

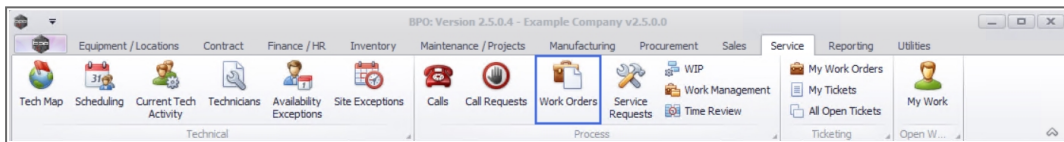
We are currently updating our site; thank you for your patience.

SERVICE

WORK ORDERS – WARRANTIES ISSUED

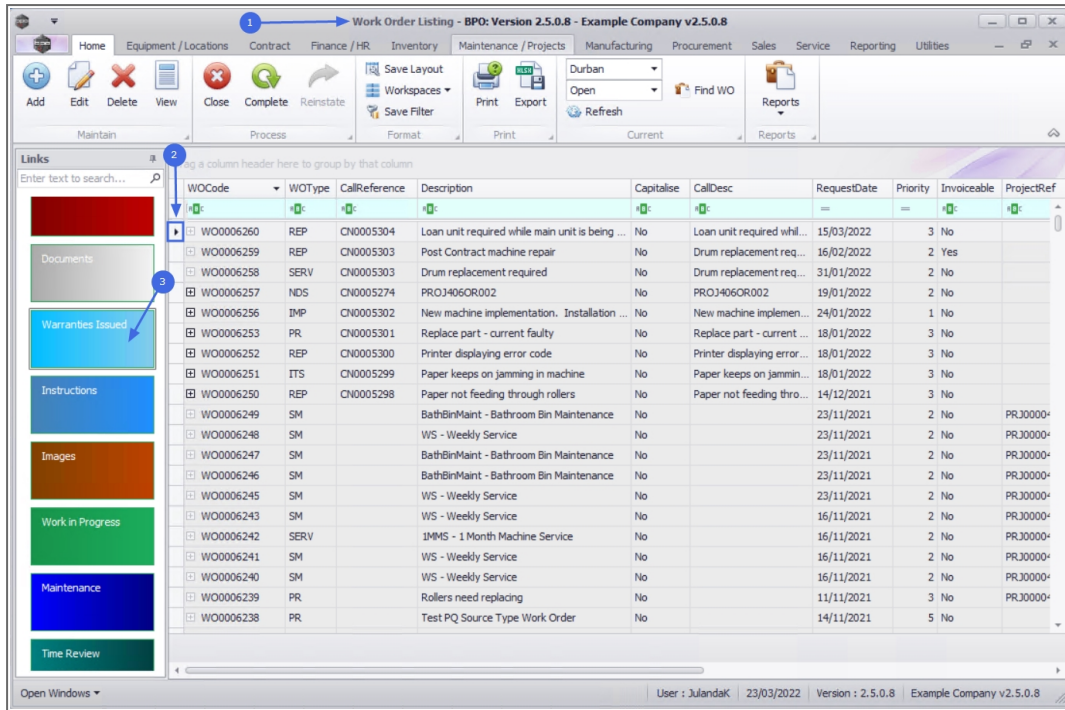
The Warranties Issued tile will direct you to the Issued **Warranties**¹ for the Work Order that have been linked to the underlying asset.

Ribbon Access: Service > Work Orders



1. The **Work Order Listing** screen will be displayed.
2. Click on the **row** of the **work order** you wish to view the **warranty details** of.
3. Click on the **Warranties Issued** tile.

¹A 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.



