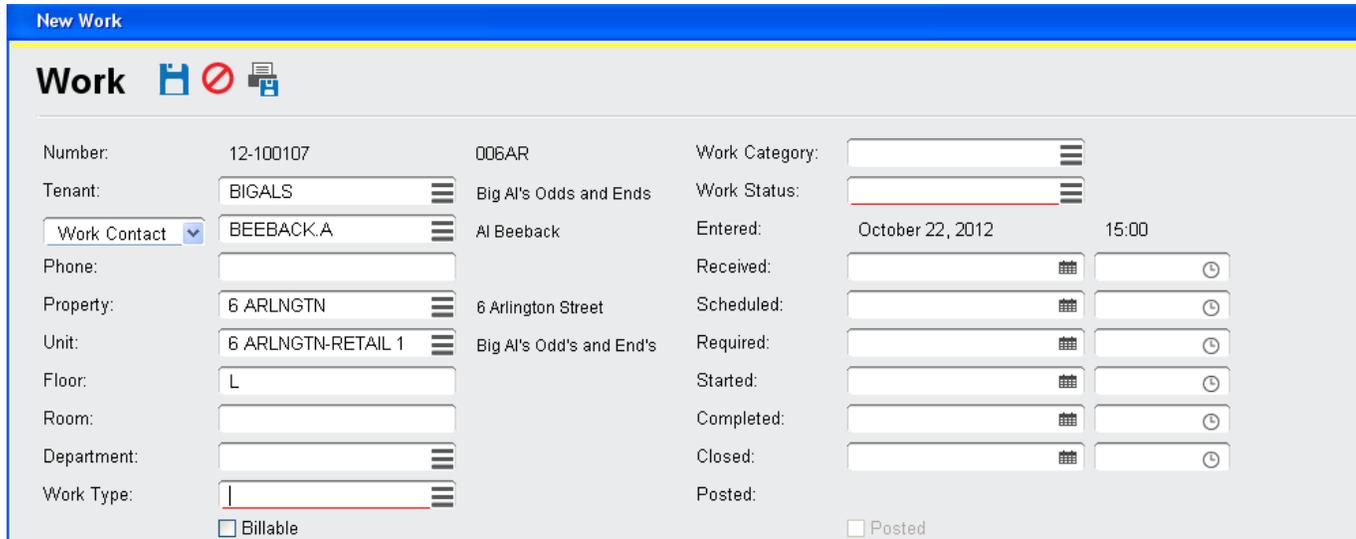When entering information into AwareManager, some information will enter itself for you in a process called **defaulting**. The following is a detailed description of this process in terms of how it relates to adding work records.


When you first add a new Work record most of the fields are blank. After you enter the first piece of information (e.g. the Tenant code *BIGALS*) and press Tab, some fields default including the *Work Contact, Property, Unit and Floor.* You can change defaulted information at any time.

The Tenant code entered was BIGALS and all of the information about who called (BEEBACK.A) and where he is located (6 ARLNGTN) filled in automatically – this is called **DEFAULTING.**

1. AwareManager looks up the Tenant record that is entered.

2. If there is a value in the *Work Contact* field it defaults onto the work order.

This is how Al Beeback appeared on the work order without us having to enter his name.
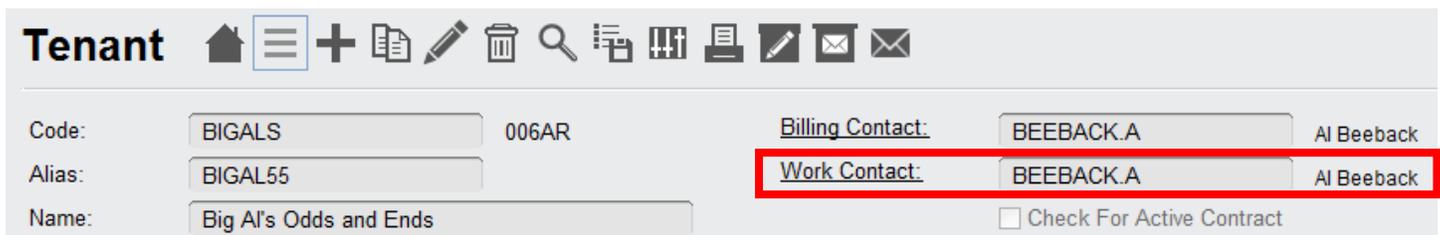
Note: If the *Work Contact* field is blank on the Tenant record – it will default the combo box in the Work order to *Work Contact* and then prompt the user to select from a list of Contacts for the Tenant.

