



T-Shirt order form

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Description

Using this form, staff are able to request a company T-Shirt, selecting their size, choosing the colour and even adding customisations.

If a member of staff requests a T-Shirt without customisations, the marketing team are able to place the order straight away.

If a member of staff requests a T-Shirt with customisations, management will need to approve the customisations prior the marketing team placing the order.

If customisations are rejected by management, the requester will be notified.

Functionality Demonstrated

[Workflow](#) rules have been put in place to control whether or not the Approved and Rejected statuses are needed, based on whether customisations have been requested.

Tickets fields, label [symname]	Field condition set		Rights					
			Admin	Managers	Marketing	Staff	Submitter of ticket	Handler of issue
STATUS -status-	Status = Requested & Customise = None	↓	Requested Rejected Ordered Delivered	Requested Ordered	Requested Ordered			
	Status = Requested, Requires Manager Approval	↓	Requested, Requires Manager Approval Approved Rejected Ordered Delivered	Requested, Requires Manager Approval Approved Rejected				
	Status = Approved	↓	Requested Approved Rejected Ordered Delivered	Approved Ordered	Approved Ordered			
	Status = Rejected	↓	Requested Rejected Ordered Delivered					
	Status = Ordered	↓	Requested Rejected Ordered Delivered	Ordered Delivered	Ordered Delivered			
	Status = Delivered	↓	Requested Approved Rejected Ordered Delivered					
Add rule								

Workflow is applied to the Status field, and [condition sets](#) define the scenario under which each rule should be applied.

For example, if the current status is 'rejected', then the status can *only* be changed by anyone in the Admin role, and the change can only be made to

'requested', 'ordered', or 'delivered'.

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