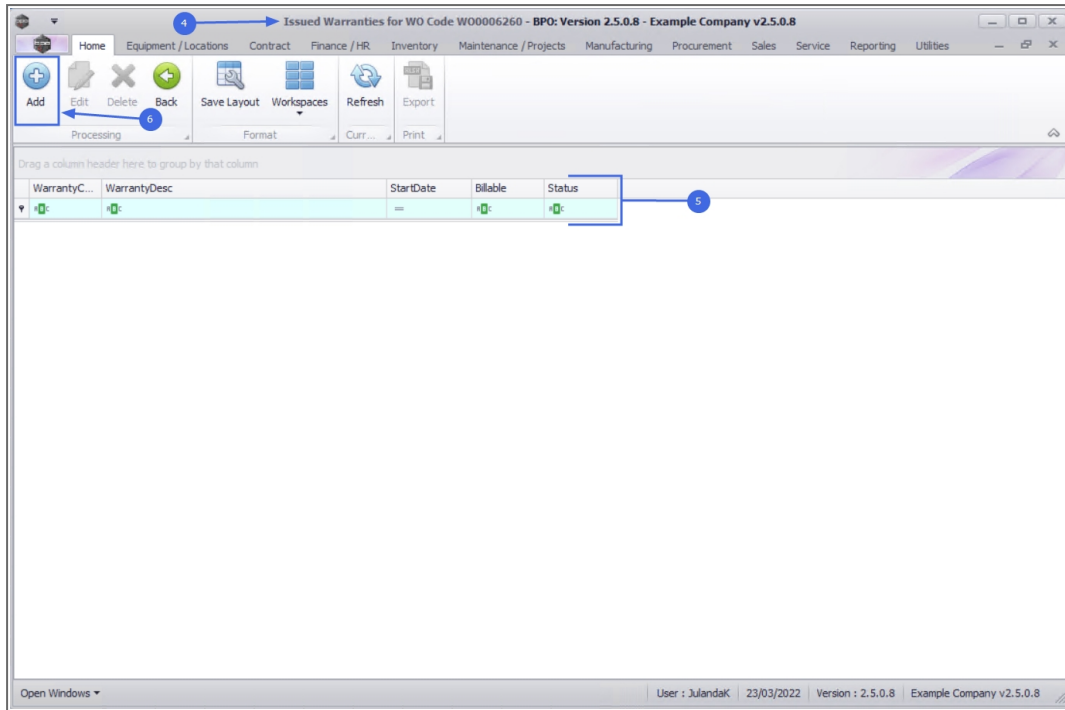
4. The **Issued Warranties for WO Code** [work order code] screen will be displayed.
5. Any warranties already linked to this work order, will display in the data grid.

ADD WARRANTY

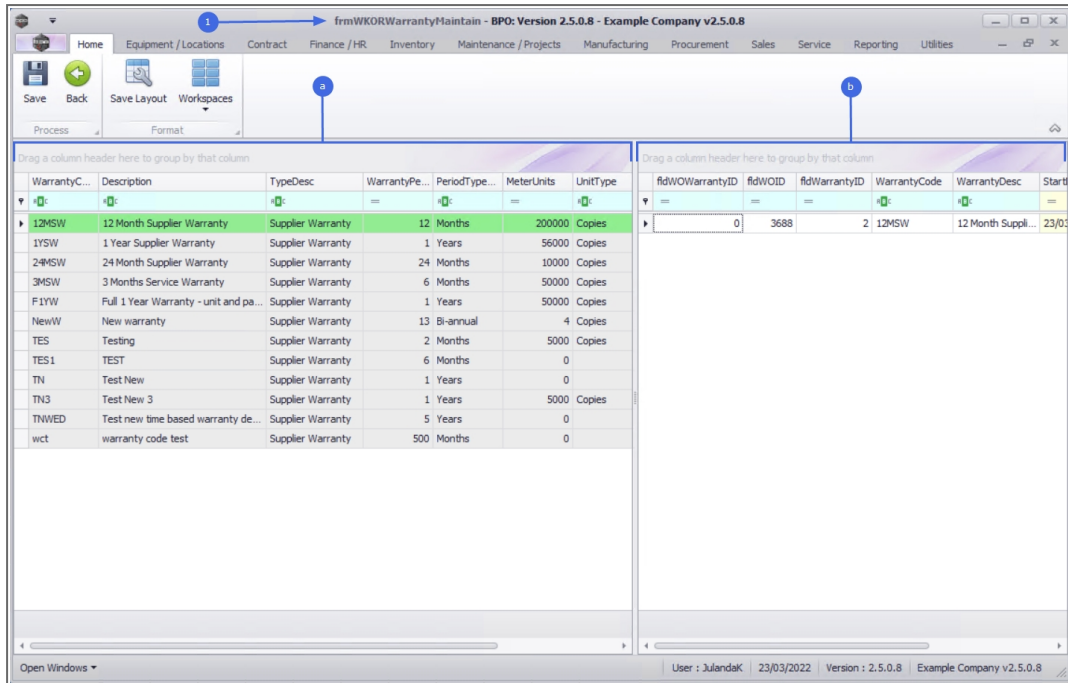
6. Click on **Add**.



