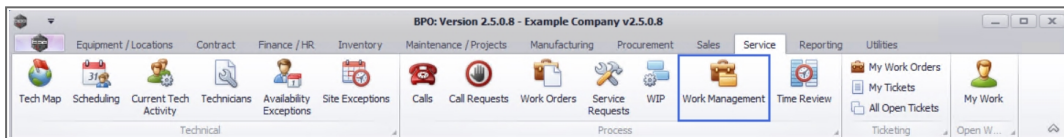


SERVICE


WORK MANAGEMENT – COMPLETE A WORK ORDER

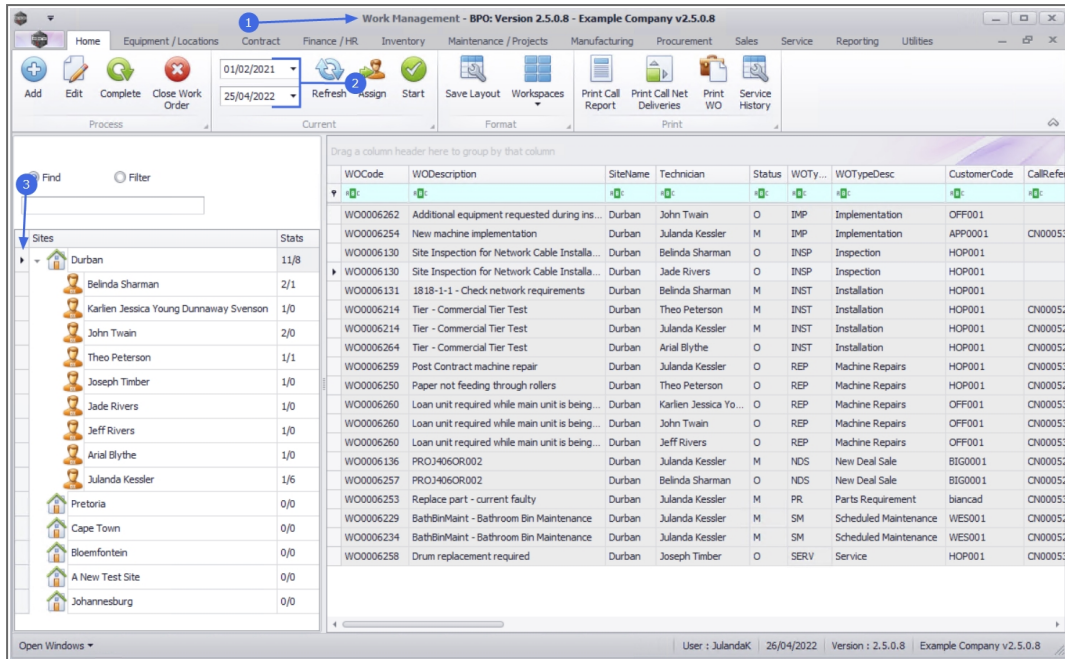
You can **complete** a Work Order from the **Work Management** screen.

Ribbon Access: *Service > Work Management*



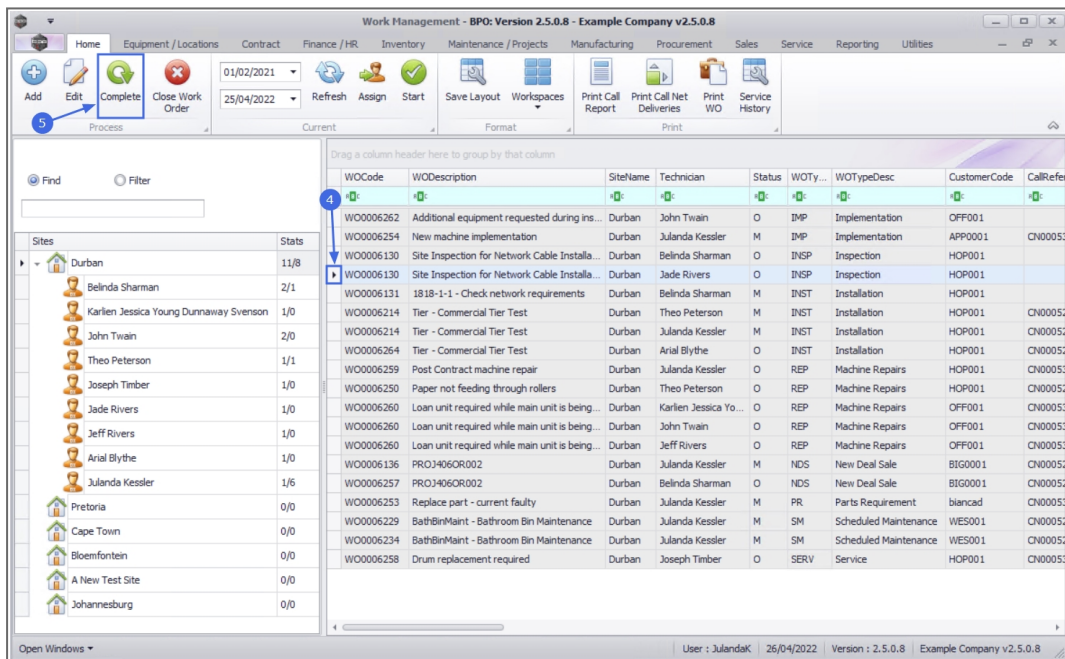
1. The **Work Management** screen will be displayed.
2. Select the **date range** that will contain the **work order** you wish to assign.
3. Select the **Site** where the work order was issued.
 - The example has **Durban** selected.

