



WORK INSTRUCTION

Update a Submitted Abolishment Request in eConnect.

<Document Id.>

Purpose

This work instruction describes the steps required for a Registered Electrical Contractor (REC) or a Licenced Electrical Worker (LEW) to update an Abolishment Request in eConnect.


Task Detail: Update a Submitted Abolishment Request in eConnect.


Once the Abolishment Request has been submitted, some fields cannot be updated while others will still be configurable to users. This section details how to update these configurable fields.

Important Note: You will be able to update an Abolishment Request at any time unless the "Request Progress" is at either "Cancelled" or "Completed".

Step 1a

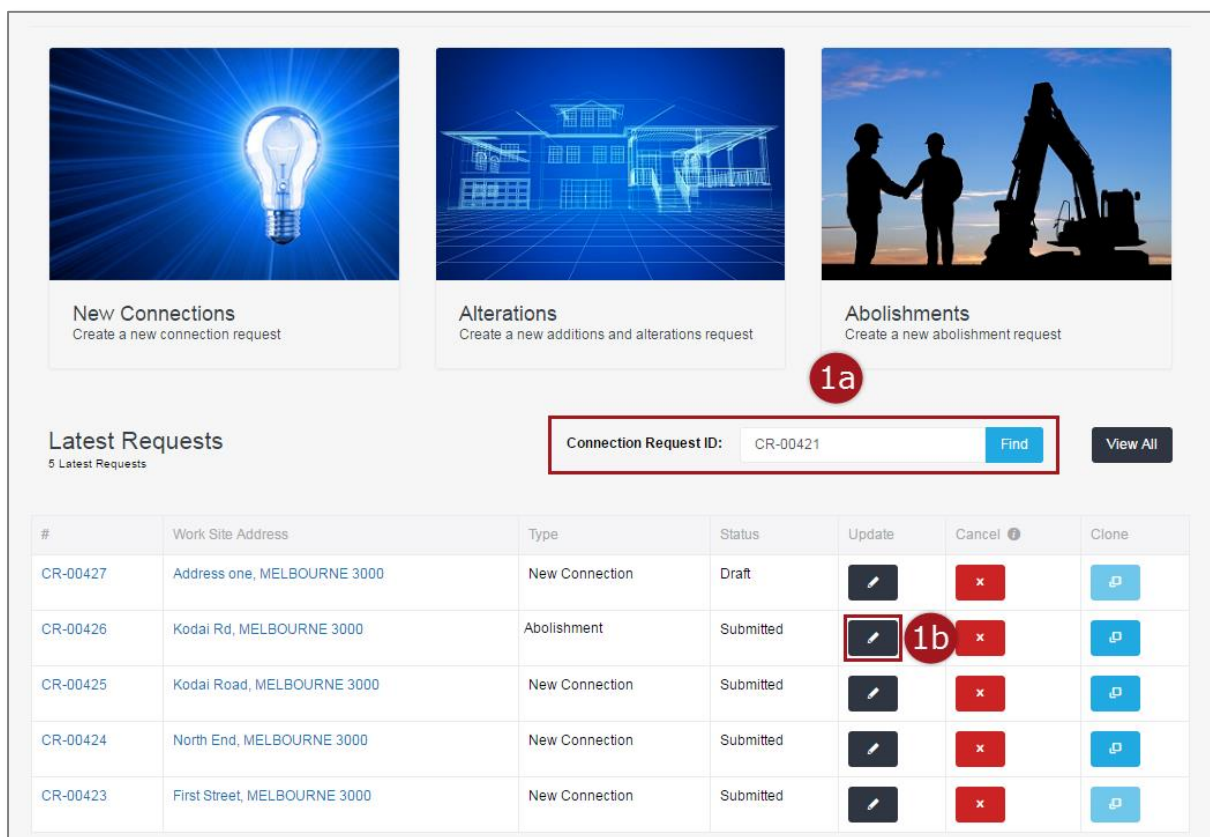
After logging into eConnect, there will be a list of recent Connection Requests on your dashboard.

