

SWAP User Guide – Vendor Administrator + Technician

ANZ-GTS-SI-2005



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1.0 Definitions

Term	Definition
Corrective Work Required	If a technician is on a preventative maintenance (PM) run and Identifies an issue that needs to be fixed while on site or moving forward then you will need to obtain the detail or the works that need to be conducted and enter it within this field.
CXC	Customer Experience Centre
ESI	Essential Site Information
Future Works Required	If a technician attends site and makes safe, conducts work however there are future works to be conducted or a quote needs to be conducted then this is where you need to enter the future works information.
Hazard Identified	If a hazard has been identified while on site then a description of the hazard needs to be documented within the Hazard Identified field.
PRA	Pre-Start Risk Assessment
PTW	Permit to Work
Registered Technician	Approved as a competent and qualified technician within the SWAP app
Responsible Person	Person with supervisory or management responsibility for the technician such as an Area Supervisor or the Vendor Administrator
SWAP	Safe Work Assurance Platform
SWAP Vendor Administrator Portal	The vendor administrator and technician has access to the portal
Technician	The contractor company's registered technician, worker or subcontractor
Vendor Administrator	The contractor company administrator for SWAP i.e. the SWAP system and issuing work orders

2.0 Access

To access the SWAP Vendor Administration/Technician Portal, go to <u>http://www.cushwakeswap.com</u> and use your login details.

As a SWAP Vendor Administrator, you can:

- Receive Cushman & Wakefield work orders
- Invite technicians to register to SWAP
- Upload technician and worker qualifications on behalf of the technician/worker
- Manage and assign work orders to technicians, workers and subcontractors

As a SWAP Technician, you can:

- Register with SWAP
- Upload your current qualifications
- Update your profile

2.1. Browser Requirements

There are minimum Browser requirements. You will need:

- Microsoft Internet Explorer (10 or above),
- Microsoft Edge (3 or above),
- Mozilla Firefox (48 or above),
- Google Chrome (Windows and Mac).

2.2. Help

If you are having issues using the SWAP Vendor Administration Portal, go to the SWAP Engagement Portal at <u>www.cushwakeswap.com.au</u> and check the FAQ section to see if your query can be resolved.



If your query cannot be found, please contact

- In Australia email <u>au.swap@cushwake.com</u>. For urgent questions only please call 1300 149 286.
- In New Zealand email <u>nz.swap@cushwake.com</u>. For urgent questions only please call 0800 888 068.

In the body of the email, write down the issue and include screen shots where possible, and include your best contact details.

3.0 Background

All contractors (technicians, workers, and subcontractors) performing work for Cushman & Wakefield to our various clients use the SWAP system for work order management.

The Contractor Company's Vendor Administrator will invite all their technicians, workers and subcontractors to SWAP. The technicians, workers and subcontractors then register in SWAP and enter their competencies.

When the Cushman & Wakefield Customer Experience Centre raise a work order, it is sent directly to the contractor company's SWAP Contractor Portal, which is managed by the Vendor Administrator. The Vendor Administrator will allocate the job to a qualified registered technician. The job is accepted through the SWAP app by the technician, who completes the job using the app. If a technician's qualifications are expired, they will not be able to be allocated the work by the Vendor Administrator until they upload current qualifications.

Only when the technician closes a work order in the SWAP app can the Vendor Administrator invoice Cushman & Wakefield.

4.0 SWAP Engagement Portal

The SWAP Engagement Portal at <u>www.cushwakeswap.com.au</u> is your one stop shop for information regarding SWAP. Please bookmark this site and check often for updates. We will inform you when there are major updates to SWAP, and will have the updated information ready in this portal for your reference. Use the Menu tab on the top right hand corner to easily navigate around the portal.

Please use the Engagement Portal for:

- View latest news
- Downloading current User Guides
- Viewing current FAQ
- Contacting us with any issues, questions, or other non-urgent queries

	Abou	Menu	
About SWAP	User Guides	FAQs	Contact Us

The Cushman & Wakefield Safe Work Assurance Platform (SWAP) is a mobile application that integrates safe systems of work as part of a work order management solution. SWAP replaces current paper forms with one handy app that allows contractors to:

- Receive and close work orders
- Complete pre-start risk assessments
- Request and receive approval for permits to work
 Collect asset information
- Collect asset information
- Manage qualification, licence and certification expiration dates
 Assurance only competent and qualified technicians complete jobs
- Complete service delivery commentary against the asset including any future maintenance recommendations

SWAP manages contractors, technicians and workers on an individual level. The application requires each technician and worker to register and then record all qualifications relating to their job and skill set, which will allow them to be allocated work orders directly relevant to their skill level. SWAP registration is also required for subcontractor companies and their technicians or workers.

SWAP shows all current valid qualifications for each technician and worker at the time of allocating the job. Expired qualifications will need to be updated in the system to enable the technician or worker to be allocated further work. In this way, SWAP provides employers with an easy way to keep track of their technicians' and workers' qualifications.

How does SWAP work?

When a work order is raised by the Cushman & Wakefield Operations Centre (call centre), it is sent directly to the contractor company's SWAP Contractor Portal, who will then allocate the job to a qualified technician or worker. The job is accepted through the SWAP app by the technician or worker, who completes the job using the app.



5.0 Registration Process

5.1. Vendor Administrator invited to SWAP

Cushman & Wakefield will invite the Contractor Company Contact (Vendor Administrator) via email to register in SWAP. You will need to use a computer or laptop to register. Once registered you can invite additional Vendor Administrators for your company, if required. This may include administrators in your various branches (see <u>Invite More Vendor Administrators</u>).

You will receive an email invitation, which contains attachments with further information. Click on the link in the email, which will take you to the SWAP Vendor Administrator Portal to complete your registration. At the registration screen, input contact phone details and create a password for your login.

Û	5553468
ſЪ	Bill Whites Electrics & Refrigeration
	41159025635
2	PO Box 914 , Emerald 4720 QLD AU
	cwswaptest+azkaisplumbing@gmail.com.au
·	Azkals Plumbing
\$	phone no
m	Australia/Sydney -
ð	password
ß	password confirm
	cknowledge that I will only assign work orders to trained and competent workers and a worker's competencies will be verified prior to the allocation of a work order.
W	ork also as a technician?
0	ot out of expiring competencies emails?

At this stage, you must acknowledge that as a Vendor Administrator you will only assign work orders to trained and competent workers, and that a worker's competencies will be verified prior to the allocation of a work order.

5.2. Registering as a VA + Technician

If you also work for the vendor as a technician, when you register for SWAP, select 'work as a technician also'. This will allow you to use SWAP as a technician. You will then be asked to enter your competencies. See <u>Adding My Competencies</u>.

5553468					
Bill Whites Electrics & P	Refrigeration				
41159025635					
PO Box 914 , Emerald	4720 QLD AU				
cwswaptest+azkalsplun	nbing@gmail.com.au				
Azkals Plumbing					
b phone no					
Australia/Sydney					
password					
a password confirm					
I acknowledge that I will ompetencies will be verifie Work also as a technicia	ed prior to the allocation		npetent workers an	d that a worker's	
Opt out of expiring comp Competencies	etencies emails?				
Active Competencies					
	License No	Acquired At	Expires At	Country	Added At
Туре					
Type Please add a competency					



5.3. Adding My Competencies

If you have selected that you are also working in SWAP as a technician, you will be asked to add in your competencies before you complete your registration. To do this, click on the Competency button at the bottom of the registration screen

5553468												
Lh Bill Whites Electrics &	Refrigeration											
41159025635												
PO Box 914 , Emerald	1 4720 QLD AU											
Cvssvaptest+azkalsplumbing@gmail.com.au												
Azkals Plumbing												
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mpetencies will be verifi Work also as a technicia Opt out of expiring com Competencies Active Competencies Type	ied prior to the allocation an? petencies emails? License No	i of a work order.			Added							

Fill in the Add Competency form. You will need to enter your name, competency information for the work you perform, and **issue date** or **expiry date** listed. If your competency does not have either an acquired date or an expiry date please select the relevant Not Applicable field.

Competencies include:

- licences
- qualifications
- induction records
- certificates, e.g. white card (construction), first aid etc.
- checks, e.g. police check, working with children etc.
- any other records required by the client or by your trade

Click Add Competency to submit the competency. If you have multiple competencies, click on the Competency button again to fill in details for the new competency.

Do not click 'Register' until your competencies have been added, otherwise you may be ineligible to receive work.

Once your competencies have been added, you will see your full list of competencies under 'Competencies'. Then click Register to complete your registration. Once you have done this, you are now registered to receive work orders via SWAP.

Note: Please ensure **all** relevant licences, certificates and qualifications are current and have been provided to your employer/contracting company.

			×
	Add Co	ompetency	
Aust	ralia	-	
Regi	on/State	•	
Plea	se select	•	
	license no		
曲	Date acquired	Not Applicable	
₿	Expiry date	□ Not Applicable	



(1) 5:	553468					
Св в	ill Whites Electrics & Refr	igeration				
4	1159025635					
2 P	O Box 914 , Emerald 472	0 QLD AU				
a 0	wswaptest+azkalsplumbin	ng@gmail.com.au				
2 A	zkals Plumbing					
S pl	hone no					
II A	ustralia/Sydney					
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I ackr mpete Work Opt o Com	nowledge that I will only encies will be verified p also as a technician? ut of expiring compete petencies. tive Competencies	prior to the allocati	ion of a work order	r.		

5.4. **Competencies**

You will need to ensure that all competencies are valid and up to date at all times to be eligible to receive work orders.

Note: If one or more of your licences are expired, you will be disqualified from receiving works.

Your competencies will be broken up into 3 tables:

• Active Competencies:

This tab will list all your current active licences. Whenever you add a new competency or renew an old competency, they will be listed here. You can <u>retire</u> or <u>renew</u> competencies from this tab.

Comp	petencies:					
Active Competencies		Retired Competencies H		Historical Competencies		
	Туре	License No	Acquired At	Expires At	Country	Added At
2 ©	Cushman & Wakefield Induction	5754389	19/01/2021	17/07/2025	VIC, Australia	18/01/2021
		+ Comp	etency	Update		

• Retired Competencies:

This tab will list all competencies that you have marked as retired. These can be renewed at any time if required.

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Number: ANZ-GTS-SI-2005

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Retired At

17/03/2021

Comp	petencies:					
Act	tive Competencies	Retired Competenc	eies Historical Compete	encies		
	Туре	License No	Acquired At	Expires At	Country	Added At
0	[Other Plumbing Licence] Plumber	39944855	01/02/2017	N/A	VIC. Australia	20/06/2017

Publish Date: 12-Jan-21

e e e e e e e e e e e e e e e e e e e		Update	

Historical Competencies:

This tab will list all previous version of competencies which have been renewed.

ompetencies:								
Active Competencies	Retired Compet	encies	Historical Compet	encies				
Туре	License No	Acquired	l At	Expires At		Country	Added At	Replaced At
[Other Plumbing Licence] Plumber	39944855	01/02/20	17	N/A		VIC, Australia	20/06/2017	17/03/2021
			+ Competency		Lindate			
			+ Competency		Update			

5.4.1.Adding New Competencies

To add a new competency, you will need to select the yellow ^{Competency} button and fill out all of the fields. Note that if your competency does not have an Acquired Date or Expiry Date you will need to select Not Applicable for this date.

		×
Au	ustralia	•
R	egion/State	•
PI	ease select	•
at the second	license no	
É	Date acquired Date acquired	
É	Expiry date Not Applicable	

5.4.2. Renewing an Expired or Retired Competency

If you have a competency that has expired or that you have a new competency for you will need to renew this. To renew a competency, you will need to select the $\stackrel{\frown}{\circ}$ beside the expired or retired comptency and add in your new expiration dates.



Renew Competency					
Australia					
VIC					
Cushman & Wakefield Induction					
123]				
Date acquired Ox Not Applicable					
Expiry date Not Applicable					

5.4.3.Retiring a Competency

If you have competency on your list that you are not intending to renew or no longer required you should retire this. To Retire a competency, you will need to select \bigcirc beside the competency needing to be retired and select confrim on the populatore. This competency will then be moved to the 'Retired Competencies' Tab, where it can be renewd if required.



Mandatory Competencies: Some clients are set up to have Mandatory Competencies. This means that you will be ineligible to receive work orders for a client if you do not have all of their Mandatory Competencies. These competencies are always being updated. To find out what competencies are mandatory for a client that you service, please speak with your Facilities Managers.

Note: Vendor Admins will need to approve any competency changes before technicians can be assigned work orders. Refer to section Reviewing Competencies for instructions on how to do this.

6.0 SWAP Vendor Administrator Portal Overview

6.1. Portal Navigation

Once you have logged into the SWAP Contractor Portal, you will be presented with the main screen.





