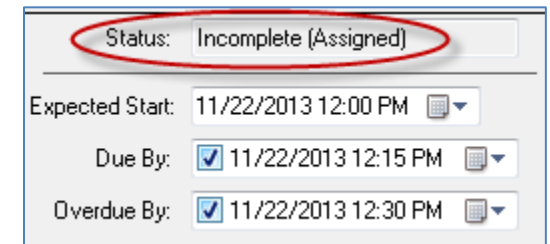


Work Order Management

Work Order Status

As work orders are created, managed, and completed in Asgard, they are updated with two types of statusing information:

- **Status** is derived automatically based on user actions and tracks whether the item is Complete, Incomplete, Cancelled, Expired, or Superseded (PMs Only).
- **Aging Status** is derived from the Expected Start, Due By, and Overdue By dates/times, and tracks whether a work order is N/A, OK, Due, Overdue, Rework, Suspended, or Suspended-Overdue.

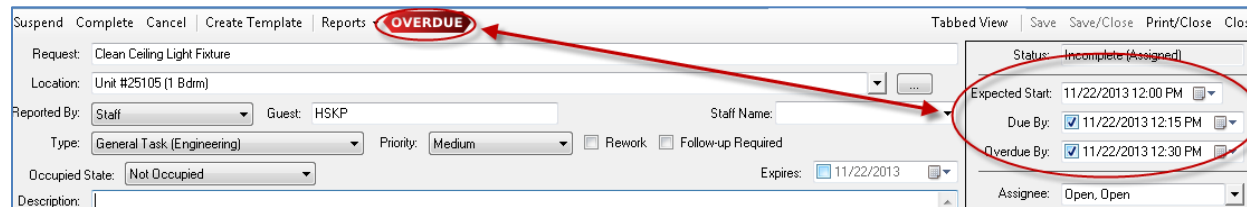


Status: Incomplete (Assigned)

Expected Start: 11/22/2013 12:00 PM

Due By: ☒ 11/22/2013 12:15 PM

Overdue By: ☒ 11/22/2013 12:30 PM



Suspend Complete Cancel Create Template Reports **OVERDUE** Tabbed View Save Save/Close Print/Close Close

Request: Clean Ceiling Light Fixture

Location: Unit #25105 (1 Bdrm)

Reported By: Staff Guest: HSKP Staff Name:

Type: General Task (Engineering) Priority: Medium ☐ Rework ☐ Follow-up Required

Occupied State: Not Occupied Expires: 11/22/2013

Description:

Status: Incomplete (Assigned)

Expected Start: 11/22/2013 12:00 PM

Due By: ☒ 11/22/2013 12:15 PM

Overdue By: ☒ 11/22/2013 12:30 PM

Assignee: Open, Open

Since this information is critical to the order in which work orders are assigned and completed, the Status is used to automatically include/exclude relevant work orders on each screen, and the Aging Status is displayed on the work order detail screen, the Active/Follow-Up screen in the main app, and the Dispatcher and Work Order List screens in AsgardMobile.

Definition of Work Order Aging Status Types

Here is a breakdown of the Aging Status types for work orders, as shown throughout the main and mobile applications:

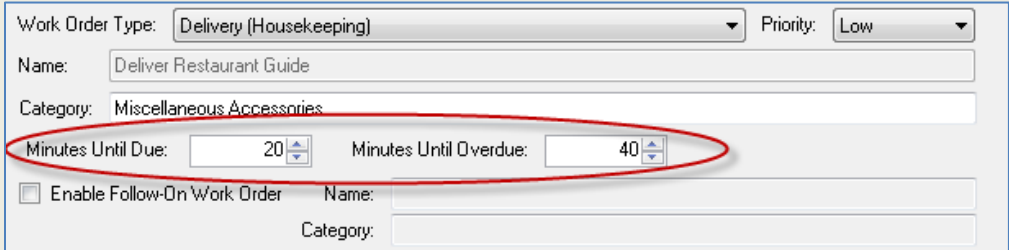
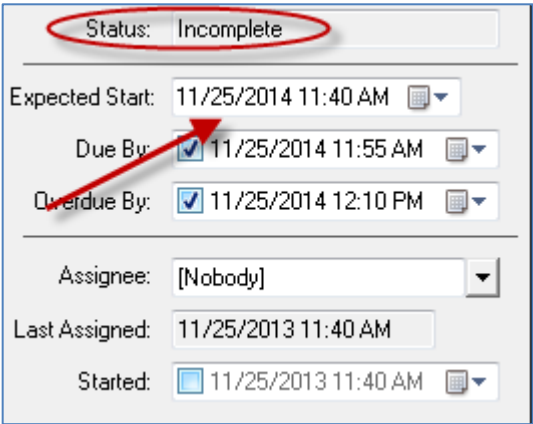
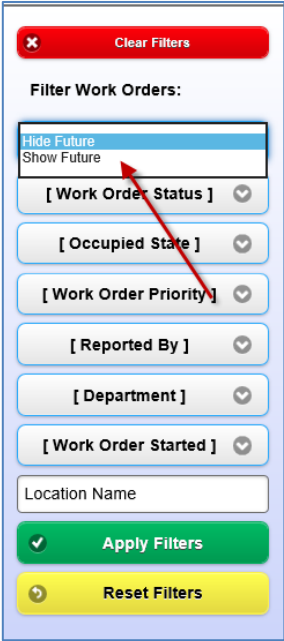
Image	Name	Definition
For the following aging statuses, there are organization-level and site-level defaults set for the amount of time before a work order becomes Due, and Overdue. For example, the Task, Deliver Restaurant Guide becomes Due 20 minutes after creation, and Overdue after 40 minutes. 		
[None]	N/A	Expected Start date/time Pending  A work order in this aging status will only show if you have selected the Include Future Work Orders option in the main app, or on the AsgardMobile work order filter. 

