

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

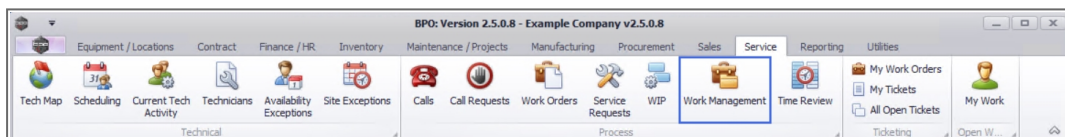
SERVICE

WORK MANAGEMENT – EDIT WORK ORDER

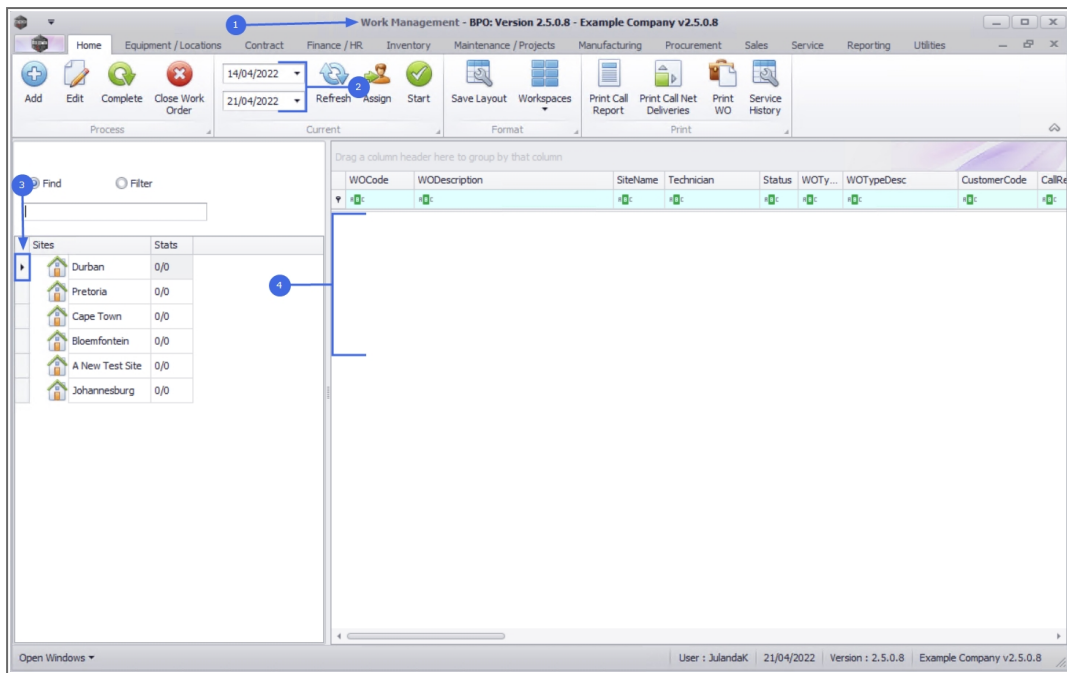
The **Work Management** screen lists all work orders dependant on the employee **hierarchy**.

Each work order can be [Viewed](#), [Assigned](#), Edited, **Started**, [Completed](#) and [Closed](#) from here.

Ribbon Access: Service > Work Management



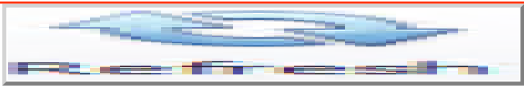
1. The **Work Management** screen will be displayed.
2. The **date range** fields will auto populate with an **8** day range up to and including the current date.
3. The **row indicator** in the **Site** frame will auto select the first site in the list.
4. The Work Orders listed in the Work Orders data grid will only be the ones included in that date range, within the selected site, that have **labour / time records** logged against it.