You will see the following tiles:

•

- My Vendor Admins: Where you can invite additional administrators
 - My Sub Contractor Admins: Where you can invite subcontractor vendor administrators
- My Technicians: Where you can invite technicians, workers and subcontractors
- My Work Orders: where you can view, accept and assign work orders to technicians
- My Profile: Where you can update your personal profile in SWAP

On the left hand side bar there are several icons that contain the same links as the main tiles. If you click on the double arrows, it will expand the selection to view each available link:



6.2. Updating your Profile

In the SWAP Contractor Portal, click on the icon 'My Profile' at any time to update your personal information, enable work as a technician, and your competencies.



You can update:

- Name
- Phone Number
- Password
- Elect to work in SWAP as a technician
- Add competencies

CUSHMAN & WAKEFIELD

â		Profile						
R		Azkais Plumbing						
ġ		Cwswaptest+azkals						
2		phone no Australia/Sydney						
		change password confirm password						
•		Work also as a techn						
»	1.11	Opt out of expiring co Competencies: Active Competencies	mpetencies emails? Retired Competencies	Historical Compete	incles			
		Туре	Licen	nse No Acquir	ed At Expire	s At Count	ry Added At	and the second s
		BP Induction	8541	13212 10/12/2	2018 30/11/	2020 VIC. /	Australia 10/12/201	8
	-			+ Competency	Update			100

7.0 Invite Additional Vendor Administrators

Your business may require more than one Vendor Administrator. Cushman & Wakefield issues an invitation to one Vendor Administrator per company. Once the Vendor Administrator has registered in SWAP, they can invite more Vendor Admins for your business. Note that all Vendor Admins have the same access and views.

Invite a Vendor Admin by clicking on the My Vendor Admins tab.

			L Acme VA2	🕄 Logout
â	Home			
R	Invite Vendor Admin			
¢	Invite Sub Contractor			
2	Invite Technician	My Vendor Admins My Sub Contractor My Work Orders		
	Work Orders	Admins		
•	Profile			
»	Collapse	My Technicians My Profile		

Add the vendor admin name and email address and select 'invite user'. You can only invite one Vendor Admin at a time. To Select Branch, see <u>Allocating Vendor Branches to New Vendor Administrators</u>

BS\					Logout
ñ	Vendor Admins			🛃 csv	Filter Results
₽. 	Vendor Admin Name	Email	Confirm Email	Select tranch	R Invite User
۵	Branch	Vener Statis	the day of day	Status	Action
Ŧ	John's Electrical (NSW) - 1234568	John's Electrical Vendor Number: 1234567 Tax ID: 12345678910	Demo VA demova@gmail.com	User Registered: 20 Jul 2017 12:37	🖉 Edit User



7.1. Allocating Vendor Administrators to Vendor Branch/es

The Vendor Branch function allows Vendor Administrators to filter work orders received by branch (a region or area determined by your company) rather than all work orders allocated to the vendor company. You can allocate multiple Vendor Branches to one Vendor Administrator. The Branch list is based on branches identified in RapidGlobal, or where indicated during the Cushman & Wakefield contractor registration process.

While it is not mandatory to allocate Vendor Branches to your Vendor Administrators, it provides you with greater visibility of the specific work orders allocated to you, providing you better efficiency when to assigning work orders to technicians.

7.1.1.How Vendor Branches Work

In the example, Company XYZ has three branches – Branch A, Branch B and Branch C:

Y = can view work order N = cannot view work order							
	VA No Branches	VA allocated Branch A	VA allocated Branch C	VA allocated Branch B and C	VA allocated Branch A and B		
Work order issued to Branch A	Y	Y	Ν	Ν	Y		
Work order issued to Branch B	Y	Ν	Ν	Y	Y		
Work order issued to Branch C	Y	Ν	Y	Y	Ν		

7.1.2. Allocating Vendor Branches to Existing Vendor Administrators

Note: These instructions are for adding branches to Vendor Administrators already invited to SWAP

To allocate Branches to a Vendor Administrator, go to My Vendor Admins and select Edit User next to the Vendor's name.

BS\					VA 🕂 Logout
ñ	Vendor Admins			ப் csv	Filter Results
Ro	Vendor Admin Name	Email	Confirm Email	Select branch	
₽₀					Regional Invite User
	Branch	Vendor Details	Vendor Admin	Status	Action
Ŧ	John's Electrical (NSW) - 1234568	John's Electrical Vendor Number:1234567 Tax ID:12345678910	Demo VA demova@gmail.com	User Registered: 20 Jul 2017 12:37	Edt User
»	John's Electrical (SA) - 1234561 John's Electrical (TAS) - 1234569 John's Electrical (VIC) - 1234562	John's Electrical Vendor Number: 1234567 Tax ID: 12345678910	Demo VA2 Demova2@gmail.com	User Registered: 20 Jul 2017 11:52	Lett User
	John's Electrical (ACT) - 1234563 John's Electrical (NSW) - 1234568	John's Electrical Vendor Number: 1234567 Tax ID: 12345678910	Demo VA3 Demov3a@gmail.com	User Registered: 20 Jul 2017 11:51	Lett User

Click on the the Select Branch field to choose the branches to allocate





	Edit Vendor Admin User
	1234567
	b John's Electrical
	12345678910
3	1234566 - John's Electrical (QLD)
	PO Box 12, Sydney 2000 NSW AU
	demova@gmail.com
	L Demo VA
	S 0411111111
	Delete User 💾 Update User

To select multiple, click in white area of the Select Branch field again and choose another branch



To remove a branch, click on the x next to the Branch to be removed. When done, click Update User

7.1.3. Allocating Vendor Branches to New Vendor Administrators

Note: These instructions are for adding branches to Vendor Administrators who are being invited to SWAP for the first time

₿S\					Logout €
ñ	Manada ya Andresiya a			ter and the second s	Filter Results
R	Vendor Admins				
2	Vendor Admin Name	Email	Confirm Email	Select branch	hvite User

Enter the Vendor Admin's full name, email address, and confirm email address. To allocate a branch, click on Select branch and choose from the dropdown list. To add multiple branches, click in the field again to bring up and dropdown menu to select another branch.

8.0 Invite Technicians and Workers

To invite all your technicians and workers to SWAP, click on My Technicians.





Add the technician's full name and email address. You have the option of checking the "Technician can only view work order assigned to them" checkbox. See <u>Technician can only view work order assigned to them checkbox</u> for more info. Select Invite User.

₽SV					👤 VA CMC 🛛 🗗 Logout
â	Technicians		🛃 Bulk Upload 🛃 Add Licenses	ture de la constante de la co	Filter Results
Ro	Full Name	Email	Â	Confirm Email	
	Technician can only view work	corders assigned to them.			Contraction Invite User
	Name	Email	Details	Status	Action
٠	Test Tech 2 I Ponly assigned WO visible	cwswaptest+CMCTech4@gmail.com	phone: cw:	Pending Registration Email Sent: 04 Dec 2016 21:56	Edit User
»	New Tech	cwswaptest+CMCnewTech@gmail.com	phone: 023487624 cw: cw23948724	Approval Pending User Registered: 14 Dec 2016 15:31	Edit User Edit User Review

On the right of the screen of each technician at any time you can:

- Edit user update the technician user details and settings
- **Resend** the invitation for those technicians who have lost the registration email
- **Review** technician competencies

Once invited, the technician will appear in the list below, with a status of 'Pending Registration'. Once the technician has completed registration, it will change to 'Approval Pending'. When the VA has completed Review, it will change to 'Approved'.

Action C Edit User Resend C Edit User C Edit User Review

8.1. Review Competencies

Once a technician has uploaded their competencies, the vendor administrator reviews and approves them to enable the technicians to be allocated work. Click on the Review button next to the technician's name.

<	Andrew Miller	cwswaptest+andrøwmiller@gmail.com	phone: cw:	Approval Pending User Registered: 07 Dec 2018 09:53	Edit User Review
	BillWhites Tech	cwswaptest+billwhitestech@gmail.com	phone: cw:	Approved User Registered: 29 Nov 2018 10:36	Edit User View

Review the competencies and approve if legitimate.



Act	ive Competencies R	etired Competend	cies His	torical Compete	encies	
Θ	Туре	License No	Acquired At	Expires At	Country	Added At
2 0	Cushman & Wakefield Induction	12345678	17/03/2021	30/07/2025	VIC, Australia	17/03/2021

Once approved the status will be updated to 'Approved'.



Note: When a technician uploads new or updated competencies, the vendor administrator needs to review them before they are able to allocate jobs to the technician.

8.1.1.Notification of Updated Competencies

When a technician updates their competencies, you will receive a notification to alert you to review the new competency.

SWA	SWAP Status change for technician AndrewCMC Beale 🔤 🖉					
-	SWAP via cushwakeswap.com to me 👻	Feb 22 (1 day ago) 📩 🔺	*			
	Technician AndrewCMC Beale has either added new competencies or has no valid competencies in SWAP. Please review your technician status in your SWAP portal. PLEASE DO NOT REFLY TO THIS AS CLISHMAN & WAKEFIELD will not neceive your small. This is an unmonitored email address and your email will not reach a valid Cushman failure to redirect your query in line with the instructions above will result in Cushman & Wakefield being unable to action your request. Thank You Administrator Cushman and Wakefield	& Wakefield system or employee.	Α			

8.2. Technician Only Views Assigned Work Orders Feature

To enable technicians to only view work orders assigned to them by a vendor administrator, check "Technician can only view work order assigned to them". If this has not been checked, they will be able to see all work orders issued to the vendor company under the Check In/Out tile on the app. This is useful for technicians working afterhours or on call.

Name	•	
Email		
Technician can only view work orders assigned to them.		

For afterhours shifts, this checkbox should be unchecked to access all work orders. This can be changed via the technician profile on the Vendor Portal see <u>After Hours Work Order Assignment</u>

8.2.1.After Hours Work Order Assignment

To enable a technician to view all work orders issued to a vendor company for an afterhours/on call shift, the Vendor Administrator must log onto the SWAP Portal and go to My Technicians.



BS					👤 VA CMC 🛛 🗗 Logout
Â	Technicians	ط	Bulk Upload 🛃 Add License	es 🛃 CSV	Filter Results
Ro	Full Name	Email	6	Confirm Email	
2	Technician can only view w	ork orders assigned to them.			See Invite User
	Name	Email	Details	Status	Action
٩	Test Tech 2 P Only assigned WO visible	cwswaptest+CMCTech4@gmail.com	phone: cw:	Pending Registration Email Sent: 04 Dec 2016 21:56	Edit User
>>	New Tech	cwswaptest+CMCnewTech@gmail.com	phone: 023487624 cw: cw23948724	Approval Pending User Registered: 14 Dec 2016 15:31	Edt User

Find the technician (tip: use the <u>Filter Results</u> button) and click on the Edit User button. Check the "Technician can only view work order assigned to them" checkbox, and click Update User.

542013	Edit Technician User
Ē	5542981
541	Emil Mackertich
	cwswaptest+intertech13@gmail.com
~	041111111
⁶⁴² 🗅 🖬	12345
	× Aus Post Onsite Tech (VIC)
h 1543 (1011	× CWAU FM Services Pty Ltd (VIC) × CWAU FM Services Pty Ltd (SA)
	Technician and to them
	the state of the s
543D14	Delete User 💾 Update User

When the technician's shift has ended, follow the same instruction as above to change the tech's access back to assigned work orders only.

8.3. How to Invite Technicians for Multiple ABN Vendor Companies

If your company operates across multiple ABN, each ABN is set up as a different Vendor Company in the SWAP system. A technician that has been invited to one Vendor Company can be invited to another. Invite the technician as per the instructions in <u>Invite Technicians and Workers</u>. When a technician has previously been invited and registered into SWAP, the following message appears after you click 'Invite'.

Technicians	🛃 Buik Upload 🛃 Add Licenses 🛃 CSV 🏹 Filter Results
Technician already exists, and the user is now added to the vendor.	
L Full Name	Confirm Email
Technician can only view work orders assigned to them.	🔓 Invite User

The technician has now been added to your vendor company, and the tech does not need to reregister. To be able to allocate work to the technician, you still need to approve their competencies. Find them in your technician list and click on 'Review' to review their competencies.

ACME Tech3	cwswaptest+acmetech3@gmail.com	phone: 04978624 cw: cw237623	Approved User Registered: 23 Dec 2016 10:44	Edit User View
ACME Tech2	cwswaptest+acmetech2@gmail.com	phone: 0411111111 cw: 43432423	Approval Pending User Registered: 23 Dec 2016 09:54	Edit USS Review



If the technician requires additional competencies to be allocated jobs for your ABN, please inform the technician so they can upload the required competencies.

8.4. Adding Technicians to Vendor Branches

If you are a Vendor Administrator who has been allocated to a Vendor Branch, technicians you invite will only be visible for that Branch. Vendor Administrators in other Branches will not be able to see or allocate jobs to that technician. Only a Vendor Administrator with no allocated branches can view them. If the Vendor Admin also allocates the technician to another branch will that Vendor Admin be able to see the technician under their list.

