


Workflow Overview

Trackplan has several workflow methods that help with job management:

1. Work Orders / Issues can be created as a Job Request, which can then be approved into reactive jobs. These requests can be sent for authorisation, and the requester can confirm or reject the work that has been done.



New Request:

▶ Save

Description

Contract

(please select) ▼

Asset

(please select) ▼

Site Name

(please select) ▼

Location

(please select) ▼

Sub Location

(please select) ▼

Raised By

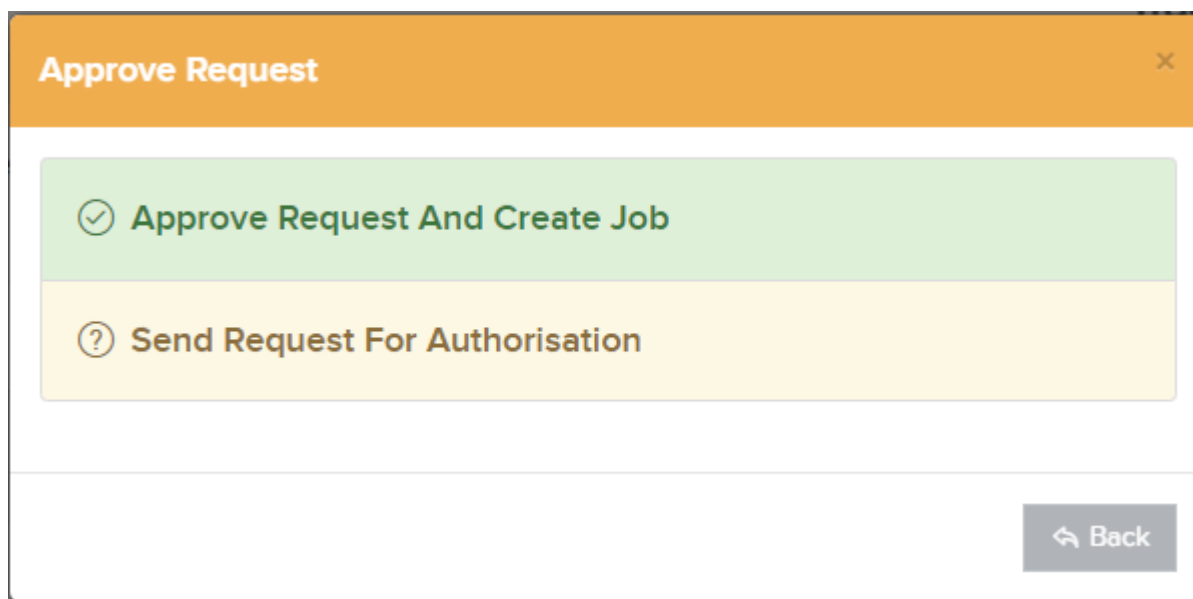
Job Type

(please select) ▼

Sub Type

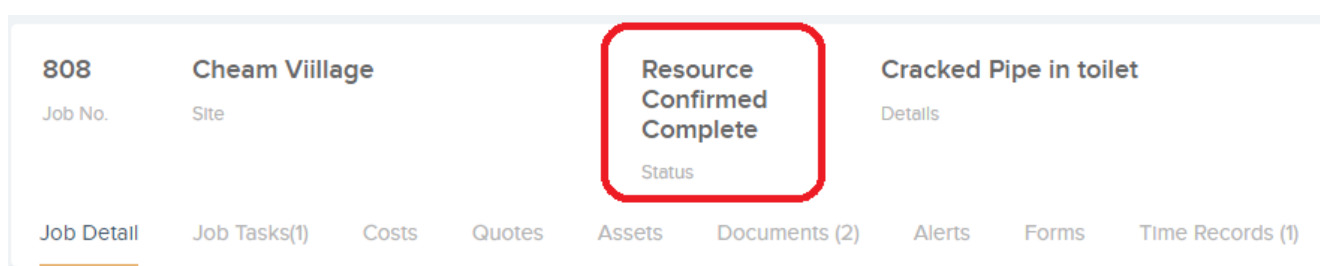
(please select) ▼

2. Jobs can be “approved” first by one type of user before they can be completed by a more senior user.



The screenshot shows a modal dialog titled "Approve Request" with a close button (X) in the top right corner. Inside the dialog, there are two options: "Approve Request And Create Job" (highlighted with a green background and a checkmark icon) and "Send Request For Authorisation" (highlighted with a yellow background and a question mark icon). At the bottom right of the dialog is a "Back" button with a left-pointing arrow.

3. Completion of a job task by a resource (contractor / engineer) can fully complete job, or set status to “resource confirmed complete” still requiring full sign-off.



