

Asgard

Work Order Management

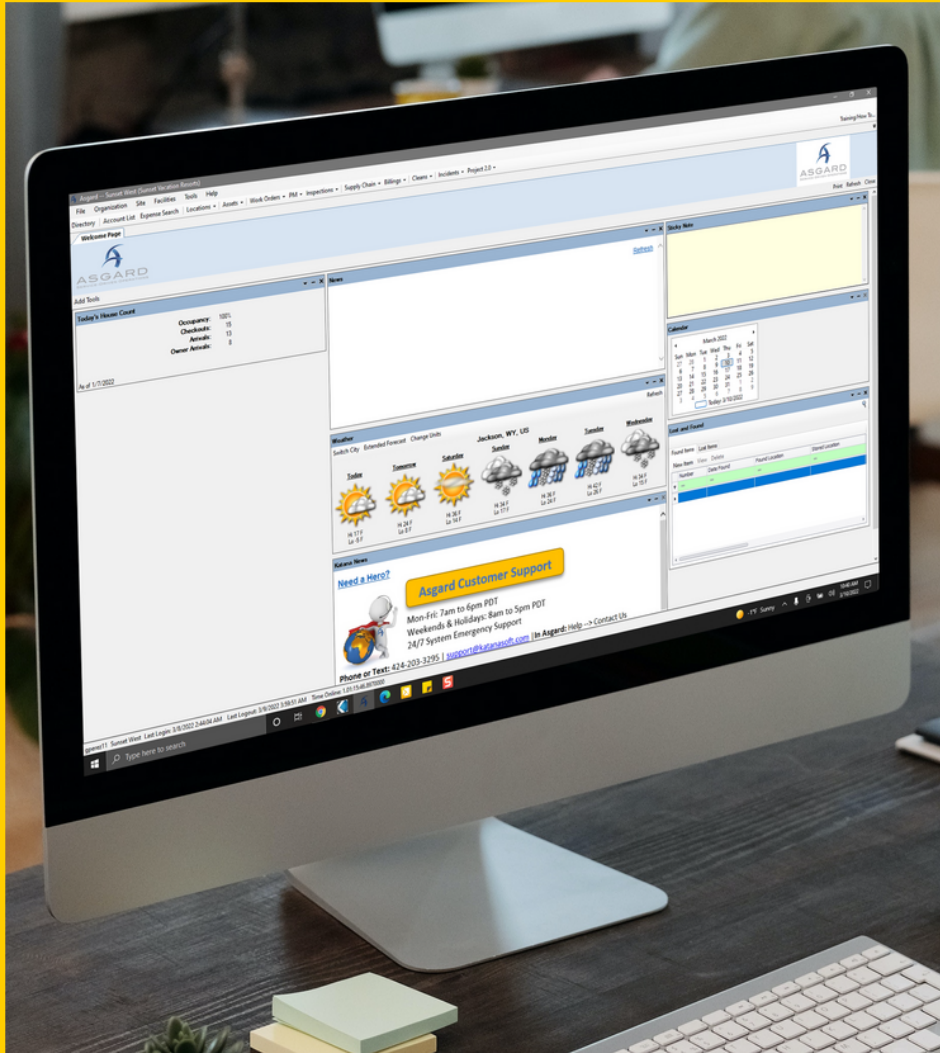
STANDARD WORK ORDER TRAINING WORKBOOK SPRING 2022

Contents



- 01 Introduction
- 02 Logging in to [Asgard](#)
- 03 Welcome Page Overview
- 04 Creating Work Orders
- 05 Active Work Orders
- 06 Work Order Follow-Up
- 07 Rework Work Orders

Welcome!



Asgard

Asgard is a fully integrated, customer-centric property management platform developed by Katana Software. This facility and resort performance optimization platform is built with integrated modules, including Work Order management, Preventive Maintenance, Inspections, Projects, Inspections, Assets and Reserves, and much more.

