

# **Totalmobile Connect Contractors Manual**

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# **1. Contractor Introduction**

- Processing orders for repairs through Totalmobile – Connect.
- When the order has been fully processed in Connect then the order will be passed through to emh Finance for payment
- Connect is used for all contractors working on repairs including our own internal workforce
- All reactive repairs jobs raised by CSC will use a ROS (Repairs Ordering Schedule) code however you will still use SOR's to complete the jobs and to charge for the works done. This is because SOR's are very specific and the CSC can't accurately diagnose a repair down to the SOR level over the phone with a tenant whereas ROS codes are a bit broader in scope.
- Jobs raised by technical staff in Property Services will contain the NHF SORs where known

Please follow this link to be taken to the Connect Login Screen: <https://logon.clouddialogs.com/>

## 2. Reviewing an order

Once an order is raised you will receive an e-mail with the basic details of the new order, this is to prompt you to go into Connect and start progress the order. Having logged into Connect you should go to the Subcontractor Portal. Once you receive an order from us it will show up on your "Supplier Summary". This shows you a summary of all your jobs and what status they are at. You will update each job adding updates of when you acknowledge job, when appointments are made etc. and then eventually you will add an update of "ready to invoice". (See Section 9 for details on updating Jobs)

Supplier	Not Acknowledged	Acknowledged	Work In Progress	Pending Variation Requests	Work Complete	Post Insp. Required	Post Insp. Failed	Post Insp. Required Prev. Failed	Post Insp. Signed Off	Ready To Invoice	Awaiting Approval	Financially Approved
Contractors Names	0	0	0	1	1	2	0	0	0	2	0	0
	2	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0	0	0	0	0	1	0	0
	1	0	0	0	0	0	0	0	0	0	0	0

Status	Description
Not Acknowledged	Order has been released to the contractor but they have not yet acknowledged receipt
Acknowledged	Order has been released to the contractor and has been confirmed as received
Work in progress	The order will move to this stage once you do an Appointment Made update
Pending Variation Requests	Any order with outstanding variation requests will appear here
Approved Variation Requests	Any order that has all submitted variations approved will appear here.
Work complete	Work is complete
Post inspection required	This order has been selected for post inspection
Post inspection failed	A post inspection has been carried out by emh and needs re-attendance of contractor
Post inspection required – previous failed	Once the contractor carries out the works detailed in the previous post inspection failure it will require re-inspection
Post inspection signed off	emh have carried out a post inspection and found the works to be satisfactory
Ready to invoice	The contractor believes the order is ready to invoice Note: a contract order can't be moved to "Ready to invoice" if the Post inspection status is required or failed.
Awaiting Approval (Optional)	This is used for your own approval procedure and does not involve emh.
Financially Approved	Invoice approved by yourselves (Last chance to edit or change before sending the batch off to emh)

## 2. Reviewing an order (Continued)

If you click within each cell you can see all the relevant orders for that particular status.

Eg: Screenshot below shows all orders at the Post Inspection required status for a contractor. If you want to see all orders that are in the supplier summary regardless of status you can click on the supplier name

Home Customers Resources Orders Visits Surveys & forms Planning Materials Management Dashboards Subcontractor Portal More choward - Config Logout A A A

**serviceconnect service desk** Subcontractor Portal Subcontractor Portal

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**Subcontractor Portal**

Filter Clear Filter Supplier Summary Purchase Invoice Batches Search Refresh Download Subcontract Orders

Supplier: Subcontract Order Status: **Work completed**. Post Inspection Status: **Post inspection required**. Has Post Inspection Previous Fail: **No**.

