

Work Orders

Why do I need to “COMPLETE” a work order and then “CLOSE” it? What is the difference?

- **WO set as COMPLETE** = This part of the job is complete but the work order can still be manipulated.
- **WO set as CLOSED** = The job is complete and approved. The Work order cannot be manipulated anymore.

On single-user environments (free light version), the user that sets the orders to COMPLETE is the same user that sets the orders to CLOSED.

On multi-user environments (professional or premium accounts), the user that sets the orders to COMPLETE (usually the field technicians) may or may not be the same user that sets orders to CLOSED (usually the supervisor).

If you want to set an order to CLOSED immediately after you have completed it, click the "View Order" link on the "WO# Saved" confirmation page. You will now find the "CLOSED" status option available on the list.

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