

HEMS One: The Work Order Record

WO# Tab

When a new work order (WO) is created, or when a WO is opened for editing, the Work Order Add/Edit window will default to the WO# tab view. This tab contains information about the WO itself – Department, Issue Date, Location etc.

Most fields are type-ahead. That means as data is entered, a list of available options will appear. The time and date fields can either be typed in or the calendar and clock buttons can be used to enter dates and time.

The screenshot shows the 'Work Order Add/Edit' form with the 'WO #' tab selected. The form contains the following fields:

Requester	Department	Costcen #	Location
NONE	NONE	NONE	NONE
Priority	WO Type	Billing Code	Est. Hours
STANDARD	ROUTINE	NONE	0.00
Issue Date	Assigned Engineer	Specialty	Failure / Subcode
05/14/2025 15:48	navneeta@eq2.com ADMIN	NONE	NONE
Status Date	Due Date	Status	Procedure
05/14/2025 15:48		OPEN	NONE
Category	Specifics	wuserfield1	wuserfield2
NONE	NONE		
RequestText	ActionText		

1. **Requester:** If a requester is defined on a work order, that user will receive status updates anytime the status of the WO changes.
2. **Department:** If the work order was opened from the Equipment dashboard, the Department associated with the Equipment record will be seen here.
3. **Costcen#:** This field is tied to the Department table. If a Department has been defined, the Costcen# field will update with whatever cost center number is associated with the Department and vice versa.
4. **Location:** The location of the WO
5. **Priority:** The priority of the WO.
6. **WO Type:** This defines the type of work being done on the WO. WO Type can be defined in several different places in HEMS.

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7. **Billing Code:** this field is used if billing work.
8. **Est. Hours:** On scheduled WOs, this field will contain whatever estimated hours are assigned to the PM procedure.
9. **Issue Date:** The issue date defaults to the time that the work order was created. To change the issue date, either type in the data or use the calendar and clock buttons on the right end of the field to select the date from a calendar and/or the time from a drop-down list.
10. **Assigned Engineer:** This field will default to whomever opened the work order, or to whomever is assigned to the equipment associated with the WO.
11. **Specialty:** This is the specialty of the Assigned Engineer.
12. **Failure / Subcode:** This field provides additional information about the reason why work order was generated, what state the work order is in, or the success or failure of a PM WO.
13. **Status Date:** The status date defaults to the issue date. Once a labor entry is added to the WO, the status date will update to the end time and date of the most recent labor entry.
14. **Due Date:** The date the WO is due.
15. **Status:** The status of the WO.
16. **Procedure:** For PM WOs, this field will show the procedure name of the PM procedure. This field can also be used to assign an on demand procedure to the WO.
17. **Category:** The category of the WO.
18. **Specifics:** This field further defines the Category field.
19. **Wuserfield 1 & Wuserfield 2:** These fields are available for customization.
20. **Request Text:** This field shows the request that prompted the creation of the work order.
21. **Action Text:** This field shows the work that was completed for the WO.

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Equipment Tab

The Equipment Tab is where equipment associated with the work order is defined. Equipment can be added to or removed from the work order here. Click on the Update Equipment button in the lower left corner to add or remove equipment to and/or from a work order.

Work Order Add/Edit WO #:281574 05/14/2025 16:37 MEL : 0

WO # **Equipment** Labor Parts Attachments Testers Contract Down Log Savings Task WO DPC Code

Control #	Action	Type	Closed	Group	Serial #	Model #	Name	Manufacturer
NONE	History	NONE	No	NONE		NONE	NONE	NONE

Total Equipment Count : 1

Labor Tab

The Labor Tab is where all the labor associated with the WO is tracked. There is no limit to the number of labor entries that can be made. On new WOs, the first labor entry will default to the person who opened the WO or to the person assigned to the equipment associated with the WO.

Work Order Add/Edit WO #:281575 05/14/2025 16:41 MEL : 0

WO # Equipment **Labor** Parts Attachments Testers Contract Down Log Savings Task WO DPC Code

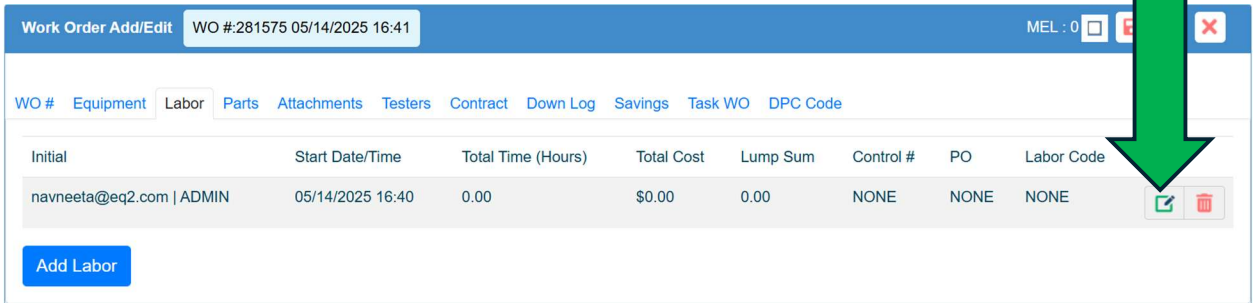
Initial	Start Date/Time	Total Time (Hours)	Total Cost	Lump Sum	Control #	PO	Labor Code
navneeta@eq2.com ADMIN	05/14/2025 16:40	0.00	\$0.00	0.00	NONE	NONE	NONE

