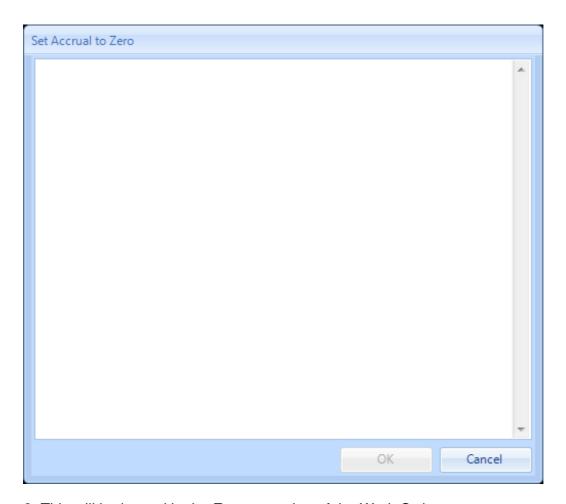
Set Accrual to Zero

🛗 Wed, Jan 17, 2024 🕒 Agent Actions - Reactive, Quote, PPM, Audit

Based on the Average Order Values (AOVs) associated to a Work Order, it is possible to override these AOVs and set the accrual to Zero. These rules are bespoke to each Management Company and will need to be checked with the Finance Manager. This is an automated process so Users need to make this is the correct action to take before proceeding as this CANNOT be reversed. To set the accrual to zero, go to the Agent Actions menu and select "Set Accrual to Zero".

1. Clicking on the "Set Accrual to Zero" action will provide the ability to add any relevant notes and set the Accrual field on the current Work Order to zero.



2. This will be logged in the Events section of the Work Order.

Event	»
Outcome	Date
Agent - Accrual Set To Zero	19/02/2013
Agent - Work Order Reinsta	19/02/2013
Agent - Work Order Cancell	19/02/2013
Website - Accepted - ETA P	08/02/2013
Agent - Assigned by Email	08/02/2013
Agent - Resource Allocated	08/02/2013
Agent - Work Order Created	08/02/2013

Event	Set Accrual to Zero	
Outcome	Agent - Accrual Set To	
Date	19/02/2013 15:43	
Event Creator	Ostara	
Notes	Demo set accrual to z	

Online URL: https://ostarasystems.knowledgebase.co/article.php?id=310