

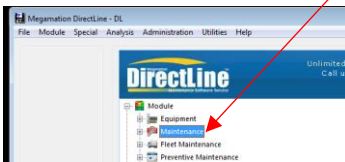
Facilities Ancillary Services Best Practice

Process for Re-Opening a Closed Work Order

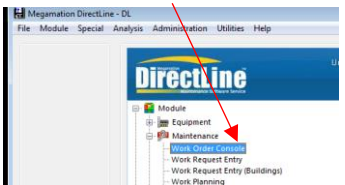
INTRODUCTION (Purpose and Importance)

The purpose of this best practice is to provide instructions on how to re-open a closed work order in the work order system (Megamation).

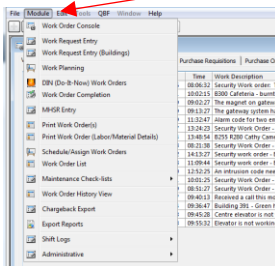
- Double click on the Maintenance tab



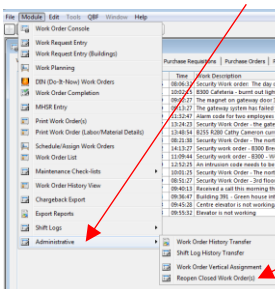
- Click on Work Order Console



- Click on Module



- Click on Administrative and from the drop down box click on Reopen Closed Work Order(s)



- Type in Work Order #. Input Work Order Status (note: if this is left blank, the Status Code will be changed to “I” (initiated). Click OK. Megamation notice will appear “work order reopened successfully”. Click OK.

- Open Work Order and update. If Work Order is complete and requires closing, ensure the Work Order Status is “RC” (requires closing).
- Once the completed by and completed date is filled in the work order will change to closed.

Office Process:

- If a work order is closed and we receive additional expenditures for the WO (i.e. invoice, labour, supplies), we can re-open the WO and include the additional expenditures **ONLY** if the additional expenditures are received within the same month the WO was closed (see “Completed Date” on the WO).
- Facilities sends WO chargebacks to Finance at the end of each month. If a WO is re-opened after month end, the Department will be charged again for the previous month’s expenditures and any additional expenditures added to the WO.
- A new WO will need to be created for charges after month end.
- For example:
 - If the “Completed Date” on the work order is February 14, 2018 and we receive an expenditure on February 26, 2018, (which is prior to the February 28 month end) we can re-open the work order and include the expenditure on the work order.
 - If the “Completed Date” on the work order is February 14, 2018 and we receive an expenditure on March 5, 2018, we cannot re-open the work order to include additional expenditures as the work order chargeback report for February was produced and sent to Finance. A new work order will need to be created to capture the additional expenditures.
- For example, a Department is charged \$15.00 for a WO at the end of September. The WO was re-opened in October and an additional \$10.00 was added to the WO. The Department would be charged \$25.00 when the October chargeback report is created.
 - Additional details/information may be added to WO’s at any time after they’re closed.