

SERVICE

WORK ORDERS – PART REQUESTS

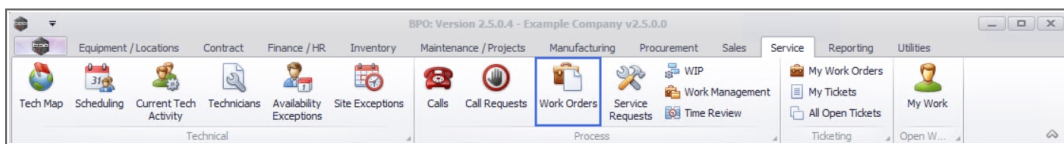
Parts requests are raised to notify stores that **stock is required** for work to be done. The stores person can then pick and issue the stock or, if necessary, raise a purchase requisition for stock to be purchased.

Part requests can be auto authorised or need to be authorised by a technical or service manager before stores will receive the request.



Refer to [Work Orders - Understanding Part Request Types](#) for more information relating to Part Request Types.

Ribbon Access: *Service > Work Orders*



1. The **Work Orders Listing** screen will be displayed.
2. Select the **Site** where the work order was assigned.
 - The example has **Durban** selected.
3. Set the **Status** to **Open**.
4. Click on the **row** of the **work order** you wish to raise a part request for.
5. Click on the **Parts** tile.

Work Order Listing - BPO: Version 2.5.0.7 - Example Company v2.5.0.7

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Add Edit Delete View Close Complete Reinstall Save Layout Workspaces Save Filter Print Export Refresh Find WO Reports

Links

Enter text to search...

Functions

- Time
- Services
- Third Party Services
- Parts
- Lease
- Swap Outs
- Meters

Drag a column header here to group by that column

WOCCode	WOType	CalReference	Description	Capitalise	CalDesc	RequestDa...	Priority	Invoiceable	ProjectRef	ProjectDesc
W00006259	REP	CN0005303	Post Contract machine repair	No	Drum replacement req...	16/02/2022	2	Yes		
W00006258	SERV	CN0005303	Drum replacement required	No	Drum replacement req...	31/01/2022	2	No		
W00006256	IMP	CN0005302	New machine implementation - Installation	No	New machine implemen...	24/01/2022	1	No		
W00006257	NDS	CN0005274	PROJ406OR002	No	PROJ406OR002	19/01/2022	2	No		
W00006253	PR	CN0005301	Replace part - current faulty	No	Replace part - current	18/01/2022	3	No		
W00006252	REP	CN0005300	Printer displaying error code	No	Printer displaying error...	18/01/2022	3	No		
W00006251	ITS	CN0005299	Paper keeps on jamming in machine	No	Paper keeps on jammin...	18/01/2022	3	No		
W00006250	REP	CN0005298	Paper not feeding through rollers	No	Paper not feeding thro...	14/12/2021	3	No		
W00006249	SM		BathBinMaint - Bathroom Bin Maintenance	No		23/11/2021	2	No	PRJ0000419	Scheduled
W00006248	SM		WS - Weekly Service	No		23/11/2021	2	No	PRJ0000420	Scheduled
W00006247	SM		BathBinMaint - Bathroom Bin Maintenance	No		23/11/2021	2	No	PRJ0000418	Scheduled
W00006246	SM		BathBinMaint - Bathroom Bin Maintenance	No		23/11/2021	2	No	PRJ0000418	Scheduled
W00006245	SM		WS - Weekly Service	No		23/11/2021	2	No	PRJ0000417	Scheduled
W00006243	SM		WS - Weekly Service	No		16/11/2021	2	No	PRJ0000413	PRJ408/Bt
W00006242	SERV		IMMS - 1 Month Machine Service	No		16/11/2021	2	No	PRJ0000413	PRJ408/Bt
W00006241	SM		WS - Weekly Service	No		16/11/2021	2	No	PRJ0000413	PRJ408/Bt
W00006240	SM		WS - Weekly Service	No		16/11/2021	2	No	PRJ0000416	Second in
W00006238	PR		Test PQ Source Type Work Order	No		14/11/2021	5	No		
W00006239	PR		Rollers need replacing	No		11/11/2021	3	No	PRJ0000408	Maintenan
W00006237	SM		WS - Weekly Service	No		09/11/2021	2	No		

Open Windows

User: J.undak 01/03/2022 Version: 2.5.0.7 Example Company v2.5.0.7

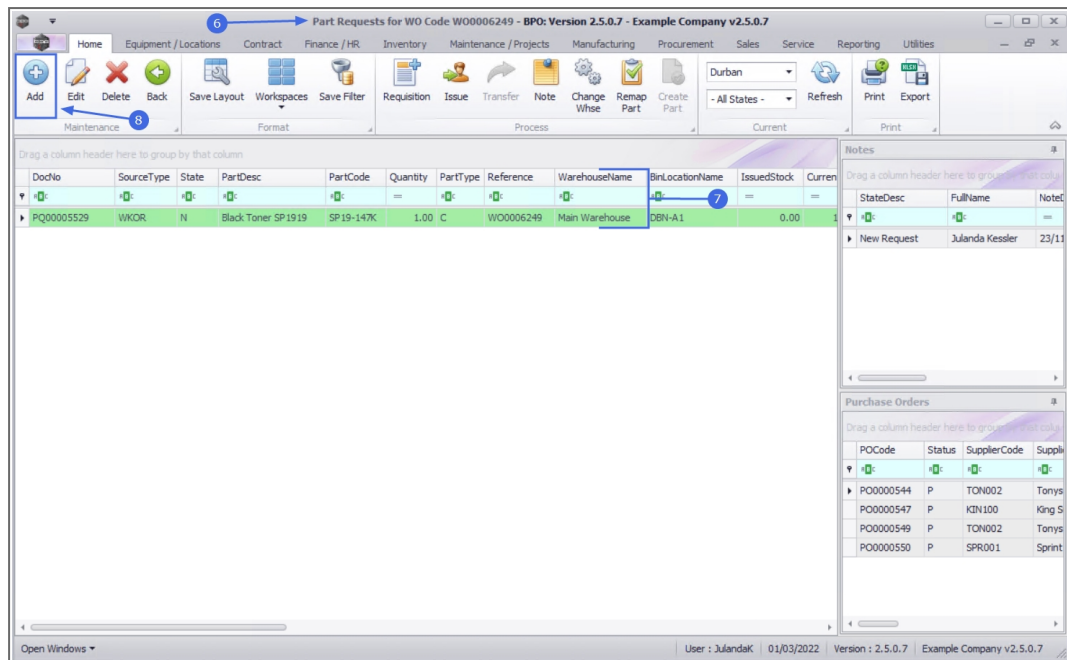
6. The **Part Requests for WO Code** [work order code] screen will be displayed.
7. Part Requests that have already been created for the Work Order will display in the grid area.

ADD PARTS REQUEST

8. Click on **Add**.



Short cut key: *Right click* to display the **Process** menu list. Click on **Add**.



9. The **Parts Request** screen will be displayed.

REQUEST FROM BILL OF MATERIAL

When searching for the part number, the system will only display a list of parts that belong to the selected machine. For this process, a Part List BOM must be set up.

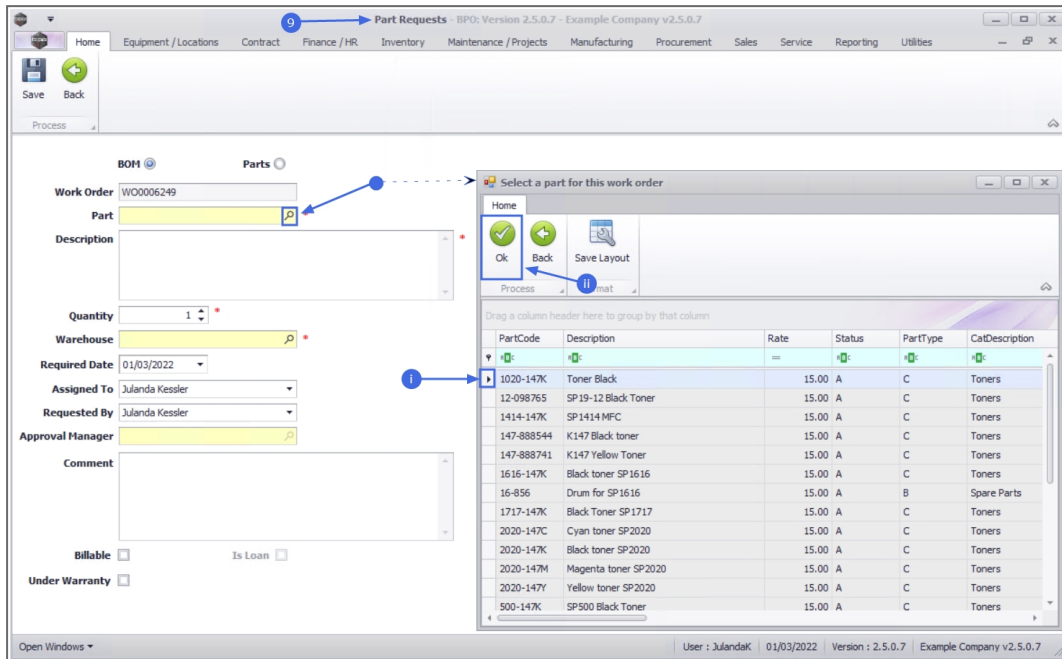


Refer to [BOMs - Introduction to BOMs](#) for a detailed handling of the topic.

- **BOM:** Click to select the BOM radio button.
- **Work Order:** The work order field will auto populate with the work order number you have selected.
- **Part:** Click on the search button to display the **Select a part for this work order** screen.
 - i. Click on the **row** of the **BOM** part you wish to add to this part request.
 - ii. Click on **OK**.



Note that only a list of BOM parts that belong to this machine will be displayed.



PartCode	Description	Rate	Status	PartType	CatDescription
1020-147K	Toner Black	15.00	A	C	Toners
12-098765	SP 19-12 Black Toner	15.00	A	C	Toners
1414-147K	SP 1414MFC	15.00	A	C	Toners
147-888544	K147 Black toner	15.00	A	C	Toners
147-888741	K147 Yellow Toner	15.00	A	C	Toners
1616-147K	Black toner SP1616	15.00	A	C	Toners
16-856	Drum for SP1616	15.00	A	B	Spare Parts
1717-147K	Black Toner SP1717	15.00	A	C	Toners
2020-147C	Cyan toner SP2020	15.00	A	C	Toners
2020-147K	Black toner SP2020	15.00	A	C	Toners
2020-147M	Magenta toner SP2020	15.00	A	C	Toners
2020-147Y	Yellow toner SP2020	15.00	A	C	Toners
500-147K	SP500 Black Toner	15.00	A	C	Toners

- **Description:** The description for the BOM part you have selected will auto populate the field.
- **Quantity:** Type in or use the **arrow** indicators to select the quantity required.
- **Warehouse:** Click on the **search** button to select the warehouse where the BOM part needs to be requested from.
- **Required Date:** This field will auto populate with the current date. Click to type in or use the down **arrow** to select the date the part is required, using the calendar function.
- **Assigned To:** This field will auto populate with the name of the person currently creating the BOM part request. Click on the down **arrow** to select the person to be assigned to the BOM part request.
- **Requested By:** This field will auto populate with the name of the person currently creating the BOM part request. Click on the

down **arrow** to select the person who requested the BOM part from the drop-down list.

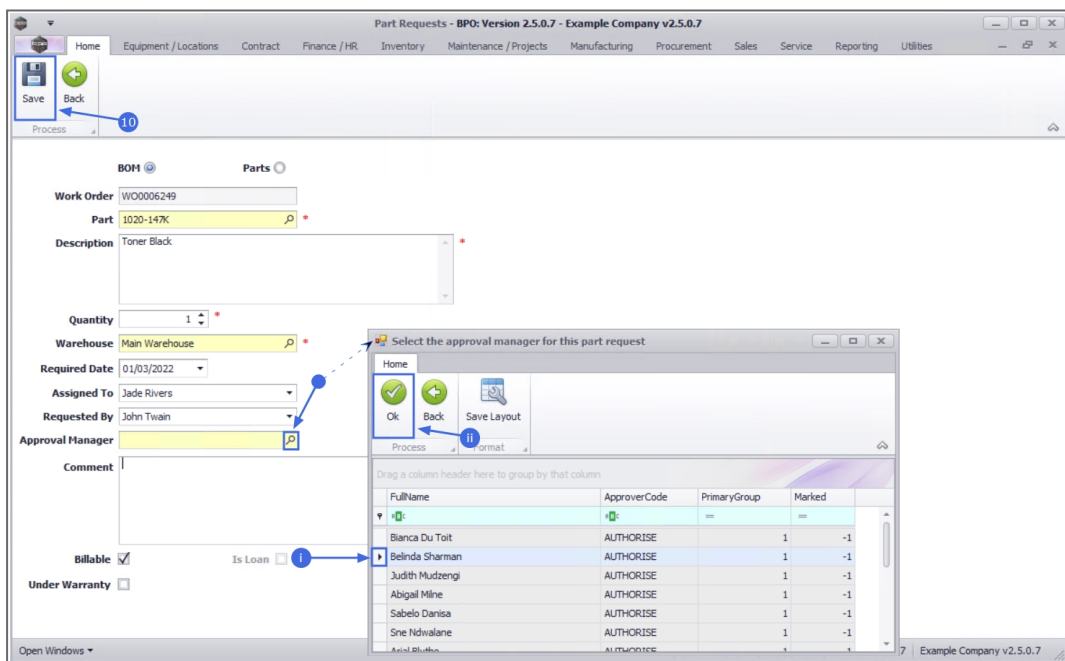
Approval Manager

The ability to select the approval manager is dependent on whether approval is required as specified by the Requisition Value for the part, or whether Auto Approval has been configured for your Company. If you are unable to search for the approval manager (search button is greyed out), then the part request will be auto approved and can be issued, when saved.



Refer to [Company - Edit Purchasing Centre](#) for more information about the Auto Approve Request and setting the Part Request Value for authorisation.

- **Approval Manager:** Click on the **Search** button to display the **Select the approval manager for this part request** screen.
 - i. Select the **row** of the Approval Manager for the part request.
 - ii. Click on **OK**.



Part Requests - BPO: Version 2.5.0.7 - Example Company v2.5.0.7

Home | Equipment / Locations | Contract | Finance / HR | Inventory | Maintenance / Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

Save Back

Process

BOM **Parts**

Work Order: WO0006249

Part: 1020-147K

Description: Toner Black

Quantity: 1

Warehouse: Main Warehouse

Required Date: 01/03/2022

Assigned To: Jade Rivers

Requested By: John Twain

Approval Manager: [Search]

Comment:

Billable: ☒ Is Loan: ☐ Under Warranty: ☐

Open Windows

Select the approval manager for this part request

Home | Ok | Back | Save Layout

Process | Format

Drag a column header here to group by that column

FullName	ApproverCode	PrimaryGroup	Marked
Blanca Du Toit	AUTHORISE	1	-1
Belinda Sharman	AUTHORISE	1	-1
Judith Mudzengi	AUTHORISE	1	-1
Abigail Milne	AUTHORISE	1	-1
Sabelo Danisa	AUTHORISE	1	-1
Sne Ndwalane	AUTHORISE	1	-1

Example Company v2.5.0.7

- **Comments:** Click to type in the comments related to the part request, if required.
- **Is Billable:** This field will be set to billable by default, unless the part is linked to a contract and is therefore included. Select or deselect this option as required.



