

# How to Navigate the Work Order Dashboard?

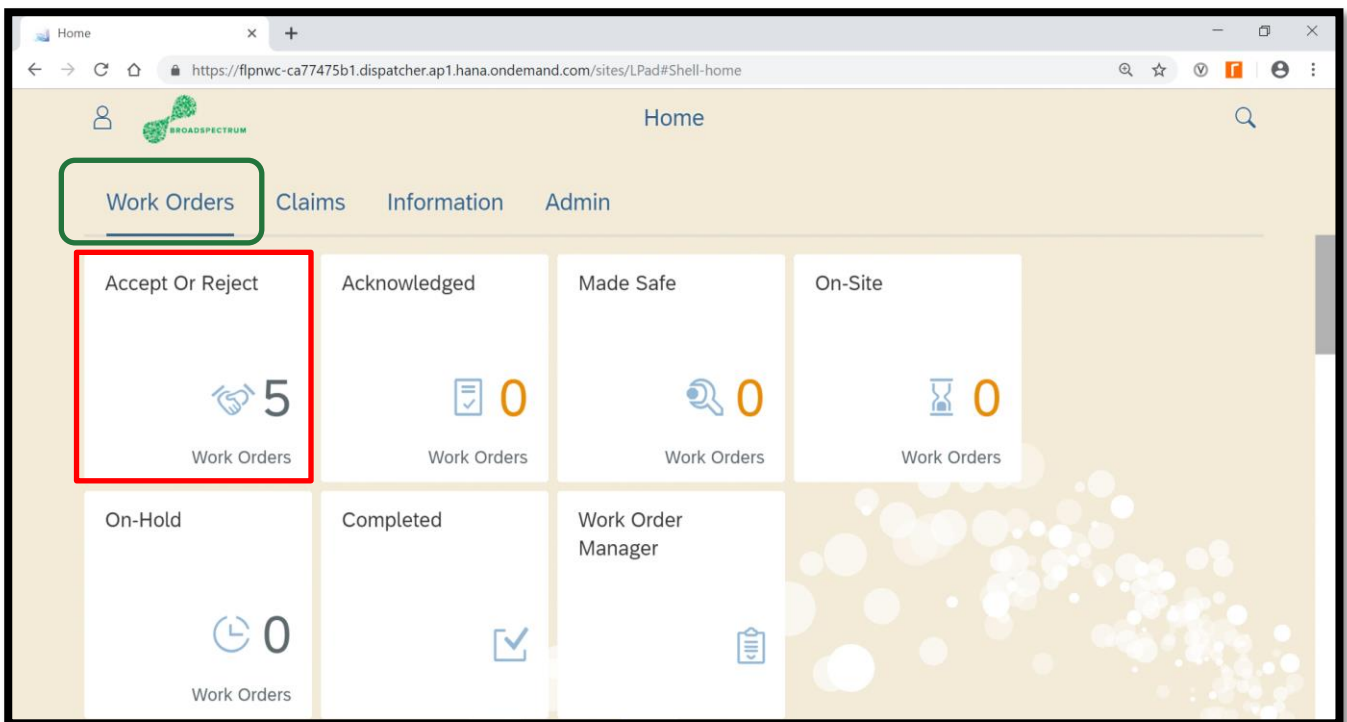


The purpose of this document is:

- to define a common language used throughout the training documents and videos
- to introduce the look and feel of work orders

## The Work Order Dashboard

The Work Order Dashboard includes the following files:



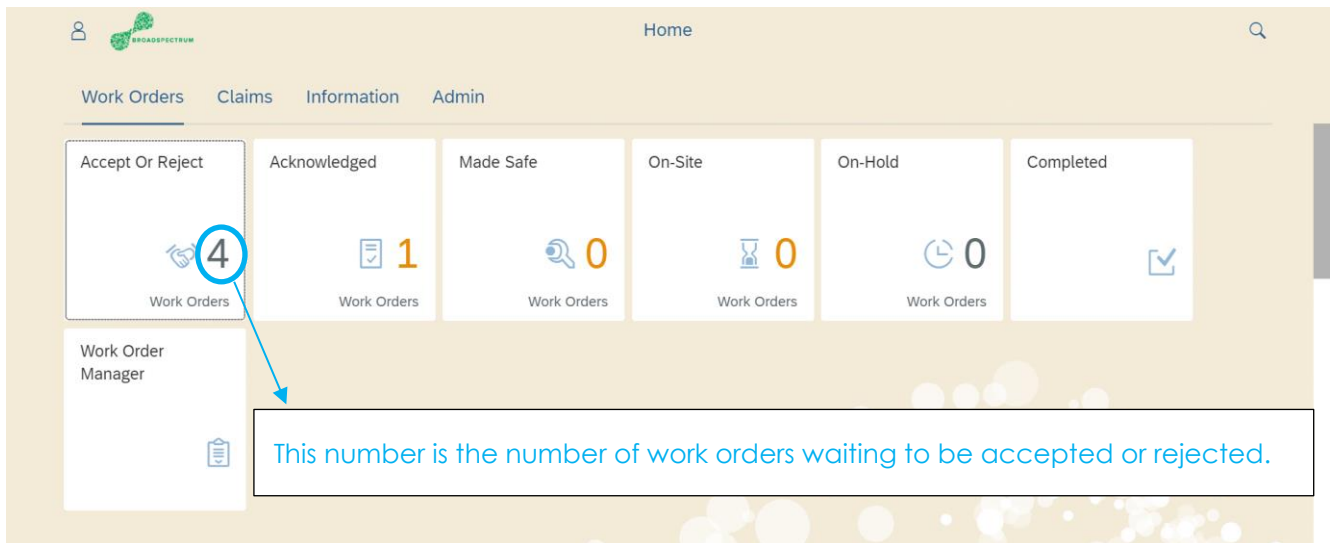
- Accept or Reject
- Acknowledged
- Made Safe
- On-Site
- On-Hold
- Completed
- Work Order Manager

Each file displays filtered information based on the work order status.

Some files have a number which represents the number of work orders that are in specific status.

# Subcontractor Portal – Instructions for vendors

## How to Navigate the Work Order Dashboard?



## Work Orders Look and Feel

When you click on one of the Work Orders Dashboard tile, this is the view you see.

### Work Order Master List

This screen displays a list of work orders filtered by Operation Status, in this example, the Operation status is 'Acknowledged'.

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## How to Navigate the Work Order Dashboard?



Work Order Manager

Acknowledged

Work Order Number:

Customer Reference:

Personnel Number:

Resource Name:

Operation Status:

Field Worker:

Created Date:

Address:

Max Results:

Search  Reset

Settings enables to customise the columns displayed

You can increase or decrease the number of WO displayed

Export orders list to excel

Sort orders

Work Order	Operation	Operation Status	Operation Description	Customer Priority	Resource Name	Functional Location	Planned Onsite Date	Planned Completion Time	Actual Completion Date	Actual Completion Time	Field Worker
<input type="checkbox"/> 113731202	0010	Acknowledged	REPDOOR, I NSP/REPR, DOOR	Priority 48 Hours	houcalcnlM narGt	AU-LAH-SEA13-155874	16/02/2019	13:34:04			>
<input type="checkbox"/> 113731308	0010	Acknowledged	ELECTRICAL HOTWATER SYS SUPPLY & MAINT	Urgent	houcalcnlM narGt	AU-WAG-ATO-NSW-100105-B01-L01	22/02/2019	16:20:02			>
<input type="checkbox"/> 113731317	0010	Acknowledged	EU05.001=ELECT-ANTENNA	Routine	houcalcnlM narGt	AU-DEF-CW-EDP-1098	04/03/2019	13:25:56	25/02/2019	14:11:13	>
<input type="checkbox"/> 113731379	0010	Acknowledged	test		houcalcnlM narGt	AU-NBN-FACM-NSW-OFF-320PITT-	25/02/2019	21:26:02			>

## Work Order Details

The work order has three sections:

- Work order header information
- Work order attachments
- Work order operation

When you click on a work order number, you see the screen below: which is the work order header detail.

# Subcontractor Portal – Instructions for vendors

## How to Navigate the Work Order Dashboard?



### Work Order Header (includes shop paper)

Work Order Short text description

Work Order Header

Long text description of work order

1 OPERATIONS 1 ATTACHMENT

Operation Header Information

No.	Description	Status	Resource Name	Scheduled Start	Scheduled Finish	SLA Start	SLA Finish
10	EU05.001=PLUMBING -GAS HOTWATER SYSTEM	Dispatched					

Work Order Header contains information such as

- Short text description of the work order
- Customer Priority
- Customer Work Category
- Location
- Long text description of the work order
- Operation header information (Operations tab)
- Shop paper (under the Attachment tab)

114642193 / RAAF EU REPAIR HOT WATER - TEST ORDER

Customer Reference: 1000453690

Customer Priority: Routine

Customer Work Category: Requested

Functional Location: AU-DEF-CW-EDP-0939-D0483-ESHYHW - HEATED WATER IN 0939/D0483

Equipment: 10234033 - Hot Water Unit-Electrical-Domestic-No.01

Site Name: RAAF Base Edinburgh

Address: Pika Street, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU

Location:

Comments:

1 OPERATIONS 1 ATTACHMENT

Attachments (1)

Shop Paper: WO 000114642193 v1.pdf  
5/13/19, 10:00 AM by Workflow System

Click here to add non-mandatory attachments, such as photos, the Asset Variation Form/Equipment Form.

