

July 19, 2006

## **Cannot Transfer Pending and Incomplete Job Orders**

In the last two weeks the JobNet Business Help Desk has received several phone calls and inquiries about transferring pending and incomplete job orders.

**JobNet Business does not allow pending and incomplete job orders to be transferred.**

It may *appear* that the pending or incomplete job order was transferred, but in actuality, the order gets "caught" or "hung up" in the system.

It has been procedurally impossible for staff to transfer pending or incomplete job orders since the implementation of the Wisconsin Job Order System (WJOS) in July 2001.

Here is a refresher on why things operate as they do:

- With the implementation of WJOS in July 2001, there was more emphasis placed on serving the employer customer, and in making it as easy as possible for the employer to enter and manage his own job orders.
- Since that time, employers only need to work with one Job Center to get all of their job orders posted on JobNet, regardless of where the worksite is. For example, an employer located in Madison with 10 locations in Wisconsin only needs to work with the Dane County Job Center to get their job orders for any of the locations on JobNet. This is easier for the employer, and the customer-friendly way to handle the orders. The employer only needs to work with one Job Center instead of ten.
- The employer representative who is entering job orders only needs one JobNet Business registration. The employer representative registers and is approved by the Job Center in the county where he is located. All job orders that person enters will go to that Job Center, regardless of which site the job order is for. For example, the employer is registered and has access through the Milwaukee Employer Order Services Unit because he is located in Milwaukee. He enters a job order for the company's Wausau location. The job order will still go to Milwaukee and appear on their Pending Orders list. Milwaukee will process the order and put it on JobNet. Depending on where the applications are being accepted, the order may need to be transferred.
  - This is the only point at which a job order can be transferred by staff. If the job order needs to be transferred, based on where the applications are being accepted, change the Job Center field to the appropriate office, then click on the Save-Complete button. **Changing the Job Center field must be the last thing you do before using the Save-Complete button.**

- If you change the Job Center field earlier, and use the Save-Incomplete button, the order will be "caught" or "hung up" in the system, the same as if you attempt to transfer a pending or incomplete job order.

If you do have a job order that gets "hung up" in the system, contact the JobNet Business Help Desk by calling 608-261-6317 (choose option 4, JobNet Business, when prompted to make a selection). Linda Williamson or Becky Powell will be able to locate the order and move it back to your office so you can complete the job order.

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This message has been posted to the web site (<http://www.wisconsinjobcenter.org/jobnetbiz>) that holds the JobNet Business announcements. The archive holds the current edition, and all previous editions.

These editions are delivered in Adobe PDF format for on-line reading or downloading. The web site has a link to the DWD Viewers Download Page (<http://dwd.wisconsin.gov/viewers.htm>) to find links to software which may be necessary to view the publications.

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