

Asgard

Work Order Management

STANDARD WORK ORDER TRAINING WORKBOOK SPRING 2022

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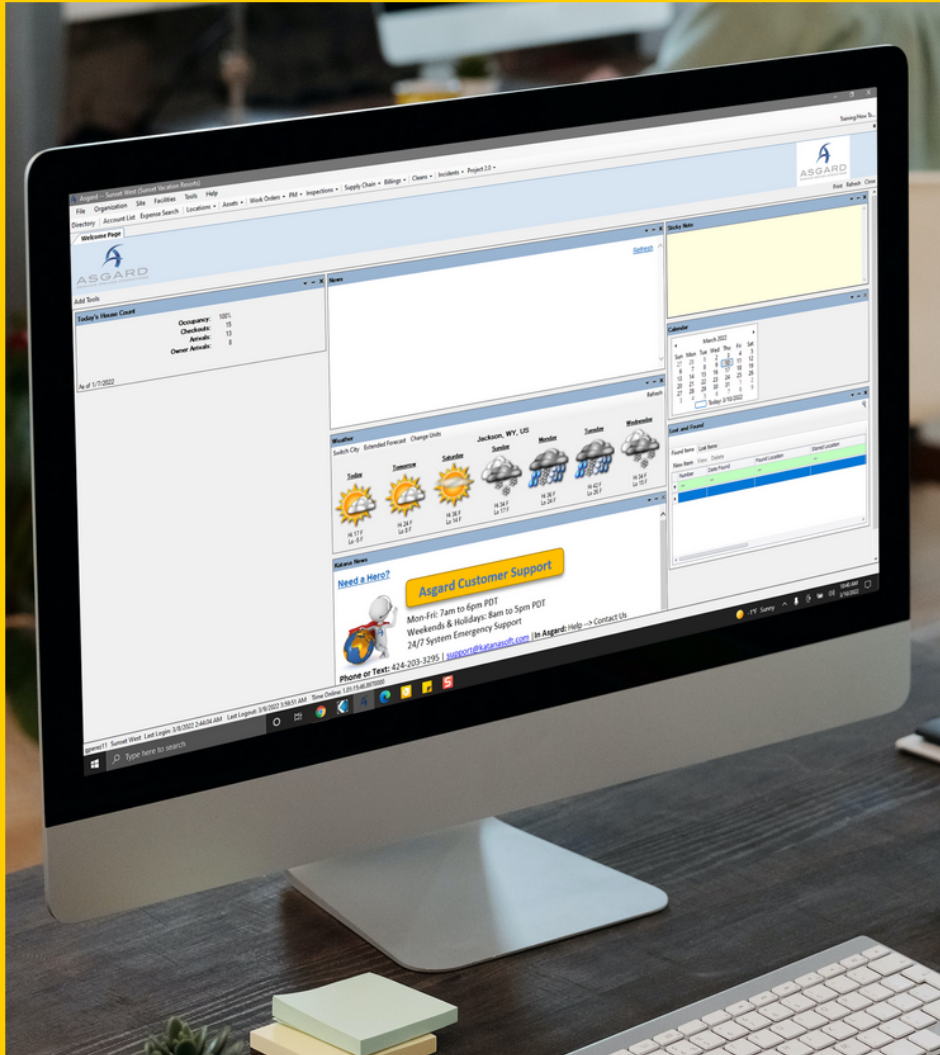
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Welcome!



Asgard

Asgard is a fully integrated, customer-centric property management platform developed by Katana Software. This facility and resort performance optimization platform is built with integrated modules, including Work Order management, Preventive Maintenance, Inspections, Projects, Inspections, Assets and Reserves, and much more.

Asgard is designed to capture and report actionable data trends and promotes excellent customer service for Owners, Members, and Guests. Your Annual Service Agreement includes ALL features and benefits!

Logging in

Notes

Type in your Asgard provided User Name

Enter Asgard Password

Check box for Asgard to remember your User Name. Just enter your password

Click here for Password reset

Need help?



The image shows a login window for 'ASGARD' software. At the top, it says 'ASGARD' in large bold letters, followed by '©2007-2022 Katana Software, Inc. Version 2.24.0'. Below this is a 'User Name:' field containing 'asgardusemame' and a 'Password:' field with masked characters. There is a 'Remember Me' checkbox which is checked. At the bottom left is a link 'Forgot My Password' and at the bottom right is a link 'Contact Us'. There are 'OK' and 'Cancel' buttons. Yellow callout boxes with lines pointing to these elements provide instructions: 'Type in your Asgard provided User Name' points to the user name field; 'Enter Asgard Password' points to the password field; 'Check box for Asgard to remember your User Name. Just enter your password' points to the 'Remember Me' checkbox; 'Click here for Password reset' points to the 'Forgot My Password' link; and 'Need help?' points to the 'Contact Us' link.

