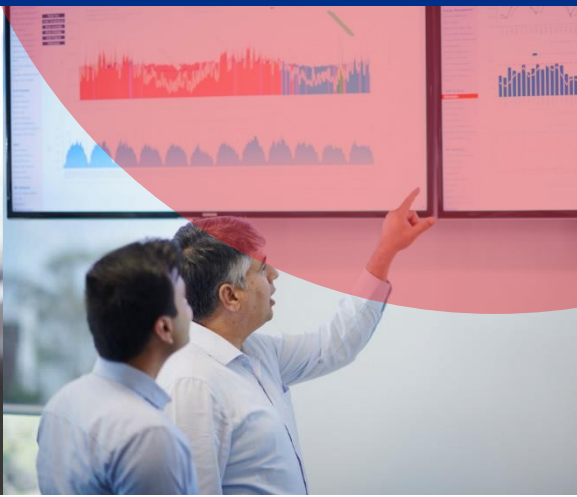




# City Contractor Upgrade Process





The One Stop Shop team is your first point  
of contact for an Upgrade Requests


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

## Example of a CIMS 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: C099090
Site Contact Number: 03 8585 7100	Contractor: Test Alliance Engineer
Reported By: Monique Reeves	Asset Barcode:
	Asset Title:
	Make:
	Model:
Field Operations Supervisor:	Location:
Contact Number:	Serial Number:
Method of Dispatch: Email	Priority: High
Dispatched (AEST): 28/11/2019 3:56:03 PM	To Attend Site by: 28/11/2019 3:56:00 PM
Created By: ReevesM	To be Resolved by: 2/12/2019 3:56:00 PM
Description: Test Job	
<b>Conditions of Work</b>	
All contractors and visitors to mycar sites are required to complete the safety induction. Further details can be found at <a href="https://www.onlineinduction.com/mycar/">https://www.onlineinduction.com/mycar/</a> . 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.	
<b>NOTE:</b> Once works are completed, you <b>MUST</b> use the CITY FM closedown web portal to close down the job at <a href="https://jobclosedown.cityholdings.com.au">https://jobclosedown.cityholdings.com.au</a> 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 <a href="#">Contractor Terms And Conditions.pdf</a> .	
Refer to "OHS Obligations - For mycar Sites" for a description of OHS obligations and compliance requirements found at <a href="#">HSEQ-FM-135 City Contractor OHS Obligations for mycar Sites.pdf</a> .	
<b>Invoicing</b>	
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 <a href="mailto:Accounts.Payable@city-holdings.com.au">Accounts.Payable@city-holdings.com.au</a>	
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 need to include a thorough break up of costs, please see below example. An Upgrade Request Form is sent out with every work order issued to a contractor.

