

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

## **SERVICE**

## CALLS - UPDATE THIRD PARTY SERVICE COST

The cost of **Third Party Services** procured should be updated on the **Call**, especially if you wish to invoice the client for the service.

Ribbon Access: Service > Calls

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

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- 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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		E CN0000479	26 May 2017	15:03:59	Test saving a call inked t	PR	Parts Requirem	New	UnAssigned		14-9
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		CN0000473	25 May 2017	08:34:59	Contract Service v2.1.0.5	Π	IT Requirement	New	UnAssigned		102
		E CN0000472	24 May 2017	14:38:10	Contract Service Test v2	SERV	Service	New	UnAssigned		202
		CN0000467	24 May 2017	09:29:20	Call - Loan Unit Request	REP	Repair	New	UnAssigned		20-8
		E CN0000464	23 May 2017	08:54:25	Loan Unit Return v2.1	REP	Repair	New	UnAssigned		20-8



- Click on the **row selector** in front of the **call** you wish to **update** the **third party service cost** of.
- Click on Edit.

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		E CN0000472	24 May 2017	14:38:10	Contract Service Test v2	SERV	Service	New	UnAssigned		202
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		E CN0000464	23 May 2017.	08:54:25	Loan Unit Return v2.1	REP	Repair	New:	UnAssigned		20-8
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The Call maintenance: Call ref. - [] screen will be displayed.

- Call maintenance : Call ref. CN0000496 BPO: Version 2.1.0.43 Example Company 0 Х Equipment and Locations Contract: Finance and HR Inventory Maintenance and Projects: Manufacturing: Procurement: Sales: Service: Reporting: Utilities: – 🗗 🗶 Home 2 0 Save Back Close Complete Assign Save Layout Workspaces Print Note Hold Pending Release Revistate Maintain Process. Fornat a Print a Info Relates To : Links 4 Customer Hope Works ReferenceType ReferenceNo Ø Enter text to search. Serial No Contact Mandy Jefferson p ... • Functions t Info Prior Call Reference Contact No. 031 555 1234 C00000020 Contract No. Address Plot 91 Leaf Road p ... Location Forest Hills Centre Forest Hills New Town Project Reference Durban South Quote Reference Call Type Scheduled Maintenance Work in Progress Invoice Reference Order Reference Error Code Description TT002 - Weekly - Cal per WO Notes Call Date Time 19 Jun 2017 \$ 12:14:44 Assignments Priority 2 : Coure Details : Action SLA 0.00 Date Required 19 Jun 2017 ٠ Hold History Order No Logged By BancaD Closure Date Time Status Nolleri Closed By **Optional No** On Site Info Meters 01 Jan 2018 Open Windows \*
- Click on the Work Orders tile.



The Work Orders for Call Ref [] screen will be displayed.

- Click on the **row selector** in front of the **work order** that you wish to **update** the **third party service cost** of.
- Click on the Third Party Services tile.

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The Service Requests for WO Code [] screen will be displayed.



- Select the **row** of the service request where you wish to **update** the **cost**.
- Click on Edit.

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- A Service Request message box will pop up asking;
  - Are you sure that you want to edit this service [ ] on WO [ ]?
- Click on Yes.



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The Third Party Services screen will be displayed.

• The **Price** field has been highlighted to be changed.



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- Type in the updated price of the third party service.
- Click on Save.



Note: Billable: This will be set to billable by default, unless the service is linked to the contract as an inclusion.

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- You will return to the Service Requests for WO Code [] screen.
- A Service Processing message box will pop up informing you that;
  - Service Request on WO: [] complete.
- Click on **OK**.

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- You can now view the updated third party details in this screen.
- Scroll right in the row to view the updated Total Cost figure.



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