First Previous 1 Next Last

Supplier	Order Numbers	Comments	Job Note	Details	Raised Date	Required	Estimated	Order Value	Completed Value
Contractors Names	Job No: EMHC-1823 PO No: 123	LiceAnts:Eradicate wood lice, ants or similar infestation from any dwelling by Specialist, initially attend property, provide insecticide, reattend, inspect, repeat treatment, clear	Property Addresses		02/03/2017	22/03/2017		£60.00	£0.00
								Work completed	
	Job No: EMHC-1825 PO No: 124	LiceAnts:Eradicate wood lice, ants or similar infestation from any dwelling by Specialist, initially attend property, provide insecticide, reattend, inspect, repeat treatment, clear			02/03/2017	22/03/2017		£60.00	£50.00
								Work completed	

First Previous 1 Next Last

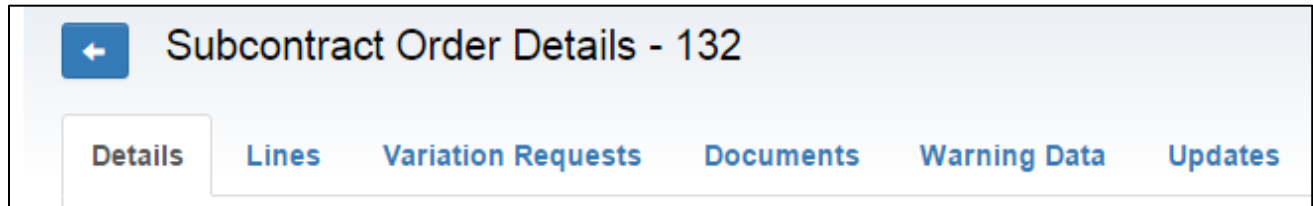
Here you get an overview of every job at a particular status which shows: Order Number, Address, Target Date etc.

You can also set your own filters on these job lists to make it easier to find a particular order/set of orders. To return to the summary screen press

**Supplier Summary**

### **3. Viewing individual orders**

To view individual jobs click on the job order no. The tabs on the order screen are as follows:



Tab	Description
Details	Full details of the order and where you set the order as "Ready to Invoice"
Lines	ROS code the order was raised on and all actual codes (SOR's) recorded by the contractor
Variation requests	List of any variation requests and the status of the requests
Documents	Any documents uploaded by the contractor ie quotes or photo's
Warning data	Tenant, property and asbestos warning data
Updates	Record of each update recorded by the contractor ie: Acknowledged, Work in progress and Works complete etc

In the following sections we will go through each of these screens/tabs and explain how to use them and also what they are used for:

4. Details
5. Lines
6. Variations
7. Documents
8. Warning Data
9. Updates

## 4. Details Tab

← Subcontract Order Details - 282

Details

Lines

Variation Requests

Documents

Warning Data

Updates

PO Number

282

Job No.

EMHC-3223

Status

Work completed

Order Value

£520.00

Value Of Completed Work

£485.00

Zero Value?

☐

Customer Name

Home Phone

Mobile Phone

Work Phone

Messaging Customer Name

Messaging Mobile Phone

Address

Warning Description

Comments

Rodents:Eradicate rats internally or within the garden confi

Original Required By Date

Mon Apr 24 2017

Required By Date

Mon Apr 24 2017

Acknowledged Date

Tue Apr 04 2017

Estimated Completion Date

Contractor Completion Date

Appointment Date

Post Inspection Status

Post inspection signed off

Invoice Batch

Set Invoice Batch

Update Subcontract Order

Ready To Invoice

As per the screenshot this is the tab that shows all the details of the order.

