



FIAM: External Fleet Maintenance Repairs

Job Aid: Carry Out Repairs on a Work Order and Set to
'Technically Complete' Status

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Carry Out Repairs on a Work Order and Set to 'Technically Complete' Status

Once the work on the Work Order has been completed, you should set the Work Order to a Technically Complete status to signify that the work has been completed for all the detail lines.

Steps

1

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

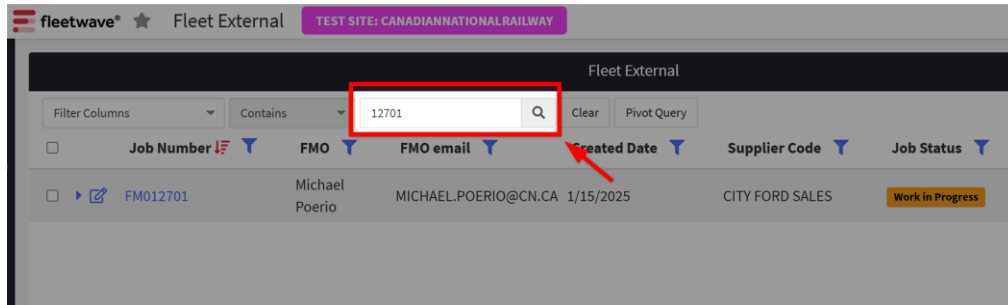
The screenshot shows the Fleetwave interface. On the left, a sidebar menu is visible with the 'Fleet External' option highlighted in green and a red box. A red arrow points from this menu item to the main content area. The main content area displays a table titled 'Fleet External' with columns: Job Number, FMO, FMO email, and Created Date. The table contains five rows of data.


Job Number	FMO	FMO email	Created Date
FM012744	Carlos Perez	CARLOS.PEREZ@CN.CA	1/29/2025
FM012740	Carlos Perez	CARLOS.PEREZ@CN.CA	1/28/2025
FM012740	Carlos Perez	CARLOS.PEREZ@CN.CA	1/28/2025
FM012740	Carlos Perez	CARLOS.PEREZ@CN.CA	1/28/2025
FM012736	Nick Morrow	NICK.MORROW@CN.CA	1/27/2025

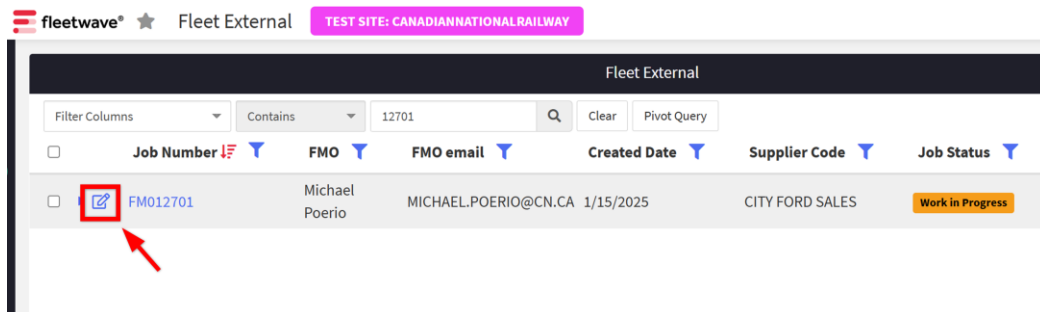
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- 2 • Use the search box to find the Work Order or Vehicle ID you are working on.



- 3 • Open the Work Order in edit mode by selecting the paper-pencil icon .



- 4 • If additional work is required, see the *Vendor Submits a Quote for Additional Work Post Initial Approval job aid* for more information on how to address additional work that requires approval.

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5. Navigate to the **Uploads** tab on the Work Order Header to upload documentation relevant to the Work Order if available. This step is optional at this stage.

