



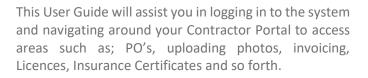




2018

# **BuildPRO User Guide**





This guide is divided into two sections: Quick Start Guide & Step-by-Step Guide









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### Welcome

This User Guide will assist you in logging in to the system and navigating around your Contractor Portal to access areas such as; PO's, uploading photos, invoicing, Licences, Insurance Certificates and so forth.

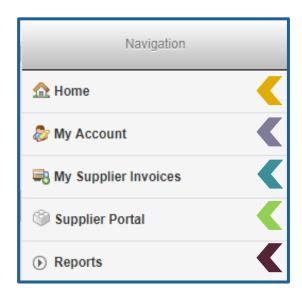
This guide is divided into two sections: Quick Start Guide & Step-by-Step Guide

#### **Quick Start Guide**

### Logging to BuildPRO

Via your BuildPRO Contractor portal <a href="https://buildpro.ajgrant.com.au">https://buildpro.ajgrant.com.au</a>

### Portal Menu Navigation





#### Home

This is your dashboard shows jobs that need to be accepted, booked in jobs, work in progress, past jobs etc. Here you will find links that open your PO's



#### My Account

Is divided into 12 sections each section providing both you and AJ Grant staff crucial information about your company



#### My Supplier Invoices

Where you can search for all your invoices by status, invoice number or address



#### Supplier Portal

A list of all your jobs with links to their PO's and job status's



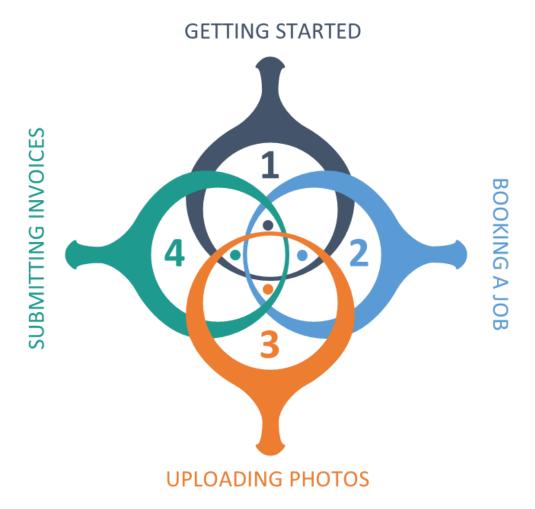
#### Reports

Allow you to run reports to view work you've completed by Trade types or areas you service

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### Workflow



### **GETTING STARTED**

- PO sent to you via email
- Click on email link to open PO
- Tick 'I have read and accepted AJ Grant's terms and conditions'
- Then either accept within 48 hours or decline PO

# **BOOKING A JOB**

Once the PO has been accepted, booking dates must be entered within 2 days

# **UPLOADING PHOTOS**

This is done in any job where PO/Quote is still open

# SUBMITTING INVOICES

- On the PO page, you need to answer two WHS Questions
- Then you're able to submit your Invoice

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#### **Web Browsers**

Please ensure you are using the latest version of either Google Chrome or Mozilla Firefox. To check which version you're using:



#### **Google Chrome**

- ✓ Open your Chrome web browser
- ✓ Top Right of your browser page, click on the 
  ☐ Help About Google Chrome
- ✓ Depending on your PC/Mac settings, Chrome should automatically update to the latest version
- √ The latest version as of Oct 2017 is 62.0.3202.75



#### Mozilla Firefox

- ✓ Open your Firefox web browser
- ✓ Select Help on the menu bar About Firefox
- ✓ The latest version as of Oct 2017 is 56.0.2

To install the latest version, click on the links below or you can do a Google search if the links don't work:



#### **Google Chrome**

https://www.google.com.au/chrome/browser/desktop/index.html?brand=CHBD&gclid=CjwKCAjw-NXPBRB4EiwAVNRLKoqVVE6-ygcPdAsWWuYyHN1EalfMbJx5BiD39lTpvEPhl-FqlvWlphoCdlcQAvDBwE



#### Mozilla Firefox

https://www.mozilla.org/en-US/firefox/new/?scene=2

### Clear browsing History

If you find, after logging in that you have issues viewing pages etc, before contacting AJ Grant, please clear your cache (browsing history) first and then login again.

