

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*.

 $(\mathbf{P}$

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



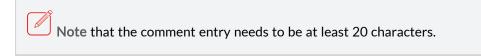
| Ð 🕼 🗙 | View Close Complete | Reinstate | Inventory Maintenance / Projects Maintenance Maintenance / Projects Mainten | • | Procurement Sales | Service Repor | ting Utilities | - 8 |
|-----------------------|---------------------|---------------------------|--|------------|----------------------------|---------------|----------------------|--------------|
| Maintain | Proces | ss 🔮 | Format 4 Print 4 | Current | 3 Reports | | | |
| nks q | | | | | | | | |
| iter text to search 4 | WOCode | WOType CallRe | ference Description | Capitalise | CallDesc | RequestDate | Priority Invoiceable | ProjectRef |
| Functions | ▼ #0: | * 0 ¢ * 0 ¢ | -D: | a 🗖 c | * 0 0 | - | - •0• | * 0 0 |
| | . WO0000117 | SM | WS - Weekly Scheduled Maintenance Se | rvi No | | 24/07/2014 | 2 No | PR.300000 |
| | ▶ ⊡ WO0000118 | SM | BathBinMaint - Bathroom Bin Maintenand | e No | | 24/07/2014 | 2 No | PR.300000 |
| | WO0000135 | NDR. | SP19-12IR - SP19-12 Inhouse Rental | No | | 21/06/2014 | 2 No | PR.300000 |
| | · WO0000173 | NDS | SP1912_NDS_1 - Machine installation | No | | 03/07/2014 | 2 No | PRJ00000 |
| Services | | SERV CN000 | 00040 Service machine S/N: 1912-102036 | No | Service machine S/N: 1 | 21/07/2014 | 2 No | |
| | | REP CN000 | 00042 Machine repair needed | | Machine repair needed | 21/07/2014 | 2 No | |
| | ₩ WO0000191 | TON CN000 | 1 black toner for collection | | 1 black toner for collec | 28/07/2014 | 2 No | |
| Third Party Services | ₩ WO0000201 | TON CN000 | 00051 Toner for delivery | | Toner for delivery | 05/08/2014 | 2 No | |
| | ₩ WO0000202 | SERV CN000 | 00052 Drum replacement required | | Drum replacement req | 05/08/2014 | 2 No | |
| | ₩ WO0000206 | Π | SP240-2 - Network setup - test edi work | o No | | 07/08/2014 | 2 No | PRJ00000 |
| Parts | ₩O0000207 ₩O0000207 | TON CN000 | 00055 Toner required | | Toner required | 07/08/2014 | 2 No | |
| Fai G | | DR. CN000 | 00056 Contract Closure - CO0000021 | | Contract Closure - CO | 07/08/2014 | 2 No | |
| | | NDS | Housing Project | | | 08/08/2014 | 2 No | PRJ00000 |
| | ₩ WO0000214 | TON CN000 | 00057 Deliver full set of toners | | Deliver full set of toners | 08/08/2014 | 2 No | |
| | ₩ WO0000215 | NDS CN000 | 00058 New machine | | New machine | 08/08/2014 | 2 No | |
| | ₩O0000216 | TON CN000 | 00059 Full set of toners required | | Full set of toners requi | 08/08/2014 | 2 No | |
| | ₩O0000217 ₩O0000217 | NDR CN000 | 00060 Machine Rental Deal | | Machine Rental Deal | 08/08/2014 | 2 No | |
| Swap Outs | | DR. | Check technician assignment | No | | 18/08/2014 | 2 No | PRJ00000 |
| | ₩O0000231 ₩O0000231 | | | | | 01/01/1900 | 0 No | PRJ00000 |
| | | TON CN000 | 00061 Toner to be delivered | | Toner to be delivered | 19/08/2014 | 2 No | |

- 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.



