

# How to accept or reject work order



Broadspectrum has dispatched a work order. You can either accept or reject the work order.

## How to accept work order?

Step	Instruction	Screen
1.	Open Google Chrome and go to <a href="https://www.connect.broadspectrum.com">www.connect.broadspectrum.com</a> , enter your username and password, then click 'Login'.	
2.	Click the 'Accept or Reject' tile.	
<p>If accepting one work order at a time, follow Step 3.</p> <p>If accepting more than one work order at a time, follow Step 7</p>		

## How to accept or reject work order



3.	Click on the work order number to accept.	<div><div>Work Order Manager</div><div>Dispatched</div><div>* case-sensitive search text</div><div>Items (5)</div><table><thead><tr><th></th><th>Work Order</th><th>Operation</th><th>Operation Status</th><th>Operation Description</th><th>Customer Priority</th><th>Customer Work Category</th><th>Address</th><th>Actual Onsite Date</th><th>Actual Onsite Time</th></tr></thead><tbody><tr><td><input type="checkbox"/></td><td>114642193</td><td>0010</td><td>Dispatched</td><td>EU05.001=PLUMBING-GAS HOTWATER SYSTEM</td><td>Routine</td><td>Requested</td><td>Pika Street, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU</td><td></td><td></td></tr><tr><td><input type="checkbox"/></td><td>114642540</td><td>0010</td><td>Dispatched</td><td>EU03.006.001=FIRE-EXTINGUISHER,S PRINKLER</td><td>Routine</td><td>Requested</td><td>MARINER ROAD, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU</td><td></td><td></td></tr><tr><td><input type="checkbox"/></td><td>114642543</td><td>0010</td><td>Dispatched</td><td>EU05.001=GEN-CARP-DOOR(NON-AUTO),WINDOW.</td><td>Routine</td><td>Requested</td><td>Smithfield Avenue, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU</td><td></td><td></td></tr><tr><td><input type="checkbox"/></td><td>114642545</td><td>0010</td><td>Dispatched</td><td>EU05.001=GEN-LOCKS(SMITH) REPL ACE LOCK</td><td>Routine</td><td>Requested</td><td>SMITHFIELD AVENUE, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU</td><td></td><td></td></tr><tr><td><input type="checkbox"/></td><td>114642550</td><td>0010</td><td>Dispatched</td><td>EU03.007.001=FU-EL-POL REPAIRS,FUEL TANK.</td><td>Routine</td><td>Requested</td><td>SMITHFIELD AVENUE, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU</td><td></td><td></td></tr></tbody></table></div>		Work Order	Operation	Operation Status	Operation Description	Customer Priority	Customer Work Category	Address	Actual Onsite Date	Actual Onsite Time	<input type="checkbox"/>	114642193	0010	Dispatched	EU05.001=PLUMBING-GAS HOTWATER SYSTEM	Routine	Requested	Pika Street, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU			<input type="checkbox"/>	114642540	0010	Dispatched	EU03.006.001=FIRE-EXTINGUISHER,S PRINKLER	Routine	Requested	MARINER ROAD, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU			<input type="checkbox"/>	114642543	0010	Dispatched	EU05.001=GEN-CARP-DOOR(NON-AUTO),WINDOW.	Routine	Requested	Smithfield Avenue, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU			<input type="checkbox"/>	114642545	0010	Dispatched	EU05.001=GEN-LOCKS(SMITH) REPL ACE LOCK	Routine	Requested	SMITHFIELD AVENUE, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU			<input type="checkbox"/>	114642550	0010	Dispatched	EU03.007.001=FU-EL-POL REPAIRS,FUEL TANK.	Routine	Requested	SMITHFIELD AVENUE, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU		
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4.	Click on the operation to accept. <u>Note:</u> there could be more than one operation to choose from. In this example, there is only Operation 10.	<div><div>Work Orders</div><div>114642193 / RAAF EU REPAIR HOT WATER - TEST ORDER</div><div>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:</div><div>1 OPERATIONS1 ATTACHMENT</div><div>Operations (1)</div><table><thead><tr><th>No</th><th>Description</th><th>Status</th><th>Resource Name</th><th>Scheduled Start</th><th>Scheduled Finish</th><th>SLA Start</th><th>SLA Finish</th></tr></thead><tbody><tr><td>10</td><td>EU05.001=PLUMBING-GAS HOTWATER SYSTEM</td><td>Dispatched</td><td>Cindy Jonquille</td><td></td><td></td><td></td><td></td></tr></tbody></table></div>	No	Description	Status	Resource Name	Scheduled Start	Scheduled Finish	SLA Start	SLA Finish	10	EU05.001=PLUMBING-GAS HOTWATER SYSTEM	Dispatched	Cindy Jonquille																																																
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5.	Click the dropdown next to 'Status', then select 'Acknowledged' to accept the job.	<div><div>EU05.001=PLUMBING-GAS HOTWATER SYSTEM - 114642193</div><div>Current Status: Dispatched</div><div>Scheduled Start Date &amp; Time: 5/14/19, 6:08 AM Scheduled Finish Date &amp; Time: 5/14/19, 7:44 AM SLA Start Date &amp; Time: 5/20/19, 3:37 PM SLA Finish Date &amp; Time: 6/10/19, 3:37 PM</div><div>*Status: Enter New Status ...<div>Acknowledged Rejected</div></div><div>Date / Time:</div><div>WorkOrder Operation Comments:</div><div>0 of 0 DOCUMENTS2 ATTACHMENTS</div><table><thead><tr><th>Line</th><th>Service</th><th>Quantity Planned</th><th>Comments</th></tr></thead><tbody><tr><td>10</td><td>PLUMBER WEEKDAY 30027196</td><td>1.600 H</td><td></td></tr><tr><td>20</td><td>MATERIALS COST 51-100,AUD 30036471</td><td>1 EA</td><td></td></tr></tbody></table></div>	Line	Service	Quantity Planned	Comments	10	PLUMBER WEEKDAY 30027196	1.600 H		20	MATERIALS COST 51-100,AUD 30036471	1 EA																																																	
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## How to accept or reject work order