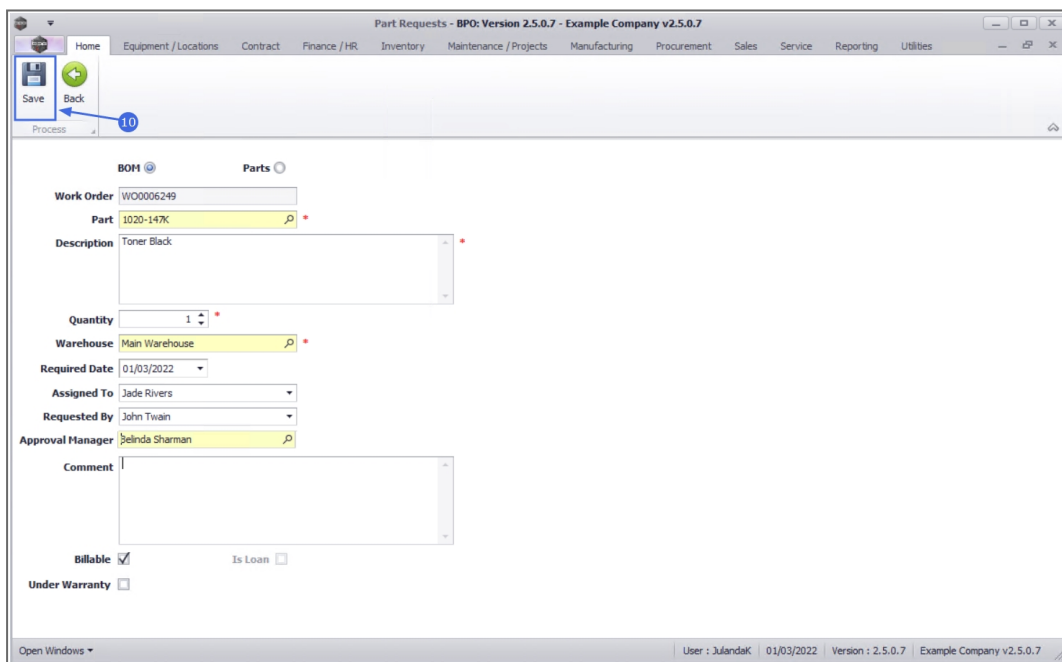
Note that only stock items can be marked as billable, asset and loan requests will not be billable.

- **Under Warranty:** Tick to select the check box if the item being replaced is under warranty. This does not process the item as a warranty claim part.



Refer to [Add a Warranty Claim](#) for more information related to Warranties.

10. When you have finished adding the BOM part request details, click on **Save**.



Part Requests - BPO: Version 2.5.0.7 - Example Company v2.5.0.7

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back 10

Process

BOM Parts

Work Order WO0006249

Part 1020-147K

Description Toner Black

Quantity 1

Warehouse Main Warehouse

Required Date 01/03/2022

Assigned To Jade Rivers

Requested By John Twain

Approval Manager Melinda Sharman

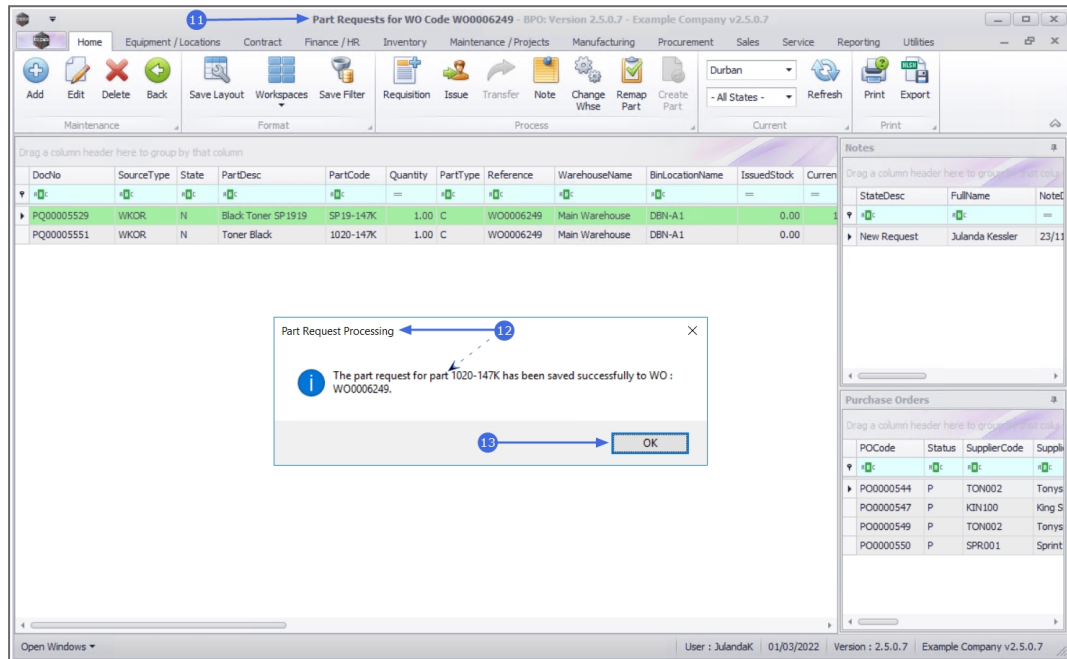
Comment

Billable ☒ Is Loan ☐

Under Warranty ☐

Open Windows User: Julandak 01/03/2022 Version: 2.5.0.7 Example Company v2.5.0.7

11. You will return to the **Part Requests for WO Code** screen.
12. When you receive the **Part Request Processing** message to inform that;
 - **The part request for part [part code] has been added successfully to WO: [WO number].**
13. Click on **OK**.

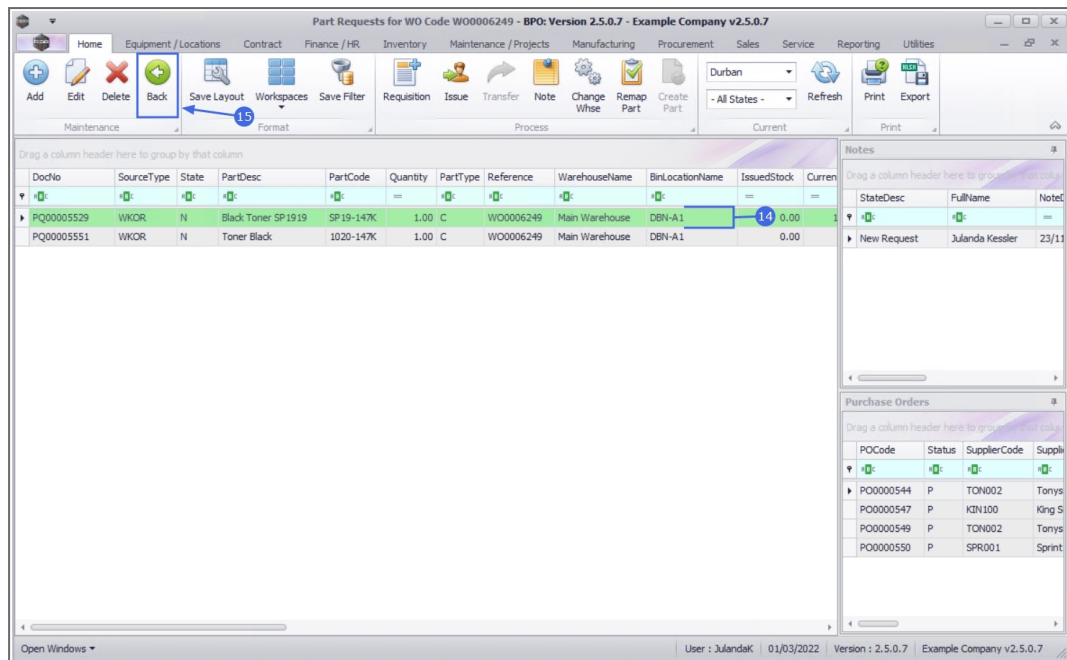


14. The request can be viewed with any other requests that have been logged against the work order.



Note that this information can be used to keep track of requests, by noting request and issue information.

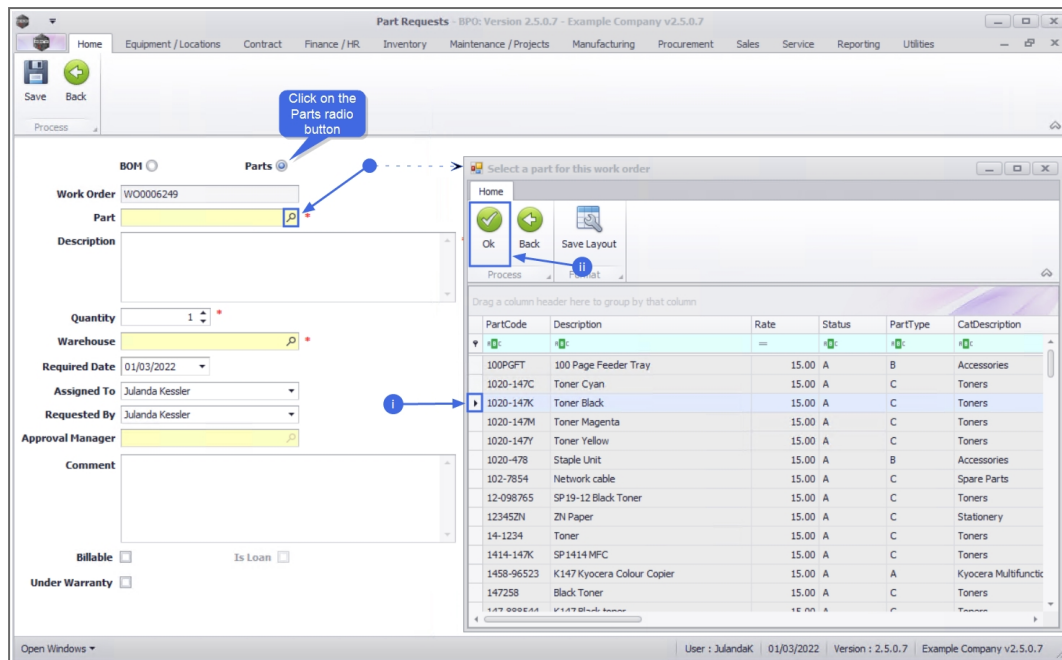
15. Click on **Back** to return to the **Work Order Listing** screen.



REQUEST FROM PART LIST

When you search for the part number, the system will display all part numbers.

- **Parts:** Click to select the **Parts** radio button.
- **Work Order:** The work order number you have selected will auto populate the field.
- **Part:** Click on the **search** button to display the **Select a part for this work order** screen.
 - i. Click on the **row** of the part you are requesting
 - ii. Click on **OK**.



Part Requests - BPO: Version 2.5.0.7 - Example Company v2.5.0.7

Home | Equipment / Locations | Contract | Finance / HR | Inventory | Maintenance / Projects | Manufacturing | Procurement | Sales | Service | Reporting | Utilities

Save Back

Process

BOM ☐ Parts ☒

Work Order: WO0006249

Part: [Search]

Description: [Text Area]

Quantity: 1 [Up Arrow] [Down Arrow]

Warehouse: [Search]

Required Date: 01/03/2022

Assigned To: Julanda Kessler

Requested By: Julanda Kessler

Approval Manager: [Search]

Comment: [Text Area]

Billable ☐ Is Loan ☐

Under Warranty ☐

Select a part for this work order

Home | Ok | Back | Save Layout

Process | Format

Drag a column header here to group by that column

PartCode	Description	Rate	Status	PartType	CatDescription
100PGFT	100 Page Feeder Tray	15.00	A	B	Accessories
1020-147C	Toner Cyan	15.00	A	C	Toners
1020-147K	Toner Black	15.00	A	C	Toners
1020-147M	Toner Magenta	15.00	A	C	Toners
1020-147Y	Toner Yellow	15.00	A	C	Toners
1020-478	Staple Unit	15.00	A	B	Accessories
102-7854	Network cable	15.00	A	C	Spare Parts
12-098765	SP19-12 Black Toner	15.00	A	C	Toners
123452N	ZN Paper	15.00	A	C	Stationery
14-1234	Toner	15.00	A	C	Toners
1414-147K	SP1414 MFC	15.00	A	C	Toners
1458-96523	K147 Kyocera Colour Copier	15.00	A	A	Kyocera Multifunct
147258	Black Toner	15.00	A	C	Toners

Open Windows

User: JulandaK | 01/03/2022 | Version: 2.5.0.7 | Example Company v2.5.0.7

- **Description:** The description for the part you have selected will auto populate the field.
- **Quantity:** Type in or use the **arrow** indicators to select the quantity required.
- **Warehouse:** Click on the **search** button to select the warehouse where the part is being requested from.
- **Required Date:** This field will auto populate with the current date. Click to type in or use the down arrow to select the date the part is required, using the calendar function.
- **Assigned To:** This field will auto populate with the name of the person currently creating the part request. Click on the down **arrow** to select the person to be assigned to the part request.
- **Requested By:** This field will auto populate with the name of the person currently creating the part request. Click on the down **arrow** to select the person who requested the part from the drop-down list.

