

How to flag work order as Completed



Before saving a work order as status 'Complete', the following checks must be done:

<p>Where a work order is related to a piece of equipment, have you recorded the asset number? Refer to document Record Defence Asset ID</p>
<p>If no asset number can be found in the Subcontractor Portal, have you attached the Asset Variation Form (or the Equipment Form)? Refer to document Record Defence Asset ID</p>
<p>Have you entered the actual physical completion date? (backdating may be required). <u>Note</u> if this is not done, a breach of the Service Level Agreement (SLA) or Due Date is flagged. Refer to below instructions</p>
<p>Where an Extension of Time (EOT) is required, have you raised an extension of time request by choosing status "On-Hold"? Refer to document How to raise an EOT (Extension of Time) Request Or refer to video How to raise an EOT Request.</p>
<p>Where additional work is required on this job, have you flagged it in the current work order so that a new work order is created to capture the scope of the new work required? Refer to document How to request additional work on an existing work order? or refer to video How to request additional work on an existing work order?</p>

Once you have completed the above checks, then follow the instructions below.

Step	Instruction	Screen
1.	Open Google Chrome and go to www.connect.broadspectrum.com , enter your username and password, then click 'Login'.	

Subcontractor Portal – Instructions for vendors

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<p>2. In this example, we click on the 'On-Site' tile to find our desired work order.</p>																			
<p>3. Click on the appropriate 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 C</th> </tr> </thead> <tbody> <tr> <td>114642193</td> <td>0010</td> <td>On-Site</td> <td>EU05.001=PLUMBING-GAS HOTWATER SYSTEM</td> <td>Routine</td> <td>Requested</td> <td>Pika Street, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU</td> <td>17/05/2019</td> <td>11:31:00</td> </tr> </tbody> </table>	Work Order	Operation	Operation Status	Operation Description	Customer Priority	Customer Work Category	Address	Actual Onsite Date	Actual C	114642193	0010	On-Site	EU05.001=PLUMBING-GAS HOTWATER SYSTEM	Routine	Requested	Pika Street, RAAF BASE EDINBURGH EDINBURGH 5111 SA AU	17/05/2019	11:31:00
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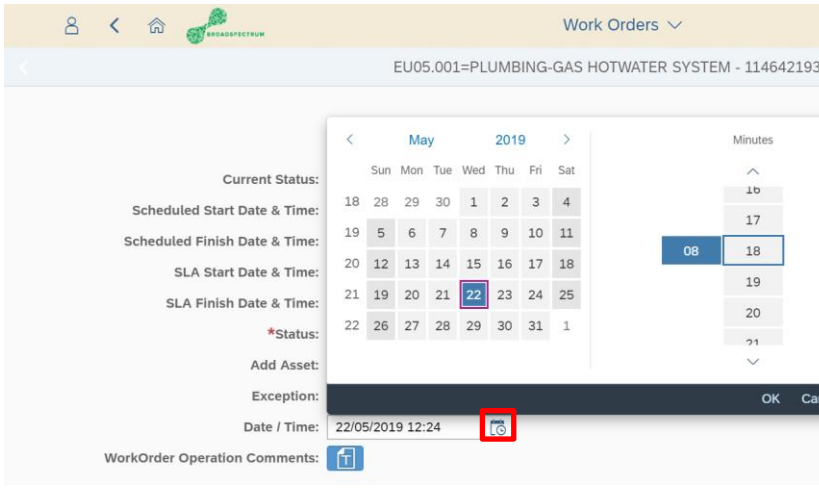

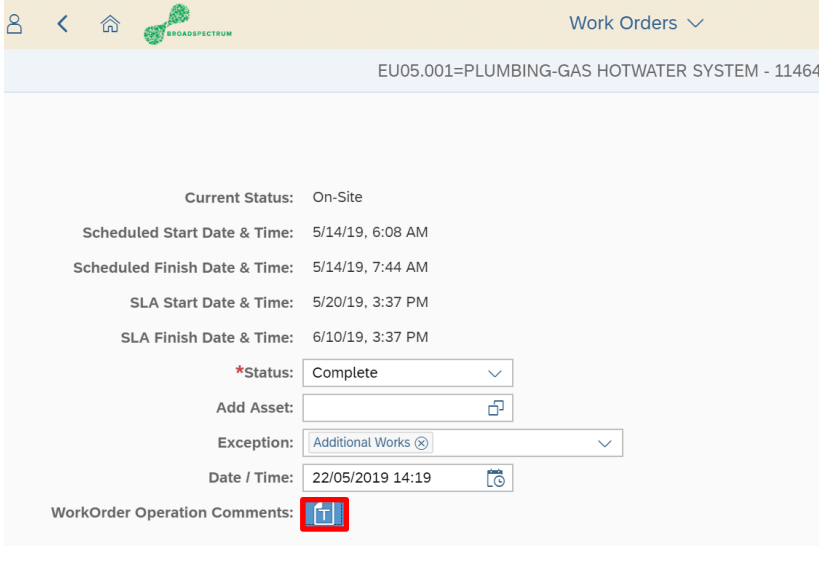
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<p>5. In the 'Status' dropdown, select the 'Complete' status.</p>	<p>The screenshot shows a work order for 'EU05.001=PLUMBING-GAS HOTWATER SYSTEM - 114642'. The current status is 'On-Site'. A dropdown menu is open for the '*Status:' field, with 'Complete' highlighted. Other options include 'On-Hold', 'In Progress', and 'Rejected'. The 'Exception:' field is currently empty.</p>
<p>6. <u>Note 1:</u> Additional fields such as Add Asset and Exception display.</p> <p><u>Note 2:</u> Where an equipment is to be specified, ensure you add an equipment in 'Add Asset'. This step is not demonstrated in this document, but refer to document Record Defence Asset ID</p> <p><u>Note 3:</u> Where additional work is to be specified, ensure you flag this 'Exception'. This step is not demonstrated in this document, but refer to document How to request additional work on an existing work order?</p>	<p>The screenshot shows the same work order with the status set to 'Complete'. The 'Add Asset:' field is highlighted with a red box, showing a plus icon. The 'Exception:' field is also highlighted with a red box, showing a dropdown menu with 'Exception Status' selected. The 'Date / Time:' field is set to '09/07/2019 06:35'.</p>

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<p>7. Ensure you enter the ACTUAL date and time the work order was physically completed by clicking  in 'Date/Time'.</p>	
<p>8. In 'WorkOrder Operation Comments', click  to add more information if required.</p>	
<p>9. Click SAVE.</p>	