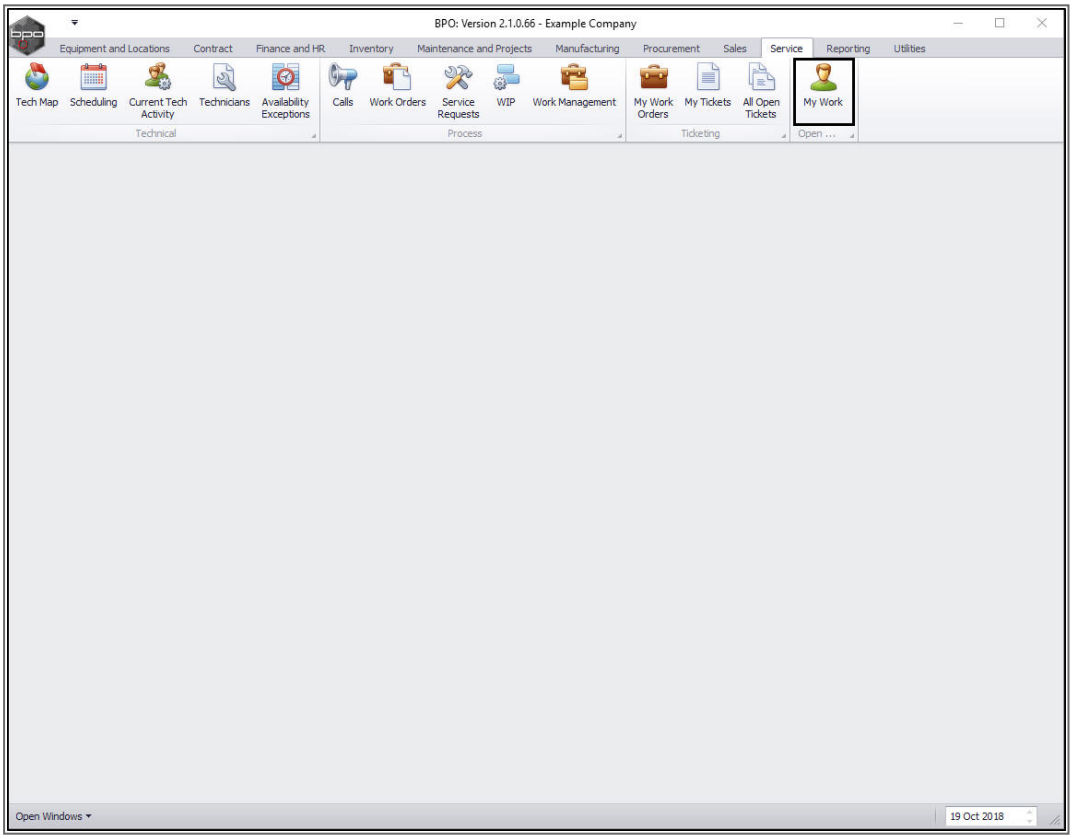
SERVICE

MY WORK - EDIT WORK ORDER DESCRIPTION, COMMENTS, RECTIFICATION COMMENT

Ribbon Access: *Service > My Work*



The ***My Work*** listing screen will be displayed.

1. Ensure that you have selected the ***Work Orders*** tab.
2. Search for the ***work order*** that contains the ***Description*** that you wish to change.

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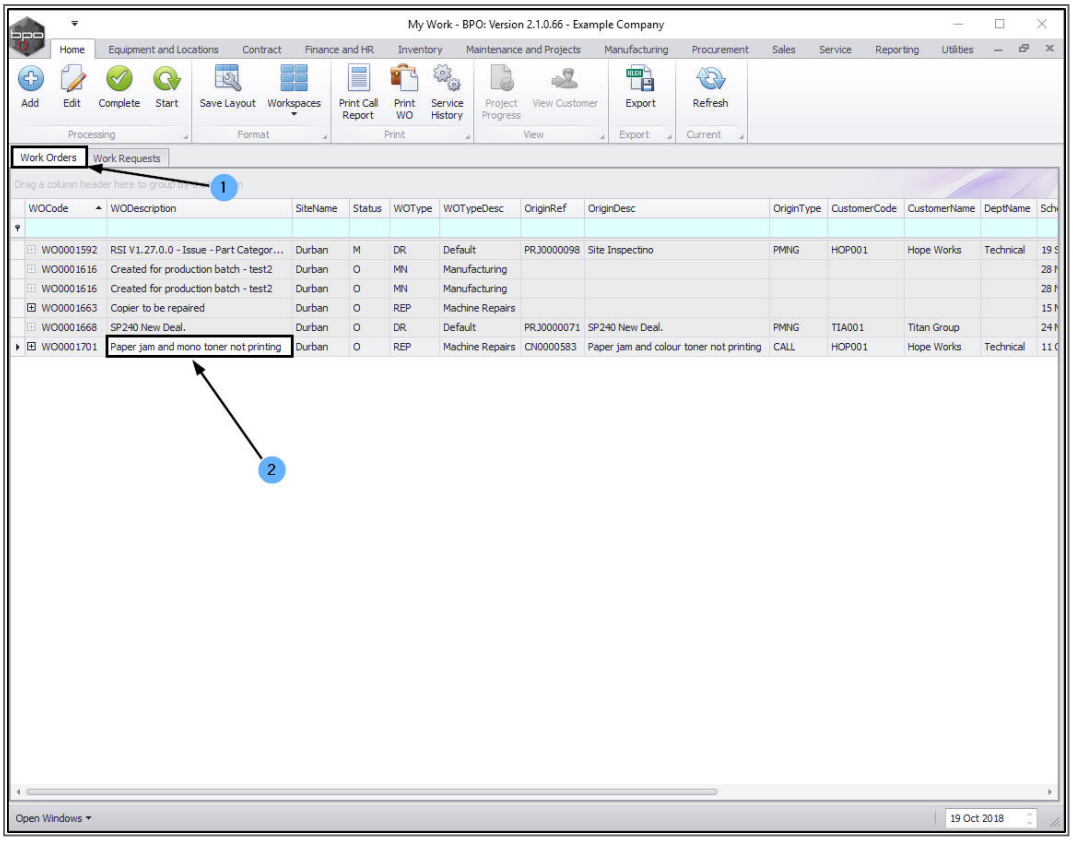

