

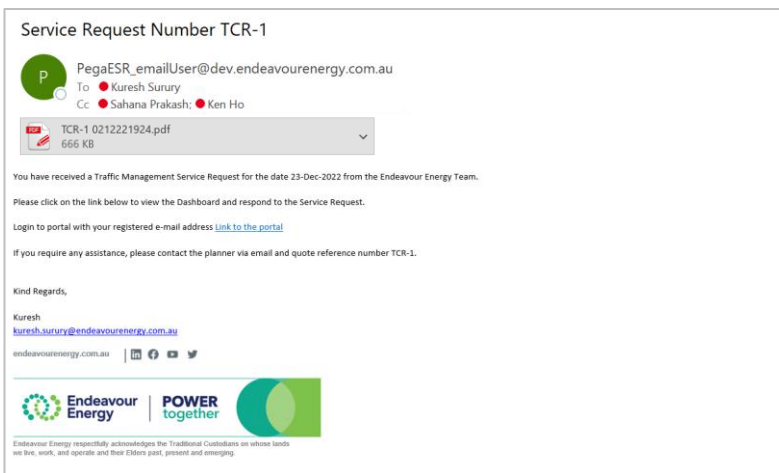
## About this QRG

The **Contractor Booking System (CBS)** is accessed via the Endeavour Energy **Enterprise Customer Portal**

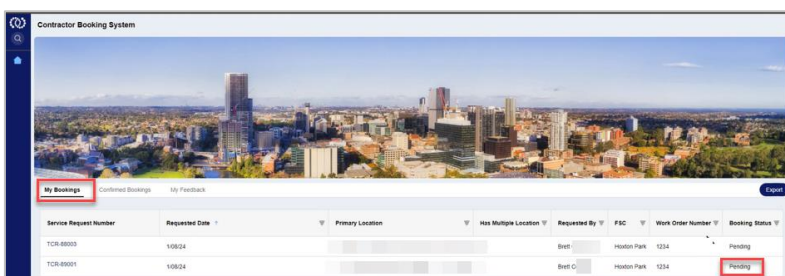


This quick reference guide (QRG) covers viewing and actioning service requests in CBS.

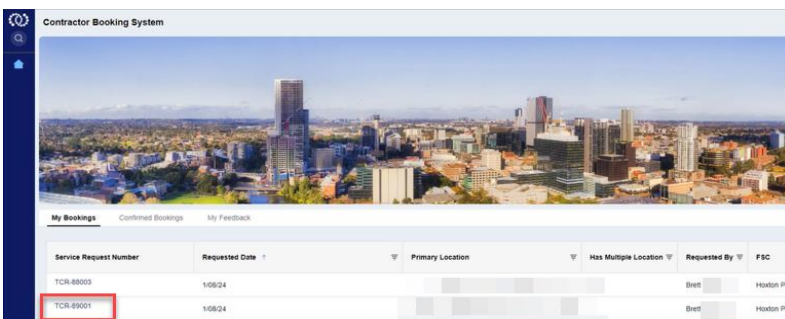
## VENDOR ACTION



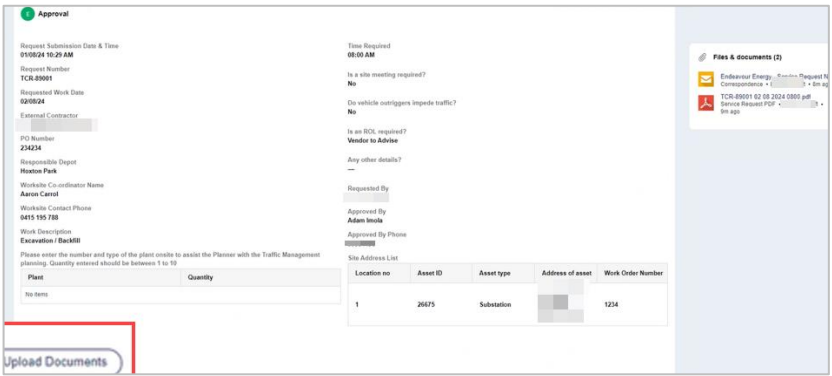
Services Requests including any attachments are emailed to registered users



Services Requests are also displayed on the Contractor Booking System landing page



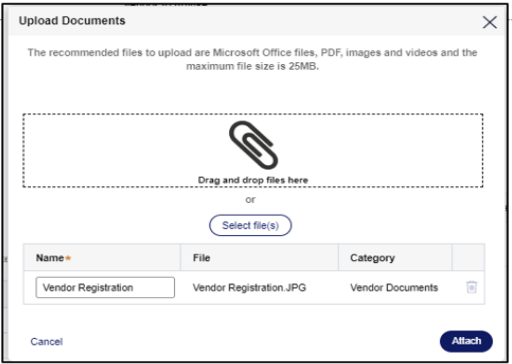
Click on the **Service Request Number** to open the activity



Use the **Upload Documents** function if required



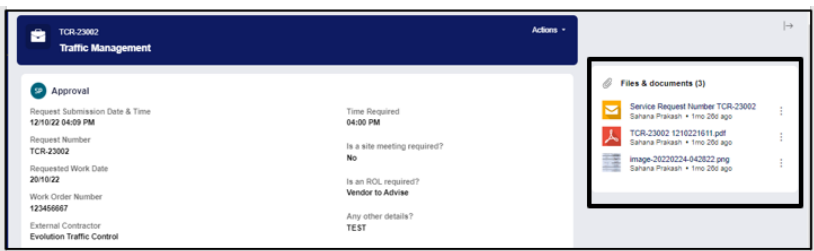
Click the **Select file(s)** button to browse and select files from your local drive



You can also **'Drag and drop files here'** to upload documents in to the window.

Click the **Attach** button to attach the file/files to the Service Request.

Files can be deleted by clicking (trash can icon)



Documents uploaded by the Planner can be seen to the right of the Service Request.

Responsible Depot  
**Bowenfels**

Worksite Co-ordinator Name  
[Redacted]

Worksite Contact Phone  
[Redacted]

Work Description  
**Excavation / Backfill**

Hose Length  
**<10 metres**

Notes  
—

MD4 Replacement  
**No**

Truck Details

Truck Details	Quantity
No items	

Upload Documents

No attachments

Site Address List

Location no	Asset ID	Asset type	Address of asset	Work Order Number
1	26388	Substation	[Redacted]	1234

Buttons: **Close**, **Decline**, **Clarify**, **Accept**

There are three options to respond to the Service Request:

### Accept

The Service Request is accepted: the Endeavour Energy Planner receives a confirmation email that the Service Request is accepted.

### Decline

Please provide a reason.

**Service Request Decline Reason**

What is the Reason to decline this request? \*

Insufficient time period to supply Request

Buttons: **Cancel**, **Submit**

### Clarify

Submit query for more information.

**Service Request Clarification Reason**

Please enter clarification required \*

Value cannot be blank

Remaining: 500 characters

Buttons: **Cancel**, **Submit**