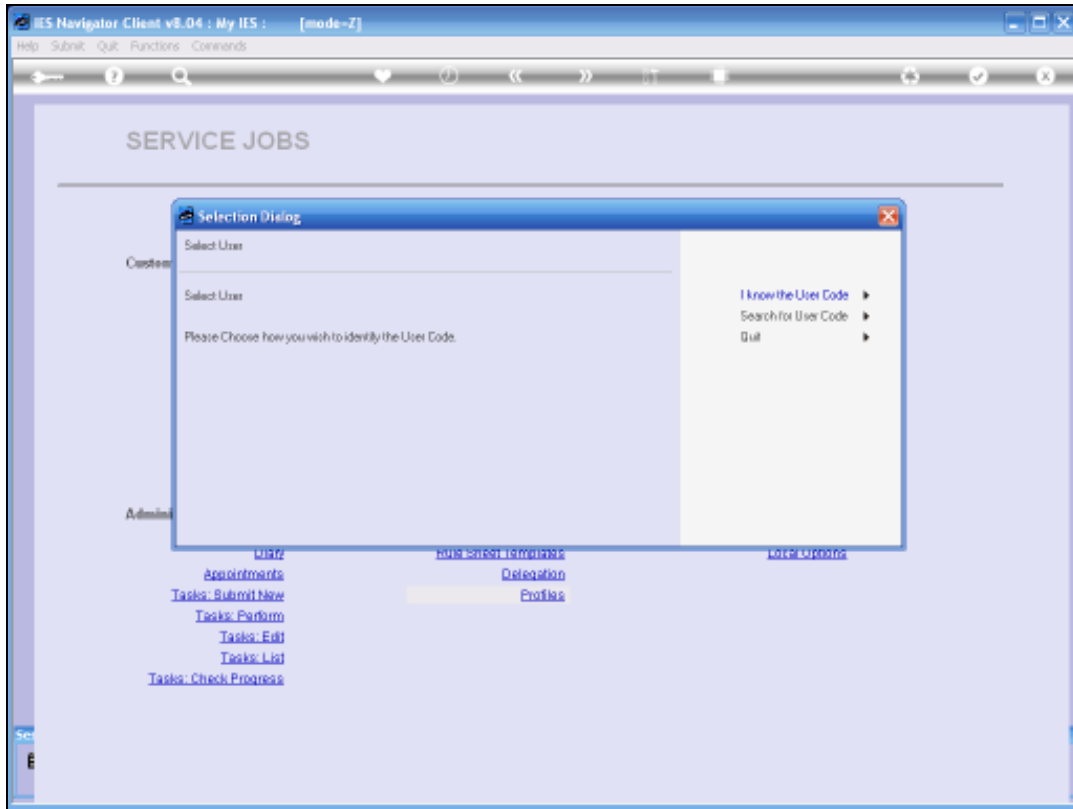




Slide 1

Slide notes:

In this tutorial we are looking at the Service Job Profile. Any User who uses these Service Jobs will have Menu Options for the various Options available in Service Jobs. But they will also have, in addition, the Business Profile for Service Jobs specifically.



Slide 2  
Slide notes:

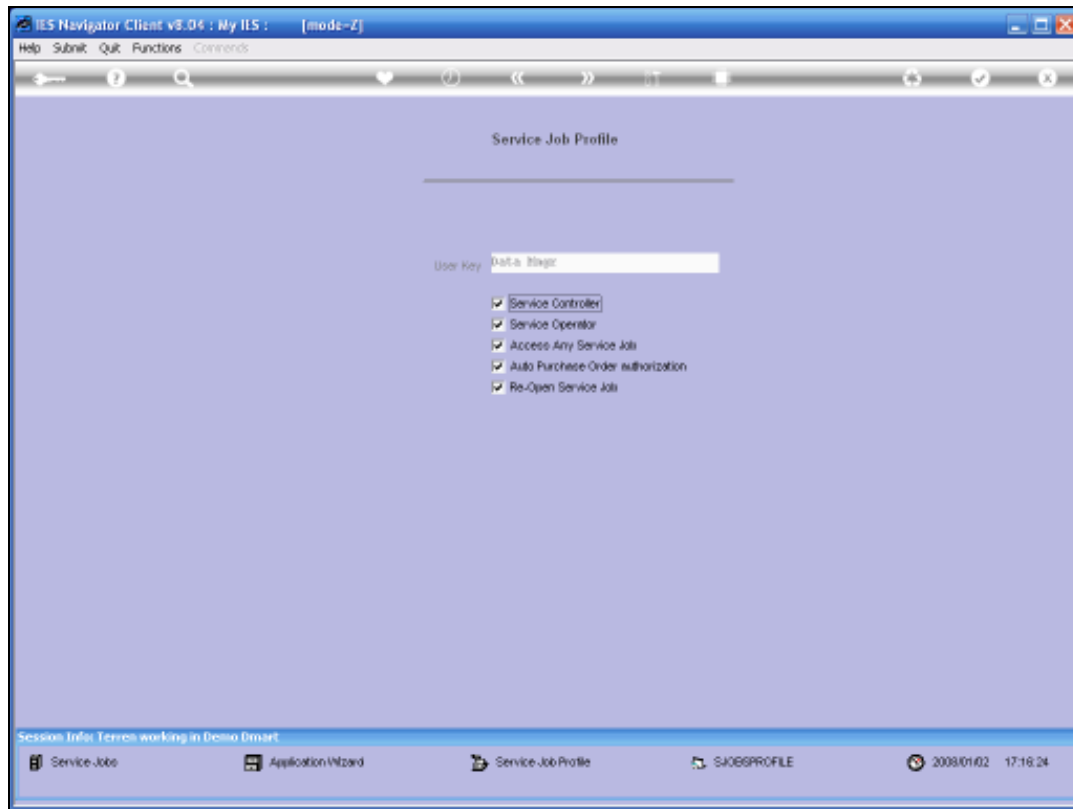


Slide 3  
Slide notes:



Slide 4

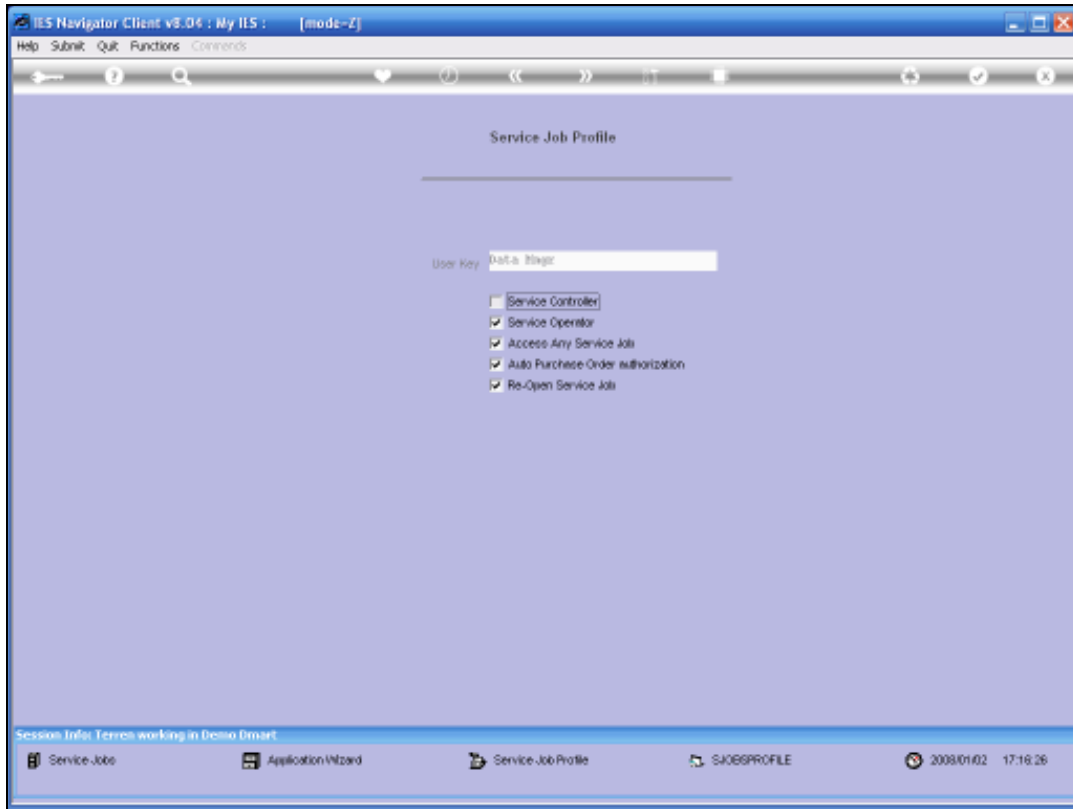
Slide notes:



