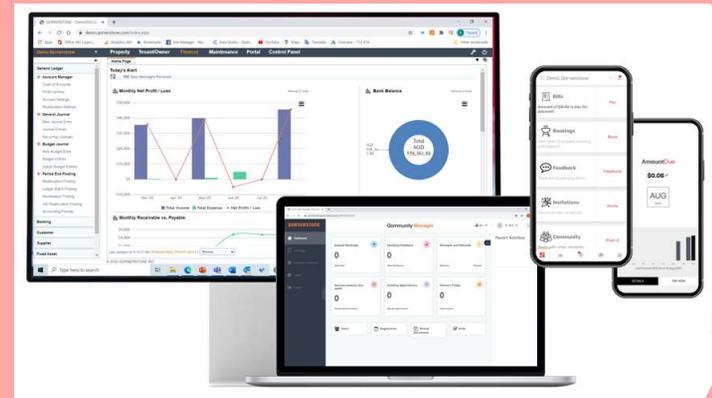




QORNERSTONE

Supported by:



Qornerstone Estate Platform

Raising a Work Order

Version 1.3



Agenda

The guide is for creation a new work order in Qornerstone Estate (QE) Maintenance Module. The purpose of a work order can be used for ad-hoc maintenance/repair arising from resident feedback and preventive maintenance. The Guide will contain

1. Creation of a New Work order
2. Input work details , choose the work type/problem codes & others.
3. Assign personnel/supplier .
4. Optional : Tagged a Asset Code & Upload Documents (Quotation, Documentation)
5. Appendix: Creation of a eFams Account for the Contractor

Workflow 1. Creation of Work Order

Workflow description:

- Scenario :During scheduled maintenance, technician/supplier informs that some parts need to be replaced, which requires issuing a new Purchase Order (PO).
- User can either create a Work Order (WO) to input the work costing & raise a PO.

Next steps for site staff:

- Go to Maintenance Module -> Maintenance Work -> Select New Work Order
- Create a new WO for the PO (this will be discussed in another guide) .

The screenshot shows a software interface for creating a new work order. The interface is divided into several sections:

- Navigation:** A top navigation bar with tabs for Property, Tenant/Owner, Finance, Maintenance, Portal, and Control Panel. A left sidebar menu lists various maintenance-related options, with 'New Work Order' highlighted.
- Property Information:** Property Name (CSDEMO CSDEMO), Work Date/Time (08 Sep 2022, 10, 28), Unit Location, and Unit Category.
- Requestor Details:** Requestor (<User> Catch780), Select Unit ID, Enter Unit No, Address, Fault Location (Administrative Office), and Email Address (catch780@gmail.com). There are checkboxes for 'Send To Requestor' and 'Send To Requestor on Work Completion' for both Email Address and Mobile Number.
- Work Details:** Problem Code (Air-Con / Air-Conditioning / AHU faulty) and Problem Description (Need Repair Part).
- Contact Information:** Fields for Reference No, Request ID, Office Tel, Home Tel, Fax No, and Mobile No.
- Buttons:** 'Save' and 'Close' buttons are located at the bottom right.

Workflow 2. Input Work Details

Go to Tab 1. Input the work details:

Steps:

- Update the necessary details (**note : TEXT Boxes in Highlighted in Black are Mandatory Field**)
- 1) Requestor (Inputter has the option to choose from the list of user , tenants or input under free text. *
 - 2) Fault Location (free text)
 - 3) Problem Codes (obtained from the work type)
 - 4) Problem Description (Free Text)
 - 5) Work Source /Work Priority

*** Note the work order can be raised via Efams app and updated by the site staff and/or condo manager who have access to the Qornerstone Estate (QE)**

The screenshot shows the 'New Work Order' form in a software application. The form is divided into several sections: 'Requestor Details', 'Work Details', and 'Setup'. The 'Requestor Details' section includes fields for 'Requestor' (set to 'User- Cato780'), 'Select Unit ID', 'Enter Unit No.', 'Address', 'Fault Location' (set to 'Administrative Office'), and 'Email Address' (set to 'cato780@gmail.com'). The 'Work Details' section includes 'Problem Code' (set to 'Air-Con / Air-Conditioning / AHU faulty') and 'Problem Description' (set to 'Need Repair Part'). The 'Setup' section includes 'Work Types', 'Work Priority', 'Work Checklists', and 'Work Costing Approval'. There are also fields for 'Work ID', 'Reference No.', 'Request ID', 'Office Tel', 'Home Tel', 'Fax No', and 'Mobile No'. A 'Save' button is visible at the bottom right.

