



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

SERVICE

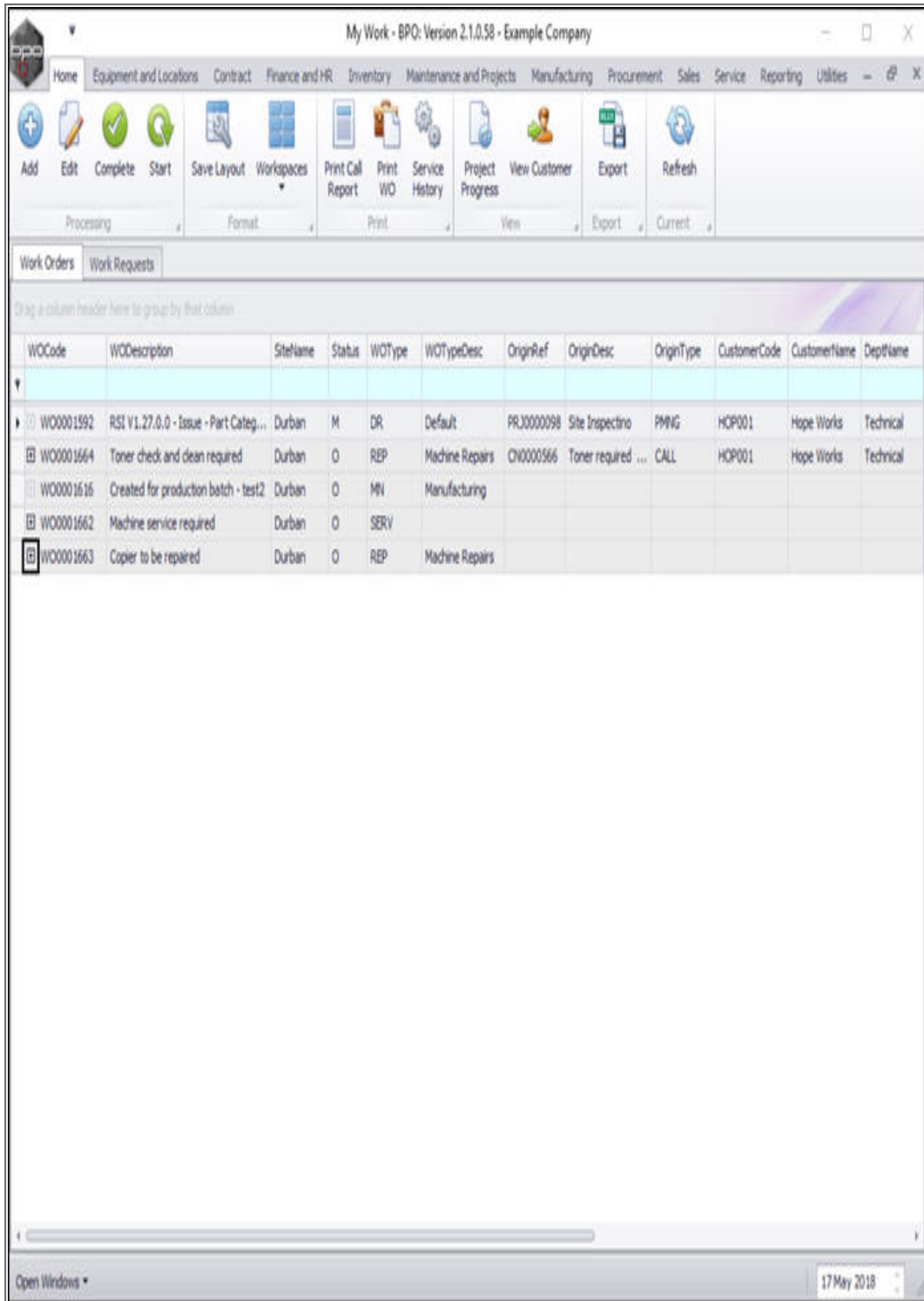
MY WORK – VIEW ASSIGNED WORKLOAD

Ribbon Access: Service > My Work



The **My Work** listing screen will be displayed.

- Here you can **view** all **work orders** assigned to the employee currently logged on to the system.
- Click on one of the **bold** (active) **expand** buttons in front of a WO code.



Two frames will be expanded: the **Prior Work Orders** frame and the **Work Order Technicians** frame.

1. Click on the **Prior Work Orders** tab.
 - Here you can view a list of all the prior work orders linked to this serial number.

My Work - BPO: Version 2.1.0.58 - Example Company

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

Add | Edit | Complete | Start | Save Layout | Workspaces | Print Call Report | Print WO | Service History | Project Progress | View Customer | Export | Refresh

Processing | Format | Print | View | Export | Current

Work Orders | Work Requests

Drag a column header here to group by that column

WCode	WDescription	SiteName	Status	WOType	WOTypeDesc	OriginRef	OriginDesc	OriginType	CustomerCode	CustomerName	DeptName
WO0001592	RSI V1.27.0.0 - Issue - Part Categ...	Durban	M	DR	Default	PRJ0000098	Site Inspectio	PMNG	HOP001	Hope Works	Technical
WO0001664	Toner check and clean required	Durban	O	REP	Machine Repairs	CH0000566	Toner required ...	CALL	HOP001	Hope Works	Technical
WO0001616	Created for production batch - test2	Durban	O	MI	Manufacturing						
WO0001662	Machine service required	Durban	O	SERV							
WO0001663	Copier to be repaired	Durban	O	REP	Machine Repairs						