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



9. 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.

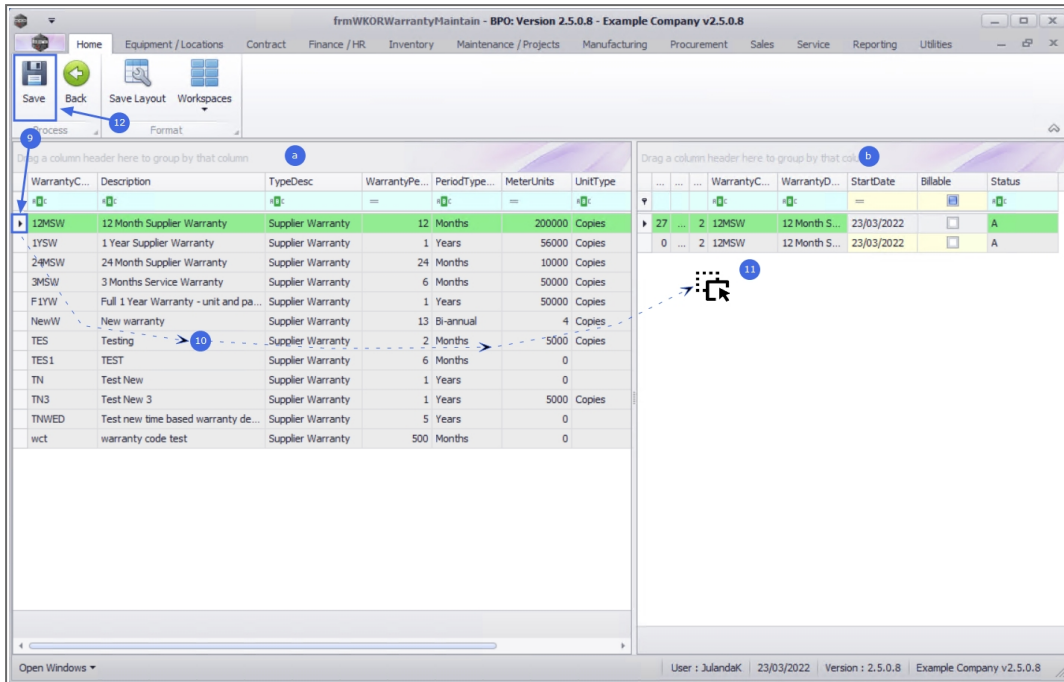
Remove Warranty

- 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 only be able to remove a warranty using drag-and-drop before the screen has been **Saved**.