The screenshot shows the 'Work Details' section of the 'New Work Order' form. This section includes fields for 'Problem Code' (set to 'Air-Con / Air-Conditioning / AHU faulty'), 'Problem Description' (set to 'Need Repair Part'), 'Primary Work ID', 'Work Source' (set to 'Email'), 'Target Period', 'Remarks', 'Work Priority' (set to 'Normal'), and 'Target' (set to '08 Sep 2022 14:28'). There is also a 'Remarks' section with an 'Internal Remarks' field. The 'Personnel Attendance' section includes fields for 'Attended By', 'Attended On' (set to '08 Sep 2022 00:00'), 'Location', 'Photo', and 'Longitude'. A 'Save' button is visible at the bottom right.

Workflow 3. Input Personnel Details

Go to Tab 2- Input the Personnel's details:

Steps:

- The list of Personnel will be auto populated in the personnel details as this has been set-up in Property Master (Maintenance-Module -> Maintenance Property - > Property Master).
- Check on the box for Email address and Push Notification to alert the personnel assigned to the wo.
- In this tab, requester can remove personnel from the work order by checking the box and click on delete
- In addition the requestor can change the personnel rank (Primary, Secondary, Tertiary and etc)

Note:

- For Notification via the mobile number has been disabled)
- **For Notification via Email , the has to be set up in the Alert Table**

CS DEMO 123

Property Tenant/Owner Finance Maintenance Portal Control Panel

Home Page New Work Order X

New Work Order 1 - Work Details 2 - Personnel 3 - Supplier 4 - Asset 5 - Upload Document

Select Work Shift Select Personnel

Work Shift

Send To Personnel Email Address Mobile Number Push Notification Mode of Delivery Escalation All

Personnel List

Personnel WOODSTOCK WOODSTOCK Personnel Rank 2 - Secondary

Mobile No 67771234

Designation Snr Technician

Update Item Cancel

SN		Personnel	Mobile No	Designation	Personnel Rank
1	<input type="checkbox"/>	bigbird bigbird	97887153	Technician	1 - Primary
2	<input type="checkbox"/>	Catoh Catoh780		Technician	1 - Primary
3	<input checked="" type="checkbox"/>	Oliver001 Oliver Oh		Technician	1 - Primary
4	<input checked="" type="checkbox"/>	Tech 5 Cat O		Technician	1 - Primary
5	<input type="checkbox"/>	TEST(CHUAN) TEST(CHUAN)		Technician	1 - Primary
6	<input type="checkbox"/>	ST0011 Demo	97809780	Snr Technician	2 - Secondary

Select All

New Last Updated By is Not Available

Save Close

Workflow 4. Input Supplier Details (optional)

Go to Tab 2- Input the Supplier 's details.

Notes:

- The details of the Supplier (Term Contractor) will be auto populated if this has been set up in Suppler contract-up and the work types has already been assigned to the contractor.
- Alternatively , the user can select from the drop list to chose the supplier
- There is no need to check on the push notification unless the user wishes to immediately to assign to the supplier.
- Please refer to the Appendix for creation of Efams account for Supplier.

The screenshot shows a web application interface for creating a new work order. The 'Supplier' tab is active, and the 'Send To Supplier' section is highlighted with a red box. The 'Supplier Contact List' table is visible below, with a hand cursor pointing to the 'Select Contract Supplier...' dropdown menu. The table contains one entry for 'KONE PTE LTD / ahchuan'.

SN	Supplier No	Contact Name	Mobile No	Email Address	Contact Rank	Contract No
1		KONE PTE LTD / ahchuan	67780683		1 - Primary	CSDEM/TC/22030001

Click Add Item to add new row

© 2022 QORNERSTONE INC. User: Demo (Administrator - Demo - Demo) | Thursday, 8 Sep 2022

Workflow 5. Input Asset Details (optional)

Go to Tab 5- Input the Asset Details

Steps:

- Click on the Asset Code and Click Select
- A pop up panel will appear and user can select the asset
- Click on Add item

(Note : this is optional

- **if there is no asset required**
- **Details can be populated when the user is updating the status.**
- **To track the work costing history for the asset.**

The screenshot displays the 'New Work Order' interface in the QORNERSTONE application. The 'Asset' tab is active, showing a 'Select Asset' panel. The panel includes a search bar and a table of assets. A hand cursor points to the 'Asset Code' field and the 'Add Item' button. The table lists various assets with columns for Asset Code, Asset Description, Asset Category, and Work Checklist.

