

## WORK INSTRUCTION

# Field Audit & Quality - Submitting a Salesforce Option 2 Network Final Audit Request (PM1 & PM2)

Document ID: JEQA4UJ443MT-197-11

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### Purpose

This Work Instruction enables an external Project Manager to raise an Option 2 project Network Final Audit Request in Salesforce for the Powercor distribution area. It does not apply to contestable projects in the CitiPower distribution area.

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### Application

This Work Instruction applies to the following:

- *Recognised Contractors for CIAW - Project Managers (PM1 & PM2)*
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### Authorisation and Access

Persons carrying out this Work Instruction must have the following authorisation and access:

- Must be recognised external Project Manager (PM1 & PM2) on the Recognised Contractors List for Customer Initiated Augmentation Works document available at [www.powercor.com.au](http://www.powercor.com.au).
  - Must have a username and password to access Salesforce, including the ability to create external Network Final Audit Requests (email [fieldauditandquality@powercor.com.au](mailto:fieldauditandquality@powercor.com.au))
  - Salesforce website login:  
<https://fieldauditandquality.portal.powercor.com.au/qualityaudits/login>
- 

### Related Documents

This Work Instruction supports the following Procedure(s):

- Field Audit & Quality CIAW Option 2 & Option 1 URD Final Audits Work Instruction (Document No. JEQA4UJ443MT-150-347)

This Work Instruction is supported by the following documents:

- Recognised Contractors List for Customer Initiated Augmentation Works (Document No. JEQA4UJ443MT-151-64)
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### Issue Number, Date & Review

The Issue Number of this Work Instruction is: Issue No. 3

The Issue Date of this Work Instruction is: 9/12/2019

The Work Instruction was last reviewed by the BPO on: 9/12/2019

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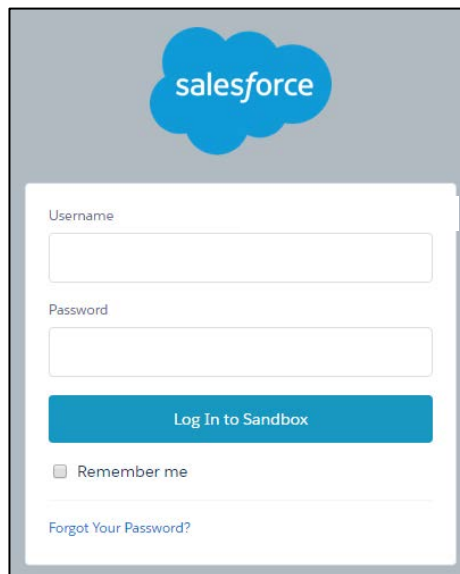
### Document Owners

- Business Process Owner (BPO) title: Field Audit & Quality Manager
  - Business Process Analyst (BPA) title: Quality Assurance Officer
  - Technical Approver title: Quality Program Officer
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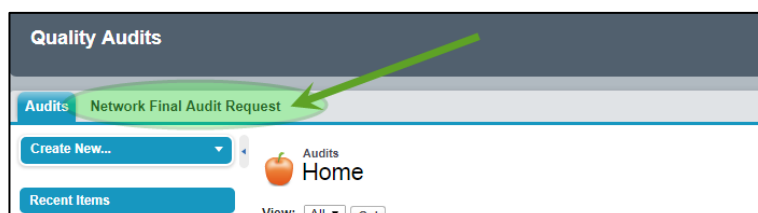
## 1. Log in to Salesforce

**Step 1 Instruction** Log into Salesforce with your username and password via: <https://fieldauditandquality.portal.powercor.com.au/qualityaudits/login>



## 2. Submit a Network Final Audit Request

**Step 1 Instruction** Select the 'Network Final Audit Request' tab:





**Step 2  
Instruction**

Fill in the fields and upload attachments (refer screen shot on the following pages):

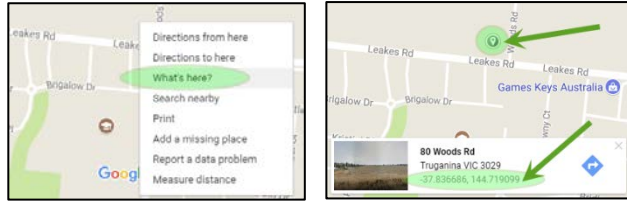
- As the PM1/PM2, you are required to declare that you have completed a Quality Assurance review of the project and conducted a site visit to verify the project is complete, compliant and ready for Final audit, with all relevant documentation supplied and complete
- Mandatory fields are marked with an asterix (\*)
- Ensure all information entered is correct and accurate (*the data you provide is used for reporting purposes*).
- Select the following when determining what audit type checkbox to select:

Audit Type	When to select
Underground	Commercial or residential <i>underground</i> reticulation system
Overhead	Commercial or residential <i>overhead</i> reticulation system
Public Lighting – Underground	Public lighting scheme has an <i>underground</i> reticulation system
Public Lighting – Overhead	Public lighting scheme has an <i>overhead</i> reticulation system

