

## Warranty Labor and Materials

In Aspire, any warranty work that needs to be performed on a job, is scheduled on the same ticket as the original work. The way Aspire recognizes warranty materials and labor on a job is when these materials and labor are added after the associated work ticket has been completed.

**CAUTION:** Be sure to only allocate costs to a work ticket after the ticket is complete if you want them recorded as warranty. If they are not truly warranty, they need to be allocated prior to ticket completion.

### Warranty Labor

To establish warranty hours on a ticket, the ticket must be in completed status, and then scheduled on to the schedule board. The crew can then add time to the ticket. When the time is accepted, Aspire logs the time as warranty hours. Aspire recognizes these as warranty hours because the accepted date in time entry is later than the completed date of the ticket.

### Warranty Materials

Materials/sub/equipment/other costs can be recorded as warranty in two different ways. The first method is when material costs are allocated to the ticket via a purchase receipt, and the received date of the purchase receipt is after the completed date of the ticket. The other method is when the items are allocated from inventory to a work ticket, and the allocation date is after the completed date of the work ticket.

One of the best ways to see if costs are being recorded as warranty is through the *Work Tickets Search List* screen. By displaying the columns *Warranty Hours<sup>a</sup>* and *Warranty Material Costs<sup>b</sup>* you can easily see if costs were applied to that ticket after the completed date.

Work Tickets										
Search Work Tickets...		All Tickets		Ticket Date		All Time				
Select Statuses...		Select Services...								
Drag a column header and drop it here to group by that column										
<input checked="" type="checkbox"/>	Work Ticket #	Service Lookup	Status	Completed Date	Est Hrs	Act Hrs	Total Cost (Estimate)	Total Cost (Actual)	Warranty Hours	Warranty Material Cost
<input type="checkbox"/>	176	Bed Maintenance	Complete	04/02/18	0.50	0.02	\$37.92	\$64.00	0.02	\$64.00
<input type="checkbox"/>	462	Spring Cleanup	Complete	05/25/18	0.00	1.05	\$0.00	\$92.00	1.00	\$0.00