Click on the **Refresh** button  to update the screen.

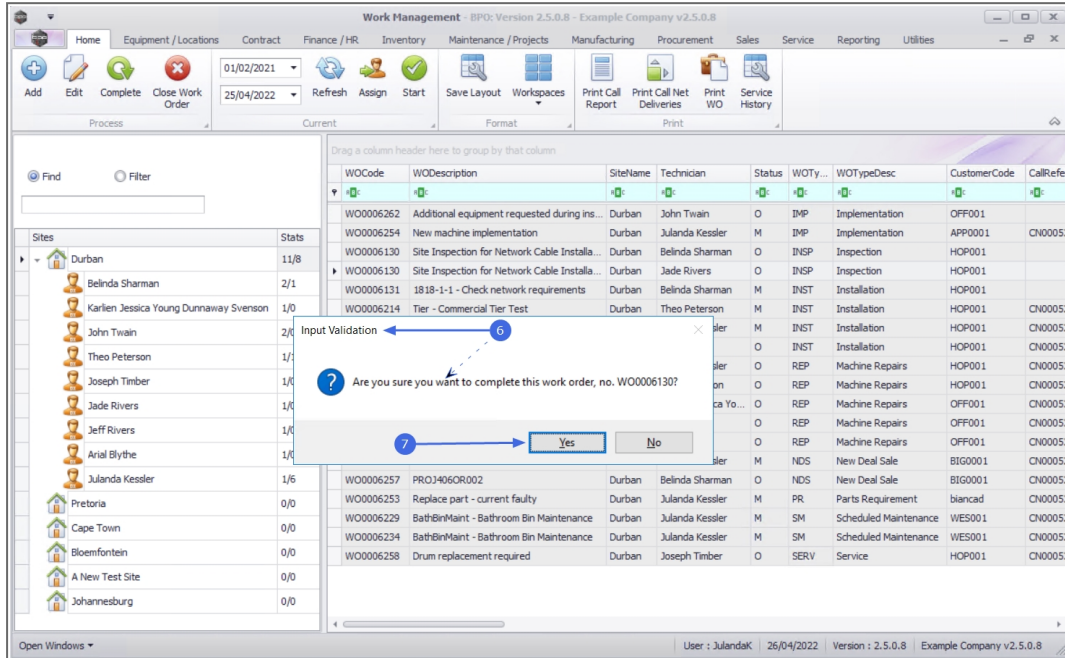


4. Click on the **row** of the work order you wish to **complete**.

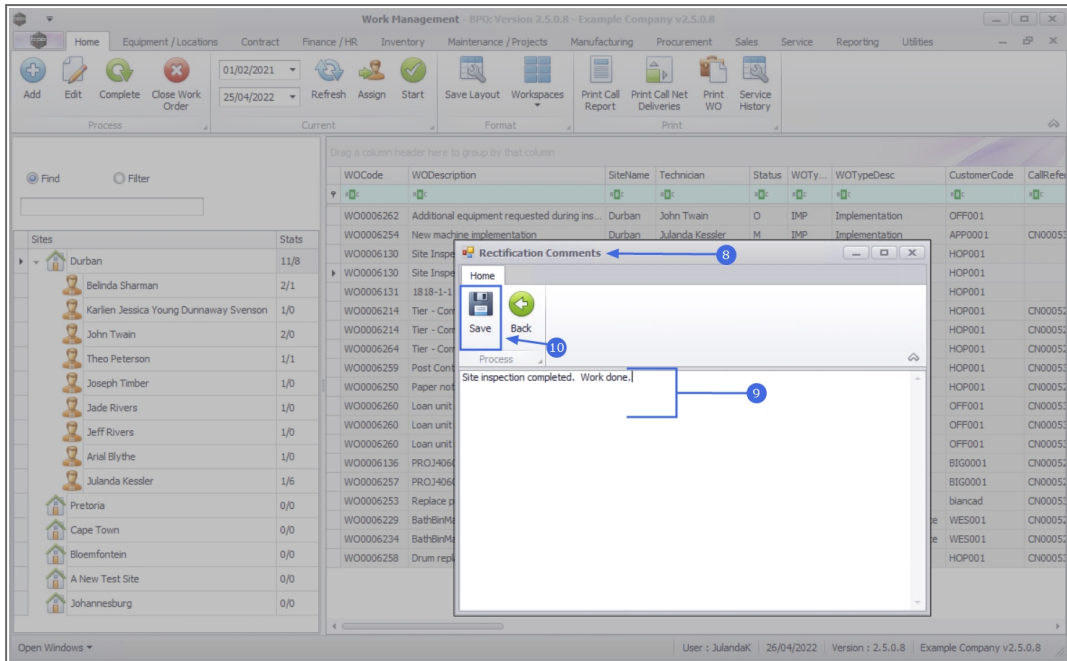
5. Click on **Complete**.



