

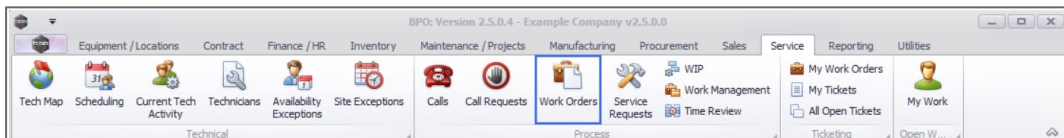
We are currently updating our site; thank you for your patience.

SERVICE

WORK ORDERS – COMPLETE A WORK ORDER

Work orders should be completed when the work required has been done.

Ribbon Access: Service > Work Orders



1. The **Work Orders Listing** screen will be displayed.
2. Select the **Site** where the work order has been issued.
 - The example has **Durban** selected.
3. Set the **Status** to **Open**.

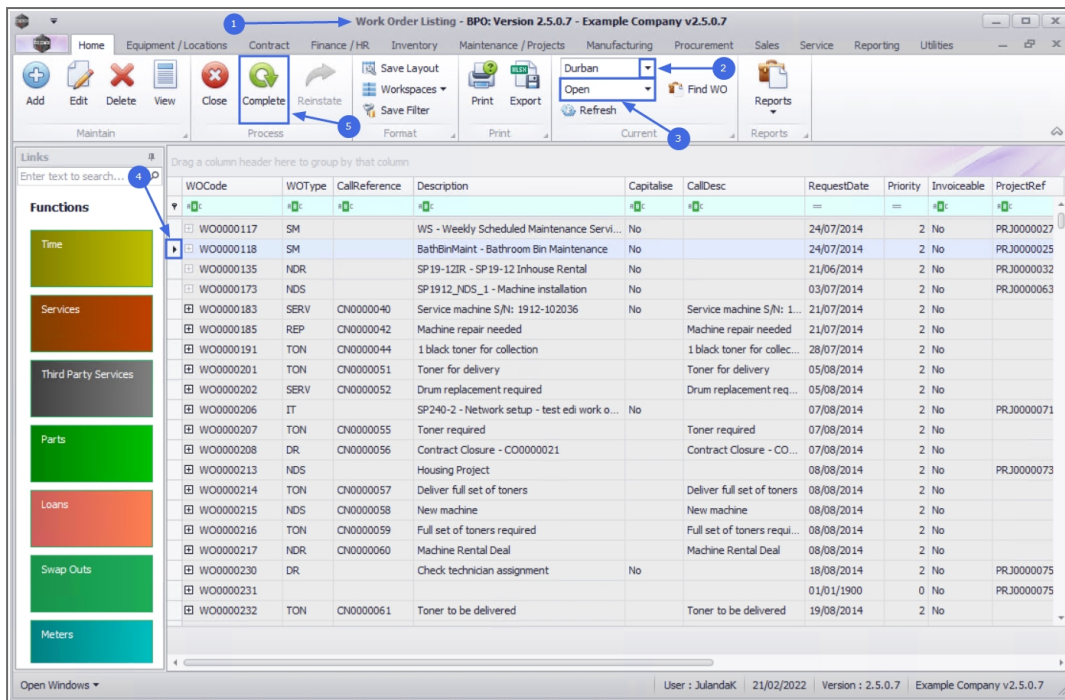


Note that only work orders with an **Open** status can be completed.

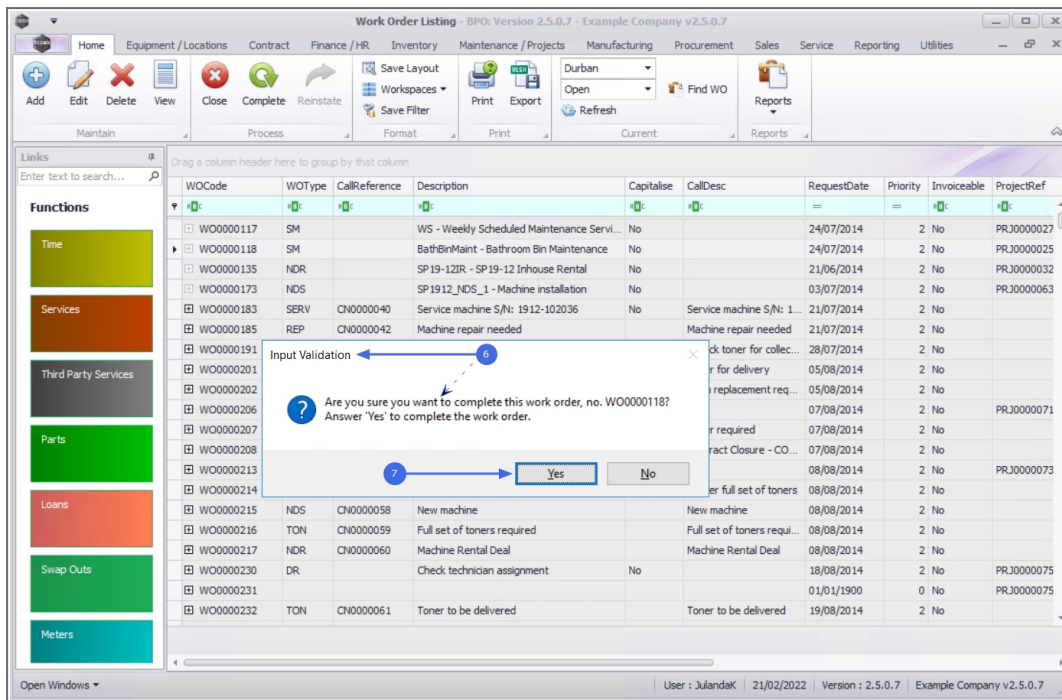
4. Click on the **row** of the **work order** you wish to **complete**.
5. Click on **Complete**.




