

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

SERVICE

WORK ORDERS – REINSTATE A WORK ORDER

If you need to process or change something on a closed work order, then you will need to **reinstate the work order**, add or edit the details as required, and then close the work order again when done.

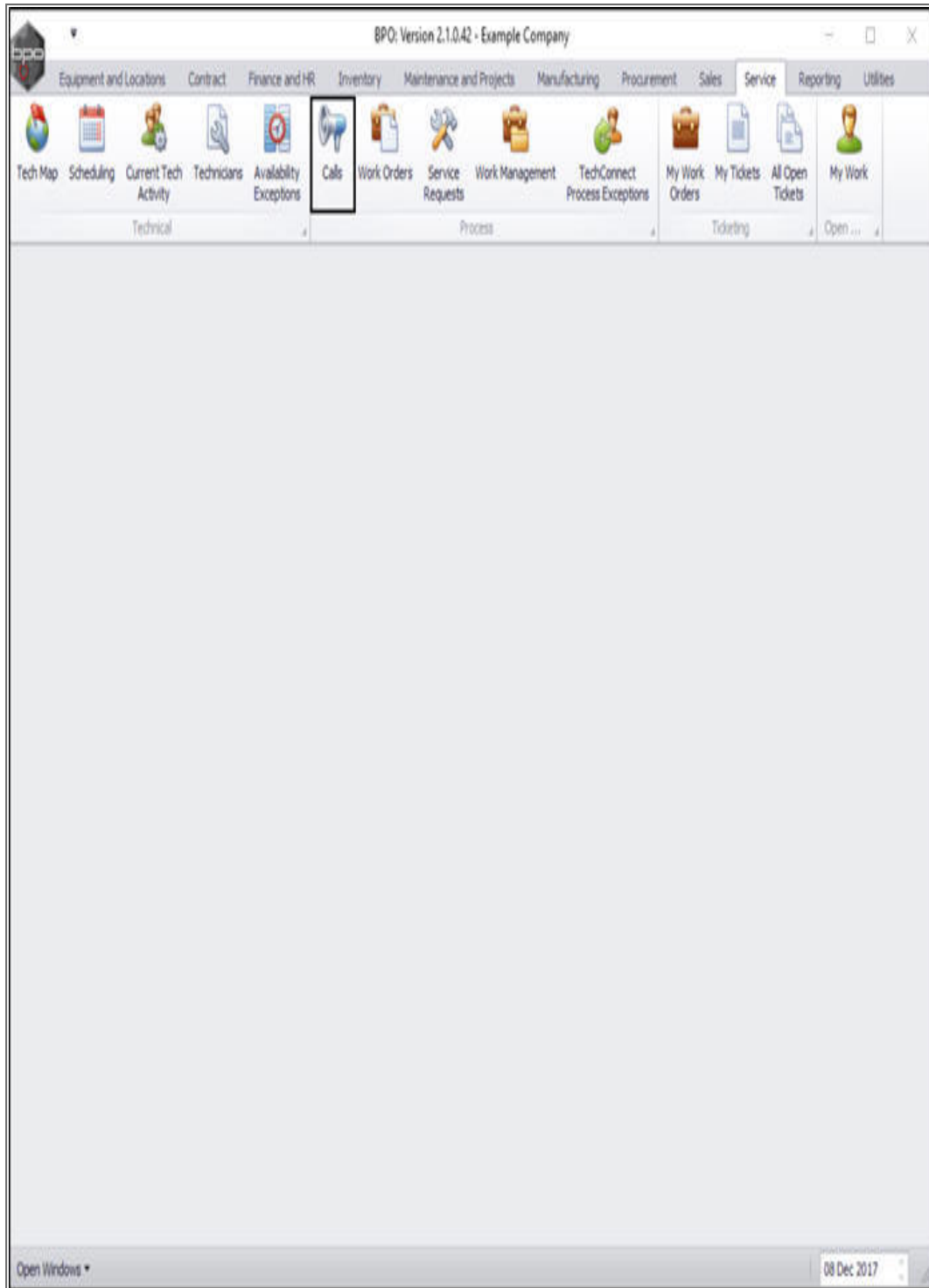
Some of the reasons for reinstating a work order are:

- To credit a cancelled order.
- To credit incorrect stock and re-invoice correct stock.
- To credit over supply.
- To credit and re-invoice correct selling price.

Only closed work orders can be reinstated.

REINSTATE FROM A CALL

Ribbon Access: Service > Calls



The **Call Listing** screen will be displayed.

1. Ensure that the **date selection** fields are set to the correct range to include the call that you are searching for.
2. Ensure that you have selected the correct **site** and **status**.
3. You can then either scroll down the call list or use the **Find** or **Filter** option to search for the call.

Call Listing - BPO: Version 2.1.0.69 - Example Company

Home | Equipment and Locations | Contract | Finance and HR | Inventory | Maintenance and Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

25 Jul 2018 | 21 Jan 2019 | Refresh | My Calls | State | Save Layout | Workspaces | My Call | Assign | Close | Complete | Hold | Pending | Release | Print | Reports

Find | Filter

CallReference	CallDate	Technician	CallState	CallTime	Description	CallType	CallTypeDes
CN0000590	21 Jan 2...		UnAssigned	14:49:32	Inspection needed prior to project specification ...	INSP	Inspection
CN0000589	14 Dec 2...		UnAssigned	11:44:57	AAA	NDR	New Deal Re
CN0000588	14 Dec 2...		UnAssigned	10:25:37	101010	NDR	New Deal Re
CN0000587	12 Dec 2...		UnAssigned	09:52:33	Contract 43 NDRental	NDR	New Deal Re
CN0000586	12 Dec 2...		UnAssigned	09:03:43	AB100100	NDR	New Deal Re
CN0000585	30 Nov 2...		UnAssigned	11:24:30	Warranty claim - machine not working.	WC	Warranty Cl
CN0000584	17 Oct 2...		UnAssigned	11:43:02	Service machine, paper jam	SERV	Service
CN0000582	07 Aug 2...	Belinda Shar...	Awaiting Acceptance	12:56:48	TT009 - Daily, Mono 1000 - Call per WO	SM	Scheduled M
CN0000581	07 Aug 2...	Belinda Shar...	Awaiting Acceptance	12:26:45	TT011 - Daily, Mono 1000, Colour 1000 - Call per...	NDS	New Deal Sa
CN0000580	26 Jul 2018		UnAssigned	11:01:38	Return all from short term contract STC0000030.	DR	Select Cal T

Information | No Of Calls

- Durban: 11
 - New: 10
 - In Progress: 1
 - Hold: 0
 - Pending: 0
 - Complete: 0
 - Closed: 0
 - All: 11
- Pretoria: 0
 - New: 0
 - In Progress: 0
 - Hold: 0
 - Pending: 0
 - Complete: 0
 - Closed: 0
 - All: 0
- Cape Town: 0
 - New: 0
 - In Progress: 0
 - Hold: 0
 - Pending: 0
 - Complete: 0
 - Closed: 0
 - All: 0
- Johannesburg: 0
 - New: 0
 - In Progress: 0
 - Hold: 0

Count: 10

21 Jan 2019

- Click on the **expand** icon in the row of the selected call.

