



QBuild Contractor Web Portal

User Guide

April 2023

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Getting started

Registration and help

If you are unsure if you're registered for the Contractor Web Portal please contact qbuildwebportaladmin@epw.qld.gov.au.

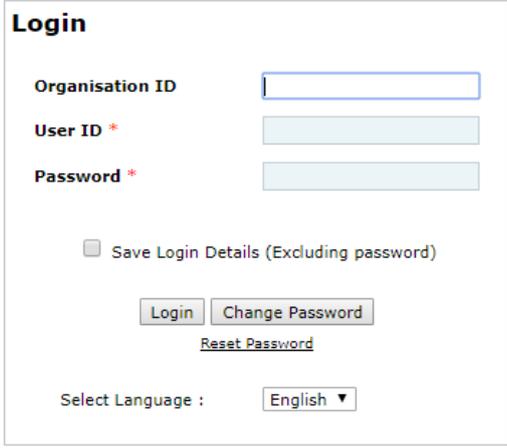
If you know your QBuild Registration Number details and require a Web Portal Account, or have any other queries contact qbuildwebportaladmin@epw.qld.gov.au. Please note: Your Registration Number is a six-digit number that starts with '8'.

The QBuild Contractor Web Portal allows contractors to:

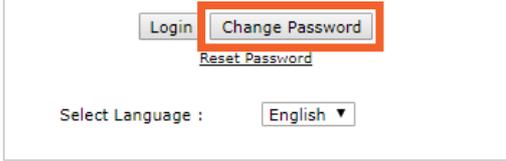
- receive
- accept
- update
- complete
- invoice

their assigned work order tasks issued by QBuild.

Logging in

1	Visit https://axiscloudplatform.com/ContractorPortal/QBuildWV.do	
2	Log in using the Organisation ID , User ID and Password provided to you upon registration.	

Changing your password

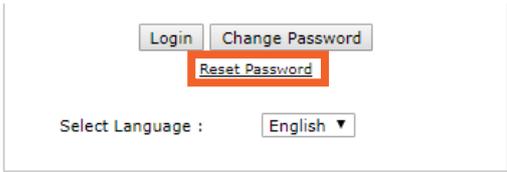
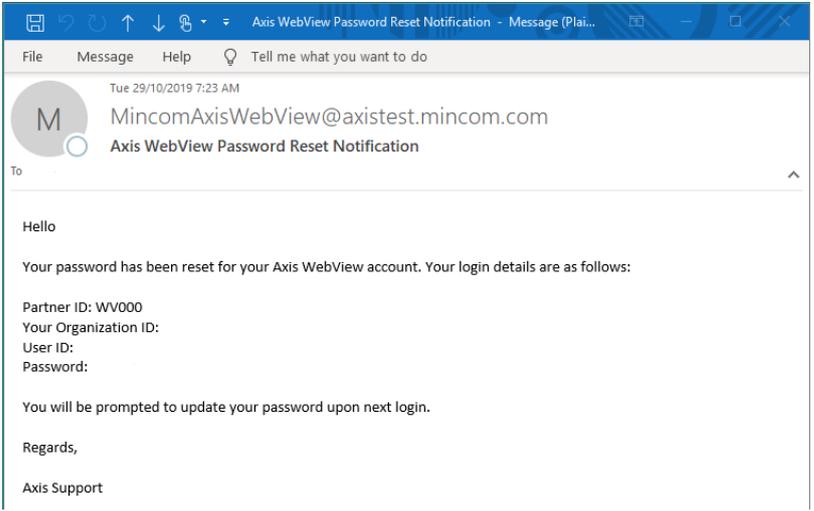
<p>1</p>	<p>Log in using the Organisation ID, User ID and your current password.</p>	
<p>2</p>	<p>Click the Change Password button.</p>	
<p>3</p>	<p>Enter your current password and your new password.</p>	
<p>4</p>	<p>Click Save.</p>	



Important

Your password will expire every 30 days. You will receive a notification when you need to set a new password.

Forgotten passwords

<p>1</p>	<p>Enter your Organisation ID and User ID.</p>	 <p>Login</p> <p>Organisation ID <input type="text"/></p> <p>User ID * <input type="text"/></p> <p>Password * <input type="password"/></p>
<p>2</p>	<p>Click the Reset Password link.</p>	 <p>Login Change Password</p> <p>Reset Password</p> <p>Select Language : English</p>
<p>3</p>	<p>You will receive an email containing a temporary password. Log in using this temporary password.</p>	 <p>Axis WebView Password Reset Notification - Message (Plai...</p> <p>File Message Help Tell me what you want to do</p> <p>Tue 29/10/2019 7:23 AM</p> <p>MincomAxisWebView@axistest.mincom.com</p> <p>Axis WebView Password Reset Notification</p> <p>To</p> <p>Hello</p> <p>Your password has been reset for your Axis WebView account. Your login details are as follows:</p> <p>Partner ID: WV000 Your Organization ID: User ID: Password:</p> <p>You will be prompted to update your password upon next login.</p> <p>Regards, Axis Support</p>

Navigating the web portal

After logging in, you will see your **Dashboard**:

The screenshot shows the QBuild Contractor Web Portal Dashboard. The browser address bar is <https://test.axiscloudplatform.com/ContractorPortal/commonPage.do>. The page features a navigation menu with 'Home', 'Dashboard', and 'Search' options. A search bar is located in the top right, with a search function label. The main content area is titled 'Unscheduled - Work Orders (4)' and contains a table of work orders. A 'Workflow menu' on the left shows a bar chart for 'Unscheduled', 'Work In Progress', 'Awaiting Approval', 'Completed', and 'Invoiced' items. A 'Field Workers' table lists roles like 'ADMINISTRATOR', 'belinda', 'contractor', and 'CYTRAINING'. A 'News' sidebar on the right contains updates such as 'Plumbing Documentation Checks' and 'Unapprove T&M function'. Various control menus are also indicated by red boxes.

Workflow menu

Workflow	Count
Unscheduled	4
Work In Progress	7
Awaiting Approval	29
Completed	84
Invoiced	609

Field Workers

Role	Count
ADMINISTRATOR	1
belinda	1
contractor	1
CYTRAINING	1

Unscheduled - Work Orders (4)

Work Order	Description	Start Date	Priority	Location	Address	Suburb/Town	Document Status
CA_QBLD_15703737_001	CR01412	01-10-2019	Other	PALM BEACH STATE SCHOOL	13-19 NINETEENTH AV	PALM BEACH	ACTIVE
CA_QBLD_15703738_001	CR01412	01-10-2019	Other	PALM BEACH STATE SCHOOL	13-19 NINETEENTH AV	PALM BEACH	ACTIVE
UP_QBLD_15703590_001	RPL BROKEN GPO TO LOUNGE	24-09-2019	14 Days	ROCHEDALE SOUTH STATE SCHOOL	0 WENDRON ST	ROCHEDALE SOUTH	ACTIVE
UP_QBLD_14656763_001	RPR DAMAGE TO FRONT DOOR	01-04-2017	By Contract Dt	ROCHEDALE SOUTH STATE SCHOOL	0 WENDRON ST	ROCHEDALE SOUTH	ACTIVE

News

Plumbing Documentation Checks
All Plumbing and Drainage works will now be subject to document attachment validations to ensure appropriate documentation has been provided with your invoice where required. Please follow the new on....

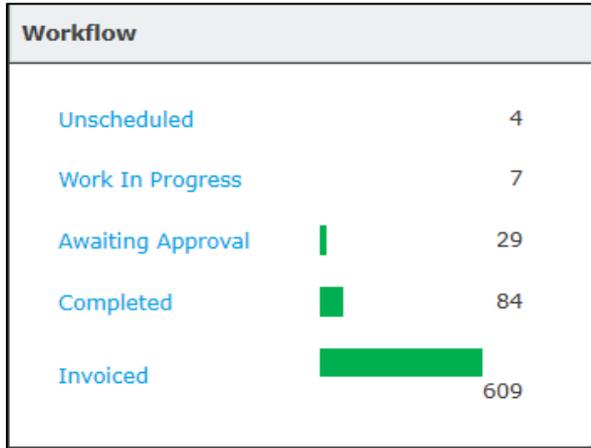
Unapprove T&M function
The function to unapprove an incorrect T&M entry is currently unavailable. We are investigating a fault with this as priority. Please contact the Web Portal Support Team if you have an incorrect T&M

Ventyx Axis Offline
We are currently aware of an issue that is affecting access to documents within the portal. Our vendor is investigating this urgently.

[Show More](#)

Workflow menu

The web portal moves your work orders through a workflow, based on the current status of the task.