The screenshot displays a job record with the following details: Job No. 808, Site Cheam Viillage, and Job Description Cracked Pipe in toilet. The status is "Resource Confirmed Complete", which is highlighted with a red box. Below the status, the word "Status" is visible. At the bottom, there is a navigation bar with tabs: Job Detail (selected), Job Tasks(1), Costs, Quotes, Assets, Documents (2), Alerts, Forms, and Time Records (1).

4. Jobs can be sent for authorisation. Set up a Job Category in the settings area with ‘Requires Authorisation’ turned on. When creating a new job choose the required Category. This will then set the Job Status to ‘Requires Auth’

+ ADD JOB CATEGORY					Back to Settings Menu	
Category	Code	Team	Requires Authorisation	Default		
Minor Works			<input type="checkbox"/>	<input checked="" type="checkbox"/>	EDIT	DELETE
Project			<input type="checkbox"/>	<input type="checkbox"/>	EDIT	DELETE
Requires Authorisation			<input checked="" type="checkbox"/>	<input type="checkbox"/>	EDIT	DELETE

Additional Information:

Job Category

(please select)

Minor Works

Project

Requires Authorisation

Requires Authorisation

#	Details	Job Type	Contract	Site	Location	Status	Created	Expected Start	Priority	Assigned
833	Leaking Pipe	Plumbing		Cardiff Restaurant	Ground Room 2	Requires Auth.	29/11/2021 09:53	29/11/2021 21:52	Urgent	Plumbing Team.

5. Jobs can be broken into multiple job tasks. A Job Task is created once a resource is instructed but multiple tasks can be created under the one Job.

832

Leeds White Rose Apt 1

Job No. Site

Job Detail **Job Tasks(1)** Costs Quotes

Create New Job Task

Job No.

832

Description

Assigned

Resource

Darren

Choose

Expected Start By

29/11/2021 10:03

Expected Complete By

29/11/2021 12:03

Expected Duration

2.00

Hours

⊗ Cancel

▶ Confirm

6. Jobs can be sent for a “request for quote”. This can be done when instructing a resource. Contractors can submit quotes via the Contractors Portal or Resource App. Contractor quotes can also be created in the Main Application under the Quotes tab on the Job Details Page.

A setting in the Users general settings can restrict Users from approving Contractor Quotes.

Settings → Users → General Settings → Can Approve Contractor Quote.

832	Leeds White Rose Apt 1	Instructed
Job No.	Site	Status
Job Detail	Job Tasks(1)	Costs
	Quotes	Assets
		Documents

Create New Quote

Quote ref.

Date of quote

29/11/2021 10:09

Task No.

<Select>

Resource

Darren

Choose

Description

Help

Cancel

Save

7. When a Form is submitted with failures, the Job can be reassigned to a specific team/user. This can be set up in the Form Designer.

Form Notifications

Send Email On Form Submit

☐ Yes ☒ No

Send Email On Form Failures

☐ Yes ☒ No

Email Recipients

Select User

Select Resource

Assign Job To User On Submit

(Please Select)

Assign Job To Team On Submit

(Please Select)

Assign Job To User On Submit With Failures

(Please Select)

Assign Job To Team On Submit With Failures

(Please Select)

?

Help

8. Default Risk Assessment Form – When a form is selected the resource must complete the form before a job can be accepted by the resource. This is a setting on the Resource details page.

On Instruct Request Quote By Default	No
On Instruct Create Worksheet	No
Default Risk Assessment Form	
On Job Task Completion Create Worksheet	No
Default Rate Card	
Default Job Budget	0.00
Note Type Group	

9. Authorisation levels for Purchase orders. Confirmation bands can be used to set specific users to confirm purchase orders based on the value. This can be done in Settings → Purchase Order Settings.

Purchase Order Confirmation Band Settings:

[+ ADD CONFIRMATION BAND](#)

Name	From Value	To Value	Can Confirm Lower Bands	Lower Band Confirmation Required First	Confirmation Users	
Band 1	0	1000	<input type="checkbox"/>	<input type="checkbox"/>	3 ✎	✎ EDIT ✖ DELETE
Band 2	1001	10000	<input type="checkbox"/>	<input type="checkbox"/>	1 ✎	✎ EDIT ✖ DELETE

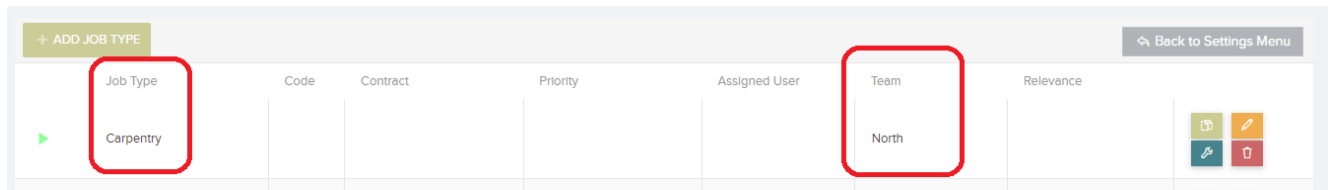
10 Items per page 1 - 2 of 2 Items

[? Help](#)

10. New job requests of a certain job type can be assigned to a specific team. This can be set up in Settings → Reactive Job Types or Settings → Planned Job Types.