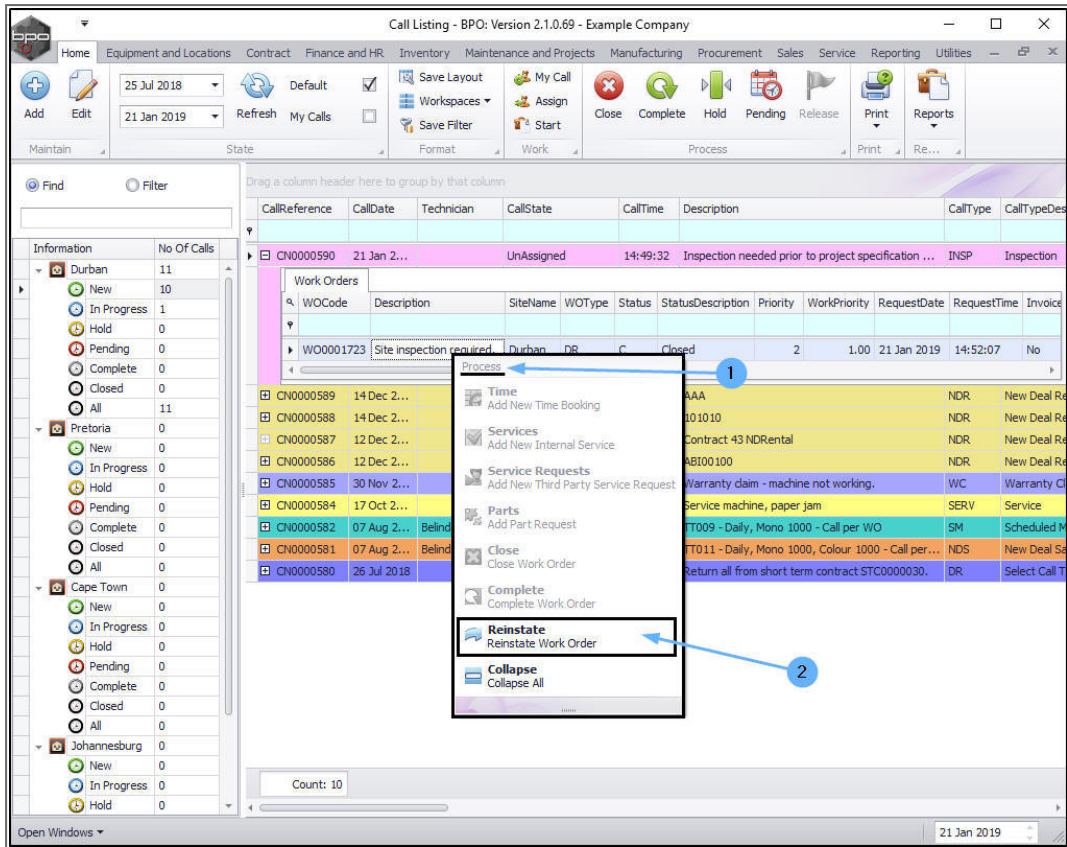
CallReference	CallDate	Technician	CallState	CallTime	Description	CallType	CallTypeDes
CN0000590	21 Jan 2...		UnAssigned	14:49:32	Inspection needed prior to project specification ...	INSP	Inspection
CN0000589	14 Dec 2...		UnAssigned	11:44:57	AAA	NDR	New Deal Re
CN0000588	14 Dec 2...		UnAssigned	10:25:37	101010	NDR	New Deal Re
CN0000587	12 Dec 2...		UnAssigned	09:52:33	Contract 43 NDRental	NDR	New Deal Re
CN0000586	12 Dec 2...		UnAssigned	09:03:43	AB100100	NDR	New Deal Re
CN0000585	30 Nov 2...		UnAssigned	11:24:30	Warranty claim - machine not working.	WC	Warranty Cl
CN0000584	17 Oct 2...		UnAssigned	11:43:02	Service machine, paper jam	SERV	Service
CN0000582	07 Aug 2...	Belinda Shar...	Awaiting Acceptance	12:56:48	TT009 - Daily, Mono 1000 - Call per WO	SM	Scheduled M
CN0000581	07 Aug 2...	Belinda Shar...	Awaiting Acceptance	12:26:45	TT011 - Daily, Mono 1000, Colour 1000 - Call per...	NDS	New Deal Sa
CN0000580	26 Jul 2018		UnAssigned	11:01:38	Return all from short term contract STC0000030.	DR	Select Cal T

1. The **Work Orders** frame will be expanded.
2. You will note that the **Status Description** for this work order is **Closed**.
3. **Right click** anywhere in the **row** of the work order.

