

Managing Your Work Order List

Use the tips below to manage your Work Order List in AsgardMobile.

For assistance with AsgardMobile or Staff On-Shift, please contact support@katanasoft.com.

Step 1: Review the Work Order Status. Overdue work orders should take top priority.

There are four main statuses for Standard Work Orders. They tell you how long a work order has been in the system.

- **REWORK** – Work was either not completed or the guest was not satisfied (Highest)
- **OVERDUE** – Time expected to complete the work has exceeded guest tolerance
- **DUE** – At least halfway through the time it should take to complete the task (typically 10-20 or 20-40 minutes)
- **OK** – Newly created (Lowest)



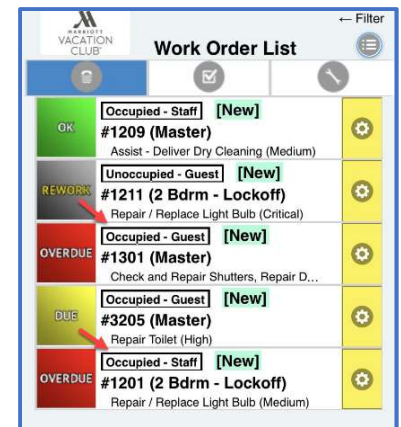
Note: The goal is to keep work orders out of Overdue status.



Step 2: Review the Reporter and Occupied Status. Guest-reported work orders should take top priority. Also review the work requested.



If two Overdue work orders are assigned to you, and one is staff-reported and one is guest-reported, always take care of the guest first!



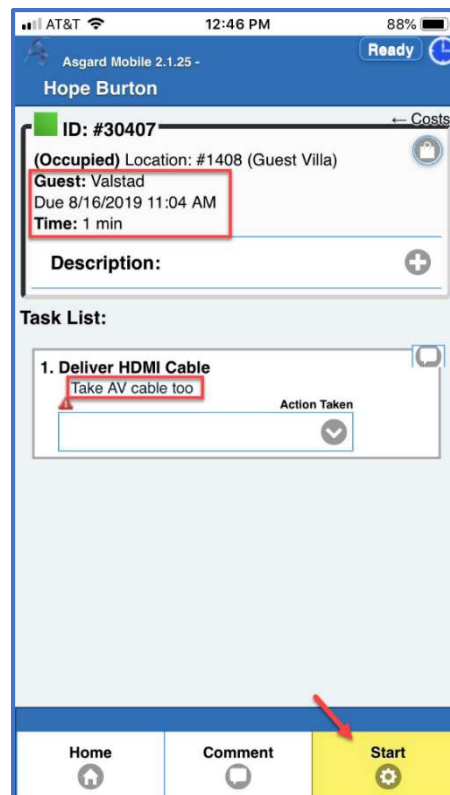
Step 3: Tap anywhere left of the **Yellow Gear** icon to view the work order without starting it.



Note: Tapping the **Yellow Gear** “starts” the work order.



Step 4: Review the Guest Name, Time in Progress, and any Notes added by the dispatcher. Gather any needed parts or tools.



Step 5: When you arrive at the Work Order Location, tap the **Start** button.
(Try not to forget! 😊)