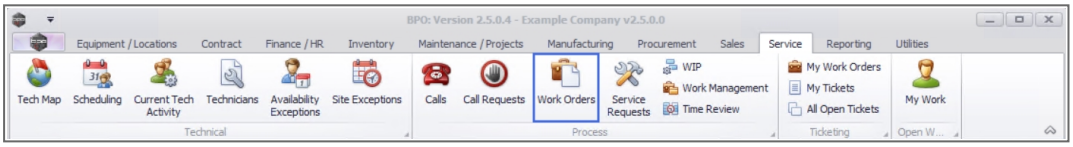
SERVICE

WORK ORDERS – WARRANTIES ISSUED

The Warranties Issued tile will direct you to the Issued **Warranties**[1] for the Work Order that have been linked to the underlying asset.

Ribbon Access: *Service > Work Orders*



1. The ***Work Order Listing*** screen will be displayed.
2. Click on the ***row*** of the ***work order*** you wish to view the ***warranty details*** of.
3. Click on the ***Warranties Issued*** tile.

[1] A warranty is a written assurance for an item given by the maker or supplier. This guarantee holds themselves responsible to repair or replace the item if it or its parts are defective.

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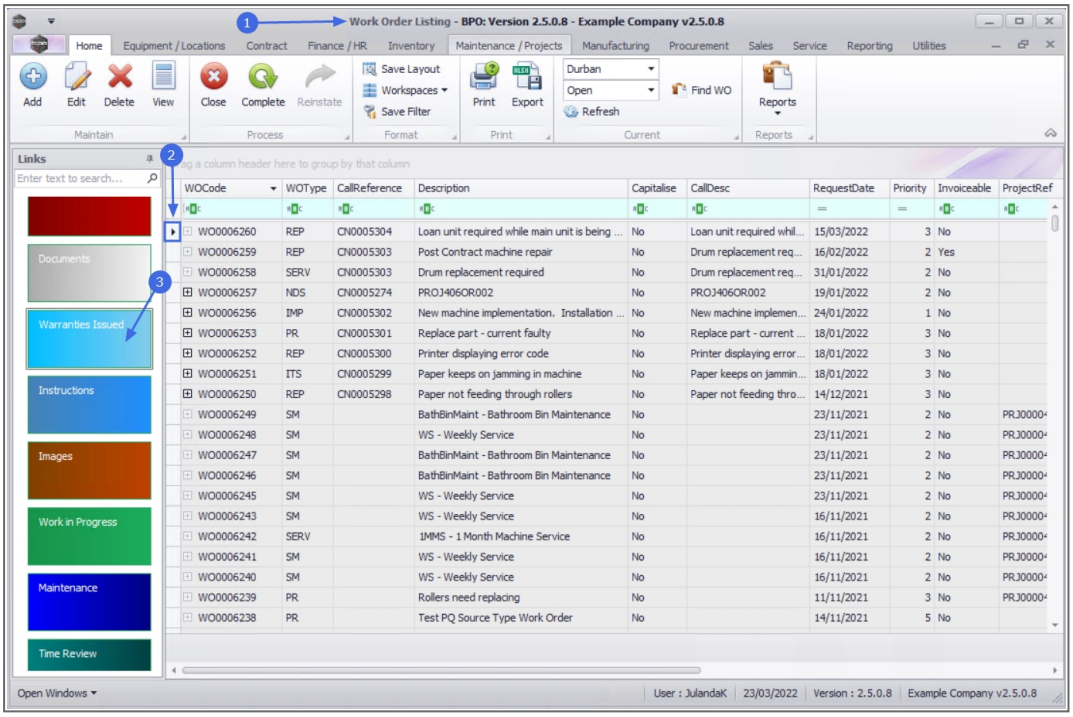

4. The ***Issued Warranties for WO Code*** *[work order code]* screen will be displayed.
5. Any warranties already linked to this work order, will display in the data grid.

ADD WARRANTY

6. Click on ***Add***.

Short cut key: ***Right click*** to display the ***Process*** menu list. Click on ***Add***.