- Upload zip file(s) containing the following documentation where relevant (each file must not exceed 10MB):
  - Approved PCA40 or PCA80 construction drawing(s)
  - Approved PCA41, PCA50 (UG service) or PCA52 (earthing) as-built drawing(s)
  - Compliant Technical Compliance Auditing Underground Electrical Infrastructure Open Trench Audit Report (Civil, Electrical & Cable Hauling):
    - Nominate all project details and accredited stakeholders, including current VEDN authority numbers (refer VESI website [www.vesi.com.au](http://www.vesi.com.au))
    - All issues need to be marked as either compliant or noted as being rectified and inspected on a particular date
    - Supporting evidence of approval where any reference(s) are made to approved variations by the Powercor Responsible Officer or relative Authority.
    - Include valid and the correct number of sample inspection points
    - Both the Civil and Electrical declaration sections need to be shown as 'Complies' and signed by an authorised auditor
    - The Cable Hauling report must specify if cables were pulled by hand
  - Variation approvals by the Powercor Responsible Officer or relevant Council for Public Lighting variations (offsets, pole/lantern differences from approved PCA40)
  - Current valid Powercor Permit to Work (PTW) document(s) specifically covering the project assets in question – for any existing live UG or OH assets in the vicinity of the new works, but excluding cable overlaps at tie-in locations, or new cables fully contained in existing conduits. In general terms if a PTW was required for installation, a PTW will be required for the audit (other than the above exclusions). PTWs are only valid for 3 months, so construction permits generally need to be extended for the audit.



**NOTE:** To find the **Latitude and Longitude**, open Google Maps in your internet browser. Work out roughly where the current work site is, right click on the map the location of the work site and select 'What's here?'. A drop pin appears as well as the Latitude and Longitude. Click the bottom right-hand corner of the last number and highlight both numbers. Copy and paste this information into the appropriate Salesforce fields.



**NOTE: The Project Name field must not exceed 100 characters. Whilst you will be able to submit your audit request, a system limitation will prevent the audit report from being issued.**

## Network Final Audit Request

Items marked with a red asterisk (\*) are mandatory.

### Declaration

I completed a Quality Assurance review of the project and conducted a site visit to verify the project is complete, compliant and ready for Final Audit, with all relevant documentation supplied and complete.

Yes, I have done what is required. \*

**mySupply Customer Application Number \***

The Customer Application Number from mySupply e.g. CA-123456

**Customer Project Adviser \***

Please select an option

**Network Order Number \***

The network order number in SAP

**Project Manager Contact Number \***

Contact number of the Project Manager

**Project Name \***

Name of the project

**In Field Contact Name \***

Name of the site contact

**Requested Audit Completion Date \* (dd/MM/yyyy format)**

17/12/2019

**In Field Contact's Company \***

Company of the site contact

**In Field Contact Number \***

Phone number of the site contact

### Developer Details

**Developer Company Name \***

Developer of the project

**Developer Contact Name \***

Contact person of the Developer

**Developer ABN Number \***

ABN Number of the Developer in an-11 digit format without spaces e.g. 89064651109

**Developer Contact Phone \***

**Developer Contact Email \***

### Hazards

**Hazard Details \***

Record specific details of live electrical assets in the vicinity, roads open to public, traffic, etc.

Are there any live electrical assets in the vicinity of the new work (excluding tie-in cable overtops or where new cables have been fully installed in existing conduits)?

Yes, (a current and valid Permit to Work is required to be uploaded with this application).

No

**Permit to Work Number \***

Permit to work number

**Valid From \***

The date and time the permit was valid from

[ 6/12/2019 9:20 AM ]

**Valid To \***

The date and time the permit was valid to

[ 6/12/2019 9:20 AM ]

### Audit type

\* One or more of underground and overhead must be selected.

Underground

Overhead

Public Lighting - Underground

Public Lighting - Overhead

### Project scope

**Number of Lots \***

**Number of Public Lights \***


**Number of Kiosks \***


**Number of Service Pits \***

**Number of Cable Head Poles \***

**Number of Marker Pits \***

### Location

**Latitude \***  

**Longitude \***  

**Street Address \***

**Suburb \***

**Postcode \***

### Project & Contractor Information

VEDN Registration numbers are available from the Victorian Electrical Distribution Networks website.

<b>Civil Contractor VEDN Number *</b> <input type="text" value="Please enter the VEDN No. in the correct format as per the VEDN website"/>	<b>Civil Auditor VEDN Number *</b> <input type="text" value="Please enter the VEDN No. in the correct format as per the VEDN website"/>
<b>Electrical Auditor VEDN Number *</b> <input type="text" value="Please enter the VEDN No. in the correct format as per the VEDN website"/>	<b>Cable Hauling Auditor VEDN Number *</b> <input type="text" value="Please enter the VEDN No. in the correct format as per the VEDN website"/>
<b>Electrical Constructor Company *</b> <input type="text" value="Please select overhead or underground under Audit type"/>	<b>Electrical Subcontractor Company</b> <input type="text" value="Please select overhead or underground under Audit type"/>
<b>Electrical Contractor Company *</b> <input type="text" value="Please select overhead or underground under Audit type"/>	<b>Electrical Subcontractor Company</b> <input type="text" value="Please select overhead or underground under Audit type"/>
<b>Cable Detailer Company *</b> <input type="text" value="Please select an option"/>	<b>Cable Detailer Name *</b> <input type="text" value="The individual who did the detailing work"/>
<b>Design Company *</b> <input type="text" value="Please select overhead or underground under Audit type"/>	<b>Project Manager *</b> <input type="text" value="Please select an option"/>

### Attachments

The following files need to be supplied to facilitate this audit:

- Plans/site drawings
- A VESI Permit to Work document (if applicable)
- Open trench report (if applicable)

