Stopping a Job Introduction

💾 Fri, Jan 19, 2024 🛛 🖿 Stopping a Job

Resources will require the ability to stop their jobs from the Portal. Depending on whether the machine location has been set, this can be done using two actions: "Stop Job" and "Stop Job - Admin".

Stop Job - Field Team

1. On the Job Detail screen, select the "Stop Job" button to display the Start Job pop up.



2. Upon selecting "Stop Job", the Start/Stop Times tab is displayed along with some job details. These details are:

- \cdot Start Date/Time This shows the date and time the job was started.
- \cdot Completed Date/Time This shows the date and time the job was completed.

· Resource Name - This shows the name of the Resource that performed the job.

A table will be displayed showing how many engineers were approved to complete the work and the Rate Group they belong to. There is also another column in the table called "Attending Engineers" where the User can enter how many engineers actually attended to the job.

The User is also required here to determine whether a revisit is required or not by ticking the "Revisit required?" box. Tick the box to state a revisit is required, otherwise leave it blank if the job is completed.

Once ready, click "Next" to proceed.

Note: It is not possible for the number of Attending Engineers to exceed the number of Approved Engineers.

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3. Next is the Revisit? tab. This tab only appears if "Revisit required?" was ticked on the previous tab. This is where the revisit information is entered. The User will be required to state whether a temporary fix is in place (by ticking the tick box), the ETA of the revisit (from the drop down menu) and the Revisit Reason(s). After ticking a Revisit Reason, the User will need to provide some details on what is required for the revisit. If "Parts/Materials required?" is ticked, a "Cost" field will also appear in which the cost of the parts/materials required is entered.

Jobs > Job (8064328) > Stop Job >						
Stop Job	Summary					
Start/Stop Times Revisit?	• Revisit required?: Yes (Change)					
Is a temporary fix in place?	• Start Date/Time: 06/03/2015 12:03 (Change)					
ETA of revisit Same Day -	 Completion Date/Time: 06/03/2015 14:48 (Change) 					
Revisit reason Details	Resource name: Bob (Change)					
Resource required?	 Is a temporary fix in place?: No (Change) 					
Client request?	• ETA of revisit: Same Day (Change)					
Time constraint?	Revisit reason: (Change)					
Called to a higher priority D job? Other?	• Fault/Issue: HVAC, Air Handling, Air Handling Unit, No Air Flow (Change)					
Quote Required?	Fault found/repair made?: Yes (Change)					
Back Next	• Location: Default Level, Default Area, Default Location (Change)					
	J					

Once the revisit details have been entered, click "Next" to proceed.

4. The next step is the Fault/Location tab. If Location Mappings do not exist, this tab is skipped. The "Original Fault/Issue" field displays the fault that was originally chosen when the job was created. If this fault is incorrect, untick the "Is this the correct fault/issue?" tick box and the "Fault/Issue Search" field will appear. This works in the same way as the Create Job process up until the "Fault/Issue" drop down field. The "Fault found/repair made" tick box is used to determine whether a fault was found or a repair was made. If something was found or repaired, leave it ticked otherwise untick it.

The "Original Location" field displays the location that was originally chosen when the job was located. If this location isn't the actual location of the issue, untick the "Is this the correct location?" tick box and the "Actual Location" field will appear in which the actual fix location is selected. Add any additional information is any exists.

Jobs > Job (8064328) > Stop Job >	
Stop Job	Summary
Stop Job Start/Stop Times Revisit? Fault/Location Original Fault/Issue Yes Fault found/repair made? Yes Original Location Default Level, Default Area, Default Location Is this the correct location? Yes Back	Summary Revisit required?: Yes (Change) Start Date/Time: 06/03/2015 12:03 (Change) Completion Date/Time: 06/03/2015 14:48 (Change) Resource name: Bob (Change) Is a temporary fix in place?: No (Change) ETA of revisit: Same Day (Change) Revisit reason: Time constraint (Store closed) (Change) Fault/Issue: HVAC, Air Handling, Air Handling Unit, No Air Flow (Change) Fault found/repair made?: Yes (Change) Location: Default Level, Default Area, Default Location (Change)
	(Change) • Location: Default Level, Default Area, Default Location (Change)

Once a new location has been chosen or it has been left as the original location, click the "Next" button to proceed.

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 "Stopping a Job with 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. Next is the Repair tab where a list of Part Types applicable to the job are shown. This tab is only displayed if "Fault found/repair made" was left ticked. Select the Part Types relating to the job by ticking the "Applicable?" tick box next to each of the related Part Types. Next, provide a Fix Type for each of the selected Part Types by choosing one from the "Fix Type" drop down.

Jobs > Job (8064328) > Stop Job >						
Stop Job	Summary					
Start/Stop Times Revisit? Fault/Location Repair Please select any part types that are applicable to this job	Revisit required?: Yes (Change) Start Date/Time: 06/03/2015 12:03 (Change)					
Type Applicable? Fix Type	• Completion Date/Time: 06/03/2015 14:48 (Change)					
Fan Blade	Resource name: Bob (Change)					
Fan Isolator	Is a temporary fix in place?: No					
Fan Motor	(Change)					
Isolating Valves	• ETA of revisit: Same Day (Change)					
	 Revisit reason: Time constraint (Store closed) (Change) 					
	 Fault/Issue: HVAC, Air Handling, Air Handling Unit, No Air Flovv (Change) 					
	 Fault found/repair made?: Yes (Change) 					
Back Next	• Location: Default Level, Default Area, Default Location (Change)					
]					

Once all the relevant Part Types and Fix Types have been selected, click "Next" to proceed.

Note: This tab will only be displayed if the "Fault found/repair made?" tick box was ticked

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during the Revisit? tab.