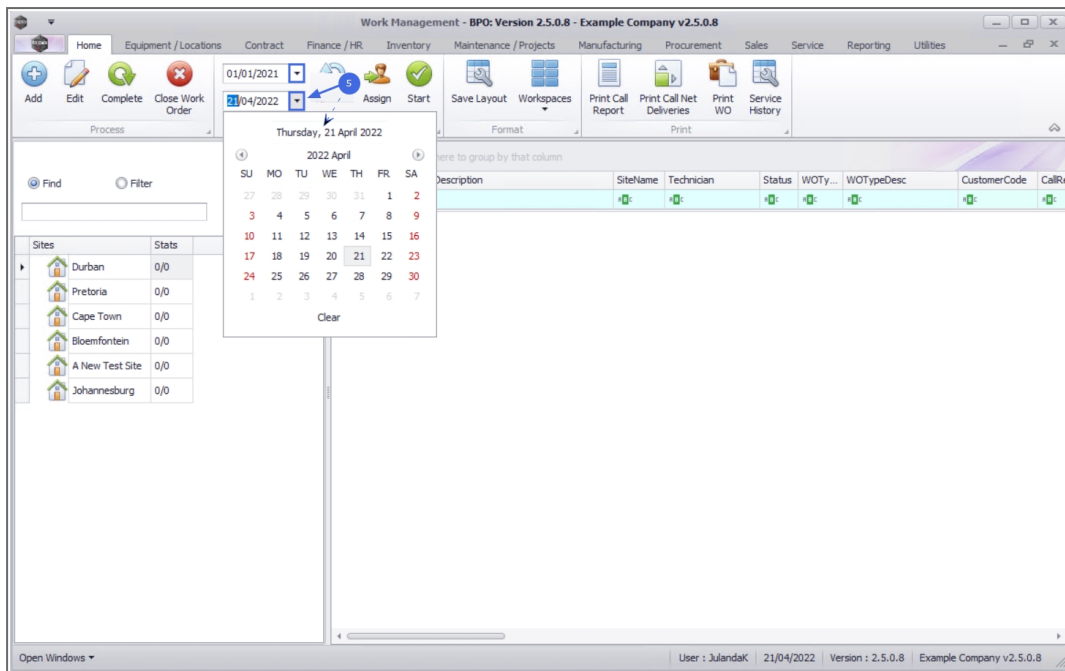


ADJUST DATE RANGE

If the Work Order you wish to edit does not display, you may need to change the date range or use the [find](#) or [filter](#) functions.

- Set the date range, by clicking and typing the required date in the date fields, or click on the down **arrow** to adjust each **date field** using the calendar function.

Click on the **Refresh** button  to refresh and update the screen with the Work Orders for the selected date range.



SITES FRAME

If the screen is not displaying the Work Order you wish to edit, you may need to select an alternative site and expand it.

6. The **Sites** frame contains a list of the sites currently on the system.
7. The **row selector** indicates which **site** you are currently working in.
 - The example has **Durban** selected.
8. The **Stats** column in this frame indicated the number of **Open** and **Completed** assignments for the site.
9. Click on the **tree view chevron node** of the required site to **expanded** and display the **employees** within the site, with their **individual** work assignment stats.
10. A Work Order that has been assigned to more than one employee, that has time recorded against that work order, will be listed for each employee.



Note that the Technician column in the data grid is not the **Assigned to** person but the employee that has a **labour / time record** linked to the Work Order.