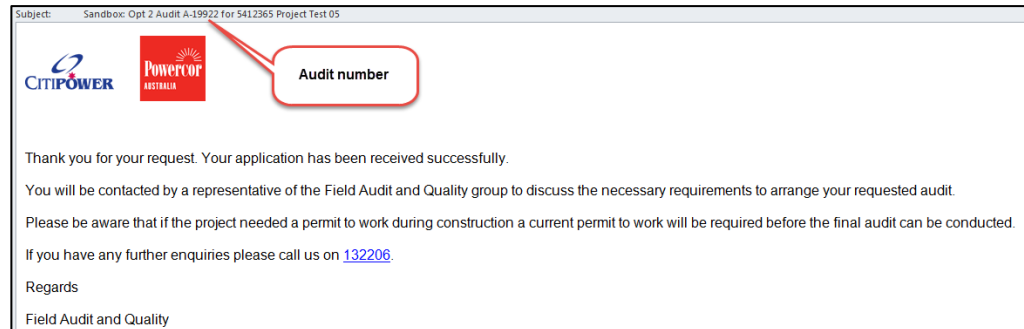
Attachment options

- As one .zip file (10MB max)
- Multiple attachments can be added by selecting the add attachments button for each file before selecting the files.

**Step 3  
Instruction**

Select **‘Create Option 2 audit’** button at the bottom of the *Network Final Audit Request* screen to submit the audit request. Once successful, you will be taken to a new screen which shows the audit number and the audit status which will automatically update to **‘Unallocated’**.

**NOTIFICATION TO BE RECEIVED:** *The nominated PM1/PM2 and your company’s nominated Salesforce Primary Contact will receive an email confirming your Network Final Audit Request has been submitted (example below) and it is now in the queue to be reviewed for scheduling.*

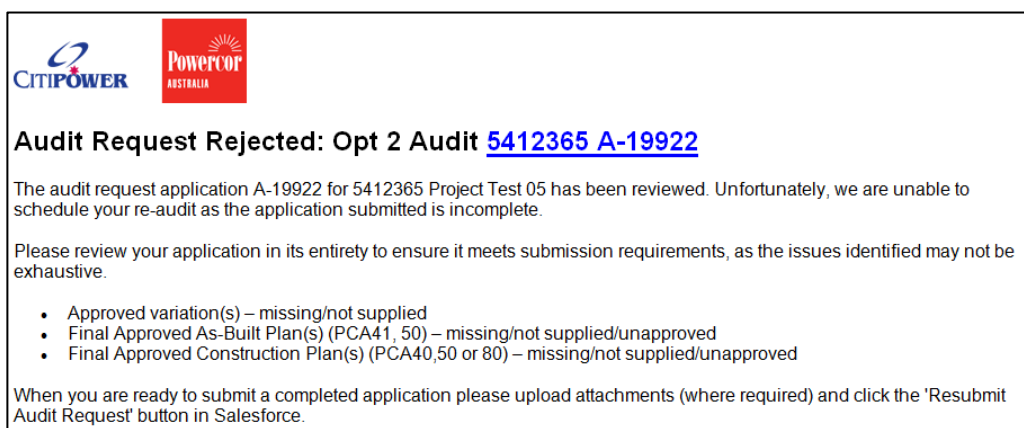


### 3. Receive an ‘Audit Request Rejected’ email

**Step 1  
Instruction**

Prior to scheduling, your Network Final Audit Request is reviewed to ensure it is complete. If it is incomplete it will be rejected and removed from the scheduling queue. The audit status will change from ‘Unallocated’ to **‘Awaiting Information’**.

**NOTIFICATION TO BE RECEIVED:** *If your Network Final Audit Request is incomplete it will be rejected and the nominated PM1/PM2 and your company’s nominated Primary Contact will be notified via email (example below).*



### 4. Resubmit a Network Final Audit Request

**Step 1  
Instruction**

After receiving an ‘Audit Request Rejected’ email, your Network Final Audit Request application is ready for you to update when you have addressed all possible reasons

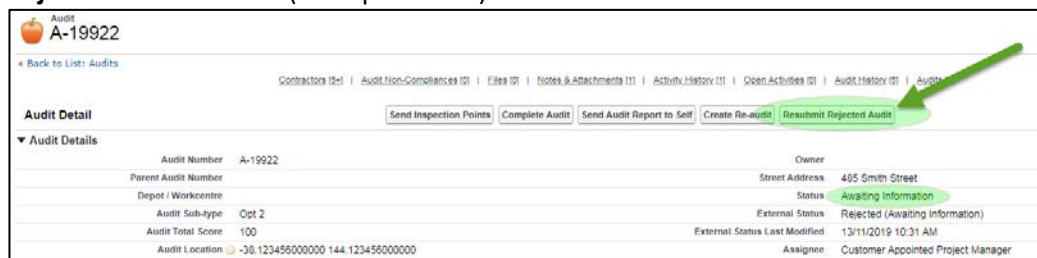
for rejection (including any not identified by the Field Audit & Quality team). Amendments required may include updating fields and/or deleting/adding attachments/zip file(s) in the 'Notes & Attachments' section.

When you have all information available, log into Salesforce and locate your existing Network Final Audit Request via one of the following two options:

1. Click on the 'Audits' tab → click the drop down '**View**' menu and select '**Awaiting Information**' to display all audits where additional information is required prior to scheduling, or;
2. Use the search bar to enter the Audit Number.

