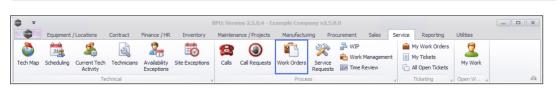


# SERVICE

# **WORK ORDERS - WARRANTIES ISSUED**

The Warranties Issued tile will direct you to the Issued Warranties<sup>1</sup> 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.
- Click on the *row* of the *work order* you wish to view the *warranty details* of.
- 3. Click on the *Warranties Issued* tile.

<sup>&</sup>lt;sup>1</sup>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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	▶ ⊡ WO0006260	REP	CN0005304	Loan unit required while main unit is being	No	Loan unit required whil			No	
	+ WO0006259	REP	CN0005303	Post Contract machine repair	No	Drum replacement req	16/02/2022		Yes	
	3 UO0006258	SERV	CN0005303	Drum replacement required	No	Drum replacement req	31/01/2022	2	No	
	₩O0006257	NDS	CN0005274	PROJ406OR002	No	PRO3406OR002	19/01/2022	2	No	
Warranties Issued	WO0006256	IMP	CN0005302	New machine implementation. Installation	No	New machine implemen	24/01/2022	1	No	
		PR	CN0005301	Replace part - current faulty	No	Replace part - current	18/01/2022	3	No	
	₩O0006252	REP	CN0005300	Printer displaying error code	No	Printer displaying error	18/01/2022	3	No	
		ITS	CN0005299	Paper keeps on jamming in machine	No	Paper keeps on jammin	18/01/2022	3	No	
Instructions		REP	CN0005298	Paper not feeding through rollers	No	Paper not feeding thro	14/12/2021	3	No	
	WO0006249	SM		BathBinMaint - Bathroom Bin Maintenance	No		23/11/2021	2	No	PR3000
	WO0006248	SM		WS - Weekly Service	No		23/11/2021	2	No	PR3000
Images	· WO0006247	SM		BathBinMaint - Bathroom Bin Maintenance	No		23/11/2021	2	No	PR.3000
	· WO0006246	SM		BathBinMaint - Bathroom Bin Maintenance	No		23/11/2021	2	No	PRJ000
	E WO0006245	SM		WS - Weekly Service	No		23/11/2021	2	No	PR3000
Work in Progress	1 WO0006243	SM		WS - Weekly Service	No		16/11/2021	2	No	PR.3000
	· WO0006242	SERV		1MMS - 1 Month Machine Service	No		16/11/2021	2	No	PR3000
	· WO0006241	SM		WS - Weekly Service	No		16/11/2021	2	No	PR3000
Maintenance	WO0006240	SM		WS - Weekly Service	No		16/11/2021	2	No	PRJ000
Maintenance	WO0006239	PR		Rollers need replacing	No		11/11/2021	3	No	PR3000
	🗈 WO0006238	PR		Test PQ Source Type Work Order	No		14/11/2021	5	No	
Time Review						_				

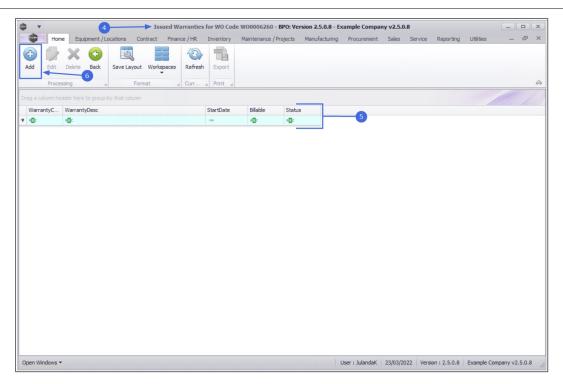
- 4. The *Issued Warranties for WO Code [work order code]* screen will be displayed.
- 5. Any warranties already linked to this work order, will display in the data grid.

## **ADD WARRANTY**

6. Click on *Add*.

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





- 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.
  - All the *Warranties* that have been linked to the work order will be displayed on the right.



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1YSW	1 Year Supplier Warranty	Supplier Warranty	1	Years	56000	Copies							
24MSW	24 Month Supplier Warranty	Supplier Warranty	24	Months	10000	Copies							
3MSW	3 Months Service Warranty	Supplier Warranty	6	Months	50000	Copies							
F1YW	Full 1 Year Warranty - unit and pa.	Supplier Warranty	1	Years	50000	Copies							
NewW	New warranty	Supplier Warranty	13	Bi-annual	4	Copies							
TES	Testing	Supplier Warranty	2	Months	5000	Copies							
TES1	TEST	Supplier Warranty	6	Months	0								
TN	Test New	Supplier Warranty	1	Years	0								
TN3	Test New 3	Supplier Warranty	1	Years	5000	Copies	11111						
TNWED	Test new time based warranty de.	Supplier Warranty	5	Years	0								
wct	warranty code test	Supplier Warranty	500	Months	0								

- 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 <u>only</u> be able to remove a warranty using drag-anddrop before the screen has been *Saved*.



