

Important note:

- 1. Work order status is only updated at Operation level, not at work order header level.
- 2. When updating a status, both the status and the time stamp must be updated. Failure to enter the actual date and time could lead to a breach of the Service Level Agreement (SLA). This leads to you receiving Jeopardy Alerts.
- 3. Some status require a reason code, additional comments, supporting documents and photos.

Ste p	Instruction	Screen
1.	Open Google Chrome and go to <u>www.connect.broadspectrum.co</u> <u>m</u> , enter your username and password, then click 'Login'.	Broadspectrum × + C ☆ ☆ ♠ https://id.broadspectrum.com/idp/SSO.saml2 BROADSPECTRUM Infinite Solutions
		Authentication Required Please enter your network ID and password.
		Username Username Password Password Login Lost password! Click here for Home Page.
2.	You can update the work order status from any of the Work Orders	A Rome Home
	dashboard tiles, except the Completed tile.	Accept Or Reject Acknowledged Made Safe On-Site On-Hold Completed 1<1<1<1<1<1<1<1<1<1<1<1<1<1<1<1<1<1<1<
	In this example, click the 'Acknowledged' tile.	Work Orders Work Orders Work Orders Work Order Image:
3.	Click on the work order number.	Work Order Manager V Dispatched
		^ case sensitive search text Terms (5) to the search text text text text text text text tex
		Work Order Operation Status Operation Customer Customer Work Address Actual Onsite Date Actual Onsite Time alson Periority Category
		11464/2193 0010 Dispatched FUIJG SQ13FLUMB Routine Requested PHa Texe: Phat File: Ph
		114442540 0010 Dispatched EU03.006.001=FiR Requested MARINER ROAD, RAAF BASE > E: EXTINGUISHER.5 EDINBURCH PRINKLER EDINBURCH S111 SA AU >
		114642543 0010 Dispatched EU05.001=GEN- CARP- DOOR(PCM- AUTO),WINDOW, Requested Smithfeld Avenue, RAAF BASE >> DOOR(PCM- AUTO),WINDOW, EDMBURGH EDMBURGH S111 SA >
		114642545 0010 Dispatched EU05.001:rdEH- LOCKSMITH.RPL ACE LOCK Requested SMITHFIELD > AVENUE, RAAF ACE LOCK ASSE EDINBURGH EDINBURGH SIII SA AU SA
		114642559 0010 Dispatched EU03.007.001-FU Requested SMTH-FIELD > LL POL VARME, EL POL VARME, FOL VARME, Not Field VARME, SMTH-FIELD > SMTH-FIELD FOL VARME, EL POL VARME, EL POL VARME, SMTH-FIELD > SMTH-FIELD FOL VARME, EL POL VARME, EL POL VARME, SMTH-FIELD >

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4.	Click on the operation.	Work Orders ~ 116642193 / RAAF EU REPAIR HOT WATER - TEST ORDER
	Note: there could me more than	
	one operation to choose from. In	Customer Peference: 1000455890 Customer Priority: Routine
	this example, there is only	Customer Work Category: Requested Functional Location: AU-DEF-CN-EDP-0939-D0483-ESHYNW - HEATED WATER IN 0939/D0483
	Operation 10.	Equipment: 10234033 - Hot Water Unit-Electrical-Domestic-Ho.01 Site Name: RAAF Base Edinburgh
		Address: Pika Street, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU
		Comments
		1 1
		OPERATIONS ATTACHMENT
		Operations (1) No. Description Status Resource Name Scheduled Start Scheduled Finith SLA Start SLA Field
		EUGS 001-PEUMBING 10 -GAS HOTWITER Advinowledged
		SYSTEM
5.	Click the dropdown next to	Work Orders V
	'Status', then select the	EU05.001=PLUMBING-GAS HOTWATER SYSTEM - 114642199 10
	appropriate status.	
		Current Statu Achroxitedged Scheduled Start Date & Time: 514/39, 508 AM
		Scheduled Finish Date & Time: 514/19, 7:44 AM SLA Start Date & Time: 520/19, 337 PM Here you are in Operation 10
		SLA Finish Date & Time: 61019, 337 PM and the operation status is
		Date / Time: On-Hold
		WorkDrder Operation Comments: Unitate Rejected
		0 or 0 >> 2
		Line Service Quantity Planned Comments
		10 PLUMBER WEEKDAY 10 30027396 1600 H
		20 MATERIALS COST 51-100,AUD 1 EA
		Circle Same
6	In this example, the status is	C EU05.001=PLUMBING-GAS HOTWATER SYSTEM - 114642193 - 10
0.	'Onsite' You must select the date	
	and time you were actually onsite	Current Status: Acknowledged
	The date and time defaults to the	Scheduled Start Date & Time: 51/419, 608 AM Scheduled Finish Date & Time: 51/419, 7:44 AM
	real-time.	SLA Start Date & Time: 5/2019, 3:37 PM SLA Finish Date & Time: 6/2019, 3:37 PM
		*Status: Date / Time: 1805/2019.13.30 [0],
		WorkDrder Operation Comments: (May
		18 28 29 30 1 2 3 4 940 m 3 10 4 4 3 0 10 11 13
		SERVICES SLA DOCUMENTS 20 12 13 14 15 16 12 18 15
		Line Service 21 19 20 21 22 23 24 25 PLUMBER WEEKDAY 22 26 27 26 20 30 31 1 10 7
		x0 30027196 yn MATERIALS COST 51-100,AUD OK Cancel
		20 3003471
	Important note:	
	A work order can ao throuah	
	several status chanaes which all	
	impact the Service Level	
	Agreement (SLA).	
	(c) a second subscription dependent of the second state of the	
	some status transition requires	



