



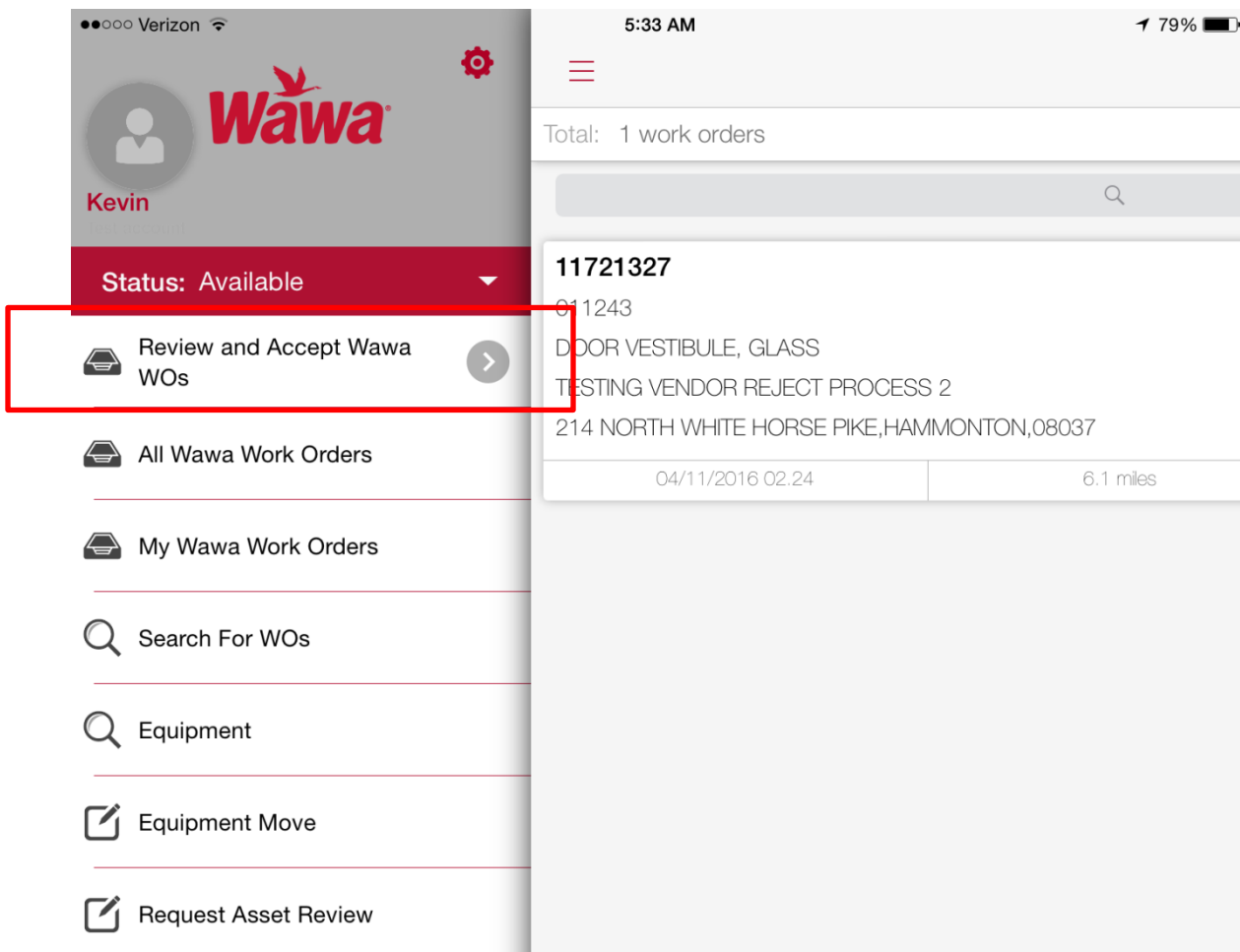
# Wawa Facilities Mobile Accept and Reject Work Orders

Wawa work orders will be created in famis and dispatched to your organization. You will continue to get an email from the famis system, have visibility to open work orders in your invoice portal, and receive a phone call from the Contact Center for priority 1 and priority 2 work orders that have not been accepted in the application. Wawa's SLA matrix that has been communicated to you by your Vendor Managers also outlines the expectations for a phone call to the store as well as resolution times.

