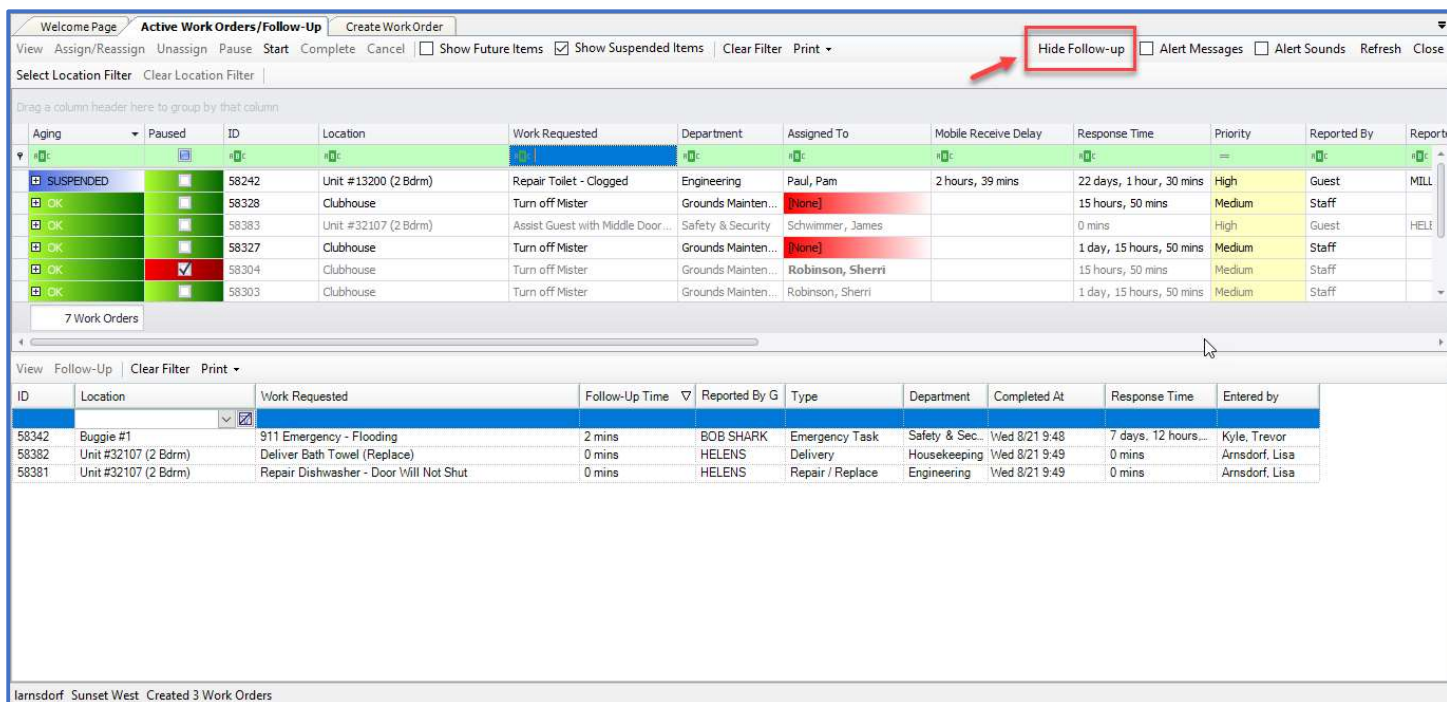## Managing Standard Work Orders

Follow the steps below to manage your Active Standard Work Orders. The transparency and visual information available on the Active/Follow-Up screen allow you to see at a glance the status of work orders, on what and where your associates are working, and what the team's workload is.

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.
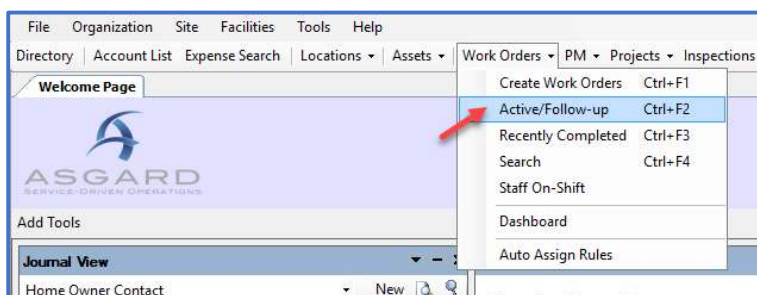
Step 2: The Active/Follow-Up screen is split into two screens, with Active (Incomplete) Work Orders for all departments appearing in the top half of the screen, and the Follow-Ups in the bottom half.

