MAINTENANCE APPLICATION MANUAL

MMS-WQM-206

June 1, 2014

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1.0 PURPOSE AND SCOPE

The Maintenance Application is designed to keep an inventory of usage, preventive maintenance, and repair of company assets or equipment and to serve as a place to issue Work Orders for maintenance repairs. It is highly flexible and customizable to suit your company's needs.

The Maintenance Application Manual instructs users in the use of the Maintenance Application of Web QMS. The purpose of this manual is to guide users through the following aspects of the Maintenance Application:

- Asset Information (adding Assets, searching for Assets)
- Maintenance of an Asset Status Log
- PM Status Log
- Repair Status Log
- Work Order Request
- View Work Orders
- Advanced Search
- KPIs

NOTE 1: In order to perform the actions below you will need to be assigned the Maintenance Admin and/or Maintenance Tech security roles on Web QMS.

NOTE 2: In order to perform the actions in section **4.8 Maintenance Administration** you will need to be assigned the Administrator role.

NOTE 3: Depending on the customization of your Web QMS, the figures shown in this manual may not coincide perfectly with your Web QMS.

2.0 TERMS AND DEFINITIONS

PM   Preventive Maintenance

WO   Work Order

KPI   Key Performance Indicator

3.0 SECURITY ROLES

Administrator   Full Web QMS Enterprise Administrator. This user can edit, create, or delete pages, as well as add, edit, or delete modules. Administrators can also authorize users, add roles, view File Manager, clear Logs, and view/clear the Recycle Bin.

Employee	This user has full access to view information on Web QMS, but limited ability to edit or create records. Employees may view the Asset Log, Asset Information, and Work Orders.
Maintenance Admin	This user has full Administrator permission within the Maintenance Application, including adding, editing, and removing assets from the system; issuing and processing the work orders through all of the stages; and setting up preventive maintenance.
Maintenance Supervisor	This user is able to view Asset Status, add PM Repair info, view Usage Info, and process Work Orders.
Maintenance Tech	This user can issue work orders, and process the work orders through pending and repair stage.

4.0 INSTRUCTIONS

The **Maintenance Application** can be located through the **Operations Tab** of the Top Menu or in the Left Menu of the Operations page.
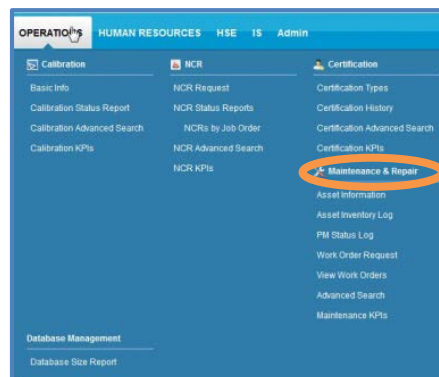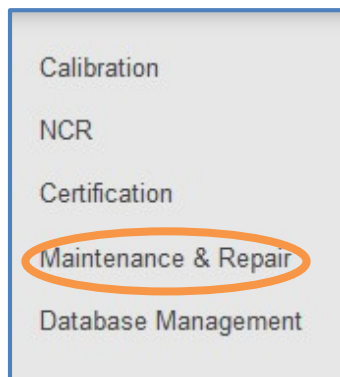
When you CLICK the **Maintenance Tab** in the Left Menu of the Operations page or the Top Menu of the Operations Tab, you will be directed to the **Maintenance Application** page, which should look similar to this:

4.1 ASSETS OR EQUIPMENT

The Maintenance Application lets your company record, track, and edit detailed information about its assets and equipment.

4.1.1 Adding Asset Information

You can record and describe company assets or equipment using the **Asset Information** page. To access the Asset Information page, CLICK **Asset Information** in the Left Menu of the **Maintenance Application** page or in the Top Menu of the Operations Tab.
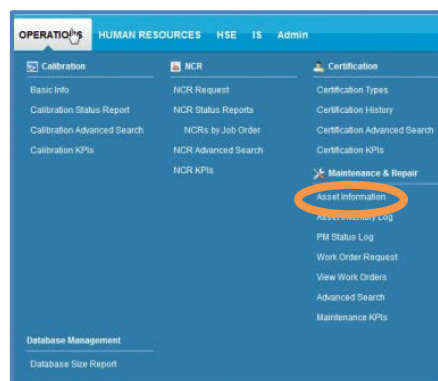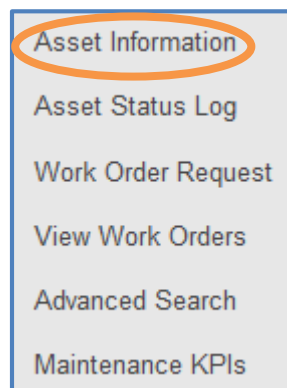
The screen that opens will show a form with different fields which will be used to define and describe the asset.

NOTE: Fields marked with a red asterisk are required.

The **Asset Information** page contains the following fields:

- **Asset ID:** This is a system-generated number. However, you can override this number and ENTER your own **Asset ID**.
- **Asset Description:** DESCRIBE the **Asset**, including the physical appearance, capabilities, uses, etc., as appropriate.
- **Asset Type:** SELECT the **Type** of asset from a pre-specified drop down list. The choices on the list will vary according to the asset types your company has set in the Organization Variables area.
- **Location:** SELECT the **Facility** where the equipment is located. The Department or Area field will populate with options depending on this choice.
- **Department or Area:** SELECT the **Department** or area from the drop down menu. The **Department or Area's** drop down menu choices will vary based on the option you SELECT in the **Location** field.
- **Owners Asset ID#:** ENTER the **Owners Asset ID** if it is different from the Asset ID.
- **Serial Number:** ENTER the **Serial Number** of the asset.
- **Cycle Time (seconds):** ENTER the **Cycle Time** in seconds for the asset, if applicable.
- **Model:** ENTER the **Model Name** and/or number of the asset.
- **Product Line:** ENTER the **Product Line** that the asset belongs to or is used in.

- **Products P/N:** If the asset is used to make specific products, ENTER the **P/N** associated with them.
- **Comments:** ENTER any relevant **Comments** about the asset.
- **Manufacturer Name:** ENTER the **Name** of the company that manufactured the asset, if available.
- **Manufacturer Contact Name:** ENTER the Manufacturer's contact person **Name**, if available.
- **Manufacturer Phone:** ENTER the asset Manufacturer's **Phone Number**, if available.
- **Date Built:** SPECIFY the **Date** the asset was built, if available.
- **Date Acquired:** SPECIFY the **Date** the asset was acquired, if available.
- **Purchased Price ($):** ENTER the **Price** at which the asset was purchased, if available.
- **Owner/Assigned To:** SELECT the **Owner** or **Assignee** of the asset from the drop down menu:

  - **Company:** If the company owns the asset.
  - **Employee:** If the employee owns or has been assigned the asset.
  - **Customer:** If the customer owns or has been assigned the asset.
  - **Supplier:** If the supplier owns or has been assigned the asset.

Depending on selection of Employee, Customer, or Supplier, another field will appear with the appropriate secondary options to select which Employee, Customer, or Supplier owns the asset.

- **Asset Picture(s):** UPLOAD a **Picture** of the asset in a .jpeg or.gif file, if available.
- **Asset Certificate(s):** UPLOAD any **Certificates** associated with the asset in PDF, Word, or Excel formats, if available.
- **Asset Maintenance Checklist(s):** UPLOAD the asset's **Maintenance Checklist** in PDF, Word, or Excel format, if available.
- **Asset Maintenance Manual(s):** UPLOAD the asset's **Maintenance Manual** in PDF, Word, or Excel format, if available.
- **Asset Status:** SELECT from the drop down menu whether the asset is:

  - **Active:** Currently in use.
  - **Inactive:** Not currently in use.
  - **Retired:** No longer being used.

After you have entered all the necessary information for the asset, CLICK **Save**. The following message will appear on the screen:

ASSET INFORMATION
The Asset 'ID 59D36B2' has been Saved.
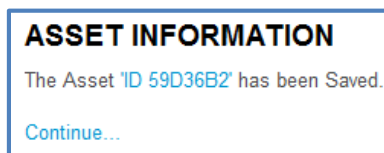
Continue...

You can CLICK **Continue** to return to the **Maintenance Application** page, or you can CLICK the **ID #** to view the **Asset View** page, like this:

4.1.2   Locating Asset Information

Once you have created an asset, it is easy to locate it within the Maintenance Application, whether you wish to review the information, delete the asset, or otherwise make modifications. There are three main ways to locate assets: the **Asset Status Log** page, the **Find Asset/Go button**, and the **Advanced Search**. Step-by-step guidelines on the first two methods are included below. For more information on the Advanced Search, refer to section **4.6 Advanced Search.**

a.   ASSET STATUS LOG

To access the **Asset Status Log** page, CLICK **Asset Status Log** in the Left Menu of the **Maintenance Application** page or in the Top Menu of the Operations Tab.
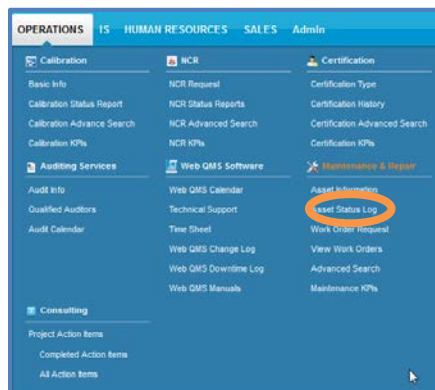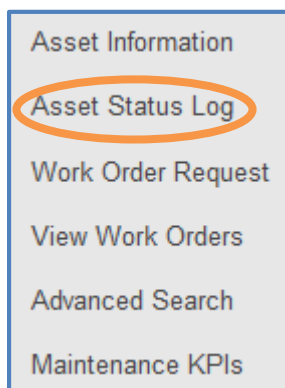
The screen that will open has two search fields to narrow down the assets displayed by status or location. The fields' default value is to display all assets.

- **Asset Status:** SELECT **Active** to view a list of all assets currently in use. SELECT **Inactive** to view all assets not currently in use. SELECT **Retired** to view all assets which are no longer used.
- **Location:** SELECT from the drop down menu to display assets which are at a particular location.

b.   FIND ASSET/GO BUTTON

The Maintenance Left Menu has a **Go** button at the bottom of the menu:
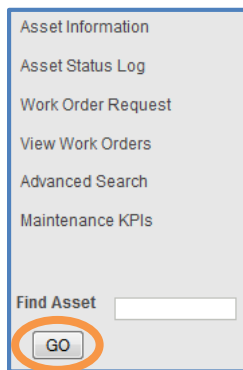
When you CLICK **Go**, the Maintenance Application displays all assets currently in the system. Depending on your organization and your list of assets, this list may vary in length:

This is by far the easiest way to bring up all assets currently in the system. You can SCROLL down until you find the asset you need.

The Maintenance Left Menu has a **Find Asset** area at the bottom of the menu:

If you know a few characters of the Asset ID, you can TYPE them in here, CLICK **Go**, and all assets whose Asset IDs contain those characters will be displayed.

For example, let us look for Asset ID MX697-0054. First, we can TYPE **"54"** in the Find Asset box:

CLICK **Go**. You will see that the results include only the assets whose IDs contain those characters, including our original target, Asset ID MX697-0054:

You are here: OPERATIONS > Maintenance & Repair > Asset Number Search

ASSET NUMBER SEARCH LISTING

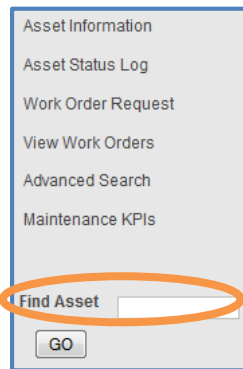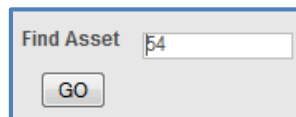|			Asset ID	Asset Type	Asset Description	Serial No	Asset Location	Asset Status	PM Info	Usage Info		Repair Info	
🔍	📝	✖	MX697-0054	Television	Television - black, 42" HDTV	MF03300095	Houston	Active	🔍	🟢	🔍	🟢	🔍
🔍	📝	✖	MX697-0154	Computer	Desktop computer, black with silver accents	2MD313076PG	Houston	Active	🔍	🟢	🔍	🟢	🔍

4.1.3   Viewing Asset Information

After you've located an asset within the system, you can view its information using the **Asset View** page. To access the full asset or equipment information, CLICK the **Magnifying Glass icon** in the first column of the **Asset Status Log** page, **Asset Number Search Listing** page, or **Advanced Search Results** page.

			Asset ID	Asset Type	Asset Description	Serial No	Asset Location	Asset Status	PM Info	Usage Info		Repair Info	
🔍	📝	✖	MX697-0054	Television	Television - black, 42" HDTV	MF03300095	Houston	Active	🔍	🟢	🔍	🟢	🔍

The **Asset View** page has four tabs:

- Asset Information
- Preventive Maintenance Information
- Usage Information
- Repair Information

You are here: OPERATIONS > Maintenance & Repair > Asset View

ASSET VIEW

ASSET INFORMATION   PREVENTIVE MAINTENANCE INFORMATION   USAGE INFORMATION   REPAIR INFORMATION

The **Asset Information Tab** contains the information that was entered when the asset was created in the **Asset Information** page.

4.1.4   Editing Asset Information

To edit information about an asset or equipment in the **Asset Status Log** page, **Asset Number Search Listing** page, or **Advanced Search Results** page, CLICK the **Manage Yellow Pencil icon**.

The **Manage Yellow Pencil icon** will direct you to the **Asset Information** page.

4.1.5   Deleting Asset Information

To delete an asset in the **Asset Status Log** page, **Asset Number Search Listing** page, or **Advanced Search Results** page, CLICK the **Red X Delete icon**.

