

SERVICE

CALLS - WORK IN PROGRESS

The Work in Progress (WIP) screen displays:

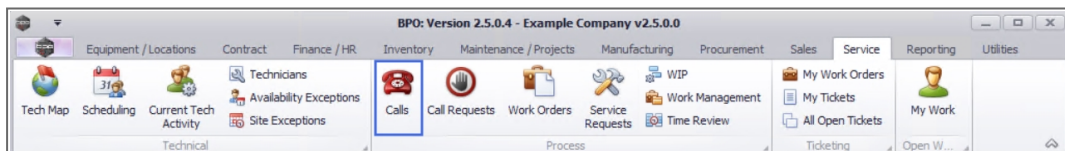
- **Parts** that have been issued or
- **Third Party Services** that have been received

but have not yet been invoiced.

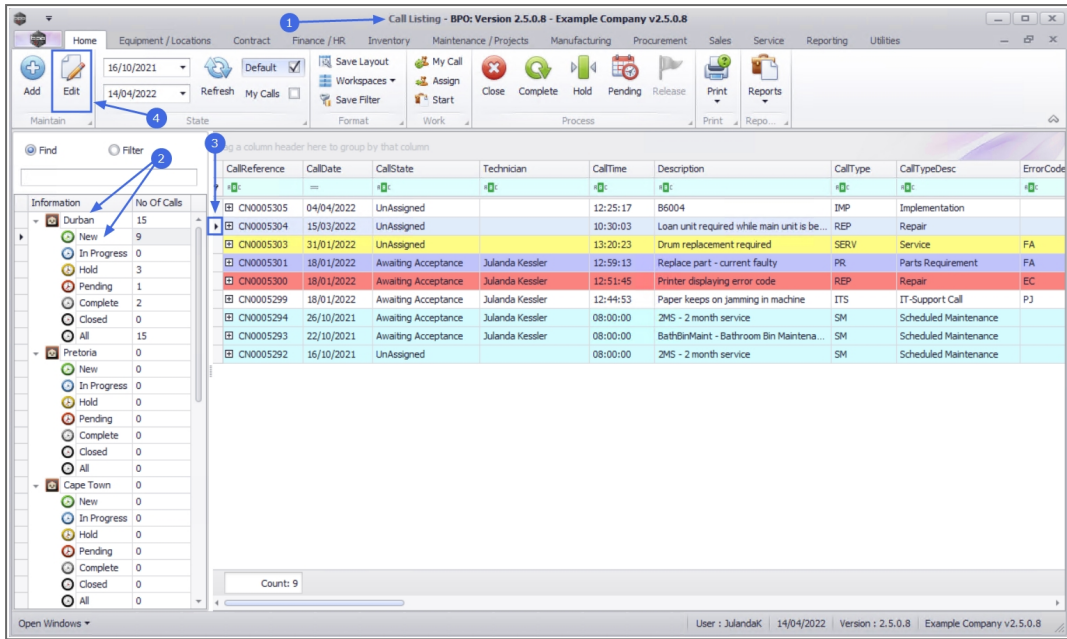
If these items are **non** billable, the work order, call or project will **not** have been closed yet.

