



29th November 2019

Contractor Brief – Job Dispatch and Invoicing Procedures

This Contractor Brief describes the job dispatch procedure for all contractors providing maintenance services for the following brands:

- Australian Red Cross Lifeblood
- mycar

Reactive Maintenance

You will receive all reactive jobs as an email sent to the email address you have nominated when setting up your account with City. You will receive one email per job which will contain the job number and notes setting out the work required. You may also receive a phone call for after hours or for emergency works.

The City helpdesk is required to provide your estimated time of attendance (ETA) back to sites for all jobs released. You will need to provide an ETA for all jobs received. This can be provided via a phone call to the Helpdesk on the numbers below, otherwise the City helpdesk will contact you to obtain the ETA:

- Australian Red Cross Lifeblood – 1800 882 340
- Mycar 1300 995 222

Preventative Maintenance

Preventative maintenance (PPM) jobs will be issued 5-6 weeks before the due date. They will be available immediately on the Closedown website. You will also receive a report every week called "Contractor Weekly Status Report". There will be one report per resource account set up in our systems so please check all relevant reports.

This report will have up to three tabs related to PPM jobs, one for jobs related to the current month, one for any overdue open jobs and one listing completed jobs. The report will be sent to the same email address you receive reactive maintenance jobs through.

It is imperative that you check this report **every week** for any new PPM jobs as you will not receive any other email notifications for these jobs.

KPI Scorecard	KPI Description	SMART Closedown	Outstanding Jobs	Completed Jobs	Released PPM	Outstanding PPM	Completed PPM
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