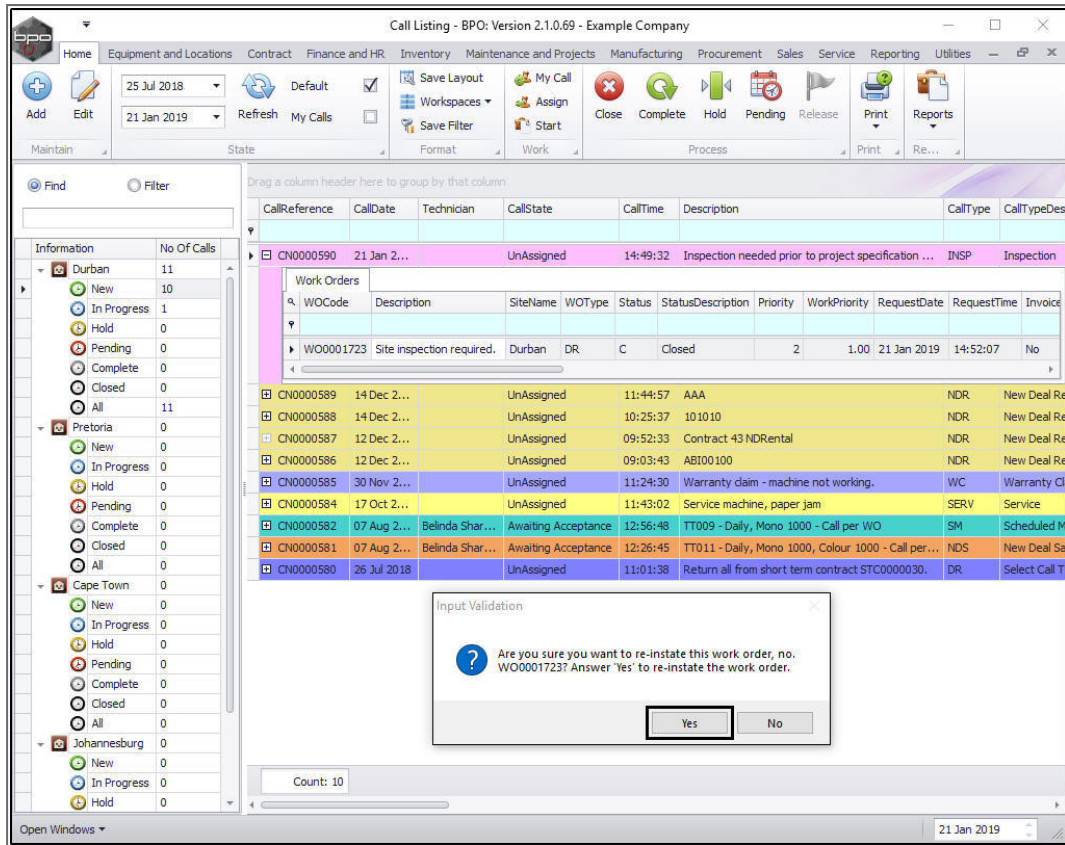
The screenshot shows the 'Call Listing - BPO: Version 2.1.0.69 - Example Company' interface. The main table displays call records with columns for CallReference, CallDate, Technician, CallState, CallTime, Description, CallType, and CallTypeDes. A 'Work Orders' sub-table is expanded for call CN0000590, showing columns for WOCODE, Description, SiteName, WOType, Status, StatusDescription, Priority, WorkPriority, RequestDate, RequestTime, and Invoice. The work order WO0001723 is highlighted with a status of 'Closed'. A 'Process' menu is open over this row, with 'Reinstate' selected. Red callouts 1, 2, and 3 indicate the menu, the 'Reinstate' option, and the 'Process' menu respectively.

CallReference	CallDate	Technician	CallState	CallTime	Description	CallType	CallTypeDes																						
CN0000590	21 Jan 2...		UnAssigned	14:49:32	Inspection needed prior to project specification ...	INSP	Inspection																						
<table border="1"> <thead> <tr> <th>WOCODE</th> <th>Description</th> <th>SiteName</th> <th>WOType</th> <th>Status</th> <th>StatusDescription</th> <th>Priority</th> <th>WorkPriority</th> <th>RequestDate</th> <th>RequestTime</th> <th>Invoice</th> </tr> </thead> <tbody> <tr> <td>WO0001723</td> <td>Site inspection required.</td> <td>Durban</td> <td>DR</td> <td>C</td> <td>Closed</td> <td>2</td> <td>1.00</td> <td>21 Jan 2019</td> <td>14:52:07</td> <td>No</td> </tr> </tbody> </table>								WOCODE	Description	SiteName	WOType	Status	StatusDescription	Priority	WorkPriority	RequestDate	RequestTime	Invoice	WO0001723	Site inspection required.	Durban	DR	C	Closed	2	1.00	21 Jan 2019	14:52:07	No
WOCODE	Description	SiteName	WOType	Status	StatusDescription	Priority	WorkPriority	RequestDate	RequestTime	Invoice																			
WO0001723	Site inspection required.	Durban	DR	C	Closed	2	1.00	21 Jan 2019	14:52:07	No																			
CN0000589	14 Dec 2...		UnAssigned	11:44:57	AAA	NDR	New Deal Re																						
CN0000588	14 Dec 2...		UnAssigned	10:25:37	101010	NDR	New Deal Re																						
CN0000587	12 Dec 2...		UnAssigned	09:52:33	Contract 43 NDRental	NDR	New Deal Re																						
CN0000586	12 Dec 2...		UnAssigned	09:03:43	AB100100	NDR	New Deal Re																						
CN0000585	30 Nov 2...		UnAssigned	11:24:30	Warranty claim - machine not working.	WC	Warranty Cl																						
CN0000584	17 Oct 2...		UnAssigned	11:43:02	Service machine, paper jam	SERV	Service																						
CN0000582	07 Aug 2...	Belinda Shar...	Awaiting Acceptance	12:56:48	TT009 - Daily, Mono 1000 - Call per WO	SM	Scheduled M																						
CN0000581	07 Aug 2...	Belinda Shar...	Awaiting Acceptance	12:26:45	TT011 - Daily, Mono 1000, Colour 1000 - Call per...	NDS	New Deal Sa																						
CN0000580	26 Jul 2018		UnAssigned	11:01:38	Return all from short term contract STC0000030.	DR	Select Call T																						

