

Maximo 7.6 – Subcontractor Portal

How to use the Subcontractor Portal

How to update the Fault - Cause - Remedy on a job.

The details on the next page will help you:

- to update the Fault - Cause - Remedy on a job.

1. Go to Details tab.

Details Attendance Assets Log Notes Documents Mitigation Events

| | | | | |
|--|--|---|--|--|
| Work Order W10350739 / In progress (Subcont) | Work Order Status INPRG: In progress | Work Order Description Automatic doors broken | Purchase Order / Line 540000107 | Purchase Order Status APPR: Appr |
| Assignment ID 30298978 | Assignment Status SUBINPRG: In progress | Assignment Description Automatic doors broken | Purchase Order Value 250.00 | |
| Customer Adidas (U.K.) Ltd | Customer Ref Custref01 | Reported By BLOGG | Affected User BLOGG | Purchase Order Type Subcontracted Services - Framewo |
| Classification Manual Fire Door - Fault or Failure | Work Category REACTIVE | Appointment Entitlement REQUIRED | Failure Reason Choose a failure reason | |
| Priority 1 P1 Emergency | Service Request Created 20-May-2022 10:30 | <input checked="" type="checkbox"/> Permit Required | Failure Class HDOORS: Doors | |
| Work Order Target Start 20-May-2022 13:30 | Work Order Target Finish 20-May-2022 14:30 | <input type="checkbox"/> Reported as Business Critical | Problem | |
| | | <input checked="" type="checkbox"/> Reported as risk to Health and Safety | | |

2. Select the Failure Reason from the drop-down options.

The screenshot displays a software interface with several sections:

- Reported By:** Two buttons labeled "BLOGG" with information icons.
- Appointment Entitlement:** A dropdown menu showing "REQUIRED".
- Checkboxes:**
 - Permit Required
 - Reported as Business Critical
 - Reported as risk to Health and Safety
- Location:** A dropdown menu showing "813511 - ADIDAS - PORTSMOUTH -".
- Purchase Order Type:** A dropdown menu showing "Subcontracted Services - Framewo".
- Failure Reason:** A dropdown menu with a red border, currently open. The options are:
 - Choose a failure reason (dropdown arrow)
 - VANDALISM : Vandalism
 - WEARTEAR : Wear and Tear
 - ACCDAM : Accidental Damage
 - STAFFDAM : Staff Damage
- Problem:** A dropdown menu with a downward arrow.
- Cause:** A dropdown menu with a downward arrow.

3. Select the Failure Class from the drop-down options.

| | | |
|--|---|--|
| Category ACTIVE | Appointment Entitlement REQUIRED | Failure Reason WEARTEAR : Wear and Tear |
| Request Created 10-May-2022 10:30 | <input checked="" type="checkbox"/> Permit Required | Failure Class HDOORS: Doors HLIFTS: Lifts HMOVEWLK: Moving Walkway HMOBILEP: Mobile Platform HWALLEXT: Walls (External) HWALLINT: Walls (Internal) HDOORS: Doors HAUTDOOR: Auto Door HROLLMAN: Roller Shutters (Manual) HROLLMOT: Roller Shutters (Motorised) HGLAZING: Glazing HWINDOWS: Windows HFLOORS: Floors HSTARINT: Stairs & Handrail (Int) HSTAREXT: Stairs & Handrail (Ext) HCEILING: Ceilings HROOFING: Roofing HSAFEDSQ: Safety & Disabled Equipment HLIGHTNG: Lighting HGENERAT: Generator HUPS: UPS |
| Order Target Finish 10-May-2022 14:30 | <input type="checkbox"/> Reported as Business Critical | |
| Reported as risk to Health and Safety <input checked="" type="checkbox"/> | Location 813511 - ADIDAS - PORTSMOUTH - 4453 - FO | |
| Planned Finish --:--:-- | Address UNIT 71 & 72 EAST BUILDING, GUNWHARF QUAYS, PORTSMOUTH | |
| Actual Finish --:--:-- | | |