6. Click 'Save'.

EU05.001-PLUMBING-GAS HOTWATER SYSTEM - 114642193 - 10

Current Status: Dispatched  
 Scheduled Start Date & Time: 5/14/19, 6:08 AM  
 Scheduled Finish Date & Time: 5/14/19, 7:44 AM  
 SLA Start Date & Time: 5/20/19, 3:37 PM  
 SLA Finish Date & Time: 6/10/19, 3:37 PM  
 \*Status: Acknowledged  
 Date / Time: 16/05/2019 15:19  
 WorkOrder Operation Comments

SERVICES 0 of 0 DOCUMENTS 2 ATTACHMENTS

Line	Service	Quantity Planned	Comments
10	PLUMBER WEEKDAY 30027196	1.600 H	
20	MATERIALS COST 51-100.AUD 30036471	1 EA	

Save

If accepting more than one work order at a time, follow Step 7.

7. Click the selection box to select the individual work orders to accept.  
Tip: You can also click on the Select All selection box.

Work Order Manager

Dispatched

Work Order Number: Customer Reference: Personnel Number: Resource Name: Contract Number:

Operation Status: Field Worker: Created Date: Address: Max Results:

Search Reset

\* case sensitive search text

Items (5)

	Work Order	Operation	Operation Status	Operation Description	Customer Priority	Customer Work Category	Address	Actual Onsite Date	Actual Onsite Time
<input type="checkbox"/>	114642193	0010	Dispatched	EU05.001-PLUMBING-GAS HOTWATER SYSTEM	Routine	Requested	Plus Street, RAAP BASE EDINBURGH EDINBURGH S111 SA AU		
<input checked="" type="checkbox"/>	114642540	0010	Dispatched	EU05.006.001-FIRE EXTINGUISHERS PRINKLER	Routine	Requested	MARINER ROAD, RAAP BASE EDINBURGH EDINBURGH S111 SA AU		
<input checked="" type="checkbox"/>	114642543	0010	Dispatched	EU05.001-GEN-CARP DOOR/NON-AUTOL WINDING	Routine	Requested	Smithfield Avenue, RAAP BASE EDINBURGH EDINBURGH S111		

Send Email Accept

8. Click 'Accept' and the operation status will be changed from 'Dispatched' to 'Acknowledged'.

Work Order Manager

Dispatched

Work Order Number: Customer Reference: Personnel Number: Resource Name: Contract Number:

Operation Status: Field Worker: Created Date: Address: Max Results:

Search Reset

\* case sensitive search text

Items (5)

