

How to Put a Delivery Off Hold

The following are ways on how to put the delivery off hold:

- **By deselecting the On Hold checkbox button:**

1. [Open a Consumption Sites record](#) wherein the delivery is currently on hold.
2. On the **Site tab > On Hold Information panel**, deselect the **On Hold checkbox button**. This will disable and blank out the other On Hold Information fields.

3. **Save** the changes in the Consumption Sites record. The auto-generated event will be displayed on Event History tab. This event will also specify how the site was taken off hold.

Date	Type	Description	User ID	Serial No.
1/25/2018	Consumption Site Taken Off Hold	Consumption Site Taken Off Hold - Site has been manually taken off-hold.	IRELYADMIN	

- **By creating a Call Entry:**

1. [Open a Consumption Sites record](#) wherein the delivery is currently on hold.
2. Click the **Order toolbar button > Add Order button**. A confirmation message will prompt.

3. Select **Yes** on the confirmation message.
4. **Save** the changes in the Consumption Sites record. The auto-generated event will be displayed on Event History tab. This event will also specify how the site was taken off hold.

Date	Type	Description	User ID	Serial No.
1/25/2018	Consumption Site Taken Off Hold	Consumption Site Taken Off Hold - Call Entry has been created.	IRELYADMIN	

- **By waiting for the On Hold End date to pass:**

Say the consumption site record has the following on hold details.

Hold/Lost Customer Information

On Hold Hold DD Calc

Reason 06 VACATION FOR WINTER

On Hold Start 2/1/2018 End 2/28/2018

Lost Reason

Once the system date had gone greater than the On Hold End date e.g. 02/28/2018, this delivery will be automatically taken off hold. Thus, when you open this record the On Hold Information details is cleared out, and the auto-generated event is also displayed on the Event History tab.

Date	Type	Description	User ID	Serial No.
04/28/2016	Consumption Site Taken Off Hold	Consumption Site Taken Off Hold - On hold date has been expired.	irelyadmin	

The following are ways on how to put the delivery off hold:

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1. Open a Consumption Sites record wherein the delivery is currently on hold.
2. On the **Site** tab > **On Hold Information** panel, deselect the **On Hold checkbox** button. This will disable and blank out the other On Hold Information fields.

On Hold Information

On Hold: Hold DD Calc:

Reason Failed Leak Test

On Hold Start: 01/01/2016 End: 06/01/2016

3. **Save** the changes in the Consumption Sites record.

The auto-generated event will be displayed on Event History tab. This event will also specify how the site was taken off hold.

Date	Type	Description	User ID	Serial No.
04/27/2016	Consumption Site Taken Off Hold	Consumption Site Taken Off Hold - Site has been manually taken off-hold.	irelyadmin	

- **By creating a Call Entry:**

1. Open a Consumption Sites record wherein the delivery is currently on hold.
2. Click the create **Call Entry** toolbar button. A confirmation message will prompt.

3. Select **Yes** on the confirmation message.
4. **Save** the changes in the Consumption Sites record.

The auto-generated event will be displayed on Event History tab. This event will also specify how the site was taken off hold.

Date	Type	Description	User ID	Serial No.
04/27/2016	Consumption Site Taken Off Hold	Consumption Site Taken Off Hold - Call Entry has been created.	irelyadmin	

- **By waiting for the On Hold End date to pass:**
Say the consumption site record has the following on hold details.

On Hold Information

On Hold: Hold DD Calc:

Reason: Failed Leak Test ▼

On Hold Start: 04/27/2016 End: 04/27/2016

Once the system date had gone greater than the On Hold End date e.g. 04/27/2016, this delivery will be automatically taken off hold. Thus, when you open this record the On Hold Information details is cleared out, and the auto-generated event is also displayed on the Event History tab.

Date	Type	Description	User ID	Serial No.
04/28/2016	Consumption Site Taken Off Hold	Consumption Site Taken Off Hold - On hold date has been expired.	irelyadmin	

The following are ways on how to put the delivery off hold:

- **By deselecting the On Hold checkbox button:**
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 2. On the **Site tab > On Hold Information panel**, deselect the **On Hold checkbox button**. This will disable and blank out the other On Hold Information fields.

On Hold Information

On Hold: Hold DD Calc:

Reason: Seasonal Usage ▼

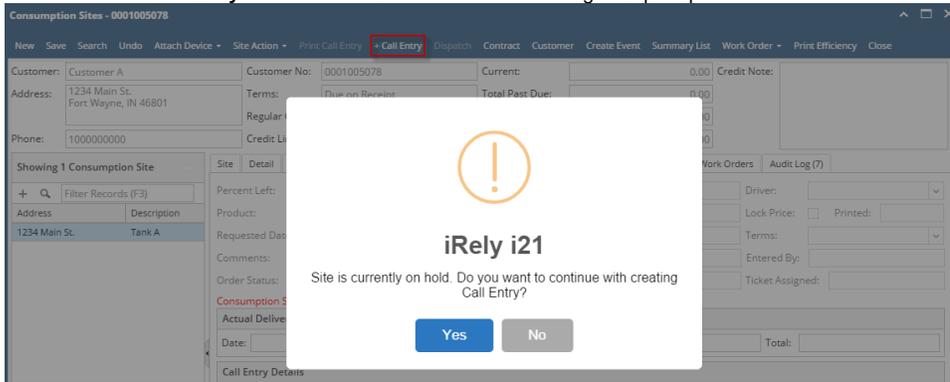
On Hold Start: 01/01/2016 End: 01/31/2016

3. **Save** the changes in the Consumption Sites record.
- The auto-generated event will be displayed on Event History tab. This event will also specify how the site was taken off hold.

