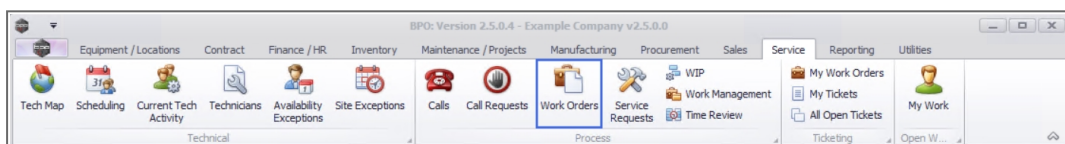


SERVICE

WORK ORDERS – WARRANTIES ISSUED

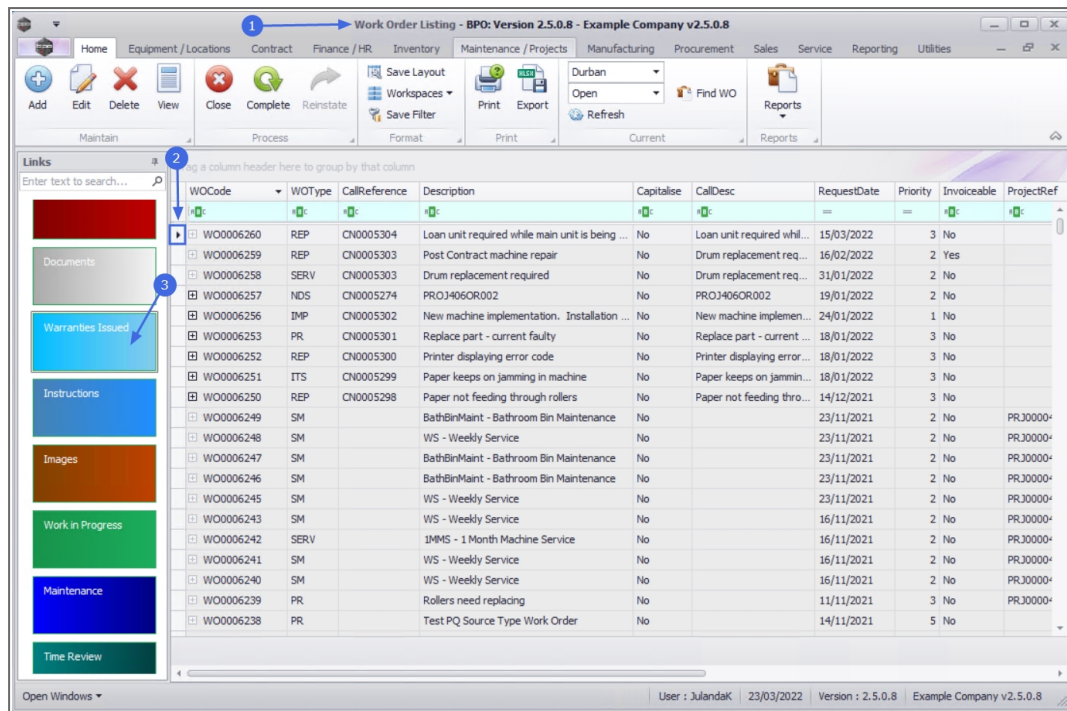
The Warranties Issued tile will direct you to the Issued **Warranties**¹ for the Work Order that have been linked to the underlying asset.

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.



