



**EVANTAGE SOLUTIONS SDN BHD**

# **Computerized Maintenance Management System (CMMS)**

## ***USER MANUAL*** ***(Cancel Work Order)***

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# DOCUMENT CONTROL

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## DOCUMENT REVISION HISTORY

Revision No	Revision Date	By	Description of Changes
1.0	10/06/2024	Najmi	First Version of User Manual – Cancel Work Order

## Scenario

A scenario where the supervisor swiftly cancels the work order upon discovering a delay in equipment delivery, promptly informing the end user and updating the system to avoid any further complications. In this syllabus, we will guide on how to cancel Work Order in CMMS Web Core.

## 1. Cancelling the Work Order (Work Order Module)

### What it's for

Describing the flow of cancelling the work order by Supervisor to minimize the disruptions on the hanging work order that is going to remain open for a very long time.

### Cancel Work Order

1.1 On the left of the system, click on **Maintenance > Work Order**.

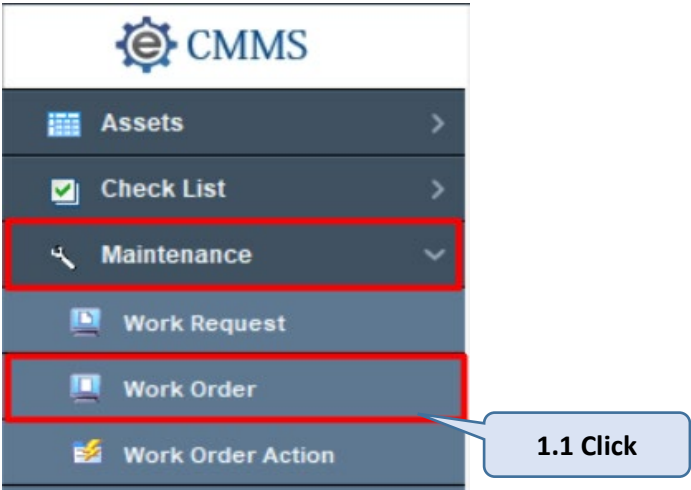


Figure 1.1

1.2 Work Order table view will pop up and data will retrieve. Click on **Define** button.

A screenshot of the Work Order table view in the CMMS application. The table has columns: Work Order No, Asset No, Parent WO, PM Group, Location, Charge Cost Center, Origination Date, and Due Date. The 'Define' button in the top toolbar is highlighted with a red box. A blue callout bubble with the text '1.2 Click' points to the 'Define' button.

Work Order No	Asset No	Parent WO	PM Group	Location	Charge Cost Center	Origination Date	Due Date
CWO100001	001100001			CMP	Stain	ESSB	09/01/2023 15:46
PWO100001	001100001			OPE	1 MONTH	ESSB	07/02/2023 00:00
PWO100002	001100001			OPE	1 YEAR	ESSB	10/01/2024 00:00
PWO100003	001100001			OPE	1 MONTH	ESSB	07/03/2023 00:00

Figure 1.2

- 1.3 Fill in define query criteria.  
(Note: Please refer "User Manual – Define Data Query" for detail information).

Column	Operator	Value
Work Order No	like	<Work Order No>

- 1.4 Click on **Retrieve** button and records will be shortlisted based on query criteria.

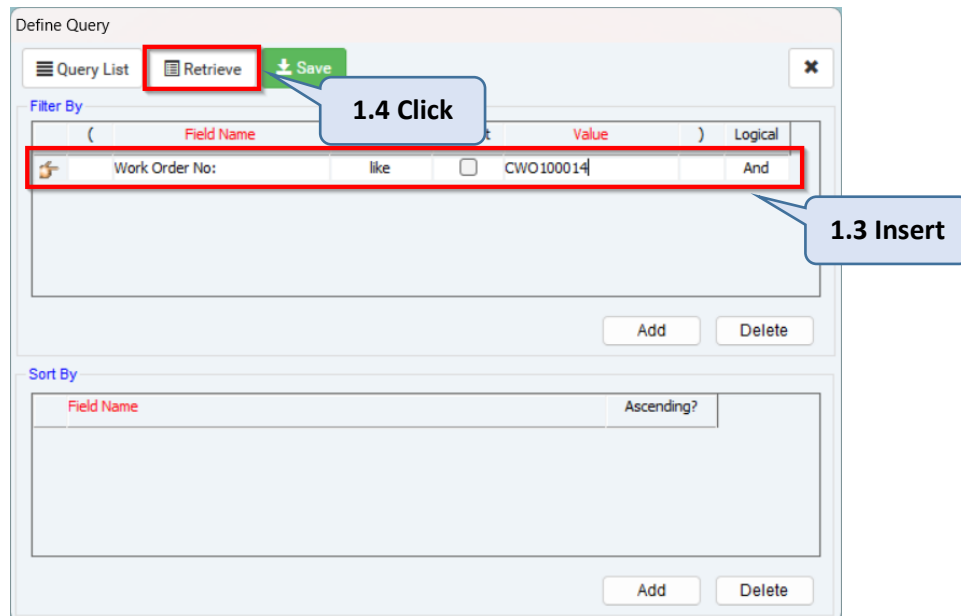


Figure 1.3

- 1.5 Click the **Dropdown** button on the right side and click on **Cancel WO** to cancel the work order.

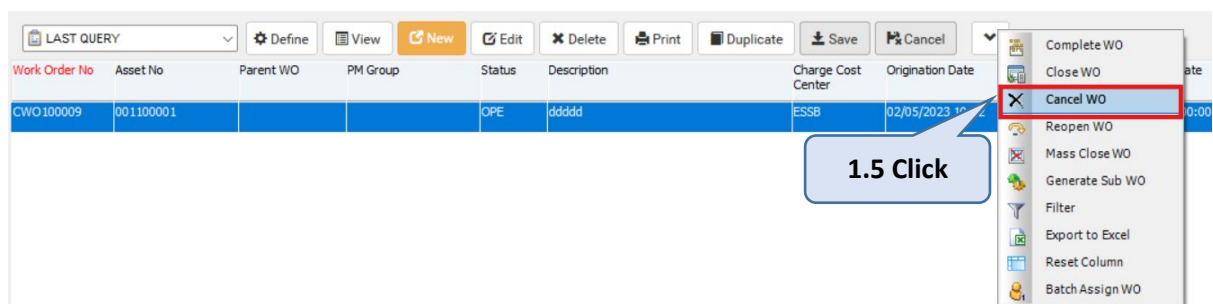


Figure 1.4

1.6 Fill in the mandatory field coloured in red:

Field	Value	Have Master File?
Corrective Action	: Cancel the work order due to the supplier stated the spare parts is not available anymore	NO

(Note: Master file are control by System Admin).

1.7 Click on **Save** button to cancel the work order.

The screenshot shows a software interface for managing work orders. At the top, there is a toolbar with buttons: Define, View, New, Edit, Delete, Print, Duplicate, Save (highlighted in green), and Cancel. Below the toolbar, the form contains various fields for work order details. A red box highlights the 'Corrective Action' field, which contains the text: 'Cancel the work order due to the supplier stated the spare parts is not available anymore'. A blue callout bubble points to the 'Save' button with the text '1.7 Click'. Another blue callout bubble points to the 'Corrective Action' field with the text '1.6 Insert'. The form also includes fields for Work Order No., Asset No., Status (CNX), Original Priority, Plan Priority, Origination Date, Due Date, Work Area, Charge Cost Center, Asset Location, Asset Group Code, Asset Level, Fault Code, Project ID, and Description.

Figure 1.5

1.8 The result can be seen whereby the status of the work order has changed from OP to CNX.

The screenshot shows a table of work orders. The table has columns: Work Order No., Asset No., Parent WO, PM Group, Status, Description, Charge Cost Center, Origination Date, and Due Date. The first row of data shows Work Order No. CWO 100009, Asset No. 001100001, Status CNX (highlighted with a red box), and Description dddd. The Status column header is highlighted in blue.

Work Order No	Asset No	Parent WO	PM Group	Status	Description	Charge Cost Center	Origination Date	Due Date
CWO 100009	001100001			CNX	dddd	ESSB	02/05/2023 10:32	03/05/2023 10:32

Figure 1.6

## 2. Cancelling the Work Order (Work Order Action Module)

### Cancel Work Order

2.1 On the left of the system, click on **Maintenance > Work Order Action**.

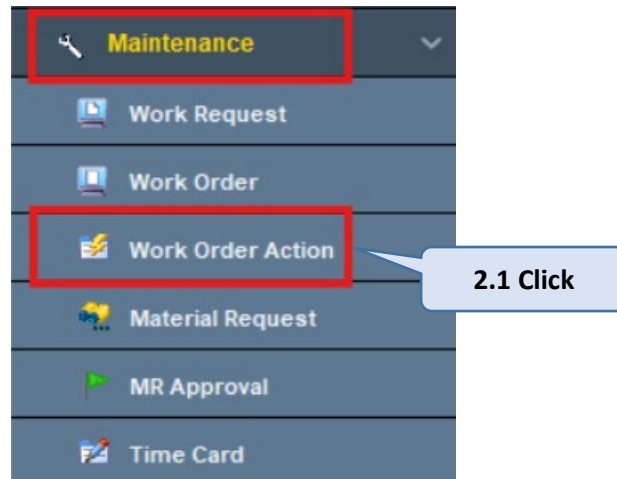


Figure 2.1

2.2 Work Order table view will pop up and data will retrieve. Click on **Define** button.

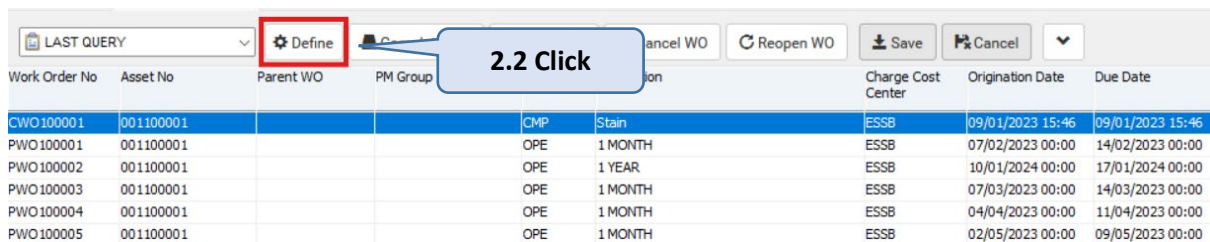


Figure 2.2

2.3 Fill in define query criteria.

*(Note: Please refer "User Manual – Define Data Query" for detail information).*

Column	Operator	Value
Work Order No	like	<Work Order No>

2.4 Click on **Retrieve** button and records will be shortlisted based on query criteria.

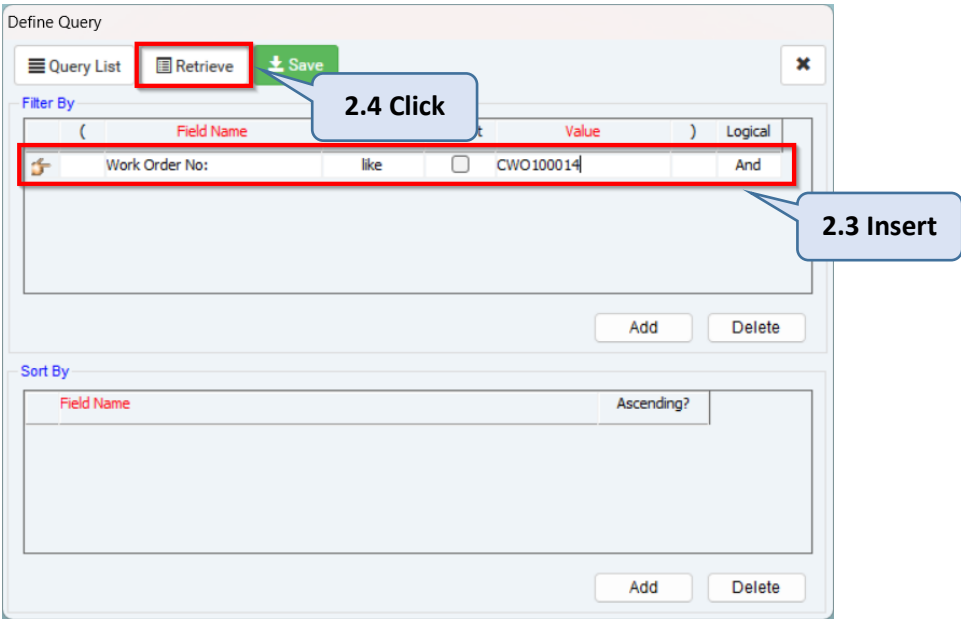


Figure 2.3

2.5 Click the **Cancel WO** button to cancel the particular work order.

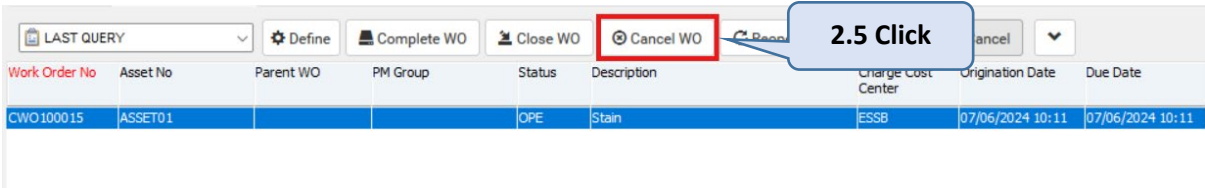


Figure 2.4

2.6 Fill in the mandatory field coloured in red:

Field	Value	Have Master File?
Corrective Action	: Cancel the work order due to the supplier stated the spare parts is not available anymore	NO

(Note: Master file are control by System Admin).

2.7 Click on **Save** button to cancel the work order.

LAST QUERY [v] [Define] [Complete WO] [Close WO] [Cancel WO] [Reopen WO] [Save] [Cancel] [v]