The following message will appear. If you are sure you wish to delete the asset, CLICK **OK**.

4.2 WORK ORDERS

4.2.1 Requesting A Work Order

The **Work Order Request** page is used for creating a work order request. To access the **Work Order Request** page, CLICK **Work Order Requests** in the Left Menu of the **Maintenance Application** page or in the Top Menu of the Operations Tab.
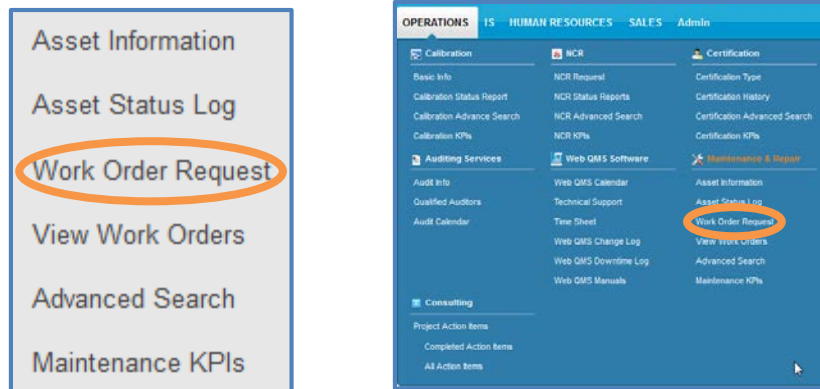
The screen that opens will show a form in which different fields will be used to define the work order request.

NOTE: Fields marked with a red asterisk are required.

The **Work Order Request** form contains the following fields:

- **Work Order Number:** This number is generated by the system, or you can ENTER your own **Work Order Number** if you choose.
- **Date:** ENTER the **Date** you are requesting the work order.
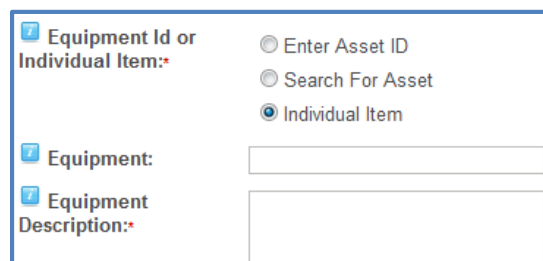
- **Equipment ID or Individual Item:** SELECT from three options:

  - **Enter Asset ID**: SELECT this option if you know all or part of the Asset ID for the equipment in question. The information you ENTER will be matched against the entire Asset Inventory. Once the match has been made, all possible equipment that matches your criteria will be shown for your selection.
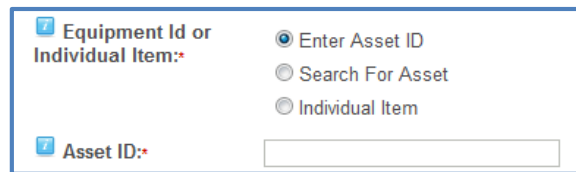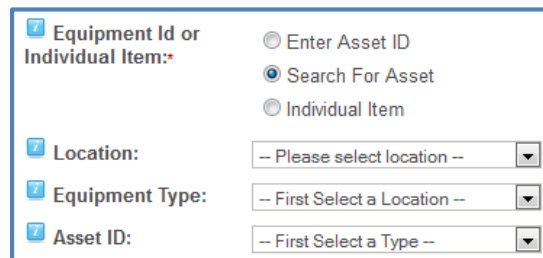 - **Search For Asset:** If you are not sure about the Asset ID, this option will help you locate an asset. SELECT **Location** and **Equipment Type** and the possible asset will be shown in the drop down menu of the Asset ID field.

  - **Individual Item:** SELECT this option if the work order is for an item that is not part of the Asset Inventory. If you select Individual Item, you will need to FILL OUT two extra fields: **Equipment** and **Equipment Description**.

  - **Equipment:** ENTER the item that needs repair. This could be a wall, driveway, etc.
  - **Equipment Description:** ENTER the long description for the above item.

- **Problem Summary:** ENTER a **Summary** of the problem in this field.
- **Description of Problem:** ENTER a **Detailed Description** of the problem so that the person to whom the work order is assigned will understand the problem well.
- **Have you provided all of the Work Order information for this request?:** CHECK this **box** if you have completed the Work Order Request form to your satisfaction, then CLICK **Submit** to ENTER the Work Order Request into the system.

4.2.2   Viewing A Work Order

The **View Work Orders** page is used to search and view work orders. To access the **View Work Orders** page, CLICK **View Work Orders** in the Left Menu of the **Maintenance Application** page or in the Top Menu of the Operations Tab.
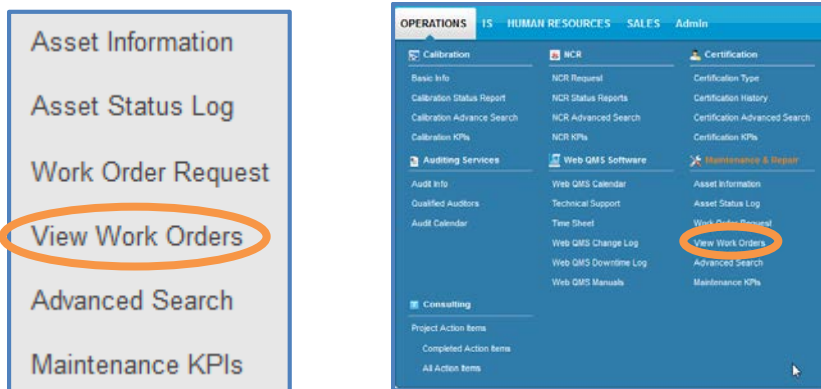
The screen that opens will show search fields used to look for work order requests.

The top area of the page contains fields to perform a search for assets:

- **Location:** SELECT the **Location** of the work order from the drop down menu, which should consist or your Locations.
- **WO Status:** SELECT the **Status** of the work order from the drop down menu.

  - **Open:** The work order request has just been made and has not been worked on.
  - **Pending:** The work order is unable to proceed due to a lack of information, parts, or other resources.
  - **Repair:** The asset is being repaired.
  - **Awaiting Verification:** The asset has been repaired, but no one has confirmed that the repairs addressed the initial issue.
  - **Closed:** The Work Order Request is completed.

- **Date Range:** SELECT a range of dates from the drop down menu. Work orders created during that time frame will appear in the search.

  - **Last 7 Days:** Will show the work orders that have been created in the last 7 days.
  - **Last 14 Days:** Will show the work orders that have been created in the last 14 days.
  - **Last 30 Days:** Will show the work orders that have been created in the last 30 days.
  - **Last 60 Days:** will show the work orders that have been created in the last 60 days.

CLICK **Submit for Search** to continue. The search results will be shown on the bottom part of the page.

You can also locate work orders using Advanced Search. For more information about Advanced Search, refer to section **4.6 Advanced Search.**

If you wish to view detailed information about a certain work order, CLICK the **Magnifying Glass icon** in the first column to view the report.

4.2.3 Processing A Work Order

Once a work order has been requested, it must be processed and acted upon, passing through a series of stages. These stages are **Open, Coordination, Pending, Repair, Awaiting Verification,** and **Closed.**

You can process a work order from the **View Work Orders** page by CLICKING the **Green Arrow icon** in the left column.

This link will lead to different screens depending on the status of the work order.

4.2.4 Processing A Work Order To Coordination Status

If your work order is open when you CLICK the **Green Arrow icon**, you will enter the **Work Order - Coordination Status** page.

NOTE: Fields marked with a red asterisk are required.

The upper section of the work order is pre-populated; the **Coordination** section of the work order contains the following fields:

- **Approve:** INDICATE whether you would or would not like to **Approve** the work order, **Reject and Close the WO** or **Reject and Back to previous page**.
- **Date:** ENTER the **Date** that this work order is being set to Pending status.

In the **Update (if necessary)** section you need to verify if the information introduced in **Problem Summary** and **Description of Problem** is correct. Update this section only if necessary.

The last section **Assignment** contains the following fields:

- **Coordinated by:** ENTER the **Name** of the person setting the work order to Coordinated status.
- **Coordination Info entered by:** This field is pre-populated.
- **WO Priority:** SELECT **WO Priority**.
- **Assign to:**
- **Comments or Instructions**

When the Work Order-Coordination Status is complete, CLICK **Submit** to proceed. The following confirmation page will appear:

4.2.5 Processing A Work Order To Pending Status

A Pending work order is not yet ready for repair and is pending information, parts, or other resources. If your work order is in Coordination stage when you CLICK the **Green Arrow icon**, you will enter the **Work Order - Pending Status** page. The upper section of the work order is pre-populated; the **Pending Information** section of the work order needs to be entered. You need to complete the following fields:

NOTE: Fields marked with a red asterisk are required.

The **Work Order - Pending Status** page contains the following fields:

- **WO status:** SELECT the **Status** for this work order:

    - **Keep Pending (add more to pending summary later):** If you wish to SAVE some information, but not advance the work order, SELECT this option to keep the WO Status **Pending**.
    - **Enter Pending Information:** If the work order cannot currently proceed due to a lack of information, parts, or other resources, SELECT this option to change the WO Status to **Pending**.
    - **Skip Pending:** If the work order is ready to proceed, SELECT this option to change the WO Status to **Repair**.

- **Date:** ENTER the **Date** when the decision to place the work order on hold was made.
- **Pending By:** SELECT the **Person** who made the decision.
- **Pending Description**: DESCRIBE the **reason(s)** why the work order cannot currently proceed: lack of parts, lack of information, etc.

When the Work Order-Pending Status is complete, CLICK **Update Work Order** to proceed. The following confirmation page will appear:

You are here: OPERATIONS > Maintenance & Repair > Work Order Request > WorkOrder-Pending
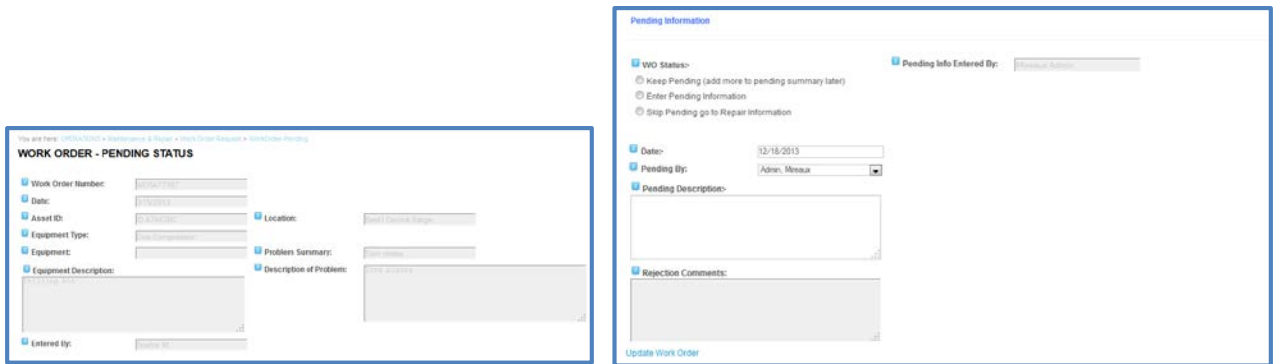
WORK ORDER - PENDING STATUS

Thank you. The status of Work Order # WO5A77387 has been modified to Pending.

Enter another Work Order   View Work Orders

	Entered	WorkOrder	Asset or Equipment	Description	Summary	Priority	Status	DateClosed
	03/15/2013	WO5A77387	ID A7443BC(Dive Compressor)	Drilling bit	Torn plates	Critical	Pending	

4.2.6   Processing A Work Order To Repair Status

If your work order is Pending when you CLICK the **Green Arrow icon**, you will enter the **Work Order -Pending Status** page. The Work Order upper section is pre-populated; in the Pending Information section, **Skip Pending go to Repair Information** has to be marked if the work order is ready to proceed and the following section, **Repair Information** will open. In the Repair stage, you need to complete the following fields:

Repair Information

WO Status:-
  Keep Open (add more to repair summary later)
  Submit Repair Information
Date: Select Date
Repaired By: Admin, Mireaux
Repair Action Taken:-

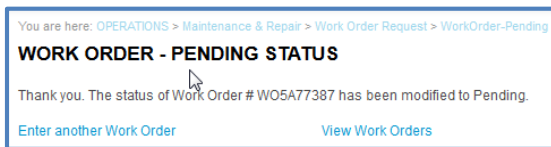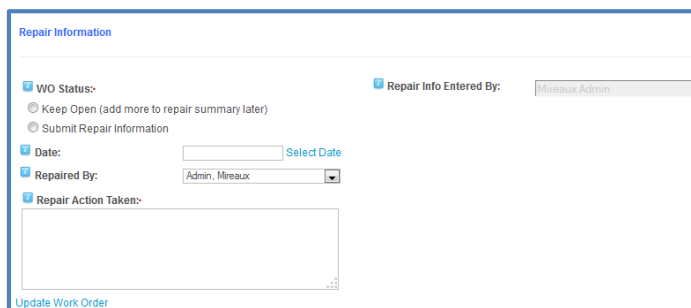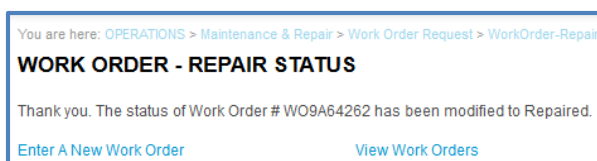Repair Info Entered By: Mireaux Admin

Update Work Order

NOTE: Fields marked with a red asterisk are required.

