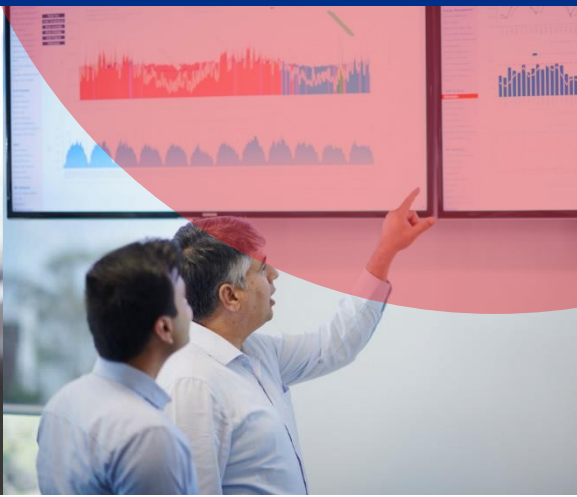




# City Contractor Upgrade Process





All Upgrade Requests should be submitted  
using the Subcontractor Portal

Reactive/Project/Quoted/ADHOC works should not commence under any circumstances without receiving a City Work Order.

## Example of a Work Order

Work Order Number: 1	
Helpdesk Job Number: 6579114	
Work / Service Location: mycar - Altona 1035A	
Site Address: Altona Gate Shopping Centre, enter off Millers Road, Altona, VIC 3025	Vendor Number: C090000
Site Contact Number: 03 8585 7100	Contractor: Test Alliance Engineer
Reported By: Monique Reeves	Asset Barcode:
Field Operations Supervisor:	Asset Title:
Contact Number:	Make:
Method of Dispatch: Email	Model:
Dispatched (AEST): 28/11/2019 3:58:03 PM	Location:
Created By: ReevesM	Serial Number:
	Priority: High
	To Attend Site by: 29/11/2019 3:58:00 PM
	To be Resolved by: 2/12/2019 3:58:00 PM
Description: Test Job	

**Conditions of Work**

All contractors and visitors to mycar sites are required to complete the safety induction. Further details can be found at <https://www.onlineinduction.com/mycar/>. Upon arrival on site, all contractors are required to sign the contractor register at the front counter and must produce a work method statement prior to commencement of any site work.

**NOTE: Once works are completed, you MUST use the CITY FM closedown web portal to close down the job at <https://jobdosedown.cityholdings.com.au> whilst on-site. If you need to contact the City Job Management Team, please call 1300 995 222 Monday to Friday between 7am and 7pm.**

Please note that all jobs must be completed within either the SMART device or the web portal close down system before jobs are invoiced. Failure to complete the job closedown before invoicing will result in your invoice being rejected and may result in delay in payment.

**Authorisation must be requested for all repair works likely to exceed \$500. Authorisation must be obtained prior to commencement of works.** Please contact the One Stop Shop for urgent upgrade requests on 1800 040 585 and select option 4. For all other upgrade requests/queries please see Upgrade Request Form attached to the work order email.

The contractors are not permitted to accept additional work requested directly by any staff members at any time.

It is the responsibility of the Contractor to check with Site Management in advance of any works commencing to ensure store curfews are adhered to.

If emergency out-of-hours works are required and there is potential associated noise, the Site Manager should elevate this to the relevant parties.

For all other general queries please contact the Helpdesk on 1300 995 222.

For full terms and conditions please see your specific contract with City Holdings or the City Holdings Terms and Conditions found at [Contractor Terms And Conditions.pdf](#).

Refer to 'OHS Obligations – For mycar Sites' for a description of OHS obligations and compliance requirements found at [HSEQ-FM-136 City Contractor OHS Obligations for mycar Sites.pdf](#).

**Invoicing**

Upon completion of all work, Contractor to obtain Site Manager signature on service sheet and attached to invoice for payment. Please quote the Work Order Number on your invoice and not the Helpdesk Job Number.

