

Subcontractor Portal – Instructions for vendors

How to update work order status



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.

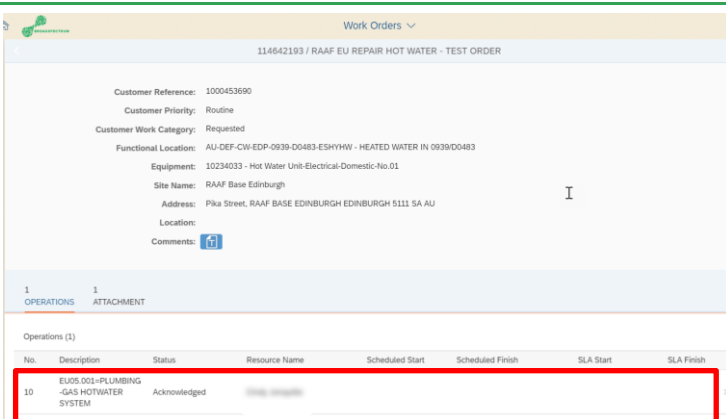
Step	Instruction	Screen																																																						
1.	<p>Open Google Chrome and go to www.connect.broadspectrum.com, enter your username and password, then click 'Login'.</p>																																																							
2.	<p>You can update the work order status from any of the Work Orders dashboard tiles, except the Completed tile.</p> <p>In this example, click the 'Acknowledged' tile.</p>																																																							
3.	<p>Click on the work order number.</p>	<table border="1"> <thead> <tr> <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>114642193</td> <td>0010</td> <td>Dispatched</td> <td>EU05.001-PLUMBING-GAS HOTWATER SYSTEM</td> <td>Routine</td> <td>Requested</td> <td>Pixia Street, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU</td> <td></td> <td></td> </tr> <tr> <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>MARSHER ROAD, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU</td> <td></td> <td></td> </tr> <tr> <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>114642545</td> <td>0010</td> <td>Dispatched</td> <td>EU05.001-GEN-LOCK(SMITH)REFL, 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>114642550</td> <td>0010</td> <td>Dispatched</td> <td>EU03.007.001-FUEL-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>	Work Order	Operation	Operation Status	Operation Description	Customer Priority	Customer Work Category	Address	Actual Onsite Date	Actual Onsite Time	114642193	0010	Dispatched	EU05.001-PLUMBING-GAS HOTWATER SYSTEM	Routine	Requested	Pixia Street, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU			114642540	0010	Dispatched	EU03.006.001-FIRE-EXTINGUISHER,S PRINKLER	Routine	Requested	MARSHER ROAD, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU			114642543	0010	Dispatched	EU05.001-GEN-CARP-DOOR(NON-AUTO),WINDOW,	Routine	Requested	Smithfield Avenue, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU			114642545	0010	Dispatched	EU05.001-GEN-LOCK(SMITH)REFL, ACE LOCK	Routine	Requested	SMITHFIELD AVENUE, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU			114642550	0010	Dispatched	EU03.007.001-FUEL-EL-POL REPAIRS/FUEL TANK,	Routine	Requested	SMITHFIELD AVENUE, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU		
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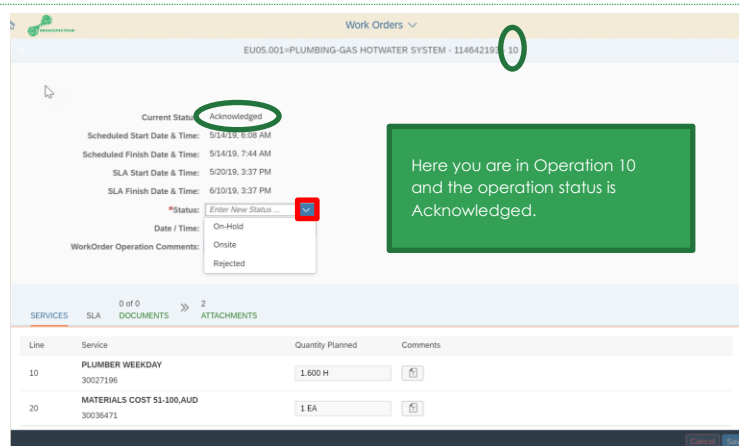
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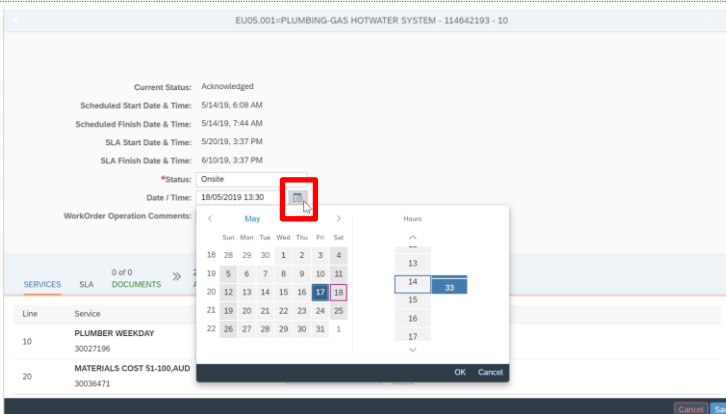
4. Click on the operation.
Note: there could be more than one operation to choose from. In this example, there is only Operation 10.



