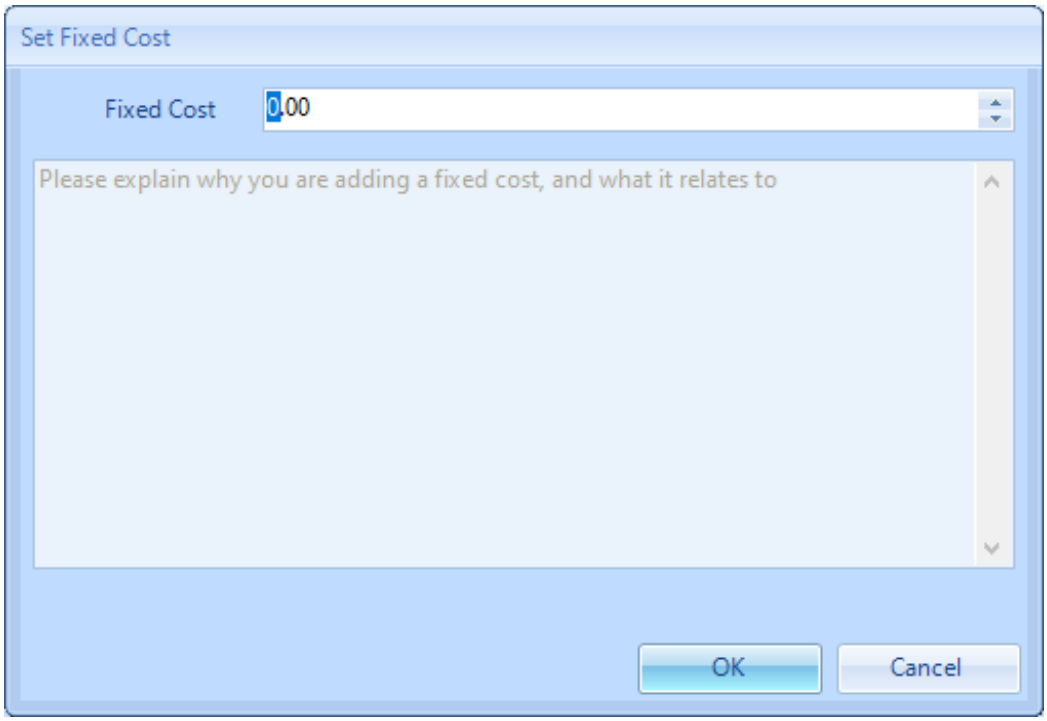
Set Fixed Cost

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

If a Work Order will cost a specific value that has already been agreed, it is possible to apply this cost to the Work Order to make sure the correct value is shown. This is done using the "Set Fixed Cost" action following the below steps:

1. Clicking the action displays the Set Fixed Cost screen. Enter the value of the fixed cost, along with any details explaining the fixed cost, and click "OK" to apply it to the Work Order



Note: Entering a fixed cost on a Work Order that has already had a fixed cost set will override the previous fixed cost. If a fixed cost of £0.00 is set then the Work Order will revert back to using the Total Calculated Cost and AOV.
When a User adds a Fixed Cost to a WO that already has an Invoice on that is marked as "Final Invoice", a message will be displayed stating that no additional costs will be paid unless the Invoice is changed. If this is believed to be incorrect then contact should be made with the system administrator to confirm this.
The details entered as part of the fixed cost can be seen in the Event on the WO History.

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