



ARTERY TUTORIAL

Taking a job over the phone

The phone job sheet: a job number first, then the details

For: controllers

Artery v4.00 · October 2026

The screenshots use a made-up group, Wychwood Blood Bikes. Every name, hospital and phone number in them is fictional.

arterybb.uk

What this tutorial covers

When someone rings in a job, the **phone job** sheet lets you take it down while they are still on the line, in the order a call usually goes. It gives you the **job number first**, so you can read it to the caller before you hang up.

1. Open the phone sheet

- **Dashboard:** **Phone Job** in the left-hand menu, or the **Phone Job** button on the home page.
- **Map view:** the blue  button next to **+ New Job** in the top bar.
- **On a phone:** the **Phone** tab.
- The job form (Log Job) also has a **Phone job** button beside its title.



The Map view's top bar:  sits next to + New Job.

2. Read the number to the caller

The sheet opens with the **next job number** already on it, ending in **P** for phone. Read it out so the caller can quote it if they ring back. The **time of call** is already set to now.

 **Phone job** 


JOB NUMBER — read it to the caller
J08105P

TIME OF CALL
21:55 

CALLER'S NAME

HOSPITAL (COLLECT FROM)
— choose — 

WARD

PHONE NO.

EXTENSION

ITEM(S)  **Pick items**
e.g. 2 x blood samples for crossmatch — leave empty if they don't know yet

DELIVER TO
— choose — 

IF NOT OUR STANDARD RESPONSE
☒ Our standard response
☐ **VERY URGENT**
☐ Or specified time: --:-- 