Please email your tax invoice and relevant documents to [Accounts.Payable@city-holdings.com.au](mailto:Accounts.Payable@city-holdings.com.au)

Please ensure your tax invoice is addressed to:

City Integrated Maintenance Services (Aus) Pty Ltd  
Accounts Payable Department  
10 Nexus Court, Mulgrave, Victoria 3170

# Upgrade Requests – Subcontractor Portal

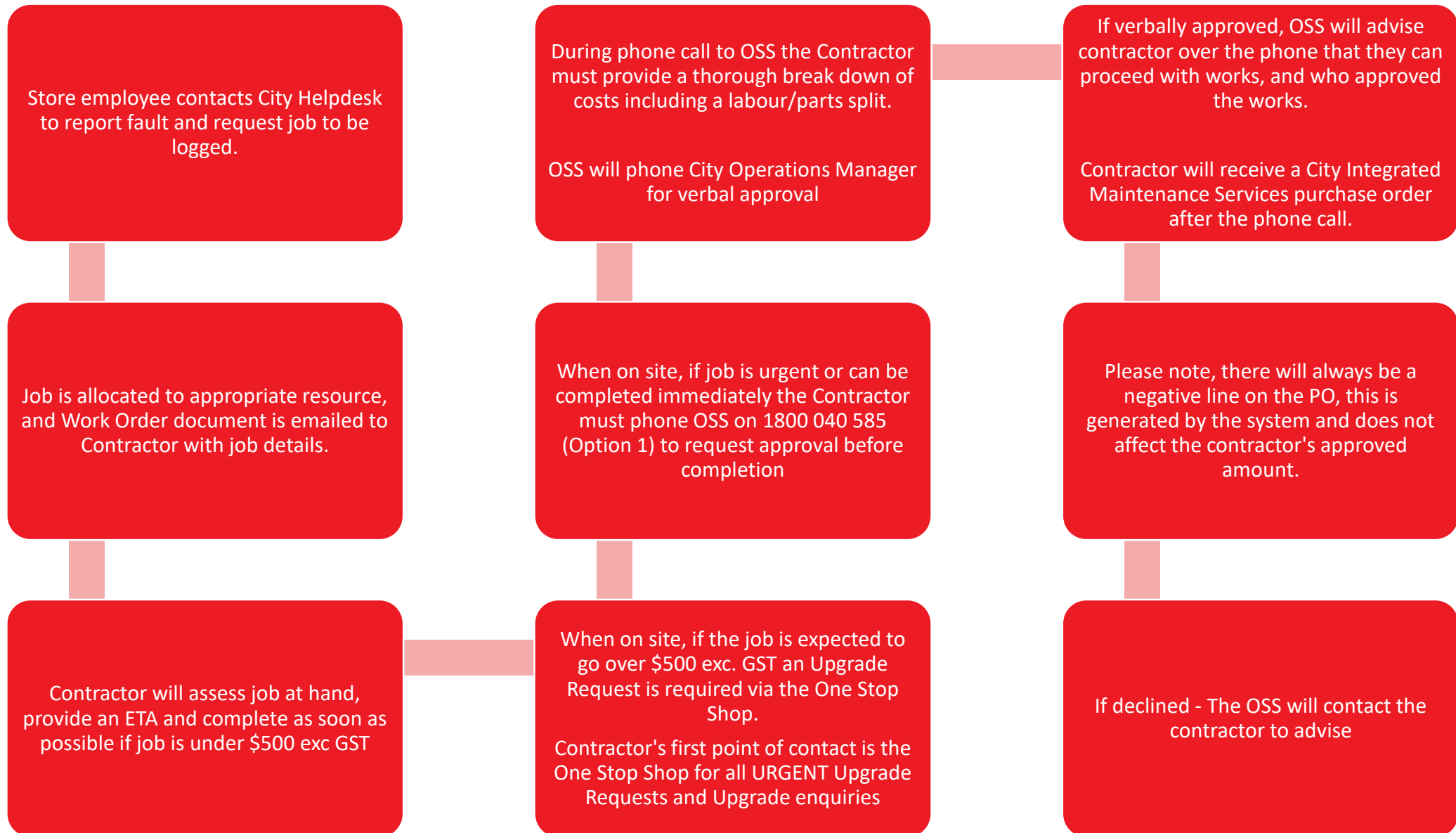


