

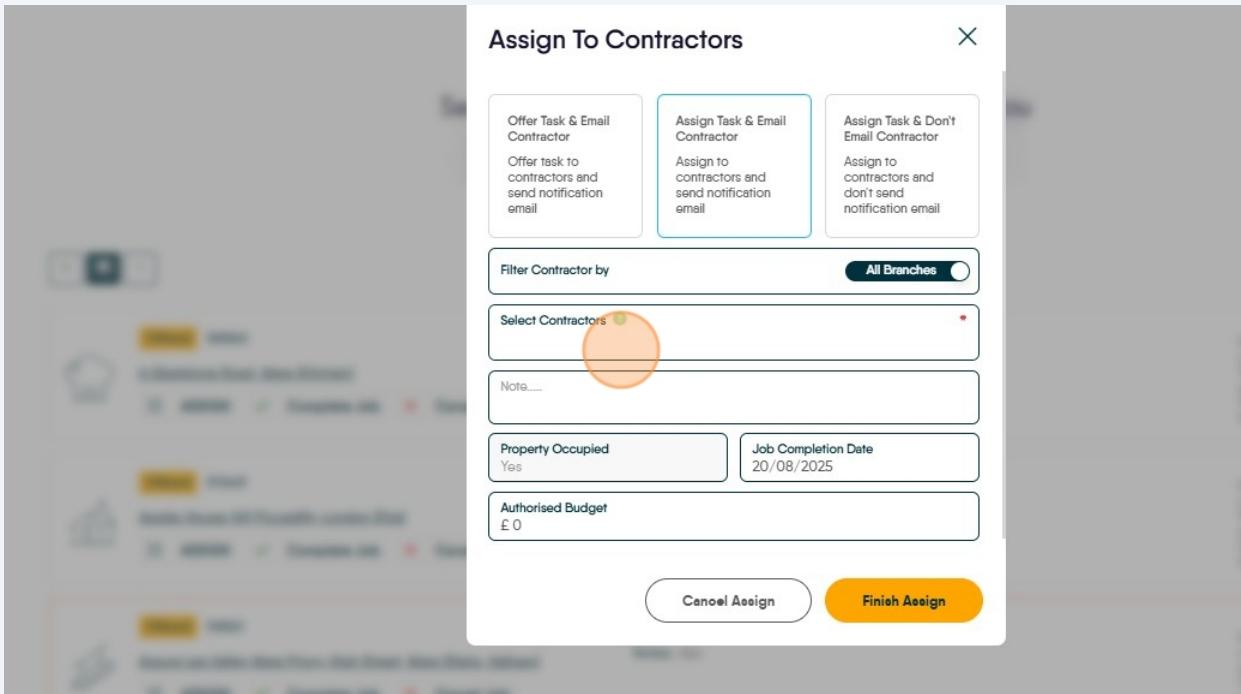
Assigning a job previously offered in error



