

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

## SERVICE

### MY WORK – PRINT A CALL REPORT

You can use this report where the work order is associated with a **call**.

---

**Ribbon Access:** Service > My Work

---



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

- Click on the **row selector** in front of a **work order** that is associated with a **call**.
  - **Note:** You can see whether the work order is associated with a Call by checking the **Origin Ref** column.
- Click on **Print Call Report**.

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	Sche	
WO0001592	RSI V1.27.0.0 - Issue - Part Categ...	Durban	M	DR	Default	PRJ0000098	Site Inspectio	PMNG	HOP001	Hope Works	Technical	19 54	
<input checked="" type="checkbox"/>	WO0001664	Toner check and clean required	Durban	O	REP	Machine Repairs	<u>OV0000566</u>	Toner required ...	CALL	HOP001	Hope Works	Technical	22 M
<input type="checkbox"/>	WO0001616	Created for production batch - test2	Durban	O	MM	Manufacturing						28 M	
<input checked="" type="checkbox"/>	WO0001662	Machine service required	Durban	O	SERV							15 M	
<input checked="" type="checkbox"/>	WO0001663	Copier to be repaired	Durban	O	REP	Machine Repairs						15 M	

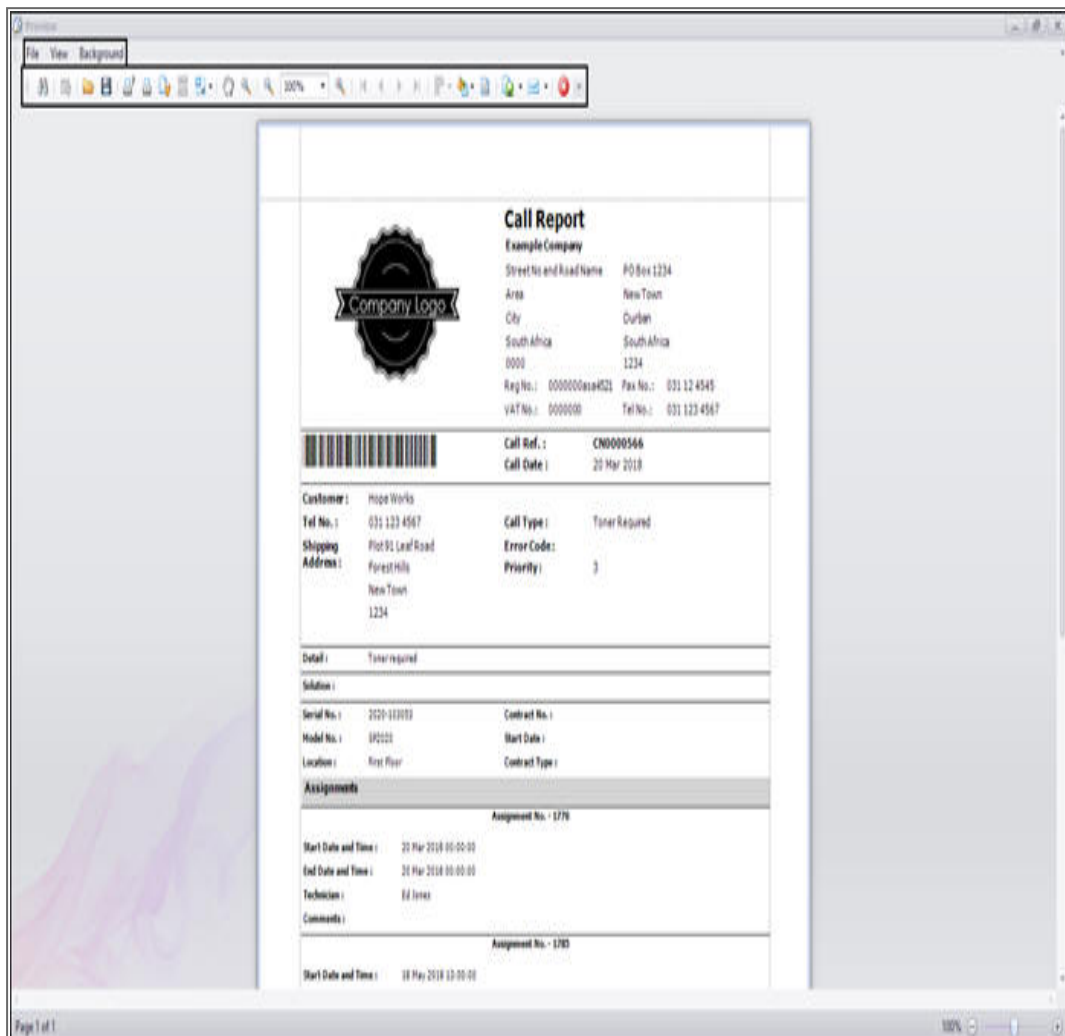
Open Windows | 17 May 2018

- A **Report Generation** message box will pop up asking;
  - **Do you want to print the call report for Work Order [ ]?**
- Click on **Yes**.

The screenshot shows the 'My Work - BPO: Version 2.1.0.58 - Example Company' application window. The interface includes a menu bar with options like 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 area displays a table of Work Orders with columns: WCode, WDescription, SiteName, Status, WOType, WOTypeDesc, OriginRef, OriginDesc, OriginType, CustomerCode, CustomerName, and DeptName. A dialog box titled 'Report Generation' is open, asking 'Do you want to print the call report for Work Order WO0001664?' with 'Yes' and 'No' buttons. The 'Yes' button is highlighted with a red box. The bottom status bar shows 'Open Windows' and the date '21 May 2018'.

WCode	WDescription	SiteName	Status	WOType	WOTypeDesc	OriginRef	OriginDesc	OriginType	CustomerCode	CustomerName	DeptName
WO0001992	RSI V1.27.0.0 - Issue - Part Categ...	Durban	M	DR	Default	PRJ0000098	Site Inspectio	PMNG	HQP001	Hope Works	Technical
WO0001664	Toner check and clean required	Durban	O	REP	Machine Repairs	CH0000566	Toner required ...	CALL	HQP001	Hope Works	Technical
WO0001616	Created for production batch - test2	Durban	O	MN	Manufacturing						
WO0001662	Machine service required	Durban	O	SERV							
WO0001663	Copier to be repaired	Durban	O	REP	Machine Repairs						

- The **Report Preview** screen will come up.
- From here you can **View, Print, Export** or **Email** the document.
- **Close** the Report Preview screen when done.



**Note:**

- If you initially selected a work order that was not associated with a Call, then a message box will pop up informing you that;
  - **The Work Order is not linked to a call.**
- Click on **OK**, then go back to the work orders list and select one that is attached to a call.

The screenshot shows the 'My Work - BPO: Version 2.1.0.58 - Example Company' application window. The 'Print Call Report' button in the toolbar is highlighted with a red box. Below the toolbar, a table of work orders is displayed. The row for work order 'WO0001663' is selected. An error dialog box is open in the center of the screen, displaying the message: 'The Work Order is not linked to a call'. The dialog box has an 'OK' button.

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	PR0000098	Site Inspectio	PMNG	HCP001	Hope Works	Technical
WO0001664	Toner check and dean required	Durban	O	REP	Machine Repairs	CH0000566	Toner required ...	CALL	HCP001	Hope Works	Technical
WO0001616	Created for production batch - test2	Durban	O	MN	Manufacturing						
WO0001662	Machine service required	Durban	O	SERV							
WO0001663	Copier to be repaired	Durban	O	REP	Machine Repairs						

MNU.073.015