Customer Portal - How to Create and Submit Orders

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WebCenter™ & Job Orders

If you are given access to the Job Orders tab in WebCenter, you will be able to review and possibly request new orders from your staffing provider.

> *Note* Please contact your Staffing Provider in the event you require access to the Job Orders tab.

This Article Includes:

1. Reviewing Orders
2. Creating Order Requests
3. Approving Orders

Reviewing Orders

The Job Orders tab allows you to see any Job Orders (requests for staff) from your company. This includes basic information, who is currently assigned here, and what the current status of the order is.

Utilize the Quick Filters at the top to change which set of orders you are viewing:

Either double-click on the job order or select the ⋮ icon to the left of the order and select "Details" which will open the order details in a sidebar to the right:

Job Orders

| | | | CREATE PURCHASE ORDER | CREATE JOB ORDER REQUEST | MANAGE COST CENTERS |

Quick Filters
| All | Status | Job Order ID | Department | Start Date | Start Time |

| Worksite | PO Number | Job Title | Order Type | Branch | Assigned |

FEWER FILTERS RESET SEARCH

Job Title	Status	Worksite	Start Date	Workers Need...	
1programmer	Pending Approval	Florida Branch - Jacksonville, FL 32220		1	⋮
Aaaaaa	Pending Approval	Florida Branch - Jacksonville, FL 32220		1	⋮
12 hour Nurse	Pending Approval	Warehouse - Los Angeles, CA 90001	2/1/2024	1	⋮
12 hour Nurse	Pending Approval	Warehouse - Los Angeles, CA 90001	2/1/2024	1	Details

12 hour Nurse ✕

Start Date: 2/1/2024

| UNLOCK JOB ORDER REQUEST | APPROVE JOB ORDER REQUEST | REJECT |

Job Order ID:	4295057863	Department:	Primary
Job Order Status:	Pending Approval	Shift:	Morning
Job Order Date:	9/9/2024	Start Time:	8:00 AM
Duration:	Indef	End Time:	4:30 PM
Workers Assigned:	0 of 1	Est. End Date:	1/31/2026
Candidates:	0	Dress Code:	
PO Number:	123	Safety Notes:	
PO Value:	$123.00	Bill Rate:	$120.00
Cost Center:			
SubEntity:			

DESCRIPTION   CONTACTS   ASSIGNMENTS   REVIEWERS   SKILLS

Test

Note Selecting the arrows at the bottom of the order details allows you to quickly navigate between order records while also showing your current location within the list:

Reviewing Candidates

Depending on how you work with your staffing provider, you may be given access to review and approve candidates. Your staffing company will add potential people they think would be great for the job as candidates for you to review and approve in WebCenter.

If there are candidates available for you to review, the Candidates button in the upper right of the order details will be blue and can be selected:

A new window will open with a list of candidates:

You may be able to update statuses letting your staffing provider know which candidates you approve, reject, or want to interview. You can also add any additional comments before selecting "Save":

Note If no candidates are associated with this order, the Candidate button will be grayed out. Navigate to the assignments area to view employees who have been placed out to the order.

Note Have access to the Reports tab in WebCenter? Check out the "Open Order" & "Order Fill Ratio" reports for more information on your orders.
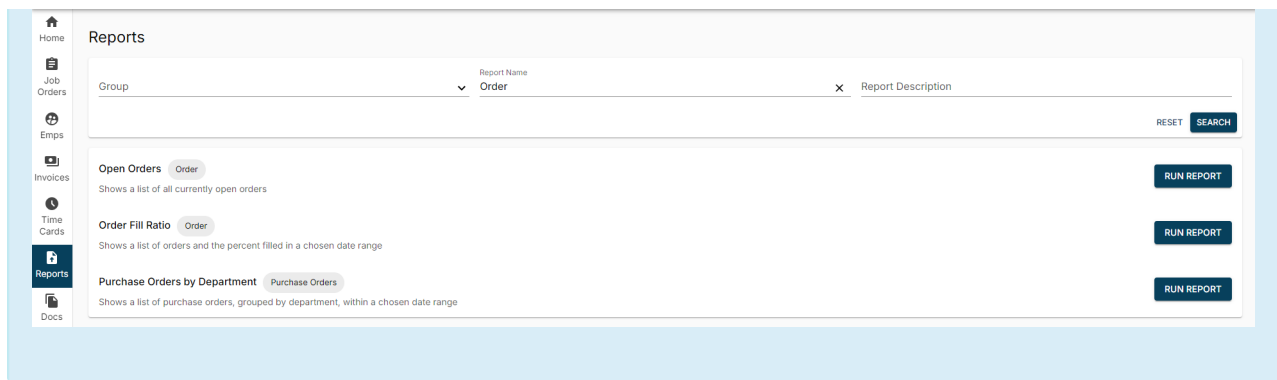
Creating Order Requests

