

We are currently updating our site; thank you for your patience.

## SERVICE

## WORK ORDERS - VIEW A WORK ORDER

Ribbon Access: Service > Work Orders



- 1. The Work Order Listing screen will display.
- 2. Select the **Site** where the work order was raised.
  - The example has **Durban** selected.
- 3. Select the **Status** for the work order you wish to view.
  - The example has **Open** selected.

<sup>(w)</sup> If you are not sure of the site or status of the work order you require, use the <u>Find</u> WO feature to search for it.

- 4. Click on the **row** of the work order where you wish to view the details for.
- 5. Click on View.



## Work Orders - View a Work Order

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unctions	4 WO0006259	REP	CN0005303	Post Contract machine repair	No	Drum replacement req	16/02/2022	2 Yes	-	
	<ul> <li>WO0006259</li> <li>WO0006258</li> </ul>	SERV	CN0005303	Drum replacement required	No	Drum replacement reg		2 No		
	₩00006256	IMP	CN0005302	New machine implementation. Installation	No	New machine implemen		1 No		
	► WO0006257	NDS	CN0005274	PRO1406OR002	No	PROJ406OR002	19/01/2022	2 No		
Services	E WO006253	PR	CN0005301	Replace part - current faulty	No	Replace part - current		3 No		
Jeiviles	E ₩00006252	REP	CN0005300	Printer displaving error code	No	Printer displaying error		3 No		
	E WO0006251	ITS	CN0005299	Paper keeps on jamming in machine	No	Paper keeps on jammin		3 No		
Third Party Services	E WO0006250	REP	CN0005298	Paper not feeding through rollers	No	Paper not feeding thro		3 No		
	· WO0006249	SM		BathBinMaint - Bathroom Bin Maintenance	No		23/11/2021	2 No	PRJ00004	1
	· WO0006248	SM		WS - Weekly Service	No		23/11/2021	2 No	PRJ00004	1
Parts	· WO0006247	SM		BathBinMaint - Bathroom Bin Maintenance	No		23/11/2021	2 No	PRJ00004	4
		SM		BathBinMaint - Bathroom Bin Maintenance	No		23/11/2021	2 No	PRJ00004	0041
	· WO0006245	SM		WS - Weekly Service	No		23/11/2021	2 No	PRJ00004	4
	· WO0006243	SM		WS - Weekly Service	No		16/11/2021	2 No	PRJ00004	4
Loans	· WO0006242	SERV		1MMS - 1 Month Machine Service	No		16/11/2021	2 No	PRJ00004	4
	· WO0006241	SM		WS - Weekly Service	No		16/11/2021	2 No	PRJ00004	4
	WO0006240	SM		WS - Weekly Service	No		16/11/2021	2 No	PRJ00004	4
Swap Outs	WO0006238	PR		Test PQ Source Type Work Order	No		14/11/2021	5 No		
	· WO0006239	PR.		Rollers need replacing	No		11/11/2021	3 No	PRJ00004	40
	· WO0006237	SM		WS - Weekly Service	No		09/11/2021	2 No		
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6. The **View Work Order - [**work order number**]** screen will be displayed.

**Note** that this is a view only screen and no changes can be made to the work order details.

- 7. You can view the work order **details**, **Work Order Item** and **Schedule** information.
- 8. Click on Additional Data, Customer Info, Equipment Info or Required Crafts tab(s), to view the related information.
- 9. Click on the required **Functions** tile to view information linked to the work order.
- 10. Click on **Back** to return to the **Work Order Listing** screen.



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