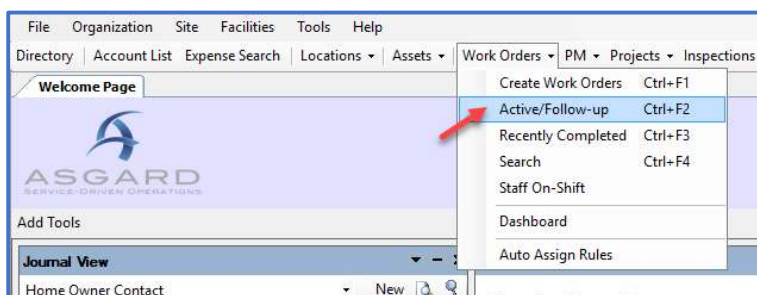


Managing Standard Work Orders

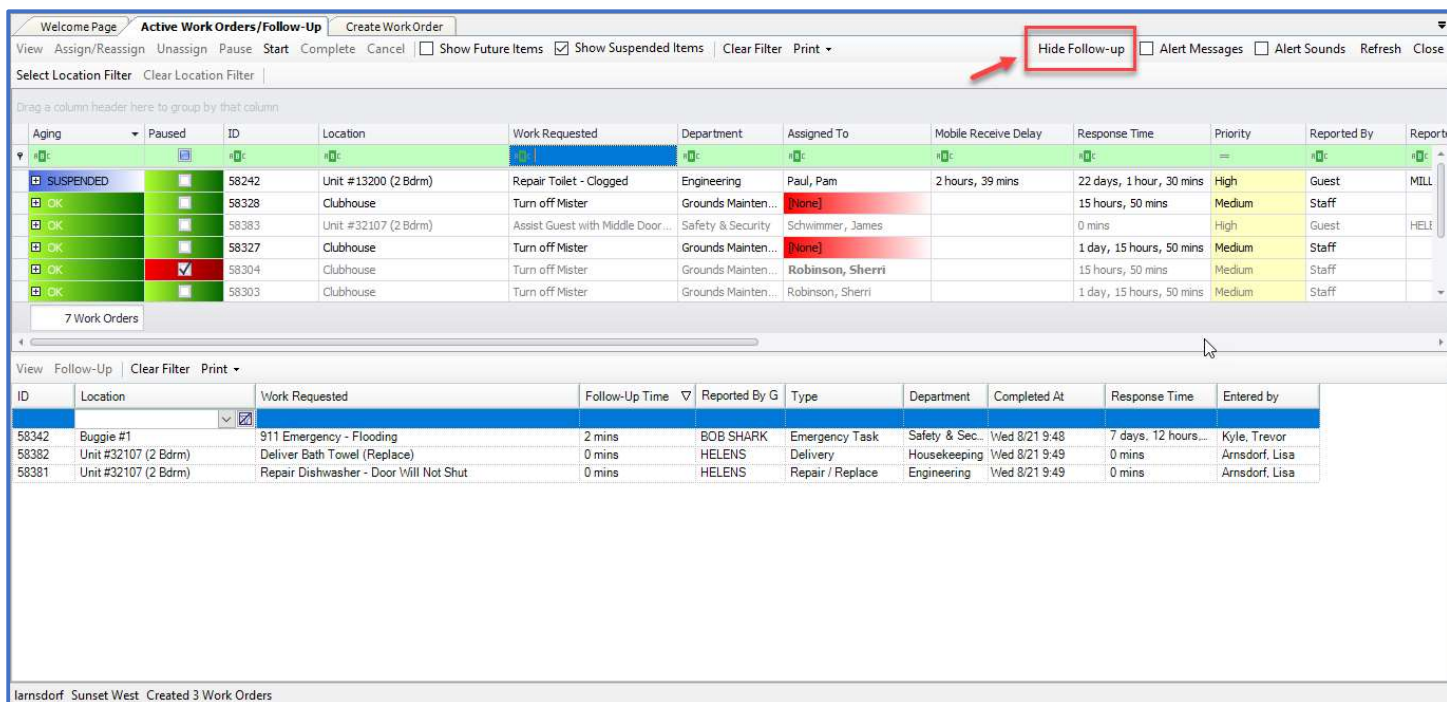
Follow the steps below to manage your Active Standard Work Orders. The transparency and visual information available on the Active/Follow-Up screen allow you to see at a glance the status of work orders, on what and where your associates are working, and what the team's workload is.

