



BIMBMS

Requests and work orders

To access the demo, an account *must* be requested at: <https://demo.bimkeeper.com>

The demo can be accessed at: <https://demo.bimkeeper.com/demos/requests>

This demo-instance is only intended for use with this particular demo. The focus of the demo is on this subject only. This means the navigation shows only what the user might need. Some features might not work for this reason. The first demo (basics) can be checked for a broader perspective of all the features BIMBMS offers. For more detailed information, the BIMBMS manual can be referenced, or IRP can be contacted at: contact@bimkeeper.com.



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1 What are requests?

BIMBMS allows users to create “repair requests” for anything that needs fixing within a complex. This could for example be a broken window that needs to be replaced or a light that is malfunctioning. The complex manager will be able to see these requests and create work orders for them, tasking a supplier to resolve the situation.

To get an overview of all the requests that have been submitted. The “Technical” tab needs to be opened followed by pressing on “Requests”.

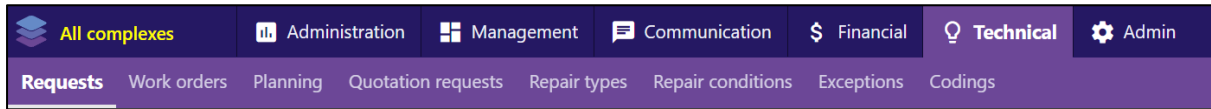


Figure 1: Navigating to the requests overview

| Requests | | | | | | | | | | + Create new request |
|----------|---------------------|---|----------------------|------------|------------------|------------------|-----------|-------------|---------|----------------------|
| Code | Complex | Description | Requester/Inspection | Requested | Created by | Work order | Reactions | Status | Actions | |
| 3650 | Theo Thijssenhuus | solar | Roy Minnema | 01-06-2022 | Roy Minnema | + New work order | 0 | New | 🔍 ✎ | |
| 3647 | Harderwijk Kampe... | I would like to have my locks changed. | Roy Minnema | 04-05-2022 | Roy Minnema | + New work order | 0 | New | 🔍 ✎ | |
| 3643 | Harderwijk Kampe... | My solar panel is broken. Can someone fix it for me? | Melvin Griffioen | 03-05-2022 | Melvin Griffioen | 40 ✎ + | 0 | In progress | 🔍 ✎ 🗑 | |
| 3642 | Harderwijk Kampe... | This solar panel is malfunctioning. Please repair it. | Roy Minnema | 03-05-2022 | Roy Minnema | 38 ✎ + | 0 | In progress | 🔍 ✎ 🗑 | |
| 3640 | Harderwijk Kampe... | My solar panel is malfunctioning. Again! | Roy Minnema | 03-05-2022 | Roy Minnema | 39 ✎ + | 0 | In progress | 🔍 ✎ 🗑 | |
| 3636 | IFC diff example | Windows need replacement. | Marcin Koziuk | 21-04-2022 | Marcin Koziuk | 31 ✎ + | 0 | In progress | 🔍 ✎ 🗑 | |

Figure 2: The request overview

The requests overview page shows all pending requests and any actions that have been taken to handle these requests.

The requester column shows the person where the request originates from. The icon next to the requester needs to be pressed to view more details about them such as their contact information and their address.

The column “Created by” shows who entered this request in the system. The same requester can be shown in this column compared to the request that was made through the app or via the website. When a request was entered by an employee during a telephone conversation for example, this will show a different name.

The next column shows if any work orders have been created for this request, if none have been created a new one can be created by pressing the “+ new work order” button. For example, when someone reports that a window is broken, a glazier needs to be sent to fix the problem. After the glazier is send a work order, the status of the repair can be viewed to properly inform the original reporter about the progress of the repair (and/or the other tenants/owners in the building).

In BIMBMS work orders, requests and any financial processing are always connected to each other. This way there is insight into processes and there the status can be tracked. It is possible to view if an invoice belongs to a specific work order that was created to resolve a problem. This can be viewed when an (online) invoice arrives from one of the suppliers.



2 Adding new requests

There are three ways a request can be entered into the system. Clients can use the website or the mobile app to directly put their request into the system. This will automatically connect the request with information on this client. For example, which apartments the client owns, or rents will be linked this way.

2.1. Requests created from the 3D viewer

A request can also be made directly from the viewer, by doing this, IFC elements can easily be linked. Below is explained how this can be done:

First the element that needs a repair needs to be selected. In this case an automatic door is malfunctioning:

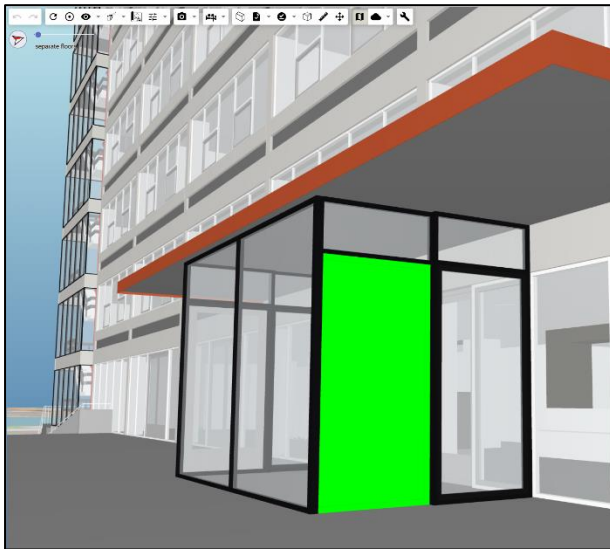


Figure 3: Selecting an IFC element within the viewer

Next the wrench icon in the toolbar needs to be pressed:



Figure 4: The wrench icon needs to be pressed to begin creating a request



A new window will pop up, here the problem will need to be described an image from the viewer can be attached to the request.

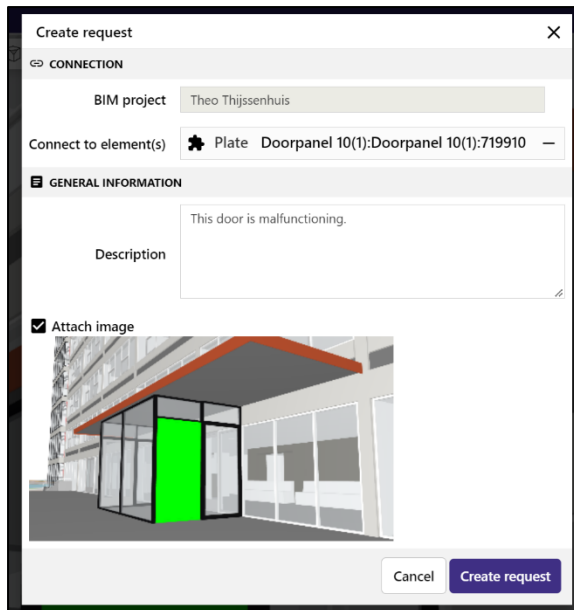


Figure 5: Creating a request from the viewer

Lastly, the “Create request” button needs to be pressed. The request will now be added to the request overview as a new request. The request can be edited from the request overview to supply additional information.



2.2. Requests created from the request overview

Alternatively, when a request comes in via another route like e-mail or telephone the request can be entered into the system manually. To do this the 'Create new request' button needs to be pressed in the top right corner on the requests page:

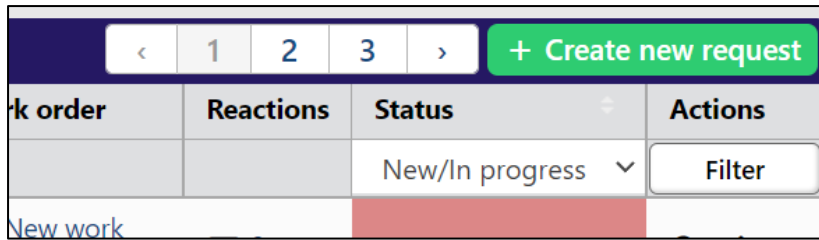


Figure 6: The "Create new request button" on the request overview

After the "Create new request" button is pressed, a page like this one will be shown.

Figure 7: Creating a new request

First the requester will need to be specified. The manager can either search for an existing person, create a new person or enter an external requester.

If the manager decides to search for an existing user, this can be done by name, email, username, or phone number.



Next, the manager will have to select the complex this request applies to. This can be done by pressing the “Search...” button and selecting the correct complex from the list.

After a complex has been selected, some additional information might appear on the right side of the screen:

| Recent requests | |
|---|---|
| <i>Same complex, requester:</i> | |
| This light needs to be changed 01-06-2022 | Resolved Requester: Roy Minnema |
| solar 01-06-2022 | New Requester: Roy Minnema |
| <i>Same complex:</i> | |
| The window is broken 19-04-2022 | In progress Requester: Sjaakie van Daal |

Figure 8: The recent requests section

This displays information about any recent requests that apply to the same complex. For more information about recent requests take a look at this manual: [Download here](#)

The next step is describing the request. First determine what part of the building this request applies to:

Location

Complex: Theo Thijssenhuis [Edit...](#)

The request applies to: Whole building (dropdown menu)

Request details

Description: [Text area]

- Whole building
- Commons areas
- One or more units
- Outside the building
- Miscellaneous

Figure 9: Selecting the complex the request applies to

In case “one or more units” is selected, the units can also be specified.



If necessary, a description can be added for the request and files can be attached:

Request details

Description

Attachments

Attach an existing file Upload a new file Select upload folder

Drop files here to upload

New files will be saved: only with this item (not visible elsewhere) [change](#)

Figure 10: Adding a description and attachments to a request

An attachment can be anything that is relevant to the request. For example, a picture of the item that needs a repair.

Under request handling the manager is able to specify the type of request:

Select a repair type

Search by name or category...

| Category | Count | Repair Type | Action |
|-------------------------|-----------|------------------|--------|
| Climate control | 4 | Automatic door | Select |
| Doors | 10 | Balcony | Select |
| Elevator | 3 | Door closer | Select |
| Fire safety | 7 | Door opener | Select |
| Frames | 2 | Garage | Select |
| Gutters | 1 | Main entrance | Select |
| Heating / Warm water | 7 | Normal door | Select |
| Hinges and locks | 1 | Private entrance | Select |
| Hydrophore | 1 | Sliding door | Select |
| Intercom/mail/name | 4 | Storage | Select |
| Leakage | 4 | | |
| Lightning | 1 | | |
| Painting | 1 | | |
| Parking | 7 | | |
| Sewer | 1 | | |
| Walls, floors, ceilings | 1 | | |
| More... | 42 | | |

Figure 11: Selecting the repair type for the request

The priority of this request can also be specified along with who the work order should be settled with.



Lastly the request can be saved and the manager will be redirected to the request overview. The manager can also choose to immediately handle this request by creating a work order for example.

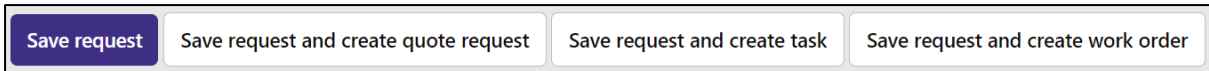


Figure 12: Saving the request



3 Requests from a tenant's point of view

Tenants can also create new requests by themselves. When a tenant logs in to the BIMBMS, this page will be shown:

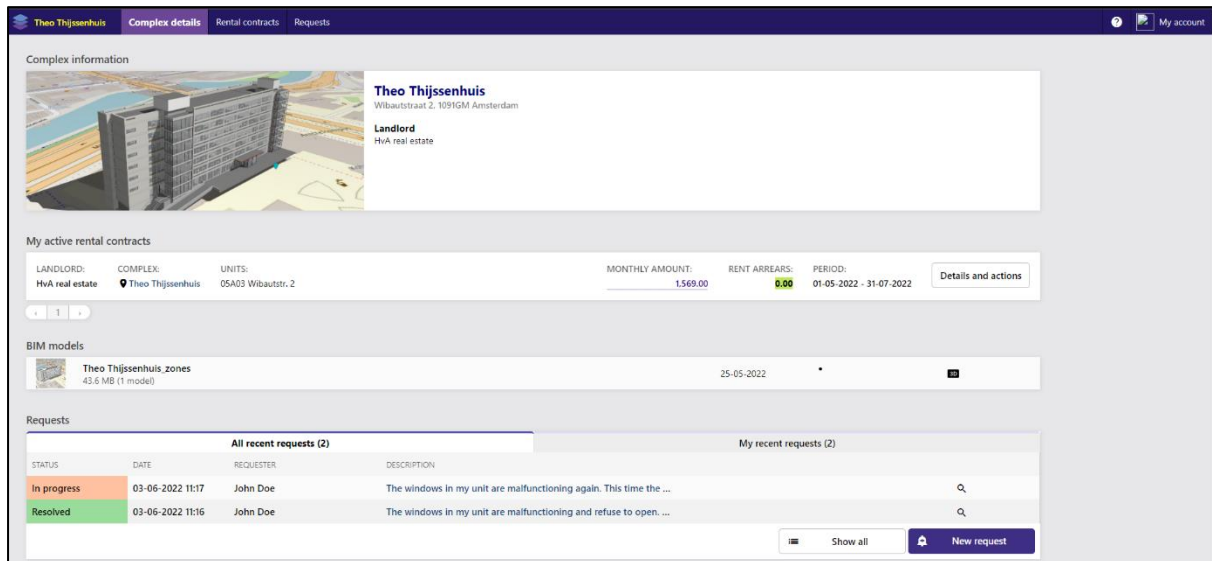


Figure 13: This page provides information about the tenants contracts and allows them to see and make requests

A tenant can create a request using a few different methods:

By pressing this button: 

A familiar page will appear, where the tenant is able to specify all the necessary information for the request.

