

SERVICE

WORK ORDERS - COMPLETE A WORK ORDER

Work orders should be completed when the work required has been done.

Ribbon Access: Service > Work Orders



- 1. The *Work Orders Listing* screen will be displayed.
- 2. Select the *Site* where the work order has been issued.
 - The example has *Durban* selected.
- 3. Set the *Status* to *Open*.

Note that only work orders with an **Open** status can be completed.

- 4. Click on the *row* of the *work order* you wish to *complete*.
- 5. Click on *Complete*.

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Short cut key: *Right click* to display the *All groups* menu list. Click on *Complete*.



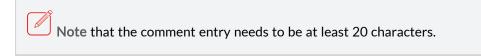
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			. WO00001	17 SM		WS - Weekly Scheduled Maintenance Servi	No		24/07/2014	2	No	PR.J00000
		i.	. WO00001	18 SM		BathBinMaint - Bathroom Bin Maintenance	No		24/07/2014	2	No	PR.300000
			B WO00001	35 NDR		SP19-12IR - SP19-12 Inhouse Rental	No		21/06/2014	2	No	PRJ00000
			· WO00001	73 NDS		SP1912_NDS_1 - Machine installation	No		03/07/2014	2	No	PR.J00000
Services		⊞ WO00001	83 SERV	CN0000040	Service machine S/N: 1912-102036	No	Service machine S/N: 1	21/07/2014	2	No		
			WO00001	85 REP	CN0000042	Machine repair needed		Machine repair needed	21/07/2014	2	No	
			⊞ WO00001	91 TON	CN0000044	1 black toner for collection		1 black toner for collec	28/07/2014	2	No	
Third Party Services		₩ WO00002	01 TON	CN0000051	Toner for delivery		Toner for delivery	05/08/2014	2	No		
			E ₩000002	02 SERV	CN0000052	Drum replacement required		Drum replacement req	05/08/2014	2	No	
			E ₩000002	06 IT		SP240-2 - Network setup - test edi work o	No		07/08/2014	2	No	PRJ00000
Death			E ₩000002	07 TON	CN0000055	Toner required		Toner required	07/08/2014	2	No	
Parts	5			08 DR	CN0000056	Contract Closure - CO0000021		Contract Closure - CO	07/08/2014	2	No	
			⊞ WO00002	13 NDS		Housing Project			08/08/2014	2	No	PRJ00000
				14 TON	CN0000057	Deliver full set of toners		Deliver full set of toners	08/08/2014	2	No	
				15 NDS	CN0000058	New machine		New machine	08/08/2014	2	No	
				16 TON	CN0000059	Full set of toners required		Full set of toners requi	08/08/2014	2	No	
				17 NDR	CN0000060	Machine Rental Deal		Machine Rental Deal	08/08/2014	2	No	
Swap	Swap Outs		₩O00002	30 DR		Check technician assignment	No		18/08/2014	2	No	PR.J00000
				31					01/01/1900	0	No	PR.J00000
				32 TON	CN0000061	Toner to be delivered		Toner to be delivered	19/08/2014	2	No	
Mete	ers											

- 6. When you receive the *Input Validation* message to confirm;
 - Are you sure you want to complete this work order, no. [work order number]? Answer 'Yes' to complete the work order.
- 7. Click on Yes.



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		· WO0000117	SM		WS - Weekly Scheduled Maintenance Service	i No		24/07/2014	2	No	PR.300000
Time	+	· WO0000118	SM		BathBinMaint - Bathroom Bin Maintenance	No		24/07/2014	2	No	PR.30000
		· WO0000135	NDR		SP19-12IR - SP19-12 Inhouse Rental	No		21/06/2014	2	No	PR.30000
		· WO0000173	NDS		SP1912_NDS_1 - Machine installation	No		03/07/2014	2	No	PR.30000
Services		WO0000183	SERV	CN0000040	Service machine S/N: 1912-102036	No	Service machine S/N: 1	21/07/2014	2	No	
		WO0000185	REP	CN0000042	Machine repair needed		Machine repair needed	21/07/2014	2	No	
		WO0000191	Input Valida	tion 🚽	6		k toner for collec	28/07/2014	2	No	
Third Party Services							r for delivery	05/08/2014	2	No	
			-		1º		replacement req	05/08/2014	2	No	
					want to complete this work order, no. complete the work order.	VO0000118?		07/08/2014	2	No	PRJ0000
Parts							r required	07/08/2014	2	No	
Parts		WO0000208					ract Closure - CO	07/08/2014	2	No	
				7	Yes	No		08/08/2014	2	No	PR.30000
		₩O0000214 ₩O0000214			English		er full set of toners	08/08/2014	2	No	
Loans		₩O0000215 ₩O0000215	NDS	CN0000058	New machine		New machine	08/08/2014	2	No	
		₩O0000216 ₩O0000216	TON	CN0000059	Full set of toners required		Full set of toners requi	08/08/2014	2	No	
			NDR	CN0000060	Machine Rental Deal		Machine Rental Deal	08/08/2014	2	No	
Swap Outs		₩O0000230 ₩O0000230	DR		Check technician assignment	No		18/08/2014	2	No	PRJ0000
		₩O0000231						01/01/1900	0	No	PRJ0000
			TON	CN0000061	Toner to be delivered		Toner to be delivered	19/08/2014	2	No	

- 8. Next you will receive the *Rectification commands for WO: [work order number]* screen.
- 9. Type in the work order rectification *comments* for the work that has been completed.



