

# Tabs

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# Service order

The screenshot shows the 'Service Order' form in the KONECT ERP system. The form is titled 'Service Order: SJC420' and is located in the 'Manufacturing Discrete' organization. The form contains the following fields:

- Client:** Sandbox
- Service Request:** 1000024\_JCB
- Target Document Type:** Service Jobcard
- Business Partner:** JCB
- Description:** (Empty text area)
- Service Order Date:** 26/12/2023, 9:40:21 AM
- Request Type:** Warranty
- Service Cost:** 0.00
- Document Status:** Drafted
- Organization:** Manufacturing Discrete
- Document No:** SJC420
- Attribute Set Instance:** (Empty dropdown)
- Partner Location:** Chennai
- Product:** EM\_307\_Earth Mover 49" Inches
- Payment Rule:** On Credit
- Payment Term:** 30 Days
- Currency:** INR
- Project:** (Empty dropdown)
- Active:** ☒

## Critical Fields:

client - It's defines the client name

Organization- This field is used to select the organization

Target document type - Its a user-defined dropdown utilized for document classification purposes.

Service request - Service order can be created with reference to service request.

Request type - Here the user can mention the request type like warranty, product installation or AMC.

## Critical & one-time setup fields:

1. business partner - Here we can mention customer

2. Payment terms - Here payment term can be mentioned

3. Attribute set Instance - Here user have to mention the serial no of the product.

## **Non-Critical Fields:**

1. Project- If this order is processed against a project user can tag the project for tracking.

2. Description - This field is used for the descriptive of the service order.

3. service cost - Here service can be mention if required.

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## **Zoom conditions:**

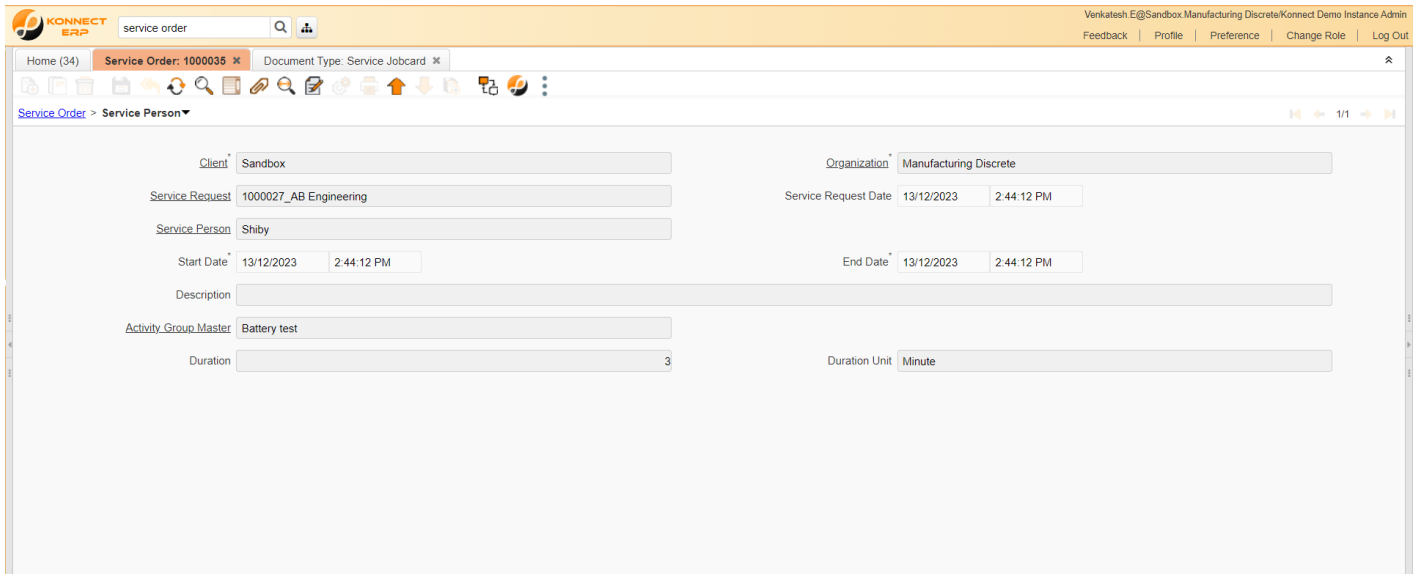
NA

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## **Customization:**

Based on the clients requirement customization will be done

# Service person



The screenshot shows the KONECT ERP interface for a Service Order. The top navigation bar includes the KONECT ERP logo, a search bar with 'service order', and user information: Venkatesh.E@Sandbox.Manufacturing Discrete/Konekt Demo Instance Admin. Below the navigation bar, the breadcrumb trail is 'Service Order > Service Person'. The form contains several fields: Client (Sandbox), Organization (Manufacturing Discrete), Service Request (1000027\_AB Engineering), Service Request Date (13/12/2023 2:44:12 PM), Service Person (Shiby), Start Date (13/12/2023 2:44:12 PM), End Date (13/12/2023 2:44:12 PM), Description, Activity Group Master (Battery test), Duration (3), and Duration Unit (Minute).

Client	Sandbox	Organization	Manufacturing Discrete
Service Request	1000027_AB Engineering	Service Request Date	13/12/2023 2:44:12 PM
Service Person	Shiby		
Start Date	13/12/2023 2:44:12 PM	End Date	13/12/2023 2:44:12 PM
Description			
Activity Group Master	Battery test		
Duration	3	Duration Unit	Minute

## Critical Fields:

Organization: This field is used to select the organization

client - This Field is used to select the client

## Critical & one-time setup fields:

Service person - This field is used to mention the service person

Activity group master - It's a user defined field utilized for classification of activity

## Non-Critical Fields:

Duration - Here we can mention the duration it take to complete the task

Duration unit - Here we can mention the UOM of the duration.

Start date and time - This field is used to capture the start date and time for the task.

End date and time - This field is used to capture the end date and time for the task

## Zoom conditions:

NA

## Customization:

Based on the clients requirement customization will be done

# Service sale order

The screenshot shows the 'Service Order' form in the KONECT ERP system. The form is divided into several sections: 'Data requested', 'Delivery', 'Invoicing', and 'Reference'. The 'Data requested' section includes fields for Client, Organization, Document No, Order Reference, Description, Target Document Type, Date Ordered, Business Partner, Invoice Partner, Partner Location, Invoice Location, User/Contact, Invoice Contact, and Place of supply. The 'Delivery' section includes Price List, Currency, Sales Representative, Discount Printed, Payment Rule, and Payment Term. The 'Reference' section includes Status, Total Lines, Grand Total, Order Source, and Cash Plan Line. The form is currently in the 'Data requested' section, and the 'Sales Representative' field is highlighted with a red border.

## Critical Fields:

Organization: This field is used to select the organization

client - This field is used to select the client

Target document type - This is a user defined field, utilized for classification of Service sale order.

## Critical & one-time setup fields:

Service order - It will refer the service order no will fetch automatically

place of Supply - This field defines the place of supply

Payment term - This field is used to mention the payment term

Business partner - This field used to mention the customer name.

## Non-Critical Fields:

Description user can mention the details description of this service sale order in it.

## Zoom conditions:

NA

## Customization:

Based on the client requirement customization will be done accordingly.