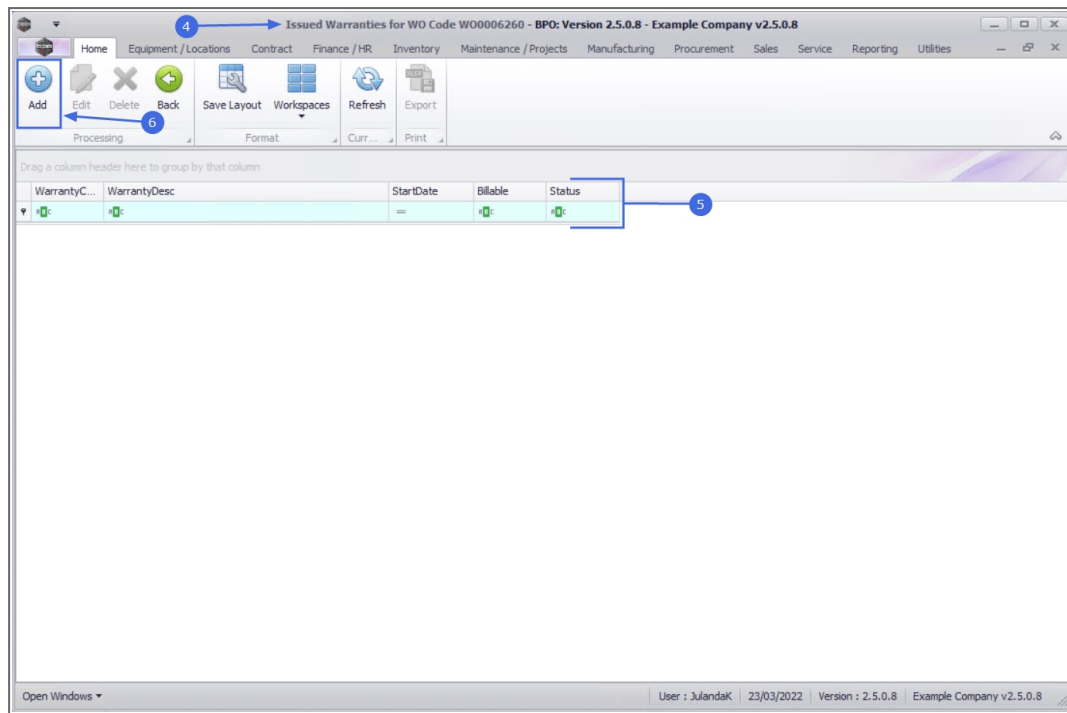
4. The **Issued Warranties for WO Code** [work order code] screen will be displayed.
5. Any warranties already linked to this work order, will display in the data grid.

ADD WARRANTY

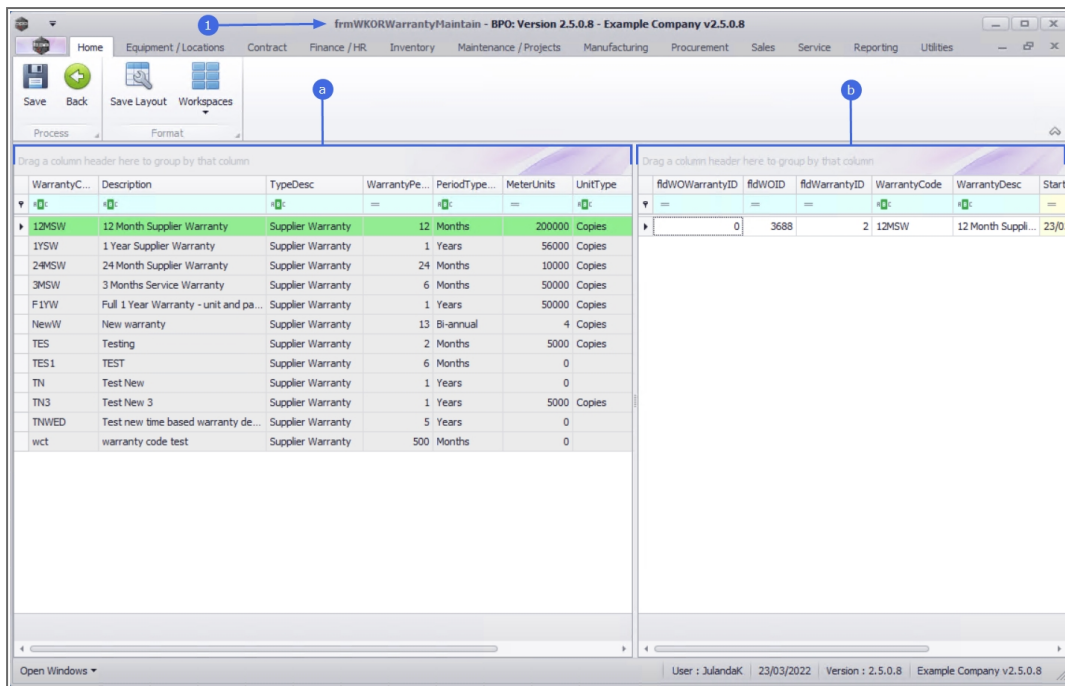
6. Click on **Add**.