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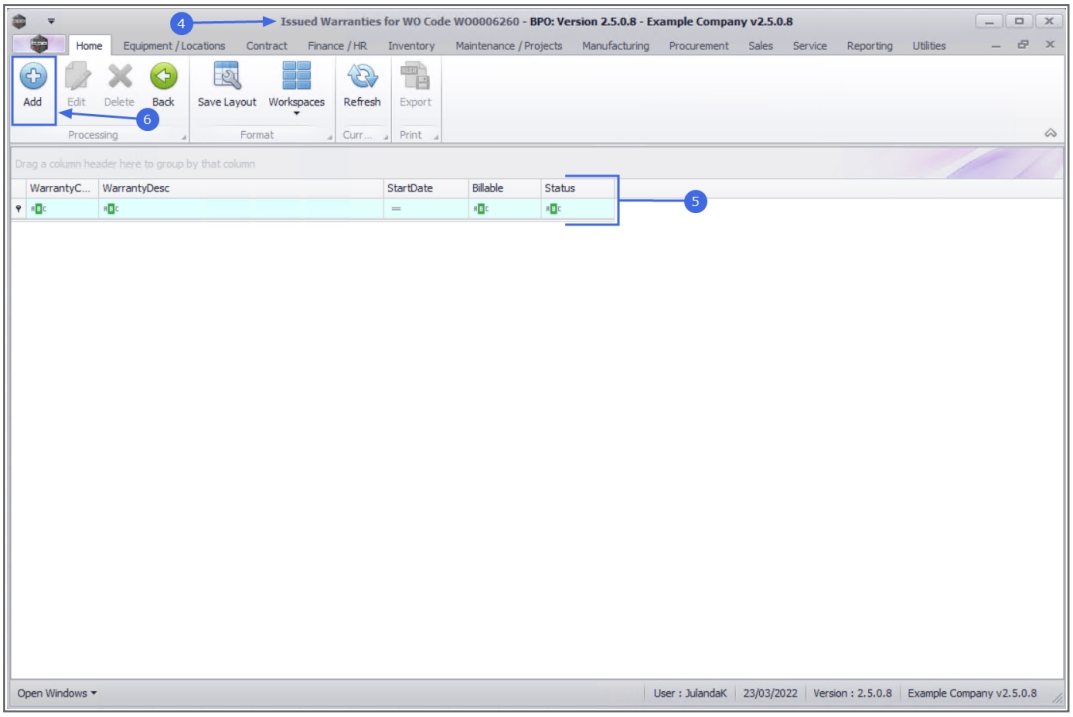

7. The ***Work Order Warranty Maintain Screen*** will be displayed.
8. The screen is divided into two data grid areas.
    a. A list of all the ***Warranty Type*** and ***Warranty Periods*** will be displayed on the left.
    b. All the ***Warranties*** that have been linked to the work order will be displayed on the right.

