

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

SERVICE

MY WORK - VIEW, ADD A WORK REQUEST

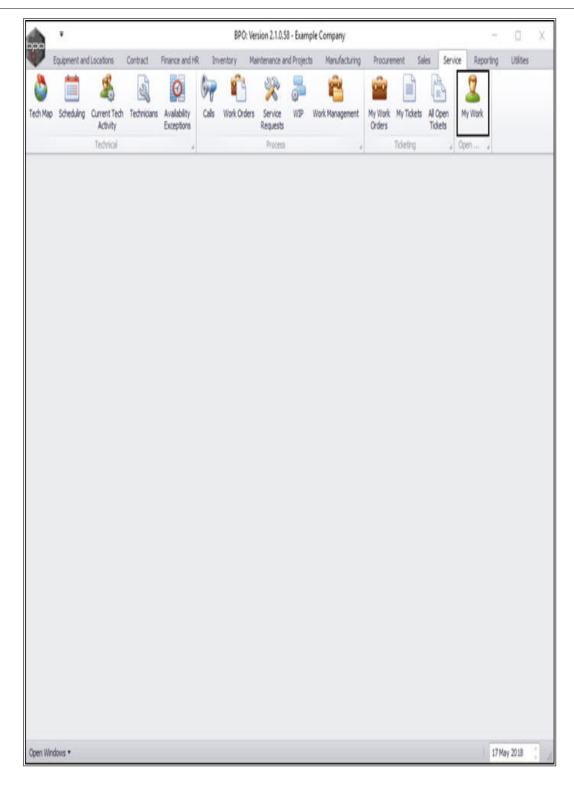
Work Requests can be raised when additional work is required, but needs **approval** from management.

Ribbon Access: Service > My Work

Help v2024.5.0.7/1.0 - Pg 1 - Printed: 04/07/2024

CO3 Technologies (Pty) Ltd © Company Confidential





The My Work listing screen will be displayed.

Help v2024.5.0.7/1.0 - Pg 2 - Printed: 04/07/2024



VIEW LINKED WORK REQUESTS

• Click on the **Work Requests** tab.

1000	۲		My	Work - B	O: Version	2.1.0.58 - Example	Company				- 0	Х
V	Hone	Equipment and Locations Contract Finance and	HR Inve	story 1	Aaintenarice	and Projects Ma	nufacturing	Procurement Sa	les Service	Reporting	Utilities -	θ×
	0	0 0 🔯 🧱		14	6	2 2		0				
Add	Edt		- 1 C	rint Se	vice Pro	yect View Custom	10.0	10000				
(PRIA)			Report I	NO HIS	tory Pro	gress						
	Proces		Pit	t .	.4	Ven	4 Esport	, Current ,				_
Work C	rders V	fork Requests										_
Drappe of												
WOO	ode	WODescription	SteName	Status	WOType	WOTypeDesc	OriginRef	OriginDesc	OriginType	CustomerCode	CustomerName	DeptNa
• WOC												
₩ E	00001592	RSI V1.27.0.0 - Issue - Part Category maintain	Durban	М	DR	Default	PR.30000098	Site Inspectino	PMING	H0P001	Hope Works	Technic
0 W	00001664	Toner check and dean required	Durban	0	REP	Machine Repairs	CN0000566	Toner required	CALL	H0P001	Hope Works	Technic
• 🛙 W	00001566		Durban	M	SERV		CN0000563	New Deal Sale 111	CALL	HOP001	Hope Works	Technic
	00001516		Durban	0	MN	Manufacturing						
	00001662	Machine service required	Durban	M	SERV							
ΞW	00001663	Copier to be repaired	Durban	0	REP	Machine Repairs						



Now you can view a list of all the work requests raised.

ADD WORK REQUEST

• Click on Add.