1. **Initial:** The initials of the person performing labor on the WO.
2. **Start Date/Time:** This will default to the issue date and time for the first labor entry.
3. **Total Time (Hours):** This is the total time of the labor entry in Hours.
4. **Total Cost:** This is the total cost of the labor entry in Dollars.
5. **Lump Sum:** A lump sum option if the hourly rate of service is not known.

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- Control #:** If multiple pieces of equipment are assigned to a WO, labor can be assigned to specific control numbers.
- PO:** The PO# used for the labor entry.
- Labor Code:** The code associated with the work done during the time on the labor entry.

To edit a labor entry, click on the Edit icon.



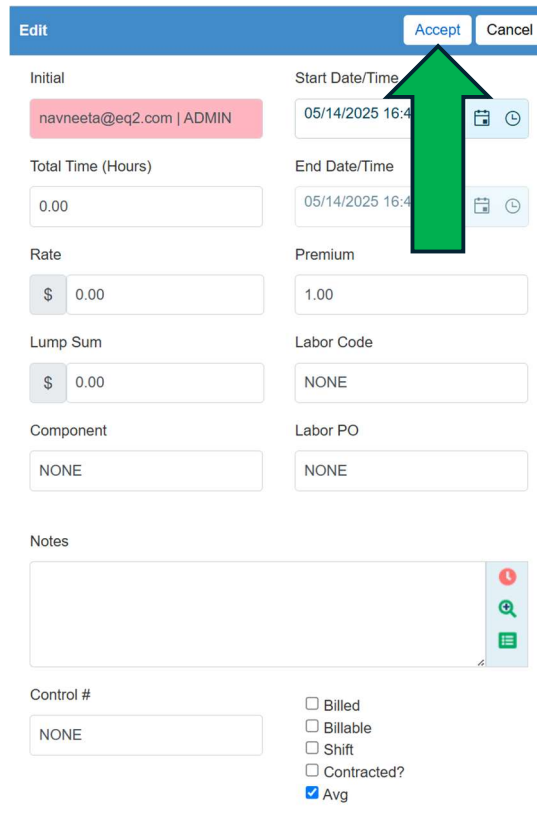
Work Order Add/Edit WO #:281575 05/14/2025 16:41 MEL: 0

WO # Equipment Labor Parts Attachments Testers Contract Down Log Savings Task WO DPC Code

Initial	Start Date/Time	Total Time (Hours)	Total Cost	Lump Sum	Control #	PO	Labor Code	
navneeta@eq2.com ADMIN	05/14/2025 16:40	0.00	\$0.00	0.00	NONE	NONE	NONE	 

Add Labor

Make whatever edits need to be made and then click on the Accept Button in the upper right. Any notes added here will appear in the Action Text of the work order.



Edit Accept Cancel

Initial navneeta@eq2.com | ADMIN Start Date/Time 05/14/2025 16:40

Total Time (Hours) 0.00 End Date/Time 05/14/2025 16:40

Rate \$ 0.00 Premium 1.00

Lump Sum \$ 0.00 Labor Code NONE

Component NONE Labor PO NONE

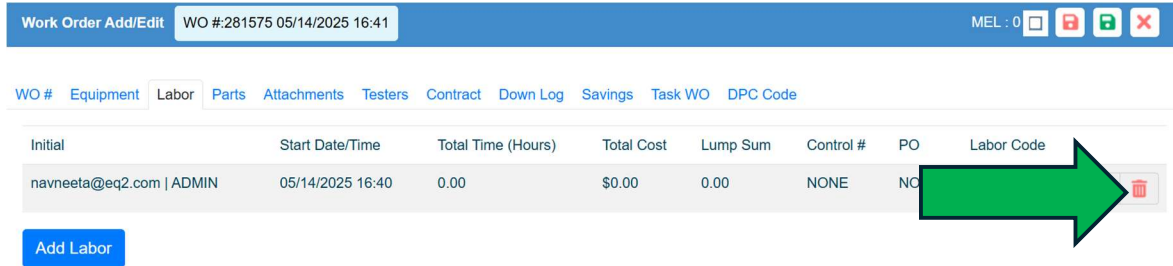
Notes

Control # NONE

Billed
 Billable
 Shift
 Contracted?
 Avg

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To delete a labor entry, click on the Delete icon on the far right of the labor entry line.



