



# **FIAM: External Fleet Maintenance Repairs**

Job Aid: Set Work Order to a 'Work in Progress' Status

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## Set Work Order to a 'Work in Progress' Status

Once the work order is in a 'quote approved' status and you are ready to start the repairs, you should set the Work Order status to **'Work in Progress'** to inform CN that the job has started.



Setting the work order to Work in Progress is critical for updating the service event (PM) date in FleetWave.

### Steps

1

- Go to the **Fleet External** module on the menu bar.

The screenshot shows the FleetWave application interface. On the left is a dark sidebar menu with options: Search, Dashboard, Favorites, History, **Fleet External** (highlighted with a red box and a red arrow), Fleet External Tires, Fleet Work Order Reque..., and PM's Status. The main content area is titled 'Fleet External' and includes a search bar with 'FM012740' and a table of work orders. The table has columns: Job Number, FMO, FMO email, Created Date, and Supplier. Three rows of data are visible, all for 'FM012740'.

Job Number	FMO	FMO email	Created Date	Supplier
FM012740	Carlos Perez	CARLOS.PEREZ@CN.CA	1/28/2025	CITY FOI
FM012740	Carlos Perez	CARLOS.PEREZ@CN.CA	1/28/2025	CITY FOI
FM012740	Carlos Perez	CARLOS.PEREZ@CN.CA	1/28/2025	CITY FOI


2. Use the search box to find the Work Order or Vehicle ID you are looking for.

Fleet External TEST SITE: CANADIANNATIONALRAILWAY

Fleet External

Filter Columns Contains

<input type="checkbox"/>	Job Number	FMO	FMO email	Created Date	Supplier Code	Job Status
<input type="checkbox"/>	<a href="#">FM012740</a>	Carlos Perez	CARLOS.PEREZ@CN.CA	1/28/2025	CITY FORD SALES	Work in Progress
<input type="checkbox"/>	<a href="#">FM012740</a>	Carlos Perez	CARLOS.PEREZ@CN.CA	1/28/2025	CITY FORD SALES	Quote Pending
<input type="checkbox"/>	<a href="#">FM012740</a>	Carlos Perez	CARLOS.PEREZ@CN.CA	1/28/2025	CITY FORD SALES	Quote Approved

3. Open the Work Order in edit mode by clicking on the paper-pencil icon . Note that the work order should be at a **Quote Approved** status to move it to Work in Progress.

Fleet External TEST SITE: CANADIANNATIONALRAILWAY

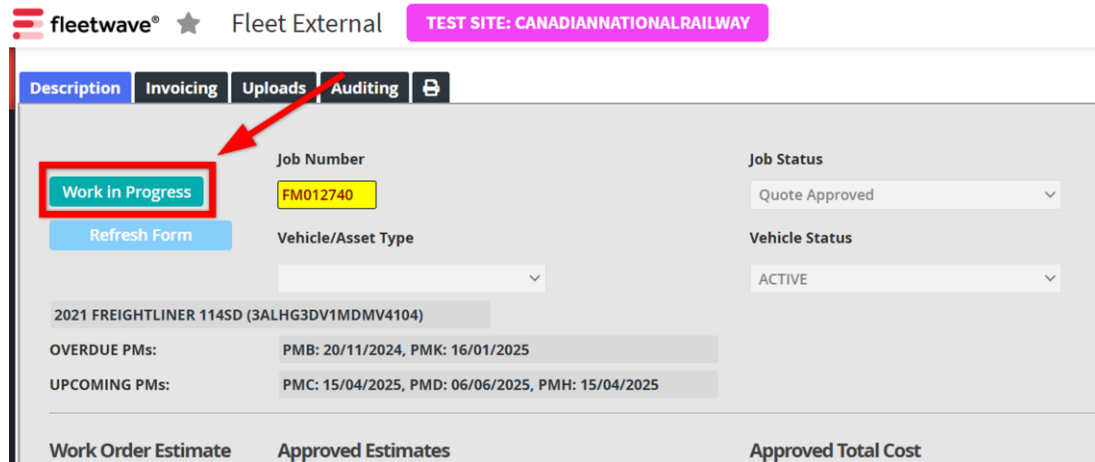
Fleet External

Filter Columns Contains

<input type="checkbox"/>	Job Number	FMO	FMO email	Created Date	Supplier Code	Job Status	Vehicle ID
<input type="checkbox"/>	<a href="#">FM012740</a>	Carlos Perez	CARLOS.PEREZ@CN.CA	1/28/2025	CITY FORD SALES	Work in Progress	CN271077
<input type="checkbox"/>	<a href="#">FM012740</a>	Carlos Perez	CARLOS.PEREZ@CN.CA	1/28/2025	CITY FORD SALES	Quote Pending	CN271077
<input type="checkbox"/>	<a href="#">FM012740</a>	Carlos Perez	CARLOS.PEREZ@CN.CA	1/28/2025	CITY FORD SALES	Quote Approved	CN271077

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- Set the Work Order header status to 'Work in Progress'.



The screenshot shows the Fleetwave interface for a work order. At the top, there's a header with the Fleetwave logo, a star icon, and the text 'Fleet External'. To the right, a pink button says 'TEST SITE: CANADIANNATIONALRAILWAY'. Below the header, there are tabs: 'Description', 'Invoicing', 'Uploads', 'Auditing', and a document icon. The 'Uploads' tab is selected, and a red arrow points to a red-bordered box containing the 'Work in Progress' button. Below this button is a 'Refresh Form' button. To the right of the 'Work in Progress' button, there are fields for 'Job Number' (FM012740) and 'Job Status' (Quote Approved). Below these are 'Vehicle/Asset Type' and 'Vehicle Status' (ACTIVE). Further down, there are sections for 'OVERDUE PMs' and 'UPCOMING PMs' with their respective dates. At the bottom, there are three columns: 'Work Order Estimate', 'Approved Estimates', and 'Approved Total Cost'.



The Work in Progress button is only visible if the work order is at **Quote Approved**.



**NOTE**

The System sets the **Vendor Start Date** and **Vendor Start Time** to the present date and time the work has commenced. This can be edited if required.