Help v2024.5.0.7/1.0 - Pg 4 - Printed: 04/07/2024



Add Edit Complete Start Processing Work Orders Work Requests Stags a colour Header Herr to group by	ent and Locations Contr			ersion 2.1.0.58 - Example Compan	<i>V</i>			- 0	X
Add Edit Complete Start Processing Work Orders Work Requests Og a court feature feature group View WRCode Description V		ract Finance and Hi	R Inventory Mainte	marice and Projects Manufacturi	ng Procurem	ent Sales	Service Reporting	Utites - I	0
Vork Orders Work Requests			int Call Print Service Voort WO History		Export	Refresh			
ng a colour headin here to group he WRCode Description V	, Fo	mit	Print	A Ven A	Eiport 4 (Liment 4			
WRCode Description V	quests								
WR0000052 Drum Requested D	ton WOType WO	TypeDesc Status Pri	iority AssigneeNumber	EmployeeNumber RequestorType	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishDate	e Te
WR0000052 Drum Requested D									
	equested DR Defi	ault 0	2 SHA001	M0L001 2	22 May 2018	15:50:04	22 May 2018	22 May 2018	



- A Select the site for this work order screen will pop up.
- Click on the **row selector** in front of the **site** that you wish to **link** to this work request.
- Click on **Ok**.



	¥						N	Ny Work - BPO: V	Version 2.1.0.58 - E	xample Compar	iy.			- 0	Х
	Home	Equipment	and Lo	cations	Contract F	inance an	dHR 1	Inventory Maint	tenance and Project	s Manufacturi	ng Procuren	ent Sales	Service Reporting) Utites -	₿ X
Add	Edt	Complete	G Start		ayout Work	spaces	Print Cal Report	Print Servic WO Histor		and the second s	Export	Color Refresh			
-		rising			Format			Print	. Ver	4	Export 4	Current 🧃			
Work C	orders	Work Reque	sta			_									_
Oragian															
WRC	ode	Description	8	WOType	WOTypeDes	: Status	Priority	AssigneeNumber	EmployeeNumber	RequestorType	RequestDate	RequestTime	ScheduledStartDate	ScheduledFinishD	ate Taski
+ WRO	000052	Drum Requ	ested	DR	Default	0	2	9HA001	MIL001	2	22 May 2018	15:50:04	22 May 2018	22 May 2018	
		📕 Sele	d the	ste for th	es work orde	r:			_ 0 X	1					
		Home	1												
				a Form	ayout			1	-1						
		* []													
		Durba Preto													
		Cape													
		Johan	nestur	9											
•													2		
Open W	Indons •													21 May 2018	

Help v2024.5.0.7/1.0 - Pg 7 - Printed: 04/07/2024



- The Add new Work Request screen will be displayed.
 - **Site:** This will populate with the site selected in the previous step.
 - **Description:** Type in a **description** of the work that needs to be done.
 - Priority: Change the priority as required (1 = Most Important 5 = Least Important)
 - Requestor Type: Click on the radio button in front of the type that initiated this work request, either Employee or Customer.
 - **Requestor:** This will auto populate with the person currently logged on to the system and making the request. Click on the **search** button and select an alternative requestor from the relevant pop up screen if required.
 - Note 1: The type of pop up screen will be linked to the Requestor Type selected in the previous step. If, for example, you clicked on Customer in the previous step then the Select a Customer Contact Name screen will pop up. If you clicked on Employee in the previous step, then the Select an Employee screen will pop up.
 - **Request Date and Time:** These fields will be populated with the current date and time.
 - **Request Date:** You can either type in or click on the drop-down arrow and use the calendar function to select an alternative date if required.



- **Time:** You can either type in or use the arrow indicators to select an alternative time if required.
- **Billable:** Click in this text box if this work request is to be billable.



80	nent and Locations				PO: Version 2.1.0.58 - Example Con ance and Projects Manufacturing		ement Sale	s Service	Reporting	Utilities	-	× ø ×
Description Priority Requestor Type	Employee Belinda Sharman 22 May 2018	Customer 4:10:25 PM	••• ••• •• ••	Assigned To Scheduled Star	Select Call Type Abigal Mine 22 May 2018 • 22 May 2018 • on @ Equipment ()	• • •	•					
Diag a column Hender he WRCoole Note			NoteDate	NoteTime Employe	eName Statue							



• **Project Ref:** Click on the **search** button in this field.

• Note: If you are not linking this to a project, then leave this field blank.



