

SERVICE

CALLS – WORK IN PROGRESS

Note that there are changes to the Call Centre screens due to the Call Centre Performance Enhancements rolled out in part of the Extended Call Centre - Version Compatibility¹. The functionality that is available to you may differ depending on the Call Centre mode configured and your user rights. For more information related to this, refer to the [Call Centre Mode](#) notes.

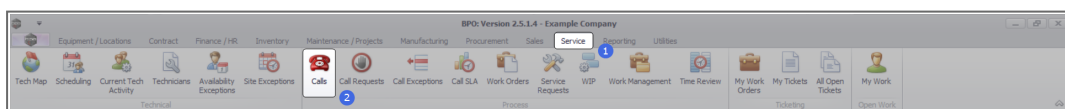
The Work in Progress (WIP) screen displays:

- **Parts** that have been issued or
 - **Third Party Services** that have been received
- but have not yet been invoiced.

If these items are **non** billable, the work order, call or project will **not** have been closed yet.

Return Requests can be raised for **Internal Assets** to return the item to the **Asset warehouse**.

Ribbon Select **Service > Calls**



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

¹BPO2 v2.5.1.3 or higher

Call Listing - RPD Version 2.5.1.4 - Example Company

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Hilson	09:09:10	Test account balances	CR	Change Request			107		3
IB CH0001002	Salemshire Drive	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual	SR	Select Call Type			09-12/1202		3
IB CH0001001	Young Electric	26/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
IB CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:10:11	Order the same part twice receive with different batch num.	CR	Change Request			an123	BP02 TEST 1	3
IB CH0000992	Top Vehicle Hire	20/10/2022	Awaiting Acceptance	Daniel Balgovan	14:05:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD		3
IB CH0000991	Askle Judd Inc	24/10/2022	Unassigned		05:38:15	Contact Closure - C00000594	SR	Select Call Type					3
IB CH0000989	Denton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
IB CH0000988	Young Electric	13/06/2022	Unassigned		09:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
IB CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
IB CH0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
IB CH0000985	Hope Works (Pty) Ltd	13/06/2022	Unassigned		06:00:13	Test future call - for elapsed time	UPG	Upgrade			20-46765		3
IB CH0000984	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT300000		3
IB CH0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SN23415546		3
IB CH0000982	Young Electric	13/06/2022	Unassigned		06:00:30	Test elapsed hours 1	TEST	Testing			an123		3
IB CH0000976	Young Electric	16/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:28	Test with site manager email entered	ACH	Administration			107		3
IB CH0000974	Hope Works (Pty) Ltd	16/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	Test another call email	ACH	Administration			09501015		3
IB CH0000972	Hope Works (Pty) Ltd	16/11/2019	Awaiting Acceptance	Bianca Du Toit	15:07:00	Test new call for email description in body	CR	Change Request			09501015		3
IB CH0000971	Westwood Dynamic	26/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000964	Hack P.C. IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CH0000963	Westwood Dynamic	26/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30000		2
IB CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

Count: 386

User : Bianca 30/03/2022 Version : 2.5.1.4 Example Company

- The Calls are listed by **Site** and will display calls for the first Site listed.
- Click on the relevant **Site** for the calls you wish to view.

