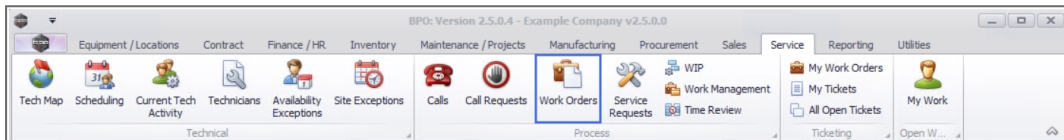


# SERVICE

## WORK ORDERS – VIEW A WORK ORDER

*Ribbon Access: Service > Work Orders*

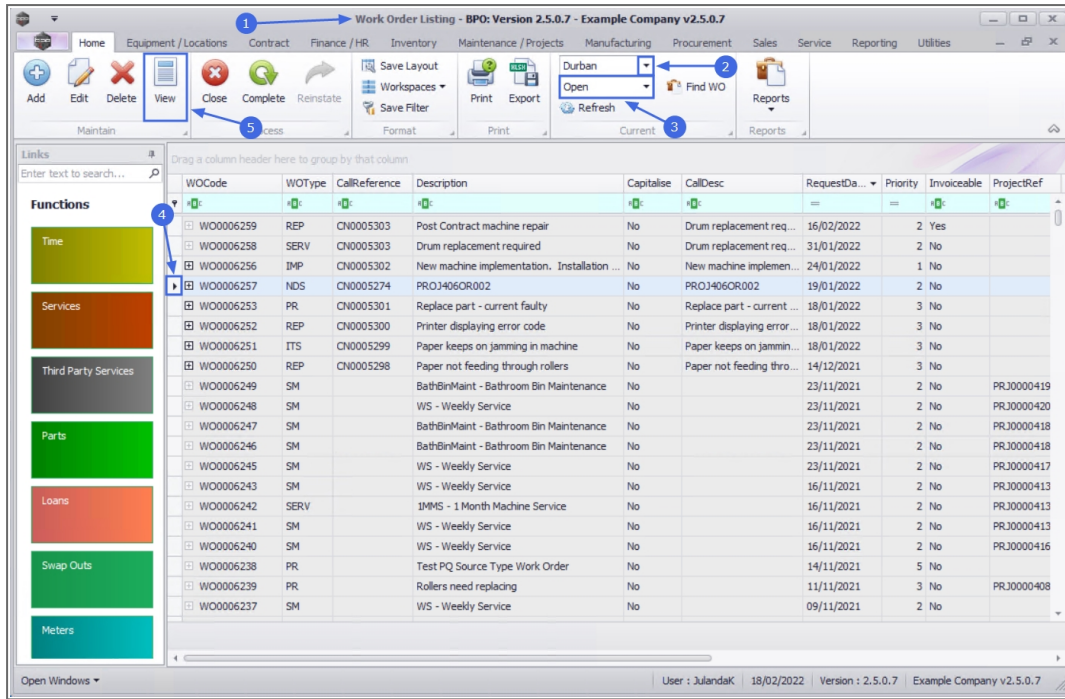


1. The **Work Order Listing** screen will display.
2. Select the **Site** where the work order was raised.
  - The example has **Durban** selected.
3. Select the **Status** for the work order you wish to view.
  - The example has **Open** selected.



If you are not sure of the **site** or **status** of the work order you require, use the [Find WO](#) feature to search for it.

4. Click on the **row** of the work order where you wish to view the details for.
5. Click on **View**.



6. The **View Work Order - [work order number]** screen will be displayed.



Note that this is a view only screen and no changes can be made to the work order details.

7. You can view the work order **details**, **Work Order Item** and **Schedule** information.
8. Click on **Additional Data**, **Customer Info**, **Equipment Info** or **Required Crafts** tab(s), to view the related information.
9. Click on the required **Functions** tile to view information linked to the work order.
10. Click on **Back** to return to the **Work Order Listing** screen.

The screenshot shows the 'View Work Order' interface for work order WO0006257. The interface is divided into several sections:

- Top Navigation:** Home, Equipment / Locations, Contract, Finance / HR, Inventory, Maintenance / Projects, Manufacturing, Procurement, Sales, Service, Reporting, Utilities.
- Left Panel (Functions):** A vertical menu with buttons for Time, Services, Third Party Services, Parts, Loans, Swap Outs, and Meters. A search bar is located above these buttons.
- Main Form (Work Order Item):**
  - Description:** RO1406QR002
  - Requestor:** Julanda Kessler
  - WO Type:** New Deal Sale
  - Priority:** 2
  - Request Date:** 19/01/2022 16:20:00
  - Status:** Open
  - Billable:**
  - Capitalise:**
  - Work Order Item:** Functional Location (selected) and Equipment (radio button).
  - Item:** Durban North
  - Comment:** (Empty text area)
- Links Table:**

RefType	ReferenceType	ReferenceNo
CALL	Call Reference	CN0005274
PMNG	Project Reference	
- Schedule Section:**
  - Assigned To:** Belinda Sharman
  - Assigned By:** Julanda Kessler
  - Scheduled Start:** 19/01/2022 00:00:00
  - Scheduled End:** 20/01/2022 00:00:00
  - Actual Start:** 18/02/2022 12:00:00
  - Actual End:** 18/02/2022 12:00:00
  - Delay Comments:** Currently on Schedule
  - Rectification Code:** (Empty)
  - Rectification Comments:** (Empty)
  - Completion Date:** 18/02/2022 12:00:00
- Right Panel (Additional Data):** A vertical sidebar with expandable sections for Customer Info, Equipment Info, and Required Crafts.

Numbered callouts in the image:

- 6:** Points to the top navigation bar.
- 7:** Points to the 'Equipment' radio button in the Work Order Item section.
- 8:** Points to the 'Assigned To' field in the Schedule section.
- 9:** Points to the search bar in the Functions panel.