Unscheduled	<ul style="list-style-type: none"> • New tasks that have not yet been assigned. • All new work orders assigned to you by QBuild will appear here.
Work in progress	<ul style="list-style-type: none"> • Once a work order is assigned, it will move to the work in progress workflow. • Note: You will only see work orders appear here if you have a Field Worker set up.
Awaiting approval	<ul style="list-style-type: none"> • Work Orders with Status Updates waiting on approval to send to QBuild will appear here. • Status updates provided by mobile users can sit here for review or amendment before being sent to QBuild, depending on whether they have been set to manual review. • To set up automatic approvals for certain status updates, go to Partner Configuration > Workflow Configuration within the portal. • Note: We highly recommend not allowing automatic approvals for the "Task Complete" Status Update.
Completed	<ul style="list-style-type: none"> • Work orders updated as Task Complete and had time and material entries allocated to them will appear here. • These work orders are ready to be invoiced. • Work orders cancelled by QBuild will also appear here, with the status of 'Cancelled'.
Invoiced	<ul style="list-style-type: none"> • Once a work order has been completed and invoiced, it will appear here. • Documents in this section will be archived after 8 months.

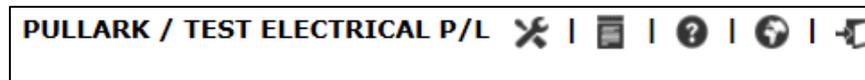
Field Worker menu

The Field Worker menu lists the Field Workers available on your account, and the number of current work orders assigned to them. You can use this section to categorise your work orders (e.g., by response time, trade or location). To set this up, contact the Web Portal Admin team.

Field Workers	
ADMINISTRATOR	1
belinda	1
contractor	1
CYTRAINING	1

Administration control menu

The administration control menu allows you to configure the administration functions of the portal.



	Partner Configuration	<ul style="list-style-type: none"> Allows you to manage: <ul style="list-style-type: none"> contact details (e.g., supplier name, address, contact numbers etc.) workflow configuration (e.g., automatic assignment of new work orders to a mobile user, automatic approval of specific work order status updates).
	News	<ul style="list-style-type: none"> Allows you to read the latest news and announcements from QBuild.
	Help	<ul style="list-style-type: none"> Provides links to more information about our system partner, ABB, and web portal user guides.
	Regional date format	<ul style="list-style-type: none"> Allows you to choose which date format you would like to use. We recommend DD-MM-YYYY.
	Log out	<ul style="list-style-type: none"> Allows you to log out of your session.

Work order control menu

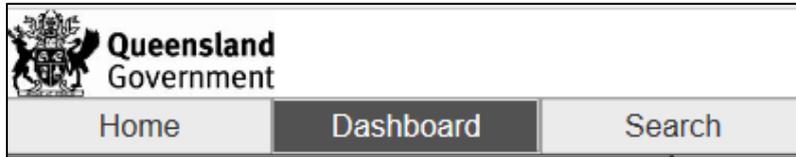
The work order control menu allows you to set how you would like to control your assigned work orders.



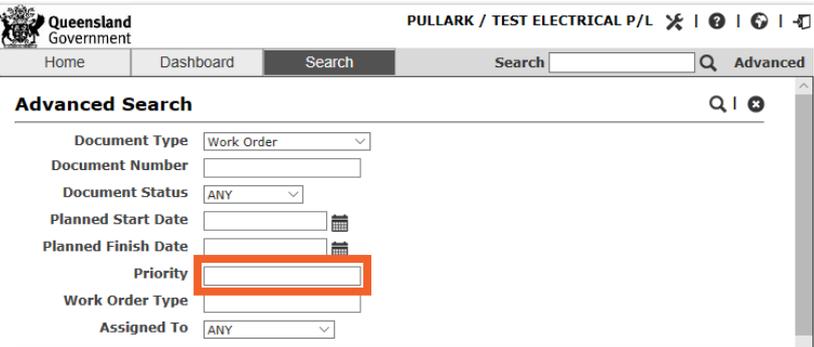
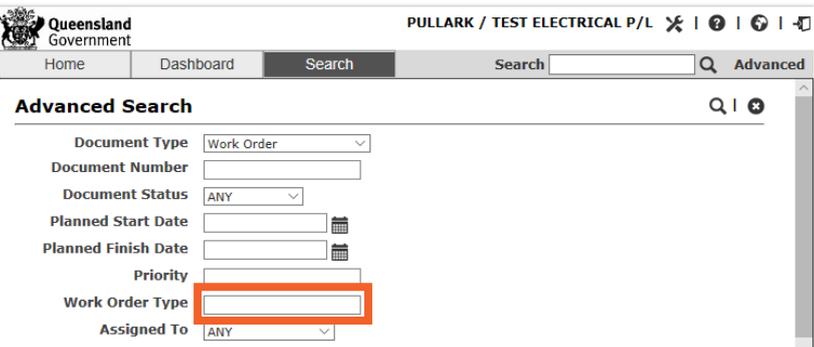
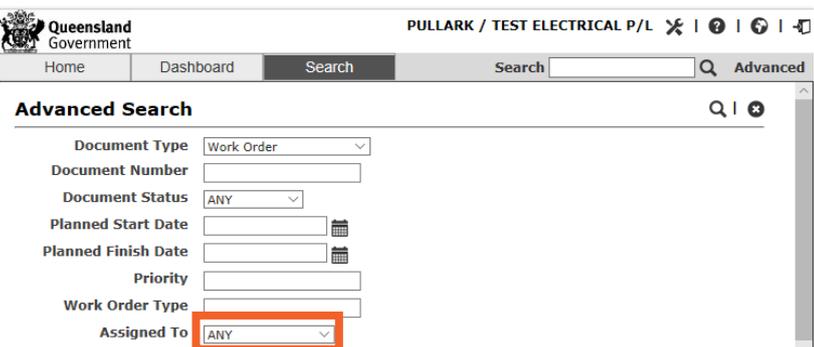
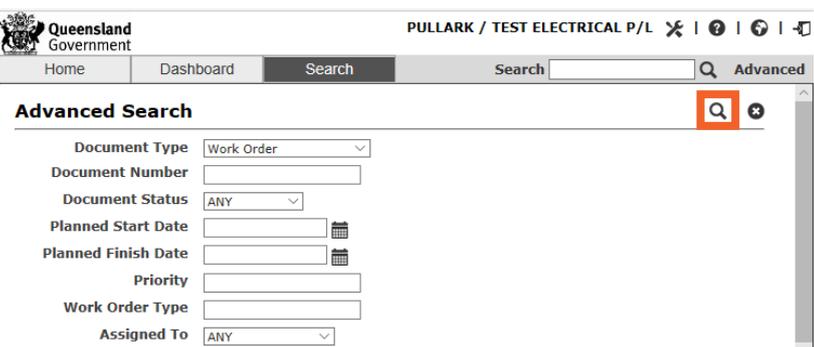
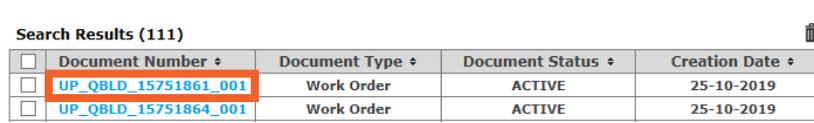
	Accept work order	<ul style="list-style-type: none"> Sends a message to QBuild that you have accepted the work order.
	Assign work order	<ul style="list-style-type: none"> Allows you to assign work orders to your Field Worker's mobile devices. This will also categorise the work, if you choose to use the Field Worker section for "Folders".
	Unassign work order	<ul style="list-style-type: none"> Allows you to unassign work orders from Field Workers. This will remove the work order from the Field Worker's mobile device. Note that this icon will only appear next to work orders that have already been assigned.
	Delete work order	<ul style="list-style-type: none"> Deletes the selected work order/s from your account. Note that once you delete a work order, you will no longer be able to see it in your account.
	Export work order	<ul style="list-style-type: none"> Exports the work order in an XML format.
	Print work order	<ul style="list-style-type: none"> Allows you to print or email the work order in pdf format.
	Invoice work order	<ul style="list-style-type: none"> Indicates when a work order is complete, time and materials have been added and the work order is ready to invoice.

Searching

The search functions allow you to search the web portal for specific documents (e.g., work orders, invoices etc).



1	Click the Search tab.	
2	Select the document type you want to search for (e.g., work order, invoice etc).	
3	Enter the document number (e.g., work order number, invoice number etc).	
4	Select the document status.	

