

Job Cards can be put on hold if you have a valid reason to do so.

This will help the workflow to not show Job Cards in the "New" or "Active" status when there is something blocking the job from being scheduled or completed.

Go to Workflow -> Lead to Receipt -> Job Cards



Edit the Job Card by clicking on the green "Edit Job Card" button:



## Enabling the "On Hold" status on a Job Card:



Edit Job Card #72	Untill customer quits other provider On	Hold Reason			2017-09-1	2 On Hold	Yes	¢
Job No JOB000072	Customer	×	• Job Type	Installation	On Hold U	ntil (Date)	On Hold Enabled	t
	Schedule No event selected	×	* Ticket No	671			☐ View Ticket	
Product Type Product	Description	Qty Chargeable Seria	al Number		Recurring	Incl Price	Total	
Hardware ROU001 - N	etgear 🔻 Netgear Indoor Router	1 Yes 🔻		Serial Number	No *		×	I
+ Add Another Line					Total Discount			
	test comment				То	tal Exclusive		
						Total VAT	1000	
					.::	Total		
Checklists + Add Checklis	R							

On Hold Reason: Put in any reason for why the Job Card should be put on hold.

On Hold Until (Date): This it the date until the Job Card should be on hold for. The Job Card will no longer be on hold after this date.

On Hold Enabled: This is the switch to show if the "On Hold" status is enabled for the selected Job Card or not.

## Disabling the "On Hold" status on a Job Card:

The "On Hold" status can be disabled in two ways.

- 1. Wait for the "On Hold Until" date to come for the Job Card to move out the the "On Hold" status automatically. This will move the Job Card back to its previous status.
- 2. Switch the "On Hold" field to "No". This will move the Job Card back to its previous status.

