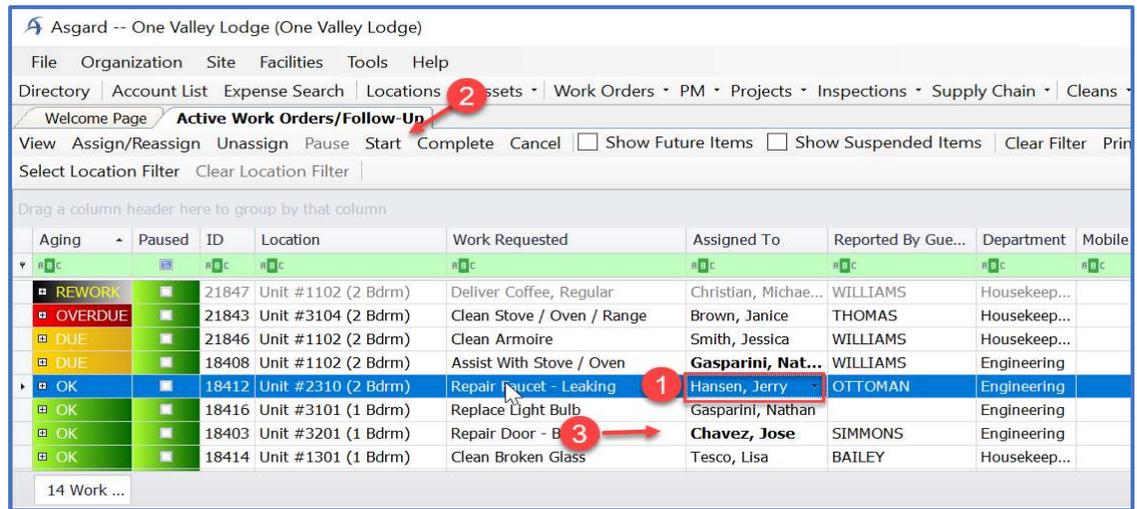


## Completing Standard Work Orders

Follow the steps below to start and complete a work order in the desktop application. Correctly starting and completing ensures you are capturing the most accurate work time. Work time is an important data point for management teams. For assistance with completing a work order, please contact [support@katanasoft.com](mailto:support@katanasoft.com).

**Step 1:** Once the work order has been entered and you have **Assigned** a user [1] click the **Start** button [2] to start the clock for work time calculation.



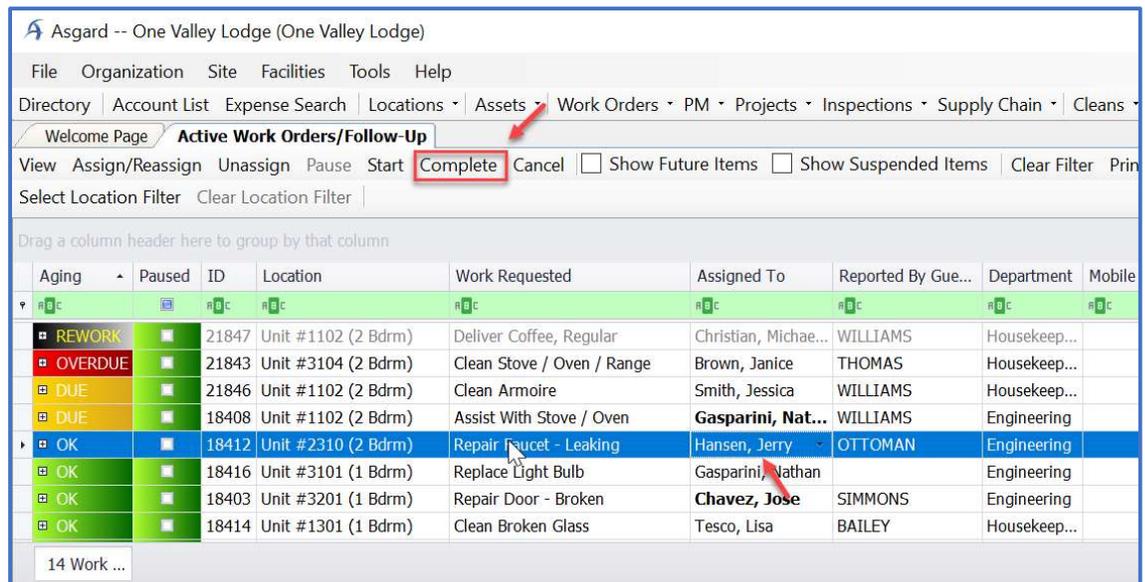
Aging	Paused	ID	Location	Work Requested	Assigned To	Reported By Gue...	Department	Mobile
REWORK		21847	Unit #1102 (2 Bdrm)	Deliver Coffee, Regular	Christian, Michael	WILLIAMS	Housekeep...	
OVERDUE		21843	Unit #3104 (2 Bdrm)	Clean Stove / Oven / Range	Brown, Janice	THOMAS	Housekeep...	
DUE		21846	Unit #1102 (2 Bdrm)	Clean Armoire	Smith, Jessica	WILLIAMS	Housekeep...	
DUE		18408	Unit #1102 (2 Bdrm)	Assist With Stove / Oven	<b>Gasparini, Nat...</b>	WILLIAMS	Engineering	
OK		18412	Unit #2310 (2 Bdrm)	Repair Faucet - Leaking	<b>Hansen, Jerry</b>	OTTOMAN	Engineering	
OK		18416	Unit #3101 (1 Bdrm)	Replace Light Bulb	Gasparini, Nathan		Engineering	
OK		18403	Unit #3201 (1 Bdrm)	Repair Door - B...	<b>Chavez, Jose</b>	SIMMONS	Engineering	
OK		18414	Unit #1301 (1 Bdrm)	Clean Broken Glass	Tesco, Lisa	BAILEY	Housekeep...	



