

Reopening Work Orders for LFSTs and ROSSs

Overview

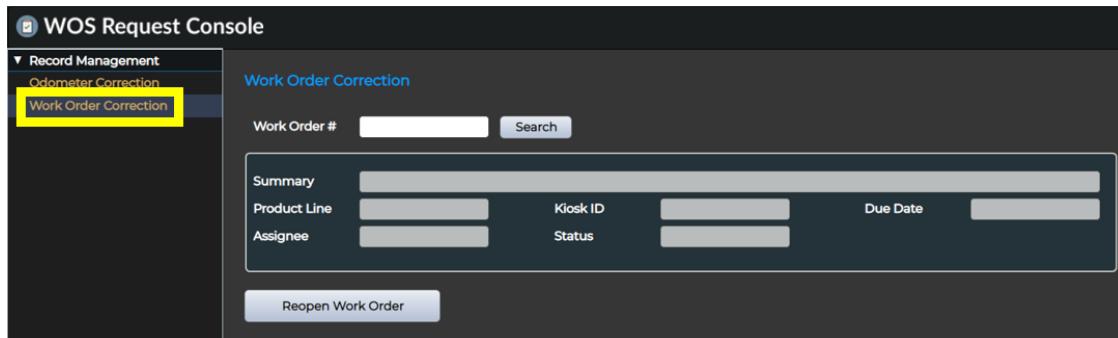
This document outlines the needed steps taken by LFSTs or ROSSs for reopening work orders to correct mistakes or inaccuracies.

Process

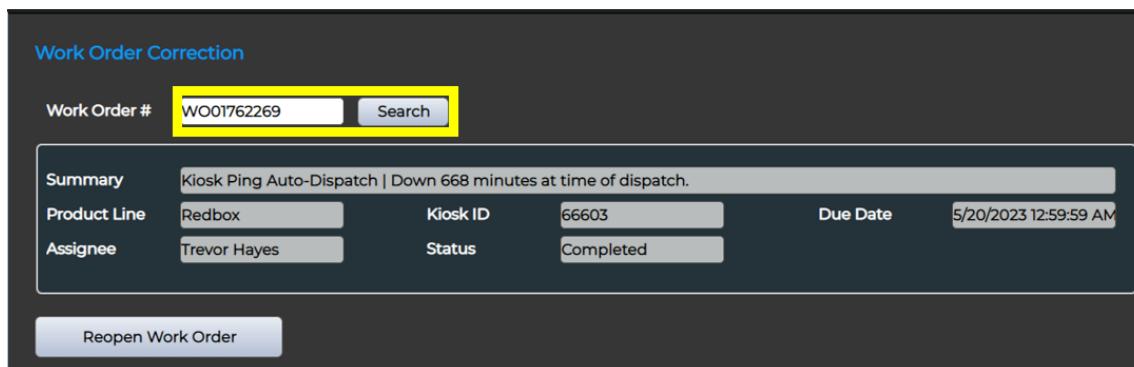
1. Log into the [Work Order System](#).
2. From the “Navigate to” dropdown, choose “Data Correction”/”Record Management”. This will open the Data Correction window.



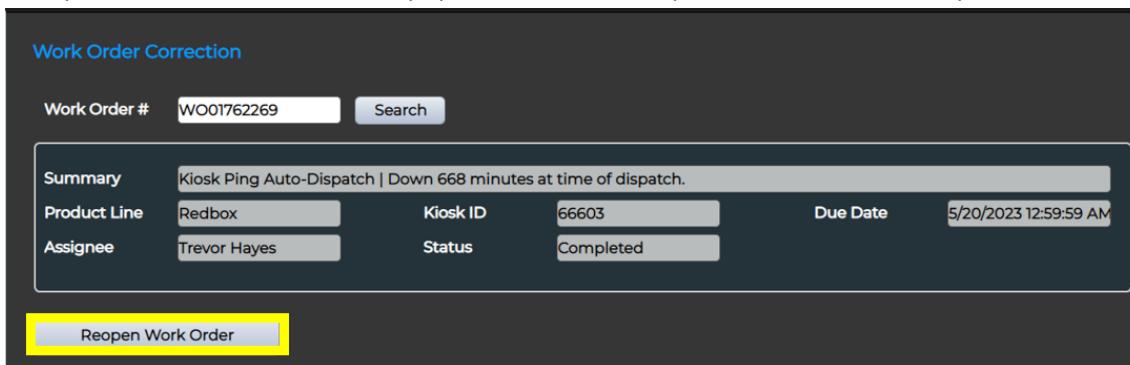
3. Press “Work Order Correction” on the left hand side of the page to populate the Work Order Correction form.



4. Enter the work order number of the work order you wish to reopen in the Work Order # field. After the work order # has been entered, press “Search”. This will populate the basic work order information.



5. Verify the correct work order has populated. Press “Reopen Work Order” to reopen the work order.

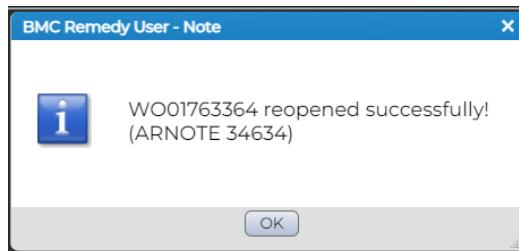


Work Order Correction

Work Order # WO01762269

Summary	Kiosk Ping Auto-Dispatch Down 668 minutes at time of dispatch.		
Product Line	Redbox	Kiosk ID	66603
Assignee	Trevor Hayes	Status	Completed

6. You will receive verification that the work order was reopened successfully.



7. The work order is now reopened and available for the FST to open and make the necessary corrections.