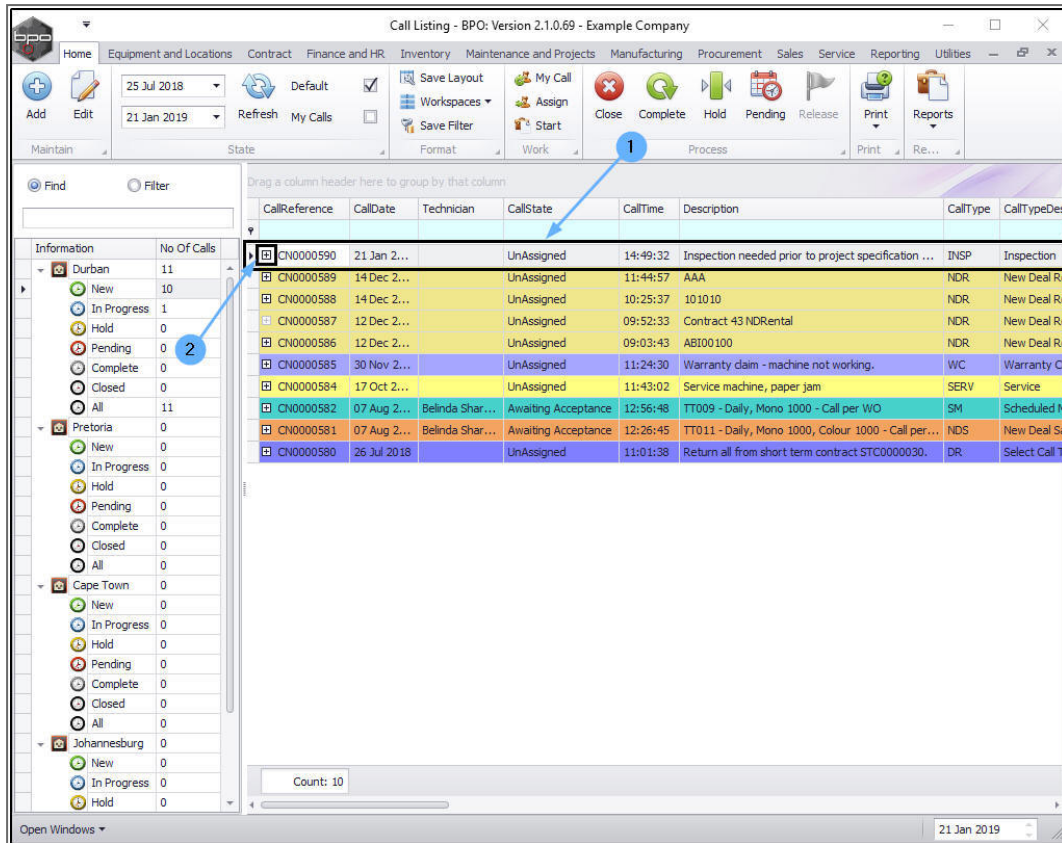
1. A **Process** menu will pop up.
2. Click on **Reinstate** - Reinstate Work Order.



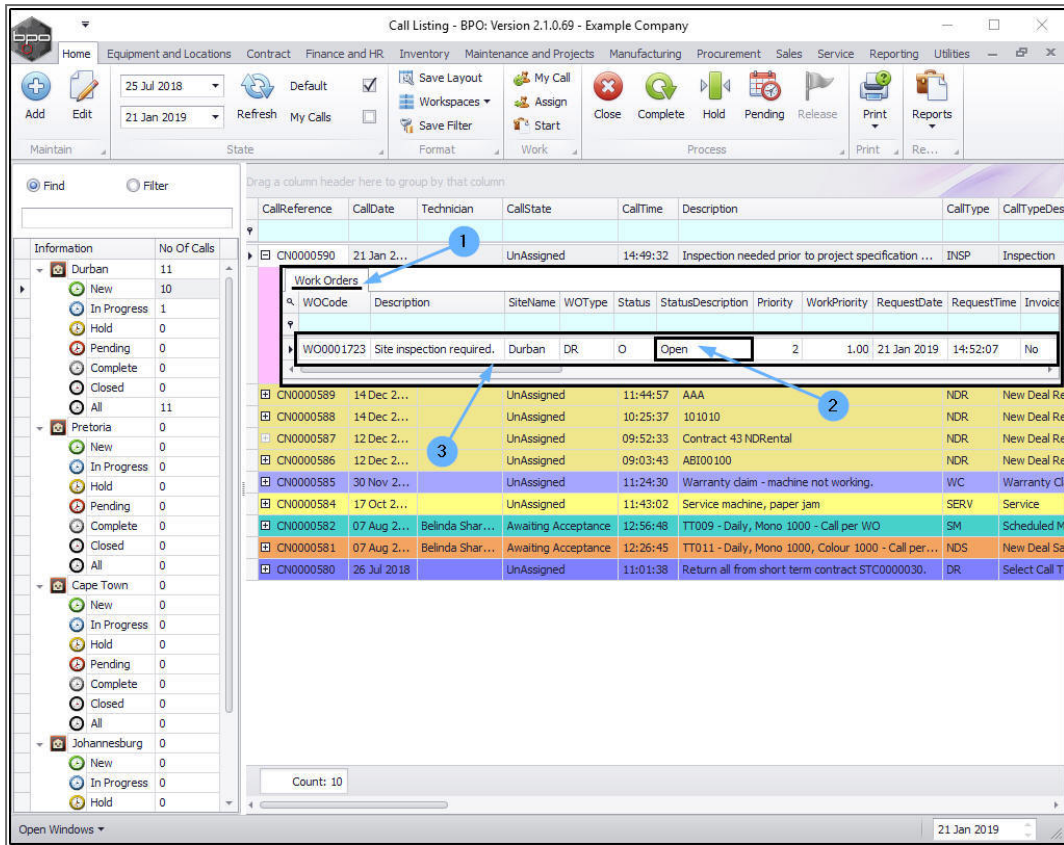
- An **Input Validation** message box will pop up asking;
 - **Are you sure you want to reinstate this work order, no. []?** Answer 'Yes' to re-instate the work order.
- Click on **Yes**.



1. The expanded Work Orders frame will automatically **collapse**.
2. Click on the **expand** button again in the row of the call.