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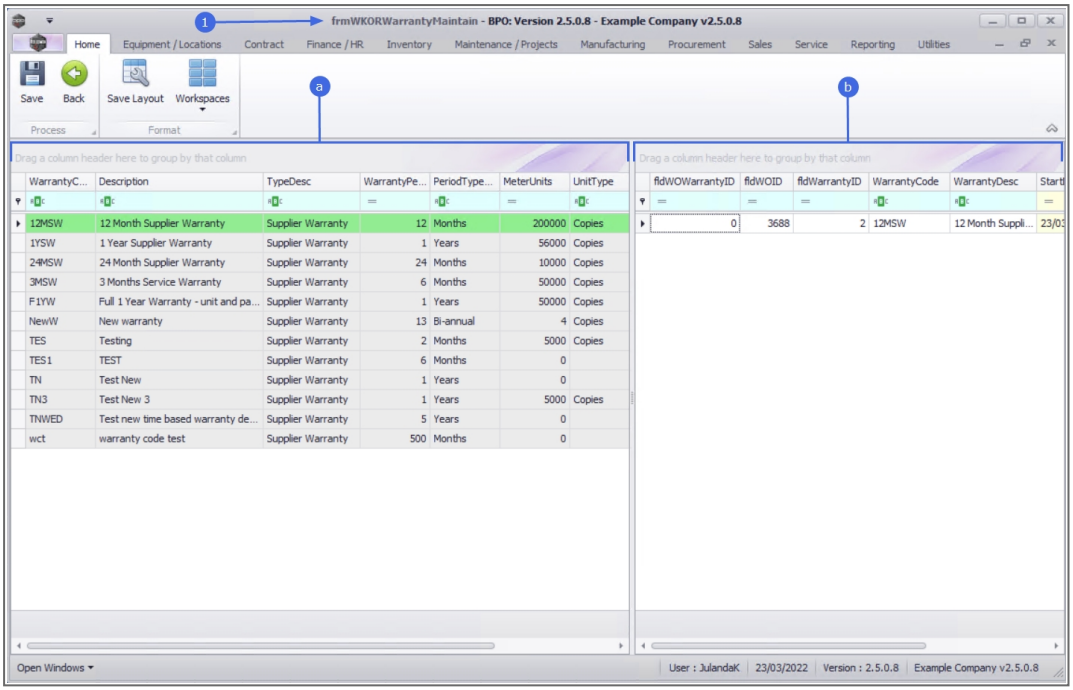

9. To ***link*** a warranty to the asset on the work order, click on the ***row***, in ***Grid A***, to select the warranty.
10. ***Click*** and ***hold down*** the mouse button on the warranty and ***drag*** the item from ***Grid A*** and drop it in ***Grid B***.
11. As you ***drop*** the warranty item, the screen will be updated with the selection.
12. Continue adding the warranties to the work order as required.

Remove Warranty

- To remove a Warranty that has incorrectly been added to Grid Area b, click, hold down and drag the warranty back to Grid Area a.

> ***Note*** that you will only be able to remove a warranty using drag-and-drop before the screen has been ***Saved***.

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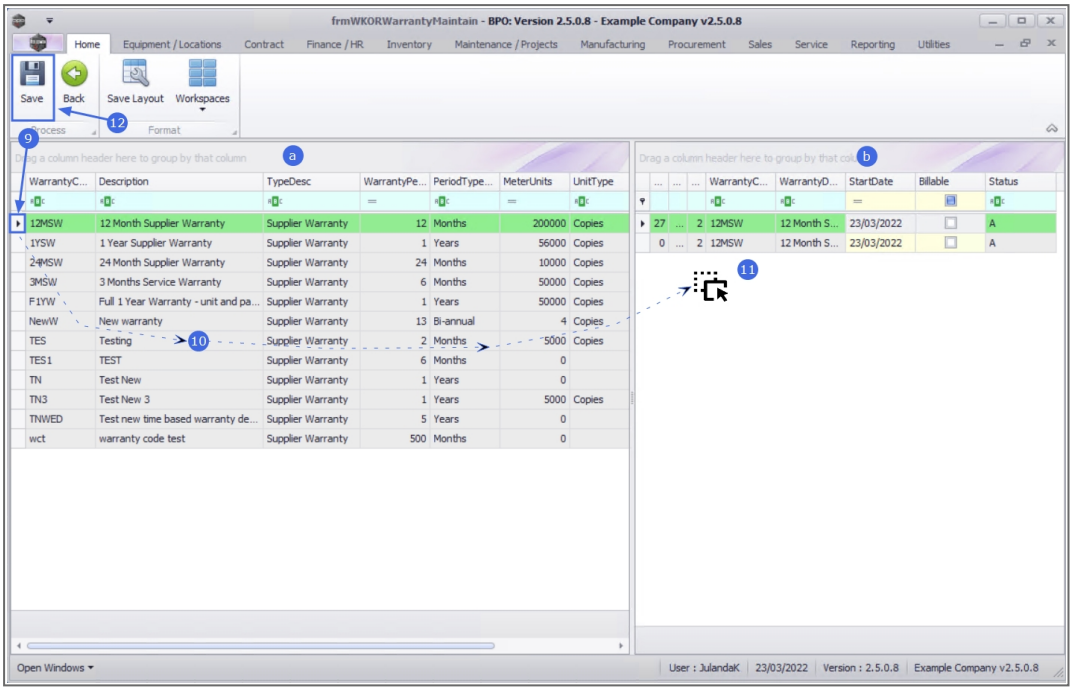
13. When you have finished updating the screen, click on ***Save***.