3. Then, it looks up the *Contact* record.

4. If there is a value in the *Phone*, *Property* and *Unit* fields it defaults them onto the Work order.

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Contact 🏠 ≡ ➕ 📋 ✏️ 🗑️ 🔍 📑 📊 🖨️ ✏️ 📧 ✉️

Code:	BEEBACK.A	006AR
Alias:		
Name:	Al Beeback	
Title:		
Salutation:	Dear Al Beeback	
Email:		
Tenant:		
Property:	6 ARLNGTN	6 Arlington Street
Unit:	6 ARLNGTN-RETAIL 1	Big Al's Odd's and End's
Floor:		
Room:		

Phone:	
Home Phone:	
Fax:	
Cell Phone:	
Address:	6 Arlington Street
City:	Boston
State:	MA
Zip Code:	02115
Country:	

This is where Al's *Name* is stored, and where the *Property* and *Unit* came from that appeared on the Work order.

Notes:
- If the telephone number is blank on the Contact record – it will default the telephone number from the Client record.

- If the Property and/or Unit fields are blank on the Contact record – nothing will default onto the Work order (unless the Client is linked to a single Unit record)

5. AwareManager then looks at the *Unit* record. If there is a value in the *Floor*, *Room*, and *Description* fields – it defaults them onto the Work order.

This is how Floor L and Big Al's Odd's and End's appeared on the work order.

Unit 🏠 ≡ ➕ 📋 ✏️ 🗑️ 🔍

Code:	6 ARLNGTN-RETAIL 1
Property:	6 ARLNGTN
Number:	RETAIL 1
Floor:	L
Room:	
Contact:	BEEBACK.A
Square Footage:	0
Description:	Big Al's Odd's and End's

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Now let's review the **defaulting** behavior for the rest of the Work Entry screen.

6. A *Work Type* code is entered and AwareManager looks up that work type record.

7. If there are values in the *Department, Worker, Billable and Priority* fields, it defaults them onto the work order.

Work Type
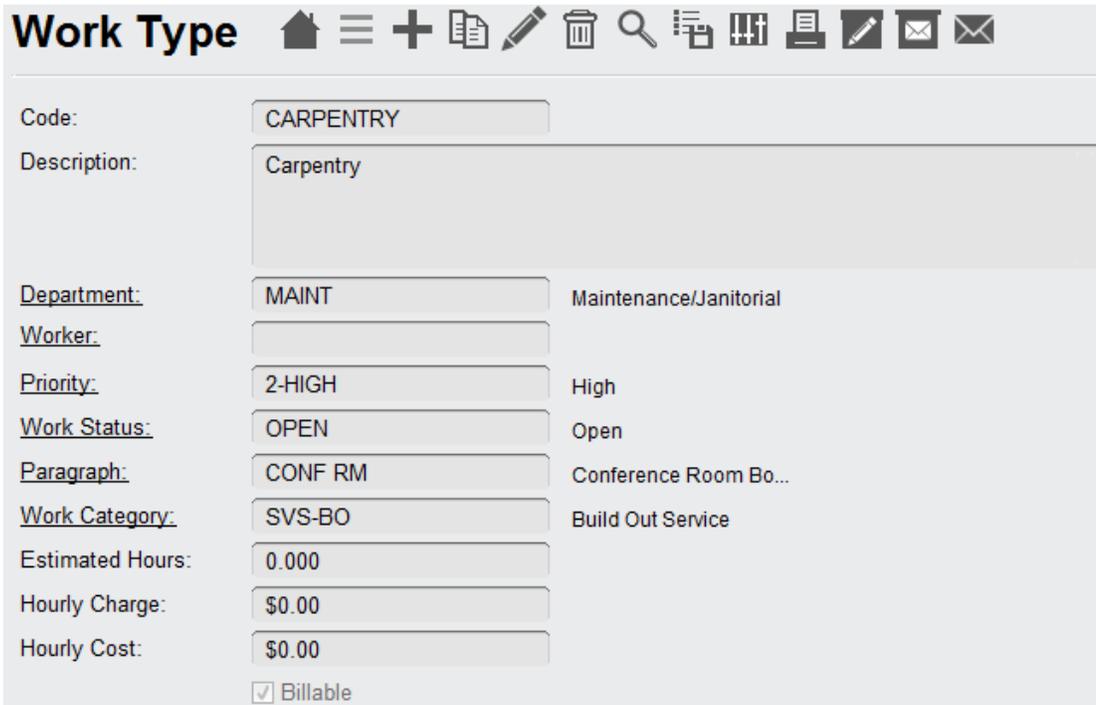
Code:	CARPENTRY	
Description:	Carpentry	
Department:	MAINT	Maintenance/Janitorial
Worker:		
Priority:	2-HIGH	High
Work Status:	OPEN	Open
Paragraph:	CONF RM	Conference Room Bo...
Work Category:	SVS-BO	Build Out Service
Estimated Hours:	0.000	
Hourly Charge:	$0.00	
Hourly Cost:	$0.00	
	☑ Billable	

