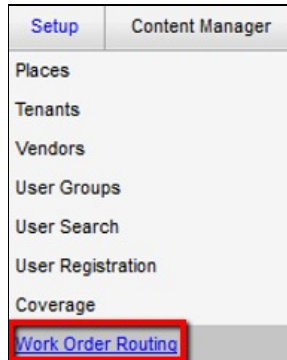


Adding a Forwarding Rule

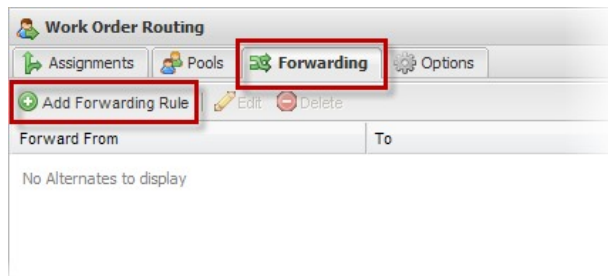
[Control Panel](#) > [Setup](#) > [Work Order Routing](#) > [Forwarding Tab](#)

Adding a Forwarding Rule:

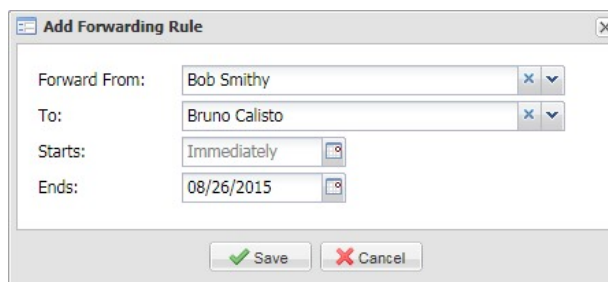
1. Go to **Control Panel** > **Setup** > **Work Order Routing**.



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 forwarding rules with columns: 'Forward From', 'To', 'Starts', and 'Ends'. The first row shows 'Bob Smithy' forwarding to 'Bruno Calisto' 'Immediately' starting on 'Aug 26, 2015'. A yellow warning icon is present in the 'Ends' column for this row. A tooltip box is open over the warning icon, containing the text: 'Bruno Calisto is not available for PM', 'Forwarding Rule will not cover the below Properties:', and a list of properties: 'Carroll Corporate Plaza', 'Hamill Court', 'Pine Valley Terrace', 'Southside Office Park', and 'Turner Center'.

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

Forwarding Rule will not cover the below Properties:
Carroll Corporate Plaza
Hamill Court
Pine Valley Terrace
Southside Office Park
Turner Center