Call Listing - RPD Version 2.5.1.4 - Example Company

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallTypeDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
IB CH0001003	Young Electric	13/12/2022	Awaiting Acceptance	Ann Hilson	09:09:10	Test account balances	CR	Change Request			107		3
IB CH0001002	Salemshire Drive	12/12/2022	Awaiting Acceptance	Mary Thompson	06:18:30	Test call for account balances manual	SR	Select Call Type			09-12/1202		3
IB CH0001001	Young Electric	26/11/2022	Unassigned		11:29:19	Order the same part twice receive with different batch num.	CR	Change Request			an123		3
IB CH0000996	Hope Works (Pty) Ltd	21/10/2022	Unassigned		11:10:11	Order the same part twice receive with different batch num.	CR	Change Request			an123	BP02 TEST 1	3
IB CH0000992	Top Vehicle Hire	20/10/2022	Awaiting Acceptance	Daniel Balgovan	14:05:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD		3
IB CH0000991	Askle Judd Inc	24/10/2022	Unassigned		05:38:15	Contact Closure - C00000594	SR	Select Call Type					3
IB CH0000989	Denton / Technologies	13/06/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
IB CH0000988	Young Electric	13/06/2022	Unassigned		09:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123		3
IB CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123		3
IB CH0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123		3
IB CH0000985	Hope Works (Pty) Ltd	13/06/2022	Unassigned		06:00:13	Test future call - for elapsed time	UPG	Upgrade			20-46765		3
IB CH0000984	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:10:00	Test elapsed hours - 2 days prior	TEST	Testing			AT300000		3
IB CH0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SN23415546		3
IB CH0000982	Young Electric	13/06/2022	Unassigned		06:00:30	Test elapsed hours 1	TEST	Testing			an123		3
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IB CH0000974	Hope Works (Pty) Ltd	16/11/2019	Awaiting Acceptance	Bianca Du Toit	06:30:20	Test another call email	ACH	Administration			09501015		3
IB CH0000972	Hope Works (Pty) Ltd	16/11/2019	Awaiting Acceptance	Bianca Du Toit	15:07:00	Test new call for email description in body	CR	Change Request			09501015		3
IB CH0000971	Westwood Dynamic	26/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000969	Hope Works (Pty) Ltd	16/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2
IB CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000964	Hack P.C. IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807		2
IB CH0000963	Westwood Dynamic	26/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			18-30000		2
IB CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	SubfloorHart - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Checkers Centre - Hilovest	2
IB CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
IB CH0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234		2

Count: 386

User : Bianca 30/03/2022 Version : 2.5.1.4 Example Company

- Select the **Call** you wish to work with.

Call Listing - BPO Version 2.5.1.4 - Example Company

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

My Call Save Layout Workspaces My Call Save Filter Start Close Complete Hold Pending Follows Print Reports

Find Filter

Drop a column header here to group by that column

CallReference	CustomerName	CallDate	CallState	Technician	CallTime	Description	CallType	CallDesc	ErrorCode	ErrorCodeDesc	SerialNo	ChkLocationSubject	Priority
BI CH0001003	Young Electric	12/12/2022	Awaiting Acceptance	Ann Hilborn	09:09:10	Test account balance	CR	Change Request			an123	Chckers Centre - Hilborn	3
BI CH0001002	Semantic Drive	12/12/2022	Awaiting Acceptance	Nery Thompson	09:38:20	Test call for account balance manual	SR	Select Call Type			BP-12/12/22	Chckers Centre - Hilborn	3
BI CH0001001	Young Electric	26/11/2022	Unassigned		11:26:19	Order the same part twice receive with different batch num.	CR	Change Request			an123	Chckers Centre - Hilborn	3