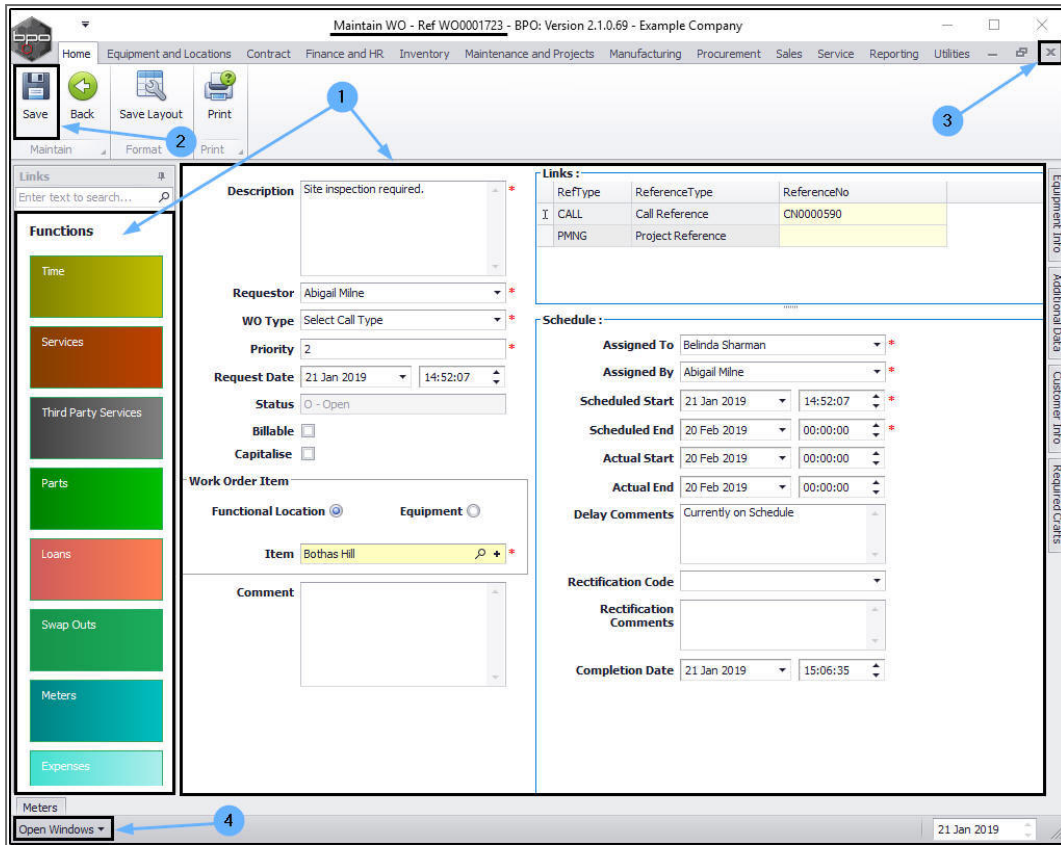


1. The **Work Orders** frame will expand.
2. You will note that the work order **Status Description** is now **Open**.
3. **Double click anywhere** in the **row** of the work order.



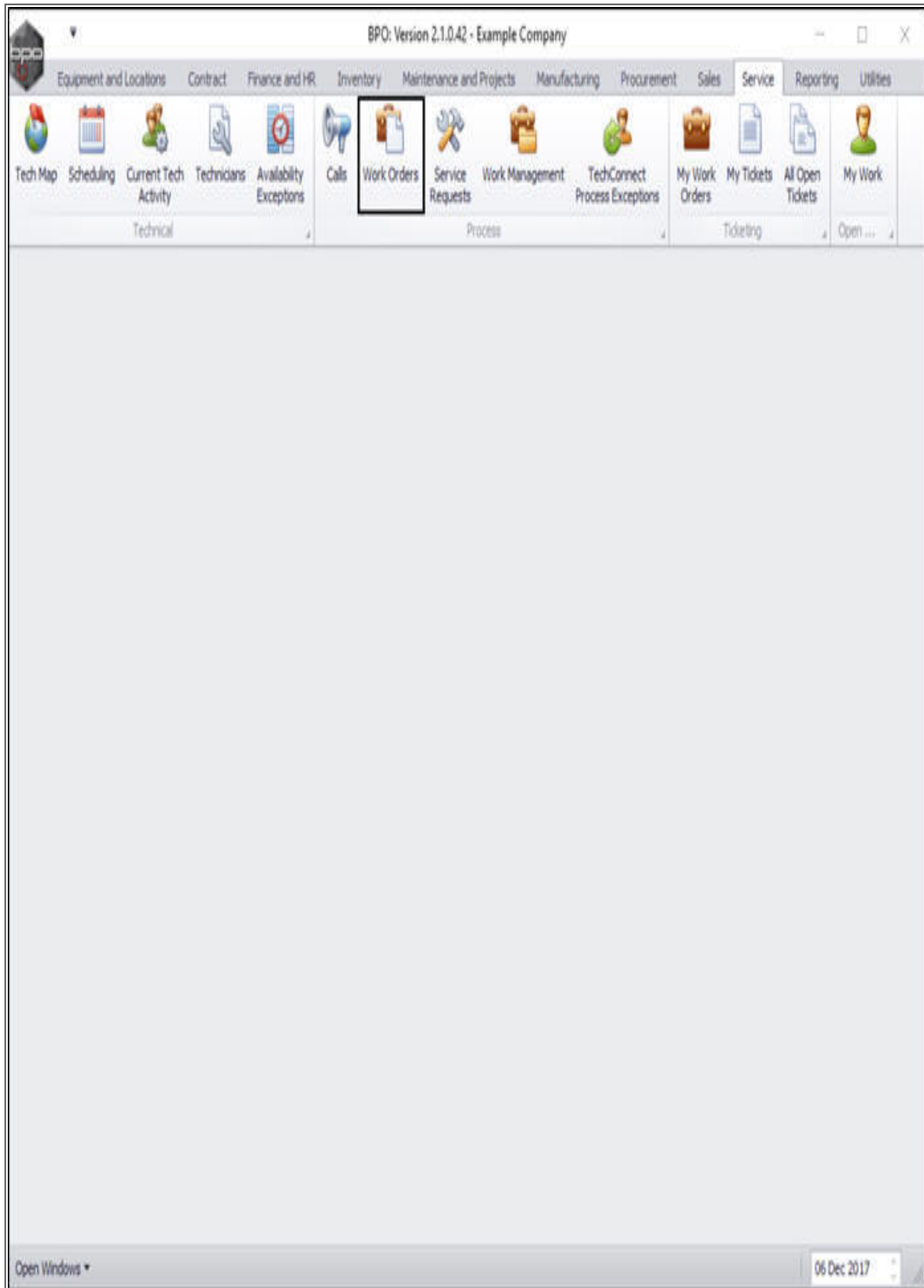
The **Maintain WO - Ref []** frame will be displayed.

1. **Add** or **Edit** any details as required in this screen or via the **Functions** tiles.
2. When you are done, click on **Save** if you have made changes.
3. Either **Close** the screen, or
4. Use the **Open Windows** menu to return to the **Call Listing** screen.



