

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

## **SERVICE**

### **MY WORK – ADD LABOUR TIME**

Labour time can be logged against the work order via the **My Work** screen.

Confirm with your supervisor as to whether you will log your time, or whether call centre administration will do this.

A technician who does not use Tech Connect, but has access to BPO will use this method in order to book his time.

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**Ribbon Access:** Service > My Work

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

- Click on the **row selector** in front of the **work order** where you wish to **log labour time**.
- Click on **Edit**.

My Work - BPO: Version 2.1.0.62 - Example Company

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

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	ScheduledStartDa
WO0001592	RSE V1.27.0.0 - Issue - Part...	Durban	M	DR	Default	PRJ0000098	Site Inspectio	PMNG	HCP001	Hope Works	Technical	19 Sep 2017
WO0001668	SP240 New Deal.	Durban	O	DR	Default	PRJ0000071	SP240 New Deal.	PMNG	TJA001	Titan Group		24 May 2018
WO0001616	Created for production batc...	Durban	O	MN	Manufacturing							28 Nov 2017
WO0001663	Copier to be repaired	Durban	O	REP	Machine Repairs							15 May 2018

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

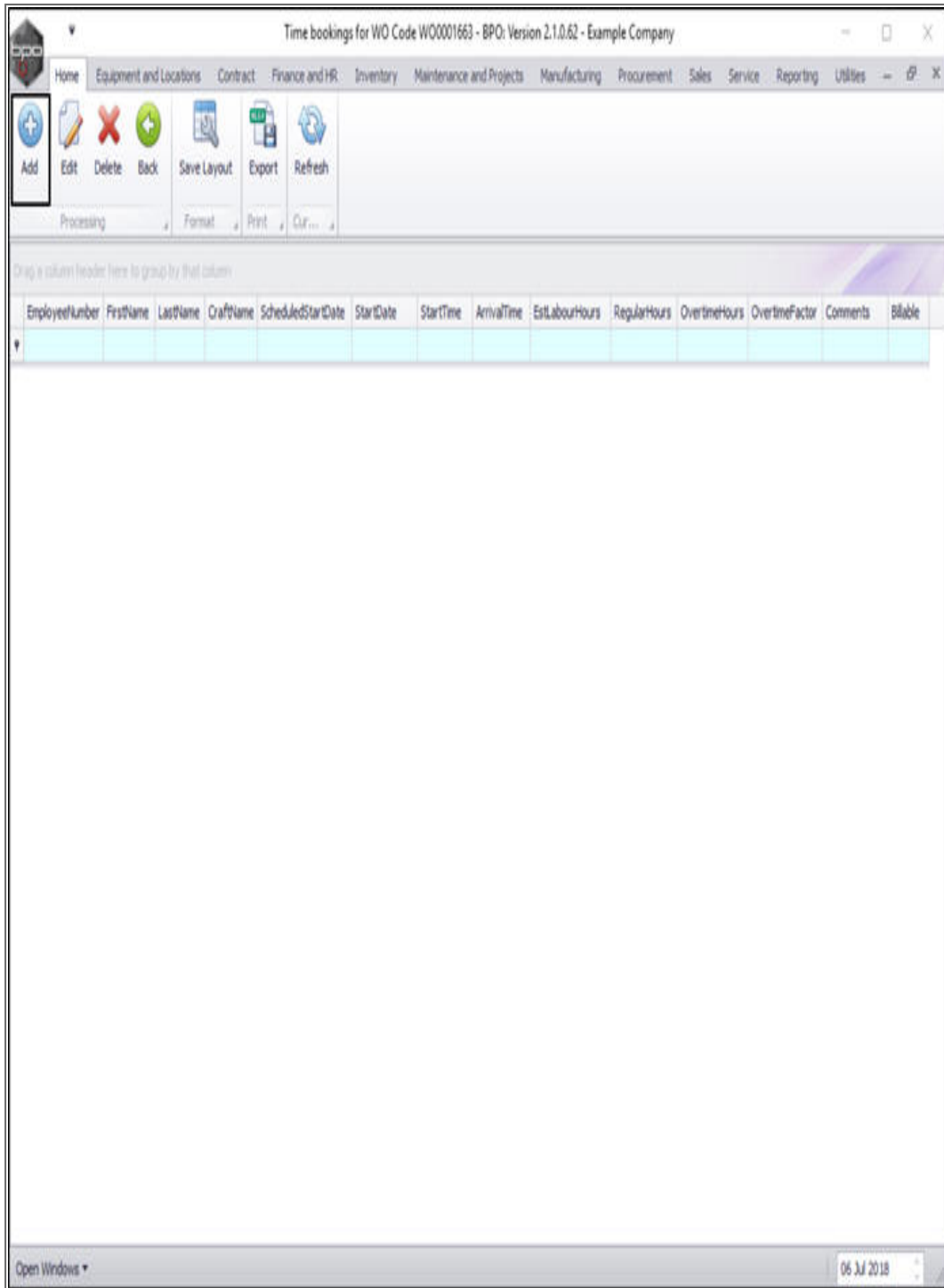
## **ADD LABOUR TIME**

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- Click on the **Time** tile.