14. You will return to the ***Issued Warranties for WO Code*** *[work order code]* screen.
15. When the ***Warranty Issue Processing*** message displays to confirm;
    - ***The warranty issues for work order*** *[work order code]* ***have been saved.***
16. Click on ***OK***.

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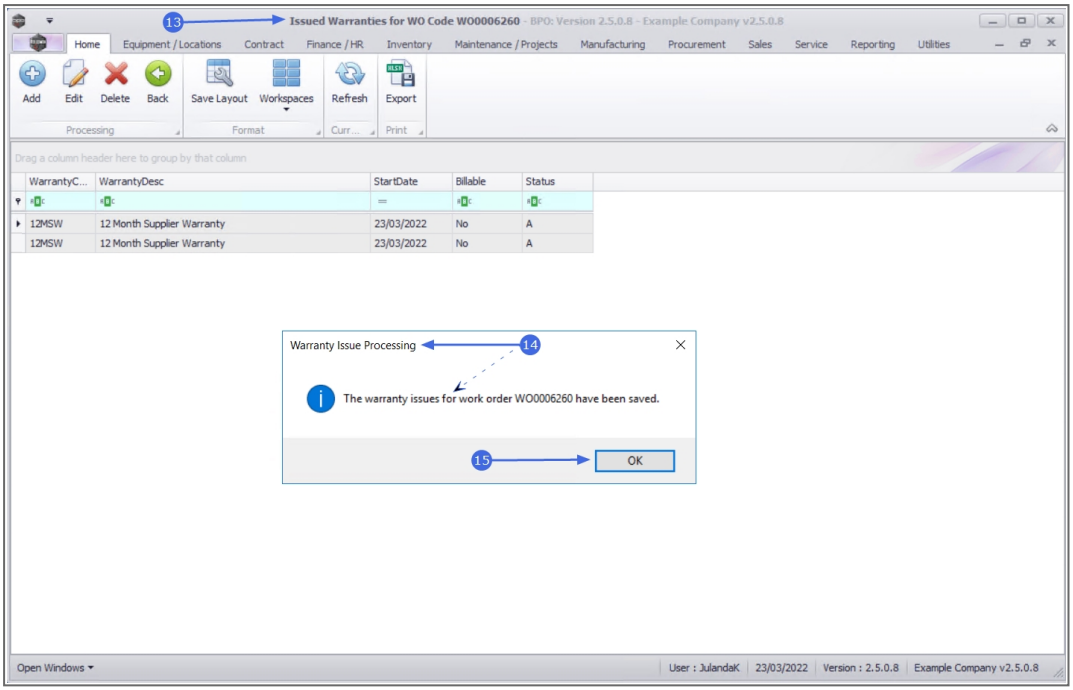
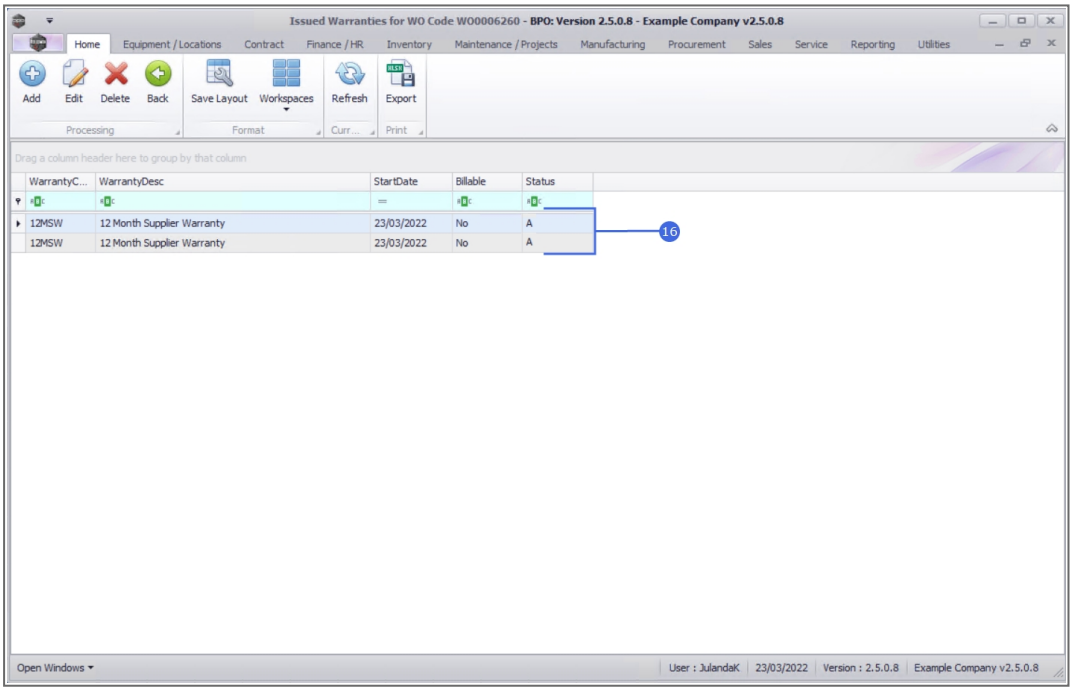