Here you can find out the tenants information, target date and any comments from the CSC/Surveyors

Estimated completion date is not required as on majority of reactive works it will be the first appointment

This is the screen where you can set the order as ready to invoice (See section 12)

r is  
h to

Save Changes

Cancel

## 5. Lines

### Subcontract Order Details - 116

[Details](#) [Lines](#) [Variation Requests](#) [Documents](#) [Sales Order Documents](#) [Note](#) [Warning Data](#) [Updates](#) [Post Inspection](#)

Code	Desc.	Status	Planned Qty	Unit Cost	Order Value	Completed Qty	Value Of Completed Work	Comment	Cost Centre	Account Number	Vat Rate
FSH081	LiceAnts:Eradicate wood lice, ants or similar infestation from any dwelling by Specialist, initially attend property, provide insecticide, reattend, inspect, repeat treatment, clear	Work in progress	1	£60.00	£60.00	0	£0.00		70-4066	7663	Standard Rate
210003	GREEN ROOF:ANNUAL MAINTENANCE □ SEDUMS ROCK PLANTS	Work completed	0	£40.00	£0.00	1	£40.00		70-4066	7663	Standard Rate

Here is where you can see an over view of the financials and how much you will be charging to emh.

The top line is the ROS code on the job and is purely for description of works and cost centre allocations etc, this will never have a completed work value. When completing the job (See section 10) the SOR codes added will appear on this screen as a line per SOR and show the completed quantity. Any approved variation orders will also show on this screen.

Where agreed if the value of works is under your minimum order value the system will automatically add an SOR of MiniumValueCode to raise the cost to that value.



## 6. Variations

The order can be automatically varied up to a certain limit depending on the contract using the updates tab. Although it can be done on any of the update categories (see section 9 for more information) we recommend using the “notes only” category for any small variations. This can be done using the additional code button when adding an update. This will bring up your personalised SOR’s and allow you to choose from the list.

If the value of the code exceeds your variation limit then it will show an error message and you will need to request a “variation” to the order via the “Variation request” tab. A variation request needs to be added for each SOR code required and comments added as to the reason why.

The surveyor will then approve or fail the request; this will show on this tab. Most jobs that CSC raise will only be for repair, so if the tradesman on site finds the item is non-repairable you will need a VO before being able to replace. If an answer is required immediately you can ring in from site and get approval then send the VO through once you are back in the office. **If a variation is requested and approved then that is total amount you will be able to charge for the order, make sure to vary for every cost you are planning to charge not just the extra work found.**

Each line has a status of either Pending (no decision made), Accepted (you can proceed and will be able to add the codes to the order on completion) or Rejected.

## 7. Documents

Documents can be added via the Documents tab. The idea is that documents should not be emailed and this method of attaching documents is used so they are directly associated with the job

The following documents should be uploaded:

- Quotations
- Photos of completed work
- Photos of works that need varying

The example below shows a number of documents stored against the order.

Subcontract Order Details - 588

Details Lines Variation Requests Documents Sales Order Documents Note Warning Data Updates Post Inspection

Name	Document type	Status	Date/time	Action
13 dagmar (1).jpeg	JPEG image (.jpeg)	New	Wed Feb 01 2017 08:13	Delete
13 dagmar (2).jpeg	JPEG image (.jpeg)	New	Wed Feb 01 2017 08:13	Delete
13 dagmar (3).jpeg	JPEG image (.jpeg)	New	Wed Feb 01 2017 08:13	Delete
13 Dagmar.xlsx	Microsoft Excel (.xlsx)	New	Wed Feb 01 2017 08:09	Delete
Email trail.pdf	PDF (.pdf)	New	Wed Feb 01 2017 08:15	Delete
Proform.pdf	PDF (.pdf)	New	Wed Feb 01 2017 08:30	Delete

Choose File No file chosen

Attach Document

Save Changes Cancel

Code	Desc.	Quantity	Unit Cost	Line Cost	Comment	Status
461209	RODENTS:RATS ERADICATION	5	£35.00	£175.00	Eradicated 5 rats	Rejected
305709	FLOORING:APPLY 2 COATS PRESERVATIVE	1	£50.00	£50.00	Floor	Pending
210003	GREEN ROOF:ANNUAL MAINTENANCE □ SEDUMS ROCK PLANTS	1	£40.00	£40.00	test	Approved
				£265.00		

For example relevant photos have been attached.  
Also use the notes field to provide some text to your image if required

Note:

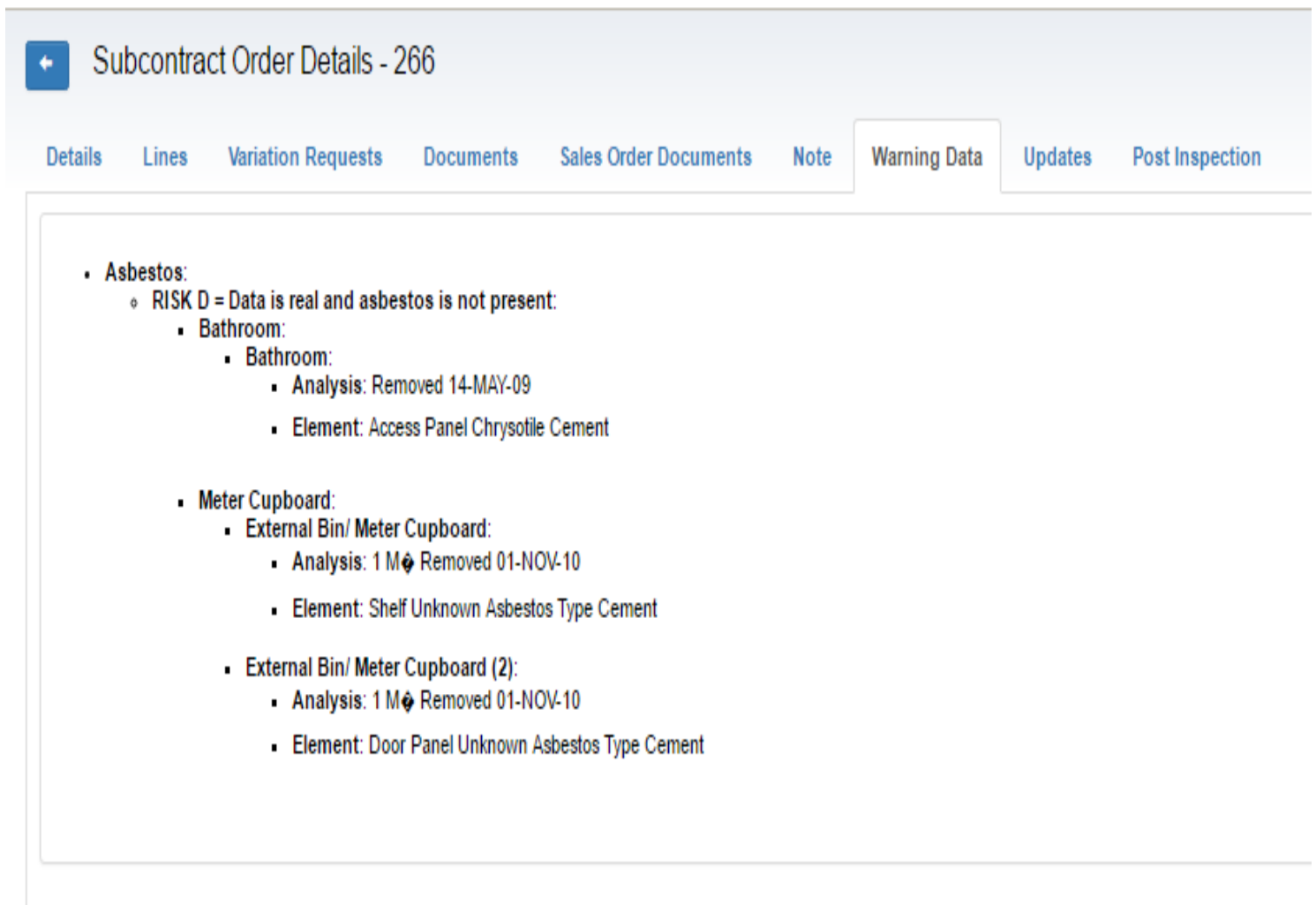
These file types are supported for uploading. PDF, Microsoft Word (.docx), Microsoft Word (.doc), Microsoft Excel (.xlsx), Microsoft Excel (.xls), Microsoft PowerPoint (.pptx), Microsoft PowerPoint (.ppt), JPEG image (.jpg), JPEG image (.jpeg), GIF image (.gif), PNG image (.png), Comma-

separated variable (.csv), Text document (.txt),XML document (.xml),HTML document (.html),ZIP document (.zip).The maximum file size is 4mb.