Set a specific Team to the Job Type and when creating a New Job and choose that Job Type from the dropdown the team will automatically be chosen. As per image below, the 'North' team

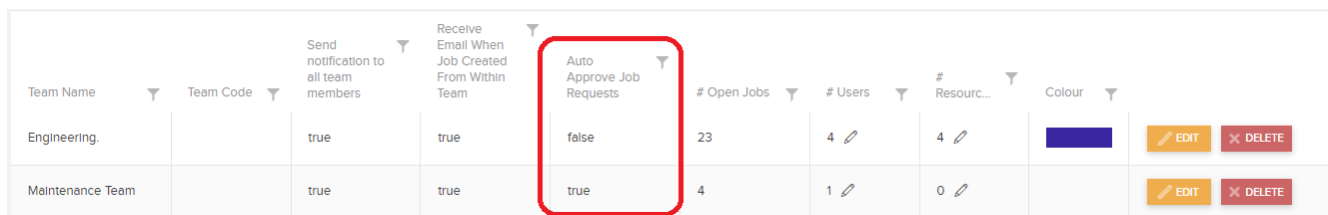
will be assigned to all jobs with a Job type of 'Carpentry'



Job Type	Code	Contract	Priority	Assigned User	Team	Relevance
Carpentry					North	

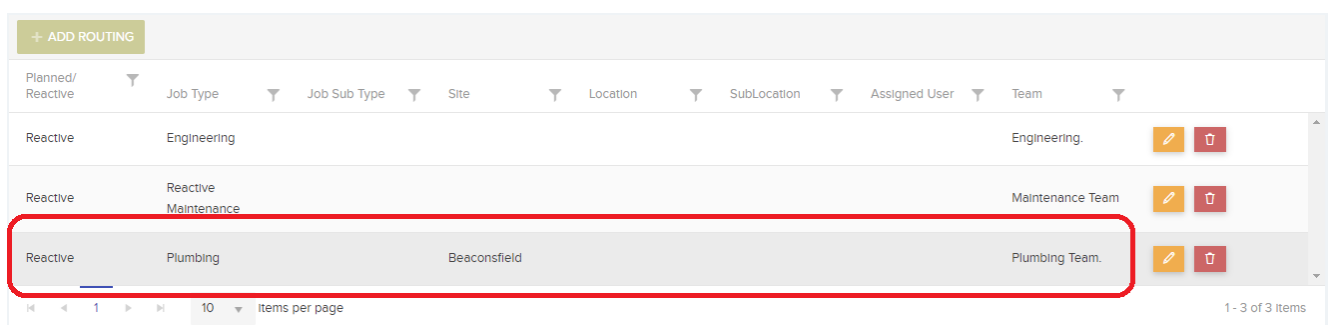
11. New job requests can be auto approved dependent on job type. This can be set up in Settings → Teams.

When creating a Team set 'Auto Approve Job Requests' to True. Assign that team to a certain Job type in Settings → Reactive Job Types. All Job Requests with that Job Type will be auto approved into Reactive Jobs.



Team Name	Team Code	Send notification to all team members	Receive Email When Job Created From Within Team	Auto Approve Job Requests	# Open Jobs	# Users	# Resour...	Colour	
Engineering.		true	true	false	23	4	4		EDIT DELETE
Maintenance Team		true	true	true	4	1	0		EDIT DELETE