If you can see the request that you would like to update, select the corresponding dark grey update icon. 
















Note: The icon will appear faded out  if the Connection Request can no longer be updated.

Step 1b

Alternatively, type the exact "Connection Request ID" (e.g. CR-12345) into the search bar on the right-hand side and select "Find".



The screenshot displays the eConnect dashboard interface. At the top, there are three main navigation cards: "New Connections" (Create a new connection request), "Alterations" (Create a new additions and alterations request), and "Abolishments" (Create a new abolishment request). Below these is a search bar for "Latest Requests" (5 Latest Requests) with a "Connection Request ID:" field containing "CR-00421" and a "Find" button. A "View All" button is also present. The main content is a table of connection requests with columns for #, Work Site Address, Type, Status, Update, Cancel, and Clone. The "Update" column contains dark grey icons, and the "Cancel" column contains red 'x' icons. A red circle labeled "1a" highlights the search bar area, and another red circle labeled "1b" highlights the update icon for the request with ID CR-00426.

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00427	Address one, MELBOURNE 3000	New Connection	Draft			
CR-00426	Kodai Rd, MELBOURNE 3000	Abolishment	Submitted			
CR-00425	Kodai Road, MELBOURNE 3000	New Connection	Submitted			
CR-00424	North End, MELBOURNE 3000	New Connection	Submitted			
CR-00423	First Street, MELBOURNE 3000	New Connection	Submitted			

Step 2

If the property is not vacant you will be able to edit the "Actual Vacant Date" using the calendar tool.

This field will not be visible if the property is already vacant.

Note: The date cannot be changed to earlier than the current specified date.

The date must be after the "Preferred Abolishment Date".

If you have an appointment booked for this: request you will be asked to reschedule your appointment via a Call to Action if the new "Actual Vacant Date" is after the scheduled appointment date.

Step 3

If there is no appointment booked for this request you will be able to edit the "Preferred Vacant Date" using the calendar tool.

This field will not be visible if there is an appointment booked for this request.

Note: The date cannot be changed to earlier than the current specified "Actual Vacant Date".

Step 4

It is optional to enter the "Licensed Electrical Inspector (LEI) Details".

The screenshot shows a web form titled "Abolishment Request" with a green checkmark in the top right corner. The form is divided into two main sections: "Abolishment Details" and "Licensed Electrical Inspector (LEI) Details".

Abolishment Details:

- Type of Supply to be Abolished:** Multiple Services to the Site
- Is the Property Vacant?:** false
- Actual Vacant Date:** 18-05-2016 (with a calendar icon) - This field is highlighted with a red box and a red circle containing the number 2.
- Preferred Abolishment Date:** 24-05-2016 (with a calendar icon) - This field is highlighted with a red box and a red circle containing the number 3.

Licensed Electrical Inspector (LEI) Details:

- LEI name (optional):** Jerry Inspector - This field is highlighted with a red box and a red circle containing the number 4.
- LEI phone (optional):** (empty field)

Step 5

The individuals nominated on the request are fixed, however their contact details can be updated.

Depending on the type of account you hold, there will be different contact details available.

Note: Licensed Electrical Worker (LEW) and Registered Electrical Contractor (REC) users will be able to view LEW and REC details,

Non-Electrician users will be able to view Applicant details.

Licensed Electrical Worker (LEW) Details

Electrical License Number	33333
LEW name	Lewis Smith
LEW phone	0400 [redacted]
LEW email	lew@email.com
LEW preferred contact method	<input type="radio"/> email <input type="radio"/> sms <input checked="" type="radio"/> both

Registered Electrical Contractor (REC) Details

REC number	22222
REC name	Jonny Brown
REC contact phone	0400 [redacted]
REC contact email	rec@email.com

Step 6

If there are no "Payer Details" visible (when payer already accepted) or the invoice owner is the Retailer you cannot edit these fields, proceed to [Step 8](#).