The **Repair Information** page contains the following fields:

- **WO status:** SELECT the **Status** for this work order:

  - **Keep Open**: If you wish to SAVE some information, but not advance the work order, SELECT this option to set the WO Status to **Repair**.
  - **Submit Repair Information:** If the repairs have been completed and all necessary information is available, SELECT this option to change the WO Status to **Awaiting Verification**.

- **Date:** ENTER the **Date** when the repairs were made.
- **Repaired By:** SELECT the **Person** who made the repairs.
- **Repair Action Taken**: DESCRIBE the **Repairs** which were made.

When the Work Order-Pending Status is complete, CLICK **Update Work Order** to proceed. The following confirmation page will appear:

You are here: OPERATIONS > Maintenance & Repair > Work Order Request > WorkOrder-Repair

WORK ORDER - REPAIR STATUS

Thank you. The status of Work Order # WO9A64262 has been modified to Repaired.

Enter A New Work Order   View Work Orders

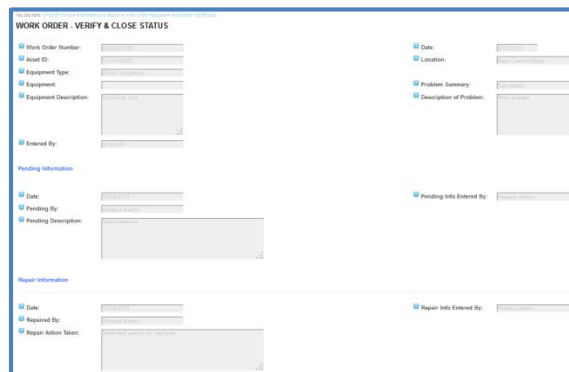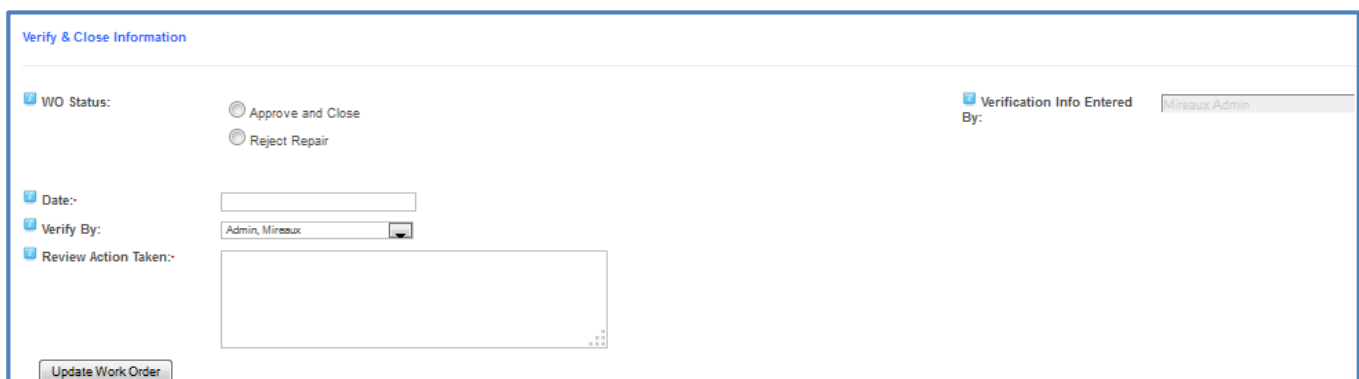|				Date (desc)	WorkOrder	Asset or Equipment	Description	Summary	Priority	Status	DateClosed
🔍	📝	🟢	❌	03/15/2013	WO5A77387	ID A7443BC(Dive Compressor)	Drilling bit	Torn plates	Critical	Repair	

4.2.7   Processing A Work Order To Awaiting Verification

A work order is **Awaiting Verification** when the asset has been repaired, but no one has confirmed that the repairs were done. Once you are ready to confirm or verify the repair, CLICK on **Submit Repair Information** to verify the repairs have been completed and all necessary information is available. The WO Status will change to **Awaiting Verification.**

				Date (desc)	WorkOrder	Asset or Equipment	Description		Summary	Priority	Status	DateClosed
🔍	📝	🟢	❌	06/18/2013	WO40651C1	ID A7443BC(Dive Compressor)	Drilling bit		broke	Critical	Awaiting Verification	

4.2.8   Verifying And Closing A Work Order

If your work order is Awaiting Verification, when you CLICK the **Green Arrow icon** you will enter the **Work Order –Verify & Close Status** page. The Work Order, Pending Information and Repair Information sections are pre-populated; the **Verify & Close Information** section needs to be entered. You need to complete the following fields:

NOTE: Fields marked with a red asterisk are required.

The **Verify & Close Information** page contains the following fields:

- **WO status:** SELECT the **status** for this work order:

- **Approve and Close**: If the repairs made address the initial issue adequately, SELECT this option to set the WO Status to **Closed**.
- **Reject Repair:** If the repairs did not resolve the initial issue, SELECT this option to return the WO Status to **Pending**. An additional field called **Rejection Comments** will open at the bottom of the screen.

- **Date:** ENTER the **Date** when the verification took place.
- **Verify By:** SELECT the **Person** who made the verification.
- **Review Action Taken**: DESCRIBE the **Actions** taken to confirm that the repairs made addressed the initial issue.
- **Rejection Comments**: This field appears only if the verifier chooses to reject the repair. Explain why the repair was rejected, in detail, so that the repairs can be improved upon.

4.2.9   Editing A Work Order

If you wish to EDIT a work order for a certain asset, first LOCATE the work order, as explained in section **4.2.2 Viewing a Work Order**. Once you have located the desired work order, CLICK the **Manage Yellow Pencil icon** next to the work order in the left column of the page. A pop-up window will open, with all the fields described in section **4.2.3 Processing a Work Order** available to be edited. When you are finished, CLICK **Save** to proceed.

	Date (desc)	WorkOrder	Asset or Equipment	Description	Summary	Priority	Status	DateClosed
🔍 ✏ 🟢 ❌	06/18/2013	WO40651C1	ID A7443BC(Dive Compressor)	Drilling bit	broke	Critical	Awaiting Verification	

WOnumber	WO56EB638
AssetID	CR 22
EquipmentNo	
EquipmentDesc	5000 lbs
EnteredDate	6/4/2013
EnteredBy	Mireaux Admin
ProblemSum	
ProblemDesc	rely berings
WOstatus	Pending ▾

4.2.10 Deleting A Work Order

If you wish to DELETE a work order, first LOCATE the work order, as explained in section **4.2.2 Viewing a Work Order**. Once you have located the desired work order, CLICK the **Red X Delete icon** next to the work order in the left column of the page to delete the work order.

	Date (desc)	WorkOrder	Asset or Equipment	Description	Summary	Priority	Status	DateClosed
🔍 ✏ 🟢 ⊗	06/18/2013	WO40651C1	ID A7443BC(Dive Compressor)	Drilling bit	broke	Critical	Awaiting Verification	

4.3   PREVENTIVE MAINTENANCE

In addition to tracking company assets and equipment, you can also use the Maintenance Application to schedule preventive maintenance for assets and equipment.

4.3.1   Scheduling Preventive Maintenance

You can schedule preventive maintenance for assets using the **PM Information Tab** of the **Asset View** page, accessible through the **Asset Status Log** page**.** CLICK the **Magnifying Glass icon** next to the asset in the PM Info column on the **Asset Status Log** page. This will take you directly to the Preventive Maintenance Information Tab of the **Asset View** page.

Then, from the Preventive Maintenance Information Tab of the **Asset View** page, CLICK **Add Asset PMI.**

Once you CLICK **Add Asset PMI**, you will be asked to CHOOSE **PM Type** and **PM Area** from the drop down menu. These options are set using the Maintenance Administration drop down menu of the **Organization Variables** page. If you cannot find the PM type or PM area you need, you will have to add a new option. For more information about using the **Organization Variables** page, refer to section **4.9 Maintenance Administration**. CLICK **Save** to schedule the preventive maintenance for this asset.

4.3.2   Adding PM Activity

Once you have scheduled preventive maintenance, you can record its completion within the Preventive Maintenance Information Tab of the **Asset View** page. When you return to the **Asset View** page, you will see a **Green Plus Sign icon** next to the various scheduled PMs, like this:

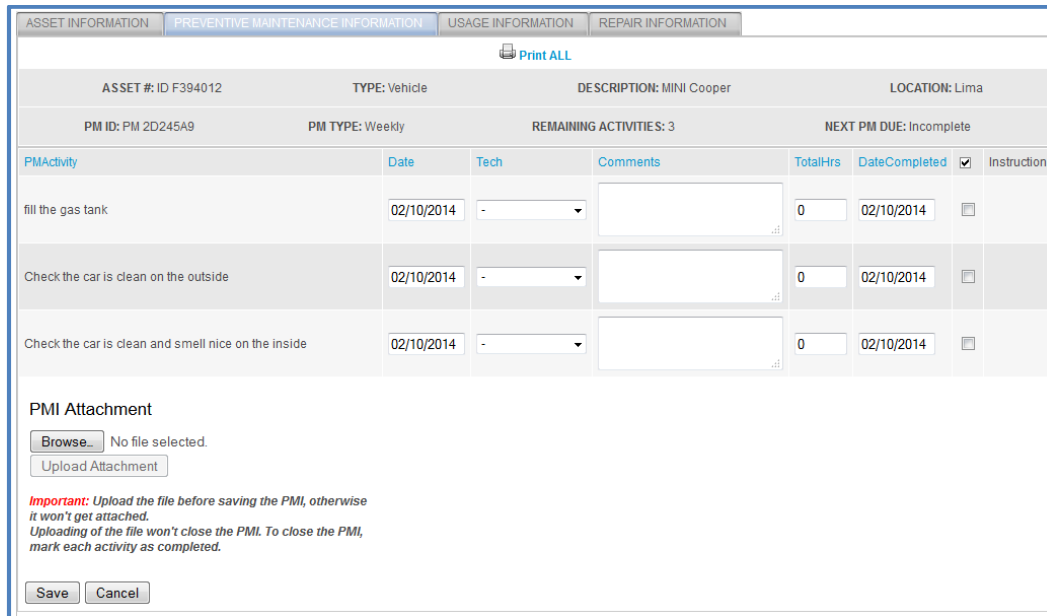When you CLICK the **Green Plus Sign icon**, you will see a new screen with a list of activities pertaining to that PM type.

FILL OUT each field with the appropriate information as each activity is closed out.

- **PM Activity:** The PM activity is pre-populated with instructions according to the type of the asset and the type of PM.
- **Date:** ENTER the **Date** when the PM was started. The default value **Date** is today.
- **Tech:** SELECT from the drop down menu the **Tech** who performed this maintenance. The default value is the user logged in, if he/she has Maintenance Tech role.
- **Comments**: ENTER relevant comments in this field such as whether the task was completed successfully, or the parts were broken, etc.
- **Total Hours:** ENTER the **Number** of hours that were spent on this PM Activity.
- **Date Completed:** ENTER the **Date** the PM Activity was completed.
- **Is Completed:** CHECK the box if the PM Activity was completed; otherwise leave it unchecked.
- **Instructions:** If specific work instructions were uploaded for this PM Activity, then they will appear here.

If there is any document that needs to be attached to this PM, CLICK **Browse** to locate the document from your local computer and then CLICK **Upload Attachment** to save it to Web QMS.
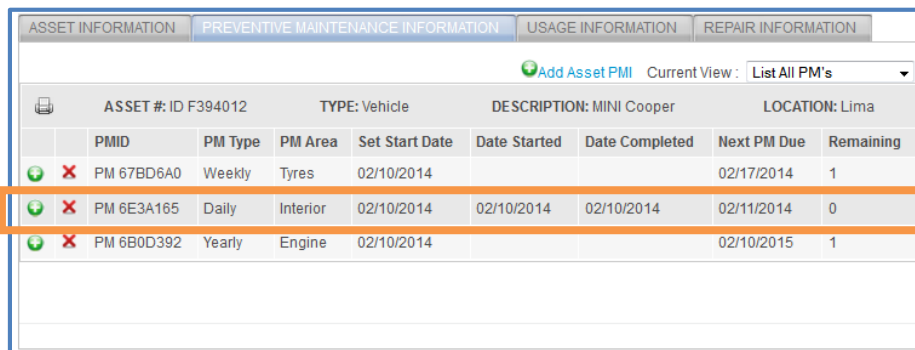

Once you finish entering all the information, CLICK **Save** to proceed. If you do not wish to make any changes, CLICK **Cancel**. After you CLICK **Save**, you will be returned to the Preventive Maintenance Information Tab and see the updated PMI information in it.

4.3.3   Viewing PM Information

The **Preventive Maintenance Information Tab** of the **Asset View** page contains a detailed record of preventive maintenance information on a certain asset.

View can be sorted by New PMs, Close PMs, Pending PMs, and All PMs.

4.4 REPAIR

When repairs do not require the formal verification process of a **Work Order Request**, they can be recorded in the **Repair Information Tab** of the **Asset View** page.

4.4.1 Entering Repair Information

Repair Information can be entered through the **Green Plus Sign icon** under the **Repair Info** column in the **Asset Inventory Status Log**.

NOTE: Fields marked with a red asterisk are required.

