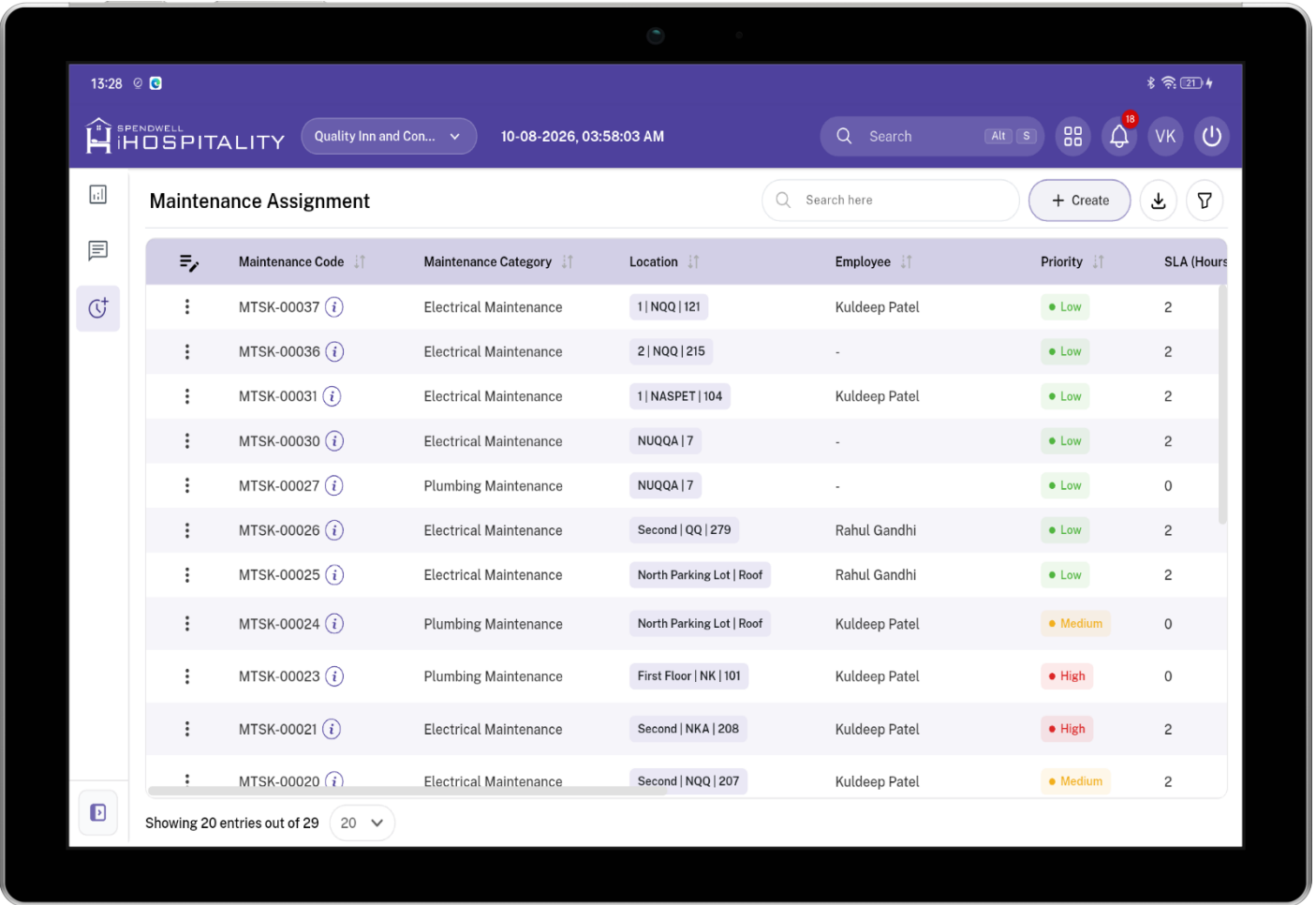


# Maintenance Assignment

This is where a work order is created, updated, or removed before the technician is deep into the job. The same work order then appears on the **Maintenance Task** board for the technician and the inspector.

Open this from **Maintenance Assignment**. Housekeeping can also raise one with **Report Issue** on a housekeeping task. That opens the same kind of work order, with the room already filled in and the source marked as Housekeeping.

The checklist, time target, and inspection rule come from the category. See [Maintenance Category](#). Day-to-day start, pause, checklist, and inspection are in [Maintenance Task](#).