BI CH0000998	Top Value Hires	25/10/2022	Unassigned		14:08:17	Loan machine for temporary high volume printing requirement	SRV	Service			TOP1234OLD	BPOC TEST 1	3
BI CH0000991	Apple Juice Inc	24/09/2022	Unassigned		09:36:15	Contact Closure - C00000059	SR	Select Call Type					3
BI CH0000989	Derton / Technologies	13/04/2022	Unassigned		09:00:00	Call for Monday elapse hours check	TEST	Testing			2020-2222		3
BI CH0000988	Young Electric	01/04/2022	Unassigned		09:00:00	Call logged 5 days ago for time elapsed checks	CR	Change Request	CONF	Configuration	an123	Chckers Centre - Hilborn	3
BI CH0000987	Young Electric	06/06/2022	Unassigned		06:00:00	Call logged 4 days ago for elapse time checks	UPG	Upgrade			an123	Chckers Centre - Hilborn	3
BI CH0000986	Young Electric	07/06/2022	Unassigned		06:00:00	Call logged 5 days ago for elapse time checks	SR	Select Call Type			an123	Chckers Centre - Hilborn	3
BI CH0000985	Hope Works (Pty) Ltd	10/04/2022	Unassigned		15:09:13	Test future call - for elapsed time	UPG	Upgrade			20-96765	Chckers Centre - Hilborn	3
BI CH0000984	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:00:00	Test elapsed hours - 2 day prior	TEST	Testing			47300000	Chckers Centre - Hilborn	3
BI CH0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SN02413546	Chckers Centre - Hilborn	3
BI CH0000982	Young Electric	18/04/2022	Unassigned		06:00:35	Test elapsed hours 1	TEST	Testing			an123	Chckers Centre - Hilborn	3
BI CH0000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:26	Test with site manager email entered	ADM	Administration			107	Chckers Centre - Hilborn	3
BI CH0000974	Hope Works (Pty) Ltd	30/11/2019	Awaiting Acceptance	Bianca Du Toit	06:36:20	Test another call email	ADM	Administration			095013015	Chckers Centre - Hilborn	3
BI CH0000972	Hope Works (Pty) Ltd	18/11/2019	Awaiting Acceptance	Bianca Du Toit	15:57:00	Test new call for email description in body	CR	Change Request			095013015	Chckers Centre - Hilborn	3
BI CH0000971	Westwood Dynamic	29/11/2019	Unassigned		08:00:00	Subfillment - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Chckers Centre - Hilborn	2
BI CH0000970	Westwood Dynamic	22/11/2019	Unassigned		08:00:00	Subfillment - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Chckers Centre - Hilborn	2
BI CH0000969	Hope Works (Pty) Ltd	06/11/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BI CH0000968	Green Tea Supplies	16/11/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234	Chckers Centre - Hilborn	2
BI CH0000967	Westwood Dynamic	15/11/2019	Unassigned		08:00:00	Subfillment - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Chckers Centre - Hilborn	2
BI CH0000966	Westwood Dynamic	08/11/2019	Unassigned		08:00:00	Subfillment - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Chckers Centre - Hilborn	2
BI CH0000965	Westwood Dynamic	01/11/2019	Unassigned		08:00:00	Subfillment - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Chckers Centre - Hilborn	2
BI CH0000964	Hack PC - IT Shop	26/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			147807	Chckers Centre - Hilborn	2
BI CH0000963	Westwood Dynamic	25/10/2019	Unassigned		08:00:00	Subfillment - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Chckers Centre - Hilborn	2
BI CH0000962	Hope Works (Pty) Ltd	19/10/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			1B-30300	Chckers Centre - Hilborn	2
BI CH0000961	Hope Works (Pty) Ltd	18/10/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BI CH0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	Subfillment - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Chckers Centre - Hilborn	2
BI CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Subfillment - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Chckers Centre - Hilborn	2
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BI CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BI CH0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234	Chckers Centre - Hilborn	2