How Vendor Branches work: In the example, Company XYZ has four branches – Branch A, Branch B, Branch C, Branch D:

Y = can view technician N = cannot view technician

	VA – no branches	VA allocated Branch A only	VA allocated Branch C only	VA allocated Branch B & C	VA allocated Branch A & B	VA allocated Branch D only
No branch VA invites techs	Y	Y	Y	Y	Y	Y
Branch A VA invites techs	Y	Y	Ν	Ν	Y	Ν
Branch C VA invites techs	Y	Ν	Y	Y	Ν	Ν
Branch B and C VA invites techs	Y	Ν	Y	Y	Y	Ν
Branch A and B VA invites techs	Y	Y	Ν	Y	Y	Ν
Branch D VA invites techs	Y	Ν	Ν	Ν	Ν	Y

8.4.1.Adding Technicians from other Branches to your Branch

To assign work to a technician from another branch, contact that Branch Vendor Administrator. They will edit the technician's profile and add the new branch to the technician, which will allow you to see them in your branch.



Search through the list of technicians for the tech who will be on call. (Tip: use the <u>Filter Results</u> button to search for the name). When you have found the tech, click on the Edit User button next to their name.

Click in the Branches field and select the new branch from the dropdown list (see <u>Adding Technicians to Vendor Branches</u>) When done, Update User.



542,013	Edit Technician User	
<u>e</u>	5542981	
542	Emil Mackertich	
	cwswaptest+intertech13@gmail.com	
~	041111111	
542	12345	
n 542	CWAU FM Services Pty Ltd (VIC) CWAU FM Services Pty Ltd (SA)	
	Technician can only don work orders assigned to them	
543 014	Delete User Update User	

8.5. Bulk Invite Technicians and Workers to SWAP

To bulk invite technicians, go to My Technicians. At the top right of the screen you will see a Bulk Upload button. Click on this to download the .csv file required to fill in technician information.

₿S'				👤 VA CMC 🛛 🕂 Logout
â	-	,↓, Bulk Upload	↓, Add Licenses ,↓, CSV	Filter Results
•	Technicians	Bulk Upload	Add Licenses	
A	L Full Name	Email	Confirm Email	
2	\square Technician can only view work orders assigned to the	em.		Provide User

Choose Download Template to download the template to your desktop.

JIIIIGIANS		Bulk Up	load Tech	nicians		
Full Name			1 Primioau tempiato			
Technician can only view work orders assi	igned to them.		🛨 Template			Invite User
			2. Chocco file to import			
ne	Email		Browse			ction
nelo Reimmer	jiangti+CarmeloReimmer		3. Submit			Edit User
		Name a	and a valid email are rec	luired.		

Download the file to your desktop

2	Commondino		Bulk Upload Techn	icians		
			1. Download template			
		rders assigned to them.	🛃 Template			Devite User
			2. Choose file to import			
	Name	Email	Browse	Details		Action
		jiangti+CarmeloReimmer	3. Submit	phone: exe		Z Edit User
			Name and a valid email are requir	ed.		
		jiangti+BernieKirks@chocks	cues con au	cw:		Edit User
				phone: cw:		C Edit User
				phone: cw:		Edit User
		cwswaptest+acmetech4@gmai	l com	phone:	Pending Registration Email Silve	Edit User
		Do you want to open or save Technicians.csv	(34 bytes) from swapuat.tiks.com.au?	Open	Save Cancel ×	(c) Record € 100% ▼

Fill out the technician details in the Excel spreadsheet and save. Then go back to the Portal page to import the file

янныана		Bulk U	pload Techn	nicians		
Full Name			1. Download template			
Technician can only view work orders ass	igned to them.		Template			
			2. Choose file to import			
ne	Email		3. Submit	Details		
melo Reimmer	jiangti+CarmeloReimmer		Ттрол	phone:		
				C145		
		Name	e and a valid email are requi	rea.		

Click on Import to submit the file. It will send out registration invitations to all technicians listed within the file.

		Bulk Upload Technicians		
Full Name		1. Download template	Confirm Email	
Technician can only view work orders ass	igned to them.	↓ Template		
		2. Choose file to import		
ne	Email	Browse	Status	
melo Reimmer	jiangt+CarmeloReimmer	Name and a valid small are required.	Pending Registration Email Sont: 12 Apr 2017 19:51	

8.6. Approving Technician and Worker Competencies

Once a technician is registered and has uploaded their qualifications, the Vendor Administrator must review and approve it to complete the technician's registration. Go to My Technicians to view technicians with Approval Pending.

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₿SW		IMAN & EFIELD				👤 Bill Whites 📲 Logout
Â	Technici	ans		e e	ulk Upload 🛃 Add Licenses	CSV Filter Results
R	L Full Name		Email		Confirm Email	
¢3	Technician	can only view work orders assigned to them.				26 Invite User
₽₀	Branch	Name	Email	Details	Status	Action
		Mark Smith	cwswaptest+marksmith@gmail.com	phone: cw:	Approval Pending User Registered: 10 Dec 2018 13.51	Edit User
• »		Andrew Miller	cwswaptest+andrewmiller@gmail.com	phone: cw:	Approved User Registered: 07 Dec 2018 09:53	Cal User

To conduct the review, simply click on Review to review the compentencies the technician has uploaded

			Compe	etencies		tininad <u>i</u> s
Active C	Competencies	Retired Competer	ncies Histor	ical Competencies		
Û	Туре	License No	Acquired At	Expires At	Country	Added At
Û	BP Induction	85413236	10/12/2018	29/10/2024	AUSTRALIA, VIC	10/12/2018
			✓ App	prove		

If the compentencies are correct, click approved. Now the technician can be assigned work orders.

9.0 Invite Subcontractor Admins

Inviting a Subcontractor Admin allows you to allocate work to your subcontractors. The Subcontractor VA registers and then invites all their technicians. They can manage the work order via their own SWAP Vendor Admin Portal. The original VA will still have visibility over the work order while it is subcontracted out. Once the work order is closed, it will close in both portals. To invite a subcontracting company, select My Sub Contractor Admins on the dashboard



Fill out the Sub Contractor Vendor (Company) Name, the name of the nominated Sub Contractor Vendor Administrator and their email address. Click Invite User to send them an invitation



SWAP CUSHMAN & WAKEFIELD 👤 Acme VA2 🛛 📲 Logout Â <u>ئ</u>ل csv ү Filter R **Sub Contractors** 2 😥 Email Confirm Email Sub Contractor Vendor Name Sub Contractor Administrator 🂫 Invite User **D** 2 Vendor Details Sub Contractor Status Action Email Sent: 11 Oct 2017 10:14 From the block Jenny Vendor Number: 5002999 - 4435 @gmail.con From The Billabong Vendor Number: 5002999 - 6592 User Registered: 18 Oct 2017 09:17 Mat ilda mitchell.gee@cushwake.com » cwswaptest+joesubby@gmail.com Technician Joe Subcontractor Subcontracting Company Ltd Vendor Number: 5002999 - 7126 User Registered: 30 Oct 2017 13:17

9.1. Subcontractor Vendor Admin Dashboard

			ot 👤	be Subcontractor
0		0		
Ŭ ⊕		₩		
My Vendor Admins	My Work Orders	My Technicians		
—				
My Profile				

Note: Subcontractor Admins follow the same instructions as listed in the Vendor Administrator User Guide for all tasks. However, if a work order has been subcontracted, it cannot be subcontracted to another subcontractor.

10.0 Manage Work Orders

To manage your work orders, click on the My Work Orders icon.

					ACME VA2	Cogout
Â	Home					
8	Invite Vendor Admin	_	_			
2	Invite Technician					
E	Work Orders	My Vendor Admins	My Technicians			
•	Profile					
»	Collapse					
		My Work Orders	My Profile	Longe and		

The Work Order screen main view:



SV	VAP	cu w	SHMAN & KEFIELD									Acme VA2 🗧 Logout
Â	Wc	ork Oi	der								🛃 csv	Filter Results
R	Selec	t Action		•	🖉 Submit							
Ċ		WO Number	Client	Location	Location Address	Location State	Wo Type (RM/PM)	Vendor Branch	Site Contact Name	Site Contact Phone Number	Description	
2		9240161	Aurizon	North Goonyella Network Corridor,	Blair Athol/Gregory to Hay Point	QLD North Goonyella, 4744	Reactive Maintenance	ACME Demo Vendor	Aurizon	03 8413 5400	test test	
		9240159	Aurizon	North Goonyella Network Corridor,	Blair Athol/Gregory to Hay Point	QLD North Goonyella, 4744	Reactive Maintenance	ACME Demo Vendor	Aurizon	03 8413 5400	test test	
»		7895585	Westpac Banking Corporation	Cheltenham Southland,	Shop 2062 , Westfield Shopping Centre , 1239 Nepean Highway	VIC Cheltenham, 3192	Preventative Maintenance				MAINTENANCE - 3 MONTHLY	
		7892435	Westpac Banking Corporation	Dandenong Dandenong Plaza SC,	Sh 123/4/5 Dandenong Plaza	VIC Dandenong, 3175	Preventative Maintenance				CLEANING - GENERAL - 1 WEEKLY	

10.1. In-House Work Order Management (No Subcontracting)

10.1.1. Assign a Work Order to a Technician

Once a work order is accepted you can assign the work order to a technician. Only registered technicians or workers with up to date competencies can be allocated a work order. To assign a work order, select the work order:

BS	WAP	Sur Sur	SHMAN &									👤 Acme VA2 🛛 🕂 Logout
ñ	Work Order											Filter Results
₽₀	Selec	t Action		•	Z Submit							
ġ		WO Number	Client	Location	Location Address	Location State	Wo Type (RM/PM)	Vendor Branch	Site Contact Name	Site Contact Phone Number	Description	
<u></u>	V	9240161	Aurizon	North Goonyella Network Corridor,	Blair Athol/Gregory to Hay Point	QLD North Goonyella, 4744	Reactive Maintenance	ACME Demo Vendor	Aurizon	03 8413 5400	test test	
		9240159	Aurizon	North Goonyella Network Corridor,	Blair Athol/Gregory to Hay Point	QLD North Goonyella, 4744	Reactive Maintenance	ACME Demo Vendor	Aurizon	03 8413 5400	test test	
»		7895585	Westpac Banking Corporation	Cheltenham Southland,	Shop 2062 , Westfield Shopping Centre , 1239 Nepean Highway	VIC Cheltenham, 3192	Preventative Maintenance				MAINTENANCE - 3 MONTHLY	
		7892435	Westpac Banking Corporation	Dandenong Dandenong Plaza SC,	Sh 123/4/5 Dandenong Plaza	VIC Dandenong, 3175	Preventative Maintenance				CLEANING - GENERAL - 1 WEEKLY	

This will take you to the details screen:



₿S\					🔔 Acme VA2 — 📲 Logout
Â	Details				
	Work order Number: 9240161 Priority: P P4 - Release Status: Entered - Issued Region: - Issue Description: test test Required Onsite: 30/11/2017 11:56:00 Expected Rectification: 30/11/2017 11:56:00 Extended to: - PO Number: 39976906 Site Contact: Aurizon	Client: Aurizon Service Type: General Maintenar Work Order Type: Reactive Main Client Ref: - PO Amount: \$500 Site Contact Number: 03 8413 5	itenance	Site Name: North Goonyella Netw Address: Blair Athol/Gregory to H City/Postcode: North Goonyella, GPS Coordinates: - Client Site Id: - Vendor: ACME Demo Vendor Vendor Branch: ACME Demo Ve	ay Point 4744
»	Select Action		PRA & Permits Form Title No PRA or Permit PRA Approve/Decli No PRA Records currently	Submitted At	Form Type

Click on Select Action and from the dropdown, select to Assign or Decline a work order.

₿S\				Acme VA2	🕤 Logout	ľ
Â	Details					
R	Work order Number: 9240161	Client: Aurizon	Site Name: North Goonyella Network Corridor			
da	Priority: 🏴 P4 - Release	Service Type: General Maintenance	Address: Blair Athol/Gregory to Hay Point			L
Ē	Status: Entered - Issued	Work Order Type: Reactive Maintenance	City/Postcode: North Goonyella, 4744			
	Region: -	Client Ref: -	GPS Coordinates: -			
2			Client Site Id: -			
	Issue Description: test test		Vendor: ACME Demo Vendor			
_	Required Onsite: 30/11/2017 11:56:00		Vendor Branch: ACME Demo Vendor			
	Expected Rectification: 30/11/2017 11:56:00					
	Extended to: -					
1	PO Number: 39976906	PO Amount: \$500				
	Site Contact: Aurizon	Site Contact Number: 03 8413 5400				
»	Select Action Decline Assign					

When you select Assign, a new button will appear to Select Technicians. Click to select the technician to assign to the job.



