

# How to Put a Delivery On Hold

This feature can be used to put a delivery to a certain consumption site on hold for various reasons and for a specific date range. For a newly created consumption site, **On Hold Information** section fields are disabled by default.

- 1. Open a Consumption Sites record.
- 2. On the **Site tab > On Hold Information** panel, select the **On Hold checkbox** button. This will enable the other On Hold Information fields.
- 3. Enter other on hold details like **Reason**, **On Hold Start** date, and **On Hold End** date. You can also select the **Hold DD Calc** if needed.

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

- 4. **Save** the changes in the Consumption Sites record.  
The on hold site will show a red tag on the **Order tab** if there is an open order and an auto-generated event will be displayed on the **Event History** tab.

Order

Percent Left

71.915964

Original % Left

Calc. Qty

65

Driver

COMPANY

Product

PROPANE - HOME USE

Substitute

Desired Qty

0

Lock Price

☐

Printed

No

Requested Date

1/25/2018

Priority

Reg Price

1.999000

Leak Check

☐

Comments

Total

129.94

Terms

30TH NEXT MONTH

Order Status

Generated

Received

☐

Call in Date

1/25/2018

Dispatched Date

Ticket Assigned

Consumption Site currently On Hold starting 02/01/2018 through 02/28/2018 for 06 VACATION FOR WINTER.

Actual Delivered Information

Date

Time

Qty

Price

Total

Site

Detail

Devices

Associated Sites

Appliances

Order

Deliveries

Events

Work Orders(0)

Attachment (0)

Audit Log

Q Open

X Remove

Report

View

Filter (F3)

Date

Type

Description

User ID

Serial No.

1/25/2018

Consumption Site Put ...

Consumption Site Put On Hold - 06 VACATION FOR WINTER

IRELYADMIN

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- 3. Enter other on hold details like **Reason**, **On Hold Start** date, and **On Hold End** date. You can also deselect the **Hold DD Calc** if needed.

On Hold Information

On Hold:

☒

Hold DD Calc:

☒

Reason

Failed Leak Test

On Hold Start:

01/01/2016

End:

06/01/2016

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

The on hold site will show a red tag on the **Call Entry** tab and an auto-generated event will be displayed on the **Event History** tab.

The screenshot shows the 'Call Entry' tab of a Consumption Sites record. The 'On Hold' status is indicated by a red tag: 'Consumption Site currently On Hold starting 04/27/2016 through 06/01/2016 for Failed Leak Test.' Below this, the 'Actual Delivered Information' section is visible. The 'Event History' tab is also shown, displaying a table with the following data:

Date	Type	Description	User ID	Serial No.
04/27/2016	Consumption Site Put On Hold	Consumption Site Put On Hold - Failed Leak Test	irelyadmin	

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1. **Open** a Consumption Sites record.

2. On the **Site** tab > **On Hold Information** panel, select the **On Hold** checkbox button. This will enable the other On Hold Information fields.

3. Enter other on hold details like **Reason**, **On Hold Start** date, and **On Hold End** date. You can also deselect the **Hold DD Calc** if needed.

The screenshot shows the 'On Hold Information' panel. The 'On Hold' checkbox is checked. The 'Reason' dropdown is set to 'Seasonal Usage'. The 'On Hold Start' date is 01/01/2016 and the 'On Hold End' date is 01/31/2016. The 'Hold DD Calc' checkbox is also checked.

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

The on hold site will show a red tag on the **Call Entry** tab and an auto-generated event will be displayed on the **Event History** tab.

The screenshot shows the 'Call Entry' tab of a Consumption Sites record. The 'On Hold' status is indicated by a red tag: 'Consumption Site currently On Hold starting 01/26/2016 through 01/31/2016 for Seasonal Usage.' Below this, the 'Actual Delivered Information' section is visible. The 'Event History' tab is also shown, displaying a table with the following data:

Date	Type	Description	User ID	Serial No.
01/26/2016	Consumption Site Put On Hold	Consumption Site Put On Hold - Seasonal Usage	irelyadmin	

This feature can be used to put a delivery to a certain consumption site on hold for various reasons and for a specific date range. For a newly created consumption site, **On Hold Information** section fields are disabled by default.

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2. On the **Site** tab > **On Hold Information** panel, select the **On Hold** checkbox button. This will enable the other On Hold Information fields.

3. Enter other on hold details like **Reason**, **On Hold Start** date, and **On Hold End** date. You can also deselect the **Hold DD Calc** if needed.

**On Hold Information**

On Hold: ☒ Hold DD Calc: ☒

Reason: 26 TANK REPAIR NEEDED

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

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

The on hold site will show a red tag on the Call Entry tab and an auto-generated event will be displayed on the Event History tab.

Site Detail Devices Associated Sites Appliances **Call Entry** Delivery History Event History Work Orders

Percent Left: Calculated Qty: Desired Qty: Driver:   
Product: PROPANE Substitute: Price: Printed:   
Requested Date: Priority: Total:   
Comments: Entered By:   
Order Status: Call in Date: Dispatched Date: Ticket Assigned:   
**Consumption Site currently On Hold starting 06/15/2015 through 06/30/2015 for 26 TANK REPAIR NEEDED.**

Site Detail Devices Associated Sites Appliances **Call Entry** Delivery History **Event History** Work Orders

View Remove Layout Filter Records (F3)

Date	Type	Description	User ID	Serial No.
06/15/2015	Event-018	Consumption Site Put On Hold - 26 TANK REPAIR NEEDED	AGADMIN	

1. [Open a Consumption Sites record.](#)
2. On the **Site** tab > **On Hold Information** panel, select the **On Hold** checkbox button. This will enable the other On Hold Information fields.
3. Enter other on hold details like **Reason**, **On Hold Start** date, and **On Hold End** date. You can also deselect the **Hold DD Calc** if needed.

**On Hold Information**

On Hold: ☒ Hold DD Calc: ☒

Reason: 26 TANK REPAIR NEEDED

On Hold Start: 06/06/2014 End: 06/30/2014

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

The on hold site will show a red tag on the Call Entry tab and an auto-generated event will be displayed on the Event History tab.

Site Detail Devices Associated Sites Appliances **Call Entry** Delivery History Event History Work Orders

Percent Left: Calculated Qty: Desired Qty: Driver:   
Product: CONTRACT FEE Substitute: Price: Terms:   
Requested Date: Priority: Total: Printed:   
Comments: Call in Date: Entered By:   
**Consumption Site currently On Hold starting 06/06/2014 through 06/30/2014 for 26 TANK REPAIR NEEDED.**

Call Entry Details

Site Detail Devices Associated Sites Appliances **Call Entry** Delivery History **Event History** Work Orders

View Remove Filter:

Date	Type	Description	User ID	Serial No.
06/06/2014	Event-018	Consumption Site Put On Hold - 26 TANK REPAIR NEEDED	AGADMIN	