1. Click on the ***row selector*** in front of the ***work order*** to be edited.
2. Click on ***Edit***.

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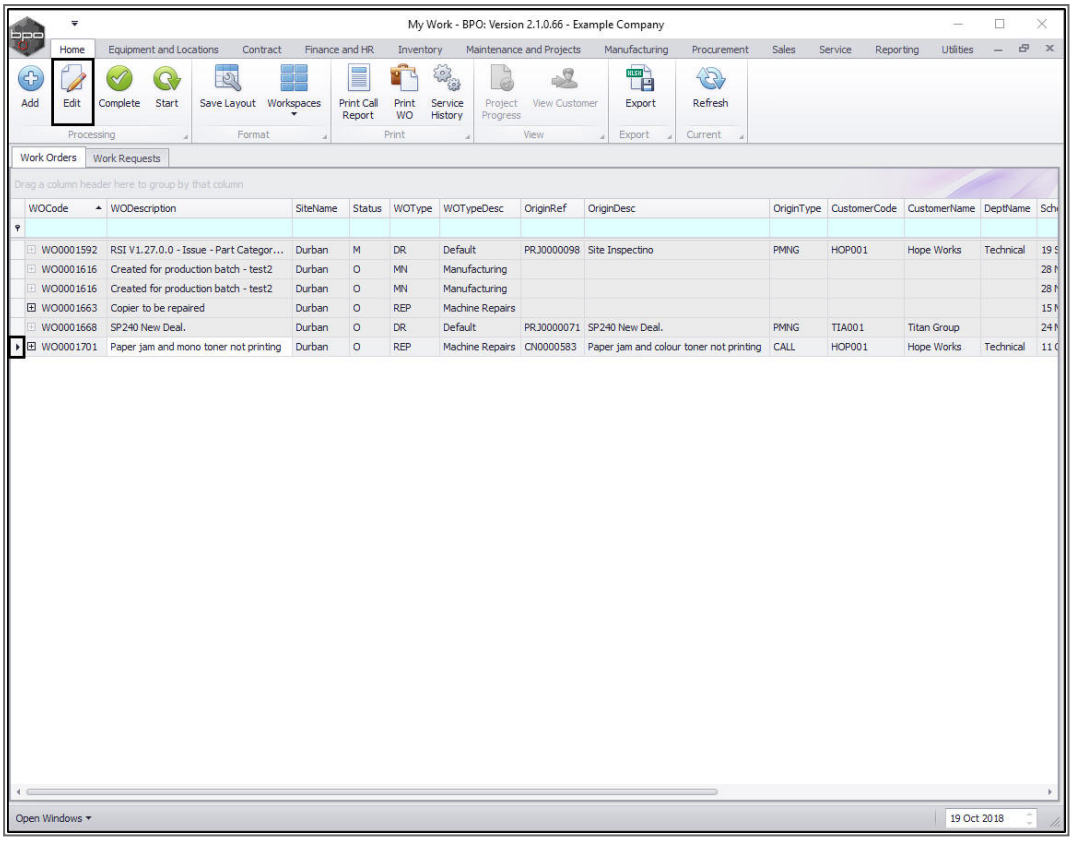

- The ***Maintain WO - Ref [ ]*** will be displayed.

EDIT WORK ORDER DESCRIPTION

- Click in the ***Description*** text box, select the incorrect text and delete it.
    - In this image, the text ***'mono'*** has been selected to be deleted.

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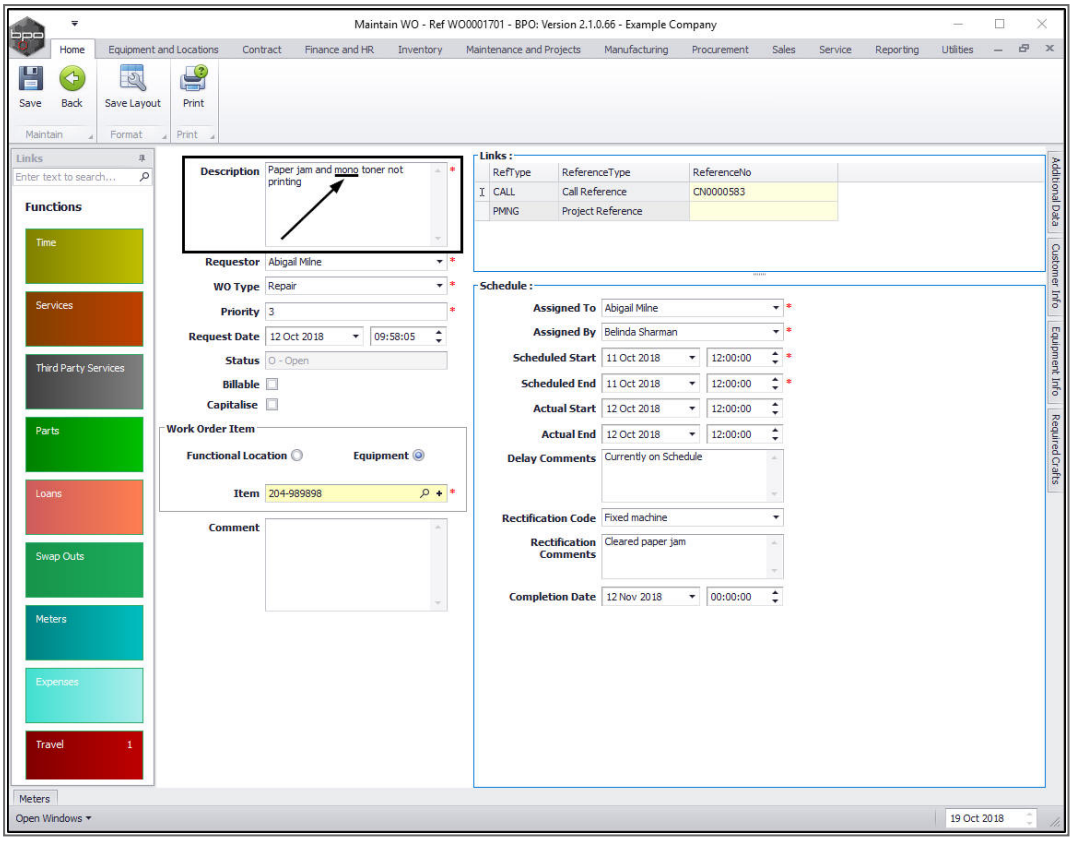