Prior Work Orders | Work Order Technicians

SerialNo	WOType	WOTypeDesc	WCode	RequestDate	CompletionDate	CompletionTime	Description	AssignedTo	EmployeeName	Priority	Rectificat
19-12345	REP	Machine Repairs	WO0001663	15 May 2018	14 Jun 2018	00:00:00	Copier to be repaired	24	Abigail Mine	2	
19-12345	DR	Default	WO0001593	19 Oct 2017	18 Nov 2017	12:00:00	Contract Closure - CO0000009	1	Bianca Du Toit	2	
19-12345	TEST	Testing	WO0001544	02 Aug 2017	01 Sep 2017	12:00:00	Warranty claim with parts only	6	George James ...	2	
19-12345	TON	Toner Required	WO0001543	02 Aug 2017	28 Nov 2017	12:02:02	Toner required for machine	6	George James ...	2	Work
19-12345	DR	Default	WO0001180	30 Mar 2017	30 Mar 2017	09:29:35	work order linked to an asset l...	17	Judith Mudzeng	2	Exper
19-12345	SM	Scheduled Maintenance	WO0001124	24 Feb 2017	24 Feb 2117	12:00:00	TT070 - 2 Daily - Call per WO	6	George James ...	2	
19-12345	SERV	Service	WO0000963	06 Oct 2016	15 Aug 2017	16:07:20	Call closure tests	1	Bianca Du Toit	2	did so
19-12345	TON	Toner Required	WO0000799	29 Mar 2016	08 Jun 2016	09:30:04	Cyan toner required	6	George James ...	2	work c
19-12345	TON	Toner Required	WO0000783	22 Mar 2016	18 Apr 2016	13:31:15	Toner replacement	6	George James ...	1	work c
19-12345	REP	Machine Repairs	WO0000468	06 Mar 2015	13 Aug 2015	15:11:14	test	1	Bianca Du Toit	2	test
19-12345	REP	Machine Repairs	WO0000469	06 Mar 2015	05 Apr 2015	12:00:00	test	6	George James ...	2	
19-12345	SERV	Service	WO0000470	06 Mar 2015	05 Apr 2015	12:00:00	test	1	Bianca Du Toit	2	
19-12345	SERV	Service	WO0000471	06 Mar 2015	05 Apr 2015	12:00:00	test	7	Carolina Suzzet...	2	

Open Windows | 17 May 2018

2. Click on the **Work Order Technicians** tab.

- Here you can view a list of other technicians also assigned to this work order if applicable.

The screenshot shows the 'My Work - BPO' application interface. The main window title is 'My Work - BPO: Version 2.1.0.69 - Example Company'. The top menu bar includes 'Home', 'Equipment and Locations', 'Contract', 'Finance and HR', 'Inventory', 'Maintenance and Projects', 'Manufacturing', 'Procurement', 'Sales', 'Service', 'Reporting', and 'Utilities'. Below the menu is a toolbar with icons for 'Add', 'Edit', 'Complete', 'Start', 'Save Layout', 'Workspaces', 'Print Call Report', 'Print WO', 'Service History', 'Project Progress', 'View Customer', 'Export', and 'Refresh'. The main content area is divided into 'Work Orders' and 'Work Requests' tabs. A table of work orders is displayed with columns: WOCODE, WODescription, SiteName, Status, WOTYPE, WOTYPEDESC, OriginRef, OriginDesc, OriginType, CustomerCode, and CustomerName. A sub-tab 'Work Order Technicians' is active, showing a search box with 'Abigail Milne' and a result 'Abigail Milne Technician'. The date '22 Jan 2019' is visible in the bottom right corner.

WOCODE	WODescription	SiteName	Status	WOTYPE	WOTYPEDESC	OriginRef	OriginDesc	OriginType	CustomerCode	CustomerName
WO0001592	RSI V1.27.0.0 - Issue - Part Categor...	Durban	M	DR	Default	PRJ0000098	Site Inspectino	PMNG	HOP001	Ho...
WO0001668	SP240 New Deal.	Durban	O	DR	Default	PRJ0000071	SP240 New Deal.	PMNG	TIA001	Tit...
WO0001701	Paper jam and colour toner not printing	Durban	O	REP	Machine Repairs	CN0000583	Paper jam and colour toner not printing	CALL	HOP001	Ho...
WO0001616	Created for production batch - test2	Durban	O	MN	Manufacturing					
WO0001616	Created for production batch - test2	Durban	O	MN	Manufacturing					
WO0001663	Copier to be repaired	Durban	O	REP	Machine Repairs					
WO0001705	Created for production batch - YEL00...	Durban	O	MN	Manufacturing					
WO0001705	Created for production batch - YEL00...	Durban	O	MN	Manufacturing					
WO0001706	Created for production batch - 18000...	Durban	O	MN	Manufacturing					
WO0001706	Created for production batch - 18000...	Durban	O	MN	Manufacturing					
WO0001707	Created for production batch - A4DB...	Durban	O	MN	Manufacturing					
WO0001707	Created for production batch - A4DB...	Durban	O	MN	Manufacturing					

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