## **8. Warning data**

The warning data tab shows any warning data relating to the tenant or property. The data shown is as follows:

- Tenant warning data summary (Two-to-Attend, Disability etc)
- Asbestos data



**Subcontract Order Details - 266**

Details Lines Variation Requests Documents Sales Order Documents Note **Warning Data** Updates Post Inspection

- Asbestos:
  - ◊ RISK D = Data is real and asbestos is not present:
    - Bathroom:
      - Bathroom:
        - Analysis: Removed 14-MAY-09
        - Element: Access Panel Chrysotile Cement
    - Meter Cupboard:
      - External Bin/ Meter Cupboard:
        - Analysis: 1 M Removed 01-NOV-10
        - Element: Shelf Unknown Asbestos Type Cement
      - External Bin/ Meter Cupboard (2):
        - Analysis: 1 M Removed 01-NOV-10
        - Element: Door Panel Unknown Asbestos Type Cement

To obtain further detailed information regarding the asbestos present in the property please use the emh Cloud Asbestos Database and search using the UPRN.

## 9. Order updates

Updates are recorded via the updates tab:

Update	Description	Use
Order Acknowledged	To inform emh that you have received the order and will start looking to plan it in.	You must use this update within 48 hours of receipt of the order. This will automatically move your order to the 'Acknowledged' status on the supplier summary
Appointment Made	To inform emh that you have contacted the tenant and booked an appointment with them.	This will move your order automatically to the work in progress status on the supplier summary. You need to add a comment telling us whether it is AM or PM and any other important appointment information.
No Access	To inform emh that you have attended to a booked appointment with the tenant and no-one was present at the property.	This will not automatically change the status of your order or charge extra; this is for information purposes only.
Works Completed	This will always be required for completing your order (See section 10 for detailed information)	This is the update where you will <b>add job codes</b> for the completed works; this will automatically change the status of your order to 'work complete' on the supplier summary.
Notes Only	This section is used to create notes for emh and also for emh to pass notes through to yourselves regarding the order ie: 'materials have been delayed' or 'tenant has rang back and requested we avoid school times'.	This is used to pass information across to emh that does not fit under any other update category. Contractors will need to check the updates tab regularly for new information. Also used for small variation requests under the contractor limit (see section 6).
Post inspection defects rectified	This update is for informing emh that the post inspection we have previously failed has now been re-attended and works rectified. This signals that you are ready for us to inspect the job again.	This will automatically move your order to the 'post inspection required, previous failed' status
Post inspection update	This is a system only function that you are not required to use – please use the 'notes	This is only used by the system and shouldn't be used by yourselves.

	only' tab for any information regarding post inspections.	
--	---	--

## Add Update

### Update

Order EMHC-1895

Subcontract Order 132

Update Category

Select update category

Comment

Select update category

01 Order acknowledgement

02 Appointment made

03 No access

04 Work completed

05 Post inspection defects rectified

99 Notes only

Post inspection update

Code	Uom	Planned Qty	Previous Updates	Quantity
461209 RODENTS:RATS ERADICATION	IT	0	2	

OK

Cancel

## Subcontract Order Details - 132

Details Lines Variation Requests Documents Sales Order Documents Note Warning Data Updates Post Inspection