Alternatively, the tenant can create a new request directly from the viewer, by pressing this button:



This will open the viewer, where the tenant is able to select an element and create a request for it. If the tenant needs to find a specific unit, this can be done by selecting “zones” in the left pane. A list will show up with all the different units in the complex. A tenant can right click on a unit and select one of the options, for example, “Look at element (zoom), and hide other floors”.

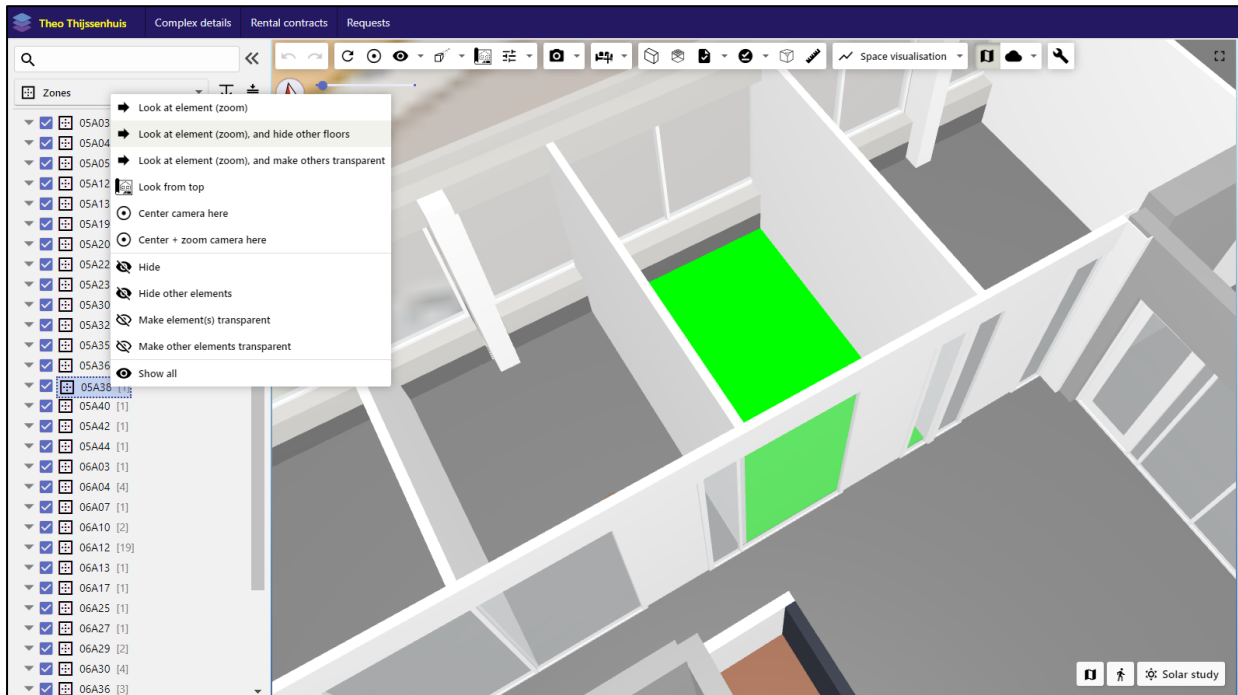



Figure 14: Zooming in on a specific unit.

Now the tenant is able to select an element in or around their unit and create a request for it by pressing this button in the toolbar: 

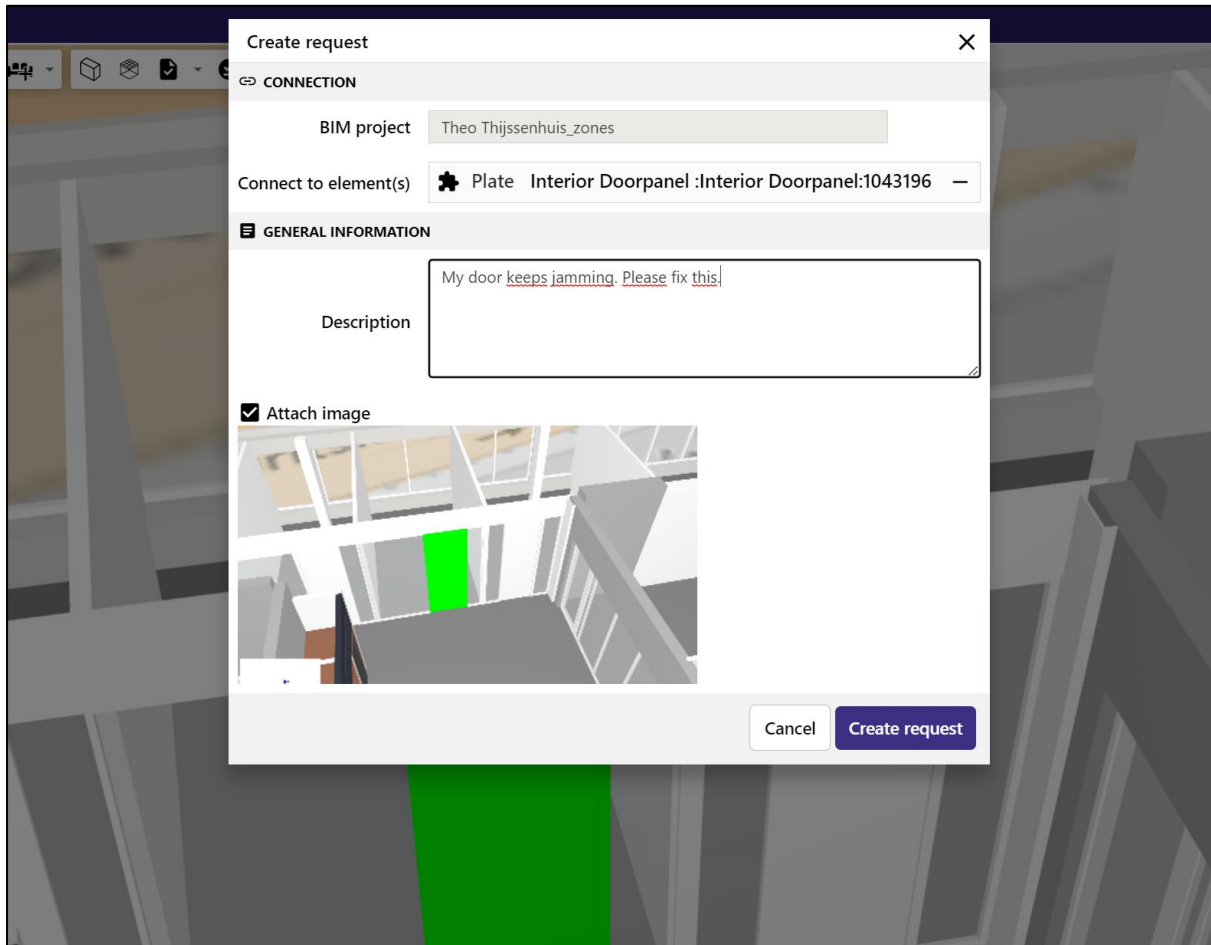


Figure 15: Creating the request

After this request has been made, the complex manager can edit the request from the request overview to provide additional information if necessary.



4 Using the app for requests

Another way for clients to submit a request is via the progressive web app that is optimized for mobile devices. This app provides an easy, low barrier way to quickly describe the request and take pictures to illustrate. More information on the app is available in the app manual:

<https://oc.irp.nl/index.php/s/7d1JHyc4dJtGgH6>.

The app is available on <https://demo50.bimkeeper.com/app/>. By navigating to this URL on a mobile device, the mobile version of BIMBMS will open. The credentials for logging in are the same as for the desktop version of BIMBMS.

After logging in, the main menu will be shown. From here, the 3D model of a complex and the list of requests can be viewed.

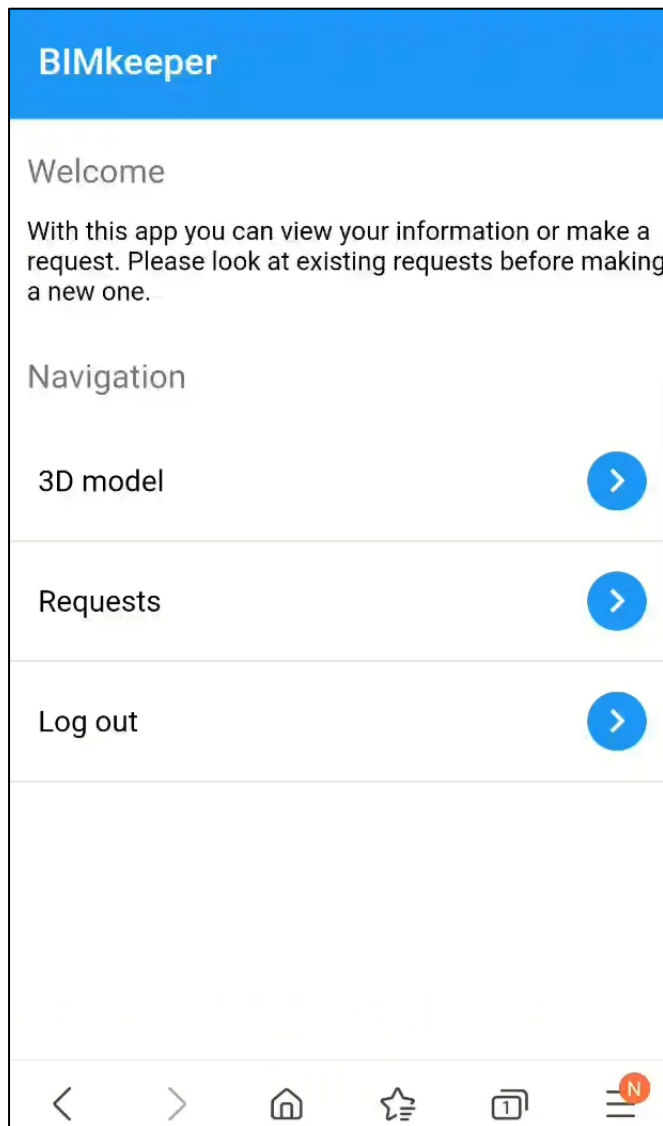


Figure 16: Main menu of the BIMBMS mobile web application



To access the requests overview, the “Requests” button in the main menu needs to be pressed. After pressing the button, the list of requests will be shown.

