

Job Detail Page Introduction

Fri, Jan 19, 2024 Job Detail Page

Once a job has been selected, the Job Detail page is displayed. This page displays all details concerning the selected job such as the job description, the Resource undertaking the job, the agreed attendance time and the job history. If logged in as a Resource, the User will only be able to see jobs assigned to that Resource (this also accounts for any jobs assigned to the Resource that no longer have the Work Order Type associated to them). The Job Detail page differs depending on the type of job and the Users permission. Here is a typical example of a Job Detail page:

Jobs > Job (2386506) >

Actions

- Accept Job
- Add Notes - Public
- Rescheduled Attendance
- Work Not Required (Cancel)
- Request ETA Update (Phone)
- Request ETA Update (Email)
- Link Work Order >
- Change >
- Audit >
- Add/Edit/View Documents (0)
- Add/Edit/View Custom Data

Reactive Job 2386506 for Glasgow | Refresh

Job Status: 1.03 - Pending Acceptance

Escalation Level

Building: Glasgow
Whitecart Road, Glasgow,
(Building Contacts) Paisley, Lanarkshire, PA3 2TH, Scotland
01418 421563

Job Description: Internal Building Fabric, Lifts, Passenger Lift, Unpredictable in Operation

Reason: Raised following visit

Caller: Manager, OM - Glasgow, 01418 401418, Glasgow@Airport.com

Who's Attending?: Schindler Ltd (SCH100) (Contact Details)

Response (SLA): before 22/11/2018 12:12 (Contractual Response)

Assets

Status	Asset Number	Known As	Block	Level	Area
Operational	02733	Passenger Lift	Main Building	Ground Floor	Common

Job History

Event	Date
Agent - Agreement Association Changed	21/11/2018 12:13
Agent - Assigned by Email	21/11/2018 12:12
Mobile - Resource Allocated and Schedule Changed	21/11/2018 12:12
Mobile - Work Order Created and Schedule Set	21/11/2018 12:12

Job Event Detail

Outcome: Agent - Agreement Association Changed

Date: 21/11/2018 12:13

Event: Contract Association Change

Event Creator: Schindler Ltd - User

Agreement Association Change: [Click here...](#)

Summary

Linked Jobs | [Linked Summary](#)

Job No	Status	Resource	Type
2297030	Job completed - in invoice process	Schindler Ltd (SCH100)	Remedial Works

PI Glasgow Airport (0224)

Availability

Monday: 00:00 - 00:00

Tuesday: 00:00 - 00:00

Wednesday: 00:00 - 00:00

Thursday: 00:00 - 00:00

Friday: 00:00 - 00:00

Saturday: 00:00 - 00:00

Sunday: 00:00 - 00:00

Bank Holidays: 00:00 - 00:00

Asbestos Details [Link to Asbestos Survey: Unspecified location \(Check Asbestos Report\)](#)

Listed Building: No

Conservation Area: No

The Job Detail page is split up into different areas which contain different information about the

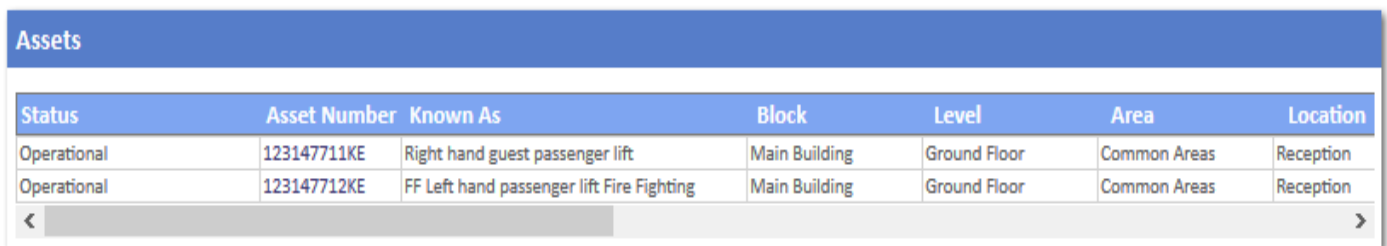
particular job and to make the details easier to comprehend. The main Job Details section displays a number of details such as the Building address details, the Caller/Contact for the Work Order, the Agreed SLA time, who Authorised the Job, Job Status and Description and who will be attending the job (Resource) amount other details.