1. Type in the changes as required.
    - In this image, ***'colour'*** has replaced 'mono'.
2. Click on ***Save***.

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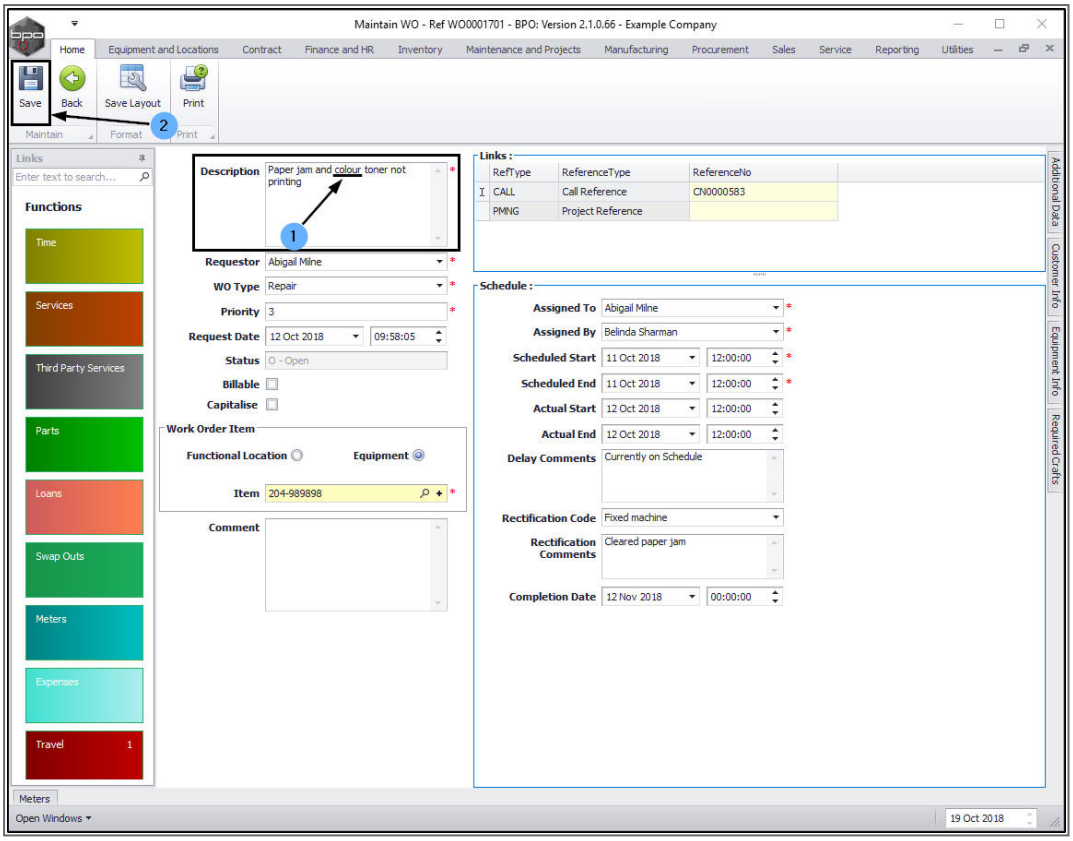

- The edited details will be ***saved*** and you will return to the ***My Work*** listing screen.
- Here you can view the changes in the ***WO Description*** column.

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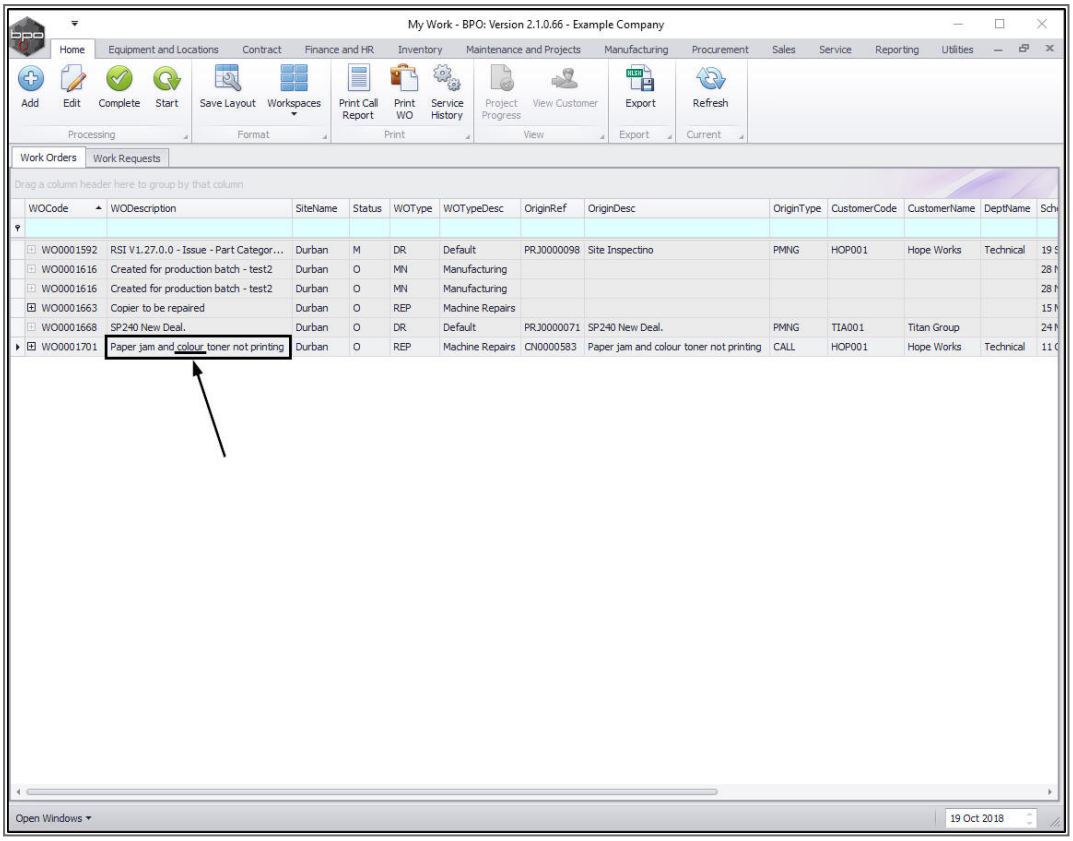

