



# **FIAM: Emergency Roadside Service (ERS) Work Order**

Job Aid: Set the ERS Work Order to Work in Progress

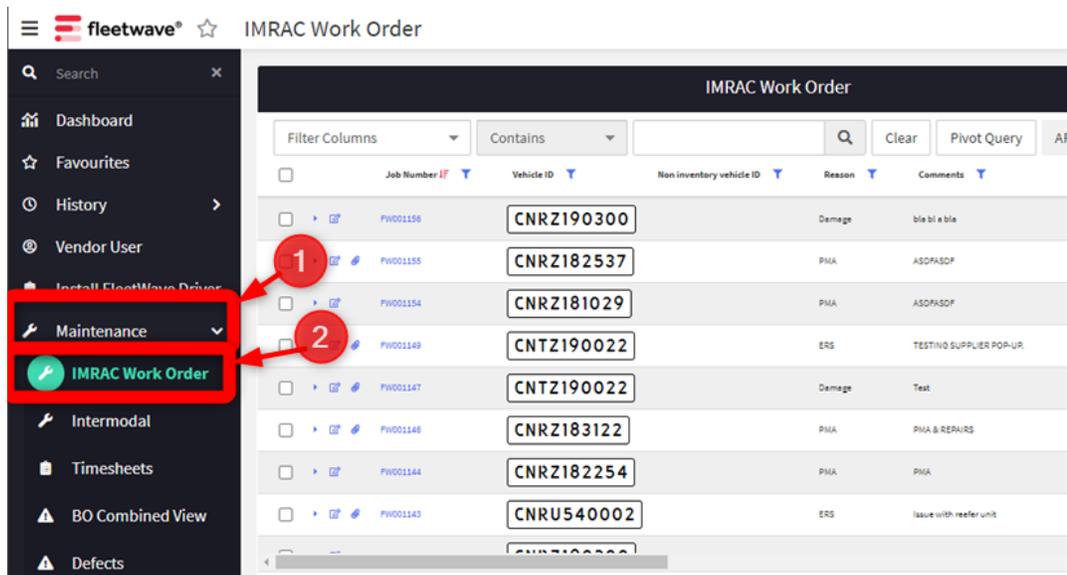
## Set the ERS Work Order to Work in Progress

This job aid provides a step-by-step guide for setting an ERS work order (currently at a 'Job Created' status) to work in progress to initiate the repair of CN equipment. Follow these steps once a repair vendor is dispatched to a driver to indicate that the ERS request is being addressed. The 'Work in Progress' status can also be used to differentiate a new ERS request from those already dispatched.

### Steps

# 1

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



## FIAM: Emergency Roadside Service (ERS) Work Order

Job Aid: Set the ERS Work Order to Work in Progress

# 2

Search for your desired **Work Order** by inputting the work order number in the search field.

The screenshot shows the FleetWave IMRAC Work Order search interface. The search bar at the top contains the text "FW001149" and is highlighted with a red box. A red arrow points to the search button. The table below shows one result with Job Number FW001149 and Vehicle ID CNTZ190022.

Job Number	Vehicle ID	Non inventory vehicle ID	Reason	Comments
FW001149	CNTZ190022		ERS	TESTING SUPPLIER P

# 3

Select your desired **Work Order** and open it in edit mode .

The screenshot shows the FleetWave IMRAC Work Order search interface. The search bar at the top contains the text "FW001149". A red arrow points to the edit icon (pencil) next to the first result, FW001149.

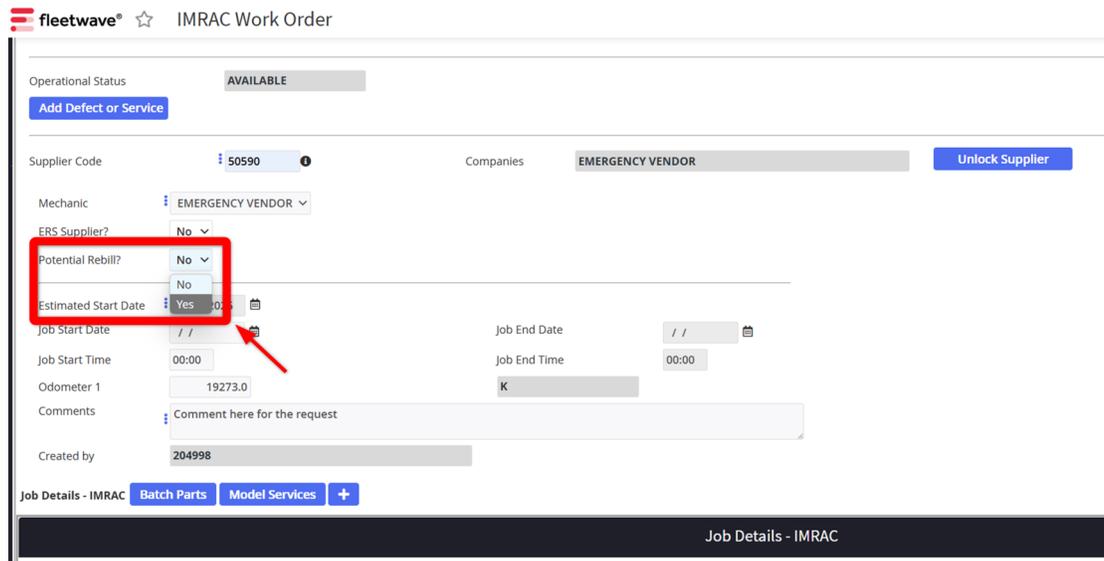
Job Number	Vehicle ID	Non inventory vehicle ID	Reason	Comments
FW001149	CNTZ190022		ERS	TESTING SUPPLIER P