- The Select a Project screen will pop up.
- Click on the row selector in front of the project that you wish to link to this work request.
- Click on **Ok**.

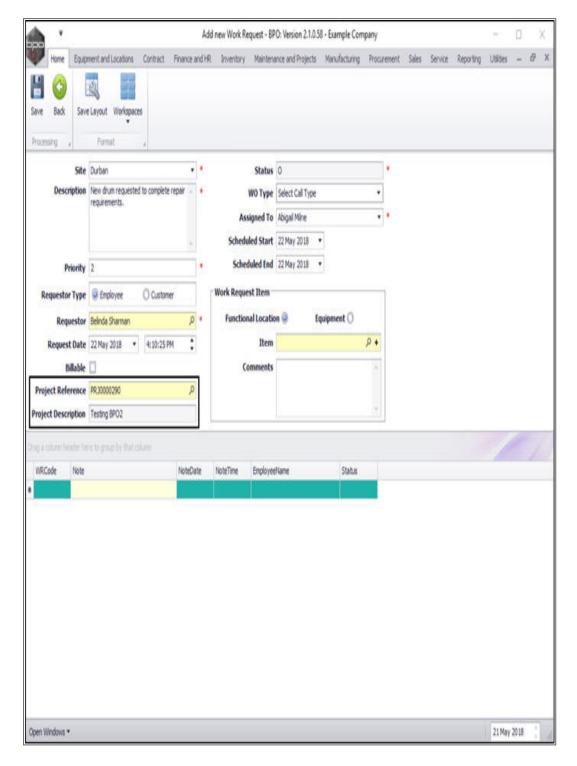


· ·		-	1999 - 1999 - 1997 - 1997 - 1998 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 -	st - BPO: Version 2.1.0.58 - Example Co					0
Home Equ	pment and Locations Contri	ict Finance an	dHR Inventory M	laintenance and Projects Manufacturing	Procuremen	nt Sales 5	iervice Repor	ting Utilities	- 0
4 🙆 🗄	2								
ve Back Sa	ve Layout Workspaces								
opening 4	Formal a	_							
Sit	Durban	•	• 5	tatus 0	•				
Description		piete repair 🕤	• wo	Type Select Call Type					
	requirements.			ed To Abigal Mine					
			1000 C	Start 22 May 2018 •					
		1		An					
Priority	2		Schedule	d End 22 May 2018 •					
Requestor Type	Employee O Cu	stomer	🔮 Select a Proje	et.					x
Requesto	Belinda Sharman	P	Home						
Request Dat	22 May 2018 • 4:10	:25 PM 🛟							
Billable		introne •)	Ok Back						
		0	Ok Back	Save Layout					
Project Reference		P	Process ,	Format					
Project Description	1		Danie (dalert) ben						
and states header t	ers to group by fluct callers		ProjectRef	Description	StatusDesc	StartDate	EndDate	Hannahlama	Notify
WRCode Note		NoteDat	onore inv	Description	Statisticse	Starturate	Enclaie	ManagerName	NUUY
WRLOOE NOLE		HULLAN	PR.30000281	test	Open	07 Nov 2017	14 Nov 2017	Belinda Sharman	14
			PR:0000281 PR:0000282	test	Open Open		08 Dec 2017	Abigal Mine	No
			PR.0000282	test	Open	06 Dec 2017		Banca Du Toit	No
			PR30000284	New deal Rental Test	Open	06 Dec 2017		Banca Du Tolt	No
			PR.30000285	Project not linked to a client for a meth	1			Belnda Sharman	No
			PR.30000286	Test 6P02	Open	30 Jan 2018	09 Feb 2018	Belinda Sharman	Yes
			PR.30000287	Specification BPO2	Open	31 Jan 2018	01 Feb 2018	Beinda Sharman	Yes
			PR.30000288	Design BPO2	Open	01 Feb 2018	02 Feb 2018	Belinda Sharman	Yes
			PR30000289	Developmennt BPO2	Open	02 Feb 2018	03 Feb 2018	Beinda Sharman	Yes
			PR.30000290	Testing BPO2	Open	04 Feb 2018	05 Feb 2018	Belinda Sharman	No
			PRJ0000291	Implementation BPO2	Open	05 Feb 2018	06 Feb 2018	Belnda Sharman	Yes

• **Project Ref:** This will now be populated with the selected project reference number.