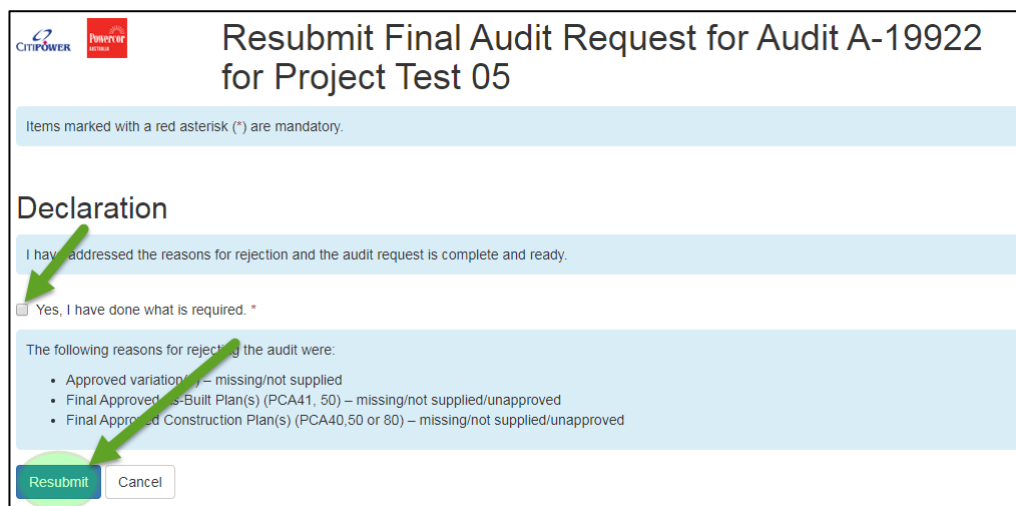
**Step 2  
Instruction**

When your complete application is ready to be resubmitted, click the '**Resubmit Rejected Audit**' button (example below).



**Step 3  
Instruction**

Once clicked, you will be redirected to a resubmit Declaration page (example below) where you are required to declare you have addressed the reasons for rejection (including any not been identified by the Field Audit & Quality team) and the Network Final Audit Request is complete and ready to be scheduled. Once done, click '**Resubmit**'.

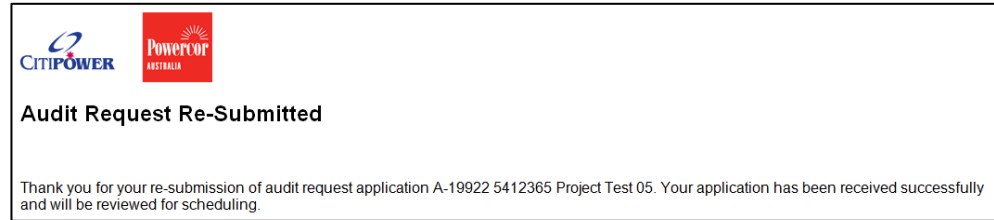


**Step 4  
Instruction**

The status of your application will change from 'Awaiting Information' to '**Unallocated**'. Your Network Final Audit Request now re-enters the queue to be reviewed for scheduling.



**NOTIFICATION TO BE RECEIVED:** *The nominated PM1/PM2 and your company's nominated Primary Contact will receive an email confirming your Network Final Audit Request has been submitted (example below).*



## 5. Scheduling in Progress

### Step 1 Instruction

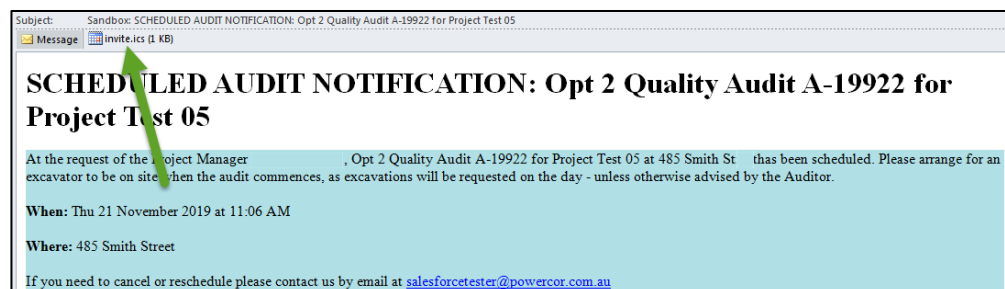
After your Network Final Audit Request has been submitted or resubmitted, it must first be reviewed to ensure it is complete before it can be scheduled. If it is incomplete it will be rejected (refer Section 3). If it is deemed complete, the Field Audit & Quality team will change the status from 'Unallocated' to '**Scheduling in Progress**'.

## 6. Receive notification of a scheduled audit

### Step 1 Instruction

Your audit will be scheduled at the earliest available date/time. Once scheduled, the status of the audit will change from 'Scheduling in Progress' to '**Allocated**'.

**NOTIFICATION TO BE RECEIVED:** *The nominated PM1/PM2 and your company's nominated Primary Contact will receive an email notification containing a 'Meeting Request' with details of the audit (see example below).*



★ *Note: If the scheduled date/time is not possible, immediately advise us via email at [fieldauditandquality@powercor.com.au](mailto:fieldauditandquality@powercor.com.au) (do not use the 'Respond to This Request' button).*

**Meeting Request**


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Subject Opt 2 Quality Audit A-03464 for Westside Estate Stage 211

When 27/07/2017 11:51 AM - 3:51 PM Australian Eastern Standard Time (New South Wales)

Where 29 Lakeview Road, Truganina

Opt 2 Quality Audit A-03464 for Westside Estate Stage 211 at 29 Lakeview Road, Truganina with Auditor Tennille Pownceby - PL (mobile: 0400000000). Please arrange for an excavator to be on site when the audit commences, as excavations will be requested on the day - unless otherwise advised by the Auditor.