A full list of your technicians will appear:

Number: ANZ-GTS-SI-2005

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Publish Date: 12-Jan-21

CUSHMAN & WAKEFIELD

	Technician Name	License Name	License #	Issue Date	Expiry Date	Country	Region			
	Greg P	Cushman & Wakefield Induction	55115669	01/10/2019	-	Australia	VIC			
	John Smith	Contractor Licence	456345234	08/04/2018	10/04/2022	Australia	VIC			
0	Prashant Tech1	EWP less than 11m - Yellow Card	yc117163	28/08/2019	-	Australia	QLD			
0	Test Tech3	Safe Access to Rail Corridor (SARC) induction	123	01/10/2016	-	Australia	QLD			
		Not Applicable	-	-	21/06/2018	Australia	QLD			
		[Other Plumbing Licence] Plumber	45452555	-	30/06/2017	Australia	QLD			
		Other licence or qualification	2222222	04/06/2018	27/06/2018	Australia	VIC			
0	Test Tech4	Cushman & Wakefield Induction	123456789	17/03/2021	12/11/2025	Australia	VIC			
		[Other Plumbing Licence] Plumber	123456789	17/03/2021	11/06/2024	Australia	VIC			
	test vendor	Not Applicable	-	01/10/2020	07/04/2022	Australia	VIC			

- To assign the work order to a technician, tick the tick box next to their name and click the red 'Submit' button. If you have a large list of technicians, you can use the filter at the top to find a technician.
- If you need to assign a technician with an expired competency, they can update their details in real time, so you can approve their changes and allocate a work order immediately. Select the technician and click Submit to assign it to them. Once you have assigned a work order to a technician, it will appear on their SWAP app under My Work Orders.

Note: If a technician is greyed out, you will be able to hover over the **1** icon to check why they are ineligible to be assigned the work order. This may be due to:

• A technician not having one or more mandatory competency

0	Prashant Tech1	EWP less than 11m - Yellow Card	yc117163	28/08/2019	-	Australia	QLD
	Technician Disqualified						
0	5	le to be assigned this work order, as they have foll	-	Australia	QLD		
	* [Other Plumbing Licence] Drainer					

• A technician has one more expired competencies and needs to update them.

0	Test Tech2	Other licence or qualification	123	10/06/2014	01/02/2019	Australia	VIC
	Technician Disqualified This technician has the following expired competencies, which require updating		123456	23/10/2018	25/11/2020	Australia	VIC
*	Competency Other licence o	r qualification expired at 2019-02-01					

• The technician is on <u>'Approval Pending'</u> status



0	Test Tech4	123456789	17/03/2021	12/11/2025	Australia	VIC	
1	Technician requires approv	al from vendor.					
		[Other Plumbing Licence] Plumber	123456789	17/03/2021	11/06/2024	Australia	VIC

10.1.2. Bulk Assigning Work Orders to Technicians

You can bulk assign a work order by Filtering by a client and selecting the work orders you would like to assign to one technician. You can assign a work to more than one registered technician by selecting the same work order and adding additional technicians.

۵S۱	WAP	CU WA	SHMAN & AKEFIELD									👤 Acme VA2 🛛 🖣 Logout
ñ	Wc	ork Oi	rder								🛃 csv	Filter Results
&	Selec	t Action		·	Z Submit							
Ċ		WO Number	Client	Location	Location Address	Location State	Wo Type (RM/PM)	Vendor Branch	Site Contact Name	Site Contact Phone Number	Description	
2	V	9240161	Aurizon	North Goonyella Network Corridor,	Blair Athol/Gregory to Hay Point	QLD North Goonyella, 4744	Reactive Maintenance	ACME Demo Vendor	Aurizon	03 8413 5400	test test	
	¥	9240159	Aurizon	North Goonyella Network Corridor,	Blair Athol/Gregory to Hay Point	QLD North Goonyella, 4744	Reactive Maintenance	ACME Demo Vendor	Aurizon	03 8413 5400	test test	

Then from the Select Action drop down, choose to:

₽S\	WAP	cu w	ISHMAN & AKEFIELD									👤 Acme VA2 🛛 📲 Logout
ñ	Wo	ork Oi	rder								t csv	Filter Results
8	Selec Decli Assig				🖉 Submit							
É	Sche	dule Time Update			Location Address	Location State	Wo Type (RM/PM)	Vendor Branch	Site Contact Name	Site Contact Phone Number	Description	
2.	V	9240161	Aurizon	North Goonyella Network Corridor,	Blair Athol/Gregory to Hay Point	QLD North Goonyella, 4744	Reactive Maintenance	ACME Demo Vendor	Aurizon	03 8413 5400	test test	
	V	9240159	Aurizon	North Goonyella Network Corridor,	Blair Athol/Gregory to Hay Point	QLD North Goonyella, 4744	Reactive Maintenance	ACME Demo Vendor	Aurizon	03 8413 5400	test test	

When you select Assign or Schedule Time, select the Technician to assign to the job. Click Submit when done





	Wc	ork Or	der								
2	Assig	n		• Test Tech4						× 🖉 Submit	
Ċ		WO Number	Client	Location	Location Address	Location State	Wo Type (RM/PM)	Vendor Branch	Site Contact Name	Site Contact Phone Number	Descri
0	V	11830041	Department of Education and Training	St Albans East Primary School,	7-17 Station Avenue	VIC St Albans, 3021	Reactive Maintenance	ACME Demo Vendor	Test Caller		**STO torrent ceiling arrang

Note: If a technician is disqualified, there will be a note under their name advising of why they are ineligible to be assigned the work order. This may be due to them having an <u>Expired competency</u>, a missing <u>Mandatory Competency</u> or may be that they are on <u>'Approval Pending'</u> status.

₿SV	VAP	CUSH	MAN & FIELD			
Â	Wc	ork Or	der			
\$ 6	Assig	n		•	Select Technician	it
Ġ		WO Number	Client	Location	ite Contact Phone umber	Des
2	۲	11830041	Department of Education and Training	Strubans East F School,	TEST TECH Technician Disqualified This technician is uneligible to be assigned this work order, as they have following missing mandatory competencies *Working with children check (WCC) TEST TECH2	**S' torri ceili arra
		11830037	Department of Education and	St Albans East I	Technican Disqualified	**A prej wor

10.1.3. Reassign a Work Order/Remove Technician from Work Order

If a technician cannot complete a work order, reassign it at any time by clicking on the work order to access the Work Order Details page. The technicians assigned to the Work Order will appear underneath Technician Details. To remove a technician, click on the rubbish bin next to their name



	L Acme VA	2 🕂 Logout
Deteile		
Work order Number: 9240161	Client: Aurizon Site Name: North Goonyella Network Corridor	
Region: -	Client Ref: - GPS Coordinates: -	
	Client Site Id: -	
Issue Description: test test	Vendor: ACME Demo Vendor	
Required Onsite: 30/11/2017 11:56:00	Vendor Branch: ACME Demo Vendor	
Expected Rectification: 30/11/2017 11:56:00		
Extended to: -		
PO Number: 39976906	PO Amount: \$500	
Site Contact: Aurizon	Site Contact Number: 03 8413 5400	
Select Action •		
Technician Details	PRA & Permits	
Leader Name Phone	Form Title Submitted At Form Type	
▲ ACME Tech1 041111	1111 D No PRA or Permit	
	Details Work order Number: 9240161 Priority: P P4 - Release Status: Entered - Issued Region: - Issue Description: test test Required Onsite: 30/11/2017 11:56:00 Extended to: - PO Number: 39976906 Site Contact: Aurizon Select Action • Technician Details Leader Name Phone	Details Work order Number: 9240161 Cilent: Aurizon Priority: Pr4 - Release Service Type: General Maintenance Status: Intered - Issued Work Order Type: Reactive Maintenance Region: - Cilent Ref: - Issue Description: test test Work Order Type: Reactive Maintenance Region: - Cilent Ref: - Issue Description: test test Cilent Ref: - Region: - Cilent Ref: - Issue Description: test test Prometries Status: Interest Status: Cilent Stel Id: - Region: - Pomume: 39076906 Stect Action PO Amount: \$500 Stect Action Ste Contact Number: 03 8413 5400

The technician is removed.

SN			L Acme VA2	+ Logo
3				
2	Details			
	Removed technician successfully.			×
ġ	Work order Number: 9240161 Priority: P P4 - Release	Client: Aurizon Service Type: General Maintenance	Site Name: North Goonyella Network Corridor Address: Blair Athol/Gregory to Hay Point	
	Status: Entered - Issued Region: -	Work Order Type: Reactive Maintenance Client Ref: -	City/Postcode: North Goonyella, 4744 GPS Coordinates: - Client Site Id: -	
	Issue Description: test test Required Onsite: 30/11/2017 11:56:00 Expected Rectification: 30/11/2017 11:56:00 Extended to: -		Vendor: ACME Demo Vendor Vendor Branch: ACME Demo Vendor	
l	PO Number: 39976906 Site Contact: Aurizon Select Action	PO Amount: \$500 Site Contact Number: 03 8413 5400		
	Technician Details	PRA & Pern	nits	
	No Assigned Technicians	Form Title	Submitted At Form Type	

To reassign to another technician, follow the instructions in Assign a Work Order to a Technician

10.1.4. Add Additional Technicians to an Open Work Order

To add additional technicians at any stage of a work order, follow the instructions in Assign a Work Order to a Technician

10.1.5. Decline a Work Order

If you decline a work order, the response will be automatically sent to Cushman & Wakefield Customer Experience Centre to reallocate the work order to another Vendor. You can decline a work order by following the same steps as in Assign a Work Order, except choose Decline. You will need to select a reason to decline a work order. You can choose from the following:

₽S\								👤 Acme VA2 🕂 Logout \land
	Work Order					Ł	CSV	Filter Results
\$ @	Decline	Please select Outside of Service Area Outside of Service Scope Unavailable for Response Time	Submit	Site	Site Contact			

The list of decline reasons is sometimes updated, so there may be additional options when you attempt to decline a work order.

Once you have selected the reason for declining a work order, a comment box will populate to allow you to advise in detail why the works have been declined.



Work Order			t c
Decline	Outside of Service Area	pecline comment	Submit

NOTE: If you're declining a work order that requires attendance and rectification within 24hrs, then you must call through to the CXC

10.2. Subcontractor Admin Work Order Management

10.2.1. Assigning a Work Order to a Subcontractor Admin

Go to My Work Orders and select the work order number to view the Work Order Details screen

BS\						👤 Acme VA2	Logout
â	Details						
₽₀ ₫	Work order Number: 9240142 Priority: Purgent Status: Entered - Issued - Permit Approved	Client: Cushman and V Service Type: Air Cond Work Order Type: Rea	ditioning Ger		Site Name: South Melbourne 99 Coventry St Address: 99 Coventry St City/Postcode: South Melbourne, 3205		
2	Region: - Issue Description: test test	Client Ref: -			GPS Coordinates: - Client Site Id: - Vendor: ACME Demo Vendor		
	Required Onsite: - Expected Rectification: 28/10/2017 10:27:00 Extended to: -				Vendor Branch: ACME Demo Vend	for	
±	PO Number: 39976890 Site Contact: Tijen Eski Select Action	PO Amount: \$500 Site Contact Number:	0437 972 0	55			
»	Technician Details			PRA & Permits			_
	Leader Name	Phone		Form Title	Submitted At	Form Type	
	S5566465 - Wedlock Samantha	041111111	۵	9240142 :Pre-Start Risk Assessment	27/10/2017 12:03:00	PRA	
				PRA Approve/Decline	ed		
				No PRA Records currently			
				Change History			

Click on the Select Action dropdown menu and select Assign, then select 'Select Vendor'.

₿S\				L Acme VA2	C Logout
â	Details				
₽ Ė	Work order Number: 9240142 Priority: [#] Urgent Status: Entered - Issued - Permit Approved Region: -	Client: Cushman and Wakefield Service Type: Air Conditioning General Work Order Type: Reactive Maintenance Client Ref: -	Site Name: South Melbourne 99 Coventry St Address: 99 Coventry St City/Postcode: South Melbourne, 3205 GPS Coordinates: -		
2	Issue Description: test test test Required Onsite: - Expected Rectification: 28/10/2017 10:27:00 Extended to: -		Client Site Id: - Vendor: ACME Demo Vendor Vendor Branch: ACME Demo Vendor		
≗ »	PO Number: 39976890 Site Contact: Tijen Eski /Assign	PO Amount: \$500 Site Contro: wumber: 043/ 9/2 055			

Select the Vendor from the list of registered Subcontractors. Note: Greyed out vendors have not completed registration.

Service Line: Global Technology Solutions Number: ANZ-GTS-SI-2005 Rev No: 13.4

Publish Date: 12-Jan-21



0	Details		Vendor Name	
	Work order Number: 9240161		Jenny	Site Name: North Goonyella Network Corridor
	Priority: = P4 - Release Status: Entered - Issued	0	From The Billabong	Address: Blair Athol/Gregory to Hay Point City/Postcode: North Goonyella, 4744
	Region: -	0	Subcontracting Company Ltd	GPS Coordinates: - Client Site Id: -
	Issue Description: test test	0	5543444 - Cushman & Wakefield (Business Acct)	Vendor: ACME Demo Vendor
	Required Onsite: 30/11/2017 11:56:00 Expected Rectification: 30/11/2017 11:56:00	0	5553468 - Bill Whites Electrics & Refrigeration	Vendor Branch: ACME Demo Vendor
	Extended to: -		Z Submit	

Once selected, the Work Order Details page will confirm the vendor has been selected. From here, the subcontractor vendor will receive the work order and assign to their technicians as per <u>Assign a Work Order to a Technician</u>.

