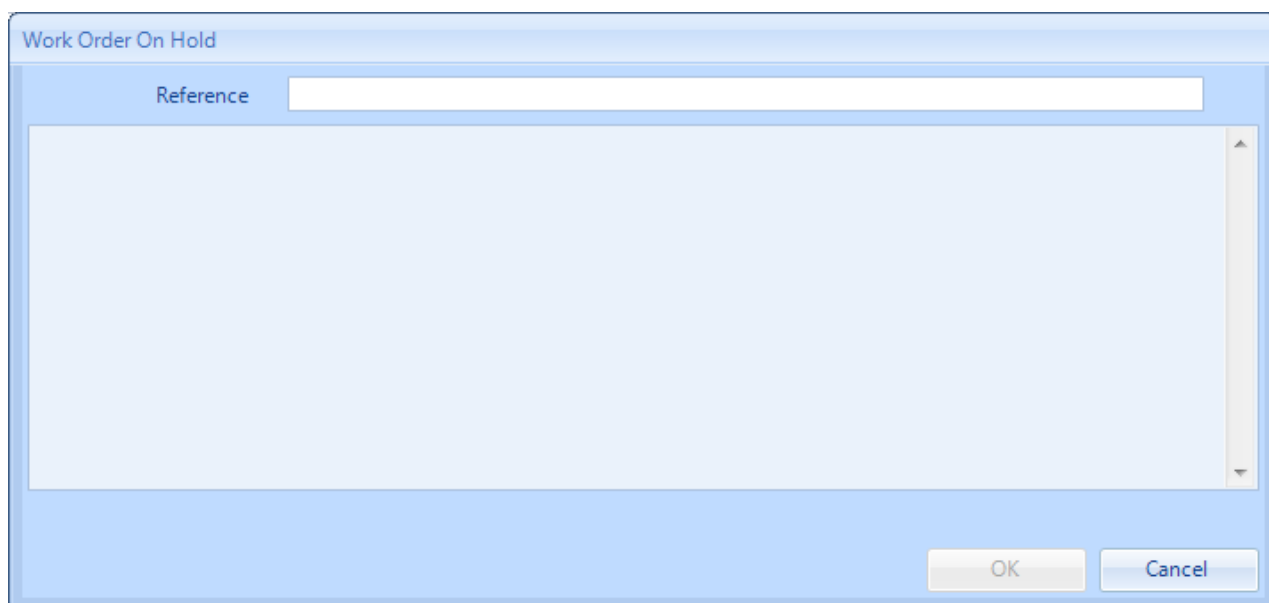


On Hold/Off Hold

📅 Wed, Jan 17, 2024 📁 [Viewing Authorisations](#)

Sometimes there may be a reason that a Work Order cannot be authorised at this point in time until certain conditions have been met but the authoriser does not want to refuse it. The “On Hold” function allows Users to do this. By putting a Work Order “On Hold”, there is the visibility that it has been actioned albeit that there is no desire to progress at this stage. Click the “On Hold” button and complete the following:

Clicking “On Hold” displays the “Work Order On Hold” screen. All that is required on this screen is a Reference and a note that say why this Work Order is being put “On Hold”. Once all the necessary information has been entered, click “OK”.

The image shows a software dialog box titled "Work Order On Hold". It has a light blue header bar with the title. Below the header, there is a label "Reference" followed by a text input field. The main body of the dialog is a large, empty text area with a vertical scrollbar on the right side. At the bottom right of the dialog, there are two buttons: "OK" and "Cancel".

It is also possible to take an “On Hold” Work Order “Off Hold” to say that the information has been obtained/conditions have been met and a decision can be made. To take a Work Order “Off Hold”, click “Off Hold” and complete the following:

Clicking “Off Hold” displays the “Work Order Off Hold” screen. All that is required on this screen is a Reference and a note that say why this Work Order is being taken “Off Hold”. Once all the necessary information has been entered, click “OK”.

Work Order Off Hold

Reference

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=346>