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

Ribbon Access: *Service > Calls*

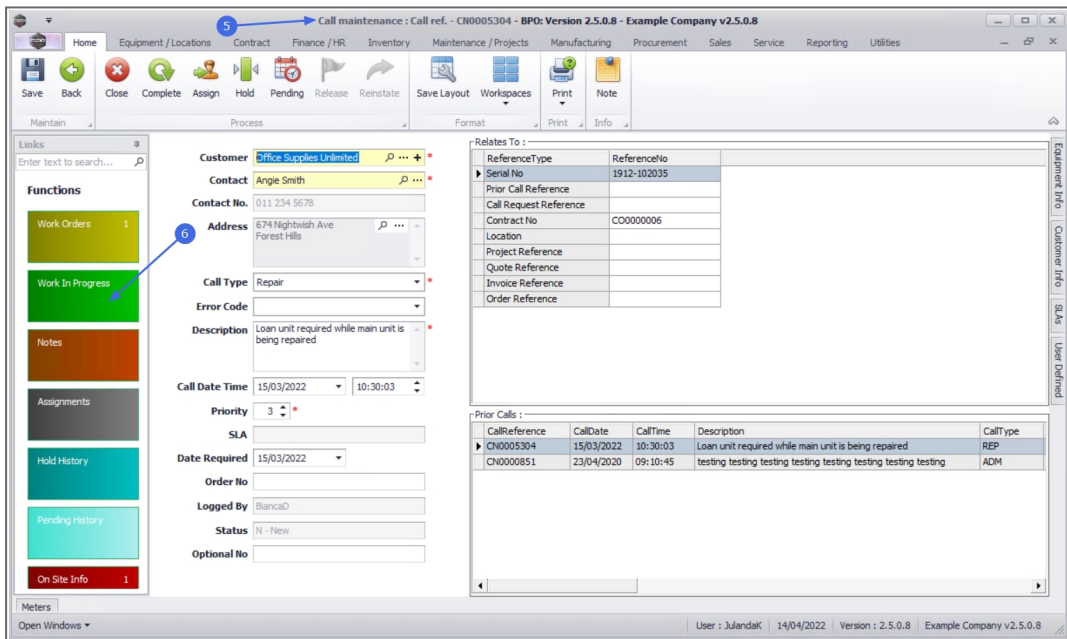


1. The **Call Listing** screen will be displayed.
2. Select the **Site** and **Status**.
 - The example has **Durban** as site and the **New** status selected.
3. Click on the **row** of the call you wish to view the Work in Progress for.
4. Click on **Edit**.



5. The **Call maintenance : Call ref - [call reference number]** screen will display.

6. Click on the **Work In Progress** Tile.



7. 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.

8. 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**.

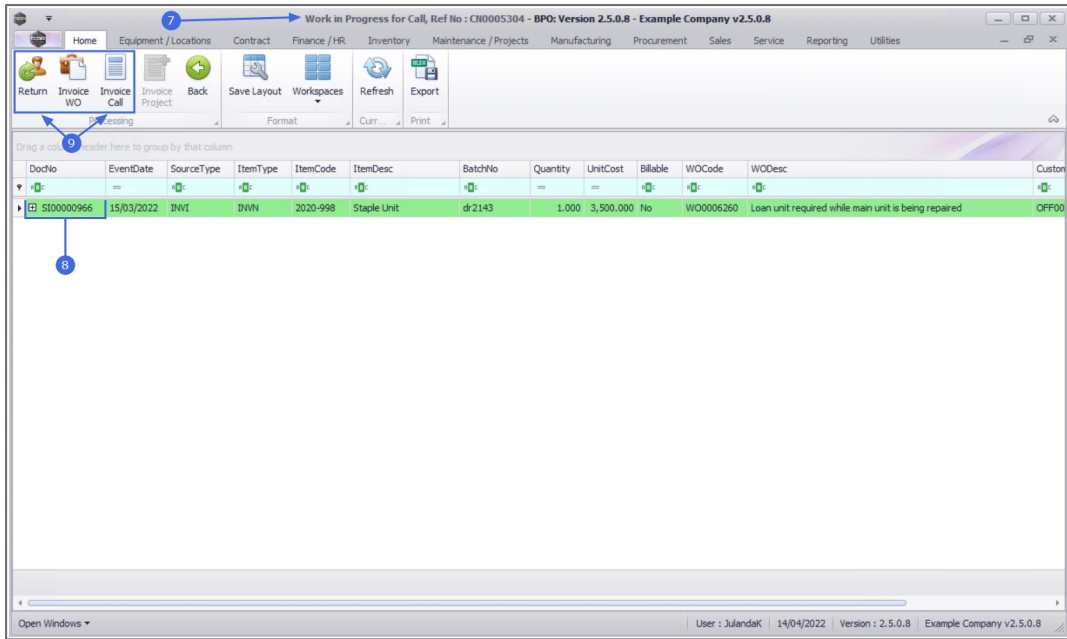
WIP PROCESSING

9. 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.

