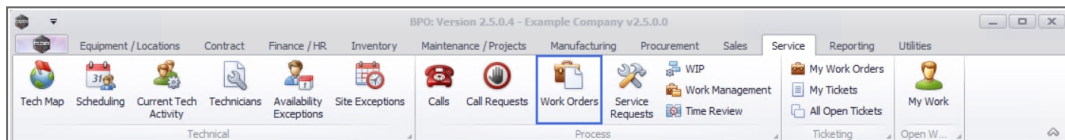


SERVICE

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**.

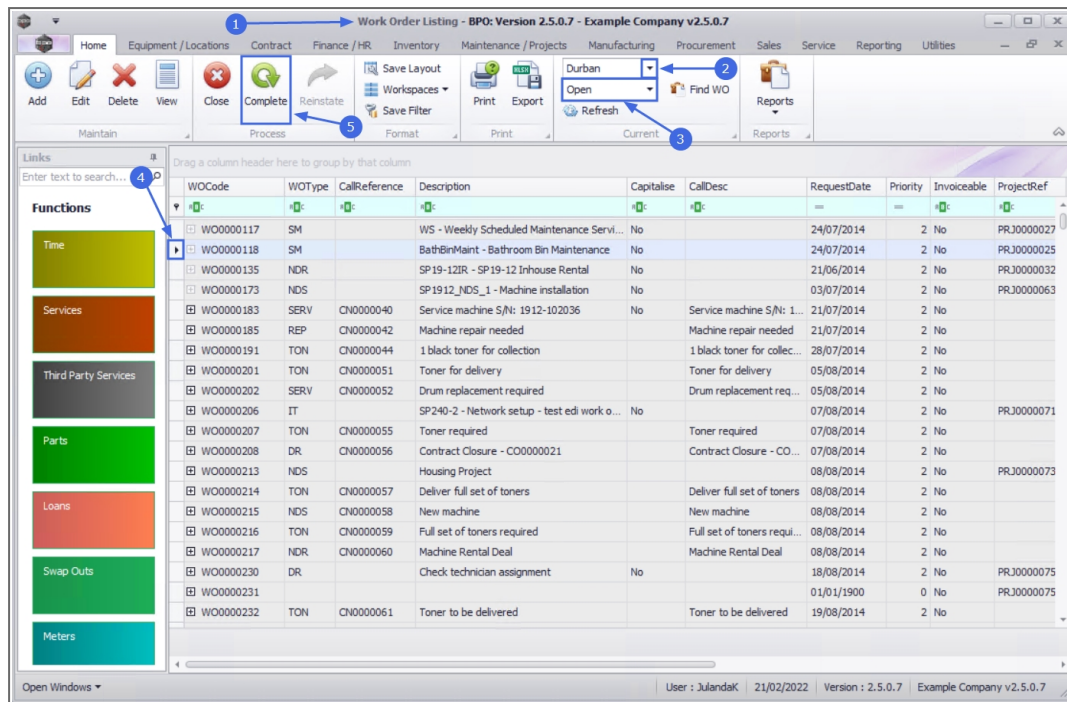


Note that only work orders with an **Open** status can be completed.

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



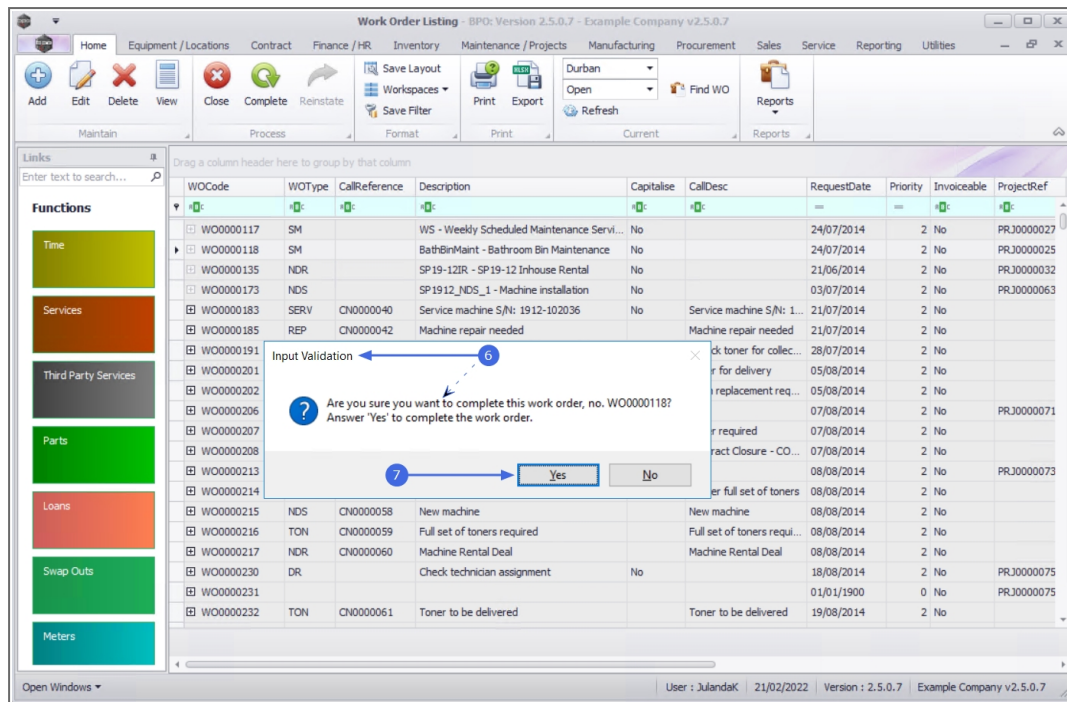
Short cut key: **Right click** to display the **All groups** menu list. Click on **Complete**.