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

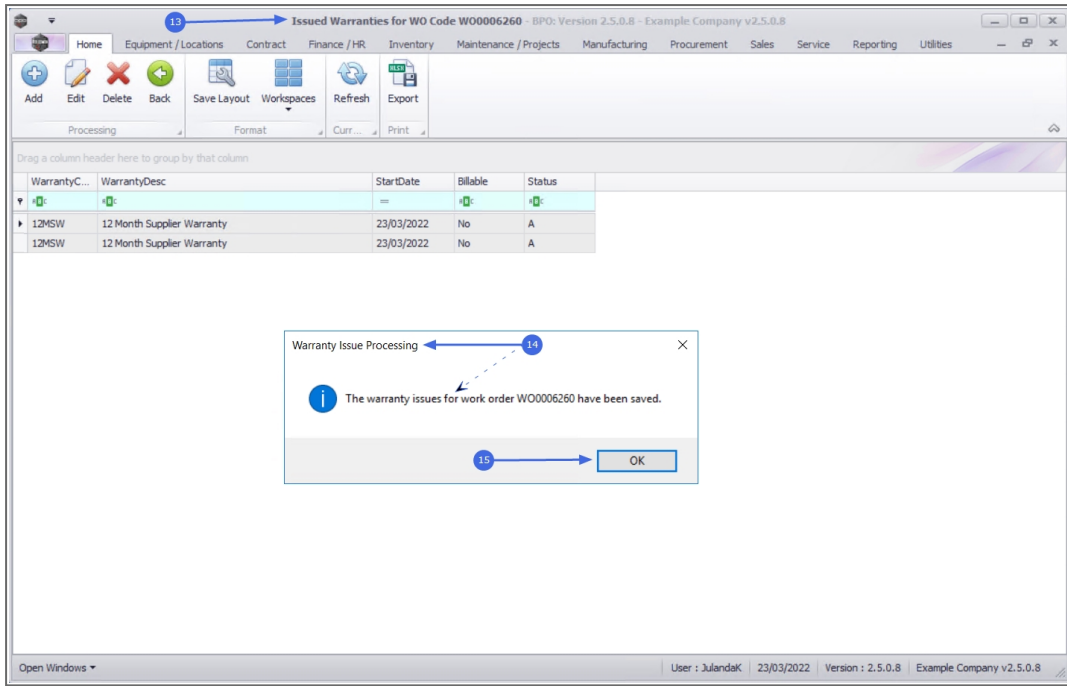


14. You will return to the **Issued Warranties for WO Code** [work order code] screen.

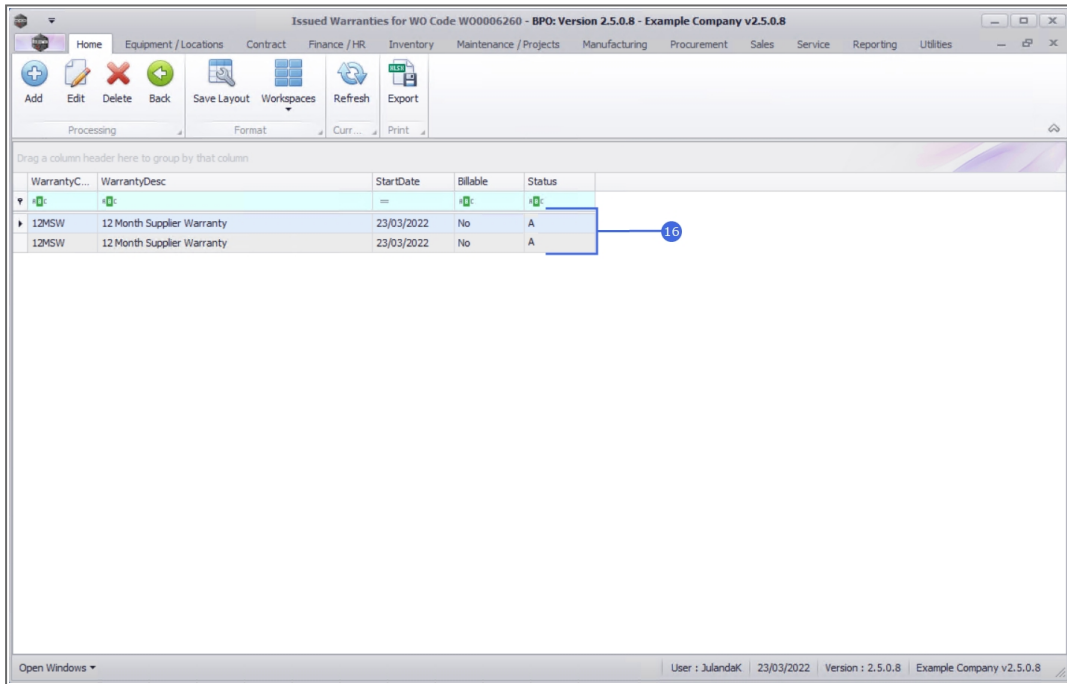
15. When the **Warranty Issue Processing** message displays to confirm;