**All Wawa work orders must be either accepted or rejected within the application for use in the system. This feature has been designed to reduce phone calls and increase work order accuracy.**

Work order Acceptance -

The work order acceptance process will allow you to accept work orders assigned to your company by Wawa through the mobile application. Tap on the Review and Accept work bench.



Begin by selecting the work order to be accepted and tap to open.

Verizon 5:33 AM 79%

☰ Map

Total: 1 work orders

🔍

<b>11721327</b>	P4	
011243	WAWA STORE #495	
DOOR VESTIBULE, GLASS		
TESTING VENDOR REJECT PROCESS 2		
214 NORTH WHITE HORSE PIKE, HAMMONTON, 08037		
04/11/2016 02:24	6.1 miles	OPEN

Tap on the Accept or Reject box

Verizon 5:33 AM 79%

< Submit

**Accept Reject Work Order**

**Wo Number**  
11721327

---

**Description**  
TESTING VENDOR REJECT PROCESS 2

---

**Tag Number**  
011243 - DOOR VESTIBULE, GLASS

---

**Equipment Description**  
DOOR VESTIBULE, GLASS

**Accept Or Reject**

---

**Discipline**

---

**Assigned To**

Back

Work Order Accept Or Reject List

Search

ACCEPT WORK ORDER

REJECT WORK ORDER

Select accept work order

Back

Submit

Accept Reject Work Order

Unsaved

Wo Number

11721327

Description

TESTING VENDOR REJECT PROCESS 2

Tag Number

011243 - DOOR VESTIBULE, GLASS

Equipment Description

DOOR VESTIBULE, GLASS

Accept Or Reject

ACCEPT WORK ORDER

Reason for Rejection\*

Rejection Notes

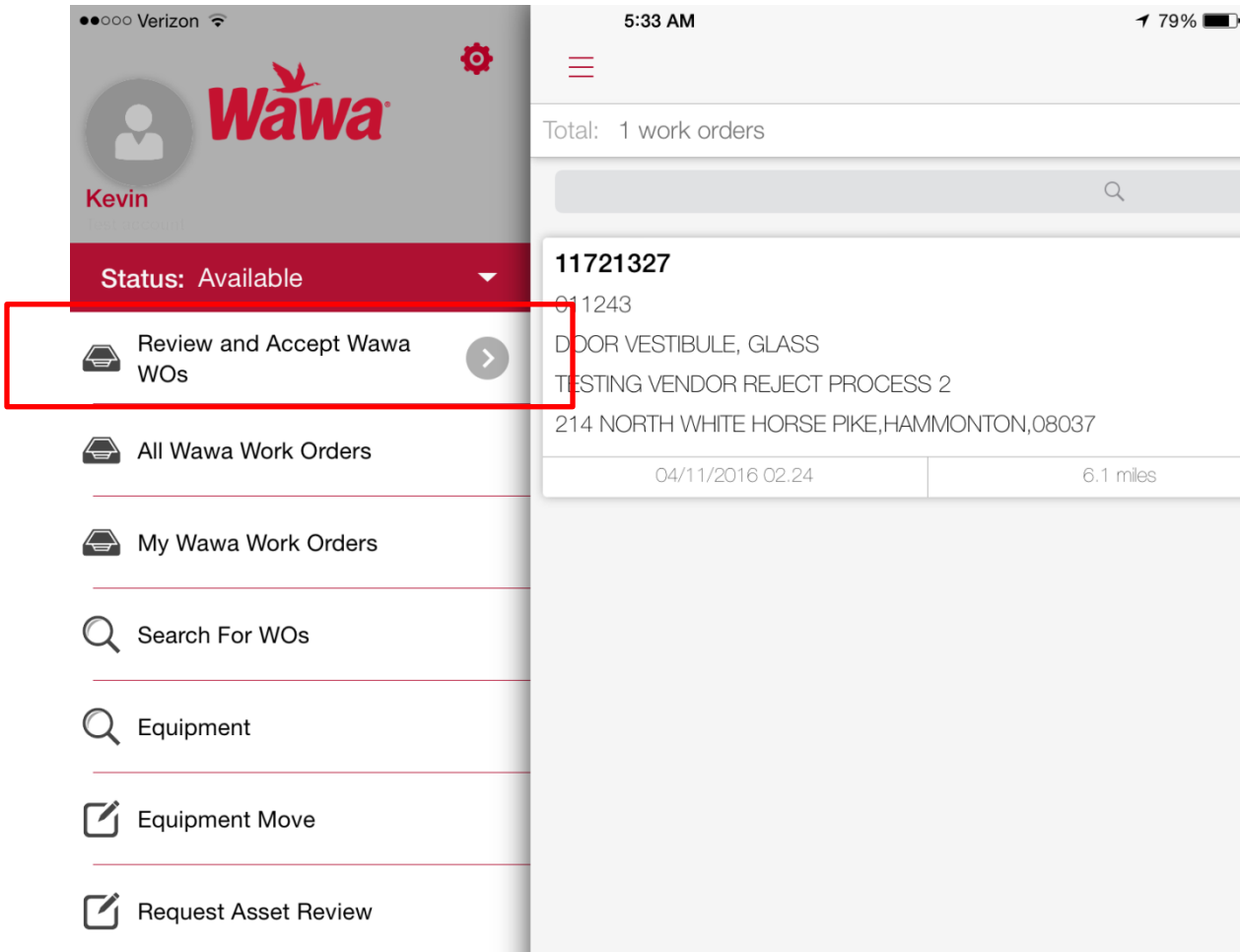


Discipline

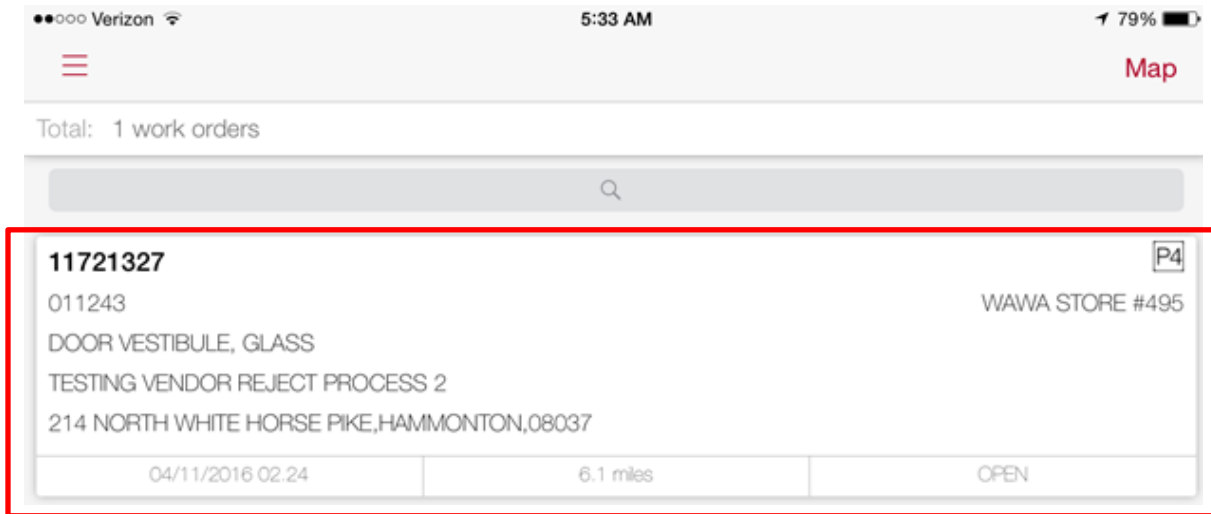
Tap submit, the work order will be marked with a vendor accepted note and move to the appropriate work bench. If you have accepted a priority 1 or 2 work order, the Contact Center may not call you if it was done prior to them reviewing it on their call out workbench.

