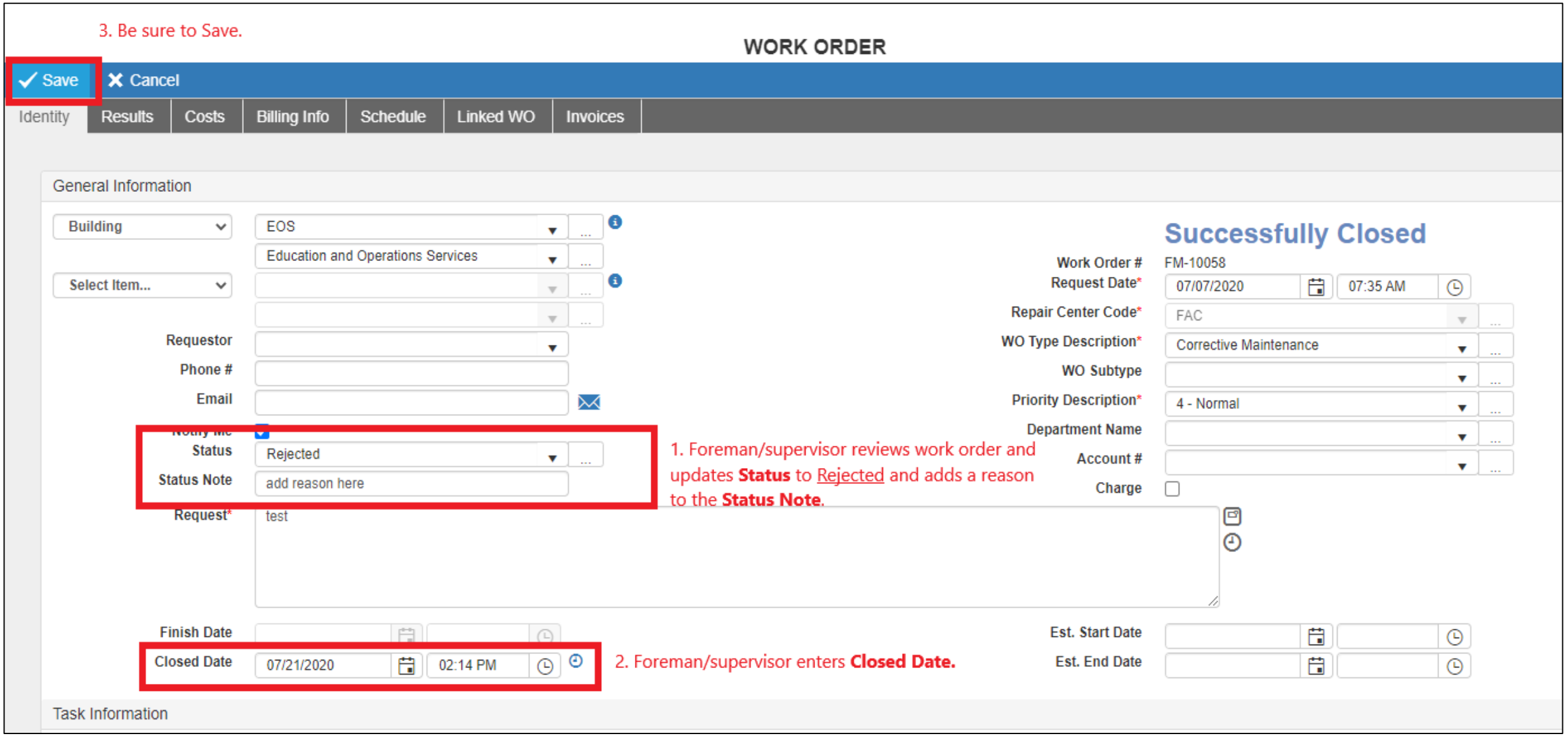
Using the Work Order Status to Return/Reject/Update WOs

Scenario 1: Foreman/Supervisor Rejects WO

Upon review of WO, determines the request cannot be fulfilled



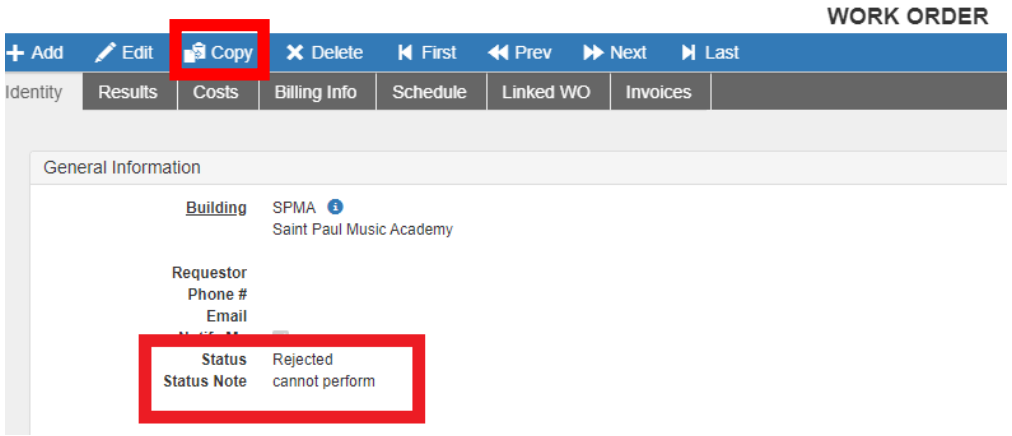
Scenario 1: Head Engineers Next Steps for Rejected WO

