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2018

ANU Technician

How to Close a Job

Comprehensive Online Solution for Lab and Core Facility Management

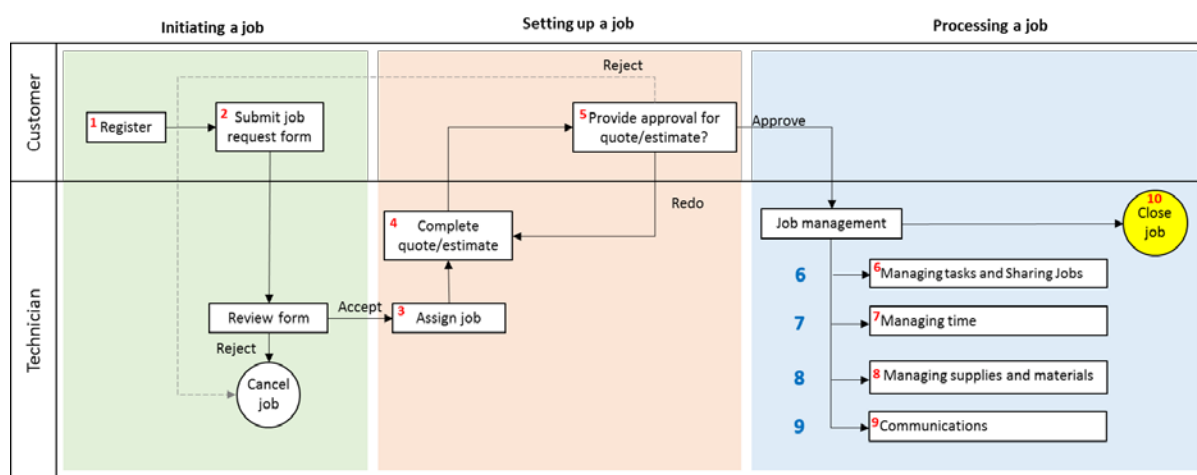13800 Coppermine Rd,
Herndon, VA 20171
Phone: 1-800-506-5905
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How to Close, Re-open or Cancel a Job

Introduction:

This 'how-to guide' will provide you with step-by-step instructions on how to close a job once it is completed in the Technical Workshops Work Management System as well as how to re-open or cancel a job. We have produced a series of 'how-to guides' that can be accessed from the System webpage, which can be found here: https://services.anu.edu.au/information-technology/software-systems/technical-workshop-work-management-system

Please see the workflow chart below for more information on the system workflow and the associated 'how-to guide' for each step.
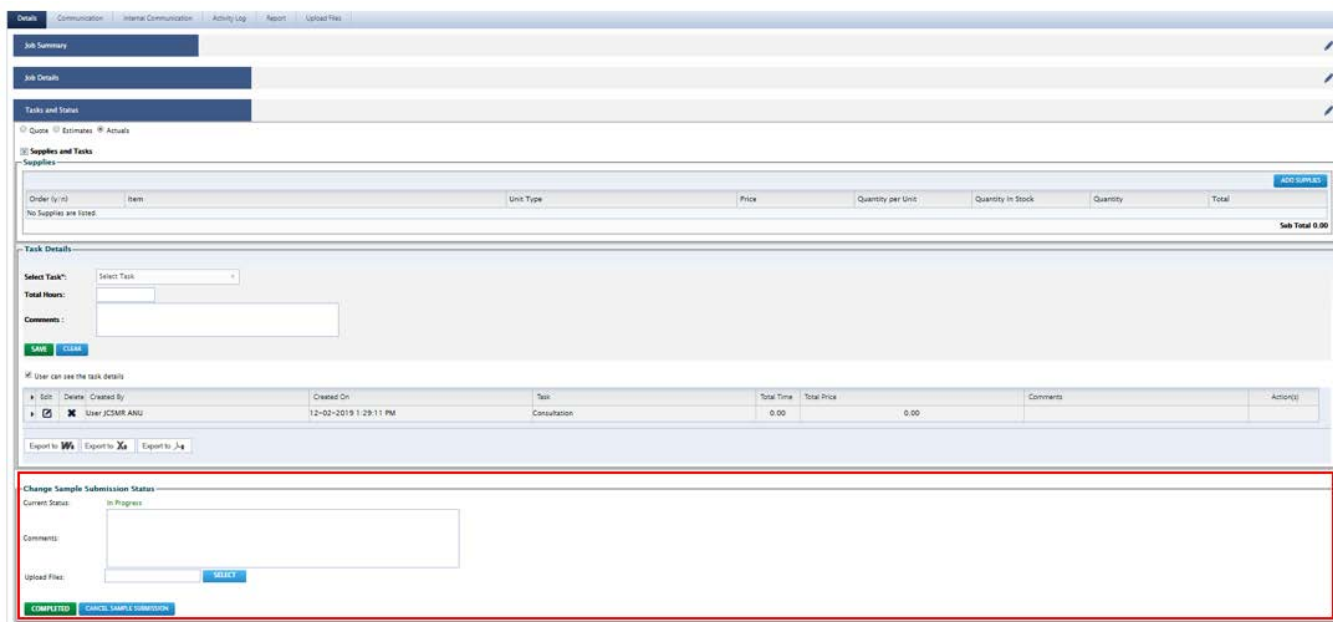

