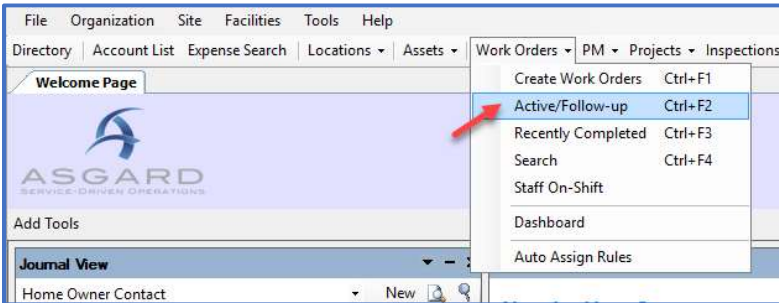


Completing Follow-Up Work Orders

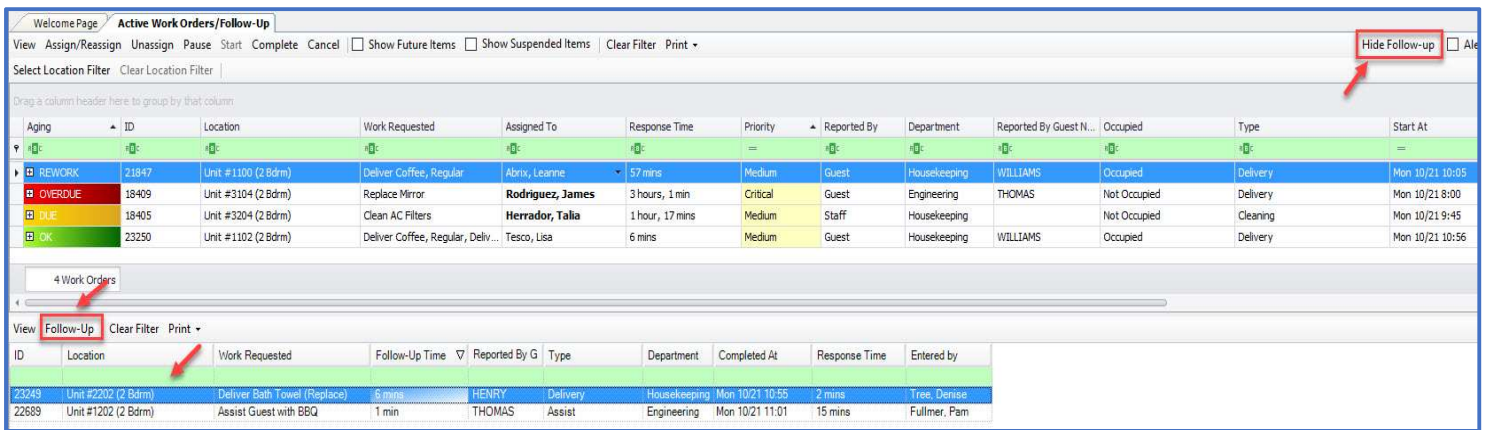
Follow the steps below to complete the Follow-Up to a Standard Work Order. Follow-Up work orders can only be completed in the main Asgard Desktop app.

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: To make the follow-up call, highlight the task and double-click or click the **Follow-Up** button.



If your property or department does not make follow-up calls, click the **Hide Follow-up** button on the top right of the toolbar. Then, your screen will only display incomplete active work orders.

Step 3: When the Follow-Up dialog box opens, you can see:

- Location and Guest Name
- All **Completed Tasks for the same location**
- You can view any **Comments or Pictures** (double click on picture icon to enlarge image)
- Any **Pending or In-Progress Work**
- Use the drop-down menu to select the **Action** for the Follow-Up
- Add a comment under the selected Action, if needed

Follow-up: Deliver Coffee, Regular, Deliver Bath Towel

Location: Unit #1102 (2 Bdm)

Guest Name: WILLIAMS

Fail	#	Name	Summary	Ext
<input type="checkbox"/>	1	Deliver Coffee, Regular	1 Coffee, Regular	
<input type="checkbox"/>	2	Deliver Bath Towel	4 Bath Towel	

Date	Comment	By	Picture
10/21/2...	Found frig with broken ...	Tree, Denise	

Aging	Name	At	Response Time	Summary
OK	Clean Broken Glass	Mon 10/21 ...		

Action: Spoke with Guest
Left Message
N/A

Comment:

Complete Fail Selected Tasks Cancel



Note: The Actions are determined by your management team. They typically include Spoke with Guest, Left Message, and Guest Checked Out.

Step 4: If all of the tasks are completed to the guest's satisfaction, leave all of the **Fail** checkboxes blank.

Follow-up: Deliver Coffee, Regular, Deliver Bath Towel

Location: Unit #1102 (2 Bdm)

Guest Name: WILLIAMS

Fail	#	Name	Summary	Extra Request
<input type="checkbox"/>	1	Deliver Coffee, Regular	1 Coffee, Regular	<input checked="" type="checkbox"/>
<input type="checkbox"/>	2	Deliver Bath Towel	4 Bath Towel	<input checked="" type="checkbox"/>

Choose an **Action** from the drop-down and click **Complete**.

Action: Spoke with Guest
Comment:
Complete Fail Selected Tasks Cancel

When the Active/Follow-Up screen refreshes, the completed Follow-Up work orders will no longer appear.

Step 4a: If the guest is unhappy with the work, or a task wasn't completed, click the **Fail** checkbox next to the task(s).

Follow-up: Deliver Coffee, Regular, Deliver Bath Towel
Location: Unit #1102 (2 Bdrm)
Guest Name: WILLIAMS

Fail	#	Name	Summary	Extra Request
<input checked="" type="checkbox"/>	1	Deliver Coffee, Regular	1 Coffee, Regular	<input checked="" type="checkbox"/>
<input type="checkbox"/>	2	Deliver Bath Towel	4 Bath Towel	<input checked="" type="checkbox"/>

Select an **Action**, add **Comments** describing the problem, and click **Fail Selected Tasks**.

Action: Spoke with Guest
Comment: Guest received decaf coffee, not regular
Complete Fail Selected Tasks Cancel

When a task is Failed, a Rework work order is automatically created and will appear in the Active work orders list.

Welcome Page Active Work Orders/Follow-Up
View Assign/Reassign Unassign Pause Start Complete Cancel Show Future Items Show Suspended Items Clear Filter Print
Select Location Filter Clear Location Filter
Drag a column header here to group by that column.

Aging	Paused	ID	Location	Work Requested	Assigned To
	<input type="checkbox"/>	21847	Unit #1102 (2 Bdrm)	Deliver Coffee, Regular	[None]
OVERDUE	<input type="checkbox"/>	18403	Unit #3201 (1 Bdrm)	Repair Door - Broken	Chavez, Jose
OVERDUE	<input type="checkbox"/>	18404	Unit #1109 (1 Bdrm)	Clean Armoire	Brown, Janice
DUE	<input type="checkbox"/>	18409	Unit #3104 (2 Bdrm)	Replace Mirror	Rodriguez, James
DUE	<input type="checkbox"/>	18414	Unit #1301 (1 Bdrm)	Clean Broken Glass	Tesco, Lisa