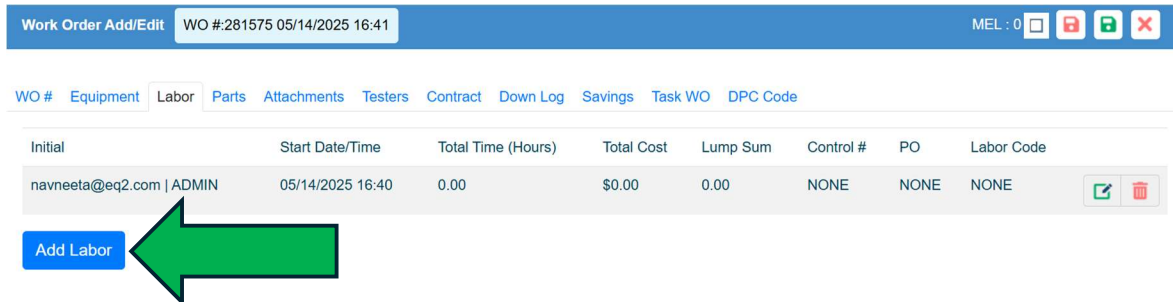
Work Order Add/Edit WO #:281575 05/14/2025 16:41 MEL: 0

WO # Equipment Labor Parts Attachments Testers Contract Down Log Savings Task WO DPC Code

Initial	Start Date/Time	Total Time (Hours)	Total Cost	Lump Sum	Control #	PO	Labor Code
navneeta@eq2.com ADMIN	05/14/2025 16:40	0.00	\$0.00	0.00	NONE	NO	

Add Labor

To add a labor entry, use the Add Labor button in the lower left corner of the Labor Tab.



Work Order Add/Edit WO #:281575 05/14/2025 16:41 MEL: 0

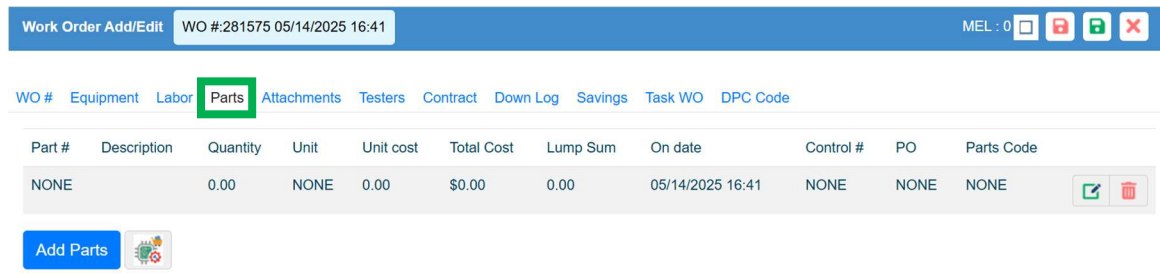
WO # Equipment Labor Parts Attachments Testers Contract Down Log Savings Task WO DPC Code

Initial	Start Date/Time	Total Time (Hours)	Total Cost	Lump Sum	Control #	PO	Labor Code
navneeta@eq2.com ADMIN	05/14/2025 16:40	0.00	\$0.00	0.00	NONE	NONE	NONE

Add Labor

Parts Tab

The Parts Tab is for tracking parts used on a WO. Both inventory and non-inventory parts can be added.



Work Order Add/Edit WO #:281575 05/14/2025 16:41 MEL: 0

WO # Equipment Labor Parts Attachments Testers Contract Down Log Savings Task WO DPC Code

Part #	Description	Quantity	Unit	Unit cost	Total Cost	Lump Sum	On date	Control #	PO	Parts Code
NONE		0.00	NONE	0.00	\$0.00	0.00	05/14/2025 16:41	NONE	NONE	NONE

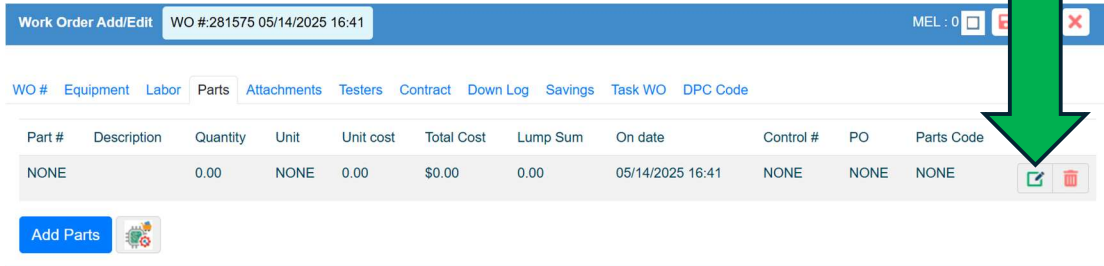
Add Parts

1. Part #: The inventory or non-inventory part number
2. Description: If the part is an inventory part, the description from the inventory part record will appear here.
3. Quantity: the quantity of the part ordered
4. Unit: the unit type of the part ordered
5. Total Cost: The sum of the Unit Cost multiplied by the Quantity
6. Lump Sum: If the Unit and Total Cost fields are not used, the cost of the part(s) ordered can be entered in the Lump Sum field.
7. On Date: The date the part record was entered on the work order
8. Control #: For WOs with more than one control number, the control number of the equipment that the part was used on can be selected.

