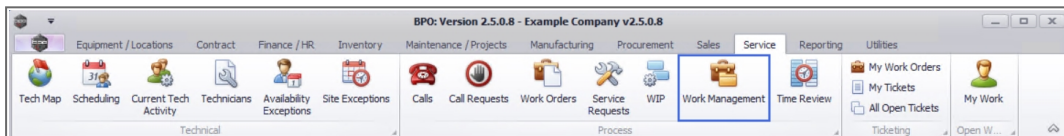


SERVICE

WORK MANAGEMENT – COMPLETE A WORK ORDER

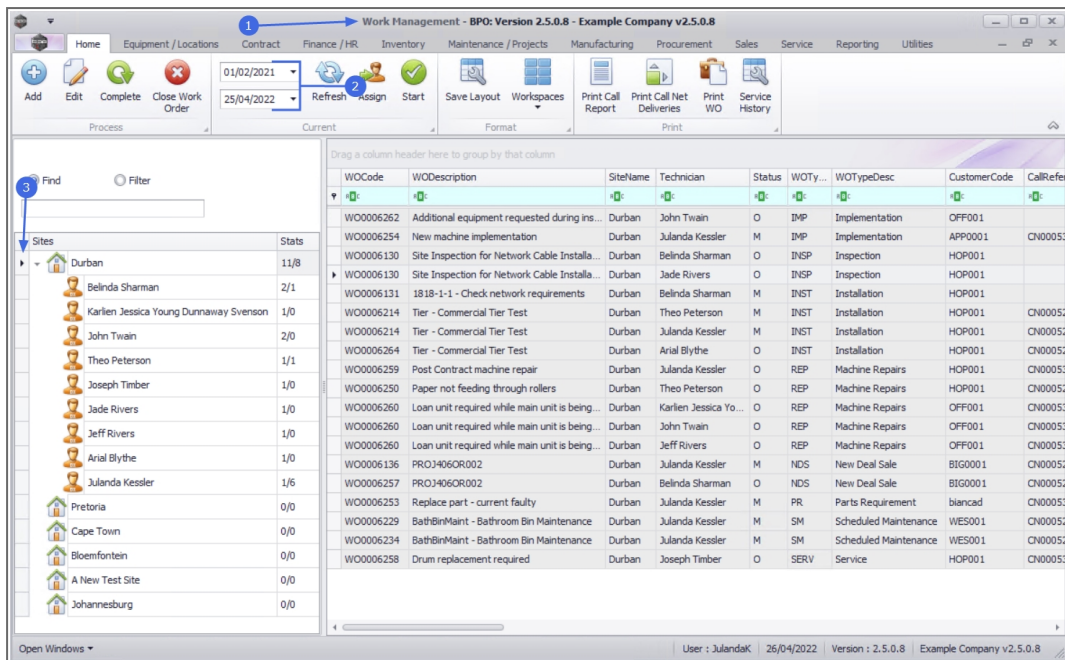
You can **complete** a Work Order from the **Work Management** screen.

Ribbon Access: *Service > Work Management*



1. The **Work Management** screen will be displayed.
2. Select the **date range** that will contain the **work order** you wish to assign.
3. Select the **Site** where the work order was issued.
 - The example has **Durban** selected.

Click on the **Refresh** button  to update the screen.



Work Management - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Process Current Format Print