Respond to This Request

Or click [https://citipower--UAT.cs5.my.salesforce.com/m/eventResponse.apexp?oid=00DO0000005326S&aid=vfDb3wQCX26gpn0B0l2lTq\\_ClmzFWt.wNftsGzp0wQ%3D](https://citipower--UAT.cs5.my.salesforce.com/m/eventResponse.apexp?oid=00DO0000005326S&aid=vfDb3wQCX26gpn0B0l2lTq_ClmzFWt.wNftsGzp0wQ%3D)

Do not reply to this email.

**Step 2 Instruction**

You must advise key stakeholders of the audit details and arrange for an excavator to be on site when the audit commences, as excavations will be requested on the day - unless otherwise advised by the Auditor.

## 7. Advise cancellation of a scheduled audit



**Step 1 Instruction**

Due to unforeseen circumstances, it may be necessary to cancel your scheduled audit prior to it occurring. Immediately advise via email at [fieldauditandquality@powercor.com.au](mailto:fieldauditandquality@powercor.com.au) with your reason for rejection.

**Step 2 Instruction**

The Field Audit & Quality team will cancel your audit in Salesforce. The status of your audit will change from 'Allocated' to '**Awaiting Information**'.

**NOTIFICATION TO BE RECEIVED:** *The nominated PM1/PM2 and your company's nominated Primary Contact will receive an email notification confirming your audit has been cancelled (see example below).*

Audit Cancelled

The audit request application for A-19922 5412365 Project Test 05 has been cancelled.

Reason for cancellation: wet weather.

Please advise stakeholders of this cancellation in a timely manner.

When ready to re-submit the audit for scheduling, click the 'Resubmit Audit Request' button in Salesforce.

**Step 3**

When your audit is ready to be scheduled, please resubmit your Network Final

**Instruction** Audit Request application to resume the scheduling process (refer Section 3).

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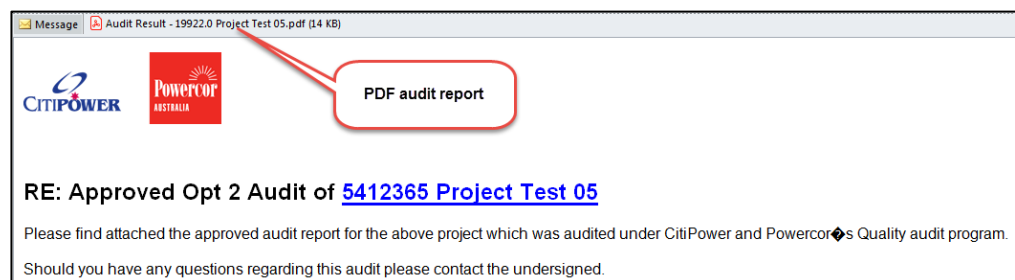
## 8. Receive an *Approved* audit report

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**Step 1 Instruction** When the audit has been completed, a PDF copy of the audit report will be issued. An *Approved* report means your audit has passed, there are no unresolved non-compliances and no further action is required by the Field Audit & Quality team. The status of the audit will change from 'Allocated' to '**Closed**'.

*Note: an Approved report will never be issued from a re-audit. Refer to the Notes in Section 11*

**NOTIFICATION TO BE RECEIVED:** *The nominated PM1/PM2, your company's nominated Primary Contact, the Customer Appointed Project Manager (Project Delivery Lead (CPA)), the Developer, the Civil Constructor and Electrical Constructor will receive an email notification containing your Approved audit report (see example below).*

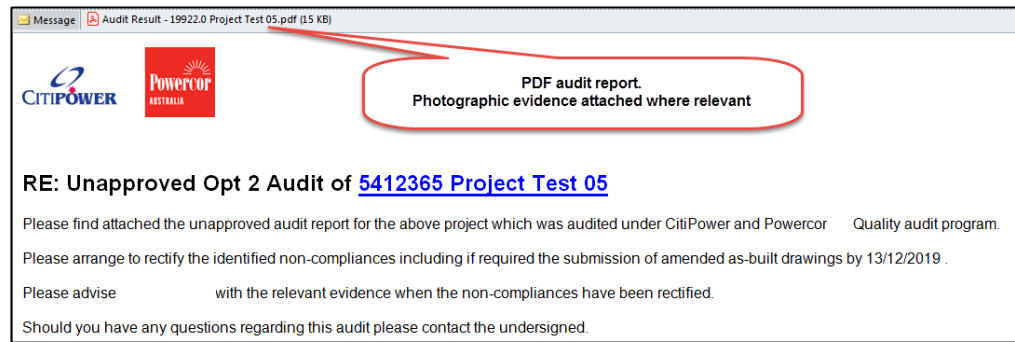


## 9. Receive an *Unapproved* audit report with no Re-audit required

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**Step 1 Instruction** When the audit has been completed, a PDF copy of the audit report will be issued with supporting photos where relevant. An *Unapproved* report means your audit has failed as there are unresolved non-compliance(s) that require your action. The status of the audit will change from 'Allocated' to '**Field Complete**'.

**NOTIFICATION TO BE RECEIVED:** *The nominated PM1/PM2, your company's nominated Primary Contact, the Customer Appointed Project Manager (Project Delivery Lead (CPA)), the Developer, the Civil Constructor and Electrical Constructor will receive an email notification containing your Unapproved audit report (see example below).*



### Step 2 Instruction

You must review and address all identified non-compliances by providing satisfactory supporting evidence of satisfied requirements and conditions to the Auditor who will resolve non-compliance(s) on your behalf. Where rectification is required, this must also be summarised on the **Opt 2 NC Rectification TEMPLATE.xlsx** spreadsheet entitled 'Non-Compliance Rectification Summary' as per the example spreadsheet: **Opt 2 NC Pro-forma-EXAMPLE.xlsx**.

