

View List of Enquiries, Search and View Details of an Enquiry as a Registered User.

<Document Id.>

Purpose

This work instruction describes the steps that are required for a Non-Electrician User (Solar Installer, Builder, Customer, Market Participant, Other) can view the Connection Request List and also view details and status of a Connection Request.

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Task Detail: View Enquiry List and Search and View Details of an Enquiry as a Registered User.

Section 1: View and Search Enquiries List.

Step 1a After logging into eConnect, select "Enquiries"
Note: You can select the picture or the text.

Step 1b Alternatively, you can select "Enquiries" from the sidebar menu on the left-hand side.

The screenshot displays the eConnect user interface. On the left, a dark sidebar menu contains the following items: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile, **Enquiries** (highlighted with a red box and a '1b' callout), and Call to Actions. The main content area shows the user profile 'Jonny Brown' and a 'Log Out' button. Below the profile are three cards: 'New Connections' (lightbulb icon), 'Alterations' (blue wireframe house icon), and 'Abolishments' (silhouettes of workers). A 'Latest Requests' table is shown below, with a search bar for 'Connection Request ID:' and a 'View All' button. The table has the following data:

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00094	215 THE SISTERS ROAD, GARVOC VIC 3285	Abolishment	Draft			
CR-00134	250 KOROI STREET, WARRNAMBOOL VIC 3280	Alteration	Submitted			
CR-00133	250 KOROI STREET, WARRNAMBOOL VIC 3280	Alteration	Submitted			
CR-00132	250 KOROI STREET, WARRNAMBOOL VIC 3280	Alteration	Submitted			
CR-00131	250 KOROI STREET, WARRNAMBOOL VIC 3280	Alteration	Submitted			

At the bottom of the main content area, there are three more cards: 'Solar Pre-Approvals' (solar panels icon), **Enquiries** (question mark icon, highlighted with a red box and a '1a' callout), and 'Help' (hands icon).

Step 2

You will be directed to the Enquires page with a list view of enquiry records you have submitted.

Note: The list of enquiry records is sorted so that the most recently submitted record appears at the top the list also defaults to only show open enquires, to show closed click on "Show All".

Step 3

The description at the bottom left-hand corner of the page tells you how many requests are displayed out of the total number of requests submitted to date.

Enquiries

[Submit Enquiry](#)

Find Show All

Show 10 entries

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#	Date Submitted	Enquiry Type	Enquiry Sub Type	Status	Worksite Address
155101	2/05/2016	Connections Request query	Invoice enquiry	Submitted	2402 HOPKINS HIGHWAY, PURNIM VIC 3278
154916	22/04/2016	Process Enquiry	Additions & Alterations	Submitted	290 BRYAN O'LYNN ROAD, PURNIM VIC 3278
154915	22/04/2016	Connections Request query	Current request	Submitted	2402 HOPKINS HIGHWAY, PURNIM VIC 3278
154808	20/04/2016	Connections Request query	Invoice enquiry	Submitted	145 RAILWAY AVENUE, WERRIBEE VIC 3030
154806	20/04/2016	Process Enquiry	Additions & Alterations	Submitted	215 STONEHOUSES ROAD, GARVOC VIC 3265
154804	20/04/2016	NMI Standing Data Enquiry	Address update	Submitted	290 BRYAN O'LYNN ROAD, PURNIM VIC 3278
154802	20/04/2016	NMI Standing Data Enquiry	Address update	Submitted	290 BRYAN O'LYNN ROAD, PURNIM VIC 3278
154796	20/04/2016	NMI Standing Data Enquiry	New Connection	Submitted	250 KOROIT STREET, WARRNAMBOOL VIC 3280
154770	19/04/2016	Connections Request query	Completed/cancelled request	Submitted	250 KOROIT STREET, WARRNAMBOOL VIC 3280
154660	18/04/2016	MSATS Enquiry	MSATS Mismatch	Submitted	215 STONEHOUSES ROAD, GARVOC VIC 3265

Showing 1 to 10 of 40 entries

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Next >

Step 4 This filter bar allows you to find enquiry records.

Filter by any of the following fields (as per column headings):

1. # (Enquiry ID)
2. Date submitted
3. Enquiry Type
4. Enquiry Sub Type
5. Status
6. Worksite Address

Enter details into the filter bar and the records will automatically filter.

Select "Show All" to show closed enquiries.

Step 5 Select the arrow to choose the number of records per page that are displayed. On selection of "All" from the drop-down list, the most recent 50 records will be displayed.

Step 6 Your list view of the enquiry records can be arranged or filtered by selecting any of the following field headings:

1. # (Enquiry ID)
2. Date submitted
3. Enquiry Type
4. Enquiry Sub Type
5. Status
6. Worksite Address

The screenshot displays the 'Enquiries' interface. At the top right is a blue 'Submit Enquiry' button. Below it is a search bar with a 'Find' label and a 'Show All' button. A dropdown menu shows 'Show 10 entries'. The main area contains a table with the following columns: #, Date Submitted, Enquiry Type, Enquiry Sub Type, Status, and Worksite Address. The table lists several enquiries, including those for 'Connections Request query', 'Process Enquiry', and 'NMI Standing Data Enquiry'. Red annotations highlight the 'Submit Enquiry' button (4), the 'Show 10 entries' dropdown (5), the table header (6), and the search bar (Find).

