Work Order Comment Standardization

Overview

This document outlines the format to standardize the verbiage of the comment section of a work order. This standardized format is necessary to help ensure that the details of an FST's work is accurately captured and can be referenced when the details of the work are needed. All LOBs require the same minimum steps below but every LOB has unique aspects that need to be documented. Be as verbose and detailed as possible when documenting steps taken.
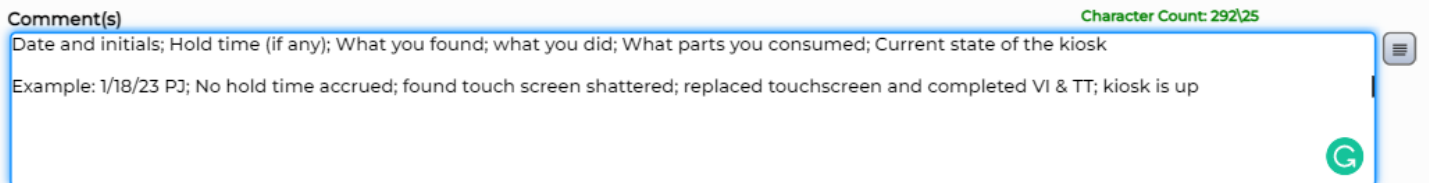
Process

1. Complete the Trip Detail, Task Tracker and indicate if kiosk operational. This may be pre-populated for you.
2. Complete the comment sections as follows:

   - **Date and initials**
   - **Hold time (if accrued) –** Any time spent on hold waiting for assistance from a member of Machine Support
   - **What dispatch was for**- *initial reason of dispatch helps tell a story, helps in diagnosing reoccurring history since BI doesn't always list dispatch reason*
   - **What you found (**basically a brief elaboration on the troubleshoot line item)
   - **What you did** (measures taken to fix issue, basically an elaboration upon B/F line)
   - **What parts you consumed** (what parts were used during the course of this visit)
   - **Current state of kiosk** (if kiosk is down, at first glance we can quickly see what needs to be done for return visit without calling them).

   - **Please remember, the Starter and Adder units or the Odin Modules of an Amazon Locker are considered as "Parts" and should be notated when consumed**. This will help you document your Amazon Locker installations correctly when a repeat visit is required to complete the install. This example shows the repeat visit in which the new router was installed and the Starter/Adder units were consumed.