<p>5</p>	<p>Enter the priority (e.g., 1 hour, 4 hour etc).</p>	 <p>The screenshot shows the 'Advanced Search' interface on the Queensland Government portal. The 'Priority' field is highlighted with an orange border.</p>												
<p>6</p>	<p>Enter the work order type (e.g., unplanned, service maintenance etc).</p>	 <p>The screenshot shows the 'Advanced Search' interface. The 'Work Order Type' field is highlighted with an orange border.</p>												
<p>7</p>	<p>Select who the document is assigned to.</p>	 <p>The screenshot shows the 'Advanced Search' interface. The 'Assigned To' dropdown menu is highlighted with an orange border.</p>												
<p>8</p>	<p>Click the Search icon.</p>	 <p>The screenshot shows the 'Advanced Search' interface. The search icon (magnifying glass) is highlighted with an orange border.</p>												
<p>9</p>	<p>Select the relevant document link to view your desired document.</p>	 <p>The screenshot shows the search results table. The first document link, 'UP_QBLD_15751861_001', is highlighted with an orange border.</p> <table border="1" data-bbox="708 1751 1503 1852"> <thead> <tr> <th>Document Number</th> <th>Document Type</th> <th>Document Status</th> <th>Creation Date</th> </tr> </thead> <tbody> <tr> <td>UP_QBLD_15751861_001</td> <td>Work Order</td> <td>ACTIVE</td> <td>25-10-2019</td> </tr> <tr> <td>UP_QBLD_15751864_001</td> <td>Work Order</td> <td>ACTIVE</td> <td>25-10-2019</td> </tr> </tbody> </table>	Document Number	Document Type	Document Status	Creation Date	UP_QBLD_15751861_001	Work Order	ACTIVE	25-10-2019	UP_QBLD_15751864_001	Work Order	ACTIVE	25-10-2019
Document Number	Document Type	Document Status	Creation Date											
UP_QBLD_15751861_001	Work Order	ACTIVE	25-10-2019											
UP_QBLD_15751864_001	Work Order	ACTIVE	25-10-2019											



Important

You can also perform a quick search by entering keywords into the search field at the top right of the dashboard. Note that all fields listed above are not mandatory, however the more information you are able to add, the quicker the search will be.

Managing work orders

Receiving work orders

When a new work order is received, it will appear in your **Unscheduled** workflow on your Dashboard. New work orders will appear in bold, and opened work orders will appear in standard text. Work orders with updated information sent from QBuild will also appear in bold.

1 Click the relevant **work order number** to open it.

Unscheduled - Work Orders (26) 🔍 🗑️ 🖨️

<input type="checkbox"/>	Work Order	Description	Start Date	Priority	Location	Address	Suburb/Town	Document Status
<input type="checkbox"/>	SM_QBLD_15751879_001	UAT SM WO 5	25-10-2019	1 Hour	CLI 67 WATERFRONT RD HAMMOND ISLAND	CLI 67 WATERFRONT RD	HAMMOND ISLAND	ACTIVE
<input type="checkbox"/>	SM_QBLD_15751878_001	UAT SM WO 4	25-10-2019	1 Hour	CLI 67 WATERFRONT RD HAMMOND ISLAND	CLI 67 WATERFRONT RD	HAMMOND ISLAND	ACTIVE

Accepting work orders

1 Select the **Accept** icon.

The screenshot shows the 'Work Order: SM_QBLD_15751878_001' page. At the top right, there is a toolbar with several icons. The 'Accept' icon, which is a checkmark inside a square, is highlighted with a red box. Below the toolbar, the work order details are displayed, including fields for Work Summary, Site Address, Blot No, Location Requirements, Pre-Approved Work Value, Job Instructions, Version, Work Order Type, Response Priority Time, Planned Start Date/Time, Planned Finish Date/Time, Customer, Site Contact Name, Contact Phone No, Contact Mobile No, and Assigned To. At the bottom, there is a 'Status Updates' table with columns for Date, Work Progress Comments, % Complete, Status, Actual Start Date, Actual Finish Date, Created By, T&M, and Approved.

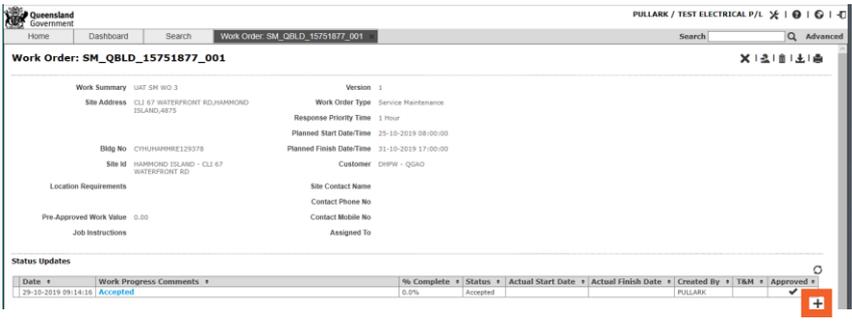
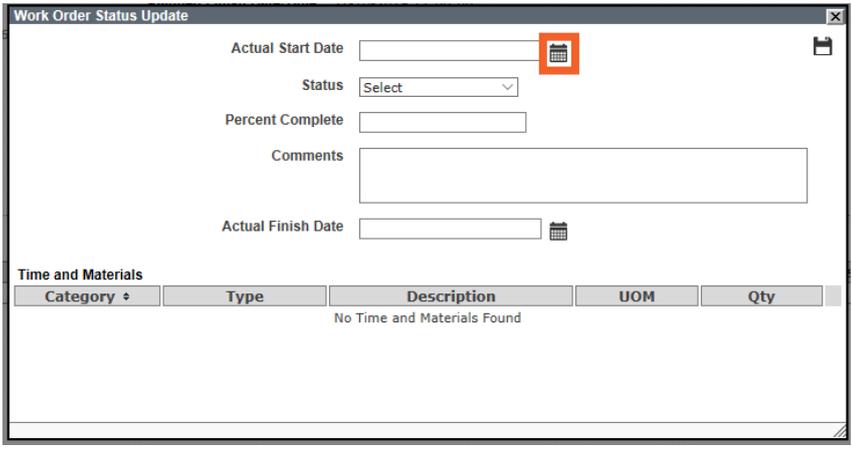
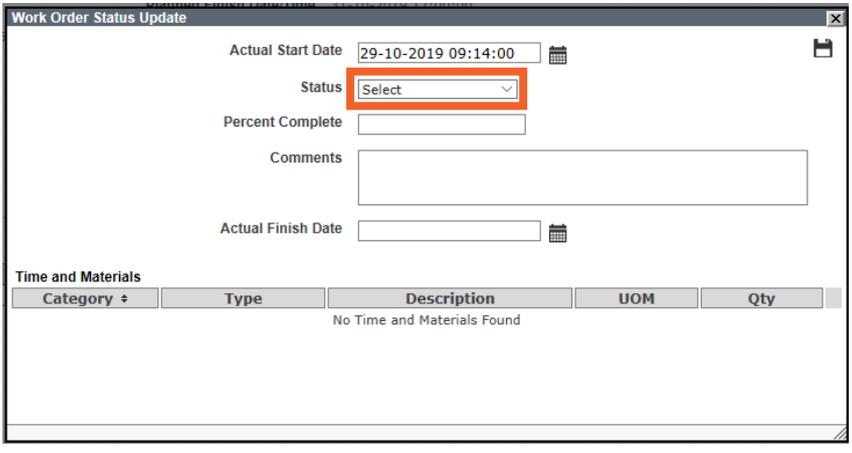


