

Service order

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Introduction

Overview

The Service Order feature has undergone enhancements, now allowing users to include specific details such as service cost and customer name within the document. This refinement enhances the functionality, providing a more detailed and comprehensive approach to managing service-related activities.

Business case

This window is used to capture the service related activities, capturing the service person action on service order and also invoice raised against the service

Tabs

Tabs

Service order

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

- Client:** Sandbox
- Organization:** Manufacturing Discrete
- Service Request:** 1000024_JCB
- Document No:** SJC420
- Target Document Type:** Service Jobcard
- Attribute Set Instance:** (empty)
- Business Partner:** JCB
- Partner Location:** Chennai
- Description:** (empty)
- Service Order Date:** 26/12/2023, 9:40:21 AM
- Product:** EM_307_Earth Mover 49" Inches
- Request Type:** Warranty
- Payment Rule:** On Credit
- Service Cost:** 0.00
- Payment Term:** 30 Days
- Document Status:** Drafted
- Currency:** INR
- Project:** (empty)

At the bottom of the form, there is a 'Document Action' button and an 'Active' checkbox which is checked.

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.
-

Zoom conditions:

NA

Customization:

Based on the clients requirement customization will be done

Tabs

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/Konnect Demo Instance Admin. The breadcrumb trail is 'Service Order > Service Person'. The form contains the following fields:

Client	Sandbox	Organization	Manufacturing Discrete
Service Request	1000027_AB Engineering	Service Request Date	13/12/2023 2:44:12 PM
Service Person	Shiby	End Date	13/12/2023 2:44:12 PM
Start 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

Tabs

Service sale order

The screenshot shows the SAP Service Order form in the KONECT ERP system. The form is titled "Service Order: 1000035" and is categorized as "Service Sales Order". It contains various input fields for client, organization, document number, order reference, description, target document type, date ordered, business partner, partner location, user/contact, place of supply, invoice partner, invoice location, invoice contact, service order, price list, currency, sales representation, payment rule, payment term, promotion code, total lines, grand total, order source, and cash plan line. The "Sales Representation" 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.

Validation

Validation

validation

Save

If the wants to save the changes in any record, they can save the details by clicking on the save icon

Delete

If the user wants to delete the record, they can delete the details by clicking on the delete icon