

# How to review an EOT (Extension of Time) request response



A supervisor has responded to your EOT request, either by approving it or rejecting it. This instruction guides you to viewing the supervisor's response, which can be viewed in the **My Alerts** file.

Step	Instruction	Screen
1.	Open Google Chrome and go to <a href="http://www.connect.broadspectrum.com">www.connect.broadspectrum.com</a> , enter your username and password, then click 'Login'.	
2.	Click on the <b>Information</b> dashboard.	
3.	Click on the <b>My Alerts</b> file.  <u>Note:</u> In this example, there are three notification messages.	

# Subcontractor Portal – Instructions for vendors

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4. To find your work order, click



to sort by alert date.

On this screen, you can view the acceptance or the rejection of the EOT.

ALERTS (3)

REFRESH

**114668087 - RAAF EU REPAIR HOT WATER - TEST ORDER**  
 Operation: EU05.001-PLUMBING-GAS HOTWATER SYSTEM  
 Alert Date: 5/24/19, 3:42 PM  
 Cust.Category: Requested  
 Cust.Priority: 8  
 Hi Cindy Jonquille (13063047) Your EOT Request for a Defence job has been rejected. Order no : 000114668087/0010 Description : EU05.001-PLUMBING-GAS HOTWATER SYSTEM EOT Reason : EOT - Manually Rejected. Please login to the Work Order App to view details. Time : 24/05/2019 - 15:42:12 Please login to the Work Order App to view details. www.connect.broadspectrum.com

**114668127 - RAAF EU REPAIR HOT WATER - TEST ORDER**  
 Operation: EU05.001-PLUMBING-GAS HOTWATER SYSTEM  
 Alert Date: 5/24/19, 7:29 AM  
 Cust.Category: Requested  
 Cust.Priority: Routine  
 Hi Cindy Jonquille (13063047) Your EOT Request for a Defence job has been approved. Order no : 000114668127/0010 Description : EU05.001-PLUMBING-GAS HOTWATER SYSTEM EOT Reason : EOT - Manually Approve. Please login to the Work Order App to proceed with the job. Your service order will be refreshed with the new details and should be available for transacting within 24 hours. a href="www.connect.broadspectrum.com" www.connect.broadspectrum.com

**114668127 - RAAF EU REPAIR HOT WATER - TEST ORDER**  
 Operation: EU05.001-PLUMBING-GAS HOTWATER SYSTEM  
 Alert Date: 5/24/19, 7:26 AM  
 Cust.Category: Requested  
 Cust.Priority: Routine  
 Hi Cindy Jonquille (13063047) Your EOT Request for a Defence job has been approved. Order no : 000114668127/0010 Description : EU05.001-PLUMBING-GAS HOTWATER SYSTEM EOT Reason : EOT - Manually Approve. Please login to the Work Order App to proceed with the job. Your service order will be refreshed with the new details and should be available for transacting within 24 hours. a href="www.connect.broadspectrum.com" www.connect.broadspectrum.com

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5. The rejection or the acceptance of an EOT is found under 'Reason Code'.

Important notes:

If the reason code is a rejection, the 'Current Status' stays at **On-Hold**, so that the work order does not get reallocated to another subcontractor.

From the **My Alerts** tile you can proceed to status changes for an EOT rejection.

If the reason code is an acceptance, the 'Current Status' changes to **Planned**. (You see the Planned status in the **My Alerts** tile, but when the scheduler re-dispatches it to you, the status is changed to **Acknowledged** and you will be able to find the work order in the **Acknowledged** file.

To view supervisor comments, in this case why it was rejected, click WorkOrder Operation Comments.