The **Time Bookings for WO Code [ ]** screen will be displayed.

- Click on **Add**.



The **Time Entry** screen will be displayed.

- **Work Order:** This will auto populate with the work order number selected in the previous step.
- **Employee:** This will auto populate with the person currently logged on to the system. You can click on the drop-down arrow and select an alternative person if required.
- **Craft:** Click on the drop-down arrow and select from the menu the craft to be assigned to this time entry.
  - **Note:** The Craft selection available will depend on the crafts linked to the employee selected in the previous step.
- **Comments:** Type in a description of the labour involved, which resulted in this time entry.
- **Start Date:** This will auto populate with the current date. Either type in, or click on the drop-down arrow and use the calendar function to select an alternative date if required.
- **Start Time:** This will auto populate with the current time. Either type in, or use the directional arrows to select an alternative start time if required.
- **End Time:** This will auto populate with the current time plus 15 minutes . Either type in, or use the directional arrows to select an alternative end time if required, (this can be edited later).
- **Arrival Time:** This will auto populate with the current time. Either type in, or use the directional arrows to select an alternative arrival time if required. (This could differ from the start time. For example, a technician could arrive on site at **08.00**hrs. She has to wait **30** minutes for all of the client employees to log off the

system before she can initiate repairs. Thus the **Arrival Time** will be **08:00** and the **Start Time** will be **08:30**).

- **Regular Hours:** This will auto calculate as the start and end times are added.
  - **Note:** You can also just type in the regular hours worked without adjusting the start and end time.
- **Overtime Hours:** Either type in, or use the directional arrows to select alternative overtime hours if required.
- **Overtime Factor:** Either type in, or click on the drop-down arrow and select from the menu an alternative overtime factor if required.
- **Billable:** This work will not be marked as billable (this flag is only used in the call screen).



