

Facilities Management Division / Maintenance

# **User Guide for Contractor Web (CWEB) for External Contractors**

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#### 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

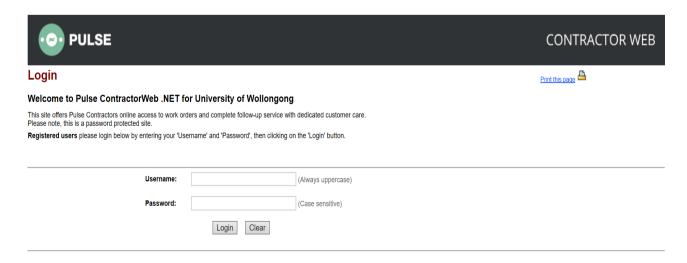
- All priority 1 and 2 work orders will be notified by telephone to you by the FMD client service team. At the same time the FMD client service team will raise a work order in PULSE and you will be able to view the work order via the CWeb portal.
- All priority 3 work orders will be raised by the FMD client service team in PULSE and you will be ableto 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 <a href="https://beims.uow.edu.au/cwebnet">https://beims.uow.edu.au/cwebnet</a>

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

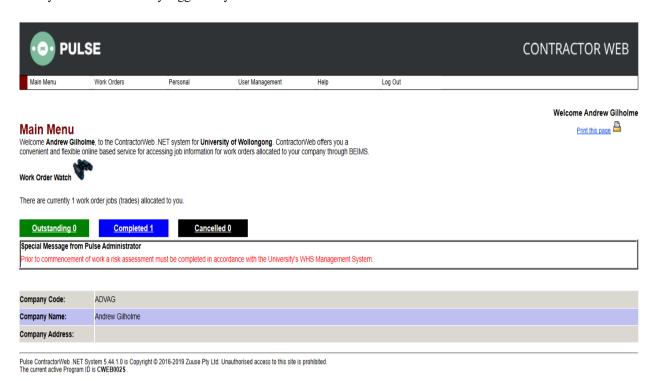
The address will take you directly to the login page.



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 towhich it is assigned.

#### 3.1.2 Viewing your work orders

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



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.

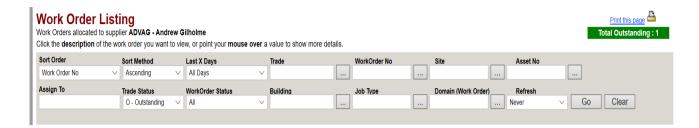
Once you have logged in and have been directed to the Main Menu, click on.

Outstanding 3

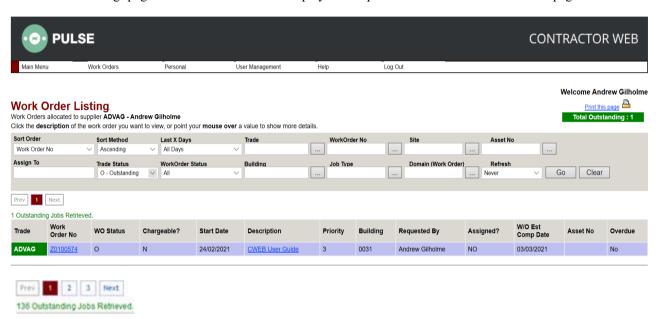
This will take you to "Work Order Listing" Page.

<u>Please Note</u>: 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.

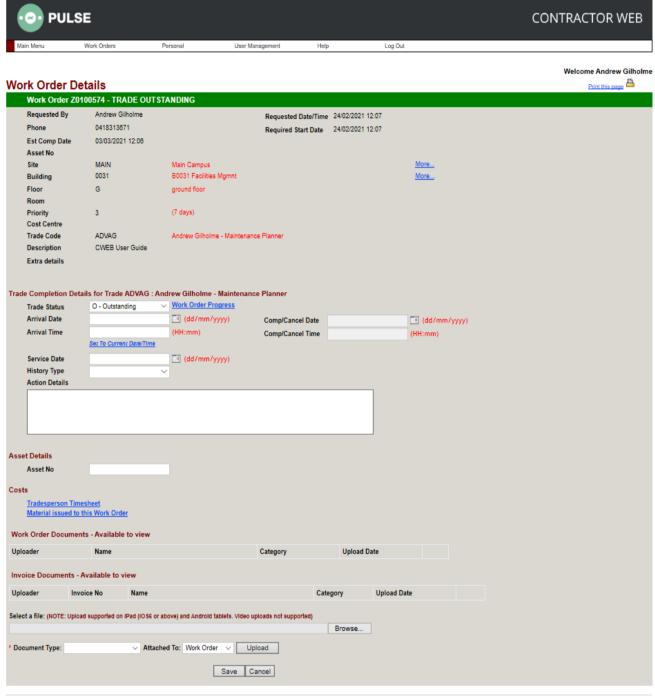


<u>Please Note</u>: An alternative way to browse jobs is browse up or down to find the work order that you like to view on the 'Work Order Listing' page. If the work order is not displayed then please click Next if more than one page is listed:



Click on the "work order no' (in the above example "Z0100574") to open the "work order details" screen forthe work order.

#### Opened work order below:



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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



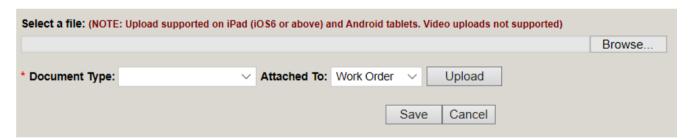
Mandatory fields when the work is complete;

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



#### 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



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).



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



### 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 ordernumber 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, youwill 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 accidently 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**

Current Password

New Password

Confirm Password

Save Clear Cancel

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## **4** Version Control Table

Version Control	Date Released	Author/Reviewer	Approved By	Amendment
1	120319		Chris Hewitt, Manager,	New version
2	130502	Kalyana Cherukuri, Business Systems Analyst	Maintenance & Energy 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