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**.



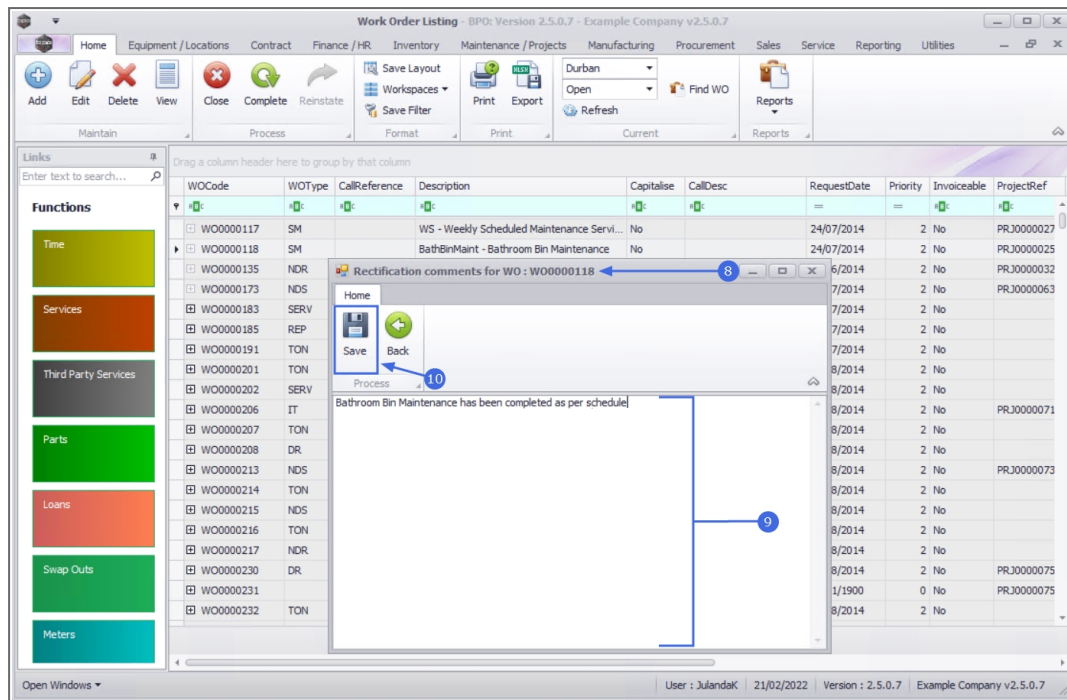
WOCode	WOType	CallReference	Description	Capitalise	CallDesc	RequestDate	Priority	Invoiceable	ProjectRef
WO0000117	SM		WS - Weekly Scheduled Maintenance Servi...	No		24/07/2014	2	No	PRJ0000027
WO0000118	SM		BathBinMaint - Bathroom Bin Maintenance	No		24/07/2014	2	No	PRJ0000025
WO0000135	NDR		SP 19-12IR - SP 19-12 Inhouse Rental	No		21/06/2014	2	No	PRJ0000032
WO0000173	NDS		SP 1912_NDS_1 - Machine installation	No		03/07/2014	2	No	PRJ0000063
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						28/07/2014	2	No	
WO0000201						05/08/2014	2	No	
WO0000202						05/08/2014	2	No	
WO0000206						07/08/2014	2	No	PRJ0000071
WO0000207						07/08/2014	2	No	
WO0000208						07/08/2014	2	No	
WO0000213						08/08/2014	2	No	PRJ0000073
WO0000214						08/08/2014	2	No	
WO0000215	NDS	CN0000058	New machine		New machine	08/08/2014	2	No	
WO0000216	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	
WO0000230	DR		Check technician assignment	No		18/08/2014	2	No	PRJ0000075
WO0000231						01/01/1900	0	No	PRJ0000075
WO0000232	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.



Note that the comment entry needs to be at least 20 characters.

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



11. Next the **Work Order Module - Complete** screen will confirm;
 - **The WO [work order number] has been completed successfully.**
12. Click on **OK**.