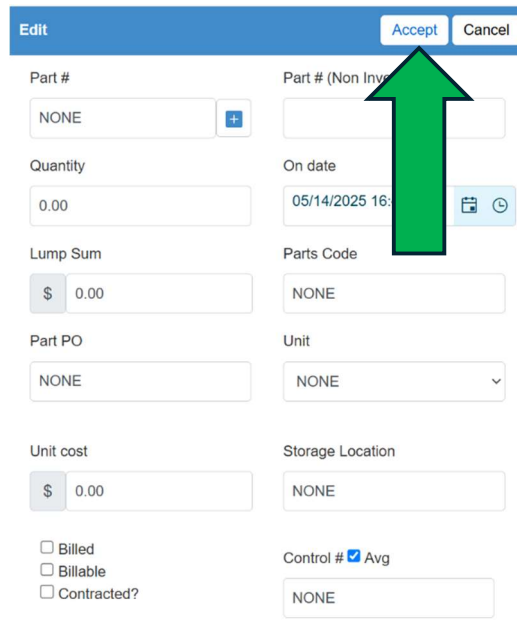
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- 9. PO: The PO# used to purchase the part(s).
- 10. Parts Code: the code selected for the part.

To edit a part record, click on the Edit button at the far right of the part record. Once the edit icon is clicked, the full part record will appear for editing.

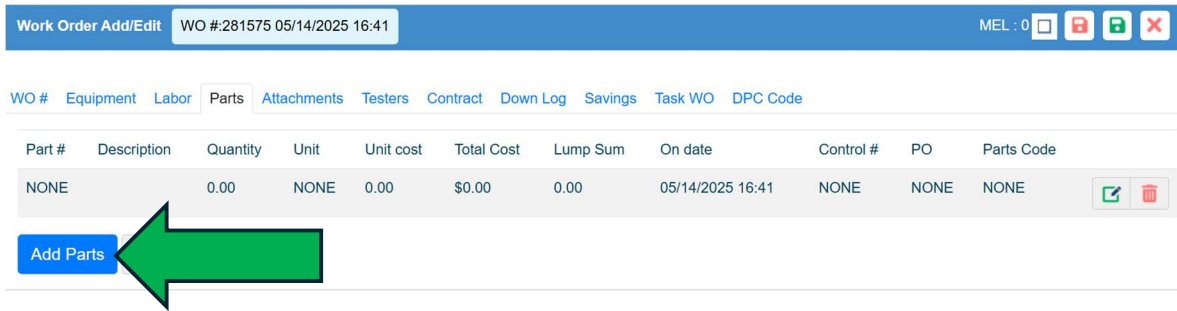


Once the edits have are complete, click on the Accept button to save the changes.



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To add a part record, click on the Add Parts button on the bottom left of the Parts Tab.



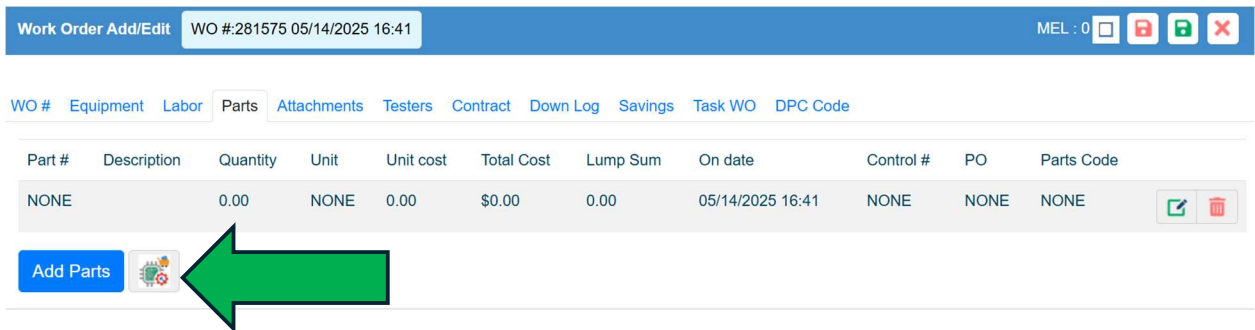
Work Order Add/Edit WO #:281575 05/14/2025 16:41 MEL : 0

WO # Equipment Labor **Parts** Attachments Testers Contract Down Log Savings Task WO DPC Code

Part #	Description	Quantity	Unit	Unit cost	Total Cost	Lump Sum	On date	Control #	PO	Parts Code
NONE		0.00	NONE	0.00	\$0.00	0.00	05/14/2025 16:41	NONE	NONE	NONE

Add Parts


If Stock Management is being used, use the parts requisition icon to request a part instead of adding the part directly.



