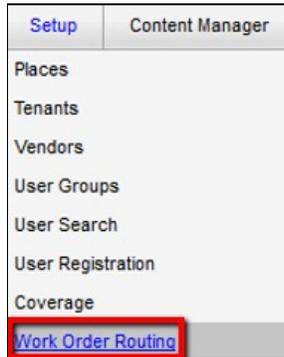


Adding a Forwarding Rule

[Control Panel](#) > [Setup](#) > [Work Order Routing](#) > [Forwarding Tab](#)

Adding a Forwarding Rule:

1. Go to **Control Panel** > **Setup** > **Work Order Routing**.



2. Under the **Forwarding** tab, click on **Add Forwarding Rule**. The **Add Forwarding Rule** window will open.



3. Use the drop-down menus to fill out the **Forward From** and **To** fields. Use the calendar icon (📅) to pick a date for the **Starts** and **Ends** fields. The default for these fields are **"Immediately"** and **"Never"**.



4. If there are any discrepancies in the forwarding rule, they will be marked with an alert icon (⚠️). Discrepancies occur when the two employees are not assigned to all of the same properties and/or the work order types are incompatible (i.e. the **Forward From** employee handles PM work orders, but the **To** employee cannot receive PM work orders).
 - Move the mouse pointer over the alert icon (⚠️) to view a list of discrepancies.

- This issue can only be corrected by choosing a different employee to forward to or by modifying the properties and/or work order types that are assigned to the employee.

The screenshot shows the 'Work Order Routing' interface. At the top, there are tabs for 'Assignments', 'Pools', 'Forwarding', and 'Options'. Below the tabs, there are buttons for 'Add Forwarding Rule', 'Edit', and 'Delete'. A table displays the configuration for a forwarding rule:

Forward From	To	Starts	Ends	
Bob Smithy	Bruno Calisto	Immediately	Aug 26, 2015	

A warning message box is displayed on the right side of the table, stating: 'Bruno Calisto is not available for PM'. Below this, it says 'Forwarding Rule will not cover the below Properties:' followed by a list of properties: Carroll Corporate Plaza, Hamill Court, Pine Valley Terrace, Southside Office Park, and Turner Center.