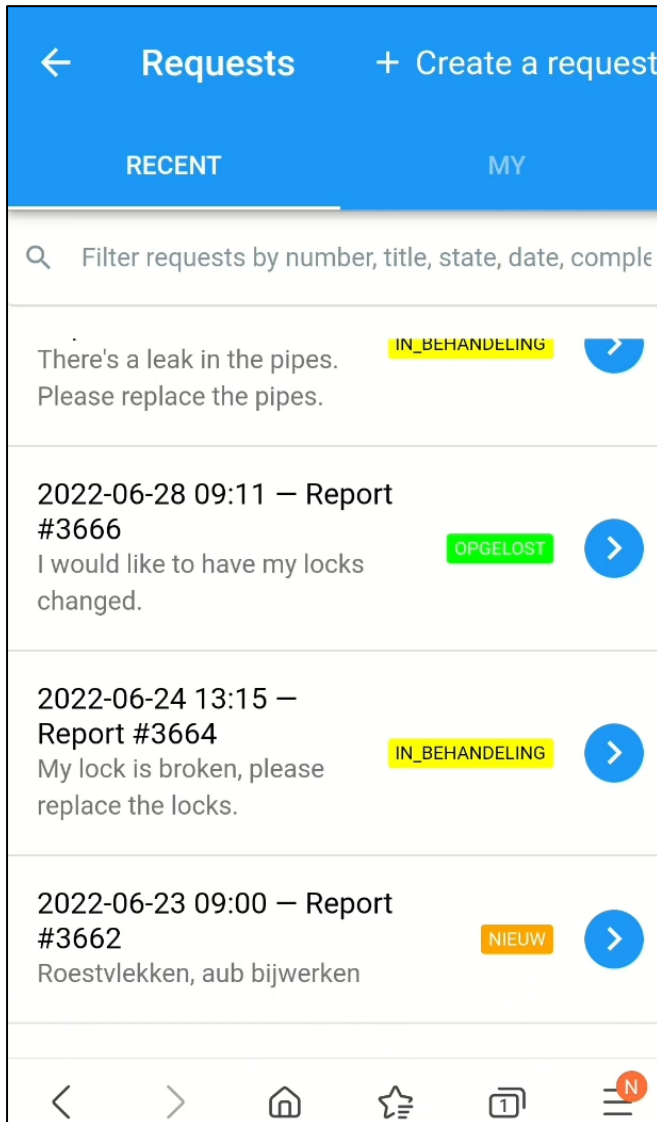


Figure 17: The requests overview



Creating a new request can be done by pressing on the “Create a request” button, which is located at the top right of the page.

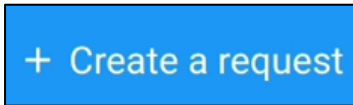


Figure 18: The “Create a request” button in the app bar

When creating a new request, the app allows for adding an image and a description to the respective request. Also, the complex that the request is connected to needs to be selected on this page.

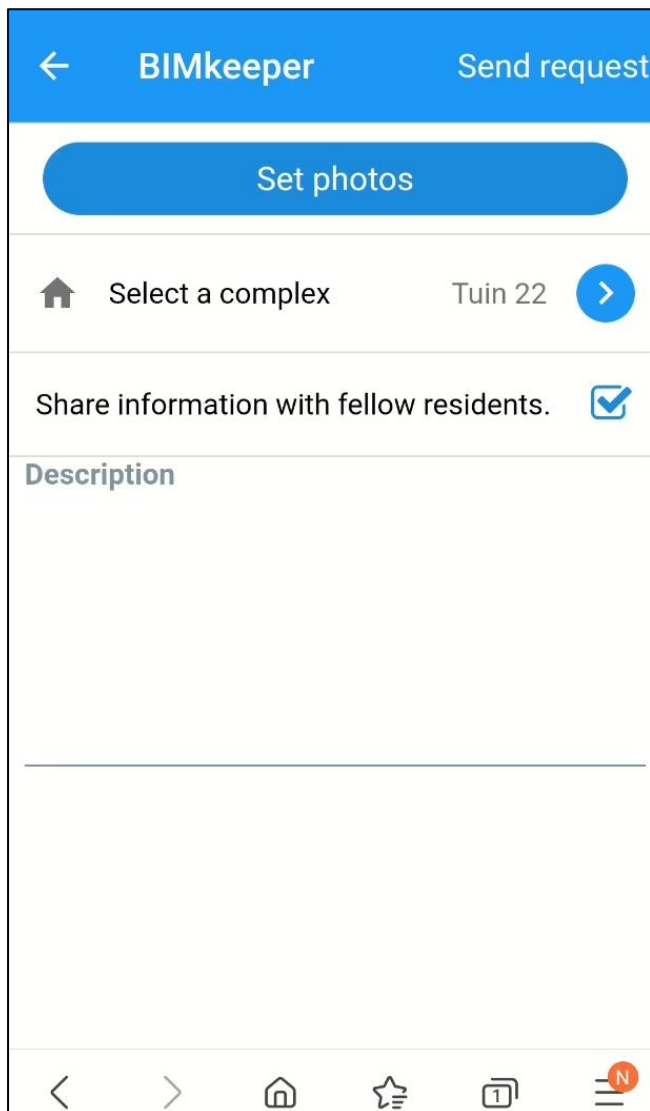


Figure 19: The page for creating a new request



Selecting a complex can be done by pressing on the “arrow icon” button, which can be found to the right of “Select a complex”.



Figure 20: The “arrow icon” button for selecting a complex

Next, a drop-down menu is shown, which consists of the available complexes to choose from. Here, the correct complex can be selected.

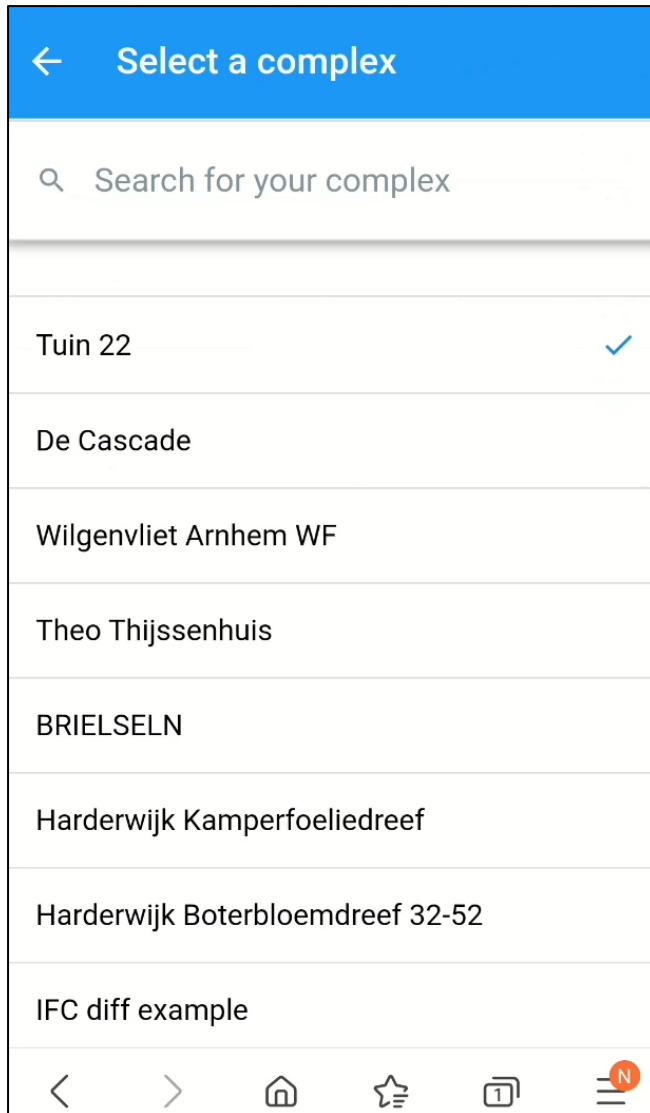


Figure 21: The drop-down menu for choosing a complex



In order to add a photo, the “Set photos” button needs to be pressed. This button can be found under the app bar.

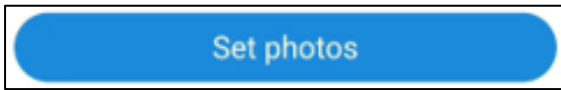


Figure 22: The "Set photos" button

Pressing this button will activate the camera of the mobile device, so that a photo can be taken and added to the request.



Figure 23: Using the camera to take a photo of the element that needs repairing

A description can be added as well. This can be done in the “Description” field.

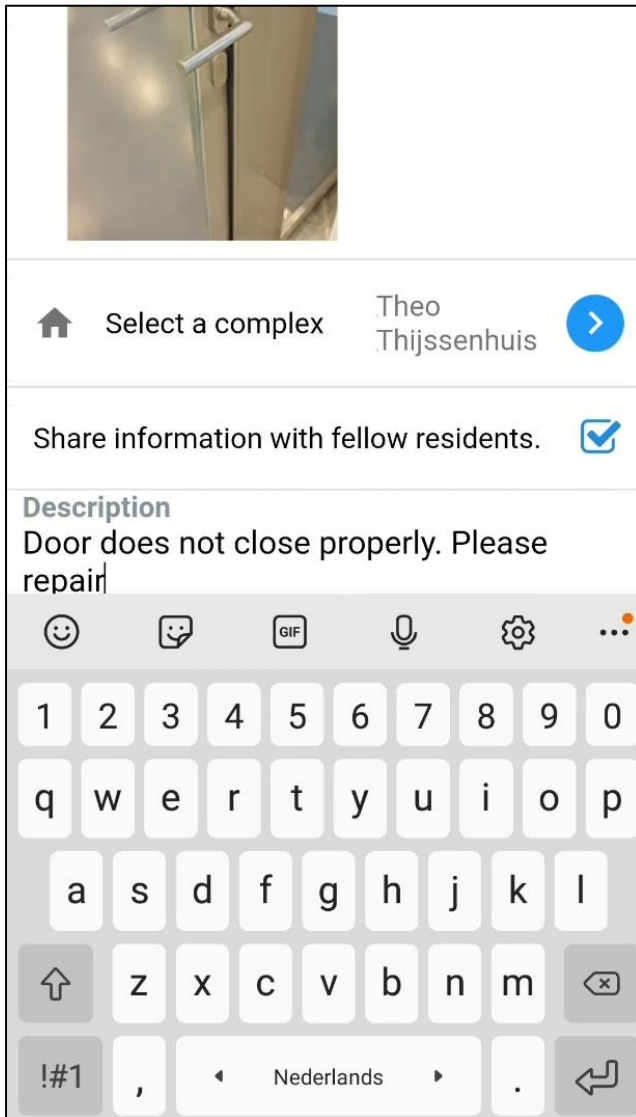


Figure 24: Adding a description to a request

To finish up creating the request, it can be added to the request list by pressing on the “Send request” button, which is found at the top right of the page.

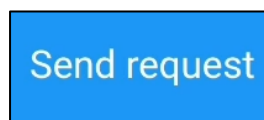


Figure 25: The “Send request” button in the app bar



5 What are work orders?

A complex manager can task a supplier to carry out repairs, install equipment and/or perform other tasks in a complex through the process of creating a work order. A work order is a full package request to carry out these tasks.

6 Adding new work orders

A work order can originate from a “repair request”, a quotation and can also be created separately through the “Work orders overview” page.

6.1. Creating a work order from a request

A repair request can be created by different types of users, for example a tenant or a landlord. By creating a repair request a complex manager gets notified of any malfunctions on the property. The complex manager can now create a work order for such a request, to have it repaired.

To view the requests, the complex manager must navigate to a specific complex. (The complex manager can also view all requests for all complexes, by staying in the “All complexes” mode)

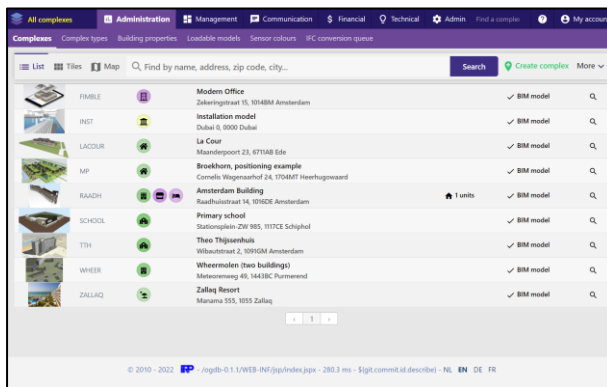


Figure 26: Navigate to the complex

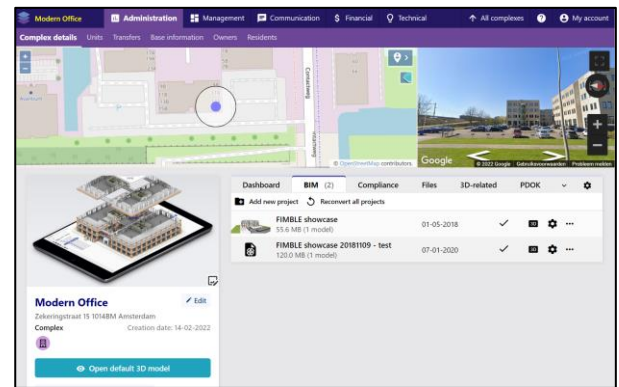


Figure 27: The homepage of the selected complex



Now the complex manager navigates to the “Technical” tab and selects the “Requests” tab. This is the “Requests overview” page. On this page the complex manager can view all the requests for the complex. The complex manager can view, edit, and create new requests and can also see if a request contains any work orders. For each request the complex manager is also able to create a new work order. Multiple work orders can be created for one request this way.

| Code | Description | Requester/Inspection | Requested | Created by | Work order | Reactions | Status | Actions |
|------|---|----------------------|------------|---------------|------------------|-----------|-------------|---------|
| 49 | Help us plan an inspection | vv_sub 21-04-2022 | 07-04-2022 | Griffioen | + FIMB-6 | + 0 | In progress | 🔍 ✎ 🔄 |
| 48 | change the paint | 👤 Sjonny Haagman | 05-04-2022 | Griffioen | + FIMB-5 | + 0 | In progress | 🔍 ✎ 🔄 |
| 42 | Glas is kapot | 👤 Lahaye | 01-04-2021 | Lahaye | + FIMB-8 | + 0 | In progress | 🔍 ✎ 🔄 |
| 40 | glas is kapot graag repareren. | 👤 Lahaye | 21-01-2021 | Lahaye | + New work order | 📧 0 | New | 🔍 ✎ 🔄 |
| 38 | please repair cctc | 👤 Lahaye | 28-07-2020 | Lahaye | + New work order | 📧 0 | New | 🔍 ✎ 🔄 |
| 32 | piept de hele dag | 👤 Lahaye | 17-02-2020 | Lahaye | + New work order | 📧 0 | New | 🔍 ✎ 🔄 |
| 6 | Revolving door mechanism broken, need repair. | 👤 Marcin Kozluk | 12-09-2018 | Marcin Kozluk | + New work order | 📧 0 | New | 🔍 ✎ 🔄 |

Figure 28: The requests overview page

When the complex manager presses the “+ New work order” button on a specific request a page will open to create a work order. When a work order is created from a repair request, all the relevant information from the request will be added to the work order.