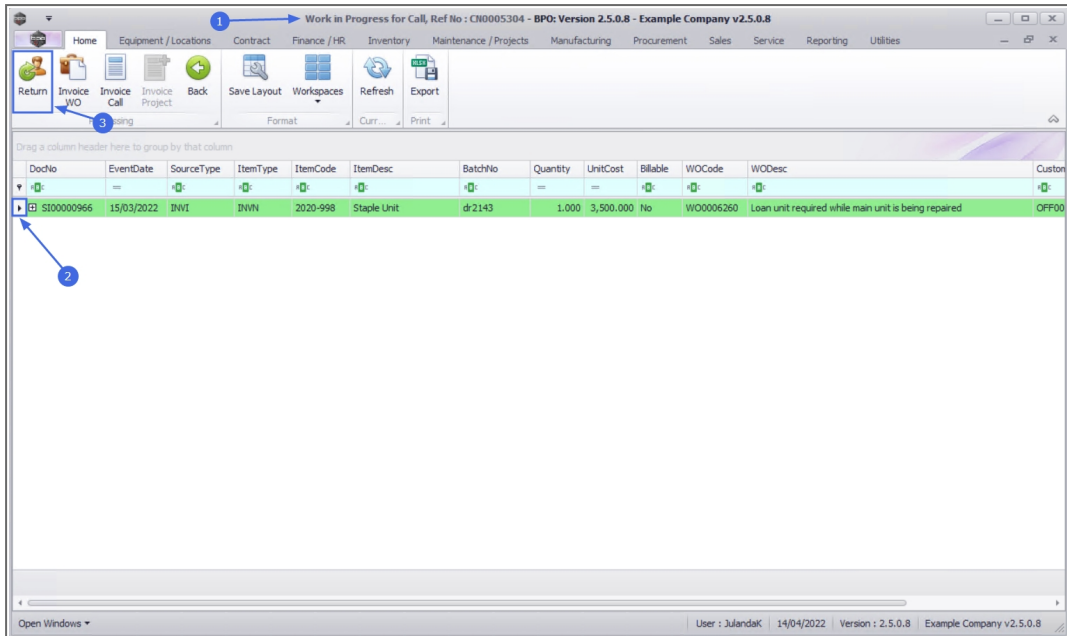


RETURN REQUEST

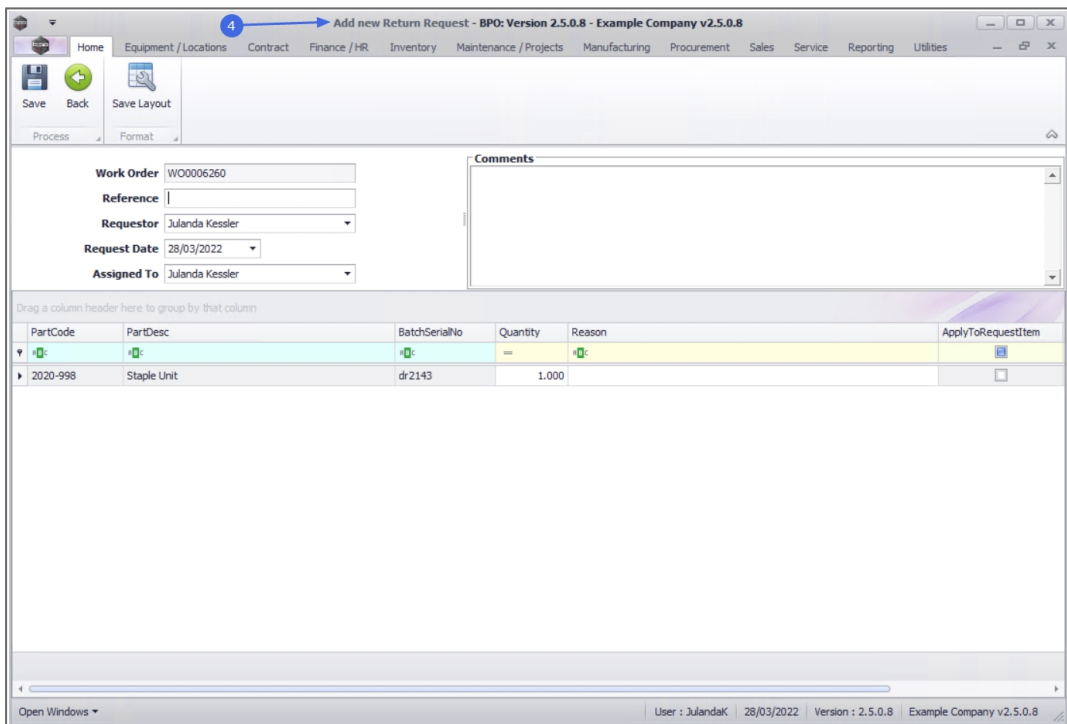
1. From the **Work in Progress for Call, Ref No: [call ref number]** screen,
2. Click on the **row** of the Service or Part you wish to return.
3. Click on the **Return** button.



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



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

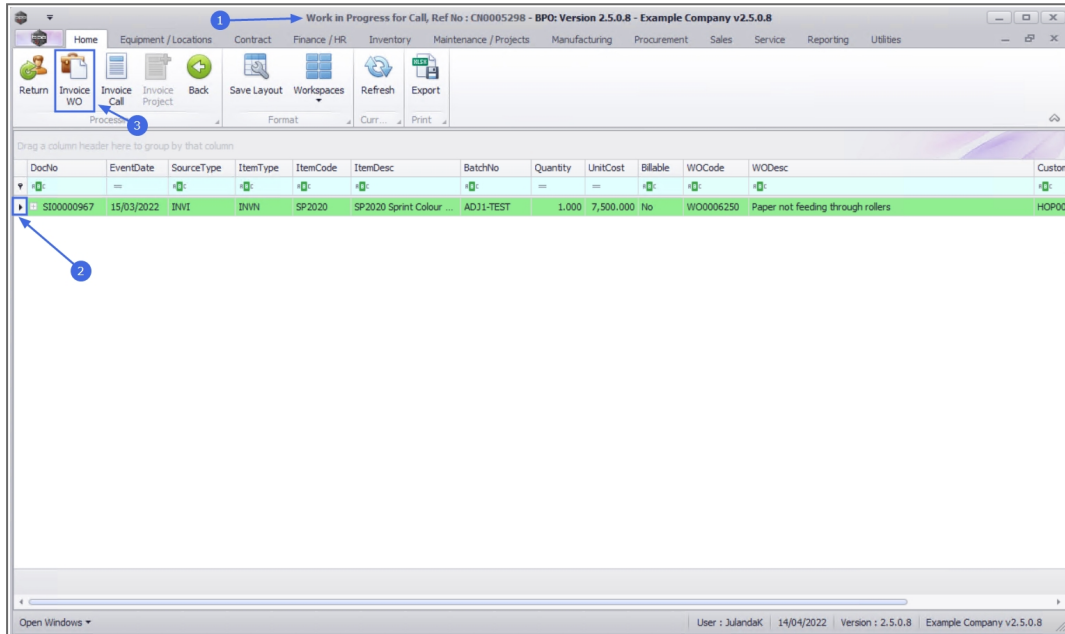


INVOICE WORK ORDER

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



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



4. The Add new Customer Invoice screen will be displayed.

INVOICE CALL

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



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

4. "Invoice Header" on page 2

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