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



6. In this example, the status is 'Onsite'. You must select the date and time you were actually onsite. The date and time defaults to the real-time.



Important note:

A work order can go through several status changes which all impact the Service Level Agreement (SLA).

Some status transition requires supporting information and is

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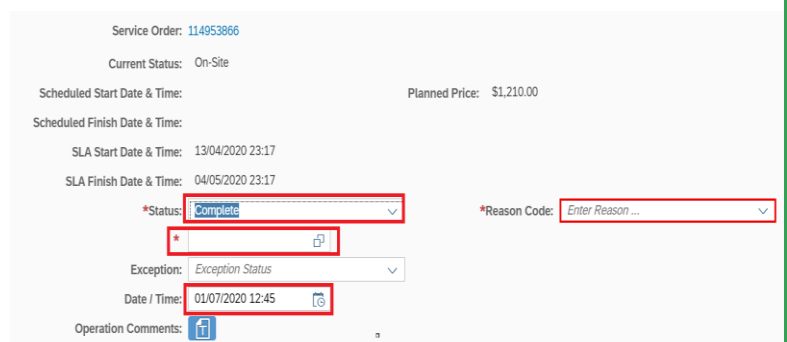
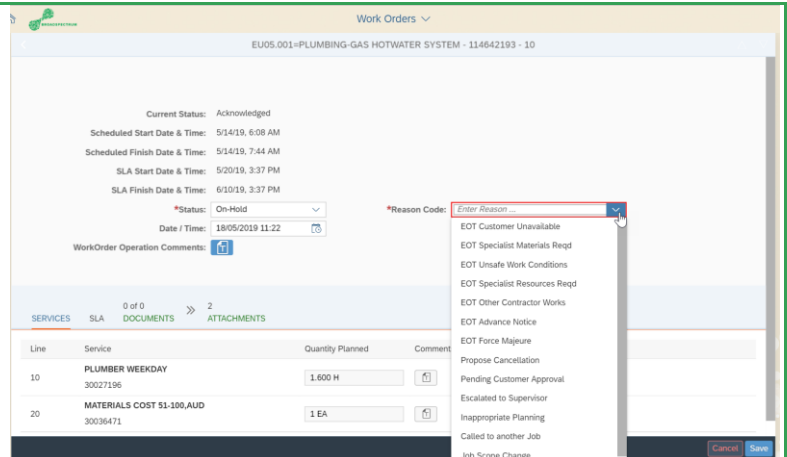


dependent on work type. Some required information might include:

1. Reason code for the chosen status
2. Mandatory comments detailing the reason for choosing that status. This information is returned to the supervisor.
3. If the reason is an Extension of Time (EOT), you must specify the number of days you require the extension.

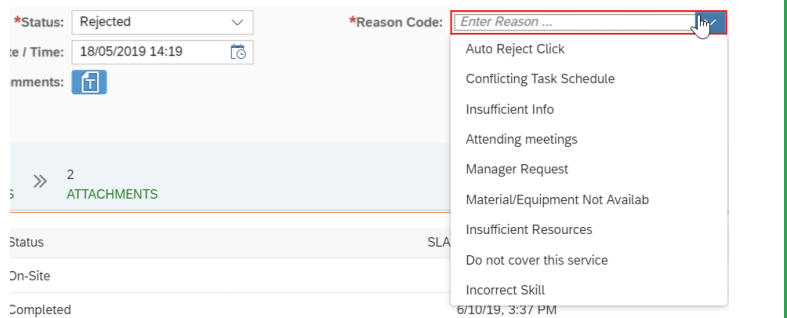
When the **Complete** status is chosen, you must:

4. Select the reason codes where applicable
5. Enter the actual date and time the job was completed physically in order to not breach the Service Level Agreement (SLA)
6. Upload mandatory 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. Do not cover this service, insufficient resources etc..)
 - COMP > reason (eg. Additional works required, No remaining work)

Refer to the table below to view the summary of all the reason codes to use.



