AWAREMANAGER

Work Status

Work Statuses are used to identify each stage of a workflow. There is a natural order of statuses that work passes through; from the initial request for work to the final archiving of a work record.

Work Status
Identifies each stage of a Work request
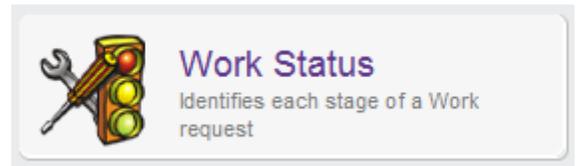
A work record's status will let you know how close you are to getting the work done. There is no limit to the number of statuses you can create.

Work Status

Code: OVERDUE
Description: Overdue
Type: ◉ Open ○ Closed ○ Locked
Color Alert: Red
☐ Inactive
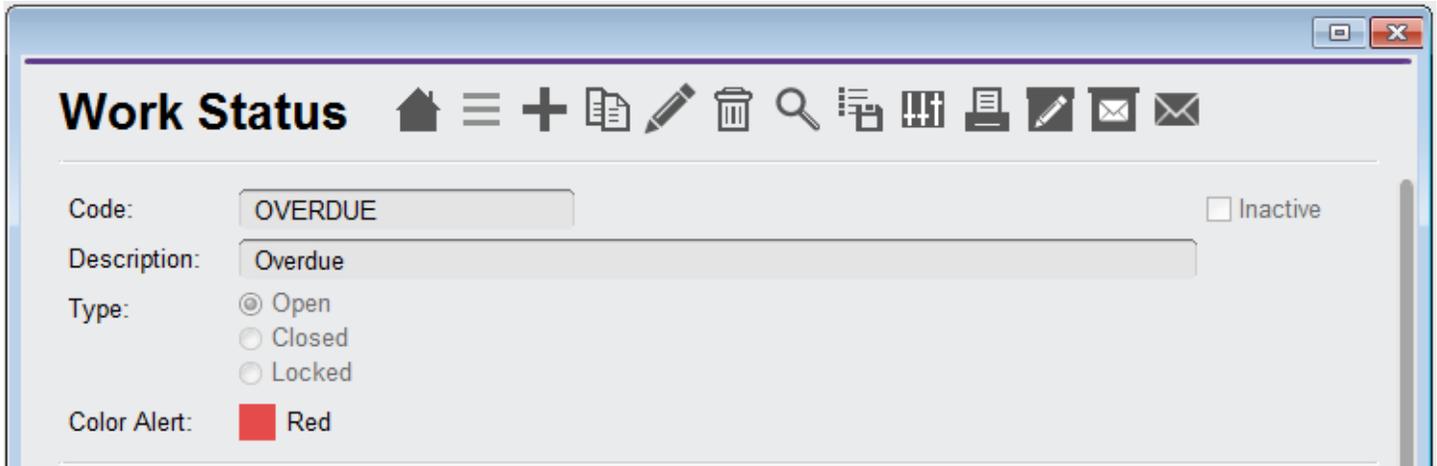
Work Status Type

Each status must be associated with one of three *Status Types; Open, Closed,* or *Locked.* The diagram below illustrates a typical workflow. The purple boxes represent **Open** status types. The green boxes represent **Closed** status types and the dark green box represents a **Locked** status type. *Status Types* are used for reporting in the system. Certain reports will include ONLY **Open** status types; others will only include **Closed**, etc.
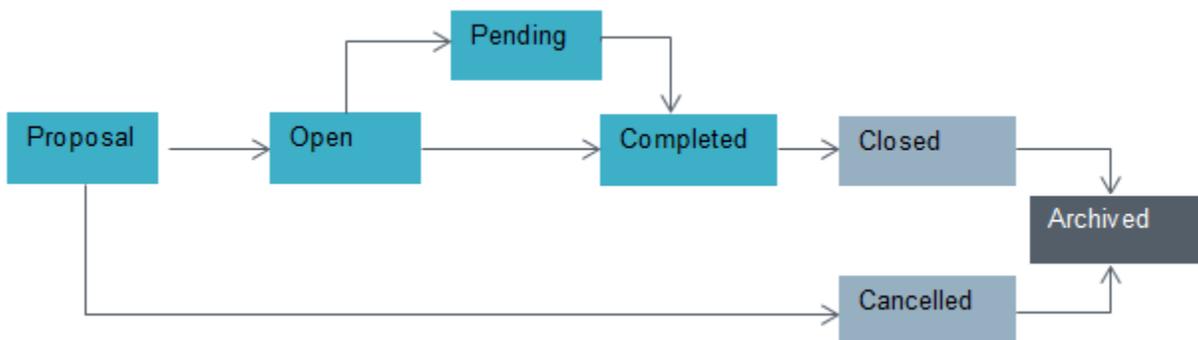
Statuses are also important to the *Work Trigger* feature in the system. The Work Trigger feature facilitates sending automated messages via email. *The Work Trigger feature is reviewed in detail in the Correspondence training session.*