### Step 3 Instruction

When the auditor has resolved all non-compliances on your behalf, an *Approved* audit report is issued\*. The status of the audit will change from 'Field Complete' to 'Closed'.

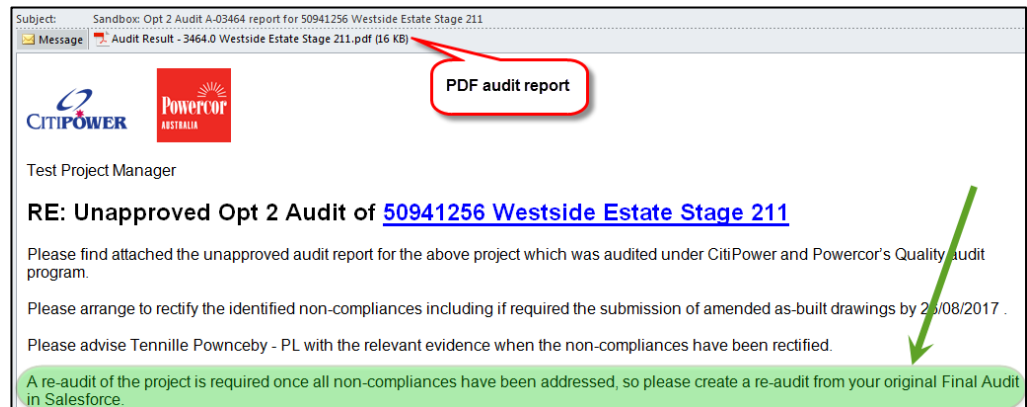
*\*Note: an Approved report will never be issued from a re-audit. Refer to the Notes in Section 11*

## 10. Receive an *Unapproved* audit report with Re-audit required

### Step 1 Instruction

When the audit has been completed, a PDF copy of the audit report will be issued with supporting photos where relevant. If you received an *Unapproved* report and have been advised a re-audit is required, your audit has failed and there are unresolved non-compliance(s) that require your action prior to scheduling a Network Final Re-Audit Request. The status of the audit will change from 'Allocated' to 'Field Complete'.

**NOTIFICATION TO BE RECEIVED:** *The nominated PM1/PM2, your company's nominated Primary Contact, the Customer Appointed Project Manager (Project Delivery Lead (CPA)), the Developer, the Civil Constructor and Electrical Constructor will receive an email notification containing your Unapproved audit report with re-audit required (see example below).*



**Step 2  
Instruction**

You must review and address all identified non-compliances and gather satisfactory supporting evidence of satisfied requirements and conditions to support your impending Network Final Re-Audit Request application.

## 11. Submit a Network Final Re-Audit Request

**Step 1  
Instruction**

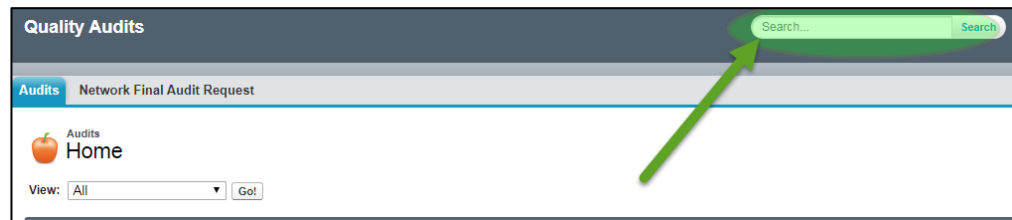
Log into Salesforce to submit a Network Final Re-Audit Request when you have addressed all identified non-compliances and gathered satisfactory supporting evidence of satisfied requirements and conditions to support your impending Network Final Re-Audit Request application.

**Step 2  
Instruction**

A Network Final Re-Audit Request (also known as a ‘child’ audit) must always be created from the original Network Final Audit Request number (also known as the ‘parent’ audit).

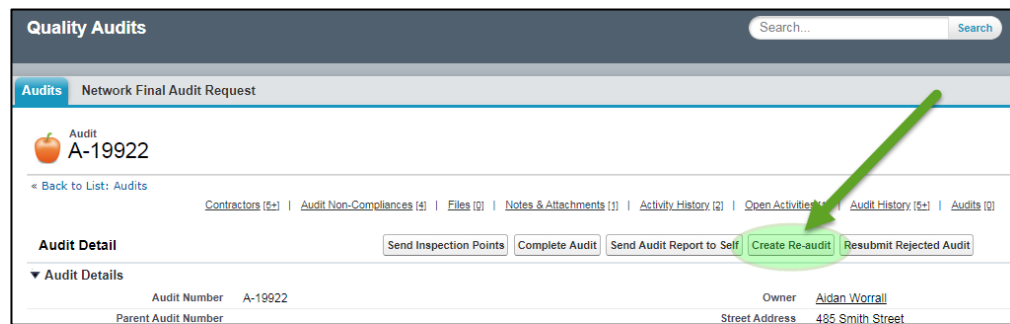
Search for the ‘parent’ audit via one of the following two options:

1. Click on the ‘Audits’ tab → click the drop down ‘**View**’ menu and select ‘**Field Complete**’ to display all incomplete audits and locate the audit number in this list.
2. Use the search bar to enter the ‘parent’ Audit Number as highlighted:



**Step 3  
Instruction**

When you’ve opened the ‘parent’ audit, click the ‘**Create Re-audit**’ button (example below):