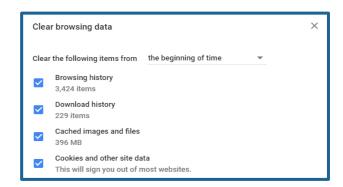
#### To clear your cache:

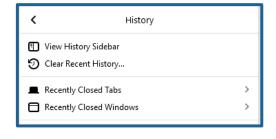
#### Chrome

- Top right-hand side, click on
- "Select" History History
- Left-hand side of screen, click 'Clear Browsing Data'

#### Firefox

- Top right-hand side, click on
- "Select" History
- "Select" 'Clear Recent History'









### **Logging into BuildPRO**

Using your login details that would have been sent to the email address you provided us when registering with AJ Grant

Hi

Congratulations, we have now created you as a contractor on our Buildpro system.
Your Log-In Details are below 
Username - john@john.com.au
Password - abc123

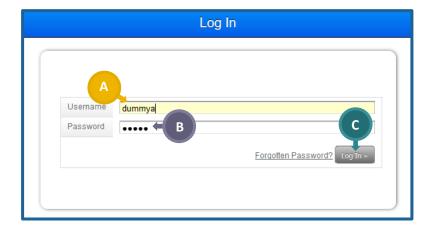
Please find attached to this email a User Guide (Welcome Pack) on how to use our system.
Please reply to this email should you not receive this guide and/or your log in details.

Should you have any issues regarding the system, please don't hesitate to contact head office direct.

If you have an issues regarding the actual Work/Job/Quote, please contact your local branch.

Enter the following URL into your web browser: <a href="https://buildpro.ajgrant.com.au/">https://buildpro.ajgrant.com.au/</a>

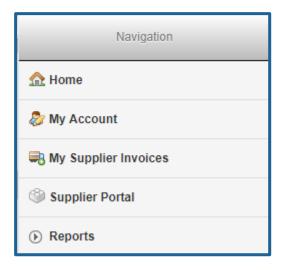
- A. "Type" your username, under the heading 'Username'
- B. "Type" your password, under the heading 'Password'
- C. "Click" the 'Login' button



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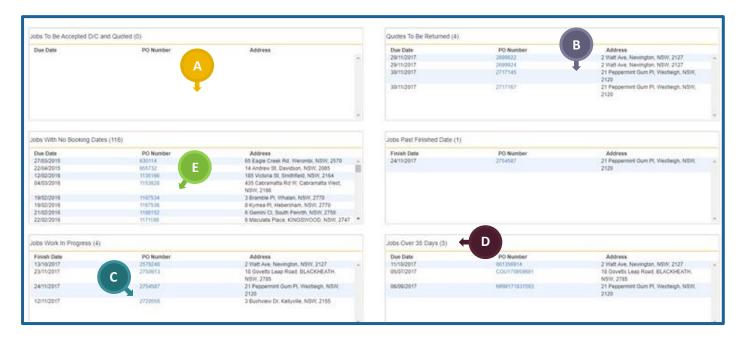
### **Navigation Pane Overview**



#### **Home**

This is your dashboard and shows all jobs that are broken up into the following:

- A. Need accepting or quoted for
- B. Are booked in
- C. Work in progress
- D. Past jobs are over 35 days



E. Your dashboard also shows your PO Number, which is a link that takes you to your PO screen

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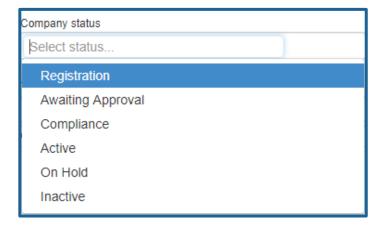


### **My Account**

Your contractor card has received a major overhaul and is now divided into 12 sections. Each section providing both you and AJ Grant staff crucial information about your company.

### **Company Status**

We have introduced more status' so that you can easily identify the current status of your company as you progress through your on-boarding program, as well as any post-registration changes to your status.



