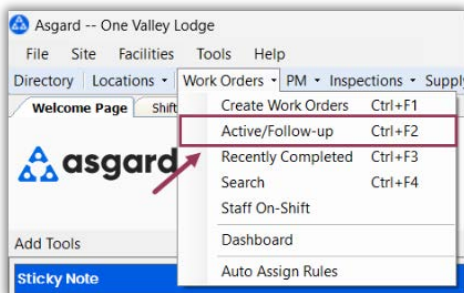
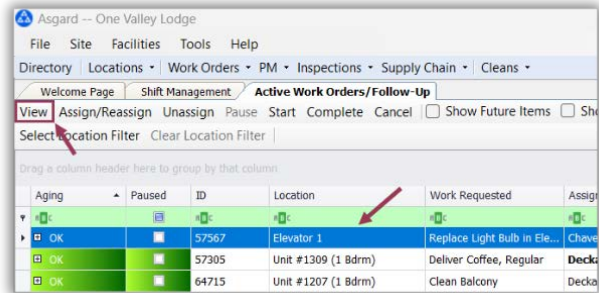


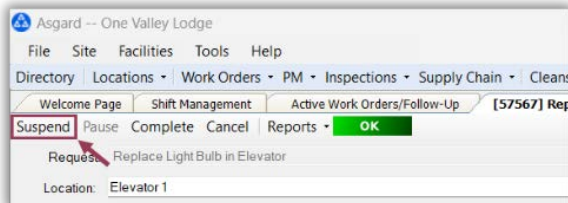
Step 1: From the Work Orders drop-down, open the **Active/Follow-up** screen.



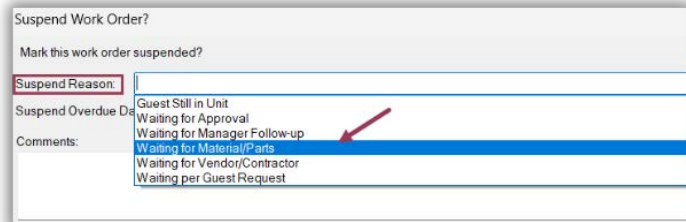
Step 2: Select the work order to Suspend and click **View**.



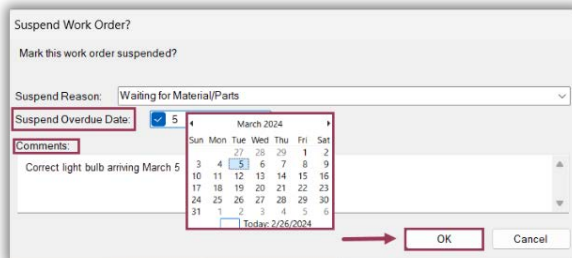
Step 3: When the **Detail** screen opens, click **Suspend**.



Step 4: When the "Suspend Work Order?" window opens, select a **Suspend Reason** from the drop-down.



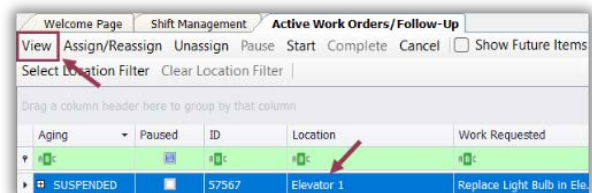
Step 5: If necessary, update the **Suspend Overdue Date**. Add **Comments** for additional insight and clarification. Click **OK**.



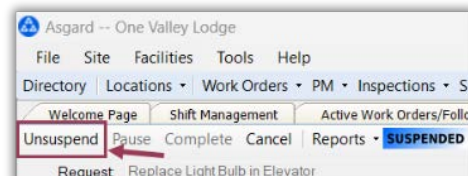
Step 6: Click **Save / Close** in the upper right corner.



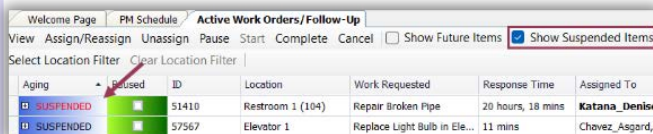
Step 8: To **Un-Suspend** the work order, select the Suspended Work Order on the Active/Follow-up screen and click **View**.



When the **Detail** Screen opens, click **Unsuspend**.



Step 7: To view your Suspended Work Orders on the Active/Follow-up screen, check the **Show Suspended Items** box.



Red: Overdue Suspended

Black: Due Suspended

Step 9: Click **Save/Close**. Work order will return to **OK** status with a **new** Response Time.