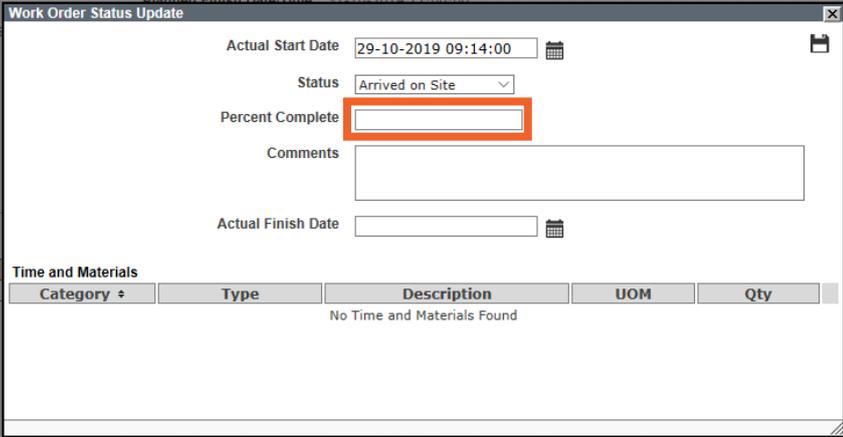
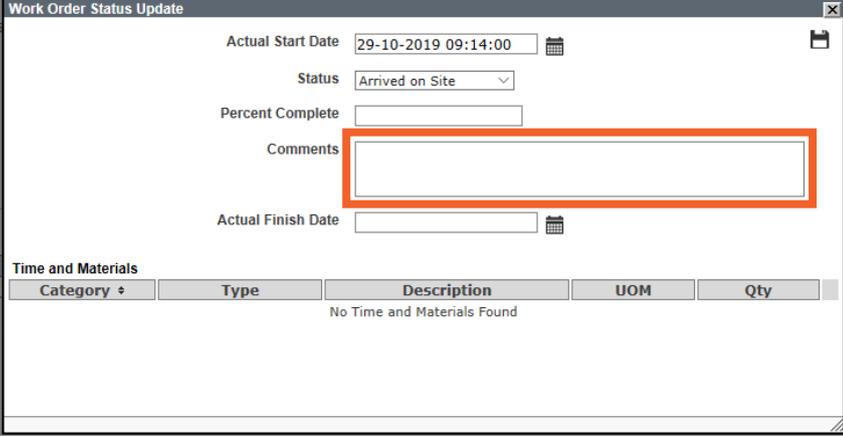
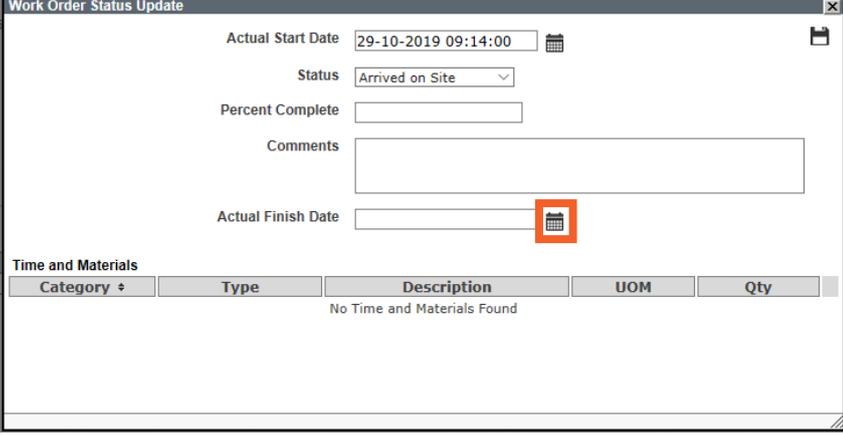
Important

You might receive work orders with more than one task assigned for your action. This is shown by the three numbers following the work order number e.g., 13992223_001 (task 1) 13992223_2 (task 2). You will receive an individual work order document for each task assigned. You must accept, update and complete each task separately.

Updating work orders

To update a work order with an actual start date and work progress details:

<p>1</p>	<p>Click the Add new status update icon.</p>	
<p>2</p>	<p>Select the calendar icon to set the actual start date and time.</p>	
<p>3</p>	<p>Select the status dropdown to set the work order status.</p>	
<p>Status options</p>		
<p>Made Safe</p>	<p>You have attended the site and completed any initial tasks to make the site safe. Include a brief explanation of the tasks performed in the comments field.</p>	
<p>Arrived On Site</p>	<p>You are currently on site and have not yet completed any works.</p>	

<p>Scheduled</p>	<p>The work has been scheduled to be completed with the customer at a particular date and time.</p>
<p>Tenant Unavailable</p>	<p>The tenant or site contact person was unavailable at the time of your visit.</p>
<p>Waiting on Materials</p>	<p>You are waiting on materials required to complete the work.</p>
<p>Task Complete</p>	<p>The task has been completed and is ready for invoicing. Selecting this status update will allow you to enter the time and materials entries associated with this work.</p>
<p>4</p>	<p>Add an estimated completion percentage for the task (if desired) to the Percentage Complete field.</p>
 <p>The screenshot shows the 'Work Order Status Update' form. The 'Actual Start Date' is set to 29-10-2019 09:14:00. The 'Status' is 'Arrived on Site'. The 'Percent Complete' field is highlighted with a red box and is currently empty. The 'Comments' field is also empty. The 'Actual Finish Date' field is empty. Below the form is a 'Time and Materials' table with columns for Category, Type, Description, UOM, and Qty. The table currently shows 'No Time and Materials Found'.</p>	
<p>5</p>	<p>Add any additional information to the Comments field (e.g., "work has been scheduled for completion on 5/12/2020 at 1pm.")</p>
 <p>The screenshot shows the 'Work Order Status Update' form. The 'Actual Start Date' is set to 29-10-2019 09:14:00. The 'Status' is 'Arrived on Site'. The 'Percent Complete' field is empty. The 'Comments' field is highlighted with a red box and is currently empty. The 'Actual Finish Date' field is empty. Below the form is a 'Time and Materials' table with columns for Category, Type, Description, UOM, and Qty. The table currently shows 'No Time and Materials Found'.</p>	
<p>6</p>	<p>Select the calendar icon to set the actual finish date and time. This is only required when the work has been physically completed.</p>
 <p>The screenshot shows the 'Work Order Status Update' form. The 'Actual Start Date' is set to 29-10-2019 09:14:00. The 'Status' is 'Arrived on Site'. The 'Percent Complete' field is empty. The 'Comments' field is empty. The 'Actual Finish Date' field is empty, and the calendar icon next to it is highlighted with a red box. Below the form is a 'Time and Materials' table with columns for Category, Type, Description, UOM, and Qty. The table currently shows 'No Time and Materials Found'.</p>	

7 Click the **Save icon**.

Work Order Status Update

Actual Start Date: 29-10-2019 09:14:00

Status: Arrived on Site

Percent Complete:

Comments:

Actual Finish Date:

Time and Materials

Category	Type	Description	UOM	Qty
No Time and Materials Found				

Completing work orders

<p>1</p>	<p>Select the New Status Update icon.</p>	
<p>2</p>	<p>Select the Calendar icon to set the actual start date and time.</p>	
<p>3</p>	<p>Select Task Complete from the status dropdown.</p>	
<p>4</p>	<p>Enter details of the work performed in the Comments field. Your entry will also be automatically added to your invoice as the description of work performed.</p>	

<p>5</p>	<p>Select the Calendar icon to set the actual completion date and time.</p>	
<p>6</p>	<p>Select the plus icon to add your Times and Materials entries.</p>	

Time and material entry options

Your actual charges are not recorded here – they will be added on the invoicing screen later.

<p>Labour</p> <p>Allows you to enter a specific labour type and hours</p> <p><i>(e.g., skilled tradesperson @ 3 hours)</i></p>	1 st Year Apprentice
	2 nd Year Apprentice
	3 rd Year Apprentice
	4 th Year Apprentice
	Labourer
	Skilled Tradesperson
<p>Other</p> <p>Allows you to enter standard Time and Materials types</p>	Attendance Fee (GST inclusive or GST exclusive)
	Materials (GST inclusive or GST exclusive)
	Out of Zone Travel (GST inclusive or GST exclusive)
	Schedule of Rates (GST inclusive or GST exclusive)

Services (GST inclusive or GST exclusive)

7 Click the **Save icon**.

Category	Type	Description	UOM	Qty
Labour	1st Year Apprentice		Hours	1

8 When you are ready to invoice the work order, you need to finalise your time and materials entries. Select the relevant **Task Complete** checkbox.

Date	Work Progress Comments	% Complete	Status	Actual Start Date	Actual Finish Date	Created By	T&M	Approved
29-10-2019 08:49:03	Arrived on Site	0%	Arrived on Site	29-10-2019 08:48:00	29-10-2019 08:48:00	PULLARK		<input type="checkbox"/>
29-10-2019 08:49:04	Assigned To PULLARK	0.0%	Assigned			PULLARK		<input type="checkbox"/>
29-10-2019 08:49:33	Task Complete	100%	Task Complete	29-10-2019 08:49:00	29-10-2019 08:49:00	PULLARK		<input type="checkbox"/>