The screenshot shows a detailed form for creating a new work order. The 'Request' section includes fields for Requester (Roy Meevans), Status (In progress), Location (Hilversum), and Description (This solar panel is malfunctioning. Please repair it). The 'Work order' section includes fields for Complex (Hardwijk Kampverhoed), Repair priority (High priority), Repair type (Zonnepanel), Supplier (Select a supplier), and Description (This solar panel is malfunctioning. Please repair it). The 'Financial' section includes fields for Estimated cost for supplier, Settlement with (Make a choice), and Ledger account (Select an account). The 'Attachments' section shows an attached image 'request image weertje.jpg'. The 'Warranty' section has a checkbox for 'Warranty provided'. The '3D Elements' section shows a list of elements with a 'Show 1 elements in view' button. A 'Save work order' button is located at the bottom right of the form.

Figure 29: Creating a new work order



When a request already has an existing work order or multiple work orders attached to it, the complex manager can press on the “+” button in the work order column to create an additional new work order for the request.

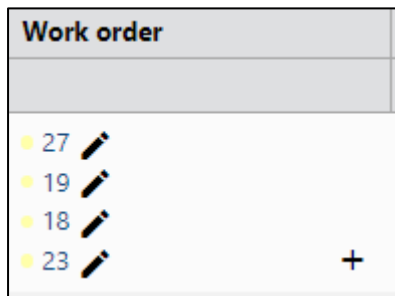


Figure 30: The request contains multiple work orders

6.2. Creating a work order from the work order overview

A work order can also be created from the “Work orders overview” page. To get to this page, the user needs to navigate to a specific complex and press on the “Technical” tab, followed by navigating to the “Work orders” page. From here the green “+ New work order” button can be pressed to start creating a new work order. Note that this option is only available in the “specific complex” mode. On the “all complex” mode the green button is absent.

| Code | Request | Prio | Description | Supplier | Requester | LTMP | Start date | Create dt. | Indication | Invoices | Reactions | Supplier notified? | Read by supplier? | Status |
|------|---------|------|--------------------------------|-----------------------------|------------------|------|------------|------------|------------|-------------|-----------|--------------------|----------------------|----------------------|
| 40 | 3972 | 2 | There's some graffiti on L... | Duncan Repairs | Melvin Griffioen | | 08-07-2022 | 28-08-2022 | 80,00 | 0 | 0 | 28-08-2022 | 30-08-2022 11:38 | Complete |
| 49 | 3970 | 1 | There's a mysterious smell... | Duncan Repairs | Melvin Griffioen | | 28-08-2022 | 28-08-2022 | 160,00 | 0 | 0 | 28-08-2022 | Not read for 22 days | Order issued, unread |
| 48 | 3969 | 1 | There's a leak in the pipes... | Duncan Repairs | Melvin Griffioen | | 28-08-2022 | 28-08-2022 | 180,00 | 0 | 0 | 28-08-2022 | 28-08-2022 11:38 | Order issued, read |
| 47 | 3956 | 1 | I would like to have my lo... | Duncan Repairs | Roy Minema | | 05-07-2022 | 28-08-2022 | 60,00 | 2,129 (4 +) | 0 | 28-08-2022 | 28-08-2022 12:32 | Complete |
| 46 | 3884 | 1 | My lock is broken, please ... | Looswilt James | Melvin Griffioen | | 29-08-2022 | 24-08-2022 | 100,00 | 0 | 0 | 24-08-2022 | 30-08-2022 13:36 | In progress |
| 40 | 3843 | 1 | My solar panel is broken ... | Onderhoudsbedrijf Jansen | Melvin Griffioen | | 03-08-2022 | 03-08-2022 | 0,00 | 0 | 0 | no | Not notified | Draft |
| 39 | 3840 | 2 | My solar panel is malfunc... | Onderhoudsbedrijf Jansen | Roy Minema | | 18-05-2022 | 03-08-2022 | 0,00 | 0 | 0 | 04-05-2022 | 04-05-2022 10:05 | In progress |
| 38 | 3842 | 2 | This solar panel is malfunc... | Onderhoudsbedrijf Jansen | Roy Minema | | 05-05-2022 | 03-08-2022 | 0,00 | 0 | 0 | 03-05-2022 | 03-05-2022 18:06 | In progress |
| 22 | | | Schilderen van buitenmuri... | Onderhoudsbedrijf Van Br... | | | 16-04-2022 | 16-04-2022 | 118,00 | 0 | 0 | no | Not notified | Draft |
| 12 | 3504 | 2 | Deurpanen losgetornen d... | Aanemersbedrijf Jansen | Marion Kazuk | | 15-04-2022 | 11-04-2022 | 0,00 | 0 | 0 | 11-04-2022 | 01-06-2022 10:19 | Complete |
| 11 | | 1 | Schilderen van deuren en ... | Aanemersbedrijf Jansen | | | 03-02-2022 | 03-02-2022 | 0,00 | 0 | 0 | 11-04-2022 | 11-04-2022 12:42 | In progress |

Figure 31: The “Work orders overview” of a specific complex



When a work order is created from the “Work orders overview” page, all information needs to be filled in manually. This is the rawest form of creating a work order.

Work order

Complex: Harderwijk Kamperfoeliedreef [Edit...](#)

Repair priority: -- Make a choice

Repair type: Select a repair type [Select...](#)

Supplier: Select a supplier [Select...](#)

Description:

Contact information:

Planned date: dd-mm-jjjj This work order may affect the long term maintenance planning (LTMP)

Financial

Estimated cost for supplier:

Settle with: -- Make a choice

Ledger account: Select an account [Select...](#)

Attachments

Attach an existing file

Drop files here to upload

Now files will be saved: only with this item (not visible elsewhere) [change](#)

Warranty

Warranty provided The supplier is asked to provide warranty on the work.
This information can also be provided after the work order is completed.

3D Elements

[Cancel](#)

Similar work orders

| Same repair type | |
|--|--------------------------|
| None | |
| Same complex | |
| There's some graffiti on the side ... 6/28/2022, 12:34 PM Duncan Repairs | Completed €80.00 |
| There's a mysterious smell comin... 6/28/2022, 12:30 PM Duncan Repairs | Not completed €160.00 |
| There's a leak in the pipes. Please ... 6/28/2022, 12:04 PM Duncan Repairs | Not completed €180.00 |
| I would like to have my locks cha... 6/28/2022, 11:10 AM Duncan Repairs Part of this work is still in warranty until July 5th, 2023 | Completed €60.00 |
| My lock is broken, please replace ... 6/24/2022, 3:44 PM Locksmith James | Not completed €100.00 |
| My solar panel is broken. Can so... 5/3/2022, 2:15 PM Onderhoudsbedrijf Jansen | Not completed 0 |
| My solar panel is malfunctioning... 5/3/2022, 2:15 PM Onderhoudsbedrijf Jansen | Not completed 0 |
| This solar panel is malfunctioning... 5/3/2022, 2:14 PM Onderhoudsbedrijf Jansen | Not completed 0 |
| Schilderen van buitenmuren 4/14/2022, 6:19 PM Onderhoudsbedrijf Van Breugel | Not completed €110.00 |
| Dakpannen losgekomen door zw... 4/11/2022, 12:46 PM Aannemersbedrijf Jansen Part of this work is still in warranty until December 31st, 2022 | Completed 0 |
| Schilderen van deuren en dakran... 2/3/2022, 3:47 PM Aannemersbedrijf Jansen | Not completed 0 |
| Same elements | |
| None | |
| Same element type | |
| None | |

Recent requests

| Other requests: | |
|---|--|
| There's some graffiti on the side ... 29-06-2022 | Resolved Requester: Melvin Griffioen |
| There's a mysterious smell comin... 28-06-2022 | In progress Requester: Melvin Griffioen |
| There's a leak in the pipes. Please ... 28-06-2022 | In progress Requester: Melvin Griffioen |
| I would like to have my locks cha... 28-06-2022 | Resolved Requester: Roy Minnema |
| My lock is broken, please replace ... 24-06-2022 | In progress Requester: Melvin Griffioen |

[Save work order](#)

Figure 32: Creating a work order from scratch



6.3. Creating a work order from a quotation

When the complex manager receives a quotation from a supplier, the complex manager will have the option to accept or reject this quotation.

| Elaboration | Net | VAT | Total | Gar | Supplier | File | Reactions | Work orders | Modification date | Supplier ready | Accepted? |
|--------------------------------|--------|-------|--------|-----|--------------------------|------|-----------|-------------|-------------------|----------------|---------------|
| This is what we can do for you | 935.00 | 20.00 | 955.00 | 0 | Onderhoudsbedrijf Jansen | | 0 | | 03-05-2022 | | Accept Reject |

Figure 33: The complex manager can accept or reject this quotation

When the complex manager accepts a quotation a new work order will be generated based on the information of the quotation.

| Elaboration | Net | VAT | Total | Gar | Supplier | File | Reactions | Work orders | Modification date | Supplier ready | Accepted? |
|--------------------------------|--------|-------|--------|-----|--------------------------|------|-----------|-------------|-------------------|----------------|-------------------------------|
| This is what we can do for you | 935.00 | 20.00 | 955.00 | 0 | Onderhoudsbedrijf Jansen | | 0 | Work orders | 03-05-2022 | | Ja, werkopdrachten aangemaakt |

Figure 34: After the quotation has been accepted a new work order is generated

| Code | Request | Prio | Description | Complex | Supplier | Requester | LTMP | Start date | Create.dt. | Indication | Invoices | Reactions | Supplier notified? | Status |
|--------|---------|------|---------------|-------------------|--------------------------|-----------|------|------------|------------|------------|----------|-----------|--------------------|--------|
| TTH-37 | | | Broken Window | Theo Thijssenhuus | Onderhoudsbedrijf Jansen | | | | 03-05-2022 | | 955.00 | 0 | No | Draft |

Figure 35: The new work order created from a quotation

7 Structure of a work order

7.1. Request section

Whenever a complex manager creates a new work order from a request, the first section that will be displayed is the request section. This section will display some relevant details about the request of which this work order is created for.

