

Add a Work Order Appointment

Last Modified on 06/14/2024 4:44 pm EDT

Once a work order has been created, appointments may be scheduled with a technician. Create a technician appointment using two methods.

1. [From a work order](#)
2. [From the calendar](#)

Add an Appointment from a Work Order

A technician appointment may be scheduled from a work order by accessing the work order from a customer record or the Open Work Orders list.

Access the Work Order from the Customer Record

To access a work order from a customer record, from the main menu, navigate to Accounts Receivable > Customers.

The Customer list is displayed. Locate the customer in the list, and then click on the hyperlink in the Customer # column to open the customer record.

Once the customer record is displayed, click the Work Orders tab. From the Work Orders tab, locate the desired work order, and then click the hyperlink in the WO # column to open the work order.

Access the Work Order from the Work Orders List

To access a work order from a customer record, from the main menu, navigate to Accounts Receivable > Work Orders.

The Open Work Orders list is displayed. Locate the desired work order, and then click the hyperlink in the WO # column to open the work order.

Once the work order is displayed, click the Appointments tab, and then click the **Edit** button at the upper right of the page.

Work Order 2556 Edit History Tasks Deliver/Print

Wood, Emily - 3719 Emily Wood Burglar Alarm - 9173-01

Service Fee \$85.00 Labor \$0.00 Est Tax \$0.00 Total \$0.00

Type	Service Call	Salesperson	Dan Brown
Requested By	-	Sales Package	-
Phone	7342584646	Service Level	SVC T&M RES
Email	emilyLwood@gmail.com	Base	85
PO Number	-	Increment	15
Proposal	-	Labor	75
Work Order Date	March 30, 2022	Bill After	30
Next Appointment	-	Warranty Labor	Labor - 1 Year
Technician	-	Warranty Parts	Parts - 1 Year

Appointments Items 1 Parts 0 RMR 0 Billing Notes System Parts System Notes Zones Purchase Orders 0 Site Work Order History Documents General Ledger Part Ledger

Export to Excel

Appt #	Appointment Time	Last Activity	Status	Technician	Est Length	Billable Min	Break Min	Labor
No records available.								

0 - 0 of 0 items Refresh

With the work order in edit mode, click the **Add Appointment** button.

New Work Order Save Cancel Void

Wood, Emily - 3719 Emily Wood Burglar Alarm - 9173-01

Service Fee \$85.00 Labor \$0.00 Est Tax \$5.10 Total \$100.10

Status	New	Requested By	Emily Wood	Technician	Carolyn Johnson
Site	#3719-01 Emily Wood - 45722 Chandler	Phone	(734) 258-4646	Salesperson	Dan Brown
System	Burglar Alarm - 9173-01	Email	emilyLwood@gmail.com	Sales Package	
Tax	MI	PO Number	Purchase Order	Service Level	Time and Material Residential
Type	Service Call	Work Order Date	3/29/2022	Warehouse	Main Warehouse

Appointments Items 1 Parts 0 RMR 0 Billing Notes System Parts System Notes Documents Custom Fields

+ Add Appointment

Appt #	Appointment Time	Last Activity	Status	Technician	Est Length	Billable Min	Break Min	Labor
No records available.								

0 - 0 of 0 items

The Add Appointment form is displayed. Each data entry field is described below.

Data Entry Fields

- **Appointment Time:** Select the date and time for the appointment.
- **Additional Days:** If the technician will be on-site for more than one day, click in the white box to open the calendar to select additional days. The appointment time will be the same as what was selected in the first field (appointment time).
- **All Day:** If the appointment will last all day, set the toggle button to Yes. This schedules an appointment from 8:00 AM to 5:00 PM.
- **Technician:** From the drop-down list, select the technician for the appointment.
- **Additional Technicians:** You can select additional technicians. This is for information purposes only and will not create an appointment.
- **Expected Length (in minutes):** This defaults to the value entered on the Work Order Type setup. This can be changed if necessary.
- **Hourly Labor Rate:** This defaults to the labor rate set up on the Service Level.
- **Customer Confirmed:** If this toggle button is set to Yes, if there is an email address set up on the customer record, an email will be sent an email confirming the work order appointment.

Once all entries have been made, click the Save button. A confirmation box is displayed. If you set the Notify Technician button to Yes, and there is an email address set up on the employee record of the technician, an email will be sent to the technician.

Click the **OK** button at the bottom of the confirmation box.