Work Order Add/Edit WO #:281575 05/14/2025 16:41 MEL : 0

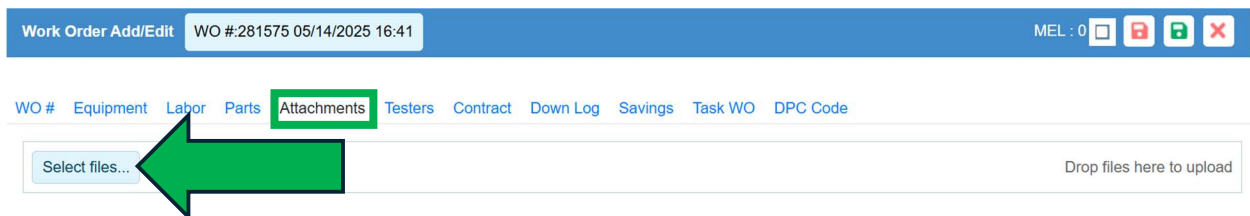
WO # Equipment Labor **Parts** Attachments Testers Contract Down Log Savings Task WO DPC Code

Part #	Description	Quantity	Unit	Unit cost	Total Cost	Lump Sum	On date	Control #	PO	Parts Code
NONE		0.00	NONE	0.00	\$0.00	0.00	05/14/2025 16:41	NONE	NONE	NONE

Add Parts 

Attachments Tab

The Attachments Tab is for any files that need to be attached to the work order. Click on the Select Files button to browse for the file(s) to be attached.



Work Order Add/Edit WO #:281575 05/14/2025 16:41 MEL : 0

WO # Equipment Labor Parts **Attachments** Testers Contract Down Log Savings Task WO DPC Code

Select files... Drop files here to upload

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Testers Tab

The Testers Tab is used to document test equipment used on the WO. If the user has a default tester defined on their user profile, the Use Default button can be used, otherwise, start typing the Control # of the test equipment to be added and select from the available list.

Work Order Add/Edit WO #:281575 05/14/2025 16:41 MEL: 0

WO # Equipment Labor Parts Attachments **Testers** Contract Down Log Savings Task WO DPC Code

Control #

Use Default

Work Order Add/Edit WO #:281575 05/14/2025 16:41 MEL: 0

WO # Equipment Labor Parts Attachments **Testers** Contract Down Log Savings Task WO DPC Code

Control #

Use Default

- 000012 | 4582| 5000C | FLUKE BIOMEDICAL | ANALYZER, ELECTRICAL SAFETY
- 000013 | 4579| 5000C | FLUKE BIOMEDICAL | ANALYZER, ELECTRICAL SAFETY
- 000014 | 4580| 5000C | FLUKE BIOMEDICAL | ANALYZER, ELECTRICAL SAFETY
- 000016 | 2425| 454A | FLUKE BIOMEDICAL | ELECTROSURGICAL UNIT, ANALYZER
- 000019 | Q105757| 407026 | EXTECH INSTRUMENTS CORP | TESTER, LIGHT INTENSITY
- 000021 | 2725| IMPULSE 4000 | FLUKE BIOMEDICAL | TESTER, DEFIBRILLATOR
- 000056 | J211369| CT-300 | CURBELL INC | TESTER, PILLOW SPEAKER

Contract Tab

The Contract Tab is for tracking contract costs on contracted equipment.

Work Order Add/Edit WO #:281575 05/14/2025 16:41 MEL: 0

WO # Equipment Labor Parts Attachments Testers **Contract** Down Log Savings Task WO DPC Code

Contract #

NONE

Cost that might have incurred if handled without the contract

Labor Cost	Labor Hours	Part Cost
\$ 0.00	0.00	\$ 0.00

Notes

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1. Contract #: The number of the contract associated with the WO equipment.
2. Cost that might have incurred fields:
 - a. Labor Cost: The labor cost that would be incurred without a contract.
 - b. Labor Hours: The number of labor hours that would be paid without a contract.
 - c. Part Cost: The cost of any parts that would be paid without a contract.
3. Notes: Any notes entered here will be added to the action text of the work order.
4. Use the clock icon on the far right of the notes field to timestamp the note.

