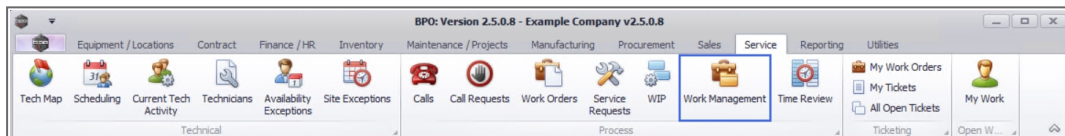We are currently updating our site; thank you for your patience.

SERVICE

WORK MANAGEMENT – COMPLETE A WORK ORDER
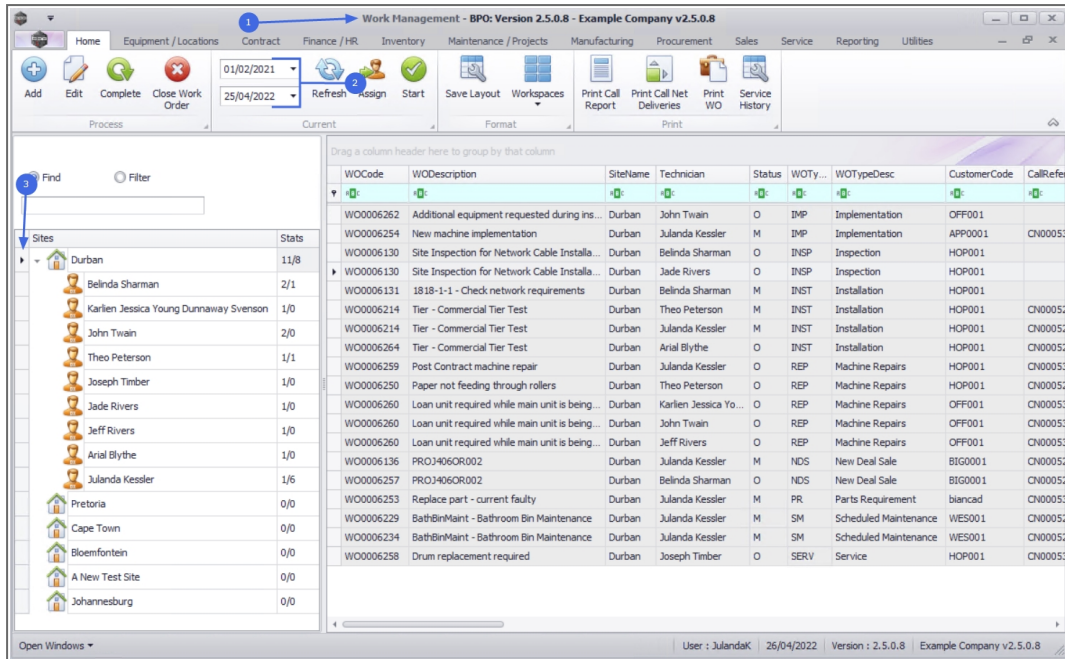
You can **complete** a Work Order from the **Work Management** screen.