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.



WarrantyC...	Description	TypeDesc	WarrantyPe...	PeriodType...	MeterUnits	UnitType
12MSW	12 Month Supplier Warranty	Supplier Warranty	12 Months	200000 Copies		
1YSW	1 Year Supplier Warranty	Supplier Warranty	1 Years	56000 Copies		
24MSW	24 Month Supplier Warranty	Supplier Warranty	24 Months	10000 Copies		
3MSW	3 Months Service Warranty	Supplier Warranty	6 Months	50000 Copies		
F1YW	Full 1 Year Warranty - unit and pa...	Supplier Warranty	1 Years	50000 Copies		
NewW	New warranty	Supplier Warranty	13 Bi-annual	4 Copies		
TES	Testing	Supplier Warranty	2 Months	5000 Copies		
TES1	TEST	Supplier Warranty	6 Months	0		
TN	Test New	Supplier Warranty	1 Years	0		
TN3	Test New 3	Supplier Warranty	1 Years	5000 Copies		
TNWED	Test new time based warranty de...	Supplier Warranty	5 Years	0		
wct	warranty code test	Supplier Warranty	500 Months	0		

fidWOWarrantyID	fidWOID	fidWarrantyID	WarrantyCode	WarrantyDesc	Start
0	3688	2	12MSW	12 Month Suppl...	23/03

- To **link** a warranty to the asset on the work order, click on the **row**, in **Grid A**, to select the warranty.
- Click** and **hold down** the mouse button on the warranty and **drag** the item from **Grid A** and drop it in **Grid B**.
- As you **drop** the warranty item, the screen will be updated with the selection.
- Continue adding the warranties to the work order as required.

