



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

Facilities Management Division / Maintenance

User Guide for Contractor Web (CWEB) for External Contractors

Contents

1	Background	2
2	Scope	2
3	Instructions	2
3.1	Work Order Issuing	2
3.1.1	Logging in	2
3.1.2	Viewing your work orders	3
3.2	Completing Work orders – Marking a job ‘Trade Complete’	3
3.3	Invoicing	7
3.4	Work order reviewing	7
3.5	Changing your password	7
4	Version Control Table	8

1 Background

The maintenance division in the Facilities Management Division (FMD) uses the Building Engineering Information Management System (PULSE) to manage reactive and planned maintenance. This includes the issuing, conducting and completion of work orders (reactive and planned maintenance). External contractors are issued access to Contractor Web (CWeb) portal so they can directly interface with PULSE via the CWeb portal, to receive and complete work orders.

2 Scope

This user guide outlines each step in the work order completion process for schedule of rates contractors and identifies their work order completion responsibilities. It advises in the appropriate use of the CWeb portal.

3 Instructions

3.1 Work Order Issuing

- All priority 1 and 2 work orders will be notified by telephone to you by the FMD client service team. At the same time the FMD client service team will raise a work order in PULSE and you will be able to view the work order via the CWeb portal.
- All priority 3 work orders will be raised by the FMD client service team in PULSE and you will be able to view the work order via the CWeb portal.
- It is expected that contractors will access CWeb on at least a daily basis to check for new work orders.
- Contractors with limited work orders may be notified when a work order is sent.
- Preventative maintenance work orders are scheduled to be sent at the first of the month, therefore the contractor should at a minimum, schedule to check Pulse monthly for PM work orders.
- FMD recommends an iPad as a portable means for interfacing with CWeb to check for new work orders, view, and trade complete and manage work orders.

3.1.1 Logging in

The Web address for CWeb is <https://beims.uow.edu.au/cwebnet>

It is recommended that you save this address as a favourite on your web browser.

The address will take you directly to the login page.

PULSE CONTRACTOR WEB

Login [Print this page](#)

Welcome to Pulse ContractorWeb .NET for University of Wollongong

This site offers Pulse Contractors online access to work orders and complete follow-up service with dedicated customer care. Please note, this is a password protected site.
Registered users please login below by entering your 'Username' and 'Password', then clicking on the 'Login' button.

Username: (Always uppercase)

Password: (Case sensitive)

Please use the username and password that was provided to you by facilities management division. If you have not been issued with a username and password please call the FMD client service team on 02 4221 3217. This login is to remain secure and is provided for the sole use of the individual business to which it is assigned.

3.1.2 Viewing your work orders

Once you have successfully logged on you will be directed to the Main Menu.

The screenshot shows the ContractorWeb interface. At the top, there is a dark header with the PULSE logo on the left and 'CONTRACTOR WEB' on the right. Below the header is a navigation bar with links: Main Menu, Work Orders, Personal, User Management, Help, and Log Out. The main content area features a 'Main Menu' section with a welcome message for Andrew Gilholme and a 'Print this page' link. Below this is a 'Work Order Watch' section with a text message stating 'There are currently 1 work order jobs (trades) allocated to you.' This is followed by three colored buttons: 'Outstanding 0' (green), 'Completed 1' (blue), and 'Cancelled 0' (black). A 'Special Message from Pulse Administrator' box contains a red warning: 'Prior to commencement of work a risk assessment must be completed in accordance with the University's WHS Management System.' Below the message is a table with company details:

Company Code:	ADVAG
Company Name:	Andrew Gilholme
Company Address:	

At the bottom, there is a small footer with copyright information: 'Pulse ContractorWeb .NET System 5.44.1.0 is Copyright © 2016-2019 Zuuse Pty Ltd. Unauthorised access to this site is prohibited. The current active Program ID is CWEB002S.'

In the main menu you will be able to see all the outstanding, completed and cancelled jobs assigned to your business. For example, in the above screen shot, “Completed” jobs are 1. This information is real time i.e. if a new job is logged “Outstanding – 1” will change to “Outstanding – 2”.

3.2 Completing Work orders – Marking a job ‘Trade Complete’

It is essential that CWeb jobs allocated to your business are completed within real-time and as per the terms and conditions set in the contract. Once work has been completed to the University’s standards it is essential that you mark the **Trade Status** as **Complete** in the work order within CWeb.

Once you have logged in and have been directed to the Main Menu, click on.



This will take you to “Work Order Listing” Page.

Please Note: Outstanding jobs are all the jobs that have been issued to your trade (your vendor contractor code). In the example, a total of 1 jobs have been raised by the facilities management division, University of Wollongong.