Count: 306

User : Bianca 30/03/2023 Version : 2.5.1.4 Example Company

- Click on the **Edit** button.

Call Listing - BPO Version 2.5.1.4 - Example Company

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

My Call Save Layout Workspaces My Call Save Filter Start Close Complete Hold Pending Follows Print Reports

Find Filter

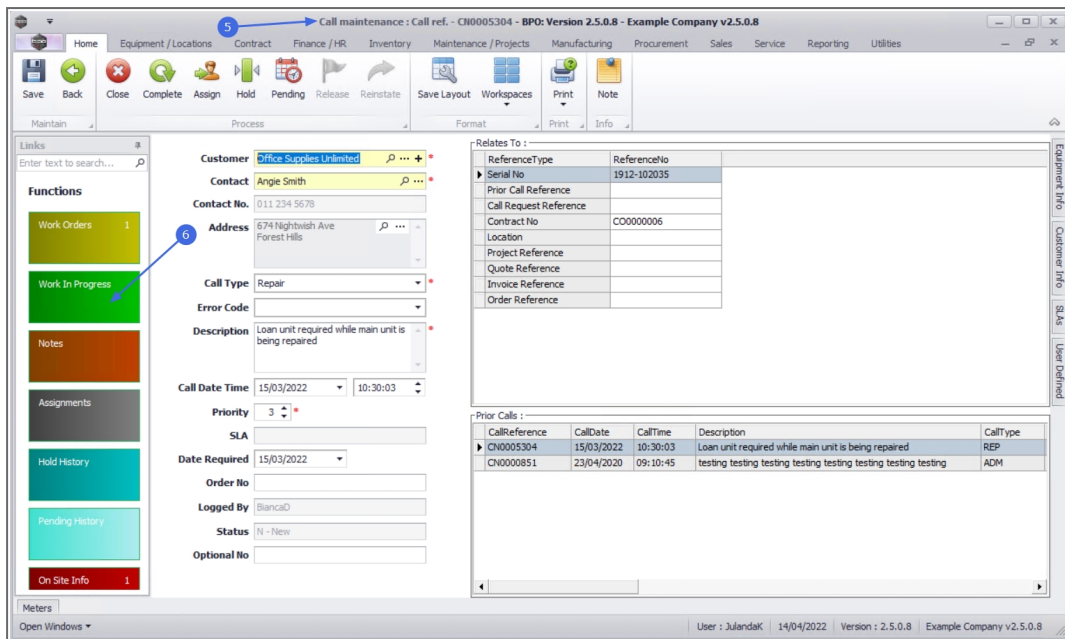
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BI CH0001002	Semantic Drive	12/12/2022	Awaiting Acceptance	Nery Thompson	09:38:20	Test call for account balance manual	SR	Select Call Type			BP-12/12/22	Chckers Centre - Hilborn	3
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BI CH0000983	Hope Works (Pty) Ltd	06/06/2022	Unassigned		06:08:31	Test elapsed time 2 - day prior	TEST	Testing			SN02413546	Chckers Centre - Hilborn	3
BI CH0000982	Young Electric	18/04/2022	Unassigned		06:00:35	Test elapsed hours 1	TEST	Testing			an123	Chckers Centre - Hilborn	3
BI CH0000976	Young Electric	18/11/2019	Awaiting Acceptance	Bianca Du Toit	11:24:26	Test with site manager email entered	ADM	Administration			107	Chckers Centre - Hilborn	3
BI CH0000974	Hope Works (Pty) Ltd	30/11/2019	Awaiting Acceptance	Bianca Du Toit	06:36:20	Test another call email	ADM	Administration			095013015	Chckers Centre - Hilborn	3
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BI CH0000960	Westwood Dynamic	18/10/2019	Unassigned		08:00:00	Subfillment - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Chckers Centre - Hilborn	2
BI CH0000959	Westwood Dynamic	11/10/2019	Unassigned		08:00:00	Subfillment - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Chckers Centre - Hilborn	2
BI CH0000958	Westwood Dynamic	04/10/2019	Unassigned		08:00:00	Subfillment - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Chckers Centre - Hilborn	2
BI CH0000957	Westwood Dynamic	27/09/2019	Unassigned		08:00:00	Subfillment - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Chckers Centre - Hilborn	2
BI CH0000956	Westwood Dynamic	20/09/2019	Unassigned		08:00:00	Subfillment - Bathroom Bin Maintenance	SM	Scheduled Maintenance				Chckers Centre - Hilborn	2
BI CH0000955	Hope Works (Pty) Ltd	18/09/2019	Unassigned		08:00:00	Tier - Commercial Tier Test	INVT	Installation				Forest Hills Centre	2
BI CH0000954	Green Tea Supplies	17/09/2019	Unassigned		08:00:00	2MS - 2 month service	SM	Scheduled Maintenance			NEW1234	Chckers Centre - Hilborn	2

Count: 306

User : Bianca 30/03/2023 Version : 2.5.1.4 Example Company

- The **Call maintenance : Call ref - [call reference number]** screen will display.
- Click on the **Work In Progress** tile.



- The **Work in Progress for Call, Ref No : [call ref. number]** screen will be displayed.

The screen displays both **stock** or **internal assets** that have been issued, as well as **Third Party Services** that have been received

If the items or services are billable, then they have **not** been invoiced.

If the items are non-billable, the linked work order, call or project has **not** yet been closed.