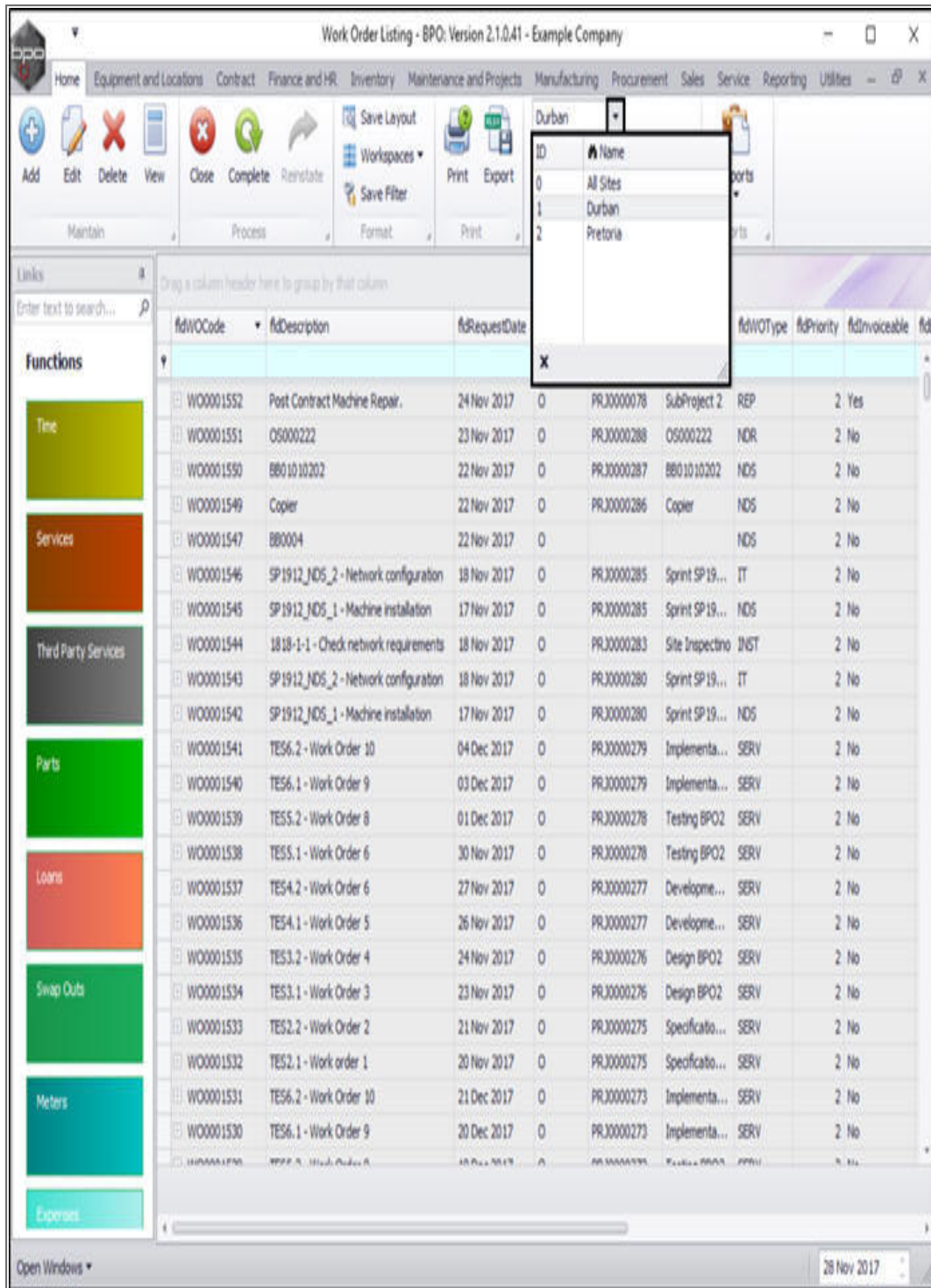
REINSTATE FROM A WORK ORDER

Ribbon Access: Service > Work Orders



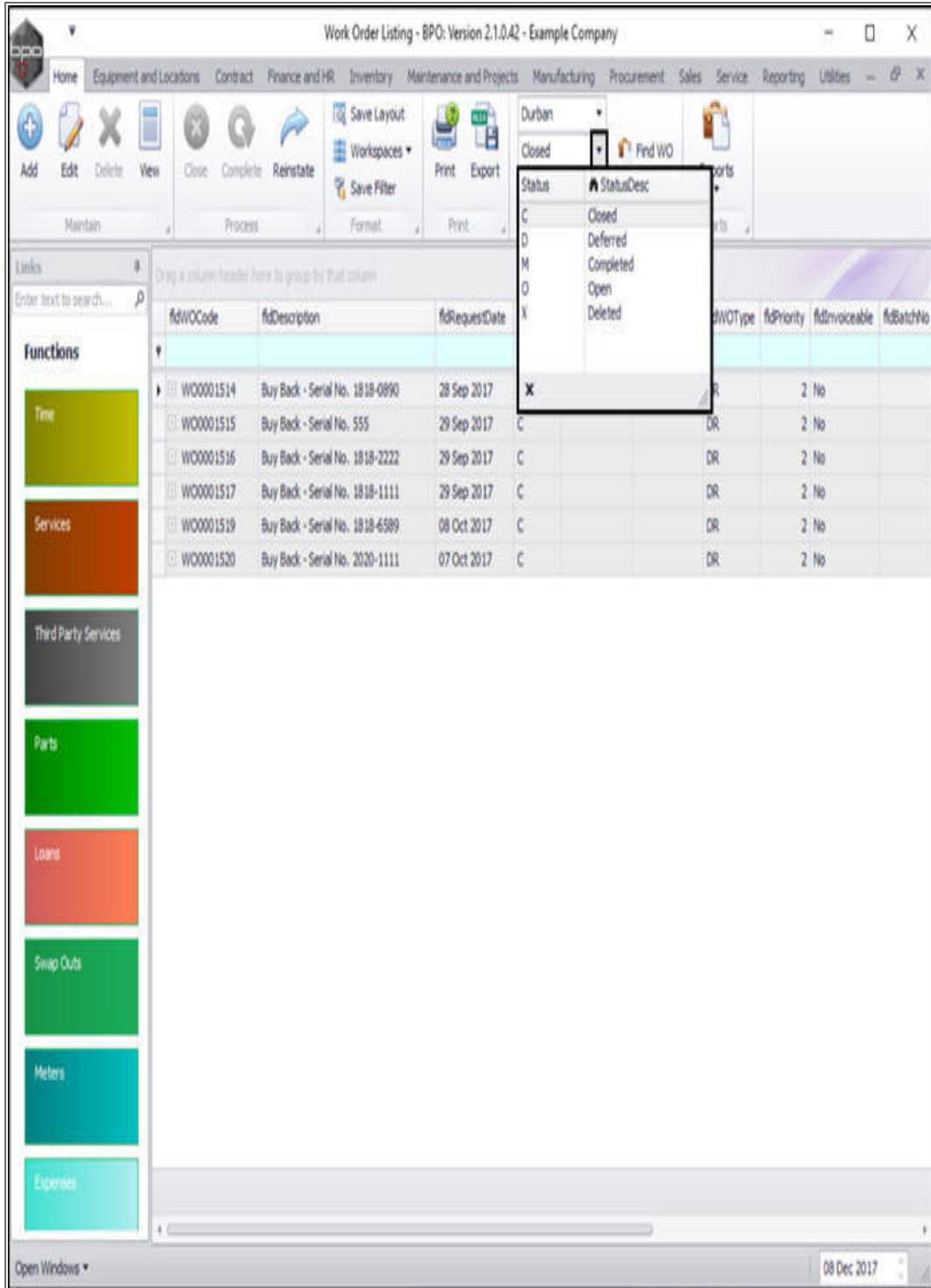
The **Work Order Listing** screen will be displayed.