dependent on work type. Some	0 Work Orders ∨ EU05.001=PLUMRING-GAS HOTWATER SVSTEM - 114442103 - 10
required information might includ	economic and unitarian and unitarian statem - tradeting - to
 Reason code for the chosen status Mandatory comments detailing the reason for choosing that status. This information is returned to 	Current Status: Acknowledged Schedulde Start Date Time: 9/24/39, 744 AA Schedulde Finish Date & Time: 9/24/39, 744 AA SLA Start Date Time: 9/20/39, 337 PM SLA Finish Date & Time: 9/20/39, 337 PM *Status: On+66/d V file Date Time: 1609/20/39 11:22 © WorkOrder Operation Comments:
the supervisor. 3. If the reason is an Extension of Time (EOT), you must specify the number of da you require the extension	VS 0 of 0 of 0 arD SERVICES SLA DOCUMENTS EDT Cherr Centractor Works Une Service Quantity Planned EDT Force Majeure 10 PLUMBER WEEKDAY 1.600 H 10 PLUMBER WEEKDAY 1.600 H 20 MATERIALS COST S1.100,AUD 1.EA 20 MATERIALS COST S1.100,AUD 1.EA
When the Complete status is	
chosen, you must:	
 4. Select the reason codes where applicable 5. Enter the actual date and 	Service Order: 114953866 Current Status: On-Site Scheduled Start Date & Time: Planned Price: \$1,210.00 Scheduled Finish Date & Time:
time the job was completed physically in order to not breach the Service Level Agreement (SLA) 6. Upload mandatory	SLA Start Date & Time: 13/04/2020 23:17 SLA Finish Date & Time: 04/05/2020 23:17 *Status: 000000000
documents 7. Enter the Asset ID if relevant	
 7. The following status require a reason code On Hold > Reason (eg. Extension of Time, Job scope changed etc) Rejected > Reason (eg. E not cover this service, insufficient resources etc. COMP > reason (eg. Additional works required No remaining work) 	*Status: Rejected *Reason Code: Enter Reason Ivit P/ Time: 18/05/2019 14:19 Co Auto Reject Click Conflicting Task Schedule Insufficient Info Attending meetings Manager Request Material/Equipment Not Availab Insufficient Resources Do not cover this service Dn-Site Don Site Donot cover this service Completed 6/10/19, 3:37 PM
the summary of all the reason codes to use.	