17. The warranties you have linked to the work order will be displayed in the data grid.



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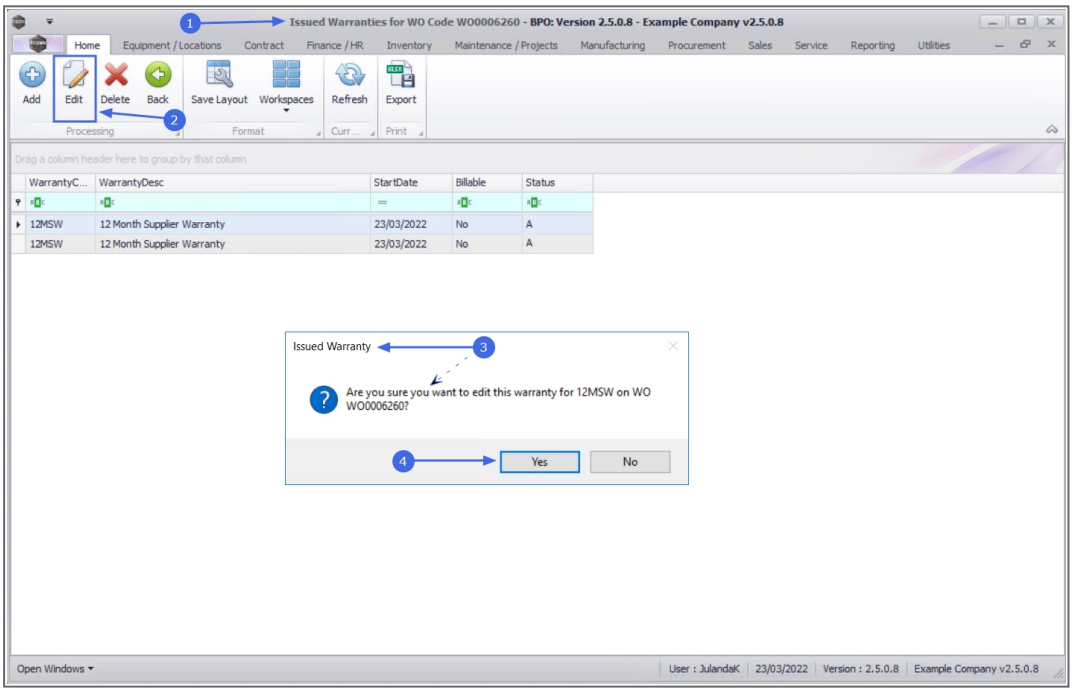
EDIT WARRANTIES ISSUED

1. From the **Issued Warranties for WO Code** [*work order code*] screen,
2. Click on ***Edit***.

> **Short cut key:** ***Right click*** to display the ***Process*** menu list. Click on ***Edit***.