4 Active

You are deemed compliant and available to receive work from AJ Grant. This is the **only** status you can receive Purchase Orders

5 On Hold

You can be placed on hold by AJ Grant for many reasons – i.e. non-conformance, insurance and/or license has expired etc

6 Inactive

If the status of your supplier card is showing as in-active this can be a result of non-compliance or AJ Grant no longer wants to utilise your

1 Registration

You have been provided with your own unique username & password to access the on-line Registration form and in the process of supplying the information required

Awaiting Approval
The procurement team are reviewing your
supplier card to determine if their branch

supplier card to determine if their branch requires the nominated trade services in the areas selected by you

Compliance
AJ Grants safety specialist is reviewing your details for compliance, including your employees and sub-contractors. This includes

Insurance documentation

Trade licenses

but is not limited to:

- Safety process & documentation
- AJG Induction and any other client-specific training

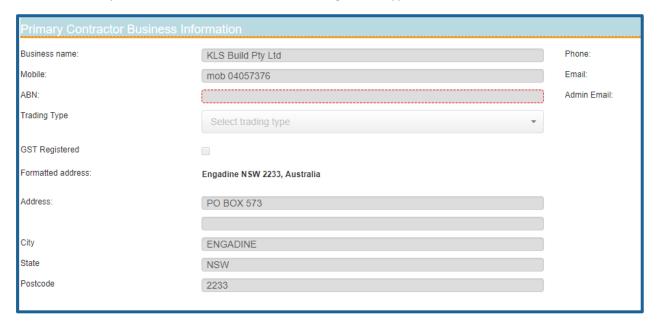
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### **Primary Contractor Business Information**

This section shows your current business details, including name, type of business, ABN and relevant contacts

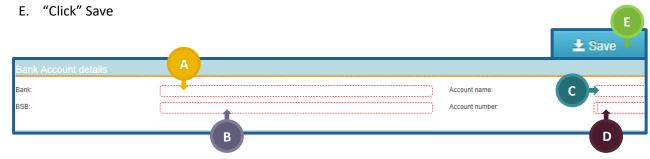


#### **Bank Account Details**

This section shows the current bank details registered on AJ Grant's system. It is important that these details remain current and accurate as our accounts team use these details to process your payments.

To update your bank details, please follow the steps below:

- A. "Type" the name of your banking institution
- B. "Type" the name of the account
- C. "Type" your BSB number, usually a 6-digit number located on your bank statement
- D. "Type" your account number, usually located on your bank statement



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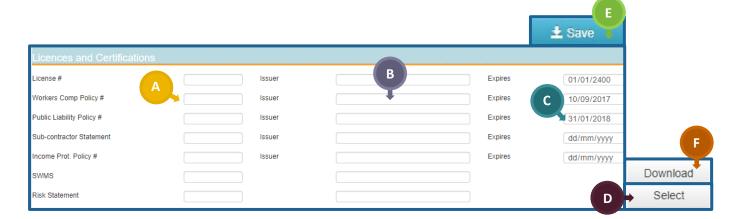


#### **Licences and Certifications**

This section provides an overview your current insurances and/or certifications, including the date these expire and a PDF copy.

To update any of your licence and/or certification details, please follow the steps below:

- A. "Type" your policy number and/or certification number
- B. "Type" the company and/or governing body who issued the policy or certification
- C. "Type" the expiry date of either the insurance policy or certification
- D. "Click" select to upload a current copy of your insurance and/or certification documents
- E. "Click" save
- F. "Click" on the download button, will give you the current PDF copy of the uploaded document



#### Trades

You will now be required to select the areas you cover for each trade service you nominate for both Business as Usual (BAU) and Make safe (MS) work as we understand that the regions covered by your Electrician maybe different to the regions covered by your Carpenter. Similarly, the regions you cover for BAU may differ to the regions you cover for MS work.

You will have visibility to the trade services and regions our procurement team has approved for you and this is determined on your compliance to complete the services and/or the need for a specific trade service in that region.



#### Pending

The zones nominated are being reviewed by procurement and either approved or rejected.



#### With Compliance

Our safety consultant is reviewing your details for compliance.



#### Compliant

You are now deemed compliant.



#### **Non-Compliant**

You have **not** met the requirements for compliance and deemed non-compliant.



#### Approved

The zones approved for you to complete work.