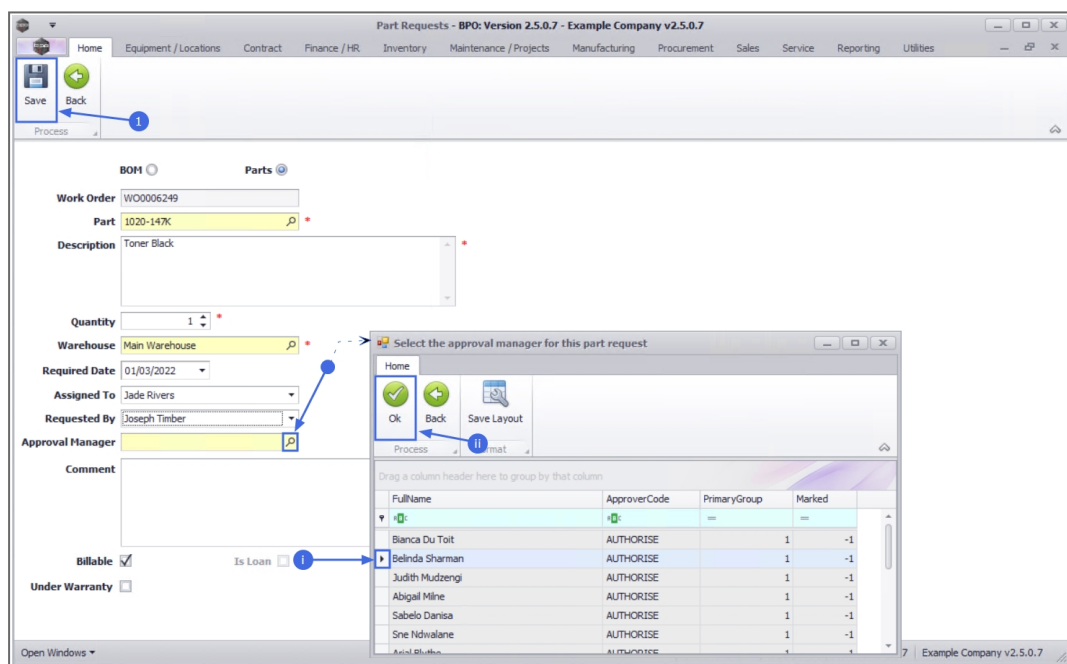
Approval Manager

The ability to select the approval manager is dependent on whether approval is required as specified by the Requisition Value for the part, or whether Auto Approval has been configured for your Company. If you are unable to search for the approval manager (search button is greyed out), then the part request will be auto approved and can be issued, when saved.



Refer to [Company - Edit Purchasing Centre](#) for more information about the Auto Approve Request and setting the Part Request Value for authorisation.

- **Approved Manager:** Click on the **Search** button to display the **Select the approval manager for this part request** screen.
 - i. Select the **row** of the Approval Manager for the part request.
 - ii. Click on **OK**.



FullName	ApproverCode	PrimaryGroup	Marked
Blanca Du Toit	AUTHORISE	1	-1
Belinda Sherman	AUTHORISE	1	-1
Judith Mudzengi	AUTHORISE	1	-1
Abigail Milne	AUTHORISE	1	-1
Sabelo Danisa	AUTHORISE	1	-1
Sine Ndwalane	AUTHORISE	1	-1
Andi Bhebe	AUTHORISE	1	-1

- **Comments:** Click to type in the comments related to the part request, if required.

- **Is Billable:** This field will be set to billable by default, unless the part is linked to a contract and is therefore included. Select or deselect this option as required.



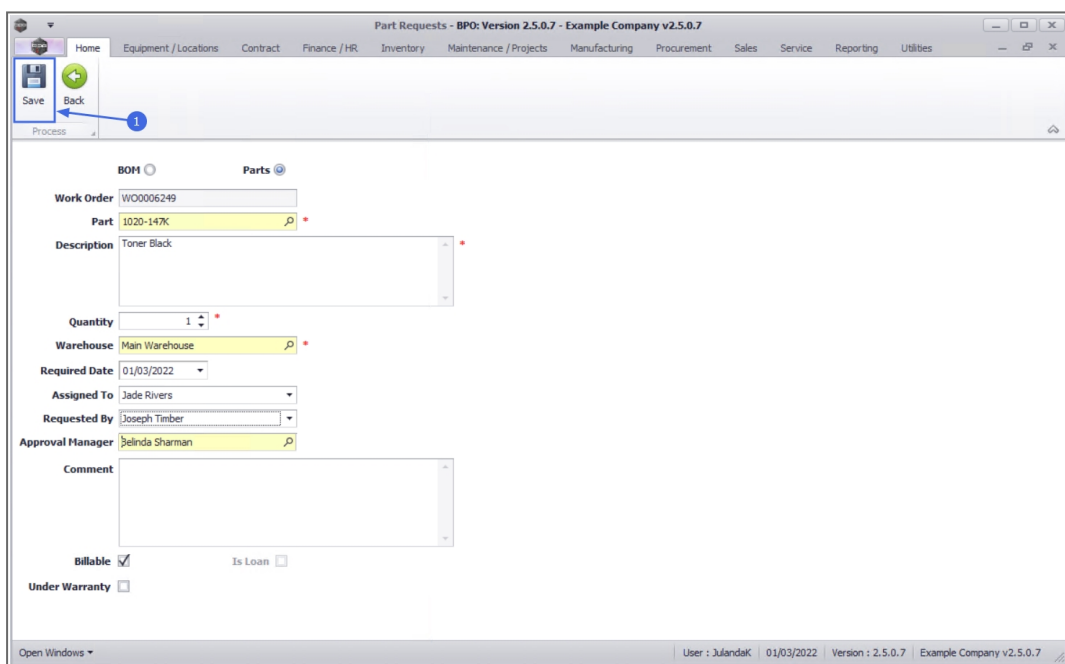
Note that only stock items can be marked as billable, asset and loan requests will not be billable.

- **Under Warranty:** Tick to select the check box if the item being replaced is under warranty. This does not process the item as a warranty claim part.



Refer to [Add a Warranty Claim](#) for more information related to Warranties.

1. When you have finished adding the details of this part request, click on **Save**.



Part Requests - BPO: Version 2.5.0.7 - Example Company v2.5.0.7

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back

1

BOM Parts

Work Order WO0006249

Part 1020-147K *

Description Toner Black *

Quantity 1 *

Warehouse Main Warehouse *

Required Date 01/03/2022

Assigned To Jade Rivers

Requested By Joseph Timber

Approval Manager Belinda Sharman

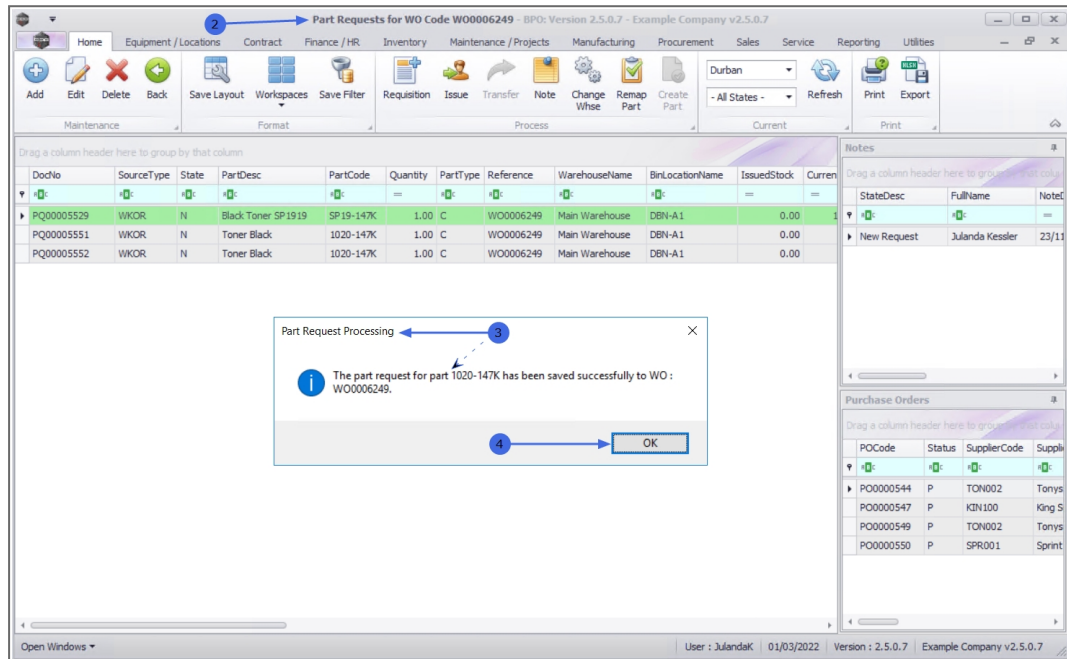
Comment

Billable ☒ Is Loan ☐

Under Warranty ☐

Open Windows User: JulandaK 01/03/2022 Version: 2.5.0.7 Example Company v2.5.0.7

2. You will return to the **Part Requests for WO Code** screen.
3. When you receive the **Part Request Processing** message to confirm that;
 - **The part request for part [part code] has been added successfully to WO: [WO number].**
4. Click on **OK**.

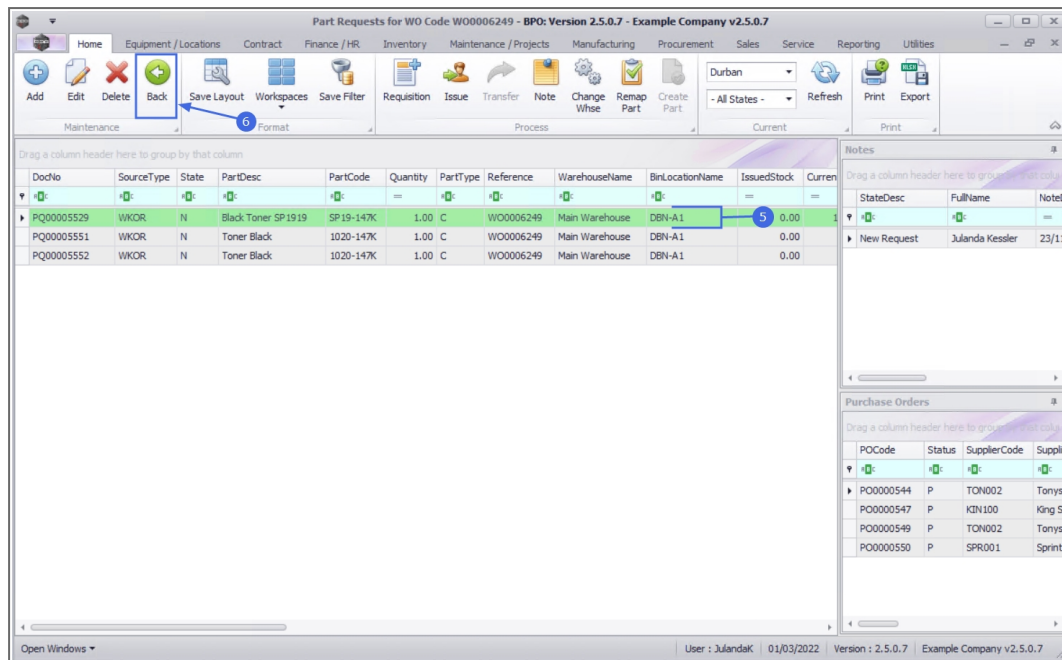


5. The request can be viewed with any other requests that have been logged against the work order.



Note that this information can be used to keep track of requests, by noting request and issue information.

6. Click on **Back** to return to the **Work Order Listing** screen.



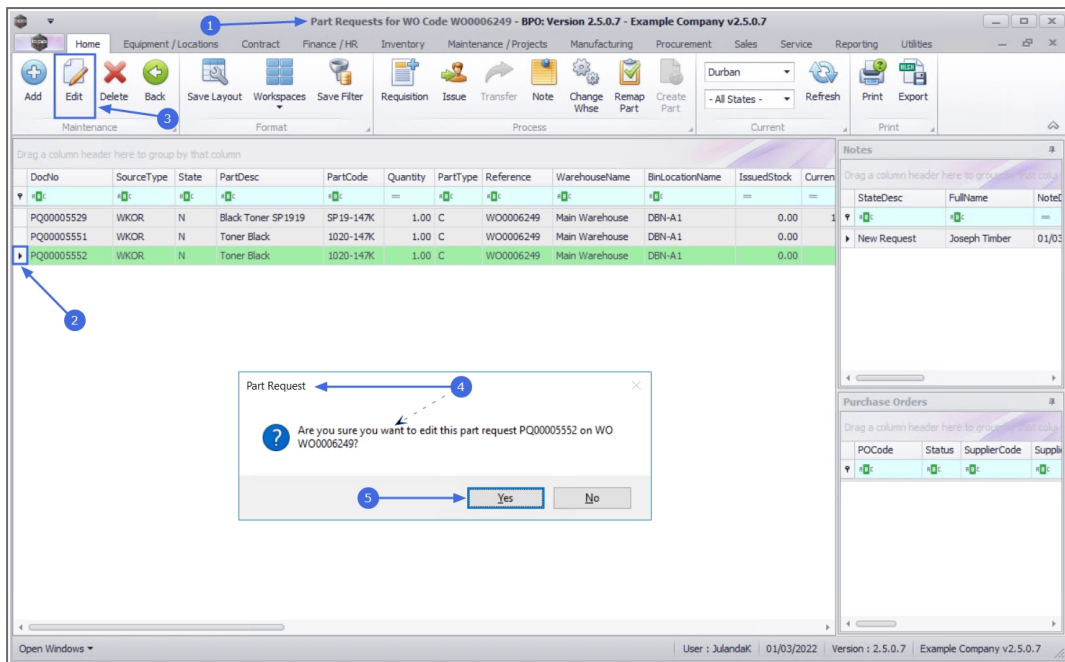
EDIT PART REQUEST

1. From the **Parts Requests for WO Code [work order code]** screen.
2. Click on the **row** of the part request you wish to edit.
3. Click on **Edit**.



Short cut key: **Right click** to display the **Process** menu list. Click on **Edit**.

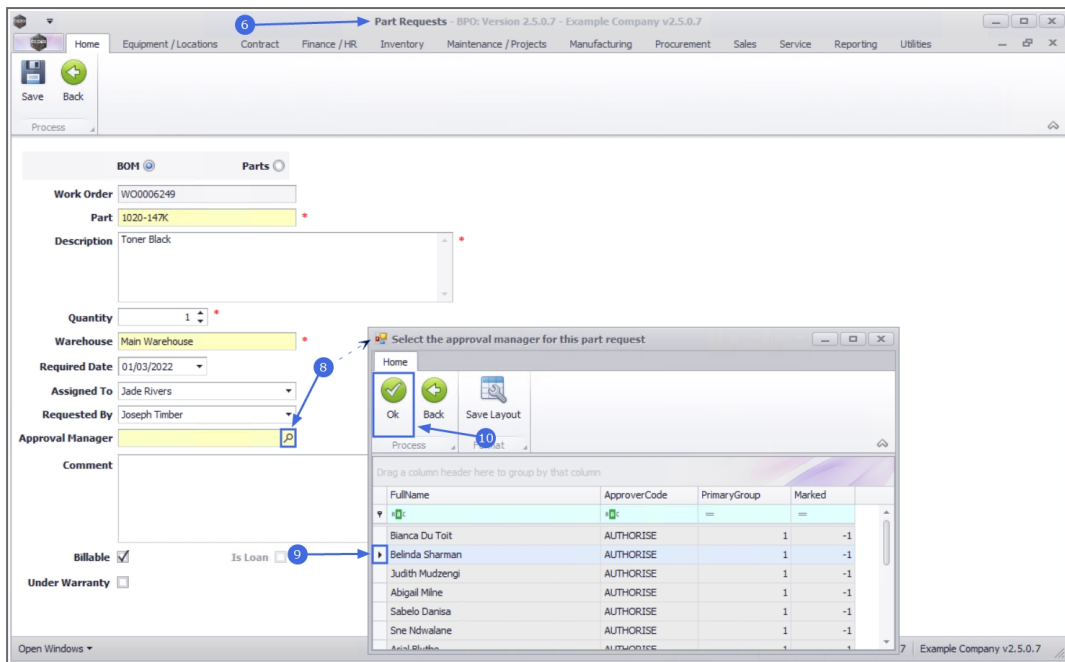
4. When you receive the **Part Request** message to confirm;
 - **Are you sure you want to edit this part request [part request no] on [work order number]?**
5. Click on **Yes**.