Asgard is designed to capture and report actionable data trends and promotes excellent customer service for Owners, Members, and Guests. Your Annual Service Agreement includes ALL features and benefits!

Logging in

Notes

Type in your Asgard provided User Name

Enter Asgard Password

Check box for Asgard to remember your User Name. Just enter your password

Click here for Password reset

Need help?

Scan QR Code for detailed password reset instructions



The image shows the Asgard login interface. At the top, the word "ASGARD" is displayed in a large, bold, black font. Below it, the copyright notice "©2007-2022 Katana Software, Inc." and the version "Version 2.24.0" are shown. The login form consists of two input fields: "User Name:" with the text "asgardusername" and "Password:" with a masked password "*****". Below the password field is a checkbox labeled "Remember Me" which is checked. To the right of the checkbox are two buttons: "OK" and "Cancel". At the bottom of the form, there are two links: "Forgot My Password" and "Contact Us". Annotations with yellow boxes and black lines point to the "User Name" field, the "Password" field, the "Remember Me" checkbox, the "Forgot My Password" link, and the "Contact Us" link.

ASGARD

©2007-2022 Katana Software, Inc.
Version 2.24.0

User Name: asgardusername

Password: *****

☒ Remember Me

OK Cancel

[Forgot My Password](#) [Contact Us](#)

Welcome Page Overview

Notes

The screenshot shows the Asgard software interface for 'One Valley Lodge (One Valley Lodge)'. The interface includes a menu bar at the top with options like File, Organization, Site, Facilities, Tools, and Help. Below the menu bar is a 'Welcome Page' section with a blue header and a logo. The main content area is divided into several tool windows: a Calculator, a Weather window for 'One Valley Lodge (83001)' showing a 7-day forecast, a News window with a title 'Current Pool, Spa and Sauna Availability' and a list of updates, and a Katana News window with a 'Need a Hero?' banner and 'Asgard Customer Support' information. A Sticky Note window and a Calendar window are also visible. Numbered callouts point to specific features: 1 points to the 'Add Tools' button, 2 points to the 'Switch City' button in the Weather window, 3 points to the downward arrow icon in the Weather window header, 4 points to the 'News' window header, and 5 points to the 'Katana News' window header.

1. Add Tools button

2. Switch City button in Weather window

3. Downward arrow icon in Weather window header

4. News window header

5. Katana News window header

1. Personalize your Welcome Page by adding additional tools, using the Add Tools button.
2. Adjust your Weather to your locale with Switch City, view the Extended Forecast, or Change Units (°C or °F).
3. The downward arrow icon will give you settings options or information about the tool, the dash icon will collapse the tool window, and the X icon will remove the tool from your Welcome Page.
4. Site News or Asgard Updates will be posted in the News or Katana News Tools.
5. Click on the blue tool header to drag and drop to another place on the screen.

Creating Work Orders

Notes

1 Location: Unit #11205 (1 Bdm)

2 Reported By: Guest

3 Scheduled For: 3/18/2022 12:33 PM

4 Pending and Recently-Completed Work in Unit #11205 (1 Bdm)

Status	Work Requested	Department	Assign
Incomplete	Repair / Replace Wallpaper	Engineering	Lemu
Complete	Deliver Crib	Housekeeping	Paul, F

5 Tasks:

6 Deliver Coffee, Regular - Delivery (Housekeeping)

7 Notes: Knock softly, baby sleeping

8 Assign To: [Nobody]

Create Workorder(s) Clear

Scan QR Code for detailed instructions to Create Standard Work Orders



1. Enter the *Location* for the Work Order..... ☐
2. Indicate whether the Work Order is *Guest* or *Staff Reported*..... ☐
3. Work Orders can be generated for a future date..... ☐
4. Pending and Recently Completed Work Orders for the last 14 days in the same location..... ☐
5. Type in a keyword to search for a task..... ☐
6. Select if *Extra Request* and enter the *Quantity* if needed..... ☐
7. Add notes if applicable. Never add additional work in this field..... ☐
8. Add as many tasks for this location, for any department, as needed. **Asgard** will generate separate Work Orders automatically..... ☐

Active Work Orders

Notes

The screenshot shows the 'Active Work Orders/Follow-Up' window in the Asgard system. Callout 1 points to the 'Assign/Reassign' and 'Unassign' buttons. Callout 2 points to the 'Assign To' column header. Callout 3 points to the status key (REWORK, OVERDUE, DUE, OK). Callout 4 points to the font key (Grey, Standard Black, Bold).