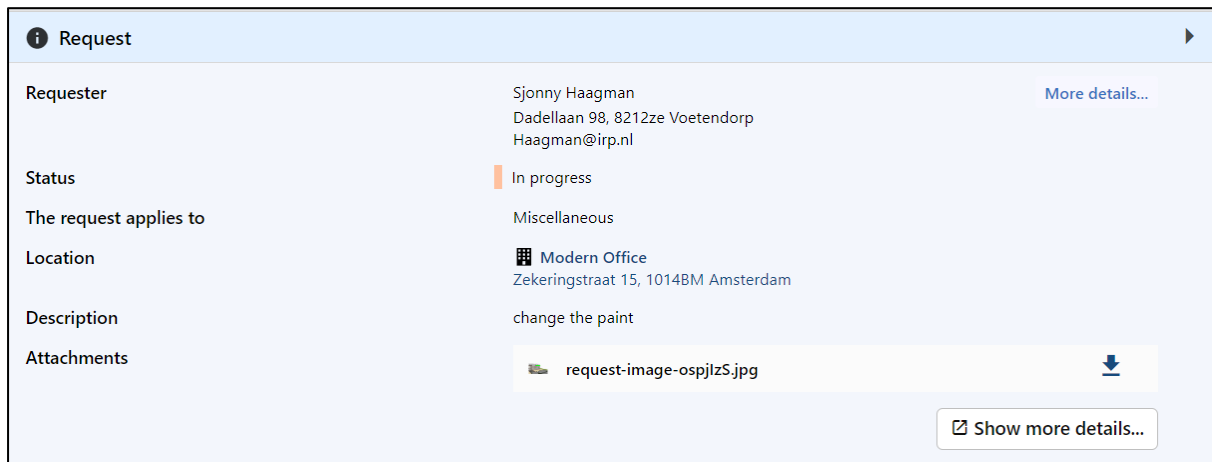


Figure 36: The “Request” section

The complex manager can now press the “Show more details” button to view a more extensive description of the request. From here the complex manager can also view the linked IFC elements. Universal/specific complex exceptions of the system can be viewed as well and more of them can be added by pressing on the “universal/specific complex” button and adding them to the universal/specific exceptions list. In these lists the complex manager can order the priority of the exceptions by pressing on the arrow up or down button next to the specific exceptions.

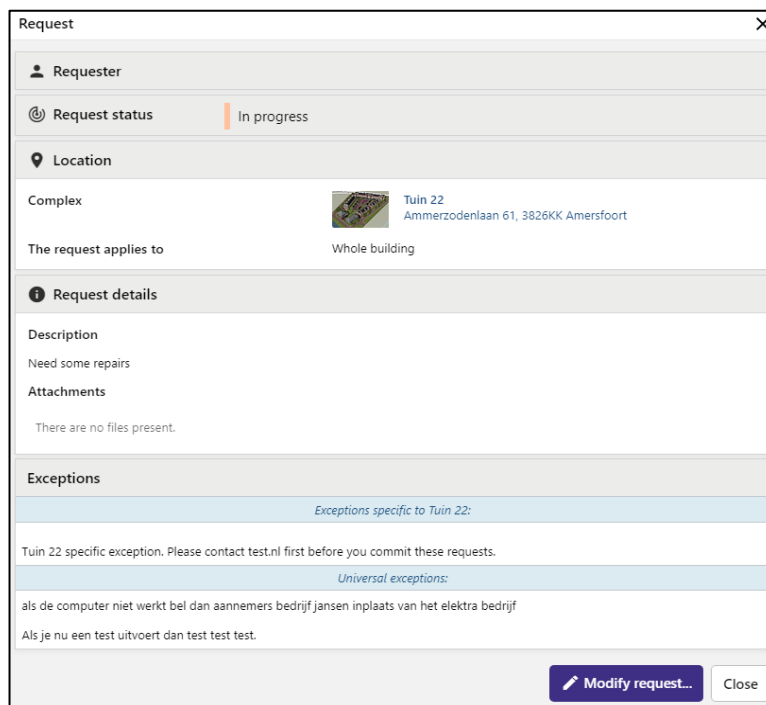


Figure 37: The “More details” window of the request section when creating a work order

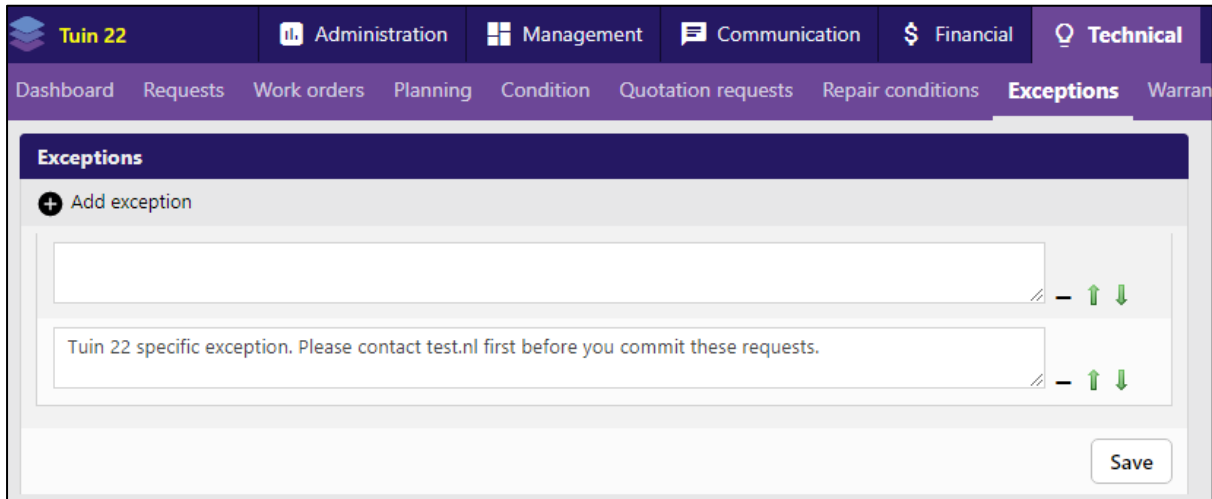


Figure 38: The specific exception list for the Tuin22 complex

The details of a requester can be viewed when the complex manager presses the “More details” button next to the requester of the request section when creating a work order.

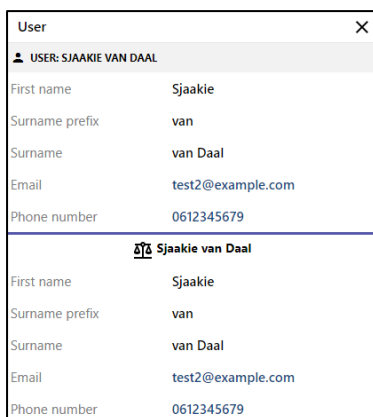


Figure 39: The information of the requester



7.2. Work order section

Some fields automatically copy information from the repair request such as the description and contact information fields (naturally, this information can be edited):

Work order

Complex: Modern Office [Edit...](#)

Repair priority: Urgent

Repair type: Glass washing [Edit...](#)

Supplier: LeverancierCo [Edit...](#)
Pollenlaan 7, 2131rs Amsterdam
haagman@irp.nl
0682393449

Description: change the paint

Contact information: Sjonny Haagman
Dadellaan 98, 8212ze Voetendorp
Haagman@irp.nl
0678965776

Planned date: 04/21/2022

This work order may affect the long term maintenance planning (LTMP)

Figure 40: The “Work order” section

The complex manager can also specify the priority of the work order. Under the “Repair type” dropdown menu there are three different choices:

- Urgent (1)
- High priority (2)
- Not urgent (3)

The priority of the work order will be reflected on the work order overview, allowing the manager to see what work orders are most important at a quick glance.

| Work orders | | |
|-------------|---------|------|
| Code | Request | Prio |
| TTH-5 | 19 | 2 |
| TTH-4 | 10 | .1 |
| TTH-3 | 18 | .1 |
| TTH-1 | 1 | .1 |
| TTH-2 | 17 | .1 |

Figure 41: The work order overview includes the priorities given to the work order



Next up the complex manager can specify the type of reparation this work order is intended for by selecting a “repair type”:

| Category | Count |
|-------------------------|-----------|
| Climate control | 4 |
| Doors | 10 |
| Elevator | 3 |
| Fire safety | 7 |
| Frames | 2 |
| Gutters | 1 |
| Heating / Warm water | 7 |
| Hings and locks | 1 |
| Hydrophore | 1 |
| Intercom/mail/name | 4 |
| Leakage | 4 |
| Lightning | 1 |
| Painting | 1 |
| Parking | 7 |
| Sewer | 1 |
| Walls, floors, ceilings | 1 |
| More... | 42 |

| Repair Type | Action |
|------------------|--------|
| Automatic door | Select |
| Balcony | Select |
| Door closer | Select |
| Door opener | Select |
| Garage | Select |
| Main entrance | Select |
| Normal door | Select |
| Private entrance | Select |
| Sliding door | Select |
| Storage | Select |

Figure 42: Selecting a repair type

Next up the complex manager will need to specify the supplier that will carry out this work order:

| NAME | CODE | TYPE | REPAIR TYPE | ADDRESS | Action |
|-----------------|---------|-------------|---|---|--------|
| Amon Electrics | Elektra | | Doors - Automatic door, Electrical, Lightning - Emergency lightning, Parking - Lightning, Heating / Warm water - Warm water measurement (use) | Eemstraat 106, 1079TH Amsterdam | Select |
| Painting Pete | | Painting | Painting | Linnaeushof 90, 1098KJ Amsterdam | Select |
| Roy Maintenance | | Maintenance | Fire safety - Sprinkler, Heating / Warm water - Building gas heating system, Heating / Warm water - Building heat pump, Leakage - Detection ... | Uiterwaardenstraat 13, 1079BT Amsterdam | Select |

Figure 43: Selecting the supplier



In this window the complex manager can select the supplier. In this instance the complex manager is only viewing the suppliers with the specific repair type chosen earlier in the work order section. All suppliers can be viewed by deselecting the “Only show with repair type: “Fire Safety - Sprinkler” box.

The next field in the “work order” section specifies the planned date for the repair:

The screenshot shows a software interface with a date selection calendar. The calendar is for April 2022, and the date '14' is selected. The interface includes a sidebar with sections for 'Financial', 'Attachments', and 'Estimated cost for supplier'. The main area shows a form with a 'Planned date' field and a calendar dropdown. The calendar is currently showing April 2022, with the 14th selected. The calendar is a standard grid with days of the week (ma, di, wo, do, vr, za, zo) and dates from 1 to 30. The selected date '14' is highlighted in blue. Below the calendar are buttons for 'Wissen' and 'Vandaag'. The form also includes an 'Attachments' section with options to 'Attach an existing file', 'Upload a new file', and 'Select upload folder'.

Figure 44: Planning a date for the work to be conducted



Lastly, the complex manager can indicate if this work order may affect the long-term maintenance planning (LTMP) by checking the box on the bottom of the work order section. When the complex manager checks the box, an icon indication is shown on the work order overview.

This work order may affect the long term maintenance planning (LTMP)

Figure 45: The option to indicate this work order is part of a long-term maintenance plan.

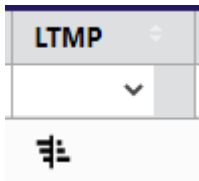


Figure 46: In the work order overview the LTMP gets an indication icon.



7.4. Financial section

The next section discloses financial information:

€ Financial

Estimated cost for supplier

Settle with -- Make a choice

Ledger account

Figure 47: The “Financial” section

In the first field the complex manager can specify an estimated cost for the work order.

Under the “Settle with” dropdown menu, the user has several different options:

- HOA (Homeowners Association)
- Insurance
- Owner
- Landlord
- Other
- Building manager

Finally, the complex manager is able to select a ledger account from which the payment for the repair will be made:

Select ledger account

Account name:

Account code:

Type: All Balance Profit and loss account

All Credit Debit

Show only ledgers active in the current financial year

Show only general maintenance accounts

| Code | Name | Debit | Credit |
|--------|---------------------------------------|--------|--------|
| 1600 | Accounts payable | 0 | 2025.8 |
| 4220 | Daily maintenance - Installations | 2025.8 | 0 |
| 4290 | Daily maintenance - Other | 0 | 0 |
| 444403 | Water | 0 | 0 |
| 444401 | Electricity | 0 | 0 |
| 444402 | Gas | 0 | 0 |
| 0 | Onbekend | 0 | 0 |
| 4224 | Daily maintenance - Window cleaning | 0 | 0 |
| 4222 | Daily maintenance - Cleaning contract | 0 | 0 |
| 4210 | Daily maintenance - Small maintenance | 0 | 0 |
| 4100 | Insurance | 0 | 0 |

Figure 48: Selecting a ledger account



7.5. Attachment section

Attachments

Attach an existing file Upload a new file Select upload folder

Drop files here to upload

New files will be saved: only with this item (not visible elsewhere) [change](#)

Figure 49: The “Attachment” section

In this section, attachments from the repair requests can be added. The complex manager can also add their own attachments. This can be done by pressing the “Upload a new file” button or by dragging and dropping files into the intended field. When the complex manager presses the “Select upload folder” button, the folder can be changed in which the files get saved. The complex manager can also press on the change hyperlink at the bottom of the section to do the same. The new upload folder will be indicated at the bottom left of the attachment section.

7.6. Warranty section

Warranty

Warranty provided The supplier is asked to provide warranty on the work.

Description

End date mm/dd/yyyy

This information can also be provided after the work order is completed.