9 Click the **Approved icon**.

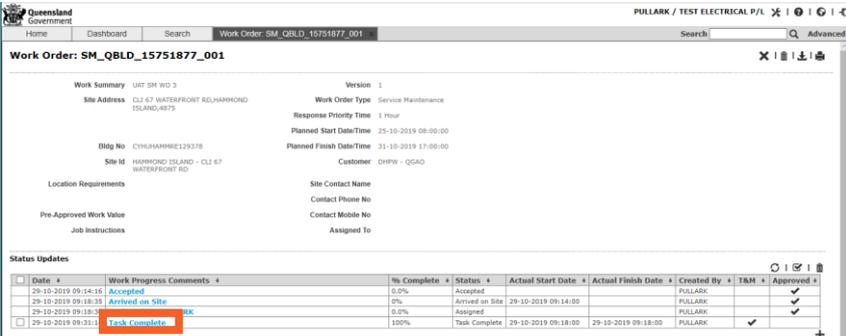
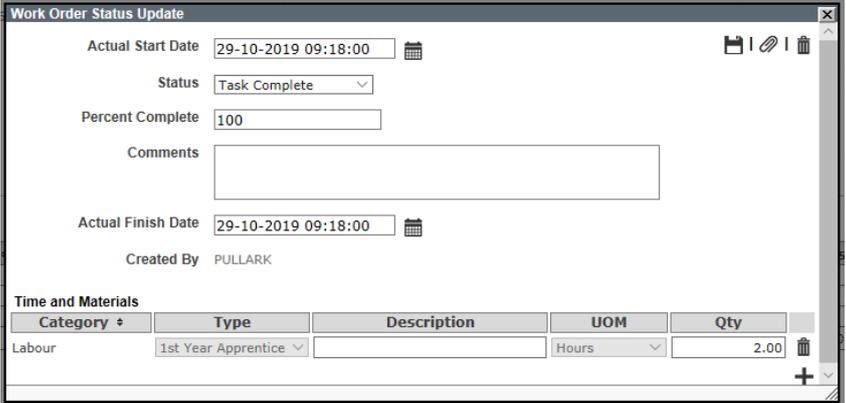
Date	Work Progress Comments	% Complete	Status	Actual Start Date	Actual Finish Date	Created By	T&M	Approved
29-10-2019 08:49:03	Arrived on Site	0%	Arrived on Site	29-10-2019 08:48:00	29-10-2019 08:48:00	PULLARK		<input type="checkbox"/>
29-10-2019 08:49:04	Assigned To PULLARK	0.0%	Assigned			PULLARK		<input type="checkbox"/>
29-10-2019 08:49:33	Task Complete	100%	Task Complete	29-10-2019 08:49:00	29-10-2019 08:49:00	PULLARK		<input checked="" type="checkbox"/>

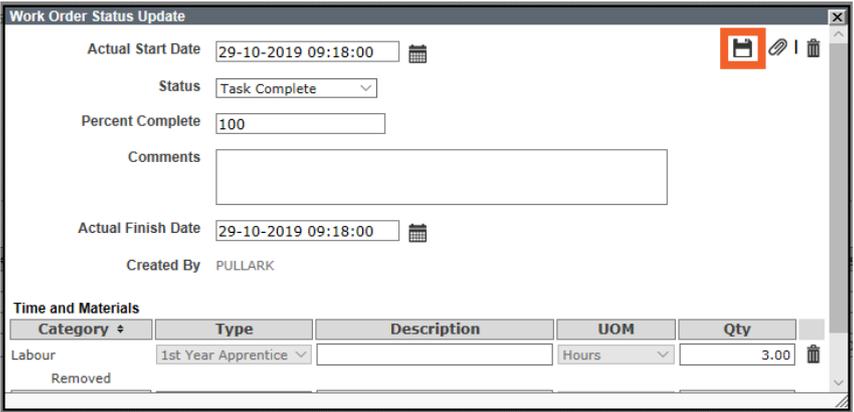
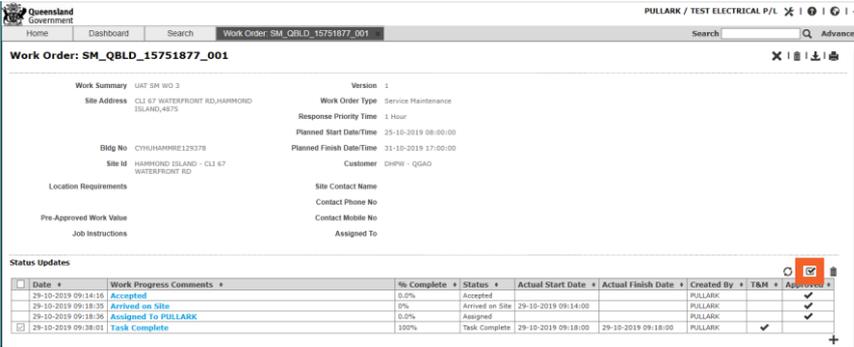
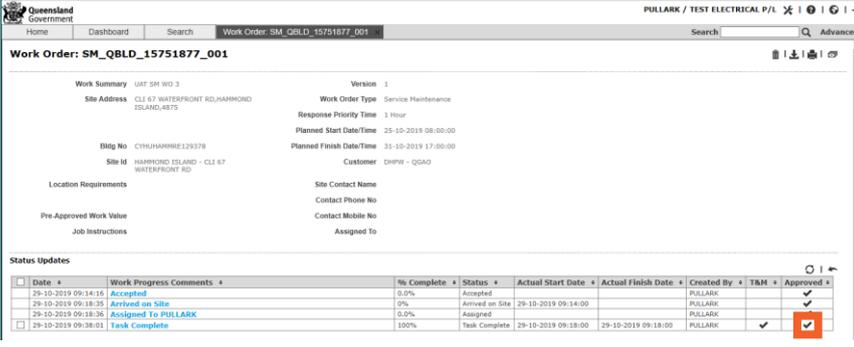
10 A tick will appear in the Approved column when the completed task has been successfully approved.

Date	Work Progress Comments	% Complete	Status	Actual Start Date	Actual Finish Date	Created By	T&M	Approved
29-10-2019 08:49:03	Arrived on Site	0%	Arrived on Site	29-10-2019 08:48:00	29-10-2019 08:48:00	PULLARK		<input type="checkbox"/>
29-10-2019 08:49:04	Assigned To PULLARK	0.0%	Assigned			PULLARK		<input type="checkbox"/>
29-10-2019 08:49:33	Task Complete	100%	Task Complete	29-10-2019 08:49:00	29-10-2019 08:49:00	PULLARK		<input checked="" type="checkbox"/>

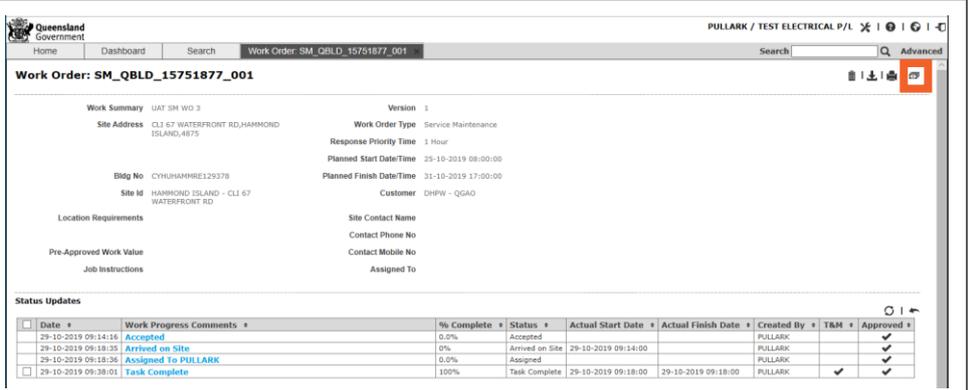
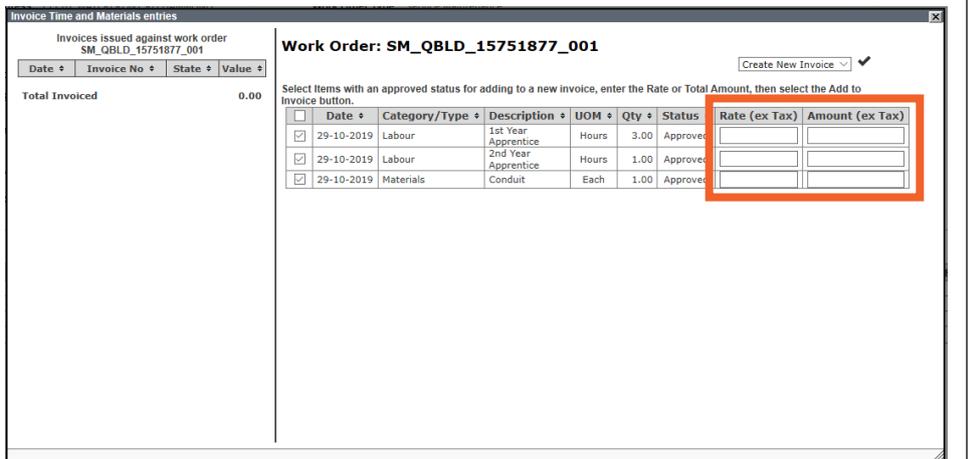
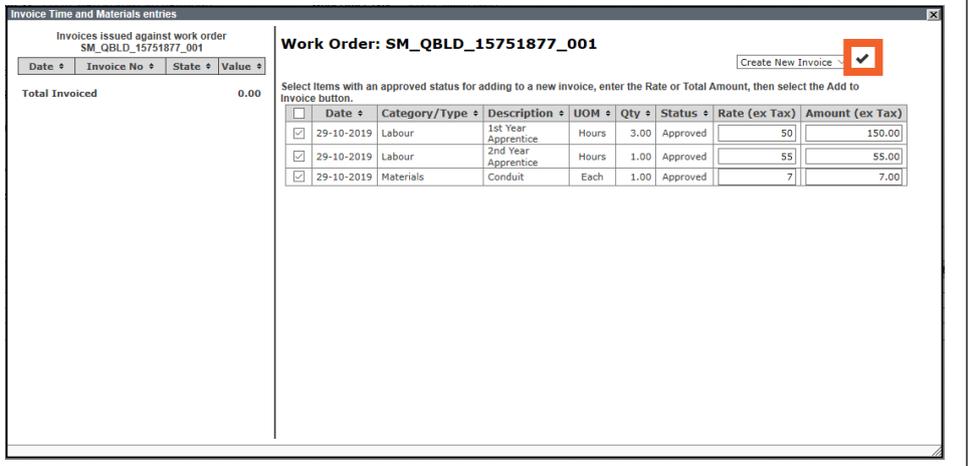
Modifying Times and Materials entries

