

Work Resolution

Welcome to Work Resolution

Welcome to Work Resolution! The Work Resolution application allows you to complete work orders and view and add costs associated with particular work orders. Be aware that you will only see work orders that are assigned to you, depending on how you login to the application.

Before You Begin

Before you begin using SiteNet™ Work Resolution, you must perform several set-up actions:

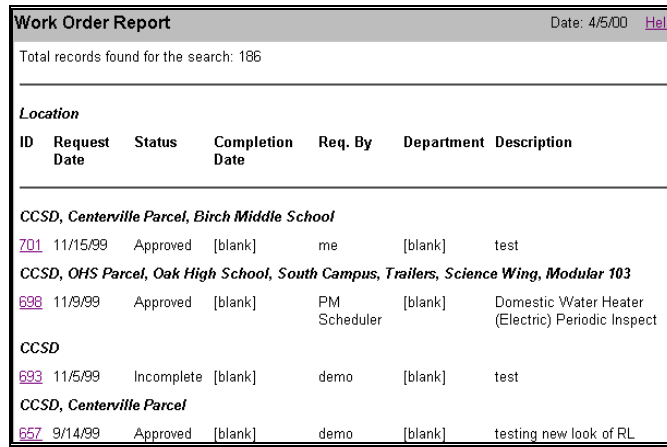
1. Go into SiteNet™ Manager and give **SNMMRL-Close** rights and **Remote Access** to anyone who will be using SiteNet™ Work Resolution. For information on how to do this, refer to the SiteNet Manager chapter of the SiteNet Training Manual.
2. Open Global and set up your **Vendors** and **Employees**.
3. Check **SiteNet User?** for all vendors and employees who will use Work Resolution. You are now ready to use SiteNet™ Work Resolution.

Note: In order to use SiteNet™ Work Resolution, you must be a member of the **SNMMRL-Close** group in SiteNet™ Manager and you must have remote access.

Completing Work Orders

To complete a work order:

1. Select **Work Resolution** from the SiteNet Contents Page.



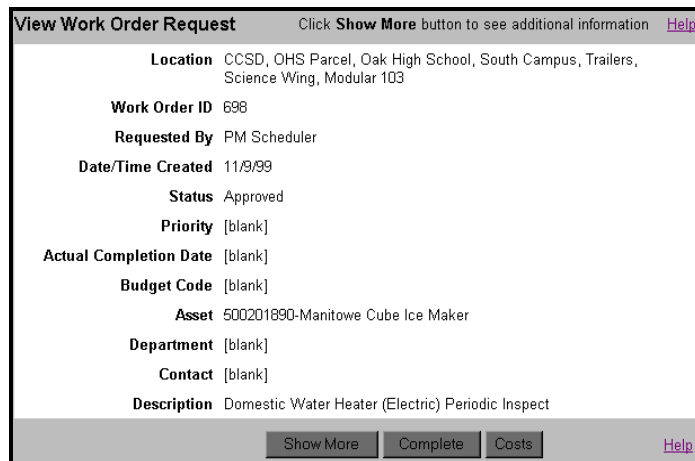
Work Order Report Date: 4/5/00 [Help](#)

Total records found for the search: 186

Location

ID	Request Date	Status	Completion Date	Req. By	Department	Description
<i>CCSD, Centerville Parcel, Birch Middle School</i>						
701	11/15/99	Approved	[blank]	me	[blank]	test
<i>CCSD, OHS Parcel, Oak High School, South Campus, Trailers, Science Wing, Modular 103</i>						
698	11/9/99	Approved	[blank]	PM Scheduler	[blank]	Domestic Water Heater (Electric) Periodic Inspect
<i>CCSD</i>						
693	11/5/99	Incomplete	[blank]	demo	[blank]	test
<i>CCSD, Centerville Parcel</i>						
657	9/14/99	Approved	[blank]	demo	[blank]	testing new look of RL