Otherwise you may update "Invoice to" field by selecting one of the following options from the drop-down list:

1. Retailer
2. Other
3. REC (REC and LEW users only)
4. LEW (REC and LEW users only)
5. Me (Non-Electrician users only)

Step 7

Enter the invoice owner's contact details.

Note: Depending on who is to be invoiced, the fields may or may not be editable.

A field works order may be sent to the party to be billed for authorisation. Once they have accepted responsibility for payment, your request will progress.

Payer Details

Invoice to

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Please Note: If charges are applicable, a field works order will be sent to the party to be billed for authorization. Please enter their email and mobile phone number below. Once they have accepted responsibility for payment, your request will progress.

Name of party to be billed

Email

Phone

Billing Address

Billing Address Line 2

Suburb / Town

Postcode

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Step 8

You cannot change the "Access Instructions". If you require updating the "Access Instructions", you must cancel this Abolishment Request and submit a new Abolishment Request with the correct Access Instructions.

Enter any relevant "Access notes" or "Contact person".

The screenshot shows a web form titled "Site Access". Under the heading "Access instructions", there is a sub-heading "Access is restricted (Appointment Required)". Below this, there are two input fields: "Access notes" and "Contact person". The "Access notes" field is empty, and the "Contact person" field contains the text "Call Dale - 0422123456". A red rectangular box highlights both input fields. To the right of the "Access notes" field, there is a red circular icon containing the white number "8".

Step 10 Select the "Attachments" grey banner.

Step 11 Select the "Document" from a drop-down list, the following options are available:

1. Photo
2. Technical Drawings
3. Map
4. Other

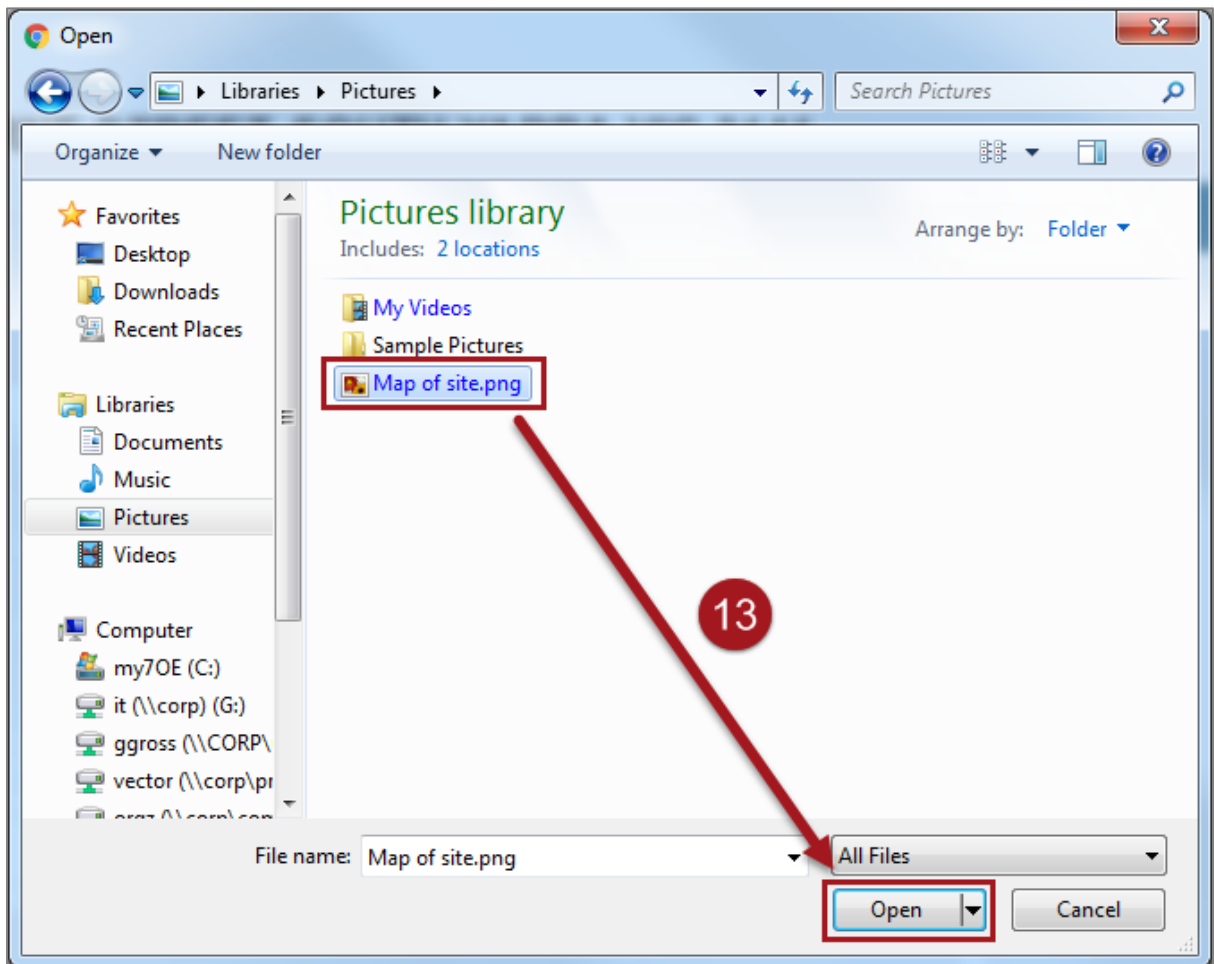
Step 12 To attach a file, select "Choose File".

