

## Work Order Status

The status of the work order helps to communicate the progress of a task. It's important to make sure this status is updated to avoid any confusion about the condition of the work.

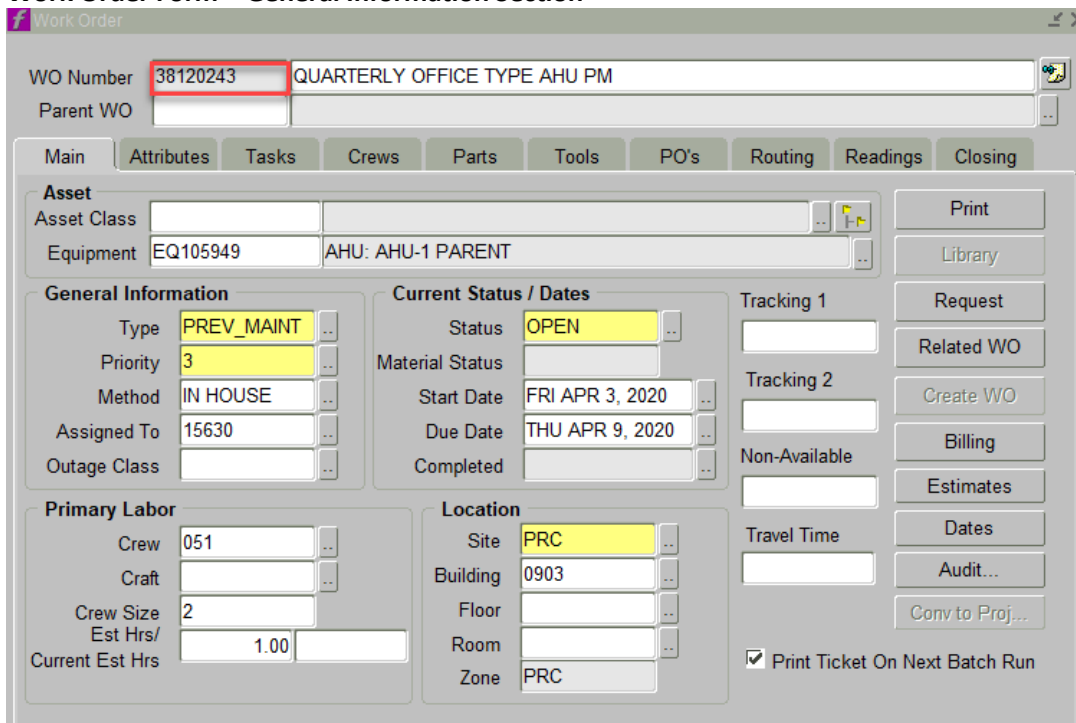
Here are some common status types can be applied to work orders in FAMIS and their definitions:

- **Open:** Work is ongoing.
- **Closed:** Work is complete and all administrative information has been entered (notes, labor, and materials).
- **Canceled:** The work order has been cancelled. A reason must be entered in order to cancel a work order.
- **PO Active:** Work will be completed once a purchase order has been fulfilled.
- **Pending Materials (PEND\_MATLS):** Work order is pending materials.

## PROCEDURE

1. To change a work order's status, open the **Work Order form** and query the work order number.

### Work Order Form – General Information Section



The screenshot shows the 'Work Order' form in FAMIS. The 'WO Number' field is highlighted with a red box and contains the value '38120243'. The description is 'QUARTERLY OFFICE TYPE AHU PM'. The 'Current Status / Dates' section shows the status as 'OPEN' in a yellow dropdown menu. Other fields include 'Type' (PREV\_MAINT), 'Priority' (3), 'Method' (IN HOUSE), 'Assigned To' (15630), 'Outage Class', 'Equipment' (EQ105949), 'AHU: AHU-1 PARENT', 'Crew' (051), 'Craft', 'Crew Size' (2), 'Est Hrs/Current Est Hrs' (1.00), 'Site' (PRC), 'Building' (0903), 'Floor', 'Room', and 'Zone' (PRC). A 'Print Ticket On Next Batch Run' checkbox is checked.