Find Filter

Sites Stats

Durban 11/8

Belinda Sharman 2/1

Karlien Jessica Young Dunnaway Svenson 1/0

John Twain 2/0

Theo Peterson 1/1

Joseph Timber 1/0

Jade Rivers 1/0

Jeff Rivers 1/0

Arial Blythe 1/0

Julanda Kessler 1/6

Pretoria 0/0

Cape Town 0/0

Bloemfontein 0/0

A New Test Site 0/0

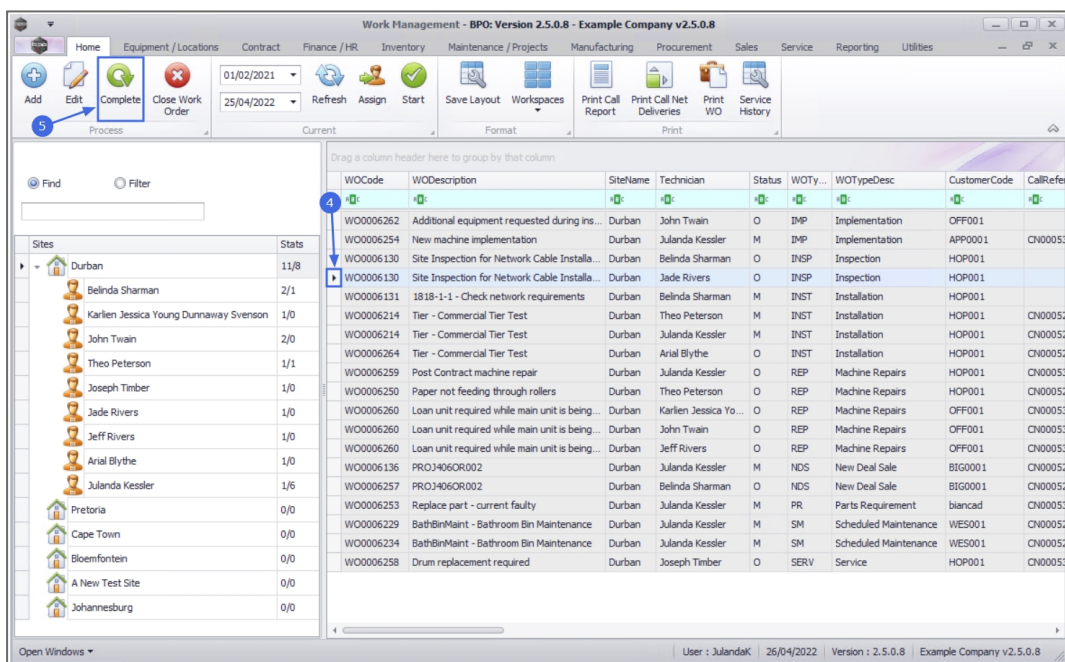
Johannesburg 0/0

WOCode	WODescription	SiteName	Technician	Status	WOTy...	WOTypeDesc	CustomerCode	CallRefer
WO0006262	Additional equipment requested during ins...	Durban	John Twain	O	IMP	Implementation	OFF001	
WO0006254	New machine implementation	Durban	Julanda Kessler	M	IMP	Implementation	APP0001	CHN0005
WO0006130	Site Inspection for Network Cable Installa...	Durban	Belinda Sharman	O	INSP	Inspection	HOP001	
WO0006131	1818-1-1 - Check network requirements	Durban	Jade Rivers	O	INSP	Inspection	HOP001	
WO0006214	Tier - Commercial Tier Test	Durban	Belinda Sharman	M	INST	Installation	HOP001	CHN0005
WO0006214	Tier - Commercial Tier Test	Durban	Theo Peterson	M	INST	Installation	HOP001	CHN0005
WO0006214	Tier - Commercial Tier Test	Durban	Julanda Kessler	M	INST	Installation	HOP001	CHN0005
WO0006264	Tier - Commercial Tier Test	Durban	Arial Blythe	O	INST	Installation	HOP001	CHN0005
WO0006259	Post Contract machine repair	Durban	Julanda Kessler	O	REP	Machine Repairs	HOP001	CHN0005
WO0006250	Paper not feeding through rollers	Durban	Theo Peterson	O	REP	Machine Repairs	HOP001	CHN0005
WO0006260	Loan unit required while main unit is being...	Durban	Karlien Jessica Yo...	O	REP	Machine Repairs	OFF001	CHN0005
WO0006260	Loan unit required while main unit is being...	Durban	John Twain	O	REP	Machine Repairs	OFF001	CHN0005
WO0006260	Loan unit required while main unit is being...	Durban	Jeff Rivers	O	REP	Machine Repairs	OFF001	CHN0005
WO0006136	PROJ406OR002	Durban	Julanda Kessler	M	ND	New Deal Sale	BIG0001	CHN0005
WO0006257	PROJ406OR002	Durban	Belinda Sharman	O	ND	New Deal Sale	BIG0001	CHN0005
WO0006253	Replace part - current faulty	Durban	Julanda Kessler	M	PR	Parts Requirement	biancad	CHN0005
WO0006229	BathBinMaint - Bathroom Bin Maintenance	Durban	Julanda Kessler	M	SM	Scheduled Maintenance	WES001	CHN0005
WO0006234	BathBinMaint - Bathroom Bin Maintenance	Durban	Julanda Kessler	M	SM	Scheduled Maintenance	WES001	CHN0005
WO0006258	Drum replacement required	Durban	Joseph Timber	O	SERV	Service	HOP001	CHN0005

