Work Order Process FAQ

Rev. 8/17/17

What if I do not know the amount to put in the work order?

- A Best Practice is to always have an amount on a work order. The amount can always be changed by regenerating the work order.

Can I cancel a work order that a Vendor has created?

- Yes, there is a cancel button on the Work Order Screen.

What is the difference between canceling a work order and rejecting a work order?

- Rejecting a work order allows you to type a reason for the rejection which the vendor can see. Canceling the work order does not have this function.

Can a vendor cancel a work order that a NVR user has created?

- No, vendors cannot cancel a work order that has been created by a NVR user but they can regenerate the work order and request approval.

I created a work order and it was for the wrong lot. How do I correct this?

- An NVR user cannot change a lot on a Work Order that has already been created. You must cancel the work order and create a new work order.

I created a work order and the amount needs to be changed, how do I correct this?

- You can only change the amount on a work order with draft status. If you need to change the amount on an open work order, you will need to open the work order, hit the regenerate button and adjust the amount.

The vendor created a work order and the description needs to be changed, how do I correct this?

- You cannot change the description once a work order has been created. You can regenerate the work order with a new description (item) or you can reject the work order with a rejection comment asking Vendor to create a new work order with the new item.

Who can create a work order?

- Any Vendor or NVR employee with full SchedulePro access, Read Only accounts cannot create WOs.

Someone in my office wants access to view all work orders but not necessarily to create work orders. How do I get them access?

- Contact the Area Lead for Schedule Pro to find out when the next training session is scheduled. You must have a Schedule Pro Profile with full access. There is not a view only profile.

I selected the back charge flag on my work order, what does this do?

- The back charge flag is to remind the office admins that this WO needs to be given back to the PJM or PM for further processing. It does not automatically create a back charge invoice. The Project Manager must manually create the back charge invoice.