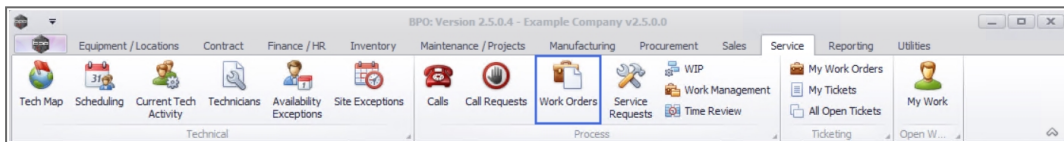


## SERVICE

### WORK ORDERS – COMPLETE A WORK ORDER

Work orders should be completed when the work required has been done.

**Ribbon Access:** *Service > Work Orders*



1. The **Work Orders Listing** screen will be displayed.
2. Select the **Site** where the work order has been issued.
  - The example has **Durban** selected.
3. Set the **Status** to **Open**.

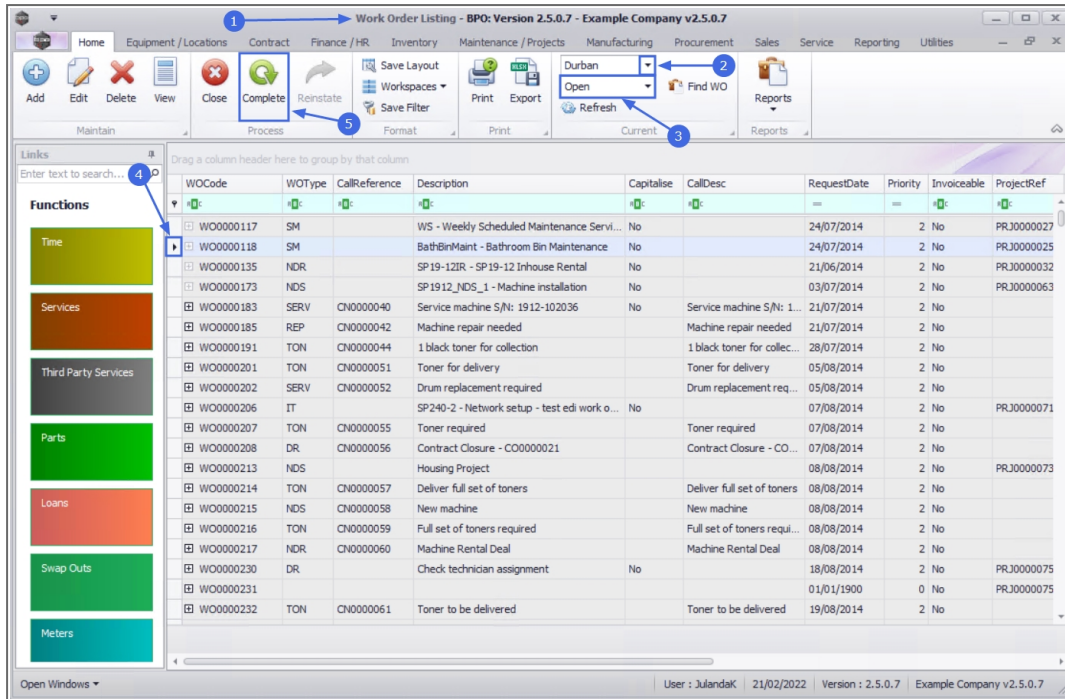


**Note** that only work orders with an **Open** status can be completed.

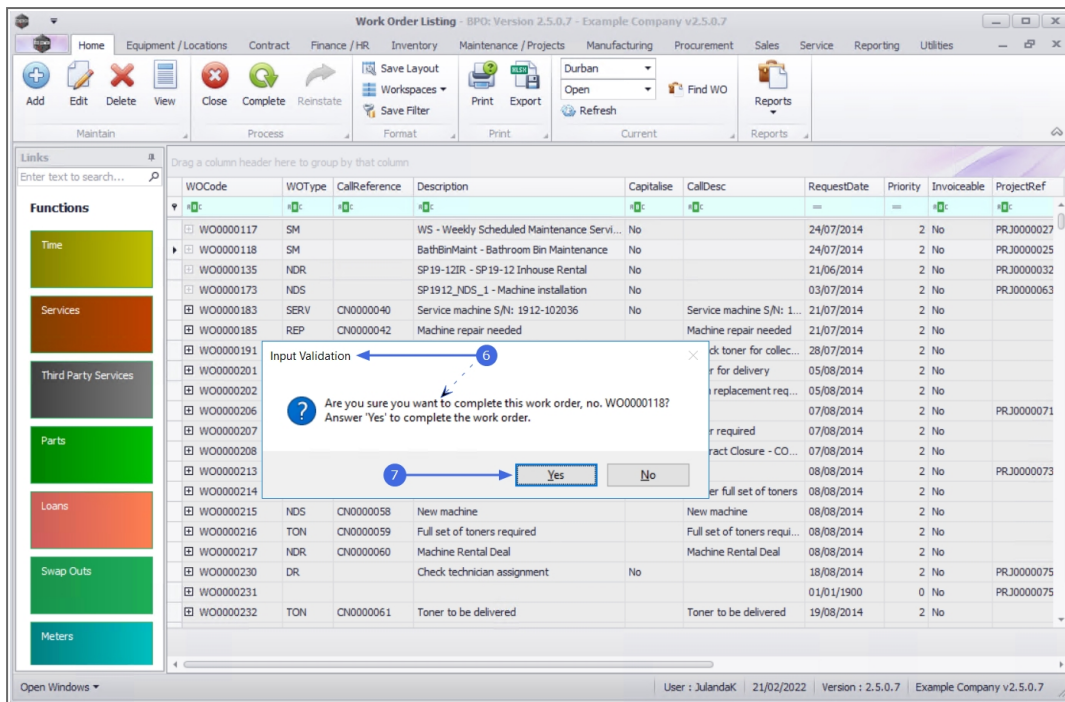