Aging	Paused	ID	Location	Work Requested	Assigned To	Mobile Receive Delay	Response Time	Priority	Reported By	Department	Reported By Guest Name	Last Assignment	Actual Start	Due Date	Work Time
REWORK		108323	Unit #1104 (1 Bdrm)	Deliver Coffee, Regular	Hoover, John E		16 mins	High	Guest	Housekeeping	SMITH	3/31/2022 3:45:18 PM		4/14/2022 3:36:02...	N/A
OVERDUE		108322	Unit #2105 (2 Bdrm)	Deliver A/V Cable	Hoover, John E		1 hour, 16 mins	Medium	Staff	Engineering		3/31/2022 3:45:51 PM		3/31/2022 2:50:33...	N/A
DUE		108320	Unit #14102 (2 Bdrm)	Repair Faucet - Leaking (Time...	Lemus, Betsy		45 mins	Medium	Staff	Engineering		3/31/2022 3:31:33 PM		3/31/2022 3:21:31...	N/A
OK		108321	Unit #1301 (1 Bdrm)	Deliver Toilet Paper Roller	[None]		14 mins	Medium	Staff	Housekeeping		3/31/2022 3:41:01 PM		3/31/2022 3:48:08...	N/A
OK		108324	Unit #3104 (1 Bdrm)	Deliver Towel Set (Exchange)	Haro, Gabi		10 mins	High	Guest	Housekeeping	ARMAS	3/31/2022 3:41:45 PM	3/31/2022	3/31/2022 3:57:19...	3 mins

1. Use the Assign/Reassign and Unassign buttons or the Assign To column to update Work Orders.
2. The green bar at the top of any grid is a multi-level filter bar. Remember to clear your filters by clicking the Clear Filter button, which clears all active filters at once.
3. Aging status key and Work Order Priority:
 - **REWORK**: Work was either not completed or the guest was not satisfied; top priority
 - **OVERDUE**: The time expected to complete the work has exceeded brand standards; high priority
 - **DUE**: At least halfway through the time it should take to complete the task (10-20 or 20-40 mins)
 - **OK**: Newly created
4. Work Order font key:
 - Grey: Work Order has been assigned to a user with a mobile device but has not yet been acknowledged
 - Standard Black: Assignee has acknowledged the Work Order, and the Mobile Receive Delay time is visible
 - Bold: Assignee has started the Work Order; indicates where the assignee is currently working

Scan QR Code for
detailed instructions to
Manage Standard
Work Orders



Work Order Follow-Up

Notes

The screenshot shows the Asgard software interface for 'Sunset West (Sunset Vacation Resorts)'. The main window is titled 'Active Work Orders/Follow-Up' and displays a list of work orders. A red box highlights the 'Follow-Up Time' column. A secondary window titled 'Follow-up: Deliver Cookie Sheet, Deliver Towel Set, others...' is open, showing fields for Location and Guest Name, a table of completed tasks, a comments section, and a pending work section.