EDIT WORK ORDER COMMENT

1. In the ***Work Order*** listing screen, ensure that you have selected the ***Work Orders*** tab.
2. Click on the ***row selector*** in front of the ***work order*** where you wish to change the ***Comment***.
3. Click on ***Edit***.

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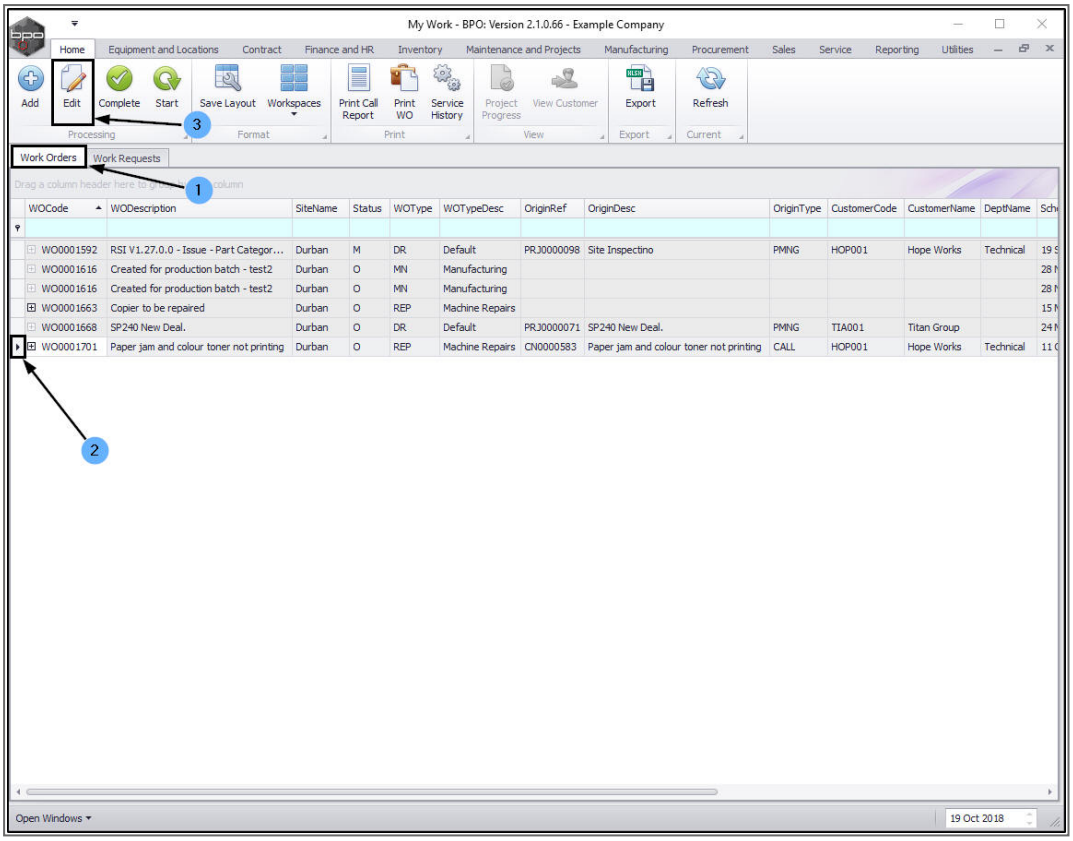

- Click in the ***Comment*** text box, select the incorrect text and delete it.
    - In this image, the text ***'mono'*** has been selected to be deleted.