6. The **Part Requests** screen will be displayed.
7. Make the required changes to the BOM part or part request screen as required.

APPROVAL MANAGER

8. Click on the **search** button to display the **Select the approval manager** for this part request.
9. Click on the **row** of the approval manager responsible for the part request.
10. Click on **OK**.



Part Requests - BPO: Version 2.5.0.7 - Example Company v2.5.0.7

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back

Process

BOM Parts

Work Order WO0006249

Part 1020-147K

Description Toner Black

Quantity 1

Warehouse Main Warehouse

Required Date 01/03/2022

Assigned To Jade Rivers

Requested By Joseph Timber

Approval Manager Belinda Sharmen

Comment

Billable ☒ Is Loan ☐ Under Warranty ☐

Select the approval manager for this part request

Home

Ok Back Save Layout

Process

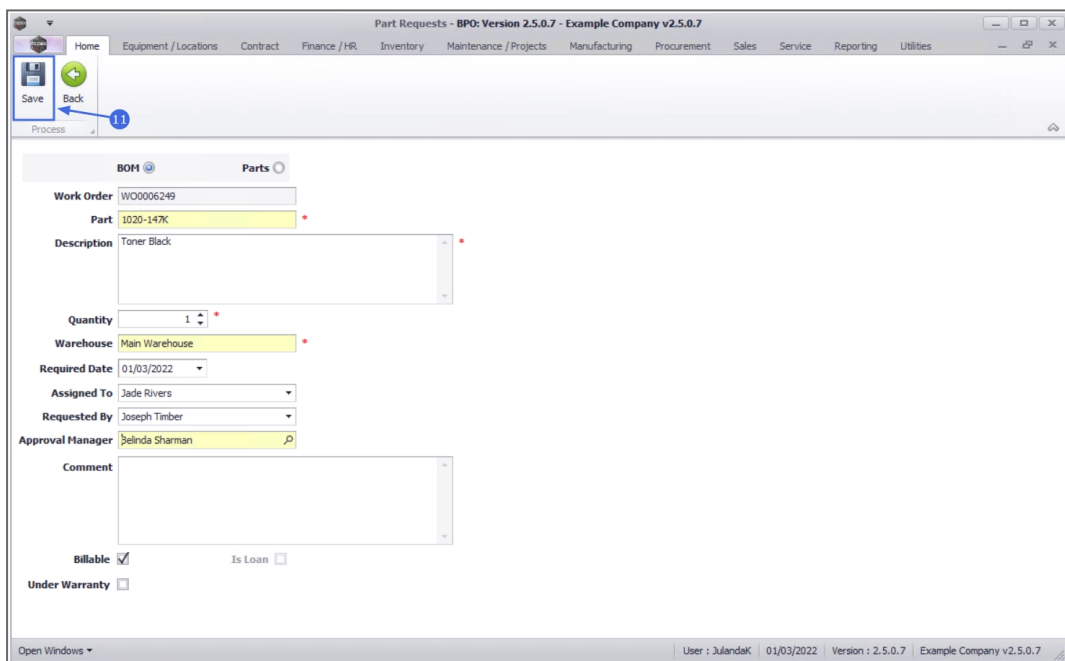
Drag a column header here to group by that column

FullName	ApproverCode	PrimaryGroup	Marked
Bianca Du Toit	AUTHORISE	1	-1
Belinda Sharmen	AUTHORISE	1	-1
Judith Mudzengi	AUTHORISE	1	-1
Abigail Milne	AUTHORISE	1	-1
Sabelo Danisa	AUTHORISE	1	-1
Sne Ndwalane	AUTHORISE	1	-1

Open Windows

Example Company v2.5.0.7

11. When you have completed all the required changes, click on **Save**.



Part Requests - BPO: Version 2.5.0.7 - Example Company v2.5.0.7

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Save Back

Process

BOM Parts

Work Order WO0006249

Part 1020-147K

Description Toner Black

Quantity 1

Warehouse Main Warehouse

Required Date 01/03/2022

Assigned To Jade Rivers

Requested By Joseph Timber

Approval Manager Belinda Sharmen

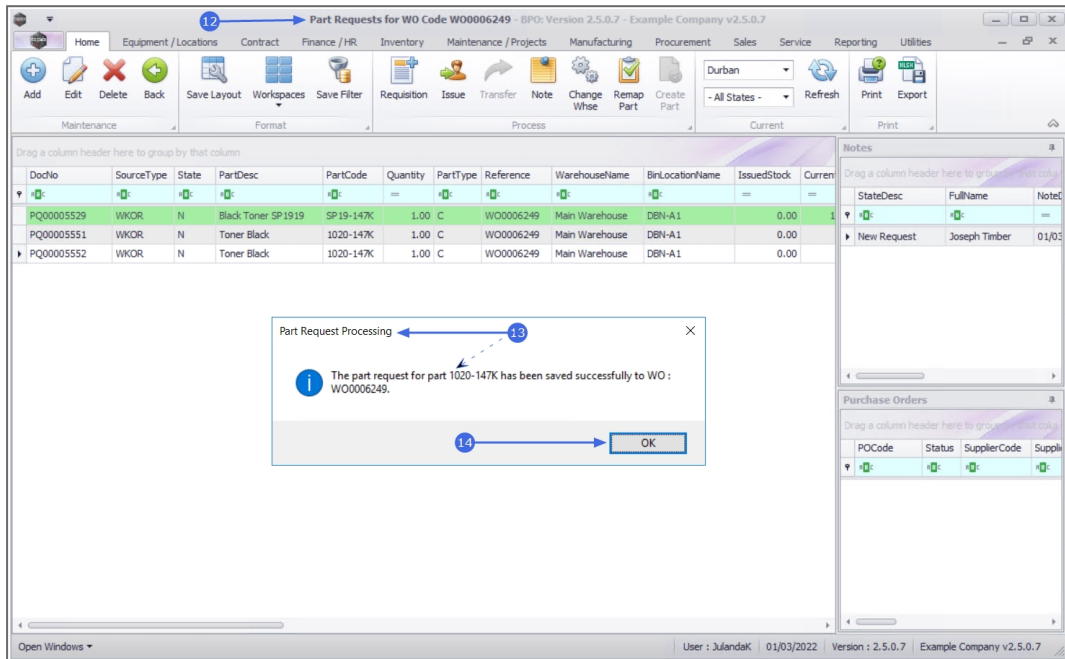
Comment

Billable ☒ Is Loan ☐ Under Warranty ☐

Open Windows

User : JulandaK | 01/03/2022 | Version : 2.5.0.7 | Example Company v2.5.0.7

12. You will return to the **Part Requests for WO** screen.
13. When you receive the **Part Request Processing** message to confirm;
 - **The part request for part [part code] has been saved successfully to WO: [work order code].**
14. Click on **OK**.



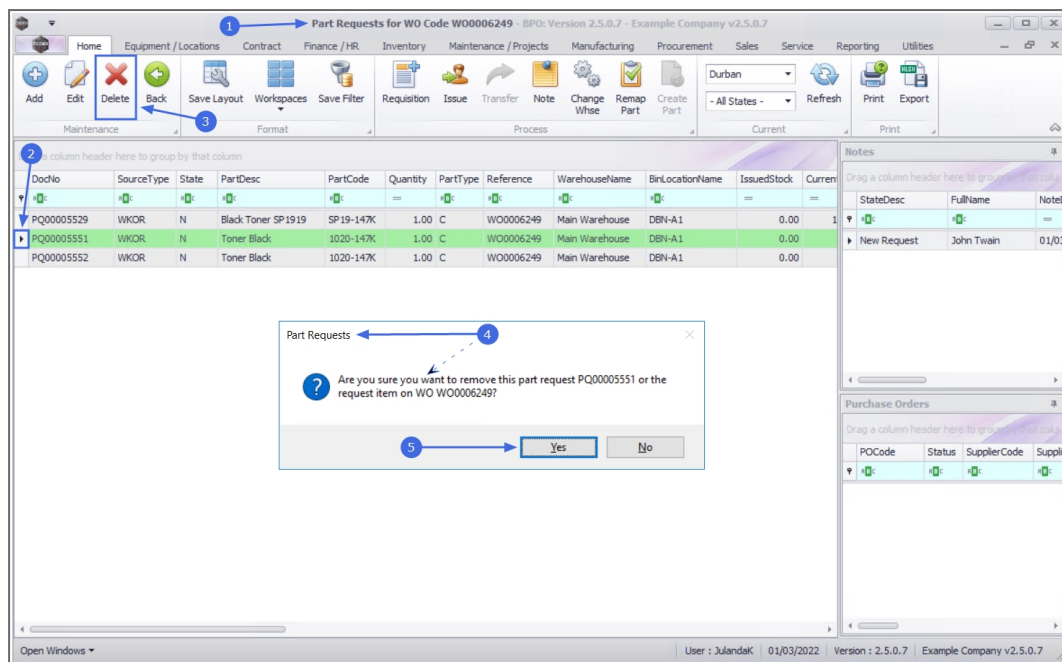
DELETE PART REQUEST

1. From the **Parts Requests for WO Code [work order code]** screen.
2. Click on the **row** of the part request you wish to remove.
3. Click on **Delete**.



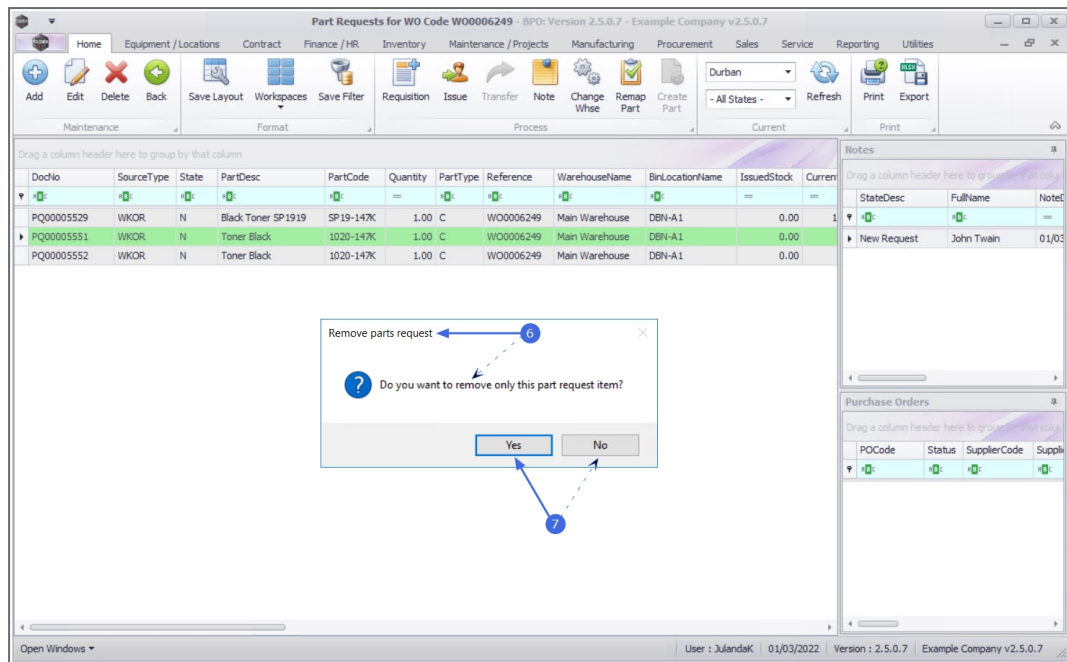
Short cut key: **Right click** to display the **Process** menu list. Click on **Delete**.

4. When you receive the **Part Request** message to confirm;
 - **Are you sure you want to remove this part request [part request no] on WO [work order code]?**
5. Click on **Yes**.



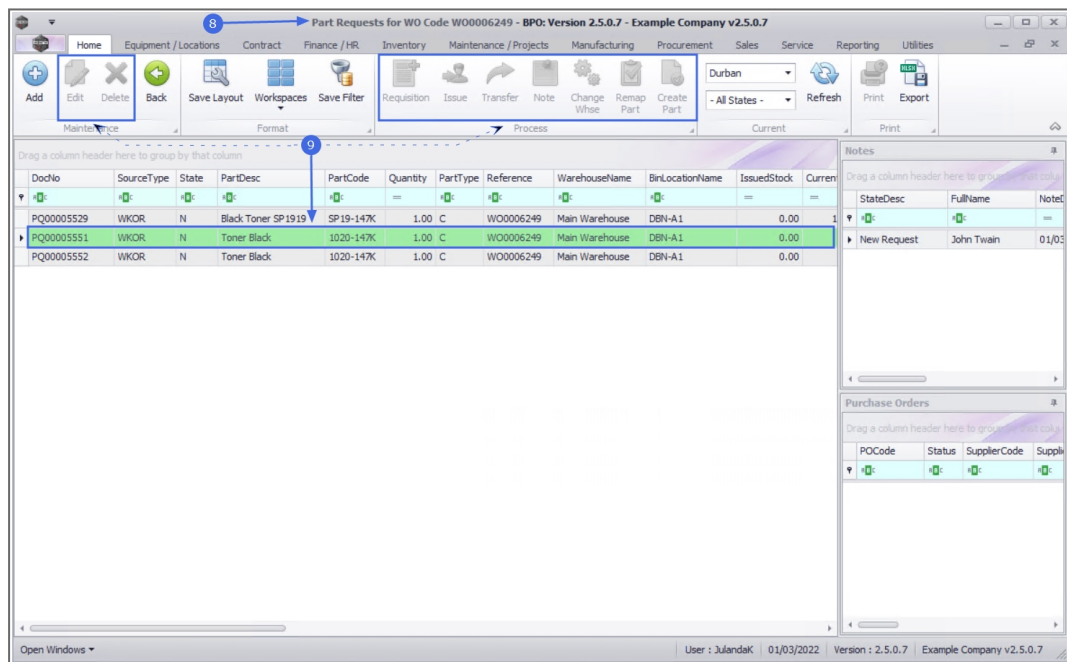
If there are more than one item linked to the part request, then the system will give you the option to remove either all the items on the request, or only the selected item.

6. When you receive the **Remove parts request** message to confirm;
 - **Do you want to remove only this part request item?**
7. Click **Yes** to remove the selected item only or
 - Click on **No** to remove all the items linked to the part request.