## Work order rejection -

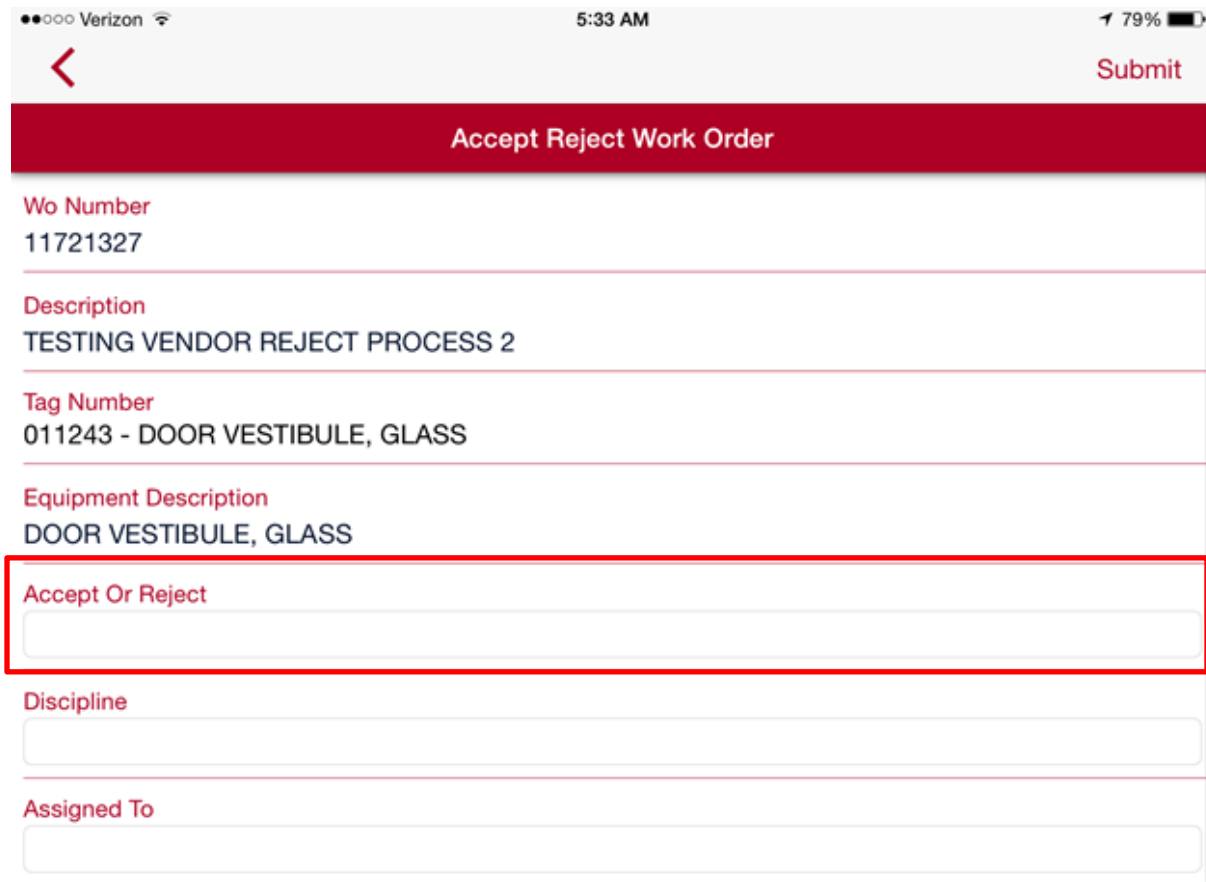
The work order rejection process will allow you to return work orders to Wawa through the mobile application. Tap on the Review and Accept work bench.



