# Purpose

This procedure outlines what to do when there is rework required on a service call.

An audit committee requirement is to have all Rework segments notified. All Rework over:

* $1000.00 Needs to be approved by the relevant Regional Manager (GIS – Works manager) GMH – Service or Branch manager prior to invoicing
* $3000.00 Needs to be approved by the relevant Product Support Manager, GMH Operation Manager (GIS – Business unit manager) prior to invoicing
* $5000.00 Needs to be approved by the relevant General Manager prior to invoicing

**What is covered in this guide**

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# Terminology

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| **Rework** | When a repair has been completed but further work is required at our cost |
| **Invoice customer** | The customer who will receive the invoice for the work |

# Use of icons

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|  | **Business rule** |  | **Key point / Tips** |  | **Information** |

1. Create a rework service call

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| 1. When creating a service call, tick the **Potential rework** checkbox if the call is specifically created for rework   SNAGHTMLdfb82b |
| The invoice customer should always be the actual customer, not the rework customer. |

1. Set up a rework segment

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| 1. Set up a service call and add a segment   For more information on how to add a segment, see **SER\_1.3\_Add Structure to a Service Call** |
| 1. Update the segment **Invoice customer** to be the relevant rework customer |
| Each Branch will have their own rework account – search for these using your Branches warehouse number. |
| For information on how to change the invoice customer, see **SER\_1.3\_Add Structure to a Service Call**. |
| 1. From within the segment, select **Segment details > Others**   The **Others** tab will open |
| 1. Tick the **Rework** checkbox   The ‘**Segment ID**’**, ‘Technician**’ and ‘**Reason code**’ fields will become editable  SNAGHTML5de3bb |
| This checkbox flags up to indicate that the segment is related to the Rework and will be used to create reports. |
| 1. Complete the following fields:    1. **Segment ID** Select the Segment which the Rework originates from    2. **Technician** Select the Technician who is found to be responsible for the Rework    3. **Reason code** Select the relevant reason code from the drop-down list |

1. Rework notification

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| 1. Open Internet Explorer and navigate to the Gough Group Intranet |
| 1. Select **Forms > Online Forms**   The **Online Forms** page will display  SNAGHTML89347a |
| 1. Select **Rework Report**   An online form will open with the subject **Rework Report**  SNAGHTML9951ca |
| 1. Complete the different fields with the details of the rework 2. Select **Submit**   SNAGHTML9c1d43 |
| This information is entered into a rework ledger for all Branch Managers to use as a tool to assist others don’t make the same mistakes. |
| Training is also developed around frequent product rework or task specific rework. |

1. Rework ledger

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| The Rework Ledger holds the detail from rework around the country. It’s a sharing mechanism so managers can see what has gone wrong previously and work towards not make those same mistakes. |
| 1. Open Internet Explorer and navigate to the Gough Group Intranet |
| 1. Navigate to:   **Sales & Marketing > Products >Equipment Branch Manager Information**  The **Branch Manager Information** page will display |
| 1. Select appropriate **Rework Ledger** (either CAT or GMH)   cid:image001.png@01D407B8.39EE1C30 |

1. Rework reporting

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| Reports that are specific to rework that can be accessed from NAXT data. Reports to be created still. |

1. Rework cues

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| **Cue Name:** SRV - My Service Calls – Rework  **Description:** All service calls for rework that you have created    SNAGHTML1468d28 |
| **Cue Name:** SRV – Service Rework Segments – All Warehouses  **Description:** All rework service calls nationwide    SNAGHTML1331366 |