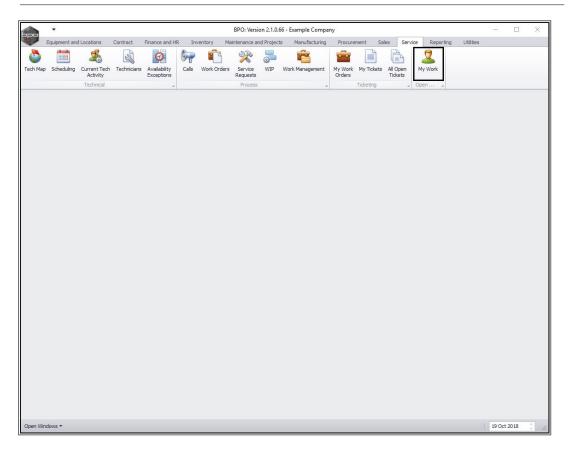


We are currently updating our site; thank you for your patience.

SERVICE

MY WORK – EDIT WORK ORDER DESCRIPTION, COMMENTS, RECTIFICATION COMMENT

Ribbon Access: Service > My Work



The My Work listing screen will be displayed.

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



- 1. Ensure that you have selected the **Work Orders** tab.
- 2. Search for the **work order** that contains the **Description** that you wish to change.

	Ŧ					My W	/ork - BPO: Versio	n 2.1.0.66 - Ex	ample Company				100		×
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🗉 wo	00001616		ction batch - test2	Durban	0	MN	Manufacturing								28
🗉 wo	00001616	Created for produ	ction batch - test2	Durban	0	MIN	Manufacturing								28
€ WO	00001663	Copier to be repai	red	Durban	0	REP	Machine Repairs								15
🗉 wo	00001668	SP240 New Deal.		Durban	0	DR	Default	PR30000071	SP240 New Deal.		PMNG	TIA001	Titan Group		241
• 🖽 W0	00001701	Paper jam and mo	no toner not printin	g Durban	0	REP	Machine Repairs	CN0000583	Paper jam and colou	Ir toner not printing	CALL	HOP001	Hope Works	Technical	11

- 1. Click on the **row selector** in front of the **work order** to be edited.
- 2. Click on Edit.



				My W	ork - BPO: Versio	n 2.1.0.66 - Ex	ample Company				-		X
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WO0001616	Created for production batch - test2	Durban	0	MIN	Manufacturing								
WO0001616	Created for production batch - test2	Durban	0	MIN	Manufacturing								
WO0001663	Copier to be repaired	Durban	0	REP	Machine Repairs								
WO0001668	SP240 New Deal.	Durban	0	DR	Default	PR30000071	SP240 New Deal.		PMNG	TIA001	Titan Group		
E WO0001701	Paper jam and mono toner not printing	Durban	0	REP	Machine Repairs	CN0000583	Paper jam and colou	r toner not printing	CALL	HOP001	Hope Works	Technical	

• The Maintain WO - Ref [] will be displayed.

EDIT WORK ORDER DESCRIPTION

- Click in the **Description** text box, select the incorrect text and delete it.
 - In this image, the text **'mono'** has been selected to be deleted.



	Ŧ				Mair	ntain WO - Ref W	'O0001701 - BPO: V	ersion 2.1.().66 - Example C	omp	iny				-		\times
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			WO T	rpe Repair		* *	Schedule :										Additional Page Character Ting Edministration Kedmice Crarts
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Thir	rd Party Se	ervices	Sta	tus 0 - Ope	en .		Schedu	led Start	11 Oct 2018	•	12:00:00	‡ *					namo
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- 1. Type in the changes as required.
 - In this image, 'colour' has replaced 'mono'.
- 2. Click on Save.



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- The edited details will be saved and you will return to the My Work listing screen.
- Here you can view the changes in the **WO Description** column.



A REAL PROPERTY AND A REAL						My V	Nork - BPG	O: Version 2.1.0.66	- Examp	ple Company				-		×
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U WO000166	58 SP240	New Deal.		Durba	n O	DR	Default	PR30000	071 SP2	240 New Deal.		PMNG	TIA001	Titan Group		
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EDIT WORK ORDER COMMENT

- In the Work Order listing screen, ensure that you have selected the Work Orders tab.
- 2. Click on the **row selector** in front of the **work order** where you wish to change the **Comment**.
- 3. Click on Edit.



Work Requests Site Name Status WOType WoType Origin Fer Origin Fer Origin Type Customer Code	=				My W	ork - BPO: Versio	n 2.1.0.66 - Ex	ample Company						X
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- Click in the **Comment** text box, select the incorrect text and delete it.
 - In this image, the text **'mono'** has been selected to be deleted.



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- 1. Type in the changes as required.
 - In this image, 'colour' has replaced 'mono'.
- 2. Click on Save.