• **Project Description:** This will now be populated with the description relating to the selected project reference number.





- Status: This will auto populate with **O** Open.
- Work Order Type: Click on the drop-down arrow and select from the menu the work order type.
- Assigned To: This will auto populate with the person who is currently logged on to the system. You can click on the drop-down arrow and select from the menu an alternative employee assigned to this work request if required.
 - Important Note: Whoever is assigned to this work request will have the work request details linked to <u>their own</u>My Work screen.
- Scheduled Start: This will auto populate with the current date. You can either type in or click on the dropdown arrow and use the calendar function to select an alternative start date if required.
- Scheduled End: This will auto populate with the current date. You can either type in or click on the dropdown arrow and use the calendar function to select an alternative end date if required.



80	pment and Locations Contract	Finance and H	R Inventory Maintena	nce and Projects Manufacturing	Procurement	Sales Service	Reporting	Utilbes	*	Ð
And the state of t	Format /									
	e Durban New drum requested to complete r requirements. Y 2	epair a	Status WO Type Assigned To Scheduled Start Scheduled End	Select Call Type Abigal Mine 22 May 2018 •	•					
in the second	e 22 May 2018 • 4:10:25 PM e 2 May 2018 • 4:10:25 PM e e PRJ0000290	p•	- Work Request Item Functional Locatio Item Comments	n 🥯 Equipment 🔿	₽ •					
ng a taken header WRCode Not	ies to graze by that column	NoteDate	NoteTime Employee	Name Status						2



WORK REQUEST ITEM

Use this data grid to select the **location** (e.g. company non stock purchases) or **machine** (e.g. ABC123).

- Functional Location: Click on the radio button next to Functional Location if this work request relates to a location.
- Equipment: Click on the radio button next to Equipment if this work request relates to an equipment item.
 - In this example, a work request for a drum is being created therefore the **Equipment** radio button has been selected.



Add new Work Request - BPO: Version 21.10.38 - Example Company - Hore Equipment and Locations Contract France and HR Inventory Mantenance and Projects Manufacturing Procrement Sales Service Reporting Utilities Save Equipment and Locations Contract France and HR Inventory Mantenance and Projects Manufacturing Procrement Sales Service Reporting Utilities Save Equipment and Locations Complete report • Status O • Processing Format • Status O • • Work Trapected to complete report • Work Request Trape • Assigned To Abgal Mine • • Scheduled Start 22 May 2018 • • Scheduled Start 22 May 2018 • • Scheduled End 22 May 2018 • • Equipment @ Processing Ø Item Ø + (Comments) Item Ø + (Comments) Item Ø + (Comments) Ø Ø Ø
Site Durban Processorg Site Site Durban Site Durban Priority Priority 2 Scheduled Start 22 May 2018 Request Date 22 May 2018 Priority 2 Scheduled Ind 22 May 2018 Priority 2 Billable Item Priority
Site Durban • Status 0 Description New drum requested to complete repair • W0 Type select Call Type requirements. • W0 Type select Call Type Priority 2 • Assigned To Abigal Mine Priority 2 • Scheduled Start 22 May 2018 Requestor Type © Employee © Customer Requestor Belnable • • Work Request Item Functional Location Equipment © Item P + Comments •
Description New drum requested to complete repair requirements. WO Type Scheduled Ind Assigned To Abigal Mine • Scheduled Start 22 May 2018 Scheduled End 22 May 2018 Requestor Type © Employee Billable © Customer Billable •
requirements. Priority 2 Requestor Type Beinda Sharman p Request Date 22 May 2018 • 4:10:25 AM Billable Comments
Priority 2 Requestor Type Employee Customer Customer Request Date 22 May 2018 Billable 1
Priority 2 * Scheduled End 22 May 2018 * Requestor Type © Enployee © Customer Request Date 22 May 2018 * 4:10:25 AM Billable 4:10:25 AM
Requestor Type Employee Customer Requestor Belinda Sharman P Billable 4:10:25 AM Item Billable Comments
Requestor Beinda Sharman P Request Date 22 May 2018 4:10:25 AM Billable Comments
Request Date 22 May 2018 • 4:10:25 AM C Item P + Billable C Comments
Billable Comments
roject Description Testing EPO2
g a colum feador hers to priso by that column WRCode Note Note NoteDate NoteTime EmployeeName Status

• Item: Click on the **search** button in this field.



