

Update a Work Order

From the 'Command Center' - either choose a specific work order, or preview a list of work orders. From the list of work orders - click on the Work Order link to EDIT the work order.

Preview Results: Print or Edit

Work Order #	Date	Order	Location	Comments	Ward	Faction	Priority	Status	Notes	Problem	SUPP
(1) 11111	5/1/01	N/A	3831 14TH ST NW	CONVERT ALLEY LIGHT REMOVE 180W INC INSTALL 75W HPS CUT-OFF	4-	SE	Rear	Work in progress	790480-7730	Convert light	Yes
(2) 11111	5/1/01	N/A	8000 7TH ST SE	REPLACE 250W HPS POWER DOOR SWC 7TH S E ST SE	1-SE	SE	SW corner	Work in progress	N/A	Light out	N/A
(3) 11111	5/1/01	N/A	1155 K ST SE	NO CURRENT UNITY #48042 08/31/01	4-SE	SE	Rear	Work in progress	N/A	No Current	N/A
(4) 11111	5/1/01	N/A	8000 Pick-a-Street SE	NO CURRENT UNITY #47655 08/21/01	1-SE	SE	Front	Work in progress	N/A	Light out	N/A
(5) 11111	5/1/01	N/A	1501 CHURCH ST NW	CHANGE EXISTING FIXTURE REMOVE 400W HPS FIXTURE INSTALL 250W HPS CUT-OFF R/O 1501 CHURCH ST NW	2-	SE	Front	Closed	N/A	INSTALL FIXTURE ONLY	N/A
(6) 11111	5/1/01	N/A	1517 CHURCH ST NW	CHANGE EXISTING R/O CUT-OFF FIXTURE TO 250W HPS CUT-OFF R/O 1517 CHURCH ST NW	2-	SE	Front	Action Taken	N/A	INSTALL FIXTURE ONLY	N/A
(7) 11111	5/1/01	N/A	1530 CHURCH ST NW	CHANGE EXISTING 250W HPS R/O CUT-OFF FIXTURE TO 250W HPS CUT-OFF FIXTURE R/O 1530 CHURCH ST NW	2-	SE	Front	Action Taken	N/A	INSTALL FIXTURE ONLY	N/A
(8) 11111	5/1/01	N/A	1521 14TH ST NW	CHANGE EXISTING 250W HPS R/O CUT-OFF FIXTURE TO 250W HPS CUT-OFF FIXTURE 1521 14TH ST NW	1-	SE	NE corner	Closed	N/A	INSTALL FIXTURE ONLY	N/A
(9) 11111	5/1/01	N/A	3400 MASSACHUSETTS AVE NW	NO CURRENT/24 HR BURK UNITY #48270 05/04/2001	3-	SE	Front	Closed	N/A	No Current	N/A
(10) 11111	5/1/01	N/A	3400 MASSACHUSETTS AVE NW	NO CURRENT/24 HR BURK UNITY #48270 05/04/2001	3-	SE	Front	Closed	N/A	24-Hour burning	N/A

Set this to a higher number to view more work orders per page

Scroll to the previous or next page. Or, go directly to the first or last page.

Click on the ADD link to start a NEW work order

Exit from viewing this report and return to the Command Center

To edit a work order, click on any of the work order numbers listed on the report. This will take you to the data entry page, giving you access to make updates.

- To view a larger group of work orders on any page, adjust the # of work orders per page - to a higher value.
- To select a work order being displayed: Click on the Work Order # (left-most column) - and this link will allow you to update the contents of this work order number.

Important notes:

- Attempt to complete/update ALL information on each page. The more information that you can complete UP FRONT - will provide better details to your work crews for resolving the problem.
- Be sure to click on the NEXT button after each page, and the FINISH button at Page 3. This will complete data entry for your work order.

DATA ENTRY - Page 1

The screenshot shows a web browser window displaying the 'Work Order Data Entry' form. The browser address bar shows a URL from 'http://w004/wonewadd1.asp'. The form has a title bar 'Streetlight Maintenance Processing Center' and 'iSLIMS'. The form is divided into four steps:

- Step 1 - General Information:** Includes fields for Work Order#, Alternate#, Service (STREETLIGHTS), Received (10/28/01), Date Due (10/30/01), Entered By (342), Citizen Name, Address, City-State-Zip (Washington, DC), and Comments. A red box highlights the 'Priority' field with the value 'Emergency/Red Aid'.
- Step 2 - Location of Problem:** Includes fields for Street or Block #, Street Name (10TH ST), Quad (NE), Nearest Intersection (10TH ST), Ward (7), Proximity (West Side), Pole Number, Pole Type (- Select One -), Pole Missing (No), and Sec # (XX).
- Step 3 - Work Instructions:** Includes a large text area for Work Instructions, Assigned to (Welding Shop), Pay Item? (No), SLF? (No), and SLF#.
- Step 4 - Completion Status:** Includes Status (Closed Action Taken - CA), Date Complete, Completed By, Pay Item \$ Paid (0.00), and Comments.

