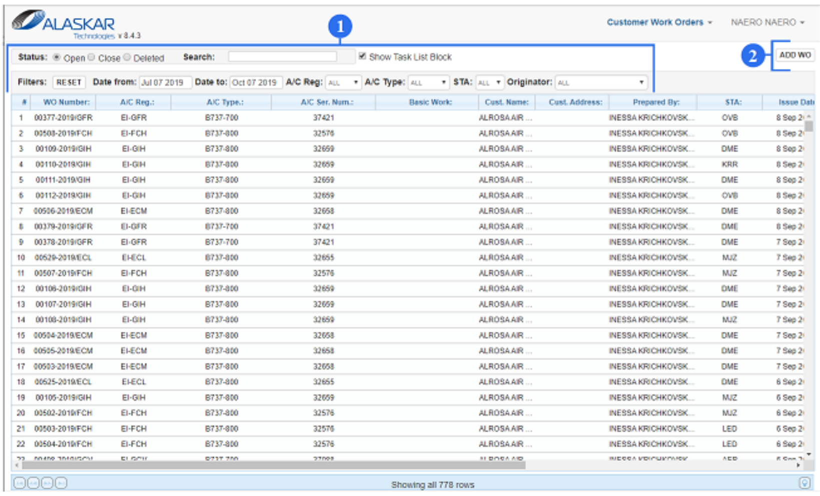
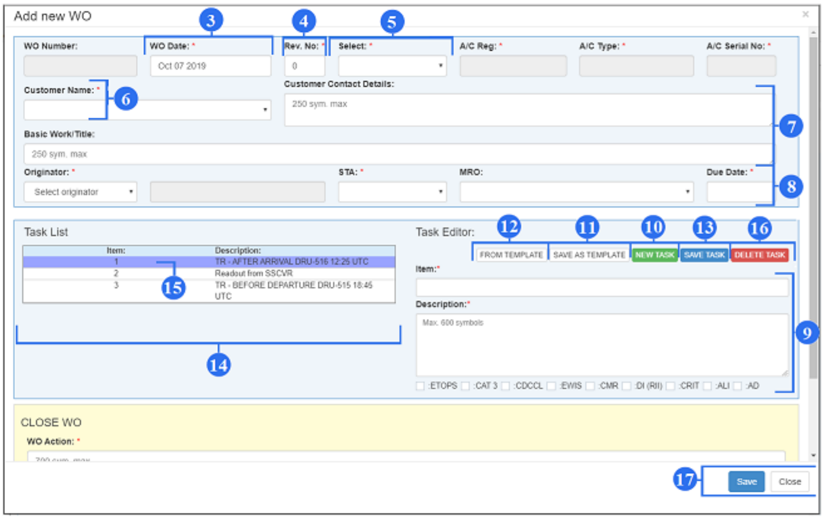
Customer Work Orders