**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.

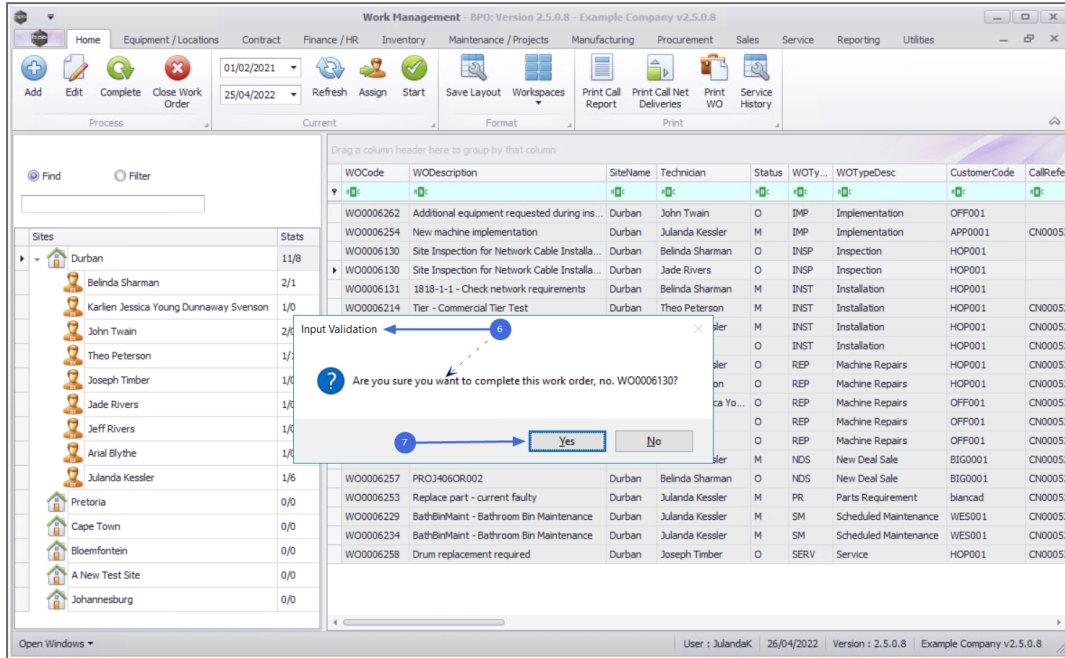Click on the **Refresh** button to update the screen.

4. Click on the **row** of the work order you wish to **complete**.
5. Click on **Complete**.
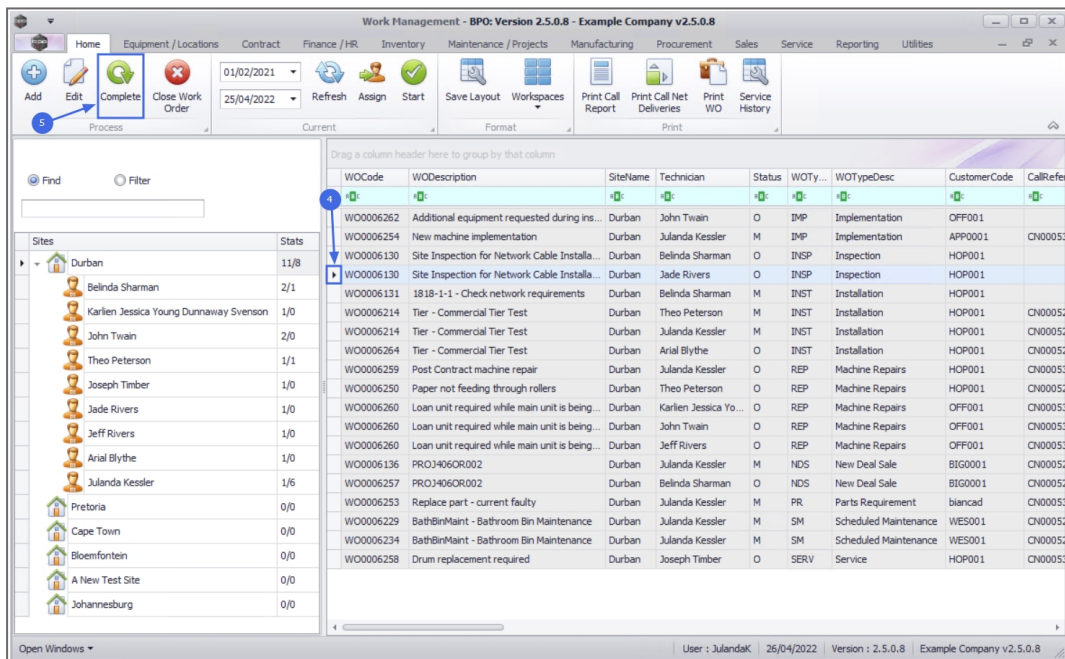
6. When you receive the **Input Validation** message to confirm;