Annotations on the right side of the form:

- LAST STEP:** Click on the NEXT button when you have completed steps 1-4. This will SAVE your work order.
- START:** Step 1: Complete all known information about the caller. Be sure to set the priority. Place comments as specified by the caller - into the comments field.
- Step 2:** You must fill in 4 digit street #, street name, quad, ward, proximity. Other fields are optional.
- Step 3:** Provide specific instructions to work crews. See more details about work assignments.
- Step 4:** Update the status of the work order when it is completed. The default when adding, is OPEN.

PAGE 1

Step 1: General Information

- The TOP section will be automatically FILLED IN (you may not type in this section)
- Enter the caller (citizen) information (name, address, etc.)
- Designate a priority (red box)
- Update sections 1 through 4. Do not leave blank any fields that are highlighted.
- SAVE the Work Order
- Note the work order number assigned
- Updates sections 5-6. Do not leave blank any fields that are highlighted.

Step 2: Location of Problem

- Enter all information as it relates to the ADDRESS of the problem or complaint
- Continue to Step 3 - Work Instructions

Step 3: Work Instructions

- Enter any special instructions for the field crews
- Continue to

Step 4 -
Completion
Information

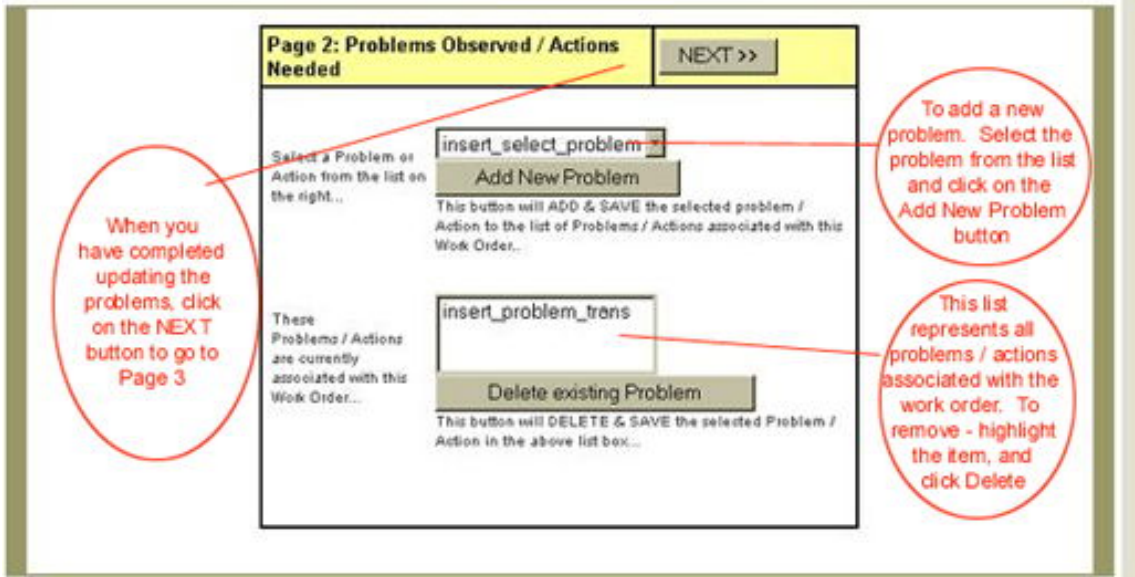
**Step 4: Completion
Information**

- Enter completion dates, and status
- Click on the NEXT button to save your revisions
- You will proceed to Page 2 (below)

PAGE 2

Problems Observed

- Select a problem from the dropdown list - so that your choice appears in the box.
- Click on the ADD NEW PROBLEM button. This SAVES the problem that you selected to this work order
- Below, view or delete the current selection of problems or actions.
- To delete an existing problem, highlight the problem, and click on the button DELETE EXISTING PROBLEM
- If you need to add another problem, choose the problem from the dropdown



list, click on the ADD NEW PROBLEM button.

- Click on the CLOSE WINDOW button when finished, to return to the MAIN work order page
- Click on the NEXT button to proceed to page 3

PAGE 3

Materials / Pay Items

- Click on the ADD NEW MATERIAL button to add a new item. This will generate a blank screen.
- Enter the associated information onto this page
- Click on the SAVE CHANGES button to save this record
- If you need to add another material item, click on the ADD NEW MATERIAL item again to generate a blank screen.
- To EDIT a material item, select that item from the dropdown list in the YELLOW area and click on 'Select Existing Materials / Pay Item' button to choose this record. Make

When complete, with Page 3 click on FINISH.

Select a previously entered material from the lookup list – OR – fill in the information below and click ADD for a new item

Required information

DPW Inspector designates items reviewed

Contractor designates items completed

Click on Add button to save NEW information

any changes as required.

- Click on the **FINISH** button, to save your work and to return to the **Command Center**
- You have now successfully completed entering a **WORK ORDER**. You may return to the **'Command Center'**.