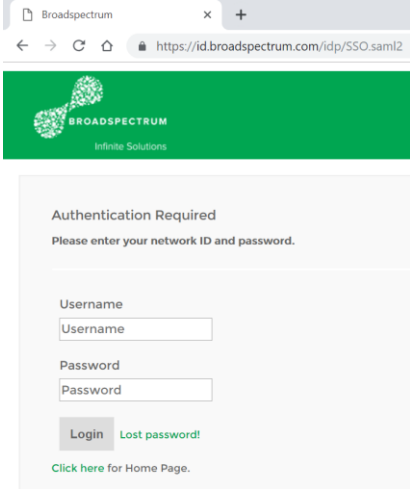
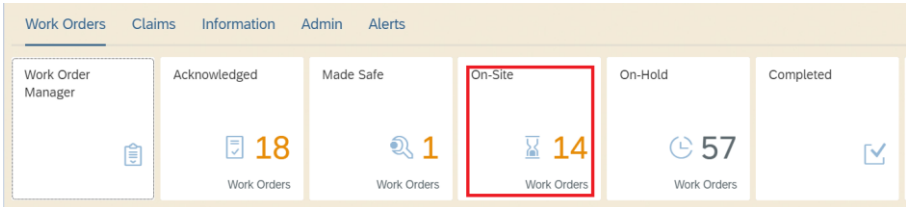


How to request additional corrective work on an existing work order- new process



Sometimes, on existing work orders, the scope is only to maintain the existing equipment. However, while on-site, you may have identified other issues that require additional corrective work. How to manage this?

1. You must set the status of the existing work order to 'Complete' and at the same time you will have the option to flag the additional work required (Refer to steps below on how to do this) and enter comments.
2. The Supervisor will receive this information and initiate a new work order to be created to capture the scope of the additional work.
3. Do not claim or capture your time for the additional work on the existing work order. These must be captured on the new work order.
4. You can flag the additional work at the following statuses: On-site, In Progress, and Complete

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>Note: You can flag the additional work at the following status: Complete</p> <p>In this example, we are flagging the additional work at completing the work order. So we click on the 'On-Site' file.</p>	



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<p>3. Click on the appropriate work order number</p>	<table border="1"> <thead> <tr> <th>Work Order</th> <th>Operation Status</th> <th>Customer Priority</th> <th>Resource Name</th> <th>Personnel Number</th> <th>Customer Reference</th> <th>Customer Work Category</th> <th>Functional Location</th> <th>Equipment Number</th> <th>Equipment Description</th> <th>Actual Onsite Date</th> <th>Actual Onsite Time</th> <th>Planned Completion Date</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/> 125890891</td> <td>On-Site</td> <td>Routine</td> <td>yubrAe ireC</td> <td>13041546</td> <td>2002038540</td> <td>Planned</td> <td>AU-DEF-CW-MAR-0669-A0301-ESHVAD</td> <td>11377085</td> <td>FBI(supply air for AHU1-1)</td> <td>24/06/2020</td> <td>00:13:49</td> <td>11/06/2020</td> </tr> </tbody> </table>	Work Order	Operation Status	Customer Priority	Resource Name	Personnel Number	Customer Reference	Customer Work Category	Functional Location	Equipment Number	Equipment Description	Actual Onsite Date	Actual Onsite Time	Planned Completion Date	<input checked="" type="checkbox"/> 125890891	On-Site	Routine	yubrAe ireC	13041546	2002038540	Planned	AU-DEF-CW-MAR-0669-A0301-ESHVAD	11377085	FBI(supply air for AHU1-1)	24/06/2020	00:13:49	11/06/2020
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<p>5. In the 'Status' dropdown, select the 'Complete' status.</p> <p>Note: You can flag the additional work at the following status: Complete</p> <p>Note: Where an equipment is to be specified, ensure you add an equipment in 'Add Asset'. This step is not demonstrated in this document, but there is another document you can refer to.</p>	<p>Service Order: 125890891</p> <p>Current Status: On-Site</p> <p>Scheduled Start Date & Time:</p> <p>Scheduled Finish Date & Time:</p> <p>SLA Start Date & Time: 24/06/2020 00:13</p> <p>SLA Finish Date & Time: 11/06/2020 00:21</p> <p>*Status: <input type="text" value="Enter New Status ..."/></p> <p>Exception: Complete</p> <p>Date / Time: On-Hold</p> <p>Operation Comments: In Progress, Rejected</p>																										

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<p>6. Click the 'Reason Code' dropdown, and select from options</p> <ul style="list-style-type: none"> -No further works required - Non-critical defects identified -Critical defects identified 	
<p>7. Ensure you enter the ACTUAL date and time the work order was completed by clicking  in 'Date/Time'.</p>	
<p>8. In 'Reason Comments', click  to add more information on the additional work required. The comments are mandatory for additional works.</p>	

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9. In the comments box, enter the details of the corrective action. Please provide as much information as possible. This information is viewable by the supervisor. Then click **OK**.

A screenshot of a "Comments" dialog box. It has an orange header with the word "Comments" in white. Below the header is a large, empty text input area. At the bottom of the dialog, there are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a red rectangular border.

10. CLICK on '**SUBMIT**'

A screenshot of a service order details page. The page displays various fields for a service order with ID 125952865. The current status is "On-Site". It shows scheduled start and finish dates, SLA start and finish dates, and a status of "Complete". There is a "Reason Code" dropdown menu set to "Non-Critical Defect Identified". At the bottom of the page, there is a navigation bar with icons for "SERVICES", "SLA", "DOCUMENTS", and "ATTACHMEN...". The "ATTACHMEN..." icon is highlighted with a red rectangular border.