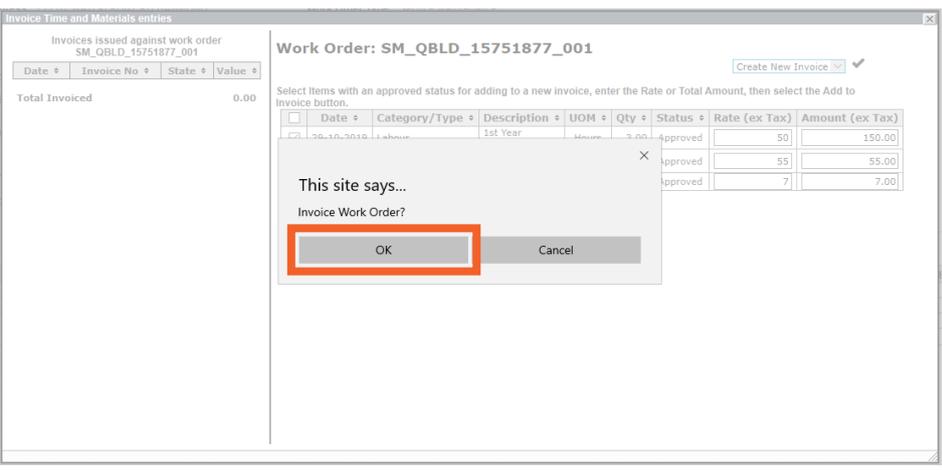
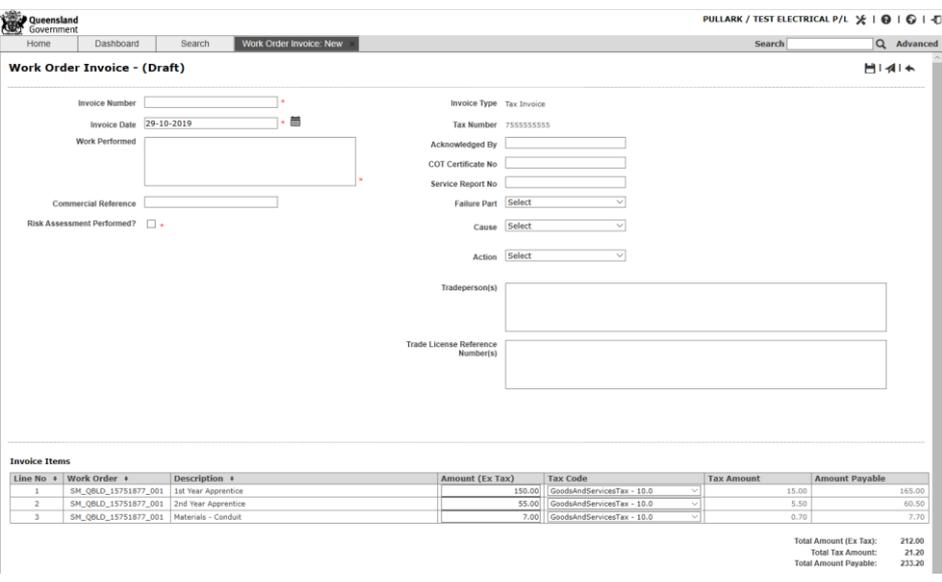
If you need to modify your times and materials entries, you will need to “unapprove” your Task Complete update before you can add or remove time and materials.

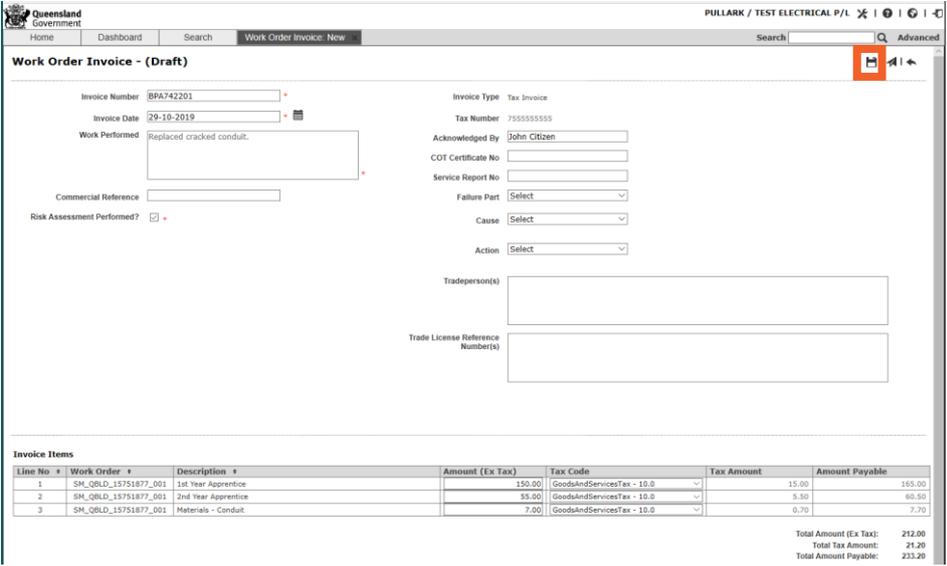
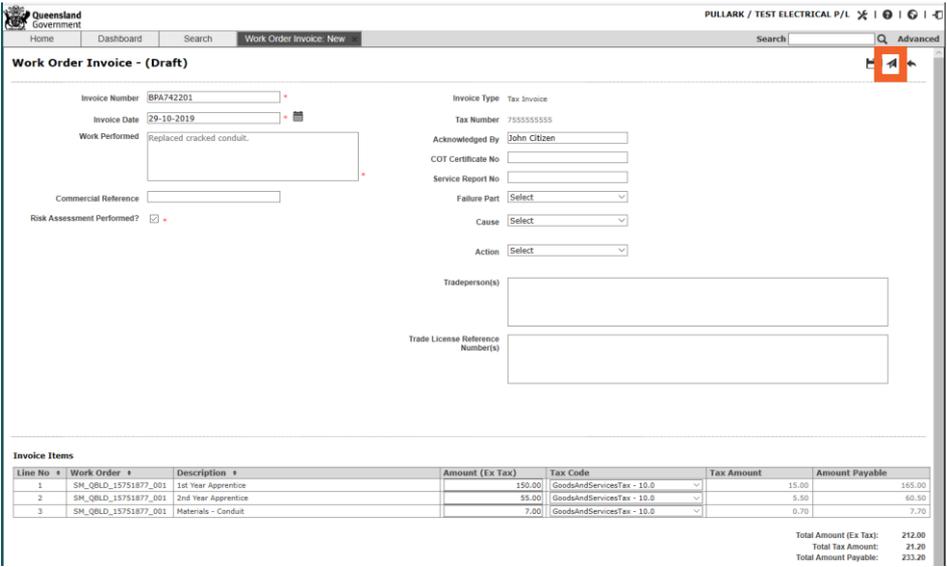
<p>1 Tick the checkbox next to the relevant Task Complete.</p>	
<p>2 Select the Unapprove icon.</p>	
<p>3 Select Task Complete.</p>	
<p>4 Make the required updates.</p>	