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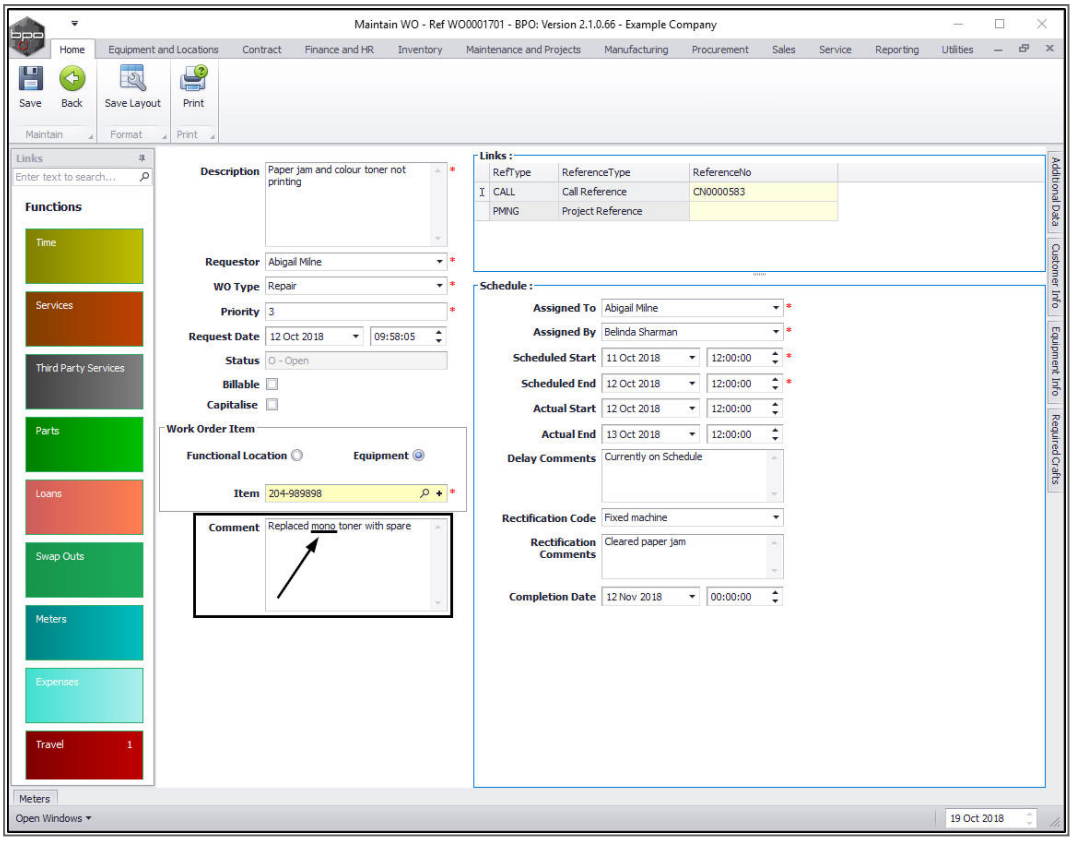

1. Type in the changes as required.
    - In this image, ***'colour'*** has replaced 'mono'.
2. Click on Save.

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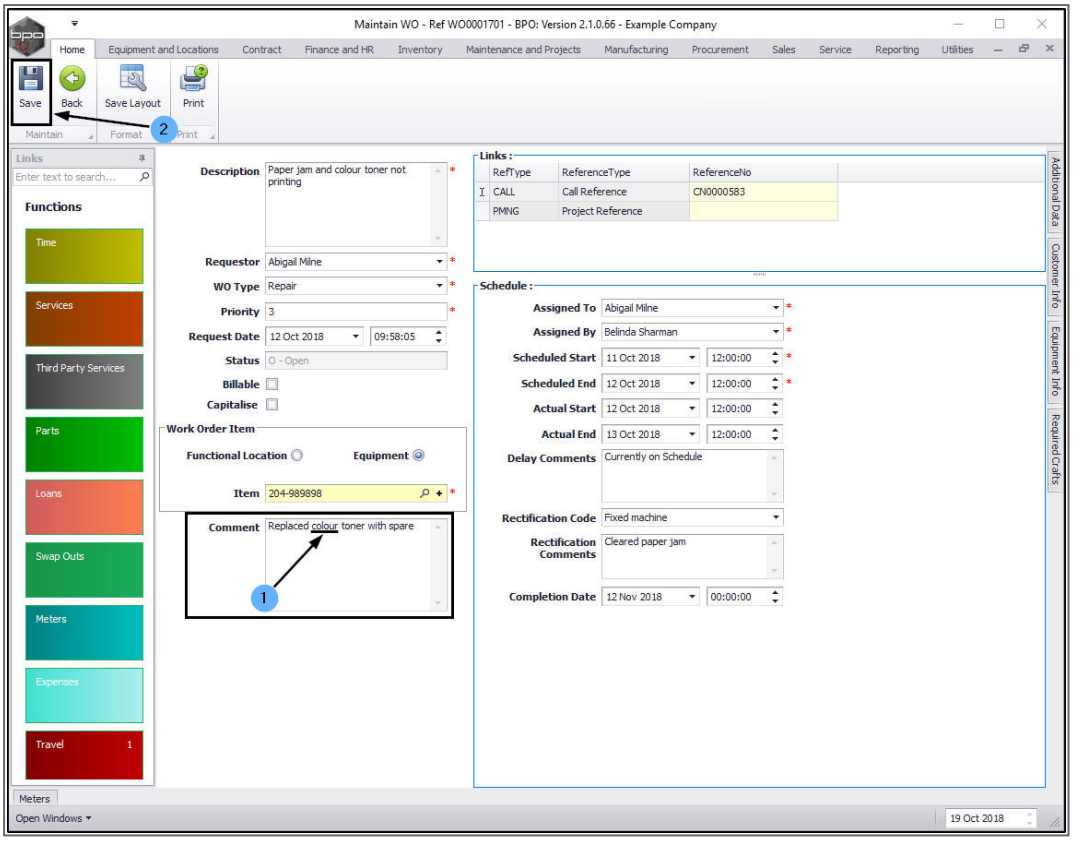

The edited details will be ***saved*** and you will return to the ***My Work*** listing screen.

