

## "Lost" job orders

We have had a few phone calls and emails indicating that there seems to be some staff confusion about 'lost' orders from the Pending Job Orders list. When a staff person clicks on Pending Job Orders on the menu tree, a list is displayed with hyperlinks to the employer-entered job orders. If the staff person clicks on the job order hyperlink, the job order opens. That staff person's name then appears in the Order Taker Name field. When the staff person closes the job order, the system moves the order off the Pending Job Orders list and onto that staff person's Incomplete Job Orders list, even if the staff person didn't make any changes nor enter any data on the job order (i.e., just looked it over).

To check and see if your Job Center has any employer-entered job orders that haven't been processed, do the following:

- Click on Incomplete Job Orders on the WJOS menu tree
- Change the For field to All Job Order Takers in the Job Center and click on the Submit button.
- If you have had a job order 'disappear' in the last few days, it should be here.

If you have any questions, please contact Linda Williamson by email at [willili@dwd.state.wi.us](mailto:willili@dwd.state.wi.us) or by telephone at 608/264-8167.