



Process

Documentation

Department:

Customer Support

Last Updated:

11/19/2025 11:13 AM

NAME OF PROCESS

Performing a Parts Inquiry on Open Work Orders [RolePlay]

Use Case / Objectives

This document give the steps to trace what makes up the field Open W/O amount in the Item Inquiry

Configuration, Training, and Reporting

This document assumes you know how to perform basic Search functionality to find information in the system (i.e., F4 search). The steps for this are not included within this document.

Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions either click on the screen name in the task or scroll to the end of the documentation to view the Glossary.

Menu options to access:

Operations → Inquiry → Parts and Merchandise Inquiry

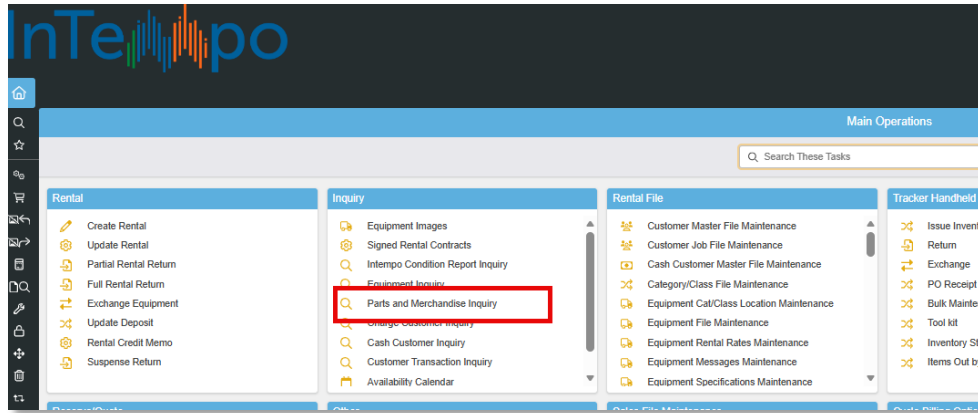
Or

Purchasing → Maintenance/Inquiry → Item Search

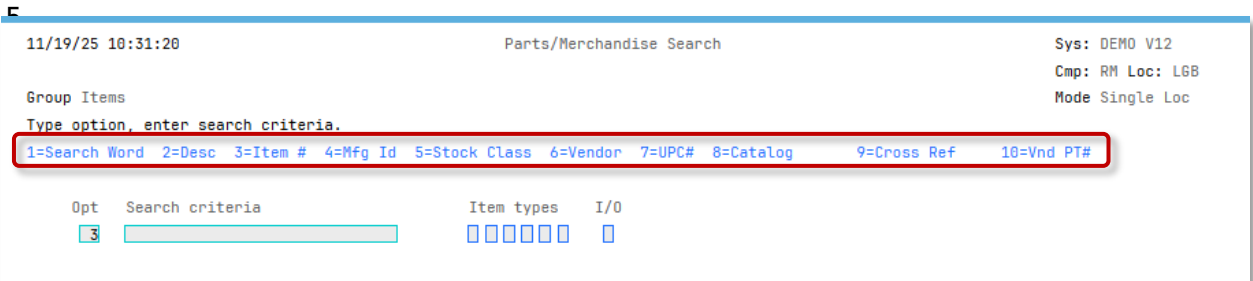
Item Inquiry

Process Steps

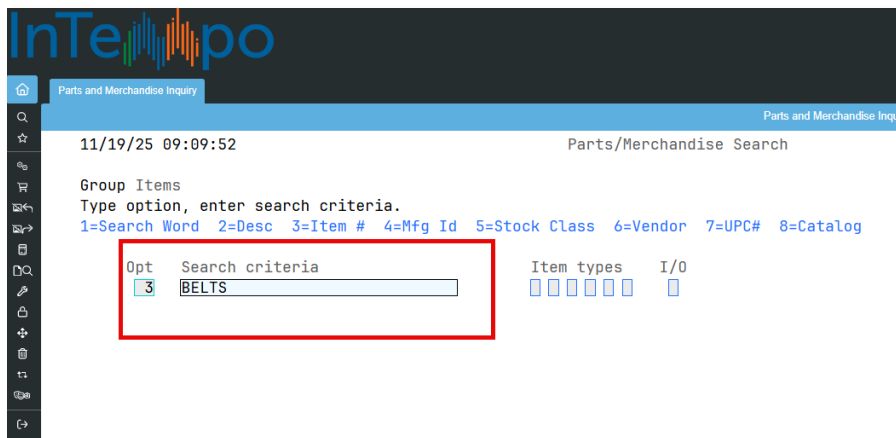
1. Log into the [Roleplay Environment](#) using your credentials.
2. Select the **Main Operations** menu from the left side toolbar.
3. The **Inquiry** section, click on the **Parts and Merchandise Inquiry** option.



4. On the **Parts/Merchandise Search** screen, determine how you would like to search for specific items using the options across the top. **NOTE:** For this example, we will use **3=Item Number** but the screen results will be the same regardless of the option selected.