3. When you receive the ***Issued Warranty*** message to confirm;
    - ***Are you sure you want to edit this warranty for*** [*warranty code*] ***on WO*** [*work order code*]***?***
4. Click on ***Yes***.



5. The ***Work Order Warranty Maintain*** screen will be displayed.
6. You can;
    - ***add*** an additional warranty to the work order using drag-and-drop,
    - set the warranty as ***Billable*** by clicking in the Billable check box, or

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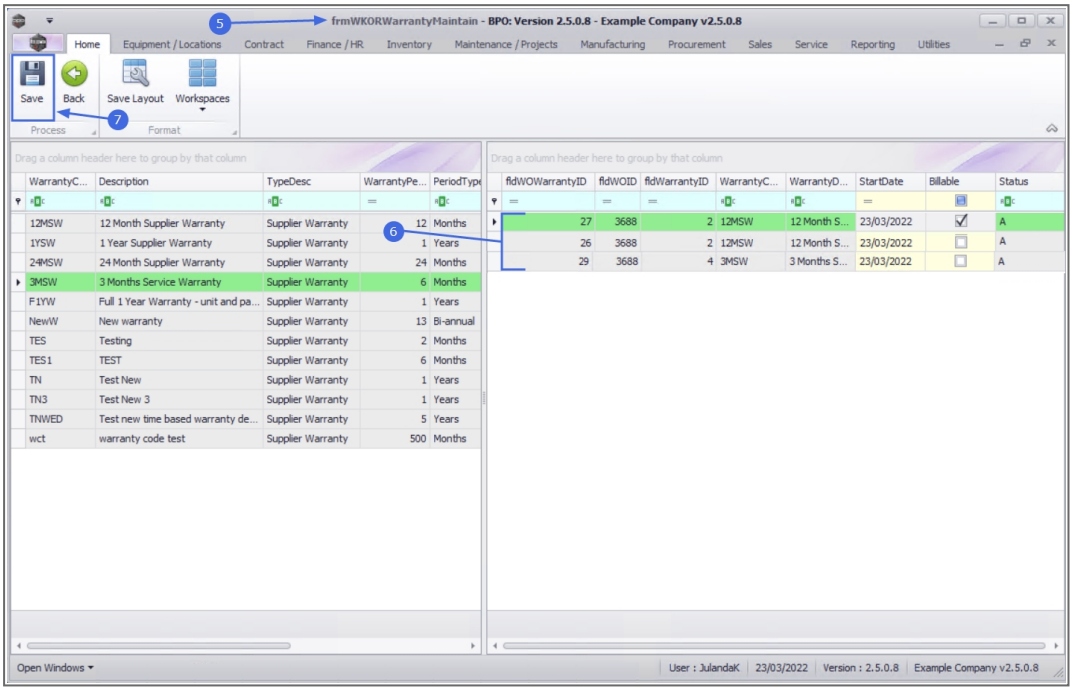
- remove from ***Billable***, by clicking in the Billable check box to deselect the warranty.

7. When all the required changes have been made, click on ***Save***.



8. When you receive the ***Warranty Issue Processing*** message to confirm;
   - ***The warranty issues for work order*** *[work order code]* ***have been saved.***
9. Click on ***OK***.