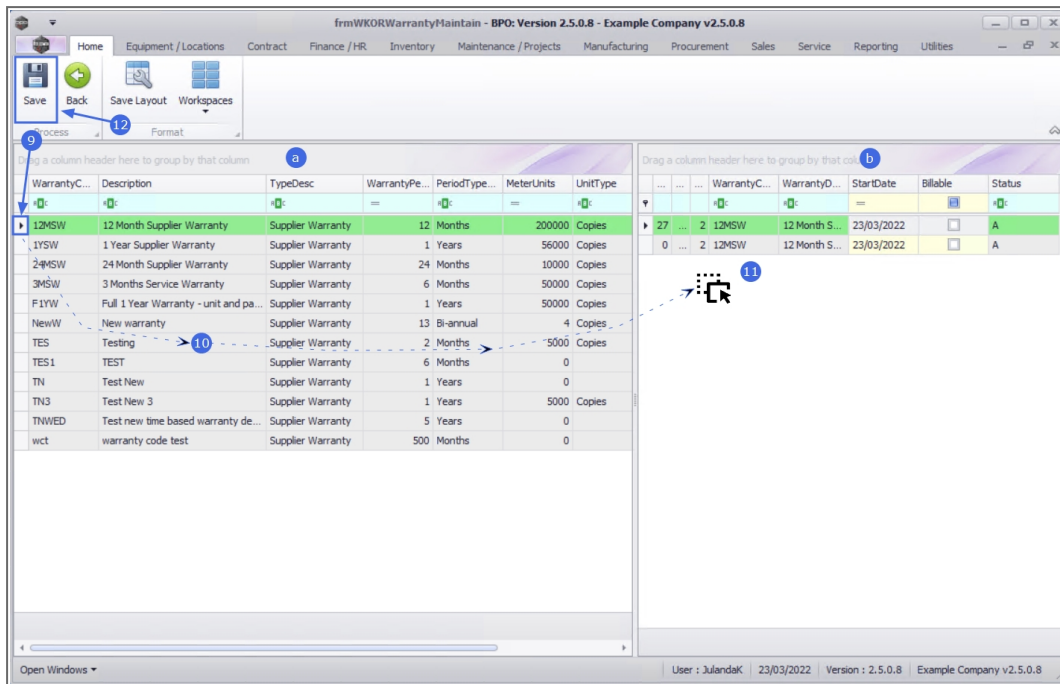
Remove Warranty

- 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**.

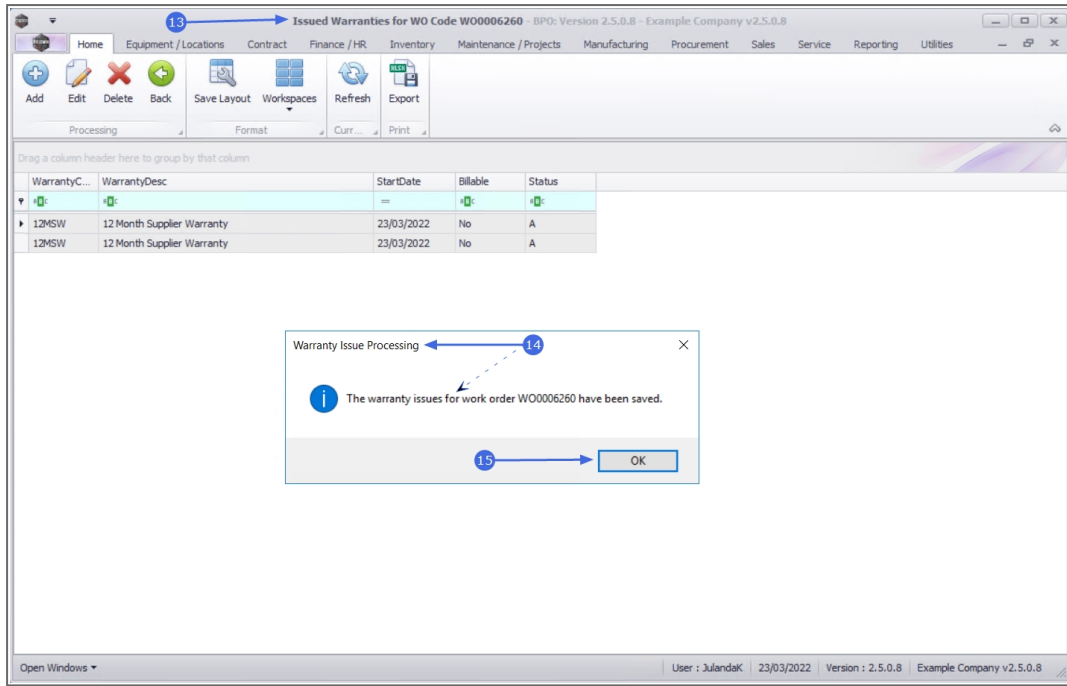


14. You will return to the **Issued Warranties for WO Code [work order code]** screen.

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**.