2. Select the **Work Order Number** of the work order you wish to complete. The View Work Order Request screen appears.



View Work Order Request Click **Show More** button to see additional information [Help](#)

Location CCSD, OHS Parcel, Oak High School, South Campus, Trailers, Science Wing, Modular 103

Work Order ID 698

Requested By PM Scheduler

Date/Time Created 11/9/99

Status Approved

Priority [blank]

Actual Completion Date [blank]

Budget Code [blank]

Asset 500201890-Manitowe Cube Ice Maker

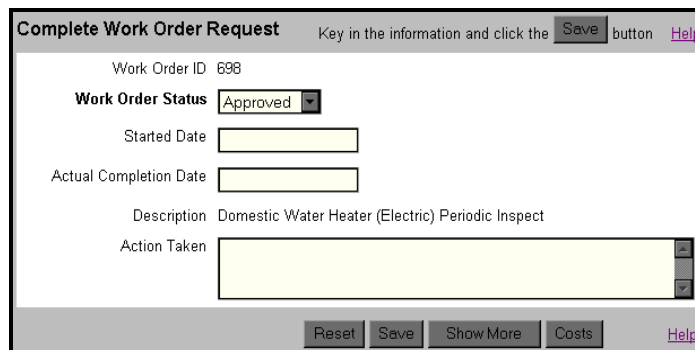
Department [blank]

Contact [blank]

Description Domestic Water Heater (Electric) Periodic Inspect

[Show More](#) [Complete](#) [Costs](#) [Help](#)

3. Click **Complete**. The Complete Work Order Request screen appears.



Complete Work Order Request Key in the information and click the **Save** button [Help](#)

Work Order ID 698

Work Order Status

Started Date

Actual Completion Date

Description Domestic Water Heater (Electric) Periodic Inspect

Action Taken

[Reset](#) [Save](#) [Show More](#) [Costs](#) [Help](#)

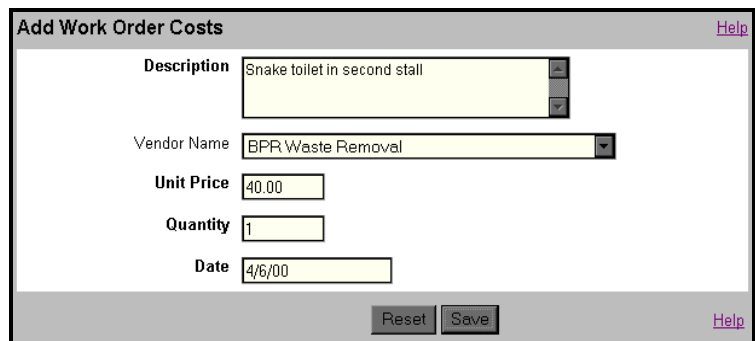
4. Select **Completed** as the Work Order Status.

5. Enter the date the work was started in **Started Date**.
6. Enter the date the work was completed in **Actual Completion Date**.
7. Enter any **Action Taken** for the work order.
8. Click **Save**.

Adding Work Order Costs

You can add work order costs using Work Resolution. To add work order costs:

1. Select the work order for which you wish to add costs.
2. Click **Costs**.
3. Click the **New** button to add a new cost.



4. Enter a **Description** for the cost.
5. Select the **Vendor Name** for the person providing the service.
6. Enter a **Unit Price** for the service.
7. Enter a **Quantity** for the service.
8. Enter the **Date** of the service.
9. Click **Save**.

Viewing Work Order Costs

To view work order costs:

1. Select the work order for which you wish to view costs.

2. Click **Costs**. Any work order costs appear on the Work Order Cost form. If you wish to add additional costs, refer to Adding Work Order Costs.

Work Order Cost		Click New button to add additional items Help			
1 item(s) associate for Work Order ID : 547					
No.	Description	Vendor Name	Unit Price	Quantity	Total
1	Snake toilet in second stall	BPR Waste Removal	\$40.00	1	\$40.00
<input type="button" value="New"/>					Help