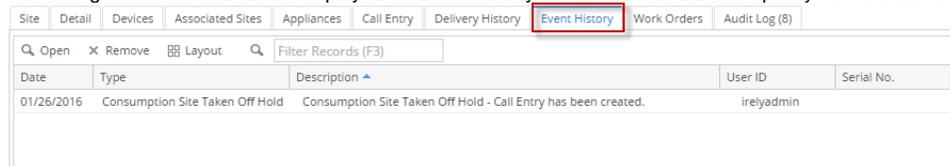
Date	Type	Description	User ID	Serial No.
01/26/2016	Consumption Site Taken Off Hold	Consumption Site Taken Off Hold - Site has been manually taken off-hold.	irelyadmin	

- **By creating a Call Entry:**
 1. [Open a Consumption Sites record](#) wherein the delivery is currently on hold.

- Click the create **Call Entry** toolbar button. A confirmation message will prompt.



- Select **Yes** on the confirmation message.
- Save** the changes in the Consumption Sites record.
The auto-generated event will be displayed on Event History tab. This event will also specify how the site was taken off hold.



- By waiting for the On Hold End date to pass:
Say the consumption site record has the following on hold details.

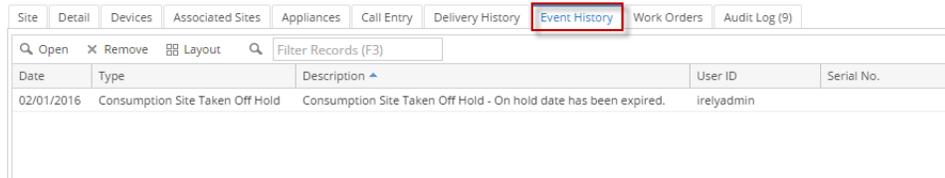
On Hold Information

On Hold: Hold DD Calc:

Reason: Seasonal Usage

On Hold Start: 01/01/2016 End: 01/31/2016

Once the system date had gone greater than the On Hold End date e.g. 01/31/2016, this delivery will be automatically taken off hold. Thus, when you open this record the On Hold Information details is cleared out, and the auto-generated event is also displayed on the Event History tab.



- By deselecting the On Hold checkbox button:
 - Open a Consumption Sites record wherein the delivery is currently on hold.
 - On the **Site** tab > **On Hold Information** panel, deselect the **On Hold** checkbox button. This will disable and blank out the other On Hold Information fields.

On Hold Information

On Hold: Hold DD Calc:

Reason: 26 TANK REPAIR NEEDED

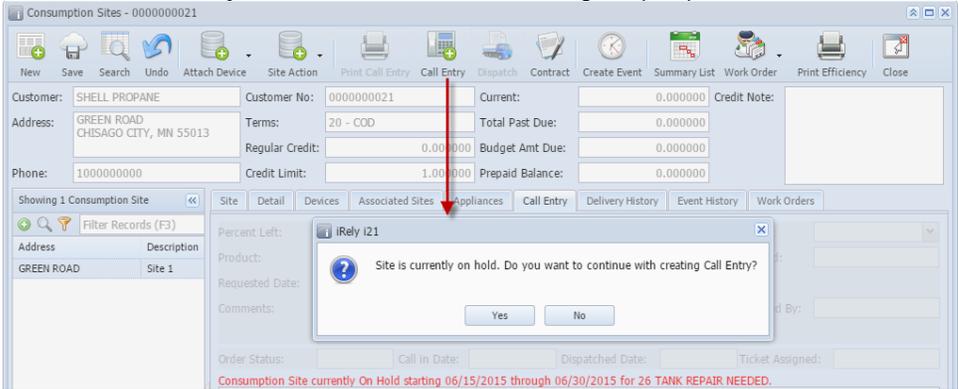
On Hold Start: 06/15/2015 End: 06/30/2015

- Save** the changes in the Consumption Sites record.
The auto-generated event will be displayed on Event History tab. This event will also specify how the site was taken off hold.



• **By creating a Call Entry:**

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2. Click the create **Call Entry toolbar button**. A confirmation message will prompt.