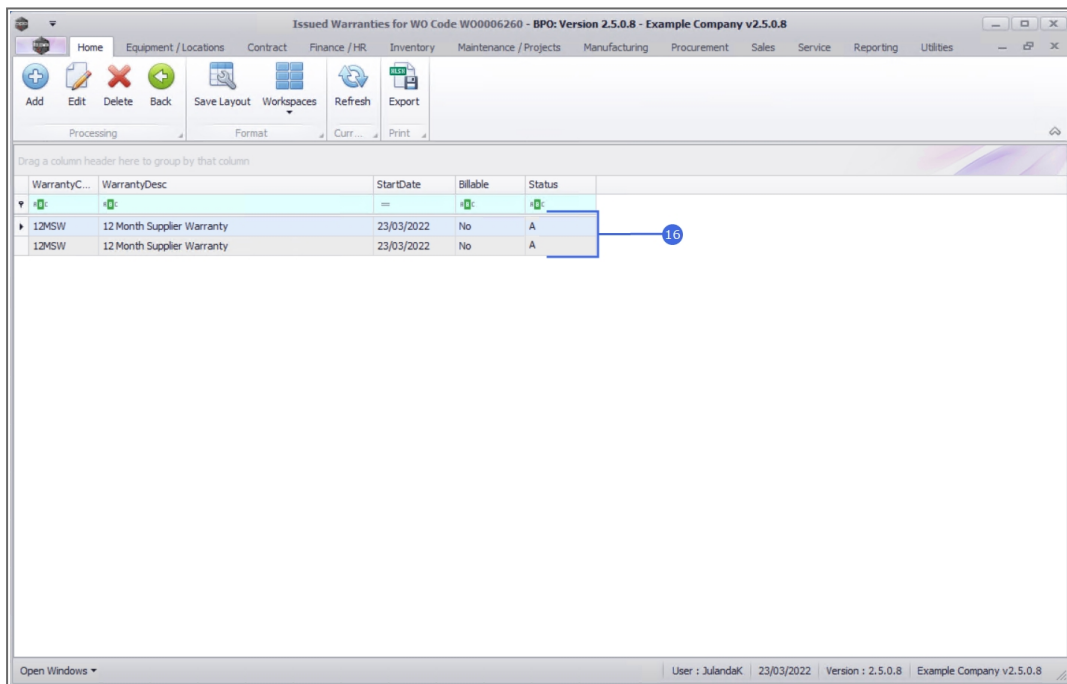


The screenshot shows the 'Issued Warranties for WO Code WO0006260' window. The data grid displays the following information:

WarrantyC...	WarrantyDesc	StartDate	Billable	Status
12MSW	12 Month Supplier Warranty	23/03/2022	No	A
12MSW	12 Month Supplier Warranty	23/03/2022	No	A

A 'Warranty Issue Processing' dialog box is displayed, indicating that the warranty issues for work order WO0006260 have been saved. The dialog box includes an 'OK' button.

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



The screenshot shows the 'Issued Warranties for WO Code WO0006260' window. The data grid displays the following information:

WarrantyC...	WarrantyDesc	StartDate	Billable	Status
12MSW	12 Month Supplier Warranty	23/03/2022	No	A
12MSW	12 Month Supplier Warranty	23/03/2022	No	A