6. Type in the *Opt* and item number in the *Search Criteria* fields.



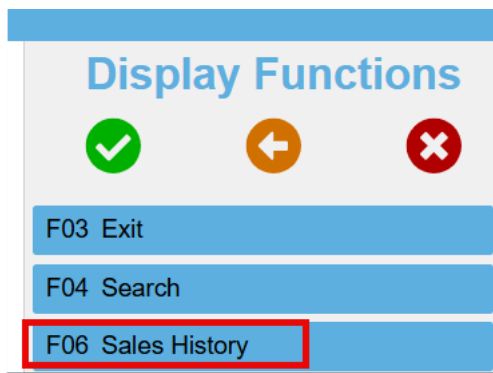
7. Press Enter. **NOTE:** If the **Cross-Reference Alternative** screen displays, press Enter to continue.
8. The **Availability by Location** screen opens, displaying details for all locations.
9. Find the location you are working in.

0 Loc	Available	Rsv/Ordr	Open PO	Cus B/O	Tran in	Tran out	On truck	Open rnt	Open W/O	Order Dt	Y-T-D	Lst Yr
DMO	977.00						1.00-	3.00-		10/22/21	21	13
HOU			100.00							8/06/25		
HTB	1279.00							1.00		1/15/14	3	2
LGB	10003.00	1.00	1.00	1.00					5.00	10/02/25	4	
***	12258.00	1.00	101.00	1.00			1.00-	2.00-	5.00		28	15

10. Look at the quantity for Open W/O.

0 Loc	Available	Rsv/Ordr	Open PO	Cus B/O	Tran in	Tran out	On truck	Open rnt	Open W/O	Order Dt	Y-T-D	Lst Yr
DMO	977.00						1.00-	3.00-		10/22/21	21	13
HOU			100.00							8/06/25		
HTB	1279.00							1.00		1/15/14	3	2
LGB	10003.00	1.00	1.00	1.00					5.00	10/02/25	4	
***	12258.00	1.00	101.00	1.00			1.00-	2.00-	5.00		28	15

11. Press F6 on your keyboard or click on F6 Sales History in the **Display Functions** menu.



12. The **Sales Item History** screen opens where you will see all sales transactions for that item for all locations.

Parts and Merchandise Inquiry

11/19/25 09:15:19 Sales Item History

Item #: BELTS Stk cls: BELTS Frm/To: 99/99/99
 Desc: BELTS
 Sup #: T03 Transfers: (Include, Exclude, Only)
 1=Display 6=Reprint Delimit:

Date	Invoice #	Qty	Price	Cur	UM	Type	Loc	Customer Name/Number
<input type="checkbox"/> 11/16/25	69676-0001	2.00	12.625	USD	EA	SALE	LGB	Jefferson Contracting
<input type="checkbox"/> 10/30/25	3576-0001	1.00	6.927	USD	EA	W.O.	LGB	LGB
<input type="checkbox"/> 10/02/25	69551-0002	9000.00	17150.000	USD	EA	SALE	LGB	Jefferson Contracting
<input type="checkbox"/> 10/02/25	69551-0001	9000.00	17150.000	USD	EA	SALE	LGB	Jefferson Contracting
<input type="checkbox"/> 1/08/25	69164-0001	1.00	2.625	USD	EA	SALE	LGB	Jefferson Contracting
<input type="checkbox"/> 1/08/25	69166-0001	1.00	2.625	USD	EA	INV	LGB	Jefferson Contracting
<input type="checkbox"/> 9/15/24	3121-0001	1.00	1.745	USD	EA	W.O.	DMO	DMO
<input type="checkbox"/> 9/15/24	3111-0001	1.00	1.745	USD	EA	W.O.	DMO	DMO
<input type="checkbox"/> 7/23/21	1794-0001	1.00	1.745	USD	EA	W.O.	DMO	DMO
<input type="checkbox"/> 3/22/21	1782-0001	1.00	1.745	USD	EA	W.O.	DMO	DMO
<input type="checkbox"/> 3/11/21	1689-0001	1.00	1.745	USD	EA	W.O.	DMO	DMO
<input type="checkbox"/> 2/07/21	1486-0001	1.00	1.745	USD	EA	W.O.	DMO	DMO
<input type="checkbox"/> 2/07/21	1483-0001	1.00	1.745	USD	EA	W.O.	DMO	DMO
<input type="checkbox"/> 2/07/21	1149-0001	1.00	1.745	USD	EA	W.O.	DMO	DMO
<input type="checkbox"/> 2/07/21	1093-0001	2.00	2.625	USD	EA	W.O.	DMO	DMO

13. To condense the list by type and location, type in the *Type* and *Loc* fields.

Parts and Merchandise Inquiry

11/19/25 09:18:29 Sales Item History

Item #: BELTS Stk cls: BELTS Frm/To: 99/99/99
 Desc: BELTS
 Sup #: T03 Transfers: (Include, Exclude, Only)
 1=Display 6=Reprint Delimit: W.O. LGB

Date	Invoice #	Qty	Price	Cur	UM	Type	Loc	Customer Name/Number
<input type="checkbox"/> 11/16/25	69676-0001	2.00	12.625	USD	EA	SALE	LGB	Jefferson Contracting
<input type="checkbox"/> 10/30/25	3576-0001	1.00	6.927	USD	EA	W.O.	LGB	LGB
<input type="checkbox"/> 10/02/25	69551-0002	9000.00	17150.000	USD	EA	SALE	LGB	Jefferson Contracting
<input type="checkbox"/> 10/02/25	69551-0001	9000.00	17150.000	USD	EA	SALE	LGB	Jefferson Contracting
<input type="checkbox"/> 1/08/25	69164-0001	1.00	2.625	USD	EA	SALE	LGB	Jefferson Contracting

14. Press Enter to view the results for the entered type and location.

Parts and Merchandise Inquiry

11/19/25 09:17:42 Sales Item History

Item #: BELTS Stk cls: BELTS Frm/To: 99/99/99
 Desc: BELTS
 Sup #: T03 Transfers: (Include, Exclude, Only)
 1=Display 6=Reprint Delimit: W.O. LGB

Date	Invoice #	Qty	Price	Cur	UM	Type	Loc	Customer Name/Number
<input type="checkbox"/> 10/30/25	3576-0001	1.00	6.927	USD	EA	W.O.	LGB	LGB
<input type="checkbox"/> 11/19/25	3597-0000	2.00	6.927	USD	EA	W.O.	LGB	LGB
<input type="checkbox"/> 11/19/25	3596-0000	3.00	6.927	USD	EA	W.O.	LGB	LGB
		6.00	41.560	USD	<---		Total	