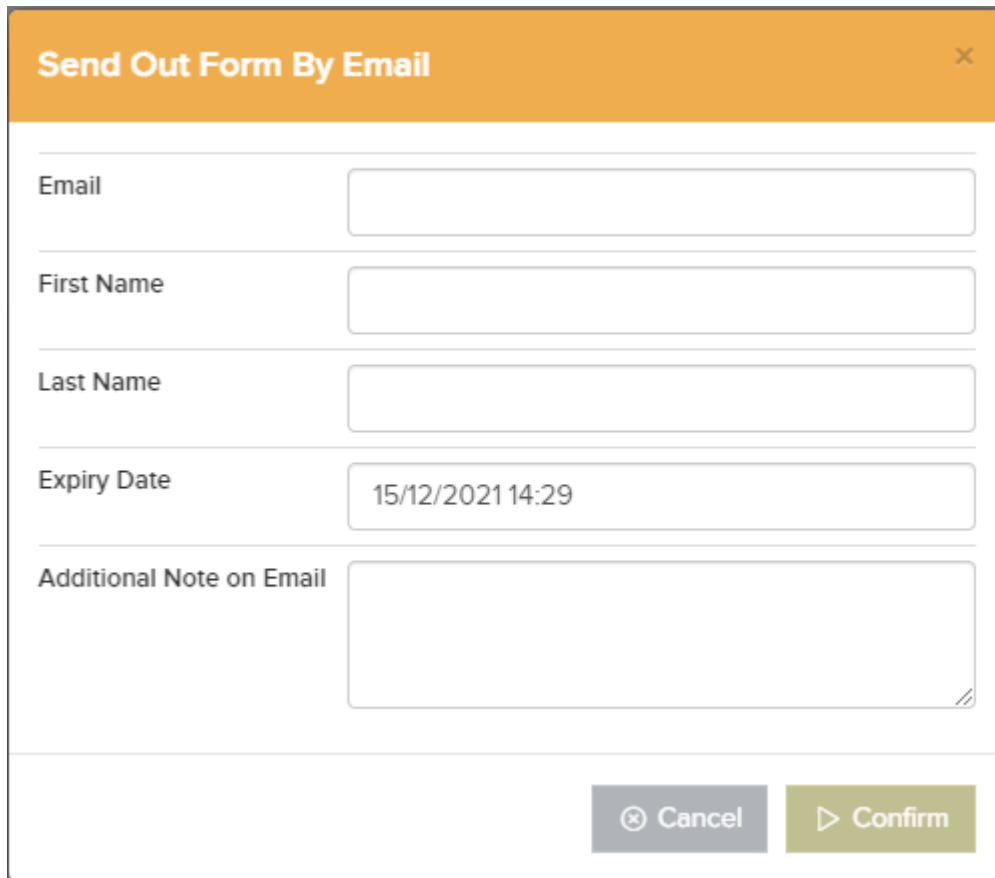
12. Advanced Job Routing – Jobs can be routed to a user, team or resource dependent on a combination of job type, site and other factors. This can be set up in Settings → Advanced Job Routing. As per image below, all reactive jobs with Job Type of Plumbing at the site 'Beaconsfield' will be routed to the Plumbing Team.



Planned/ Reactive	Job Type	Job Sub Type	Site	Location	SubLocation	Assigned User	Team
Reactive	Engineering						Engineering.
Reactive	Reactive Maintenance						Maintenance Team
Reactive	Plumbing		Beaconsfield				Plumbing Team.

13. Electronic Forms can be emailed to external users for

completion. When creating or editing a form in the Form Designer set the setting – ‘Can Form be sent out by email to remote users’ to YES. Then on the Form you will have the option to ‘Send From. A pop up will appear where you can enter any email address.



The image shows a dialog box titled "Send Out Form By Email" with an orange header bar and a close button (X) in the top right corner. The dialog contains five input fields: "Email", "First Name", "Last Name", "Expiry Date", and "Additional Note on Email". The "Expiry Date" field is pre-filled with the text "15/12/2021 14:29". At the bottom right of the dialog are two buttons: a grey "Cancel" button with a close icon and a green "Confirm" button with a play icon.

Each Users workflow settings can be managed in Settings → Users → General Settings.

- **Can Jobs Be Assigned To This User** – Set if jobs can be assigned to this user.
- **Can Assign Jobs** – This User can Assign Jobs to all assigned Users, only to themselves and other team members, just to themselves OR cannot assign jobs
- **Can Only View Their Assigned Jobs, and Jobs and Requests in their Team** – Can only view the jobs assigned to them, and the jobs and requests in their teams.
- **Can only view resources and teams for their teams** – Set

this to true and this user can only view and select Resources and Teams from their own teams.

- **Can Authorise Jobs** – Can authorise jobs sent for authorisation (in “Need Auth” status)
- **Can Approve But Not Complete Job** – If set to yes user can only approve a job but not complete the job
- **Can View All Job Notes** – If set to no then the user cannot see job notes flagged as private. Job notes are classified as public or private
- **Can View Resource Notes** – If set to no then the user cannot see notes created by a resource from the resource portal or app.
- **Can Edit All Job Notes** – If set to yes then can edit all notes including the system generated notes
- **New Job Notes Default To Private status** – If set to yes then any new Job Notes added by the user will have its status set to Private
- **Note Type Group** – The note group dropdown determines which Job Note Types this User can select in job notes on the job details page. Note groups and note types are be set up in the Settings area.
- **Can Approve Contractor Quote** – If enabled, the user can approve or decline quotes on the quotes page.