

Stop Job > Admin Introduction

When the Resource has completed the work this will need to be logged against the Work Order. This can be done in a few ways; the first one covered below is if the engineer's head office calls to advise that their engineer has completed work.

- 1. First thing is to [find the work order](#) in question.
- 2. From the Agent Actions menu select Stop Job > Admin.
- 3. The first screen displayed is the Revisit screen. Here, the User is able to determine whether a revisit is required or if the work was completed. It is also possible for the User to change the Type and Symptom of the Work Order if it was incorrect. If the Type and Symptom are correct, select "Yes" for the "Is the original type and symptom correct?" question. If it is incorrect, select "No" which will display the "Equipment/Service + Symptom" screen.

Revisit

Type And Symptom

PLUMBING AND DRAINAGE, Plumbing, Cold Water, Cold 1

Is the original type and symptom correct?

☒ Yes

☐ No

Please indicate whether a revisit is required

Revisit Required

Work Completed

Cancel

On the "Equipment/Service + Symptom" screen, enter the Type and Symptom into the Equipment/Service and Symptom field and click "Search". This will bring back a list of results relating to the search criteria. Select the correct item from the search results and click "OK" to change the Type and Symptom. Double clicking on the item also works.

Equipment/Service + Symptom

Equipment/Service and Symptom

door

Search

Sub WO Type	Equipment/Service Type	Sub Equipment/Service Type	Symptom
Filter...	Filter...	Filter...	Filter...
Integral Units	Frozen Full Height Glass Door Cabinet - F...		Fabrication Damage
Integral Units	Frozen Half Height Glass Door Cabinet - ...		Fabrication Damage
Remote Units	Frozen Full Height Glass Door Cabinet - F...		Fabrication Damage
Remote Units	Frozen Half Height Glass Door Cabinet		High Temperature

☒ Only show the most relevant matches

Frozen Full Height Glass Door Cabinet - Fabric

OK

Cancel

Once the Type and Symptom is correct, determine whether a revisit is required by clicking the "Revisit Required" button or if the work was completed by clicking the "Work Completed" button.

4. Next is the Job Start Date screen. This will display the Job Start and Completion Dates, the Attendee and the number of engineers that attended the job. The name and number of the attendees that attended the job can be changed here if necessary, as it is possible that not all of the engineers were needed in the end. The Job Start Date field will be populated with the Date and Time depending on if the Work Order was started previously. If it wasn't then a date and time can be entered into both the Job Start Date and Completion Date fields. Once all data has been entered, click "Next" to proceed.

Rate Group	Approved Engineers	Attending Engineers
Default	2	2
Test Group	1	1

Note: If there are Assets in the system that relate to the Equipment Type on the Work Order, the Location of Work screen will display the Assets section. This is to allow the User to select Assets if Assets were worked on instead of the work being Location based. Go to [Stop Job > Admin - Assets](#) for more information on Assets during Stop Job. If the work was Location based then just click "Next" to proceed without selecting any available Assets.

5. This screen displays the problem reported and the Location given at the time of logging the job. The User must confirm that a resolution is in place and that the listed Location is correct. If the Location requires changing, selecting "No" for "Is this the correct location?" provides the User with the ability to amend the Location by selecting a new Location from the list displayed. Click "Next" to continue.

Location of work

Location of Work

Type And Symptom

Is resolution in place? ☐ Yes ☐ No ☒ N/A

Is this the correct location? ☐ Yes ☐ No ☒ N/A

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6. Next is the Repair description screen. Here, the User can determine whether or not a fault was found whilst attending to the job. If a fault is identified, select "Yes" for "Fault Found" and the Parts Types list will become active. This contains all the Part Types for the piece of equipment in question. Tick any which apply to this work and select the Fix Type from the drop down list for each Part Type selected. (This screen only appears for Work Orders with an Equipment Type. Service Type Work Orders skip this step). Click "Next" to progress once all Part Types and Fix Types are selected.