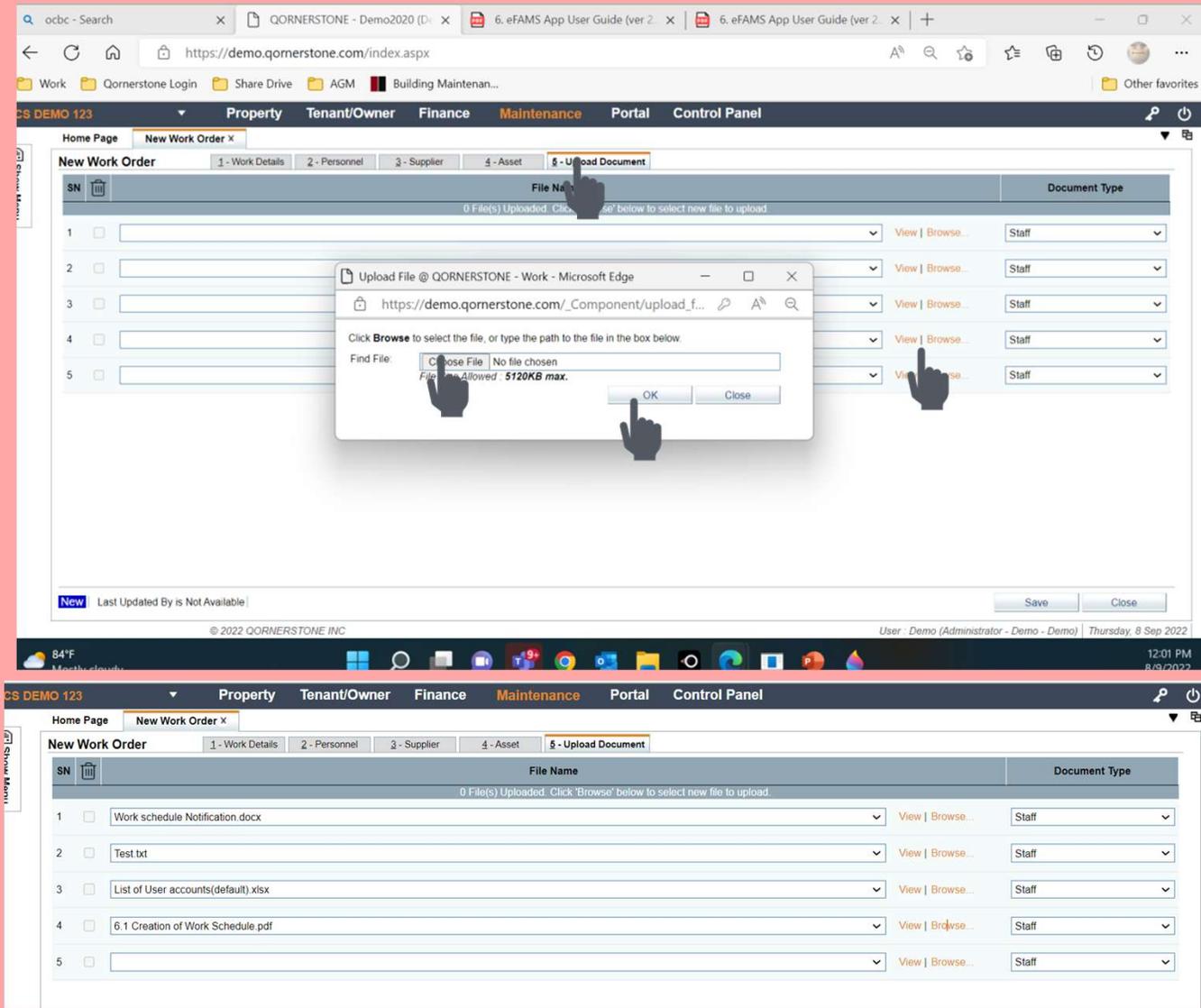
Asset Code	Asset Description	Asset Category	Work Checklist
AC-1	Main Aircon	Aircon	Air Con
CBE01	Car park barrier entry	Carpark Barrier	
CBE02	Car park barrier exit	Carpark Barrier	Toilet clean
CH-1	Chiller 1	Chiller	
EAF4-1	Exhaust Fan 4-1	Fan Coil Unit	
EAF4-2	Exhaust Fan 4-2	Fan Coil Unit	
FAF4-3A	Fresh Air Fan 4-3A	Fan Coil Unit	
FAF4-3B	Fresh Air Fan 4-3B	Fan Coil Unit	
FAP01	Fire alarm main panel	Fire Alarm Panel	
FAP02	Fire alarm sub panel	Fire Alarm Panel	
FCU4-1	Fan coil unit 4-1	Fan Coil Unit	
FCU4-2	Fan coil unit 4-2	Fan Coil Unit	Lift Motor Room Chec
INT01	Intercom	Intercom	
PL3	PL3	Fireman Lift	Lift Monthly Maintena

