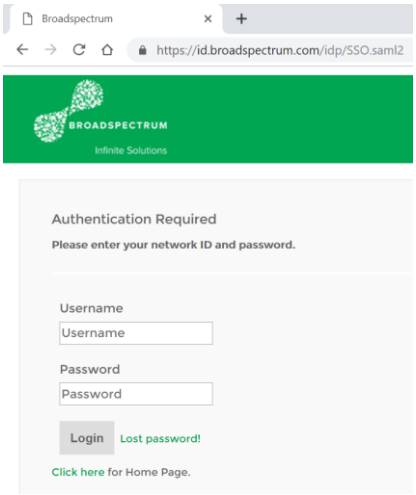
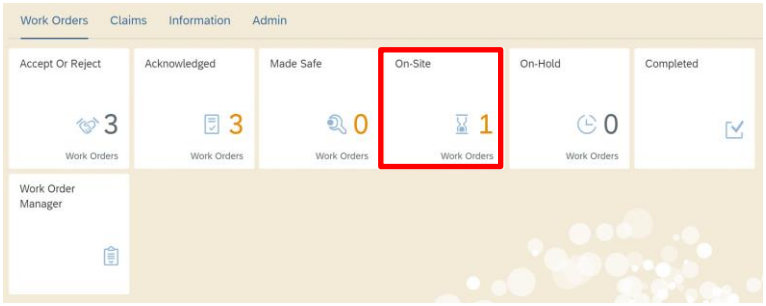
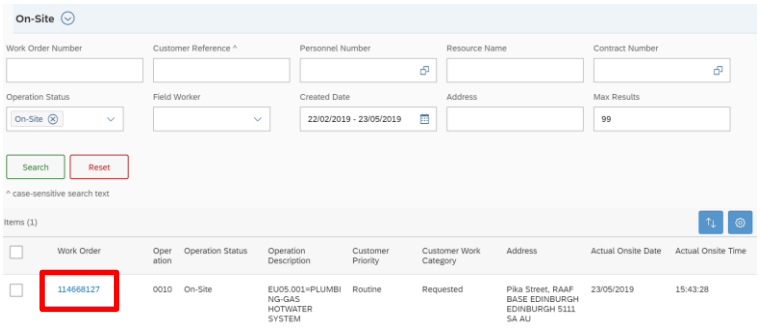
Subcontractor Portal – Instructions for vendors

How to raise an EOT (Extension of Time) Request

An EOT enables to extend the due date or the SLA so that the work can be completed within a new timeframe. Where the work cannot be completed within the initial due date, you must raise an EOT request. It enables the subcontractor to request a revised end date by applying for an extension of time.

The instructions below details how to raise an EOT request.

Step	Instruction	Screen
1.	Open Google Chrome and go to www.connect.broadspectrum.com , enter your username and password, then click 'Login'.	
2.	You can raise an EOT from the 'Acknowledged', 'On-site', 'On-Hold' tiles. In this example, click the 'On-Site' tile.	
3.	Click on the work order number to raise the extension of time.	