If the Job is a PPM, the Visit Frequency of the PPM will be displayed next to the Job Description (Annual, Monthly etc.). The Visit Window (i.e. the start and end dates between which the Resource should be attending) and the Financial Window (i.e. the start and end dates between which the Resource will be invoicing for) is also present on this screen.

Next to the Resource is the "Contact Details" button which, once selected, displays the contacts for this particular Resource. The contact that is chosen for the job is determined by the Contact Priority set at Resource level (See [Prioritise Contacts](#) page). The contact that has the highest priority is selected as the contact for the job. There is also a "Refresh" button which refreshes the job with any changes that may have occurred whilst the User was viewing the job.

It is also possible to view the history of Notes that have occurred on the Work Order from here too. This is possible through the use of the "History" button. For more information on Notes History, see the [View Notes History](#) page.

The Location section (as shown in the example) displays the location within the Building where the job is to take place. However, if there are Assets associated to the job then this section is replaced with the Assets section. Each Asset has a number of fields explaining what the Asset is and where it is located such as the Asset Number, Known As name, Location and Equipment type.




Status	Asset Number	Known As	Block	Level	Area	Location
Operational	123147711KE	Right hand guest passenger lift	Main Building	Ground Floor	Common Areas	Reception
Operational	123147712KE	FF Left hand passenger lift Fire Fighting	Main Building	Ground Floor	Common Areas	Reception

The Job History section displays all the events that have occurred on the job from the point of creation to its current state. By default, this section displays the latest 3 events that have occurred on the job but by clicking the "Show all" button, all events are displayed. Selecting an event will populate the Job Event Detail field with the details of the selected event.


The "Actions" section on the left hand side of the screen contains actions that can be performed on the job but these are all permission based. If the User doesn't have the required permission selected, then the action will not appear. This is an example of some actions that are available:

Actions <<


Reactive Job 8997598 for Albion Road | [Refresh](#)




Add Notes - Private



Feedback >



View Documents (0)



View Notes History

Job Status	5.01 - Job completed - in invoice process
Escalation Level	
Building	Albion Road 18 Albion Road, , (Building Contacts) North Shields, Tyne And Wear, NE29 0HT, England 0191 2570039
Job Description	BUILDING FABRICATION, Internal Furniture, Lockers, Replace Keys
Reason	Wear and Tear Breakdown
Caller	Store Manager, Donna, 01570 570570, pharmacy@pharmacy.co.uk
Who's Attending?	Minor Works Pending Approval (MIN105)
Response (SLA)	before 31/05/2018 17:00
Contractor Advised Attendance By	29/04/2020 14:00

Location

Location	Unspecified location
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Albion Road

Asbestos Details	
Listed Building	No
Conservation Area	No

Note: If the below message appears when viewing a Job, it means that Jobs cannot be started or stopped via the Portal. The Contractors will be required to start and stop Jobs via the systems specified by their respective Help Desks/Administrators. This could be either via the ATAS system or the Mobile Application.

Please note: Jobs cannot be started and stopped until this machine's location has been confirmed. Please ask a member of the site staff to log in and confirm this machine's location on their home page if you wish to start or stop this job

If the Job that the User is viewing is a Quote job, whether it is a pending quote or a quote request, a new section should be available to view on the Job Details Page. This section is called the "Quotes" section. This section will function the same as the "Add/Amend Quotes" table with one difference. If the User is a contractor they will be able to see only quote requests / items applicable to them.


Quotes

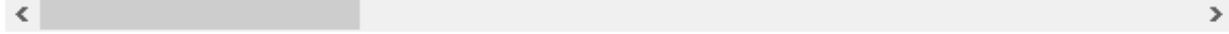
Resource	Requested	Method	Required By	Re
Colt Systems	12/07/2019	Email	02/08/2019	

<>

If the User is viewing a Purchase Order, a different section appears on the Job Details Page. This section is called the "Items" section and this section displays the items that have been added to the Purchase Order along with the details of each line item such as the required amount and the value of the item.

Items

Line No	Name	Code	Unit Price per UOP	Qty Ordered	Net Value	Manufact
1	 ATLANTIC SPA SEAT PLASTIC HINGES WHITE	E48611	6.37	3	19.11	Unknown



[Job Detail Actions](#)
[Authorisation Jobs](#)

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=668>