

Reassigning a Job to a New Service Company

At any time, you may need to change the assigned service company on a DOLI job. If a new company agrees to cover a job or when creating a new troubleshoot job in DOLI, you need to re-assign the order prior to scheduling the order.

1. Use SMT or StoreFile to get the A#/Serial Number for the new service company.
2. Click on **Edit Order**
3. Click on **Change Installer**
4. Enter the **Serial Number** of the service company who will be performing the job.
5. Click on **Find**.
6. The name of the servicer company that you entered will appear. If it is the correct servicer company, click **Re-Assign Order**.

[UPDATE STATUS](#)  [EDIT JOB SKU](#)

Order currently assigned to: D AND C COMMUNICATIONS [A33810]

Select Installer.

 **D AND C COMMUNICATIONS**
A33810

[RE-ASSIGN ORDER](#) < Click to re-assign.

5. Once you click on “Re-Assign Order” you will be taken to the “Order Details” screen. In the note area it will tell you who you changed the service company from and who it was changed to.

02/10/2010 09:11am	User Type: DIGIMANAGER	Name: TEST STUDENT - INSTALLS INC.
	Changed From:	Changed To:
	Installer company D AND C COMMUNICATIONS	D AND C COMMUNICATIONS
	Installer serial A33810	A33810
Status: Unscheduled		Comment: Assigned

Important: The job will be automatically updated to “Unscheduled – Assigned” status. You must reschedule the order to the desired date. The customer will not be serviced as promised otherwise.