10. When you have finished typing in the work order rectification comments, click on *Save*.



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Time	► WO0000117 ► WO0000118	SM		BathBinMaint - Bathroom Bin N		No		24/07/2014		No	PRJ00000
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	+ WO0000173	NDS	-	on comments for wo : wou	000118			7/2014		No	PRJ00000
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	WO0000202	SERV	Process							No	
	WO0000206	Π	Bathroom Bin Mai	intenance has been completed	as per schedule			8/2014		No	PRJ00000
	WO0000207	TON						8/2014		No	
Parts	E WO0000208	DR						8/2014	2	No	
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Loans	WO0000215	NDS						8/2014	2	No	
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		NDR						8/2014	2	No	
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	E ₩00000232	TON						8/2014	2	No	
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- 11. Next the *Work Order Module Complete* screen will confirm;
 - The WO [work order number] has been completed successfully.
- 12. Click on *OK*.



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Time	▶ ⊡ WO0000118	SM		BathBinMaint - Bathroom Bin I	Maintenance	No		24/07/2014	2	No	PR.300000
		NDR		SP 19-12IR - SP 19-12 Inhouse	Rental	No		21/06/2014	2	No	PRJ00000
	· WO0000173	NDS		SP1912_NDS_1 - Machine ins	tallation	No		03/07/2014	2	No	PR.300000
Services	WO0000183	SERV	CN0000040	Service machine S/N: 1912-1	02036	No	Service machine S/N: 1	21/07/2014	2	No	
		REP	CN0000042	Machine repair needed			Machine repair needed	21/07/2014	2	No	
	WO0000191	TC Work	Order Module	Complete		×	1 black toner for collec	28/07/2014	2	No	
Third Party Services		TC	Order Wodule	- complete		^	Toner for delivery	05/08/2014	2	No	
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		п	The WO WO0000118 has been completed successfully					07/08/2014	2	No	PR.300000
		тс					Toner required	07/08/2014	2	No	
Parts		DF					Contract Closure - CO	07/08/2014	2	No	
		NE	12 — ОК					08/08/2014	2	No	PRJ00000
	WO0000214	TC					Deliver full set of toners	08/08/2014	2	No	
Loans	WO0000215	NDS	CN0000058	New machine			New machine	08/08/2014	2	No	
		TON	CN0000059	Full set of toners required			Full set of toners requi	08/08/2014	2	No	
	WO0000217	NDR	CN0000060	Machine Rental Deal			Machine Rental Deal	08/08/2014	2	No	
Swap Outs		DR.		Check technician assignment		No		18/08/2014	2	No	PR.300000
								01/01/1900	0	No	PR.300000
		TON	CN0000061	Toner to be delivered			Toner to be delivered	19/08/2014	2	No	
Meters											

14. The *completed* work order can now be viewed in the Work Order Listing screen where the status is set to *Completed*.

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		WO0000175	NDS		SP1912_NDS_1 - Machine installation	No	1	03/07/2014	2 No	PR.J000006
Time	B	E WO0000178	SERV	CN000035	test		test	16/07/2014	3 No	
		WO0000114	SM		WS - Weekly Service	No ,'		17/07/2014	2 No	PRJ000002
		WO0000182	SERV	CN0000039	Machine error code - service - 1250	1	Machine error code - s	21/07/2014	2 No	
Services	B	E WO0000184	SERV	CN0000041	Please service machine as per error code	¥	Please service machine	21/07/2014	2 No	
	•	WO0000118	SM		BathBinMaint - Bathroom Bin Maintenance	No		24/07/2014	2 No	PRJ000002
	E	WO0000196	SERV	CN0000047	Service required		Service required	31/07/2014	2 No	
Third Party Services	B	E WO0000198	REP	CN0000049	Machine error		Machine error	04/08/2014	2 No	
		WO0000278	SERV		1MMS - 1 Month Machine Service	No		04/08/2014	2 No	
	B	E WO0000203	SERV	CN0000053	Machine error code - drum		Machine error code - d	05/08/2014	2 No	
Parts	B	E WO0000204	SERV	CN0000054	Service required		Service required	05/08/2014	2 No	
Failts	B	E WO0000205	INST		SP240-1 - Machine Installations	No		05/08/2014	2 No	PRJ000007
		WO0000234	DR		Machine checks - test work order in compl	No		20/08/2014	2 No	
		WO0000286	SM		WS - Weekly Service	No		21/08/2014	2 No	PRJ000007
Loans	B	E WO0000287	SM		BathBinMaint - Bathroom Bin Maintenance	No		21/08/2014	2 No	PRJ000017
	B	E WO0000250	NDS		tst			25/09/2014	2 No	PR.3000008
	B	E WO0001683	NDS	CN0000573	3MS - 3 Month Service	No	3MS - 3 Month Service	07/11/2014	2 No	
Swap Outs		WO0000273	NDS	CN0000086	test		test	12/11/2014	2 No	
	B	E WO0001684	NDS	CN0000574	3MS - 3 Month Service	No	3MS - 3 Month Service	17/11/2014	2 No	
		WO0000432	REP	CN000095	Prints arent stapled		Prints arent stapled	08/01/2015	2 No	

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