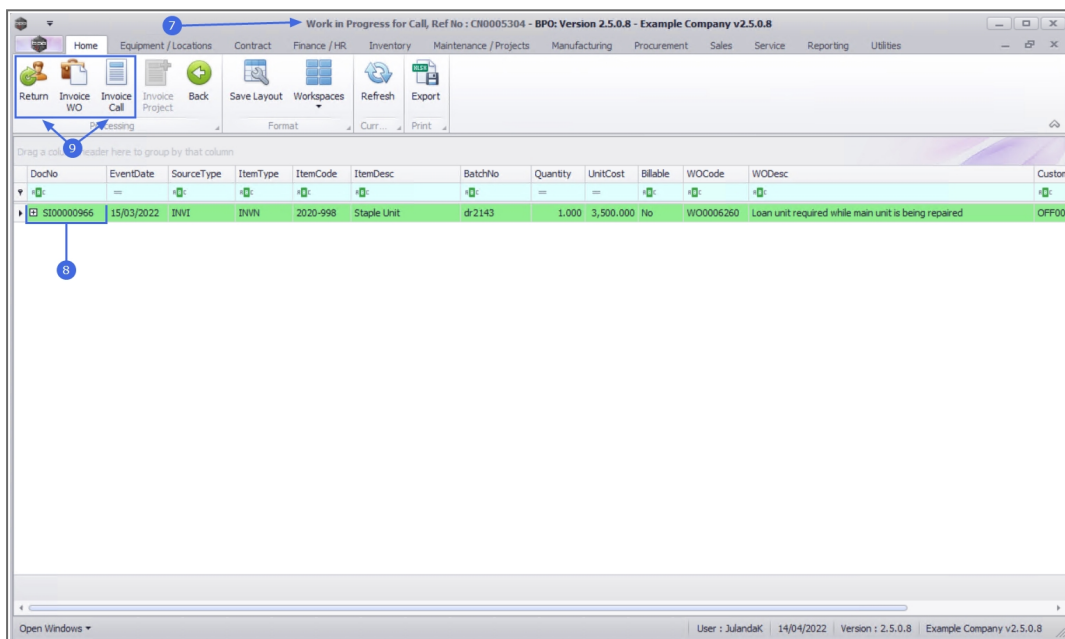
- The **Doc No** column displays the, Work in Progress reference number for a **part** with a **SI** prefix to the number.
 - A **service** Work in Progress will display as **SERVICE**.

WIP PROCESSING

- From this screen, you can:
 - Do a **Return Request** for an item or service,
 - Invoice** a **work order**, or
 - Invoice Call**.



The **Invoice Project** button has been greyed out indicating that a Project cannot be Invoiced from this screen.