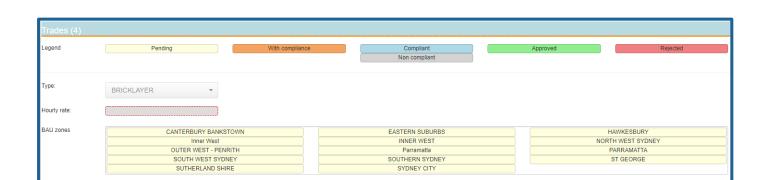


#### Rejected

The zones you are not permitted to work.

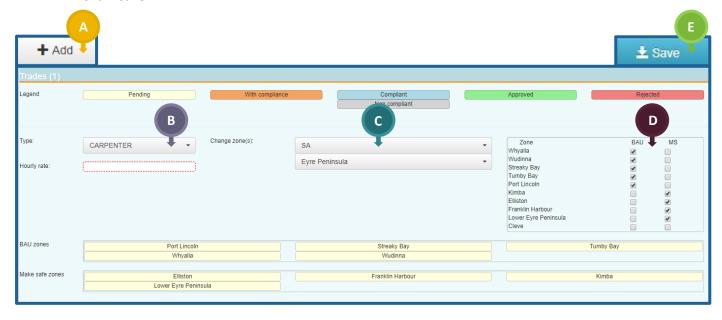
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To add a new trade zone, please follow the below steps

- A. "Click" the Add Button
- B. "Select" the Trade Type
- C. "Select" the State and Zone
- D. "Select" the areas you cover for BAU and MS
- E. "Click" save



### **Employee Details**

You can now register your employees directly onto your supplier card.

You will also have the option to make an employee inactive if they no longer work for your company, remembering they must be compliant if circumstances change and they return to work with your company.

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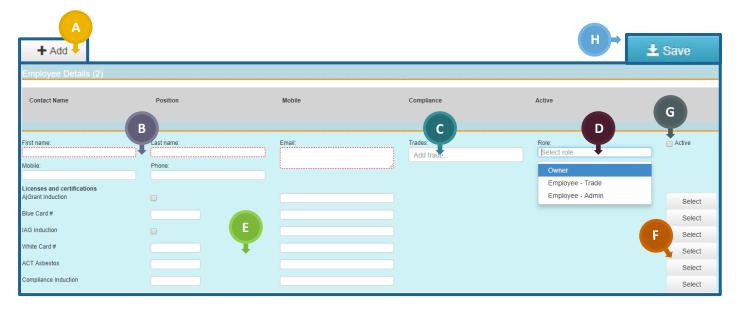




If you would like to register a new employee, please follow the below steps:

- A. "Click" the Add Button
- B. Enter in the employees First name, Last Name and all Contract details. The email entered must be unique to that specific employee and not a company generic email address.
- C. Add the trade service they are qualified to complete
- D. Select their role in the company
- E. Provide the relevant license details
- F. "Click" select to upload a copy of their license and certification details
- G. "Click" the Active button
- H. "Click" save

Please note: if you want to make an employee in active you click on their name and follow steps G and H



#### **Trade Referrals**

This section lists the people you nominated as a trade reference for your company during the registration process.

### **Industry Relationships**

This section lists any existing industry-specific relationships you may have with an insurance company, loss adjuster, broker and/or other insurance builder

#### **Criminal Declaration**

The section shows your response to your declaration as to whether you have any former or pending criminal charges and/or convictions

Criminal Declaration

Misleading or false information may result in termination of your services with AJ Grant

Do you have any convictions, finding of guilt, pending criminal charges and/or under any type of investigation for any other matters?

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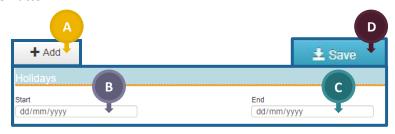


### **Holidays**

You can now enter the dates of any forthcoming holidays to keep AJ Grant updated on the dates you are not available to work.

To enter the date for any forthcoming holidays, please follow steps below:

- A. "Type" the first date you are not available to work
- B. "Type" the return date you are available to accept any new allocation of work
- C. "Click" the Add Button
- D. "Click" the Save Button



### **Terms Conditions and Privacy Agreement**

This section shows the date you acknowledged that you have read and understood the AJ Grant Group Terms & Conditions and Privacy Policy.



#### Sub-contractors

You can now register your sub-contractors directly onto your supplier card at which time they will undergo the same on-boarding program as you to ensure they are compliant.