The screenshot shows the 'Work Order Header' form. The 'Uploads' tab is highlighted with a red box and a red arrow labeled '1'. The 'Job Number' field is highlighted with a red box and a red arrow labeled '1'. The 'Vehicle/Asset Type' dropdown is set to 'SUV'. The 'Job Status' dropdown is set to 'Work in Progress'. The 'Vehicle Status' dropdown is set to 'ACTIVE'. The 'Operational Status' dropdown is set to 'UNAVAILABLE'. The 'ABC Cost Center' dropdown is set to '18122 FM - Operations'. The 'Critical Vehicle (Y/N)' dropdown is set to 'No'. The 'NSC/DOT' dropdown is set to 'No'. The 'Work Order Estimate' is 250.00. The 'Approved Estimates' is 250.00. The 'Approved Total Cost' is 0.00. The 'Quote Approved By' field is empty. The 'Vehicle ID' is CH179211. The 'Telematic Odometer' is 252149.00. The 'WO Odometer' is 252149.00. The 'Reason' dropdown is set to 4. The 'Days Off Road' is 0.00. The 'FMO' is Michael Poerio. The 'FMO email' is michael.poerio@cityofchicago.gov. The 'Supplier Code' is 21806-FM. The 'Email' field is empty. The 'Supplier Preference' is 'Preferred'. A red arrow labeled '2' points to the 'Upload' button, which is highlighted with a red box. Below the 'Upload' button is the text 'or drop your files here'.

6. On the **Description** tab, select **Documentation Completed & Applicable Certifications Passed** and **All Work Completed** fields in the header.

The screenshot shows the 'Work Order Description' form. The 'Supplier Preference' is 'Preferred'. A yellow warning message states: 'ATTENTION: A rate other than "RATE 1" has been indicated for billing, please review job Details for further detail.' The 'Documentation Completed & Applicable Certifications Passed' field is highlighted with a red box and a red arrow. The 'All Work Completed' field is also highlighted with a red box and a red arrow. The 'Linked WO#' is 1/15/2025. The 'Created Date' is 1/15/2025. The 'Serviceable Status?' dropdown is set to 'Serviceable'. The 'Out of Service Date' is 1/20/2025. The 'Vendor Start Date' is 1/29/2025. The 'Vendor End Date' is // (empty). The 'Return to Service Date' is // (empty). The 'Out of Service Time' is 14:15. The 'Vendor Start Time' is 07:28. The 'Vendor End Time' is (empty). The 'Return to Service Time' is (empty). The 'Comments' field contains the text 'water leak'. The 'Save Data' button is at the bottom.

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NOTE

The documentation does not necessarily need to be uploaded at this stage, but you must confirm that it has been completed.

7

Ensure the final amount for parts and labour match what has been approved. If not, adjust the costs and follow the approval process. *See Submit a Quote for Additional Work Post Initial Approval.*

8

On the Work Order header, select **Work Complete**.

The screenshot shows the Fleetwave 'Fleet External' interface. At the top, there is a navigation bar with the Fleetwave logo, a star icon, the text 'Fleet External', and a pink button labeled 'TEST SITE: CANADIANNATIONALRAILWAY'. Below this is a tabbed interface with 'Description', 'Invoicing', 'Uploads', 'Auditing', and a document icon. The 'Description' tab is active. The main form area contains several fields and buttons. A red box highlights the 'Work Complete' button, and a red arrow points to it from the right. Other visible elements include a 'Refresh Form' button, a 'Job Number' field with the value 'FM012701', a 'Vehicle/Asset Type' dropdown menu with 'SUV' selected, a 'Job Status' dropdown menu with 'Work in Progress' selected, a 'Vehicle Status' dropdown menu with 'ACTIVE' selected, a text field with '2009 FORD ESCAPE (1FMCU93G49KB76609)', an 'OVERDUE PMs:' field, an 'UPCOMING PMs:' field with the value 'PMB: 07/07/2025, PMC: 15/04/2025, PMD: 15/04/2026', and a table with columns 'Work Order Estimate', 'Approved Estimates', and 'Approved Total Cost'.

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NOTE

If the System recognizes that:



- a. The **Documentation Completed & Applicable Certifications Passed** or **All Work Completed** fields were not checked:
 - i. The fields become mandatory, and you are unable to save the work order without checking the relevant boxes.
- b. If the **Wheels Removed?** field is set to 'No Response':
 - i. The System displays a message asking you to indicate whether any wheels were removed during the job.
 - ii. Set 'Yes' or 'No' as appropriate.

NOTE



If the System recognises that one of the detail lines had a **Wheel Removed** flag set to 'Yes', it will generate a new defect(s) with the reason 'Retorque Required' and will set the **Defect Date**.

NOTE



The System automatically sets all detail lines on the Work Order to 'Technically Complete' status and sets the Work Order **End Date** and **End Time** fields to now if the fields are blank. The System will not override any values already entered.

9

The System updates the **Operational Status** on the **Vehicle** record to 'Available'



NOTE

If you accidentally ~~updated all of the detail lines~~ set the work order to Technically Complete, then contact the RAC to correct the error.