Begin by selecting the work order to be rejected and tap to open.



Tap on the Accept or Reject box



Back

Work Order Accept Or Reject List

Search

ACCEPT WORK ORDER

REJECT WORK ORDER

Select reject work order and then tap the reason for rejection box to display the drop list of rejection codes (Mandatory field).



Submit

Accept Reject Work Order



Wo Number

11721327

Description

TESTING VENDOR REJECT PROCESS 2

Tag Number

011243 - DOOR VESTIBULE, GLASS

Equipment Description

DOOR VESTIBULE, GLASS

Accept Or Reject

REJECT WORK ORDER

Reason for Rejection\*

Rejection Notes



Discipline

Please select RJ01 Wrong Vendor if our Contact Center sent you a work order that does not belong to you. (Please consider if you are the secondary vendor for the service before rejection and confirm the dispatch.) Select RJ10 if the work order is being rejected for any reason other than Wrong Vendor.

Verizon 5:33 AM 79%

< Back Resolution Code For Reject

Search

RJ01  
Wrong Vendor

**RJ10**  
Other - Please Describe

If RJ10 is selected you will be required to enter mandatory notes explaining the reason for rejection. Tap on the Rejection Notes box to enter.

Verizon 5:33 AM 79%

< Submit

Accept Reject Work Order Unsaved

Wo Number  
11721327

Description  
TESTING VENDOR REJECT PROCESS 2

Tag Number  
011243 - DOOR VESTIBULE, GLASS

Equipment Description  
DOOR VESTIBULE, GLASS

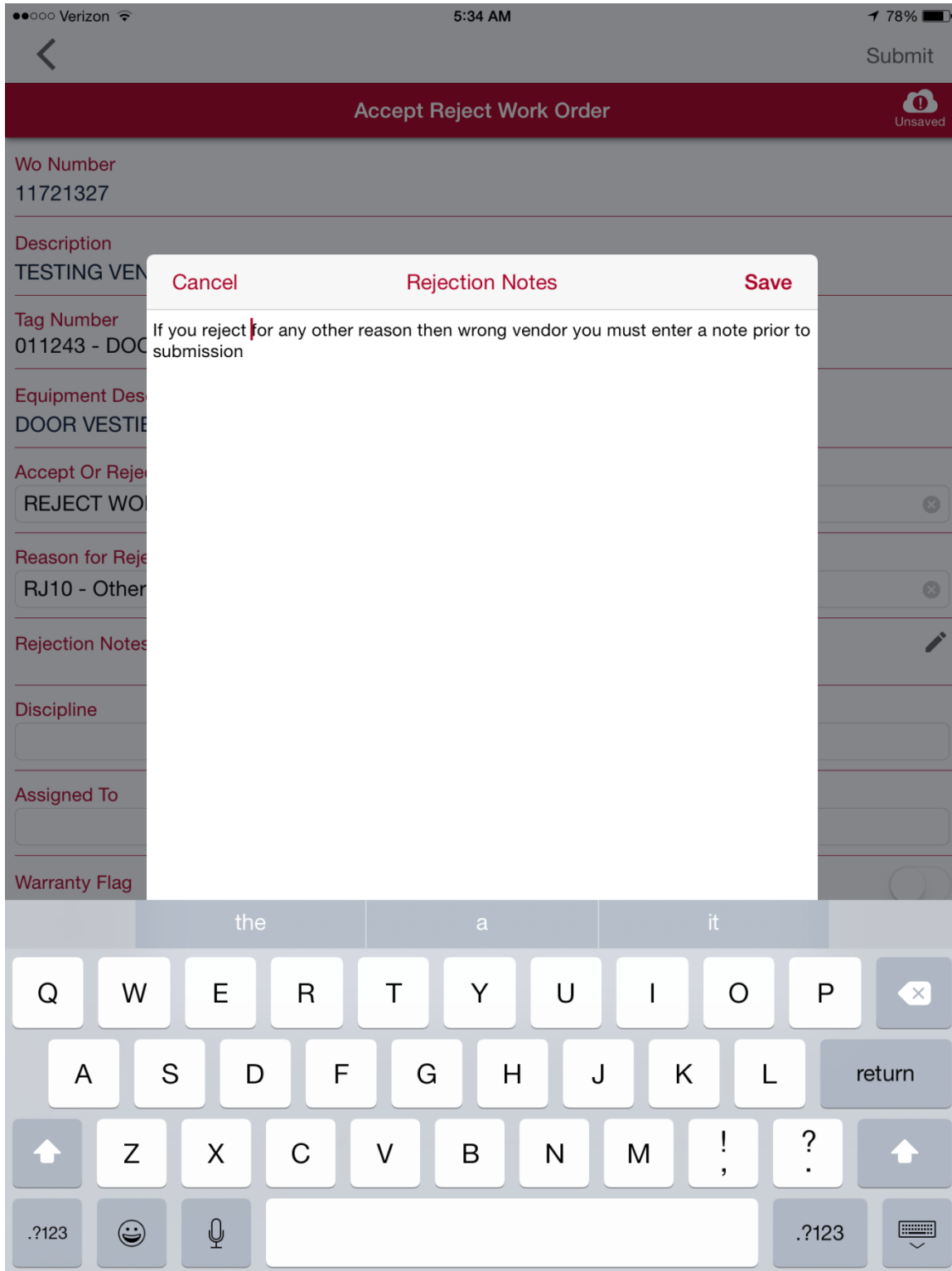
Accept Or Reject  
REJECT WORK ORDER

Reason for Rejection\*  
RJ10 - Other - Please Describe

**Rejection Notes\***



Use the key board or voice to text feature to enter your note and hit save when complete.



Tap submit when complete.

Verizon 5:34 AM 78% **Submit**

**Accept Reject Work Order** **Unsaved**

**Wo Number**  
11721327

---

**Description**  
TESTING VENDOR REJECT PROCESS 2