| | View Close Compl | lete Reinsta | te Save I | paces - Print Export Open | | Find WO Reports | | | | |
|-------------------------------|---|--------------|---------------|--|------------|--------------------------|-------------|----------|---------------|--------------|
| Maintain | a Proc | ess | .4 Form | at a Print a | Current | " Reports | 4 | | | |
| nks # ter text to search P | Drag a column header | | | | | | | | | |
| ter text to search 🔎 | WOCode | WOType | CallReference | Description | Capitalise | CallDesc | RequestDate | Priority | Invoiceable | ProjectRe |
| Functions | ♥ #□ | n 🗖 c | * 0 ¢ | * 0 ¢ | n 🗖 c | * 0 ¢ | - | - | e l ic | * D : |
| | WO0000117 | SM | | WS - Weekly Scheduled Maintenance Servi. | No | | 24/07/2014 | 2 | No | PR.300000 |
| Time | ▶ ⊡ WO0000118 | SM | | BathBinMaint - Bathroom Bin Maintenance | No | | 24/07/2014 | 2 | No | PRJ00000 |
| | · WO0000135 | NDR | | SP19-12IR - SP19-12 Inhouse Rental | No | | 21/06/2014 | 2 | No | PRJ00000 |
| | · WO0000173 | NDS | | SP1912_NDS_1 - Machine installation | No | | 03/07/2014 | 2 | No | PR.30000 |
| Services | | SERV | CN0000040 | Service machine S/N: 1912-102036 | No | Service machine S/N: 1 | 21/07/2014 | 2 | No | |
| | | REP | CN0000042 | Machine repair needed | | Machine repair needed | 21/07/2014 | 2 | No | |
| | | Input Valida | tion 🚽 | 6 | | × ck toner for collec | 28/07/2014 | 2 | No | |
| Third Party Services | ₩O0000201 | | | | | r for delivery | 05/08/2014 | 2 | No | |
| | | - | | 1º | | replacement req | 05/08/2014 | 2 | No | |
| | | | | want to complete this work order, no. W omplete the work order. | 00000118? | | 07/08/2014 | 2 | No | PRJ0000 |
| Parts | | | | | | r required | 07/08/2014 | 2 | No | |
| Parts | | | | | | ract Closure - CO | 07/08/2014 | 2 | No | |
| | | | 7 | <u>Y</u> es | No | | 08/08/2014 | 2 | No | PR.300000 |
| | WO0000214 WO0000214 WO0000214 | | | | | er full set of toners | 08/08/2014 | 2 | No | |
| Loans | WO0000215 WO0000215 WO0000215 WO0000215 WO0000215 WO0000215 WO00000215 WO000000215 WO000000215 WO000000215 WO000000215 WO000000215 WO000000215 WO000000215 WO000000215 WO000000000 WO00000000 WO00000000 WO0000000 WO0000000 WO000000 WO000000 WO000000 WO000000 WO000000 WO000000 WO000000 WO000000 WO000000 WO00000 WO00000 WO00000 WO00000 WO00000 WO00000 WO00000 WO00000 WO00000 WO0000 WO0000 WO0000 WO0000 WO0000 WO000 WO0000 WO000 WO000 WO0000 WO000 WO00 WO000 WO000 WO00 WO000 WO000 WO00 WO000 WO000 WO000 WO00 WO00 WO000 WO000 WO00 WO00 WO000 WO00 WO00 WO00 WO000 WO00 WO WO00 WO00 WO WO00 WO WO00 WO WO WO00 | NDS | CN0000058 | New machine | | New machine | 08/08/2014 | 2 | No | |
| | | TON | CN0000059 | Full set of toners required | | Full set of toners requi | 08/08/2014 | 2 | No | |
| | | NDR | CN0000060 | Machine Rental Deal | | Machine Rental Deal | 08/08/2014 | 2 | No | |
| Swap Outs | | DR | | Check technician assignment | No | | 18/08/2014 | 2 | No | PRJ00000 |
| | | | | | | | 01/01/1900 | 0 | No | PRJ00000 |
| | | TON | CN0000061 | Toner to be delivered | | Toner to be delivered | 19/08/2014 | 2 | No | |

- 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.