Repair description

Fault Found ☒ Yes ☐ No ☐ N/A

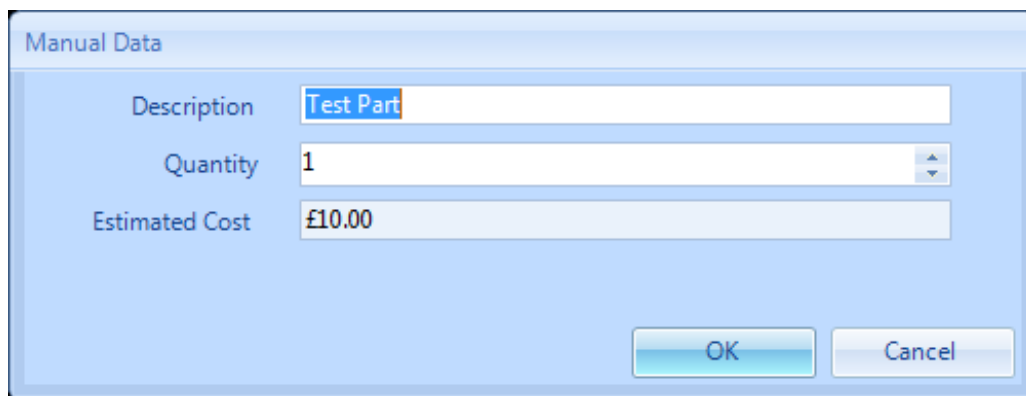
Part Types: Location: Cafe

Part Types	Fix Type
<input type="checkbox"/> Clean Water	<input type="text" value=""/>
<input type="checkbox"/> Dirty Water	<input type="text" value=""/>
<input checked="" type="checkbox"/> Pipework	<input type="text" value="Cleaned"/>
<input checked="" type="checkbox"/> Tank	<input type="text" value="Added"/>
<input type="checkbox"/> Water	<input type="text" value=""/>
<input type="checkbox"/> Water Supply	<input type="text" value=""/>

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7. The next screen is the Parts addition screen. (This screen only appears for Work Orders with an Equipment Type. Service Type Work Orders skip this step). This is where any Parts/Equipment/Materials that were used whilst attending to the job are added. If Parts exist in the system then the Select Part(s) screen will be displayed instead.

recorded. Once the data has been entered, click "OK" to add the Part.

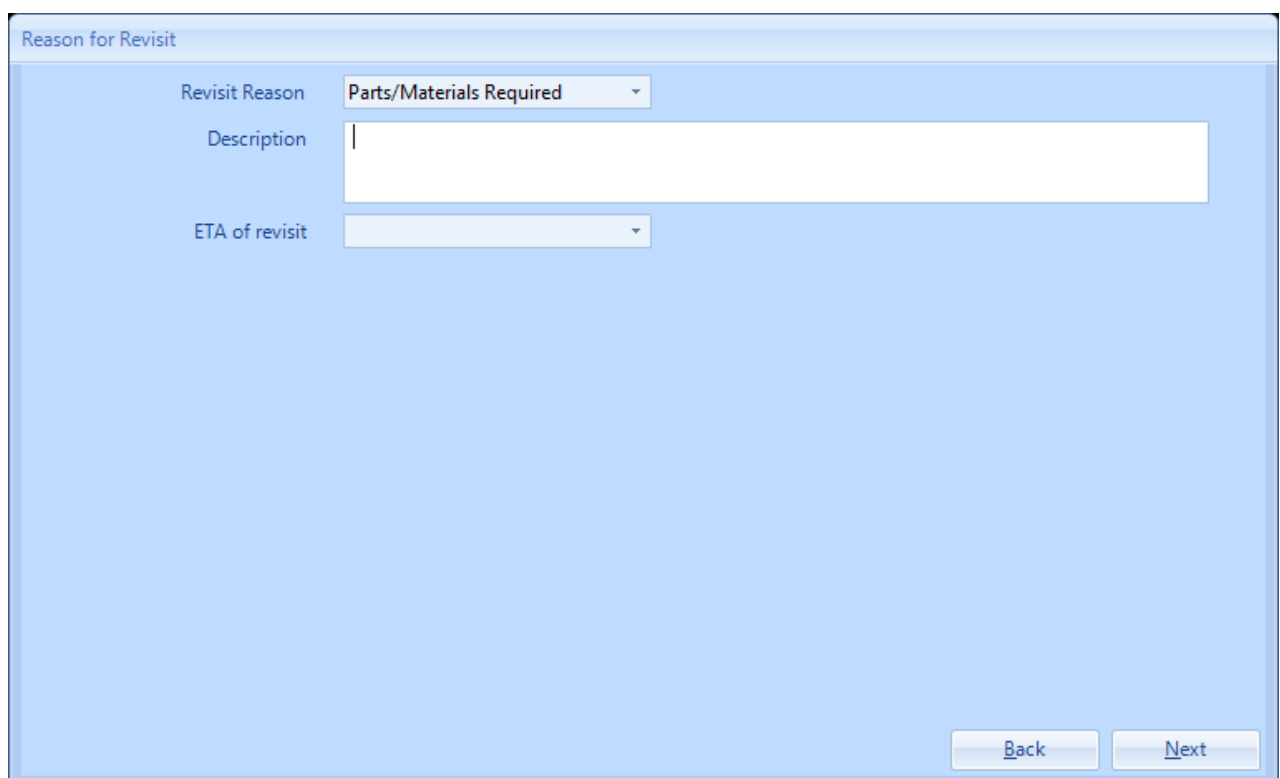
A dialog box titled "Manual Data" with a light blue background. It contains three input fields: "Description" with the text "Test Part", "Quantity" with the value "1", and "Estimated Cost" with the value "£10.00". At the bottom right, there are two buttons: "OK" and "Cancel".