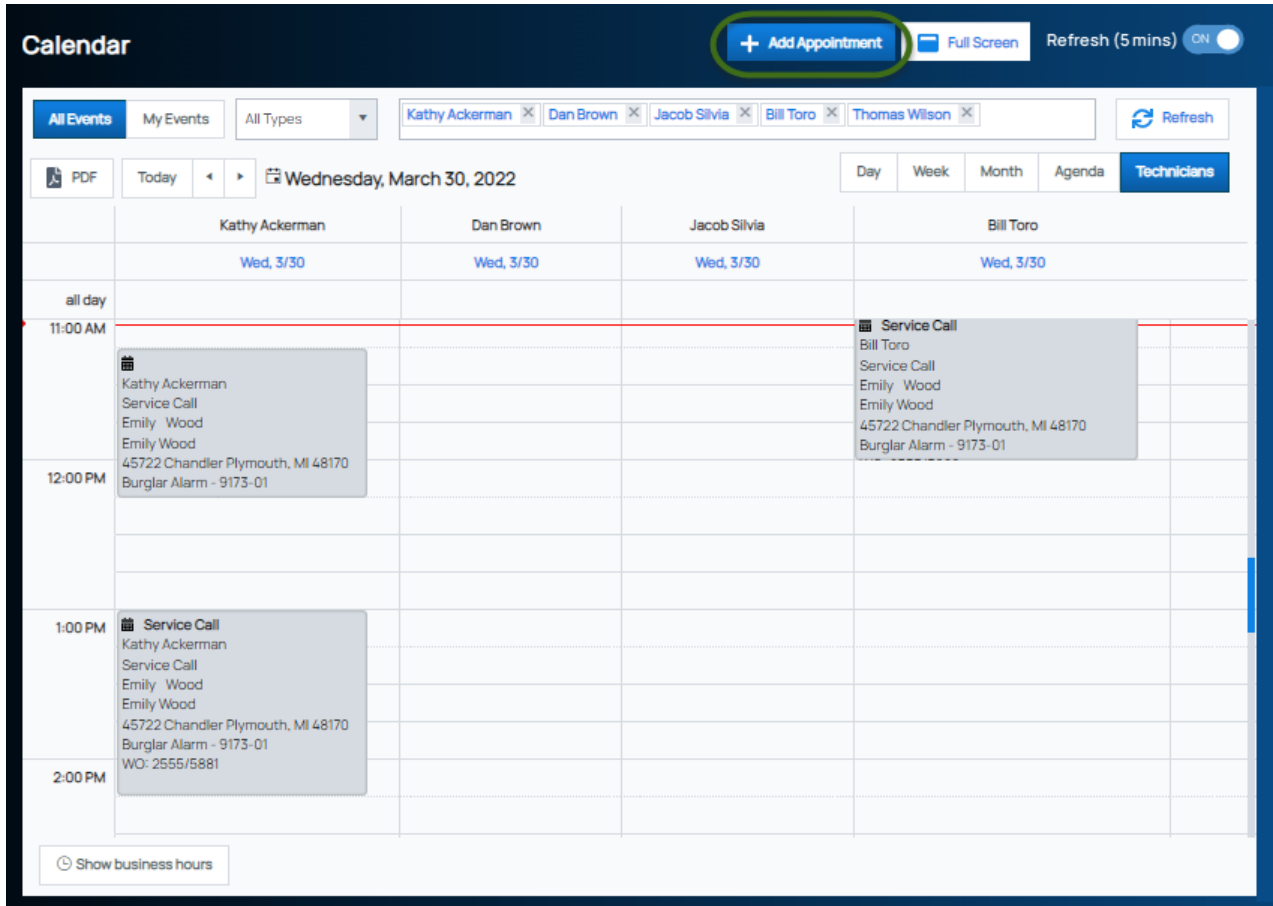
The saved appointment appears in the grid on the work order appointments tab and will appear on the calendar.

Add an Appointment from the Calendar

[\[click here to jump to the top of the article\]](#)

To schedule an appointment from the calendar, from the main menu, navigate to Accounts Receivable > Calendar.

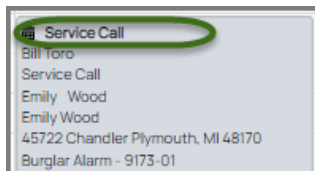
The calendar is displayed. Click the **Add Appointment** button at the upper right of the page.



The New Event form is displayed. Refer to the data entry field definitions under the topic Add an Appointment from a Work Order.

There are two additional fields on this form that are not present when scheduling an appointment from a work order:

- **Title:** This is a description for the appointment. Typically, the word Service or Install is used. When viewing the calendar, the text entered into this field appears on the appointment.



- **Sync:** If this toggle button is set to Yes, and a change is made to the appointment, an email will be sent to the technician.

When finished, click the **Save** button at the bottom of the form.

New Event



Appointment Details

Title • Service Call

Start • 3/30/2022 11:00 AM

Type • Work Order

End • 3/30/2022 12:00 PM

All Day Event NO

Add Days 0 Additional Day(s)

Work Order

New WO? NO Create new work order from appt.

Dispatch Now

Customer • Wood, Emily - 3719

Arrival Now

Work Order • Service Call - 2555

Completed Now

Description
Cannot arm system. Keypad not working
38/500

Technician •

Additional Technicians

Sync NO ?

Cancel

Save