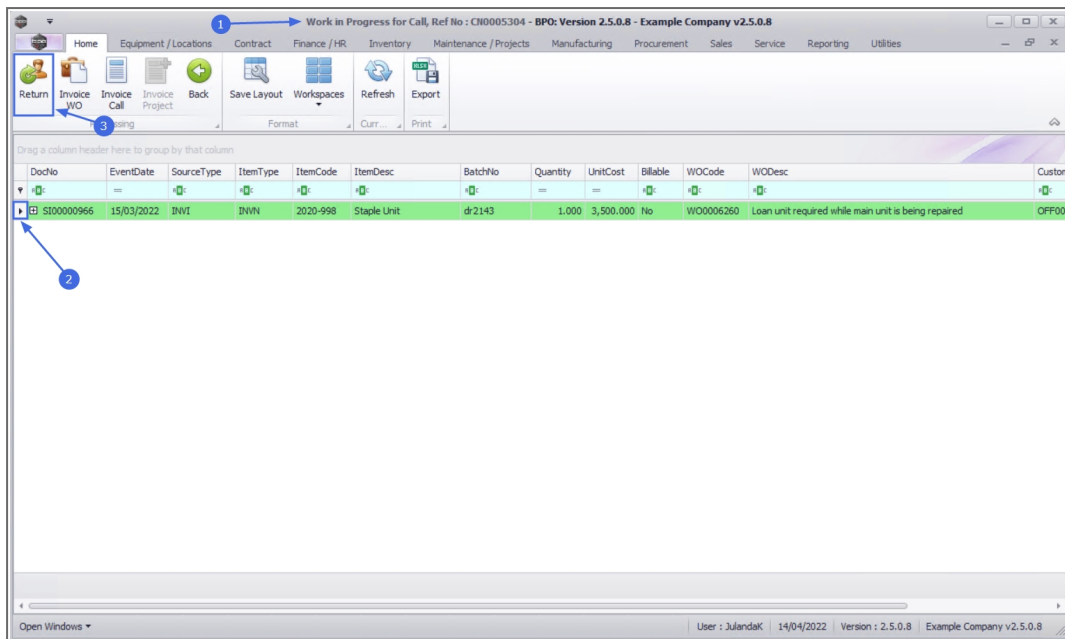


RETURN REQUEST

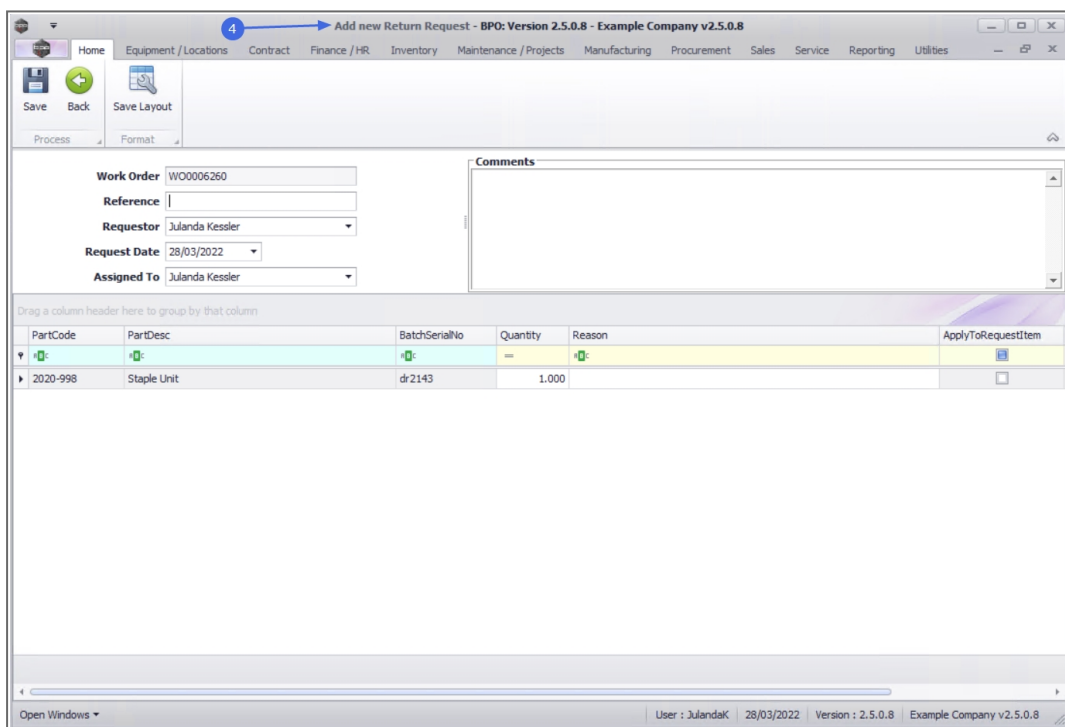
- From the **Work in Progress for Call, Ref No: [call ref number]** screen,
- Click on the **row** of the Service or Part you wish to return.
- Click on the **Return** button.



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



- "The Add new Return Request screen will be displayed." on page 2

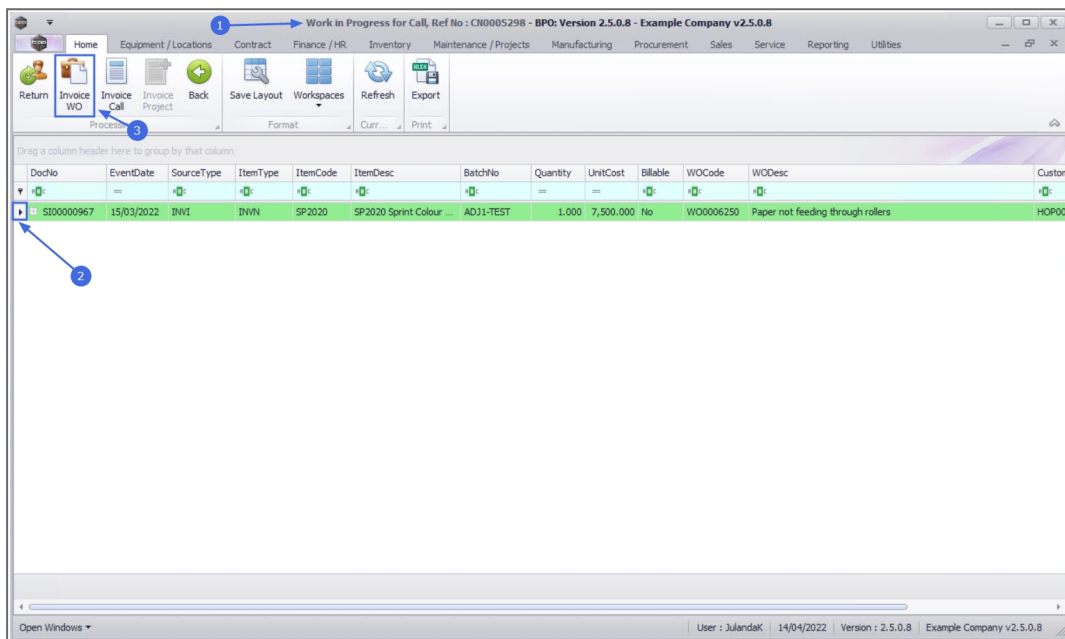


INVOICE WORK ORDER

- From the **Work in Progress for Call, Ref No. : [call ref number]** screen,
- Click on the **row** of the Service or Part you wish to Invoice.
- Click on **Invoice WO**.