₿S\					Acme VA2	+ Logout
^	Details Work order updated					×
i:	Work order Number: 9240142 Priority: PUrgent Status: Entered - Issued - Permit Approved Region: -	Site Name: South Melbourne 99 Coventry St eneral Address: 99 Coventry St tenance City/Postcode: South Melbourne, 3205 GP'S Coordinates: - Client Site Id: -				
	Issue Description: test test Required Onsite: - Expected Rectification: 28/10/2017 10:27:00 Extended to: -			Vendor: ACME Demo Vendor Vendor Branch: ACME Demo Vendor	lor	
»	PO Number: 39976890 Site Contact: Tijen Eski Select Action	PO Amount: \$500 Site Contact Number: 0437 972 05	5			
	Assign to: Vendor: Subcontracting Company Ltd Unlink Vendor from Work Order		PRA & Permits Form Title 9240142 :Pre-Start Risk Assessment	Submitted At 27/10/2017 12:03:00	Form Type PRA	
	Technician Details		PRA Approve/Decline	d		

10.2.2. Managing Declined Subcontractor Work Orders

If a subcontractor cannot complete the work, they must notify the original Vendor Administrator. A subcontractor cannot decline a work order via the SWAP Portal and will need to notify the original Vendor Administrator by other means.

10.2.3. Reallocating a Work Order to another Subcontractor

If a Subcontractor cannot complete a work order, you can reassign a Work Order by clicking on the work order to access the Work Order Details page. To unlink the subcontractor, click Unlink Vendor from Work Order.



₿S\	NA					👤 Acme VA2 🔹 🕂 Logout
Â						
	C	Details				
R	Г	Work order updated				×
Ċ		Work order Number: 9240142	Client: Cushman and Wakefield		Site Name: South Melbourne 99 Co	wentry St
		Priority: P Urgent Status: Entered - Issued - Permit Approved	Service Type: Air Conditioning Ger Work Order Type: Reactive Mainte		Address: 99 Coventry St City/Postcode: South Melbourne, 3	205
2		Region: -	Client Ref: -		GPS Coordinates: - Client Site Id: -	
B		Issue Description: test test			Vendor: ACME Demo Vendor	
		Required Onsite: - Expected Rectification: 28/10/2017 10:27:00			Vendor Branch: ACME Demo Vend	dor
1		Extended to: -				
»		PO Number: 39976890 Site Contact: Tijen Eski	PO Amount: \$500 Site Contact Number: 0437 972 05	55		
		Select Action •				
	i.					
	L	Assign to: Vendor: Subcontracting Company Ltd		PRA & Permits	Submitted At	Form Type
	<	Unlink Vendor from Work Order		9240142 :Pre-Start Risk Assessment	27/10/2017 12:03:00	PRA
		Technician Details		PRA Approve/Declin	ed	
	. //					👤 Acme VA2 – 📲 Logout
BSV	N/A					👤 Acme VA2 🛛 📲 Logout
Â		Details				
R		Jetalis				
		Removed vendor successfully.				×
ġ		Work order Number: 9240133 Priority: P P4 - Release	Client: Aurizon Service Type: General Maintenar	100	Site Name: North Goonyella Netwo Address: Blair Athol/Gregory to Ha	
_		Status: Onsite - Permit Approved	Work Order Type: Reactive Main		City/Postcode: North Goonyella, 4	
2		Region: -	Client Ref: -		GPS Coordinates: - Client Site Id: -	
		Issue Description: Test #4 - 16/10/2017			Vendor: ACME Demo Vendor	
		Required Onsite: 25/11/2017 13:34:00 Expected Rectification: 25/11/2017 13:34:00			Vendor Branch: ACME Demo Ven	ndor
1		Extended to: -				
»		PO Number: 39976881 Site Contact: Tijen Eski	PO Amount: \$500 Site Contact Number: 9278 3779	9		
		Select Action •				
		Technician Details		PRA & Permits		



10.3. Work Order History

The work order history can be viewed in the detailed view of the work order. Click on the work order number.

					👤 Acme VA2 🛛 🚽 Logout
â					
8	Details				
	Work order Number: 9240165 Priority: Purgent	Client: BHP Australia Service Type: General Maintenance		Site Name: Brisbane 480 Queen St Address: Levels 10-15, 480 Queen St	
Ċ	Status: Entered - Issued	Work Order Type: Reactive Maintenand	ce	City/Postcode: Brisbane, 4000	
	Region: -	Client Ref: -		GPS Coordinates: .0000000,.0000000 Client Site Id: -	
2					
	Issue Description: ** TEST Required Onsite: 01/11/2017 19:30:00			Vendor: ACME Demo Vendor Vendor Branch: ACME Demo Vendor	
	Expected Rectification: 02/11/2017 19:30:00				
	Extended to: -				
.	PO Number: 39976907 Site Contact: Tijen Eski	PO Amount: \$500 Site Contact Number: 0437972055			
»	Select Action -	alle contact number: 0437372033			
"					
	Technician Details		PRA & Permits		
	No Assigned Technicians		Form Title	Submitted At	Form Type
			No PRA or Permit		
			PRA Approve/Declined		
			No PRA Records currently		
			Change History		
			User	Date Time	Activity
			No Activity		

On the bottom right you can track its history including pre-start risk assessment and Permit submission.

PRA & Permits						
Form Title	Submitted At	Form Type				
No PRA or Permit						
PRA Approve/Declined						
No PRA Records currently						
Change History						
User	Date Time	Activity				
No Activity						



When a work order is live, this field will be populated like the below example: **PRA & Permits**

Form Title	Submitted At	Form Type					
7648538 :Pre-Start Risk Assessment	01/08/2017 14:32:00	PRA					
7648538 :Pre-Start Risk Assessment	01/08/2017 14:33:00	PRA					
7648538 :Pre-Start Risk Assessment	01/08/2017 14:34:00	PRA					
7648538 :Pre-Start Risk Assessment	01/08/2017 02:53:22	PRA					
7648538 :Pre-Start Risk Assessment	01/08/2017 02:54:36	PRA					
7648538 :Hot Work Permit	01/08/2017 02:55:25	PERMIT					
7648538 :Authorisation B - Permit	01/08/2017 02:56:00	APPROVE					
PRA Approve/Declined							
Declined by Kemeny Robert at 15/09/2017	11:09:25	*					
Name: Kemeny Robert Email: cwswaptest+robKFM@gmail.com Phone: 0411111111 Role: fm Comment: this is declined as there is not en	Email: cwswaptest+robKFM@gmail.com Phone: 041111111						
Change History							
User	Date Time	Activity					
ACME Tech1	2017-08-01T14:32:00+10:00	PRA Pending					
ACME Tech1	2017-08-01T14:32:00+10:00	PRA Submit					
ACME Tech1	2017-08-01T14:33:00+10:00	PRA Submit					
ACME Tech1	2017-08-01T14:34:00+10:00	PRA Submit					
ACME Tech1	2017-08-01T14:53:22+10:00	PRA Submit					
ACME Tech1	2017-08-01T14:54:38+10:00	PRA Submit					
ACME Tech1	2017-08-01T14:55:25+10:00	Permit Submit					
ACME Tech1	2017-08-01T14:58:00+10:00	Awaiting Permit Approval					
ACME Tech1	2017-08-01T14:56:04+10:00	Permit Approved					

10.4. Bulk Closing Preventative Maintenance Work Orders

If you have multiple Preventative Maintenance Work Orders that are in status 'Permit Approved' or 'No PRA Required', you can close them in bulk using the 'Bulk Update' option in the 'My Work Orders' tile.

To do this, navigate to the My Work Orders tile and use the filter results button to search for the work orders needing to be closed.

Work Order Number	Client
	Select a client .
Location	Location Address
۵.	Сь
Location State	Work Order Type
Select a State -	Preventative Maintenance -
Vendor Branch	Site Contact Name
Select a branch -	L
Site Contact Phone	Description
8	
Service Type	Status
	O Permit approved
Start Date Created	End Date Created
Start Date Onsite	End Date Onsite
Start Date Completion	End Date Completion
Assignment Status	Assigned To
Select Assignment Status -	Select Vendor/Technician -
Priority	Region
ೆ	۵.



Once your results are loaded, select the check boxes next to the work orders that need to be closed out and select 'Bulk Update' from the Select Action drop down.

Wo	ork Ord	er									📩 CSV 🍸 F
Bulk	Update			- 🖉 Submit							
	Date Created	WO Number	Client	Location	Location Address	Location State	Wo Type (RM/PM)	Vendor Branch	Site Contact Name	Site Contact Phone Number	Description
۲	30/01/2017 00:00:00	7895585	Westpac Banking Corporation	Cheltenham Southland,	Shop 2062 , Westfield Shopping Centre , 1239 Nepean Highway	VIC Cheltenham, 3192	Preventative Maintenance				MAINTENANCE - 3 MONTHLY
۲	22/12/2016 00:00:00	7751690	Westpac Banking Corporation	Dandenong Dandenong Plaza SC,	Sh 123/4/5 Dandenong Plaza	VIC Dandenong, 3175	Preventative Maintenance				MAINTENANCE - 3 MONTHLY
•	29/09/2017 00:00:00	9192214	Westpac Banking Corporation	Victor Harbour Shop 25A Victor Central S,	Shop 25A Victor Central SC , 77 Torrens Street	SA Victor Harbour, 5211	Preventative Maintenance				MAINTENANCE - 4 MONTHLY

Upon clicking Submit, you will be presented with the Bulk Update screen and will be required to fill out all relevant fields for each work order that requires closing. You can either fill this out in the portal or you can export the data to a spreadsheet to fill out the details. To download the spreadsheet, select the 'Bulk Upload' button and download the template. Once filled out, save the file and import it back into SWAP using the 'Bulk Upload' button again.

Once all fields are filled out. Select the red Submit button in the top right and you then acknowledge that all work orders are being closed.

I acknowledge that all work orders being closed:

- 1. 🖉 The work was completed by suitably qualified, competent and inducted worker(s).
- 2. Re-start risk assessments have been completed for all work orders where required. Risks have been correctly identified and managed and the work was completed in accordance with those safe work practices.
- 3. @ Any safety or quality related, hazards, incidents or issues have been reported to Cushman & Wakefield and the client.



You should then be presented with the below screen if all data was filled out correctly. If any information is filled out incorrectly or a field is missed, you will receive an error advising of what needs to be amended for the bulk close to successfully go through.



Note: If you receive an error message, you will have to correct the discrepancy in order for the work order to be closed off. Some errors you may receive include:



- Reactive Maintenance Work Order cannot be bulk updated: This work order can not be closed as it is not a Preventative Maintenance work order.
- Work Order is already closed: The work order has been closed by another user.
- Work order cannot be bulk updated. Please ensure the technician has completed PRAs/Permit steps on the app: The PRA for this work order is either pending or has not been submitted
- "xxxxxxxx" is an invalid WO number: This work order number is either not attached to your vendor company or has been entered incorrectly.

11.0 Viewing Completed Work Orders in the Portal

A new feature has been developed for Vendor Administrators to have read-only access to closed work orders via the web portal.

For up to 72 business hours after a work order is closed out by a technician, Vendor Admins will now be able to view all PRA's, Permits, onsite and closure times for a RM and PM work orders. After these 72 business hours is up, the work orders will be removed from the Vendors portal.

To view recently closed work orders from your Vendor Administrator Portal, simply log in and navigate to the My Work Orders tile. From here, clicking the *Filter Results* option and selecting *Job Complete* from the Status drop down will allow you to filter for all your recently closed work orders.

Status	
Select a status	-
Select a status	
Awaiting Permit Approval	
Awaiting PO Increase	
Job Complete	
Permit Approved	
Permit Declined	
PO Increase Declined	
PRA Pending	

NOTE: Your recently closed work orders will not show unless you filter for them. This is intended to prevent any confusion around which work orders are opened and require action, from those that have been completed

12.0 Using Filter Search

Ctatura

Filter Results allows you to find work orders. Fill the relevant category and click on Filter in the bottom left hand corner

	👤 ACME VA 🛛 🕂 Logout
Work Order Number	Client
	Select a client -
Location	Location Address
<u></u>	G
ocation State	Work Order Type
Select a State	Select Work Order Type
endor Branch	Site Contact Name
<u>ሰ</u>	1
ite Contact Phone	Description
&	
ervice Type	Status
D	ර
tart Date Created	End Date Created
tart Date Onsite	End Date Onsite
tart Date Completion	End Date Completion
ssignment Status	Assigned Techs
Select Assignment Status	Select Technician
riority	Region
o ^o	۲. En
	filter clear close



13.0 Export your Technician List

To export your technician list, go to My Technicians and click the CSV button in the top right hand corner. This will export all currently registered technicians to an Excel file. Note: the list will **not** show technicians with a status of 'Pending registration'

₽\$\		👤 VA CMC 🛛 🖞 Logout
â	Technicians	Bulk Upload Add Licenses CSV Filter Results
Po	Full Name	Confirm Email
2	Technician can only view work orders assigned to them.	hvite User

14.0 Download the SWAP App

Go to the App Store or Google play and Type in 'Cushman & Wakefield SWAP' into the search bar. Once downloaded, open

the app. Enter your Username and Password and select 'Remember me'. If you receive a notification to allow the app to send you push notifications, select yes to enable You can change notification settings at any time in your device settings.