The **Asset Repair Information** page contains the following fields:

- **Asset ID:** This field is pre-populated depending on which asset was selected from the Asset Status Log.
- **Repair Date:** ENTER the **Date** the asset was repaired.
- **Repair Time:** ENTER the **Time** the asset was repaired.
- **Production Status:** SELECT from the drop down menu: Regular, Line Down, or Low Yield.
- **Main Defect Category**: ENTER a **Category** in which you believe the defect or repair cause fits.
- **Repair Actions:** SELECT from the radio buttons which repair activity took place.
- **Repair Status:** SELECT from the drop down menu the current status of the asset: **Open**, **Completed**, **In-progress**, **Hold**, or **Cancelled**.
- **Repair Tech:** ENTER the name of the **Tech** that repaired the asset.
- **Repair Summary:** ENTER a **Summary** to describe the nature of the repair of the asset.
- **Repair Comments:** DESCRIBE any additional **Details** that are relevant to the repair of the asset.
- **Repair Total Hours:** ENTER the **Number** of **Hours** required to complete the repair of the asset.
- **Repair Cost:** ENTER the total **Cost** of the repair.
- **Repair Pictures(s):** UPLOAD any **Pictures** that are relevant to the repair of the asset.
- **Repair Report(s):** UPLOAD any **Reports** that are relevant to the repair of the asset.

4.4.2   Viewing Repair Information

The **Repair Information Tab** of the **Asset View** page contains a detailed record of the repairs made to an asset.

		Repair Date	Repair Time	WO Number	Production Status	Defect Category	Repair Actions	Repair Status	Repair Tech	Repair Summary	Repair Comments	Total Hours	Cost	Repair Picture	Repair Report
✎	✗	3/14/2012	02:00pm		Regular	A1	Cleaned	Completed	mireauxadmin	cleaned the crane on the daily basis and also provided future instruction to the staff.		1		View	View

ASSET INFORMATION · PREVENTIVE MAINTENANCE INFORMATION · USAGE INFORMATION · REPAIR INFORMATION

ASSET # ID 967C251

You can also access this information directly by CLICKING the **Magnifying Glass icon** in the **Repair Info** column in the **Asset Inventory Status Log**.

			Asset ID	Asset Type	Asset Description	Serial No	Asset Location	Asset Status	PM Info	Usage Info	Repair Info
🔍	✎	✗	ID 967C251	Crane	Manitowoc 3900W Crawler	MB467LLAN1	Best1 Derrick Barge	Active	🔍	🟢	🔍 🟢 🔍

4.5   USAGE

4.5.1   Entering Usage Information

Asset Usage can help track when assets are used in production, on the field, etc. Examples of cases where asset usage are:

- Dive Helmet issued to a Diver
- Compressor issued to a Job
- Truck issued to a Driver
- Laptop issued to an Employee

Usage Information can be updated using the **Green Plus Sign icon** in the column under **Usage Info** in the **Asset Inventory Status Log**.

			Asset ID	Asset Type	Asset Description	Serial No	Asset Location	Asset Status	PM Info	Usage Info	Repair Info
🔍	✎	✗	ID 967C251	Crane	Manitowoc 3900W Crawler	MB467LLAN1	Best1 Derrick Barge	Active	🔍	🟢	🔍 🟢 🔍

NOTE: Fields marked with a red asterisk are required.

The **Asset Usage Information** page contains the following fields:

- **Asset ID:** This field is pre-populated depending on which asset was selected from the Asset Status Log.

CHECK OUT FIELDS:

- **Start Tech:** SELECT from the drop down menu the **Name** of the employee that commissioned the asset for use.
- **Start Date:** ENTER the **Date** the asset was first put into service.
- **Start Time:** ENTER the **Time** the asset was first put into service.
- **Starting Hours:** The **Starting Hours** of the asset are entered on the **Asset Usage Information** page. This value is pre-populated and represents the original hours plus the hours from the last service.
- **Total Hours:** The **Total Hours** of the asset will be calculated based on the **Starting Hours** plus the **Hours Used**.
- **Starting Mileage:** The **Starting Mileage** of the asset are entered on the **Asset Usage Information** page. This value is pre-populated and represents the original hours plus the hours from the last service.
- **Total Mileage:** The **Total Mileage** of the asset will be calculated based on the **Starting Mileage** plus the **Mileage Used**.

CHECK IN FIELDS:

- **Stop Tech:** SELECT from the drop down menu the **Name** of the employee who returned the asset from service.
- **Stop Date:** ENTER the **Date** the asset was returned from service.
- **Stop Time:** ENTER the **Time** the asset was returned from service.
- **Hours Used:** ENTER the **Hours** the asset was used while it was put into service.
- **Mileage Used:** ENTER the **Mileage** the asset used while it was put into service.
- **Stop Reason:** DESCRIBE the **Reason** or cause for the asset's return from service.
- **Stop Summary:** WRITE any **Details** relevant to the stoppage of the usage of the asset.

4.5.2 Export/Import Usage Information

You can also export or import the usage information from an Excel spreadsheet.

CLICK the **Magnifying Glass icon** to access the **Asset View** page.

			Asset ID	Asset Type	Asset Description	Serial No	Asset Location	Asset Status	PM Info	Usage Info	Repair Info
🔍	✏️	✖️	ID 967C251	Crane	Manitowoc 3900W Crawler	MB467LLAN1	Best1 Derrick Barge	Active	🔍	➕ 🔍	➕ 🔍

From this screen, you can export or import the usage information for this asset.

ASSET INFORMATION	PREVENTIVE MAINTENANCE INFORMATION	USAGE INFORMATION	REPAIR INFORMATION								
					ASSET # ID 967C251						
	StartDate	StartingMileage	StartingHours	StartTech	PressNo	StopDate	TotalMileage	TotalHours	StopTech	StopReason	StopSummary
✏️ ✖️	3/14/2012	0	0	Mireaux User		3/14/2012	0	0	Mireaux User	finish today's work	well-done

➕ Add Asset Usage 📊 Export to Excel ✉️ Email Usage Information to Myself (support@mireauxms.com) ➕ Import from Excel

a. Export

To export the usage information, CLICK "Export to Excel" below the usage information table. Web QMS will ask if you want to open the Excel document or save it to your computer. Please follow the screen instructions to proceed.
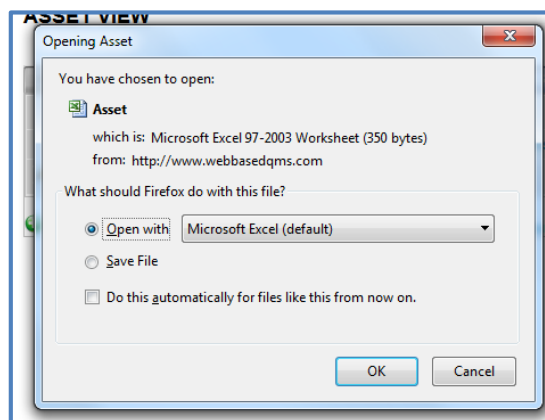
You can also send the Usage information to your email account. Simply CLICK "Email Usage Information to Myself" to enable the email function. The email will be sent to your registered email address only.

b. Import

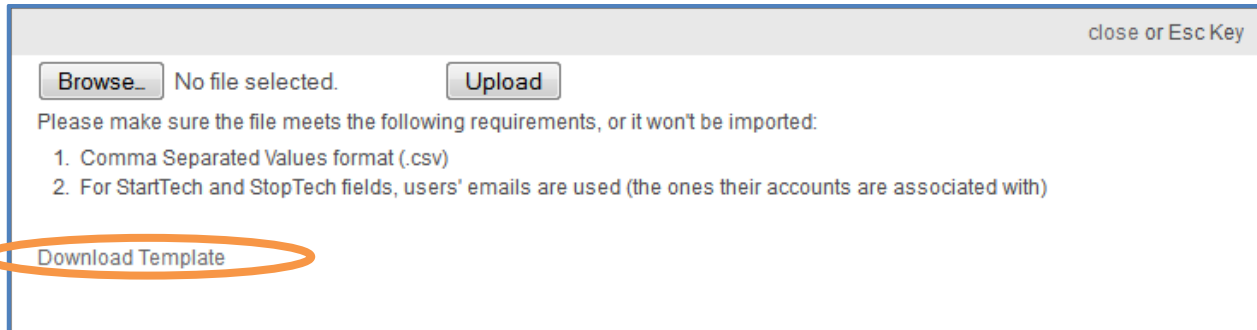To import the usage information, CLICK "Import from Excel". A new screen will appear. Use the **Browse** button to locate the document from your computer and CLICK **Upload** to initiate the uploading process.

NOTE: To ensure the uploading process is running smoothly, please download and use the Template provided.

4.5.3   Viewing Usage Information

The **Usage Information Tab** of the **Asset View** page contains a detailed usage history of an asset.

You can also access this information directly by CLICKING the **Magnifying Glass icon** in the **Usage Info** column in the **Asset Inventory Status Log**.

4.6   ADVANCED SEARCH

The **Maintenance Advanced Search** allows you to perform a detailed search of asset maintenance and repair information. To access the **Advanced Search** page, CLICK **Advanced Search** in the Left Menu of the **Maintenance Application** page or in the Top Menu of the Operations Tab.
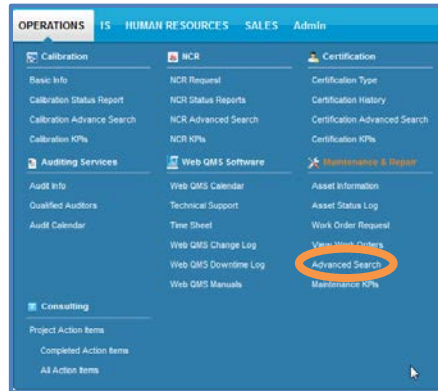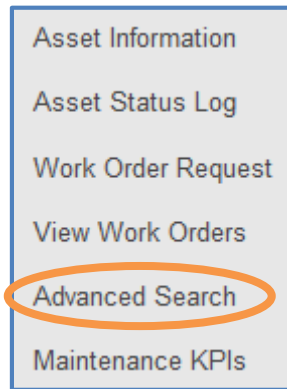
The screen that opens has a drop down menu which allows selecting between **Asset & Work Order Search** and **Asset & PM Info Search**.
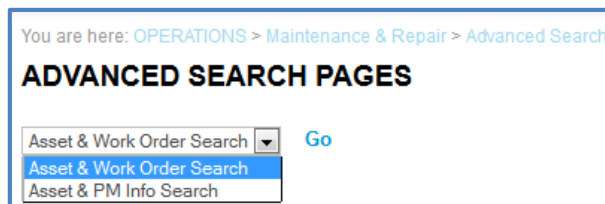
Once you SELECT an option, a page will appear that shows advanced search fields which will be used to search for maintenance of an asset or equipment.

ENTER parameters or SELECT information to filter your results.

The **Asset Information** section contains the following filters:

- **Asset ID:** ENTER the unique **Identifying Number** associated with the asset you would like to view.
- **Asset Type:** SELECT the **Type** of asset you would like to view.
- **Asset Status:** SELECT **Active** to view a list of all assets currently in use. SELECT **Inactive** to view all assets not currently in use. SELECT **Retired** to view all assets which are no longer used.
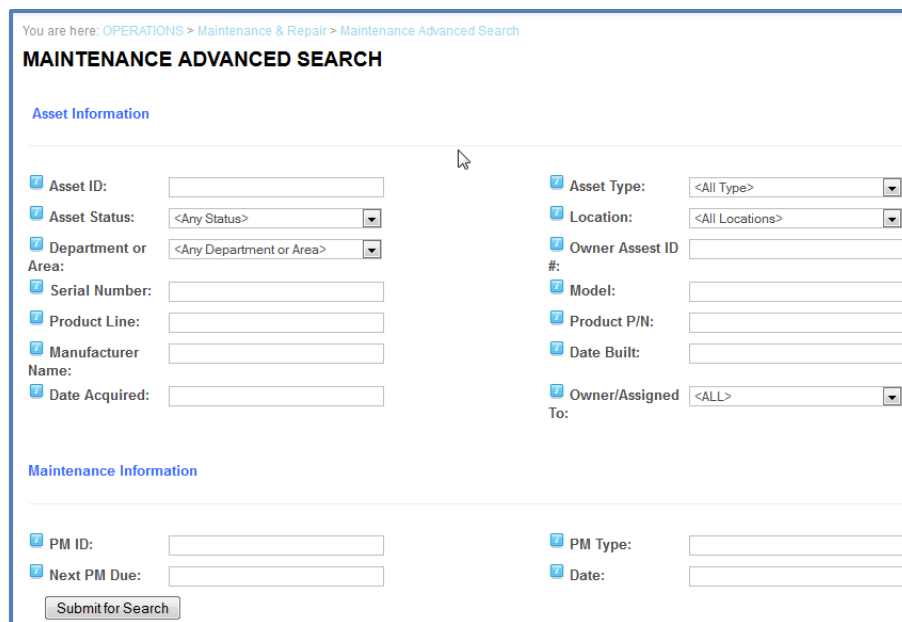- **Location:** SELECT the **Facility** where the equipment you would like to view is located. The Department or Area field will populate with options depending on this choice.
- **Department or Area:** SELECT from the drop down menu the **Department** or **Area**. The options will vary according to the choice made in the **Location** field.
- **Owner Asset ID #:** ENTER the **Owner Asset ID** to narrow your search.
- **Serial Number:** ENTER the **Serial Number** of the asset to narrow your search.
- **Model:** ENTER the **Model Name** and/or number of the asset to narrow your search.
- **Product Line:** ENTER the **Product Line** that the asset belongs to, or is used in, to narrow your search.
- **Product P/N:** If the asset is used to make specific products, ENTER the **Part Numbers** associated with them to narrow your search.
- **Manufacturer Name:** ENTER the **Name** of the company that manufactured the asset to narrow your search.
- **Date Built:** SPECIFY the **Date** the asset was built to narrow your search.
- **Date Acquired:** SPECIFY the **Date** the asset was acquired to narrow your search.
- **Owner/Assigned to**: SELECT the **Owner** or assignee of the asset from the drop down menu to narrow your search.