User : JulandaK 26/04/2022 Version : 2.5.0.8 Example Company v2.5.0.8

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

5. Click on **Complete**.



Work Management - BPO: Version 2.5.0.8 - Example Company v2.5.0.8

Home Equipment / Locations Contract Finance / HR Inventory Maintenance / Projects Manufacturing Procurement Sales Service Reporting Utilities

Process Current Format Print

Find Filter

Sites Stats

Durban 11/8

Belinda Sharman 2/1

Karlien Jessica Young Dunnaway Svenson 1/0

John Twain 2/0

Theo Peterson 1/1

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Jade Rivers 1/0

Jeff Rivers 1/0

Arial Blythe 1/0

Julanda Kessler 1/6

Pretoria 0/0

Cape Town 0/0

Bloemfontein 0/0

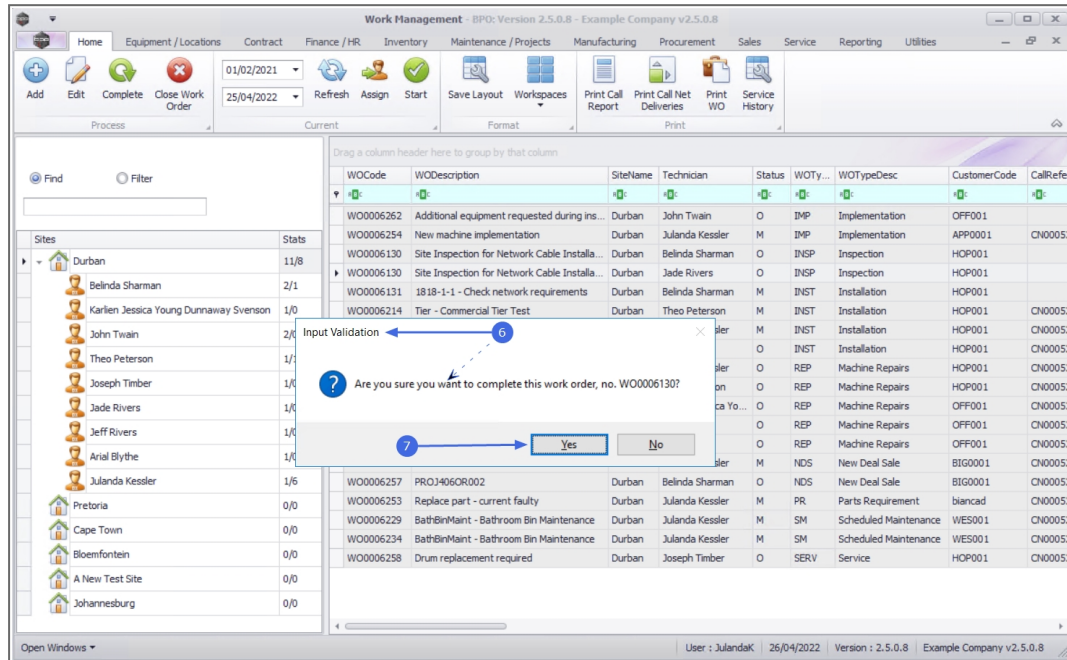
A New Test Site 0/0

Johannesburg 0/0

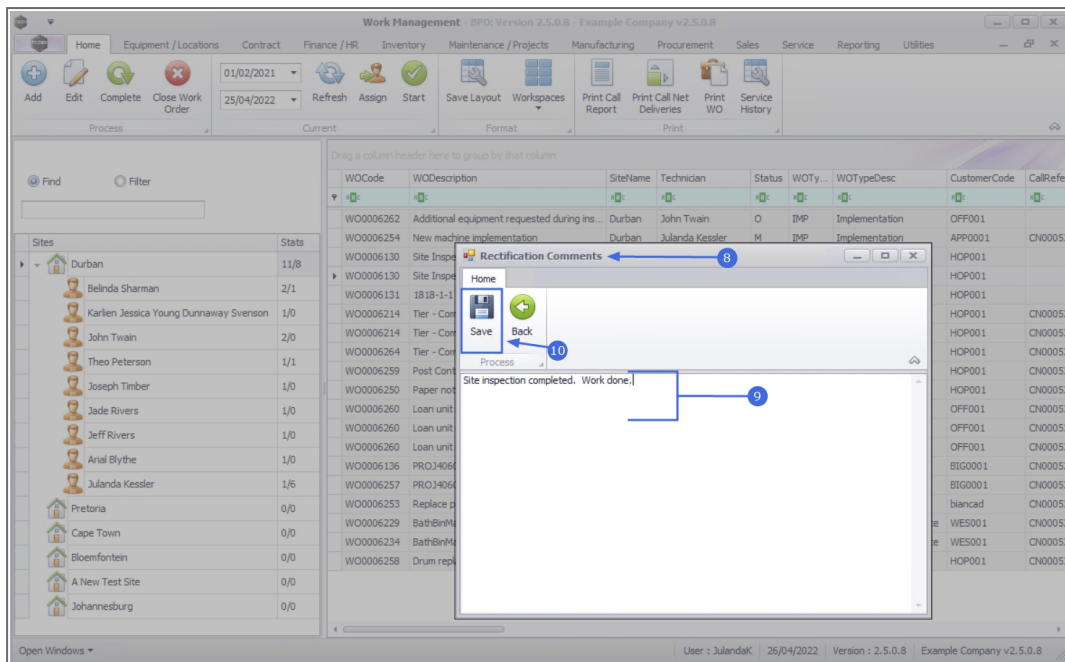
WOCode	WODescription	SiteName	Technician	Status	WOTy...	WOTypeDesc	CustomerCode	CallRefer
WO0006262	Additional equipment requested during ins...	Durban	John Twain	O	IMP	Implementation	OFF001	
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WO0006214	Tier - Commercial Tier Test	Durban	Theo Peterson	M	INST	Installation	HOP001	CHN0005