If you would like to register a new sub-contractor, please follow the below steps:

- 1. "Click" the Add Button
- 2. "Type" in the sub-contractors First name, Last Name and all Contract details. The email entered must be unique to that specific sub-contractor and not a company generic email address.
- 3. "Add" the trade service they are qualified to complete
- 4. "Select" their role in the company
- 5. "Upload" the relevant license details
- 6. "Click" select to upload a copy of their license and certification details
- 7. "Click" the Active button
- 8. "Click" save

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### **My Supplier Invoices**

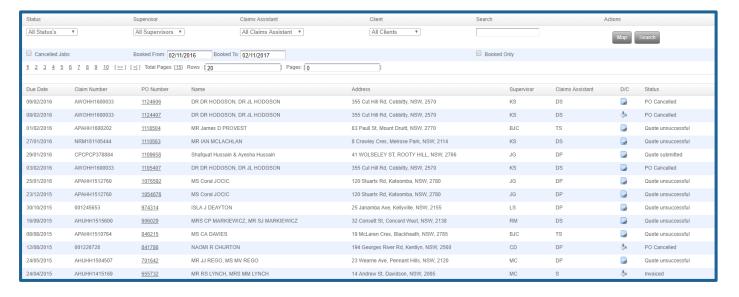
This is where you can find and search for all your invoices by status, invoice number or address

- A. Status
- B. Invoice Number
- C. Address



### **Supplier Portal**

Here you will see a list of all your jobs with links to their PO's and job status's



### **Reports**

Here you can run reports on your workload to see a summary of work you've completed for Trade Types or the area you service, by clicking on Supplier Workload and entering search criteria – Generate Report.

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### **Purchase Orders (Do and Charge)**

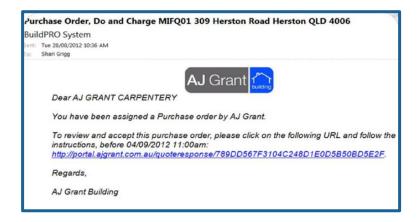
### Receiving a Purchase Order

When a PO has been sent to you by AJ Grant, you will receive notification via email to the email you provided us upon registration. To view the PO details:

- "Click" on the link provided in the email, or
- Log into your portal, go to the Home screen (dashboard and it will appear under the 'Jobs to be accepted D/C and Quoted' section. Click on the PO number link to see full details

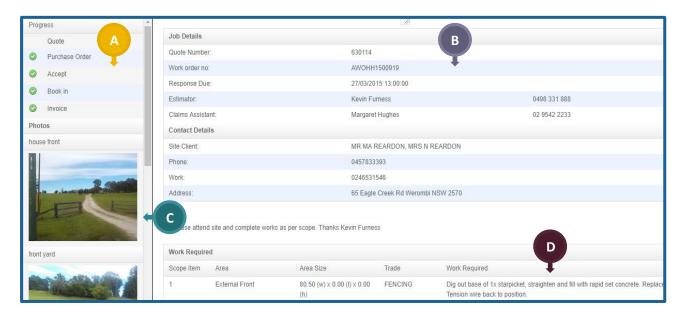
### Accepting a Purchase Order

Once you've received a PO notification via email (similar to below), you can either click on the link within the email to open it up or search for the PO in BuildPRO under Supplier Portal menu. You will then have 48 hours in which to accept the job.



The details within your PO will contain the following:

- A. Tasks to be completed
- B. Job Details
- C. Photos Taken by Supervisor
- D. Scope of Works (works required to be done)



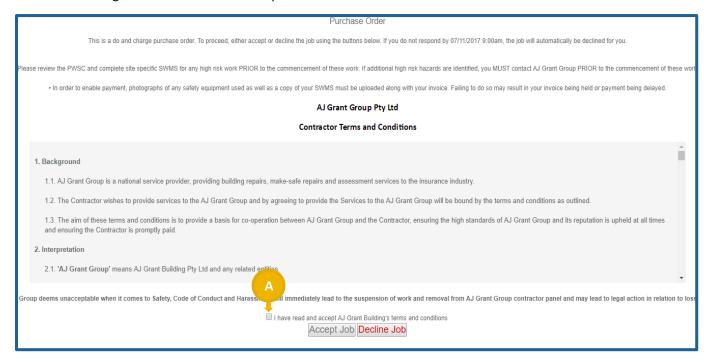
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Before you can Accept Job / Decline Job, you are required to first accept AJ Grant's Terms and Conditions

