

# SERVICE ORDERS

**Manage the delivery and procurement of services; monitor costs more efficiently to increase profitability**

**Now you can plan and monitor service products, such as engineering design, training and consulting, with the same detail and control as material items. GLOVIA G2 Service Orders creates and maintains all necessary documentation for services and fully integrates these requirements and activities into your business information system.**

## **Create Service Orders Easily**

Create service work orders and purchase orders quickly and easily with an application designed to meet the needs of services delivered with your product & for service-oriented businesses. Service Orders provides the tools to define, plan, cost, track and deliver service products to your customers.

With GLOVIA G2, you can manage internal service work orders as well as purchase orders for subcontracted services. Service Orders can also initiate progress billing based on contract agreements. When integrated with projects, billing can be triggered by % complete.

## **Associate Services With Tasks**

Both service work orders (services to be delivered by an internal resource) and service purchase orders (services outsourced to a 3<sup>rd</sup> party) can be associated with project tasks. By associating services with specific project tasks, you can coordinate resource and material deliveries for efficient delivery of these services.

## **Costing**

The system can calculate detailed costs for service activities and report these costs to project accounting for complete project cost visibility. Roll-ups for groups of work orders and purchase orders can be obtained by associating them with the same task. Because service-related costs can be captured more easily, you have full visibility of these costs for specific tasks and activities. With this information, you can easily validate your pricing and identify potential problems as well as opportunities for cost control.



## **Service Work Orders**

The service work order contains a service bill of materials, which identifies all materials required, and a routing to identify all activities to be performed during delivery.

## **Service Purchase Orders**

The service purchase order is similar to a material PO. It identifies that the service is being delivered by an outside resource.

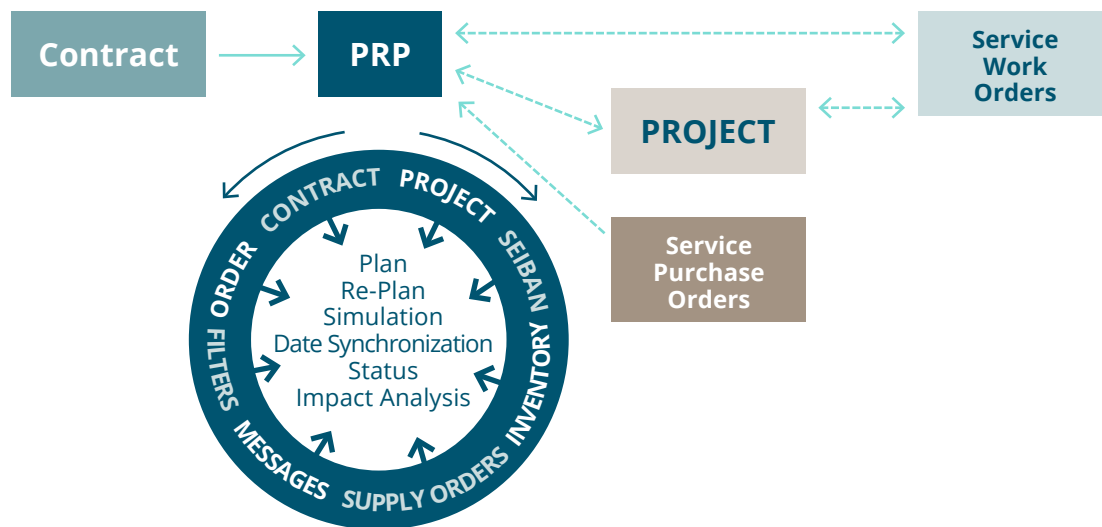
**The Project View of Supply Orders for Service:**

**Service Work Orders**

Allow Engineers to clock time against a project to enable tracking of planned to actual times.

**Service Purchase Orders** Enable management of 3<sup>rd</sup> party resources by way of an intergrated PO covering the service being delivered.

**Both link to Project Definition and Project Accounting in order to maintain Actuals to Planned for hours and dollars.**



**GLOVIA G2 Integration**

- Service Orders is fully integrated with GLOVIA G2
- Service work orders and purchase orders are created by GLOVIA G2 Project Resource Planning
- Service Orders supply the service requirements defined in GLOVIA G2 Contract Management
- Service work orders and purchase orders can be pegged to Project tasks to enhance service order task scheduling, tracking and management
- Service order transactions can be posted in GLOVIA G2 Project Accounting

**Inquiries**

- Service work order
- Service work order by service work order bill of material
- Service work order routing
- Service purchase order
- Service blanket order
- Service requisition
- Service work order status

**Reports**

- Service purchase order status
- Service work order detail
- Service purchase order detail
- Service work order costs (summary and detail)
- Service purchase order cost