All works over \$500.00 ex. GST in value require an Upgrade to be lodged within the Subcontractor Portal.

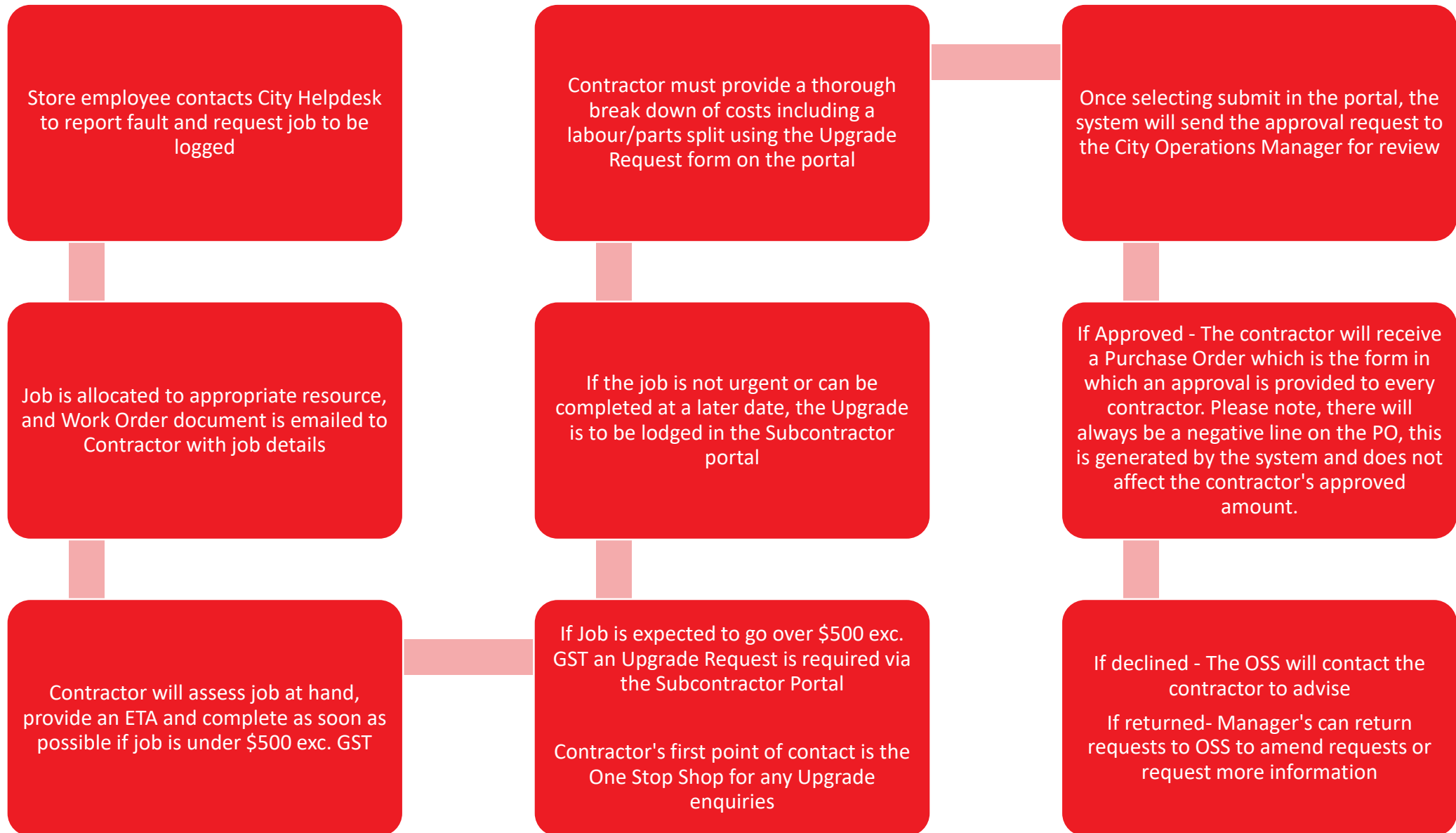
Any additional upgrades required within the same job need to be emailed through to the One Stop Shop using the Upgrade Request form (sent through with all Work Orders)

