

# SERVICE

## **WORK ORDERS - CLOSE WORK ORDER**

All work order transactions must be completed e.g. issuing parts, invoicing etc., before a work order can be closed. A work order must be <u>completed</u> before it can be closed.

Work Orders can be closed from a **Call** or from a **Work Order**.

**Ribbon Access:** Service > Work Orders

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1		Equipment	/Locations	Contract	Finance / HR	Inventory	Mainten	ance / Projects	Manufactur	ing Pro	curement	Sales	Service	Reporting	Utilities	
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- 1. The *Work Orders Listing* screen will be displayed.
- 2. Select the *Site* where the work order was raised.
  - The example has *Durban* selected.
- 3. Change the *Status* to *Completed*.
- 4. Click on the *row* of the *work order* you wish to close.
- 5. Click on *Close*.



#### Work Orders - Close Work Order

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	E WOOD	022340 TEST	CN0000844	This is a paw call, testing amail function	nality No	This is a pew call- testi	20/04/2020	2	No			M
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		02325 TEST	CN0000833	testing a loan unit	No	testing a loan unit	07/04/2020	3	No			M
Swap Outs	E W000	02319 SERV	CN0000827	Driver connect testing - toner delivery	No	Driver connect testing	21/11/2019	3	No			M
	E WOOD	02315 CR	CN0000823	Test call for Mail Service	No	Test call for Mail Service	16/07/2019	3	No			M
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- 6. When you receive the *Input Validation* message to confirm;
  - Are you sure you want to close this work order, no. [work order number]? Answer 'Yes' to close the work order.
- 7. Click on Yes.

			V	Nork Order Listing - BPO: Version 2.5.0.8	8 - Example	Company v2.5.0.8						x
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	₩O0006253	PR	CN0005301	Replace part - current faulty	No	Replace part - current	18/01/2022	3	No			M
	WO0006244	SM	CN0005297	2MS - 2 month service	No	2MS - 2 month service	16/11/2021	2	No			M
Services	E WO0006234	SM	CN0005296	BathBinMaint - Bathroom Bin Maintenance	No	BathBinMaint - Bathroo	05/11/2021	2	No			M
		SM	CN0005295	BathBinMaint - Bathroom Bin Maintenance	No	BathBinMaint - Bathroo	29/10/2021	2	No			м
	E WO0006214	IN Input	Validation			imes ommercial Tier	16/10/2021	2	No			M
Third Party Services		NC				6OR002	01/10/2021	2	No			M
	₩O0006131	IN	Are you su	re you want to close this work order, no.	WO00062613		19/08/2021	2	No	PRJ0000411	Site Inspect.	. м
	WO0005785	NE	Answer 'Ye	es' to close the work order.			24/03/2021	2	No	PRJ0000407	OSU1001	м
Darte		TE				email	23/04/2020	3	No			м
Fals	WO0002347 TF						22/04/2020	3	No			м
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	WO0002325	TEST	CN0000833	testing a loan unit	No	testing a loan unit	07/04/2020	3	No			м
Swap Outs	WO0002319	SERV	CN0000827	Driver connect testing - toner delivery	No	Driver connect testing	21/11/2019	3	No			м
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Open Windows 👻						User : J	ulandaK 14/04	/2022 1	/ersion : 2.5.(	0.8 Example	Company v2.5.	0.8



- A *Work Order Module Closure* message box will pop up informing you that,
  - The work order, no. [], has been closed.
- Click on Ok.



#### Work Orders - Close Work Order

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	E W00001224	Work Mgt - project - work order linked to asset - client	31 Mar 2017	M	PR30000213	Work Mgt	DR	2	No
Time	E W00001222	Work Mgt - work order linked to a non client asset	31 Mar 2017	M			DR	7	No
	W00001221	Work order mgt - work order linked to a non client location	n 31 Mar 2017	М			DR	2	No
	E W00001217	work order linked to location - resolved and reassigned	31 Mar 2017	М	PR30000211	work order	DR	2	No
Services	E W00001216	work order linked to location - unresolved client	rder linked to location - unresolved client 31 Mar 2017		PRJ0000211	work order	DR	2	No
	E W00001215	work order linked to location - unresolved	31 Mar 2017	М	PR30000211	work order	DR	2	No
	E W00001214	work order linked to location - resolved	31 Mar 2017	М	PR30000211	work order	DR	2	No
Third Party Services	E W00001213	work order linked to asset unresolved and reassigned	31 Mar 2017	М	PR.30000210	Project link	DR	2	No
2010/2020/04/2011/07	B W00001212	work order linked to asset - resolved and reassigned	31 Mar 2017	М	PR30000210	Project link	DR	2	No
227 - 2 - 7	H W00001211	work order linked to asset - Unresolved client	31 Mar 2017	M	PR.30000210	Project link	DR	2	No
Darle	E W00001210	Work order linked to an asset - Unresolved	31 Mar 2017	М	PR30000210	Project link	DR	2	No
	• E WO0001209	Work order Linked to asset - resolved1	31 Mar 2017	М	PR.30000210	Project link	DR	2	No
	Work Order Modu	ule - Closure X	31 Mar 2017	М	PR30000210	Project link	DR	2	No
INVESTION 1			31 Jul 2014	М			SERV	2	No
Loans		đ	30 Mar 2017	М	PR.30000209	Location +	DR	2	No
	The w	ork order, no. WO0001209, has been closed.	30 Mar 2017	М	PR.30000209	Location	DR	2	No
	1.12		30 Mar 2017	М	PR.30000209	Location	DR	2	No
Swap Outs			30 Mar 2017	М	PR.30000209	Location	DR	2	No
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	E W00001198	Resolved and reassigned	30 Mar 2017	M	PR.30000208	All open tic	DR	2	No
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 The closed work order can now be found in the Work Order Listing screen where the status is set to Closed.



### Work Orders - Close Work Order

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		W00001312	Prints arent stapled	20 Apr 2017	x			REP	2	No	
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		W00001299	TT0001 - Daily - Call per WO	13 Apr 2017	c			SM	2	No	
		W00001298	New Short Term Contract WO	13 Apr 2017	с			DR	2	No	
Services		E W00001298	New Short Term Contract WO	13 Apr 2017	с			DR	2	No	
		W00001290	work order 1	13 Apr 2017	c	PR.30000070	test	DR	2	No	
		W00001289	Work order for completion, closure an	13 Apr 2017	c	PR.30000229	Test project	TEST	2	No	
Third Party Services	11	W00001262	TT0001 - Daily - Call per WO	12 Apr 2017	c			54	2	No	
		· W00001241	work order linked to client asset	04 Apr 2017	c	PR.30000066	Wilows Cen	DR	2	No	
		E W00001240	work order linked to an asset	04 Apr 2017	c			DR	2	No	
6.2		W00001239	work order linked to non client asset	04 Apr 2017	с			DR	2	No	
Parts		W00001238	work order assigned to client asset	04 Apr 2017	c			DR	2	No	
		W00001237	work order assigned to non client locat	04 Apr 2017	с			DR	2	No	
IN A STATE	11	· W00001236	work order assigned to client location	04 Apr 2017	с			DR	2	No	
Loans	,	W00001209	Work order Linked to asset - resolved 1	31 Mar 2017	C	PR.30000210	Project linke	DR	2	No	
		WO0001193	Project not linked to customer	30 Mar 2017	C	PRJ0000207	Project not I	DR	2	No	

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