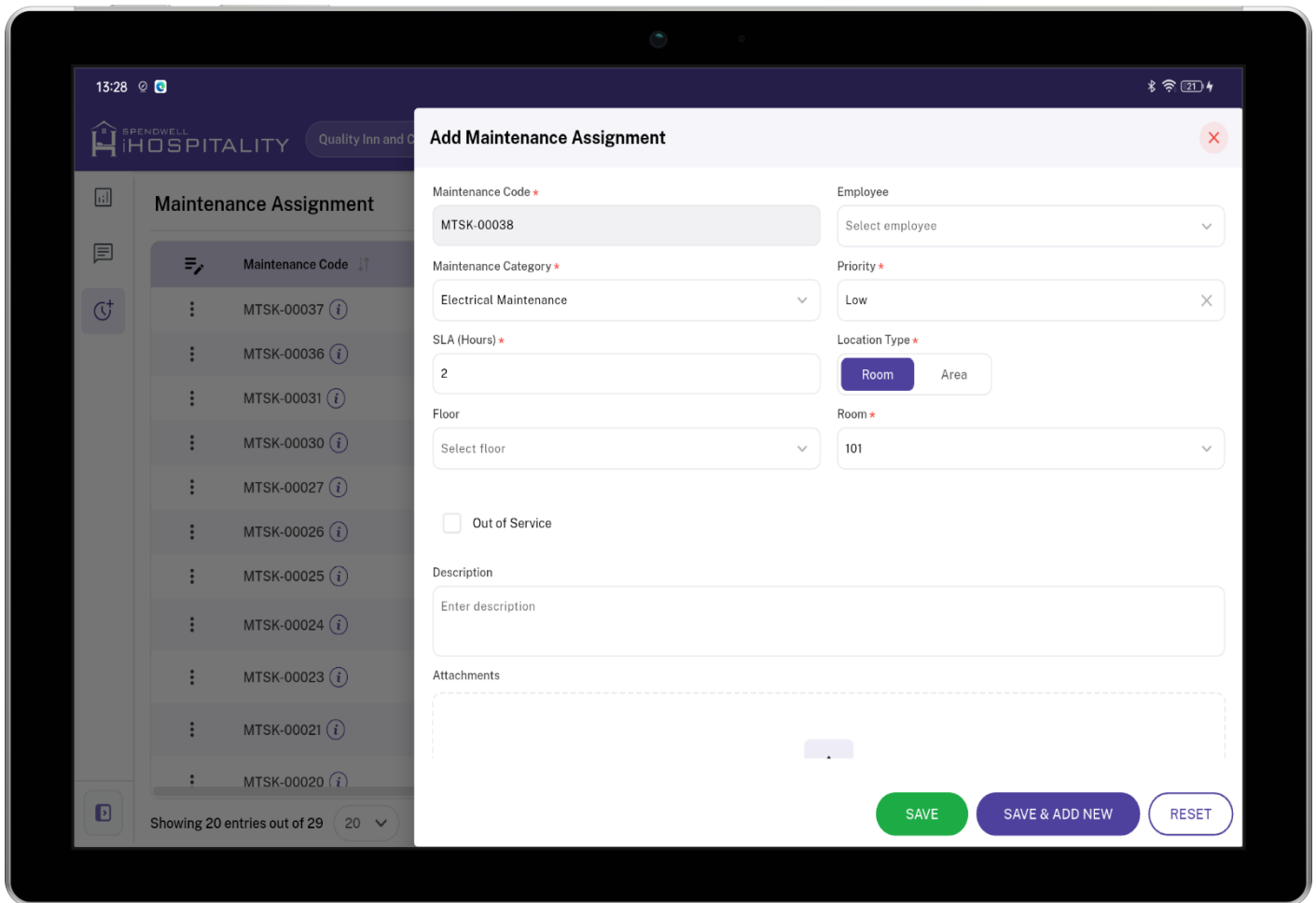
## What you fill in

| Field | Required | What to enter |
|-------|----------|---------------|
|-------|----------|---------------|