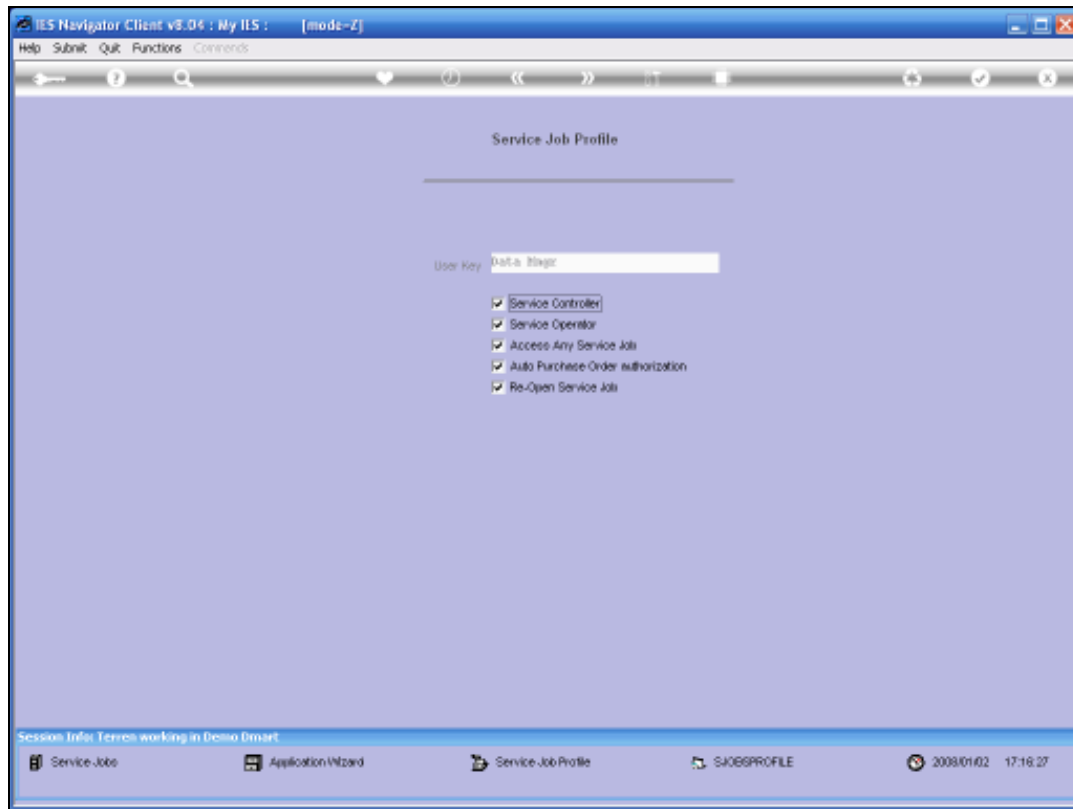
Slide 5

Slide notes:

For someone to be able to open New Service Jobs, the Service Controller Option must be checked. In other words, if Service Controller is not checked, then the User may be able to work existing and open Service Jobs but will not be able to open New Jobs. So a Service Controller can open a New Service Job.



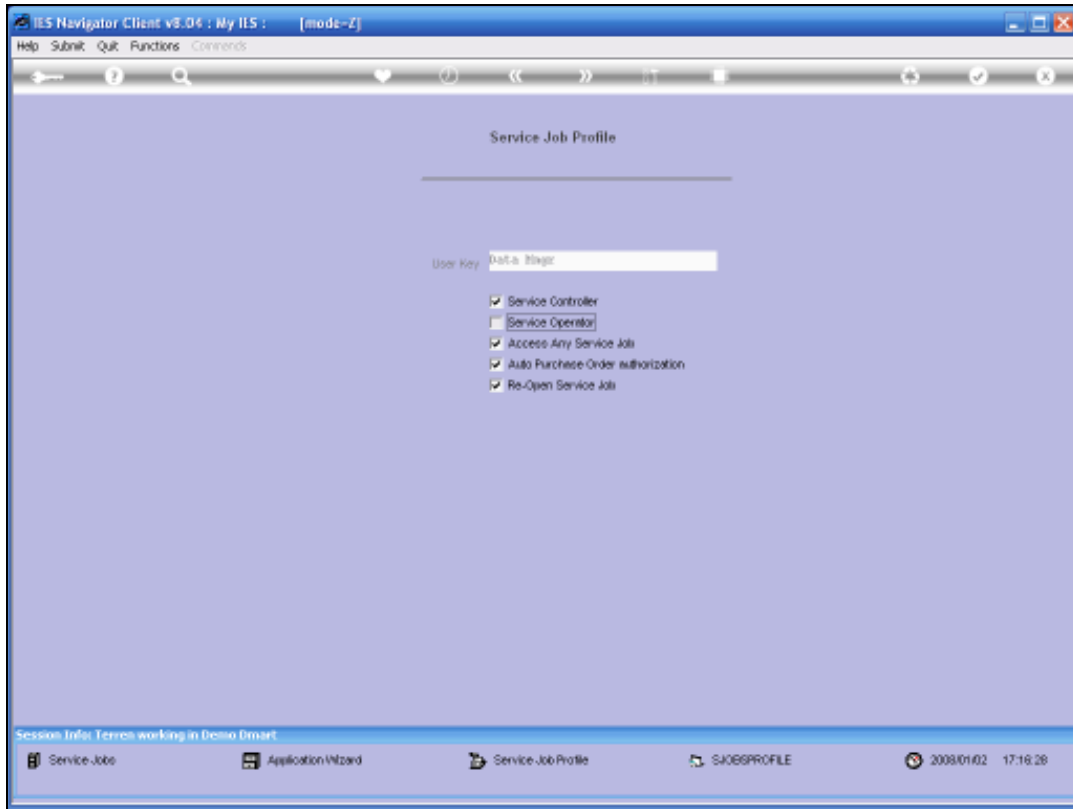
Slide 6  
Slide notes:



Slide 7

Slide notes:

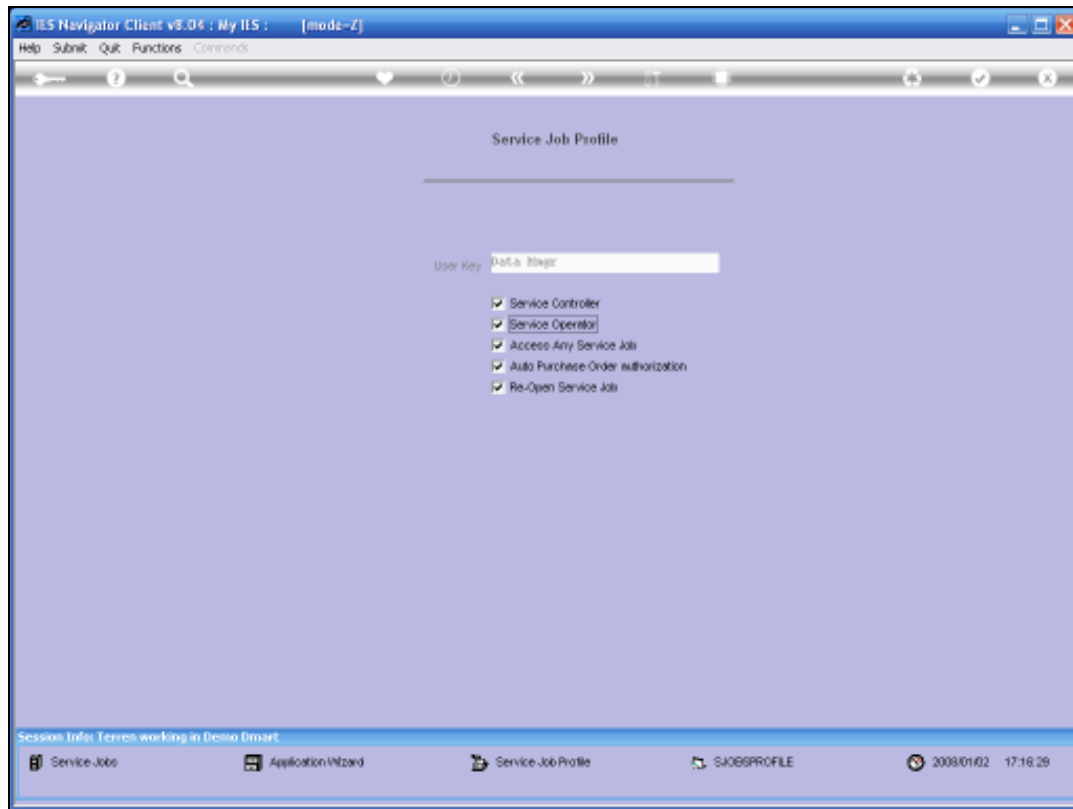
A Service Operator is somebody who works with Service Jobs. So this Option is usually checked for everybody or any Profile for Service Jobs. If Service Operator is not checked, then of course you are not working with Service Jobs.