The screenshot shows the 'Work Order Add/Edit' interface for WO #281575 on 05/14/2025 at 16:41. The top navigation bar includes 'Contract', 'Down Log', 'Savings', 'Task WO', and 'DPC Code'. The 'Contract #' dropdown is set to 'NONE'. The 'Cost that might have incurred if handled without the contract' section contains three input fields: 'Labor Cost' (0.00), 'Labor Hours' (0.00), and 'Part Cost' (0.00). The 'Notes' field is empty, and a green arrow points to the clock icon on its right side.

5. Use the Magnifier icon to expand the Notes field.

This screenshot is identical to the one above, showing the 'Work Order Add/Edit' interface. A green arrow points to the magnifier icon on the right side of the 'Notes' field.

6. Use the List icon to use Predefined Text in the Notes field.

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Work Order Add/Edit WO #:281575 05/14/2025 16:41 MEL: 0 [Icons]

WO # Equipment Labor Parts Attachments Testers Contract **Down Log** Savings Task WO DPC Code


Contract #
NONE

Cost that might have incurred if handled without the contract

Labor Cost	Labor Hours	Part Cost
\$ 0.00	0.00	\$ 0.00

Notes

[Add Down Log Button]



Down Log Tab


The Down Log Tab is used to calculate equipment downtime. To add a Down Log entry, click on the Add Down Log button.

Work Order Add/Edit WO #:281590 05/15/2025 13:01 MEL: 0 [Icons]

WO # Equipment Labor Parts Attachments Testers Contract **Down Log** Savings Task WO DPC Code

Down Code Since

Add Down Log




Once the Add Down Log button is clicked, a new Down Log record will appear. Use the drop-down menu to select Partial or Total Down. HEMS One will use Total Down to start calculating down time. After the Down Code and Since fields have been completed, click on the Accept button

New Accept Cancel

Down Code
PARTIAL DOWN

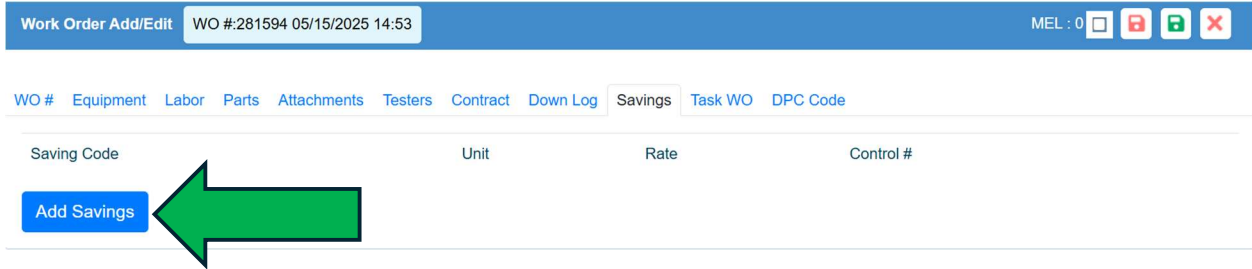
Since
05/15/2025 13:02



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Savings Tab

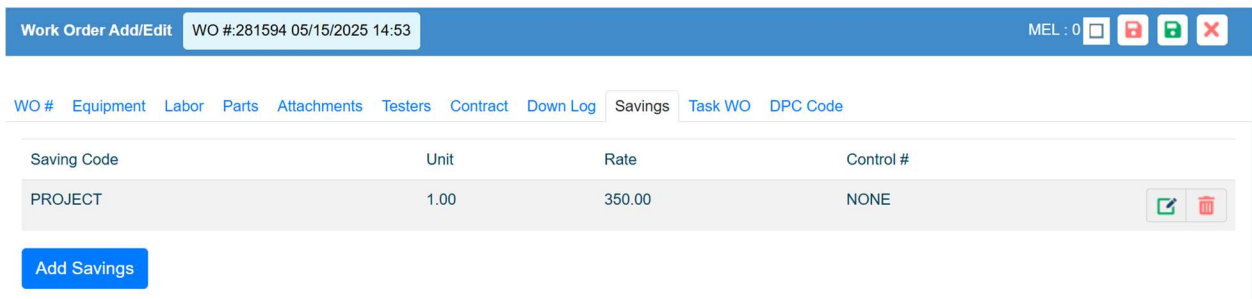
The Savings Tab keeps track of Savings made on the WO. Click on the Add Savings button to add a savings record.



Once the Add Savings button is clicked, a New savings record will appear. Fill out the Savings Record and click on the Accept button.

The 'New' form contains the following fields: 'Saving Code' (dropdown menu with 'NONE' selected), 'Unit' (text input with '1.00'), 'Rate' (text input with '0.00'), 'Control #' (text input with 'NONE'), and 'Saving Justification' (text area). At the top right of the form are 'Accept' and 'Cancel' buttons. A large green arrow points to the 'Accept' button.