2. Select the [...] button next to the status field in the Current Status/Dates section and select an option from the dropdown menu.

## Use Work Order Status & Priority

### Work Order Form – Status Field

Current Status / Dates	
Status	OPEN
Material Status	
Start Date	FRI APR 3, 2020
Due Date	THU APR 9, 2020
Completed	

Please note that additional steps are required when closing work orders. See the *Closing Work Orders* and the *Closing or Canceling Multiple Work Orders* desk instructions for more information.

### Work Order Priority

Establishing and updating priority for each task is important for helping to determine the order in which work is completed and for allocating the correct resources. There are eight different priority levels that can be assigned to work orders in FAMIS. Use the following matrix to determine the applicable priority for the work order:

OVERALL PRIORITY	WORK ORDER TYPE	PRIORITY	DESCRIPTION	TROUBLE RESPONSE TARGET	TROUBLE COMPLETION TARGET	COMMENTS
1	TROUBLE/SERVICES/CRIB	1	EMERGENCY	IMMEDIATE	1 CALENDAR DAY	Immediate threat to life or property - Begin now!
2	TROUBLE/SERVICES/CRIB/EVENT	5	SCHEDULED	AS SCHEDULED	AS SCHEDULED	Scheduled response to client requests.
3	TROUBLE/SERVICES/CRIB	2	EXPEDITED	AS SOON AS POSSIBLE; NO LATER THAN NEXT WORK DAY	3 WORK DAYS OR LESS	Non-emergency, but timely response required.
4	PM/MAINT	1	LIFE SAFETY / CODE PM's			Life safety or code required PM's.
5	PM/MAINT	2	REQUIRED PM's			Minimum maintenance
6	TROUBLE/SERVICES/CRIB	3	ROUTINE	5 WORK DAYS OR LESS	10 WORK DAYS OR LESS	Routine trouble call work orders
7	PM/MAINT	3	MFG RECOMMENDED PM's			Manufacturer's recommended maintenance level.
8	PM/MAINT	5	TOP TIER PM's			Top tier maintenance activities.

# Use Work Order Status & Priority

## PROCEDURE

1. To change a work order's priority, open the **Work Order form** and query the work order number.

The screenshot shows the 'Work Order' form with the following details:

- WO Number:** 38120243 (highlighted in red)
- Parent WO:** [Empty]
- Asset Class:** [Empty]
- Equipment:** EQ105949
- Asset Name:** AHU: AHU-1 PARENT
- General Information:**
  - Type: PREV\_MAINT
  - Priority: 3
  - Method: IN HOUSE
  - Assigned To: 15630
  - Outage Class: [Empty]
- Current Status / Dates:**
  - Status: OPEN
  - Material Status: [Empty]
  - Start Date: FRI APR 3, 2020
  - Due Date: THU APR 9, 2020
  - Completed: [Empty]
- Primary Labor:**
  - Crew: 051
  - Craft: [Empty]
  - Crew Size: 2
  - Est Hrs: 1.00
  - Current Est Hrs: [Empty]
- Location:**
  - Site: PRC
  - Building: 0903
  - Floor: [Empty]
  - Room: [Empty]
  - Zone: PRC
- Tracking:** Tracking 1, Tracking 2, Non-Available, Travel Time
- Buttons:** Print, Library, Request, Related WO, Create WO, Billing, Estimates, Dates, Audit..., Conv to Proj...
- Checkboxes:**  Print Ticket On Next Batch Run

2. Select the [...] button next to the Priority field and apply the applicable priority number.

This close-up shows the 'General Information' section with the following fields:

- Type: PREV\_MAINT
- Priority: 3 (highlighted in yellow)
- Method: IN HOUSE
- Assigned To: 15630
- Outage Class: [Empty]

The dropdown arrow button next to the Priority field is highlighted in red.