

Updating Work Orders by Text

Updating Work Orders by Text:

Employees can update work orders via text or text capable device by replying to the work order message with the text displayed in the table below. This update will be reflected on the Work Order History section of the work order in Angus AnyWhere®.

Work Order Update	Text Code
Acknowledged <i>Note:</i> If you are using the Angus AnyWhere application on a handheld device, the work order will be automatically 'Acknowledged'.	ACK
Accepted	ACCEPT
Work Started	START; WIP
Delayed	DELAY (Time Taken)
Completed	CMP (Time Taken)
Reject	REJECT
Forward <i>Note:</i> Username / Employee First Name / Employee Last Name must be unique. If more than one match is found, forwarding will fail.	FWD (User name/Employee First Name/Employee Last Name)
Traveling	TRAVEL

Updating a Work Order:

1. Open the desired message.
2. Select the command to reply to the message (depending on the text program or text device you are using.)
3. Delete the body of the message.
4. Enter the text (as indicated in the table above) to update the work order.
5. Send the message.

Forwarding a Work Order:

You can forward a work order by specifying either the employee's first name, last name, or login name. Examples:

- FWD John
- FWD Smythe
- FWD jsmythe

Entering Time Taken:

Time amounts can be included when updating a work order with DELAY and CMP. For example, to Delay for 30 minutes, format the response as follows:

DELAY :30

Note:

- If no time is entered, a time of 0 will be entered in the Time Taken section.
 - Times must contain a colon. For example, 30 minutes must be entered 0:30 or :30.
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Additional Information:

Additional information about the work can also be entered. Messages with additional information will be displayed in the Work Order Message Center. For example, to delay for 30 minutes and include a reason, format the response as follows:

DELAY :30 need parts