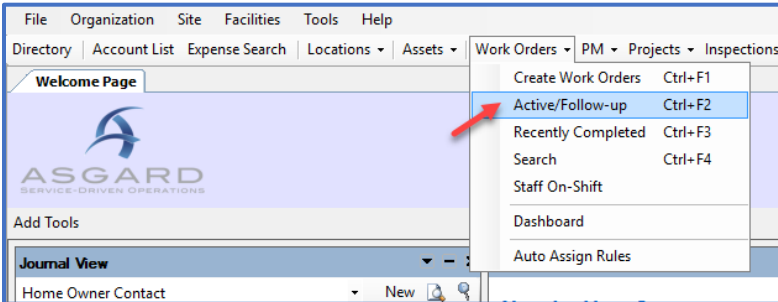


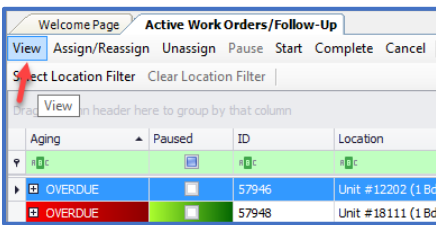
Suspending and Un-Suspending Standard Work Orders

Follow the steps below to Suspend and Un-Suspend a Standard Work Order. For assistance with managing work orders, please contact support@katanasoft.com.

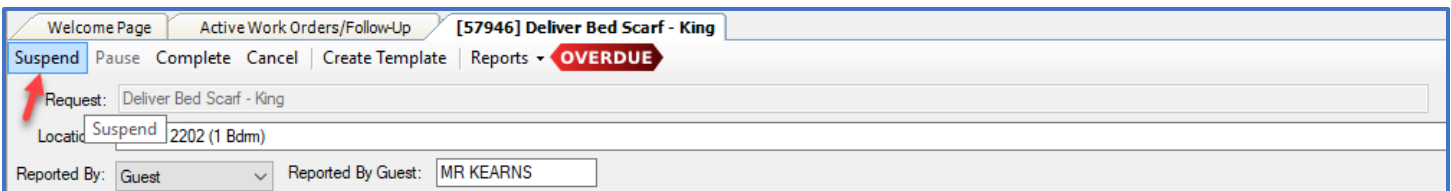
Step 1: From the Work Orders drop-down, open the Active/Follow-up screen.



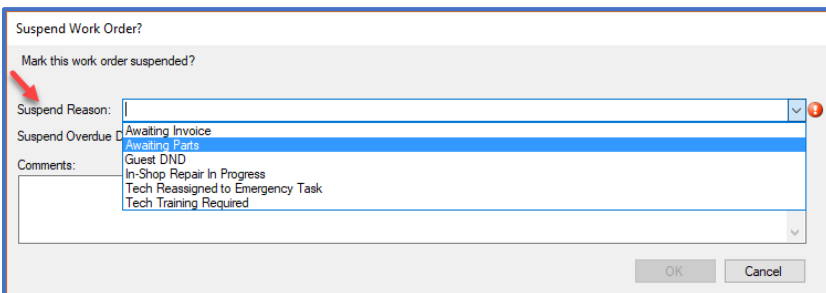
Step 2: Select the work order to suspend and click the **View** button.



Step 3: When the Work Order Detail screen opens, click the **Suspend** button.



Step 4: When the "Suspend Work Order?" window opens, select a Suspend Reason from the drop-down.



Note: There are several pre-configured Suspend Reasons, chosen by your corporate team, available in the drop-down.

Step 5: Add a Suspend Overdue Date. Enter any Comments if applicable, and click **OK**.

Suspend Work Order?

Mark this work order suspended?

Suspend Reason: Awaiting Parts

Suspend Overdue Date: 7/1/2019

Comments:
Part on back order

OK Cancel

Step 6: Click **Save / Close** in the upper right corner.

Welcome Page Active Work Orders/Follow-Up [57946] Deliver Bed Scarf - King*

Unsuspend Pause Complete Cancel Create Template Reports **SUSPENDED**

Request: Deliver Bed Scarf - King

Location: Unit #12202 (1 Bdrm)

Status: Incomplete (Suspended)

Expected Start: 6/13/2019 12:16 PM

Save/Close Print/Close Close

Step 7: To see your Suspended Work Orders on the Active/Follow-up screen, check the **Show Suspended Items** flag.

Welcome Page Active Work Orders/Follow-Up

View Assign/Reassign Unassign Pause Start Complete Cancel Show Future Items Show Suspended Items Clear Filter Print

Aging	Paused	ID	Location	Work Requested	Assigned To	Mobile Receive Delay	Response Time	Priority	Reported By	Department	Reporte
SUSPENDED		57946	Unit #12202 (1 Bdrm)	Deliver Bed Scarf - King	Aldrich, Candace	11 mins	13 days, 18 hours, 24 ...	High	Guest	Housekeeping	MR KEA
OVERDUE		58047	Sunset West - Vacation Resort, Vi...	Deliver (Dog Leash)	Aldrich, Candace	19 hours, 52 mins	2 days, 17 hours, 21 mi...	Low	Staff	Engineering	
OVERDUE		57968	Unit #12300 (2 Bdrm)	Asgard TEST Work Order - D...	Robinson, Sherri	4 hours, 14 mins	8 days, 23 hours, 29 mi...	Medium	Staff	Housekeeping	

Step 8: To Un-Suspend the work order, select the Suspended Work Order on the Active/Follow-up screen and click **View**.

Welcome Page Active Work Orders/Follow-Up

View Assign/Reassign Unassign Pause Start Complete Cancel Show Future Items Show Suspended Items

Select Location Filter Clear Location Filter

View

Aging	Paused	ID	Location	Work Requested	Assign
SUSPENDED		57946	Unit #12202 (1 Bdrm)	Deliver Bed Scarf - King	Aldrich, Candace
OVERDUE		58052	Unit #19301 (2 Bdrm)	Repair / Replace - Toilet Caps...	Edwar
OVERDUE		57950	Unit #16311 (1 Bdrm)	Repair Bathroom / Jacuzzi, Lea...	Schw

When the Work Order Detail Screen opens, click **Unsuspend**.

Welcome Page Active Work Orders/Follow-Up [57946] Deliver Bed Scarf - King

Unsuspend Pause Complete Cancel Create Template Reports **SUSPENDED**

Request: Deliver Bed Scarf - King

Location: Unsuspend 2 (1 Bdrm)

Step 9: Click **Save/Close**. Your work order will return to an OK status.

Welcome Page Active Work Orders/Follow-Up [57946] Deliver Bed Scarf - King*

Suspend Pause Complete Cancel Create Template Reports **OK**

Request: Deliver Bed Scarf - King

Location: Unit #12202 (1 Bdrm)

Status: Incomplete (Assigned)

Expected Start: 6/28/2019 3:13 PM

Save/Close Print/Close Close