Image	Name	Definition
	OK	Expected Start date/time has passed, not yet reached Due By date/time Work orders in this status will automatically show in all Active/Follow-Up screens. They should be completed when time permits.
	Due	Due By date/time has passed, not yet reached Overdue By date/time Work orders in this status will automatically show in all Active/Follow-Up screens. They should be completed as soon as possible, to ensure brand standards are met.
	Overdue	Overdue By date/time has passed Work orders in this status will automatically show in all Active/Follow-Up screens. They should be completed ASAP to prevent guest dissatisfaction; brand standards have already been violated when a work order reaches Overdue.

For the following aging statuses, a manual user intervention causes the status. Use of these aging statuses is governed by organizational and site policies.

Ask your Asgard site admin or Facilitator for more details about the use of Rework and Suspend in your role.

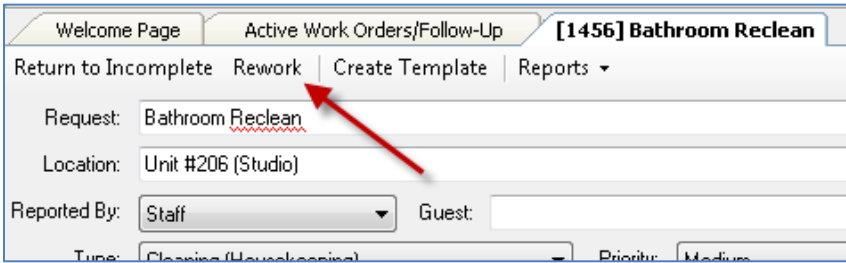
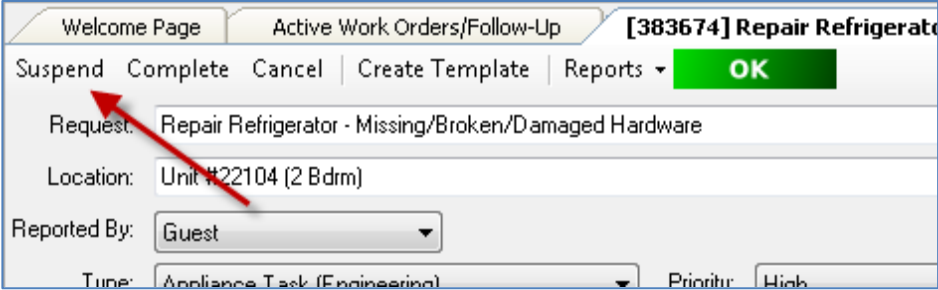
	Rework	A Rework work order, and aging status, is generated when a previously completed work order has been failed during follow-up:  This is an escalated Aging Status, and may indicate brand standards have already been violated. Rework should be addressed ASAP.
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Image	Name	Definition
	Suspended	A Suspended work order, and aging status, is generated when the assigned user manually Suspends the work order to indicate that it cannot be fulfilled:  A work order may be Suspended for a variety of reasons, such as when a work order will be completed by a contractor/vendor, when parts are on order, or when the guest/owner has requested special coordination for scheduling/completion.
	Suspended - Overdue	A Suspended-Overdue aging status is automatically generated when a Suspended work order is not fulfilled within the specified time frame. Note: Not all Suspend Reasons have a specified time limit, ask your Facilitator for details about resolving Suspended work orders at your site.