Workflow 6. Upload Documents (optional)

Go to Tab 5- Upload Document

Steps:

- The File Size should not be more than 5 GB and support Word , TXT, PDF , JPG and Excel File format



Workflow6. Save Work Order

- Click on Save .
- A pop up box will appear and user can click on OK
- The Work order is created with a Work ID generated.

The screenshot shows a web application interface for creating a new work order. A modal dialog box is open, displaying a warning: "demo.gornerstone.com says WARNING! CONFIRM EMAIL & Mobile Alert. You have selected to send email & mobile alert. Click OK to continue OR Cancel to cancel the alert." The dialog has "OK" and "Cancel" buttons. In the background, the "New Work Order" form is visible, with the "Personnel" tab selected. The "Personnel List" table contains the following data:

SN	Personnel	Mobile No	Designation	Personnel Rank
1	bigbird bigbird	97887153	Technician	1 - Primary
2	Catoh Catoh780		Technician	1 - Primary
3	TEST(CHUAN) TEST(CHUAN)		Technician	1 - Primary
4	WOODSTOCK WOODSTOCK	67771234	Snr Technician	2 - Secondary

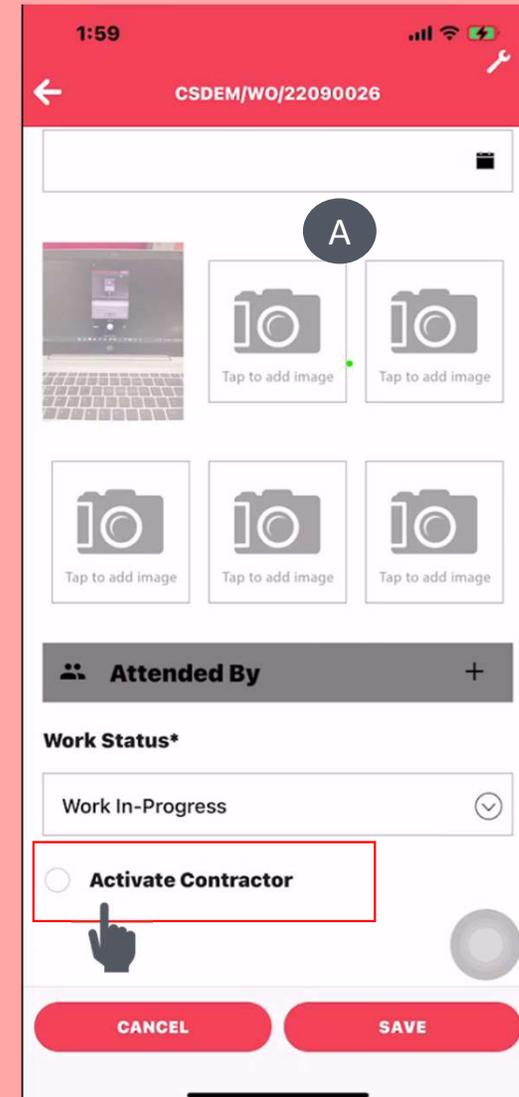
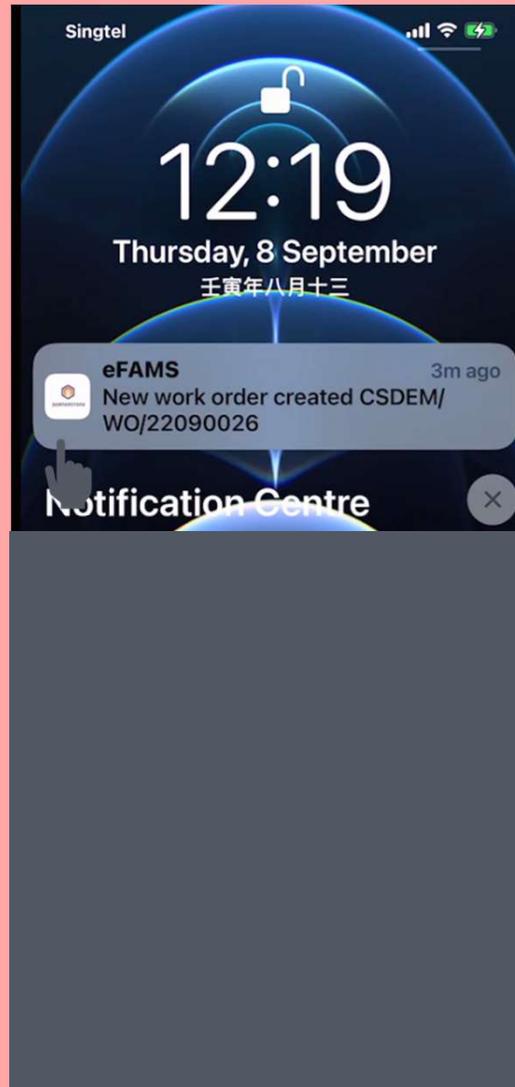
At the bottom of the form, there are "Save" and "Close" buttons. A hand cursor is pointing at the "Save" button.

