

# Work Order Information - Reactive, Quote, PPM and Audit Introduction

📅 Wed, Jan 17, 2024    📁 [Work Order Information - Reactive, Quote, PPM and Audit](#)

This is the second section. The Work Order Information section shows the main details which make up this Work Order. This screen is split into different blocks, which each contain information relating to different aspects of the Work Order, from finance, to locations, to linked Work Order details.

1. The main body of the Helpdesk Work Page will show all information created against this Work Order number. These cover the Building, Caller, Type and Symptom, Reason Code, Assets and Resource Allocation & schedule information. Note: The Attendance By calculation takes both the Building and Resource availability into account, so even if the Building is unavailable as long as the resource is available then the time will still count. It will only stop when both the Building and Resource are closed/unavailable.
2. Any documents applicable to this Work Order number will also be shown here.
3. All finance information will be shown at the bottom of the Helpdesk Work Page. This will include, the accrual, and any capital budget codes.

**Note:** Use the Chevrons to minimise and maximise each section for ease of viewing.

**Note:** Hover over the "i" to display further information on how the finance fields have been calculated. These will only be present if the User has access to the Resource Grouping the Resource on the Work Order is a part of (if applicable). If they do not have access, the "i" will not be present.

WO: 7848749		2.00 - Pending attendance		Building Notes Notifications	
Building	Ostara Building, 123 Demo Road, Ostara, Demo, TE3 5ST, England				
Caller	Group Security Director, Alison, 07973 079735, alison@pl.co.uk				
Types	LIFT, Lifts, Less Abled Lift	Symptom	Button Stuck		
		Reason Code	Wear and Tear Breakdown		
		Quantity Code			

  

Creation Notes		History

  

Resource Allocation and Schedule			
Resource	Internal Tier 1 Resource (INT116)	Reference	
Actual	SLA Derived		
Attendance	before 13/11/2014 19:00	Attendance By	
Required Fix		Fix By	
ETA		Temp Fix By	

  

Locations			
Level	Area	Location	Location Extra
Ground Floor	External	Common Area	

  

Finance				Revenue
Capital Budget Code		Status	Work order not invoiced	
Total Paid (net)	£0.00	AOV	£166.00	
Approved (net)	£0.00	Total Calculated Cost	£0.00	
Unapproved (net)	£0.00	Accrual	£166.00	

## Notes History

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=264>