

SERVICE

WORK ORDERS - WARRANTIES ISSUED

The Warranties Issued tile will direct you to the Issued Warranties¹ for the Work Order that have been linked to the underlying asset.

Ribbon Access: Service > Work Orders



- 1. The *Work Order Listing* screen will be displayed.
- Click on the *row* of the *work order* you wish to view the *warranty details* of.
- 3. Click on the *Warranties Issued* tile.

¹A warranty is a written assurance for an item given by the maker or supplier. This guarantee holds themselves responsible to repair or replace the item if it or its parts are defective.



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,		257 NDS	CN0005274	PROJ406OR002	No	PRO3406	OR002	19/01/2022	2	No	
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		252 REP	CN0005300	Printer displaying error code	No	Printer di	splaying error	18/01/2022	3	No	
	₩O0006	251 ITS	CN0005299	Paper keeps on jamming in machi	ine No	Paper kee	eps on jammin	18/01/2022	3	No	
Instructions		250 REP	CN0005298	Paper not feeding through rollers	s No	Paper no	t feeding thro	14/12/2021	3	No	
	. WO0006	249 SM		BathBinMaint - Bathroom Bin Main	ntenance No			23/11/2021	2	No	PR.3000
	WO0006	248 SM		WS - Weekly Service	No			23/11/2021	2	No	PR.3000
Images	. WO0006	247 SM		BathBinMaint - Bathroom Bin Main	ntenance No			23/11/2021	2	No	PR.3000
	⊡ WO0006	246 SM		BathBinMaint - Bathroom Bin Main	ntenance No			23/11/2021	2	No	PR.3000
		245 SM		WS - Weekly Service	No			23/11/2021	2	No	PR3000
Work in Progress		243 SM		WS - Weekly Service	No			16/11/2021	2	No	PR.3000
		242 SERV		1MMS - 1 Month Machine Service	No			16/11/2021	2	No	PR.3000
	. WO0006	241 SM		WS - Weekly Service	No			16/11/2021	2	No	PR.3000
Maintenance	WO0006	240 SM		WS - Weekly Service	No			16/11/2021	2	No	PR.3000
Hairtenance	1 WO0006	239 PR		Rollers need replacing	No			11/11/2021	3	No	PR3000
	. WO0006	238 PR		Test PQ Source Type Work Orde	r No			14/11/2021	5	No	

- 4. The *Issued Warranties for WO Code [work order code]* screen will be displayed.
- 5. Any warranties already linked to this work order, will display in the data grid.

ADD WARRANTY

6. Click on **Add**.

Short cut key: *Right click* to display the *Process* menu list. Click on *Add*.





- 7. The *Work Order Warranty Maintain Screen* will be displayed.
- 8. The screen is divided into two data grid areas.
 - a. A list of all the *Warranty Type* and *Warranty Periods* will be displayed on the left.
 - b. All the *Warranties* that have been linked to the work order will be displayed on the right.



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	F1YW	Full 1 Year Warranty - unit and pa	. Supplier Warranty	1	Years	50000	Copies							
	NewW	New warranty	Supplier Warranty	13	Bi-annual	4	Copies							
	TES	Testing	Supplier Warranty	2	Months	5000	Copies							
	TES1	TEST	Supplier Warranty	6	Months	0								
	TN	Test New	Supplier Warranty	1	Years	0								
	TN3	Test New 3	Supplier Warranty	1	Years	5000	Copies	1						
	TNWED	Test new time based warranty de	Supplier Warranty	5	Years	0								
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C	pen Windows •								User : Julandak	23/03/2	022 Version :	2.5.0.8 Examp	le Company v2.5.0).8

- To *link* a warranty to the asset on the work order, click on the *row*, in *Grid A*, to select the warranty.
- 10. *Click* and *hold down* the mouse button on the warranty and *drag* the item from *Grid A* and drop it in *Grid B*.
- 11. As you *drop* the warranty item, the screen will be updated with the selection.
- 12. Continue adding the warranties to the work order as required.

Remove Warranty

• To remove a Warranty that has incorrectly been added to Grid Area b, click, hold down and drag the warranty back to Grid Area a.

Note that you will <u>only</u> be able to remove a warranty using drag-anddrop before the screen has been *Saved*.



13. When you have finished updating the screen, click on *Save*.

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TN	Test New	Supplier Warranty	1	Years	0										
TN3	Test New 3	Supplier Warranty	1	Years	5000	Copies									
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- 14. You will return to the *Issued Warranties for WO Code [work order code]* screen.
- 15. When the *Warranty Issue Processing* message displays to confirm;
 - The warranty issues for work order [work order code] have been saved.
- 16. Click on *OK*.



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Open Windows	•						User : Julanda	K 23/03/2	022 Ven	sion : 2.5.0.8	Example O	ompany v2.5.0.8

17. The warranties you have linked to the work order will be displayed in the data grid.

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EDIT WARRANTIES ISSUED

- 1. From the Issued Warranties for WO Code [work order code] screen,
- 2. Click on *Edit*.

Short cut key: *Right click* to display the *Process* menu list. Click on *Edit*.

- 3. When you receive the *Issued Warranty* message to confirm;
 - Are you sure you want to edit this warranty for [warranty code] on WO [work order code]?
- 4. Click on Yes.

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- 5. The *Work Order Warranty Maintain* screen will be displayed.
- 6. You can;
 - *add* an additional warranty to the work order using dragand-drop,
 - set the warranty as *Billable* by clicking in the Billable check box, or



- remove from *Billable*, by clicking in the Billable check box to deselect the warranty.
- 7. When all the required changes have been made, click on *Save*.

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- 8. When you receive the *Warranty Issue Processing* message to confirm;
 - The warranty issues for work order [work order code] have been saved.
- 9. Click on *OK*.



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DELETE WARRANTIES ISSUED

- 1. From the *Issued Warranties for WO Code [work order code]* screen,
- 2. Click on the *row* of the warranty you wish to remove from the work order.
- 3. Click on *Delete*.
- 4. When you receive the *Issued Warranty* message to confirm;
 - Are you sure you want to remove this warranty for [warranty code] on WO [work order code]?
- 5. Click on Yes.

Short cut key: *Right click* to display the *Process* menu list. Click on *Delete*.



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Open Windows	•						User : Julanda	K 23/03	/2022 Ver	sion : 2.5.0.8	Example C	ompany v2.5.0.8

- 6. You will return to the Issued Warranties for WO Code screen,
- Note that the warranty you have selected to be deleted displays and *I* -Inactive *Status*.
- 8. Click on *Back* to return to the *Work Orders Listing* screen.

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