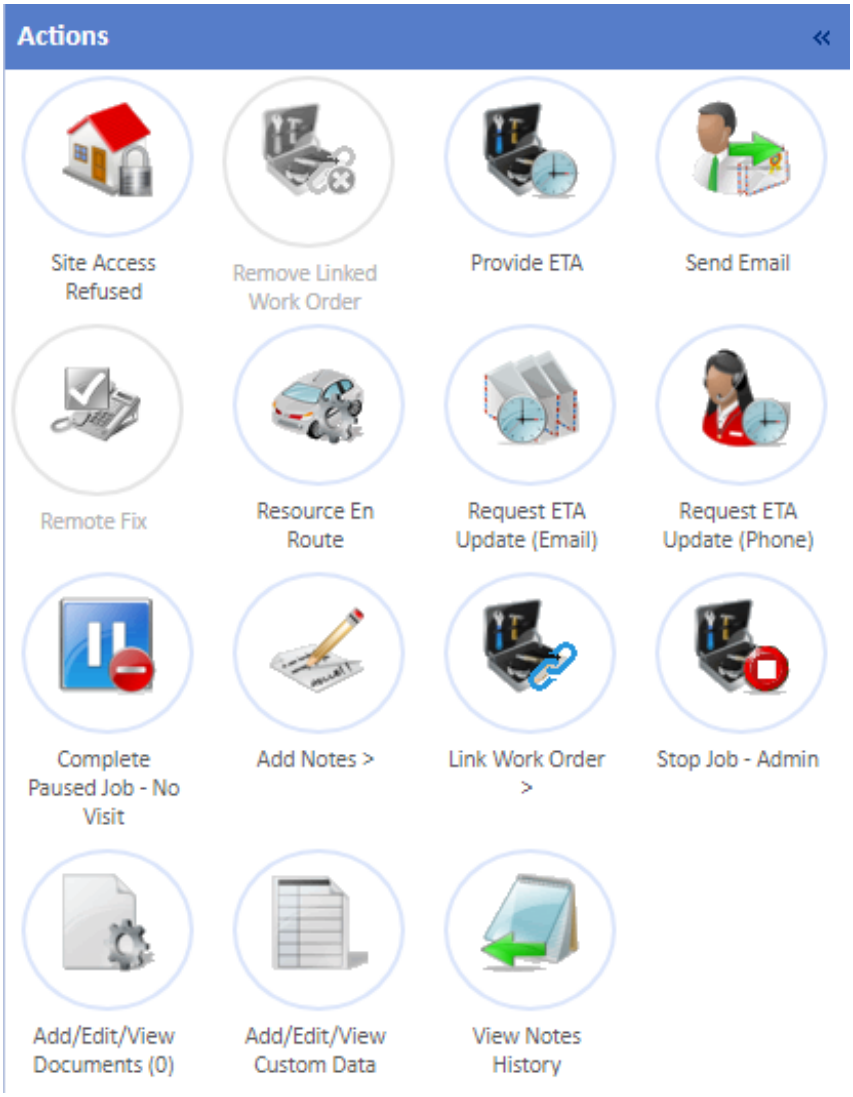
Request ETA Update

Fri, Jan 19, 2024 Job Detail Actions

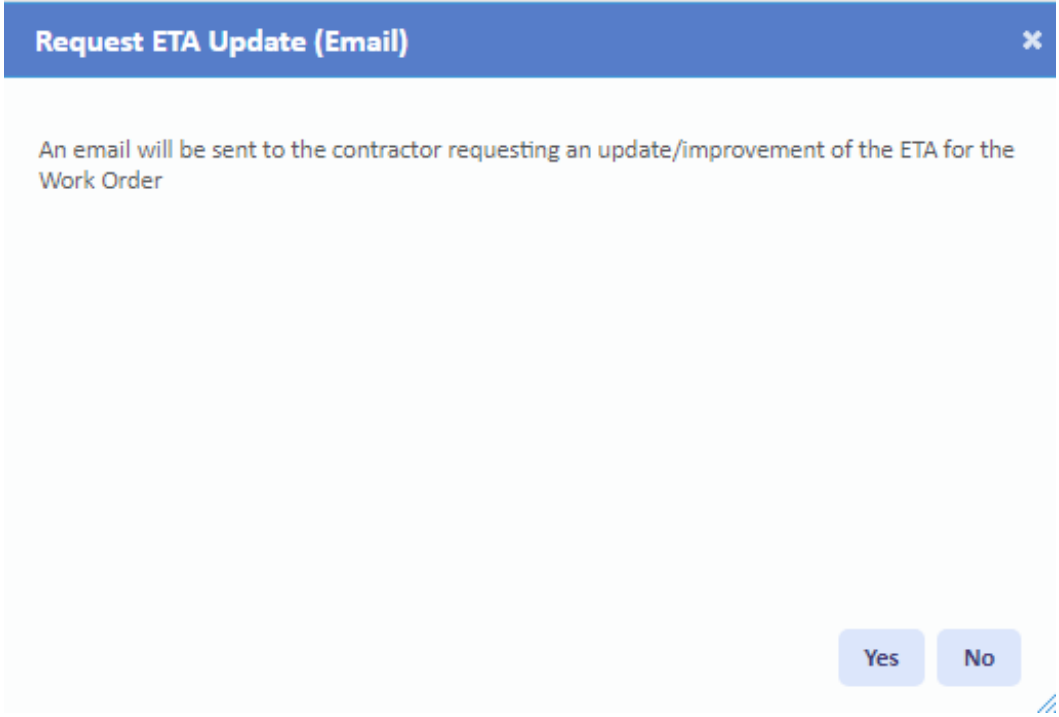
When a Work Order belongs to a Resource but an ETA has not been provided, the Client may want to know the ETA for their attendance at site. If that is the case, the User can use one the two request ETA update actions: "Request ETA Update (Email)" or "Request ETA Update (Phone)". This can be done even when the Work Order is pending acceptance by the Resource.