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	*Status: On-Hold v *Reason Code: Enter Reason
	Date / Time: 18/05/2019 14:20
	Comments: EOT Specialist Materials Regd
	EOT Unsafe Work Conditions
	EOT Specialist Resources Read
	EOT Other Contractor Works
	VTS ATTACHMENTS EOT Advance Notice
	FOT Force Majeure
	Status SLA Pronose Cancellation
	On-Site Pending Customer Approval
	Completed Escalated to Supervisor
	Acknowledged Incompanying Reprint
	Job Scope Change
	Service Order: 114953806
	Current Status: On-Site
	Scheduled Finish Date & Time: Planned Price: 31,210,00 Scheduled Finish Date & Time:
	SLA Start Date & Time: 13/04/2020 23:17
	SLA Finish Date & Time: 04/05/2020 23:17
	*Status: Complete *Reason Code: Inter Reason
	Exception Status No Remaining Work
9 Click (Savel	
8. Click save .	
	E002Y071=LF0WBIM0-0V2 H01M41EK 2121EW - 114045182 - 10
	Current Status: Acknowledged
	Scheduled Start Date & Time: 5/14/19, 6:08 AM
	Scheduled Finish Date & Time: 5/24/19, 7:44 AM SLA Start Date & Time: 5/20/19, 3:37 PM
	SLA Finish Date & Time: 6/10/19, 3:37 PM
	*Status: Onsite Date / Time: 17/05/2019.13.21
	WorkOrder Operation Comments:
	0 of 0 >> 2 SERVICES SLA DOCUMENTS
	Line Service Quantity Planned Comments
	PLUMBER WEEKDAY 10 11
	3002/106 MATERIALS COST 51-100,AUD
	20 30036471 1 EA 1



The following table provides a quick view of the status changes and conditions for a status. For some statuses, a Reason Code or other information is required.

	1	1
Status	Reason Code	Comments or additional
Acknowledged	N1/A	Polate to according the job and
Acknowledged	N/A	travelling to the job
		The SLA commence from date
		and time of acknowledgement
On-Site	NI/A	Arrived on site
In Progress		Work is in progress
Made Safe	N//A	Before completing the job, the site
		has been made safe.
On-Hold	Must be entered and the reasons	The work order has been
	may be:	acknowledged or you are onsite,
	The second sector sector set times	but you cannot progress the job
	Inese dre extension of time	due to the reason codes you have
	requests:	cnosen.
	- EOT Customer undvallable	The following information is
	- EOT Specialist Materials Requ	required:
		$- \Delta$ reason code must be
	- LOT Specialist Kesources Read	entered
	- FOI Other Contractor Works	 If an Extension of Time
	- FOI Advance Notice	is required, you must
	- EOT Force Majeure	enter:
		 the reason
	These are not extension of time	why in "EOT
	requests	Justification"
	- Propose Cancellation	This
	- Pending Customer Approval	information is
	- Escalated to Supervisor	seen by the
	 Inappropriate Planning 	Supervisor
	(Never use this reason code)	 the number of
	- Called to another Job	extension
	- Job Scope Change	days
		 If it is not an Extension
		of lime, you must enter:
		 In "Mandatory
		Comments"
		more
		justification for
		your choice.
		This
		information is
		seen by the
Deiested		Supervisor
κεμεστέα	Must be entered and the reasons	rou are onsite, but you cannot
	- Auto Reject Click (Neveruso	code you have entered
	- Auto Reject Click (Never Use	COUE YOU HUVE EITIETEU.
	- Conflicting Task Schedule	
	- Attending meetings	
	- Manager Request	

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Completed -Additional Works Required Scenario 1: The scope of work is physically completed, and the following information must be entered: - No remaining works - The actual completion date and time must be entered: - Where relevant, the asset ID must be entered - Where relevant, the asset ID must be entered - Where no asset ID is found, the 'Exception' must specify "unable to add asset" - The Asset Variation form must be attached - Mandatory documents must be attached - Mandatory documents must be attached		 Material/Equipment Not Available Insufficient Resources Do not cover this service Incorrect Skill 	
 Scenard D, Interscripter of work of this work order is physically completed but there is additional work identified. The following information must be completed: Select Reason code "Additional Works Required" the actual completion date and time must be entered Mandatory documents must be attached Photos must be attached Photos must be attached to support requirement for additional work. (Additional work is seen by the supervisor in the notification task and a new work order is raised) 	Completed	-Additional Works Required - No remaining works	 <u>Scenario 1</u>: The scope of work is physically completed, and the following information must be entered: the actual completion date and time must be entered where relevant, the asset ID must be entered where no asset ID is found, the 'Exception' must specify "unable to add asset" the Asset Variation form must be attached Mandatory documents must be attached Scenario 2: The scope of work of this work order is physically completed but there is additional work identified. The following information must be completed: Select Reason code "Additional Works Required" the actual completion date and time must be attached Mandatory documents must be completed: Select Reason code Additional Works Required" the actual completion date and time must be attached Mandatory documents must be attached Select Reason code "Additional Works Required" the actual completion date and time must be antered Mandatory documents must be attached Photos must be attached Photos must be attached to support requirement for additional work.