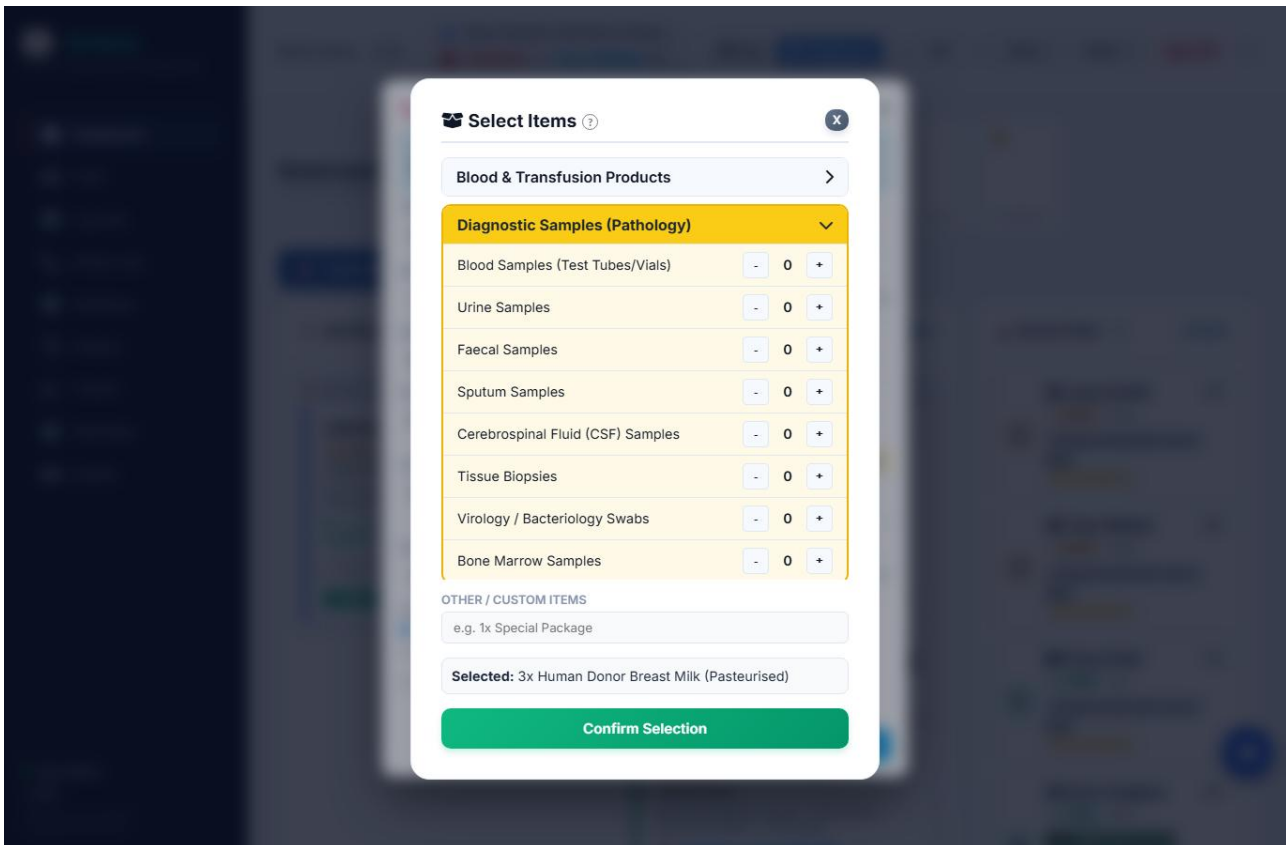
Close without a job

Add to the board

A new phone sheet: the job number is waiting before you type anything.

3. Fill in what they tell you

1. **Caller's name.**
2. **Hospital (collect from):** choose the hospital, or the department under it (shown with ). Not on the list? Choose **Not on the list** and type it as they said it.
3. **Ward**, then their **phone number** and **extension**.
4. **Item(s):** type them, or press  **Pick items** for the same item list as the job form, with quantities. Not known yet? Leave it empty: the rider confirms the items at collection.
5. **Deliver to.**
6. If it is not your standard response, tick **VERY URGENT**, or give the **time it is needed by**.



 Pick items: tap + and – for how many of each.

 **Phone job** ?
✕

J08105P

TIME OF CALL
21:55 🕒

CALLER'S NAME
Sister Ahmed

HOSPITAL (COLLECT FROM)
↳ Sherwood Royal Infirmary — Neonatal Unit ▼

WARD
Ward 21

PHONE NO.
0115 496 0200

EXTENSION
4410

ITEM(S) Pick items
3x Human Donor Breast Milk (Pasteurised)

DELIVER TO
Donor Milk Bank ▼

IF NOT OUR STANDARD RESPONSE
☐ Our standard response
☒ **VERY URGENT**
☐ Or specified time: --:-- 🕒

Close without a job
Add to the board

A completed phone sheet.

4. Add it to the board

Press **Add to the board**. The job appears as pending, with its **P** number, the caller and their number, ready to assign.

The screenshot displays the Artery Vital Logistics Command interface. On the left is a dark sidebar with navigation options: Dashboard, Fleet, Log Job, Phone Job, Database, History, Trends, Shift Rota, and Events. The main area shows a top header with user information (Sarah Jones, v3.86), a status bar (URGENT — Tom Walker h...), and navigation buttons (Map, Dashboard, View, Tools, Sign Off). Below the header, a greeting says 'Good evening, Sarah Jones!' for Thursday, October 8, 2026. A summary row shows statistics: 5 Active Riders, 4 Active Jobs, 1 Completed Today, and 0 On Break. Action buttons include 'Create New Job', 'Phone Job', and 'Sign On Rider'. The 'Job Board' section has two tabs: 'NEEDS YOU' (2 jobs) and 'MOVING' (2 jobs). Under 'NEEDS YOU', Job J08105P is highlighted as 'URGENT' (3 items, 0.0 mi) and Job J08104 (3 items, 11.8 mi). Under 'MOVING', Job J08103P is shown as 'URGENT' (3 items, 12.4 mi) and Job J08102H (4 items, 2.1 mi). The 'Active Fleet' section shows 5 riders: Jane Smith (R1, BUSY, Bike), Tom Walker (R2, BUSY, Bike), and Priya Patel (D1, FREE, Car). A notification at the bottom right states 'Job J08105P is on the board — assign a rider.' and 'HOME SAFE 21:45'.

The phone job on the board, marked **URGENT**, waiting for a rider.

If the call comes to nothing

Press **Close without a job**. The number is not reused, and the change log records that it was not used, so a gap in the day's numbers is always explained.

Good to know

Phone jobs share one daily sequence with every other job. If the next job is logged on the form, it simply takes the next number.

If the server can't be reached, the sheet shows a provisional number and warns you. Carry on; tell the caller it may change.

Everything on the sheet can be changed afterwards with **Edit job** (see the tutorial on adding a job).