Request ETA Update (Email)

1. On the Job Detail screen, select the "Request ETA Update (Email)" button to display the Request ETA Update (Email) pop up.

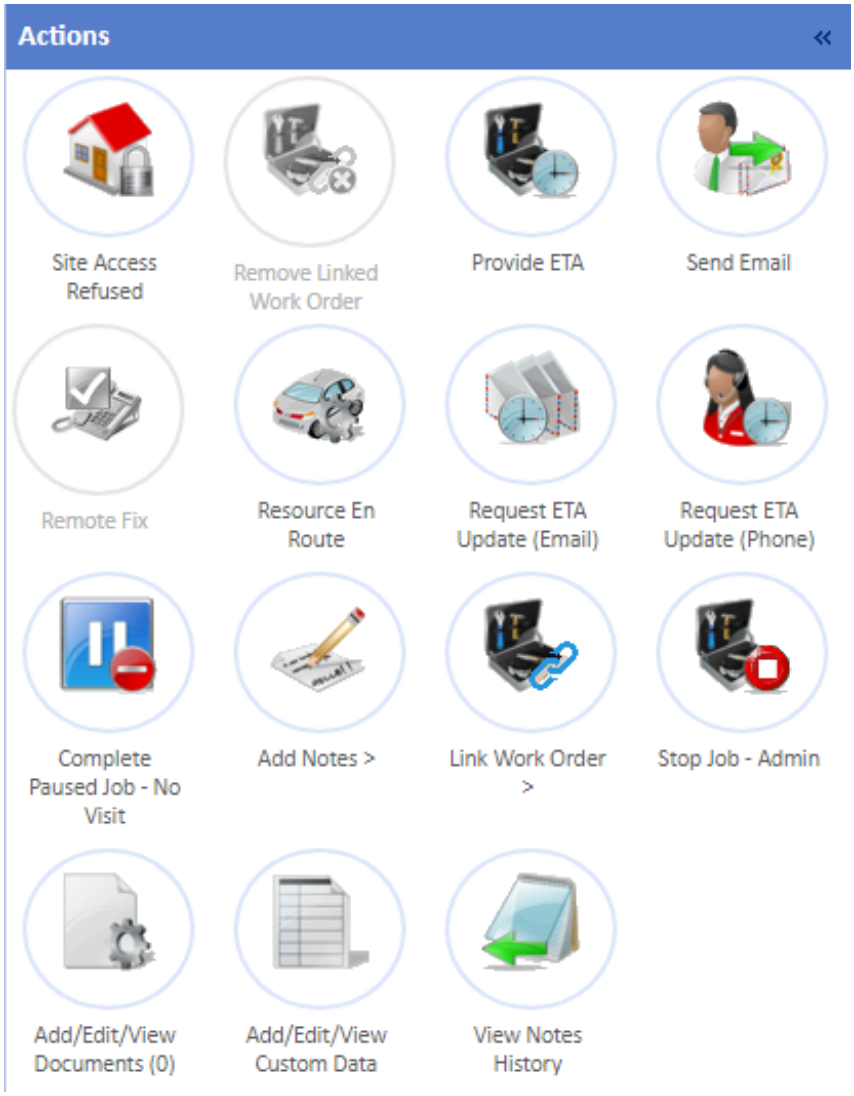


2. A message is displayed telling the User an email will be sent to the Contractor. Click "Yes" to send the email. Clicking "No" will close the pop up and the email will not be sent.



Request ETA Update (Phone)

1. On the Job Detail screen, select the "Request ETA Update (Phone)" button to display the Request ETA Update (Phone) pop up.



2. The Contact Details, of the highest priority contact of the Resource, are displayed along the ETA and Notes fields. Enter the ETA by manually typing it in or by using the

Calendar button to select the time and date and provide any notes that the contact provided. Once done, click "Save" to update the job.



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