Scan QR Code for detailed password reset instructions



Welcome Page Overview

Notes

The screenshot shows the Asgard Welcome Page interface. It features a top navigation bar with menus like File, Organization, Site, Facilities, Tools, and Help. Below this is a 'Welcome Page' header with the Asgard logo and an 'Add Tools' button. The main content area is populated with several tool windows: a Calculator, a Weather forecast for One Valley Lodge (83001) showing a 7-day forecast, a Sticky Note, a Calendar for March 2022, a News section titled 'Current Pool, Spa and Sauna Availability' with a list of operational facilities, and a Katana News section titled 'Need a Hero?' with 'Asgard Customer Support' details. Five yellow callout boxes with numbers 1 through 5 are overlaid on the image, pointing to specific UI elements: 1 points to the 'Add Tools' button, 2 points to the 'Switch City' link in the weather tool, 3 points to the window control icons (downward arrow, dash, and X) in the weather tool header, 4 points to the 'News' section header, and 5 points to the 'Asgard Customer Support' banner in the Katana News section.

1. Personalize your Welcome Page by adding additional tools, using the Add Tools button.
2. Adjust your Weather to your locale with Switch City, view the Extended Forecast, or Change Units (°C or °F).
3. The downward arrow icon will give you settings options or information about the tool, the dash icon will collapse the tool window, and the X icon will remove the tool from your Welcome Page.
4. Site News or Asgard Updates will be posted in the News or Katana News Tools.
5. Click on the blue tool header to drag and drop to another place on the screen.

Creating Work Orders

Notes

The screenshot shows the 'Create Work Order' form in the Asgard software. The form is titled 'New Blank Work Order' and is for 'Unit #11205 (1 Bdm)'. It includes fields for 'Reported By' (Guest), 'Reported By Guest' (MCCARTHY), 'Scheduled For' (3/18/2022 12:33 PM), and 'Occupied State' (Not Occupied). Below these is a table of 'Pending and Recently-Completed Work in Unit #11205 (1 Bdm)'. The table has columns for Status, Work Requested, Department, and Assign. One task is listed: 'Repair / Replace Wallpaper' by the Engineering department, assigned to Lemu. Below the table is a 'Tasks' section with a dropdown menu showing 'Deliver Coffee, Regular - Delivery (Housekeeping)'. This task has a 'Priority' of High, 'Extra Request' set to Yes, and a 'Quantity' of 3. The 'Notes' field contains 'Knock softly, baby sleeping'. At the bottom, there is a field to 'Type here to add a task' and buttons for 'Create Workorder(s)' and 'Clear'.

1. Enter the *Location* for the Work Order.....
2. Indicate whether the Work Order is *Guest* or *Staff Reported*.....
3. Work Orders can be generated for a future date.....
4. Pending and Recently Completed Work Orders for the last 14 days in the same location.....
5. Type in a keyword to search for a task.....
6. Select if *Extra Request* and enter the *Quantity* if needed.....
7. Add notes if applicable. Never add additional work in this field.....
8. Add as many tasks for this location, for any department, as needed. **Asgard** will generate separate Work Orders automatically.....

Scan QR Code for detailed instructions to Create Standard Work Orders



Active Work Orders

Notes

Aging	Paused	ID	Location	Work Requested	Assigned To	Mobile Receive Delay	Response Time	Priority	Reported By	Department	Reported By Guest Name	Last Assignment	Actual Start	Due Date	Work Time
REWORK		108323	Unit #1104 (1 Bdrm)	Deliver Coffee, Regular	Hoover, John E		16 mins	High	Guest	Housekeeping	SMITH	3/31/2022 3:45:18 PM		4/14/2022 3:36:02...	N/A
OVERDUE		108322	Unit #2105 (2 Bdrm)	Deliver A/V Cable	Hoover, John E		1 hour, 16 mins	Medium	Staff	Engineering		3/31/2022 3:45:51 PM		3/31/2022 2:50:33...	N/A
DUE		108320	Unit #14102 (2 Bdrm)	Repair Faucet - Leaking (Time...	Lemus, Betsy		45 mins	Medium	Staff	Engineering		3/31/2022 3:31:33 PM		3/31/2022 3:21:31...	N/A
OK		108321	Unit #1301 (1 Bdrm)	Deliver Toilet Paper Roller	[None]		14 mins	Medium	Staff	Housekeeping		3/31/2022 3:41:01 PM		3/31/2022 3:48:08...	N/A
OK		108324	Unit #3104 (1 Bdrm)	Deliver Towel Set (Exchange)	Haro, Gabi		10 mins	High	Guest	Housekeeping	ARMAS	3/31/2022 3:41:45 PM	3/31/2022	3/31/2022 3:57:19...	3 mins

1. Use the Assign/Reassign and Unassign buttons or the Assign To column to update Work Orders.

2. The green bar at the top of any grid is a multi-level filter bar. Remember to clear your filters by clicking the Clear Filter button, which clears all active filters at once.