Aging	Paused	ID	Location	Work Requested	Assigned To
REWORK		108323	Unit #1104 (1 Bdrm)	Deliver Coffee, Regular	Hoover, John E
OVERDUE		108322	Unit #2105 (2 Bdrm)	Deliver A/V Cable	Hoover, John E
DUE		108320	Unit #14102 (2 Bdrm)	Repair Faucet - Leaking (Time...	Lemus, Betsy
OK		108321	Unit #1301 (1 Bdrm)	Deliver Toilet Paper Roller	None
OK		108324	Unit #3104 (1 Bdrm)	Deliver Towel Set (Exchange)	Haro, Gabi

Fail	#	Name	Summary	Extra Request
<input type="checkbox"/>	1	Deliver Cookie Sheet	1 Cookie Sheet	<input type="checkbox"/>
<input type="checkbox"/>	2	Deliver Towel Set	1 Towel Set	<input type="checkbox"/>
<input type="checkbox"/>	1	Repair Faucet - Leaking...	In the main location itself	<input type="checkbox"/>

Date	Comment	By	Picture
------	---------	----	---------

Aging	Name	At	Response Time	Summary
-------	------	----	---------------	---------

Action: Spoke with Guest

Comment:

Complete Fail Selected Tasks Cancel

When a Guest Reported Work Order is completed, a Follow-Up Work Order is created. This starts a **new clock** for completing the Follow-up. The Follow-up call should be made within 15 minutes of completing the original Work Order.

Double click on a Follow-Up Work Order for the completion window:

- Once you have selected a Work Order, it becomes locked so no one else can select it
- If all of the tasks are completed to the guest's satisfaction, leave all of the **Fail** checkboxes blank
- You are required to select an **Action** as indicated by the red exclamation balloon
- Add a comment, if necessary
- Click **Complete**

Scan QR Code for detailed instructions to Complete Follow-Up Work Orders



Rework Work Orders

Notes

Follow-up: Deliver Cookie Sheet, Deliver Towel Set, others...

Location: Unit #1201 (1 Bdrm)
Guest Name: DEYO

Tasks Completed

Fail	#	Name	Summary	Extra Request
<input type="checkbox"/>	1	Deliver Cookie Sheet	1 Cookie Sheet	<input type="checkbox"/>
<input type="checkbox"/>	2	Deliver Towel Set	1 Towel Set	<input type="checkbox"/>
<input checked="" type="checkbox"/>	1	Repair Faucet - Leaking...	In the main location itself	<input type="checkbox"/>

Comments

Date	Comment	By	Picture
------	---------	----	---------

Pending Work (In-Progress)

Aging	Name	At	Response Time	Summary
-------	------	----	---------------	---------

Action: Spoke with Guest
Comment: Faucet still leaking

Complete Fail Selected Tasks Cancel

Aging	Paused	ID	Location	Work Requested	Assigned To	Mobile Receive Delay	Response Time	Priority	Reported By	Type	Start At
REWORK		108414	Unit #1201 (1 Bdrm)	Repair Faucet - Leaking (Time & Materials)	Valsvik, Jordan		5 hours, 9 mins	High	Guest	Repair / Replace	Fri 4/18:44
REWORK		108323	Unit #1104 (1 Bdrm)	Deliver Coffee, Regular	Hoover, John E		22 hours, 23 mins	High	Guest	Delivery	Thu 3/31 15:30
OVERDUE		108324	Unit #3104 (1 Bdrm)	Deliver Towel Set (Exchange)	Haro, Gabi		22 hours, 16 mins	High	Guest	Delivery	Thu 3/31 15:37
DUE		108320	Unit #14102 (2 Bdrm)	Repair Faucet - Leaking (Time & Materials)	Lemus, Betsy		22 hours, 52 mins	Medium	Staff	Repair / Replace	Thu 3/31 15:01
OK		108321	Unit #1301 (1 Bdrm)	Deliver Toilet Paper Roller	Haro, Gabi		22 hours, 21 mins	Medium	Staff	Delivery	Thu 3/31 15:33

Scan QR Code for detailed instructions to Rework Work Orders



1. If the guest is unhappy with the work or a task wasn't completed, click the Fail checkbox. All other tasks pass.
2. Select the **Action** that reflects your follow-up.
3. Add **Comments** describing any guest feedback or next steps needed, if necessary.
4. Click **Fail Selected Tasks** if any tasks were unsatisfactory.
5. Once a task is Failed, a Rework Work Order is automatically created and will appear in the Active Work Orders list to be assigned immediately.