



City Closedown Website Manual



To return to this home page at any time, click the "City" button

To email IT regarding a technical fault with the website, "Support"

To search for an outstanding job/ PPM allocated to you, enter either the Job Number
Store Name
Fault Service
PPM Type
Into the search box and hit enter.

city Support

Search Jobs

Welcome, Contractor

Logout

Open Jobs

STORE	NEW	RETURNING	AWAITING PARTS	PPM	ACTIVITY
Albury 0693S	1	0	0	0	0
Armidale 6505T	0	0	0	1	0
Armidale 8760S	0	0	0	2	0
Balgowlah 0886S	0	0	0	2	0
Bateau Bay 0904S	0	0	0	2	0

All outstanding jobs will appear under each store name in alphabetical order, and under the current job status

To open jobs for the relevant store, select the corresponding number under the correct column (New, Returning, Awaiting Parts, PPM, Activity)

Once you have entered the Job or PPM number the following screen will appear. Make sure you select either the Jobs or PPM Jobs tab depending on your search criteria

Search results

Home » Search results

Jobs PPM Jobs

JOB ID	CALLOUT DATE	FAULT SERVICE	NOTES
5252390	22/09/2017 08:01 AM	Pallet Jack - Electric	Please attend to investigate and repair the electric pallet jack onsite is not charging - NBH attendance Monday Contact as above

Search results

Home » Search results

Jobs PPM Jobs

PPM ID	DUE DATE	PPM TYPE
945445	30/11/2017	Back of House Equipment - 6 Monthly

Click on the relevant Job or PPM number to enter the attendance times

Fault Service: Pallet Jack - Electric

Department: Back Dock - Yard

Manufacturer: CROWN

Model: 2300

Serial No: 5A805957

Reference Material:

Manufacturer Manuals

- [Ops-MM-Crown EPJ WP3000 Optimized Cable Routing Knuckle](#)

City User Manuals

No matching documents were detected.

PPM Documents

i The documents accessible via this portal to City FM contractors is for information purposes only. The documents can be used to assist City FM contractors to deliver services to City FM only and can not be used for any jobs contractors deliver to any other clients. City takes no responsibility whatsoever for any actions or omissions of the contractors, or any injury or damage to any person or property, resulting from the contractor's use of these documents.

Asset tag: 42190033

Root Cause: Choose among the following...

Select the most appropriate cause of the fault from the drop down box. PPM's don't require Root Cause

If the asset tag field is blank please enter the relevant asset number
- Where the unit does not have an asset number, leave this box blank

- Where an error appears advising that the asset belongs to another store/piece of equipment, call the asset team 1300 944 276 to update the asset number

- Where an error appears advising that the asset does not exist, a tick box will appear asking if you want to assign the asset to closedown. Tick this box to enable the City team to investigate further

When the "Gas Used" box is ticked, additional questions will appear.
This box will only appear for certain jobs.

Gas Used: ☒

Gas Type:

Choose among the following...



Gas Usage (in Kg):

Gas Leak Type:

Choose among the following...



Select the type of gas used

Enter the amount of gas used

Select the point of the gas leak

Select the Status of the job: Awaiting Parts, I'm Complete or Returning

Status:

Choose among the following...



Choose among the following...



Notes:

Add any additional notes here if required

Select the Sub-Status of the job:

- For I'm Complete select either: "Attended Site" or "Remote Fix"
- If "Awaiting Parts" or "Returning" select: "Equipment Non-Operational", "Equipment Operational" or "Quote required"

Onsite:

01/11/2017

12:00 AM

Today

Select the date and time the technician signed into the store

Total maintenance time:

00:00

Enter the total hours attended

Total travel time:

00:00

Enter any travel time, if relevant (optional)

Save

Click save to update the job

Note: For each visit to the store, separate times must be entered

- Eg Tech attended 1/8/17 @ 9:00am – 10:00am, then again on 5/9/17 12:00pm-3:00pm
- These multiple attendances are either entered as Returning or Awaiting Parts, with the final attendance entered as I'm Complete

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Asset tag:

Root Cause:

Status:

Notes:

Onsite:

Total maintenance time:

Total travel time:

If any of the information entered is incorrect the relevant section will highlight in red. Changes will need to be made first before selecting Save.

Success

The job has been successfully updated.

Go back to the [job list](#) or go back [home](#).

When the job has been successfully updated, this screen will appear