Ensure that ‘Last X Days’ displays ‘All Days’ to see all work orders. In the “Work Order No” type in the work order number that you would like to view and click, “Go”. For example Z0100574.

Work Order Listing [Print this page](#)

Work Orders allocated to supplier **ADVAG - Andrew Gilholme** Total Outstanding : 1

Click the **description** of the work order you want to view, or point your **mouse over** a value to show more details.

Sort Order	Sort Method	Last X Days	Trade	WorkOrder No	Site	Asset No
Work Order No	Ascending	All Days				
Assign To	Trade Status	WorkOrder Status	Building	Job Type	Domain (Work Order)	Refresh
	O - Outstanding	All				Never

Please Note: An alternative way to browse jobs is browse up or down to find the work order that you like to view on the ‘Work Order Listing’ page. If the work order is not displayed then please click Next if more than one page is listed:

CONTRACTOR WEB

Main Menu
Work Orders
Personal
User Management
Help
Log Out

Welcome Andrew Gilholme
[Print this page](#)
Total Outstanding : 1

Work Order Listing

Work Orders allocated to supplier **ADVAG - Andrew Gilholme**

Click the **description** of the work order you want to view, or point your **mouse over** a value to show more details.

Sort Order	Sort Method	Last X Days	Trade	WorkOrder No	Site	Asset No
Work Order No	Ascending	All Days				
Assign To	Trade Status	WorkOrder Status	Building	Job Type	Domain (Work Order)	Refresh
	O - Outstanding	All				Never

1

1 Outstanding Jobs Retrieved.


Trade	Work Order No	WO Status	Chargeable?	Start Date	Description	Priority	Building	Requested By	Assigned?	W/O Est Comp Date	Asset No	Overdue
ADVAG	Z0100574	O	N	24/02/2021	CWEB User Guide	3	0031	Andrew Gilholme	NO	03/03/2021		No

1

136 Outstanding Jobs Retrieved.

Click on the “work order no” (in the above example “Z0100574”) to open the “work order details” screen for the work order.

Opened work order below:

CONTRACTOR WEB

[Main Menu](#) [Work Orders](#) [Personal](#) [User Management](#) [Help](#) [Log Out](#)

Welcome Andrew Gilholme [Print this page](#)

Work Order Details

Work Order Z0100574 - TRADE OUTSTANDING

Requested By	Andrew Gilholme	Requested Date/Time	24/02/2021 12:07
Phone	0418313871	Required Start Date	24/02/2021 12:07
Est Comp Date	03/03/2021 12:08		
Asset No			
Site	MAIN	Main Campus	More...
Building	0031	B0031 Facilities Mgmt	More...
Floor	G	ground floor	
Room			
Priority	3	(7 days)	
Cost Centre			
Trade Code	ADVAG	Andrew Gilholme - Maintenance Planner	
Description	CWEB User Guide		
Extra details			

Trade Completion Details for Trade ADVAG : Andrew Gilholme - Maintenance Planner

Trade Status	<input type="text" value="O - Outstanding"/>	Work Order Progress			
Arrival Date	<input type="text" value=""/>	(dd/mm/yyyy)	Comp/Cancel Date	<input type="text" value=""/>	(dd/mm/yyyy)
Arrival Time	<input type="text" value=""/>	(HH:mm)	Comp/Cancel Time	<input type="text" value=""/>	(HH:mm)
	Set To Current Date/Time				
Service Date	<input type="text" value=""/>	(dd/mm/yyyy)			
History Type	<input type="text" value=""/>				
Action Details	<input type="text" value=""/>				

Asset Details

Asset No	<input type="text" value=""/>
----------	-------------------------------

Costs

[Tradesperson Timesheet](#)
[Material issued to this Work Order](#)

Work Order Documents - Available to view

Uploader	Name	Category	Upload Date
----------	------	----------	-------------

Invoice Documents - Available to view

Uploader	Invoice No	Name	Category	Upload Date
----------	------------	------	----------	-------------

Select a file: (NOTE: Upload supported on iPad (iOS6 or above) and Android tablets. Video uploads not supported)

* Document Type: Attached To:

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The current active Program ID is CWEB0045.