15.0 Work Order Management

The SWAP app home screen. To view further options click on the three lines on the top right hand corner of the screen:



15.1. Receiving a Work Order

You will receive a push notification to your device when a new work order is assigned to you.

Please note that push notifications are dependent on Apple and Android providers delivering these notifications to your device. To ensure you receive push notifications, please check you have enabled push notifications on your device.

15.2. Accessing and Viewing Work Orders

Once you are logged into the SWAP app, you will see two tiles: Check In/Out and Work Orders



SWAP New Work Order Notification


15.2.1. Check In/Out

Check In/Out displays all work orders issued to your employer, whether they are assigned to you or not. This is the tile you will need to access work orders if you are working an on-call or afterhours shift. When selecting Check In/Out, you will be given a list of clients to choose from. Select the client. Then you will be presented with a list of sites with open work orders. Select the relevant site. Next you will see a list of available work orders for that site.

Note: If you are Disqualified or are missing a Mandatory Competency, you will receive either of the below error messages when attempting to use this tile.



You will receive this error message when you have one or more expired competencies

You will receive this error message below a client when you have one or more missing Mandatory Competencies.

In the above instances, you will be required no update your competencies via the SWAP Portal.

15.2.2. Work Orders

The Work Order tile has a list of Work Orders assigned to you by your Vendor Administrator. Select the work order to begin. If you have no work orders assigned to you this view will be blank.



Note: If you are Disqualified or are missing a Mandatory Competency, you will receive either of the below error messages when attempting to use this tile.





You will receive this error message when you have one or more expired competencies

You will receive this error message below a client when you have one or more missing Mandatory Competencies.

In the above instances, you will be required no update your competencies via the SWAP Portal.

15.2.3. Filtering Work Orders

You can filter the work orders from either the check in/out tile or the work orders tile by clicking the icon in the top right. Once you have selected this filter option you be presented with this screen

Back	Filter	Reset
Work Order Numb	er	>
Client		>
Work Order Type		>
Status		>
Service Type		>
Priority		>
Client Reference		>

Selecting any of the categorise will allow you to narrow down your filter. The filters will only show data base on work orders that are assigned to you in SWAP (i.e. If filtering by work order type when you only have Reactive Maintenance jobs assigned to you, you will not be able to filter by Preventative Maintenance).

Once you have filled out all fields that you would like to filter for, select the ed filter button at the bottom of the page and you will be presented with work orders that match your filters.

Filter	
and the second sec	

CUSHMAN & WAKEFIELD

15.2.4. Work Details

You can now view the work order details including the Priority allocated to the job. The Work Details tab will show you the following information:

- Priority
- Work Order Number
- Work Order Type
- Service Type
- Client Reference
- PO Number
- Status
- Required Onsite
- Vendor Name
- Date issued
- Completion Due
- Description
- Map of the location of the site

15.2.5. Site Details

When you switch to the Site Details tab, you will see the following information:

lo SIM 🗢 Back	11:23 am	JSHMAN & AKEFIELD	€ 23% E
	Work Orders		G
	Work Details	Site Details	
Priority: P4 - Release			
Customer:	Requ	ested by:	
Aurizon	Diann	e Clemesha	
Email:			
Dianne.Clemesha@aurizo	n.com.au		
Mobile Number:			
Address:			
P Emerald 14 Carbeen P	lace		
14 Carbeen Place, Emera	ld Australia, 4720 QLD		
GPS Coordinates: -23.51	762660 , 148.16873240		
Facility Manager:			
Hawkey, David			
Email:			
david.hawkey@aurizon.ci	om.au		
Mobile Number:			
MOB 0419 787 209			
Burn State			



CHECK INTO SITE Site Details Screen

- Priority
- Customer: the client you are doing work for
- Requested by: who logged the job with C&W/site contact

- Email: Site contact email address

Mobile Number: site contact's best contact details

- Address: address of the site
 - GPS Coordinates: GPS coordinates of the site (if available)
- Facility Manager: the name of the Facility Manager on site. This will
- also be the person who approves pre-start risk assessments and/or permits
- Email: email address of the Facility Manager
- Mobile Number: mobile number of the facility manager
 - Map of the location of the site

Once these details are checked, select check into site. This tells the system you are on site and ready to commence work.

15.2.6. Essential Site Information

Once checked in, the Essential Site Information will be displayed, showing client and site-specific information. Click I Agree to confirm understanding before you begin work.

Once you select I Agree, you will next need to complete the <u>Pre-Start Risk Assessment and</u> <u>Permit to Work</u>

			Ξ
	W	ork Orders	G
	Work Details	Site Details	
Priority: P4 - Release			
Work Order Number:		Work Order Type:	
11593611		Reactive Maintenance	
Service Type:		Client Reference:	
Air Conditioning General		5-010-2774 - 1995 1995 - 204 A	
Po Number:		Status:	
53350P40285187		Onsite - Permit Approved	
Required Onsite:		Vendor Name:	
01/11/2018 12:19:00		Bill Whites Electrics & Refrigeration	
Date Issued:		Completion Date:	
02/10/2018 12:19:00		01/11/2018 12:19:00	

Description: Repair 3 bedroom air conditioners-2 vents blocked and the air vents are hanging on 1 Site contact is Andy 0431865640



Work Details Screen

ential Site Informatio

ESI

Document repository: This repository contains documents like environmental

management plans or asbestos registers should you require this information to complete your work request.

SARC: Workers, contractors and some visitors to rail corridors across the portfolio are required to hold a national Rail Industry Worker card. Inductions: If you haven't completed your

Inductions: If you haven't completed your Corporate Induction, please follow this link

 PPE: The following minimum PPE is

 mandatory on all
 sites unless

 authorised by
 : Orange hi-vis shirt,

 Steel-cap lace up ankle boots, Long trousers,

I Agree



16.0 Pre-Start Risk Assessment and Permit to Work

The pre-start risk assessment verifies safe systems of work are in place and identifies whether any permits to work are required. There are four pre-start risk assessments you may encounter, depending the C&W client you are working for:

	Simple	Basic	Standard	Complex
Work Order Management				
Technician receives work order from Vendor Administrator				
Work Order Management				
Technician can check in/out of site, complete and close off work order				
Essential Site Information (ESI)				
Technician sights and signs off on client site induction information				
Pre-Start Risk Assessment (PRA)	×			
Technician completes PRA within SWAP				
Permit to Work Process (PTW)				
If a permit/checklist is required, permit forms completed within SWAP. Forms are submitted electronically	×	×	\checkmark	\checkmark
to the C&W Facility Manager.				
Approval Required	×	×	×	
Approval required within SWAP for Pre-Start Risk Assessment and permits prior to commencing work				

Note: The below example may not appear the same as the one you will be required to complete

🚥 Telstra 🗟 09:32 🛛 🕯 53% 🔂			
Back SWAP CONTRACTOR	 Has the work activity and work area been reviewed, with all hazards and environmental impacts identified and controlled within the work instruction (e.g. JSEA, SWMS, etc.)? 	6. Are any hazardous chemicals intended to be used for the task?" Yes	9c. Upload photo of SWMS, JSEA or work instruction relied upon for the works being performed
Visitor Registration completed and/or site sign in/ induction as required*	Yes	No	10. Are you performing any of the below high risk activities?*
Confirmed		7. Are the works in a remote or isolated area?*	Yes
Inductor's Name: (site representative)	 Asbestos/hazardous materials register has been reviewed?* 	Yes	No
	Yes	No	Asbestos Disturbance or Removal (Permit) Entry to a confined space (Permit)
	No	8. Are you performing construction work?*	Excavation or Trenching (Permit) Hot Works (Permit)
Are you undertaking any high risk work? Are you	NA	Yes	Isolation of services/energy sources (e.g. gas,
Are you undertaking any nigh risk work? Are you conducting maintenance work?*	 Are all hazardous manual tasks (lifting, pushing, pulling, repetitive movement etc.) identified with controls in place?* 	NO	electrical, water, fire impairment etc.) (Permit) Roof Access (Permit)
No	Yes O	9a. List any additional Hazards/Impacts Identified	Work at Height (Where there is a risk of falls, falling objects or fall protection is required)
	No		Cranes and/or Lifting/Rigging operations Demolition
 All workers are verified as competent to perform their assigned tasks and have been consulted and agree with the safe work method, the hazards and controls." 	NA		Operating Powered Mobile Plant e.g. forklift, EWP
Yes	5. All tools, plant, PPE and equipment is maintained,		Potential exposure to live electrical conductors
No	tested, tagged and fit for purpose as required?"	9b. List Controls in place for each identified hazard/ impact above	Pressure Equipment Operations e.g. boilers, pressure vessels and pressure piping
	Yes		DONE
	No		

Example Pre-Start Risk Assessment

Note: There is an upload limit of five photos per work order

If you are required to complete a permit, you will be required to fill out the appropriate permit form. For some clients, the permits will be completed outside of SWAP and you will need to upload photo evidence of the completed permit. For other clients, the permits will be completed within the SWAP app.

Note: The below example may not appear the same as the form you will be required to complete.



••••• Telstra 중 09:43 7 \$ 53% ■		0	
	Confirm the following controls are in place, where relevant	,	Additional Comments
Work Details	Site inspection to determine services present		
Work Location*	Review Dial Before You Dig		
Work Description*	Review available Services Drawings		
	Location detection/potholing in place		Competent Person in Control of the Works Name:
	Works isolated - barricade/barrier in place		
	Energy sources isolated		Competent Person Signature
Person in Control of Works*	Benching/shoring etc controls in place		
	Site consulted regarding works		Submit
Approval for excavation or trenching works granted and verified by Cushman & Wakefield prior to commencement of works"	Upload photo of permit/site approval (if applicable	e)	,0
Confirmed	Add/take photo		

Example Permit to Work in SWAP

16.1. Permit Authorisation Form (Non-Aurizon)

If you are completing a permit within SWAP, you will also need to complete the Permit Authorisation form.

FM selection dropdown has been modified to enhance the way Facility Managers are assigned PRAs. With the new selection dropdown technicians will no longer be required to select the site Facilities Manager from a drop-down list, instead the Facilities Manager will pre-populate, with the option to select a different Facilities Manager if required.

Note: The approver will be the person who is listed as Facility Manager under Site Details. See Site Details

Back SWAP A S3%	Site Representative Name:	
Permit <u>must</u> be approved by the property manager and/or the competent supervisor of the works prior to commencement.	Site Representative Signature:	Select the relevant Facilities Manager: *
Permit Approval/Authorisation		Wedlock Sam (4898)
Competent Person and/or supervisor in control of the works:"		
insert supervisor's name	Select the relevant facilities manager: Tap to make selection	
Competent Person and/or supervisor signature:	Submit for Approval	



Once completed, submit the form. You will be taken back to the Work Details section of the app.

At the bottom, you will see the status of the request: whether you can **Complete Work** or **Await Permit Approval**. If you do not have to wait for approval, commence work. See <u>Awaiting Permit Approval (Aurizon only)</u>



16.2. Aurizon Authorization PRA and Permit Form

If contractor is onsite for low risk works and conducts a PRA with an onsite authorized representative present, the technician must obtain that representatives Name and Signature in the mandatory fields. If it is completed correctly the Technician will no longer be required to submit their PRA to an Aurizon Off Site approver.

If you are onsite completing low risk works and have an onsite authorized representative present, selecting the **Occupied Site (Approver on Site)** will prompt you to have the approver fill out the following fields: On-site Approver Name, Approver Role, Approver Phone Number and Approver Signature.

Back 🗟 SWAP 航 sushman a 🗮	Back 🕒 SWAP 🗥 WAKEFIELD	Back 🕒 SWAP I 🗥 WAKEFIELD 🗮
	Aurizon Authorisation - PRA and Permit v1.1	Aurizon Authorisation - PRA and Permit v1.1
Aurizon Authorisation - PRA and Permit v1.1	Pre-Start and Permit	Approval type (select the type of site) *
Aurizon Authorisation - PRA and Permit v1.1 Occupied sites: Aurizon Onsite Representative name and signature must be obtained. The completion of the Pre-Start Risk Assessment will determine if additional approval is required by Aurizon Facilities team to proceed. If works is considered BAU low risk, the Pre-Start Risk Assessment will be automatically approved, and you can commence work. Unoccupied sites / Aurizon Site	Pre-Start and Permit Approval/Authorisation Competent Person in Control of the works Name: * Ø Competent Person Signature Clear	Approval type (select the type of site) * Occupied Site (approver on site) Occupied Site (approver not available) Unoccupied Site (approver off-site) On-site Approver Name (site controller): * Approver Role: Approver Phone Number
Representative not available / includes additional HR Permits: The Pre-Start Risk Assessment must be submitted to the Aurizon Facilities off-site approver. Contact the Facilities Service Centre on 1300 149 286, option 1 if the Aurizon Off-Site Representative is unknown	Approval type (select the type of site)* Occupied Site (approver on site) Occupied Site (approver not available) Unoccupied Site (approver off-site)	Approver Signature *

Once the approver has filled in this information, tech will be able to submit his low risk PRA without a hold point and commence work.