You know a work order has been started because the assignee's name will be in **Bold** [3].

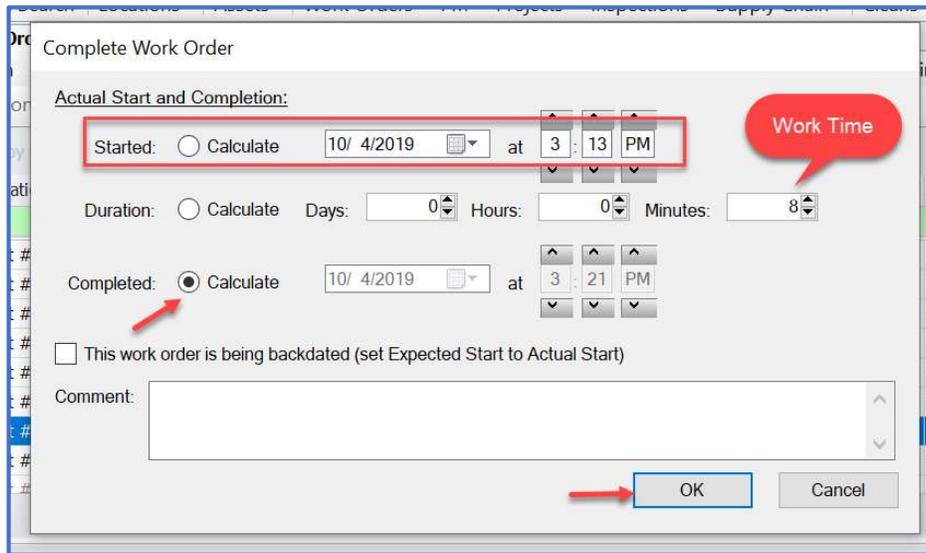
**Step 2:** Highlight the completed work order that was started/assigned and click the complete Button.

Remember a work order **MUST** be assigned to be completed.



Aging	Paused	ID	Location	Work Requested	Assigned To	Reported By Gue...	Department	Mobile
REWORK		21847	Unit #1102 (2 Bdrm)	Deliver Coffee, Regular	Christian, Michael	WILLIAMS	Housekeep...	
OVERDUE		21843	Unit #3104 (2 Bdrm)	Clean Stove / Oven / Range	Brown, Janice	THOMAS	Housekeep...	
DUE		21846	Unit #1102 (2 Bdrm)	Clean Armoire	Smith, Jessica	WILLIAMS	Housekeep...	
DUE		18408	Unit #1102 (2 Bdrm)	Assist With Stove / Oven	<b>Gasparini, Nat...</b>	WILLIAMS	Engineering	
OK		18412	Unit #2310 (2 Bdrm)	Repair Faucet - Leaking	<b>Hansen, Jerry</b>	OTTOMAN	Engineering	
OK		18416	Unit #3101 (1 Bdrm)	Replace Light Bulb	Gasparini, Nathan		Engineering	
OK		18403	Unit #3201 (1 Bdrm)	Repair Door - Broken	<b>Chavez, Jose</b>	SIMMONS	Engineering	
OK		18414	Unit #1301 (1 Bdrm)	Clean Broken Glass	Tesco, Lisa	BAILEY	Housekeep...	