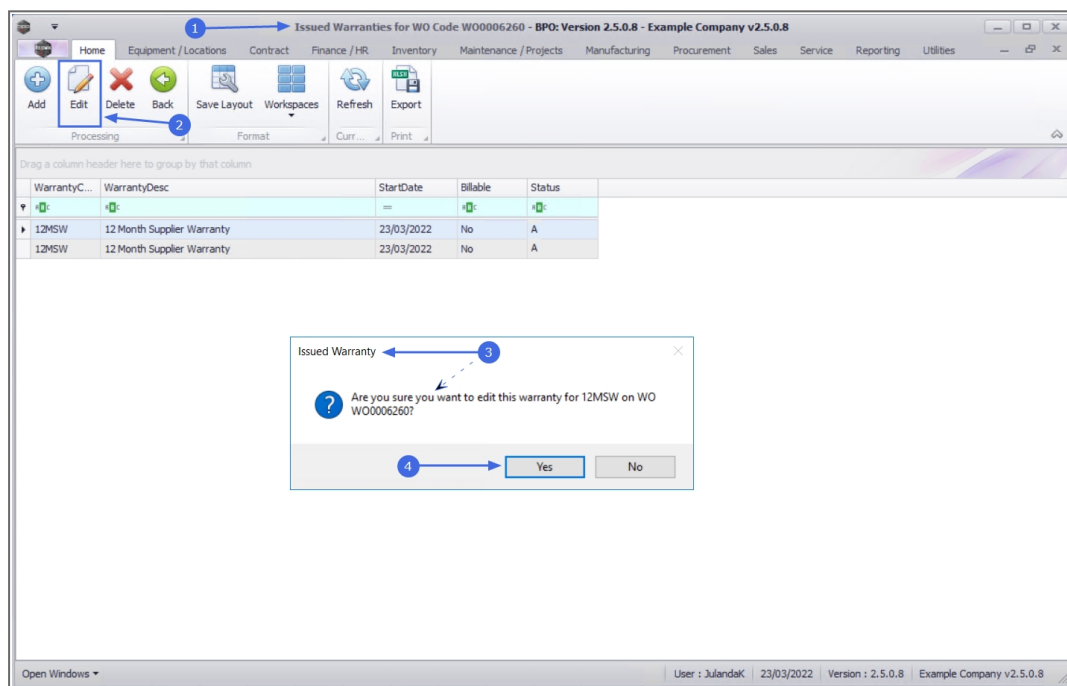
EDIT WARRANTIES ISSUED

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**.

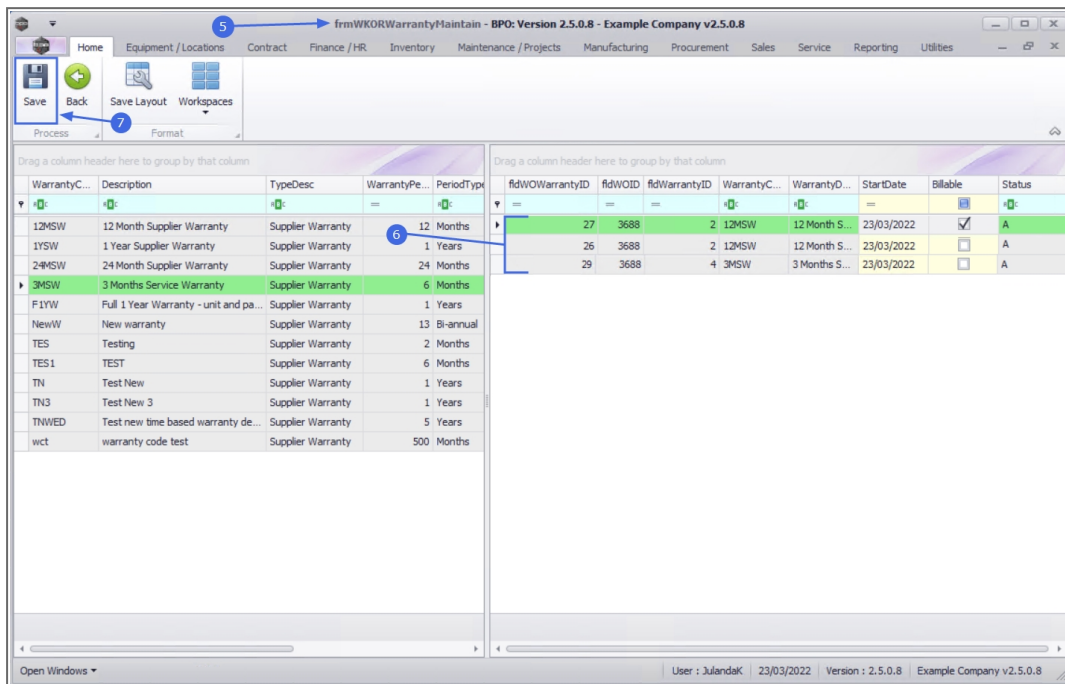
3. When you receive the **Issued Warranty** message to confirm;
 - **Are you sure you want to edit this warranty for** [*warranty code*] **on WO** [*work order code*]?
4. Click on **Yes**.