Note: If you select either Occupied Site (approve not available) or Unoccupied Site (Approver off-site), you will still be required to submit your PRA to an RML for approval with a hold point.

Approval type (select the type of site) * Occupied Site (approver on site)	Approval type (select the type of site) *
Occupied Site (approver not available) Unoccupied Site (approver off-site)	Occupied Site (approver not available)
Off-site approver name: * Ball Sally (1621)	Off-site approver name: * Ball Sally (1621)
DONE	DONE

16.2.1. Pre-Start Risk Assessment/Permit Approvals (Aurizon Only)

Once the PRA and Permits is submitted, the work order status will read Awaiting Permit Approval. You will receive a notification that a PRA/permit has been declined or approved via push notification on your device (please enable push notifications on your device in order to receive these notifications.)

16.2.2. Approved PRA/Permit

You will receive a push notification informing you the PRA/Permit has been approved. Open the work order. If the work order status has not updated, swipe down to refresh the screen. Once approved, commence work.





16.2.3. Declined PRA/Permit



16.2.4. Permit Escalation

If you have not received a response from the Facility Manager, escalate the response by contacting the C&W Customer Experience Centre.

16.2.5. Managing Declined Permits

If your permit has been declined, the Facility Manager should contact you to discuss. If not, contact them directly or through the Customer Experience Centre for clarification on requirements for approval.

To resubmit, tap on the arrow icon at the top right of the work order screen (below) and select 'Redo pre-start risk assessment'. See <u>Redoing Pre-Start Risk Assessment or Permit Submission</u>



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 Mark Adde

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Site Dotal

Permit Declined Message in Work Order List

Permit Declined Status in Work Order Detail



16.3. Resubmitting a PRA or Permit

If you have completed the pre-start risk assessment or permit, but circumstances have changed that impacts on the pre-start risk assessment or permit, you can resubmit the forms again. Go to the work order's work details screen. Click on the box/arrow icon: Select Redo PRA. The app will ask you if there have been any changes in the pre-start risk assessment since last submitted. Select YES and complete the form.

	Work Detwis	Sin Details
	Work Details	Ste Details
③ Priority:P4 - Re	lease	
Work Order Numbe	20	Work Order Type:
10089003		Discretionary Viorks
Service Type:		Client Reference:
Electrical General		
Po Number:		Status:
5336OP40125873		Onsite - PRA Pending
Required Onsite:		Vendor Name:
03/05/2018 15:01:00		Bill Whites Electrics & Refrigeration
Date Issued:		Completion Date:
03/04/2018 15:01:00		30/11/2018 17:00:00
DJUSTED* *NON nsite on 07 4744 (-ERE* Attend for the installar 6753 or 0429-175-792. Plea	D WITH WORKS \$2,098.00 APPROVED AND ion of a UPS device. Contact Sherry Steadfast se also liaise with Fujitsu to arrange for someone 9 address to the UPS. Please contact Dawn Silva

	k Estate	Sito Derais
		100.00.00
Priority:P4 - Release		
Work Order Number:		Order Type:
10089003	Discre	ationary Works
Service Type:	Client	Reference:
Electrical General		
Po Number:	Status	s:
5335OP40125873	Onsite	e - PRA Pending
Required Onsite:	SWAP	
03/05/2018	Check Out	& Refrigeration
15:01:00	Check Out	
Date Issued:	Redo PRA	
03/04/2018 15:01:00	NOUD FINA	
	Request PO Inci	rease
Description:		
ADJUSTED' 'NON-ERE' Att onsite on 07 4744 6753 or 64	end for the installation of a 129 175 792. Please also	WORKS \$2,095,00 APPROVED AND a UPS device. Contact Sherryl Steadfas laise with Fujitsu to arrange for someo- iss to the UPS. Please contact Dawn S
on 02 9870 4580 *COST O		

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	ELSWAP all extents		
	Mork Details	s	te Details
S Priority:P4 - Release			
Work Order Number: 10089003		Work Order Type: Discretionary Works	
Service Type: Electrical General			ĸ
			Status: Onsto – PRA Ponding
Required Onsite: 03/05/2018 15:01:00		Vendor Name: SWAP	ts & Rehigeration
Date Issued: 03/04/2018 15:01:00	since last su	NO	
		IMENCE JOB	

16.4. Submitting a Bulk PRA (PM Only)

If you have multiple **Preventative Maintenance** work orders for the same site, you can submit a Bulk PRA by clicking the site icon in the top right. This will then take you to the Bulk PRA selection page.

From the Bulk PRA selection Page, you will be able to select the check box beside any work orders that you would like to use the same PRA for.

Note: You can only select work orders for the same site to submit a Bulk $\ensuremath{\mathsf{PRA}}$.

Once you have selected all relevant work orders, select the Group PRA button at the bottom and you will be prompted to **complete a PRA**.

Selecting the check box beside the Site Name will select all work orders for the site (as circled in adjacent image)

Selecting the check box beside a work order will select only that work order (as per the adjacent image)

Selecting the arrow beside a work order will show more detail on the work order, as per the below.

Ba		SWAP A CUSTOMANA	
		Work Orders	8
9	Search		
BF	North Glenrowan		
0	Priority:		
2			
	WO#: 12214514	PO :	
CI	eveland Street		
6	Priority:		
2			
	WO#: 12159209	PO : 5284OM40387955	
6	Priority:		
2			
	WO#: 12133088	PO : 5284OM40386032	1
	Australia Post		
Ŷ	Cleveland Street		
		Strawberry Hills Australia, 2012 NSW	
		19 16:25:00	
	Required Onsite:		
	Completion Date: 01/03/20		
	Description: CONCIERGE Reception Services Qty:	SERVICES - 1 MONTHLY PM Procedure: Asset:923066 1.00	
0	Dispatched - Permit Appro		
/		Permit Approved	
0	Priority:		C
2			
	WO#: 11859899	PO : 5284OM40333406	

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Back	SWAP	≡
	Work Orders	Ē
Q, Search		
③ Priority:		
WO#: 12214514	PO :	
Cleveland Street		(
③ Priority:		
WO#: 12159209	PO : 5284OM40387955	C
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③ Priority:		
WO#: 11859899	PO : 5284OM40333406	
③ Priority:		
WO#: 11715445	PO : 5284OM40307173	
Priority:		
WO#: 11553775	PO : 5284OM40279528	
③ Priority:		
WO#: 11240604	PO : 5284OM40223820	
		(
	Group PRA	



The PRA that is filled out will then be grouped to any work orders selected from the Group PRA list and technicians will be redirected to a work order list with their selected work orders pushed to the top.

Once the Facilities Manager has reviewed your PRA. You will receive a push notification of either Approval or Decline to your mobile device.

Work orders will not be moved to 'onsite' status until the technician begins to action the work order as they usually would via the SWAP app and any work orders that are not on sited or closed off on the same day that the Group PRA was submitted and approved will return to their original status and require a new PRA to be submitted.

Note: Bulk PRAs are still approved or declined on a work order basis. A Facilities Manager may approve multiple work orders for the Bulk PRA and decline another. If one or more work orders are declined by the FM, you will need to resubmit a PRA for this work order.

17.0 Recommencing an Open Work Order

If you leave a job and recommence work later, you will be asked whether the Pre-Start Risk Assessment has changed since it was last submitted for the job.

If conditions have changed you will need to complete the pre-start risk assessment and resubmit for approval. You can then recommence the job.

18.0 Work Order/Purchase Order Cost Increase (Aurizon only)

If works will exceed the pre-approved PO amount, you can request an increase via the app. In the work order's work details

screen.



	Work Orders	E
	Detais	Stabitals
③ Priority:P4 - Release		
Work Order Number:	Work Order	Type:
10089003	Discretionary	/ Works
Service Type:	Client Refere	ince:
Bectrical General		
Po Number:	Status:	
5335OP40125873	Onsite - PR/	k Pending
Required Onsite:	SWAP	
03/05/2018		& Refrigeration
15:01:00	Check Out	
Date Issued:	10000	
03/04/2018	Redo PRA	
15:01:00	Request PO Increase	
Description:	Request PO Increase	
ADJUSTED* "NON-ERE" Atte onsite on 97 4744 6753 or 04	29 175 792. Please also liaise v 1 to assigning an IP address to t	IS \$2,098.00 APPROVED AND device. Contect Sherry' Steadfast with Fujitsu to arrange for someone he UPS. Please contact Dawn Silva

Complete the Request Form by typing in the increase amount and the reason for the increase amount. Once complete, select Submit. It will send the request directly to the Facility Manager for the site, who will review the request and approve or decline the request. A push notification will be sent to your device when the Facility Manager has completed their review. During this time, the work order status will read "Awaiting PO Increase"

CUSHMAN & WAKEFIELD

Work-Order Review under se se Service Train Q LAPPROVED - PLEASE PROCEED WITH WORKS \$2,098.00 APPROVED AND LAPPROVED - PLEASE PROCEED WITH WORKS \$2,098.00 APPROVED AND LAPPROVED - PLEASE PROCEED WITH WORKS \$2,098.00 APPROVED AND LAPPROVED - PLEASE PROCEED WITH WORKS \$2,098.00 APPROVED AND LAPPROVED - PLEASE PROCEED WITH WORKS \$2,098.00 APPROVED AND Service Train Development of the UPS. Please contect Devel Service service Advances to the UPS. Please contect Devel Service service Advances to the UPS. Please contect Devel Service works to come to	Orientation Orientity, P4 - Release Work Order Number: 10069003 Service Type: Electrical General Po Number: Sossicil+60105875 Required One lac: assicility: Sossicility: Date Instance:	Work Orders an See 3 Work Order Type: Discretionary Work Clerit Reference: Stable: Stable: Bit Wendor Name: Bit Wendor Name:
WID - PLEASE PROCEED WITH WORKS \$2,000.00 APPROVED AND 15° Abried for the installation of a UPS device. Contact Sharry Bendhat 30 × 0201 175 (30): 00 × 000 million and angle for immerse extinsion to assigning as in ¹¹ address to the UPS. Please contact Davis Sive 05° COGE: 10075	Priority: P4 - Release Work Order Number: 10080003 Service Type: Becinical Central Po Number: StatGe/ParticeBar33 Required Onstat: So 0100 So 0100	Work Order Type: Discretonary Work Client Reference: Status: Ornatio- Awaiting P Vendor Name:
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Ilation of a UPS device. Contact Shenyl Steadfast ease also liaise with Fujitsu to amange for someone	10069003 Service Type: Elecitical General Po Number: 533504-6175873 Required Onsite: 05:07150	Discretionary Work Client Reference: Status: Onsite - Awaiting P Vendor Name:
Ilation of a UPS device. Contact Shenyl Steadlast lease also laise with Fujitsu to arrange for someone	Service Type: Electrical General Po Nomber: Status Status Reputed Toster: Status Status	Client Reference: Status: Onsite - Awaiting F Vendor Nama:
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lation of a UPS device. Contact Sherryl Steadfast esse also liaise with Fujitsu to amange for someone	Po Number: 53350/P40125873 Required Onster 0595201 15/01:00	Onsite - Awaiting I Vendor Name:
ir the installation of a UPS device. Contact Sherryl Steadtast 6 702. – Please also Laise with Fujitau to arrange for samenne ssjoring an IP actides to the UPS. Please contact Dawn Stiva	53360P40128873 Required Onstec 03/05/2018 15:01:00	Onsite - Awaiting Vendor Name:
92. Please also liaise with Fujitsu to arrange for someone pling an IP address to the UPS. Please contact Dawn Silva	Required Onsite: 03/05/2018 15/01/00	Vendor Name:
signing an IP address to the UPS. Please contact Dawn Silva	03/05/2018 15:01:00	
1907738-	15:01:00	Bill Whites Electr
	Date Issued:	
	03/04/2018	Completion Date 30/11/2018
	15:01:00	17:00:00
	Description:	
	OUOTE 5153 APPROVED - PLE	ASE PROCEED WITH WORKS 5
	ADJUSTED" "NON-EFE" Attend onsite on 07 4744 9753 on 0429 to attend alongiside electrician to on 02 9870 4660 "COST CODE	for the installation of a UPS devi 175 792. Please also liaise with assigning an IP address to the L
Submit		Awaiting PO Increase

PO Increase Form

Work Order Status "Awaiting PO Increase"

18.1. Purchase Order Increase Approval

Once approved, you will receive a notification to your device. Open the work order. If the Status still reads "Awaiting PO Increase", swipe down to refresh. The status should read 'Complete Job."