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



| Add Edit Delete | View Close Comple | ete Reinsta | the Save F | paces • Print Export | Durban Open ③ Refresh | • | Find WO Report | | | | | |
|------------------------------|-------------------|-------------|------------------|------------------------------|-----------------------------|--------------------|----------------|-----|-----------|----------|-------------|------------|
| Maintain | A Proce | SS | J Forma | at a Print a | | Current | _ Report | s " | | | | |
| nks 4 nter text to search | | | | | | | | | | | | |
| ther text to bear drift / | WOCode | WOType | CallReference | Description | | Capitalise | CallDesc | Re | questDate | Priority | Invoiceable | ProjectRef |
| Functions | ₽ 8 0 0 | a 🖬 c | a 🛛 c | 38 C | | 8 <mark>0</mark> 0 | 8 8 0 | = | | = | 8 C | REC |
| | 🕀 WO0000117 | SM | | WS - Weekly Scheduled Main | tenance Servi | No | | 24 | /07/2014 | 2 | No | PRJ000002 |
| Time | ▶ ⊡ WO0000118 | SM | | BathBinMaint - Bathroom Bin | Maintenance | No | | 24 | /07/2014 | 2 | No | PRJ00000 |
| | 🙂 WO0000135 | NDR | Rectificatio | on comments for WO : WO | 0000118 🗲 | | | x | 6/2014 | 2 | No | PRJ00000 |
| | 🕀 WO0000173 | NDS | Home | | | | | | 7/2014 | 2 | No | PRJ00000 |
| Services | | SERV | | | | | | | 7/2014 | 2 | No | |
| | | REP | 1 | | | | | | 7/2014 | 2 | No | |
| | E WO0000191 | TON | Save Back | | | | | | 7/2014 | 2 | No | |
| Third Party Services | E ₩00000201 | TON | | | | | | | 8/2014 | 2 | No | |
| | E ₩O0000202 | SERV | Process | | | | _ | 2 | 8/2014 | 2 | No | |
| | E WO0000206 | Π | Bathroom Bin Mai | intenance has been completed | as per schedule | | | - | 8/2014 | 2 | No | PRJ00000 |
| Parts | WO0000207 | TON | | | | | | | 8/2014 | 2 | No | |
| Parts | | DR | | | | | | | 8/2014 | 2 | No | |
| | | NDS | | | | | | | 8/2014 | 2 | No | PR.300000 |
| | | TON | | | | | | | 8/2014 | 2 | No | |
| Loans | | NDS | | | | | | | 8/2014 | 2 | No | |
| | E WO0000216 | TON | | | | | 9 | | 8/2014 | 2 | No | |
| | E WO0000217 | NDR | | | | | | | 8/2014 | 2 | No | |
| Swap Outs | E WO0000230 | DR | | | | | | | 8/2014 | 2 | No | PR.300000 |
| | E WO0000231 | | | | | | | | 1/1900 | 0 | No | PR.300000 |
| | E ₩00000232 | TON | | | | | | | 8/2014 | 2 | No | |
| Meters | | | | | | | | | | | | |

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



| | iew Close Comple | ete Reinsta | te 👸 Save I | paces • Print Export Open | | Find WO Reports | | | | |
|----------------------|---------------------|-------------|---------------|---|------------|----------------------------|-------------|----------|-------------|-----------|
| Maintain | A Proce | :55 | | at a Print a | Current | " Reports | 4 | | | |
| iks 4 | | | | | | | | | | |
| ter text to search P | WOCode | WOType | CallReference | Description | Capitalise | CallDesc | RequestDate | Priority | Invoiceable | ProjectRe |
| Functions | Y 100 | # C | a 🗖 c | HDc | REC | * 0 ¢ | - | - | R B C | REC |
| | | SM | | WS - Weekly Scheduled Maintenance Servi | No | | 24/07/2014 | 2 | No | PR.300000 |
| Time | ▶ ⊡ WO0000118 | SM | | BathBinMaint - Bathroom Bin Maintenance | No | | 24/07/2014 | 2 | No | PR.300000 |
| | WO0000135 | NDR | | SP19-12IR - SP19-12 Inhouse Rental | No | | 21/06/2014 | 2 | No | PR.300000 |
| | · WO0000173 | NDS | | SP1912_NDS_1 - Machine installation | No | | 03/07/2014 | 2 | No | PR.300000 |
| Services | | SERV | CN0000040 | Service machine S/N: 1912-102036 | No | Service machine S/N: 1 | 21/07/2014 | 2 | No | |
| | | REP | CN0000042 | Machine repair needed | | Machine repair needed | 21/07/2014 | 2 | No | |
| | WO0000191 | TC Work | Order Module | - Complete | × | 1 black toner for collec | 28/07/2014 | 2 | No | |
| Third Party Services | E WO0000201 | тс | order module | | ~ | Toner for delivery | 05/08/2014 | 2 | No | |
| | | SE | _ | | | Drum replacement req | 05/08/2014 | 2 | No | |
| | | п | The WO V | VO0000118 has been completed successf | ully. | | 07/08/2014 | 2 | No | PRJ00000 |
| Desta | | TC | | | | Toner required | 07/08/2014 | 2 | No | |
| Parts | | DF | | | | Contract Closure - CO | 07/08/2014 | 2 | No | |
| | | NE | | | < C | | 08/08/2014 | 2 | No | PRJ00000 |
| | | тс | | | | Deliver full set of toners | 08/08/2014 | 2 | No | |
| Loans | | NDS | CN0000058 | New machine | | New machine | 08/08/2014 | 2 | No | |
| | ₩O0000216 ₩O0000216 | TON | CN0000059 | Full set of toners required | | Full set of toners requi | 08/08/2014 | 2 | No | |
| | | NDR | CN0000060 | Machine Rental Deal | | Machine Rental Deal | 08/08/2014 | 2 | No | |
| Swap Outs | | DR | | Check technician assignment | No | | 18/08/2014 | 2 | No | PR.300000 |
| | | | | | | | 01/01/1900 | 0 | No | PRJ00000 |
| | H WO0000232 | TON | CN0000061 | Toner to be delivered | | Toner to be delivered | 19/08/2014 | 2 | No | |

