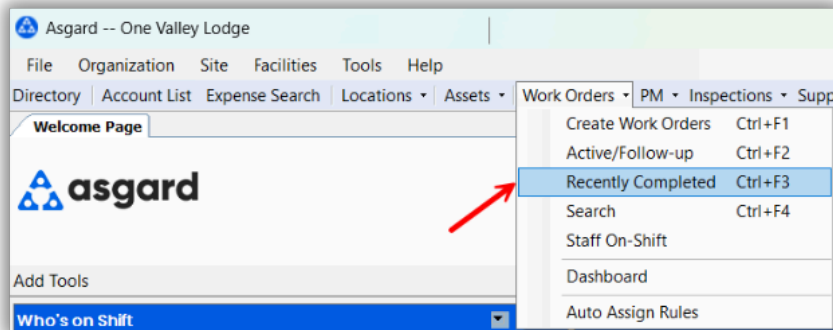
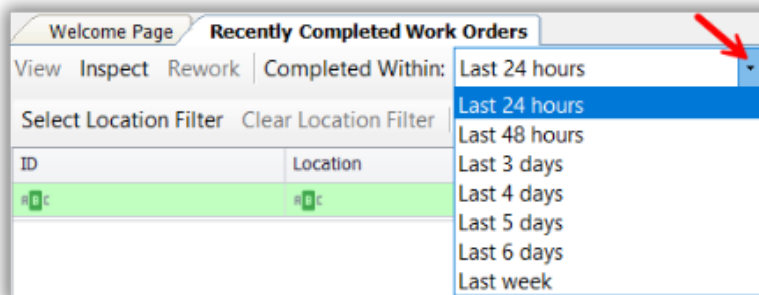


Rework a work order if the guest isn't satisfied with the results or if any tasks remain Incomplete.

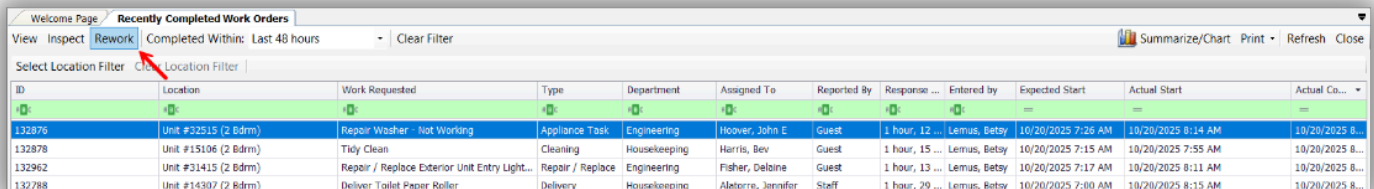
Step 1: From the Work Orders drop-down, open the **Recently Completed** screen.



Step 2: The Recently Completed screen shows all standard work orders completed by all departments within the last 24 hours by default. Click on the **Completed Within** drop-down menu to expand the timespan up to the Last Week.



Step 3: Highlight the needed work order and select **Rework** in the upper lefthand corner.



The screenshot shows the 'Recently Completed Work Orders' screen with a table of work orders. The 'Rework' tab is selected. The table has columns: ID, Location, Work Requested, Type, Department, Assigned To, Reported By, Response, Entered by, Expected Start, Actual Start, and Actual Co... The first row is highlighted in green.

ID	Location	Work Requested	Type	Department	Assigned To	Reported By	Response	Entered by	Expected Start	Actual Start	Actual Co...
132876	Unit #22515 (2 Bdrm)	Repair Washer - Not Working	Appliance Task	Engineering	Hoover, John E	Guest	1 hour, 12 ...	Lemus, Betsy	10/20/2025 7:26 AM	10/20/2025 8:14 AM	10/20/2025 8...
132878	Unit #15106 (2 Bdrm)	Tidy Clean	Cleaning	Housekeeping	Harris, Bev	Guest	1 hour, 15 ...	Lemus, Betsy	10/20/2025 7:15 AM	10/20/2025 7:55 AM	10/20/2025 8...
132962	Unit #31415 (2 Bdrm)	Repair / Replace Exterior Unit Entry Light...	Repair / Replace	Engineering	Fisher, Delaine	Guest	1 hour, 13 ...	Lemus, Betsy	10/20/2025 7:17 AM	10/20/2025 8:11 AM	10/20/2025 8...
132788	Unit #14307 (2 Bdrm)	Deliver Toilet Paper Roller	Delivery	Housekeeping	Alatorre, Jennifer	Staff	1 hour, 29 ...	Lemus, Betsy	10/20/2025 7:00 AM	10/20/2025 8:15 AM	10/20/2025 8...

Step 4: On the Select Failed Tasks to Rework screen, check the **Fail** tasks box, enter a **Comment**, and click on **Generate Rework on Failed Tasks** button.

Select Failed Tasks to Rework

Location: Unit #32515 (2 Bdrm)

Guest Name: WETTER

Fail	#	Name	Summary	Extra Request
<input checked="" type="checkbox"/>	1	Repair Washer - Not Working	In the main location itself	<input type="checkbox"/>

Comment: Guest called washer is not working and leaking

Generate Rework on Failed Tasks Cancel

Step 5: When a task fails, Asgard automatically creates a **Rework** work order. This promptly appears on the Active Screen, ready to be assigned. **Best practice is to immediately assign a Rework.**

Aging	Paused	Location	Work Requested	Reported By Name	Assigned To	Mobile Receive Delay	Start At	Response Time	Department
REWORK	<input checked="" type="checkbox"/>	Unit #32515 (2 Bdrm)	Repair Washer - Not Working	WETTER	(none)		Tue 10/21 8:17	5 hours, 15 mins	Engineering
OVERDUE	<input checked="" type="checkbox"/>	Unit #12108 (1 Bdrm)	Repair Washer - Not Working	THOMASON	Splitstone, Alyssa		Tue 10/21 7:30	6 hours, 2 mins	Engineering
OVERDUE	<input checked="" type="checkbox"/>	Unit #14308 (2 Bdrm)	Repair Ice Maker - Not Working, Repair Exhaust...		Jimenez_Asgard, Jackie		Tue 10/21 7:28	6 hours, 4 mins	Engineering

If your property uses Auto-Assign, the Rework work order will be automatically assigned.