Slide 8

Slide notes:



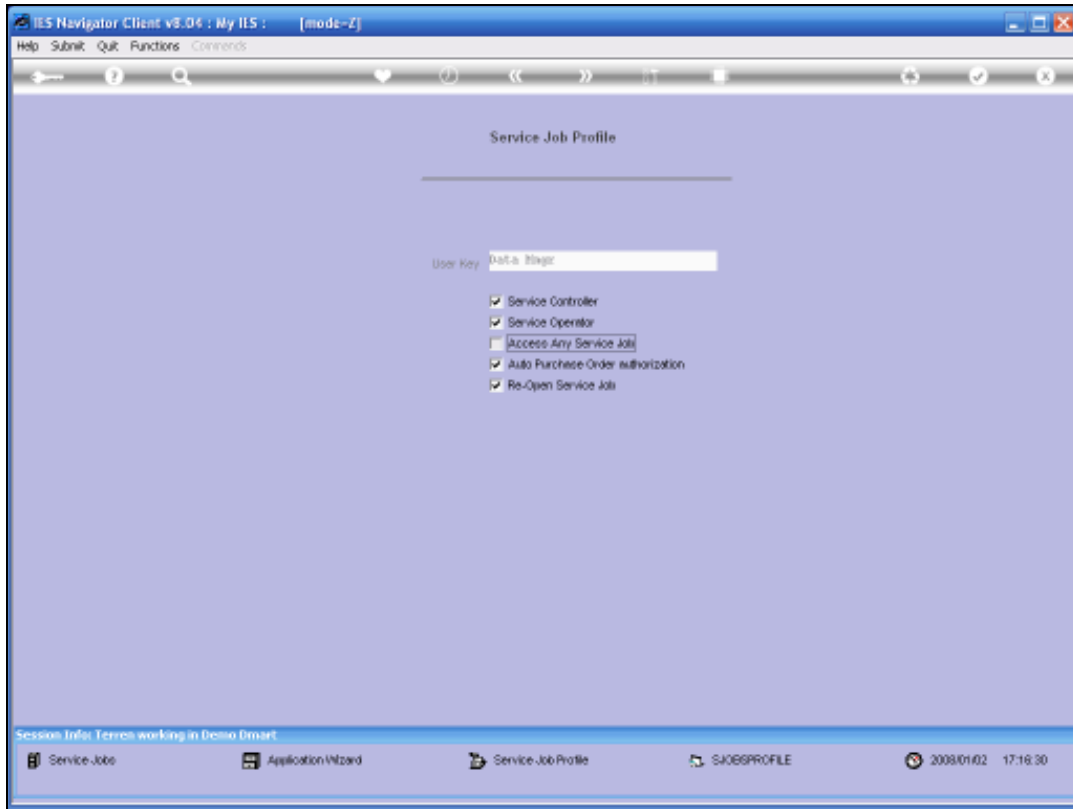


Slide 9

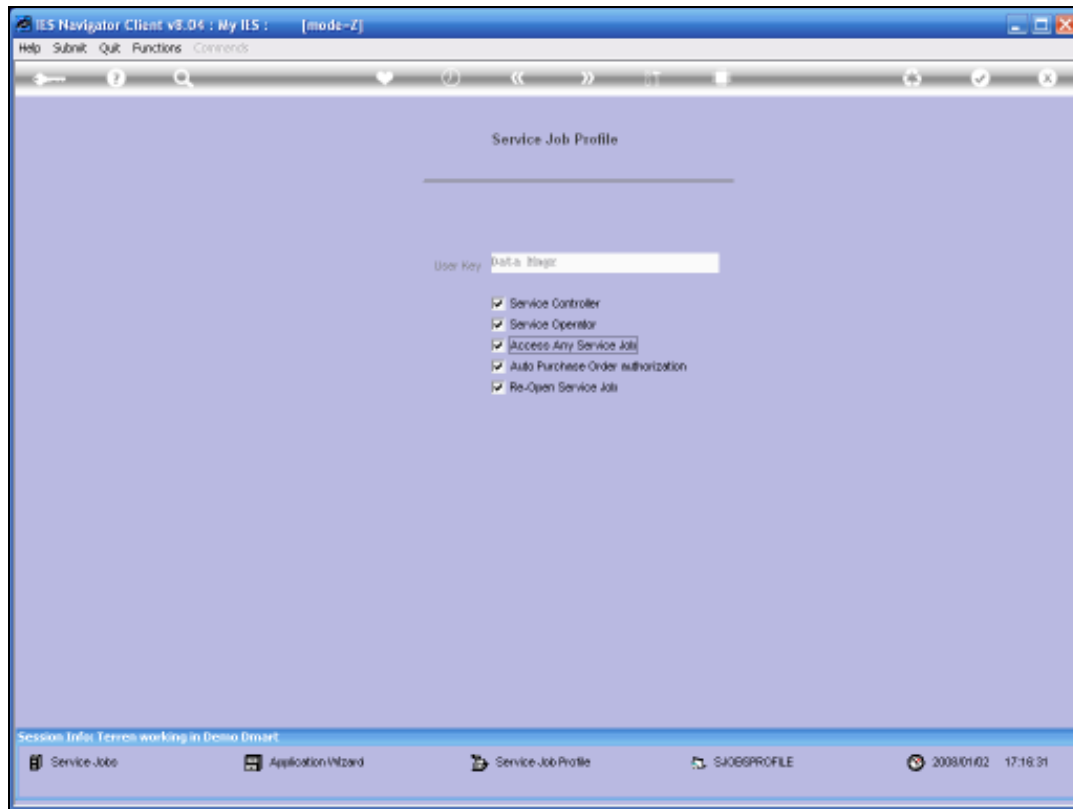
Slide notes:

"Access Any Service Job" can be On or Off. It means that when somebody opens a New Service Job then that person is the Service Controller. The Service Controller has a list of people delegated that may also work on any of his/her Service Jobs.

When this Option "Access Any Service Job" is checked it means that this Operator may work with any Service Job, regardless whether he or she is the Controller, or on the list of delegated Operators for that Controller. In other words this is a Senior or Supervisory type of privilege.



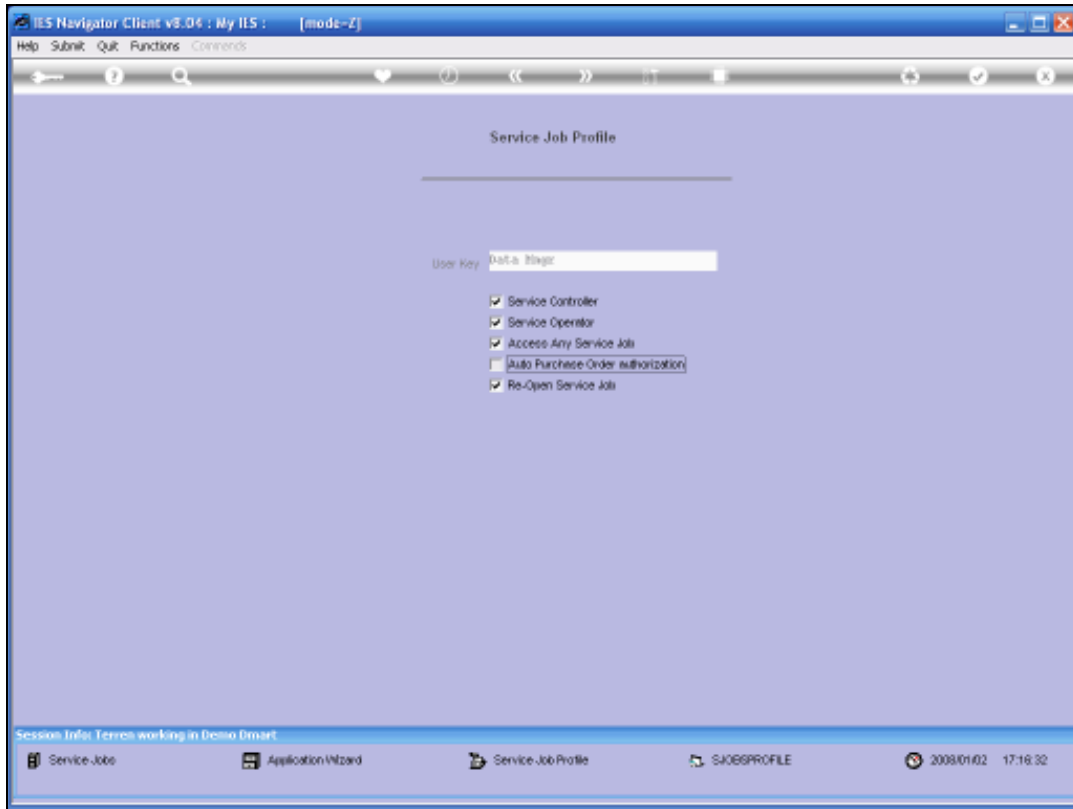
Slide 10  
Slide notes:



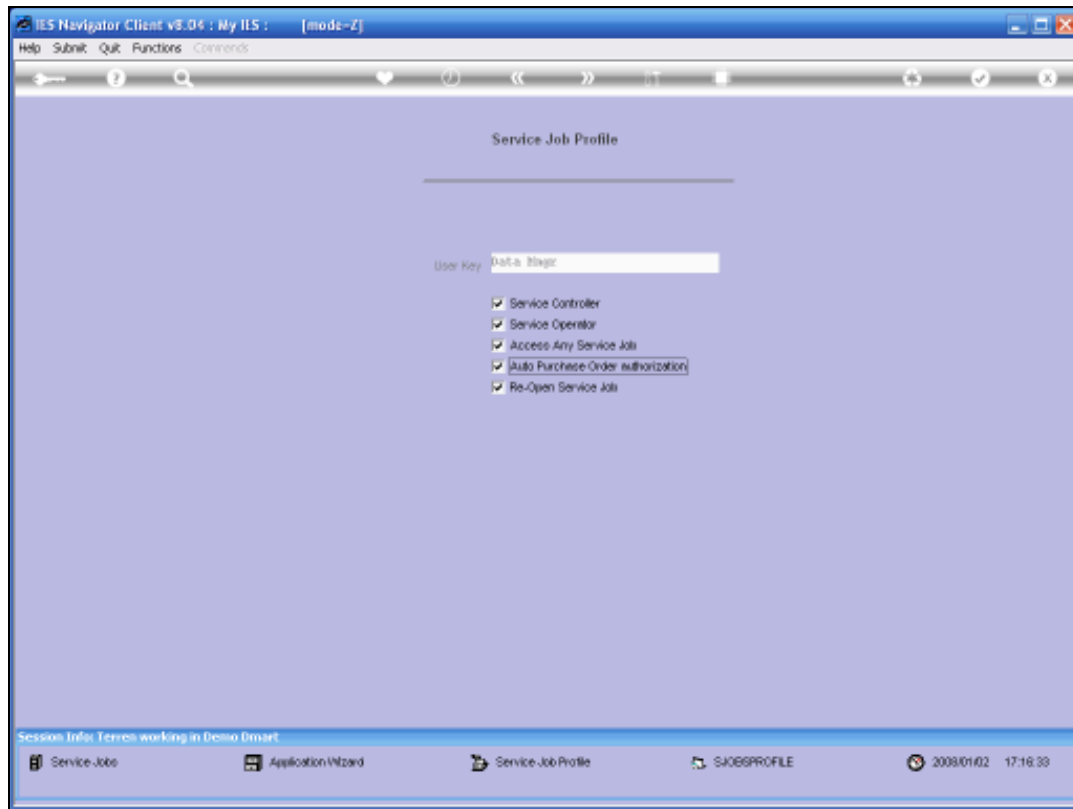
Slide 11

Slide notes:

If "Auto Purchase Order Authorization" is checked and if this User has a Standard CP and ASO Profile with a specific Limit to authorize Purchase Orders, then this User will be able to automatically have his or her Purchase Orders on Service Jobs authorized without having to go through the normal authorization queue.