#### Step 4 Instruction

Once clicked, you will be redirected to a Re-audit request page (refer screen shot on the following page) where you are required to:

1. Agree to the Declaration
2. Provide Fee Acceptance details that will allow us to raise an invoice directly to who you nominate. As the PM2, you accept and agree to arrange payment. Therefore, if you insert another company's details in this section, it is your responsibility to seek their approval to do so prior to submitting. Once submitted, it is assumed that this has occurred.
3. Upload zip file attachment(s) less than 10MB each, containing relevant documentation as evidence you have addressed all unresolved non-compliances and satisfied requirements and conditions set by the Auditor. Where rectification is required, this must also be summarised on the **Opt 2 NC Rectification TEMPLATE.xlsx** spreadsheet entitled 'Non-Compliance Rectification Summary' as per the example spreadsheet: **Opt 2 NC Pro-forma-EXAMPLE.xlsx**. Examples can include:
  - Evidence of non-compliance rectification, otherwise non-compliance rectification will need to be re-inspected on the day of the re-audit
  - Updated approved drawings
  - Variation approvals by the Powercor Responsible Officer or relevant Council for Public Lighting variations (offsets, pole/lantern differences from approved PCA40)
  - Current valid Powercor Permit to Work (PTW) document(s), if the existing PTW required for the initial audit has expired.
4. Once done, click '**Create Re-audit**' to create the re-audit (refer screen shot on the following page).



*Note: It is important to nominate the correct legal entity (company name) responsible for payment of re-audit invoices. Subsidiary companies may be created for specific projects or project management. The PM2 must confirm that the correct company entity has been nominated, particularly where large development companies are involved.*



## Re-audit request for Audit 20106 for TestProject01

Items marked with a red asterisk (\*) are mandatory.

### Declaration

I completed a Quality Assurance review of the project and conducted a site visit to verify the project is complete, compliant and ready for re-audit, with all relevant documentation supplied and complete.

Yes, I have done what is required. \*

### Fee acceptance

As the nominated Project Manager (PM1/PM2)/Company, by submitting this re-audit request, I hereby accept and agree to arrange to pay the re-audit fee of \$1004.64 to conduct a re-audit on the above mentioned project

Yes, I agree to the re-audit fee. \*

Are there any live electrical assets in the vicinity of the new work (excluding tie-in cable overlaps or where new cables have been fully installed in existing conduits)?

Yes, (a current and valid Permit to Work is required to be uploaded with this application)  
 No

**Permit to work number \***

**Valid From \***

**Valid To \***

**Invoice to \***

Name of the authorised person accepting the invoice

**Contact Phone \***

Phone number of authorised person to be invoiced

**Contact Email \***

Email of authorised person to be invoiced

**Position \***

The position of the authorised person in the company to be invoiced

**Company \***

The company/entity to be invoiced

**ABN Number \***

ABN number of the company to be invoiced in an 11-digit format without spaces e.g. 89064651109

**Postal Address \***

The postal address of the company/entity to be invoiced

**Requested Re-audit completion date \* (dd/MM/yyyy format)**

### Attachments

The following files need to be supplied to facilitate this re-audit:

- Non-Compliance Rectification Summary spreadsheet
- Amended approved drawings (if applicable)
- Evidence of non-compliance rectification (or to be re-inspected on site)
- A current VESI Permit to Work document (if applicable)

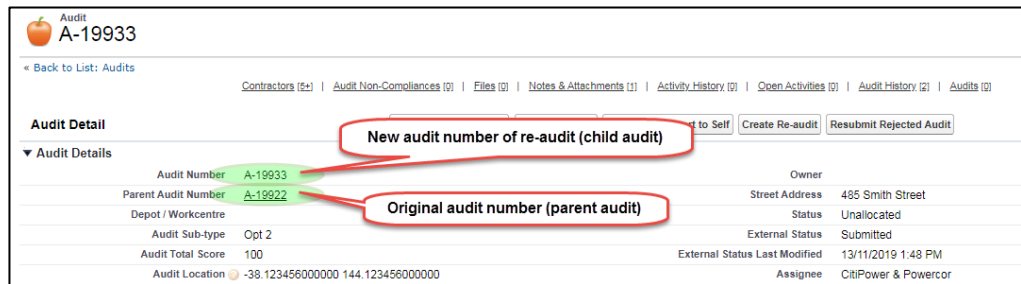
Attachment options

- As one .zip file (10MB max)
- Multiple attachments can be added by selecting the add attachments button for each file before selecting the files.

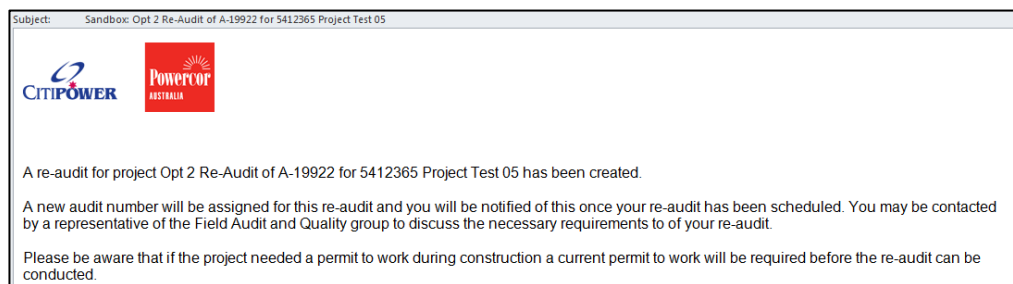
[Add attachment](#)

## Step 5 Instruction

When successfully submitted, you will be taken to a new screen which shows the new audit number and the status which will automatically update to **'Unallocated'** (example below). You will also notice the 'Parent Audit Number' field is now populated. This is the original audit number that was used to generate the re-audit. That is, each parent audit (the original audit) can have multiple 'child' re-audits associated with it.