WO0006214	Tier - Commercial Tier Test	Durban	Julanda Kessler	M	INST	Installation	HOP001	CHN0005
WO0006264	Tier - Commercial Tier Test	Durban	Arial Blythe	O	INST	Installation	HOP001	CHN0005
WO0006259	Post Contract machine repair	Durban	Julanda Kessler	O	REP	Machine Repairs	HOP001	CHN0005
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WO0006260	Loan unit required while main unit is being...	Durban	John Twain	O	REP	Machine Repairs	OFF001	CHN0005
WO0006260	Loan unit required while main unit is being...	Durban	Jeff Rivers	O	REP	Machine Repairs	OFF001	CHN0005
WO0006136	PROJ406OR002	Durban	Julanda Kessler	M	ND	New Deal Sale	BIG0001	CHN0005
WO0006257	PROJ406OR002	Durban	Belinda Sharman	O	ND	New Deal Sale	BIG0001	CHN0005
WO0006253	Replace part - current faulty	Durban	Julanda Kessler	M	PR	Parts Requirement	biancad	CHN0005
WO0006229	BathBinMaint - Bathroom Bin Maintenance	Durban	Julanda Kessler	M	SM	Scheduled Maintenance	WES001	CHN0005
WO0006234	BathBinMaint - Bathroom Bin Maintenance	Durban	Julanda Kessler	M	SM	Scheduled Maintenance	WES001	CHN0005
WO0006258	Drum replacement required	Durban	Joseph Timber	O	SERV	Service	HOP001	CHN0005