The screenshot shows the 'Work Order Listing' window with a modal dialog titled 'Work Order Module - Complete'. The dialog contains the message: 'The WO W00000118 has been completed successfully.' and an 'OK' button. A blue arrow labeled '1.1' points from the 'Complete' button in the top toolbar to the dialog. Another blue arrow labeled '1.2' points from the 'OK' button in the dialog to the 'Completed' status in the 'Status' dropdown menu of the 'Find WO' button.

WOCCode	WOType	CallReference	Description	Capitalise	CallDesc	RequestDate	Priority	Invoiceable	ProjectRef
WO0000117	SM		WS - Weekly Scheduled Maintenance Servi...	No		24/07/2014	2	No	PRJ0000027
WO0000118	SM		BathBinMaint - Bathroom Bin Maintenance	No		24/07/2014	2	No	PRJ0000025
WO0000135	NDR		SP 19-12R - SP 19-12 Inhouse Rental	No		21/06/2014	2	No	PRJ0000032
WO0000173	NDS		SP 1912_NDS_1 - Machine installation	No		03/07/2014	2	No	PRJ0000063
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	No	Machine repair needed	21/07/2014	2	No	
WO0000191	TD			No	1 black toner for collec...	28/07/2014	2	No	
WO0000201	TD			No	Toner for delivery	05/08/2014	2	No	
WO0000202	SE			No	Drum replacement req...	05/08/2014	2	No	
WO0000206	IT			No	Drum replacement req...	07/08/2014	2	No	PRJ0000071
WO0000207	TD			No	Toner required	07/08/2014	2	No	
WO0000208	DR			No	Contract Closure - CO...	07/08/2014	2	No	
WO0000213	NDR			No	Contract Closure - CO...	08/08/2014	2	No	PRJ0000073
WO0000214	TD			No	Deliver full set of toners	08/08/2014	2	No	
WO0000215	NDS	CN0000058	New machine	No	New machine	08/08/2014	2	No	
WO0000216	TON	CN0000059	Full set of toners required	No	Full set of toners requi...	08/08/2014	2	No	
WO0000217	NDR	CN0000060	Machine Rental Deal	No	Machine Rental Deal	08/08/2014	2	No	
WO0000230	DR		Check technician assignment	No		18/08/2014	2	No	PRJ0000075
WO0000231				No		01/01/1900	0	No	PRJ0000075
WO0000232	TON	CN0000061	Toner to be delivered	No	Toner to be delivered	19/08/2014	2	No	

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

The screenshot shows the 'Work Order Listing' window with the 'Find WO' button's 'Status' dropdown menu open, showing 'Completed' selected. A blue arrow labeled '1.4' points from the 'Completed' status in the dropdown to the 'WO0000118' row in the table.

WOCCode	WOType	CallReference	Description	Capitalise	CallDesc	RequestDate	Priority	Invoiceable	ProjectRef
WO0000175	NDS		SP 1912_NDS_1 - Machine installation	No		03/07/2014	2	No	PRJ0000065
WO0000178	SERV	CN0000035	test	No	test	16/07/2014	3	No	
WO0000114	SM		WS - Weekly Service	No		17/07/2014	2	No	PRJ0000027
WO0000182	SERV	CN0000039	Machine error code - service - 1250	No	Machine error code - s...	21/07/2014	2	No	
WO0000184	SERV	CN0000041	Please service machine as per error code	No	Please service machine...	21/07/2014	2	No	
WO0000118	SM		BathBinMaint - Bathroom Bin Maintenance	No		24/07/2014	2	No	PRJ0000025
WO0000196	SERV	CN0000047	Service required	No	Service required	31/07/2014	2	No	
WO0000198	REP	CN0000049	Machine error	No	Machine error	04/08/2014	2	No	
WO0000278	SERV		1MMS - 1 Month Machine Service	No		04/08/2014	2	No	
WO0000203	SERV	CN0000053	Machine error code - drum	No	Machine error code - d...	05/08/2014	2	No	
WO0000204	SERV	CN0000054	Service required	No	Service required	05/08/2014	2	No	
WO0000205	INST		SP 240-1 - Machine Installations	No		05/08/2014	2	No	PRJ0000071
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	PRJ0000071
WO0000287	SM		BathBinMaint - Bathroom Bin Maintenance	No		21/08/2014	2	No	PRJ0000176
WO0000250	NDS		test	No		25/09/2014	2	No	PRJ0000085
WO0001683	NDS	CN00000573	3MS - 3 Month Service	No	3MS - 3 Month Service	07/11/2014	2	No	
WO0000273	NDS	CN0000086	test	No	test	12/11/2014	2	No	
WO0001684	NDS	CN00000574	3MS - 3 Month Service	No	3MS - 3 Month Service	17/11/2014	2	No	
WO0000432	REP	CN0000095	Prints arent stapled	No	Prints arent stapled	08/01/2015	2	No	

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