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## CUSTOMER GUIDE: How to Use Work Order Categories

### Overview

The purpose of the work order Category field is to classify work orders into several distinct groups. This is important for reviewing maintenance costs based on the types of work orders that have been entered into your FLEETMATE database.

The Category field is a droplist. The values in the droplist are defined by you.

### Suggested Values

The Category field should contain only a few values. Some recommended values might be:

- Scheduled PM
- Unscheduled Repair
- Collision Repair
- Manufacturer Defect

The idea is to only a few define distinct values, where there will be no overlap in terms of the nature of the service activities. In other words, the “Scheduled PM” category should contain only activities related to Scheduled PM. It should not contain any work orders *not* related to Scheduled PM.

In cases where there will be overlap (*e.g., performing scheduled preventive maintenance in connection with repair activities within the context of one (1) work order*), you should break-out the Scheduled PM activities using a separate work order. This will produce the most accurate results.

Use the Company Data | Droplist Values... menu option to manage the values in the “Work Order – Category” droplist.