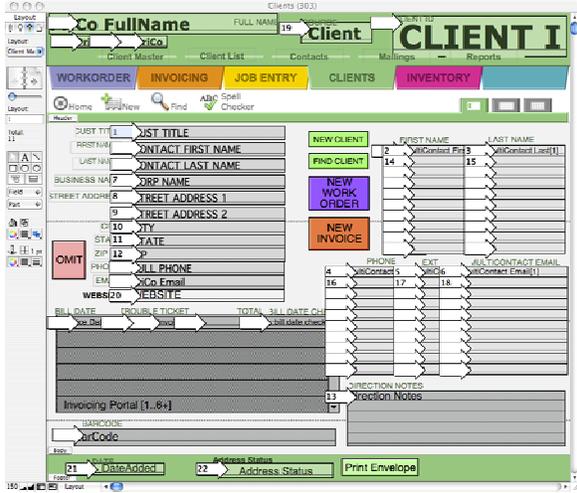


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215 – CREATING A WORKORDER

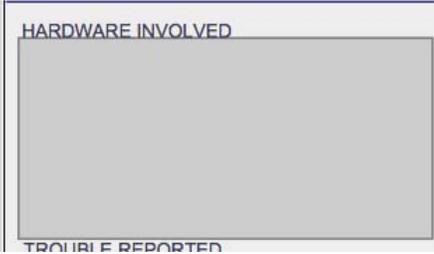
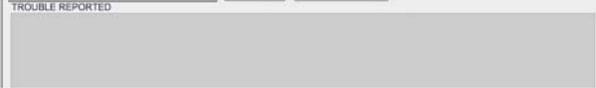
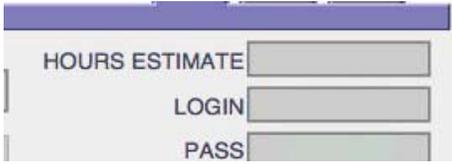
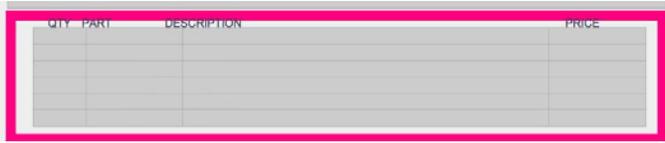
To create a new work order, perform the procedure in the following table:

Action	Result
<p>1. If the work order is for an existing client, find the client's record in the client database.</p> <p>If the work order is for a new client, create a new client record in the database.</p>	
<p>2. Click NEW WORK ORDER:</p> 	
<p>3. Verify the client's information. If you have performed steps 1 and 2 correctly, the system should have already filled in all relevant fields.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: Be sure that you performed steps 1 and 2 properly. Client data entered in this screen is not available to the rest of the system.</p> </div>	

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215 – CREATING A WORKORDER (cont')

Action	Result
<p>4. Complete the HARDWARE INVOLVED section.</p> <p>Enter the make and model number of the system, and note all accessories—power adapters, power cords, laptop bags, etc.—the client left with the system.</p>	
<p>5. Complete the TROUBLE REPORTED section.</p> <p>This is possibly the most important section of the WORKORDER screen. Be sure to enter all information the client explains, even if it does not seem related to the problem. DO NOT attempt to diagnose problems while filling out this section. The client is waiting!</p>	
<p>6. Complete the labor and login fields.</p> <p>Enter an estimate for the number of hours the problem will take to resolve. Remember to get the login and password for the system.</p>	
<p>7. Complete the parts fields.</p> <p>If the repair will require parts, enter the parts that will be required and their estimated cost.</p>	
<p>8. Print two copies of the work order by clicking the GENERATE WORKORDER button twice:</p> <p style="text-align: center;"></p>	
<p>9. Give one copy of the work order to the client, and have them sign the other copy.</p>	
<p>10. Place the client's system on the shelf with the signed copy of the work order.</p>	
<p>11. Wish the client a good day.</p>	