SERVICE

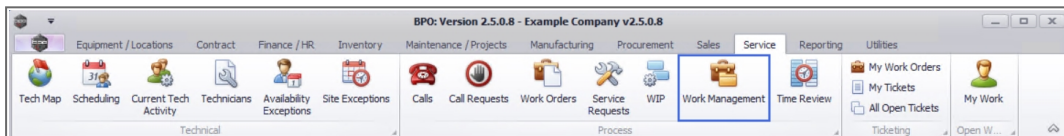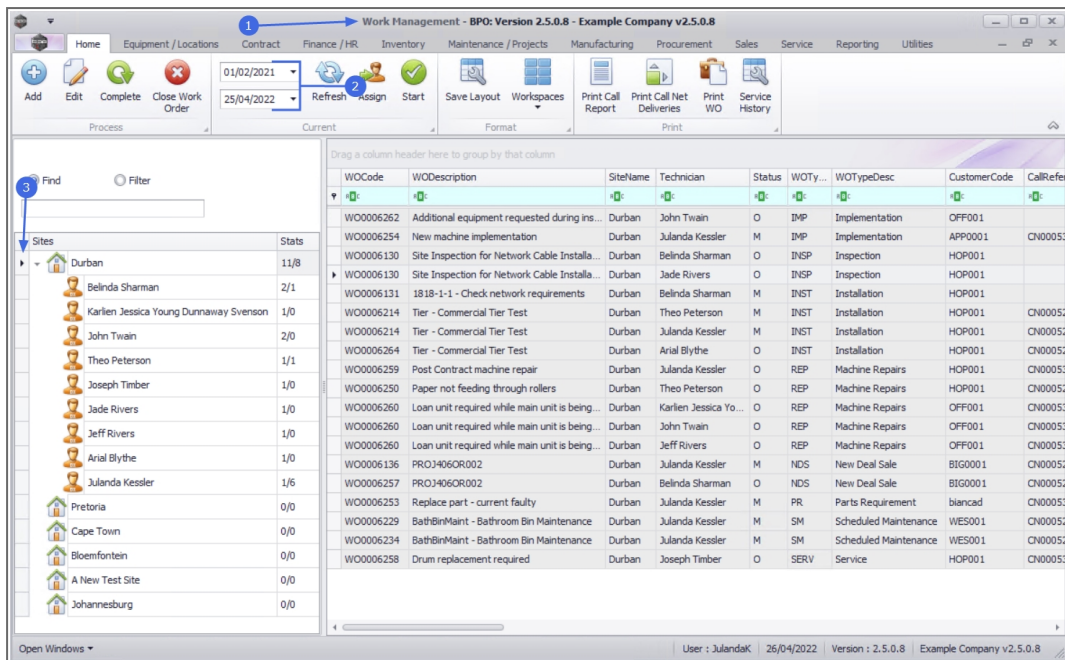## WORK MANAGEMENT – COMPLETE A WORK ORDER

