

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' files. In this example, click the 'On-Site' file.																			
3.	Click on the work order number to raise the extension of time.	<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>114668127</td> <td>0010</td> <td>On-Site</td> <td>ELOS 001*PLUMBI NG-GAS HOTWATER SYSTEM</td> <td>Routine</td> <td>Requested</td> <td>Pika Street, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU</td> <td>23/09/2019</td> <td>15:43:28</td> </tr> </tbody> </table>	Work Order	Operation	Operation Status	Operation Description	Customer Priority	Customer Work Category	Address	Actual Onsite Date	Actual Onsite Time	114668127	0010	On-Site	ELOS 001*PLUMBI NG-GAS HOTWATER SYSTEM	Routine	Requested	Pika Street, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU	23/09/2019	15:43:28
Work Order	Operation	Operation Status	Operation Description	Customer Priority	Customer Work Category	Address	Actual Onsite Date	Actual Onsite Time												
114668127	0010	On-Site	ELOS 001*PLUMBI NG-GAS HOTWATER SYSTEM	Routine	Requested	Pika Street, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU	23/09/2019	15:43:28												

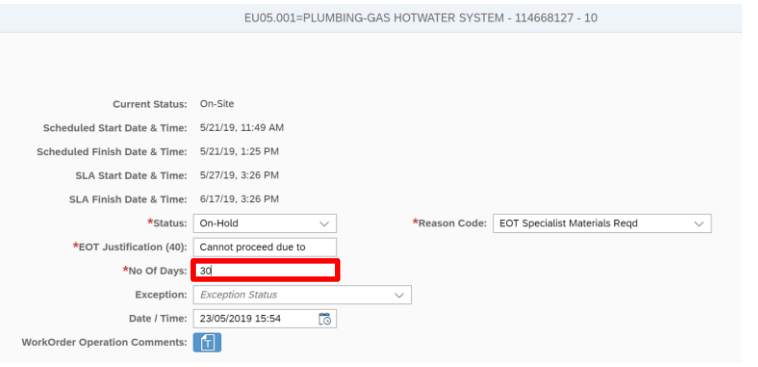
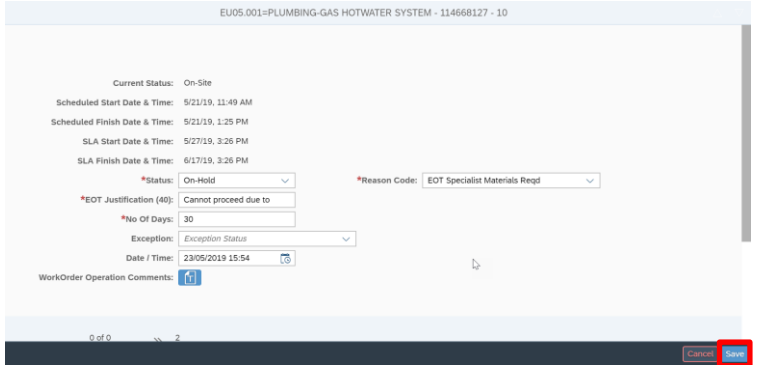
How to raise an EOT (Extension of Time) Request



<p>4. Click on the operation.</p> <p><u>Note:</u> there could be more than one operation to choose from. In this example, there is only Operation 10.</p>	
<p>5. Click the dropdown next to 'Status', then select 'On-Hold'.</p>	
<p>6. Additional information, such as the reason code must be entered.</p> <p>For Extension of Time, you can only select Reason Codes starting with 'EOT' and these are:</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>7. In 'EOT Justification',</p> <p>Include:</p> <ul style="list-style-type: none"> - Comments on why the EOT is needed - What will be done to complete the EOT <p>These assist the supervisor with approval of the EOT.</p>	

How to raise an EOT (Extension of Time) Request



<p>8. In 'No of Days', enter the length of time in days you require an extension of the due date.</p>	 <p>The screenshot shows a web form for an EOT request. The title is 'EU05.001=PLUMBING-GAS HOTWATER SYSTEM - 114668127 - 10'. The form includes fields for 'Current Status' (On-Site), 'Scheduled Start Date & Time' (5/21/19, 11:49 AM), 'Scheduled Finish Date & Time' (5/21/19, 1:25 PM), 'SLA Start Date & Time' (5/27/19, 3:26 PM), and 'SLA Finish Date & Time' (6/17/19, 3:26 PM). There are dropdown menus for '*Status' (On-Hold), '*Reason Code' (EOT Specialist Materials Reqd), and 'Exception' (Exception Status). A text field for '*EOT Justification (40):' contains 'Cannot proceed due to'. A text field for '*No Of Days:' contains '3d', which is highlighted with a red box. The 'Date / Time' is 23/05/2019 15:54. A 'WorkOrder Operation Comments' field is at the bottom.</p>
<p>9. Click 'Save'.</p>	 <p>This screenshot is identical to the one above, but with a red box highlighting the 'Save' button in the bottom right corner of the form. The 'No Of Days' field now contains '30'.</p>