1. From the Dashboard, locate the report titled **Rejected & Returned Work Orders**. Any work order that has been returned for more information or rejected will appear on this list.

Rejected & Returned Work Orders

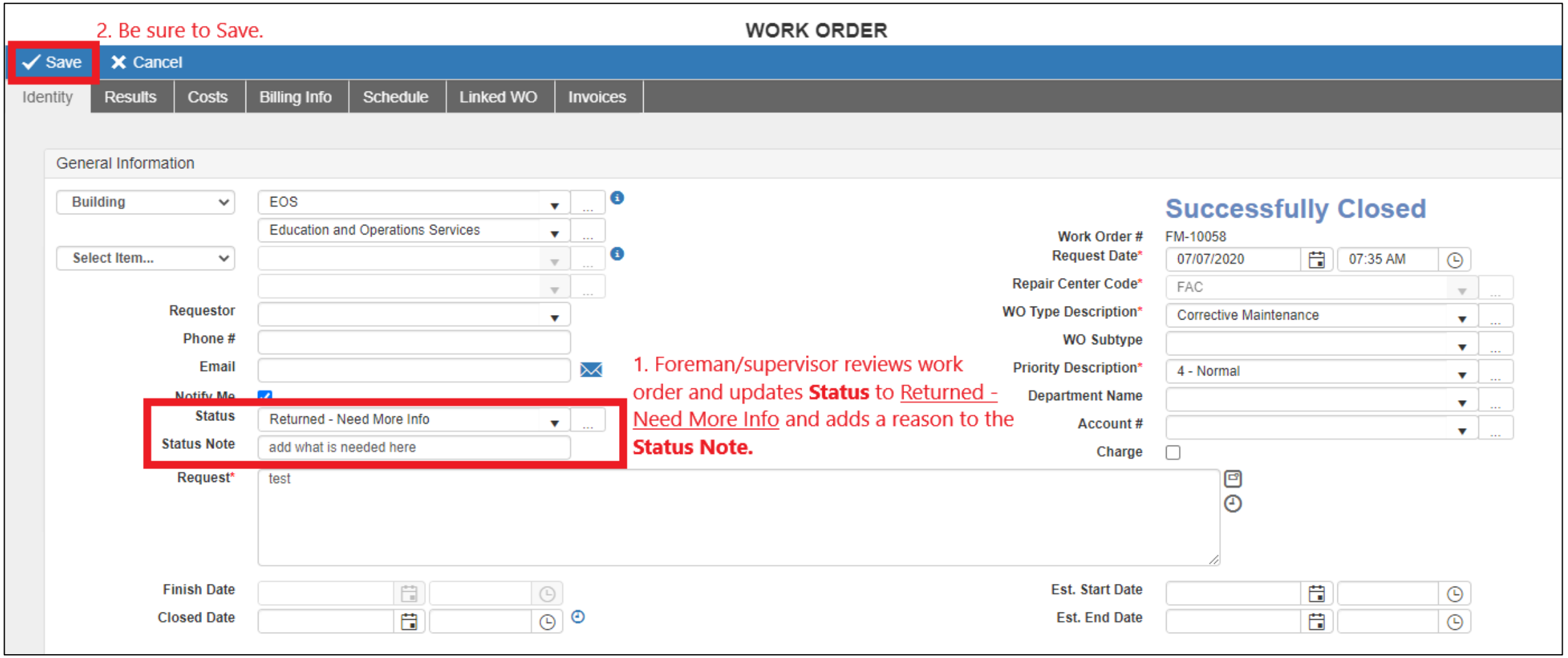
Work Order #	Request Date	Status	Building Name	Task Description	Request
FM-10028	07/06/2020 02:48 PM	Returned - Need More Info	Saint Paul Music Academy	TMA Edit/Update Request	test
FM-10028	07/06/2020 02:48 PM	Returned - Need More Info	Saint Paul Music Academy	Other needed change to CMMS	test
FM-26592	03/26/2021 03:51 PM	Rejected		TMA Edit/Update Request	test linked wo review tracking

2. Click the work order number on the report that you wish to review.
   - More information will appear in the status note about why this was rejected.
   - The foreman/supervisor will have closed the work order and therefore it cannot be modified and a new work order will need to be submitted if additional information would help to move the work order forward.
     - Use the COPY option to create a new work order with additional information, as appropriate.