After a savings record has been added, it will be seen on the Savings Tab.



Saving Code: Selected from a list of pre-defined codes

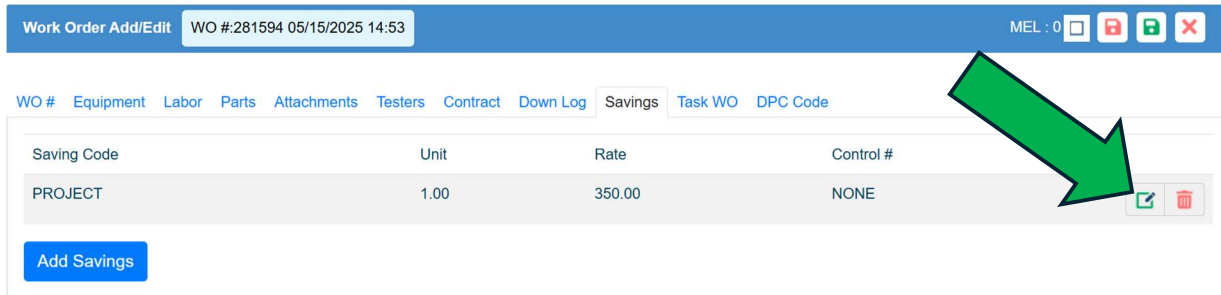
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Unit: The unit of savings.

Rate: The dollar amount rate of the savings.

Control #: If the WO has more than one equipment record associated with it, the Control # associated with the savings will appear here.

To Edit a Savings record, click on the Edit icon on the far right of the savings record.



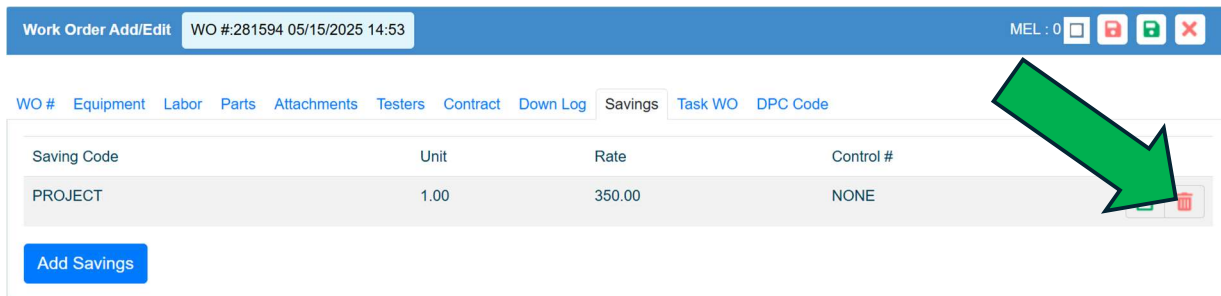
Work Order Add/Edit WO #:281594 05/15/2025 14:53 MEL : 0

WO # Equipment Labor Parts Attachments Testers Contract Down Log Savings Task WO DPC Code

Saving Code	Unit	Rate	Control #
PROJECT	1.00	350.00	NONE

Add Savings

To Delete a Savings record, click on the Delete icon on the far right of the savings record.



Work Order Add/Edit WO #:281594 05/15/2025 14:53 MEL : 0

WO # Equipment Labor Parts Attachments Testers Contract Down Log Savings Task WO DPC Code

Saving Code	Unit	Rate	Control #
PROJECT	1.00	350.00	NONE

Add Savings

Task WO Tab

The Task WO Tab will show PM Procedure Tasks if the work order is Scheduled or an on demand PM. If no procedure is associated with the WO, then nothing will appear on the Task WO tab.

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WO # Equipment Labor Parts Attachments Testers Contract Down Log Savings **Task WO** DPC Code

#	Task Name	Min	Max	Reading	<input type="checkbox"/> Outcome
1	Measure Output in Joules at 100	95	105	<input type="text"/>	<input type="checkbox"/>
2	CHASSIS AND HOUSING, CHECK FOR DAMAGE.	0	0	<input type="text"/>	<input type="checkbox"/>
3	POWER CORD AND STRAIN RELIEF CHECK..	0	0	<input type="text"/>	<input type="checkbox"/>
4	BATTERY & CHARGER...CHECK OPERATION	0	0	<input type="text"/>	<input type="checkbox"/>
5	ATTACH DATED & INITIALED PM TAG	0	0	<input type="text"/>	<input type="checkbox"/>
6	CLEANING...CHASSIS/CABINET/FILTERS/ETC	0	0	<input type="text"/>	<input type="checkbox"/>
7	ADJUST IF NECESSARY.	0	0	<input type="text"/>	<input type="checkbox"/>
8	BATTERY CHECK, REPLACE IF NECESSARY	0	0	<input type="text"/>	<input type="checkbox"/>
9	ATTACH DATED & INITIALED PM TAG	0	0	<input type="text"/>	<input type="checkbox"/>

Performed all tasks as documented in the outcome and according to the department's standard

#: The number of the step in the procedure

Task Name: The name of the procedure task

Min: If a task has a minimum acceptable value, it will seen here

Reading: This field is where the technician enters the actual value of the task result.