- Select the **site**.
 - In this image **Durban** has been selected.



- Select the **status**.
 - The status must be set to **Closed**.

Note: Only closed work orders can be reinstated.



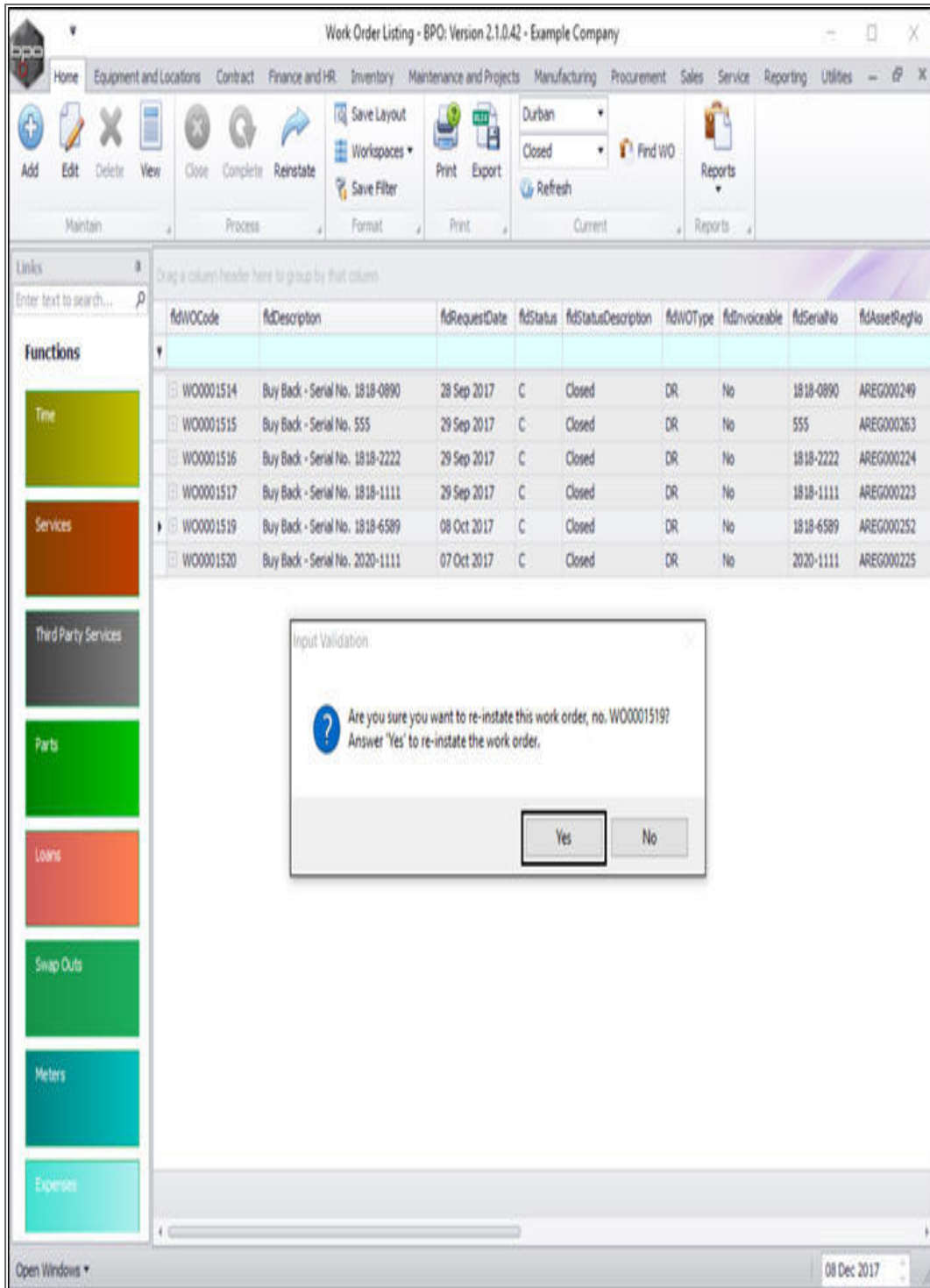
- Click on the **row selector** in front of the **work order** that you wish to **re-instate**.

- Click on **Reinstate**.

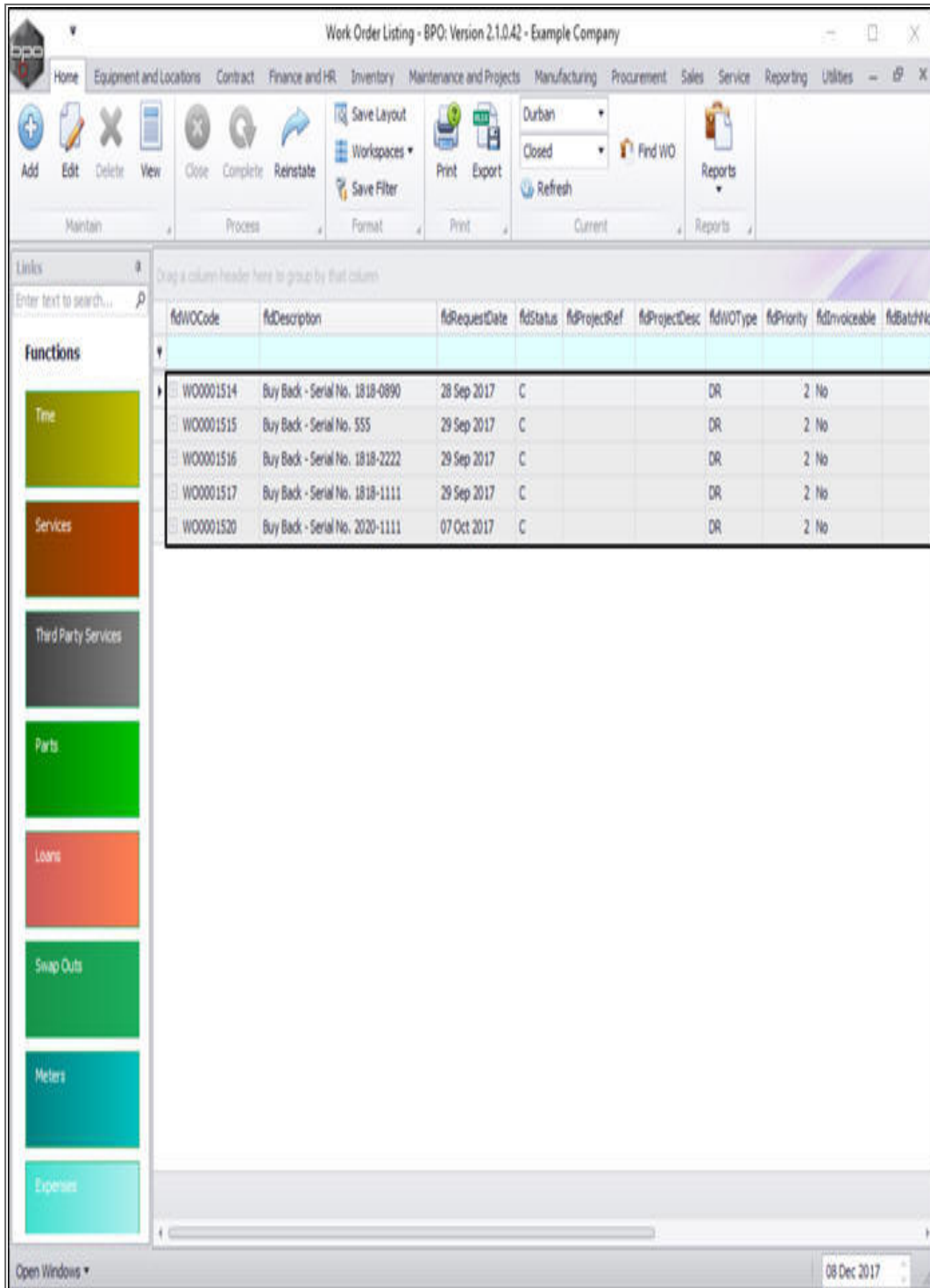
The screenshot shows the 'Work Order Listing - BPO: Version 2.1.0.42 - Example Company' application window. The 'Reinstate' button in the toolbar is highlighted with a red box. The main area displays a table of work orders with columns for ID, Description, Request Date, Status, and various codes. The 'Services' function in the left sidebar is also highlighted with a red box.

