

To process work orders entered via the web first use the **Search** feature find all work orders with the Source of **WEB** to **WEB**.

Hints:

- You may want to create a Recordset for this search so you can quickly and easily access the list at any time.
- You can set up a Work Trigger (based on the source of WEB) to email the Operators responsible for processing work orders.
- You can set up your status control panel to display work orders for the source WEB.
- 1. Right mouse click on Work and select Open with Search.
- 2. Enter the search criteria to bring up the work records.

Source = WEB to WEB, and any other criteria (if applicable) Work Status Type = Open to Open Work Status = NEWREQUEST to NEWREQUEST (*if you only want to see new work*)

Work Sea	arch	
Keywords:		
⊖ Range:	Work Status Type 👻	Open 🗸 to Locked 🗸 🕥
⊖ Range:	Source -	Web 🗸 to Web 🗸 📀
⊖ Value:	Date Entered 🗸	
+		-

3. This will open the list of work orders that have been entered via the Work Request Form based upon your entered search criteria.

Work	List 🔺 🛙	Ì ╋ ि ∧			; ⊞ ≞ ₽ ⊠ ⊞	Operations ᅌ
Number	Work Type 🥢	Work Status 🥢	Date Entered	Assigned To 🥢	Description	/
3922	BID	OPEN	August 10, 2010	SMITH.ANN	tes testetsts	
3976	HVAC-OT	PENDING	September 3, 2010		Should not show in history -> days set	to 0



4. Next, assign the work (if the assign to value has not defaulted based on the work type).

				rations ᅌ
be Assigned To 🔺 🗢	Date Entered Time	Entered	Time	Receive(1
-	Change Assigne	ed To		
	Worker 🗸 🗸			
•	Run	Cance	el	
				[
CARPET ONE				
CARPET ONE CARPET ONE CARPET ONE	Choose C	ontact	<mark>√ ⊘</mark> + [•
CARPET ONE	Code	Name	Email	F
SMITH.ANN	BAGGADONU	Joey Bagg	j.baggadonut	s@10
	CARVER.J	Joe Carver	jcarver@mgr	nt.com
	CBUCKLEY	Chris Buc	cbuckley@m	iontefio
		Corey Ch	cchenevert <i>ia</i>	haware F

5. Change the status, if necessary, to indicate the work has been received and assigned.

Work Status 🔹	🗢 Division 🛛 W	/ork Type Assigned To ▲:	🗢 Date Ente	ered Time Ente	red	Ti
OPEN PENDING	006AR		March 18	08.53		08
PENDING PENDING	Change Wo	ork Status				16
PENDING PENDING	Work Status:					15
	Date Closed:	<u> </u>				
PENDING	Time Closed:	Choose Work	(Status	√ ⊘+	• 🔽 🛦 🔻	
PENDING		Code	Division	Color Alert	Description	
SCHEDULED OPEN	006AR CI 006AR CI 006AR BI	APPROVED ARCHIVED CLOSED COMPLETED		Cyan None None Blue	Permit Ap Archived Work is d Work has	
		NEW TEST NEWREQUEST OPEN	006AR	None Orange None	new test New Requ Open	

Hint: You can set up a Work Trigger (based on the status OPEN) to email the Assigned To person(s).