User : JulandaK 26/04/2022 Version : 2.5.0.8 Example Company v2.5.0.8

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



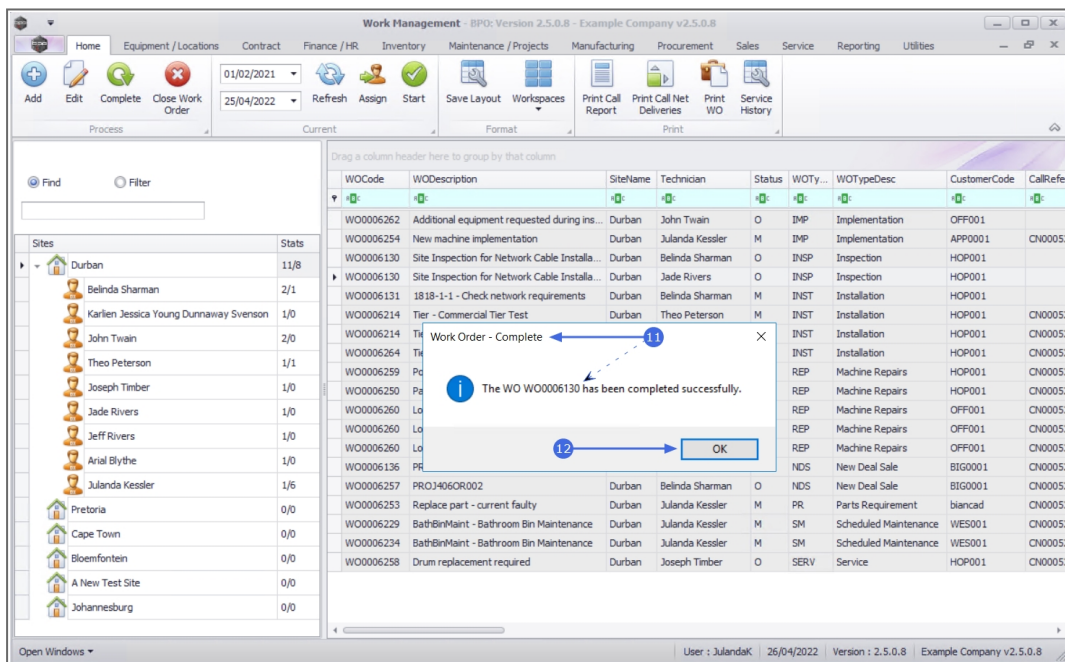
8. The **Rectification Comments** screen will display.
9. Click to type in a description for the work done. The comment needs to be at least **20** characters.
10. Click on **Save**.