8. You will return to the **Part Requests for WO Code** screen.

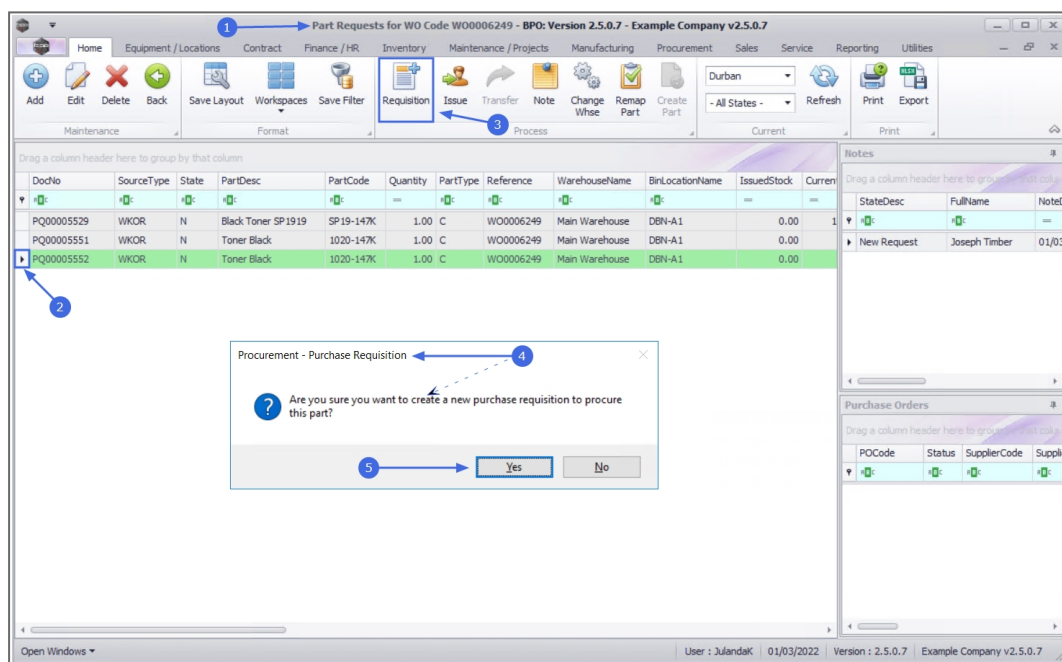
9. Note that the part request that you have Deleted will be unavailable for further **Editing** or **Deleting** as well as the **part request process**.



REQUISITION

A purchase requisition can be created directly from the Part Requests for Work Order screen. This process can be used when there is no stock available in the company warehouse(s) and you wish to buy stock specifically for the part request.

1. From the **Part Request for WO Code [work order code]** screen,
2. Click on the **row** of the part request you wish to requisition.
3. Click on **Requisition**.
4. When you receive the **Procurement - Purchase Requisition** message to confirm;
 - **Are you sure you want to create a new purchase requisition to procure this part?**
5. Click on **Yes**.

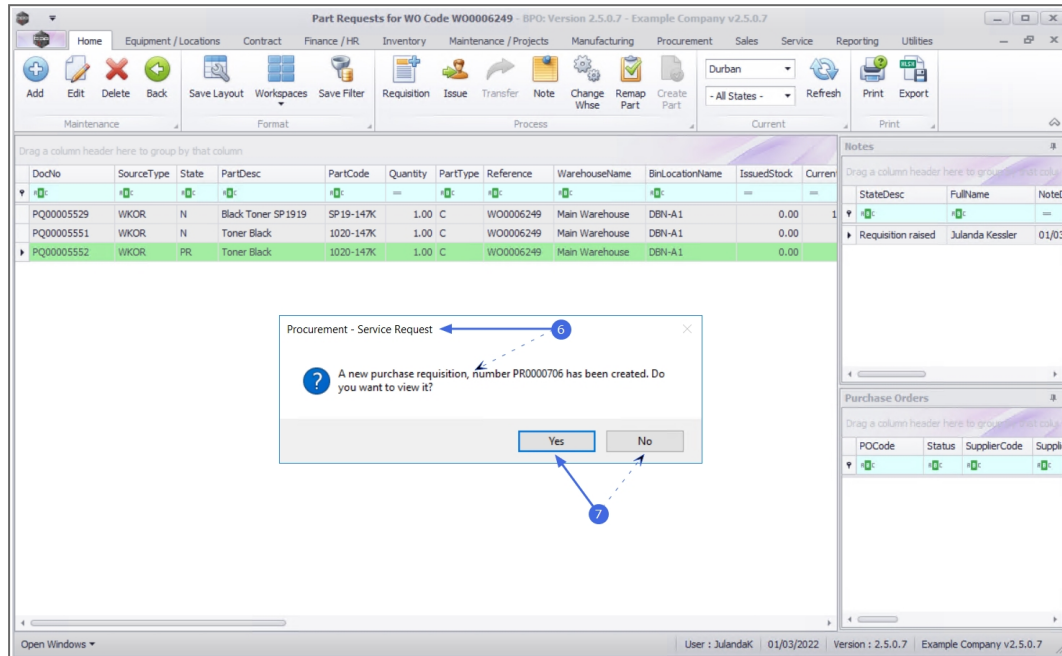


6. Next you will receive the **Procurement - Service Request** message to confirm;

- **A new purchase requisition, number [purchase requisition number] has been created. Do you want to view it?**

7. Click on **Yes** to view the purchase requisition, or

- **No** to return to the **Part Requests for WO Code** screen.



VIEW PURCHASE REQUISITION

8. The **Purchase Requisition Listing** screen will be displayed.
9. The new purchase requisition will be selected.
10. Click on **View**.

8 → Purchase Requisition Listing - BPO: Version 2.5.0.7 - Example Company v2.5.0.7

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Add Edit Delete View Hold Release Approve Decline Clone Requisition Save Layout Workspaces Print Export

Main Process Format Print Current

Drag a column header here to group by that column

PRCode	PRType	Status	First Name	Last Name	ExcCost	IndCost	EventDate	EventTime	Comments	Notes	SupplierExist	CustomerCode	CustomerName
PR0000667	MAINT	N	Abigail	Mine	1,250.00	1,437.50	08/10/2021	15:06:09			Yes	OFF001	Office Supplies Un.
PR0000668	MAINT	N	Abigail	Mine	3,000.00	3,450.00	08/10/2021	17:56:50			No		
PR0000677	MAINT	N	Abigail	Mine	350.00	402.50	25/10/2021	19:59:56			Yes	TIA001	Titan Group
PR0000679	MAINT	N	Julanda	Kessler	350.00	402.50	03/11/2021	14:34:01			Yes		
PR0000681	MAINT	N	Julanda	Kessler	450.00	517.50	04/11/2021	13:18:34			Yes		
PR0000682	MAINT	N	Julanda	Kessler	800.00	920.00	04/11/2021	13:26:43			Yes		
PR0000683	MAINT	N	Julanda	Kessler	150.00	172.50	04/11/2021	13:38:01			Yes		
PR0000684	MAINT	N	Abigail	Mine	0.00	0.00	08/11/2021	10:38:23			No	OFF001	Office Supplies Un.
PR0000685	MAINT	N	Abigail	Mine	0.00	0.00	08/11/2021	14:04:24			No	BIG0001	Big Bargains
PR0000686	MAINT	N	Abigail	Mine	0.00	0.00	08/11/2021	14:22:50			No		
PR0000687	MAINT	N	Abigail	Mine	459.26	528.15	10/11/2021	09:13:26			Yes	HOP001	Hope Works (Pty) .
PR0000688	MAINT	N	Abigail	Mine	459.26	528.15	10/11/2021	09:37:31			Yes	HOP001	Hope Works (Pty) .
PR0000689	MAINT	N	Abigail	Mine	459.26	528.15	10/11/2021	09:47:40			Yes	HOP001	Hope Works (Pty) .
PR0000690	MAINT	N	Abigail	Mine	530.00	609.50	22/11/2021	12:10:22			Yes	HOP001	Hope Works (Pty) .
PR0000690	MAINT	N	Abigail	Mine	530.00	609.50	22/11/2021	12:10:22			Yes	BEA001	Bearing and Shoe
PR0000690	MAINT	N	Abigail	Mine	530.00	609.50	22/11/2021	12:10:22			Yes	HOP001	Hope Works (Pty) .
PR0000691	MAINT	N	Abigail	Mine	600.00	690.00	22/11/2021	12:18:23			Yes	TIA001	Titan Group
PR0000691	MAINT	N	Abigail	Mine	600.00	690.00	22/11/2021	12:18:23			Yes	WES001	Westwood Dynam
PR0000692	MAINT	N	Abigail	Mine	459.96	498.95	22/11/2021	12:23:21			Yes	HOP001	Hope Works (Pty) .
PR0000704	MAINT	N	Julanda	Kessler	0.00	0.00	28/01/2022	10:44:31			No	BIG0001	Big Bargains
PR0000705	MAINT	N	Julanda	Kessler	350.00	402.50	01/03/2022	15:26:47			Yes		

Open Windows User : JulandaK 01/03/2022 Version : 2.5.0.7 Example Company v2.5.0.7

- The **Edit Requisition - [purchase requisition number]** screen will be displayed.
- Note** that the information on this screen is only available for **viewing**.
- Click **Back** to return to the **Purchase Requisition Listing** screen.

11 → Edit Requisition - PR0000705 - BPO: Version 2.5.0.7 - Example Company v2.5.0.7

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Back Save Layout

Proc... Format

12

Type Maintenance Requisition

Class Inventory

Request Date 01/03/2022 15:26:47

Billing Address Kings House
Kings Road
Kings Town

Phone 333 333 3333

Email employee.y@email.com

Contact Name Employee Y

Origin Type Warehouse

Origin Main Warehouse

Related Item

Requestor Julanda Kessler

Drag a column header here to group by that column

PartType	PartCode	Description	Priority	WarehouseName	Quantity	UnitCost	TaxRate	VAT	ExchangeRate	SerialNo	SupplierCode	SupplierName
PART	1020-147K	Toner Black	3	Main Warehouse	1.000	350.000	15.000	52.500		1.000 0	SPR001	Sprint Distributors Local

Requisition Info

Sub Total 350.00

VAT 52.50

Grand Total 402.50

Open Windows User : JulandaK 01/03/2022 Version : 2.5.0.7 Example Company v2.5.0.7

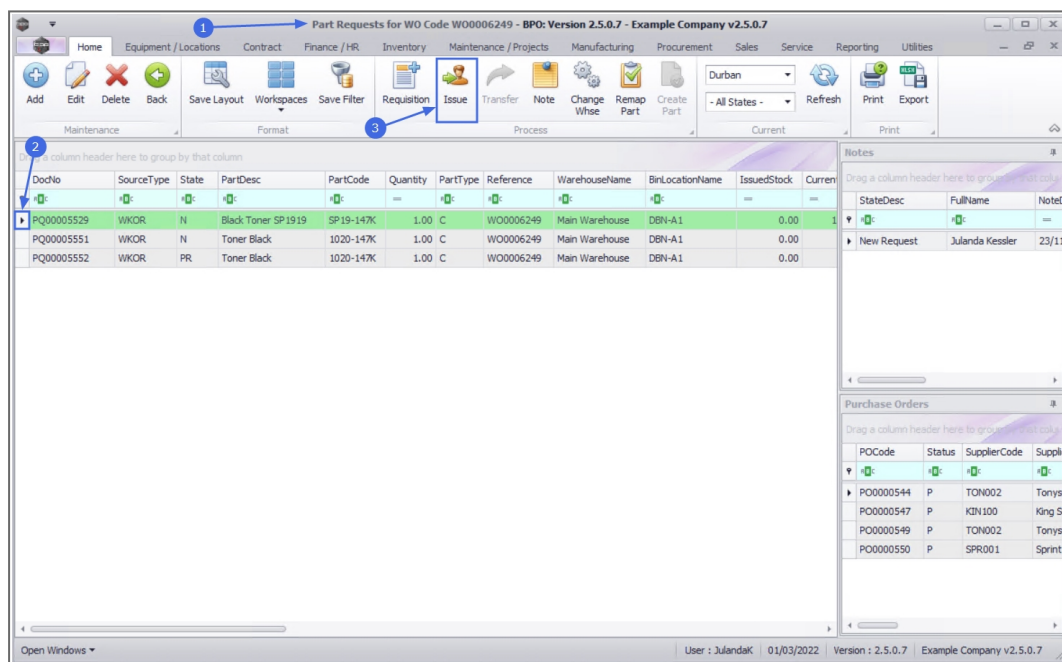
ISSUE

Only part requests originating from a Work Order (WKOR) or a Sales Invoice (SINV) can be issued.

Depending on the Company Configuration:

- The initial part requests may be set up to Auto Approve part requests, or
- May be set up to require an authorization by a Technical or Service Manager before stores will receive the request.

1. From the **Part Requests for WO Code [work order code]** screen,
2. Click on the **row** of the Work Order you wish to issue.
3. Click on **Issue**.

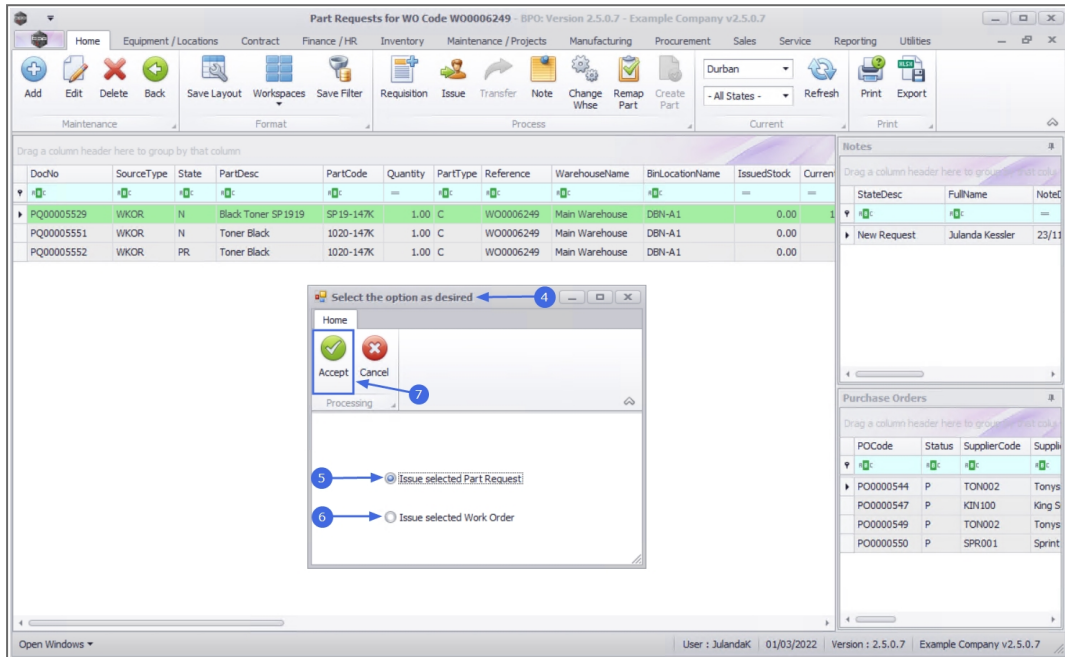


4. The **Select the option as desired** screen will display.
5. Select the **Issue selected Part Request** option if you want to issue the initially selected part request, or

6. Select the **Issue selected Work Order** option if you want to issue all the part requests linked to the work order.
7. Click on **Accept**.