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 [Refresh] 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]?*
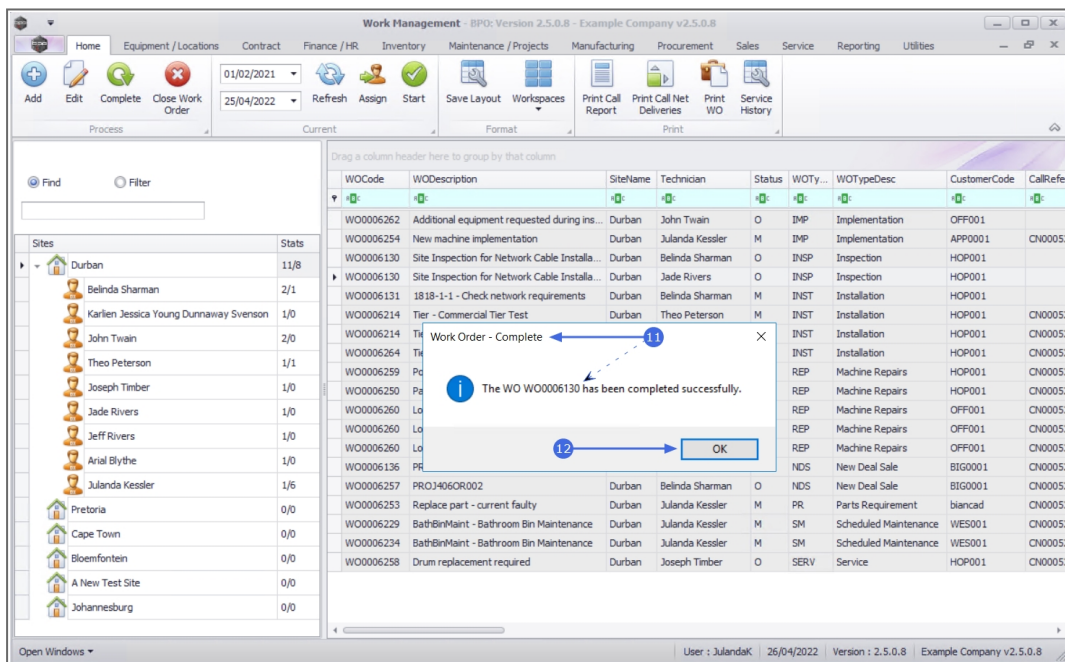
7. Click on *Yes*.
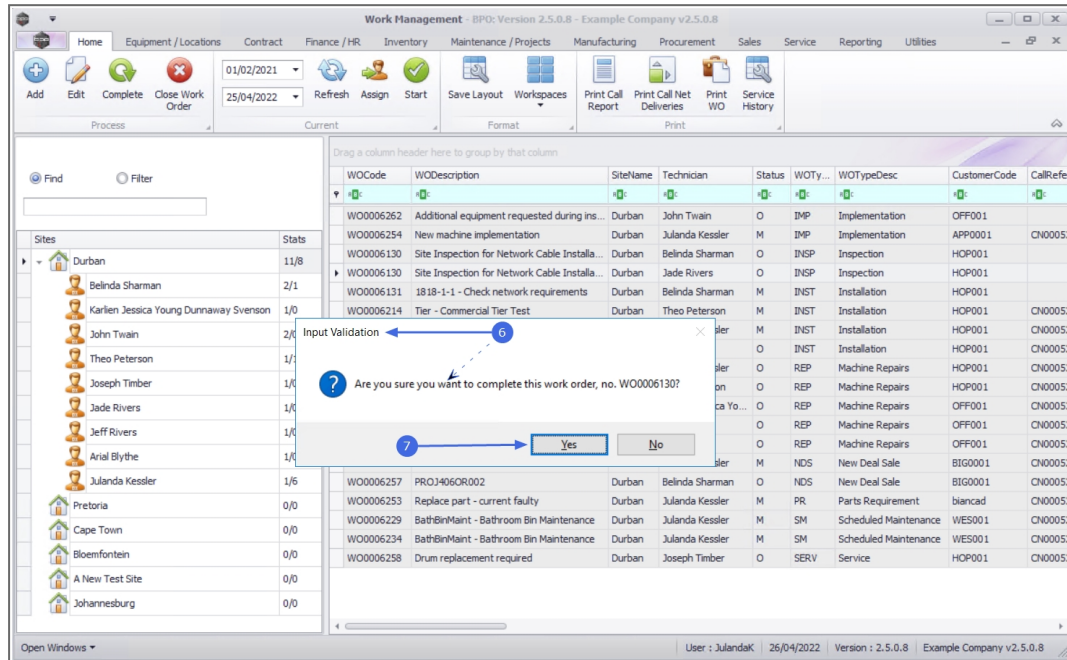
8. The ***Rectification Comments*** screen will display.
9. Click to type in a description for the work done. The comment needs to be at least **20** characters.
10. Click on ***Save***.
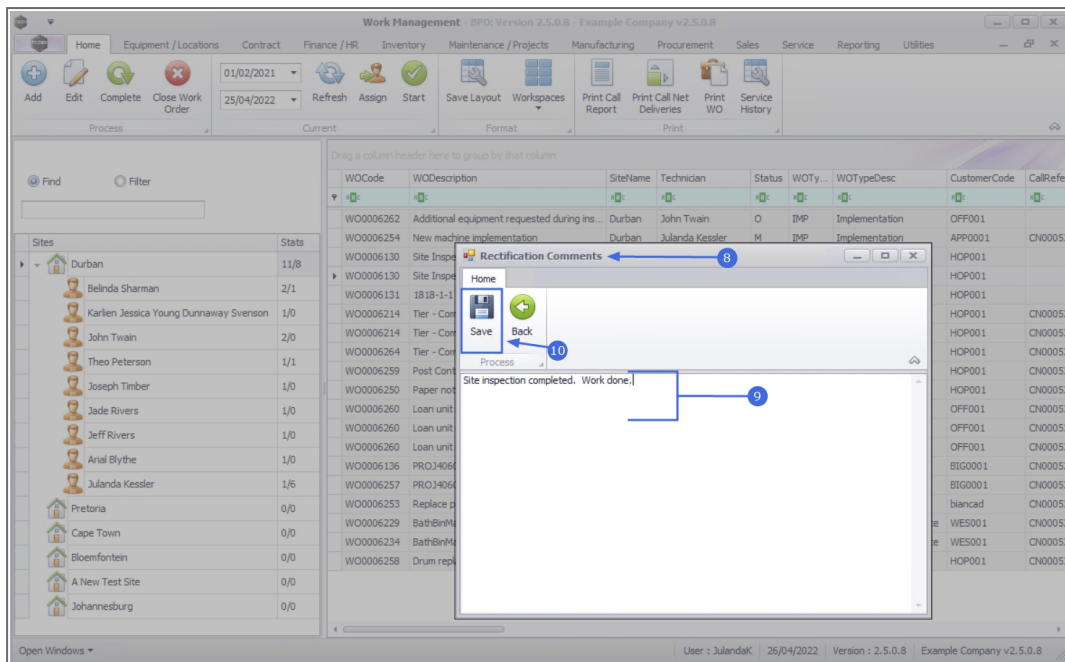
11. When the *Work Order - Complete* message display to confirm that;