Figure 50: The “Warranty” section

In this section the complex manager can request warranty from the supplier. When the supplier checks the “The supplier is asked to provide warranty on the work.” box, the warranty section expands. Here a description can be added explaining why the warranty is needed for the work order. An end date for the warranty can be picked as well. Although it should be noted that these fields are usually filled in by the supplier.

Warranty will also be reflected on similar work orders.

7.7. 3D-Elements section

In this section the complex manager can link elements in the viewer with the default IFC model. They can press the “Link elements in viewer” button. This will open a window of the 3D-viewer with the linked default IFC model of this complex.

The 3D elements section will expand with additional options, including “Elements”, these are the currently linked elements. A few buttons will also appear, like “Show elements in viewer”, this button allows the complex manager to view the selected elements in the viewer. The “Modify collection of linked elements” button allows the complex manager to reselect the collection of linked elements. The “Modify IFC Properties as a result of this work order” button allows the complex manager to modify the properties of the IFC elements. For example: A window is replaced with thicker glass. The new thickness of the glass can be specified with this function.

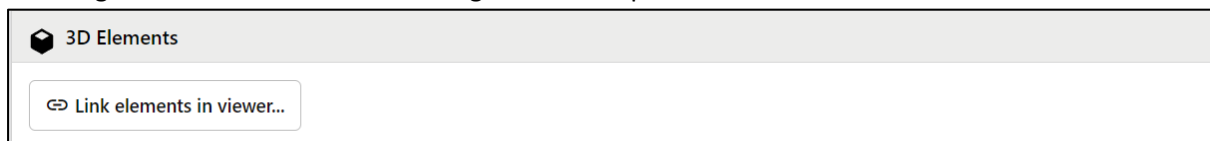


Figure 51: the 3D-Elements section includes a button to link elements to the work order from the 3D-Viewer.

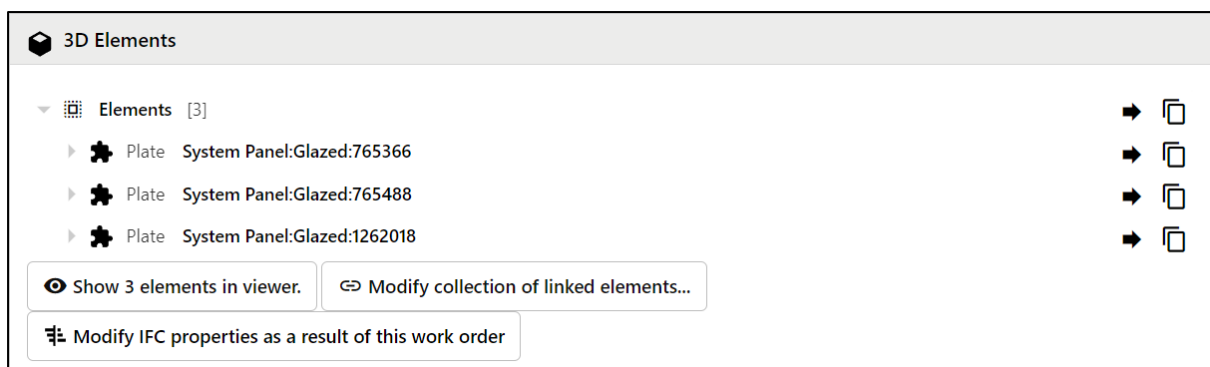


Figure 52: The 3D-Elements section is expanded once there are elements linked to the work order.

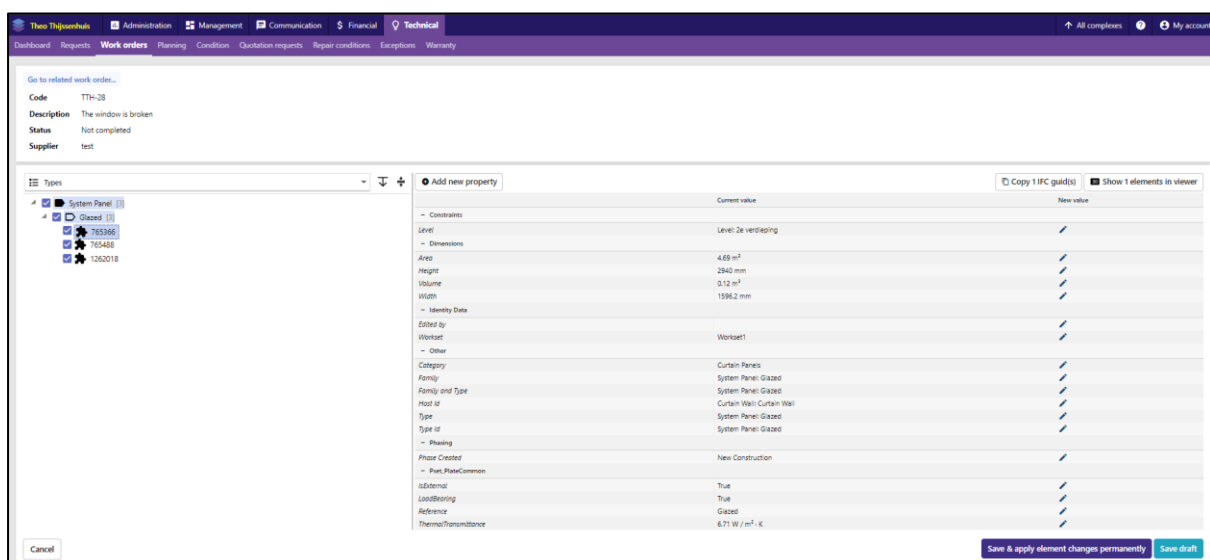


Figure 53: The “Modify IFC elements” page.



7.8. Cancel and Save

The user can cancel the creation of the work order by pressing the “cancel” button. The user can save the work order to the request when they press the “save work order” button.

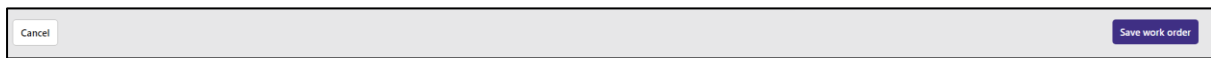


Figure 54: The cancel and save buttons for the work order creation

7.9. Similar work orders

The similar work order section shows information of other work orders that might be relevant. It displays if there are active work orders or work orders made in the past that for example share the same repair type or same complex. It also shows if the specific element has had problems before.

If a component needs to be repaired often, a complex manager might decide to replace this component with a better alternative.

| Similar work orders | |
|---|--|
| <i>Same repair type</i> | |
| My solar panel is broken. Can so... 5/3/2022, 2:15 PM Onderhoudsbedrijf Jansen | Not completed 0 |
| My solar panel is malfunctioning... 5/3/2022, 2:15 PM Onderhoudsbedrijf Jansen | Not completed 0 |
| <i>Same complex</i> | |
| There's some graffiti on the side ... 6/28/2022, 12:34 PM Duncan Repairs | Completed €80.00 |
| There's a mysterious smell comin... 6/28/2022, 12:30 PM Duncan Repairs | Not completed €160.00 |
| There's a leak in the pipes. Please ... 6/28/2022, 12:04 PM Duncan Repairs | Not completed €180.00 |
| I would like to have my locks cha... 6/28/2022, 11:10 AM Duncan Repairs Part of this work is still in warranty until July 5th, 2023 | Completed €60.00 |
| My lock is broken, please replace ... 6/24/2022, 3:44 PM Locksmith James | Not completed €100.00 |
| Schilderen van buitenmuren 4/14/2022, 6:19 PM Onderhoudsbedrijf Van Breugel | Not completed €110.00 |
| Dakpannen losgekomen door zw... 4/11/2022, 12:46 PM Aannemersbedrijf Jansen Part of this work is still in warranty until December 31st, 2022 | Completed 0 |
| Schilderen van deuren en dakran... 2/3/2022, 3:47 PM Aannemersbedrijf Jansen | Not completed 0 |
| <i>Same elements</i> | |
| My solar panel is malfunctioning... 5/3/2022, 2:15 PM Onderhoudsbedrijf Jansen | Not completed 0 |
| <i>Same element type</i> | |
| My solar panel is broken. Can so... 5/3/2022, 2:15 PM Onderhoudsbedrijf Jansen | Not completed 0 |
| My solar panel is malfunctioning... 5/3/2022, 2:15 PM Onderhoudsbedrijf Jansen | Not completed 0 |
| Recent requests | |
| <i>Same complex, requester:</i> | |
| I would like to have my locks cha... 28-06-2022 | Resolved Requester: Roy Minnema |
| <i>Same complex:</i> | |
| There's some graffiti on the side ... 29-06-2022 | Resolved Requester: Melvin Griffioen |
| There's a mysterious smell comin... 28-06-2022 | In progress Requester: Melvin Griffioen |
| There's a leak in the pipes. Please ... 28-06-2022 | In progress Requester: Melvin Griffioen |
| My lock is broken, please replace ... 24-06-2022 | In progress Requester: Melvin Griffioen |

Figure 55: The similar work order section of a work order.



7.9.1. Same repair type

In this section of the similar work orders, information is displayed about work orders that need the same type of repair done to them. For example, a solar panel is broken for one work order, while in the other work order a solar panel is just malfunctioning. Yet in both cases the repair type “solar panel” needs to be picked. In this example both work orders share the same repair type and therefore are displayed in this section of the similar work orders.

| Same repair type | |
|--|--------------------|
| My solar panel is broken. Can so... 5/3/2022, 2:15 PM Onderhoudsbedrijf Jansen | Not completed 0 |
| My solar panel is malfunctioning. ... 5/3/2022, 2:15 PM Onderhoudsbedrijf Jansen | Not completed 0 |

Figure 56: Two different work orders share the same repair type.

7.9.2. Same complex

Under “same complex”, all the work orders are listed that apply to the same complex as the current work order. These work orders can vary in repair types. It can display work orders for painting, glass that needs to be replaced or any other type of work order. If they all apply to the same complex they will be displayed here.

| Same complex | |
|---|--------------------------|
| Schilderen van buitenmuren 4/14/2022, 6:19 PM Onderhoudsbedrijf Van Breugel | Not completed €110.00 |
| Dakpannen losgekomen door zw... 4/11/2022, 12:46 PM Aannemersbedrijf Jansen Part of this work is still in warranty until December 31st, 2022 | Not completed 0 |
| Schilderen van deuren en dakran... 2/3/2022, 3:47 PM Aannemersbedrijf Jansen | Not completed 0 |

Figure 57: Work orders are displayed that share the same complex.



7.9.3. Same elements

This section lists all the work orders that share the same element in the viewer. For example, when a component is broken in the apartment of a tenant, they can create a repair request and specify which element is broken in the viewer. From this request a work order can be created, and the component can be fixed. If the tenant creates another request for the exact same element, the complex manager will see that this component needed repairs before. In this case the other work order that shares the same element will be shown under the “Same elements” section.

| Same elements | |
|---|--------------------|
| My solar panel is malfunctioning. ... 5/3/2022, 2:15 PM Onderhoudsbedrijf Jansen | Not completed 0 |

Figure 58: A work order is shown here that shares the same element as the work order that is being viewed.

7.9.4. Same element type

This section lists all the work orders that have been created for the same element type in the viewer. For example, when two neighbors have issues with their solar panels and work orders are created for them, the work orders will be linked to each other and displayed under “same element type”.

| Same element type | |
|---|--------------------|
| My solar panel is malfunctioning. ... 5/3/2022, 2:15 PM Onderhoudsbedrijf Jansen | Not completed 0 |
| This solar panel is malfunctioning... 5/3/2022, 2:14 PM Onderhoudsbedrijf Jansen | Not completed 0 |

Figure 59: Work orders that share the same element types are shown here.



7.10. Recent requests

Besides the similar work orders section, there is also a recent request section. This displays information about recent requests that are similar to the request where the work order originates from.

| Recent requests | |
|--|---|
| <i>Same repair type (Zonnepaneel), complex, requester:</i> | |
| My solar panel is malfunctioning.... 03-05-2022 | In progress Requester: Roy Minnema |
| <i>Same repair type (Zonnepaneel), complex:</i> | |
| My solar panel is broken. Can so... 03-05-2022 | In progress Requester: Melvin Griffioen |
| <i>Same complex, requester:</i> | |
| I would like to have my locks cha... 04-05-2022 | New Requester: Roy Minnema |
| <i>Same complex:</i> | |
| Dakpannen losgekomen door zw... 11-04-2022 | In progress Requester: Marcin Koziuk |

Figure 60: This section displays information about similar requests that recently have been made.