1. How-to guide 1: Registering with the Technical Workshops Work Management System
2. How-to guide 2: Submit a job request
3. How-to guide 3: Assign jobs
4. How-to guide 4: Complete a quote/estimate
5. How-to guide 5: Provide approvals
6. How-to guide 6: Managing tasks and Sharing Jobs
7. How-to guide 7: Manage timesheets
8. How-to guide 8: Manage purchases
9. How-to guide 9: Communications
10. How-to guide 10: Close a job

Closing a Job

Step A1:

Navigate to Technician> Inbox> Sample Submission/ Service Request and click on the job ID or name to open the Job card. Find the 'Change Sample Submission Status' section
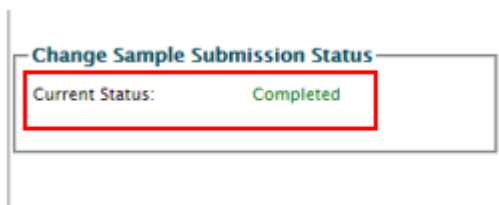

Step A2:

The 'Current Status' will be 'In Progress'. To close the Job, click on the 'Completed' Button, the status will update to 'Completed'

Re-opening a Job

Step B1:

If a Job is mistakenly moved to 'Completed', or needs to be re-opened for any other reason, you are able to do this from the inbox located at Technician> Inbox> Sample Submission/ Service Request. Select the job you wish to re-open and click on the 'Re-Open' button in the 'Actions' column.
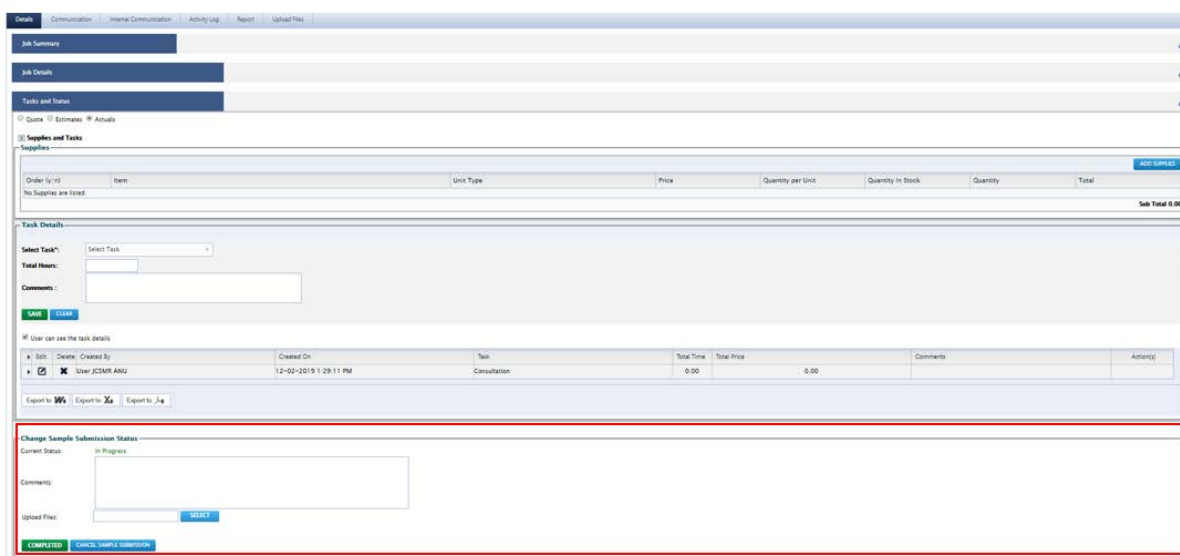
Edits can now be made by opening the job.

Cancelling a Job

A job can be cancelled by a user before the job has been assigned, or by a technician at any stage of the process. If cancelling a job that has already been closed please reopen the job first.
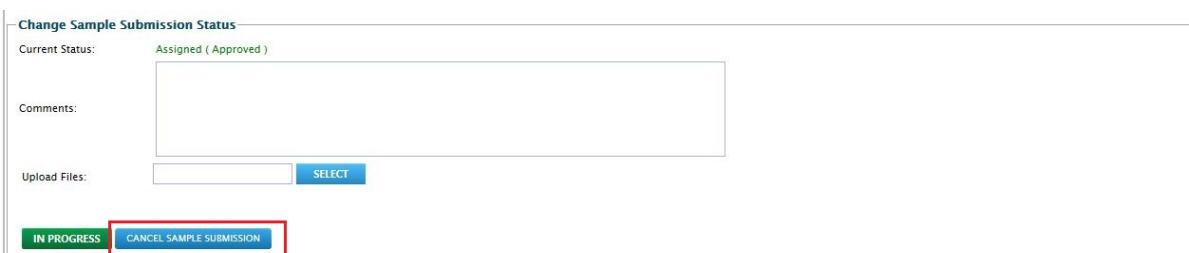
Step C1:

Navigate to Technician> Inbox> Sample Submission/ Service Request and click on the job ID or name to open the Job card. Find the 'Change Sample Submission Status' section.
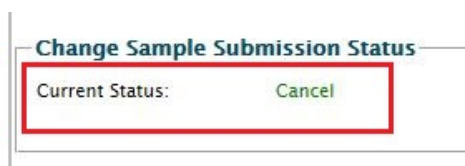

Step C2:

To cancel the Job, click on the 'Cancel sample submission' Button, the status will update to 'Cancelled'. Please note that the job can be cancelled during any stage of the job, but hours already charged to the job will still be charged to the client.