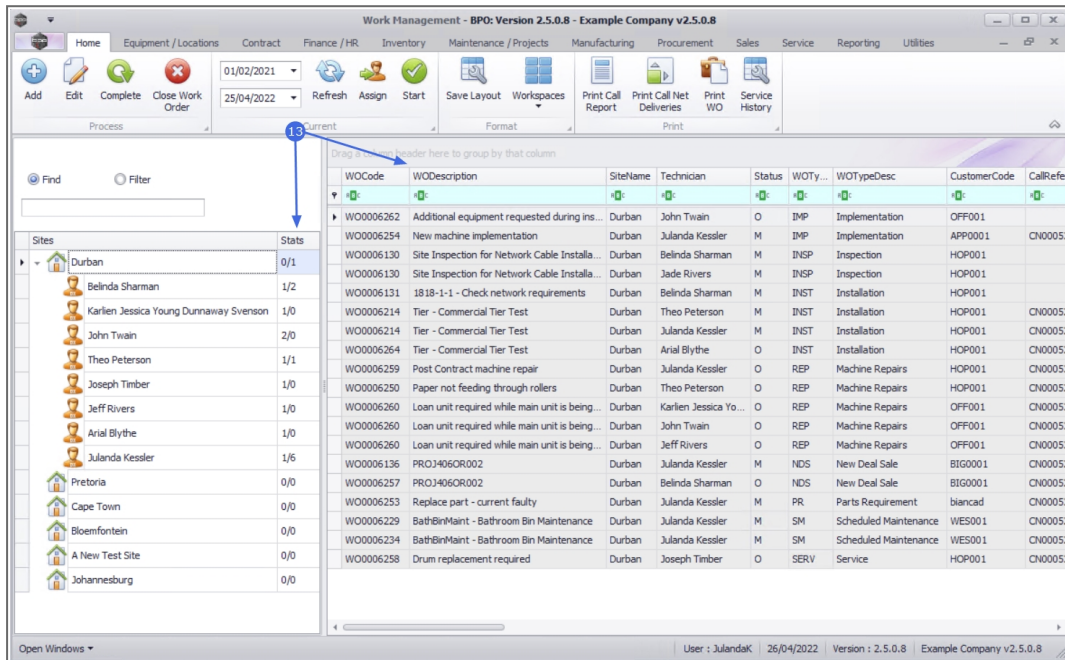- *The WO [work order number] has been completed successfully.*

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.

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