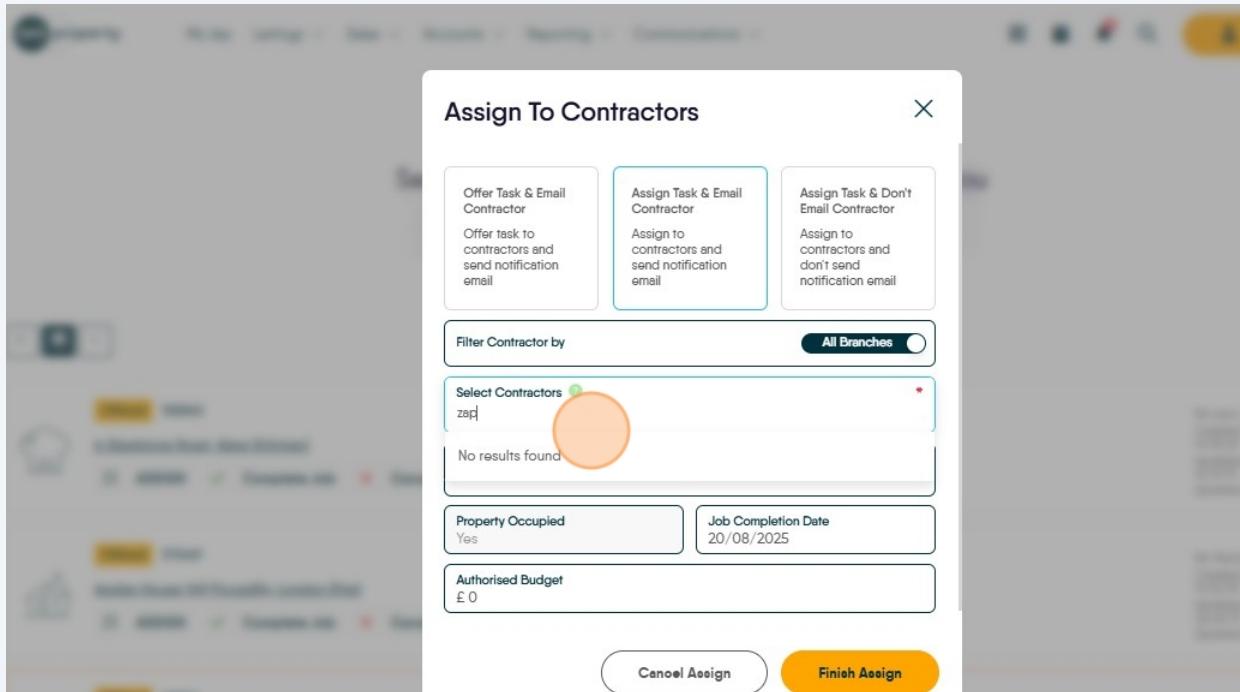
This guide provides a step-by-step process for correctly assigning a job that was initially offered in error, showing how to remove the offer and assign the job instead.

1

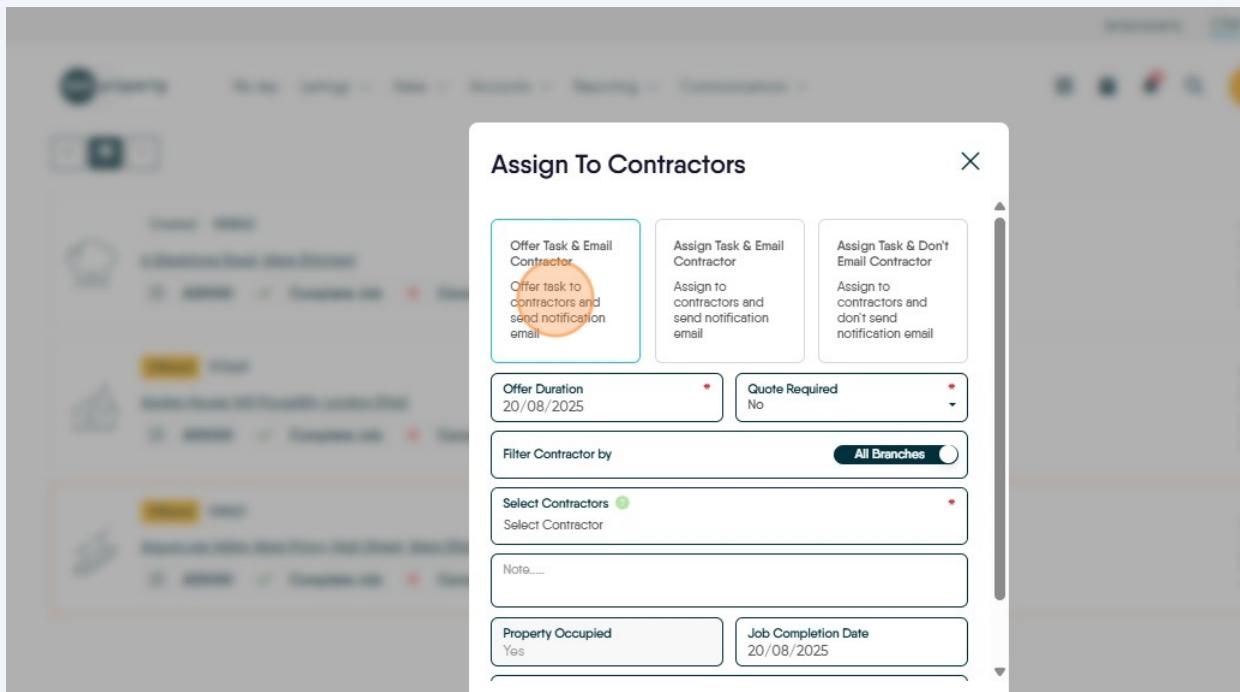
When assigning a task to a Contractor, you would click Assign Job and Email/Don't Email, then type the Contractor name underneath.