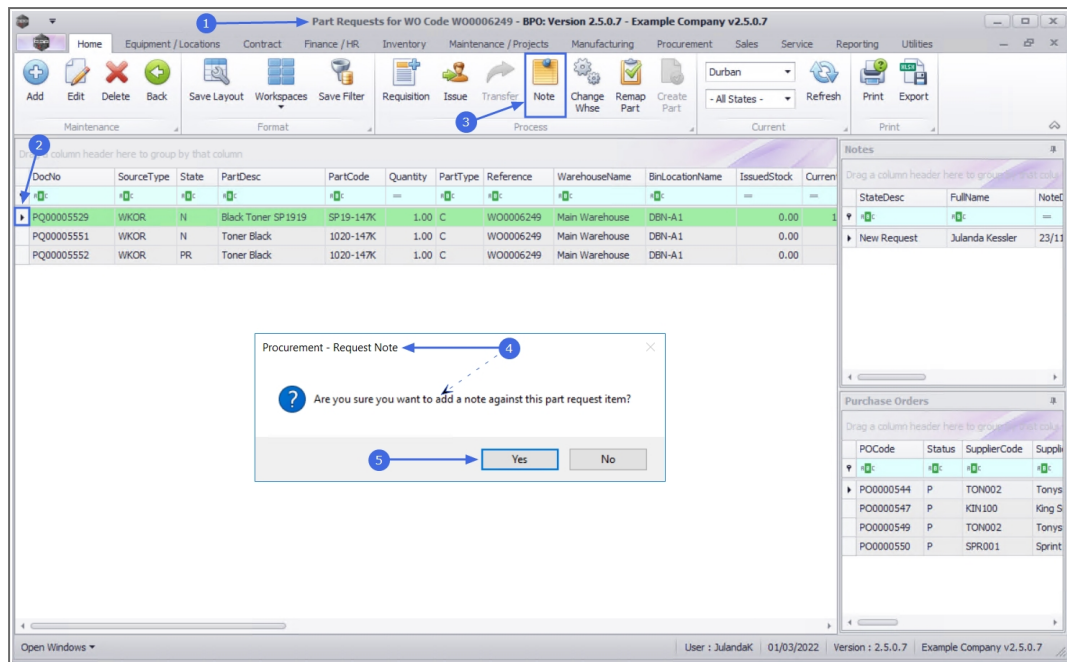


Refer to [Part Requests - Issue - Stock Linked to a Work Order \(WKOR\)](#) for more information on how to Issue a Part Request.



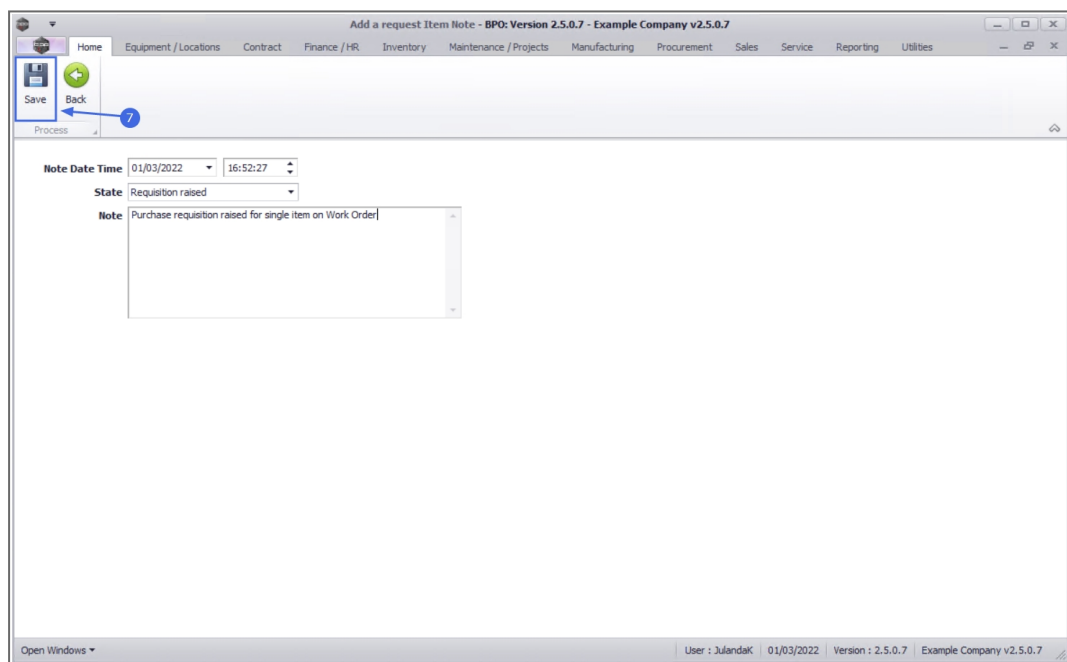
NOTE

1. From the **Part Requests for WO Code [work order code]** screen,
2. Click on the **row** of the part request you wish to add a note against.
3. Click on **Note**.
4. When you receive the **Procurement - Request Note** message to confirm;
 - **Are you sure you want to add a note against this part request item?**
5. Click on **Yes**.

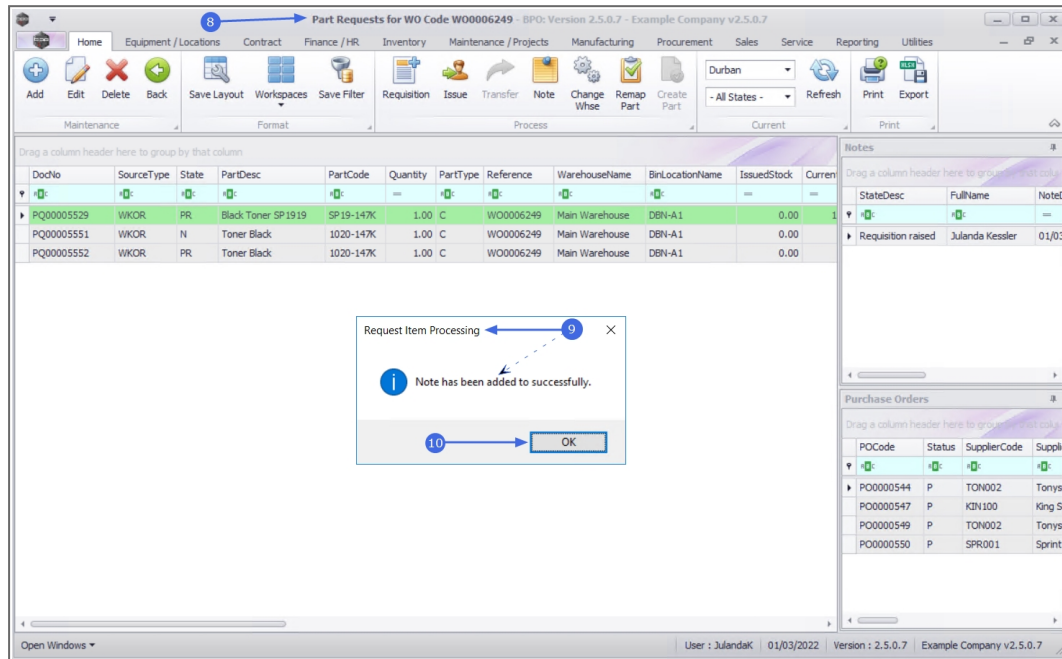


6. The **Add a request Item Note** screen will be displayed.

7. Add the note details as required and click on **Save**.



8. You will return to the **Part Requests for WO Code** screen.
9. When you receive the **Request Item Processing** message to confirm;
 - **Note has been added to successfully.**
10. Click on **OK**.

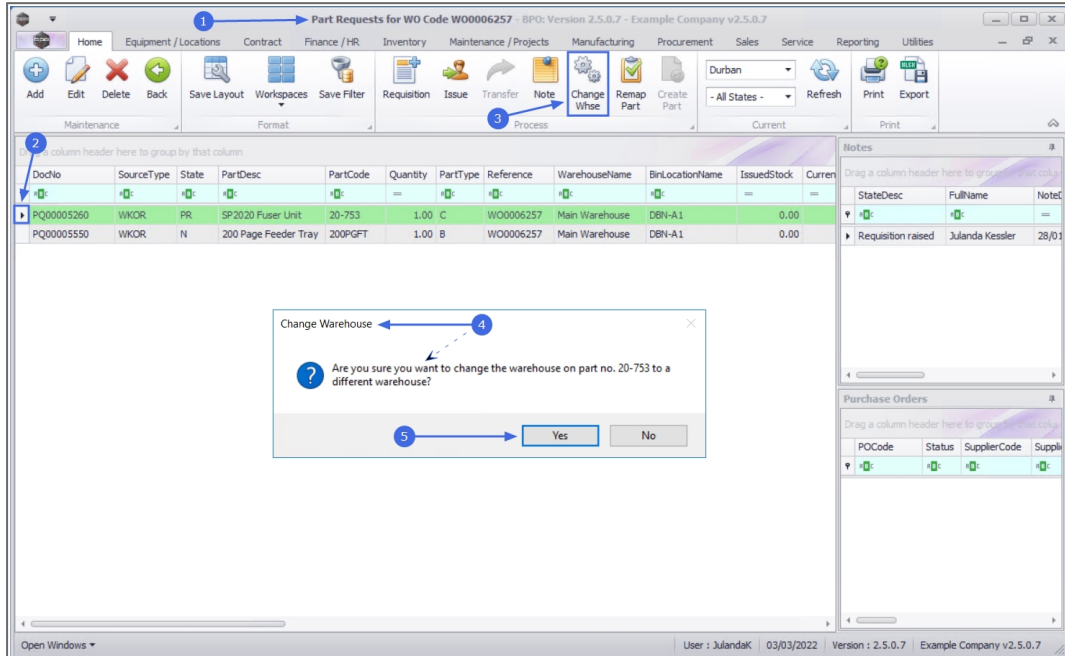


CHANGE WAREHOUSE

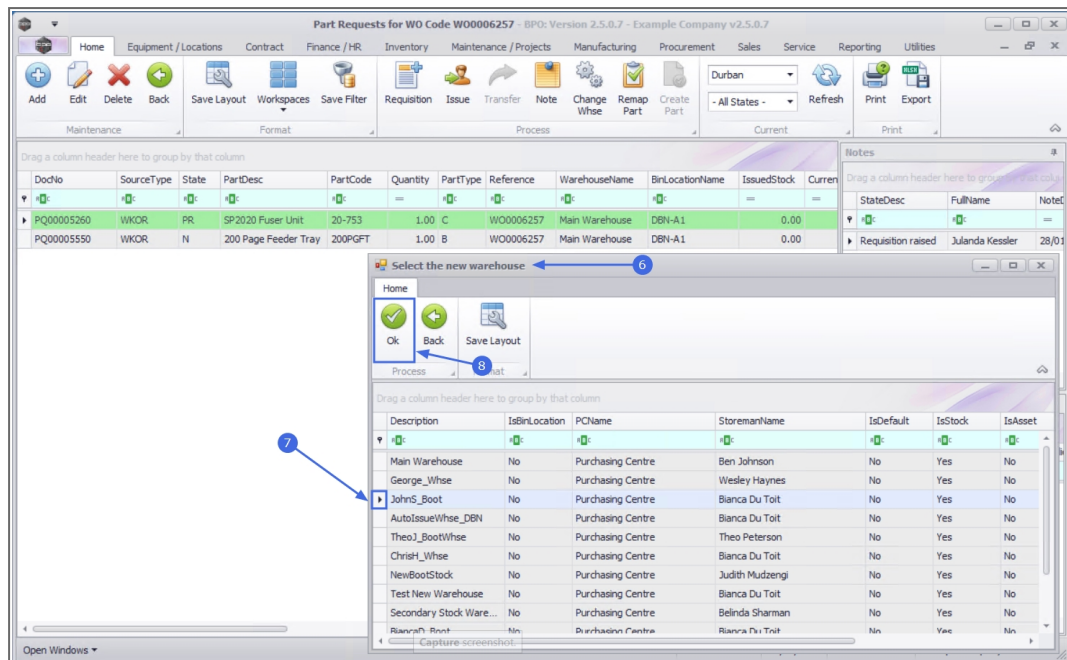
If there is no stock in the selected warehouse on the part request, then stock can either be transferred to the requested warehouse, or the warehouse selected, can be changed. This process can only be done for part requests linked to a work order on a Call or a Project.

1. From the **Part Requests for WO Code** [work order code] screen,
2. Click on the **row** of the part request you wish to change the Warehouse for.
3. Click on **Change Warehouse**.

4. When you receive **Change Warehouse** message to confirm;
 - **Are you sure you want to change the warehouse on part no. [part code] to a different warehouse?**
5. Click on **Yes**.



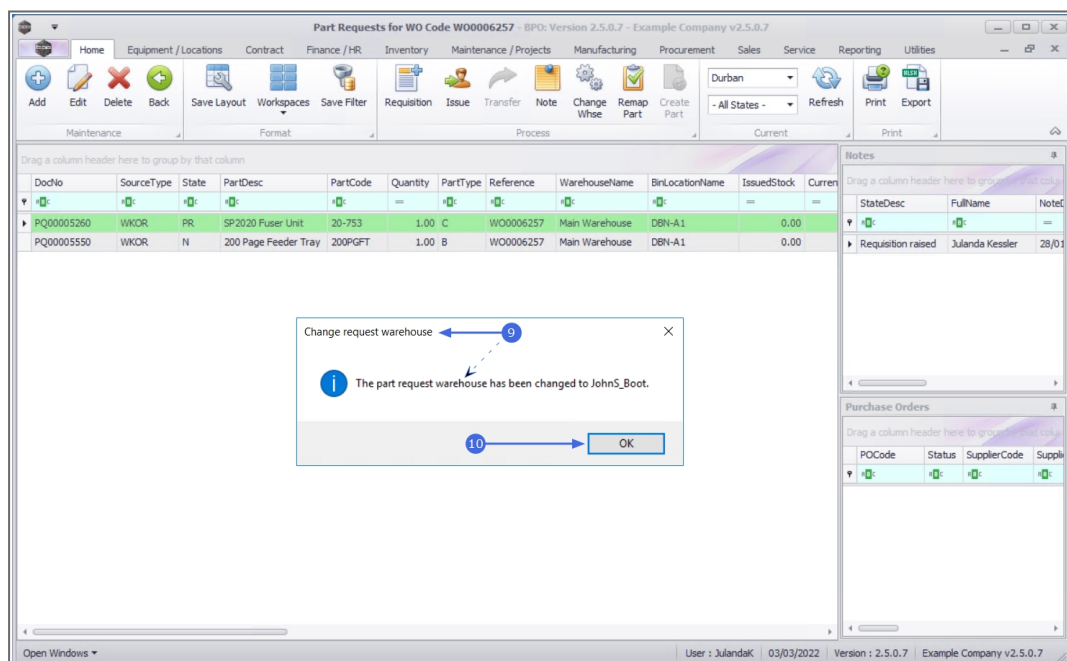
6. The **Select the new warehouse** screen will be displayed.
7. Click on the **row** of the Warehouse you wish to change to.
8. Click on **OK**.