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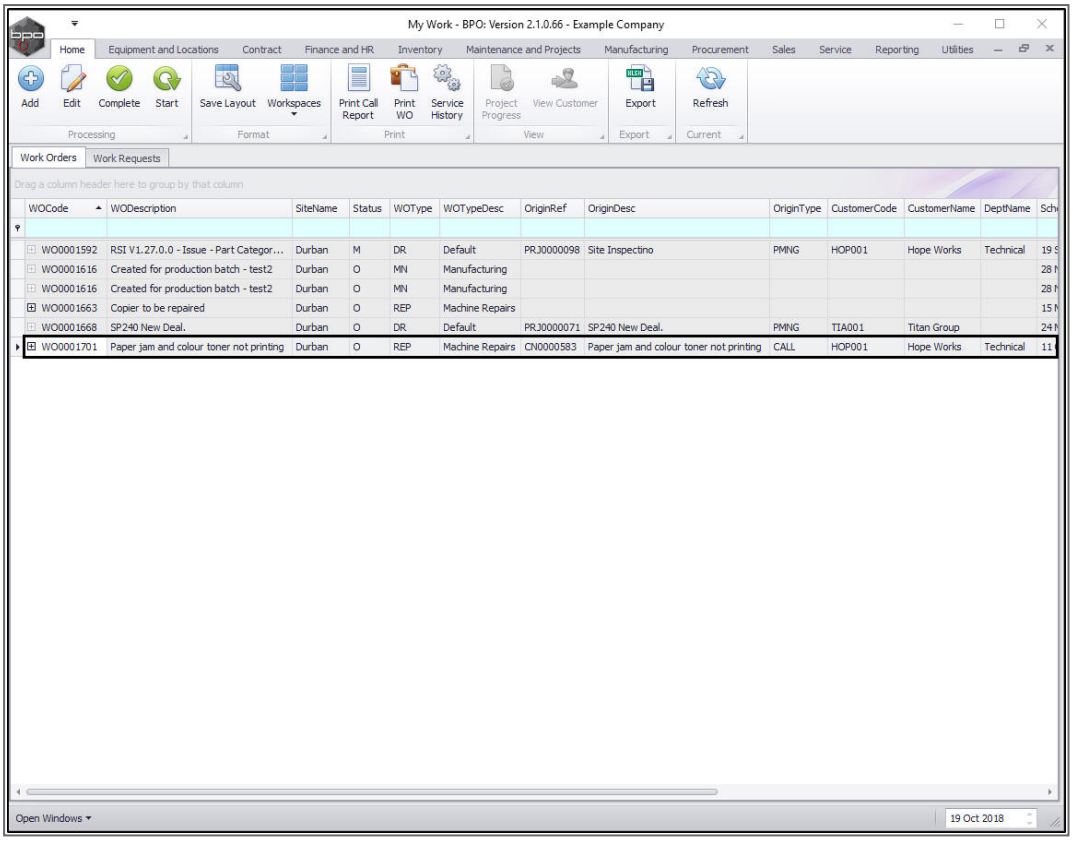

EDIT WORK ORDER RECTIFICATION COMMENT

1. In the ***Work Order*** listing screen, ensure that you have selected the ***Work Orders*** tab.
2. Click on the ***row selector*** in front of the ***work order*** where you wish to change the ***Rectification Comment***.
3. Click on ***Edit***.

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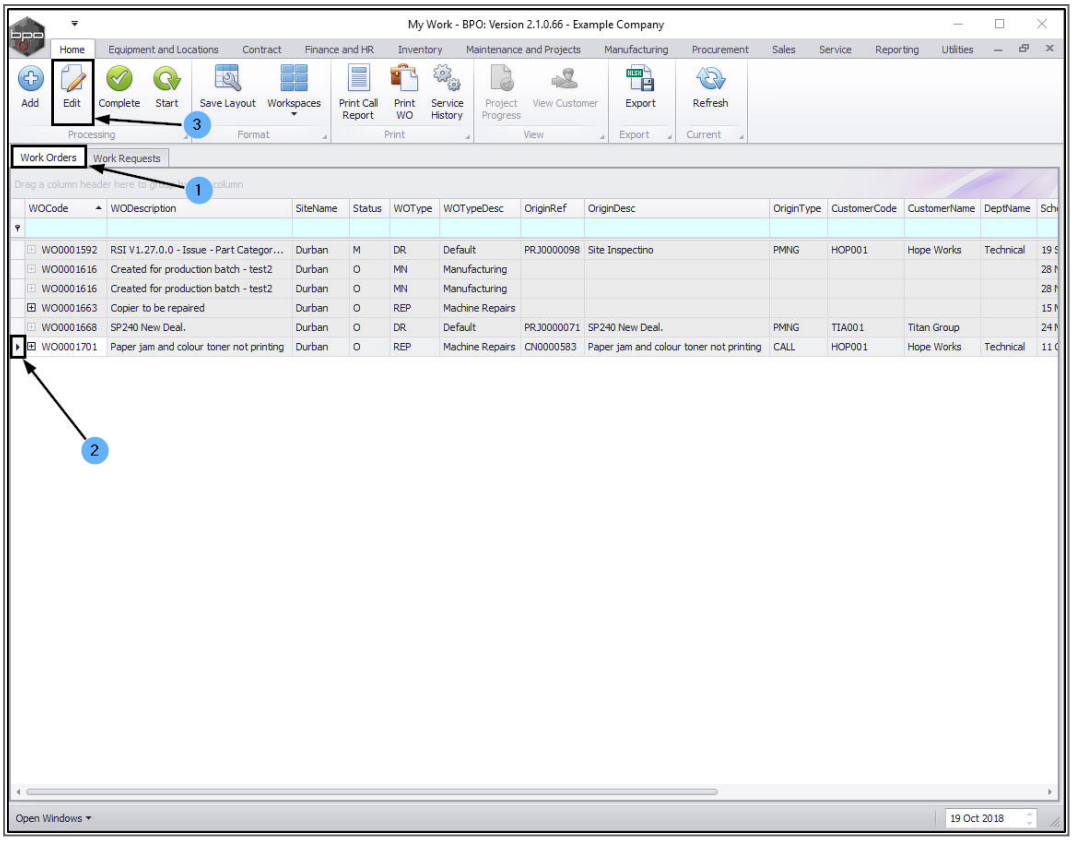

- Click in the ***Rectification Comment*** text box, select the incorrect text and delete it.
    - In this image, there is no text to be deleted but the Rectification Comment needs to be ***expanded*** to include more information.

