(missing or bad snippet)

SERVICE

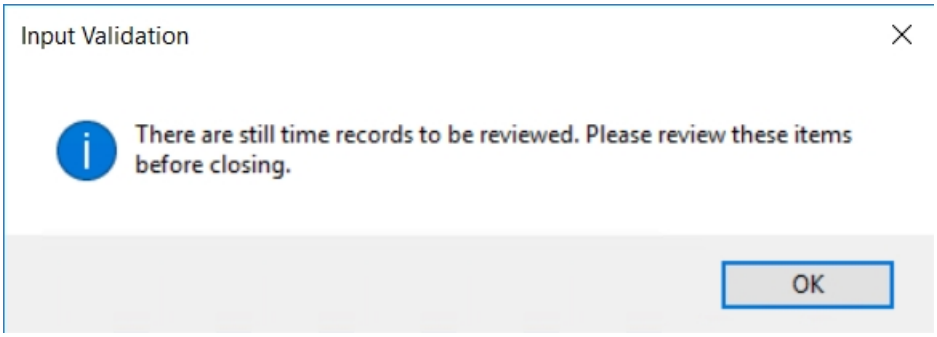
WORK ORDER CLOSURE - VALIDATION CHECKS

When attempting to close a work order and the following Input Validation messages display

TIME REVIEW

Input Validation

There are still time records to be reviewed. Please review these items before closing



This is primarily due to a technicians time not being reviewed and wich may lead to billable time.

Solution:

1. Review the technicians time from the **Work Order listing** screen.

Refer to Work Orders - Time Review

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2. or from the **Time Review** screen.

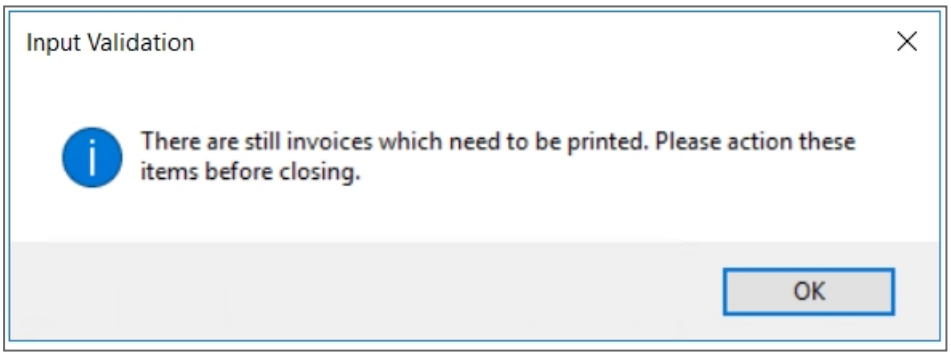
Refer to Time Review - Review Time

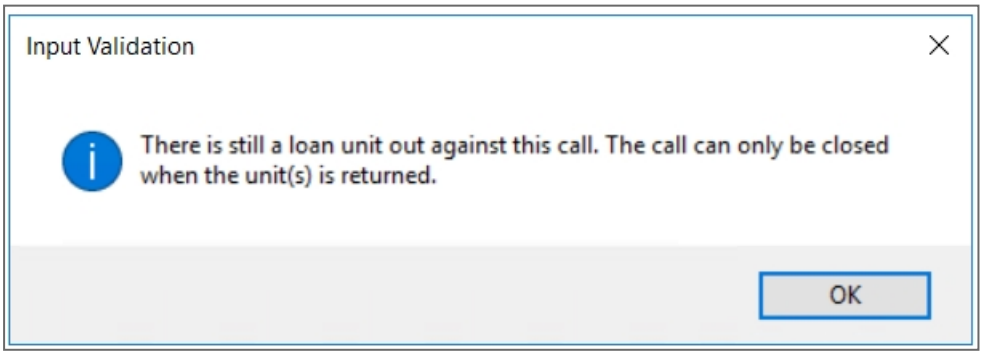
Troubleshooting:

When the customer has already been invoiced then the customer cannot be billed again. The manager had to decide whether the cost of this time will be taken on by the company and therefore make a loss:

- Review the time as Non-Billable
- Review the time as SLA - if on a contract

PART REQUEST AUTHORISATION





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