The Work Order Information section contains:

- **Work Order Number:** ENTER the work order number to narrow your search.
- **Date:** ENTER the date of the issue to narrow your search.
- **Work Order Status:** ENTER the **Current Status** of the work order you are looking for.
- **Individual Item:** ENTER the name of the item repaired, if not an asset.
- **Issue Date From:** ENTER the **Beginning of a Range of Dates** in which the work order you are looking for may have been issued. (Must be used in conjunction with **Issue Date To**.)
- **Issue Date To:** ENTER the **End of a Range of Dates** in which the work order you are looking for may have been issued. (Must be used in conjunction with **Issue Date From**.)
- **Repaired Date From:** ENTER the **Beginning of a Range of Dates** in which the work order you are looking for may have been repaired. (Must be used in conjunction with **Repaired Date To**.)
- **Repaired Date To:** ENTER the **End of a Range of Dates** in which the work order you are looking for may have been repaired. (Must be used in conjunction with **Repaired Date From**.)
- **Pending By**: SELECT from the drop down menu the **User** who performed the Pending stage of the work order you are looking for.
- **Repaired By:** SELECT from the drop down menu the **User** who performed the Repair stage of the work order you are looking for.

- **Verified By:** SELECT from the drop down menu the **User** who performed the Verify & Close stage of the work order you are looking for.
- **Problem Summary:** ENTER **Keywords** which might appear in a brief description of the problem addressed by the work order you are looking for.
- **Description of Problem:** ENTER **Keywords** which might appear in a detailed description of the problem addressed by the work order you are looking for.

When you finish setting up all the desired search criteria, CLICK **Submit for Search** to proceed. The search results will be shown on the lower part of the page.
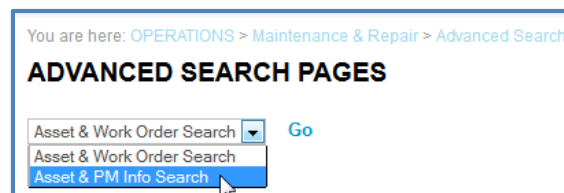
The Maintenance Information section contains:

- **PM ID:** ENTER the unique **Identifying Number** associated with the PM, given when the PM was created, to narrow your search.
- **PM Type:** ENTER the **Type** of PM you would like to view.
- **Next PM Due:** ENTER the **Date** when the PMs you would like to view are next due.
- **Date:** ENTER the **Date** when the PM was entered.

When you finish setting up all the desired search criteria, CLICK **Submit for Search** to proceed. The search results will be shown on the lower part of the page.

4.7 MAINTENANCE KEY PERFORMANCE INDICATORS (KPIS)

Key Performance Indicators (KPIs) represent information from the Maintenance Application in real time, displaying Work Order, Preventive Maintenance, and Repair information in a graphical format.

To access the **Maintenance KPIs** page, CLICK **Maintenance KPIs** in the Left Menu of the **Maintenance Application** page or in the Top Menu of the Operations Tab.
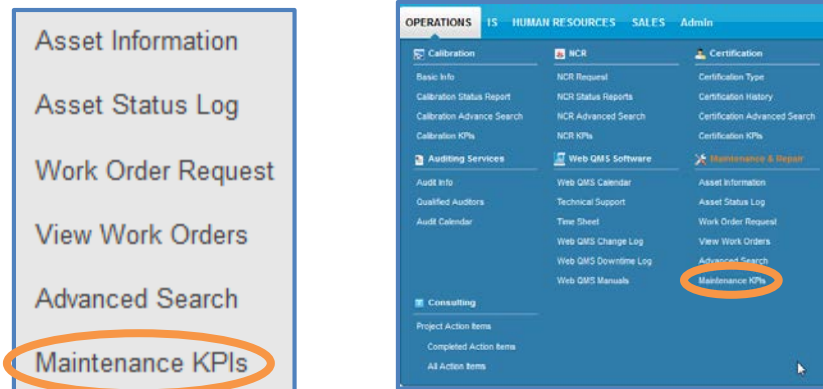

The following page will appear:

Maintenance KPIs are tracked in two subsets of data: **Preventive Maintenance & Repair KPIs** and **Work Order KPIs.**

4.7.1 Preventive Maintenance & Repair KPIs

To view KPIs which display information about your company's preventive maintenance and repairs, CLICK **Preventive Maintenance & Repair KPIs** from the drop down menu. The following page will appear:
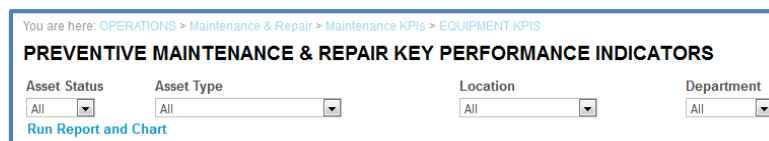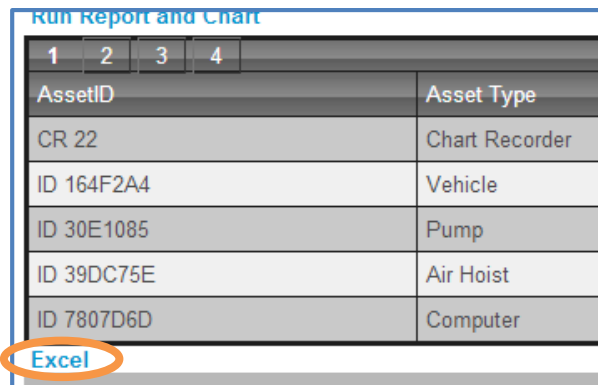

If you wish to view KPIs for the whole set of data, CLICK **Run Report and Chart.** If, however, you wish to view a subset of KPI data, you can narrow the range of information used in creating the KPI graphs by using the available filters, which are as follows:

- **Asset Status**: SELECT the asset **Status** (**Active, Inactive, or Retired**).
- **Asset Type**: SELECT the **Type** of asset or equipment.
- **Location**: SELECT the **Location** of the assets.
- **Department**: SELECT the **Department** within that location.

Once you have narrowed the range of information, CLICK **Run Report and Chart.** At the top of the page, you will see a report containing information about the assets matching your filter criteria.

AssetID	Asset Type	Status	Location	Department	Description
CR 22	Chart Recorder	Active	Houma	OP&A	5000 lbs
ID 164F2A4	Vehicle	Active	Houston	Finance	2011 BMW 328i Sedan
ID 30E1085	Pump	Active	Best1 Derrick Barge	Deck	Fire Pump
ID 7807D6D	Computer	Active	Lima	Operations	Laptop
ID 7870AE6	Air Hoist	Active	Best1 Derrick Barge	Deck	drilling tool set 101

If you wish to further analyze the data, download this report as an Excel spreadsheet by CLICKING **Excel.**

Run Report and Chart

| AssetID	Asset Type
CR 22	Chart Recorder
ID 164F2A4	Vehicle
ID 30E1085	Pump
ID 39DC75E	Air Hoist
ID 7807D6D	Computer

Excel

Below the report are several graphs which display real-time information about your company's KPIs, which may include:
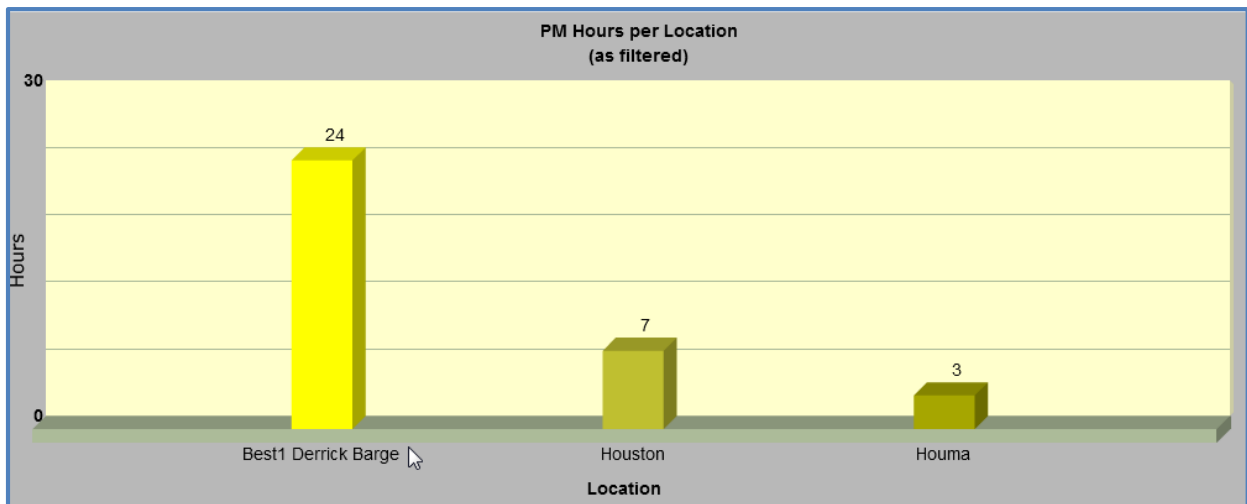
- **Incomplete PM per Location:** Shows how many scheduled preventive maintenance instances have not been completed per location.
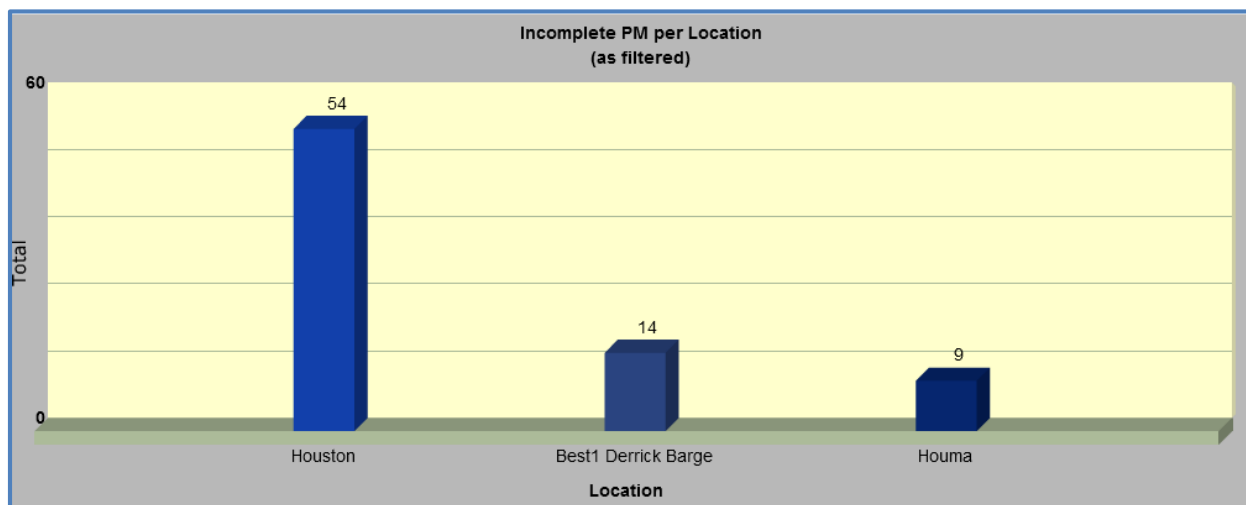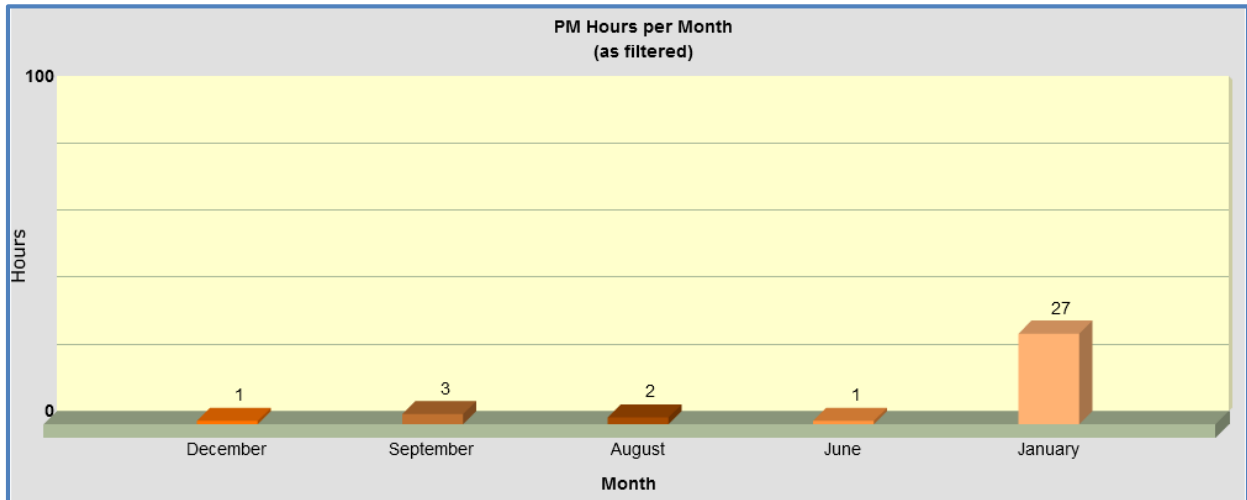
- **Completed PM per Location:** Shows how many scheduled preventive maintenance instances have been completed per location.
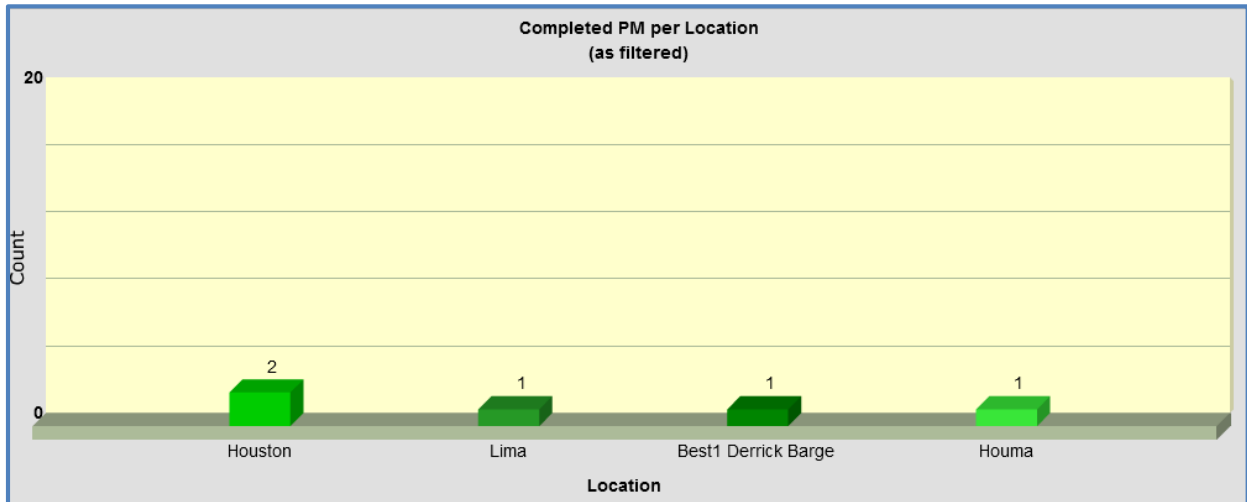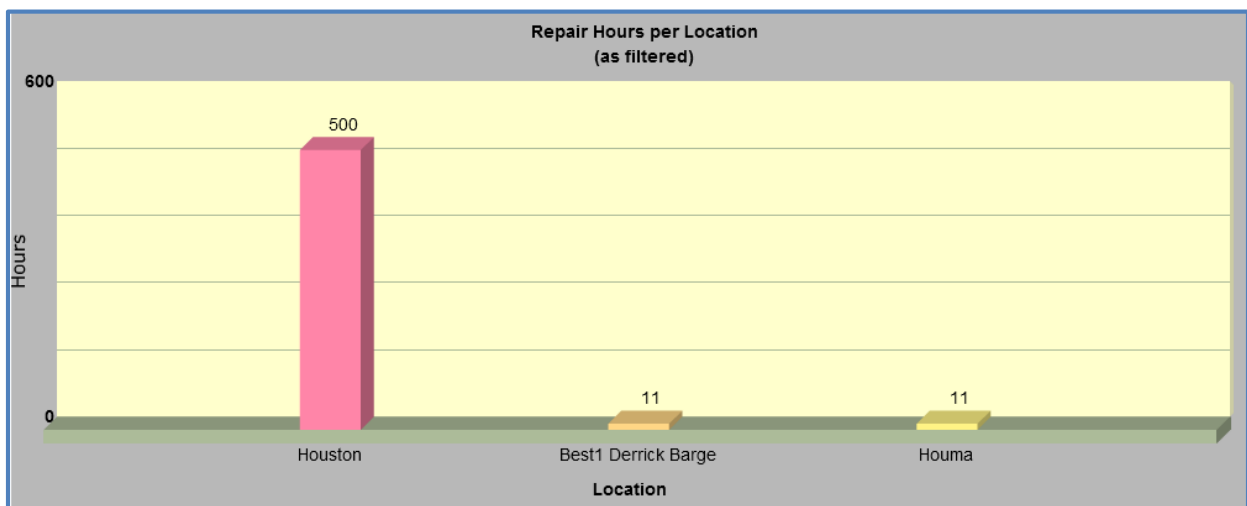