#	Date Submitted	Enquiry Type	Enquiry Sub Type	Status	Worksite Address
155101	2/05/2016	Connections Request query	Invoice enquiry	Submitted	2402 HOPKINS HIGHWAY, PURNIM VIC 3278
154916	22/04/2016	Process Enquiry	Additions & Alterations	Submitted	290 BRYAN O'LYNN ROAD, PURNIM VIC 3278
154915	22/04/2016	Connections Request query	Current request	Submitted	2402 HOPKINS HIGHWAY, PURNIM VIC 3278
154808	20/04/2016	Connections Request query	Invoice enquiry	Submitted	145 RAILWAY AVENUE, WERRIBEE VIC 3030
154806	20/04/2016	Process Enquiry	Additions & Alterations	Submitted	215 STONEHOUSES ROAD, GARVOC VIC 3265
154804	20/04/2016	NMI Standing Data Enquiry	Address update	Submitted	290 BRYAN O'LYNN ROAD, PURNIM VIC 3278
154802	20/04/2016	NMI Standing Data Enquiry	Address update	Submitted	290 BRYAN O'LYNN ROAD, PURNIM VIC 3278

Section 2: View Enquiry Details.

Step 1a After logging into eConnect, select "Enquiries"
Note: You can select the picture or the text.

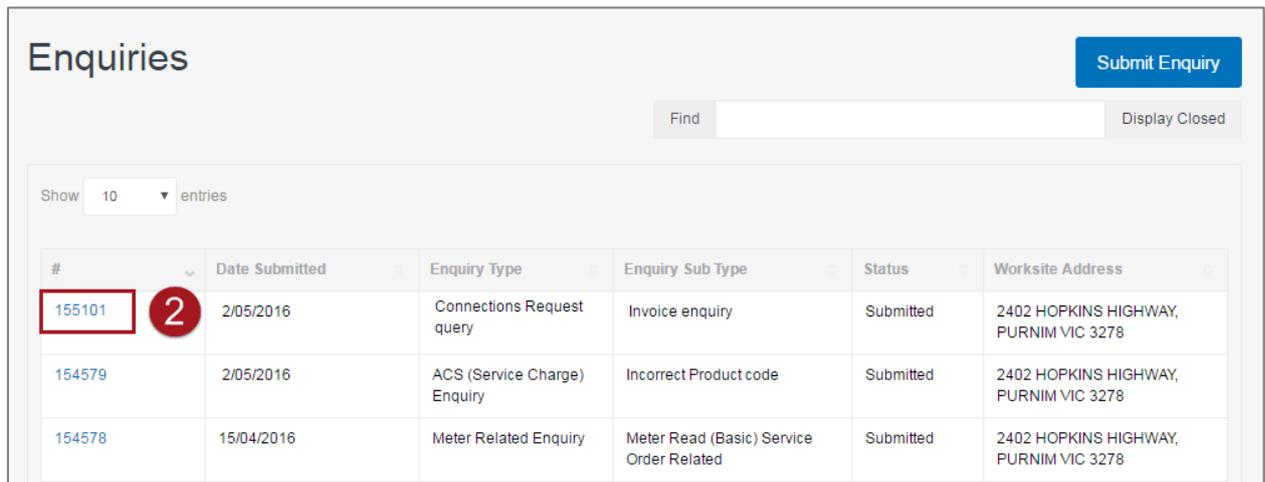
Step 1b Alternatively, you can select "Enquiries" from the sidebar menu on the left-hand side.

The screenshot displays the eConnect web application interface. On the left is a dark sidebar menu with the 'eConnect' logo at the top. The menu items are: Dashboard, Submit Connection Request, View Connection Requests, Solar Pre-Approvals, Manage My Profile, **Enquiries** (highlighted with a red box and a red circle containing '1b'), and Call to Actions. The main content area shows the user profile 'Jonny Brown' with a 'Log Out' link. Below the profile are three cards: 'New Connections' (lightbulb icon), 'Alterations' (blue wireframe house icon), and 'Abolishments' (silhouettes of workers). A 'Latest Requests' table is visible, with a search bar and 'Find' and 'View All' buttons. The table has columns for #, Work Site Address, Type, Status, Update, Cancel, and Clone. The 'Enquiries' card at the bottom is highlighted with a red box and a red circle containing '1a'. Other cards at the bottom include 'Solar Pre-Approvals' (solar panels) and 'Help' (hands reaching out).