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)

Aging	Paused	ID	Location	Work Requested	Department	Assigned To
DUE		58232	Sunset West - Vacation Resort, Vi...	AC Repair - Leaking	Engineering	Edwards (KATANA TEST),...
OVERDUE		58227	Unit #23410 (2 Bdrm)	Assist Guest ECO - Clean Up ...	Housekeeping	Johnstone, Andy
OK		58237	Unit #13200 (2 Bdrm)	Assist Guest with AC - Adjust ...	Engineering	Johnstone, Andy
DUE		58231	Sunset West - Vacation Resort, Vi...	Assist Guest with Coffee Maker	Housekeeping	Hamp, Josh
DUE		58233	Unit #13200 (2 Bdrm)	Assist Guest with Luggage (B...	Front Office	Johnstone, Andy
OK		58235	Unit #16301 (1 Bdrm)	Check for Pet in Villa	Housekeeping	Johnstone, Andy

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.

Aging	Paused	ID	Location	Work Requested	Department	Assigned To	Mobile Receive Delay	Response Time	Priority	Reported By	Reported
SUSPENDED		58242	Unit #13200 (2 Bdrm)	Repair Toilet - Clogged	Engineering	Paul, Pam	2 hours, 39 mins	22 days, 1 hour, 30 mins	High	Guest	MILL
OK		58328	Clubhouse	Turn off Mister	Grounds Mainten...	[None]		15 hours, 50 mins	Medium	Staff	
OK		58383	Unit #32107 (2 Bdrm)	Assist Guest with Middle Door...	Safety & Security	Schwimmer, James		0 mins	High	Guest	HELL
OK		58327	Clubhouse	Turn off Mister	Grounds Mainten...	[None]		1 day, 15 hours, 50 mins	Medium	Staff	
OK		58304	Clubhouse	Turn off Mister	Grounds Mainten...	Robinson, Sherri		15 hours, 50 mins	Medium	Staff	
OK		58303	Clubhouse	Turn off Mister	Grounds Mainten...	Robinson, Sherri		1 day, 15 hours, 50 mins	Medium	Staff	

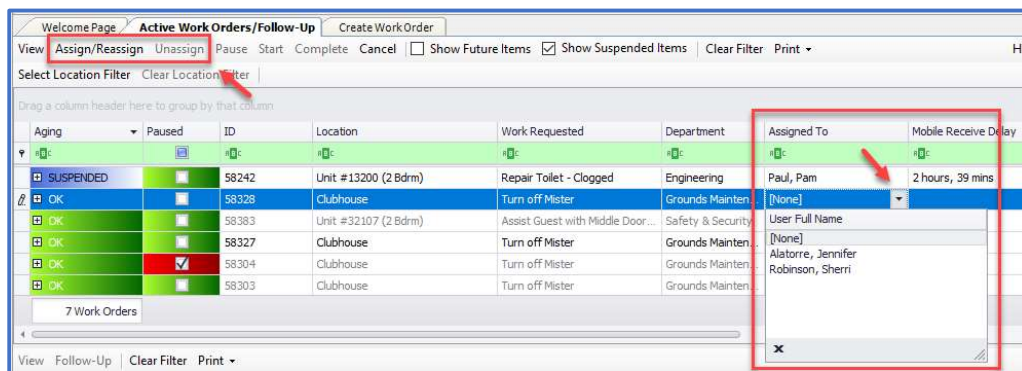


Note: The columns in any of the grids in Asgard can be rearranged by clicking and holding on a column header and dragging it to the desired location.

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

Aging	Paused	ID	Location	Work Requested	Department	Assigned To
SUSPENDED		58242	Unit #13200 (2 Bdrm)	Repair Toilet - Clogged	Engineering	Paul, Pam
OK		58328	Clubhouse	Turn off Mister	Grounds Mainten...	[None]
OK		58383	Unit #32107 (2 Bdrm)	Assist Guest with Middle Door...	Safety & Security	Schwimmer, James
OK		58327	Clubhouse	Turn off Mister	Grounds Mainten...	[None]
OK		58304	Clubhouse	Turn off Mister	Grounds Mainten...	Robinson, Sherri
OK		58303	Clubhouse	Turn off Mister	Grounds Mainten...	Robinson, Sherri

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.

