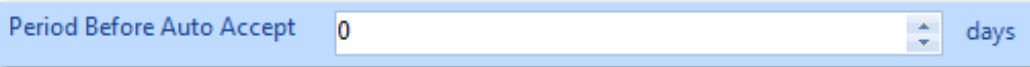


Verification Questionnaires

📅 Wed, Jan 17, 2024 📁 [Creating a Questionnaire](#)

Verification Questionnaires work slightly differently to other Questionnaires. These Questionnaires occur once a Work Order has been completed and are used to verify that the work, that was carried out, is at a suitable standard.

Verification Questionnaires are created using the same mechanism as regular Questionnaires but have slightly different restrictions, such as not being able to amend the Resources or Building fields. When creating one, the User will need to provide the Clients this relates to, the Profiles in which the Questionnaire can be answered by and the Period Before Auto Accept field.



This field in particular is only used with Verification Questionnaires and the value entered represents the amount of days before the Work Order is automatically completed, without completing the Questionnaire, which will then move the Work Order to a fully completed state (if this is the last outstanding item on the Work Order). If the Questionnaire must be filled out, and if the User doesn't want the Work Orders to be automatically completed, then this field should be left as 0 days.

Once a Work Order has been stopped, and a Verification Questionnaire exists, the Work Order will progress to one of the following statuses depending on the Type of Work Order that is stopped:

- For Reactive Work Orders - 5.00 - Job completed - Awaiting Additional Information
- For Quote Work Orders - 5.10 - Job completed - Awaiting Additional Information
- For PPM Work Orders - 5.20 - Job completed - Awaiting Additional Information

It is possible to stop invoices from automatically approving on failure of a Verification RFI question. By setting the pass score on a question, should that question fail on completion by the end user, then any invoice added to the Work Order will have an Unapproved Reason of "Verification Fail" applied to it.

The Work Order will then stay at this status until the Period Before Auto Accept has been reached or until a User, of one of the Profiles that are allowed to complete the Questionnaire, completes the Questionnaire. To complete a Verification Questionnaire in the application, go to the Agent Actions menu and select the "[Creating an Questionnaire](#)" action. For the Portal, locate the Work Order and perform the "[Post-Visit Verification](#)" action.

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=156>