The screenshot shows the "Work Order" details page for work order ID CSDEM/WO/22090026. The page is divided into several sections:

- Work Order Summary:**
 - Work ID: CSDEM/WO/22090026
 - Problem Code: AHU faulty
 - Request Date/Time: 08 Sep 2022 10:28
 - Status: Assigned
 - Property: CSDEMO CSDEMO
 - Created By: Demo on 08 Sep 2022 12:15
- Actions:**
 - Update Work Costing | Update Personnel Acknowledge | Update Work Status | Update Work Details
 - Update Rating & Remarks | Create Duplicate Work Order | Re-route Work Order | Copy Work Order | Send Email
- Property Details:**
 - Property Name: CSDEMO
 - Work Date/Time: 08 Sep 2022 10:28
 - Valid Property Range: _____
 - Rating Remarks: _____
 - Rating: _____
- Requestor Details:**
 - Requestor: <User> Catoh780
 - Unit No: #-
 - Address: _____
 - Fault Location: Adminstrative Office
 - Request ID: _____
 - Office Tel: _____
 - Home Tel: _____
 - Fax No: _____
 - Mobile No: _____

Workflow 7 Notification via eFams app

- Once user has click on “Save” button in QE, a push notification will appeared in the assigned personnel’s eFams app. The work flow will be discussed in another guide
- The technician can proceed to work on the work order .
- Note: Under A , there is a functionality for the technician to activate the contractor , (Please refer to Appendix for Creation of Efams account for supplier)



Appendix: Creating a Efams Account for Supplier

- Go to Maintenance -> Maintenance Supplier -> Supplier Contracts.
- Select the Supplier
- Click on intended supplier

^ Note: The illustration is done on the assumption that the Supplier Contracts has already be set-up

The screenshot shows the Efams system interface. The top navigation bar includes 'Property', 'Tenant/Owner', 'Finance', 'Maintenance', 'Portal', and 'Control Panel'. The 'Maintenance' tab is active. The left sidebar contains a 'Supplier Manager' section with a 'Purchase Manager' sub-section highlighted by a hand cursor. The main content area displays a table of 'Supplier Contract' records.