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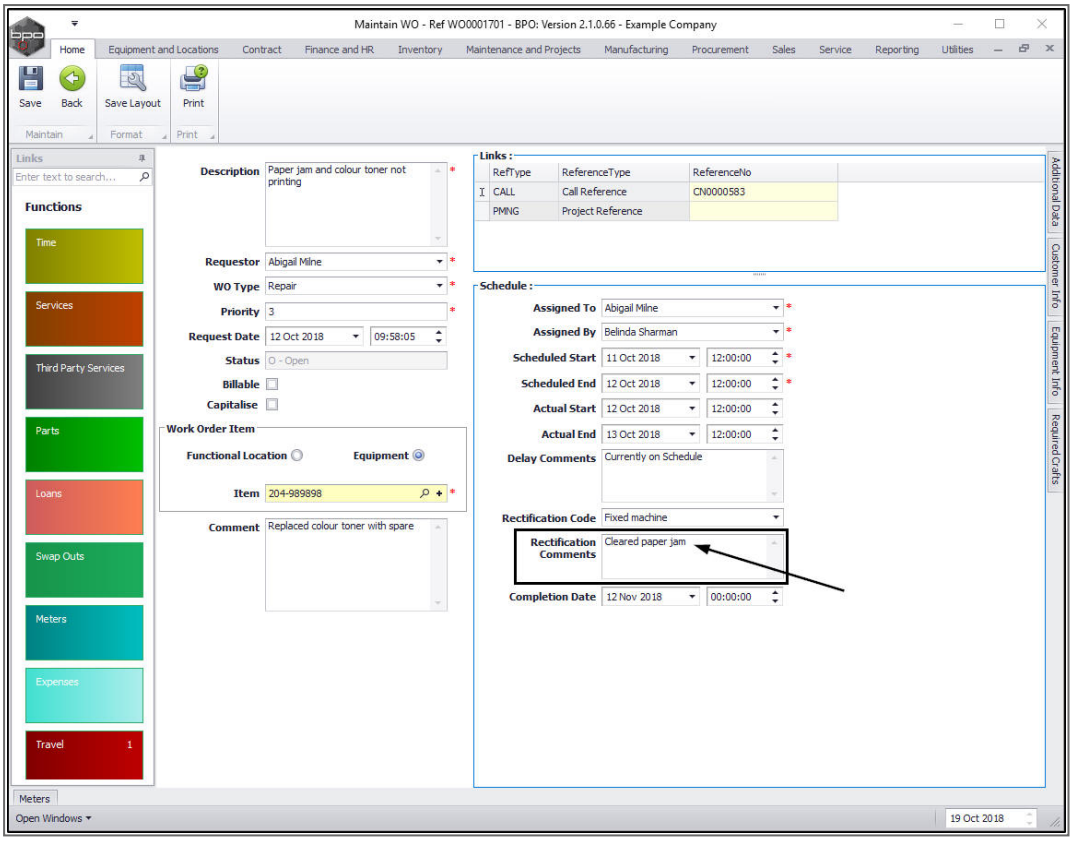

1. Type in the changes as required.
    - In this image, ***additional text*** has been added to the Rectification Comments box.
2. Click on ***Save***.

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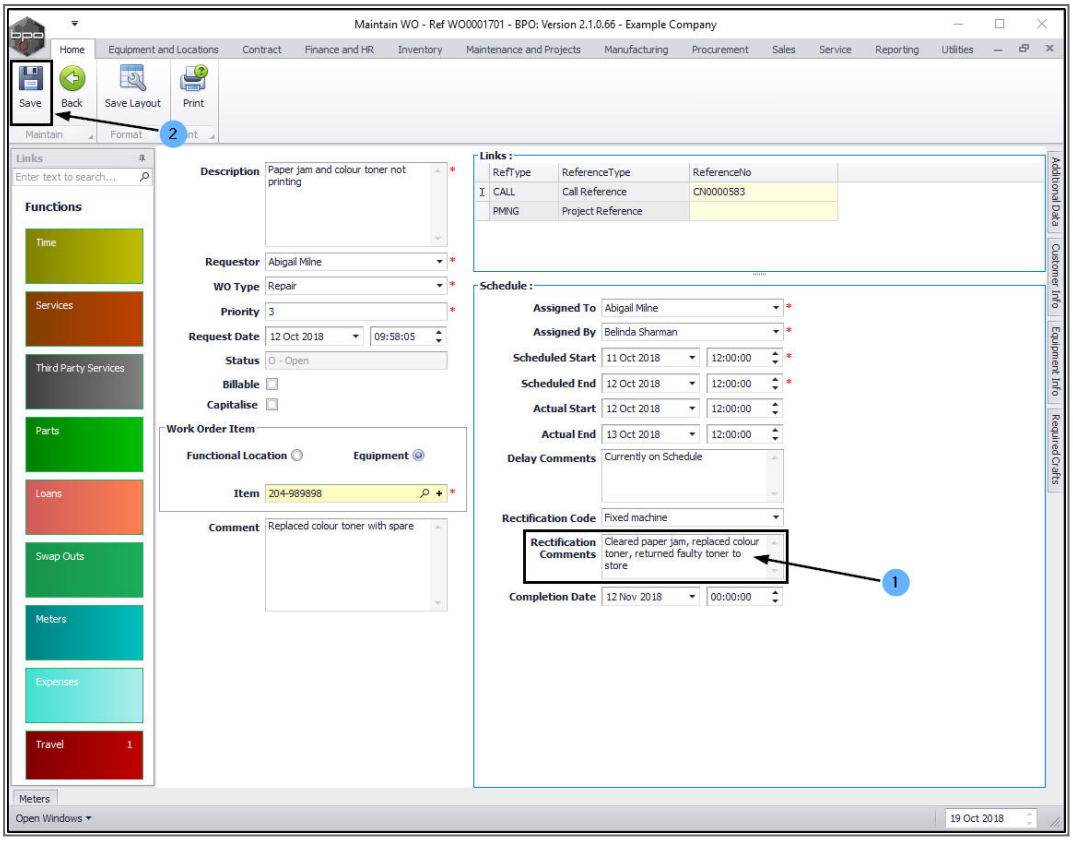

The edited details will be ***saved*** and you will return to the ***My Work*** listing screen.

- Click on the ***expand*** button in the row of the edited work order.