- **The warranty issues for work order** [work order code] **have been saved.**

16. Click on **OK**.



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



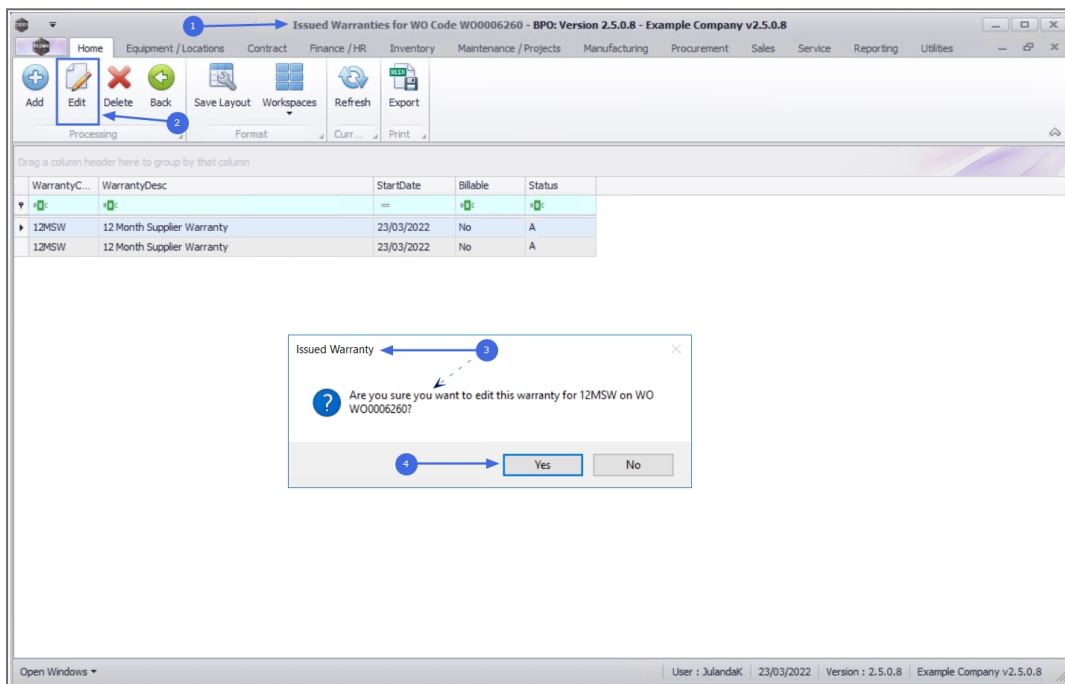
EDIT WARRANTIES ISSUED

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**.

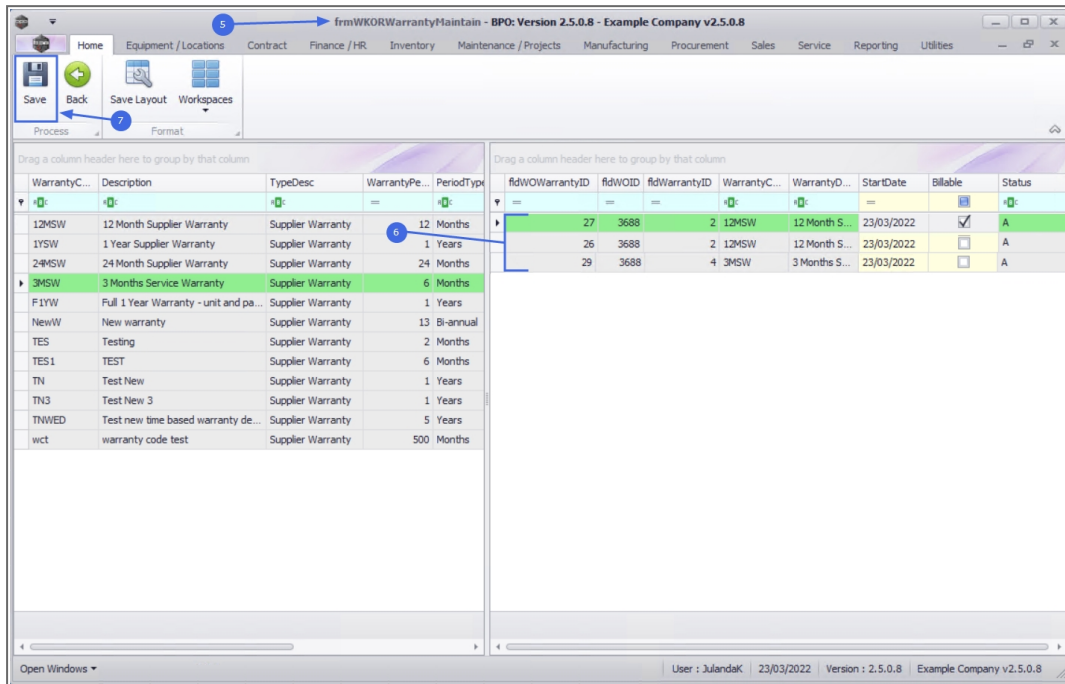
3. When you receive the **Issued Warranty** message to confirm;
 - **Are you sure you want to edit this warranty for** [warranty code] **on WO** [work order code]?
4. Click on **Yes**.



