

## SERVICE


### WORK ORDER CLOSURE – VALIDATION CHECKS

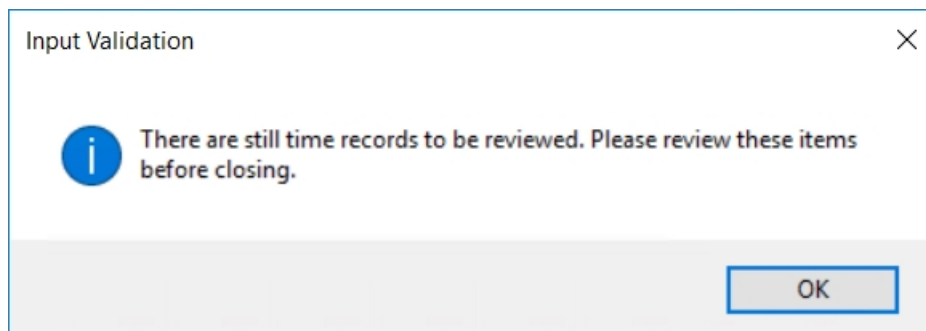
When attempting to close a work order and the following Input Validation messages display

#### TIME REVIEW

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Input Validation

 There are still time records to be reviewed. Please review these items before closing



This is primarily due to a technicians time not being reviewed and wich may lead to billable time.

#### Solution:

1. Review the technicians time from the **Work Order listing** screen.



Refer to [Work Orders - Time Review](#)

2. or from the **Time Review** screen.



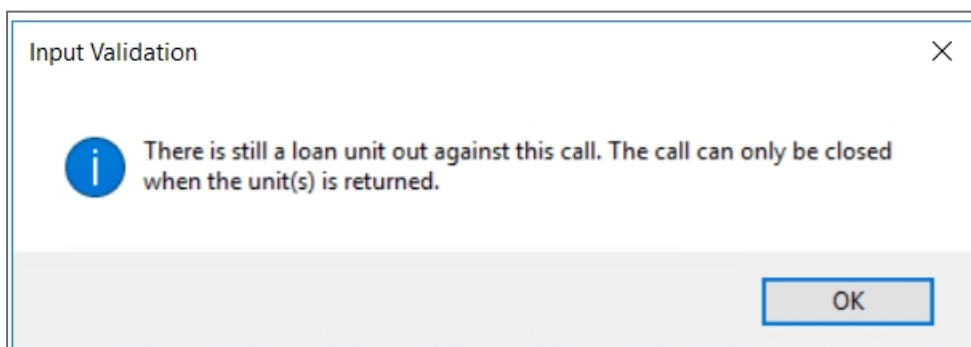
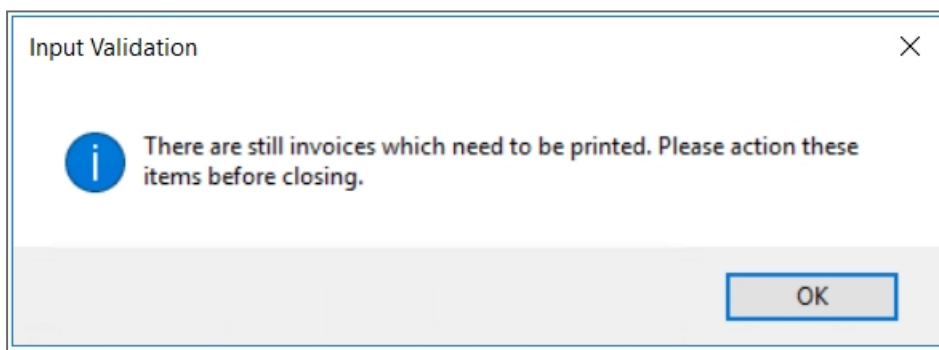
Refer to [Time Review - Review Time](#)

### Troubleshooting:

When the customer has already been invoiced then the customer cannot be billed again. The manager had to decide whether the cost of this time will be taken on by the company and therefore make a loss:

- Review the time as Non-Billable
- Review the time as SLA - if on a contract

## PART REQUEST AUTHORISATION



ST.072.006

