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

3. Be sure to Save.

1. Foreman/ supervisor reviews work order and updates Status to Rejected and adds a reason to the Status Note.

2. Foreman/Supervisor enters Closed Date.
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.

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.

1. Foreman/supervisor reviews work order and updates **Status** to **Returned - Need More Info** and adds a reason to the **Status Note**.

2. Be sure to **Save**.
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](image1)

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

![Status Note](image2)

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

![Updated Status](image3)