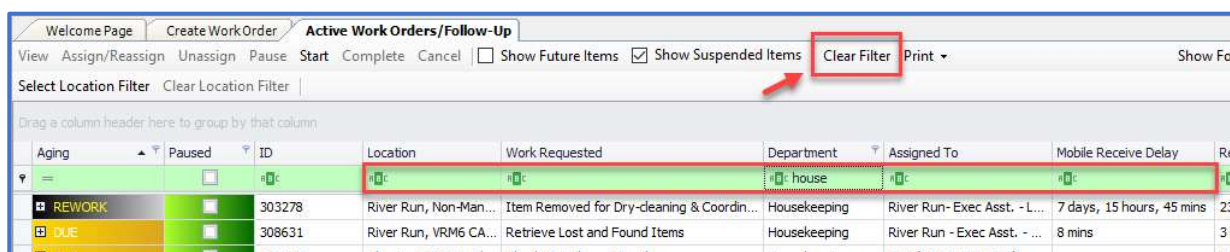
Aging	Paused	ID	Location	Work Requested	Department	Assigned To	Mobile Receive Delay	Response Time
OVERDUE		1102219	#5110 (2 Bdrm)	Deliver Towel Set (Exchange)	Housekeeping	Lupillo Varona (Runne...	1 min	44 mins
OVERDUE		1102221	#4012 (2 Bdrm)	Repair Refrigerator Problem/I...	Engineering	Kevin Sutton (B 1000- 23...	0 mins	41 mins
DUE		1102226	#2724 (2 Bdrm - Hearing Impaired)	Deliver Towel Set (Exchange)	Housekeeping	Moises Antunez (Run...	3 mins	21 mins
OK		1102227	#2421 (2 Bdrm)	Repair Window - Won't Close	Engineering	Ryan Acosta (A 2400- 29...	3 mins	3 mins
SUSPENDED		1100336	#3822 (2 Bdrm)	Repair Problem/Issue with St...	Engineering	Silvestre Olvera (Off-...	1 min	2 days, 11 hours, 15 mi...
SUSPENDED		1100417	#4430 (2 Bdrm)	Assist with Bugs in the Unit	Engineering	Steve Joseph (Off-Shift)	0 mins	2 days, 9 hours, 3 mins

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

Aging	Paused	ID	Location	Work Requested	Department	Assigned To	Mobile Receive Delay
OK		309568	Forest, CAM5, Chat...	RENTAL & KRBO ONLY - Contact Owner - ...	Management	VRM8 - Mngr - Mullins, Rit...	
OK		296559	River Run, VRM7, E...	Clean Mold / Mildew	Maintenance	GST SVCS - Brown, Barbar...	
OK		304394	Forest, CAM4, Nort...	Replace Fire Extinguisher (\$42)	Management Ser...	LDGING, Mud Season Pro...	
OK		308091	River Run, VRM7, E...	Repair Window (see notes)	Maintenance	Bldg Maint - Burgdorf, Jar...	1 day, 21 hours, ...
OK		308984	River Run, VRM7 CA...	Repair Window (see notes)	Maintenance	Bldg Maint - Bombardier, ...	0 mins
OK		300275	Forest, CAM5, Chat...	Repair Washer - Not Working	Management	VRM5 - Mngr - Cesario, A...	1 mins
OK		308561	River Run, VRM8, R...	Item Removed for Dry-cleaning & Coordin...	Housekeeping	River Run - Exec Asst...	0 mins
OK		309144	River Run, VRM6 CA...	Item Removed for Dry-cleaning & Coordin...	Housekeeping	River Run - Exec Asst. - Ji...	0 mins
OK		308135	River Run, VRM8, R...	Item Removed for Dry-cleaning & Coordin...	Housekeeping	River Run - Exec Asst. - L...	23 mins

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**.