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The edited details will be **saved** and you will return to the **My Work** listing screen.

Help v2024.5.0.7/1.0 - Pg 9 - Printed: 04/07/2024

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Add Work Or Drag a co WOCo	Process	Equipment and Loc Complete Start	ations Contract	Finance a		iviy vi	ork - BPO: Versio	n 2.1.0.66 - Ex	ample Company				-		×
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► WO	00001701	Paper jam and cold	our toner not printing	Durban	0	REP	Machine Repairs	CN0000583	Paper jam and colour	r toner not printing	CALL	HOP001	Hope Works	Technical	11

EDIT WORK ORDER RECTIFICATION COMMENT

- In the Work Order listing screen, ensure that you have selected the Work Orders tab.
- 2. Click on the **row selector** in front of the **work order** where you wish to change the **Rectification Comment**.
- 3. Click on Edit.



				My W	ork - BPO: Versio	n 2.1.0.66 - Ex	ample Company				-		X
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WO0001616	Created for production batch - test2	Durban	0	MN	Manufacturing								1
	Copier to be repaired	Durban	0	REP	Machine Repairs								
WO0001668	SP240 New Deal.	Durban	0	DR	Default	PR30000071	SP240 New Deal.		PMNG	TIA001	Titan Group		1
WO0001701	Paper jam and colour toner not printing	Durban	0	REP	Machine Repairs	CN0000583	Paper jam and colou	r toner not printing	CALL	HOP001	Hope Works	Technical	
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- Click in the **Rectification Comment** text box, select the incorrect text and delete it.
 - In this image, there is no text to be deleted but the Rectification Comment needs to be **expanded** to include more information.



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- 1. Type in the changes as required.
 - In this image, **additional text** has been added to the Rectification Comments box.
- 2. Click on Save.



			N	laintain WO -	Ref WC	00001701 - BPO: Version	2.1.0.66 - Examp	le Comp	any				-		×
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		Request Date	12 Oct 2018 •	09:58:05	\$	Assigned	By Belinda Shar	man		* *					Equip
Third Party	v Services	Status	O - Open			Scheduled St	art 11 Oct 2018	•	12:00:00	¢ *					Equipment Info
		Billable				Scheduled I	and 12 Oct 2018	•	12:00:00	*					t Info
		Capitalise				Actual St	art 12 Oct 2018	•	12:00:00	\$					
Parts		Work Order Item				Actual	nd 13 Oct 2018	•	12:00:00	*					Required Crafts
		Functional Loc	ation O E	uipment 🍥		Delay Comme	Currently or	Schedul	1	-					redo
_															Tafts
Loans		Item	204-989898	ې	* *					w.					1000
		Comment	Replaced colour tone	r with spare		Rectification Co	de Fixed machin	ne		•					
Swap Outs	5	comment		and spore		Rectificat Comme	ion Cleared pap nts toner, return store	er jam, re ned fault	placed colour / toner to	*					
							Store			T		-1			
-					w.,	Completion D	ate 12 Nov 201	•	00:00:00	¢					
Meters															
Expenses															
Travel	1														
Meters															
Open Windows	*												19 Oct	2018	

The edited details will be **saved** and you will return to the **My Work** listing screen.

• Click on the **expand** button in the row of the edited work order.

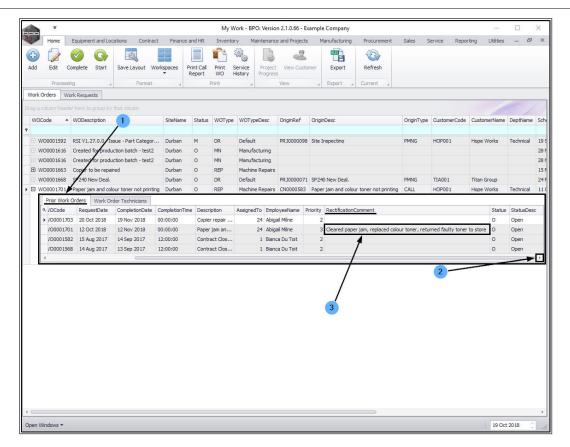


	Ŧ							My V	Vork - BPO: Versio	on 2.1.0.66 - Ex	ample Company						×
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⊞ WO00	001701	Paper jam	n and colo	ur toner r	not printing	Durban	0	REP	Machine Repairs	CN0000583	Paper jam and colou	r toner not printing	CALL	HOP001	Hope Works	Technical	1

- 1. The **Prior Work Orders** frame will be expanded.
- 2. Scroll right in this frame until you can view the Rectification Comment column.
- 3. Here you can **view** the updated Rectification Comment details.



My Work - Edit Work Order Description, Comments,



MNU.073.021

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