


Work Order Center

[Updated to Release v6.4]

[Data -> Shop Activity](#)

Note: Linear assets do not display on this screen. Use the [Data -> Shop Activity -> Linear Work Order](#) screen.

 The **Work Order Center** screen enables you to display and record information about equipment unit work orders. Work orders can be for work to be performed in the shop, by commercial vendors, or both. For a list of work order information that is tracked, refer to [Work order processing](#).

The [Data -> Shop Activity -> Work Order - Short Form](#) screen and the [Data -> Parts Activity -> Internal Rebuilds](#) screen display limited work order information and enable you to specify some work order information more quickly. For a list of functions you can perform on each of these screens, refer to [Work order screens](#).


For a list of all screens from which you can post charges to work orders, go to [Posting charges to work orders](#). Charges are posted in the same way from each screen.


If you attempt to post charges to a closed work order, a message displays. To re-open a closed work order in order to post charges or make changes, go to [Re-opening a closed work order](#).

Note: Before you delete an open work order, you must manually reverse all entries of labor, parts, and commercial costs posted to it. Review the [Labor](#), [Parts](#), and [Commercial](#) tabs to determine what has been posted.

If the optional [Mobile Software](#) is installed, you can use hand-held devices to transfer work order information between the application and the hand-held devices in order to work with the data from remote locations. Refer to the [related documentation](#) for these products.

Activities on this screen are recorded on the [System Mgmt -> Activity Log](#) screen with equipment ID as part of the key values. To filter on all activities processed on the Work Order Center for equipment ID ABC123, for example, enter values in the filter for Screen ID: 2037 and Key values: %ABC123%

To streamline data entry, you can copy work orders using the **Copy** button . For a list of the data items that are copied and not copied, see [Work order data items copied](#). Remember that behind-the-scenes functionality specified on the **Work Order Center** screen also applies to work order actions performed through the Shop Activity Portals in [FA Web Modules](#).

 **Tip:** To limit the display of information in the [grid](#) and maximize performance, use the [filter](#). The list of searchable fields on the filter is extensive; use the scroll bar to view them all. If you search on task ID, incident ID, or project ID, you are encouraged to specify a location ID as well to help reduce the amount of search time required.

You can also use the [sort](#) button to arrange the order in which the work order IDs are listed. If you do not specify a sort sequence, IDs are listed in descending order by the **Date and time in** field (specified on the **Basic Info** tab).

Note: The **Work Order Center** screen supports [location level](#) and [department-level](#) access control, so you must belong to a user group with the applicable authorizations to make changes or updates. In addition, the option specified in the **Require match between work order location and equipment access rights location** field on the [Options](#) tab of the [Data -> Shop Activity -> Setup -> Options](#) screen specifies whether users can open work orders and whether there are restrictions on the equipment that can be repaired.

Refer to [General screen instructions](#).

When you filter data based on multi-unit project ID, data for work orders includes service requests assigned to the project as well as work orders directly assigned to the project. If you search on project ID, you are encouraged to specify a location ID as well to help reduce the amount of search time required.

You can use the % [wildcard character](#) to filter the results of [choice lists](#) on this screen.



The **Work Order Center** screen consists of two sections, the [grid](#) (top section) and the tabs (bottom). To learn more about each tab's functions and fields, click the applicable hyperlink.

[Basic Info](#)

Information about work orders, including IDs, job types, equipment and PM information, priorities, and dates and times of significant work order events

[More Info](#)

Contacts, insurance, reference order, overhead cost, and parking information associated with selected work orders

[Messages](#)

Messages about selected work orders or equipment units

[Comments](#)

Record comments about and associate files with work orders

[Notes](#)

Work Order Center

General Work Order Center Information



Note: Linear assets do not display on this screen. Use the [Data -> Shop Activity -> Linear Work Order](#) screen.

The **Work Order Center** screen enables you to display and record information about equipment unit work orders.

- Work to be performed in the shop
- Work to be performed by commercial vendors
- Work to be completed by both types of parties

You can see limited work order information on the [Data -> Shop Activity -> Work Order - Short Form](#) screen and the [Data -> Parts Activity -> Internal Rebuilds](#) screens. These limited work screens enable you to specify some work order information more quickly.



Note: Before you delete an open work order, you must manually reverse all entries of labor, parts, and commercial costs posted to it. Review the [Labor](#), [Parts](#), and [Commercial](#) tabs to determine what has been posted.

Activities on this screen are recorded on the [System Mgmt -> Activity Log](#) screen with the equipment ID as part of the key values. To filter on all activities processed on the Work Order Center for equipment ID ABC123, for example, enter values in the filter for Screen ID: 2037 and Key values: %ABC123%

Tips to Use the Work Order Center



Note: The **Work Order Center** screen supports [location level](#) and [department-level](#) access control, so you must belong to a user group with the applicable authorizations to make changes or updates. In addition, the option specified in the **Require match between work order location and equipment access rights location** field on the [Options](#) tab of the [Data -> Shop Activity -> Setup -> Options](#) screen specifies whether users can open work orders and whether there are restrictions on the equipment that can be repaired.

- To streamline data entry, you can copy work orders using the **Copy** button. For a list of the data items that are copied and not copied, see [Work order data items copied](#). Remember that behind-the-scenes functionality specified on the **Work Order Center** screen also applies to work order actions performed through the Shop Activity Portals in [Web Modules](#).
- ✔ **Tip:** To limit the display of information in the [grid](#) and maximize performance, use the filter. The list of searchable fields on the filter is extensive; use the scroll bar to view them all. If you search on task ID, incident ID, or project ID, you are encouraged to specify a location ID as well to help reduce the amount of search time required.
- You can also use the [sort](#) button to arrange the order in which the work order IDs are listed. If you do not specify a sort sequence, IDs are listed in descending order by the **Date and time in** field (specified on the **Basic Info** tab).
- When you filter data based on multi-unit project ID, data for work orders includes service requests assigned to the project as well as work orders directly assigned to the project. If you search on project ID, you are encouraged to specify a location ID as well to help reduce the amount of search time required.
- You can use the % [wildcard character](#) to filter the results of [choice lists](#) on this screen.

Mobile Software

If the optional [Mobile Software](#) is installed, you can use hand-held devices to transfer work order information between the application and the hand-held devices in order to work with the data from remote locations. Refer to the [related documentation](#) for these products.