fdWOCODE	fdDescription	fdRequestDate	fdStatus	fdStatusDescription	fdWOType	fdInvoiceable	fdSerialNo	fdAssetRegNo
WO0001514	Buy Back - Serial No. 1818-0890	28 Sep 2017	C	Closed	DR	No	1818-0890	AREG000249
WO0001515	Buy Back - Serial No. 555	29 Sep 2017	C	Closed	DR	No	555	AREG000263
WO0001516	Buy Back - Serial No. 1818-2222	29 Sep 2017	C	Closed	DR	No	1818-2222	AREG000224
WO0001517	Buy Back - Serial No. 1818-1111	29 Sep 2017	C	Closed	DR	No	1818-1111	AREG000223
WO0001519	Buy Back - Serial No. 1818-6589	08 Oct 2017	C	Closed	DR	No	1818-6589	AREG000252
WO0001520	Buy Back - Serial No. 2020-1111	07 Oct 2017	C	Closed	DR	No	2020-1111	AREG000225

- An **Input Validation** message box will pop up asking;
 - **Are you sure you want to re-instate this work order, no. []?** Answer 'Yes' to reinstate the work order.
- Click on **Yes**.



- The selected work order will now be **removed** from the **Work Order Listing** screen where the status is set to **Closed**.



- The selected work order has now been moved to the **Work Order Listing** screen where the status is set to **Open**.

fdWOCCode	fdDescription	fdRequestDate	fdStatus	fdProjectRef	fdProjectDesc	fdWOType	fdPriority	fdInvoiceable	fdBatchNo
WO0001539	TESS.2 - Work Order 8	01 Dec 2017	0	PRJ0000278	Testing BPO2	SERV	2	No	
WO0001538	TESS.1 - Work Order 6	30 Nov 2017	0	PRJ0000278	Testing BPO2	SERV	2	No	
WO0001537	TES4.2 - Work Order 6	27 Nov 2017	0	PRJ0000277	Developme...	SERV	2	No	
WO0001536	TES4.1 - Work Order 5	26 Nov 2017	0	PRJ0000277	Developme...	SERV	2	No	
WO0001535	TES3.2 - Work Order 4	24 Nov 2017	0	PRJ0000276	Design BPO2	SERV	2	No	
WO0001534	TES3.1 - Work Order 3	23 Nov 2017	0	PRJ0000276	Design BPO2	SERV	2	No	
WO0001533	TES2.2 - Work Order 2	21 Nov 2017	0	PRJ0000275	Specificatio...	SERV	2	No	
WO0001532	TES2.1 - Work order 1	20 Nov 2017	0	PRJ0000275	Specificatio...	SERV	2	No	
WO0001531	TES6.2 - Work Order 10	21 Dec 2017	0	PRJ0000273	Implementa...	SERV	2	No	
WO0001530	TES6.1 - Work Order 9	20 Dec 2017	0	PRJ0000273	Implementa...	SERV	2	No	
WO0001529	TESS.2 - Work Order 8	18 Dec 2017	0	PRJ0000272	Testing BPO2	SERV	2	No	
WO0001528	TESS.1 - Work Order 6	17 Dec 2017	0	PRJ0000272	Testing BPO2	SERV	2	No	
WO0001527	TES4.2 - Work Order 6	14 Dec 2017	0	PRJ0000271	Developme...	SERV	2	No	
WO0001526	TES4.1 - Work Order 5	13 Dec 2017	0	PRJ0000271	Developme...	SERV	2	No	
WO0001525	TES3.2 - Work Order 4	11 Dec 2017	0	PRJ0000270	Design BPO2	SERV	2	No	
WO0001524	TES3.1 - Work Order 3	10 Dec 2017	0	PRJ0000270	Design BPO2	SERV	2	No	
WO0001523	TES2.2 - Work Order 2	08 Dec 2017	0	PRJ0000269	Specificatio...	SERV	2	No	
WO0001522	TES2.1 - Work order 1	07 Dec 2017	0	PRJ0000269	Specificatio...	SERV	2	No	
WO0001521	Maintenance Service 3 monthly	06 Nov 2017	0			SERV	2	No	
WO0001519	Buy Back - Serial No. 1818-6589	08 Oct 2017	0			DR	2	No	
WO0001518	New Client Installation	06 Oct 2017	0			INST	2	No	
WO0001513	Issued and invoiced stock	30 Jun 2017	0			DR	2	No	
WO0001512	Quick Part Return where stock was is...	30 Jun 2017	0			DR	2	No	
WO0001511	Loan with Alternative Parts	30 Jun 2017	0			DR	2	No	

MNU.072.036