11. When the **Work Order - Complete** message display to confirm that;

- **The WO [work order number] has been completed successfully.**

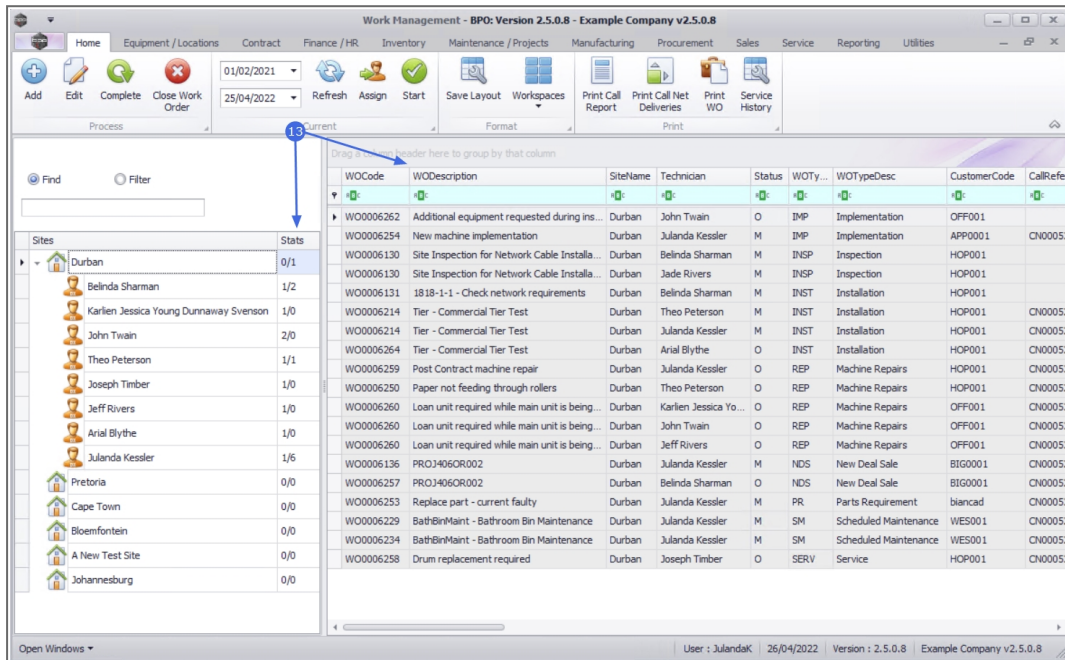
12. Click on **OK**.



13. The **Stats** column on the **Work Management** screen has been updated.



Note that if the Technician's stats showed **1 Open** and **0 Completed**, then the work order will be removed from the data grid. If the Technician had multiple Open work orders, then the Completed work orders will be updated.



WCode	WODescription	SiteName	Technician	Status	WOTy...	WOTypeDesc	CustomerCode	CallRef
WO0006262	Additional equipment requested during ins...	Durban	John Twain	O	IMP	Implementation	OFF001	
WO0006254	New machine implementation	Durban	Julanda Kessler	M	IMP	Implementation	APP0001	CN00053
WO0006130	Site Inspection for Network Cable Installa...	Durban	Belinda Sharman	M	INSP	Inspection	HOP001	
WO0006130	Site Inspection for Network Cable Installa...	Durban	Jade Rivers	M	INSP	Inspection	HOP001	
WO0006131	1818-1-1 - Check network requirements	Durban	Belinda Sharman	M	INST	Installation	HOP001	
WO0006214	Tier - Commercial Tier Test	Durban	Theo Peterson	M	INST	Installation	HOP001	CN00052
WO0006214	Tier - Commercial Tier Test	Durban	Julanda Kessler	M	INST	Installation	HOP001	CN00052
WO0006264	Tier - Commercial Tier Test	Durban	Arial Blythe	O	INST	Installation	HOP001	CN00052
WO0006259	Post Contract machine repair	Durban	Julanda Kessler	O	REP	Machine Repairs	HOP001	CN00053
WO0006250	Paper not feeding through rollers	Durban	Theo Peterson	O	REP	Machine Repairs	HOP001	CN00052
WO0006260	Loan unit required while main unit is being...	Durban	Karlien Jessica Yo...	O	REP	Machine Repairs	OFF001	CN00053
WO0006260	Loan unit required while main unit is being...	Durban	John Twain	O	REP	Machine Repairs	OFF001	CN00053
WO0006260	Loan unit required while main unit is being...	Durban	Jeff Rivers	O	REP	Machine Repairs	OFF001	CN00053
WO0006136	PROJ406OR002	Durban	Julanda Kessler	M	NDS	New Deal Sale	BIG0001	CN00052
WO0006257	PROJ406OR002	Durban	Belinda Sharman	O	NDS	New Deal Sale	BIG0001	CN00052
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WO0006234	BathBinMaint - Bathroom Bin Maintenance	Durban	Julanda Kessler	M	SM	Scheduled Maintenance	WES001	CN00052
WO0006258	Drum replacement required	Durban	Joseph Timber	O	SERV	Service	HOP001	CN00053

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