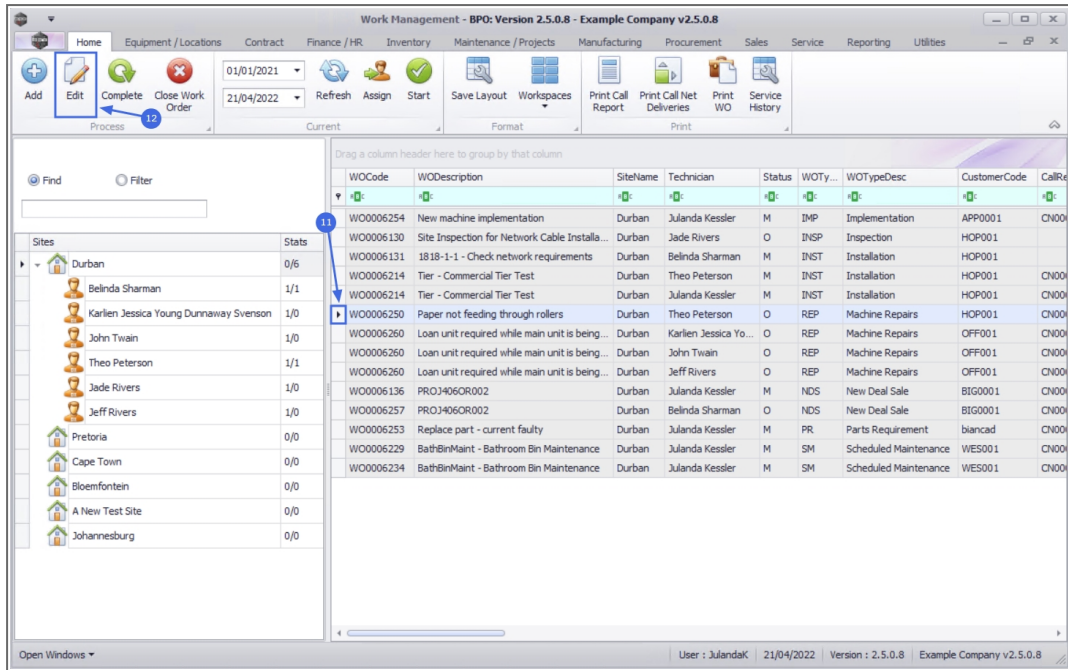
The screenshot shows the 'Work Management - BPO: Version 2.5.0.8 - Example Company v2.5.0.8' application. The main window displays a table of work orders with columns: WOCODE, WODescription, SiteName, Technician, Status, WOTY..., WOTypeDesc, CustomerCode, and CallRe. The left sidebar shows a 'Sites' list with 'Durban' selected, and a list of technicians including 'Belinda Sharman', 'Karlien Jessica Young Dunnaway Svenson', 'John Twain', 'Theo Peterson', 'Jade Rivers', and 'Jeff Rivers'. A blue circle '9' highlights the 'Technician' column header in the table, and a blue circle '10' highlights the 'John Twain' row in the technician list.

WOCODE	WODescription	SiteName	Technician	Status	WOTY...	WOTypeDesc	CustomerCode	CallRe
W00006254	New machine implementation	Durban	Julanda Kessler	M	IMP	Implementation	APP0001	CN00
W00006130	Site Inspection for Network Cable Installs...	Durban	Jade Rivers	O	INSP	Inspection	HOP001	
W00006131	1818-1-1 - Check network requirements	Durban	Belinda Sharman	M	INST	Installation	HOP001	
W00006214	Tier - Commercial Tier Test	Durban	Theo Peterson	M	INST	Installation	HOP001	CN00
W00006214	Tier - Commercial Tier Test	Durban	Julanda Kessler	M	INST	Installation	HOP001	CN00
W00006250	Paper not feeding through rollers	Durban	Theo Peterson	O	REP	Machine Repairs	HOP001	CN00
W00006260	Loan unit required while main unit is being ...	Durban	Karlien Jessica Yo...	O	REP	Machine Repairs	OFF001	CN00
W00006260	Loan unit required while main unit is being ...	Durban	John Twain	O	REP	Machine Repairs	OFF001	CN00
W00006260	Loan unit required while main unit is being ...	Durban	Jeff Rivers	O	REP	Machine Repairs	OFF001	CN00
W00006136	PROJ406OR002	Durban	Julanda Kessler	M	NDS	New Deal Sale	BIG0001	CN00
W00006257	PROJ406OR002	Durban	Belinda Sharman	O	NDS	New Deal Sale	BIG0001	CN00
W00006253	Replace part - current faulty	Durban	Julanda Kessler	M	PR	Parts Requirement	biancad	CN00
W00006229	BathBinMaint - Bathroom Bin Maintenance	Durban	Julanda Kessler	M	SM	Scheduled Maintenance	WES001	CN00
W00006234	BathBinMaint - Bathroom Bin Maintenance	Durban	Julanda Kessler	M	SM	Scheduled Maintenance	WES001	CN00

11. Click on the **row** of the work order you wish to edit.
12. Click on **Edit**.



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



13. " The Maintain WO - Ref [work order number] screen will be displayed.
" on page 2
14. Update the work order details as required or add information to the work order using the relevant Work Order "Function Tiles" on page 7.
15. When you have finished editing the work order, click on **Save**.

The edited work order details will be **saved** and you will return to the **Work Management** screen.

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