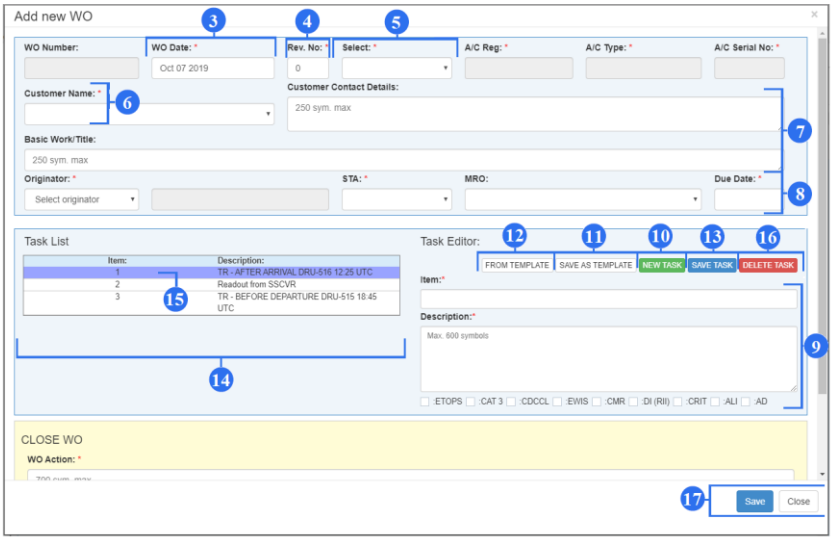
User guidance

User Guidance

1. Customer Work Order Overview.







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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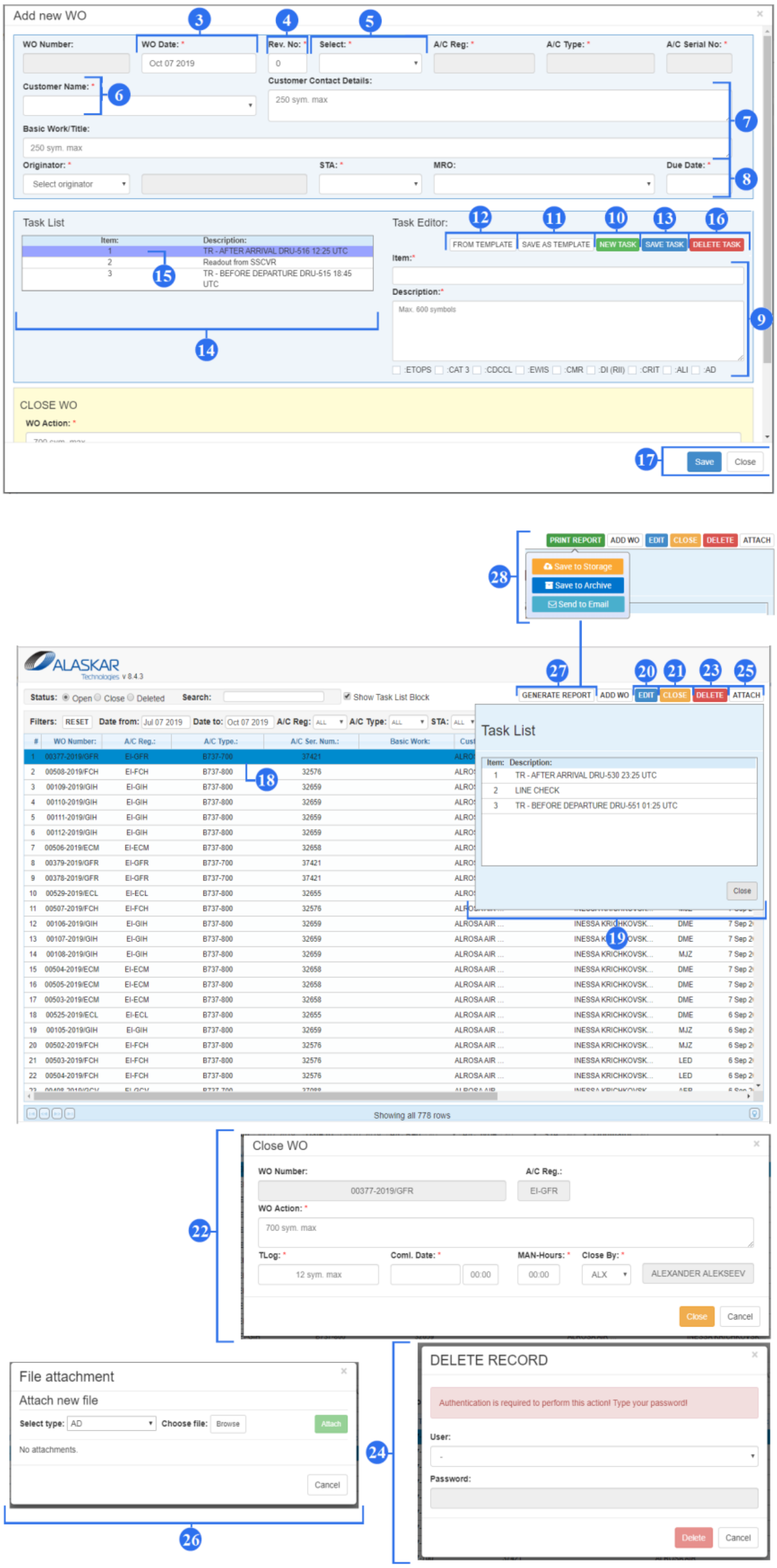

13. To save the task, click on the blue “SAVE TASK”.

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).

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 person 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.

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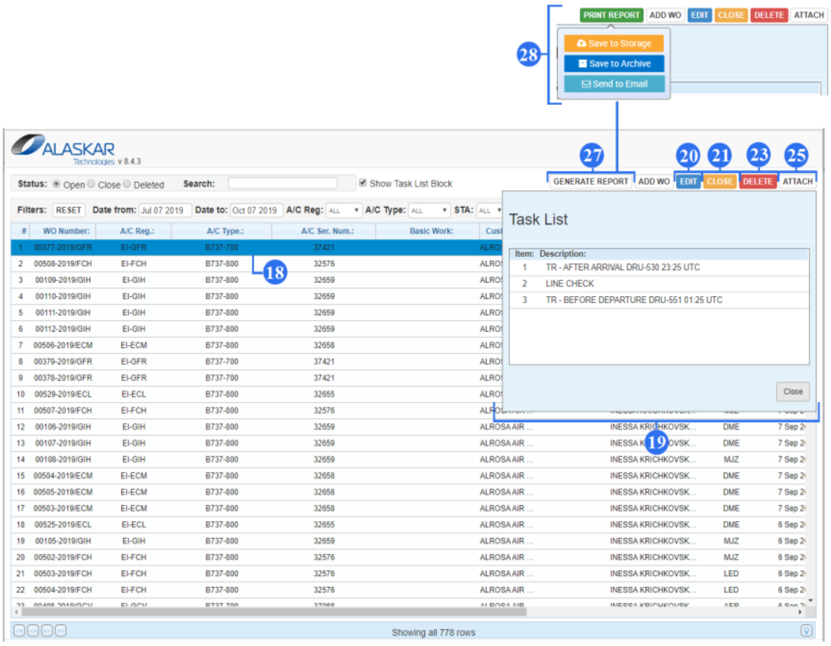

28. Press this button to Open print out form. Move Cursor over button “Print Report”. Options “Save to Storage”, “Save to Archive” and “Send to Email” will appear. Press one of the options to perform the action.