6. If there were some Part Types selected, the next tab displayed is the Parts/Materials tab. There is only one question asked on this page: Do you want to add parts/materials? If there are no parts/materials to add then leave the the tick box unticked and proceed with the "Next" button.

If there are parts/materials to add however, tick the tick box to display the "Add Manual Part/Equipment/Material" button. Click this button to add in a part/equipment/material and provide the "Type", "Description", "Quantity" and "Estimated Cost". In the "Type" field, select whether the item being added is a part, material or piece of equipment. In the "Description" field, enter a short description of what the item being added is. Enter the amount required in the "Quantity" field and the cost of the part/equipment/material in the "Estimated Cost" field. The "Total Cost" field is entered automatically and is the sum of the "Quantity" and "Estimated Cost" fields.

If there are existing Parts in the system that relate to the Fix Types selected and "Added" or "Replaced" was selected against a Fix Type, any existing Parts will be displayed in which the User can choose from.

Jobs > Job (8064328) > Stop Job >					
Stop Job	Summary				
Start/Stop Times Revisit? Fault/Location Repair Parts/Materials Do you want to add parts/materials? 🗹	 Revisit required?: Yes (Change) Start Date/Time: 06/03/2015 12:03 (Change) 				
Type Description Quantity Estimated Cost Total Cost Material Tubine 10 100 1000.00 Remove	Completion Date/Time: 06/02/2015 14:48 (chappe)				
	Resource name: Bob (Change)				
Add Contract/Inventory Part(s) Add Other Part/Equipment/Material Clear List	 Is a temporary fix in place?: No (Change) 				
	• ETA of revisit: Same Day (Change)				
Back Next	 Revisit reason: Time constraint (Store closed) (Change) 				
	• Fault/Issue: HVAC, Air Handling, Air Handling Unit, No Air Flow (Change)				
	 Fault found/repair made?: Yes (Change) 				
	• Location: Default Level, Default Area, Default Location (Change)				
	• Fixed: Coil (Added) (Change)				

Note: If there are Parts against the Contract the job is for or there are Parts stored in Inventory, the "Add Contract/Inventory Part(s)..." button is present. Selecting this displays a list of Parts to select from that are either from Inventory or on the Contract. Tick the relevant Part(s) and click "Add" to add them.

Note: When stopping a PPM with Parts (and "Allow Critical Remedial Works" is ticked), the system will create a remedial Reactive with Parts added to it and will complete it to allow the user to Invoice for the works taken place.

Once all the necessary parts/equipment/materials have been entered, click the "Next" button.

7. The last tab shown is the Confirm tab. This tab shows a summary of the details entered when performing the "Stop Job" action. If any changes need to be made then either click the relevant tab or the "Change" button next to the relevant item in the Summary section. If no Powred by PHPKB (Knowledge Base Software)

changes are required, click the "Stop Job" button to stop the job.

Jobs > Job (8064328) > Stop Job >							
Stop Job	Stop Job						
Start/Stop Times Revi	sit? Fault/Location	Repair	Parts/Materials	Confirm		• Revisit required?: Yes (Change)	
Before final submission pleas	Before final submission please review and confirm the summary information is correct.						
Revisit required? Start Date/Time	Yes					• Completion Date/Time: 06/03/2015 14:48 (Change)	
Completion Date/Time	06/03/2015 14:48					Resource name: Bob (Change)	
Resource name Is a temporary fix in place?	Bob No					 Is a temporary fix in place?: No (Change) 	
ETA of revisit	Same Day					• ETA of revisit: Same Day (Change)	
Revisit reason Fault/Issue	Time constraint (Store c HVAC, Air Handling, Air	losed) Handling Un	 Revisit reason: Time constraint (Store closed) (Change) 				
Fault found/repair made? Location Fixed	Yes Default Level, Default Area, Default Location Coil (Added)					 Fault/Issue: HVAC, Air Handling, Air Handling Unit, No Air Flow (Change) 	
Material	Tubing (10 x 100.00)					 Fault found/repair made?: Yes (Change) 	
				Ва	ack Stop Job	• Location: Default Level, Default Area, Default Location (Change)	
						• Fixed: Coil (Added) (Change)	
						Material: Tubing (10 x 100.00) (Change)	
						L	

The last tab shown is the Confirm tab. This tab shows a summary of the details entered when performing the "Stop Job" action. If any changes need to be made then either click the relevant tab or the "Change" button next to the relevant item in the Summary section. If no changes are required, click the "Stop Job" button to stop the job.

Note: If there are any RFIs that trigger during Stop Job then these will appear just before the Confirm tab. (See the "Questions on Jobs" page for more information).

Stop Job - Admin

1. On the Job Detail screen, select the "Stop Job" button to display the Start Job pop up.



2. The only difference with the "Stop Job - Admin" process is that the User is required to enter the start and/or stop times of the job, whether a revisit is required or not along with the

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"Resource Name". After clicking "Next" the same process for "Stop Job - Field Team" is followed.

Jol	os > Job (8064328) > Stop Job >			
St	op Job			Summary
	Start/Stop Times Revisit required? Start Date/Time Completion Date/Time Resource name	e.g. 06/03/2015 11:53 III e.g. 06/03/2015 11:53 III Antroued Engineers	Attending Engineers	 Revisit required?: No (Change) Start Date/Time: (Change) Completion Date/Time: 06/03/2015 11:53 (Change) Resource name: (Change) Fault/Issue: HVAC, Air Handling, Air Handling Unit, No Air Flovy (Change)
	Default	Approved Engineers	Attending Engineers	 Fault found/repair made?: Yes (Change)
			Next	• Location: Default Level, Default Area, Default Location (Change)

Stopping a Job with Assets Stopping a Job with multiple Locations

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