A. Checking the 'I have read and accepted AJ Grant's terms and conditions'



Once you accept you will receive an email similar to image on right, containing x2 PDF attachments;

- A. Purchase Order
- B. PWSC (Pre-Work Safety Check) see following page



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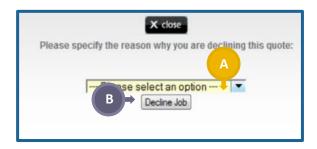
#### **Pre-Work Safety Check**

Once we've attended site to assess the property, our Assessor will complete the PWSC, which you will receive as a PDF with our PO email. In our PWCS, we've outlined our assessment of both high a low risk areas of the affected area/s. You are required to complete your own Risk Assessment as well.



#### Decline a Purchase Order

- A. "Select" provide a reason why
- B. "Click" Decline Job



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### Booking in a Job

Once you have accepted a PO, you must enter booking dates within 2 days, otherwise the job will automatically be rejected.

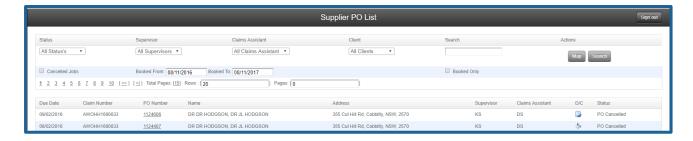
- A. You can also view when other contractors have booked in their jobs by clicking on the link
- B. You can also change dates and reschedule at any time throughout the job, by clocking on the Re-Schedule button



<u>Important Note:</u> Please ensure these dates are as accurate as possible, as our staff will use these dates to determine completion dates etc.

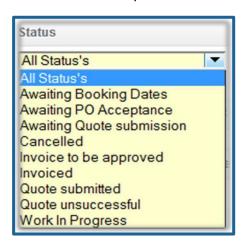
### Searching for PO's

As an alternative to using your Home (Dashboard) screen, you can also search for POs using the filter and text box under the Supplier Portal link



#### Purchase Order/Quote Status'

PO statuses for your PO's are organised in and searched by:



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### **Mapping**

You're able to Map your jobs, by clicking on the Map button to the right on the Supplier Portal page

- A. You'll notice different colours pins, which indicate different status as per the legend on the left
- B. "Clicking" on the actual pin will bring up the basic job details or you can click on the PO Number link, which will open up the PO



### **Uploading Photos**

Select any job where the PO/Quote is still open, scroll until you see the below

- A. "Select" the area of the house your job photos relate to
- B. "Select" Files you wish to upload to the job.
- C. Once they appear in the list below, status will show pending, "click" Upload
- D. Here you can see the status of you uploads in the status bar



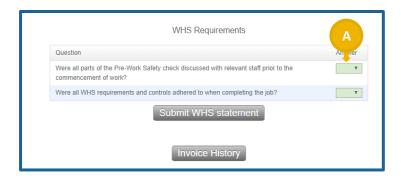
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Once your job has been completed, head back to your PO page

- A. Where you will need to answer two WHS questions before you're able to submit an invoice.
- B. If you select NO to either of the WHS questions, a pop up box will appear as shown before

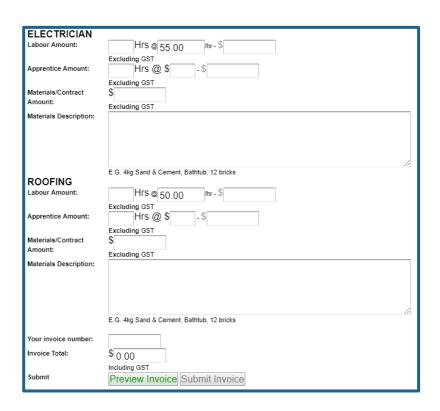




### **Invoicing (Do and Charge job)**

### **Uploading Invoices**

Below the WHS questions, you see a Submit Invoice button. Click this, when you've provided us with all your labour and material breakdown



Important Note: If you have more than one trade type, costs for these need to be separated for each trade type

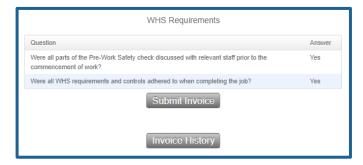
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### **Submitting Multiple Invoices**

If the person sending you the PO has checked 'allow for multiuse invoices', once the PO has been accepted and you've booked in your dates, you will see the following screen.



