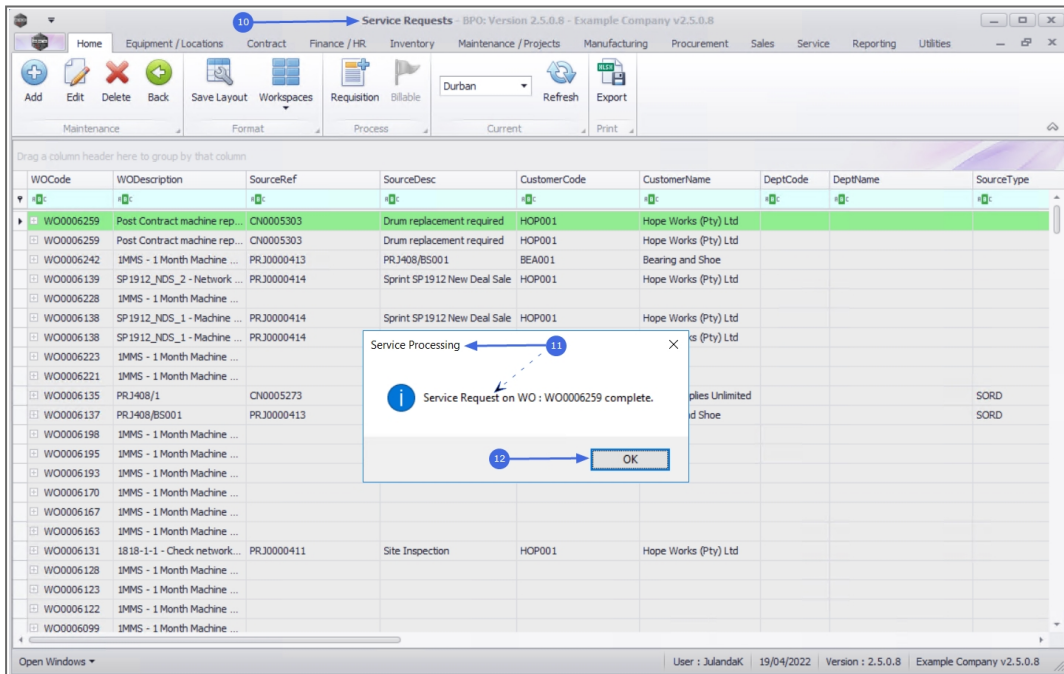
13. The modified service request will display in the **Service Requests** screen.

MNU.052.002