

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

# SERVICE

## **CALLS - REQUEST A PART FROM STORE**

**Parts Requests** are raised in order to notify stores that stock is required for work to be done. The stores person can then pick and issue the stock or, if necessary, raise a purchase requisition for stock to be bought. A part request may be logged directly from a **Call**.

Depending on your company's configuration, the part request may need to be <u>authorised before</u> stores will receive the request and the stock can be issued.

**One** part request must be logged for each **part** required.

Ribbon Access: Service > Calls

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The **Call Listing** screen will be displayed.



- Select the **site** and **status**.
  - In this image, **Durban** has been selected as the site and the status has been set to **New**.

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### **SELECT THE CALL**

- Click on the **row selector** in front of the **call** you wish to **request parts** for.
- Click on **Edit**.

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• The Call Maintenance: Call ref. - [] screen will be displayed.



## SELECT THE WORK ORDER (METHOD 1)

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• Click on the Work Orders tile.



- The Work Orders for Call Ref [] screen will be displayed.
- If there is <u>more than one</u> work order in this screen, select the work order that you wish to attach the part request to.
- Click on the **Parts** tile.



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- The Part Requests for WO Code [] screen will be displayed.
- Click on Add.

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## SELECT THE WORK ORDER (METHOD 2)

You can also reach this point by following a slightly different process.



- In the Call Listing screen,
- Click on the **expand** icon in the row of the call that you wish to requests parts against.

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• The Work Orders data grid will be expanded.



## **ADD THE PART REQUEST**

- **Right click** anywhere in the **row** of the work order that you wish to link the Part Request to.
- A Process menu will pop up.
- Click on **Parts** Add Part Request in this menu.



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- The Part Requests for WO Code [] screen will be displayed.
- Click on Add.



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You have navigated to the same **Part Requests** screen.

There are 2 options:

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- 1. Select a BOM (Bill of Materials) Part Request
- 2. Select a single item Part Request

#### **REQUEST FROM BOM**

**Request from BOM:** With this selection; when you search for the part number, BPO will <u>only</u> bring up a list of parts that 'belong' to this machine. For this process, a Part List BOM must be set up. View <u>Bill of Materials</u> for more details.

- **BOM** or **Parts:** Click on the **BOM** radio button.
- Work Order: This will be auto populated with the work order number that you initially selected.
- **Part:** Click on the search button and select the part required from the list.
  - Note: See below Yield Controlled Parts for explanation regarding the message box that will pop up here.
- **Description:** This will auto populate as the part is selected.
- Quantity: Type in the quantity required.
- Warehouse: This will auto populate with the default site warehouse set up on the part Click on the search button and select an alternative warehouse, if required.
- **Required Date:** This will auto populate with the current date but you can click on the drop arrow and use the calendar function to select a different date if required.
- Assigned To: This will auto populate with the person currently creating the part request but you can click



on the drop-down arrow and select a different person if required.

- **Requested By:** This will auto populate with the person currently creating the part request but you can click on the drop-down arrow and select a different person if required.
- **Comments:** Type in any comments as required.
- **Billable:** Click on this check box if the part is billable.
  - Note: This will be set to billable by <u>default</u> unless the part is linked to the contract as an inclusion.
  - Only <u>stock</u> items can be marked as billable, <u>asset</u> and <u>loan</u> requests will **not** be billable.
- **Under Warranty:** Click on the check box in order to note whether the item replaced is under warranty.
  - Note: This does <u>not</u> process the item as a warranty claim part. Refer to the Introduction in the Warranty Claims manual for more details.



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#### **REQUEST FROM PART LIST**

**Request from Parts:** With this selection, when you search for the part number, BPO will bring up <u>all</u> part numbers entered onto the system.

- BOM or Parts: Click on the Parts radio button.
- Work Order: This will be auto populated with the work order that you initially selected.
- **Part:** Click on the search button and select the part required from the list.
  - Note: See below <u>Yield Controlled Parts</u> for explanation regarding the message box that will pop up here.
- **Description:** This will auto populate as the part is selected.
- **Quantity:** Type in the quantity required.
- Warehouse: Click on the search button and select the warehouse.
- **Required Date:** This will auto populate with the current date but you can click on the drop arrow and use the calendar function to select a different date if required.
- Assigned To: This will auto populate with the person currently creating the part request but you can click on the drop-down arrow and select a different person if required.
- **Comments:** Type in any comments as required.
- **Billable:** Click on this check box if the part is billable.
  - Note: This will be set to billable by <u>default</u> unless the part is linked to the contract as



an inclusion.

- Only <u>stock</u> items can be marked as billable, asset and loan requests will **not** be billable.
- Under Warranty: Click on the check box in order to note whether the item replaced is under warranty.
  - Note: This does <u>not</u> process the item as a warranty claim part. View <u>Warranty Claims</u>
     <u>Introduction</u> for more details.



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#### **YIELD CONTROLLED PARTS**

Note: For more information refer to Part Yield Config.

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- On selecting the part, a **Yield Tracking** message box will pop up giving you the **Expected Yield** and the **Current Yield**.
- If the current yield is more than the expected yield, the system is not going to stop the part processing. You need to follow up on this accordingly.

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Parts Requested : Select From Part No.	С ВОМ С АН Ра	ıts	Relates to:     ReferenceType     Serial No     Prior Call Reference	ReferenceNo 19-90201
Part Description Quantity	Black Toner SP1919		Contract No Location Project Reference	C0000006
Warehouse	Main Warehouse		Quote Reference	
Required Date Assigned To Requested By Comments	2014-07-28  Belinda Sharman	This part is yield co	Yield Tracking ntrolled and the expected yield is 5 0k	5000. The current yield is 3324.
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Is Billable Under Warranty WOCode WO000019	Description IS	Ad	Loan Units Service Contracts	s <del>  quotes   orders   mvatces   c</del> rNotes   Time   Expenses   Travel   Swap Outs   PartDesc   fidPartTup   Warehouse



- If a part has a yield configured, but no meter reading has been logged on the call, a **Yield Tracking** warning message will pop up informing you that;
  - Warning! This part is yield controlled but no meter reading has been captured on the call [].
- Click on **Ok**.
- Ensure the meter reading is added, save the call, then begin the part request process again.



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• When you have finished adding the details to the Part Requests screen, click on **Save**.



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- You will return to the Part Requests for WO Code [] screen.
- A **Part Request Processing** message box will pop up informing you that;
  - The Part Request for part [] has been added successfully to WO: [].
- Click on OK.



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• You can now **view** the details of the **part request** in this screen.



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You can now follow the process to Issue the Part from the Call.

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