The screenshot shows the 'Upgrade Request' page for Job #5591026. The page header includes the City logo, navigation links for 'Jobs' and 'Reference Material', a search bar, and a user greeting 'Welcome, Test Engineer'. The main heading is 'Upgrade Request: Job #5591026', with a breadcrumb trail: 'Open Jobs > Test Coles Store - New Jobs > Job 5591026 > Lodge an Upgrade'. A notice states: 'Fill out the upgrade form below for works over \$500 in value. The One Stop Shop is your contact for all upgrade requests and enquiries. For urgent works please call the One Stop Shop on 1800 040 585'. The form is divided into two columns. The left column contains 'Job Information' (Job #5591026 (Called Out)), 'Site' (Test Coles Store 99995 (Coles Supermarket)), 'Contractor' (Test Engineer), 'Contact Name' (input field with placeholder 'Your name' and instruction 'Please fill in your name.'), and 'Contact Number' (input field with placeholder 'Your contact number' and instruction 'Please fill in your contact number.'). The right column is 'Description of works' with a large text area containing the placeholder 'A description of the work you are undertaking, warranting this upgrade.' and the instruction 'Please fill in a description of works.'. Below the form, a message says 'No upgrade expenses added yet. Click the button below to begin.' followed by a button '+ Add an upgrade expense'. At the bottom right, there is a disclaimer: 'All fields above need to be filled and upgrade totals must be over \$500 before you can submit this form', and two buttons: 'Print copy' and 'Submit'.

# Upgrade Requests – Urgent Process



# Upgrade Requests – Non-Urgent Process



**Please note, the Upgrade Process applies to all Reactive, Project, Quoted and ADHOC works.**  
**No Purchase Order will result in No Payment.**

## **One Stop Shop**

- All Upgrade Requests need to be lodged using the Subcontractor Portal
- One Stop Shop is first point of call for all contractor Upgrade enquiries and Further Upgrade Requests
- One Stop Shop are available Monday – Friday 7am – 6pm (Australian Eastern Standard Time)
- If an urgent Upgrade Request is required outside of OSS business hours, please call the City Bunnings Helpdesk
- All jobs above \$500 exc. GST require an Upgrade Request/Approval [including reactive/project/quoted/ADHOC works](#)
- One Stop Shop general enquiries – [onestopshop@city-holdings.com.au](mailto:onestopshop@city-holdings.com.au)
- One Stop Shop urgent enquiries – 1800 040 585 (Option 1, Option 2 and then Option 1)
- If you email an urgent request to OSS, add **URGENT** to your email subject matter

## **Accounts Payable**

- Ensure before invoicing City (City Integrated Maintenance Services Pty Ltd/City Integrated Maintenance Services (QLD) Pty Ltd) for jobs above \$500.00 ex. GST that you have obtained an Upgrade Approval
- Accounts Payable deal with ALL invoicing/payment enquiries – [accounts.payable@city-holdings.com.au](mailto:accounts.payable@city-holdings.com.au)

## **City FM Helpdesk Contact Details by Brand**

- Please review the City Maintenance Contact Details document provided