4. Click on the **row** of the **work order** you wish to **complete**.
5. Click on **Complete**.



**Short cut key:** **Right click** to display the **All groups** menu list. Click on **Complete**.



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

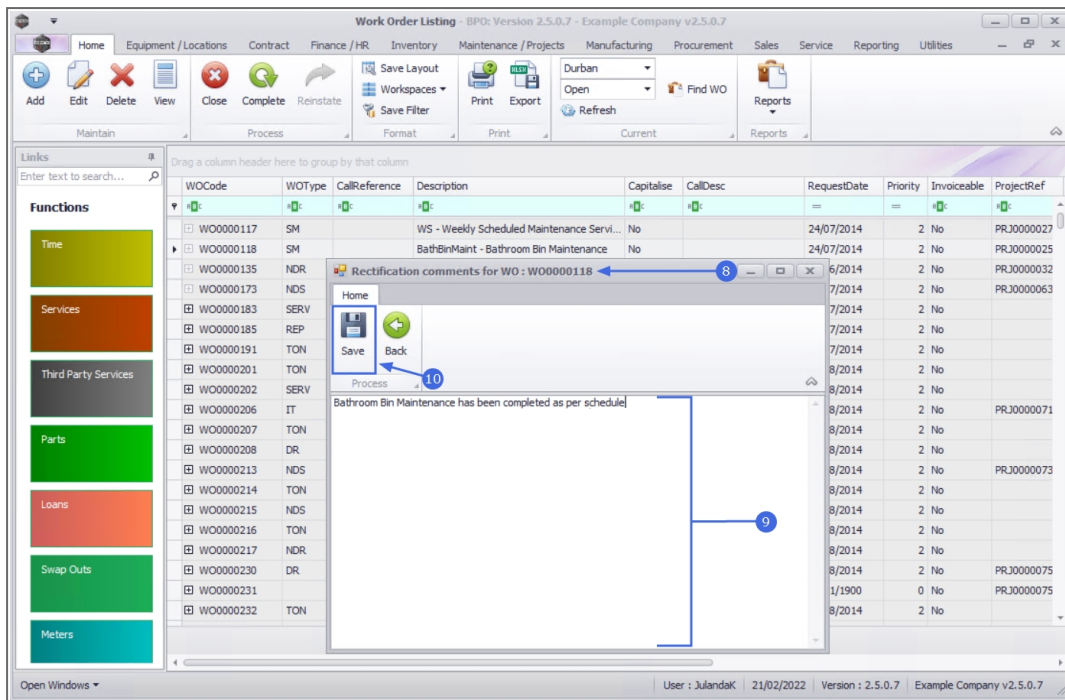


8. Next you will receive the **Rectification commands for WO: [work order number]** screen.
9. Type in the work order rectification **comments** for the work that has been completed.