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



- "The Add new Return Request screen will be displayed." on page 2

4 → Add new Customer Invoice - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

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

Save Back Delete Item Save Layout

Maintain Format

Customer Name Office Supplies Unlimited

Contact Name Commercial

Type Class Commercial

Salesman Julanda Kessler

Billing Customer Office Supplies Unlimited

Invoice Currency South African Rand

Tax Rate 15.00

Reference

Status New

Date & Time 28/03/2022 14:25:10

Billing address

Shipping address

Billing Contact

Exchange Rate 1

☐ Suppress Line Detail on Print

Addresses Related References

SuppressOnPrint	ItemType	ItemCode	ItemDescription	InvoiceLineDescription	WarehouseName	BatchSerialNo	Quantity	UnitCost	Markup	Discount	UnitSellingPrice	BaseCcyPrice
	Expenses	TOLL	Marianhill Ridge, ...	Marianhill Ridge, Toll to ...			1.000	27.000	15.000	0.000	31.050	31.050
	Expenses	ON	Over night stay ...	Over night stay as inst...			1.000	750.000	15.000	0.000	862.500	862.500
	Expenses	TOLL	Marianhill Ridge, ...	Marianhill Ridge, Toll to ...			1.000	27.000	15.000	0.000	31.050	31.050
	Expenses	TOLL	Marianhill Ridge, ...	Marianhill Ridge, Toll to ...			1.000	27.000	15.000	0.000	31.050	31.050
	Warranty	12MSW	12 Month Suppl...	12 Month Supplier War...			1.000	0.000	15.000	0.000	0.000	0.000
	Select type...											

Comment

Sub Total 955.65

VAT 143.35

Grand Total 1,099.00

Open Windows

User : JulandaK 28/03/2022 Version : 2.5.0.8 Example Company v2.5.0.8

INVOICE CALL

- From the *Work in Progress for Call*, Ref No: [call ref number] screen,
- Click on the **row** of the Service or Part that you wish to invoice.
- Click on **Invoice Call**.



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

Work in Progress for Call, Ref No : CN0005304 - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

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

Return Invoice WO Invoice Call Back Save Layout Workspaces Refresh Export

Processing Format Curr... Print

Drag a column header here to group by that column

DocNo	EventDate	SourceType	ItemType	ItemCode	ItemDesc	BatchNo	Quantity	UnitCost	Billable	WOCCode	WODesc
SI00000966	15/03/2022	INVT	INVN	2020-998	Staple Unit	dt2143	1.000	3,500.000	No	WO0005260	Loan unit required while main unit is being repaired

Open Windows

User : JulandaK 09/05/2022 Version : 2.5.0.8 Example Company v2.5.0.8

- "Invoice Header" on page 2

Add new Customer Invoice - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

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

Save Back Delete Item Save Layout

Maintain Format

Customer Name Office Supplies Unlimited

Contact Name Angie Smith

Commercial Type Class Commercial

Salesman Julanda Kessler

Billing Customer Office Supplies Unlimited

Invoice Currency South African Rand

Tax Rate 15.00

Reference

Status New

Date & Time 09/05/2022 15:01:03

Billing address

PO Box 9632
Forest Hills

Shipping address

674 Nightwish Ave
Forest Hills
1234

Billing Contact

Exchange Rate 1

Suppress Line Detail on Print

SuppressOnPrint	ItemType	ItemCode	ItemDescription	InvoiceLineDescription	WarehouseName	BatchSerialNo	Quantity	UnitCost	Markup	Discount	UnitSellingPrice	BaseCcyPrice
	Labour	ADMIN	Administration	Administration			1.000	98.000	10.000	0.000	107.800	107.800
	Select type...											

Comment

Sub Total 107.80

VAT 16.17

Grand Total 123.97

Open Windows

User : JulandaK 09/05/2022 Version : 2.5.0.8 Example Company v2.5.0.8

MNU.122.043