---

**Tag Number**  
011243 - DOOR VESTIBULE, GLASS

---

**Equipment Description**  
DOOR VESTIBULE, GLASS


---

**Accept Or Reject**  
REJECT WORK ORDER

---

**Reason for Rejection\***  
RJ10 - Other - Please Describe

---

**Rejection Notes\***   
If you reject for any other reason then wrong vendor you must enter a note prior to submission

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**Discipline**

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**Assigned To**

---

**Warranty Flag**

---

**Warranty Date**

---

**Warranty Description**  
MANUFACT 12 M

---

**Status**  
OPEN

---

**Site**  
00495 - WAWA STORE #495

---

**Store Phone**



Submit

Accept Reject Work Order

Wo Number  
11721327

Description  
TESTING VENDOR REJECT PROCESS 2

Tag Number  
011243 - DOOR VESTIBULE, GLASS

Equipment Description  
DOOR VESTIBULE, GLASS

Accept Or Reject  
REJECT WORK ORDER

Reason for Rejection\*  
RJ10 - Other - Please Describe

Rejection Note  
If you reject for any other reason than wrong vendor you must enter a note prior to submission

Discipline

Submitting...

Assigned To

Warranty Flag

Warranty Date

Warranty Description  
MANUFACT 12 M

Status  
OPEN

Site  
00495 - WAWA STORE #495

Store Phone

Your work order will update and be sent back to the Contact Center to be redispached.

Verizon 5:34 AM 78%

< Submit

✓ Work Order 11721327 has been updated

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Wo Number  
11721327

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Description  
TESTING VENDOR REJECT PROCESS 2

---

Tag Number  
011243 - DOOR VESTIBULE, GLASS

---

Equipment Description  
DOOR VESTIBULE, GLASS

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Accept Or Reject  
REJECT WORK ORDER

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