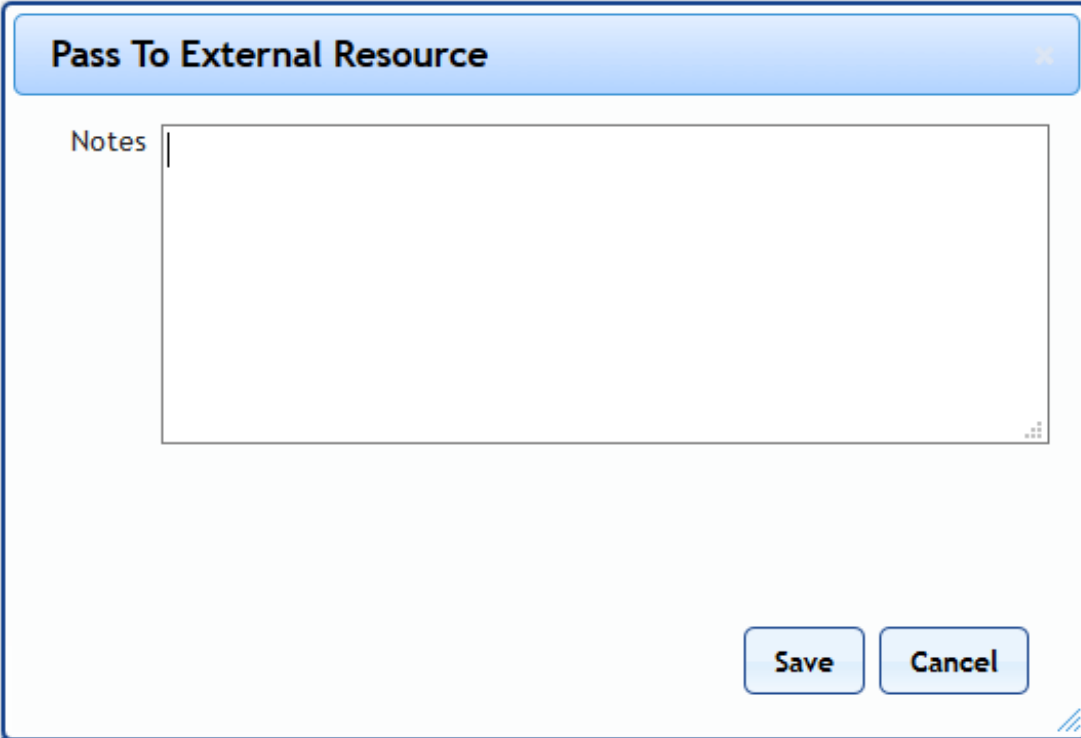


Passing a Work Order Onto an External Resource

Fri, Jan 19, 2024 Job Detail Actions

In some cases, certain Work Orders may not be able to be completed by the Internal Resource it has been assigned to. In these cases, the User can pass the work to an External Resource to complete it. This can be done using "Pass To External Resource" button.

1. On the Job Detail screen, select the "Pass To External Resource" button.
2. Upon selecting the button, the Pass To External Resource screen. The only thing that is required on this page is a note relating to why the Work Order needs to be passed externally. Once the Note is entered, click "OK" to pass on the Work Order. The system will then calculate who the work should go.



The image shows a software dialog box titled "Pass To External Resource". It features a light blue header bar with the title and a close button (X). The main area contains a text input field labeled "Notes" with a vertical cursor. At the bottom right, there are two buttons: "Save" and "Cancel".

Note: The schedule of the job is updated to be inline with the original priority chosen to ensure the schedule is suitable once it is reassigned to an External Contractor.

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=630>