**NOTIFICATION TO BE RECEIVED:** *The nominated PM1/PM2 and your company’s nominated Primary Contact will receive an email notification confirming your Network Final Re-audit Request has been submitted (see example below) and is now in the queue to be reviewed and scheduled.*



**NOTES:**

1. **An Approved report is never issued from a re-audit. Only an Unapproved audit report is issued from a re-audit:**
  - You will be informed if your re-audit scores 100, but an **Approved report will not be issued to you.**
  - **Approved audit reports will only be issued from the ‘parent’ audit, and only once all non-compliances have been rectified, including those identified on any associated re-audits.**
2. If the outcome of your re-audit is receipt of an:
  - a. Approved audit – return to Section 8
  - b. Unapproved audit with no re-audit required – return to Section 9
  - c. Unapproved audit with re-audit required – return to Section 10

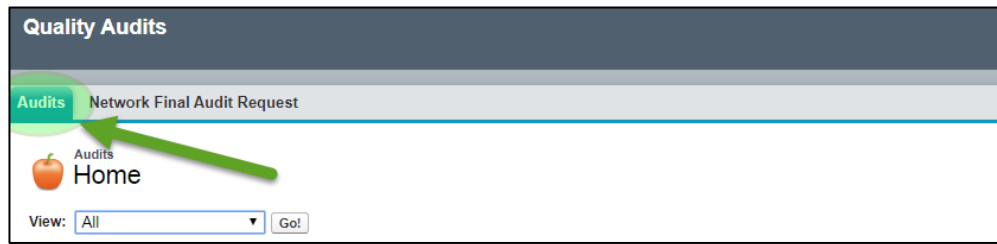
## 12. View and manage your audits by Status

**Step 1 Instruction**

To view and manage your audits in Salesforce by filtering on the following audit statuses, open on the home page, then click on the ‘Audits’ tab:

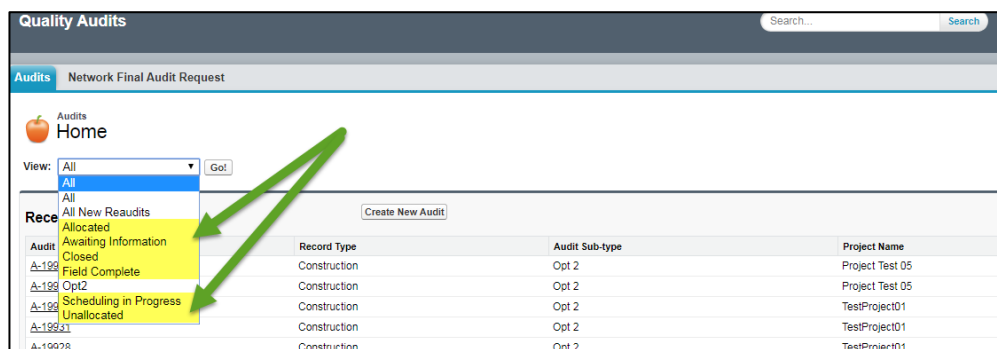
Status	Description
Unallocated	Not yet scheduled
Awaiting Information	Waiting for you to provide additional information
Scheduling in Progress	Ready to be scheduled
Allocated	Scheduled
Field Complete	Audit conducted with Unresolved NCs that require your action to resolve
Closed	Audit complete and no further action required



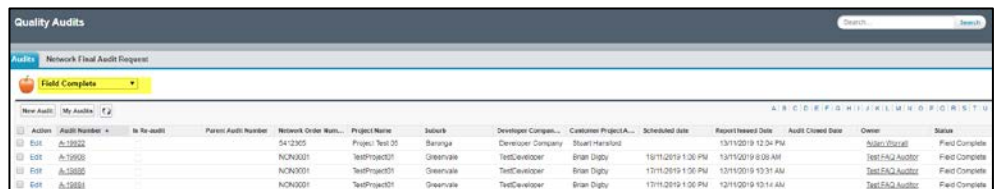


**Step 2 Instruction**

Click on the 'View' drop down menu to select your desired audit Status. You can sort the Audit Number in ascending or descending order. Salesforce will hold your desired sort order next time you view that particular Status.

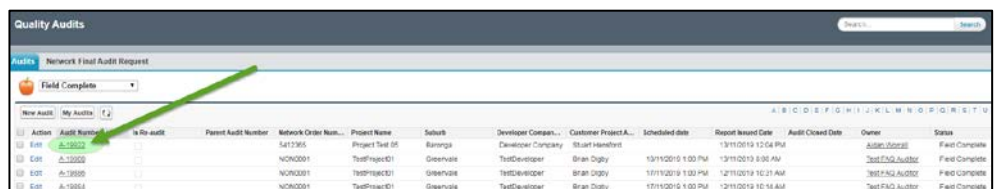


In the example below, 'Field Complete' was selected and all audits appear in *Field Complete* status. Selecting this status is useful as you can view and manage all audits with Unresolved NCs from this screen.



**Step 3 Instruction**

You can open an audit by clicking the Audit Number hyperlink.



If you have any questions regarding this work instruction or require further assistance, please contact us via [fieldauditandquality@powercor.com.au](mailto:fieldauditandquality@powercor.com.au).