## Example of the Upgrade Request Form

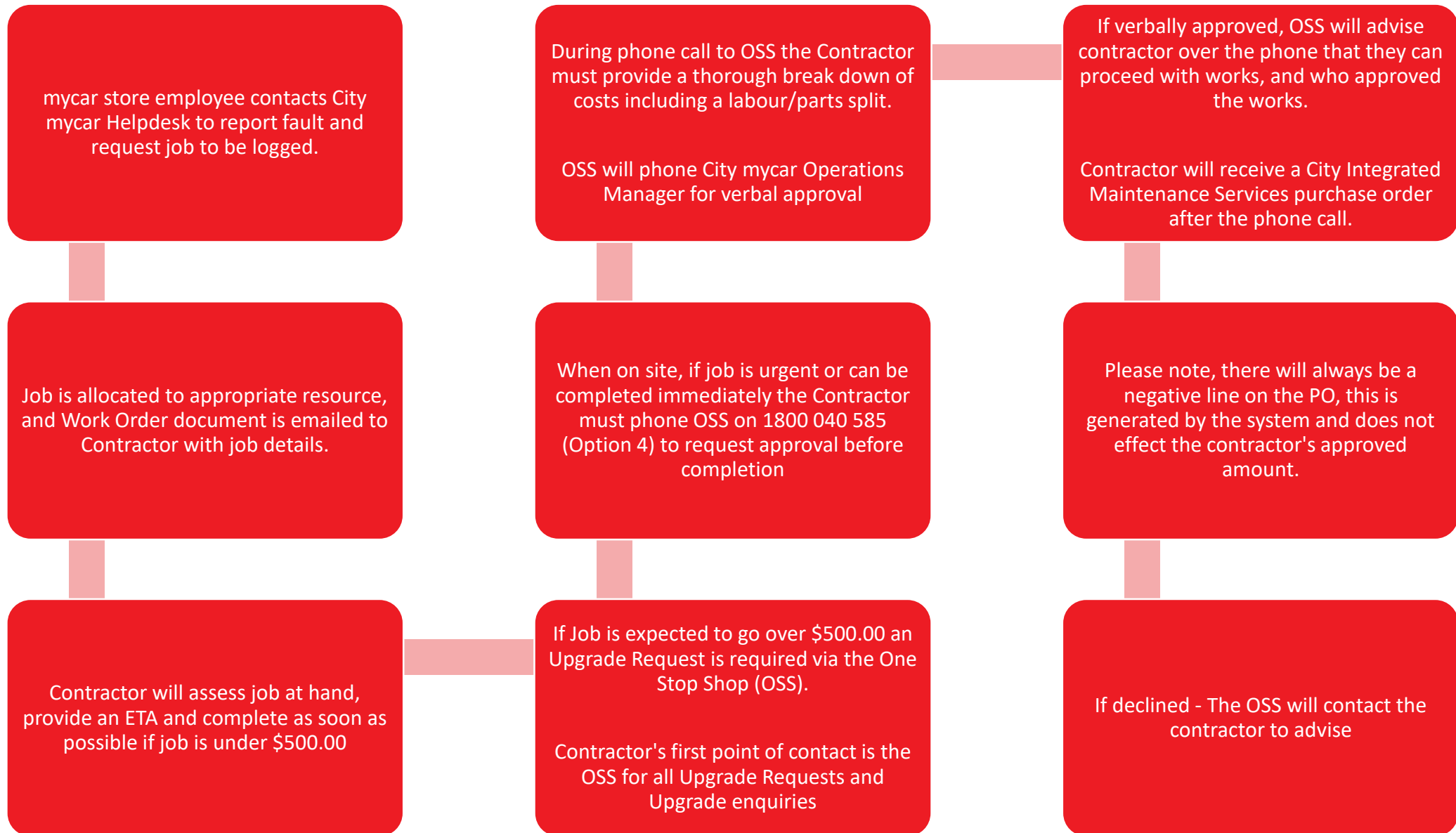
<b>UPGRADE REQUEST</b>					
Helpdesk Job Number:		Store:			
Contractor:		Contact name/number:			
<p><u>Please note:</u>                  The One Stop Shop is your contact for all upgrade requests/enquiries.                  If <b>urgent</b> please <b>call</b> the One Stop Shop.                  If <b>not urgent</b> please <b>email</b> the One Stop Shop.                  Email - onestopshop@city-holdings.com.au                  Phone: 1800 040 585 (Option 4)</p>					
DESCRIPTION OF WORKS:					
JOB STATUS: <input type="checkbox"/> COMPLETE <input type="checkbox"/> PENDING COMPLETION					
TOTAL UPGRADE (EXC. GST) \$					
<b>UPGRADE BREAK DOWN - LABOUR COMPONENT</b>					
DESCRIPTION	BH HRS	AH HRS	COST PER BH	COST PER AH	TOTAL EXC. GST
LABOUR – TRADESMAN					
LABOUR – APPRENTICE/OTHER					
CALLOUT FEE BH					
CALLOUT FEE AH					
TRAVEL (INC. KMS)					
SUBCONTRACTOR MARK UP					
<b>UPGRADE BREAK DOWN - PARTS COMPONENT</b>					
<i>(Please note consumables can be grouped, and all main parts need to be itemised.)</i>					
DESCRIPTION	QUANTITY	UNIT PRICE	TOTAL EXC. GST		
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					

I confirm the information provided above is true and correct to the best of my knowledge.