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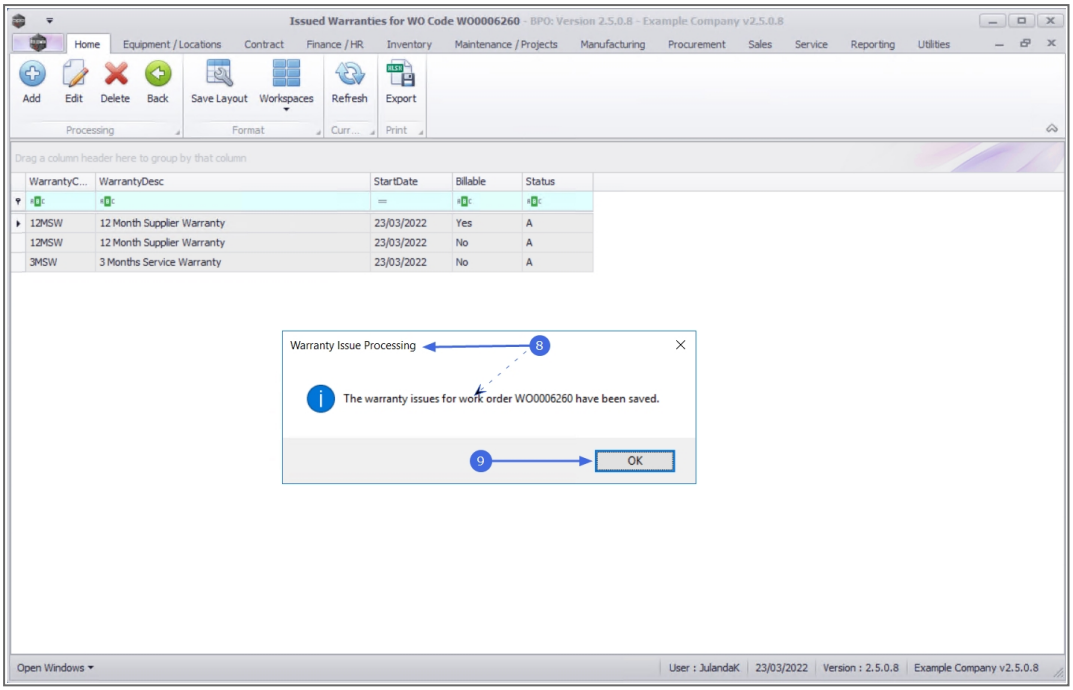

DELETE WARRANTIES ISSUED

1. From the ***Issued Warranties for WO Code*** *[work order code]* screen,
2. Click on the ***row*** of the warranty you wish to remove from the work order.
3. Click on ***Delete***.
4. When you receive the ***Issued Warranty*** message to confirm;
    - ***Are you sure you want to remove this warranty for*** *[warranty code]* ***on WO*** *[work order code]****?***
5. Click on ***Yes***.

Short cut key: ***Right click*** to display the ***Process*** menu list. Click on ***Delete***.