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Color Alert

The Color Alert feature will change the color of the Work Status field to a different color. This is helpful to draw attention to work records at specific statuses.

Work Type	Work Status	Description
HVAC-HOT	ARCHIVED	Too hot
PLUMB	COMPLETED	The sink in the kitch
CONSTRUCT	OVERDUE	Construction; We n
KEYS	OVERDUE	Keys, Locks, Doors
HVAC-HOT	ARCHIVED	Too hot; The office
SNOW	OVERDUE	Please remove the
LIGHTS	ARCHIVED	The light in the ladie

Work Status Tabs

Automatic Timer

This feature will adjust the status of all work orders to the status identified in the *Timer Work Status* based upon the criteria entered in the *Days*, *Hours*, and *Minutes* fields related to the *Trigger Date* defined.

In this example all **OPEN** work orders with a **Date required** that is five days overdue will be automatically updated to a status of OVERDUE.

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Often the Automatic Timer feature is paired with the creation of a Work Trigger (defined based on the status change to OVERDUE) to notify key staff.

Work Trigger

Code:	OVERDUE-WEB 100BE
Description:	Overdue work order notice to Property Manager and Assigned To entitity
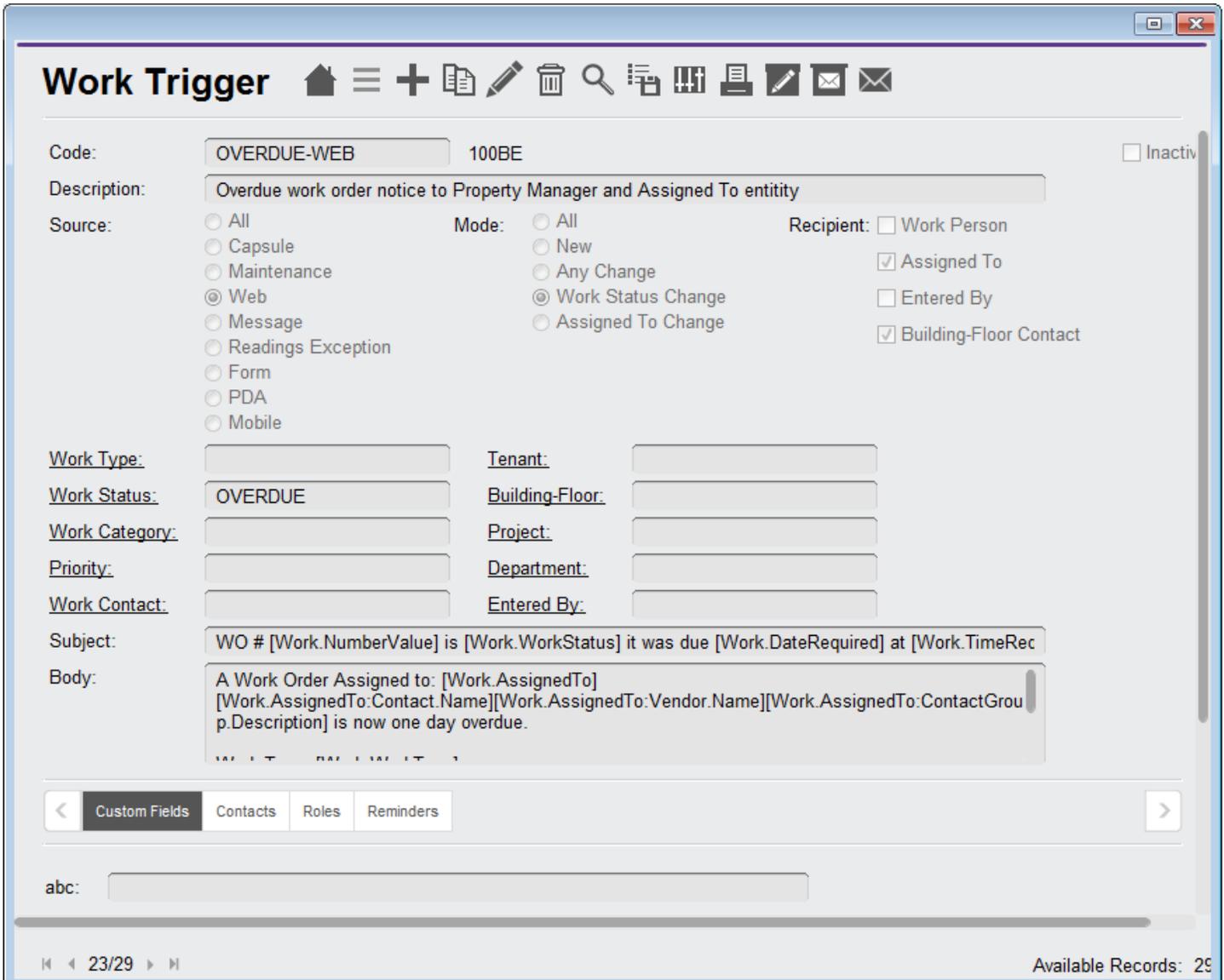
Source:
- ○ All
- ○ Capsule
- ○ Maintenance
- ⦿ Web
- ○ Message
- ○ Readings Exception
- ○ Form
- ○ PDA
- ○ Mobile