2 If no results are found, and you are sure the contractor is Live and should appear, it is likely the job was previously offered to them in error.



3 Offering the task instead of assigning it will email the Contractor a link to view the job and decide if they'd like to take it, as opposed to the full job details they receive when assigned.



4 To remove the offer, first go to your list of Jobs, and click the Property Address to open the Job details.

Search for reports that people have created for you

Search for ID, name, report, telephone, email or address

Create Job My Jobs Feedback Centre Invoices

6 Gladstone Road, Ware (Kitchen)

Offered 588862 Priority: None
Notes: Head stuck in fridge

ASSIGN Complete Job Cancel Job

Apsley House 149 Piccadilly, London (Fire)

Offered 573669 Priority: None
Notes: 12343545

ASSIGN Complete Job Cancel Job

Assura Lea Valley Ware Priory, High Street, Ware (Stairs, Hallway)

Offered 518821 Priority: High
Notes: dan

ASSIGN Complete Job Cancel Job

5 On the information bar, click Offers.

6 Gladstone Road, Ware

Job Fault Kitchen Priority Level Please configure priority levels for this job

Heed stuck in fridge

Offered Assign

Photos Tenant(s) Offers Landlord(s) Contractor Comments Feedback Invoice Documents Audit

Upload Photos

Photos

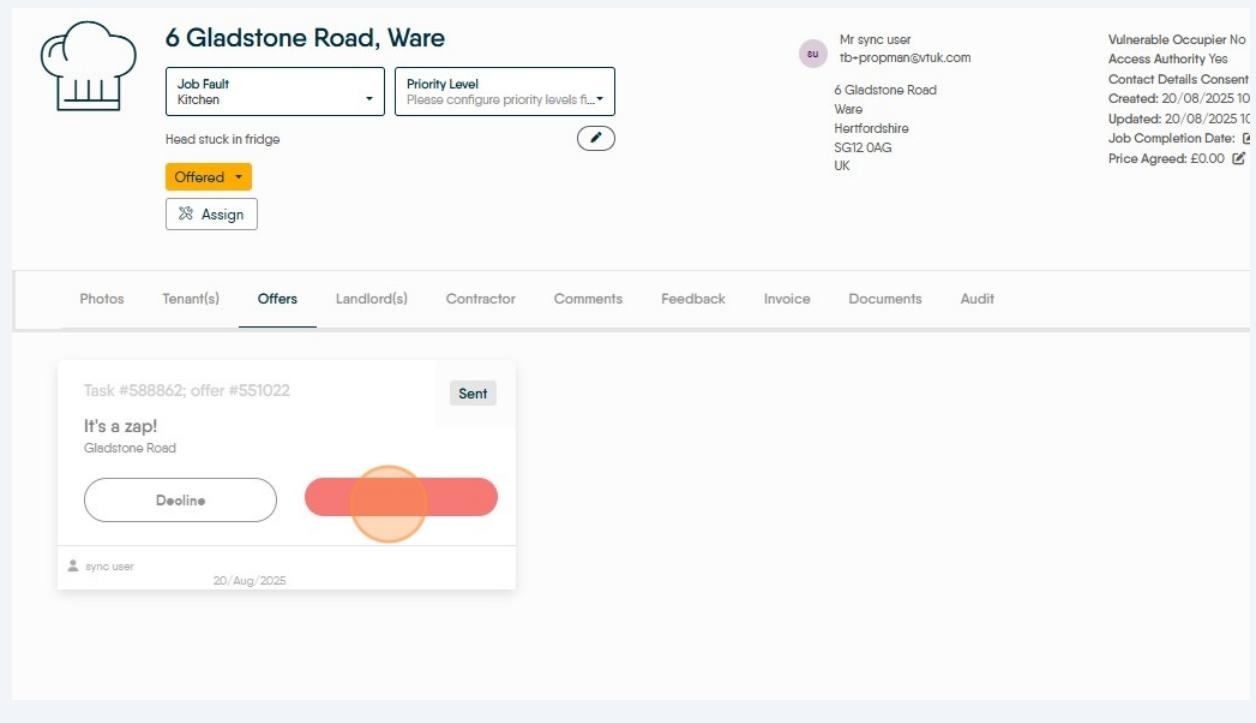
You have no photos

Mr sync user tb-propman@vtuk.com

6 Gladstone Road
Ware
Hertfordshire
SG12 0AG
UK

Vulnerable Occupier No
Access Authority Yes
Contact Details Consent
Created: 20/08/2025 10
Updated: 20/08/2025 10
Job Completion Date:
Price Agreed: £0.00

