



# Client Contact User Guide

## Amending and Extending Staff Orders

### 1. Amending an Order

After you have successfully logged in you will be on the **Contact Menu**.

All Orders available for amendment or extension will be shown in the **Order Amendment and Extensions** table in the Staff Order section.

The screenshot shows the 'Staff Orders' interface. At the top, there is a 'Staff Orders' header. Below it, there are two sections: 'New Staff Order' with a link 'Click here to create a New Staff Order' and 'Saved Orders' with a search box and a 'Go' button. The main section is 'Order Amendments and Extensions', which contains a table with columns: RefNo, Agency, Start, Finish, Authorising Manager, Escalating Director, Status, and an empty column for actions. The table lists five orders, with the last one (Edex01017) having a start date of 01/08/07 and an 'Amend' link. An arrow points from the 'Amend' link to the explanatory text below.

RefNo	Agency	Start	Finish	Authorising Manager	Escalating Director	Status	
Edex01013	All Temps Agency	16/05/07	30/06/07	H Hughes	H Hughes	Pre-Approved	<a href="#">Extend</a>
Edex01014	All Temps Agency	06/06/07	31/08/07	H Hughes	H Hughes	Approved	<a href="#">Extend</a>
Edex01015	All Temps Agency	12/05/07	31/08/07	H Hughes	H Hughes	Approved	<a href="#">Extend</a>
Edex01016	All Temps Agency	12/05/07	31/08/07	H Hughes	H Hughes	Pre-Approved	<a href="#">Extend</a>
Edex01017	All Temps Agency	01/08/07	31/12/07	H Hughes	H Hughes	Pre-Approved	<a href="#">Amend</a>

An order can be amended if it has not started (its start date is in the future). If an order has started, it can only be extended. To access the order, click the underlined link at the end of the row.

If the order can be amended, the Order View screen will load -

Essential Skills Required:	<b>Filing and photocopying, basic Word skills</b>	
Desirable Skills Required:	<b>Intermediate Word</b>	
Activities:	<b>Basic Word processing, batching documents</b>	
First Day Details:	Contact Person	Start Time
Reason for Booking:	<b>In lieu of Vacancy</b>	
Other Comments/ Additional Requirements:	CV Required? <b>No</b>	Expenses Allowed? <b>Yes</b>
	<b>test</b>	

You now have the options of amending the order or cancelling it. If you choose **Cancel Order**, the order cancellation screen will load.

To cancel the order, enter a reason for cancellation and click the **Cancel Order** button.

To amend the order, click the Amend Order button. The order edit screen will load and you will be able to edit the information stored for the order. When you have changed the information as required, click the **Continue** button – you will need to enter a reason for the amendment.

Other Comments/ Additional Requirements:	CV Required: <input type="radio"/> Yes <input checked="" type="radio"/> No	Are Expenses Allowed: <input checked="" type="radio"/> Yes <input type="radio"/> No
	Required next week. <input type="button" value="Up"/> <input type="button" value="Down"/>	
* Reason for Amendment:	Added another temp. <input type="button" value="Up"/> <input type="button" value="Down"/>	

The order details will now be displayed for checking. Click the **Save Amendment** button to save the changes you have made. The order will now be re-submitted for authorisation.

## 2. Extending an Order

When you click **Extend** in the Amendments and Extensions table, the order extension screen will load.

You have to enter a date that is **after** the current end date displayed.

To extend this order, please enter a new date in the field below. **Note:** The new date must be later than the current finish date.

Current Finish Date:	30/06/07
New Finish Date:	<input type="text"/>

Enter the new date and click the **Extend Order** button.

### Notes about Tables

All the tables on the Menu and Search pages can be sorted by clicking the column headings.

Tables can be multi page. If there is more than one page, the page numbers will be displayed at the bottom of the table. Click the page number to move to that page.