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.

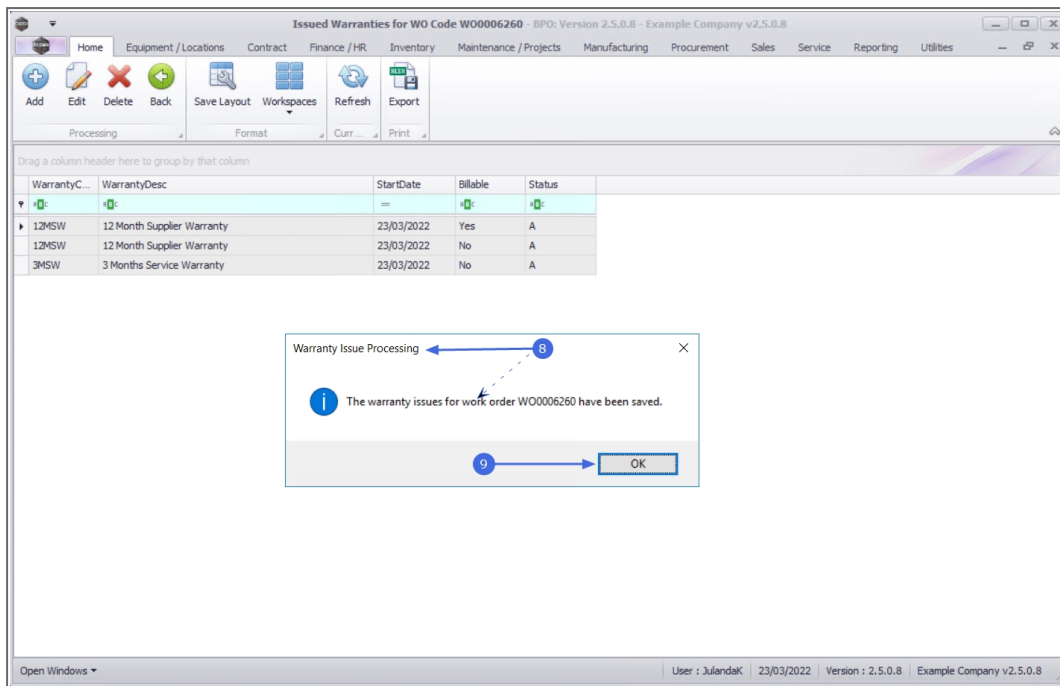
7. When all the required changes have been made, click on **Save**.



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**.