	Work Order	Operation	Operation Status	Operation Description	Customer Priority	Customer Work Category	Address	Actual Onsite Date	Actual Onsite Time
<input checked="" type="checkbox"/>	114642193	0010	Dispatched	EU05.001-PLUMBING-GAS HOTWATER SYSTEM	Routine	Requested	Plus Street, RAAP BASE EDINBURGH EDINBURGH S111 SA AU		
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Send Email Accept

# How to accept or reject work order



## How to reject work order?

Step	Instruction	Screen
1.	Open Google Chrome and go to <a href="https://www.connect.broadspectrum.com">www.connect.broadspectrum.com</a> , enter your username and password, then click 'Login'.	
2.	Click the 'Accept or Reject' tile.	
3.	Click on the work order number to reject.	

## How to accept or reject work order



4. Click on the operation.
- Note: there could be more than one operation to choose from. In this example, there is only Operation 10.

Work Orders

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 0939D0483  
 Equipment: 10234033 - Hot Water Unit Electrical-Domestic-No.01  
 Site Name: RAAF Base Edinburgh  
 Address: Pika Street, RAAF BASE EDINBURGH EDINBURGH S111 SA AU  
 Location:  
 Comments: 1

1 OPERATIONS 1 ATTACHMENT

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

5. Click the dropdown next to 'Status', then select 'Rejected'.

EU05.001=PLUMBING-GAS HOTWATER SYSTEM - 114642193 - 10

Current Status: Dispatched

Scheduled Start Date & Time: 5/14/19, 6:08 AM  
 Scheduled Finish Date & Time: 5/14/19, 7:44 AM  
 SLA Start Date & Time: 5/20/19, 3:37 PM  
 SLA Finish Date & Time: 6/10/19, 3:37 PM

\*Status: Enter New Status ...  
 Date / Time: Acknowledged  
 WorkOrder Operation Comments: Rejected

Here you are in Operation 10 and the operation status is Dispatched.

SERVICES 0 of 0 DOCUMENTS 2 ATTACHMENTS

Line	Service	Quantity Planned	Comments
10	PLUMBER WEEKDAY 30027196	1.600 H	
20	MATERIALS COST 51-100,AUD 30036471	1 EA	

6. You must enter a reason for rejecting the job. Click the dropdown next to 'Reason Code' and select the reason.

EU05.001=PLUMBING-GAS HOTWATER SYSTEM - 114642193 - 10

Current Status: Dispatched

Scheduled Start Date & Time: 5/14/19, 6:08 AM  
 Scheduled Finish Date & Time: 5/14/19, 7:44 AM  
 SLA Start Date & Time: 5/20/19, 3:37 PM  
 SLA Finish Date & Time: 6/10/19, 3:37 PM

\*Status: Rejected  
 Date / Time: 16/05/2019 15:31  
 WorkOrder Operation Comments: 1

\*Reason Code: Enter Reason  
 Auto Reject Click  
 Conflicting Task Schedule  
 Insufficient Info  
 Attending meetings  
 Manager Request  
 Material/Equipment Not Availab  
 Insufficient Resources  
 Do not cover this service  
 Incorrect Skill

SERVICES 0 of 0 DOCUMENTS 2 ATTACHMENTS

Line	Service	Quantity Planned	Comments
10	PLUMBER WEEKDAY 30027196	1.600 H	
20	MATERIALS COST 51-100,AUD 30036471	1 EA	

Subcontractor Portal – Instructions for vendors

# How to accept or reject work order



7. Click 'Save'.

EU05.001-PLUMBING-GAS HOTWATER SYSTEM - 114642193 - 10

Current Status: Dispatched

Scheduled Start Date & Time: 5/14/19, 6:08 AM

Scheduled Finish Date & Time: 5/14/19, 7:44 AM

SLA Start Date & Time: 5/20/19, 3:37 PM

SLA Finish Date & Time: 6/10/19, 3:37 PM

\*Status: Rejected

\*Reason Code: Insufficient Resources

Date / Time: 16/05/2019 15:31

WorkOrder Operation Comments

SERVICES

0 of 0 DOCUMENTS

2 ATTACHMENTS

Line	Service	Quantity Planned	Comments
10	PLUMBER WEEKDAY 30027196	1.600 H	
20	MATERIALS COST 51-106,AUD 30036471	1 EA	

Cancel

Save