

# Customer Work Orders

## User guidance

User Guidance

1. Customer Work Order Overview.

#	WO Number	A/C Reg.	Date	A/C Type	A/C Serial No.	Basic Work	Cust. Name	Cust. Address	Prepared By	STA	Issue Date	Issue Status
1	00377-2019IGFR	EI-GFR	8737-700		37421		ALROSAAR		NESSA KRICHKOVSK...	OVB	8 Sep 21	
2	00508-2019FCH	EI-FCH	8737-800		32576		ALROSAAR		NESSA KRICHKOVSK...	OVB	8 Sep 21	
3	00109-2019IGH	EI-GH	8737-800		32659		ALROSAAR		NESSA KRICHKOVSK...	DME	8 Sep 21	
4	00119-2019IGH	EI-GH	8737-800		32659		ALROSAAR		NESSA KRICHKOVSK...	KRR	8 Sep 21	
5	00111-2019IGH	EI-GH	8737-800		32659		ALROSAAR		NESSA KRICHKOVSK...	DME	8 Sep 21	
6	00112-2019IGH	EI-GH	8737-800		32659		ALROSAAR		NESSA KRICHKOVSK...	OVB	8 Sep 21	
7	00596-2019ECM	EI-ECM	8737-800		32658		ALROSAAR		NESSA KRICHKOVSK...	DME	8 Sep 21	
8	00379-2019IGFR	EI-GFR	8737-700		37421		ALROSAAR		NESSA KRICHKOVSK...	DME	8 Sep 21	
9	00378-2019IGFR	EI-GFR	8737-700		37421		ALROSAAR		NESSA KRICHKOVSK...	DME	7 Sep 21	
10	00629-2019ECL	EI-ECL	8737-800		32655		ALROSAAR		NESSA KRICHKOVSK...	MJZ	7 Sep 21	
11	00507-2019FCH	EI-FCH	8737-800		32576		ALROSAAR		NESSA KRICHKOVSK...	MJZ	7 Sep 21	
12	00106-2019IGH	EI-GH	8737-800		32659		ALROSAAR		NESSA KRICHKOVSK...	DME	7 Sep 21	
13	00107-2019IGH	EI-GH	8737-800		32659		ALROSAAR		NESSA KRICHKOVSK...	DME	7 Sep 21	
14	00108-2019IGH	EI-GH	8737-800		32659		ALROSAAR		NESSA KRICHKOVSK...	MJZ	7 Sep 21	
15	00594-2019ECM	EI-ECM	8737-800		32658		ALROSAAR		NESSA KRICHKOVSK...	DME	7 Sep 21	
16	00595-2019ECM	EI-ECM	8737-800		32658		ALROSAAR		NESSA KRICHKOVSK...	DME	7 Sep 21	
17	00593-2019ECM	EI-ECM	8737-800		32658		ALROSAAR		NESSA KRICHKOVSK...	DME	7 Sep 21	
18	00625-2019ECL	EI-ECL	8737-800		32655		ALROSAAR		NESSA KRICHKOVSK...	DME	6 Sep 21	
19	00105-2019IGH	EI-GH	8737-800		32659		ALROSAAR		NESSA KRICHKOVSK...	MJZ	6 Sep 21	
20	00500-2019FCH	EI-FCH	8737-800		32576		ALROSAAR		NESSA KRICHKOVSK...	MJZ	6 Sep 21	
21	00503-2019FCH	EI-FCH	8737-800		32576		ALROSAAR		NESSA KRICHKOVSK...	LED	6 Sep 21	
22	00504-2019FCH	EI-FCH	8737-800		32576		ALROSAAR		NESSA KRICHKOVSK...	LED	6 Sep 21	
73	00499-2019GFR	EI-GFR	8737-700		37393		ALROSAAR		NESSA KRICHKOVSK...	LED	6 Sep 21	

To monitor customer work orders, do these steps:

1. Select definite aircraft registration, aircraft type, station and originator or stay "ALL" to see all customer WOs on all planes. Choose WO status such as Open, Close or Deleted WO and corresponding screens with WOs data will open.

2. To create new customer work orders with multiple tasks click on the "ADD WO". Editor will open.

3. A Customer WO Editor will automatically generate a today's date. If the edit date is not today, use the calendar to select the correct date of proper aircraft.

4. Enter revision number.

5. From the whole list select the aircraft registration. "WO number", "A/C Reg", "A/C Type" and "A/C Serial No" fields will automatically fill.

6. Choose customer name.

7. If it is necessary, enter customer contact details and Basic work/title.

8. Select Originator, who creates the customer work order, choose station, MRO and enter due date.

9. Enter Item (for example: 1,2,3....) and description of task (for example: Cockpit voice recorder operational test). And check the boxes if it is necessary to note maintenance features.