Aging	Paused	ID	Location	Work Requested	Department	Assigned To
		58229	Check-in / Sales Bldg, Lobby Testi...	Vacuum Floor / Carpet / Rug	Housekeeping	Perez, Gabi
		58228	Courtyard Pool	Empty Trash Can	Engineering	Edwards (KATANA TEST),...
		58230	Sunset West - Vacation Resort, Vi...	Repair Elevator Landing - Ligh...	Engineering	Aldrich, Candace
		58224	Unit # 12104 (1 Bdrm)	Clean Blinds / Curtains	Housekeeping	Hamp, Josh


Directory | Account List | Expense Search | Locations ▾ | Assets ▾ | Work Orders ▾ | PM ▾ | Projects ▾ | Inspections ▾

Welcome Page | Create Work Order | **Active Work Orders/Follow-Up**

View | Assign/Reassign | Unassign | Pause | Start | Complete | Cancel | ☐ S | ed

Select Location Filter | Clear Location Filter |

Drag a column header here to group by that column



A screenshot of the 'Active Work Orders/Follow-Up' tab in a software application. The tab is highlighted in blue. A context menu is open over the tab, showing three options: 'Close', 'New Horizontal Tab Group', and 'New Vertical Tab Group'. A red arrow points to the 'New Vertical Tab Group' option. The background shows a navigation bar with various menu items and a toolbar with buttons like 'View', 'Assign/Reassign', 'Unassign', 'Pause', 'Start', 'Complete', 'Cancel', and a search icon. Below the toolbar is a 'Select Location Filter' section and a footer area with a drag-and-drop instruction.

Asgard -- Sunset West (Sunset Vacation Resorts)

File Organization Site Facilities Tools Help

Directory Account List Expense Search Locations Assets Work Orders PM Projects Inspections Supply Chain Billings Cleans

Create Work Order

New Blank Work Order

Location:

Reported By: Reported By Guest:

Scheduled For: 8/29/2019 12:54 PM Follow-up Required ☐

Occupied Status: ☒ Occupied ☐ Not Occupied Guest Name:

Tasks:

Active Work Orders/Follow-Up

View Assign/Reassign Unassign Pause Start Complete Cancel Show Future Items Show Suspended Items Clear Filter Print Alert Messages Alert Sounds Refresh Close

Select Location Filter Clear Location Filter

Drag a column header here to group by that column

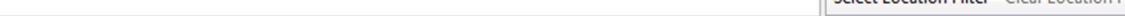
Aging	ID	Location	Work Requested	Assigned To	Response Time	Priority	Reported By	Department	Reporter
NEWWORK	58419	Buggle #1	911 Emergency - Flooding	Schwimmer, James	15 hours, 26 mins	Critical	Guest	Safety & Security	BOB SH
OVERRIDE	58424	Unit #23206 (2 Bdrm)	Repair Shower Head - Clogged	Aldrich, Candace	22 hours, 34 mins	High	Guest	Engineering	FULLME
TUE	58426	Unit #23206 (2 Bdrm)	Deliver Loaned Item - 1 QT S.	Paul, Pam	19 mins	High	Guest	Housekeeping	FULLME
OK	58418	Unit #14307 (2 Bdrm)	Deliver Wastebasket - 12 QT	Robinson, Sherri	14 mins	High	Guest	Housekeeping	MILLER
OK	58425	Unit #23206 (2 Bdrm)	911 Emergency - (Illness)	Schwimmer, James	9 mins	High	Guest	Safety & Security	FULLME
OK	58336	Clubhouse	Turn off Motor	[None]	6 hours, 54 mins	Medium	Staff	Grounds Mainten	

6 Work Orders

Follow-Up

View Follow-Up Clear Filter Print

ID	Location	Work Requested	Follow-Up Time	Reported By G	Type	Department	Completed At	Response Time	Entered by
58431	Unit #22204 (2 Bdrm)	Deliver Coffee Regular	3 mins	HAMILTON	Delivery	Housekeeping	Thu 8/29 12:51	0 mins	Tres, Denise
58430	Unit #13305 (1 Bdrm)	Deliver Bath Towel	1 min	WILSON	Delivery	Housekeeping	Thu 8/29 12:53	2 mins	Tres, Denise



The screenshot shows the 'Active Work' dropdown menu. The 'Move to Previous Tab Group' option is highlighted with a red arrow.