5. The **Work Order Warranty Maintain** screen will be displayed.
6. You can;
 - **add** an additional warranty to the work order using drag-and-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.

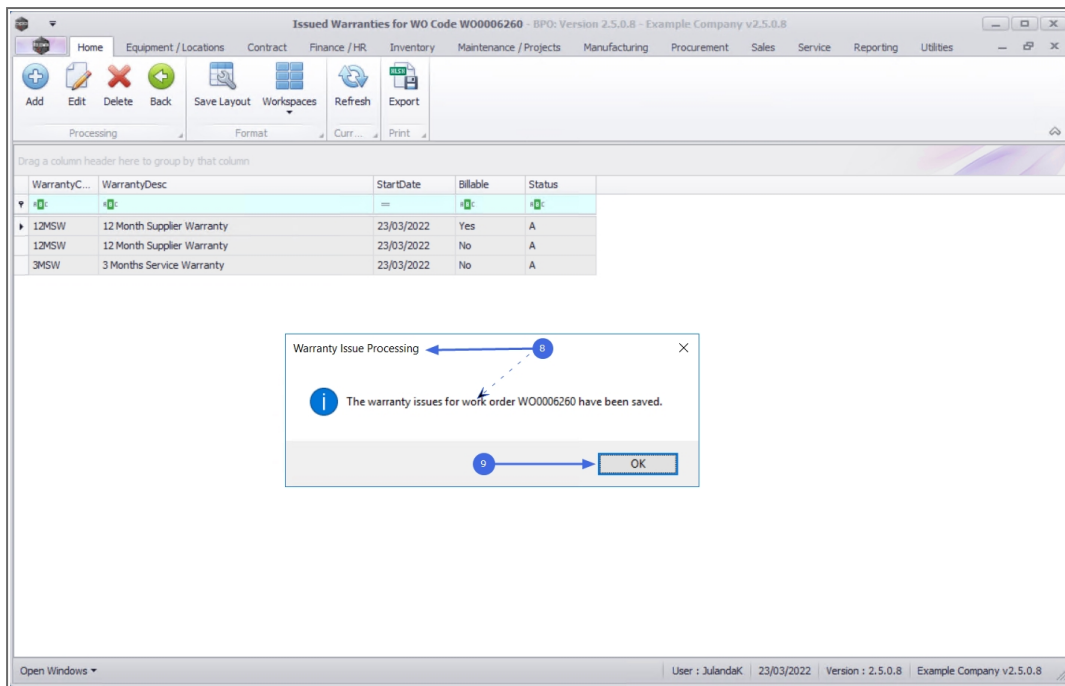
7. When all the required changes have been made, click on **Save**.



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**.