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	<p>*Status: On-Hold</p> <p>Date / Time: 18/05/2019 14:20</p> <p>Comments: [Add Comment]</p> <p>NTS >> 2 ATTACHMENTS</p> <p>Status SLA</p> <p>On-Site</p> <p>Completed</p> <p>Acknowledged</p> <hr/> <p>Service Order: 114953866</p> <p>Current Status: On-Site</p> <p>Scheduled Start Date & Time: Planned Price: \$1,210.00</p> <p>Scheduled Finish Date & Time:</p> <p>SLA Start Date & Time: 13/04/2020 23:17</p> <p>SLA Finish Date & Time: 04/05/2020 23:17</p> <p>*Status: Complete</p> <p>*Reason Code: [Enter Reason ...]</p> <p>Exception: Exception Status</p> <p>[Enter Reason ...]</p> <ul style="list-style-type: none"> EOT Customer Unavailable EOT Specialist Materials Reqd EOT Unsafe Work Conditions EOT Specialist Resources Reqd EOT Other Contractor Works EOT Advance Notice EOT Force Majeure Propose Cancellation Pending Customer Approval Escalated to Supervisor Inappropriate Planning Called to another Job Job Scope Change <p>[Additional Work Required]</p> <p>[No Remaining Work]</p>												
<p>8. Click 'Save'.</p>	<p>EU05.001=PLUMBING-GAS HOTWATER SYSTEM - 114642193 - 10</p> <p>Current Status: Acknowledged</p> <p>Scheduled Start Date & Time: 5/14/19, 6:08 AM</p> <p>Scheduled Finish Date & Time: 5/14/19, 7:44 AM</p> <p>SLA Start Date & Time: 5/20/19, 3:37 PM</p> <p>SLA Finish Date & Time: 6/10/19, 3:37 PM</p> <p>*Status: Onsite</p> <p>Date / Time: 17/05/2019 13:21</p> <p>WorkOrder Operation Comments: [Add Comment]</p> <p>SERVICES SLA 0 of 0 DOCUMENTS >> 2 ATTACHMENTS</p> <table border="1"> <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>[Add Comment]</td> </tr> <tr> <td>20</td> <td>MATERIALS COST 51-100,AUD 30036471</td> <td>1 EA</td> <td>[Add Comment]</td> </tr> </tbody> </table> <p>[Save]</p>	Line	Service	Quantity Planned	Comments	10	PLUMBER WEEKDAY 30027196	1,600 H	[Add Comment]	20	MATERIALS COST 51-100,AUD 30036471	1 EA	[Add Comment]
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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.

Status	Reason Code	Comments or additional requirements
Acknowledged	N/A	Relate to accepting the job and travelling to the job. The SLA commence from date and time of acknowledgement.
On-Site	N/A	Arrived on site
In-Progress	N/A	Work is in progress.
Made Safe	N/A	Before completing the job, the site has been made safe.
On-Hold	<p>Must be entered and the reasons may be:</p> <p>These are extension of time requests:</p> <ul style="list-style-type: none"> - EOT Customer Unavailable - EOT Specialist Materials Reqd - EOT Unsafe Work Conditions - EOT Specialist Resources Reqd - EOT Other Contractor Works - EOT Advance Notice - EOT Force Majeure <p>These are not extension of time requests</p> <ul style="list-style-type: none"> - Propose Cancellation - Pending Customer Approval - Escalated to Supervisor - Inappropriate Planning <i>(Never use this reason code)</i> - Called to another Job - Job Scope Change 	<p>The work order has been acknowledged or you are onsite, but you cannot progress the job due to the reason codes you have chosen.</p> <p>The following information is required:</p> <ul style="list-style-type: none"> - A reason code must be entered <ul style="list-style-type: none"> o If an Extension of Time is required, you must enter : <ul style="list-style-type: none"> ▪ the reason why in "EOT Justification" This information is seen by the Supervisor ▪ the number of extension days o If it is not an Extension of Time, you must enter: <ul style="list-style-type: none"> ▪ In "Mandatory Comments" more justification for your choice. This information is seen by the Supervisor
Rejected	<p>Must be entered and the reasons may be:</p> <ul style="list-style-type: none"> - Auto Reject Click <i>(Never use this reason code)</i> - Conflicting Task Schedule - Insufficient Info - Attending meetings - Manager Request 	You are onsite, but you cannot continue the job due to the reason code you have entered.

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	<ul style="list-style-type: none"> - Material/Equipment Not Available - Insufficient Resources - Do not cover this service - Incorrect Skill 	
Completed	<ul style="list-style-type: none"> -Additional Works Required - No remaining works 	<p><u>Scenario 1:</u> The scope of work is physically completed, and the following information must be entered:</p> <ul style="list-style-type: none"> - 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 <p><u>Scenario 2:</u> The scope of work of this work order is physically completed but there is additional work identified. The following information must be completed:</p> <ul style="list-style-type: none"> - Select Reason code "Additional Works Required" - the actual completion date and time must be entered - Mandatory documents must be attached - Photos must be attached to support requirement for additional work. <p>(Additional work is seen by the supervisor in the notification task and a new work order is raised)</p>