#### View submitted Invoices

You can view submitted invoices via two methods:

- 1. You can either head over to My Supplier Invoices to search for your invoiced jobs
- 2. Open the job, scroll down to the underlined text and click on the link

Purchase Order

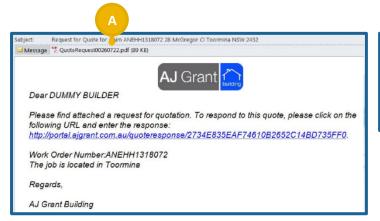
Thankyou, <u>your invoice has been approved.</u> There is nothing more to do for this purchase order!

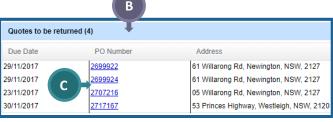
<u>Please note:</u> In My Supplier Invoices, you can view the job by clicking on the PO for Jobs with Multiple Invoices, by clicking on the Invoice History button

### **Quote Requests**

#### Receiving a Quote Request

- A. If a quote has been sent to you, you will be notified via email, similar to below
- B. All quote requests are noted on your Home (Dashboard) screen in the 'Quotes to be returned' section
- C. "Click" on the PO Number link to open the quote.

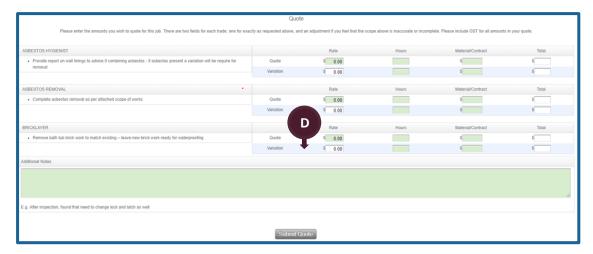




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D. Fill out your quoted amounts next to each scope item for each separate trade type. Ensure hours and materials amounts are separated – Submit Quote



### Accepting a Quote Request

Once you've clicked 'Submit Quote' above, you'll see the screen shot. If you win the job, your quote will be accepted and PO sent to you to carry on works as per the normal Do and Charge process.

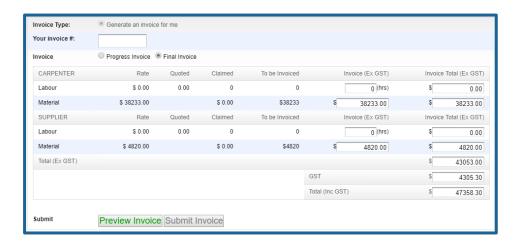


# **Invoicing (Quoted)**

Please refer to the same invoice process above as noted for a Do and Charge job for the following sections:

- Uploading Invoices
- Submitting multiple invoices
- View submitted invoices
- Searching for invoices

<u>Please note:</u> The only difference is, your invoice will look like the below image instead



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### **Key Points Summarised**

- ✓ PO's must be accepted with 48 hours, contact made with client and booking dates entered
- ✓ Quotes returned by due date requested
- ✓ Invoice job one complete
- ✓ Only invoice for the scope supplied on the PO
- ✓ If there is a variation while on site, do not proceed, call our staff to gain approval first.
- ✓ Supply photos, scope and costings to our staff for all variations

### **AJ Grant Requirements**

- ✓ Review AJ Grant's Pre-Work Safe Check (PWSC) to identify if there are any high-risk items on site
- ✓ Upon initial attendance to site, completion of your own Risk Assessment is to be conducted. If you disagree with any of our high-risk items, please contact our Supervisor to discuss the issues.
- ✓ Complete Tool Box talk with your staff as required
- ✓ Complete SWMS as required
- ✓ AJ Grant requires you to keep a copy of our (AJ Grant's) Pre-Work Safety Check, your Risk Assessment and SWMS for each job and produce them if and when required.
- For you to accept our PO's, we require you to understand and acknowledge our WHS statement and accept our Terms and Conditions.

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