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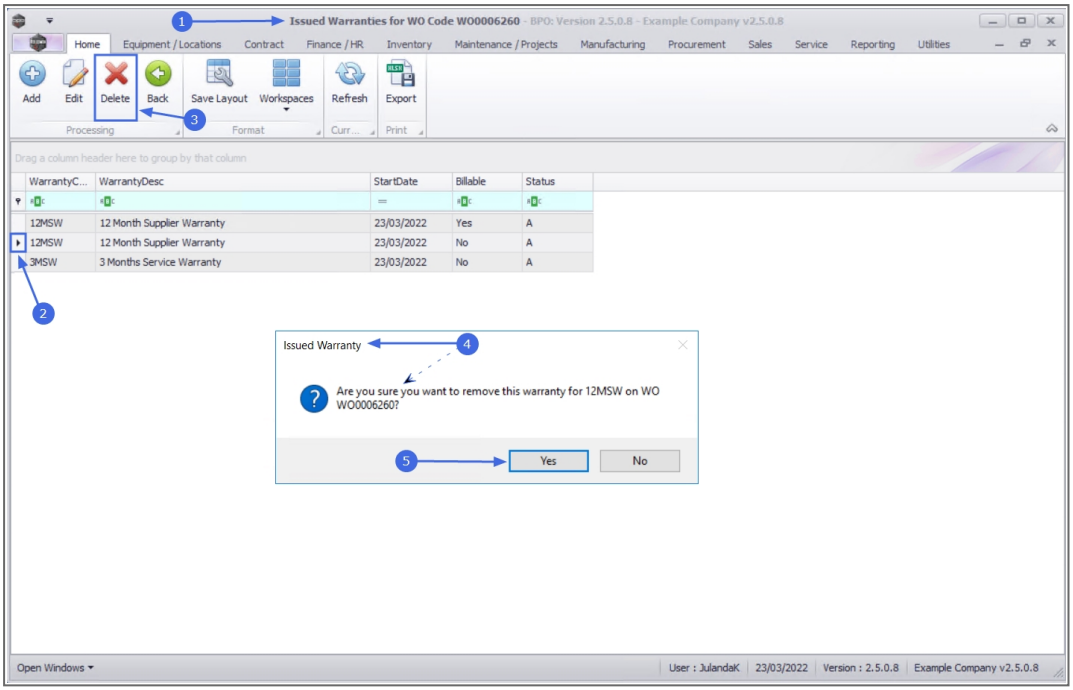
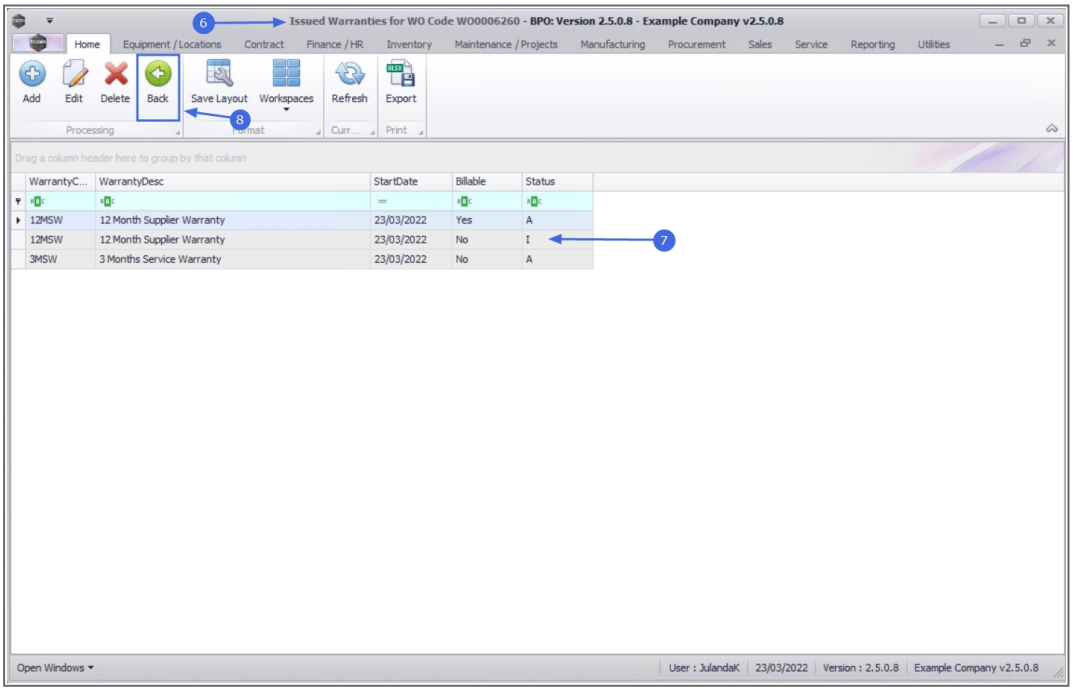


6. You will return to the ***Issued Warranties for WO Code*** screen,
7. Note that the warranty you have selected to be deleted displays and ***I*** - Inactive ***Status***.
8. Click on ***Back*** to return to the ***Work Orders Listing*** screen.



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