+ Add Update

Id	Category	Comment	Selected Date	Raised Date	Created By	Lines
277	Post inspection update	Post inspection status set: Post inspection signed off	Tue Mar 07 2017	Tue Mar 07 2017 12:04	Callum Howard	
276	Post inspection update	Post inspection status set: Post inspection required	Tue Mar 07 2017	Tue Mar 07 2017 12:04	Callum Howard	
275	05 Post inspection defects rectified	We have been back and repaired the sink	Tue Mar 07 2017	Tue Mar 07 2017 12:04	Callum Howard	
274	Post inspection update	Post inspection status set: Post inspection failed; Defects Remaining: 1, Defects Identified: 1, Defect Status: , Comments:	Tue Mar 07 2017	Tue Mar 07 2017 12:03	Callum Howard	
273	04 Work completed	Works completed as arranged	Tue Mar 07 2017	Tue Mar 07 2017 12:02	Callum Howard	461209 x 2;
272	99 Notes only	Materials have been delayed by 1 week	Tue Mar 07 2017	Tue Mar 07 2017 11:54	Callum Howard	
271	02 Appointment made	Booked with tenant	Tue Mar 07 2017	Tue Mar 07 2017 11:31	Callum Howard	
270	01 Order acknowledgement		Tue Mar 07 2017	Tue Mar 07 2017 11:31	Callum Howard	
269	Post inspection update	Post inspection status set: Post inspection required	Mon Mar 06 2017	Mon Mar 06 2017 10:44		

## 10. Completing the Order

For completions you need to record the SOR codes.

You will have a pre-agreed list of SOR codes and prices that you are able to use and these will have been set up on the system for you. The ROS code is purely for a description of the job and wont show on the list of codes you are offered. The SOR's need to be inputted so we know the exact cost and what the job entailed.

**Add Update** ✕

Update

**Order** EMHC-1895

**Subcontract Order** 132

**Update Category** 04 Work completed •

**Contractor Completion Date** 07/03/2017 📅 12 : 37

**Comment**

Eradicated 2 nests of rats and applied some floor preservative| •

Code	Uom	Planned Qty	Previous Updates	Quantity
461209 RODENTS:RATS ERADICATION	IT	0	2	<input type="text"/>
<input type="text" value="305709"/> <span>🔍</span>	SM	<span>✕</span>	0	<input type="text" value="1"/>

+ Additional Code Total Variation Limit: £110.00

OK Cancel

Now using the updates tab you can add an update of 'work complete' and complete the job by inputting the SOR's and quantities. You do this by pressing "Additional Code" button for every different SOR you need to add.



External Id	Short Description	Description	Contract	Work Type	Work Category
210003	GREEN ROOF:ANNUAL MAINTENANCE ♦ SEDUMS ROCK PLANTS	GREEN ROOF:ANNUAL MAINTENANCE ♦ SEDUMS ROCK PLANTS	EMHPROPERTYSVCS	Roofing	ROOFING
305709	FLOORING:APPLY 2 COATS PRESERVATIVE	FLOORING:APPLY 2 COATS PRESERVATIVE	EMHPROPERTYSVCS	CARPENTRY AND JOINERY	CARPENTRY AND JOINERY
461209	RODENTS:RATS ERADICATION	RODENTS:RATS ERADICATION	EMHPROPERTYSVCS	SPECIALIST TREATMENTS	SPECIALIST TREATMENTS

First Previous **1** Next Last

Cancel

## 11. Post Inspection

The order may have been flagged as post inspection required due to parameters set by emh homes.

If this is the case you will not be able to change the order to “Ready to invoice” until the Post Inspection is completed. This will be done by our surveyors and will show on your supplier’s summary as failed or signed off. If it fails the surveyor will send a report back to you to say why.

You will see an update appear on the updates tab once a surveyor fails an inspection and here is where you will find the information detailing why it has failed (See screenshot below)

Id	Category	Comment	Selected Date	Raised Date	Created By	Lines
421	99 Post inspection update - System use only	Post inspection status set: Post inspection failed; Defects Remaining: 1, Defects Identified: 1, Defect Status: Failed, Comments: Rats are still present in property, please re-attend and eradicate the pest issue.	Wed Apr 05 2017	Wed Apr 05 2017 11:06	Callum Howard	





This view is how you will see the failed post inspection information.