Hand Contract Contrac	a Layout Workspaces	TONC IN UT	n annonany manupus	ince and Projects Manufacturing	1990 - 20 M	e Reporting	Utilities	*	Ð
Description Priority Requestor Type	Employee Customer Beinda Sharman 22 May 2018 A R30000290		Status WO Type Assigned To Scheduled Start Scheduled End -Work Request Item Functional Locatio Item Comments	Select Call Type Abgal Mine 22 May 2018 • 22 May 2018 • In O Equipment @					
ig i coton header he WRCode Note		NoteDate	NoteTime Employee	Name Status					

• The Select the equipment item for this work request screen will pop up.



- Click on the **row selector** in front of the **item** you wish to **link** to this work request.
- Click on Ok.
 - Note: The 'Select a ... screen' that pops up will be relevant to the initially selected radio button. If for example the Location radio button was selected in the previous step, then the Select the location item for this work request screen will pop up.

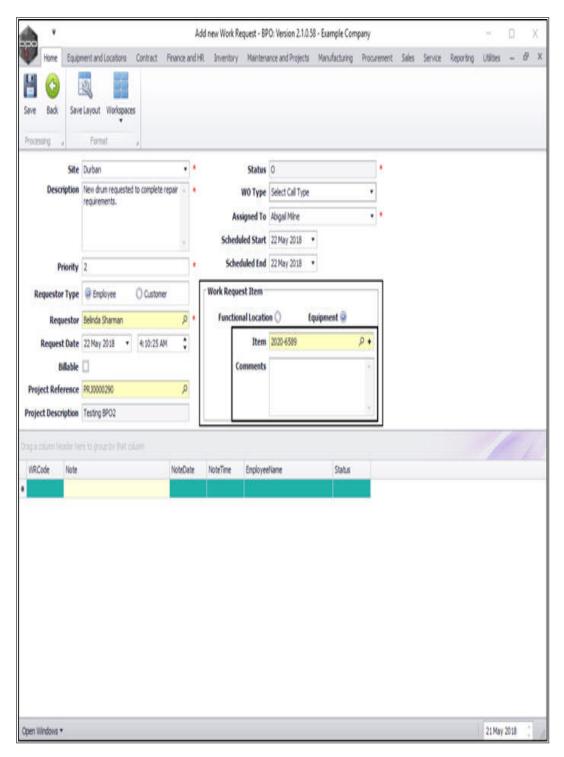


Home Eau	ment and Locations	Contract First	nce and HR	Inventory	Maintenance a	nd Projects Manufac	turina Procur	ement Sales	Service 1	intron	Utilities	40	8
	-			animal .	The second second	na roquae. The star	and them	1000 10. July 2000	100 100	oper n op	11010		
3 🤮	4												
ave Back Sav	e Layout Workspaces												
Processing .	Format	4											
C.J.	Durban	2010			Status 0		-						
	New drum requested	to coninfata ranai				10.00							
Description	requirements.	w without ithe	e est		O Type Sele		•						
				Assi	ned To Abig	al Mine	•	•					
			÷.	Scheduk	d Start 22 M	ay 2018 🔹							
Priority	2		•	Schedu	led End 22 M	lay 2018 🔹							
Requestor Type	Employee	() Customer	1	Work Reques	Item								
	Belinda Sharman		٥.	Functiona	Location ()	Equipment	Q.						
	22 May 2018 •	4-10-25 M	:		Item		6 م						
					110220		153						
Billable	-		-	pigniént item	lor Dis sork				- 0	x			
Project Reference		Hom	e										
Project Description	Testing BPO2	-		2									
		ok	Back	Save Layout									
WRCode Note													
		PTO	CHE ,	Format 4									
		Oraga											
		Ser	iaNo	PartCode	Description	CategoryDesc	ModelNo	Aaset	IsFixedAsse	t CL			
		*								.*			
		202	10-4327	2020-856	Drum	Accessories		No	Yes	0			
		202	10-4328	2020-856	Drum	Accessories		No	No				
		-200	10-4329	2020-856	Drum	Accessories		No	Yes				
		100	10-6537	2020-856	Drum	Accessories		No	No				
			0-6589	2020-856	Drum	Accessories		No	No	-			
			10856-1234 10-8749	2020-856 2020-856	Drum	Accessories		Yes	Yes				
		774		2020-856	Drum	Accessories		No	No				
		IV	55.1	Second Second	Con 15	11200000000		17480	0.75	· L			

