**Information**

|  |  |  |
| --- | --- | --- |
| **CRIM ID** | **Title** | **Workstream** |
| C0649 | Update Order type on the WO – v0.1 | Service Management; Finance; Project |

**Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Revision** | **Date** | **By** | **Remarks** |
| 0.1 | 15/04//2021 | Erika Sukevic | Base spec |
| 1.0 |  |  | Updates |
|  |  |  |  |
|  |  |  |  |

# CRIM Narrative

We need an event which would update the order type on the work order and the work task when the work order is created. To achieve this, we need a new custom column on the work types basic data which is an LOV of the Order type from the sales basic data.

Graphical user interface, table

Description automatically generated

Graphical user interface, application

Description automatically generated

There are 2 steps check of the event:

* If the Order type CF on the work type is populated, then the work order/task which belongs to this work type should be updated with the order type from the CF
* If CF is blank, then the logic of the event should use the Service Contract basic data setup and update the order type on the work order and work task based on the contract type is used

Table

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So, if the work order is raised with the work type where order type is selected on the basic data then event should update the cust order type field on the work order and task with the value from the wort type basic data.

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Graphical user interface, application

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Graphical user interface, text, application

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If the custom field against the work type is blank, then logic should check the contract type and apply cust order type from the service contract basic data for both work order and work task.

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# Design Q&A

# BA/Developer Notes/ Related CRIM

# Technical Proposal

*\*\*\*\* Guidance Notes – Remove prior to submission \*\*\*\**

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# Technical Solution

## Technical Process

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## Report Components

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## Known Dependencies

*\*\*\*\* Guidance Notes – Remove prior to submission \*\*\*\**

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# Deployment Instructions

*\*\*\*\* Guidance Notes – Remove prior to submission \*\*\*\**

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# Developer Test Proposal

*\*\*\*\* Guidance Notes – Remove prior to submission \*\*\*\**

* *Tests recommended by the developer to be included in UAT*

*e.g.*

| **Test ID** | **Recommended Test** |
| --- | --- |
| 1 | Test the boundaries of all parameters |
| 2 |  |
| 3 |  |
| 4 |  |
| 5 |  |
| 6 |  |
| 7 |  |

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# User Acceptance Tests

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# Delivery Notes

**Package**

EA\_SERVICES

**Permissions granted**

IFS\_ALL

**Custom Field**

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**Note: - If the Order Type is not available in the layout, RMB on a column header, and add the column Order Type from the Column Chooser. If the Order Type is not seen in the Column Chooser, make sure the Logical Unit is published and synchronized.**

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**Custom Event**

There are two custom events as follows,

1. To fetch the order type for the Work Orders  
   Table

   Description automatically generated with low confidence

**Note: - This event posts a background job to fetch the order type. The status of the background job can be checked as follows,**

**Search Criteria in the background Job Window**Description Field - To get order type for work order based on Service Contract or Work Type Basic Data - C0649

Graphical user interface, text, application, email

Description automatically generated

1. To fetch the order type for the work order task

A picture containing table

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**Note: - This event posts a background job to fetch the order type for work order tasks. The status of the background job can be checked as follows,**

**Search Criteria in the background Job Window**Description Field - To get order type for work task based on Service Contract or Work Type Basic Data - C0649