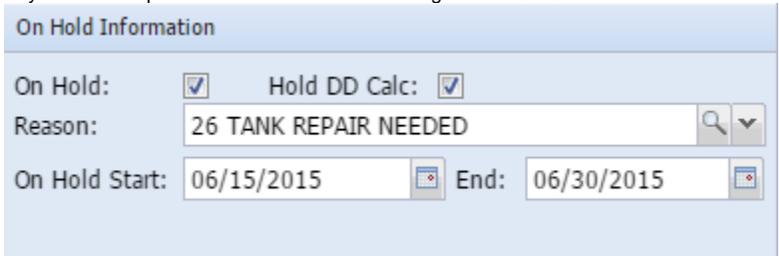


3. Select **Yes** on the confirmation message.
4. **Save** the changes in the Consumption Sites record.
The auto-generated event will be displayed on Event History tab. This event will also specify how the site was taken off hold.



• **By waiting for the On Hold End date to pass:**

Say the consumption site record has the following on hold details.

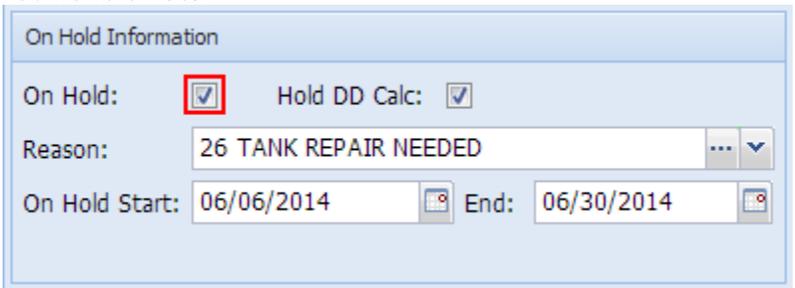


Once the system date had gone greater than the On Hold End date e.g. 06/06/2014, this delivery will be automatically taken off hold. Thus, when you open this record the On Hold Information details is cleared out, and the auto-generated event is also displayed on the Event History tab.

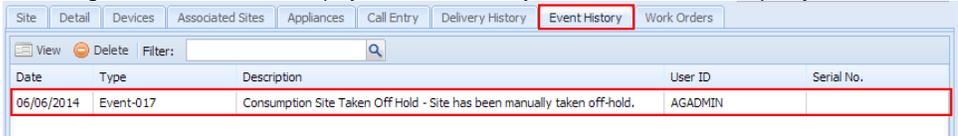


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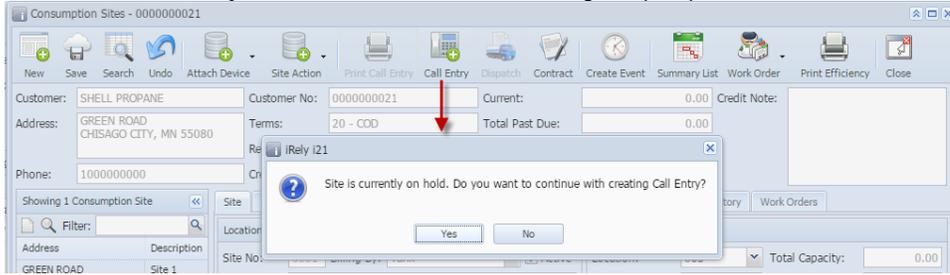


3. **Save** the changes in the Consumption Sites record.
The auto-generated event will be displayed on Event History tab. This event will also specify how the site was taken off hold.

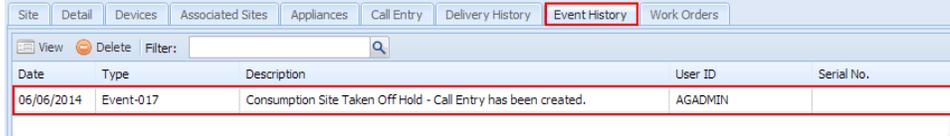


• **By creating a Call Entry:**

1. Open a Consumption Sites record wherein the delivery is currently on hold.
2. Click the create **Call Entry toolbar button**. A confirmation message will prompt.

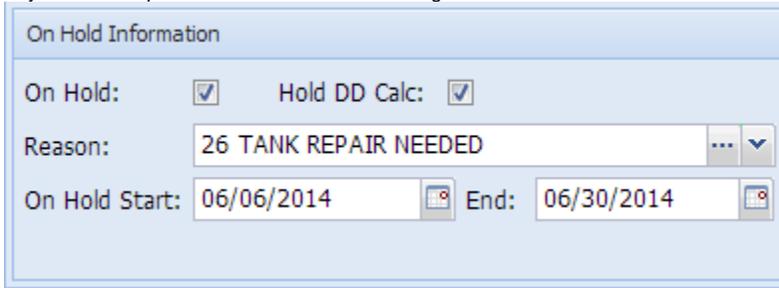


3. Select **Yes** on the confirmation message.
4. **Save** the changes in the Consumption Sites record.
The auto-generated event will be displayed on Event History tab. This event will also specify how the site was taken off hold.



• **By waiting for the On Hold End date to pass:**

Say the consumption site record has the following on hold details.



Once the system date had gone greater than the On Hold End date e.g. 06/06/2014, this delivery will be automatically taken off hold. Thus, when you open this record the On Hold Information details is cleared out, and the auto-generated event is also displayed on the Event History tab.