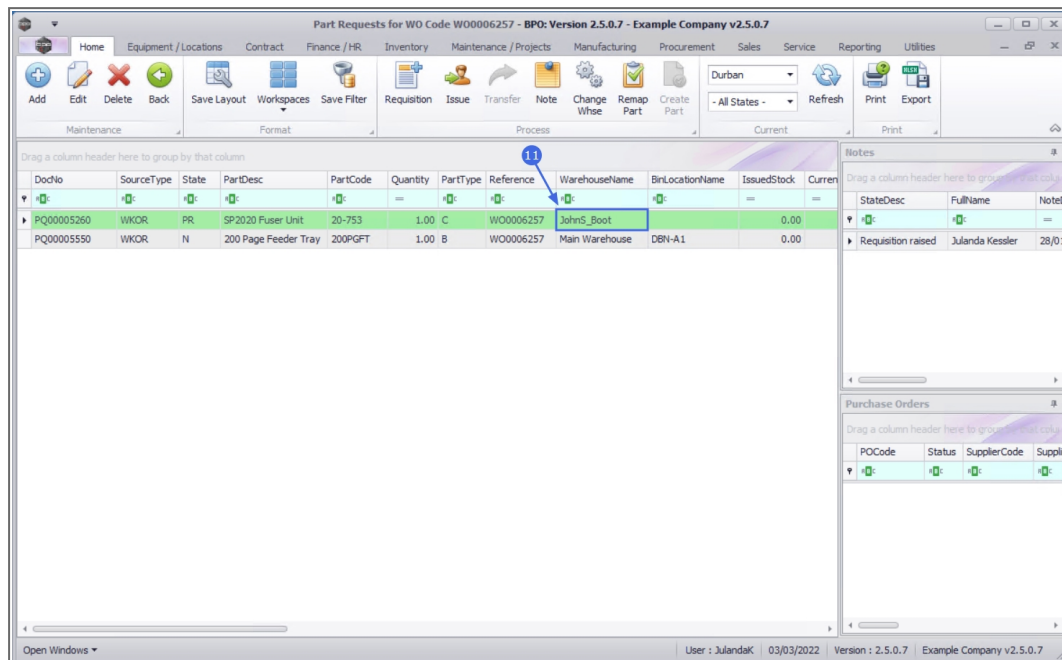
9. Next you will receive the **Part request warehouse** message to confirm;

- **The part request warehouse has been changed to [warehouse name].**

10. Click on **OK**.



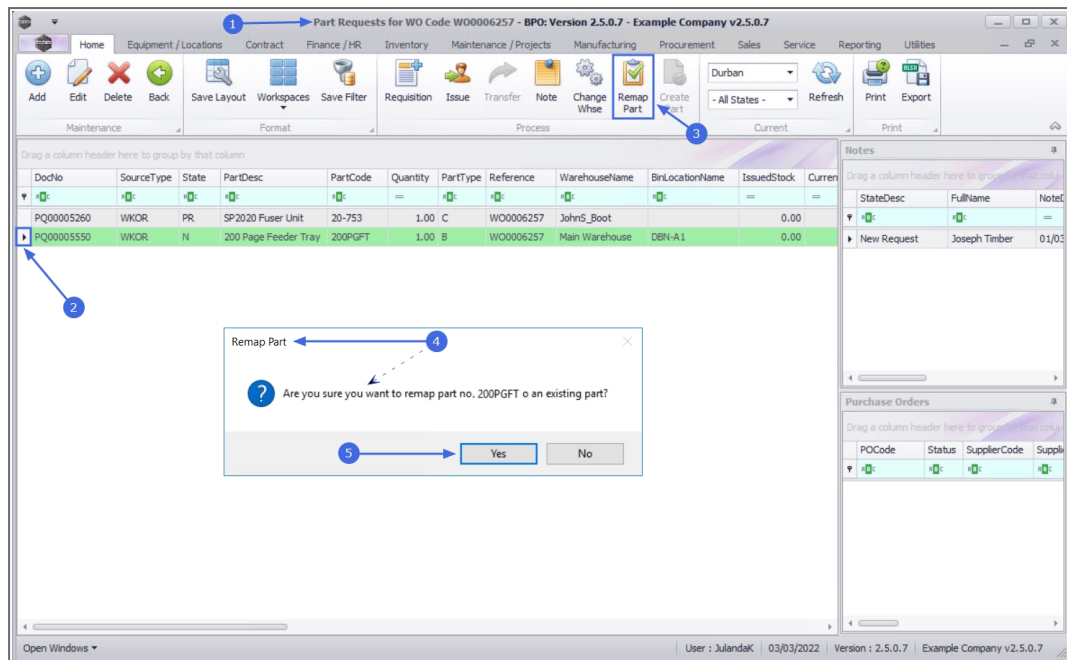
- The **Part Requests for WO Code** screen has been updated with the selected **warehouse** for the part request.



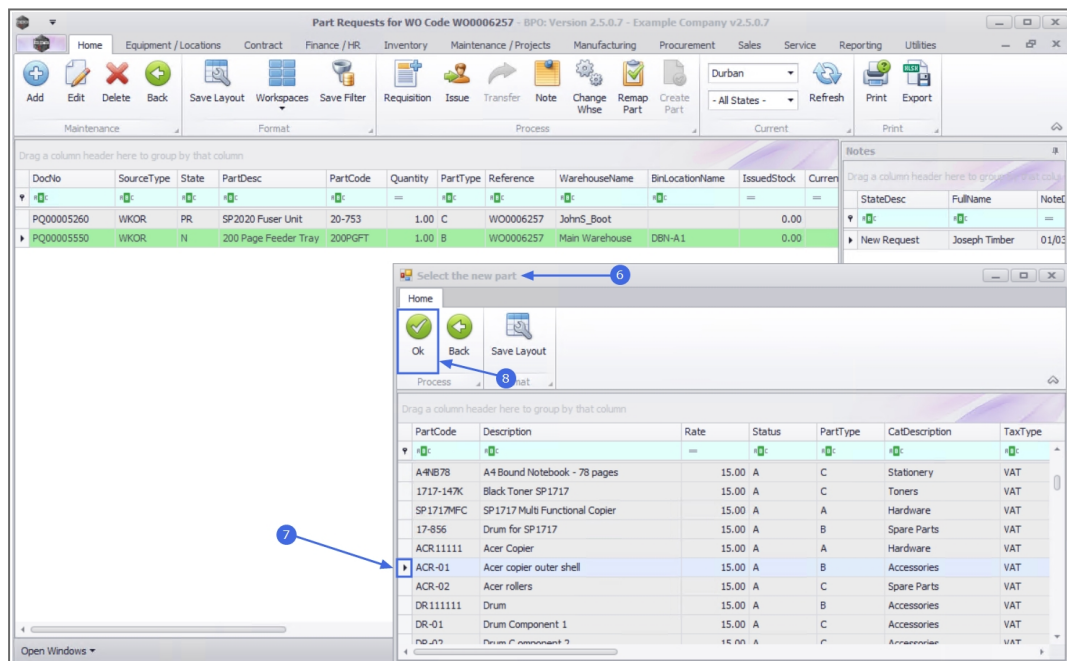
REMAP PART

If a part request was raised for an incorrect part, then the store person can remap the request to the correct part.

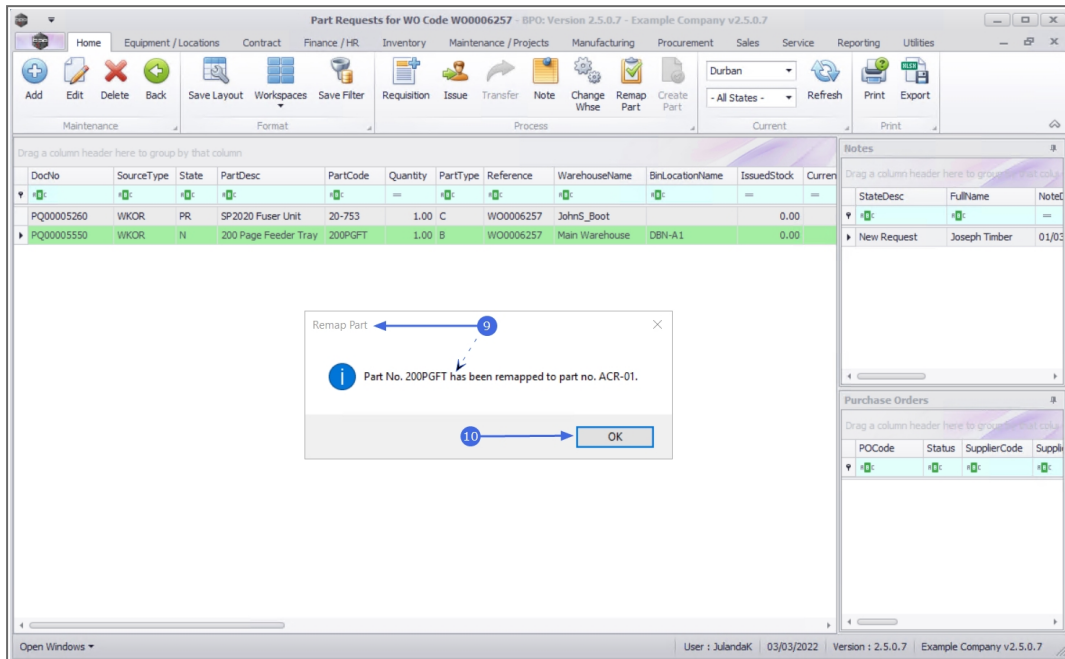
- From the **Part Request for WO Code** [work order code] screen,
- Click on the **row** of the part request you wish to remap the part for.
- Click on **Remap Part**.
- When you receive the **Remap Part** message to confirm;
 - Are you sure you want to remap part no. [part code] to an existing part?**
- Click on **Yes**.



6. The **Select the new part** screen will be displayed.
7. Click on the **row** of the part you with to remap the part request to.
8. Click on **OK**.

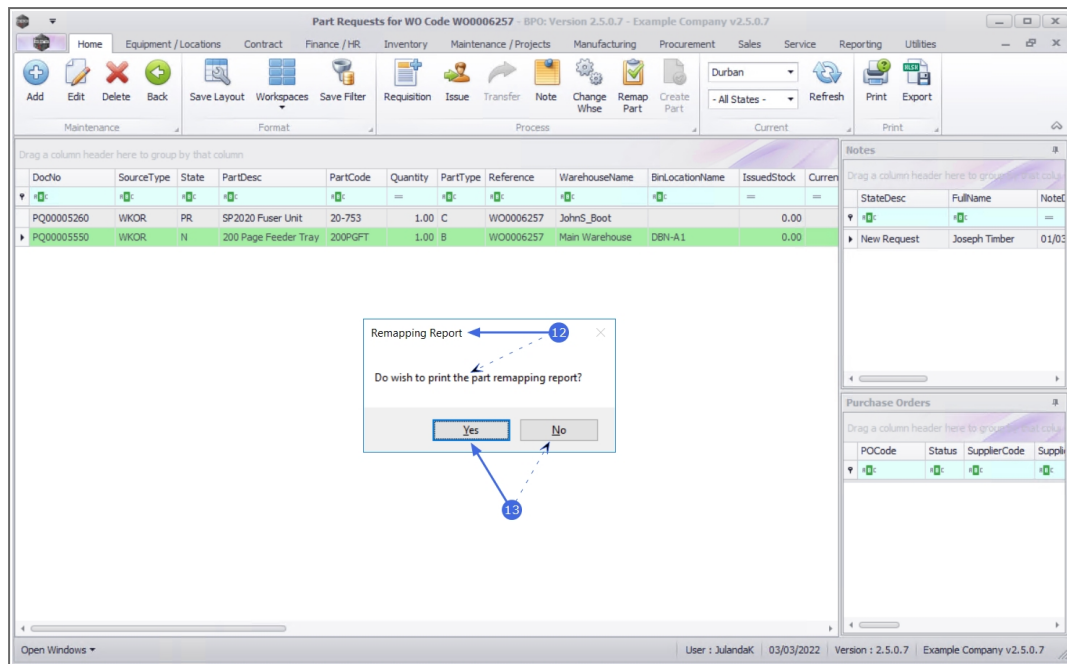


9. Next you will receive the **Remap Part** message to confirm
10. **Part No. [part code] has been remapped to part no. [part code].**
11. Click on **OK**.

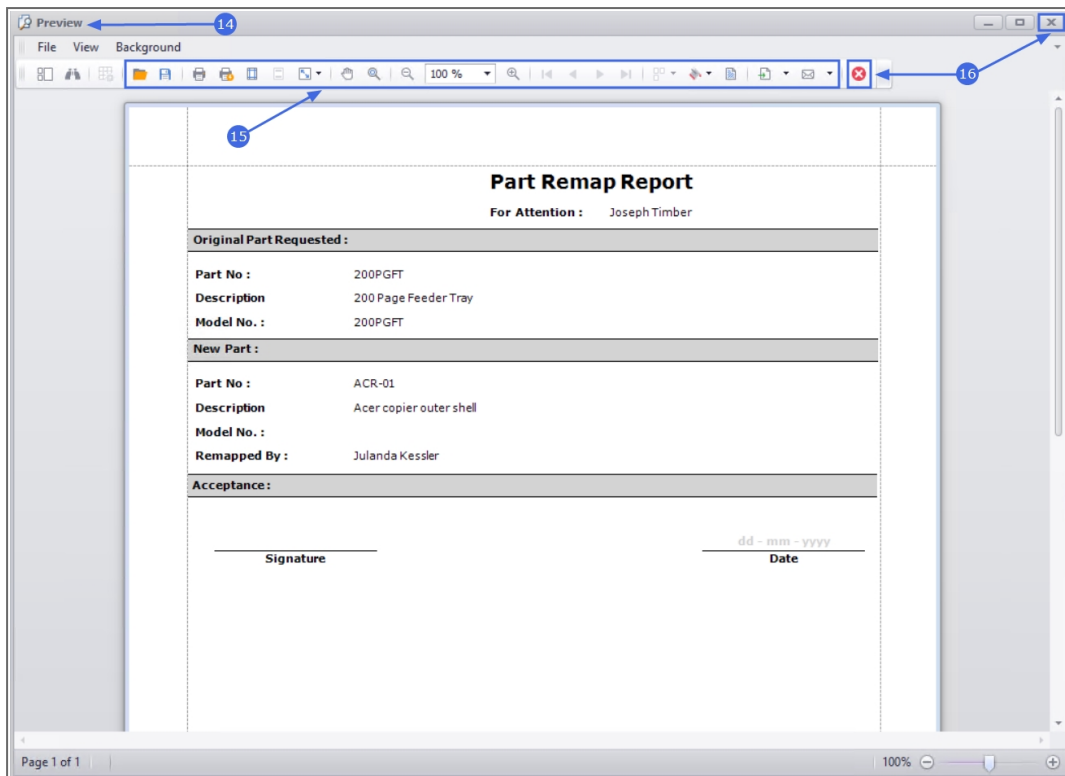


PRINT REMAPPING REPORT

12. The **Remapping Report** message will display to confirm;
 - **Do you wish to print the part remapping report?**
13. Click on **Yes** to be directed to the Preview screen, or
 - Click on **No** to return to the **Part Request for WO** screen.