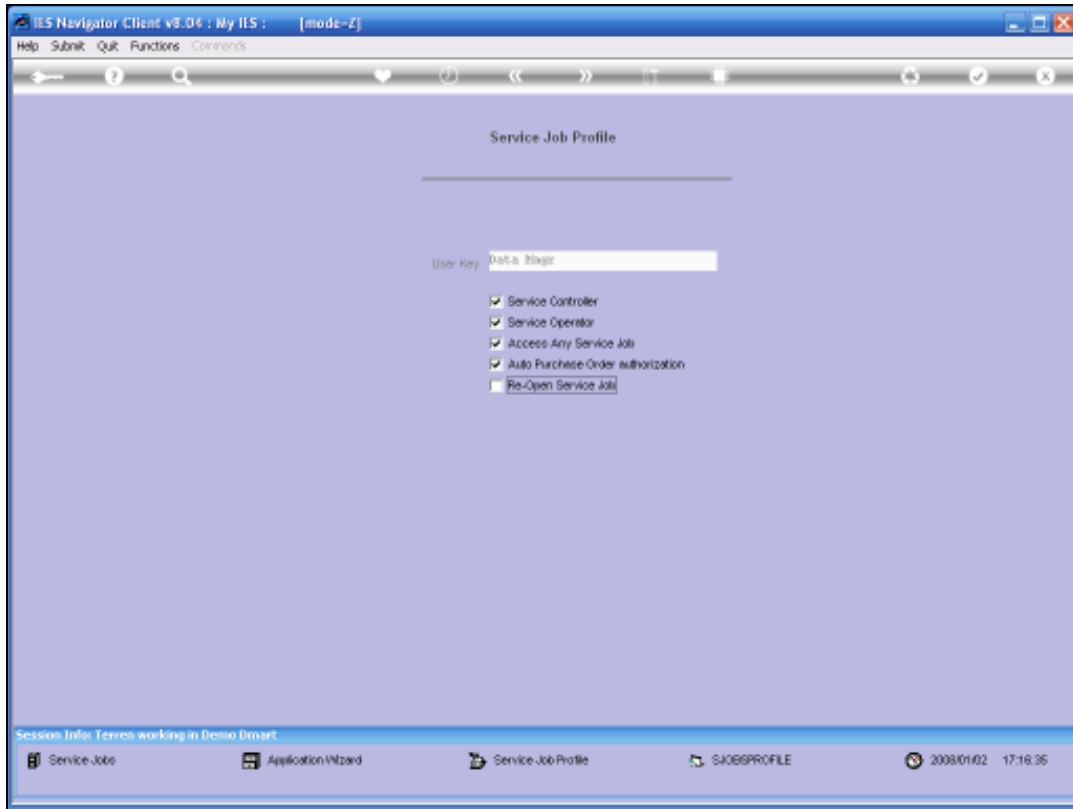


Slide 12  
Slide notes:

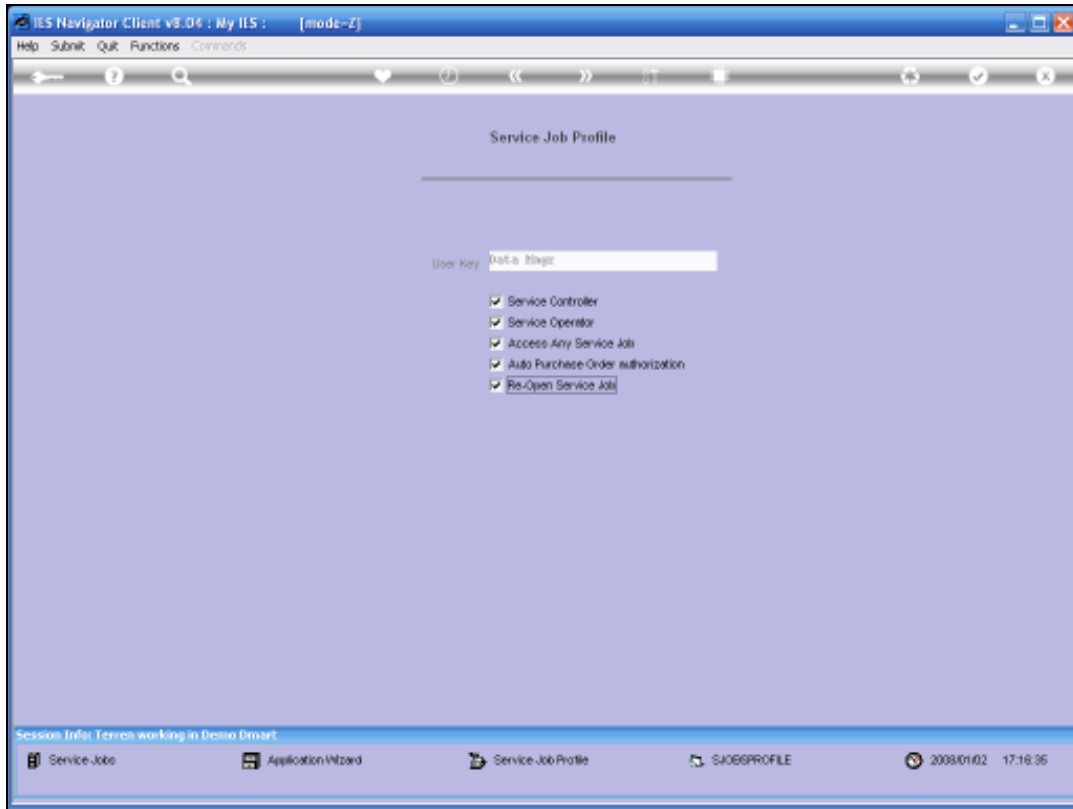


Slide 13  
Slide notes:

When the last Option, which is the "Re-Open Service Job" option, is checked, then this Operator is allowed to Re-Open Service Jobs that are complete and already closed. So this is also a control so that once a Service Job that are complete, we will not just allow anybody to be able to Re-Open such a Service Job and perform more Transactions on it.



Slide 14  
Slide notes:



Slide 15  
Slide notes: