



FIAM: Emergency Roadside Service (ERS) Work Order

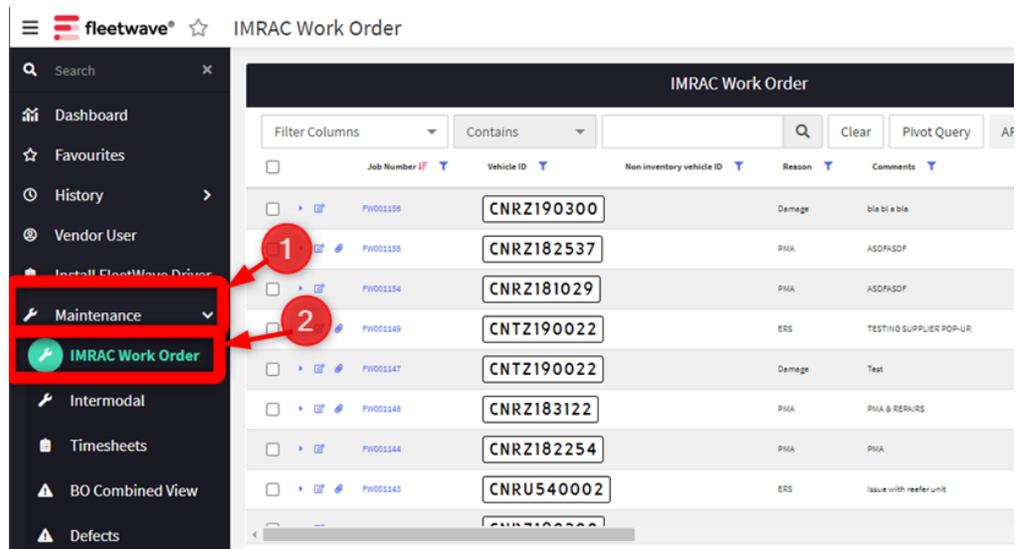
Job Aid: Create an ERS Work Order

Create an ERS Work Order for Outside Carters

This job aid provides a step-by-step guide for creating a work order when receiving an Emergency Roadside Service (ERS) request for CN equipment. Follow these steps to create a work order in FleetWave at a 'Job Created' status.

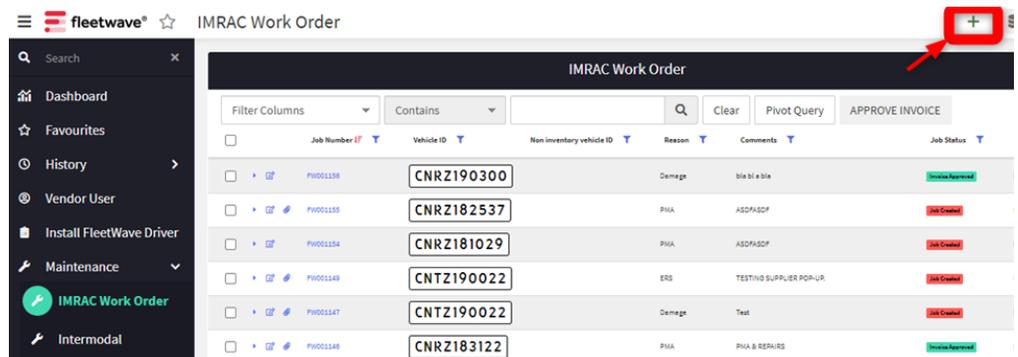
1.

1. Expand the **Maintenance Module** in the main menu.
2. Select **IMRAC Work Order** from the expanded section.



2.

- Click the **add (+)** icon at the top-right to create a new work order.



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3 • Enter the Vehicle ID.

IMRAC Work Order

Description	Notes	Repair History	Vehicle Service Events	Costs	Warranty	Uploads	Auditing	
Order new License Pla			Order new VIN Plate					
Move to Work in Progress								
Refresh Form			Waiting for parts					
Job Number			FW001149					Contract ID
Vehicle ID			CNTZ190022					Job Status
Reason			ERS					Job Created
Screen Internal/External			External					Make
Depot			I/M Terminal - Brampton					Model
Costcentre			Chassis Brampton Terminal					Model year
Warranty			0					Source Currency
Work Order Estimate			1234.00					CAD

4 • Enter the Work Order Estimate.

IMRAC Work Order

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- 5. Add a Comment to give an overview of the work required on the unit.

The screenshot shows the Fleetwave IMRAC Work Order form. The 'Comments' field is highlighted with a red box, and a red arrow points to it. The form includes fields for Operational Status, Days Off Road (0.00), Supplier Code (CNTL), Companies (CNTL), Mechanic (CNTL), Estimated Start Date (29/01/2025), Job Start Date (30/01/2025), Job End Date (//), Job Start Time (09:00), Job End Time (00:00), Odometer 1 (0.0), and Comments (For training). The form is created by ERS_ADMIN. At the bottom, there are buttons for 'Job Details - IMRAC', 'Batch Parts', 'Model Services', and '+'. A 'Save' button is also visible at the bottom right.

- 6. Click Save.

The screenshot shows the Fleetwave IMRAC Work Order form. The 'Save' button is highlighted with a red box, and a red arrow points to it. The form includes fields for Supplier Code (CNTL), Companies (CNTL), Mechanic (CNTL), Estimated Start Date (29/01/2025), Job Start Date (//), Job End Date (//), Job Start Time (00:00), Job End Time (00:00), Odometer 1 (0.0), Odometer 2 (0.0), Comments (For training), and Created by (ERS_ADMIN). At the bottom, there are buttons for 'Job Details - IMRAC', 'Batch Parts', 'Model Services', and '+'. A 'Save' button is also visible at the bottom right.