



**MD-0015** Forwarded Work Orders

When a work order needs to be forwarded to another shop or crew, the forwarded status is not to be used. This status does not reassign the work order or notify any other user and therefore remains assigned to the original shop/crew.

If a work order needs to be forwarded to another shop or crew, the technician will notify his/her Master Foreman or Lead Foreman and they will change the work order status to “new request,” change the assigned user to unassigned and update the budget info fields to reflect the appropriate shop/crew assignment.

If a work order is to be assigned to a contractor, the status of “deferred” will be used to designate that the work will be completed by a contractor, but the request has not been sent to them yet. Once the work order request has been sent to a contractor, the status will be updated to “forwarded.” It will be the responsibility of the person that the work order is assigned to, to keep the work order up to date with the progress of the work being done. ie: change the status to complete when the job is done and record all costs.