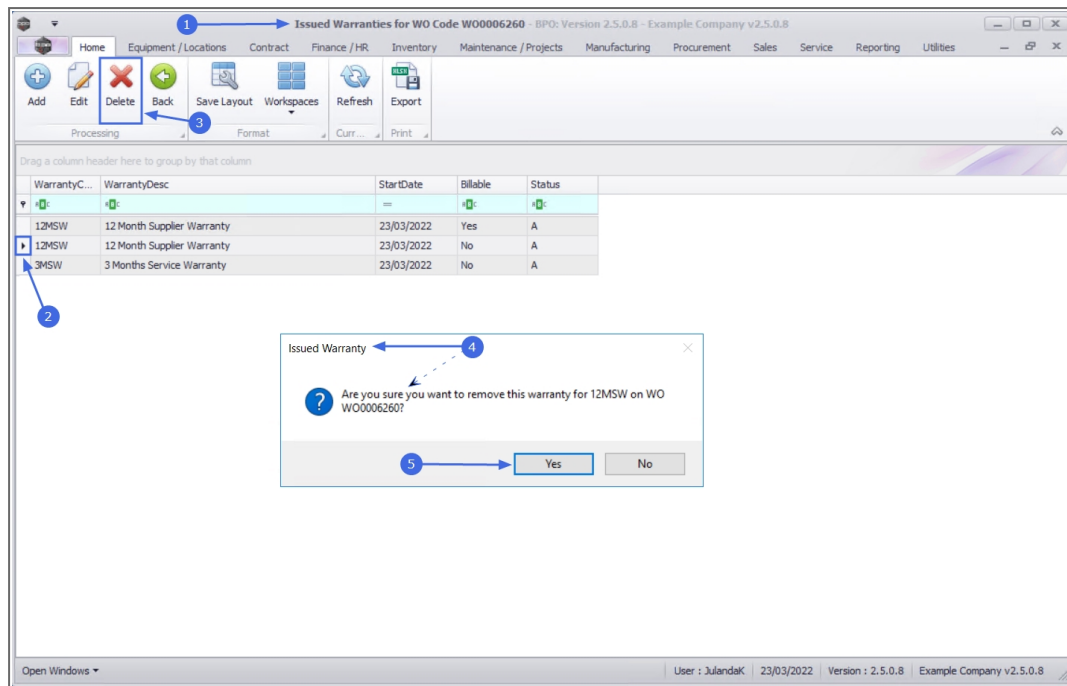


DELETE WARRANTIES ISSUED

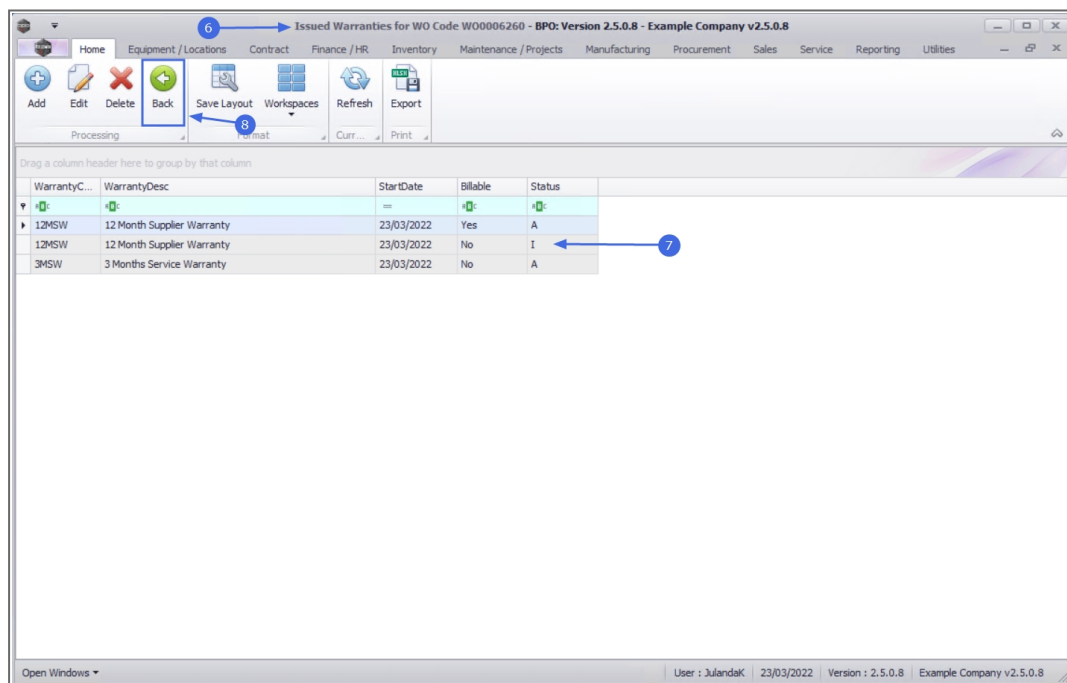
1. From the **Issued Warranties for WO Code [work order code]** screen,
2. Click on the **row** of the warranty you wish to remove from the work order.
3. Click on **Delete**.
4. When you receive the **Issued Warranty** message to confirm;
 - **Are you sure you want to remove this warranty for [warranty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





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