

SERVICE

WORK ORDERS - CLOSE WORK ORDER

All work order transactions must be completed e.g. issuing parts, invoicing etc., before a work order can be closed. A work order must be <u>completed</u> before it can be closed.

Work Orders can be closed from a **Call** or from a **Work Order**.

Ribbon Access: Service > Work Orders

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		Equipment	/Locations	Contract	Finance / HR	Inventory	Mainten	ance / Projects	Manufactur	ing Pro	curement	Sales	Service	Reporting	Utilities	
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- 1. The *Work Orders Listing* screen will be displayed.
- 2. Select the *Site* where the work order was raised.
 - The example has *Durban* selected.
- 3. Change the *Status* to *Completed*.
- 4. Click on the *row* of the *work order* you wish to close.
- 5. Click on *Close*.



Work Orders - Close Work Order

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	E WO0006253	PR.	CN0005301	Replace part - current faulty	No	Replace part - current	18/01/2022	3	No			М
	E WO0006244	SM	CN0005297	2MS - 2 month service	No	2MS - 2 month service	16/11/2021	2	No			м
Services	E WO0006234	SM	CN0005296	BathBinMaint - Bathroom Bin Maintenance	No	BathBinMaint - Bathroo	05/11/2021	2	No			м
	E WO0006229	SM	CN0005295	BathBinMaint - Bathroom Bin Maintenance	No	BathBinMaint - Bathroo	29/10/2021	2	No			м
	E WO0006214	INST	CN0005291	Tier - Commercial Tier Test	No	Tier - Commercial Tier	16/10/2021	2	No			м
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rau	WO0002347	TR	CN0000849	testing	No	testing	22/04/2020	3	No			м
	E WO0002340	TEST	CN0000845	This is a brand new call	No	This is a brand new call	20/04/2020	3	No			М
		TEST	CN0000844	This is a new call- testing email functionality	No	This is a new call- testi	20/04/2020	3	No			М
	WO0002332	TEST	CN0000840	Tested email	No	Tested email	16/04/2020	3	No			м
	WO0002329	TEST	CN0000837	Testing email functionality	No	Testing email function	14/04/2020	3	No			М
	WO0002325	TEST	CN0000833	testing a loan unit	No	testing a loan unit	07/04/2020	3	No			м
Swap Outs	WO0002319	SERV	CN0000827	Driver connect testing - toner delivery	No	Driver connect testing	21/11/2019	3	No			м
	WO0002315	CR	CN0000823	Test call for Mail Service	No	Test call for Mail Service	16/07/2019	3	No			м
	WO0002314	IMP	CN0000822	test	No	test	04/07/2019	2	No			м
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- 6. When you receive the *Input Validation* message to confirm;
 - Are you sure you want to close this work order, no. [work order number]? Answer 'Yes' to close the work order.
- 7. Click on Yes.

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- A *Work Order Module Closure* message box will pop up informing you that,
 - The work order, no. [], has been closed.
- Click on Ok.



Work Orders - Close Work Order

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		E W00001198	Resolved and reassigned	30 Mar 2017	M	PR30000208	All open tic	DR	1	2 No

 The closed work order can now be found in the Work Order Listing screen where the status is set to Closed.



Work Orders - Close Work Order

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			W0000	1290	work order 1		13 Apr 2017	c	PR.30000070	test	DR	2	No	
			W0000	1289	Work order for o	completion, closure a	n 13 Apr 2017	С	PR.30000229	Test project	TEST	2	No	
Third Party S	Services		W0000	1262	TT0001 - Daily -	Call per WO	12 Apr 2017	C			5M	2	No	
			WO000	1241	work order linker	d to client asset	04 Apr 2017	С	PR.30000066	Wilows Cen.,	DR	2	No	
			U0000	1240	work order linker	d to an asset	04 Apr 2017	C			DR	2	No	
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			W0000	1238	work order assig	ned to client asset	04 Apr 2017	C			DR	2	No	
			W0000	1237	work order assig	ned to non client loc	at 04 Apr 2017	C			DR	2	No	
Loans			W0000	1236	work order assig	ned to client location	04 Apr 2017	С			DR	2	No	
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