- **PM Hours per Location:** Shows how many hours have been spent on preventive maintenance per location.
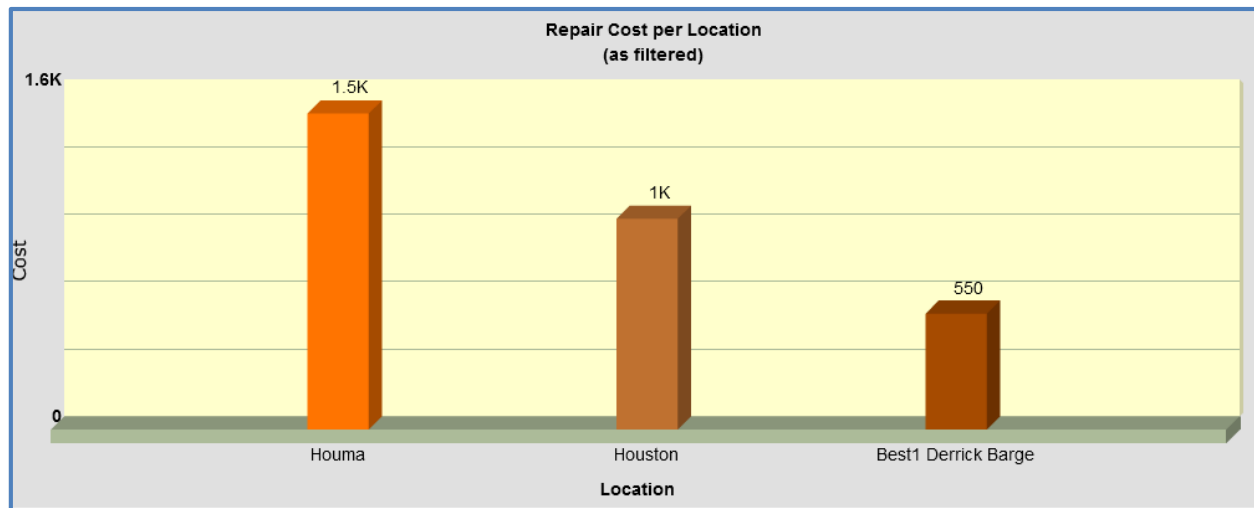
- **PM Hours per Month:** Shows how many hours have been spent on preventive maintenance per month.

- **Repair Hours per Location:** Shows how many hours have been spent on repairs per location.

- **Repair Cost per Location:** Shows how much has been spent on repairs per location.

NOTE: If a chart does not display it may be because no data is available for the filters used.

4.7.2   Work Order KPIs

To view KPIs which display information about your company's work orders, CLICK **Work Order KPIs** from the **Maintenance & Repair Key Performance Indicators** page. The following page will appear:

If you wish to view KPIs for the whole set of data, CLICK **Run Report and Chart.** If, however, you wish to view a subset of KPI data, you can narrow the range of information used in creating the KPI graphs by using the available filters, which are as follows:
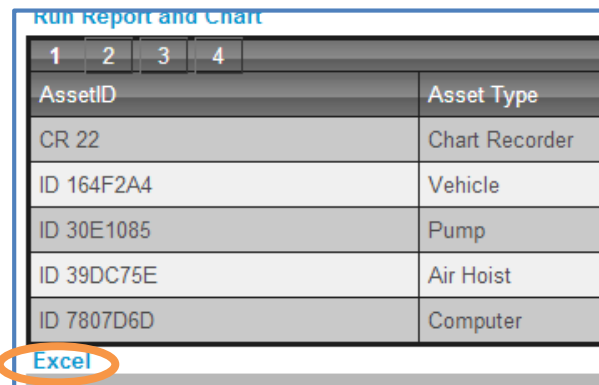
- **Asset Status**: SELECT the asset **Status** (**Active, Inactive,** or **Retired**).
- **Asset Type**: SELECT the **Type** of asset or equipment.
- **Location**: SELECT the **Location** of the assets.
- **Department**: SELECT the **Department** within that location.
- **Work Order Status**: SELECT the **Status** of the work orders.
- **Entered Date From:** ENTER the **Start of a Time Range** during which work order whose KPI data you wish to view is entered from. (Must be used in conjunction with **Entered Date To**.)
- **Entered Date To:** ENTER the **End of a Time Range** during which work order whose KPI data you wish to view is entered to. (Must be used in conjunction with **Entered Date From**.)
- **Closed Date From:** ENTER the **Start of a Time Range** during which work order whose KPI data you wish to view is closed from. (Must be used in conjunction with **Closed Date To**.)

- **Closed Date To:** ENTER the **End of a Time Range** during which work order whose KPI data you wish to view is closed to. (Must be used in conjunction with **Closed Date From**.)

Once you have narrowed down your field, CLICK **Run Report and Chart.** At the top of the page, you will see a report containing information about the assets matching your filter criteria.

WONumber	WO Status	Entered Date	Problem Summary	Problem Description	AssetID	Asset Type	Location	Department	Asset Description
WO25ABFBA	4	11/18/2012 12:00:00 AM	ding on side	ding on the passenger side	ID 164F2A4	Vehicle	Houston	Finance	2011 BMW 328i Sedan
WO382B613	4	12/3/2012 12:00:00 AM	Low tire pressure	System did not advice and tire low.	ID 164F2A4	Vehicle	Houston	Finance	2011 BMW 328i Sedan
WOE62115F	4	1/24/2013 12:00:00 AM	SLAs missed for current month	SLAs missed for current month	ID 164F2A4	Vehicle	Houston	Finance	2011 BMW 328i Sedan
WOEBE1AF2	4	1/24/2013 12:00:00 AM	Testing new asset	Testing new asset	ID 164F2A4	Vehicle	Houston	Finance	2011 BMW 328i Sedan

If you wish to further analyze the data, download this report as an Excel spreadsheet by CLICKING **Excel.**

Run Report and Chart

| AssetID	Asset Type
CR 22	Chart Recorder
ID 164F2A4	Vehicle
ID 30E1085	Pump
ID 39DC75E	Air Hoist
ID 7807D6D	Computer

Excel

Below the report are several graphs which display real-time information about your company's KPIs, which may include:
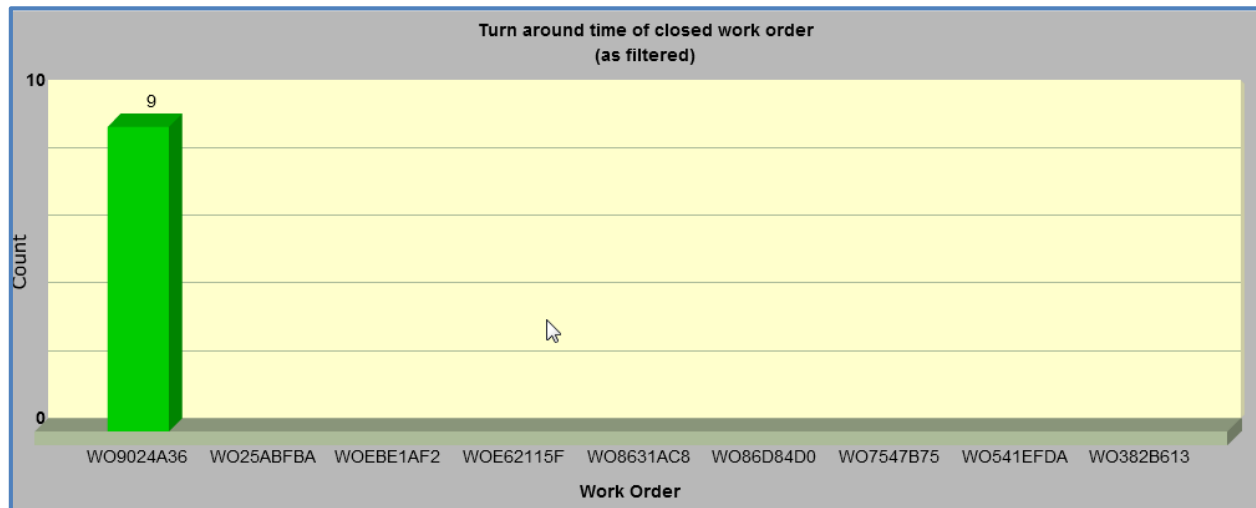
- **Total Work Orders by Location:** Shows how many work orders have been filed at each location.
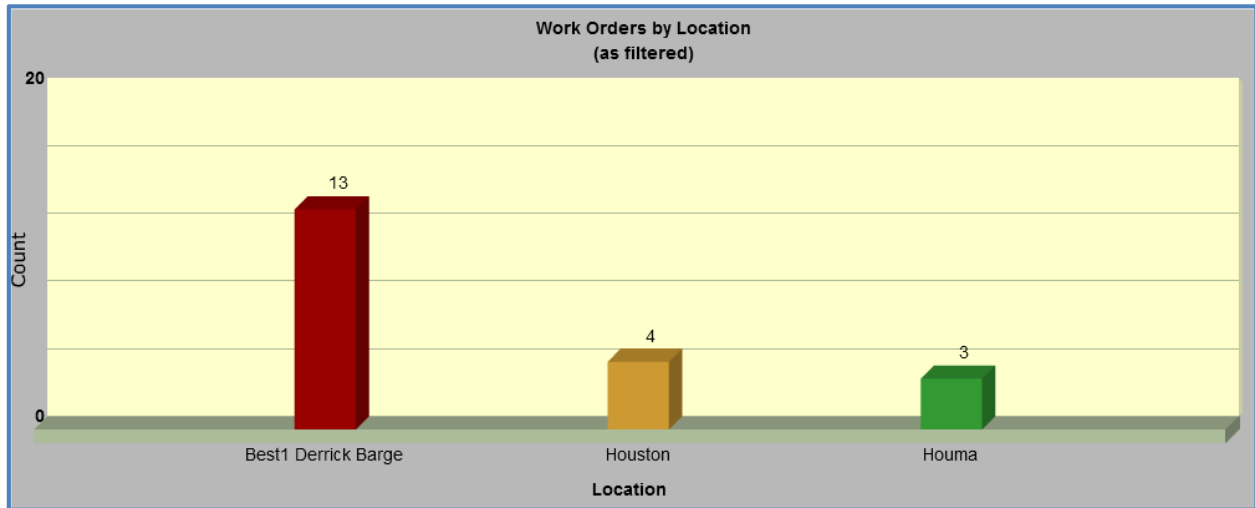
- **Aging of Open Work Orders (Days):** Shows how many days open work orders have remained open.
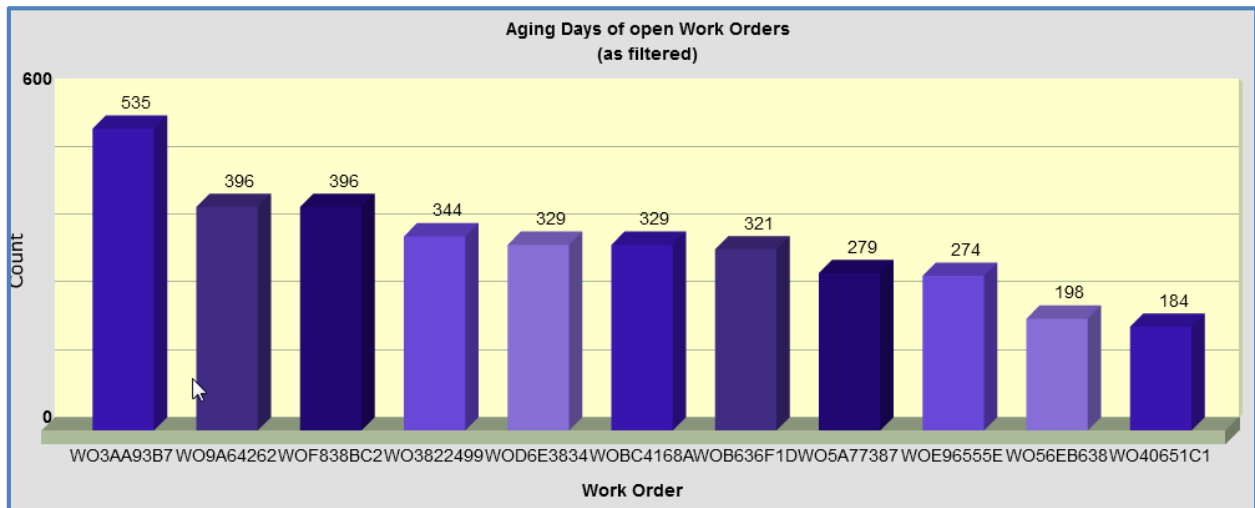
- **Turn-around time of closed work orders:** Shows how many days it took to complete closed work orders.