7.10.1. Same repair type, complex, requester

This section displays requests of the same repair type that originate from the same requester in the same complex. For example, when the same person makes multiple requests to have their solar panels fixed, these requests will show up in this section.

| Recent requests | |
|--|--|
| <i>Same repair type (Zonnepaneel), complex, requester:</i> | |
| This solar panel is malfunctioning... 03-05-2022 | In progress Requester: Roy Minnema |
| My solar panel is malfunctioning.... 03-05-2022 | In progress Requester: Roy Minnema |

Figure 61: Requests that share the same type of repair, complex and requester.



7.10.2. Same repair type, complex

This section displays recent requests that share the same repair type and apply to the same complex. This section will show requests of all the neighbors that also made a request to have their solar panels fixed.

| <i>Same repair type (Zonnepaneel), complex:</i> | |
|--|---|
| My solar panel is broken. Can so... 03-05-2022 | In progress Requester: Melvin Griffioen |

Figure 62: Requests that share the same repair type and complex

7.10.3. Same complex, requester

This section displays recent requests that originate from the same requester on the same complex. These requests don't have to be of the same repair type. With this information the complex manager can see if there have been or are a lot of different issues for a specific requester.

| <i>Same complex, requester:</i> | |
|---|--------------------------------------|
| I would like to have my locks cha... 04-05-2022 | New Requester: Roy Minnema |

Figure 63: Requests that share the same complex and requester

7.10.4. Same complex

This section displays the recent requests that apply to the same complex. This means that if any neighbor has made any other type of request recently it will be displayed here.

| <i>Same complex:</i> | |
|--|--|
| Dakpannen losgekomen door zw... 11-04-2022 | In progress Requester: Marcin Koziuk |

Figure 64: Requests that share the same complex



7.11. Warranty

When a repair request is issued followed by a new work order, warranty can be granted by the supplier. Information about warranty is displayed under “Similar work orders”. This information can be helpful for complex managers to quickly see if warranty still applies to a repair, that might cover the costs of a new repair.

| | |
|---|-----------|
| I would like to have my locks cha... | Completed |
| 6/28/2022, 11:10 AM Duncan Repairs | €60.00 |
| Part of this work is still in warranty until July 5th, 2023 | |

Figure 65: A similar work order displaying that warranty still applies

8 Processing a work order

After saving a work order the complex manager can view them in the work order overview.

The complex manager selects the complex:

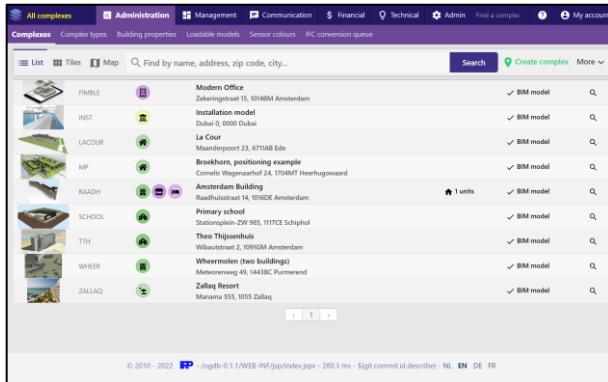


Figure 66: Select a complex

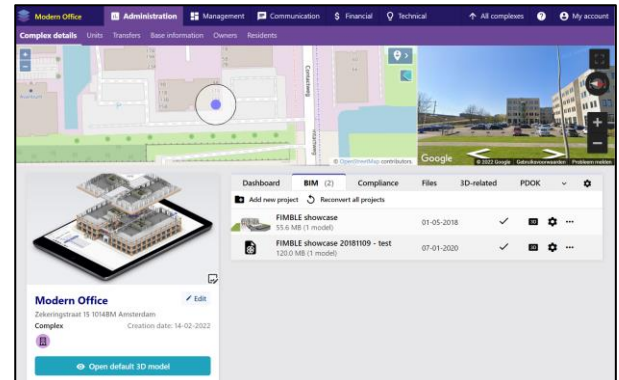


Figure 67: The homepage of the complex

Navigate to the “Technical” tab and select the “Work orders” tab:

| Code | Request | Prio | Description | Supplier | Requester | LTMP | Create.dt. | Indication | Invoices | Reactions | Supplier notified? | Read by supplier? | Status | |
|-------|---------|------|-------------------------------|-----------------|-----------------|------|------------|------------|----------|-------------|--------------------|-------------------|--------------------|-------------|
| TTH-5 | 19 | 2 | The walls in one of my uni... | Painting Pete | Clara Hardin | | 25-05-2022 | | 420.00 | 1 | 25-05-2022 | 25-05-2022 16:44 | In progress | |
| TTH-4 | 10 | 1 | This automatic door is ma... | Amon Electrics | Harley Reynolds | | 25-05-2022 | | 100.00 | 0 | No | Not notified | Draft | |
| TTH-3 | 18 | 1 | The windows in my unit ar... | Roy Maintenance | John Doe | | 25-05-2022 | | 0.00 | 0 | 25-05-2022 | 10-06-2022 14:45 | Order issued, read | |
| TTH-1 | 1 | 1 | There is no water pressur... | Roy Maintenance | Jasper Krigsman | | 25-05-2022 | | 800.00 | 2,025.8 (2) | 0 | 25-05-2022 | 10-06-2022 14:44 | In progress |
| TTH-2 | 17 | 1 | The windows in my unit ar... | Roy Maintenance | John Doe | | 25-04-2022 | | 500.00 | 1 | 25-05-2022 | 10-06-2022 14:45 | Complete | |

Figure 68: The “Work orders” overview page.

Once a new work order is created it will get the status “Draft”, there are three different actions the user can perform on a work order with this status:



- Edit the work order
- Send email to supplier
- Withdraw

| Code | Request | Prio | Description | Complex | Supplier | Requester | LTMP | Start date | Create.dt. | Indication | Invoices | Reactions | Supplier notified? | Status |
|--------|---------|------|---------------|-------------------|--------------------------|-----------|------|------------|------------|------------|----------|-----------|--------------------|--------|
| TTH-37 | | | Broken Window | Theo Thijssenhuis | Onderhoudsbedrijf Jansen | | | | 03-05-2022 | | 955.00 | 0 | No | Draft |

Figure 69: (Side note) These actions can also be performed on a work order created from a quotation



If the user feels like they need to make some changes to the work order or withdraw it entirely they can do that. If the user feels like the work order is complete, they can send the email to the supplier. The user gets the option to send the email immediately or save it as a draft, which can be edited and sent from the communications tab. This will notify the supplier of the new work order and will place it in the work order overview of the supplier. The status of the work order will change to “order issued, unread”.

The user can also create a work order directly from this page, by pressing the green “New work order” button.

8.1. Work order status and filter

Work orders can be filtered on status. These statuses show how far in the work order progress the current work order is progressed. Several statuses are possible:

| Status | Filter |
|--------------------------------|--------|
| (0) Withdrawn | |
| (1) Draft | |
| (2) Order issued, unread | |
| (3) Order issued, read | |
| (4) In progress | |
| (4.1) Work done | |
| (4.2) Follow up action needed | |
| (4.3) Work cannot be completed | |
| (5) Complete | |

Figure 70: All the statuses a work order can have

The “Withdrawn” status indicates that a work order is withdrawn/canceled. No further actions can be performed on the work order.

The “Draft” status indicates that the work order is created, but still only saved as a draft. The work order is not sent to the supplier yet.

The “Order issued, unread” status indicates that the work order is sent to the supplier, but not yet read by the supplier. The number of days that the work order is not read yet, is shown in the “Read by supplier” column of the “Work order overview” page.

The “Order issues, read” status indicates that the work order is read by the supplier. The date and time the work order is read is shown in the “Read by supplier” column.

The “In progress” status indicates that the work order is accepted by the supplier and the work will be conducted.

The “Work Done” status indicates that the supplier is done with the work and has indicated that the work is done.

The “Follow up action” status indicates that the supplier has indicated that they cannot continue working before a certain follow up action is being taken by a complex manager.

The “Work cannot be completed” status indicates that the supplier has indicated that they cannot continue working on the work order.

The “Completed” status indicates that the supplier has indicated that everything concerning a work order is completed, including the financial side.

Work orders can also be filtered to only show the work orders created by the current logged in complex manager.

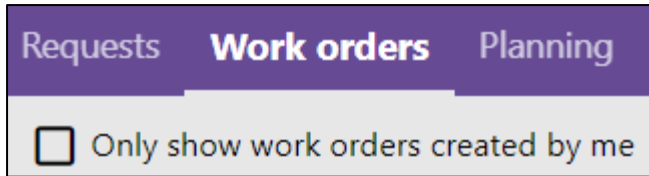


Figure 71: The work orders can be filtered tailored to the user

8.2. Add reactions to a work order

When the complex manager presses the mail icon under the “reactions” column it opens the “reactions” window. Here the complex manager can add comments to the work order by adding a subject and a message. The complex manager can also attach files to the reaction. When a complex manager saves the reaction the work order overview will add 1 to the value of reactions in the work order overview. Now a supplier can see the reaction added to the work order and is able to react to it themselves.

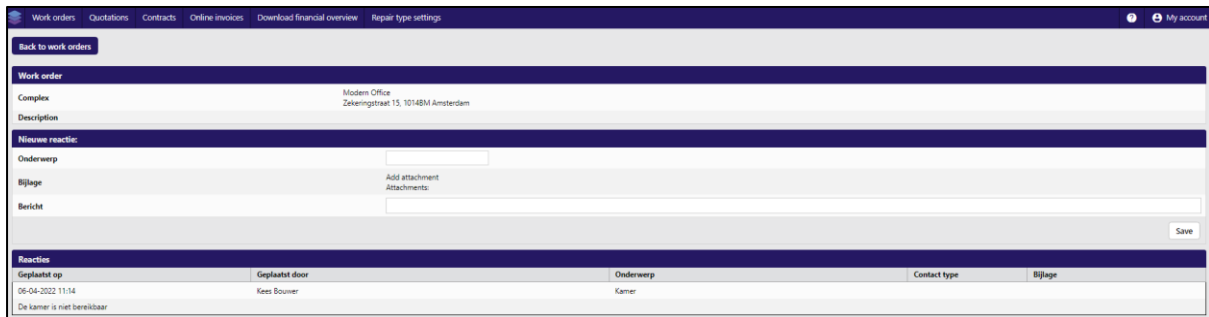


Figure 72: The reactions page



9 Work orders from a supplier's point of view

9.1. Overview

When the supplier logs in to the BIMBMS the first thing they will see is an overview of the work orders assigned to them. Suppliers are able to accept the work order from the overview and once accepted, submit an invoice. From this overview suppliers can see:

Work orders section

- The “work order code”, the user can view more details about this work order by pressing the magnifying glass icon.
- A description of the work order.
- The complex name.
- What type of request the work order is part of.
- A price indication for the work order.
- The date on which the work order was created.
- The planned date on which the supplier will start the work order (this will be specified once the supplier accepts the work order).
- The status of the work order.
- Reactions on the work order.
- Actions that can be performed on the work order.

Work orders - charged to the owner section

The supplier can view the same information here about “charged to owner” work orders as in the work order section. The only added column in this section is the “Confirmation Member” column. Here the supplier can indicate if there is a confirmation member linked to the “charged to owner” work orders.

| Work orders (5) | | | | | | | | | | |
|-----------------|-------------------------------|---------------|-------------------|--------|---------------|--------------------|--------------------------|-----------|-------------------|--|
| Code | Description | Complex | Request/quotation | Amount | Creation date | Planned start date | Status | Reactions | Action(s) | |
| Q FIMB-14 | Please take away the graffiti | Modern Office | Request | 400.00 | 14-04-2022 | | Order issued, unread | 0 | Accept work order | |
| Q FIMB-13 | change the paint | Modern Office | Request | 0.00 | 14-04-2022 | 16-04-2022 | In progress | 3 | Submit invoice | |
| Q FIMB-12 | change the paint | Modern Office | Request | 400.00 | 14-04-2022 | 20-04-2022 | In progress | 1 | Submit invoice | |
| Q FIMB-5 | change the paint | Modern Office | Request | 500.00 | 05-04-2022 | 11-04-2022 | Withdrawn | 0 | Accept work order | |
| Q FIMB-4 | disasdasdasda | Modern Office | | 300.00 | 05-04-2022 | 16-04-2022 | Work cannot be completed | 2 | Accept work order | |

| Work orders - charged to the owner (0) | | | | | | | | | | |
|--|-------------|---------|-------------------|--------|---------------|--------------------|--------|-----------|---------------------|-----------|
| Code | Description | Complex | Request/quotation | Amount | Creation date | Planned start date | Status | Reactions | Confirmation member | Action(s) |
| No work orders found | | | | | | | | | | |

Figure 73: The work order overview for a supplier



9.2. Details of a work order

The suppliers can view more details about a work order by pressing the magnifying glass. This page displays all relevant information about the work order:

Repair conditions

1. Perform within 5 working days
2. Report to the relevant nQW after the work has been completed.

Request

Status: In progress

The request applies to: Miscellaneous

Location: Modern Office
Zeevingstraat 15, 1014BM Amsterdam

Description: change the paint

Attachments: request-image-ospjz5.jpg

Show more details...