14. The Part Remap Report will display in the **Preview** screen.
15. From here you can make cosmetic changes to the document, as well as **Zoom, View, Print, Export** or **Email** the Part Remap Report.
16. **Close** the Report Preview screen when done.

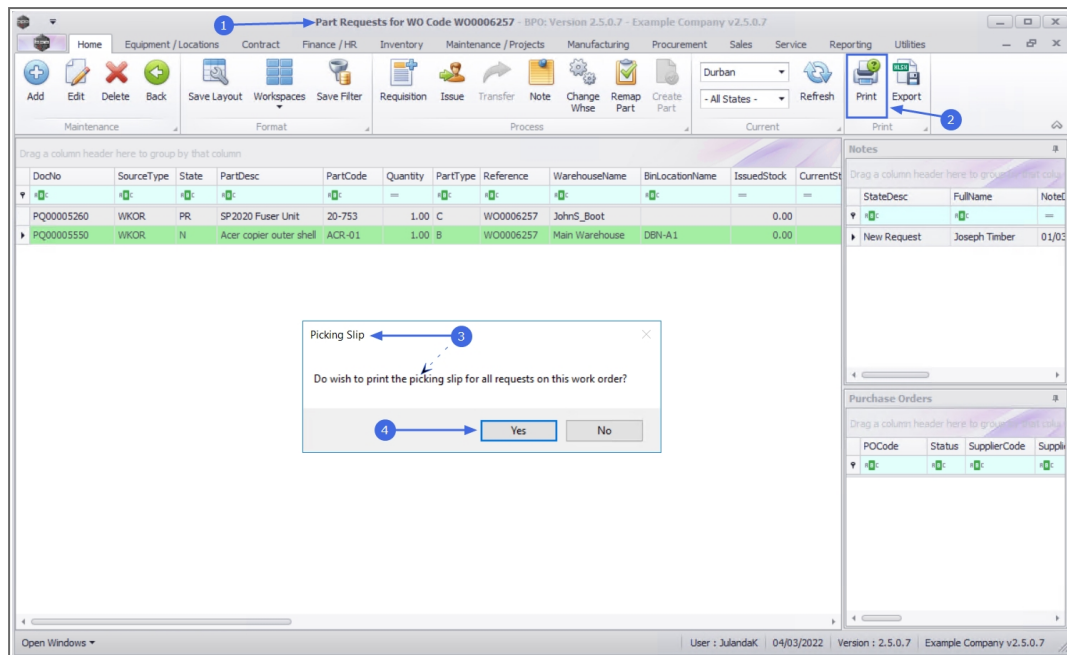


PRINT PICKING SLIP

1. From the *Part Requests for WO Code [work order code]* screen,
2. Click on *Print*.

PRINT ALL REQUESTS ON WORK ORDER

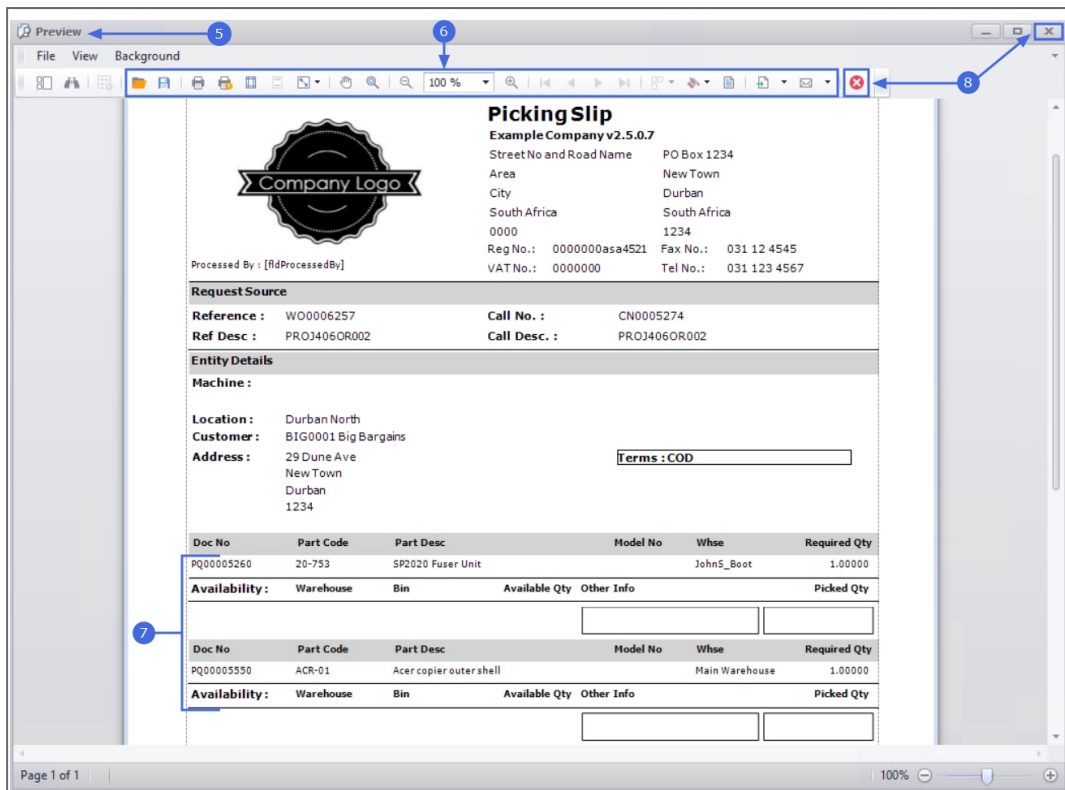
3. When you receive the *Picking Slip* message to confirm;
 - *Do you wish to print the picking slip for all requests on this work order?*
4. Click on *Yes*.



5. The Picking Slip will display in the **Preview** screen.
6. From here you can make cosmetic changes to the document as well as **Zoom, View, Print, Export** or **Email** the Picking Slip.
7. As **Yes** was selected, **all** the part request items linked to the Work Order are listed on the slip.
8. **Close** the Report Preview screen when done.



For a detailed handling of this topic refer to [Part Requests - Print \(Picking Slip\) for Part Request originating from a Work Order \(WKOR\)](#)



Picking Slip
Example Company v2.5.0.7

Street No and Road Name PO Box 1234
Area New Town
City Durban
South Africa South Africa
0000 1234
Reg No.: 00000000asa4521 Fax No.: 031 12 4545
VAT No.: 00000000 Tel No.: 031 123 4567

Processed By: [RdProcessedBy]

Request Source
Reference: WO0006257 Call No.: CN0005274
Ref Desc: PROJ406OR002 Call Desc.: PROJ406OR002

Entity Details
Machine:
Location: Durban North
Customer: BIG0001 Big Bargains
Address: 29 Dune Ave
New Town
Durban
1234
Terms: COD

Doc No	Part Code	Part Desc	Model No	Whse	Required Qty
PQ00005260	20-753	SP2020 Fuser Unit		JohnS_Boot	1.00000

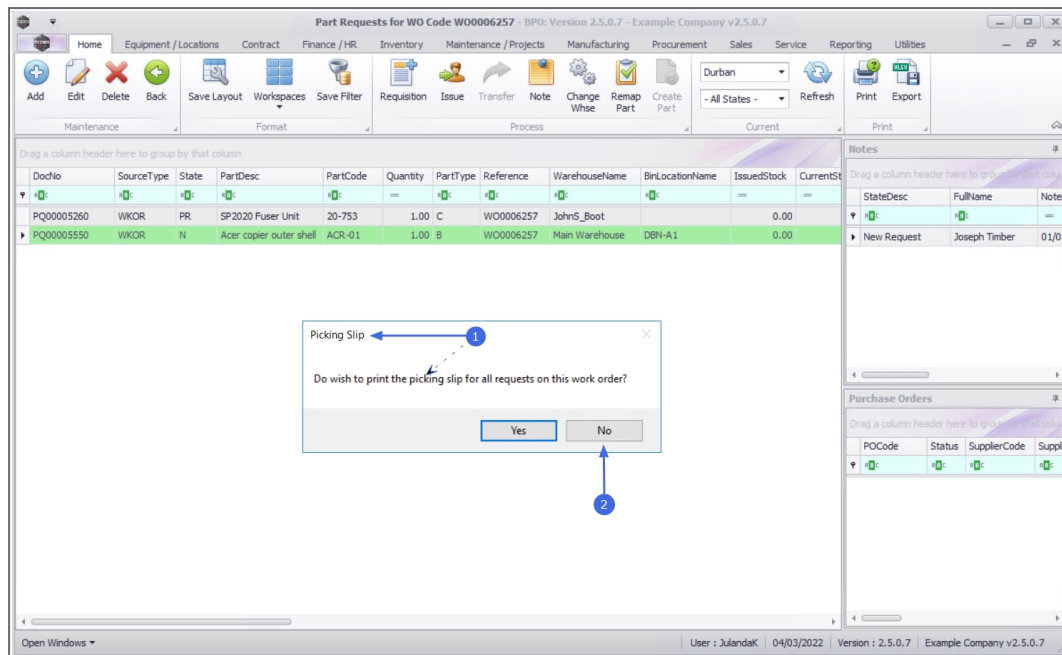
Availability: Warehouse Bin Available Qty Other Info Picked Qty

Doc No	Part Code	Part Desc	Model No	Whse	Required Qty
PQ00005550	ACR-01	Acer copier outer shell		Main Warehouse	1.00000

Availability: Warehouse Bin Available Qty Other Info Picked Qty

PRINT SINGLE REQUEST

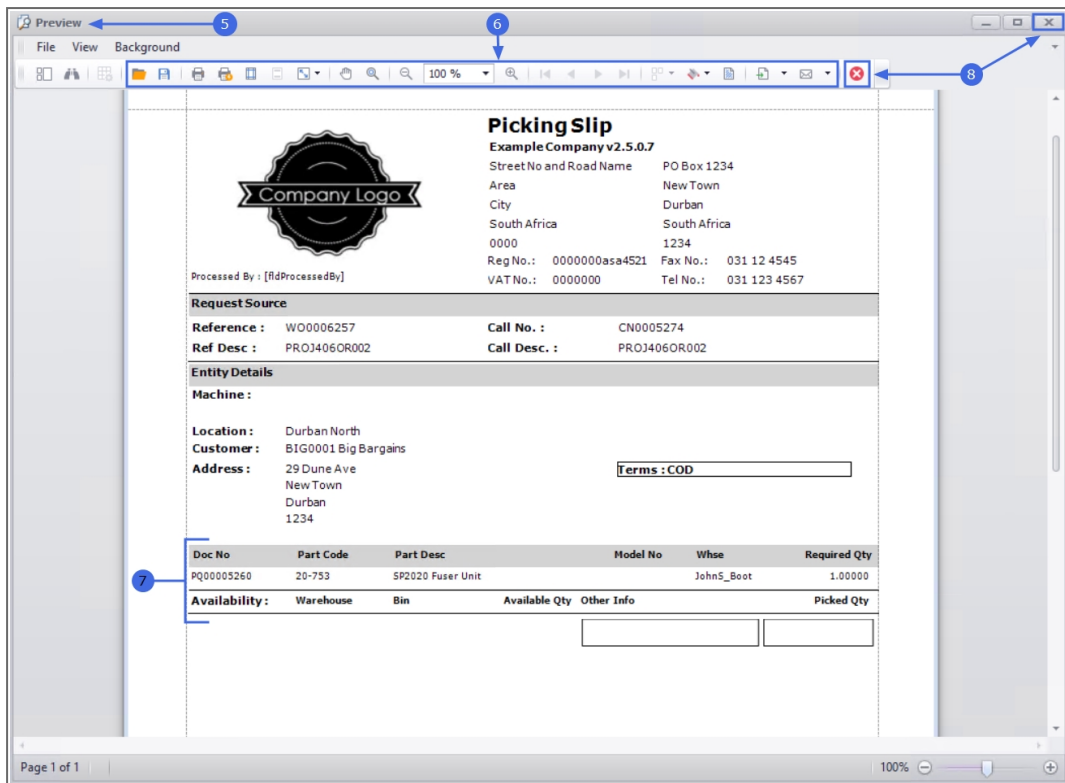
- When you receive the **Picking Slip** message to confirm;
 - Do you wish to print the picking slip for all requests on this work order?
- Click on **No**.



5. The Picking Slip will display in the **Preview** screen.
6. From here you can make cosmetic changes to the document as well as **Zoom, View, Print, Export** or **Email** the Picking Slip.
7. As **No** was selected, only the selected part request will pull through to the Picking Slip.
8. **Close** the Report Preview screen when done.



For a detailed handling of this topic refer to [Part Requests - Print \(Picking Slip\) for Part Request originating from a Work Order \(WKOR\)](#)



Picking Slip
Example Company v2.5.0.7

Street No and Road Name PO Box 1234
Area New Town
City Durban
South Africa South Africa
0000 1234
Reg No.: 0000000asa4521 Fax No.: 031 12 4545
VAT No.: 0000000 Tel No.: 031 123 4567

Processed By : [RdProcessedBy]

Request Source
Reference : WO0006257 Call No. : CN0005274
Ref Desc : PROJ406OR002 Call Desc. : PROJ406OR002

Entity Details
Machine :
Location : Durban North
Customer : BIG0001 Big Bargains
Address : 29 Dune Ave
New Town
Durban
1234

Terms : COD

Doc No	Part Code	Part Desc	Model No	Whse	Required Qty
PQ00005260	20-753	SP2020 Fuser Unit		JohnS_Boot	1.00000

Availability	Warehouse	Bin	Available Qty	Other Info	Picked Qty

Page 1 of 1

Related Topics

- [Part Requests - Add](#)
- [Part Requests - Edit \(View\)](#)
- [Part Requests - Delete](#)
- [Part Requests - Requisition - Single Item](#)
- [Part Requests - Requisition - Multiple Items](#)
- [Part Requests - Issue - Stock Linked to a Sales Invoice \(SINV\)](#)
- [Part Requests - Issue - Stock Linked to a Work Order \(WKOR\)](#)

MNU.072.013