

WAIT PAPERWORK PROCESS

1. Procurement will change the status of a work order from “Waiting Parts” to “Wait Paperwork” when there isn’t enough information within the work order or Marketplace to order parts. Procurement will include the technician on the “Wait Paperwork” line.
2. When the status changes to “Wait Paperwork” an email will be sent to the technician informing them that there is more information needed to order parts for the customer.
3. The status of Wait Paperwork will push the work order back to the technician. This work order will appear in Techanywhere in the Open Work order screen for the specified technician.

Below is a screen shot of what this work order will look like.

****NOTICE** the bottom lines states that this work order is “Wait Paperwork”

Work Order Id	804463	REF-RIR
WO Name	REF-REACH IN REFRIGERATOR	
Site Name	Test Site by Scott	
Date Scheduled	2022-12-13 10:00 AM	
Local / Server Status	wait paperwork / wait paperwork	

4. The technician will then open up the work order and provide the information that Procurement needs to order the parts
5. After the technician is done providing the information, they will then change the work order status back to “waiting parts”

APPROVED BY: Cory Stuart and Paul Bianco 12/16/22