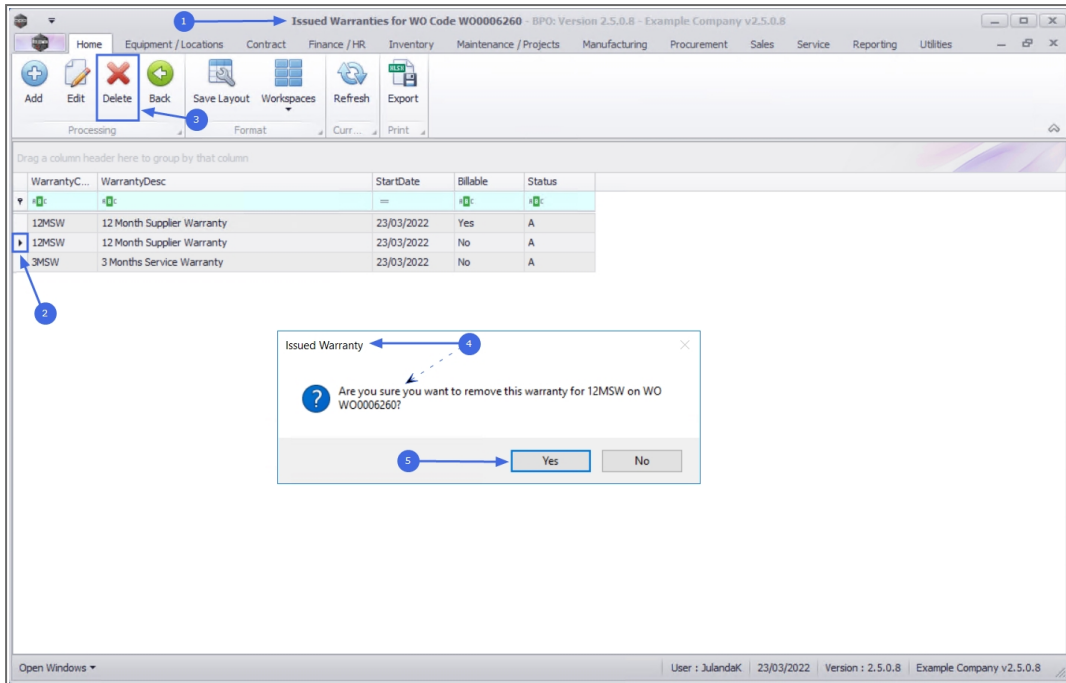


DELETE WARRANTIES ISSUED

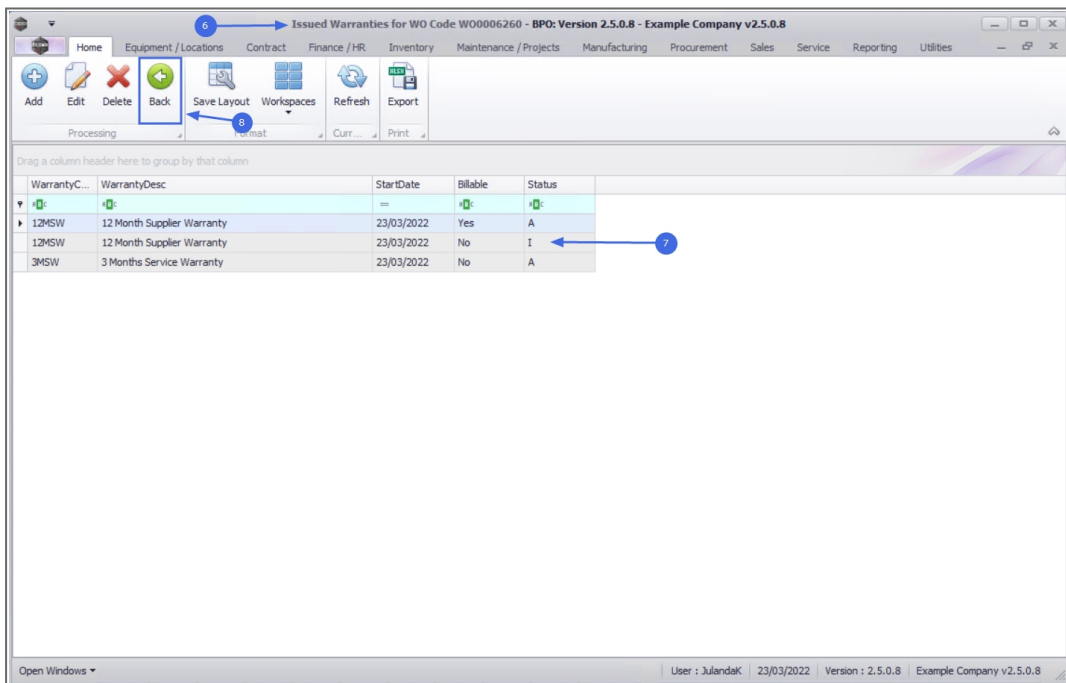
1. From the **Issued Warranties for WO Code** [work order code] screen,
2. Click on the **row** of the warranty you wish to remove from the work order.
3. Click on **Delete**.
4. When you receive the **Issued Warranty** message to confirm;
 - **Are you sure you want to remove this warranty for** [warranty code] **on WO** [work order code]?
5. Click on **Yes**.



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



6. You will return to the **Issued Warranties for WO Code** screen,
7. 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.





MNU.072.023