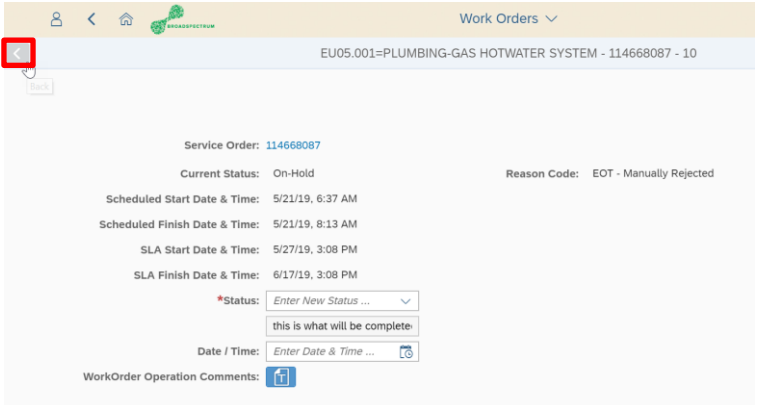

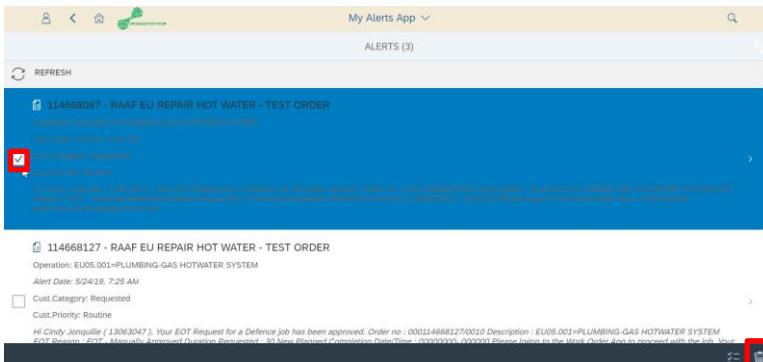
This screen below is showing an EOT rejection

This screen below is showing the acceptance of an EOT

6. After reviewing the Supervisor comments, click **OK**.

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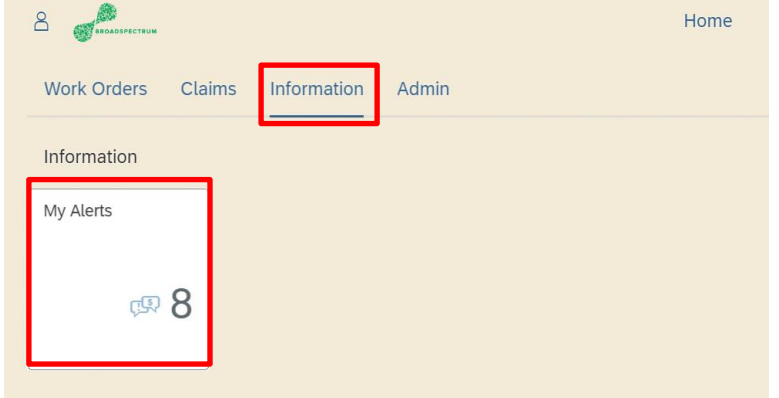
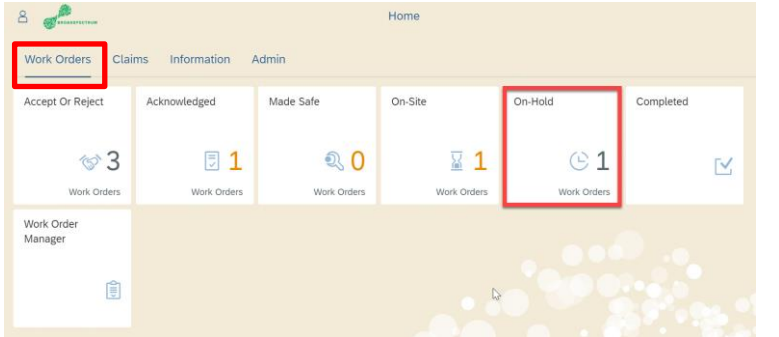


<p>7.</p>	<p>Click  (Top left-hand corner) to return to the previous screen.</p> <p>The next step is to delete the alert you just viewed.</p>	 <p>The screenshot shows the 'Work Orders' page for 'EU05.001=PLUMBING-GAS HOTWATER SYSTEM - 114668087 - 10'. A red box highlights the back arrow icon in the top left corner of the page header.</p>
<p>8.</p>	<p>To delete an alert, click on the work order tickbox, then click  Delete.</p>	 <p>The screenshot shows the 'My Alerts App' with a list of alerts. A red box highlights the delete icon (trash can) at the bottom right of the page.</p>

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## How to proceed when a work order is rejected?

9.	How to proceed when a work order is rejected? see below:
10.	<p>To proceed with a rejected work order you have two choices:</p> <p><u>Option 1:</u> go to the <b>Information</b> dashboard and click the <b>My Alerts</b> tile to proceed with the work order status changes.</p> <p><u>Option 2:</u> go to the <b>Work Orders</b> dashboard and click the <b>On-Hold</b> tile to proceed with the work order status changes.</p>
 <p>Option 1</p>  <p>Option 2</p>	

# How to review an EOT (Extension of Time) request response



## How to proceed when a work order is accepted?

1.	How to proceed when a work order is accepted? see below:	
2.	To proceed with an accepted EOT, go to <b>My Alerts</b> tile and find your work order.	
3.	<p>The current status should display <b>Acknowledged</b>.</p> <p>From here, if the work order has been re-allocated to you again, you can proceed to the status change.</p> <p>Where the EOT Reason Code is either <b>specialist resource required</b> or <b>Other contractor works</b>, the work order may be allocated to another vendor.</p> <p>However, sometimes, as per this example, the current status may display <b>Planned</b>.</p> <p>This means the order has still not been re-dispatched and auto-acknowledged. You must contact your supervisor so the status can be changed to <b>Acknowledged</b>.</p>	