

## SERVICE

## WORK ORDERS - VIEW A WORK ORDER

**Ribbon Access:** Service > Work Orders



- 1. The *Work Order Listing* screen will display.
- 2. Select the *Site* where the work order was raised.
  - The example has *Durban* selected.
- 3. Select the *Status* for the work order you wish to view.
  - The example has **Open** selected.

<sup>(</sup>If you are not sure of the *site* or *status* of the work order you require, use the <u>Find</u> WO feature to search for it.

- 4. Click on the *row* of the work order where you wish to view the details for.
- 5. Click on View.



## Work Orders - View a Work Order

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iter text to search P	WOCode	WOType	CalReference	Description	Capitalise	CallDesc	RequestDa 🕶	Priority	Invoiceable	ProjectRef
Functions		8 <b>0</b> 0	ROC	A C		8 C	=	=	REC	8 <b>0</b> 0
	· WO0006259	REP	CN0005303	Post Contract machine repair	No	Drum replacement req	16/02/2022	2	Yes	
Time	· WO0006258	SERV	CN0005303	Drum replacement required	No	Drum replacement req	31/01/2022	2	No	
	¥ ⊞ WO0006256	IMP	CN0005302	New machine implementation. Installation	No	New machine implemen	24/01/2022	1	No	
	▶ E WO0006257	NDS	CN0005274	PROJ406OR002	No	PROJ406OR002	19/01/2022	2	No	
Services		PR	CN0005301	Replace part - current faulty	No	Replace part - current	18/01/2022	3	No	
		REP	CN0005300	Printer displaying error code	No	Printer displaying error	18/01/2022	3	No	
		ITS	CN0005299	Paper keeps on jamming in machine	No	Paper keeps on jammin	18/01/2022	3	No	
Third Party Services	⊞ WO0006250	REP	CN0005298	Paper not feeding through rollers	No	Paper not feeding thro	14/12/2021	3	No	
	WO0006249	SM		BathBinMaint - Bathroom Bin Maintenance	No		23/11/2021	2	No	PRJ00004
		SM		WS - Weekly Service	No		23/11/2021	2	No	PRJ00004
Parts	· WO0006247	SM		BathBinMaint - Bathroom Bin Maintenance	No		23/11/2021	2	No	PRJ00004
	· WO0006246	SM		BathBinMaint - Bathroom Bin Maintenance	No		23/11/2021	2	No	PR.300004
	· WO0006245	SM		WS - Weekly Service	No		23/11/2021	2	No	PRJ00004
	WO0006243	SM		WS - Weekly Service	No		16/11/2021	2	No	PRJ00004
Loans	· WO0006242	SERV		1MMS - 1 Month Machine Service	No		16/11/2021	2	No	PRJ00004
	· WO0006241	SM		WS - Weekly Service	No		16/11/2021	2	No	PRJ00004
	· WO0006240	SM		WS - Weekly Service	No		16/11/2021	2	No	PRJ00004
Swap Outs	· WO0006238	PR.		Test PQ Source Type Work Order	No		14/11/2021	5	No	
	· WO0006239	PR		Rollers need replacing	No		11/11/2021	3	No	PRJ00004
	· WO0006237	SM		WS - Weekly Service	No		09/11/2021	2	No	
Meters	• WO0006237	SM		WS - Weekly Service	No		09/11/2021	2	No	

6. The *View Work Order - [work order number]* screen will be displayed.

**Note** that this is a view only screen and no changes can be made to the work order details.

- 7. You can view the work order *details*, *Work Order Item* and *Schedule* information.
- 8. Click on *Additional Data*, *Customer Info*, *Equipment Info* or *Required Crafts* tab(s), to view the related information.
- 9. Click on the required *Functions* tile to view information linked to the work order.
- 10. Click on *Back* to return to the *Work Order Listing* screen.



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Time	Requestor W0 Type	Julanda Kessler New Deal Sale		PMNG	Project R	eference	101010				1	/
Services	Priority	2 🗘 *	A	Assi	gned To	Belinda Sharman Julanda Kessler		v #		8		
Third Party Services	Status	0 - Open	Y	Schedul	ed Start	19/01/2022	00:00:00	÷.			1777 1.	
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Parts	Functional Loca	ation   Equipment		Ac Delay Co	nments	18/02/2022 • Currently on Schedu	12:00:00	+ +				
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