Work order

Complex: Modern Office
Zeevingstraat 15, 1014BM Amsterdam

Code: FIMB-14

Repair priority: Not urgent

Repair type: Graffiti

Description: Please take away the graffiti

Contact information: Sjoeny Hageman
Doelenlaan 99, 8217Za Voetendorp
hageman@trp.nl
0678965776

Financial

Estimated cost for supplier: €400.00

Settle with: Insurance

Ledger account: 0 Onbeland

Attachments: request-image-ospjz5.jpg
178.44 KB

Figure 74: More details about a specific work order

Once the supplier views the work order, the work order status will change to “order issued, read” on the work order overview. The supplier can now accept or reject this work order. By accepting the work order the status will change to “In progress” if the work order is denied the status will change to “Work cannot be completed”.

| Code | Description | Complex | Request/quotation | Amount | Creation date | Planned start date | Status | Reactions | Actions |
|---------|-------------------------------|---------------|-------------------|--------|---------------|--------------------|--------------------|-----------|-------------------|
| FIMB-14 | Please take away the graffiti | Modern Office | Request | 400.00 | 14-04-2022 | | Order issued, read | Withdraw | Accept work order |

Figure 75: The work order is read and the status is updated to “order issued, read”

| Code | Description | Complex | Request/quotation | Amount | Creation date | Planned start date | Status | Reactions | Actions |
|---------|-------------------------------|---------------|-------------------|--------|---------------|--------------------|-------------|-----------|----------------|
| FIMB-14 | Please take away the graffiti | Modern Office | Request | 400.00 | 14-04-2022 | 22-04-2022 | In progress | Withdraw | Submit invoice |

Figure 76: The work order is accepted and a planned date is specified. The work order status is updated to “In progress” and a planned date is added to the work order overview.

| Code | Description | Complex | Request/quotation | Amount | Creation date | Planned start date | Status | Reactions | Actions |
|---------|-------------------------------|---------------|-------------------|--------|---------------|--------------------|--------------------------|-----------|-------------------|
| FIMB-14 | Please take away the graffiti | Modern Office | Request | 400.00 | 14-04-2022 | | Work cannot be completed | Withdraw | Accept work order |

Figure 77: The work order is rejected and the status is updated to “Work cannot be completed”.

When a supplier accepts a work order they can specify the planned date to start the work order and provide a brief description of the work to be done and how long it will take. Whenever a supplier rejects a work order they are able to specify a reason why the work order is denied. This reasoning will be added as a reaction to the work order.



Accept work order

Plan date (optional) 04/27/2022

It is greatly appreciated if you provide a brief description about the work to be done and/or its duration.

Cancel Accept

Figure 78: The supplier specifies a planned start date for the work order and gives a brief description of work to be done and duration of the work.

Reject work order

We can not do this work order, because we lack the tools.

Cancel Reject work order

Figure 79: The supplier gives a reason why they reject the work order.

Accept work order

You have rejected this work order.

Repair conditions

1. Perform within 5 working days
2. Report to the relevant HOA after the work has been completed.

Figure 80: The supplier gets a confirmation that the work order is rejected, while viewing the work order.

From here the supplier can also view the linked IFC elements by clicking on “Show elements in viewer”, this allows the supplier to see what parts of the complex need maintenance for this work order:

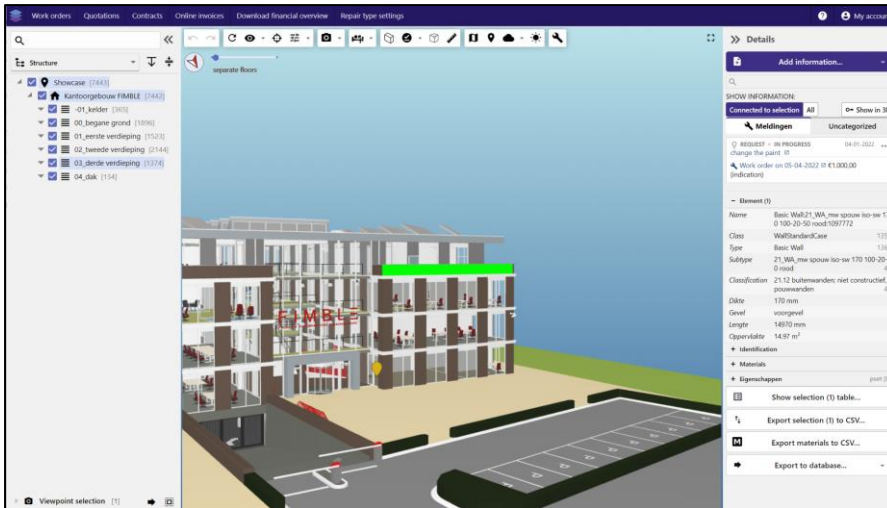


Figure 81: The supplier can view linked IFC models in the viewer

9.3. Submitting an invoice

If a supplier wants to submit an invoice they can do so by clicking the “+ Submit invoice” button. After clicking this screen they will see the following screen:

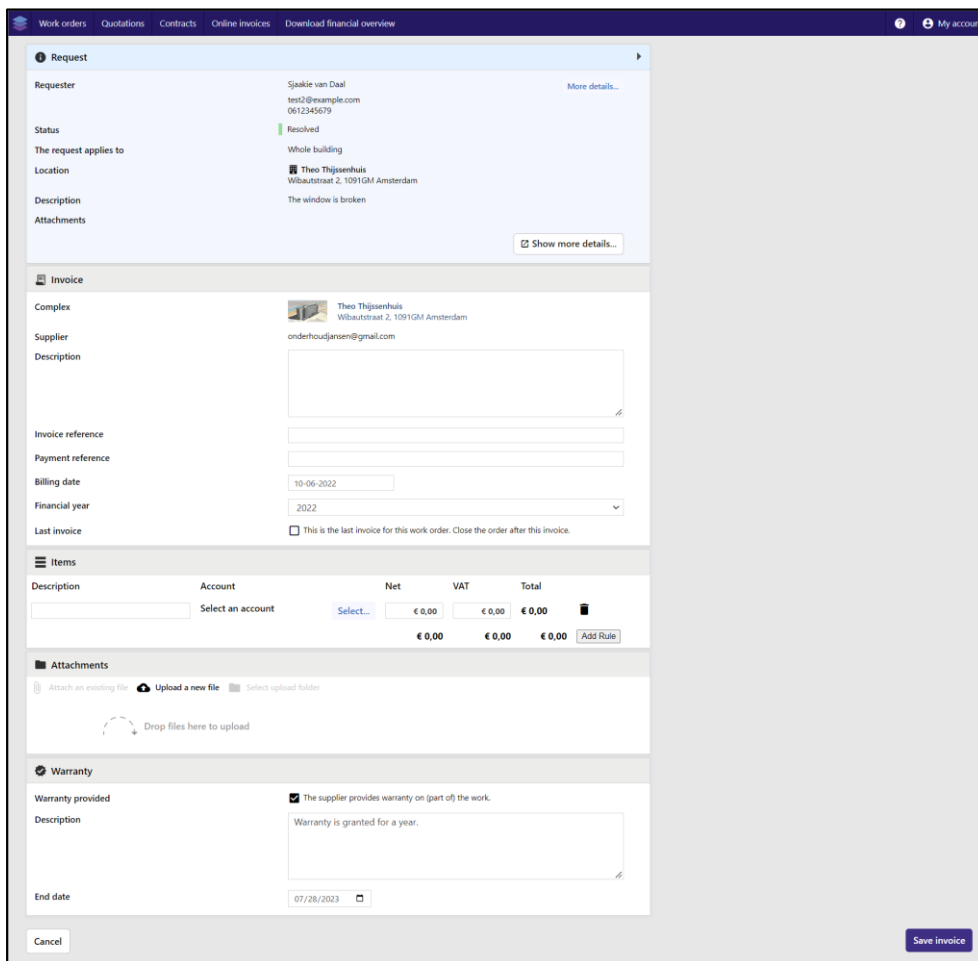


Figure 82: The "Submit Invoice" page



On this page the supplier will need to fill in all the necessary information to create an invoice. The items section allows the supplier to split up the costs into multiple parts and give them a description.

On the warranty section the supplier can specify if their works provides warranty. If it does the supplier can provide a description and specify an end date for the warranty.

Invoice

Complex: Arnhem Apartments Wilgenvlief
Zichtakker 16, 6846KH Arnhem

Supplier: Uitenwaardenstraat 13, 1079BT Amsterdam
team@irp.nl
0612345678

Description: Fixing the kitchen ventilation. Invoice.

Invoice reference: Invoice-08062022

Payment reference: (kitchen ventilation) Invoice-08062022

Billing date: 08-06-2022

Financial year: 2022

Last invoice: This is the last invoice for this work order. Close the order after this invoice.

Items

| Description | Account | Net | VAT | Total | |
|-------------------|--------------------------------|----------|--------|---------|---|
| Replacement parts | 4290 Daily maintenance - Other | € 60,00 | € 5,00 | € 65,00 | <input type="button" value="Edit..."/> |
| Working Hours | 4290 Daily maintenance - Other | € 122,00 | | | <input type="button" value="Edit..."/> |
| | | € 182,00 | € 5,00 | € 65,00 | <input type="button" value="Add Rule"/> |

Attachments

Attach an existing file | Upload a new file | Select upload folder

Drop files here to upload

Warranty

Warranty provided: The supplier provides warranty on (part of) the work.

Description: We provide warranty on this work.

End date: 08-06-2023

Figure 83: Example of a filled in invoice

After all the information has been filled in the supplier can save the invoice to send it to the complex manager.

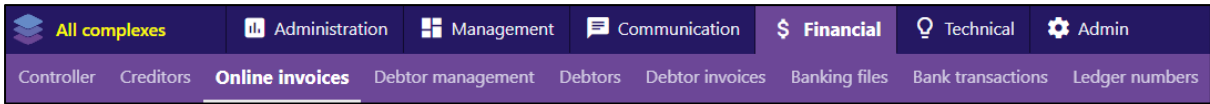


Figure 84: Navigating to the "Online Invoices" page

The complex manager will be able to find the submitted invoices under the "Financial" tab on the "Online invoices" page.

| Online invoices | | | | | | | | | | | | | | | | | |
|-----------------------|---------------------------------------|--------------|----|-----------------|-----------------|----------|------------------|----------|-----|---------|------|------|-------|-----|---------|----------|--------|
| No. | Reference | Invoice date | | Supplier | Work / Contract | Estimate | Ledger account | Total | | Complex | Tech | Fin | Board | Con | To bank | Settled | Filter |
| | | From | To | | | | | From | To | | | | | | | | |
| 2022-93232-223 | 32232-223 | 09-06-2022 | | Roy Maintenance | 6 | 155.00 | Lines of invoice | 245.63 | | | | n.a. | | | | 245.63 | |
| 2022-invoice-30052002 | (kitchen ventilation)invoice-30052002 | 30-05-2022 | | Roy Maintenance | 7 | 155.00 | Lines of invoice | 187.00 | | | | n.a. | | | | 187.00 | |
| 2022-2022-234513432 | invoice-2022-234513432 | 25-05-2022 | | Roy Maintenance | TTH-1 | 800.00 | Lines of invoice | 1,178.80 | TTH | | | n.a. | | | | 1,178.80 | |
| 2022-2022-112345 | invoice-2022-112345 | 25-05-2022 | | Roy Maintenance | TTH-1 | 800.00 | Lines of invoice | 847.00 | TTH | | | n.a. | | | | 847.00 | |

Hide withdrawn: Yes



10 App

Many different users also use the app for convenience. Certain features just work more conveniently within an app. For example, when a landlord wants to create a request for a repair, they can make a picture of the broken element and add it to the request. Afterwards they can create a work order with all the information included. Or if a supplier completes a work order they can immediately change the status of the work order to show that it has been completed.



End of manual

For other inquiries, please contact IRP at contact@irp.nl