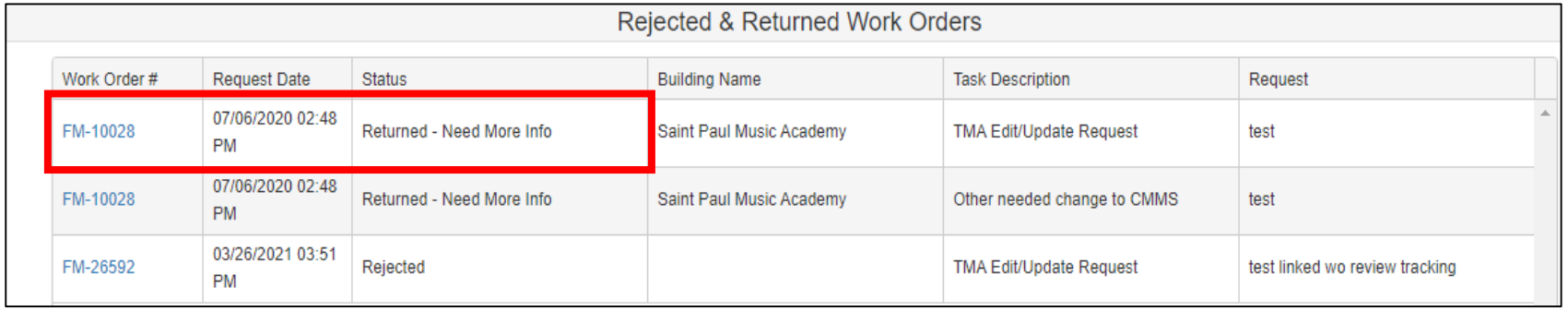
Scenario 2: Foreman/Supervisor Returns WO for More Information

Update the work order as shown below. The head engineer will review and update (see next slide for HE steps) so be sure not to schedule or close the work order at this point.



Scenario 2: Head Engineers Next Steps for Returned WO

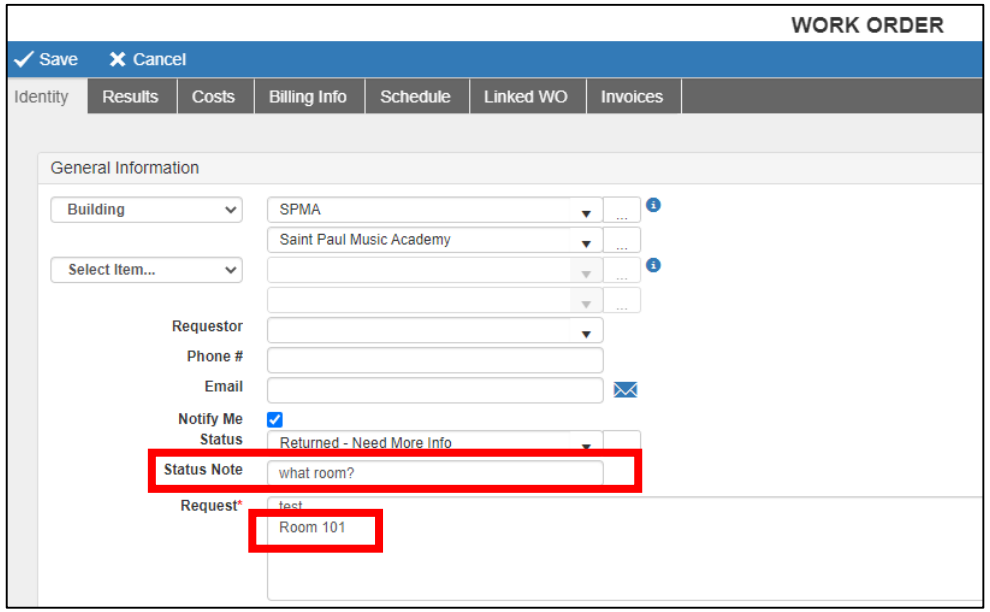
1. From the Dashboard, locate the report titled **Rejected & Returned Work Orders**. Any work order that has been returned for more information or rejected will appear on this list. Click the work order number.



Rejected & Returned Work Orders

Work Order #	Request Date	Status	Building Name	Task Description	Request
FM-10028	07/06/2020 02:48 PM	Returned - Need More Info	Saint Paul Music Academy	TMA Edit/Update Request	test
FM-10028	07/06/2020 02:48 PM	Returned - Need More Info	Saint Paul Music Academy	Other needed change to CMMS	test
FM-26592	03/26/2021 03:51 PM	Rejected		TMA Edit/Update Request	test linked wo review tracking

2. Review the **Status Note** and add more information to the work order as needed.



3. Change the **Status** to Updated and be sure to **Save**.