*This is the surveyors view so you will never see this page, this is just to show you what they will see.*

Post Inspection Status

Post inspection failed ▼

Defects Identified

1

Defects Remaining

1

Defect Status

Failed

Defect Comments

Rats are still present in property please re-attend and eradicate the pest issue.

As discussed in section 8 there is an update called 'Post inspection defects rectified'. This will need to be used whenever we have failed a post inspection and you have revisited to rectify the job. This will inform emh the order is now ready to re-inspect. This will move the order to 'post inspection required previous failed' on the supplier summary.

You can also see from the grid on your Suppliers Summary if you have any orders held up due to post inspections. Once the post inspection has been completed by emh homes you will then be able to enter the "Ready to Invoice" status

Supplier	Not Acknowledged	Acknowledged	Work In Progress	Pending Variation Requests	Approved Variation Requests	Work Complete	Post Insp. Required	Post Insp. Failed	Post Insp. Required Prev. Failed	Post Insp. Signed Off	Ready To Invoice	Awaiting Approval	Financially Approved
	0	0	1	0	2	1	0	0	0	1	1	0	0

## 12. Invoicing

When you are happy that you have recorded all the correct codes on the order and the price of the order is correct you should set the order to “Ready to invoice” using the green button at the bottom of the details tab.

When you set an order to “Ready to invoice” it will automatically be added to an “invoice batch”. You can add up to 10 orders in one batch. When the limit is reached a new batch is automatically opened by the system and the batch with 10 will be closed. You can manually close a batch if there is ever a need to invoice a single order (or less than 10) without having to wait for the batch to complete, eg: you complete less than 10 orders a month therefore don’t build up enough to batch, or if payment is required immediately (This is explained below). When you send in your invoice it must reconcile with the invoice batch on the system or you will not get paid. **You will need to quote the “Batch Number” on your invoice and the invoiced cost must match exactly to the penny.**

Purchase Invoice Batch Summary

Supplier:

Contract:

-- All Contracts --

Batch Status:

All

Reset

Create Purchase Invoice Batch

Supplier	Contract	Batch Number	Batch Description	Purchase Invoice Id	Batch Type	Batch Status	Date Created	Date Closed	Invoice value of batch	Total no. Orders	Not Financially Complete	Financially Complete	Awaiting Approval	Approved	Invoiced	Action
	EMHCONTRACTORS	21			Automatic	Open	03/03/2017		£50.00	1	£0.00	£50.00	£0.00	£0.00	£0.00	
	EMHCONTRACTORS	19		28	Automatic	Invoiced	01/03/2017	03/03/2017	£160.00	2	£0.00	£0.00	£0.00	£0.00	£160.00	
	EMHCONTRACTORS	18		27	Automatic	Invoiced	01/03/2017	01/03/2017	£310.00	2	£0.00	£0.00	£0.00	£0.00	£310.00	

Close

Once the order has been set as ready to invoice and put into a batch it will move into “Ready to Invoice” on the supplier's summary. The next screen you will need is the “Purchase Invoice Batch Screen” which you can access by the blue button next to the supplier summary button on any of the order status screens.