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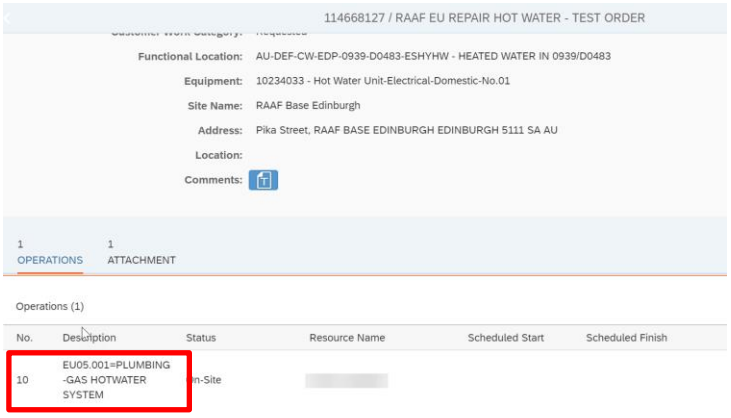
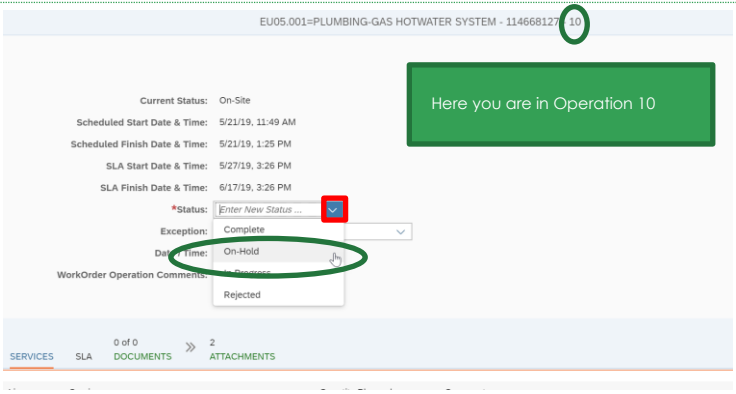
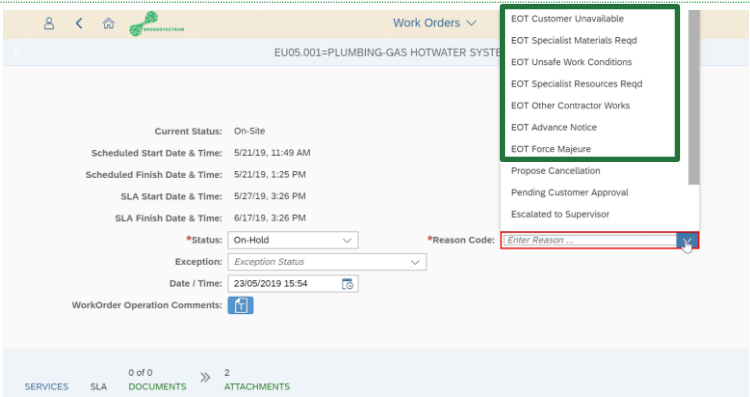
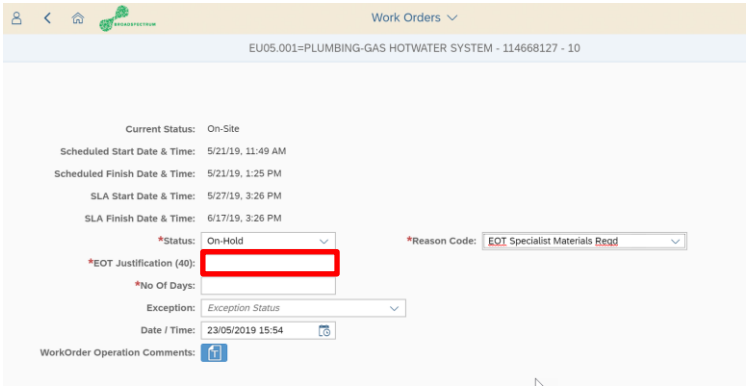
4.	Click on the operation. Note: there could me more than one operation to choose from. In this example, there is only Operation 10.	
5.	Click the dropdown next to 'Status', then select 'On-Hold'.	
6.	Additional information, such as the reason code must be entered. For Extension of Time, you can only select Reason Codes starting with 'EOT' and these are: - 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	
7.	In 'EOT Justification', Include: - Comments on why the EOT is needed - What will be done to complete the EOT These assist the supervisor with approval of the EOT.	

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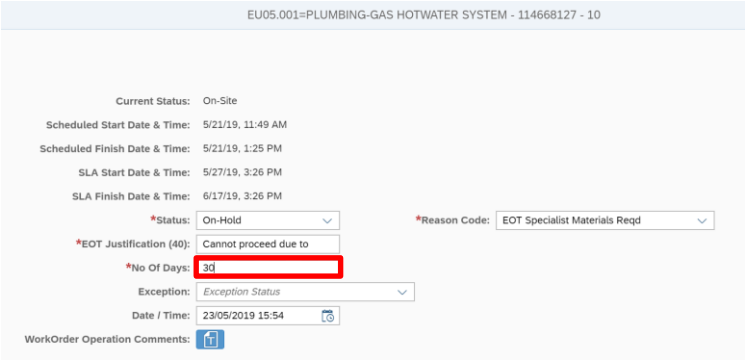
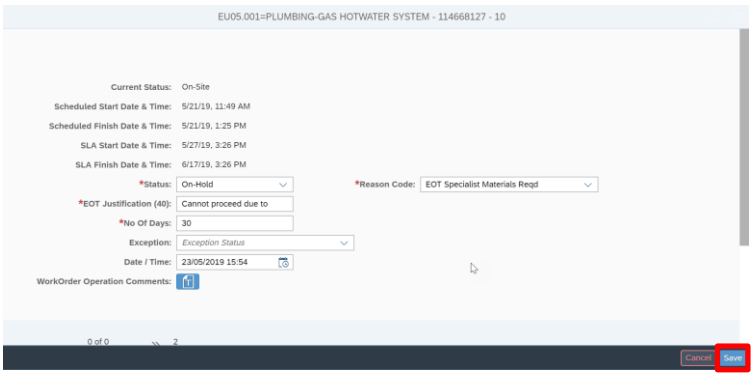
8.	In 'No of Days', enter the length of time in days you require an extension of the due date.	
9.	Click 'Save'.	

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