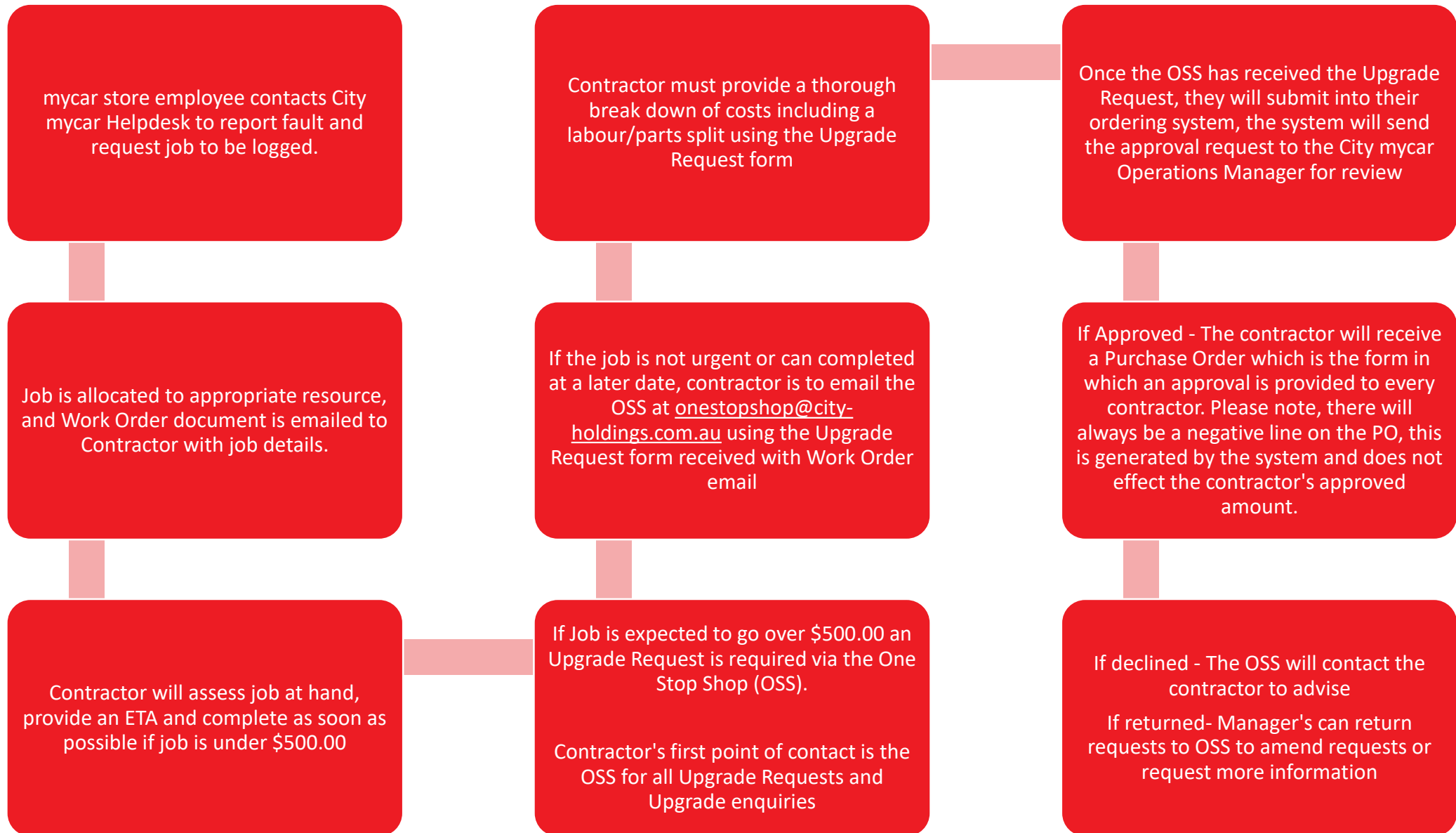
Date: \_\_\_\_\_

Name: \_\_\_\_\_

# 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**

- One Stop Shop is first point of call for all contractor Upgrade Requests and Upgrade enquiries
- One Stop Shop are available Monday – Friday 8am – 6pm
- If an urgent Upgrade Request is required outside of OSS business hours, please call the City mycar Helpdesk
- All jobs above \$500.00 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 4)
- If you email an urgent request to OSS, add **URGENT** to your email subject matter

## **Accounts Payable**

- Ensure before invoicing CIMS (City Integrated Maintenance Services) for jobs above \$500.00 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 CIMS Maintenance Contact Details document provided