Next the batch needs closing down, if you are allowing the system to close down your batch at 10 orders this will already be done once the 10<sup>th</sup> ordered is set as “Ready to Invoice”. However if you want to close the batch manually with less than 10 orders in then select the batch and in the last column of the table called “action” there are two buttons:

- Edit = This is where you can Close, Rename, Approve and Invoice the batch
- Download = This is where you can download the entire batch in a CSV Format, each SOR appears as a single row

Upon clicking action you will be taken to the details of the batch and at the bottom there will be a blue button for “Close” (If you are closing manually). Once this is pressed and the batch is closed that button will now change to Awaiting Approval. Upon clicking the button again it will change the status of your order to “Awaiting Approval” and open a text box. This is your own approval process so if you have someone from your finance team or a manager sign invoice's off before they are sent out this is where you would leave it and pass the order to them for checking. They will need to enter an approval number or reference before clicking “approve” to progress the order through to “Financially Approved”. If you don’t have an approval procedure then just enter anything into the text box (recommend using initials of the user etc.) and press approve. Once you have approved the order the button at the bottom of the page will change to “Invoiced”, before pressing this you can still edit the batch but once this button is pressed the batch is sent over to EMH and then cannot be edited or changed.

## 13. Out of Hours

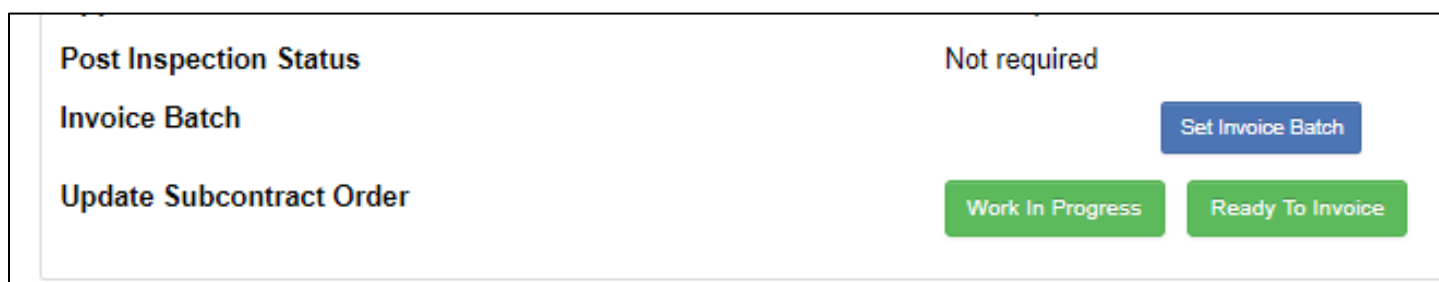
Pinnacle will continue to pass call out's via telephone and then raise an order which will come up on the supplier summary.

Complete job as same as your normal jobs, there is no change between an OOH and a day-to-day order.

Any follow up works need to be requested via a variation request and will either be approved or declined by the surveyor.

## 14. Manual Batches

You can also create manual batches in addition to the one automatic batch that the system will keep creating and closing. You can do this by pressing the create invoice batch button in the top right of the screen when in the Purchase Invoice Batches. This will then show you now have 2 open batches one manual and one automatic. When pressing the green button for ready to invoice this always puts the current order into the automatic batch, to get the order into your manual batch you must use the “set invoice batch button” **after pressing ready to invoice**, this then brings up a drop down of all your open batches so you can choose which batch the order goes into. You would then close and invoice the batch the same way as described in section 12.



The screenshot shows a software interface with a light blue header bar. On the left, there is a sidebar with three menu items: 'Post Inspection Status', 'Invoice Batch', and 'Update Subcontract Order'. The main content area has a white background. In the top right corner, the text 'Not required' is displayed. Below this, there are three buttons: a blue button labeled 'Set Invoice Batch', and two green buttons labeled 'Work In Progress' and 'Ready To Invoice'.

## 15. Recalls

CSC will raise a recall job if it's within 3 months of the original repair, if a cost is made against this job i.e: if it's not the same as original fault or you have to renew an item, then a VO request needs to be approved as per the procedure in section 6.

## **16. Cancellations**

If a job is cancelled by CSC at the request of the tenant CSC will send an e-mail advising the contractor and the order will be cancelled from the system.

CSC will put a note on the job to say tenant cancelled and why and if its same or next day they will ring to confirm.