#	Work Site Address	Type	Status	Update	Cancel	Clone
CR-00094	215 THE SISTERS ROAD, GARVOC VIC 3265	Abolishment	Draft			
CR-00134	250 KOROIT STREET, WARRNAMBOOL VIC 3280	Alteration	Submitted			
CR-00133	250 KOROIT STREET, WARRNAMBOOL VIC 3280	Alteration	Submitted			
CR-00132	250 KOROIT STREET, WARRNAMBOOL VIC 3280	Alteration	Submitted			
CR-00131	250 KOROIT STREET, WARRNAMBOOL VIC 3280	Alteration	Submitted			

Step 2

Select the Enquiry Number of the enquiry you wish to view.



Enquiries Submit Enquiry

Find Display Closed

Show 10 entries

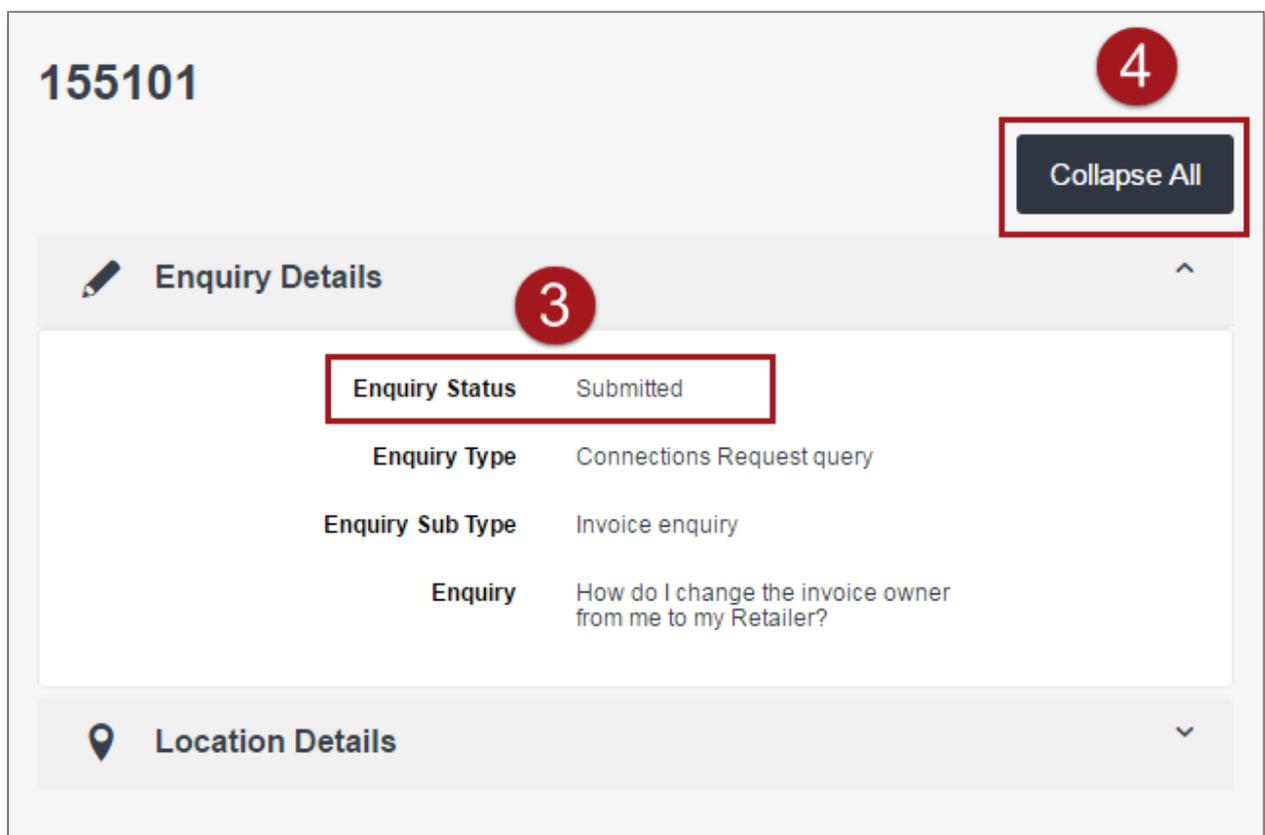
#	Date Submitted	Enquiry Type	Enquiry Sub Type	Status	Worksite Address
155101	2/05/2016	Connections Request query	Invoice enquiry	Submitted	2402 HOPKINS HIGHWAY, PURNIM VIC 3278
154579	2/05/2016	ACS (Service Charge) Enquiry	Incorrect Product code	Submitted	2402 HOPKINS HIGHWAY, PURNIM VIC 3278
154578	15/04/2016	Meter Related Enquiry	Meter Read (Basic) Service Order Related	Submitted	2402 HOPKINS HIGHWAY, PURNIM VIC 3278

Step 3

The "Enquiry Status" will tell you the current state of your enquiry.

Step 4

Select "Expand All" to view all the details of your enquiry.



155101 4

Collapse All

Enquiry Details 3

Enquiry Status	Submitted
Enquiry Type	Connections Request query
Enquiry Sub Type	Invoice enquiry
Enquiry	How do I change the invoice owner from me to my Retailer?

Location Details