- When the Complete Work Order dialog box opens notice the started work order has captured the correct work time. Simply click OK.

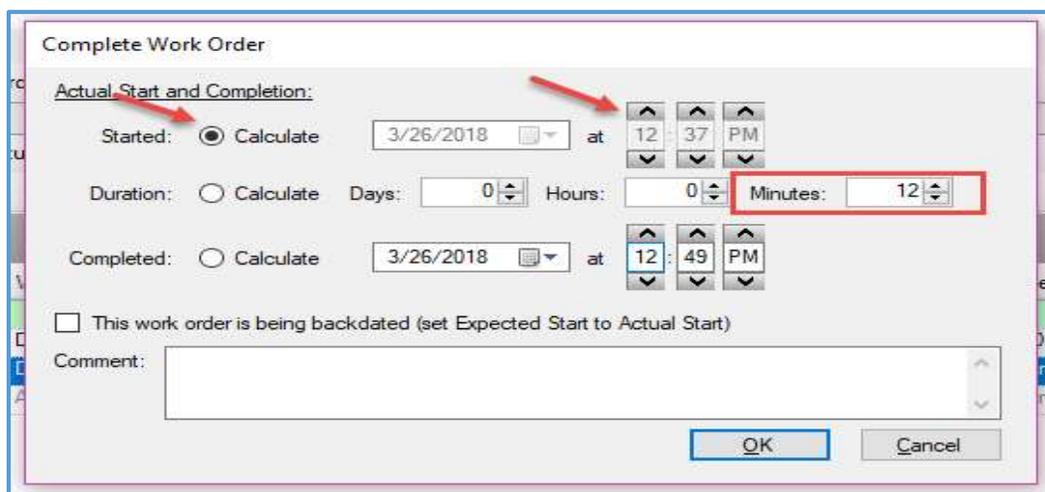


**Step 3:** To complete an **un-started** work order (In case you forgot to click Start!) and capture work time you must know one of the following combinations:

- What time they finished and how long they were there (Completed and Duration).
- What time they started and how long they were there (Started and Duration).
- When the work order was started and when it was completed. (Started and Completed)

Example 1 - An associate calls and tells you he just completed his work order. Since the screen defaults to the time you open it, the Completed time will be correct. You need to find out either when he started or how long he was there. He says he was there for 12 minutes. What do you do?

- Click what you don't know, what you want the system to calculate for you - the **Started radial**.
- Add the **Duration** (work time) of "12 minutes" to the Minutes field and Tab
- The Started time is updated by the system.
- The **Completed** Time defaults to the time you open the screen.



Example 2 - An associate call and tells you she forgot to call when she completed her work order. She started at 1:10 PM and she was there for 8 minutes. What do you do?

- Click what you don't know, what you want the system to calculate for you - the **Completed radial**.
- Enter the **Started** time of 1:10 PM.
- Add the **Duration** (work time) of "8 minutes" to the Minutes field and tab
- The system calculates the **Completed** time for you.

Complete Work Order

Actual Start and Completion:

Started:  Calculate 3/26/2018 at 1:10 PM

Duration:  Calculate Days: 0 Hours: 0 Minutes: 8

Completed:  Calculate 3/26/2018 at 1:18 PM

This work order is being backdated (set Expected Start to Actual Start)

Comment:

OK Cancel

Example 3 – An associate call and tells you that he started at 10:20 AM and he finished at 10:35 AM. What do you do?

- Click what you don't know, what you want the system to calculate for you - the **Duration radial**.
- Enter the **Started** time of 10:20 AM.
- Enter the **Completed** time of 10:35 AM and tab.
- The system calculates the **Duration** time for you.

Complete Work Order

Actual Start and Completion:

Started:  Calculate 3/26/2018 at 10:20 AM

Duration:  Calculate Days: 0 Hours: 0 Minutes: 15

Completed:  Calculate 3/26/2018 at 10:35 AM

This work order is being backdated (set Expected Start to Actual Start)

Comment:

OK Cancel

**Step 4:** You can add a comment, if needed, in the Comment Box. Once you have entered in all the information, simply click OK and the work order leaves the Active Screen and moves to the Recently Completed Screen.



The Complete Work Order screen becomes easier as you use it. Just remember to click on what you don't know and what you want the system to figure out for you. Accurate work time is an important data point for Management and Corporate teams. It allows them to ask questions that can cut costs and improve guest satisfaction at the same time. Go ahead and practice until you feel comfortable!