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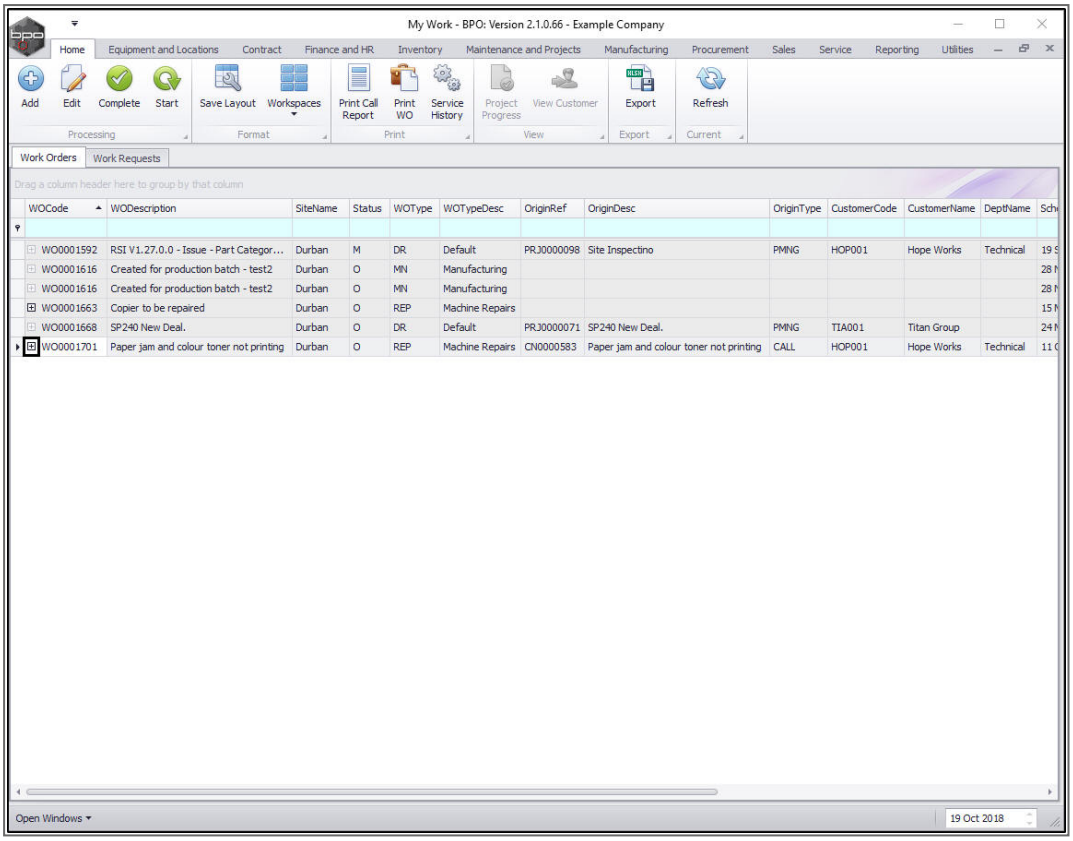

1. The ***Prior Work Orders*** frame will be expanded.
2. ***Scroll right*** in this frame until you can view the ***Rectification Comment*** column.
3. Here you can ***view*** the updated Rectification Comment details.

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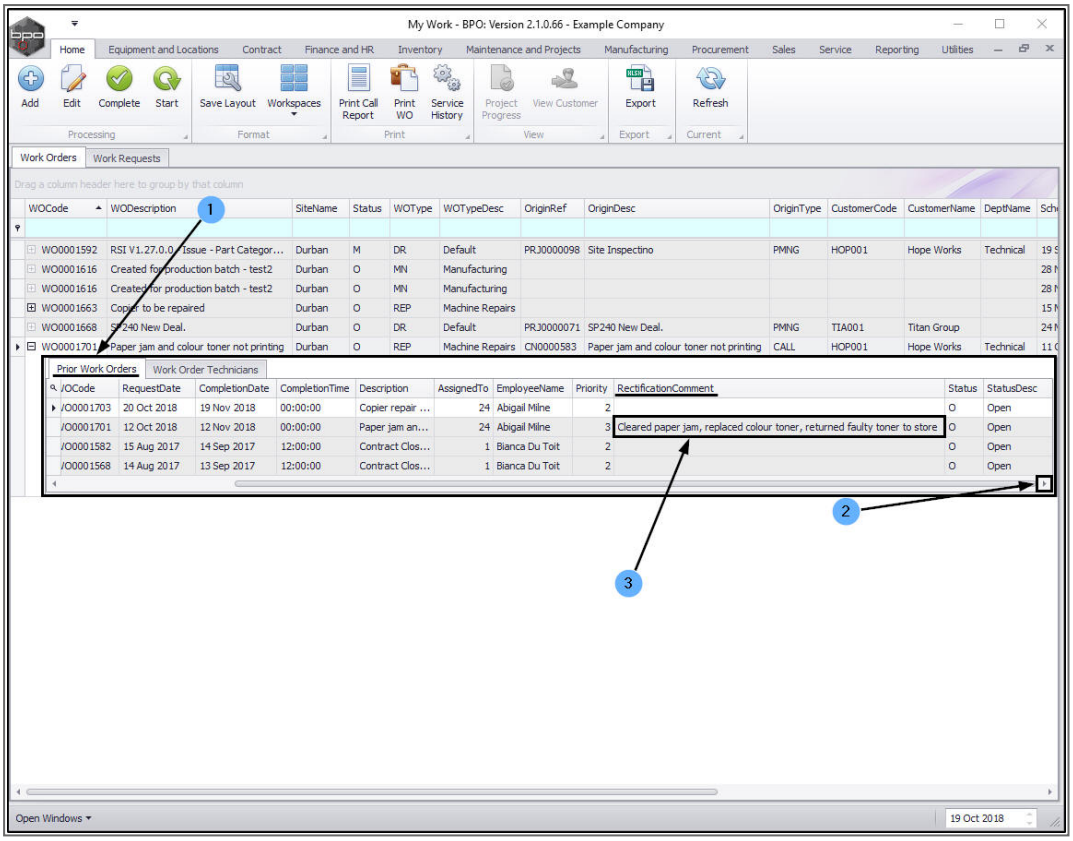

MNU.073.021

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