|                      |                   |                                                                                                                                                                  |
|----------------------|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Maintenance Code     | Yes               | Filled from the property's Maintenance Task series. It cannot be typed or changed later. Only active employees whose department is <b>Maintenance</b> are shown. |
| Employee             | No                | Leave empty to keep the work order in <b>Reported</b> , waiting for someone to assign it. Choose a technician to create it as <b>Assigned</b> .                  |
| Maintenance Category | Yes               | The type of work. This copies the checklist, SLA hours, inspection rule, inspection roles, and stock setting onto the work order.                                |
| Priority             | Yes               | Low, Medium, High, or Critical. Starts as Low.                                                                                                                   |
| SLA (Hours)          | Shown as required | On creation, the hours saved are the hours on the category. You can change the hours later by editing the work order.                                            |
| Location Type        | Yes               | Room or Area.                                                                                                                                                    |
| Floor                | No                | Shown for a room. Filters the room list.                                                                                                                         |
| Room                 | Yes for a room    | The guest room. The floor and room type are stored with it.                                                                                                      |
| Area                 | Yes for an area   | A public place such as the lobby or pool. The area type is stored with it.                                                                                       |
| Out of Service       | No                | Mark the room unavailable. On the task board, this can also be turned on or off later, for a room only.                                                          |
| Description          | No                | What is wrong.                                                                                                                                                   |
| Attachments          | No                | Photos of the problem.                                                                                                                                           |

The person who saves the form is recorded as the one who reported it. The person who assigns a technician is recorded as the one who assigned it.

Choosing an employee sends that person a notification that the work order was assigned.



“ Employee -> Only active employees whose department is **Maintenance** are shown.

## What happens when you save

| Employee chosen? | Where the work order starts                                                                      |
|------------------|--------------------------------------------------------------------------------------------------|
| No               | <b>Reported.</b> It is waiting to be assigned.                                                   |
| Yes              | <b>Assigned.</b> The technician is named, and the assigned time is stored. Work has not started. |

The due time is the reported time plus the category's SLA hours. Zero hours means there is no due time.

Active checklist steps from the category are copied onto the work order. Each step starts undone.

A history line is added: who reported it, or who it was assigned to.

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# Report Issue from housekeeping

On a housekeeping task, **Report Issue** creates a maintenance work order for that same guest room.

The room, floor, and room type come from the housekeeping task. The person still chooses the category, priority, description, photos, and, if they want, a technician.

The work order is marked as coming from Housekeeping. The message after saving says it was reported and names the technician when one was selected.

---

## Who can see the list

The list is for the property you are logged into. It can be filtered by the date the work order was reported.

| Login                                            | Work orders in the list                                                                               |
|--------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| Admin                                            | All of them.                                                                                          |
| Supervisor, with full edit rights on maintenance | Their own, their team’s, ones they reported, inspection work their role may see, and unassigned work. |
| Technician or inspector, with self-edit rights   | Work assigned to them, work they reported, and inspection work they are allowed to see.               |

The list shows the code, category, location, employee, priority, SLA hours, due time, out of service, description, photos, who assigned it, and the reported date. It can be exported to Excel.

---

## Edit

A completed work order cannot be edited.

These can be changed while the work order is still open: description, photos, priority, location, out of service, and SLA hours. Changing the hours recalculates the due time from the original reported time.

The category and the technician can be changed only while the work order is **Reported** or **Assigned**, before anyone has started the timer.

Changing the category replaces the checklist, inspection rule, inspection roles, SLA hours, and stock setting with a fresh copy from the new category.

Changing the technician moves the work order to **Assigned**, records who assigned it, adds a history line, and notifies the new technician.

These stay under the control of the task board, and a normal edit does not overwrite them: the column, the timer, the checklist progress, the history, the notes, the inspector, and the maintenance code.

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## Delete

Delete is available only while the work order is **Reported** or **Assigned**. After the technician starts, the work order stays on record through rework and completion.

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## Assign from this form and from the board

You can name the technician here at creation or while editing, as long as work has not started.

On the **Maintenance Task** board, a supervisor can also assign, reassign, or clear the technician. Clearing the technician sends the work order back to **Reported** and notifies the removed person.

That board behavior is described in [Maintenance Task](#).

The employee list shows people in the Maintenance department for this property:

| Tag      | Meaning                                               |
|----------|-------------------------------------------------------|
| Present  | Clocked in.                                           |
| Schedule | Has a published shift today and is not clocked in.    |
| Absent   | Neither clocked in nor on today's published schedule. |

A supervisor with full rights sees the maintenance team under their roles. A person with only self rights sees themselves.

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Revision #5

Created 8 October 2026 04:56:41 by Srushti Gabani

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