# FIAM: Emergency Roadside Service (ERS) Work Order

Job Aid: Set the ERS Work Order to Work in Progress

# 4

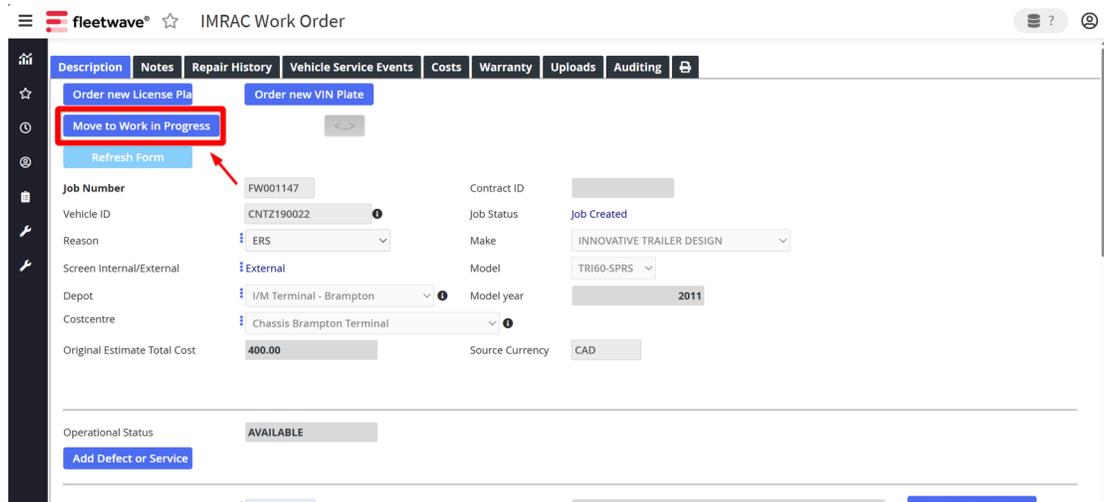
Flag any damages to the unit by setting the 'Potential to Rebill' flag to 'Yes'.



The screenshot shows the Fleetwave IMRAC Work Order form. The 'Operational Status' is 'AVAILABLE'. The 'Supplier Code' is '50590' and the 'Companies' field is 'EMERGENCY VENDOR'. The 'Mechanic' is 'EMERGENCY VENDOR'. The 'ERS Supplier?' dropdown is set to 'No'. The 'Potential Rebill?' dropdown is highlighted with a red box and set to 'Yes'. The 'Estimated Start Date' is set to '00:00'. The 'Job Start Date' is set to '//' and the 'Job End Date' is set to '//'. The 'Job Start Time' is '00:00' and the 'Job End Time' is '00:00'. The 'Odometer 1' is '19273.0' and the 'K' field is 'K'. The 'Comments' field contains 'Comment here for the request'. The 'Created by' field is '204998'. There are buttons for 'Add Defect or Service', 'Unlock Supplier', 'Batch Parts', and 'Model Services'.

# 5

Click Move to Work in Progress.



The screenshot shows the Fleetwave IMRAC Work Order form with a navigation bar at the top containing 'Description', 'Notes', 'Repair History', 'Vehicle Service Events', 'Costs', 'Warranty', 'Uploads', and 'Auditing'. The 'Move to Work in Progress' button is highlighted with a red box. The 'Job Number' is 'FW001147' and the 'Contract ID' is 'Job Created'. The 'Vehicle ID' is 'CNTZ190022' and the 'Job Status' is 'Job Created'. The 'Reason' is 'ERS' and the 'Make' is 'INNOVATIVE TRAILER DESIGN'. The 'Screen Internal/External' is 'External' and the 'Model' is 'TRI60-SPRS'. The 'Depot' is 'I/M Terminal - Brampton' and the 'Model year' is '2011'. The 'Costcentre' is 'Chassis Brampton Terminal'. The 'Original Estimate Total Cost' is '400.00' and the 'Source Currency' is 'CAD'. The 'Operational Status' is 'AVAILABLE'. There are buttons for 'Order new License Pla', 'Order new VIN Plate', 'Refresh Form', 'Add Defect or Service', and 'Unlock Supplier'.



## NOTE

This status indicates that the ERS Provider has responded to the request and has dispatched a repair vendor to the driver.