<p>5</p>	<p>Click the Save icon.</p>	 <p>The screenshot shows the 'Work Order Status Update' form. The 'Actual Start Date' is 29-10-2019 09:18:00, 'Status' is 'Task Complete', 'Percent Complete' is 100, and 'Actual Finish Date' is 29-10-2019 09:18:00. A red box highlights the 'Save' icon in the top right corner. Below the form is a table for 'Time and Materials' with one row: Labour, 1st Year Apprentice, Hours, 3.00.</p>
<p>6</p>	<p>Select the Task Complete checkbox.</p>	 <p>The screenshot shows the 'Work Order: SM_QBLD_15751877_001' summary page. The 'Status Updates' table has four rows. The last row, dated 29-10-2019 09:28:01, has 'Task Complete' in the 'Work Progress Comments' column and the 'Task Complete' checkbox is checked. A red box highlights this checkbox.</p>
<p>7</p>	<p>Click the Approved icon.</p>	 <p>The screenshot shows the same 'Work Order Summary' page as in step 6. A red box highlights the 'Approved' icon in the top right corner of the 'Status Updates' table.</p>
<p>8</p>	<p>A tick will appear in the Approved column when the completed task has been successfully approved.</p>	 <p>The screenshot shows the same 'Work Order Summary' page. A red box highlights a checkmark in the 'Approved' column of the 'Status Updates' table for the 'Task Complete' row.</p>

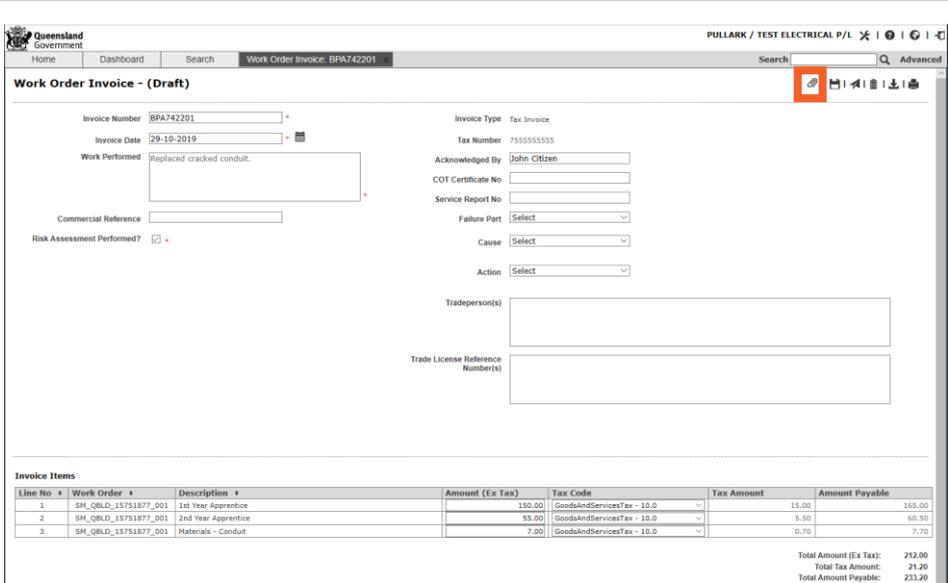
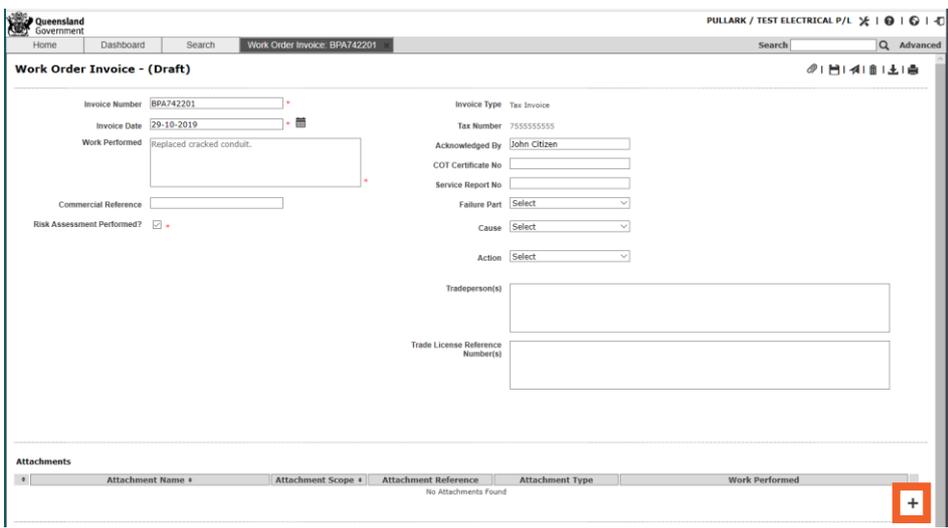
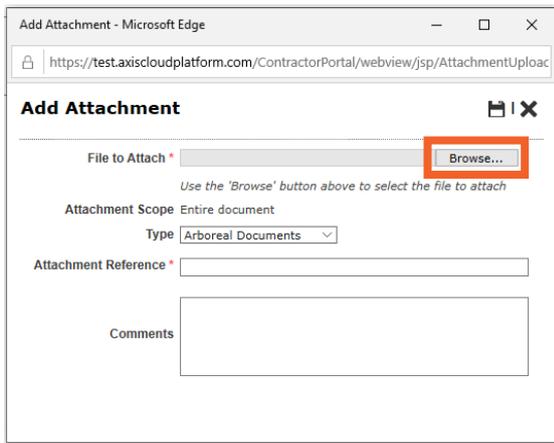
Submitting an invoice

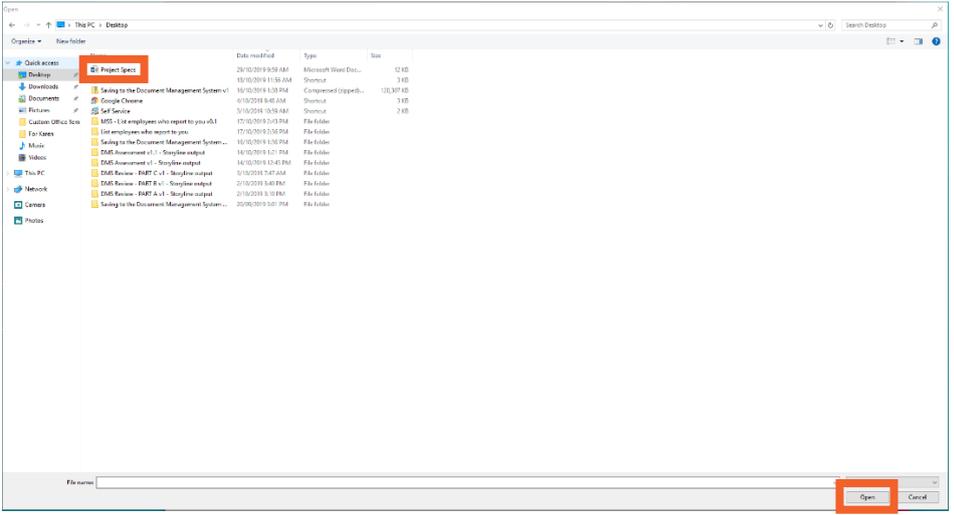
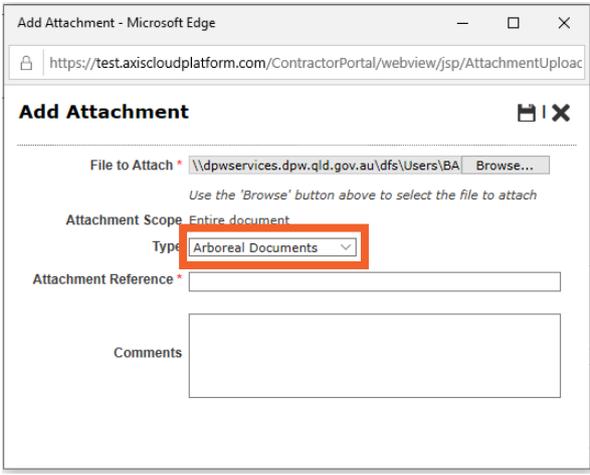
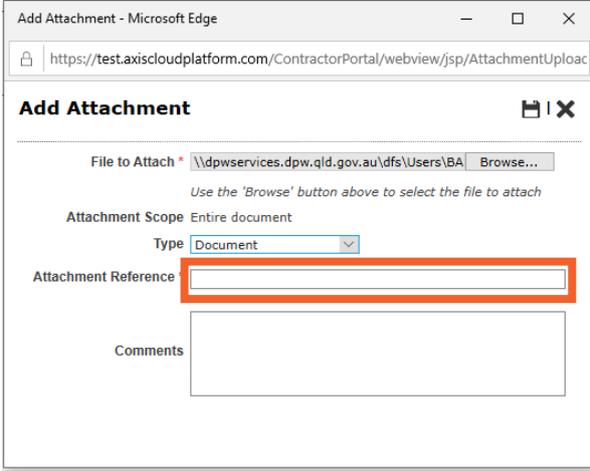
1	<p>After you have entered and approved your time and materials, click the Invoice icon to proceed to the invoice screen.</p>	
2	<p>Enter the applicable charges (excluding GST) to your time and materials entries.</p> <p>All time and material entries must have an amount assigned. If you no longer require a Time and Material entry, “untick” the undesired entry (e.g., If you are no longer charging materials, as they weren’t used on site, you would need to untick “materials”).</p>	
3	<p>Click the Create New Invoice icon.</p>	