   • **Are you sure you want to complete this work order, no. [work order number]?**
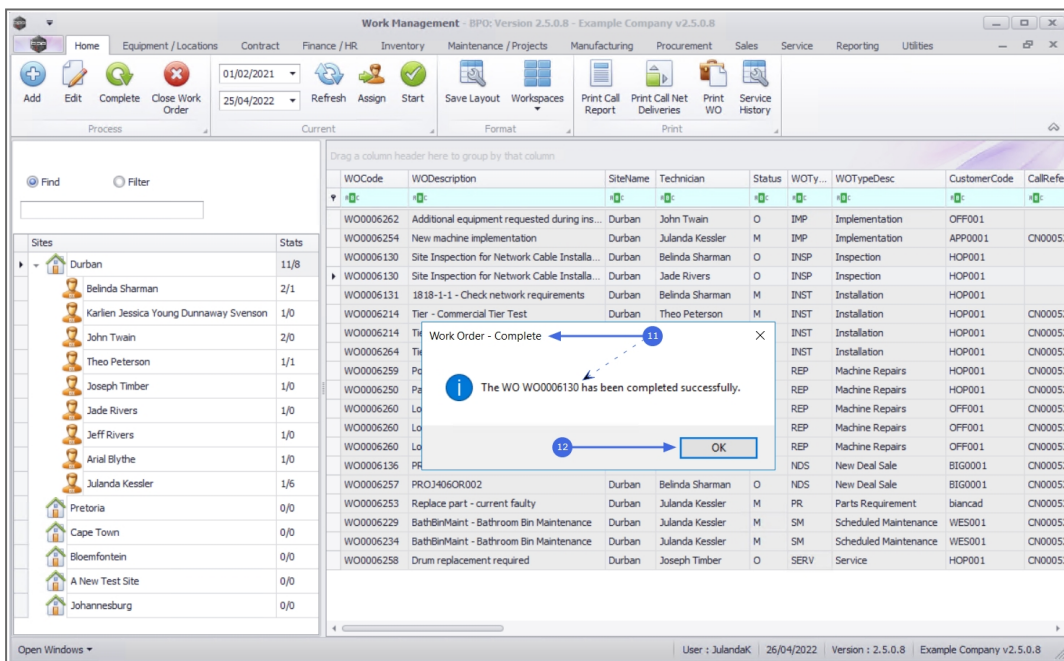
7. Click on **Yes**.

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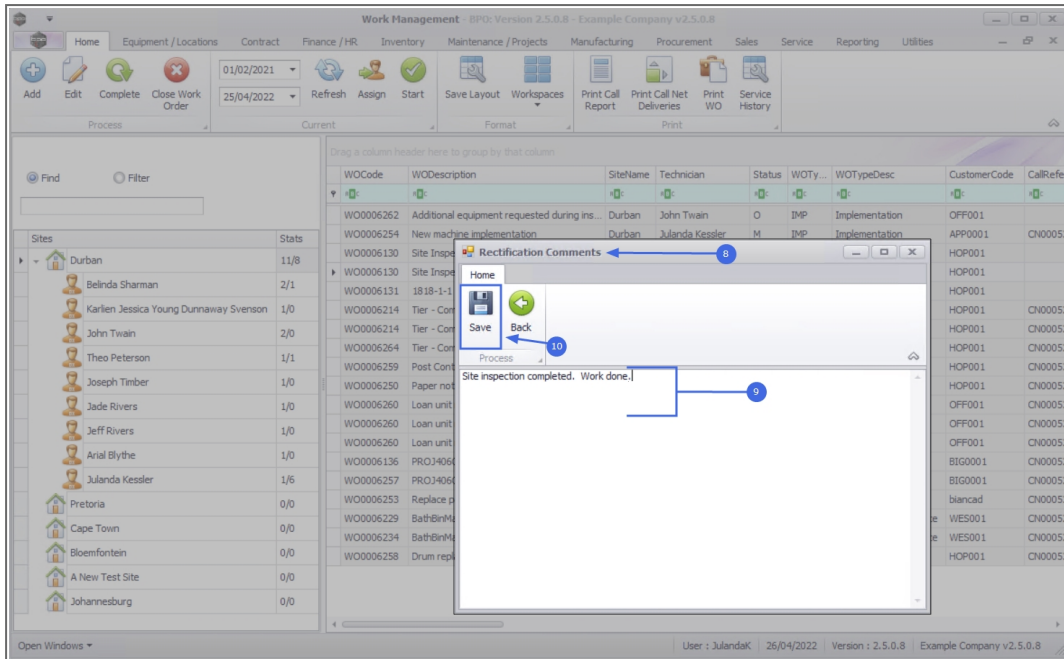
11. When the **Work Order - Complete** message display to confirm that;

- **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.

MNU.074.004