Short cut key: Right click to display the **All groups** menu list. Click on **Complete**.



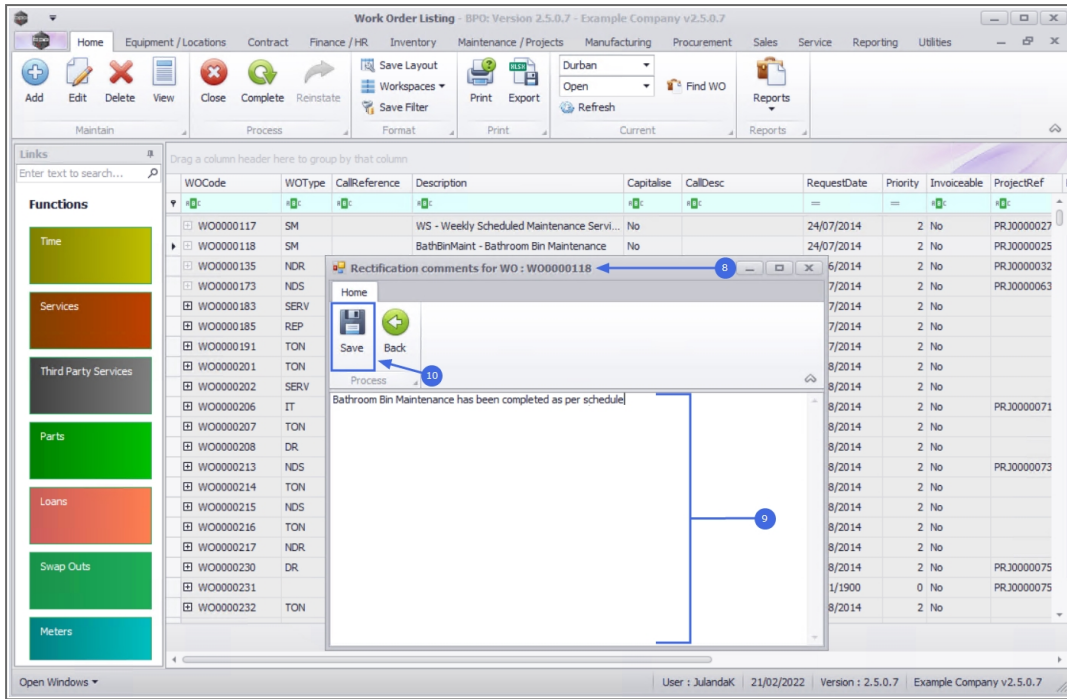
6. When you receive the **Input Validation** message to confirm;
 - **Are you sure you want to complete this work order, no. [work order number]? Answer 'Yes' to complete the work order.**
7. Click on **Yes**.