8. Then, AwareManager looks at the information in the *Priority* record. It looks at the definition of the priority in order to determine the *Scheduled Date* and *Time* and the *Required Date* and *Time.*
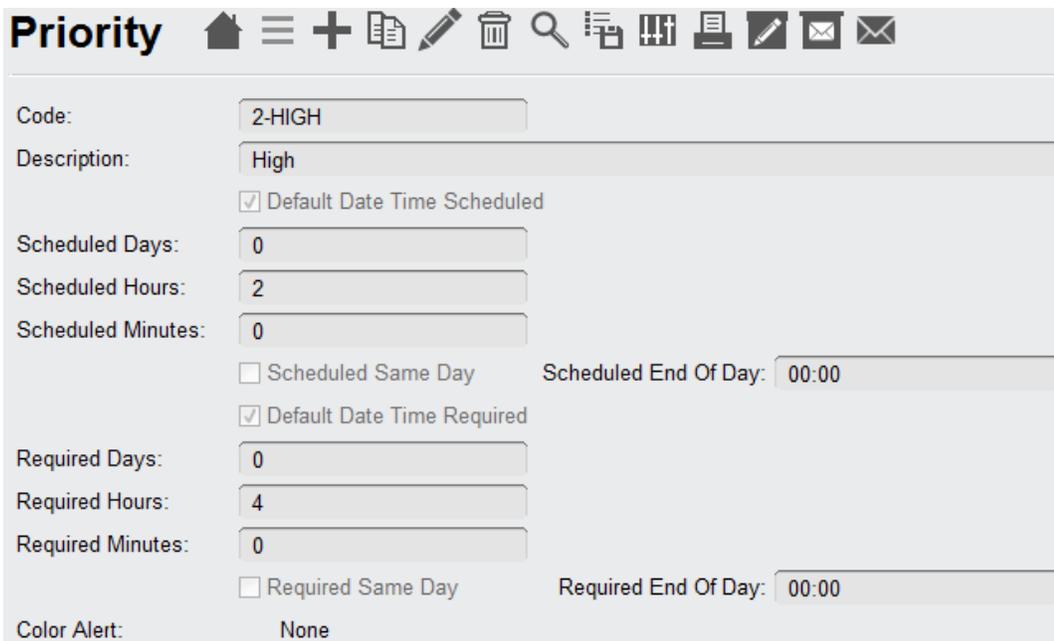
Priority

Code:	2-HIGH
Description:	High
	☑ Default Date Time Scheduled
Scheduled Days:	0
Scheduled Hours:	2
Scheduled Minutes:	0
	☐ Scheduled Same Day Scheduled End Of Day: 00:00
	☑ Default Date Time Required
Required Days:	0
Required Hours:	4
Required Minutes:	0
	☐ Required Same Day Required End Of Day: 00:00
Color Alert:	None