SN	Contract No	Reference No	Contact Code	Supplier Name	Project Title	Contract Type
1	CSDEM/TC/22030001	TESTAIRCON1	S00009	KONE PTE LTD	TESTAIRCON	Chiller System
2	CSDEM/TC/22020002	TEST-Lift1	S00015	OMNIBUS TO PTE LTD	TESTING-LIFT	Lift System
3	CSDEM/TC/22020001	TEST-Lift2	GARY	GARY LTD	TESTING-LIFT	Lift System

- The main page (contract details) of the supplier contract will open

The screenshot shows the 'Supplier Contract' details page. The 'Contract Details' tab is selected. The page displays various contract and supplier information.

ID	Name	Units	SHR	SQM
Property ID	CSDEMO			
Manager ID	18			
	Benny Shum	Total	21 ()	97
		Occupied	20	94

Contract Details:

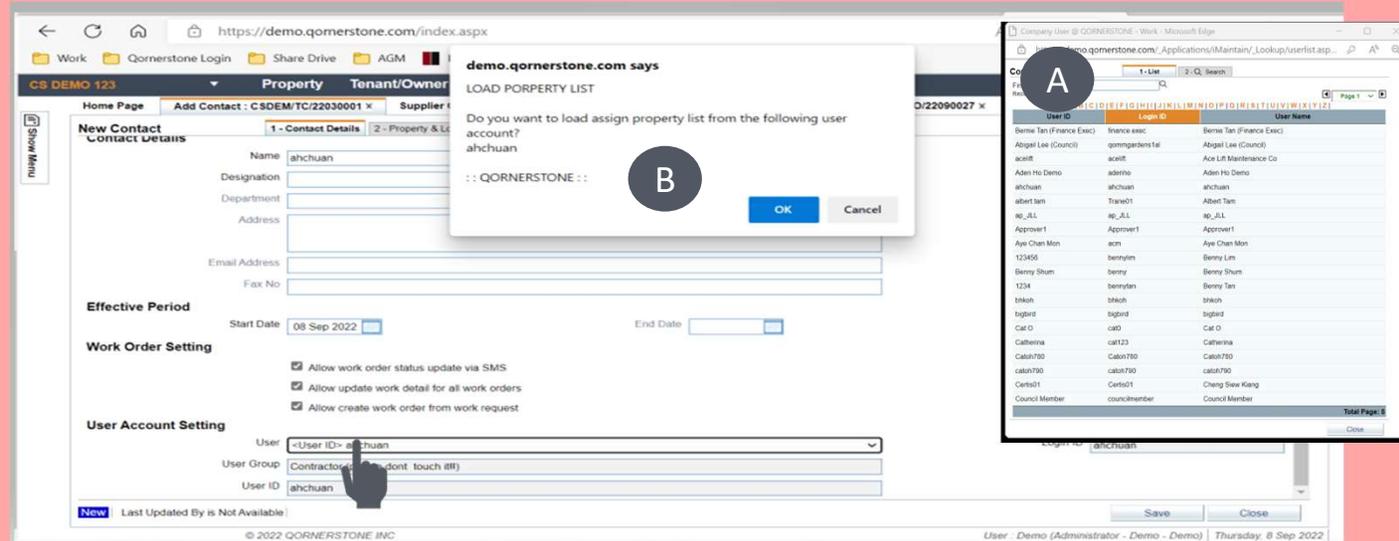
- Project Title: TESTAIRCON
- Contract Type: Chiller System
- Contract Start: 28 Mar 2022
- Contract Expiry: 31 Dec 2022
- Contract No: CSDEM/TC/22030001
- Reference No: TESTAIRCON1
- Supplier Name: KONE PTE LTD
- Mailing Address: 30A KALLANG PLACE
- Supplier Code: S00009
- Supplier Phone: 6424-6246 / 6424-6346

Appendix: Creating a Efams Account for Supplier

- Click on **“Update Contact Details”** to create a efams account for the contractor.
- Go to **“USER ACCOUNT SETTING”** and chose **“Select User”** . ^
- A list of user will appear (A)
- Once the intended contractor is selected, a pop up box (B) will be shown . Click on OK

Note: Pre-Condition

- a) **The contractor’s details has to be set up in Control Panel -> User -> New User .**
- b) **The Administrator need to create a new user group without access to QE modules and tag the contractor to it**



Appendix: Creating a Efams Account for Supplier

- Update the contact details
 - a) ID
 - b) Designation (a list of option will shown , Set up under Personnel Designation)
 - c) NRIC NO (Can Input Dummy)
 - d) Mobile No (optional)
 - e) Email Address (Optional)
- Please uncheck the “Allow Work Order status update via SMS” under A