12:13		Work Ordens	Aboris Date	Work Ordens	Work Details	Work Orders
∠·) Friday, 7 December	Work Des	ile Sile Dutais			Priority:P4 - Release	Long Arborn a
Friday, 7 December	Work Order Number: 10069003	Work Order Type: Discretionary Works		Selveshing form data	Work Order Number: 10089003	Work Order Type: Discretionary Viorks
Purchase Order Increase Approved SWAP PO Increase WO 10036003 Stre 53354617, Longreach Elic Service Train O Description *0.0015 5135 APPROVED - PLEASE PROCEED WITH	Service Type: Electrical General	Client Reference:			Service Type: Electrical General	Client Reference:
Train Classrotion: "CUDTE STS APPHOVED - PLEASE PROCEED WITH WORKS \$2,099.00 APPROVED AND ADUISTED" "NON-FRE" Attend for the insatilation of a UPS device. Contact Sherry SteatRes (contact on 07 4744.6		-	③ Pronty:P4 - Release		Po Number:	Status:
	Po Number: 5335DP40125873	Status: Onsite - Awaiting PO Increase	Work Order Number:	Work Order Type:	5335OP40125873	Onsite - Permit Approved
	Required Onsite:	Vendor Name:	10089003	Discretionary Works	Required Onsite: 03/05/2018	Vencor Name: Bill Whites Electrics & Refrigeration
	03/05/2018 15:01:00	Bill Whites Electrics & Refrigeration	Service Type: Electrical General	Client Reference:	15:01:00	on million accurate a mangaration
	Date Issued: 8:04/2018	Completion Date: 90/11/2018 17-00:00	Po Number: 83360P40126873	Status: Onsite - Awaiting PO Increase	Date (ssued: 03/04/2018 15:01:00	Completion Date: 30/11/2018 17:00:00
	Description: Description: Outor 5-153 APPROVED - PLEASE PROCEED WITH WORKS \$2,099,00 APPROVED AND ADURTST: NON-EEP: Attend to the instabilition of a LPS device. Context Sherri Steadast	ASE PROCEED WITH WORKS \$2,099.00 APPROVED AND	Required Onsite: 03/05/2018 15:01:00	Vendor Name: Bill Whites Electrics & Refrigeration	Description: 1QUOTE 5153 APPROVED - PLEASE PROCEED WITH WORKS \$2,099.00 APPF ADJUSTED: "NON-ERE" Attend for the installation of a UPS device. Contact Sh	
6	AUDOISED TROVENCE Address for in reasonation of a Leve annexic. Contact strengt sectorate the or of 74.74 (2006) 426.9175 (2006) 2006 (2007) 420.918 (2006) 420.918 (2007) 420.918 (2007) In alter of adorptice lefet closer is assigning an Plactices to the LPS. Please contact Down Silva on 20.2 8007 4607 (2007) 2007 2007		Date Issued: 03/04/2018 15:01:00	Completion Date: 30/11/2018 17:00:00	crisite on 07 4744 6758 or 0429 175 792. Plasse also laise with Fujisu to an to attend alongside electrician to assigning an IP address to the UPS. Please on 0.2 9870 4560 *CCST CODE: 1902738*	
			ADJUSTED: "VON-ERE" Attend onsite on 07 4744 6753 or 0429 1	ASE PROCEED WTH WORKS \$2,000.00 / for the installation of a LIPS device. Contra 175 702. Hence also faile with Fullysi to exerging an P acovers to the UPS. Planse contract Dawn Silve 1992/787		

SWAP Purchase Order Increase Approval - WO 9240161, Site: 53355671 Vendor North Goonyella Network Corrid

Purchase Order 39976906 for Work Order 9240161 has been approved for increase. The details are as follows:

- WO Number: 9240161
 Site: North Goonyella Network Corrid
 WO Description: test test
 Approved By: Kemeny Robert
 Approved Purchase Order Increase amount: \$6000
 Comments: not in a million years

PLEASE DO NOT REPLY TO THIS AS CUSHIMAN & WAKEFIELD will not receive your email. This is an unmonitored email address and your email will not reach a valid Cushman & Wakefield system or employee. A failure to redirect your query in line with the instructions above will result in Cushman & Wakefield being unable to action your request.

Thank You

Administrator Cushman and Wakefield



18.2. Purchase Order Increase Declined

If a PO increase request has been declined, a notification is sent to your device. Contact the Facility Manager or Customer Experience Centre to discuss. To make another request, open the work order, swipe down to refresh and click "PO Increase Declined".

No 51/ 😨 🔹	Back	₿SWAP	CUSHRANA WAREFIELD	=	Back		
1.00		Work	Orders	G		Work Orders	E
1:00		Work Debils	Site Details		Work	Ontailing : Site Da	duits
	Priority:	4 - Release			Priority:P4 - Release		
😫 59/k ² . nav	Work Order M 10089003		Work Order Type: Discretionary Works		Work Order Number: 10089003	Work Order Type: Discretionary Works	
Purchase order Increase Declined SWAP PD Increase W0 10069003 Site 53354817, Longreach Elec Strivice Train Q Description: "QUOTE 5153 APPROVED - PLEASE PROCEED WITH W0PKS \$2,090,00 APPROVED AND ADJUSTED" "MON-ERE" Attend for the	Service Type Electrical Ge		Client Reference:		Service Type: Electrical General	Client Reference:	
WORKS \$2,099.00 HERRORED WHO MEDICINE TO "PROVERCE Attention the installation of a UPS device. Contact Sherry Steadbalt onsite on 97 4744 6		5873	Status: Onsite - PO Increase Declined		Po Number: 63350P40126873	Status: Onsite - PO Increase	Declined
	Required On 03/05/2018 15:01:00		Vendor Name: Bill Whites Electrics & Refrigeration	n.	Required Onsite: 03/05/2018 15:01:00	continue with original PO	
	Date Issued: 03/04/2018 15:01:00		Completion Date: 30/11/2018 17:00:00		Date Issued: 03/04/2018 15:01:00	Amount? Yes	
	ADJUSTED" onsite on 07 to attend alo	'NON-ERE' Attend for the Installat 4744 6753 or 0429 175 792. Pleas	WITH WORKS \$2,099,00 APPROV (or of a UPS cevice. Contact Sherr se also faise with Fujitsu to arrange address to the UPS, Please conta	yl Steadfast for someone	ADJUSTED' "NON-ERE" Attor prisite on 07 4744 6753 or 042	No, Request another PO Increase LEASE PROCEED WITH WORKS 32 (cf nd for the installation of a UPS device. 6 9 178 792). Please also I aiss with Fujit to assigning an IP address to the UPS. DE: 1902738*	
Press hame to unlock							
••0		PO Increa	se Declined			PO Increase Declined	

You will also receive email notification of the declined request:

SWAP Purchase Order Increase Declined – WO 9240159, Site: 53355671 Vendor North Goonyella Network Corrid

Purchase Order 39976905 for Work Order 9240159 has been declined for increase. The details are as follows:

- WO Number: 9240159

- WO Number: 9240139
 Site: North Gooryella Network Corrid
 WO Description: test test test
 Declined By: Kemeny Robert
 Declined Purchase Order Increase amount: \$6000
 Comments: absolutely not

PLEASE DO NOT REPLY TO THIS AS CUSHMAN & WAKEFIELD will not receive your email. This is an unmonitored email address and your email will not reach a valid Cushman & Wakefield system or employee. A failure to redirect your query in line with the instructions above will result in Cushman & Wakefield being unable to action your request.

Thank You

Administrator Cushman and Wakefield



19.0 Asset Capture

19.1. Asset Capture Form

•• ○ Telstra ♥ 09:50 7 \$ 99% → + Back SWAP	For certain types of work orders, you may be prompted to complete an asset capture form
AC Exhaust Fan - 577405	
Description AC Exhaust Fan	
Asset not available	Check box if asset is not available, and you cannot complete the form
Asset AC Exhaust Fan - 577405 >	
Asset Number 577405	
Asset Description AC Exhaust Fan	
Scan	Scan QR code or barcode on the asset
Estimate Replacement Year	
2017 2018 2019 2020	Select the estimated replacement year for the asset
Asset Condition Rating 1 2 3 4 5 NA	Rate the condition of the asset. $1 = poor; 5 = excellent$
Add comment Please enter details.	Add any additional comments relating to the asset condition
NEXT	



19.2. Viewing Asset Details

Work orders which have an asset attached to them will have the asset details outlined in the SWAP application.

No SIM 奈 Back		@ 51% 💻
	Work Orders	7
Description: Test - c Onsite - PRA Pendir		
Priority: Non Urgen	t	
🚨 Air Conditioning G	eneral	
WO#: 10727599	PO : 5284OP40113550	
Australia Post		
Toowong DC/BC		
14 Ebor Lane, Toow	ong Australia, 4066 QLD	>
Date Issued: 0	9/11/2018 10:14:00	/
Required Onsite: 1	1/11/2018 10:14:00	
Completion Date: 1	2/11/2018 14:14:00	
Description: test		
O Entored - issued - P	P.A. Pending	
AC Small PAC/Split	0	

You will be able to see when an asset is attached to a work order via the Work Order Summary screen.



Once selecting a work order that has an asset attached to it, you will be able to view the full asset details by selecting the information button in the top right of the screen

19.3. Child Asset Filters

Model:

Technicians who are required to review assets for a work order are no longer required to go through every single Child Asset in order to complete a work order anymore. Child Assets are now grouped by room, with the ability to filter through the list of child assets by Level and/or Room.

Back	Filter	Reset
Floor/Level		>
Room		>



19.4. No Change Required option for Asset Review

Additionally, a 'No Change Required' option has been added for each child asset to simplify the review process for work orders that have a large quantity of child asset.

When a 'No Change Required' option is ticked the child asset will automatically be set as reviewed and technician should be able to go ahead and review all relevant assets.

No Change Required

20.0 Check Out Function

We have also optimised the Check In / Out feature to simplify the process of check onsite times for our Facilities Managers. It is important that technicians are using the Check Out feature when leaving site where work has not been completed.

You can check out of site by tapping the three dots in the top right of the Work Order details page and then selecting the Check Out option. The SWAP app will then request you to check back into site once you return to continue the works on site.

11:18		・ ⊋⊿ ∎	100%
ВАСК	B SWAP I	CUSHMAN & WAKEFIELD	≡
	Work Ore	ders	000
W	ork Details	Site Details	
OPriority:	23		
SWAP			
Check Ou	D		
Redo PRA	с.		
Request P	O Increase		

21.0 Completing a Work Order

To complete a work order you must complete the 'Additional Findings' close out screen:

Additional Findings		
Resolution Reasons*	Select the 'Resolution Reasons' from t	the drop down list
Please select	Complete 'Findings' and 'Action Taker	n' fields
Findings*	If Corrective Work, Hazards or Future the issue/details of additional works re	Work has been identified. Select and describe equired.
Please enter comment.		rk, Hazard Identified or Further Works Required has been identified under 'Description'. Do not
Action Taken*	Complete onsite and completion timestamps	
Please enter comment.		
Corrective Work Required		Actual onsite date/time
Hazard Identified		23/12/2016 07:19
Further Works Required		EDIT
Description		Actual rectification date/time
Please enter comment.		Actual rectification date/time
		O 23/12/2016 07:20
DONE		EDIT
		DONE



22.0 View Competencies via SWAP App

Sometimes when you are on site working on a job, the client may request to view your competencies. You are able to do this via the SWAP app. On the top right hand of the app, click on the three lines. Select 'Competencies' from the drop down list.



Note that you will not be able to update it via the app, to update you will need to log onto the SWAP Technician Portal on a computer.

23.0 Expiring Competency Notification

Competency email notifications will provide you more details on which one of your active competencies is expiring. This will assist you in identifying what is soon to expire without having to login to the SWAP portal. Below is an example of what the new notifications will look like:

Technician Steve Badham has a competency Cushman & Wakefield Induction that is due to expire:



Competency Type: Cushman & Wakefield Induction Expiry Date: 2020-11-11

There are 2 ways to Renew or Retire your competencies:

Technicians can manually update them via the <u>SWAP portal</u> under the competency section
 Vendor administrators can also update them on behalf of their technicians via the 'View' button or 'Add licences' function on the 'My Technicians' tile

Renew Competency 27 - this should be used when a competency has expired or is due to expire. Clicking on the Renew Competency button will allow you to enter the new Acquired Expiry dates as well as update the Licence number if this has changed.

Retire Competency 🛇 - this should be used where a technician has a competency they no longer require and are not intending to renew. Once a competency is retired it will be visible in the Retired Competency Tab

Please refer to your user guide for instructions on how to manage your competencies User Guides

SWAP Support Team

24.0 Support Function

There is a new Support option for Suppliers within both the Web Portal and Mobile Application.

Selecting this option on the Web Portal will take you to our Vendor Engagement Portal, where you will find all of our user guides, training dates and more. From here you can also send an email to the application support team for further assistance.

Selecting this option on the **Mobile Application** will load the below page, where a user can send a support ticket to the Application Support team.

ВАСК		
	Mobile Support Form	
Client		
Work (Drder Number	
Comm	ent *	
Take a	nhoto	
	Take Photo	
_		
	Irgent Enquiries Please Call the ication Support Team on 1300 149 286	
	DONE	