4. Select the Problem from the drop-down options.

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-2022 10:30

Target Finish
-2022 14:30

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-yyyy

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-yyyy

Appointment Entitlement
REQUIRED

Permit Required

Reported as Business Critical

Reported as risk to Health and Safety

Location
813511 - ADIDAS - PORTSMOUTH - 4453 - FO

Address
UNIT 71 & 72 EAST BUILDING,
GLINWHARE QUAYS

Failure Reason
WEARTEAR : Wear and Tear

Failure Class
HDOORS: Doors

Problem

- PDAMGBRK: Broken / Damaged
- PNOTCLOS: Will not open / close
- PGLASS: Glass smashed
- PHANDLE: Handle broken
- PCLOSER: Door closer broken
- PFRAMEP: Frame Damaged
- PBOARDUP: Boarding up / Blocking off
- PSEAL: Seal Missing/Damaged
- PLOSTCDE: Lost codes / key
- PNOISYOP: Noisy operation

5. Select the Cause from the drop-down options.

Category: INACTIVE

Appointment Entitlement: REQUIRED

Failure Reason: WEARTEAR : Wear and Tear

Request Created: 0-May-2022 10:30

Permit Required:

Failure Class: HDOORS: Doors

Order Target Finish: 0-May-2022 14:30

Reported as Business Critical:

Problem: PCLOSER: Door closer broken

Reported as risk to Health and Safety:

Planned Finish: d-mmm-yyyy

Location: 813511 - ADIDAS - PORTSMOUTH - 4453 - FO

Cause: CCLOSER: Closer

CPRTFAIL: Component/Part failure

CNOFAULT: No fault found

CASSIST: Assisting Engineer

Address: UNIT 71 & 72 EAST BUILDING, GUNWHARF QUAYS, PORTSMOUTH

6. Select the Remedy from the drop-down options.

Category

Request Type

Request Created

May-2022 10:30

Order Target Finish

May-2022 14:30

Order Finish

May-2022

Address

UNIT 71 & 72 EAST BUILDING, GUNWHARF QUAYS, PORTSMOUTH

Appointment Entitlement

REQUIRED

Permit Required

Reported as Business Critical

Reported as risk to Health and Safety

Location

813511 - ADIDAS - PORTSMOUTH - 4453 - FO

Failure Reason

WEARTEAR : Wear and Tear

Failure Class

HDOORS: Doors

Problem

PCLOSER: Door closer broken

Cause

CPRTFAIL: Component/Part failure

Remedy

Choose a remedy

- RBOARD2: Boarded up/Blocked off
- RADJUST: Adjusted
- RLUBICAT: Lubricated
- RREPAIRD: Component / Part repaired
- RREPLACD: Component / Part replaced
- RSAFE: Made safe

Save Changes

7. Click Save Changes.
(Note: Follow this process before changing the status in Completed.)

| | | |
|--|--|---|
| Work Category REACTIVE | Appointment Entitlement REQUIRED | Failure Reason WEARTEAR : Wear and Tear |
| Service Request Created 20-May-2022 10:30 | <input checked="" type="checkbox"/> Permit Required | Failure Class HDOORS: Doors |
| Work Order Target Finish 20-May-2022 14:30 | <input type="checkbox"/> Reported as Business Critical | Problem PCLOSER: Door closer broken |
| Estimated Finish dd-mmm-yyyy | <input checked="" type="checkbox"/> Reported as risk to Health and Safety | Cause CPRTFAIL: Component/Part failu |
| Actual Finish dd-mmm-yyyy | Location 813511 - ADIDAS - PORTSMOUTH - 4453 - FO | Remedy RREPLACD: Component / Part re |
| | Address UNIT 71 & 72 EAST BUILDING, GUNWHARF QUAYS, PORTSMOUTH | |

Save Changes