Mandatory fields to be completed before saving are;

- Service Date and Action Details
- This leaves the work order as outstanding
- Complete 'Asset No' if known & applicable

Note: you can save at this stage but the work order is not completed

Service Date (dd/mm/yyyy)

History Type

Action Details

Mandatory fields when the work is complete;

- The Trade Status is to be changed to ‘C- Complete’
 - Comp/Cancel Date need to be filled
 - Comp/Cancel Time need to be filled
- **Do not use X-Cancelled, Do not cancel work orders.**
 - If you need this done contact Client Service Team

Trade Completion Details for Trade ADVAG : Andrew Gilholme - Maintenance Planner

Trade Status [Work Order Progress](#)

Arrival Date (dd/mm/yyyy) * Comp/Cancel Date (dd/mm/yyyy)

Arrival Time (HH:mm) * Comp/Cancel Time (HH:mm)

[Set To Current Date/Time](#) [Set To Current Date/Time](#)

Attach documents

- Upload files (service dockets, forms or photos that need to be attached). The files can be added after the work order is completed [See Below]
- Then, click on ‘Save’
- The work order will go into completed in main menu

Select a file: (NOTE: Upload supported on iPad (iOS6 or above) and Android tablets. Video uploads not supported)

* Document Type: Attached To:

Once it has gone into Completed;

- You can open the work order from the completed list from the home page and upload files (service dockets, forms or photos that need to be attached if not done at time of completion).

Special Message from Pulse Administrator

Prior to commencement of work a risk assessment must be completed in accordance with the University's WHS Management System.

The work order will be shown in the work order listing for completed works.

Work Order Listing

Work Orders allocated to supplier **ADVAG - Andrew Gilholme**

Total Completed : 1

[Print this page](#)

Click the **description** of the work order you want to view, or point your **mouse over** a value to show more details.

Sort Order	Sort Method	Last X Days	Trade	WorkOrder No	Site	Asset No
Work Order No	Ascending	All Days
Assign To	Trade Status	WorkOrder Status	Building	Job Type	Domain (Work Order)	Refresh
	C - Completed	All	Never
						<input type="button" value="Go"/> <input type="button" value="Clear"/>

Prev **1** Next

1 Completed Jobs Retrieved.

Trade	Work Order No	WO Status	Chargeable?	Start Date	Description	Priority	Building	Requested By	Assigned?	W/O Est Comp Date	Asset No	Trade Comp/Cancel Date
ADVAG	Z0100574	T	N	24/02/2021	CWEB User Guide	3	0031	Andrew Gilholme	NO	03/03/2021		24/02/2021

3.3 Invoicing

- Invoices shall be emailed to the university automated procurement and accounts payable system(Basware) at uowap@uow.edu.au
- No invoices are to be submitted without a PULSE work order number or UOW purchase order number.
- One PULSE work order / one UOW purchase order number for each invoice.
- One Invoice per PDF document which is combined with all supporting documentation including, service reports and suppliers' invoices.
- The first page of the PDF should be your invoice.

For both planned and reactive work orders contractors are required to attach service reports to the work order it is referring too.

Note that particular contractors are able to send service reports via Dropbox. This is at the determination of FMD.

3.4 Work order reviewing

- If you have marked the job trade complete, and you have made an error that needs to be rectified, you will have to contact the FMD client service team at so that they can reopen the job. Once this is done refer back to the steps outlined in Section 3.2 of the guide - "Work Order Completing - Marking a job Trade Complete".
- If a job needs to be cancelled, under no circumstances should the contractor attempt to undertake this on CWeb. The contractor should contact the relevant FMD maintenance supervisor, or the FMD clientservice team who will then cancel the work order. If you have accidentally cancelled a job please contact the FMD client service team on 02 4221 3217 so that the work order can be reverted to an active job.
- For all work undertaken, the relevant FMD maintenance supervisor will review your invoice details along with your completed work order. If the supervisor is not satisfied with the information you have forwarded, payment of the invoice will be withheld while the supervisor contacts you and seeks your timely response to a request for further information.

3.5 Changing your password

To change your password, please follow the steps below:

Click on "Personal" and click on "Change My User Password". This will take you to the following screen.

Follow the steps:

- Enter Current Password
- Enter New Password
- Confirm New Password

Change My User Password

Change password for user, **Andrew Gilholme**

Current Password	<input type="password"/>
New Password	<input type="password"/>
Confirm Password	<input type="password"/>
<input type="button" value="Save"/> <input type="button" value="Clear"/> <input type="button" value="Cancel"/>	

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The current active Program ID is **CWEB014S**.

4 Version Control Table

Version Control	Date Released	Author/Reviewer	Approved By	Amendment
1	120319		Chris Hewitt, Manager, Maintenance & Energy	New version
2	130502	Kalyana Cherukuri, Business Systems Analyst	Kristy van Duin, Manager Client Service	Updated to reflect new version of Cweb 5.7.116.
3	12032020	Kalyana Cherukuri, Business Systems Analyst	Mark Stevenson, Wollongong Maintenance Manager	Updated to reflect new version of Cweb 5.18.0.0
4	24022021	Andrew Gilholme, Maintenance Planner	Mark Aikman, Wollongong Maintenance Supervisor, Planner & OHS Coordinator	Updated to reflect new version of Cweb 5.44.0.0