Manual Data	
Description	Test Part
Quantity	1
Estimated Cost	£10.00
<div>OK Cancel</div>	

Note: Adding Equipment and Materials works in the same way.

If for some reason a Part/Equipment/Material was added incorrectly and needs to be amended or removed then these can be achieved using the "Remove" and "Edit" buttons. To remove an item from the list, select it and click "Remove" and to amend an item then select the item and click "Edit". Clicking it will display the Manual Data screen where the data can be changed and the changes can be applied by clicking the "OK".

9. If "Yes" was chosen when asked if a revisit was required, then the Reason for revisit screen will be displayed. Select the relevant reason and provide in detail the description of why the job is being paused. Finally, provide the ETA of the revisit.

A dialog box titled "Reason for Revisit" with a light blue background. It contains three input fields: "Revisit Reason" with a dropdown menu showing "Parts/Materials Required", "Description" with a text area, and "ETA of revisit" with a dropdown menu. At the bottom right, there are two buttons: "Back" and "Next".

Reason for Revisit	
Revisit Reason	Parts/Materials Required
Description	
ETA of revisit	
<div>Back Next</div>	

Note: This step will be skipped if "No" was selected when asked if a revisit was required.

10. Clicking Next will take the User to the final Summary screen. This screen will summarise all the details just entered.

Summary

Location of work
The location of work is Cafe.
The type and symptom are PLUMBING AND DRAINAGE, Plumbing, Cold Water, Cold Water Service Pipes, leaking
A resolution is in place.
The fix location is the location of work.
A fault was identified
Fix description: Pipework Cleaned
Fix description: Tank Added
Parts used: [Part] Tank Part (Contract Part) 1 @ £10.00 = £10.00
Parts used: [Part] Tank Part (Cupboard 2, ABERDEEN, Ground Floor, Offices, Cash Office) 1 @ £1.00 = £1.00
Parts used: [Part] Tank Part (Product Location, ABBEYDALE, Ground Floor, Internal , Common Area) 1 @ £0.00 = £0.00
Parts used: [Part] Tank Part (Stock Cupboard 1, ABBEYDALE, Ground Floor, Internal , Common Area) 1 @ £100.00 = £100.00

Completed
Started date: 17/02/2015 08:00
Completed date: 17/02/2015 09:00
Completed by: Ostara

Back

Save

11. To confirm these details and complete the Work Order click the "Save" button. If there are details that are incorrect click the "Back" button to amend them.

Note: If the Work Order being stopped has a certificate requirement, the Add/Edit/View Certificates screen will now be displayed and allow the user to upload any certificates rather than having to select the Add/View/Delete Certificates action separately (see the ["Add/View/Delete Certificates"](#) for more details on this).

[Stop Job > Admin - Assets](#)

[Stop Job > Admin - PPM with Assets](#)

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=317>