If you don't need to see the Follow-Up Work Orders, click the **Hide Follow-Up** button at the top right of the screen.

Step 3: There are four **Aging** statuses for Standard Work Orders. They tell you how long a work order has been in the system. The system will sort the work orders based on the priority from highest to lowest.

- 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)

To view Suspended and Future work orders, click the checkboxes on the toolbar. Future work orders will appear as a White N/A in the Aging column.

Step 4: The **Reported By** column shows if an issue is Guest or Staff reported. This is a critical data point. The more staff-reported work orders, the higher the Guest Satisfaction scores.


Note: The columns in any of the grids in Asgard can be rearranged by clicking and holding on a column header and dragging it to the desired location.

Step 5: The **Location**, **Work Requested**, and **Department** columns are also vital for work order management.

Step 6: The **Assigned To** column allows you to assign/reassign or unassign the work order using the drop-down arrow. The drop-down list is filtered for users on-shift for the department that should complete the task. You can also use the **Assign/Reassign** & **Unassign** buttons on the top menu bar.
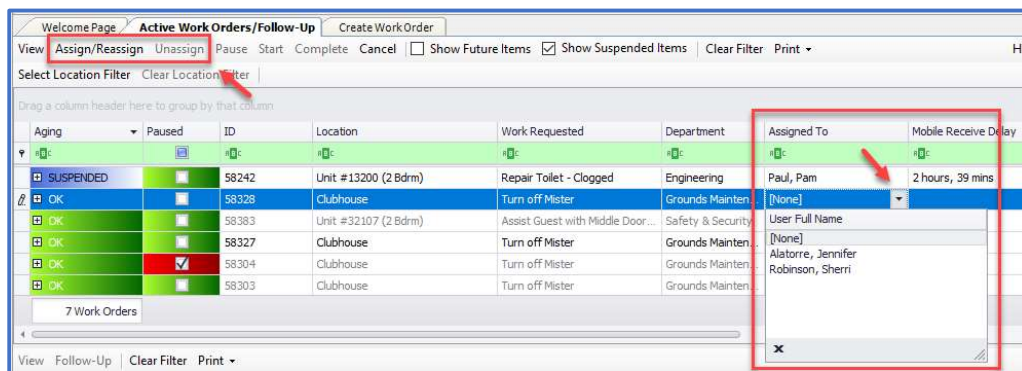
Step 7: The **Mobile Receive Delay** column indicates how long it took the assignee to acknowledge the work order on their device. The **Response Time** column shows how long it has been since the work order was created.

Step 8: The font of the work order indicates the following:

- Grey – the work order has been assigned to a user with a mobile device, and it hasn't been acknowledged yet
- Standard Black – assignee has acknowledged the work order and the Mobile Receive Delay time is visible
- Bold – A bolded assignee name shows the work order is started and indicates where the assignee is working

Step 9: The green bar at the top of any grid is a multi-level filter bar. Data can be filtered within any of the columns. Filters help you manage work, but can also hide work. It's important to clear your filters by clicking the **Clear Filter** button, which clears all filters at once.
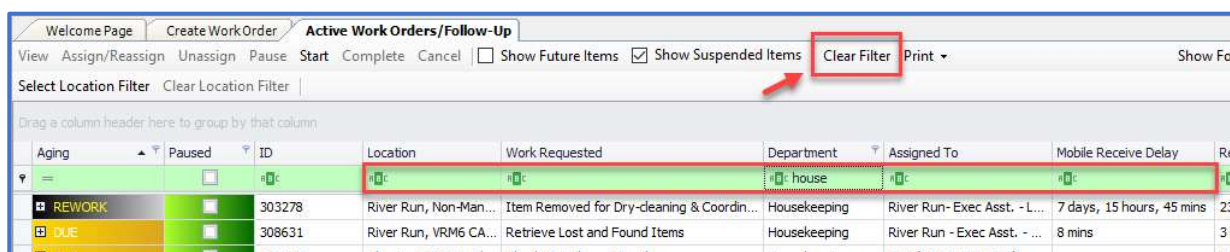
For more information, tips, and tricks on using Filters, see the **Asgard Job Aide - Using Filters**.

Step 10: Click once on a column header to sort A-to-Z or 1-to-10. Click again to reverse the sort. Click on the Assign To header and it will group the assignees together alphabetically. This can help you manage workloads when assigning or reassigning work orders.

Step 11: If you both input new work orders and manage active work orders, you have the ability to see both screens at the same time! Open both screens. Right-click on the tab and select **New Vertical Tab Group**.

You are now be ready for the next request and can monitor the Active Screen at the same time!

To see the two screens separately again, right-click on the tab and select **Move to Previous Tab Group**.