## Refuse Job

🛗 Fri, Jan 19, 2024 🛛 🖿 Job Detail Actions

If a job has been assigned to a User, the User may wish to refuse the job. This can be done with the "Refuse Job" action.

1. On the Job Detail screen, select the "Refuse Job" button to display the Refuse Job pop up. Actions ~ Accept Job Refuse Job Send Email Remove Linked Work Order Set Estimate Set Fixed Cost Allocate Rescheduled Resource Attendance Work Not Request ETA Request Request ETA Additional Required Update (Phone) Update (Email) Engineers (Cancel) Add Notes > Link Work Order Stop Job - Admin Change > > Add/Edit/View Add/Edit/View View Notes Documents (0) Custom Data History

2. Enter any notes regarding the refusal and click "Save" to refuse the job. Alternatively, click "Cancel" if the notes are no longer needed or if the Refuse Job screen was invoked incorrectly.

Refuse Job		×
Notes		
	Save	Cancel
		/

**Note:** It is possible to have the system assign a job once it has been refused to the 2nd priority Resource, rather than the job needing to be allocated again. The system will find the next associated Resource (such as a Resource associated to an SLA containing the Equipment Type on the job) and automatically assigned the job to that Resource. This is a Management Company setting so speak to the corresponding Support Desk to get this turned on.

Online URL: https://ostarasystems.knowledgebase.co/article.php?id=640