6 Find the Offer and click the red Cancel button.

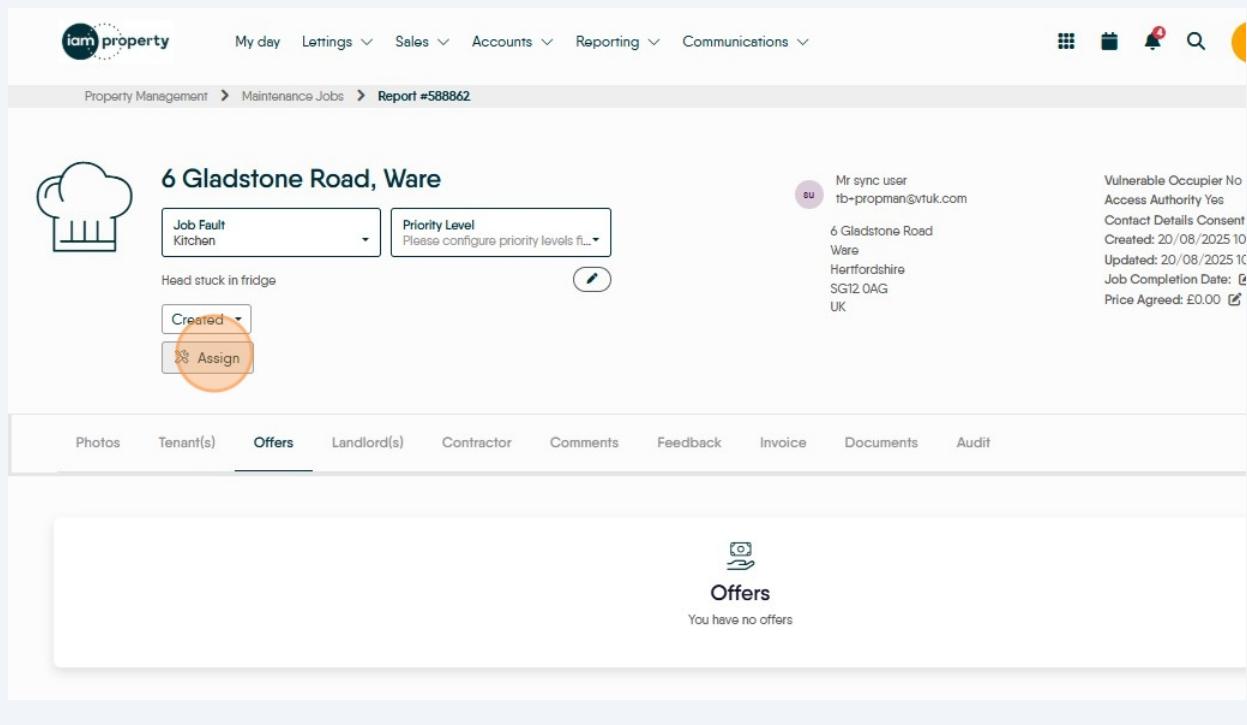


The screenshot shows a software interface for managing property tasks. At the top, there is a header with the address "6 Gladstone Road, Ware". Below the header, there are two dropdown menus: "Job Fault" (set to "Kitchen") and "Priority Level" (with a note "Please configure priority levels first"). A text input field contains the text "Head stuck in fridge". To the right of the input field is a small edit icon. On the far right, there is a sidebar with user information: "Mr sync user" and "tb-propman@vtuk.com", and details about the job: "Vulnerable Occupier No", "Access Authority Yes", "Contact Details Consent", "Created: 20/08/2025 10", "Updated: 20/08/2025 10", "Job Completion Date: 20/08/2025 10", and "Price Agreed: £0.00". Below the header, there is a navigation bar with tabs: "Photos", "Tenant(s)", "Offers" (which is the active tab), "Landlord(s)", "Contractor", "Comments", "Feedback", "Invoice", "Documents", and "Audit". Under the "Offers" tab, there is a box containing a message: "Task #588862; offer #551022" and "It's a zap! Gladstone Road". Below the message is a button labeled "Decline" and a large orange "Cancel" button. At the bottom of the box, there is a note: "sync user 20/Aug/2025".



