Standard Work Order

Creating a Work Order on the Asgard Desktop Application

The ability to create work orders in Asgard is permission-based. If you do not have this permission, and think you should, please contact support@katanasoft.com.

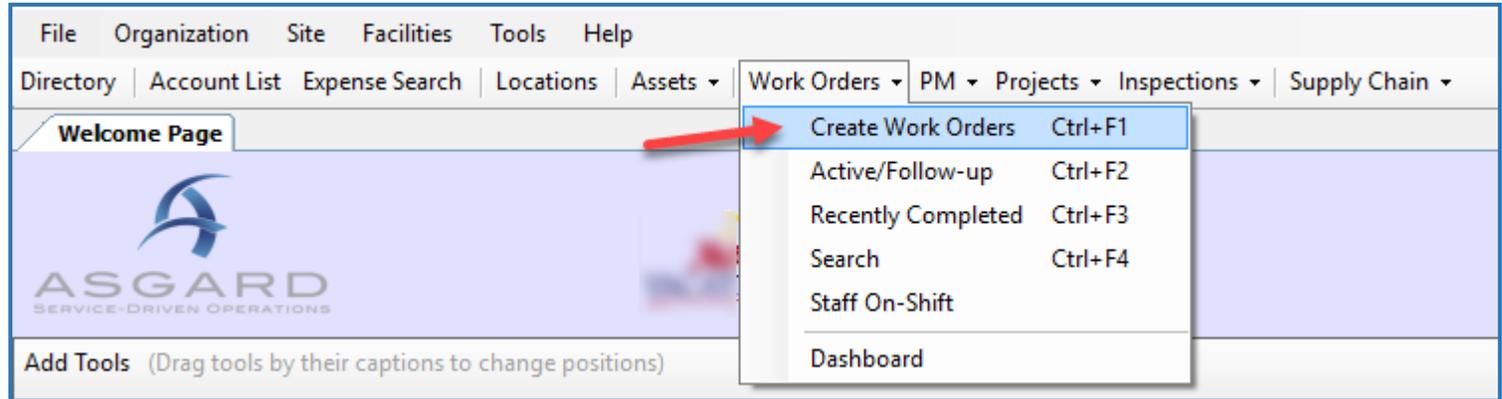Follow the steps below to create a Work Order.

	Scenario: *A guest, Mrs. Jones, is calling from unit 4301 to request 3 additional (extra) Bath Towels to be delivered immediately, also there is a lightbulb out over the sink in the kitchen and she wants a crib delivered for her grandson who is arriving tonight and staying for three days.*

Step 1	Go to the Work Order drop down and click "Create Work Order".
	Note: The Create Work Order screen was designed for rapid entry. No need to use your mouse; everything can be entered by typing and using the arrow and tab keys on your keyboard.

Step 2	Enter the location. As you type in the numbers/letters Asgard will automatically filter for you. Find the location, use the arrow key, if needed, and *TAB*.

Step 3	Select Guest or Staff reported and tab.

	Red balloons in Asgard denote a mandatory field. You must complete these fields in order to create the work order. If your property has an interface between Asgard and your PMS system, the guest name and occupied status will populate automatically. If not, complete those fields.

Step 4	The Scheduled For field date/time defaults to the time the work order screen is opened. It can be changed to create a future Work Order. The system will automatically generate the work order for the pre-selected date/time.

	Note: The date and/or time listed in the **Scheduled For** field **affects all the tasks listed**.

Step 5	Always check the Pending and Recently Completed Work for the location. It shows the Work Orders for the last 7 days for this unit, and the guest name.

Step 6	In the Task field, type the core word of the model task – e.g. towel (stock item based), lightbulb (sub-location based), and crib (loaned item). Asgard will automatically filter the task list.

Select the model task Deliver Bath Towel and tab.

Fill in necessary and required fields (indicated by red balloons).

- Extra Request - An Extra request is when a guest asks for **more** of what is **already** stocked in the room as part of the par standard, such as towels, hangers, coffee, etc. What is <u>not</u> an extra request is something that is **not** stocked in the room, like a crib.
- Quantity
- Notes – any additional information the associate needs in order to complete the work order.
- Assign, if appropriate - The Assign To drop down list is filtered for user's On-Shift for the department that should complete the task.

Add the next task - Repair Light Bulb (sub-location task) and tab.

Fill in the required and necessary fields.

- Sub-location - any area in the unit where the work needs to be done.
- Notes - any additional information that the technician might need to complete the work order, e.g. the burned out light bulb is over the sink.
- Assign, if appropriate.

Enter the last task - Crib. This task has an automatic follow on task for Pick Up Crib. Ask guest when the crib will be ready for pick up, select the date, and the system will automatically create the Follow-on work order for *Pick Up Crib* at the pre-selected date/time.

	A crib is not an Extra Request because it is not stocked in the room.
Step 7	Once you have filled in all the required and necessary fields click the shining ***Create Workorder(s)*** button. You will be returned to the blank Create Work Order screen. The work order(s) you created can be found on the Active/Follow Up screen.