If you are given access to the Order Request option in WebCenter, you will be able to create a request for workers that goes directly to your staffing provider.

To Create an Order Request:

1. In WebCenter, navigate to the Job Orders tab.

2. Select the "Create Job Order Request" button at the top right of the page:

3. Fill out the information within the "New Job Order Request" window:

New Job Order Request ✕

Purchase Order *

1   ✕ ⌄

* Required

Job Title *

Welder   ✕ ⌄
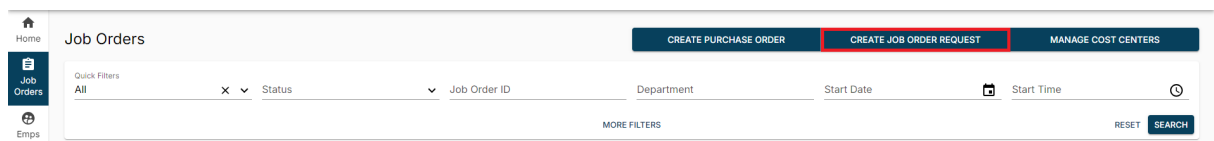
* Required

Worksite

Warehouse   ✕ ⌄

Job Description

Welding   ✕

Pay Rate

35.00   ✕

Bill Rate

45.00   ✕

Start Date

09/02/2024   📅

Start Time

07:00 AM   🕐

Duration

12 months   ✕ ⌄

Shift

Morning   ✕ ⌄

Number of Personnel Required

2   ✕

Order Request T1 Approver *

Scott Vandy   ✕ ⌄

* Required

Order Request T2 Approver *

John Vandy   ⌄ ⌄

CANCEL   **CREATE ORDER REQUEST**

4. Select "Create Order Request" once complete.

Note The fields on your order request form may be different than the ones pictured here. Refer to your staffing provider for any additional instructions.

Approving Order Requests

If given access by your staffing provider, you may also be able to approve or reject any new or pending job order requests. This is great for mangers or owners in larger companies that would like to have some say in what orders supervisors are requesting.

Order requests may need approval from one or more managers that can either be preset from the staffing provider or chosen on each order by the order requester.

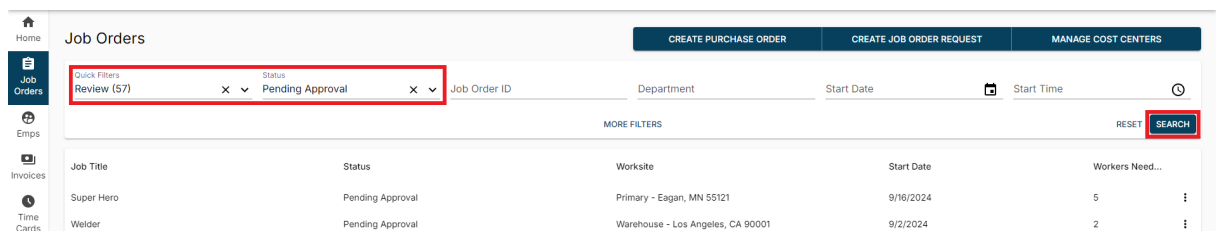On an order request, if you are selecting the approvers, you will see the following options:

Select who the approver(s) should be using the drop down.
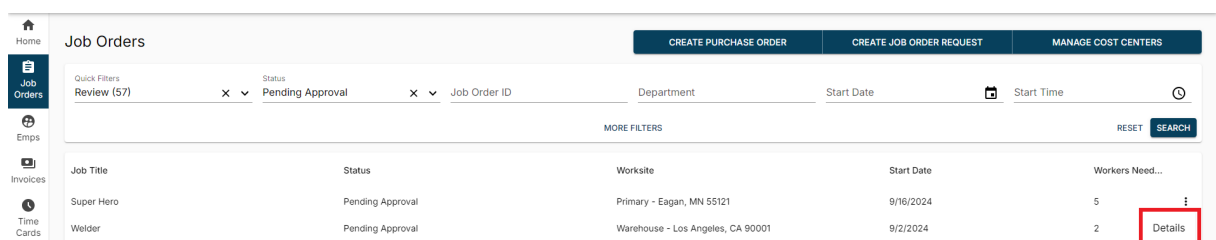
To Approve an Order Request:

If you are an approver, you will receive an email when a new job order is available to be approved.

1. In WebCenter, navigate to the "Job Orders" tab.
2. Select the "Review" and "Pending Approval" options within the "Quick Filters" and select "Search" to see all orders that need your approval:

3. Either double-click on the job order or select the ⋮ icon to the left of the order and select "Details" which will open the order details in a sidebar to the right:

4. On each order, there will be an "Approve Job Order Request" button or a "Reject" button you can use to

approve/reject the request:

Super Hero   ✕

Start Date: 9/16/2024

| UNLOCK JOB ORDER REQUEST | APPROVE JOB ORDER REQUEST | REJECT |

Job Order ID:	4295057970	Department:	Primary
Job Order Status:	**Pending Approval**	Shift:	Morning
Job Order Date:	9/12/2024	Start Time:	8:00 AM
Duration:	11 months	End Time:	4:30 PM
Workers Assigned:	0 of 5	Est. End Date:	8/17/2025
Candidates:	0	Dress Code:	
PO Number:	101252525	Safety Notes:	
PO Value:	$150.00	Bill Rate:	$300.00
Cost Center:			
SubEntity:			

DESCRIPTION   CONTACTS   ASSIGNMENTS   REVIEWERS   SKILLS

- If you approve, there will be a confirmation screen that appears:

Confirmation   ✕

Are you sure you would like to approve this job order request?

                                        CANCEL   OK

- If you reject, there will a comments box where you can enter the reason for you rejection:

Reject Order request   ✕
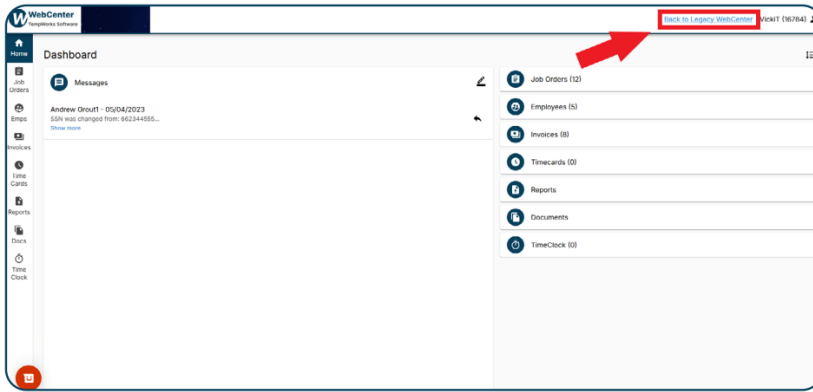
Please enter your reasons

CANCEL   SAVE

Note The updated WebCenter Customer Portal contains all the functionality as Legacy WebCenter, but in the event you need to navigate back to Legacy, you can select the "Back to Legacy WebCenter" option to the top right of the WebCenter window:

For more information on navigating to the Legacy WebCenter, along with the feedback survey, please see the article titled Customer Portal - Navigating to Legacy & Feedback Survey.

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