

# 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.

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

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

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

Worksite	PO Number	Job Title	Order Type	Branch	Assigned

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

**2 Day Benefit** ✕

**Start Date: 8/1/2024**

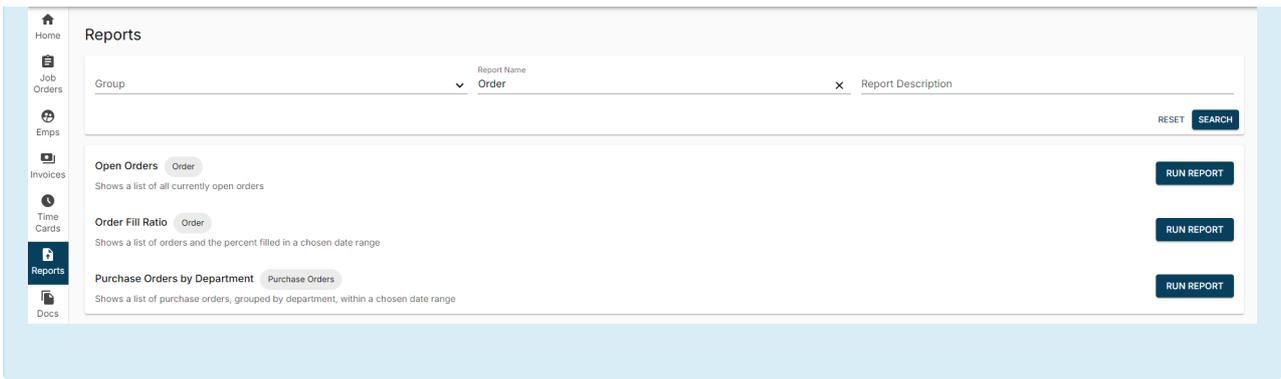
**COPY JOB ORDER** **ENTER TIME** **CANDIDATES**

Job Order ID:	<b>4295057116</b>	Department:	<b>Primary</b>
Job Order Status:	<b>Unfilled</b>	Shift:	
Job Order Date:	<b>8/6/2024</b>	Start Time:	<b>8:00 AM</b>
Duration:	<b>Indef</b>	End Time:	
Workers Assigned:	<b>0 of 5</b>	Est. End Date:	<b>8/1/2026</b>
Candidates:	<b>1</b>	Dress Code:	
PO Number:	<b>1212312</b>	Safety Notes:	
PO Value:	<b>\$12,312.00</b>	Bill Rate:	<b>\$0.00</b>
Cost Center:			
SubEntity:			

**DESCRIPTION** CONTACTS ASSIGNMENTS REVIEWERS SKILLS

A new window will open with a list of candidates:



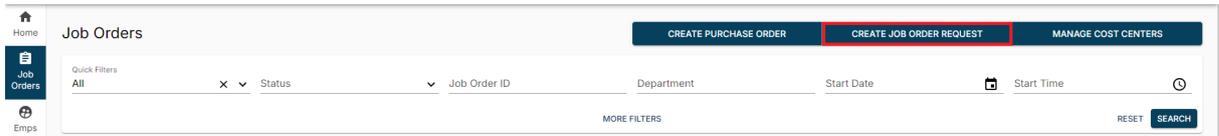


## Creating Order Requests

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 managers 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:

Order Request T1 Approver \*

**Scott Vandy** X v

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\* Required

Order Request T2 Approver \*

**John Vandy** X v

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\* Required

Order Request T3 Approver \*

**Julie Vandy** X v

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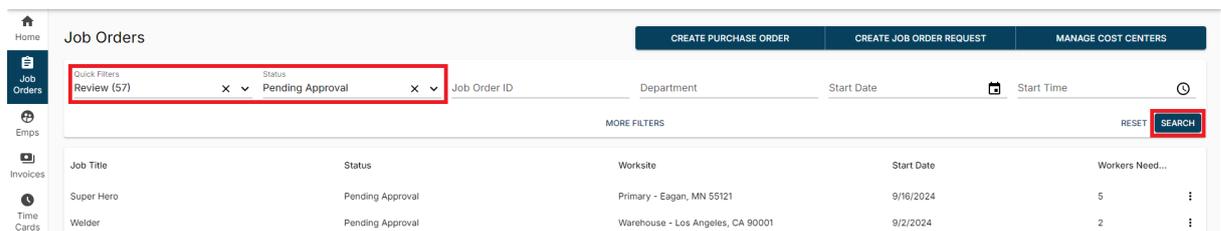
\* Required

Select who the approver(s) should be using the drop down.

### To Approve an Order Request:

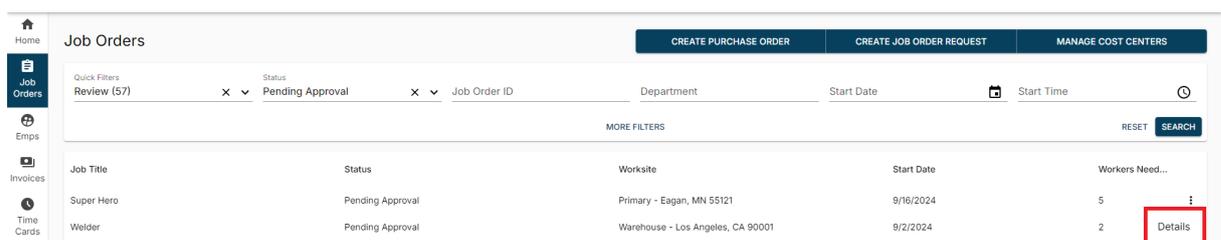
If you are an approver, you will receive an email when a new job order is available to be approved.

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:



The screenshot shows the 'Job Orders' page in a web application. At the top, there are three buttons: 'CREATE PURCHASE ORDER', 'CREATE JOB ORDER REQUEST', and 'MANAGE COST CENTERS'. Below these is a 'Quick Filters' section with 'Review (57)' and 'Pending Approval' selected, each with a dropdown arrow. To the right of the filters are fields for 'Job Order ID', 'Department', 'Start Date', and 'Start Time'. A 'SEARCH' button is highlighted with a red box. Below the filters is a table with columns: Job Title, Status, Worksite, Start Date, and Workers Need... The table contains two rows: 'Super Hero' with status 'Pending Approval' and 'Welder' with status 'Pending 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:



This screenshot is identical to the previous one, but the 'Details' button in the 'Workers Need...' column of the 'Welder' row is highlighted with a red box.

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

- o 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

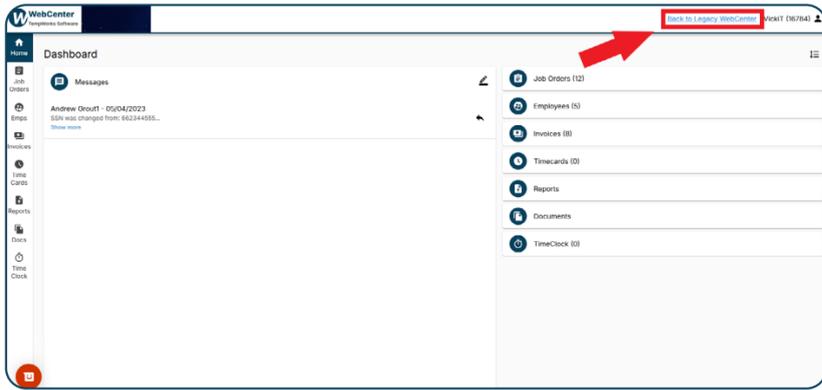
- o If you reject, there will a comments box where you can enter the reason for you rejection:

### 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:



[Back to Legacy WebCenter](#)

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](#).

## Related Articles