<p>4</p>	<p>Click OK to confirm the creation of the invoice.</p>																																																		
<p>5</p>	<p>Complete the Work Order Invoice – (Draft) fields as required.</p>	 <table border="1" data-bbox="598 1142 1540 1265"> <thead> <tr> <th>Line No</th> <th>Work Order</th> <th>Description</th> <th>Amount (Ex Tax)</th> <th>Tax Code</th> <th>Tax Amount</th> <th>Amount Payable</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>SM_QBLD_15751877_001</td> <td>1st Year Apprentice</td> <td>150.00</td> <td>GoodsAndServicesTax - 10.0</td> <td>15.00</td> <td>165.00</td> </tr> <tr> <td>2</td> <td>SM_QBLD_15751877_001</td> <td>2nd Year Apprentice</td> <td>65.00</td> <td>GoodsAndServicesTax - 10.0</td> <td>6.50</td> <td>71.50</td> </tr> <tr> <td>3</td> <td>SM_QBLD_15751877_001</td> <td>Materials - Conduit</td> <td>7.00</td> <td>GoodsAndServicesTax - 10.0</td> <td>0.70</td> <td>7.70</td> </tr> <tr> <td colspan="5"></td> <td>Total Amount (Ex Tax):</td> <td>212.00</td> </tr> <tr> <td colspan="5"></td> <td>Total Tax Amount:</td> <td>21.20</td> </tr> <tr> <td colspan="5"></td> <td>Total Amount Payable:</td> <td>233.20</td> </tr> </tbody> </table>	Line No	Work Order	Description	Amount (Ex Tax)	Tax Code	Tax Amount	Amount Payable	1	SM_QBLD_15751877_001	1st Year Apprentice	150.00	GoodsAndServicesTax - 10.0	15.00	165.00	2	SM_QBLD_15751877_001	2nd Year Apprentice	65.00	GoodsAndServicesTax - 10.0	6.50	71.50	3	SM_QBLD_15751877_001	Materials - Conduit	7.00	GoodsAndServicesTax - 10.0	0.70	7.70						Total Amount (Ex Tax):	212.00						Total Tax Amount:	21.20						Total Amount Payable:	233.20
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<p>Mandatory fields</p>																																																			
<p>5a</p>	<p>Invoice number</p>	<p>Enter the invoice number. This number must be different to all previous invoice numbers provided to QBuild. If it is a duplicate, your invoice may not be processed properly.</p>																																																	
<p>5b</p>	<p>Invoice date</p>	<p>The invoice date must be the same date that you send your invoice. You cannot backdate invoices.</p>																																																	
<p>5c</p>	<p>Work performed</p>	<p>Enter a clear description of the works performed. If you previously entered this information in the Work Order Status Update screen, it will automatically appear here as well.</p>																																																	
<p>5d</p>	<p>Risk Assessment performed</p>	<p>Confirm whether the tradesperson/s completing the work undertook the necessary risk assessments before starting work.</p>																																																	
<p>Optional fields</p>																																																			
<p>Tradesperson(s) and Trade License Reference Number(s)</p>	<p>If the work completed required a license, enter the full name and license number/s of the tradesperson(s) involved.</p>																																																		

	<p>E.g., QBCC Contractor License, Electrical Contractor License, Class A Asbestos Removal License, etc).</p> <p>You do not need to provide the trade qualification certificate number, just the license number.</p>
<p>Acknowledged by and certificate/report numbers</p>	<p>Enter the name of the site contact who can confirm the completion of the work, and any relevant Electrical Certificate of Tests and/or Service Report numbers.</p>
<p>Failure part, cause and action</p>	<p><i>Department of Education (DoE) clients to complete only.</i></p> <p>If the work was performed at a school or DoE asset, select the asset that failed, the cause of the failure and the action taken to rectify the failure.</p>
<p>6 Save the invoice.</p>	 <p>The screenshot shows the 'Work Order Invoice - (Draft)' form. The 'Send' icon (a paper plane) is highlighted with a red box in the top right corner of the form area. The form contains fields for Invoice Number (BPA742201), Invoice Date (29-10-2019), Work Performed (Replaced cracked conduit), and various dropdown menus for Failure Part, Cause, and Action. A table at the bottom lists 'Invoice Items' with columns for Line No, Work Order, Description, Amount (Ex Tax), Tax Code, Tax Amount, and Amount Payable. Summary totals are shown at the bottom right: Total Amount (Ex Tax): 212.00, Total Tax Amount: 21.20, Total Amount Payable: 233.20.</p>
<p>7 Click the Send icon to submit your invoice.</p>	 <p>This screenshot is identical to the one above, showing the 'Work Order Invoice - (Draft)' form. The 'Send' icon (a paper plane) is highlighted with a red box in the top right corner. The form fields and summary totals are the same as in the previous screenshot.</p>

Adding an attachment to an invoice

1	<p>To attach additional documents to an invoice, prior to sending the invoice, select the Document Attachment icon.</p> <p>You can attach as many documents as you like to your invoice, however the overall attachment size must not exceed 4MB per invoice.</p>	
2	<p>Click the Add Attachment icon.</p>	
3	<p>Click Browse to locate your document.</p>	

<p>4</p>	<p>Select the relevant document and click Open.</p>	
<p>5</p>	<p>Select the type of document from the Type dropdown menu.</p>	
<p>6</p>	<p>Enter an Attachment Reference (e.g., document name).</p>	

<p>7</p>	<p>Click the Save icon.</p>	
<p>8</p>	<p>Click the Send icon to submit your invoice.</p>	

Important
 Ensure you only enter scheduling appointment, extended approvals information or tenant behaviour in the **Update Comments field** – do not enter this information in the **Completion Text field**, as the customer will see it.

Important
Do not attach documents to, or enter symbols, formatted text or actual costs in the **Completion Text field**.

Important
 Write invoices in a brief and professional manner. Appendix A contains examples of how to complete the **Works Performed field**.

Appendix A – Examples of work performed description comments

Work type	Example Description comments
Electrical	<ol style="list-style-type: none"> 1. DISCONNECT HWS FROM RCD. REMOVE CABLE AND CONDUIT FROM HWS AND TERMINAL IN JUNCTION BOX. CONTACT PLUMBING CONTRACTOR TO REPLACE HWS UNIT. RETURN TO SITE AND RECONNECT HWS. TEST ALL OK. 2. CLEAN AND TEST SMOKE ALARM CHECKED ALARM PANEL FOUND ALARM PANEL BATTERY FAULTY INSTALL NEW BATTERY TO ALARM PANEL AND TESTED ALL ZONES. 3. REMOVED AND REPLACED ANTENNA. RE-RAN CABLE FROM ANTENNA TO SPLITTER IN EAVE. TESTED – ALL WORKING OK RECEIVING GOOD SIGNAL.
Plumbing	<ol style="list-style-type: none"> 1. RESEATED AND SERVICED BATH TAPS AND REPAIRED LEAK TO THE TOILET. 2. INSPECTED ROOF AND IN CEILING SPACE TO TRACE LEAK. RESEALED ALL FLASHINGS INCLUDING DECK TIE. 3. INVESTIGATE BUST WATER PIPE. CUT HOLE IN CONCRETE, EXCAVATED, LOCATED LEAK, REPAIRED, BACKFILLED AND RECONCRETED. CLEANED WORK AREA.
Carpentry	<ol style="list-style-type: none"> 1. REPAIRED CUPBOARD HINGES SUPPLIED AND INSTALLED NEW GATE LATCH AND ADJUSTED CATCHER SUPPLIED AND INSTALLED NEW CLOTHESLINE CORD. 2. A/HRS ATTENDANCE – SERVICE AND REPAIR EXTERNAL BACK DOOR – REPLACE THE ROLLERS AND ADJUSTED. 3. REFITTED AND RESCREWED APPROX 240 PALINGS RENAILED PROTRUDING NAIL HEADS TO MAKE SAFE.
Other	<ol style="list-style-type: none"> 1. TRIMMED TREE OVERHANGING THE ROOF AND GUTTERS AWAY FROM THE BUILDINGS STRUCTURE. MULCH VEGETATION, CLEAN AND TIDY SITE. 2. CARRIED OUT TREATMENT FOR RODENTS INCLUDING THE INSTALLATION OF 1 X LARGE LOCKABLE RODENT STATION. 3. ASBESTOS SAMPLING AND AIR MONITORING SERVICES, IDENTIFICATION OF BULK SAMPLES.