• **Item:** This will now populate with the item selected in the previous step.



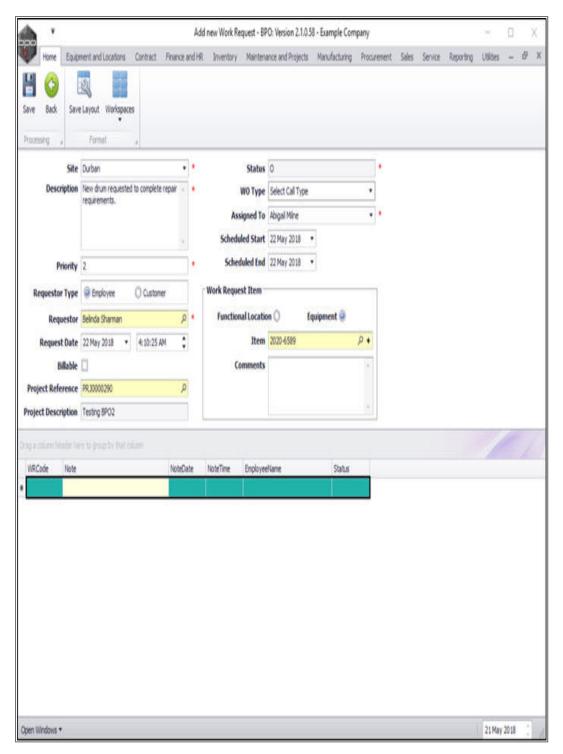
• **Comment:** Type in a comment relating to this request item if required.





NOTES

• Click anywhere in the new row of this data grid to 'activate' it.





- Note Date: This will now auto populate with the current date.
- Note Time: This will now auto populate with the current time.
- **Employee Name:** This will now auto populate with the person currently logged on to the system.
- **Status:** This will now auto populate with **A** Active.



Yene Equipment and Locatoris Contract Privace and PR Inventory Maintenance and Projects Mainfecturing Procurement Sales Service Reporting Utilities - 4 Stee Back Save Layout Workspaces * Sales 0 * Procesting Format * Sales 0 * * WO Type Select Call Type * Private * Wo Type Select Call Type * * Scheduled Start * Private 2 * * Scheduled Ind 22May 2018 * * Scheduled Ind * * <td< th=""></td<>
Site Durban Description Nen drum requested to complete repair requirements. Priority Priority Priority Requestor Belnda Sharman Project Reference Project Reference Project Description Testing BPO2
Requestor Beinds Sharman Request Date 22 May 2018 Billable Item Project Reference R00000290 Project Description Testing BP02
23 May 2018 12:32:36 Abigal Mine A

- WR Code: This field is static.
- Note: You can type additional notes in this text box if required.





SAVE WORK REQUEST

• When you have finished adding the work request details, click on **Save**.