Outcome: If the Outcome box is checked, all tasks in the procedure will be passed. Each task can be manually passed using the drop-down menu in the Outcome column.

In the bottom left corner of the Task WO tab is a declaration checkbox. This box must be checked for the WO to be closed.



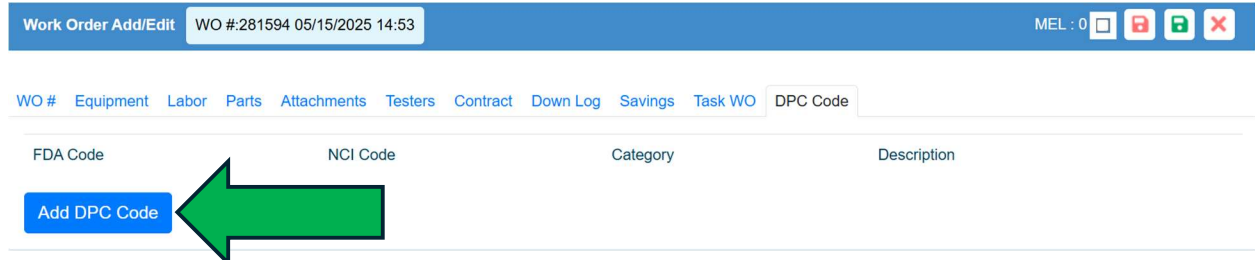
BATTERY CHECK, REPLACE IF NECESSARY	0	0
ATTACH DATED & INITIALED PM TAG	0	0

Performed all tasks as documented in the outcome and according to the department's standard

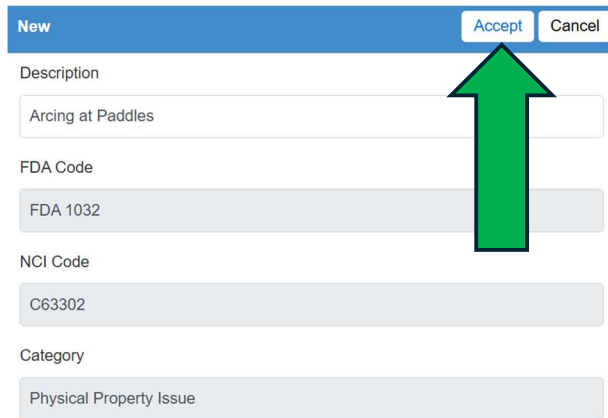
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DPC Code Tab

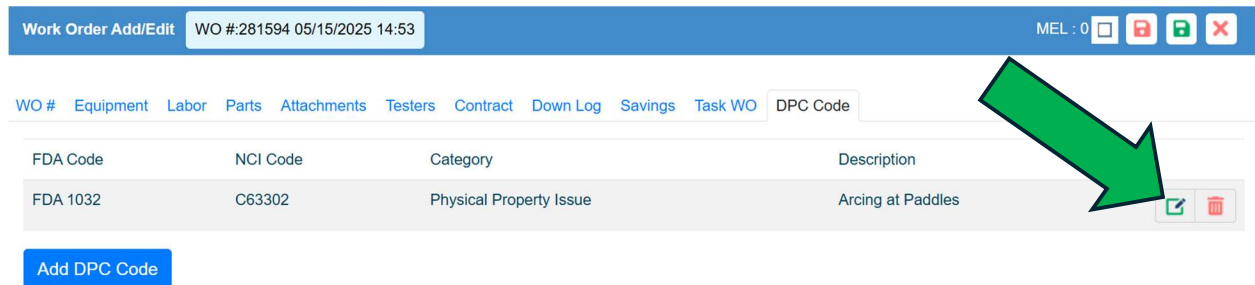
DPC Codes align WOs with FDA standards. If DPC Codes are being tracked, click on the Add DPC Code Button to add a new record. All Code and Category data will populate when a Description is selected in the new DPC Code record.



Once the applicable Description has been selected, click on the Accept button to create a new record.







To Edit a DPC Code record, click on the Edit icon at the far right of the DPC Code record.





To Delete a DPC Code record, click on the Delete icon at the far right of the record.

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Work Order Add/Edit WO #:281594 05/15/2025 14:53 MEL : 0    

WO # Equipment Labor Parts Attachments Testers Contract Down Log Savings Task WO DPC Code

FDA Code	NCI Code	Category	Description
FDA 1032	C63302	Physical Property Issue	Arcing at Paddles

[Add DPC Code](#)