3. Aging status key and Work Order Priority:

- **REWORK**: Work was either not completed or the guest was not satisfied; top priority
- **OVERDUE**: The time expected to complete the work has exceeded brand standards; high priority
- **DUE**: At least halfway through the time it should take to complete the task (10-20 or 20-40 mins)
- **OK**: Newly created

4. Work Order font key:

- Grey: Work Order has been assigned to a user with a mobile device but has not yet been acknowledged
- Standard Black: Assignee has acknowledged the Work Order, and the Mobile Receive Delay time is visible
- Bold: Assignee has started the Work Order; indicates where the assignee is currently working

Scan QR Code for
detailed instructions to
Manage Standard
Work Orders



Work Order Follow-Up

Notes

The screenshot shows the Asgard software interface for Sunset West (Sunset Vacation Resorts). The main window displays a list of work orders with columns for Aging, Paused, ID, Location, Work Requested, and Assigned To. A red box highlights the 'Follow-Up Time' column, which shows 5 mins, 4 mins, 1 min, and 3 mins for the first four work orders. A red arrow points to this column. A secondary window titled 'Follow-up: Deliver Cookie Sheet, Deliver Towel Set, others...' is open, showing a form for Location (Unit #1201 (1 Bdrm)) and Guest Name (DEYO). Below the form are sections for 'Tasks Completed', 'Comments', and 'Pending Work (In-Progress)'. The 'Tasks Completed' section has a table with columns for Fail, #, Name, Summary, and Extra Request. The 'Comments' section has a table with columns for Date, Comment, By, and Picture. The 'Pending Work (In-Progress)' section has a table with columns for Aging, Name, At, Response Time, and Summary. At the bottom of the follow-up window, there is an 'Action' dropdown menu with 'Spoke with Guest' selected, a 'Comment' text area, and buttons for 'Complete', 'Fail Selected Tasks', and 'Cancel'.

When a Guest Reported Work Order is completed, a Follow-Up Work Order is created. This starts a **new clock** for completing the Follow-up. The Follow-up call should be made within 15 minutes of completing the original Work Order.

Double click on a Follow-Up Work Order for the completion window:

- Once you have selected a Work Order, it becomes locked so no one else can select it
- If all of the tasks are completed to the guest's satisfaction, leave all of the **Fail** checkboxes blank
- You are required to select an **Action** as indicated by the red exclamation balloon
- Add a comment, if necessary
- Click **Complete**

Scan QR Code for detailed instructions to Complete Follow-Up Work Orders



Rework Work Orders

Notes

Follow-up: Deliver Cookie Sheet, Deliver Towel Set, others...

Location: Unit #1201 (1 Bdrm)
Guest Name: DEYO

Fail	#	Name	Summary	Extra Request
<input type="checkbox"/>	1	Deliver Cookie Sheet	1 Cookie Sheet	<input type="checkbox"/>
<input type="checkbox"/>	2	Deliver Towel Set	1 Towel Set	<input type="checkbox"/>
<input checked="" type="checkbox"/>	1	Repair Faucet - Leaking...	In the main location itself	<input type="checkbox"/>

Comments

Date	Comment	By	Picture
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Pending Work (In-Progress)

Aging	Name	At	Response Time	Summary
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Action: Spoke with Guest
Comment: Faucet still leaking

Complete Fail Selected Tasks Cancel

Aging	Paused	ID	Location	Work Requested	Assigned To	Mobile Receive Delay	Response Time	Priority	Reported By	Type	Start At
REWORK		108414	Unit #1201 (1 Bdrm)	Repair Faucet - Leaking (Time & Materials)	Valsvik, Jordan		5 hours, 9 mins	High	Guest	Repair / Replace	Fri 4/18:44
REWORK		108323	Unit #1104 (1 Bdrm)	Deliver Coffee, Regular	Hoover, John E		22 hours, 23 mins	High	Guest	Delivery	Thu 3/31 15:30
OVERDUE		108324	Unit #3104 (1 Bdrm)	Deliver Towel Set (Exchange)	Haro, Gabi		22 hours, 16 mins	High	Guest	Delivery	Thu 3/31 15:37
DUE		108320	Unit #14102 (2 Bdrm)	Repair Faucet - Leaking (Time & Materials)	Lemus, Betsy		22 hours, 52 mins	Medium	Staff	Repair / Replace	Thu 3/31 15:01
OK		108321	Unit #1301 (1 Bdrm)	Deliver Toilet Paper Roller	Haro, Gabi		22 hours, 21 mins	Medium	Staff	Delivery	Thu 3/31 15:33

Scan QR Code for detailed instructions to Rework Work Orders



1. If the guest is unhappy with the work or a task wasn't completed, click the Fail checkbox. All other tasks pass.
2. Select the **Action** that reflects your follow-up.
3. Add **Comments** describing any guest feedback or next steps needed, if necessary.
4. Click **Fail Selected Tasks** if any tasks were unsatisfactory.
5. Once a task is Failed, a Rework Work Order is automatically created and will appear in the Active Work Orders list to be assigned immediately.