4.8   MAINTENANCE ADMINISTRATION

Administration of Maintenance variables is done through the **Organization Variables** page. This page allows the Administrator to change options throughout the **Maintenance Application** and to set up email reminders. The Administrator role is required in order to update the **Organization Variables** page. The **Organization Variables** page can be located on the **Admin Tab** of the Top Menu of Web QMS.
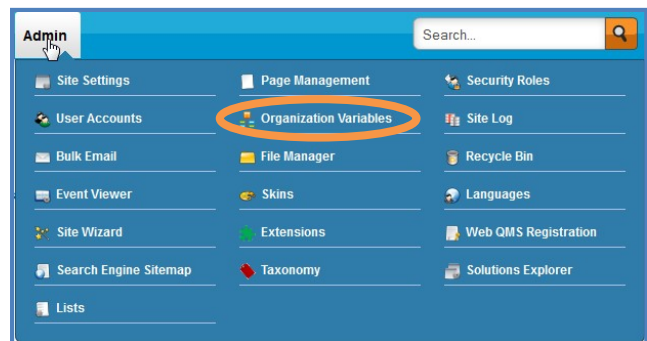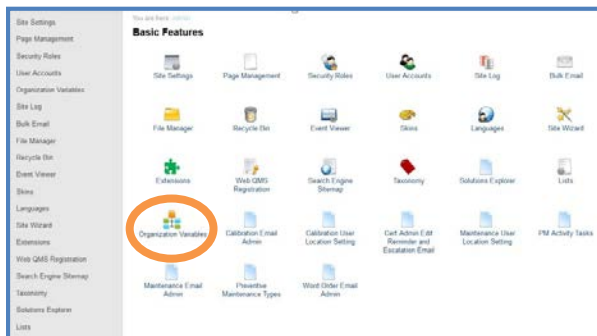
In the Left Menu of the **Organization Variables** page, locate the **Maintenance Administration** drop down menu. This menu will allow you to change options throughout the Maintenance Application.

This menu contains the following options:
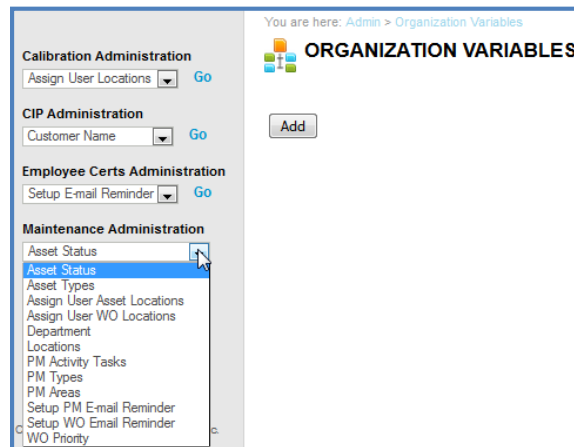
- **Asset Status**
- **Asset Types**
- **Assign User Asset Locations**
- **Assign User WO Locations**
- **Department**
- **Locations**
- **PM Activity Tasks**
- **PM Types**
- **PM Areas**
- **Setup PM Email Reminder**
- **Setup WO Email Reminder**
- **WO Priority**

SELECT each option to add, edit, or delete values.

4.8.1   Adding/Editing/Deleting An Asset Status

SELECT **Asset Status** in the Maintenance Administration drop down menu, then CLICK **Go**. The following will appear:
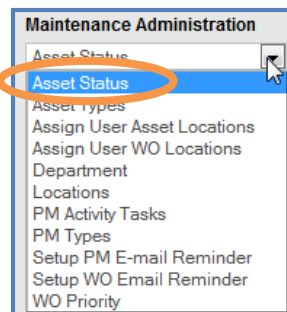
CLICK the **Add** button to add another value, i.e. Active, to the Asset Status list. ENTER the value to be added into the **Value** field. CLICK **Save.**
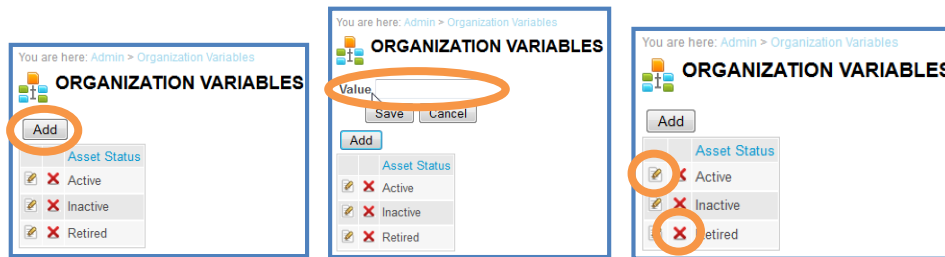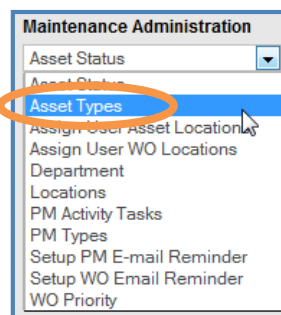
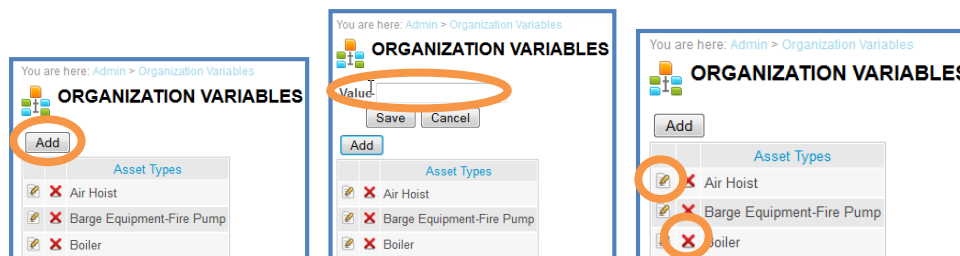To edit or delete an existing value from the Asset Status list:

- **Edit:** CLICKING the **Manage Yellow Pencil icon** will allow you to edit an existing Asset Status value.
- **Delete:** CLICKING the **Red X Delete icon** will allow you to delete an existing Asset Status value.

4.8.2   Adding/Editing/Deleting An Asset Type

SELECT **Asset Types** in the drop down menu, then CLICK **Go**. The following page will appear:

CLICK the **Add** button to add another value, i.e. "Saw," to the Asset Types drop down menu. ENTER the value to be added into the **Value** field. CLICK **Save**.


To edit or delete an existing value from the Asset Types list:

- **Edit:** CLICKING the **Manage Yellow Pencil icon** will allow you to edit an existing Asset Types value.
- **Delete:** CLICKING the **Red X Delete icon** will allow you to delete an existing Asset Types value.

4.8.3   Adding/Editing/Deleting Assigned User Locations

SELECT **Assign User Asset Locations** in the list, then CLICK **Go.**
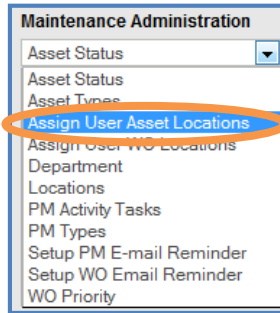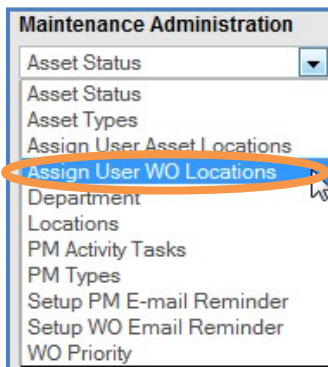
The following page will appear:
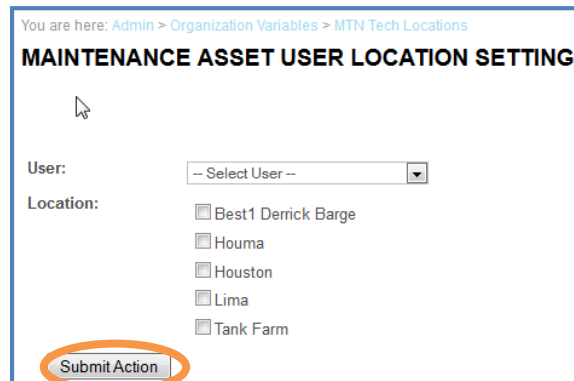
- **User:** SELECT the **Desired User** from the drop down menu. These are users with the Maintenance Tech role.
- **Location**: CHECK the **location(s)** you wish to assign to the user selected above.
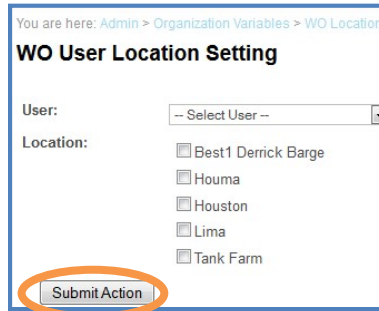
NOTE: The **Locations** you SELECT will replace the current assigned locations for the selected user. If you SELECT **No Location** for the user, all locations for that user will be removed.

4.8.4   Adding/Editing/Deleting Assigned User WO Locations

SELECT **Assign User WO Locations** in the drop down menu, then CLICK **Go.**


The following page will appear:

- **User:** SELECT the **Desired User** from the drop down menu. These are users with the Maintenance Tech role.
- **Location**: CHECK the **location(s)** you wish to assign to the user selected above.
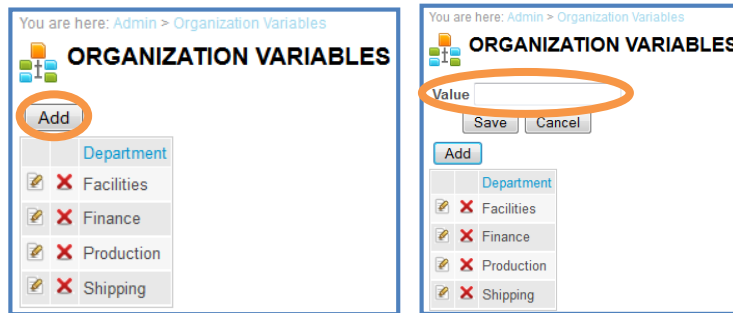
4.8.5   Adding/Editing/Deleting Departments

SELECT **Department** in the drop down menu, then CLICK **Go**. The following page will appear:
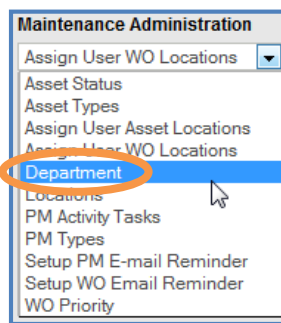
CLICK **Select** next to the location to which the department you wish to manage belongs. This will take you to a page containing a list of departments belonging to this location.
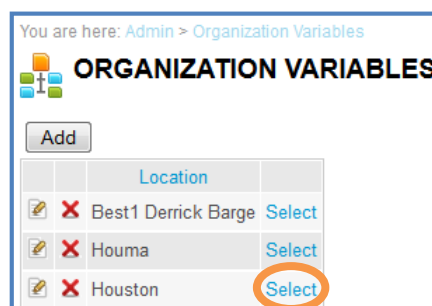
CLICK the **Add** button to add another value, i.e. "Sales," to the Department list. ENTER the value to be added into the **Value** field. CLICK **Save.**
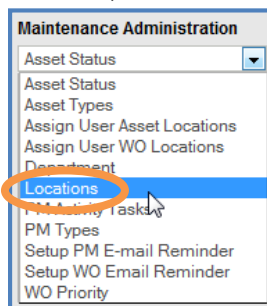
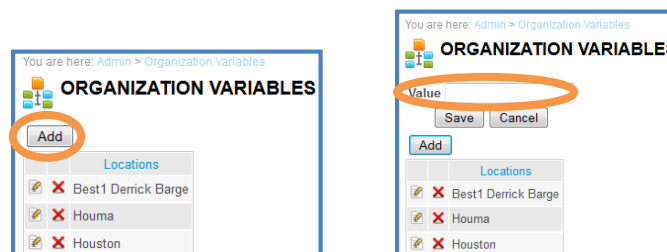To edit or delete an existing value from the Department list:
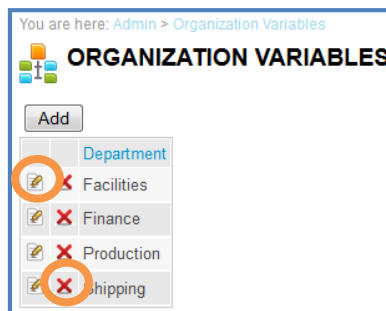
- **Edit:** CLICKING the **Manage Yellow Pencil icon** will allow the editing of the existing locations.
- **Delete**: CLICKING the **Red X Delete icon** will allow the deletion of the existing departments from the list.

