

SAFE WORK ASSURANCE PLATFORM



SWAP | Work Order Lifecycle

Below you will find the steps that need to be taken to complete a work order using the SWAP Platform; from a Vendor Administrator assigning the works in the SWAP Portal through to a Technician updating a work order to on-site and closing the work order out in the SWAP app.

Assigning a Work Order

To assign a work order to a technician in SWAP, the Vendor Administrator must select the work order via the My Work Order tile in the Web Portal. From here, selecting the 'Assign' option from the select action drop down.

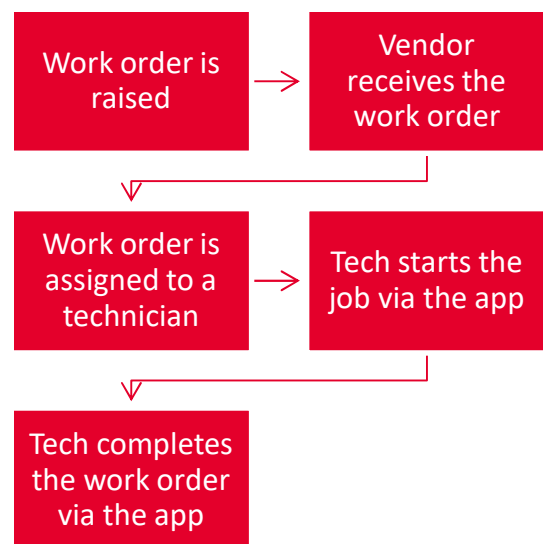


Clicking the yellow 'Select Technicians' option will load a list off all Technicians registered to your Profile.

You can also **bulk assign** works to a technician from the work order summary screen. Simply filter by a client, select the check boxes next to the relevant work orders and select assign from the action drop down

Once you have selected the relevant technician, the work order will be loaded to their mobile app.

Note: If you do not select the "Technician can only view work orders assigned to them" box when registering a technician, this step is not required as all work orders will be visible to them via the Check In/Out tile.



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Commencing Work

To Commence a Work order in SWAP, the technician must log into the Mobile Application and find the work order either via the Check In/Out Tile or the My Work Orders Tile. This will show all Essential Site Information along with the Work Orders details.

Once in the Work Order, select the 'Start Job' option at the bottom of the screen to populate the Pre-Start Risk Assessment (PRA) to fill out. Once this PRA is submitted, the work order will be placed 'Onsite'

START JOB

Completing Works

To Complete a Work Order in SWAP, the technician must select the 'Complete Job' option at the bottom of the work order detail screen (Where the Start Job option was previously). Once selected, there will be a section to add any notes to the work order, as well as to amend the onsite & completion times if required. Once submitted, the work order will automatically be closed in the system and will be ready for invoicing.

COMPLETE JOB

SYSTEM

Safe Work Assurance Platform (SWAP)

COMPATABILITY REQUIREMENTS

- Registered in SWAP
- Approved, Qualified Technicians
- SWAP Application Downloaded

KEY CONTACTS

Application Support Team:

1300 149 286 (1)

AU.Application.Support@cushwake.com

SWAP Support NZ:

0800 888 068

NZ.SWAP@cushwake.com

Finance Enquiries:

FinanceHelpdesk@cushwake.com

FURTHER INFORMATION

For user guides and training dates, please visit the [Vendor Engagement Portal](#)