Work Order No: CWO100015 Original Priority: 1 Originator: [v]  
Status: CNX Plan Priority: [v]  
Asset No: ASSET01 Origination Date: 07/06/2024 10:11 Phone: [v]  
CONVENYOR Due Date: 07/06/2024 10:11  
Asset Status: ACT Work Area: P2  
Charge Cost Center: ESSB Asset Location: GRINDING ROOM  
Asset Group Code: 001 Asset Level: L1  
Fault Code: STAIN Project ID: [v]  
Description: Stain

Details Financial UDF Labor Material Special Order Contract Tool Reference Check List

Corrective Action: Cancel the work order due to the supplier stated the spare parts is not available anymore

Supervisor ID: [v]  
Planner: [v]  
Approver: [v]  
Assign To: [v]  
Permanent ID: [v]  
Temporary Asset: [v] WO Print: [v]  
Approved: [v] Safety: [v]  
Work Request No: [v]  
WR Origination Date: [v]  
WR Due Date: [v]  
Parent WO: [v]

Cause Code: [v] Completion Date: 00/00/0000 00:00  
Action Code: [v] Close Date: 11/06/2024 10:28  
Delay Code: [v] Meter ID: [v]  
Usage Reading: .00  
Work Type: BD Schedule Date: 00/00/0000 00:00  
Work Permit Type: MECH Status Change Date: 11/06/2024 10:28

Figure 2.5

2.8 The result can be seen whereby the status of the work order has changed from OP to CNX.

Work Order No	Asset No	Parent WO	PM Group	Status	Description	Charge Cost Center	Origination Date	Due Date
CWO100015	ASSET01			CNX	Stain	ESSB	07/06/2024 10:11	07/06/2024 10:11

Figure 2.6