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

| | ew | Close Comple | te Reinsta | te Forma | paces • Print Export @ Refresh | | Find WO | | | |
|----------------------|----|--------------|------------|---------------|---|--------------|------------------------|-------------|--------------------|---------------|
| ıks 4 | | | | | | | 14 | | | |
| ter text to search P | | WOCode | WOType | CallReference | Description | Capitalise | CallDesc | RequestDa + | Priority Invoiceab | le ProjectRef |
| Functions | 9 | a Dic | n 🗖 c | # 0 0 | 10: | R I C | REC / | - | | REC |
| | | WO0000175 | NDS | | SP1912_NDS_1 - Machine installation | No | 1 | 03/07/2014 | 2 No | PR.J000006 |
| Time | B | E WO0000178 | SERV | CN000035 | test | | test | 16/07/2014 | 3 No | |
| | | WO0000114 | SM | | WS - Weekly Service | No ,' | | 17/07/2014 | 2 No | PRJ000002 |
| | | WO0000182 | SERV | CN0000039 | Machine error code - service - 1250 | 1 | Machine error code - s | 21/07/2014 | 2 No | |
| Services | B | E WO0000184 | SERV | CN0000041 | Please service machine as per error code | ¥ | Please service machine | 21/07/2014 | 2 No | |
| | • | WO0000118 | SM | | BathBinMaint - Bathroom Bin Maintenance | No | | 24/07/2014 | 2 No | PRJ000002 |
| | E | WO0000196 | SERV | CN0000047 | Service required | | Service required | 31/07/2014 | 2 No | |
| Third Party Services | B | E WO0000198 | REP | CN0000049 | Machine error | | Machine error | 04/08/2014 | 2 No | |
| | | WO0000278 | SERV | | 1MMS - 1 Month Machine Service | No | | 04/08/2014 | 2 No | |
| | B | E WO0000203 | SERV | CN0000053 | Machine error code - drum | | Machine error code - d | 05/08/2014 | 2 No | |
| Parts | B | E WO0000204 | SERV | CN0000054 | Service required | | Service required | 05/08/2014 | 2 No | |
| Faits | B | E WO0000205 | INST | | SP240-1 - Machine Installations | No | | 05/08/2014 | 2 No | PRJ000007 |
| | | WO0000234 | DR | | Machine checks - test work order in compl | No | | 20/08/2014 | 2 No | |
| | | WO0000286 | SM | | WS - Weekly Service | No | | 21/08/2014 | 2 No | PRJ000007 |
| Loans | B | E WO0000287 | SM | | BathBinMaint - Bathroom Bin Maintenance | No | | 21/08/2014 | 2 No | PRJ000017 |
| | B | E WO0000250 | NDS | | tst | | | 25/09/2014 | 2 No | PR.3000008 |
| | B | E WO0001683 | NDS | CN0000573 | 3MS - 3 Month Service | No | 3MS - 3 Month Service | 07/11/2014 | 2 No | |
| Swap Outs | | WO0000273 | NDS | CN0000086 | test | | test | 12/11/2014 | 2 No | |
| | B | E WO0001684 | NDS | CN0000574 | 3MS - 3 Month Service | No | 3MS - 3 Month Service | 17/11/2014 | 2 No | |
| | | WO0000432 | REP | CN000095 | Prints arent stapled | | Prints arent stapled | 08/01/2015 | 2 No | |

MNU.072.008

Help v2.5.0.14 - Pg 5 - Printed: 25/06/2024