Time Entry - BPO: Version 2.1.0.62 - Example Company

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

Save | Back

Process

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**Work Order** WO0001663

**Employee** Abigail Mine

**Craft**

**Comments**

**Start Date** 21 Jun 2018

**Start Time** 11:00:00    **End Time** 11:00:00

**Arrival Time** 11:00:00

**Regular Hours** 0.000

**Overtime Hours** 0

**Overtime Factor** Time

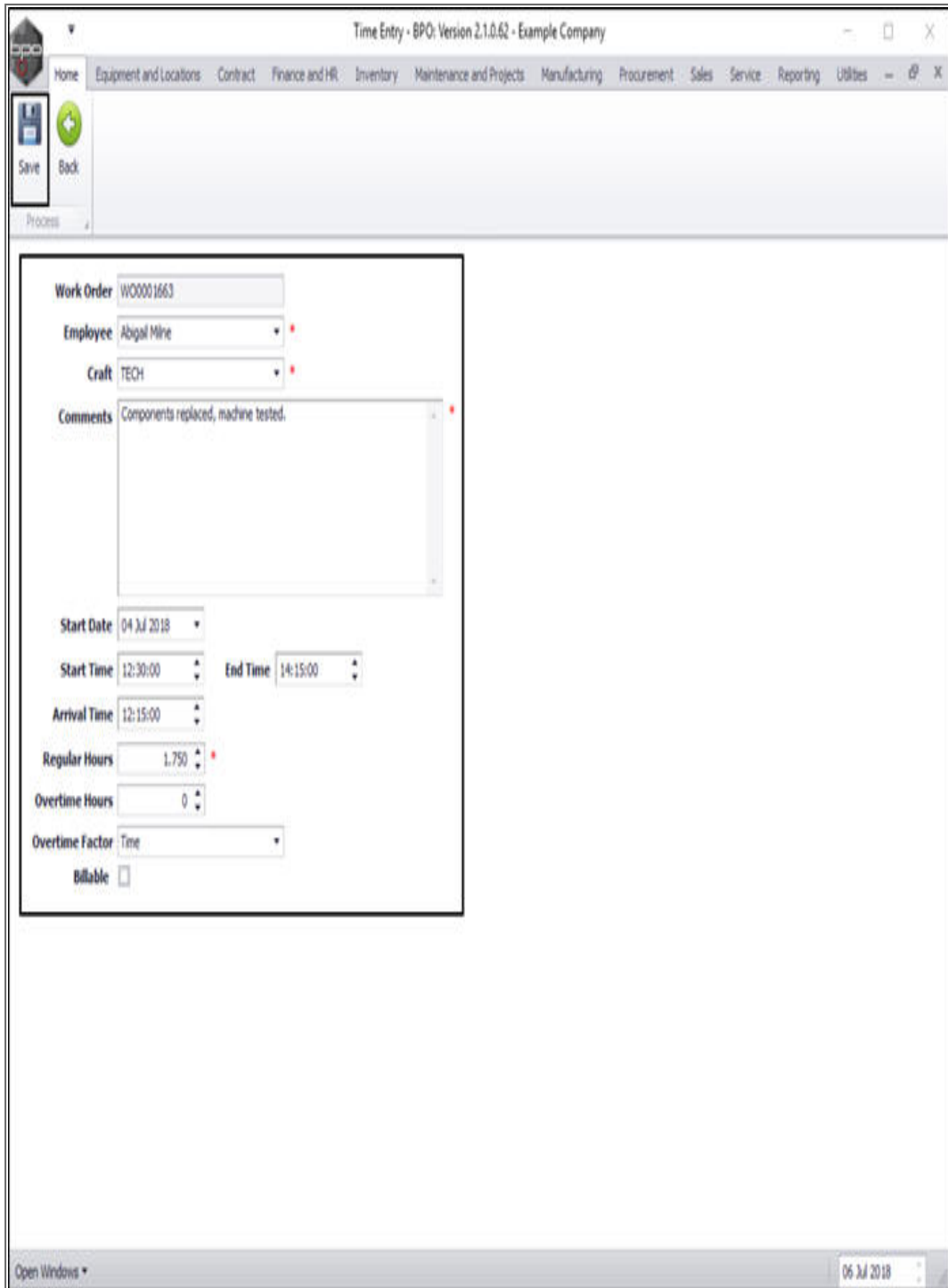
**Billable**

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## SAVE LABOUR TIME

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- When you have finished logging the labour time details, click on **Save**.



Time Entry - BPO: Version 2.1.0.62 - Example Company

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

Save Back

Process

Work Order WO0001663

Employee Abigail Mine

Craft TECH

Comments Components replaced, machine tested.

Start Date 04 Jul 2018

Start Time 12:30:00 End Time 14:15:00

Arrival Time 12:15:00

Regular Hours 1.750

Overtime Hours 0

Overtime Factor Time

Billable

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- You will return to the **Time bookings for WO Code [ ]** screen.
- A **Time Processing** message box will pop up informing you that;

- Time booking on WO: [ ] complete.
- Click on **OK**.

The screenshot shows a software window titled "Time bookings for WO Code WO0001663 - BPO: Version 2.1.0.62 - Example Company". The window has a menu bar with options: Home, Equipment and Locations, Contract, Finance and HR, Inventory, Maintenance and Projects, Manufacturing, Procurement, Sales, Service, Reporting, Utilities. Below the menu bar is a toolbar with icons for Add, Edit, Delete, Back, Save Layout, Export, and Refresh. Below the toolbar is a table with the following columns: EmployeeNumber, FirstName, LastName, CraftName, ScheduledStartDate, StartDate, StartTime, ArrivalTime, EstLabourHours, RegularHours, OvertimeHours, OvertimeFactor, Comments, and Billable. The table contains one row of data:

EmployeeNumber	FirstName	LastName	CraftName	ScheduledStartDate	StartDate	StartTime	ArrivalTime	EstLabourHours	RegularHours	OvertimeHours	OvertimeFactor	Comments	Billable
ML001	Abigail	Mine	TECH	04 Jul 2018	04 Jul 2018	12:30:00	12:15:00	0.00	1.75	0.00	1.00	Components	No

Below the table, a "Time Processing" dialog box is displayed. The dialog box contains an information icon and the text "Time booking on WO : WO0001663 complete." and an "OK" button.

## VIEW ADDED LABOUR TIME

- You can now view the new time booking in this screen.

Time bookings for WO Code W00001663 - BPO: Version 2.1.0.62 - Example Company

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

Add Edit Delete Back Save Layout Export Refresh

Processing Format Print Cur...

Drag a column header here to group by that column

EmployeeNumber	FirstName	LastName	CraftName	ScheduledStartDate	StartDate	StartTime	ArrivalTime	Est.LabourHours	RegularHours	OvertimeHours	OvertimeFactor	Comments	Billable
M1L001	Abigail	Mine	TECH	04 Jul 2018	04 Jul 2018	12:30:00	12:15:00	0.00	1.75	0.00	1.00	Components	No

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MNU.073.010