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



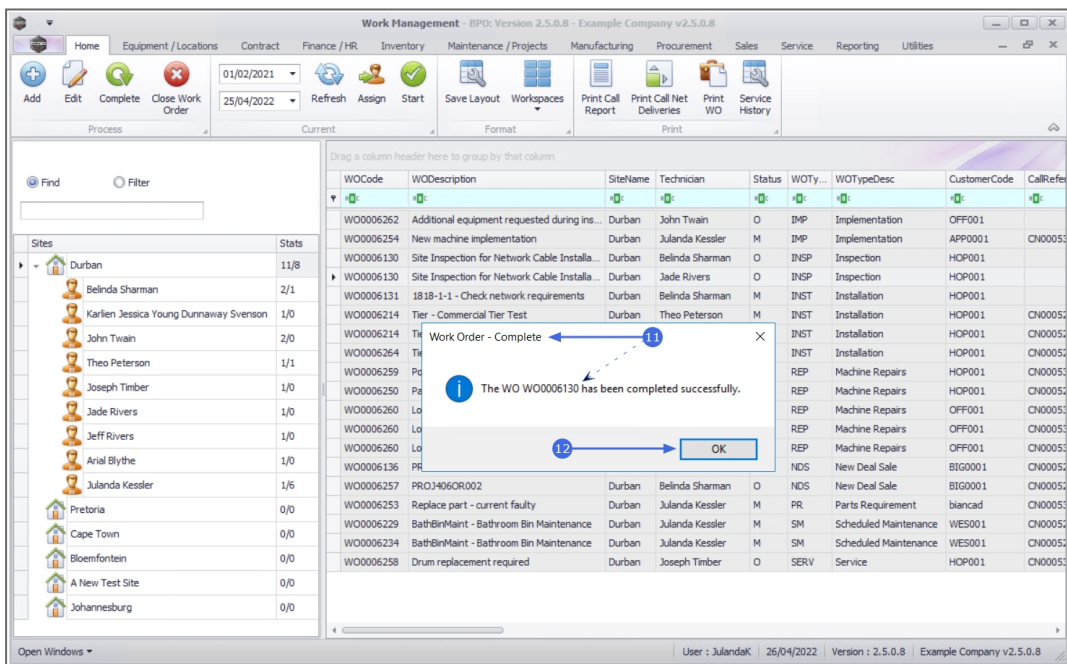
8. The **Rectification Comments** screen will display.
9. Click to type in a description for the work done. The comment needs to be at least **20** characters.
10. Click on **Save**.



11. When the **Work Order - Complete** message display to confirm that;

- **The WO [work order number] has been completed successfully.**

12. Click on **OK**.



13. The **Stats** column on the **Work Management** screen has been updated.



Note that if the Technician's stats showed **1 Open** and **0 Completed**, then the work order will be removed from the data grid. If the Technician had multiple Open work orders, then the Completed work orders will be updated.

The screenshot shows the 'Work Management - BPO: Version 2.5.0.8 - Example Company v2.5.0.8' interface. On the left, a sidebar lists 'Sites' and their 'Stats' (Open/Completed). The 'Stats' for Durban is 0/1. The main grid displays work orders with columns: WOCODE, WODescription, SiteName, Technician, Status, WOTy..., WOTypeDesc, CustomerCode, and CallRef. A blue arrow points from the 'Stats' column header to the '0/1' value for the Durban site.

Site	Stats
Durban	0/1
Belinda Sharman	1/2
Karlien Jessica Young Dunaway Svenson	1/0
John Twain	2/0
Theo Peterson	1/1
Joseph Timber	1/0
Jeff Rivers	1/0
Arial Blythe	1/0
Julanda Kessler	1/6
Pretoria	0/0
Cape Town	0/0
Bloemfontein	0/0
A New Test Site	0/0
Johannesburg	0/0

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