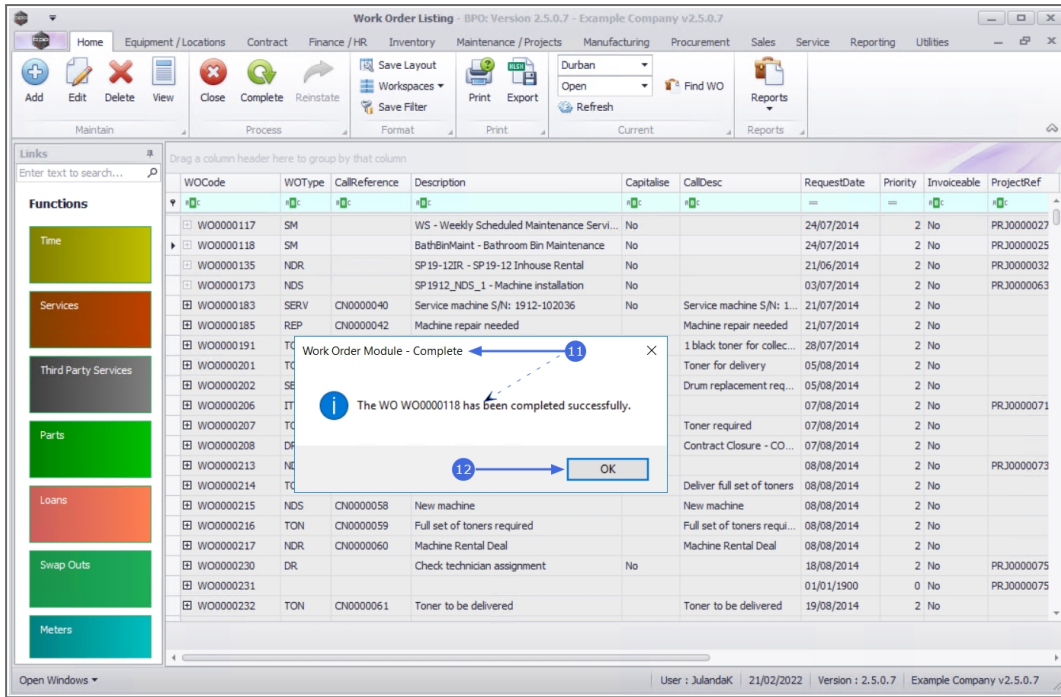


Note that the comment entry needs to be at least 20 characters.

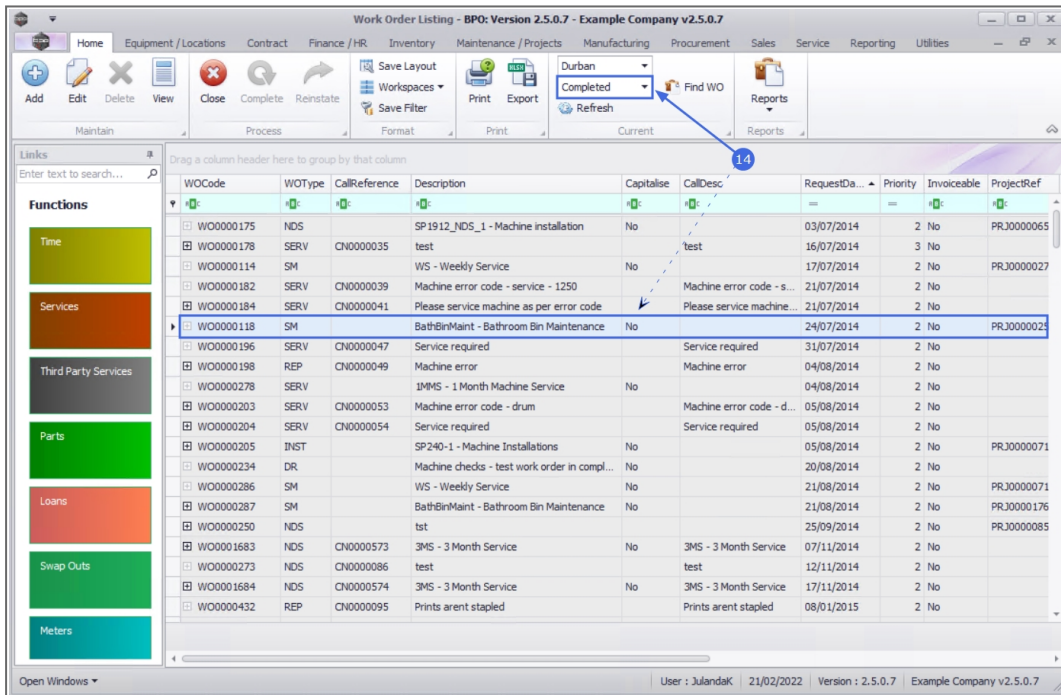
10. When you have finished typing in the work order rectification comments, click on **Save**.



11. Next the **Work Order Module - Complete** screen will confirm;
  - **The WO [work order number] has been completed successfully.**
12. Click on **OK**.



14. The **completed** work order can now be viewed in the Work Order Listing screen where the status is set to **Completed**.



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