Make sure you are clicking cancel on the OFFER, not the Job itself, or you will then need to rebuild the job from scratch.

7 With the Offer gone, click Assign again.



6 Gladstone Road, Ware

Job Fault: Kitchen

Priority Level: Please configure priority levels f...

Head stuck in fridge

Created

Assign

Mr sync user: tb-propman@vtuk.com

6 Gladstone Road, Ware, Hertfordshire, SG12 0AG, UK

Vulnerable Occupier No: Yes

Access Authority: Yes

Contact Details Consent: Yes

Created: 20/08/2025 10

Updated: 20/08/2025 10

Job Completion Date: 20/08/2025 10

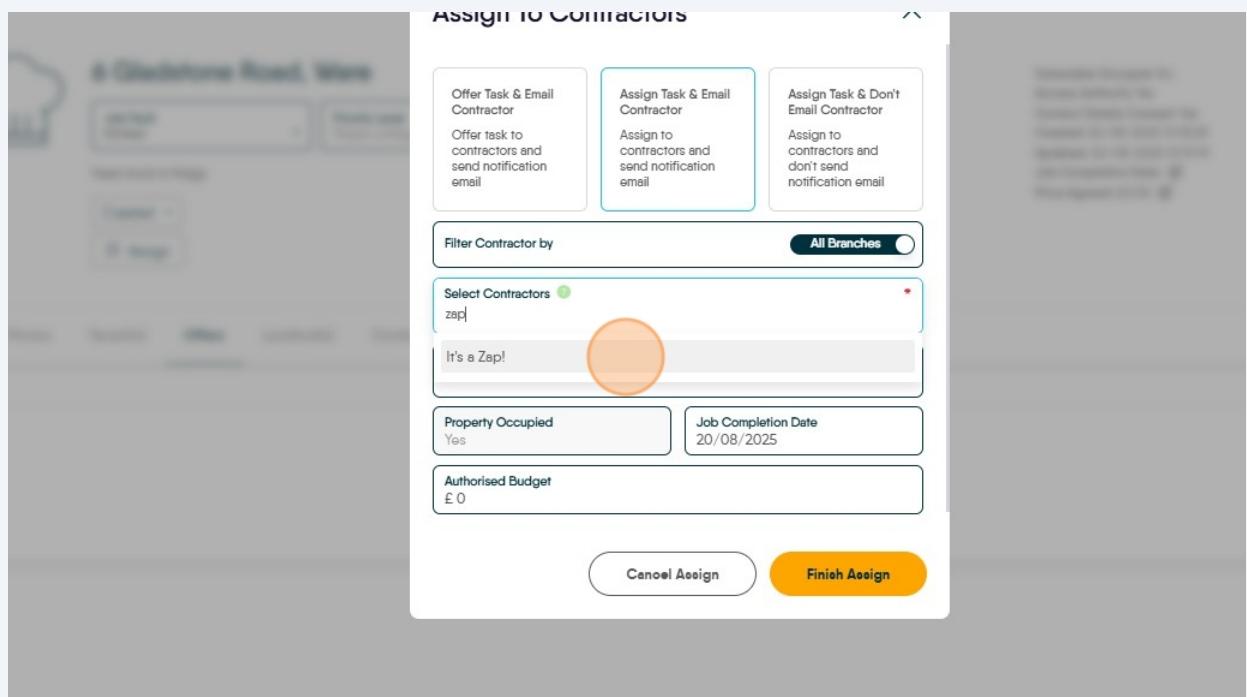
Price Agreed: £0.00

Photos Tenant(s) Offers Landlord(s) Contractor Comments Feedback Invoice Documents Audit

Offers

You have no offers

8 The Contractor should now appear in the search again, allowing you to Assign them and send them the Job.



Assign to Contractors

Offer Task & Email Contractor

Offer task to contractors and send notification email

Assign Task & Email Contractor

Assign to contractors and send notification email

Assign Task & Don't Email Contractor

Assign to contractors and don't send notification email

Filter Contractor by: All Branches

Select Contractors: zap

It's a Zap!

Property Occupied: Yes

Job Completion Date: 20/08/2025

Authorised Budget: £0

Cancel Assign

Finish Assign