Mode:
- ○ All
- ○ New
- ○ Any Change
- ⦿ Work Status Change
- ○ Assigned To Change

Recipient:
- ☐ Work Person
- ☑ Assigned To
- ☐ Entered By
- ☑ Building-Floor Contact

☐ Inactiv

Work Type:		Tenant:	
Work Status:	OVERDUE	Building-Floor:	
Work Category:		Project:	
Priority:		Department:	
Work Contact:		Entered By:	

Subject: WO # [Work.NumberValue] is [Work.WorkStatus] it was due [Work.DateRequired] at [Work.TimeReq

Body: A Work Order Assigned to: [Work.AssignedTo]
[Work.AssignedTo:Contact.Name][Work.AssignedTo:Vendor.Name][Work.AssignedTo:ContactGroup.Description] is now one day overdue.

Tabs: **Custom Fields** | Contacts | Roles | Reminders

abc:

23/29   Available Records: 29

Note: Work Triggers are found on the Correspondence tab.

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Work Date Behavior

The Work Date Behavior tab is where you can set up which dates will default on your Work orders. In order to set up date fields that populate automatically, you will follow three simple steps:

1. Place a check in the box beside each type of date you want to populate.

2. Choose either **Default** or **Override**.

o **Default** will cause only blank date fields to be populated.

o **Override** will populate date fields that are already filled in with new information.

3. Choose where you want the populated date to pull from.

For Step 3, you have several options to choose from:
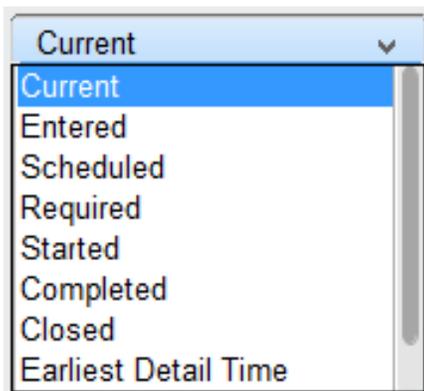
- **Current**: will default to the current date.

- **Entered**: will default based on the existing Date Entered.

- **Scheduled**: will default based on the existing Date Scheduled.

- **Required**: will default based on the existing Date Required.

- **Started**: will default based on the existing Date Started.

- **Completed**: will default based on the existing Date Completed.

- **Closed**: will default based on the existing Date Closed.

- **Earliest Detail Time**: will default based on the earliest date and time listed under the Time tab of the work order.

- **Latest Detail Time**: will default based on the latest date and time listed under the Time tab of the work order.