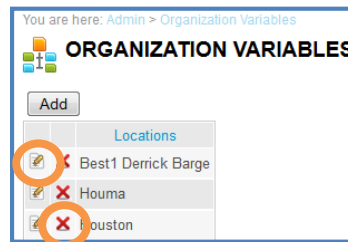### 4.8.6   Adding/Editing/Deleting Locations

SELECT **Locations** in the drop down menu, then CLICK **Go**. The following page will appear:

CLICK the **Add** button to give the option to add another value to the Locations list. ENTER the value to be added into the **Value** field. CLICK **Save**.

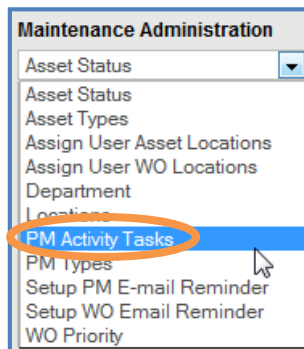To edit or delete an existing value from the Locations list:

- **Edit:** CLICKING the **Manage Yellow Pencil icon** will allow you to edit an existing value.
- **Delete**: CLICKING the **Red X Delete icon** will allow you to delete an existing value.

NOTE: If you wish to DELETE a location, you must first delete all departments which are associated with that location.

4.8.7 Adding/Editing/Deleting PM Activity Tasks

SELECT **PM Activity Tasks** in the drop down menu, then CLICK **Go.**

The following page will appear:

To add a PM Activity Task, CLICK the **Add PM Activity** hyperlink**.**

- **Asset Type:** SELECT the Type of Asset from the drop down menu.
- **PM Type:** SELECT the **PM type** from the list of PM types.
- **PM Area:** SELECT the **PM area** from the list of PM areas, if applicable.
- **PM Activity:** ENTER a **Description** of the activity.
- **Weight:** You may prioritize the activity tasks of an asset by ENTERING a **Number** to each one. Start with 10 and ADD numbers in increments of 10, such as 10, 20, 30, etc. This will allow you to insert new activities later on without having to rearrange all the given weights.
- **Instruction:** SELECT from the drop down menu the **Instruction Document** associated to the PM activity task, if available.

CLICK **Save** to proceed.

To edit or delete an existing value from the PM Activity Tasks list:

- **Edit:** CLICK the **Edit** link in the row of the PM Activity Task you wish to manage.

The editing window will open within the list of PM Activity Tasks:

You can edit the information in the form directly. CLICK **Save** to proceed.

- **Delete**: CLICK **Delete** in the row of the PM Activity Task you wish to manage. The PM Activity Task will be removed from the system.

To attach a Work Instruction, CLICK the **Add Instructions** hyperlink**.**

CLICK **Browse** to locate the file and SELECT the document from your local computer, then CLICK **Upload**.

To DELETE an existing document, CLICK **Delete** in the row of the document you wish to remove.
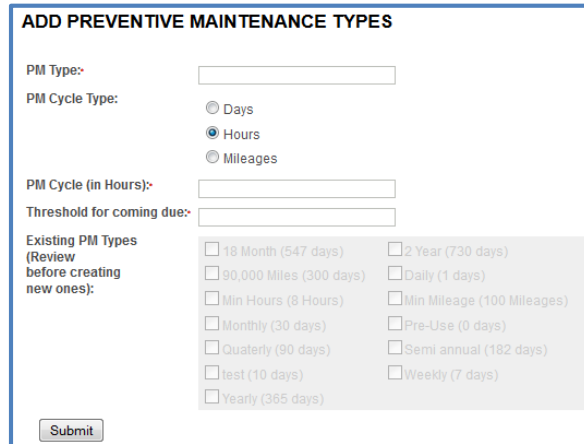
4.8.8   Adding/Editing PM Types

SELECT **PM Types** in the drop down menu, then CLICK **Go.**

The following page will appear:
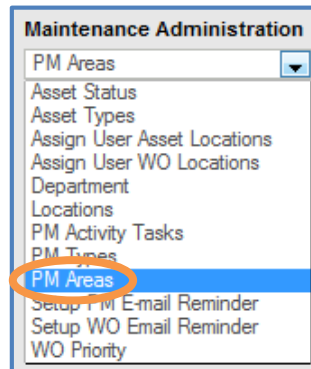
To add a PM type, FILL OUT the form, and then CLICK **Submit.**

- **PM Type:** ENTER the specific **PM Type** to define its cycle time.
- **PM Cycle Type:** SELECT one of the options available (**days**, **hours**, **mileage**)
- **PM Cycle (Days/Hours/Mileage):** ENTER the **number** of the days/hours/mileage in this cycle.

NOTE: To avoid creating duplicate PM Types, review the list of existing PM Types before adding a new PM Type.

4.8.9   Adding/Editing/Deleting PM Areas

SELECT **PM Areas** in the drop down menu, then CLICK **Go.**

CLICK the **Add** button which will give the option to add another value to the Asset Type list. ENTER the value to be added into the **Value** field. CLICK **Save**.

To edit or delete an existing value from the Areas list:
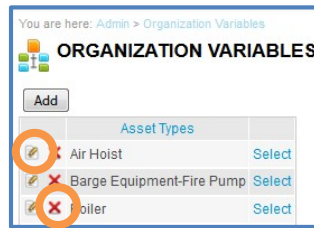
- **Edit:** CLICKING the **Manage Yellow Pencil icon** allows you to edit an existing value.
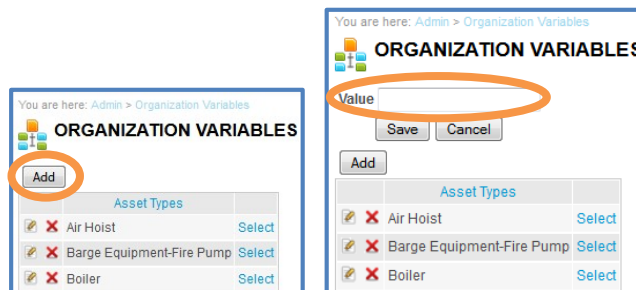- **Delete**: CLICKING the **Red X Delete icon** allows you to delete an existing value.

SELECT the Asset Type where you wish to add an Area/Department and CLICK the **Add** button:

To edit or delete an existing value from the Areas list:

- **Edit:** CLICKING the **Manage Yellow Pencil icon** allows you to edit an existing value.
- **Delete**: CLICKING the **Red X Delete icon** allows you to delete an existing value.

4.8.10 Setup PM E-Mail Reminder

SELECT **Setup PM E-mail Reminder** in the drop down menu, then CLICK **Go**.

The following page will appear:

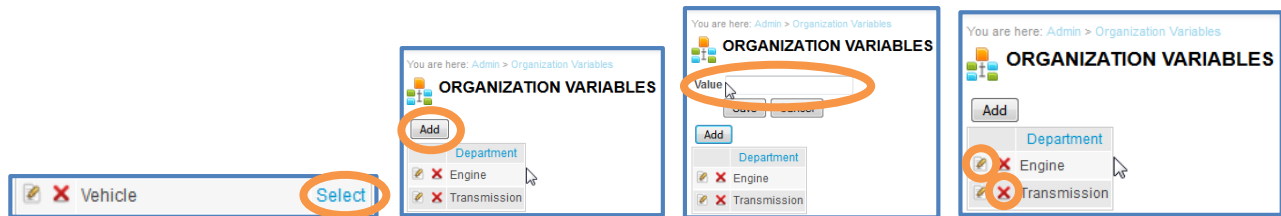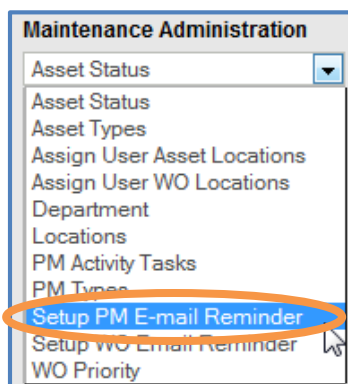- **Email From:** ENTER the email **Address** that you would like to appear on the email reminders.
- **Email Subject:** ENTER the email **Subject**.
- **Email Reminder Message:** This field is pre-populated with an automated reminder message. You may adapt it as necessary; however, you should not edit any areas which look similar to**$(this)**.
- **Send to Maintenance Admin (admin for all locations):** SELECT whether the **Maintenance Admin** should also receive reminder emails.
- **Select a User to Escalate Email to:** If you want a manager or other member of your organization who does not have the **Maintenance Admin** or **Maintenance Tech** role to also get the reminder emails, select it here.
- **Number of Days Before Maintenance Due Date:** ENTER the number of days you would like for the reminder to look ahead.

4.8.11 Setup WO E-Mail Reminder

SELECT **Setup WO E-mail Reminder** in the drop down menu, then CLICK **Go**.

The following page will appear:

- **Email From:** ENTER the email **Address** that you would like to appear on the email reminders.
- **Email Subject:** ENTER the email **Subject**.
- **Email Reminder Message:** This field is pre-populated with an automated reminder message. You may adapt it as necessary; however, you should not edit any areas which look similar to **$(this)**.
- **Send to Global Maintenance Admin (admin for all locations):** SELECT whether the **Maintenance Admin** should also receive reminder emails.
- **Select a User to Escalate Email to:** If you want a manager or other member of your organization who does not have the **Maintenance Admin** or **Maintenance Tech** role to also get the reminder emails, you can select them here.
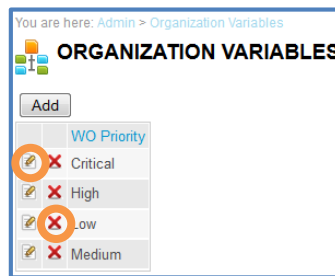
4.8.12 WO Priority

SELECT **WO Priority** in the drop down menu, then CLICK **Go**. The following page will appear:
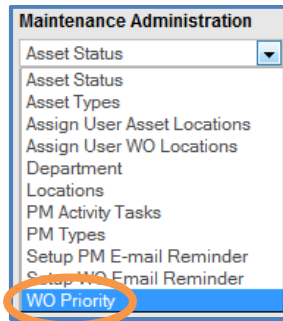
CLICK the **Add** button to give the option to add another value to the WO Priority list. ENTER the value to be added into the **Value** field. CLICK **Save**.
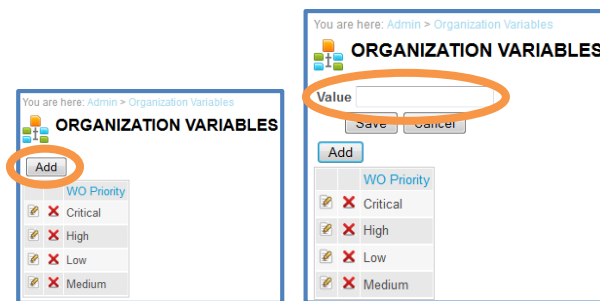
To edit or delete an existing value from the WO Priority list:

- **Edit:** CLICKING the **Manage Yellow Pencil icon** allows you to edit an existing value.
- **Delete**: CLICKING the **Red X Delete icon** allows you to delete an existing value.

5.0 REVISION LOG

DATE	SECTION	DESCRIPTION OF CHANGE	APPROVED BY
02/06/2010	All	Original Release of MMS-WQM-212 Maintenance Admin Guide and MMS-WQM-213 Maintenance User Guide	M. Boudreaux
01/16/2012	All	MMS-WQM-212 and MMS-WQM-2013 formatting, inserted many screenshot, and corrected a lot of errors throughout the content, picture editing.	M. Boudreaux
3/14/2012	All	MMS-WQM-212 and MMS-WQM-2013 updated screenshots according to the newest changes in the system.	M. Boudreaux

DATE	SECTION	DESCRIPTION OF CHANGE	APPROVED BY
04/12/2012	4.4.1	Original Release of MMS-WQM-222 Work Order Admin Guide	M. Boudreaux
07/05/2012	All	MMS-WQM-212 and MMS-WQM-2013 updated to include application enhancements and skin changes.	M. Boudreaux
01/31/2014	All	Revision and integration of MMS-WQM-212, MMS-WQM-213 and MMS-WQM-222. Released as MXM-WQM-506 Maintenance Application Manual.	M. Boudreaux
06/01/2014	All	Revision, editing, and formatting performed throughout the Maintenance Application Manual.	M. Boudreaux

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