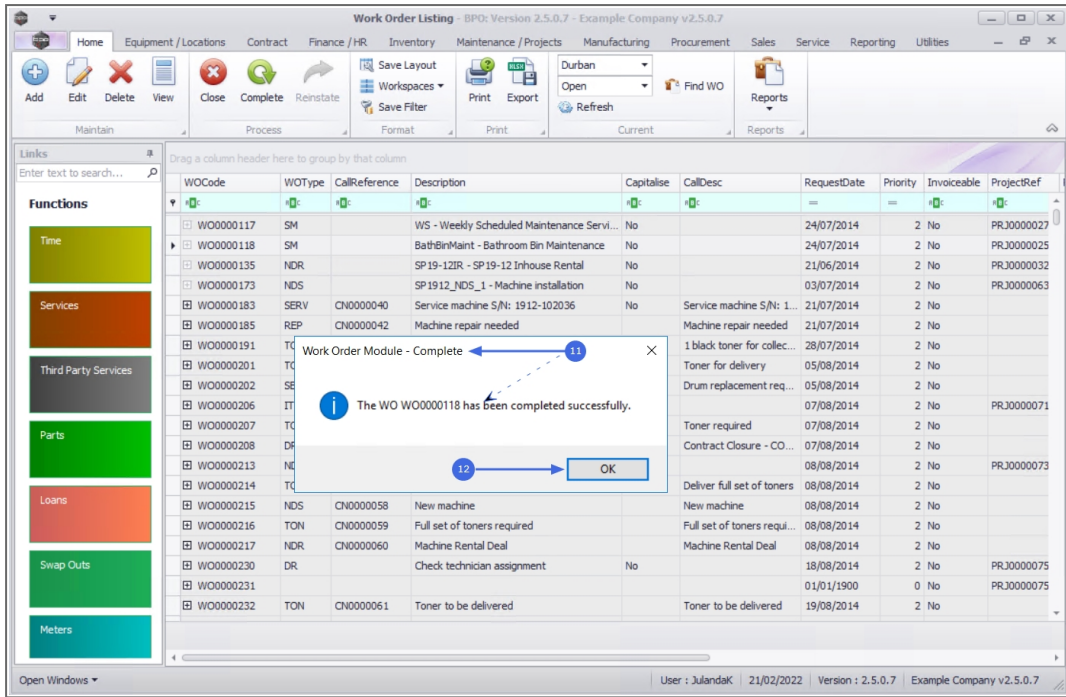
8. Next you will receive the **Rectification commands for WO:** [work order number] screen.
9. Type in the work order rectification **comments** for the work that has been completed.

 **Note that the comment entry needs to be at least 20 characters.**

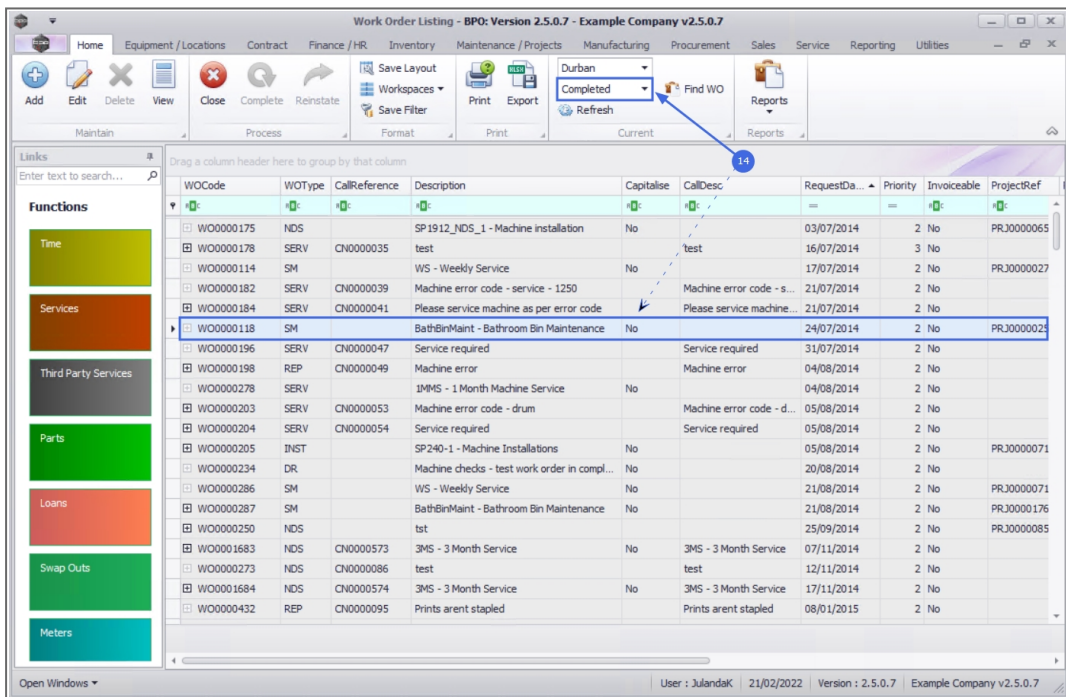
10. When you have finished typing in the work order rectification comments, click on **Save**.



11. Next the **Work Order Module - Complete** screen will confirm;
 - **The WO [work order number] has been completed successfully.**
12. Click on **OK**.



14. The **completed** work order can now be viewed in the Work Order Listing screen where the status is set to **Completed**.



MNU.072.008