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

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ave Back	Save Layout Workspaces														
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24MSW	24 Month Supplier Warranty	Supplier Warranty	24	Months	10000	Copies									
3MŚW	3 Months Service Warranty	Supplier Warranty	6	Months	50000	Copies		_							
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NewW	New warranty	Supplier Warranty	13	Bi-annual	4	Copies									
TES	Testing >10	Supplier Warranty	2	Months >	5000	Copies									
TES1	TEST	Supplier Warranty		Months	0										
TN	Test New	Supplier Warranty	1	Years	0										
TN3	Test New 3	Supplier Warranty	1	Years	5000	Copies	1000								
TNWED	Test new time based warranty de	Supplier Warranty	5	Years	0										
wct	warranty code test	Supplier Warranty	500	Months	0										
						•									
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- 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*.



<b>•</b> •			13			-> Is	sued Warra	nties for WO Co	de WO0006	260 - BPO: V	ersion 2.5.0.8 - Ex	ample Compar	ιγ v2.5.0.8				_		x
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Open Win	dows 🕶											User : Julanda	aK 23/03/	2022 Ve	rsion : 2.5.0.8	Example (	Company v2	2.5.0.8	1

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

<b>•</b> •					Iss	sued Warran	ties for WO Co	de W000062	260 - BPO: Ve	ersion 2.5.0.8 - Ex	ample Company	y v2.5.0.8			_ <b>□</b> ×
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12MS	W	12 Month Sup	oplier W	/arranty			23/03/2022	No	A		•				
Open W	indows 🔻										User : Julandał	K 23/03/2022	Version : 2.5.0.8	Example (	Company v2.5.0.8



### **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.

• 1	Issued War	ranties for WO Co	ode W00006260 - BPC	: Version 2.5.0.8 - Ex	ample Company	v2.5.0.8			
Home Equipment / Loca	tions Contract Finance /	HR Inventory	Maintenance / Proje	ts Manufacturing	Procurement	Sales Serv	vice Reporting	Utilities —	₽ X
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12MSW 12 Month Supplier War	ranty	23/03/2022	No A						
	Issued War		3 vant to edit this warran	ty for 12MSW on WO	×				
Open Windows 🕶					User : JulandaK	23/03/2022	Version : 2.5.0.8	Example Company v2.	5.0.8 //

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



- 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*.

Process .	Format				_									
WarrantyC	Description	TypeDesc	WarrantyPe	PeriodType		fldWOWarrantyID	fldWOID	fldWarrantyID	WarrantyC	WarrantyD	StartDate	Billable	Status	
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12MSW	12 Month Supplier Warranty	Supplier Warranty	6 12	Months	۲	27	3688	2	12MSW	12 Month S	23/03/2022	$\checkmark$	A	
1YSW	1 Year Supplier Warranty	Supplier Warranty	1	Years	-	26	3688	2	12MSW	12 Month S	23/03/2022		A	
24MSW	24 Month Supplier Warranty	Supplier Warranty	24	Months		29	3688	4	3MSW	3 Months S	23/03/2022		A	
3MSW	3 Months Service Warranty	Supplier Warranty	6	Months	Г									
F1YW	Full 1 Year Warranty - unit and pa	Supplier Warranty	1	Years										
NewW	New warranty	Supplier Warranty	13	Bi-annual	L									
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TN	Test New	Supplier Warranty	1	Years										
TN3	Test New 3	Supplier Warranty	1	Years										
TNWED	Test new time based warranty de	Supplier Warranty	5	Years										
wct	warranty code test	Supplier Warranty	500	Months										

- 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*.



	Ŧ			Iss	sued Warran	ties for WO Co	de W000062	260 - BPO: V	ersion 2.5.0.8 - E	ample Compa	ny v2.5.0.8					
	Ho	ome Equipment /	Locations	Contract	Finance / HR	Inventory	Maintenand	ce / Projects	Manufacturing	Procurement	Sales	Service	Reporting	Utilities	_	8 X
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		WarrantyDesc				StartDate	Billable	Status								/ /
9 4		REC				=	REC.	REC .								
	2MSW	12 Month Supplier	Warranty			23/03/2022	Yes	A								
	2MSW	12 Month Supplier				23/03/2022	No	A								
30	MSW	3 Months Service	Warranty			23/03/2022	No	A								
					The v	varranty issues	for work ord	er WO000626	0 have been save	d.						
Oper	n Windows	-								User : Juland	aK 23/03	/2022 Ver	sion : 2.5.0.8	Example (	Company v2.5	.0.8

# **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*.



ф т	<b>1</b> →→	Issued Warran	ties for WO Co	de W000062	260 - BPO: Ve	rsion 2.5.0.8 - Ex	ample Compan	y v2.5.0.8				- • ×
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12MSW	12 Month Supplier Warranty		23/03/2022	Yes	Α							
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3MSW	3 Months Service Warranty		23/03/2022	No	A							
		? Are yo WO00	ou sure you war 06260?	nt to remove t	this warranty Yes	for 12MSW on WC						
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Open Windows	•						User : Julanda	K 23/03	/2022 Ver	sion : 2.5.0.8	Example C	company v2.5.0.8

- 6. You will return to the Issued Warranties for WO Code screen,
- 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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12MSW				Warranty				23/03/2022	Yes	A								
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3MSW		3 Months	s Service V	Varranty				23/03/2022	No	A								



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