The screenshot shows the 'New Contact' form in the Efams system. The form is divided into several sections: 'Contact Details', 'Effective Period', 'Work Order Setting', and 'User Account Setting'. Handwritten annotations include a large 'A' in a circle pointing to the 'Allow work order status update via SMS' checkbox, and several hand icons pointing to the 'Name', 'Designation', 'Department', 'Address', 'Email Address', 'Fax No', 'ID', 'NRIC No', 'Date of Birth', and 'Mobile No' fields. The 'Name' field contains 'superbird', 'Email Address' contains 'superbird@hullo.com', 'Start Date' is '08 Sep 2022', and 'Mobile No' is '88888888'. The 'Active' checkbox is checked. The 'User Account Setting' section shows 'User' as '<User ID> superbird', 'User Group' as 'Contractor (please dont touch it!!)', and 'User ID' as 'superbird'. The 'Login ID' field also contains 'superbird'. The form has 'Save' and 'Close' buttons at the bottom right.

DEMO 123

Property Tenant/Owner Finance Maintenance Portal Control Panel

Home Page Add Contact : CSDM/TC/22030001 x Supplier Contract : CSDM/TC/22030001 x Supplier Contracts x Work Order : CSDM/VO/22090027 x

New Contact

Contact Details

1 - Contact Details 2 - Property & Location 3 - Type Of Service 4 - Work Shift

Name superbird

Designation

Department

Address

Email Address superbird@hullo.com

Fax No

Effective Period

Start Date 08 Sep 2022 End Date

Work Order Setting

A

Allow work order status update via SMS

Allow update work detail for all work orders

Allow create work order from work request

User Account Setting

User <User ID> superbird

User Group Contractor (please dont touch it!!)

User ID superbird

ID superbird

NRIC No 88888888

Date Of Birth

Office Tel

Home Tel

Mobile No 88888888

Active Yes No

Login ID superbird

New Last Updated By is Not Available

Save Close

Appendix: Creating a Efams Account for Supplier

- Select the work types that is assigned to this contractor^
- Once done, click Save

Note: For any work type that is associated with the contractor, the contractor details will be auto-populated in the supplier details (please refer to Work Flow 4).

The screenshot displays the eFAMS application interface. The main window shows the 'New Contact' form with tabs for '1 - Contact Details', '2 - Property & Location', '3 - Type Of Service', and '4 - Work Shift'. A hand cursor is pointing to the '3 - Type Of Service' tab. Below the tab is a table with columns 'SN', 'Work Type', and 'Type Of Service'. The table contains five rows of data:

SN	Work Type	Type Of Service
1	Hygienic	
2	Facilities	
3	Concierge Services	
4	Concierge Services	
5	Concierge Services	

Below the table is a 'Click Add It' button. To the right, a 'Select Work Type' dialog box is open, showing a list of work types and their levels. The dialog has a search bar and a table with columns 'Work Type' and 'Work Type Level'. The table contains 25 rows of data:

Work Type	Work Type Level
Air-Con	Work Type
Building Façade	Work Type
Building Works	Work Type
Concierge Services	Work Type
EV Charging Solutions	Work Type
EV Preventive Maintenance	Work Type
Facilities	Work Type
FINANCE (DEMO)	Work Type
Govt	Work Type
Horticulture	Work Type
Lifts	Work Type
Lighting/Electrical	Work Type
ME Facility	Work Type
Misc	Work Type
Pest Control	Work Type
Refuse Chute	Work Type
Services	Work Type
Test Level 1	Work Type
Air-Conditioning	Type of Service
Building Façade	Type of Service
Cleaning	Type of Service
Painting	Type of Service
Building Works	Type of Service
Building	Type of Service
Carpark	Type of Service
Concierge Services	Type of Service
Cleaning Services	Type of Service
Handyman Services	Type of Service
Pet Services	Type of Service
EV Charging Solutions	Type of Service
External/Environmental Issues	Type of Service
Functionality Issues	Type of Service
EV Preventive Maintenance	Type of Service
EV Charging Station PM	Type of Service
Other EV Misc PM	Type of Service
Facilities	Type of Service
Atrium Space/Event Space	Type of Service

The dialog box also shows 'Total Page: 3' and 'Record Found: 47'.