15. Open transactions display at the bottom of the list and are denoted by a sequence of 0000 in the *Invoice #* field.

Parts and Merchandise Inquiry

11/19/25 09:17:42 Sales Item History

Item #: BELTS Stk cls: BELTS Frm/To: 99/99/99
 Desc: BELTS
 Sup #: T03 Transfers: (Include, Exclude, Only)
 1=Display 6=Reprint Delimit: W.O. LGB

Date	Invoice #	Qty	Price	Cur	UM	Type	Loc	Customer Name/Number
<input type="checkbox"/> 10/30/25	3576-0001	1.00	6.927	USD	EA	W.O.	LGB	LGB
<input type="checkbox"/> 11/19/25	3597-0000	2.00	6.927	USD	EA	W.O.	LGB	LGB
<input type="checkbox"/> 11/19/25	3596-0000	3.00	6.927	USD	EA	W.O.	LGB	LGB
		6.00	41.560	USD	<---		Total	

Reference Glossary

Field Definitions for Tasks

Parts/Merchandise Search

- *Search criteria* - Depending on the option you choose, enter the appropriate letters, words, or numbers to advance to the corresponding search results screen. You can also leave this field blank and just press Enter to advance to the search results screen with all records listed.
- *Item types* - Enter up to six item types that you want to either include or omit in your search.
- *Include/Omit* - Indicate whether you want to include (I) or omit (O) the item types that you listed in the field to the left.

Availability by Location

- *Item/part number* - Displays the item number for which you are checking location availability.
- *Stock class* - Displays the stock class associated with the item number.
- *Manufacturer's ID number* - Displays the number assigned to this item by the manufacturer.
- *List price* - Displays the manufacturer's suggested list price for the item. This amount is not used for invoicing; it may be used for calculation of cost or selling price based on the codes assigned for auto calculations.
- *Sell price* - Displays the retail price normally charged for this item. In the event there are no discounts or other pricing codes assigned for the transaction, this is the price the system uses when this item is being sold.
- *Unit of measure* - Displays the code that represents the smallest unit of measure in which this item is sold, purchased, or stocked.
- *2nd unit of measure/quantity* - Displays the code that represents the second unit of measure in which this item is sold, purchased, or stocked. This field also displays the quantity of items in the first unit of measure that is equivalent to one unit in this second unit of measure.
- *3rd unit of measure/quantity* - Display the code that represents the third unit of measure in which this item is sold, purchased, or stocked. This field also displays the quantity of items in the first unit of measure that is equivalent to one unit in this third unit of measure.
- *Usual vendor* - Displays the number of the vendor from whom you usually purchase this item. This is the vendor used on reorder and analysis reports for this item.

Sales Item History

- **Item number** - Enter or accept the item number for which you want to review transaction history.
- **Stock class** - Enter or accept the stock class associated with the item number.
- **From/To** - Enter the date range for which you want to review transaction history for the sales item.
- **Description** - Displays a brief description of the item.
- **Supplier number** - Displays the item number assigned to this item by the vendor.
- **Transfers** - Indicate how you want to treat records of transfers for this list of historical transactions. Valid codes are:
 - I - Include transfers in the list
 - E - Exclude transfer from the list
 - O - Only include transfers in the list
- **Date** - Displays the date of the transaction
- **Invoice Number** - Displays the number assigned to the transaction. This can be a rental contract number, an invoice number, a work order number, a transfer number, and so on.
- **Quantity** - Displays the quantity of the sales item that was transacted.
- **Price** - Displays the price of the sales item for that transaction.
- **Currency** - Displays the code of the currency used in that transaction.
- **Unit of Measure** - Displays the unit of measure used for the sales item in that transaction.
- **Type** - Displays the transaction type. Types include, but are not limited to:
 - Transfer Out
 - Receive
 - Invoice
 - Work Order
 - Sale
- **Location** - Displays the code of the location where the item was transacted.
- **Customer Name/Number** - Displays the name or number of the customer associated with the transaction. If the transaction was a transfer, this column displays the location that shipped it and the location that received it on two separate lines.