SOP Reference #: CS006

Operation/Task:	Placing jobs on Hold			Equipment:	Printstream, MS Outlook
Prepared by:	Client Services Manager	**Date Prepared:** **Revision History:**	8/21/18 See last page	**Department:**	Client Services

ALERTS (see below): Critical Step ◆ Quality Check ☑ Tip ☺ Team Safety ✚

Purpose: This SOP/work instruction describes the process of placing jobs on Hold

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1a		If job has not been launched.	No action is needed	Production does not yet know of the job so no communication is needed.
1b		If job has been launched yet not approved.	• Find launch email and reply to all alerting of the job going on hold. • Collect job jacket from Premedia or DP if applicable.	This alerts scheduling so they are not making plans for the job.
1c		If job has been launched and/or approved.	• Check job status in PrintStream to determine where the job is in the production process. • Send email to all production managers and schedulers with the job#, current status and reason it has gone on hold. • Collect job jacket(s) from production floor: Note – some jobs may have multiple job jackets. • If any product was produced prior to being put on hold, request the department manager/lead to label the product with a non-conforming form CI029. Refer to SOP NCP001.	• This will indicate the most likely area where the ticket(s) reside so that it can be retrieved. • To communicate so they can adjust production schedules if applicable. • To prevent work from continuing. • To identify the product as not suitable for processing to continue.
2		Once job status changes, if the job had already been launched, close the loop.	Send email to production managers that job is no longer on hold and what actions will follow, i.e.: continue as is, changes are needed, cancelled/destroyed. CS to provide ticket back to production for proper re-engagement of the project.	So that others are informed and have accurate direction moving forward.

Notes:

Revision History	Description of Changes	Requested by	Date
Original	New SOP - First posting to intranet	Michelle Motschke	9/6/18
Rev 1	Updated wording in Step 1C How to Do it section	JoDee Kincaid	7/1/19
Rev 2	Updated to current SOP format; branding updates: font type and size. Fixed spacing and punctuation. Changed Owner to Client Services Manager.	Liz Nourse	4/19/21
Rev 3	Updated step 1c How to Do it section.	Liz Nourse	6/9/23

CI035 Rev. Date 4/20