V	Hone	Equips	nent and Locations	Contract	Finance	and H	R Inventory Mair	tenance and Project	Manufacturin	g Proc	rement	Sales	Service	Reporting	Utilities	-	Ø	1
	6		<u>8</u>															
ave	Back		Layout Workspace	5														
			•															
TOCESS	il constantia	-	Format	4	_					_	_	_				_	_	
			Durban			•		tus 0		_	*							
	Descrip	ption	New drum requested requirements.	to complete re	epair	•	WOT	ype Select Call Type	i	•								
								To Abgal Mine		•	•							
							Scheduled St	art 22 May 2018	•									
	Pri	ority	2			•	Scheduled	End 22 May 2018										
Res	questor	Type	Employee	() Customer			Work Request Ite	m		_	1							
	Reque	estor	Belinda Sharman		P	•	Functional Los	ration ()	Equipment @									
R	Request	Date	22 May 2018 •	4:10:25 AM	;		It	em 2020-6589		ρ+								
	Bå	lable	۵				Comme	nts		1								
Proje	ct Refer	ence	PR.30000290		ş													
Project	t Descrip	ption	Testing BPO2							1								
Nji ki ki	turin hea	dic ha	e to proceitoj dial o	lini -											1	e		
WRCo	de	Note			NoteD	ate	NoteTime Empl	oyeeName	Status									
		Drum t	to be inspected by te	dhridan. 🔅	23 Ma	y 2018	12:32:36 Abig	al Mine	A									
	ndows *														21 May	2018		1

- A message box will pop up informing you that;
 - Work Request: [] saved.

Help v2024.5.0.7/1.0 - Pg 28 - Printed: 04/07/2024



• Click on Ok.

	¥					Ad	ld new Work R	equest - Bi	PO: Version 2.1.0.58	8 - Example Com	pany				t.	D		Х
V	Home	Lquipr	ment and Locations	Contract	Finance	e and H	a Inventory	Mainten	ance and Projects	Manufacturing	Procurer	nent Sale	s Service	Reporting	Ublites		đ	Х
Save Process		80	Elayout Workspace	6														
		Site	Durban		_	• •		Status	0									
Description			New drum requested to complete re		repair	•		W0 Type	e Select Call Type 🔹		٠							
			requirements.				As	signed To	Abigal Mine		•							
						÷.	Schedu	aled Start	22 May 2018 •	3								
	Prio	nity	2]•	Scher	duled End	22 May 2018 •	•]								
Ret	questor T	ype	Employee	() Custome	ŧ.	1	Work Reque	est Item			_							
	Reque	stor	Belinda Sharman			P •	Function	nal Locatio	on () Eq	quipment 🥝								
F	Request	late	22 May 2018 🔹	4:10:25 AM	М	:		Item	2020-6589	(P +							
	Billi	able	0				C	omments	F									
			PR30000290		1	P					~							
Project	t Descrip	tion	Testing BPO2								(*)						_	
															1		7	
WRCo		lote			Notes		NoteTime	Employee		Status								
•		itum s	to be inspected by teo	dhioan.	23 M	NY 2018	12:32:36	Abigal M	ke	A								
							We	irk Request	at : WR0000054 save	× ed								
Open Wir	Indons *														21 May	y 2018	1	



- You will return to the My Work Work Requests listing screen.
- Here you can view the newly raised work request.
 - Note: Remember: <u>The work request must then be</u> <u>approved</u>.



•			My	Work - BPO: W	ersion 2.1.0.58 -	Example Compan	y.			2	D. X
Home Home	Equipment and Locati	ons Contract Finance and	ihr Inv	entory Maintr	lenance and Proje	cts Manufacturir	ng Procurement	t Sales Servi	ce Reporting	g Utilites	- 8)
do 💋	Complete Start	Save Layout Workspaces	Print Cal	Print Service	e Project V	and the second s		 efresh 			
NUU LUN	comprese pract	The colory in the second secon	Report	WO History		CH CUSIONE	capart ra	CI CAL			
and the second second second	ensing 4	Format d)	hint	4 Ve	8 a (Esport , Cur	tent ,			
Work Orders	Work Requests										
WRCode	Description		WOType	WOTypeDesc	Status Priority	AssigneeNumber	EmployeeNumber	RequestorType	RequestDate	RequestTime	ScheduledS
	Drum Requested	to complete repair requirements	DR	Default Default		9HA001	MIL001	2	22 May 2018		22 May 201
WKWWW34	rivew orum requested	o complete repair requirementa-	UK	Delaut	0	M0L001	\$44001	4	22 May 2018	VENET	22 May 201

MNU.073.019

Help v2024.5.0.7/1.0 - Pg 31 - Printed: 04/07/2024