The screenshot shows a web interface for an 'Abolishment Request'. At the top, there is a header bar with a pencil icon, the text 'Abolishment Request', a red circle with the number '10', and a green checkmark. Below this is a grey banner with a paperclip icon, the text 'Attachments', and another green checkmark. The main form area is titled 'Attachments' and contains three fields: 'Document Type' (a dropdown menu with 'Map' selected, highlighted by a red box and a red circle with '11'), 'Attach file' (a button labeled 'Choose File' highlighted by a red box and a red circle with '12'), and 'Comments' (a text area). Below the form is a table with the following columns: '#', 'File Name', 'Date', 'Type', 'Size', and 'Delete'.

Step 13 Find and select your file from the pop up window.

Select "Open".

Note: Please make sure the file is of adequate quality so the document is legible.



Step 14 Enter any comments to accompany or describe the attachment.

Step 15 **Important Step:** To add the attachment to the Abolishment Request, select "**Attach**".

The screenshot shows the 'Attachments' form. At the top, there is a header with a paperclip icon and the text 'Attachments' and a green checkmark icon. Below this, the form fields are: 'Document Type' (dropdown menu with 'Map' selected), 'Attach file' (text input with 'Map of site.png' and a 'Choose File' button), and 'Comments' (text area with the text 'This is how to access the meter for abolishment'). A blue 'Attach' button is to the right of the 'Attach file' field. Red boxes highlight the 'Attach' button (labeled 15) and the 'Comments' field (labeled 14). Below the form is a table with columns: #, File Name, Date, Type, Size, and Delete.

If the attachments have successfully been added to the Abolishment Request, they will appear at the bottom of the page.

To delete them select the red cross icon  next to the attachment.

The screenshot shows the 'Attachments' table. The table has columns: #, File Name, Date, Type, Size, and Delete. The first row is highlighted with a red box and contains the following data: # 1, File Name Map of site.png, Date 11/05/2016, Type Map, Size 161.28 KB, and a red cross icon in the Delete column.

Step 17 Select "Save" to complete the Abolishment Request update.

Abolishment Request ✓

Attachments ✓

Attachments

Document Type

Attach file No file chosen

Comments

Attachments

#	File Name	Date	Type	Size	Delete
1	Map of site.png	11/05/2016	Map	161.28 KB	<input type="button" value="x"/>

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