10. If you want to enter new "Item" and new "Description" again, press green "NEW TASK" button.

11. If in the future the items and descriptions will be templates, click on the "SAVE AS TEMPLATE" button.

12. If the tasks are constantly repeated, use "FROM TEMPLATE" button to copy at once the template. It reduces time.

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13. To save the task, click on the blue “SAVE TASK”.

14. You can monitor the save tasks in the “TASK LIST” window.

15 Highlight any task. You can change it in the “Item” and “Description” fields.

16. To remove the task press red “DELETE TASK” button.

17. To save created customer work order, push on the “Save”. “Close” button is needed to close the editor.

18. After saving you can see the created work order on the initial screen of the module. Highlight the line. (customer WO).

#	WO Number	A/C Reg.	A/C Type	A/C Ser. Num.	Basic Work	Compl
1	00377-2019/GFR	EI-GFR	E737-700	37421	ALROA	
2	00598-2019/FCH	EI-FCH	E737-800	32576	ALROA	
3	00109-2019/GH	EI-GH	E737-800	32659	ALROA	
4	00110-2019/GH	EI-GH	E737-800	32659	ALROA	
5	00111-2019/GH	EI-GH	E737-800	32659	ALROA	
6	00112-2019/GH	EI-GH	E737-800	32659	ALROA	
7	00596-2019/ECM	EI-ECM	E737-800	32658	ALROA	
8	00379-2019/GFR	EI-GFR	E737-700	37421	ALROA	
9	00378-2019/GFR	EI-GFR	E737-700	37421	ALROA	
10	00529-2019/ECL	EI-ECL	E737-800	32655	ALROA	
11	00507-2019/FCH	EI-FCH	E737-800	32576	ALROA	
12	00106-2019/GH	EI-GH	E737-800	32659	ALROSAIR	
13	00107-2019/GH	EI-GH	E737-800	32659	ALROSAIR	
14	00108-2019/GH	EI-GH	E737-800	32659	ALROSAIR	
15	00594-2019/ECM	EI-ECM	E737-800	32658	ALROSAIR	
16	00595-2019/ECM	EI-ECM	E737-800	32658	ALROSAIR	
17	00593-2019/ECM	EI-ECM	E737-800	32658	ALROSAIR	
18	00525-2019/ECL	EI-ECL	E737-800	32655	ALROSAIR	
19	00105-2019/GH	EI-GH	E737-800	32659	ALROSAIR	
20	00502-2019/FCH	EI-FCH	E737-800	32576	ALROSAIR	
21	00503-2019/FCH	EI-FCH	E737-800	32576	ALROSAIR	
22	00504-2019/FCH	EI-FCH	E737-800	32576	ALROSAIR	
23	00498-2019/ECM	EI-ECM	E737-700	37088	ALROSAIR	

19.Task List with maintenance description will be appeared.

20. Click on the blue “EDIT” button. Editor will appear, you can to make a change. Save the change.

21. If you want to close customer WO, press yellow “CLOSE” button.

22. Enter WO action, technical LOG book number, date of the work order complete, man hours and persona id number. Press “Close”.

23. To remove created customer WO, push on the red “DELETE” button.

24. Enter User name and your own password. Click on the “DELELTE”.

25. To attach any document to the component, click on the “ATTACH”. File attachment window will open.

26. Select type of the document, choose the and click on the “Attach”. “Cancel” button closes the window.

27. Press button “Generate Report”. After generation is finished the “Generate Report” button goes to the green “Print Report” one.

User Guidance

The screenshot displays the ALASKAR Customer Web-Center interface. At the top, there are navigation buttons: PRINT REPORT, ADD WO, EDIT, CLOSE, DELETE, and ATTACH. A callout box (28) highlights a secondary set of buttons: Save to Storage, Save to Archive, and Send to Email. Below this is a main toolbar with buttons: GENERATE REPORT, ADD WO, EDIT, CLOSE, DELETE, and ATTACH. Callouts 20, 21, 23, and 25 point to these buttons. The main area contains a table of work orders with columns: #, WO Number, A/C Reg., A/C Type., A/C Ser. Num., Basic Work, and Cust. Callout 18 points to a row in this table. A 'Task List' modal is open, showing a list of tasks with columns: Item, Description, and a 'Close' button. Callout 19 points to the 'Close' button in the modal. The status bar at the bottom indicates 'Showing all 778 rows'.

28. Press this button to Open print out form. Move Cursor over button “Print Report”. Options “Save to Storage”, “Save to Archive” and “Send to Email” will appear. Press one of the options to perform the action.