Work Order Header: Attachment: Shop Paper

# Subcontractor Portal – Instructions for vendors

## How to Navigate the Work Order Dashboard?



### Work Order Operation

The Work Order Operation contains information such as

- Current **operation** status (note: if there are multiple operations, each operation will have their own status)
- Scheduled start and finish date and time
- SLA start date and time
- SLA Finish date and time
- Operation Long Text description
- **Mandatory** documents to upload
- **Existing** operation documents to view

### Work Order Operation: Services Tab

Line	Service	Quantity Planned	Comments
10	PLUMBER WEEKDAY 30027196	1,600 H	
20	MATERIALS COST 51-100,AUD 30036471	1 EA	

This displays the services to be undertaken for this job. It can be in the form of labour hours or materials. It can be derived from maintenance plans or other sources.

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## How to Navigate the Work Order Dashboard?



### Work Order Operation: SLA Tab

No.	Status	SLA Start Date & Time	Actual Date & Time
10	On-Site	5/20/19, 3:37 PM	5/17/19, 11:31 AM
20	Completed	6/10/19, 3:37 PM	5/21/19, 10:30 AM
30	Acknowledged	5/18/19, 10:47 AM	5/18/19, 10:46 AM

**Scheduled date and time.**

**It is important that the Actual completion date and time is reflective of what happened at the field and is not greater than the Completed Service Level Agreement (SLA) Start and Date, otherwise the SLA is breached.**

### Work Order Operation: Documents Tab

Document Type	Number of required Documents	Number of attached Documents	Upload
T01 Asset Reports	0	1	
T02 Maintenance Document	0	0	
T24 Ops and MaintManual	0	0	
T28 Supporting AP Docs	0	0	

**Displays the number of documents successfully uploaded.**

These are mandatory documents to upload before a work order status is set to 'Complete'. Non-compliance with this results in payment details in claims.

### Work Order Operation: Attachments Tab

\*Status:

Date / Time:

WorkOrder Operation Comments:

Document Type	File Name	Created By	Date
T04 - Safety	TMF-0000-SA-0052 - Job START (2).pdf	Adrian Caddy	
T99 - Order&Operation Docs	Template - Equipment Notification Form.pdf	Anisha Kadiwala	

These are non-mandatory documents you may need to upload, for example, where no asset ID can be found, the Asset Variation Form (old name 'Equipment Notification Form' or **Document Type T99 – Orders & Operation Docs**) displayed here must be uploaded. In addition, depending on the type of jobs, some work orders may require the Job start Safety form (JSA) (**Document Type T04 – Safety**) to be

# Subcontractor Portal – Instructions for vendors

## How to Navigate the Work Order Dashboard?



attached if safety must be addressed. This additional documents must be uploaded at Work Order Header Level (Attachment tab).

## Navigation Tip on Work Orders

**This is the Work Order Header screen**

**To view the Work Order Header screen, click directly on the work order number.**

**To view the Work Order Operation screen, click anywhere here.**

**This is the Work Order Operation screen.**

Work Order	Operation	Operation Status	Operation Description	Customer Priority	Resource Name	Functional Location	Planned Onsite Date	Planned Completion Time	Actual Completion Date	Actual Completion Time	Field Worker
113731202											
113731308	0010	Acknowledged	ELECTRICAL HOTWATER SYS SUPPLY & MAINT	Urgent	houcalcnlnarGt	AU-DEF-CW-EDP-1098	04/03/2019	13:25:56	25/02/2019	14:11:13	
113731317	0010	Acknowledged	EU05,001=ELECT-ANTENNA	Routine	houcalcnlnarGt	AU-DEF-CW-EDP-1098	04/03/2019	13:25:56	25/02/2019	14:11:13	
113731379	0010	Acknowledged	test		houcalcnlnarGt	AU-NBN-FACM-NSW-OFF-320PITT-105	25/02/2019	21:26:02			

Document Type	Number of required Documents	Number of attached Documents	Upload	Status
T01 Asset Reports	0	0		✓
T02 Maintenance Document	0	0		✓
T24 Ops and MaintManual	0	0		✓
T28 Supporting AP Docs	0	0		✓