

Unite Group Supplier Maintenance Portal

Supplier User Guide



Whether you're new to the portal or looking for guidance on a specific task, you'll find step-by-step instructions and explanations to help you complete work confidently.



Start Here.

What do you need help with today?

Select the house icon on any page to return here.



01



Understand your responsibilities

See what you're responsible for when managing work orders in the portal.



02



Received a status update?

Understand what it means and what to do next



03



Find a task guide

Choose a task from the Task Index to follow a step-by-step process



Supplier responsibilities

Before your visit



- ✓ Review work order
- ✓ Upload quote & RAMS (if required)
- ✓ Propose visit date
- ✓ Check access and permit requirements



During your visit



- ✓ Carry out the agreed work
- ✓ Note asset condition
- ✓ Identify any issues or additional work required



After your visit



- ✓ Update the work order
- ✓ Update asset condition
- ✓ Raise remedial work order (if required)
- ✓ Send invoice via [Supplier Account Portal](#)



Status Guide

STATUS	APPLIES TO	WHAT THIS MEANS	NEXT STEPS
Sent to supplier	Reactive	You've been assigned a new Reactive Work Order	REVIEW REACTIVE WORK ORDER
Accepted by supplier	Reactive	You've accepted the assignment and are preparing a quote	UPLOAD QUOTE
Declined by supplier	Reactive	You can't carry out the work	Leave details in Chatter
Quote proposed	Reactive Remedial	You've submitted a quote for approval	Wait for approval
Quote approved	Reactive Remedial	Your quote has been approved, and we are raising a PO	Wait for PO number
PO raised	Reactive PPM Remedial	The PO has been approved and details added to the system	PROPOSE VISIT
Visit proposed	Reactive PPM Remedial	You have received the PO and have proposed a visit date including RAMS	Wait for visit approval
Visit accepted	Reactive PPM Remedial	Your proposed visit date has been accepted, we'll see you on site!	PREPARE FOR VISIT
	Reactive PPM Remedial	You've attended the job and need to update the work order	UPDATE WORK ORDER
Complete	Reactive PPM Remedial	Job was attended and Operative/Engineer has completed the job.	Wait for work us to sign the work off
Complete (remedial needed)	PPM	Job was attended and Operative/Engineer identified remedial work required on the PPM asset.	CREATE REMEDIAL WORK ORDER
Closed	Reactive	Means that job was validated by MM/Central Estates and payment has been instructed – work has been signed off.	Raise PO in Supplier Account Portal



Task Index

Use the task index to find the action you need. Some tasks form part of a wider process, so check and complete each part in order.



Access & Navigation

[Log in](#)[Home Screen](#)[Finding Work Orders](#)[Work Order List Views](#)[Using Chatter](#)

Step-by-Step Guides

[Review a Reactive Work Order](#)[Upload Quote](#)[Add Estimated Cost](#)[Upload files](#)[Propose Visit](#)[Prepare for an approved visit](#)[Update work order post-visit](#)[Add asset details](#)[Create Remedial Work Order](#)

Guidance

[Supplier Responsibilities](#)[Status Guide](#)[Supplier Zone](#)

Access & Navigation

Get started and find your way around the portal.

Logging in

- 01 Open the [Unite Group Supplier Maintenance Portal](#) in your preferred browser.
- 02 Enter your **Username** and **Password** then click **Log In** to access your account.

✓ Top Tips

- Your username is usually your email address
- If you're having trouble logging in, click on [Forgot your Password?](#) and follow the steps.
- If you're still experiencing issues signing in, please reach out to your **main contact** at Unite Group.



Using the Home Screen

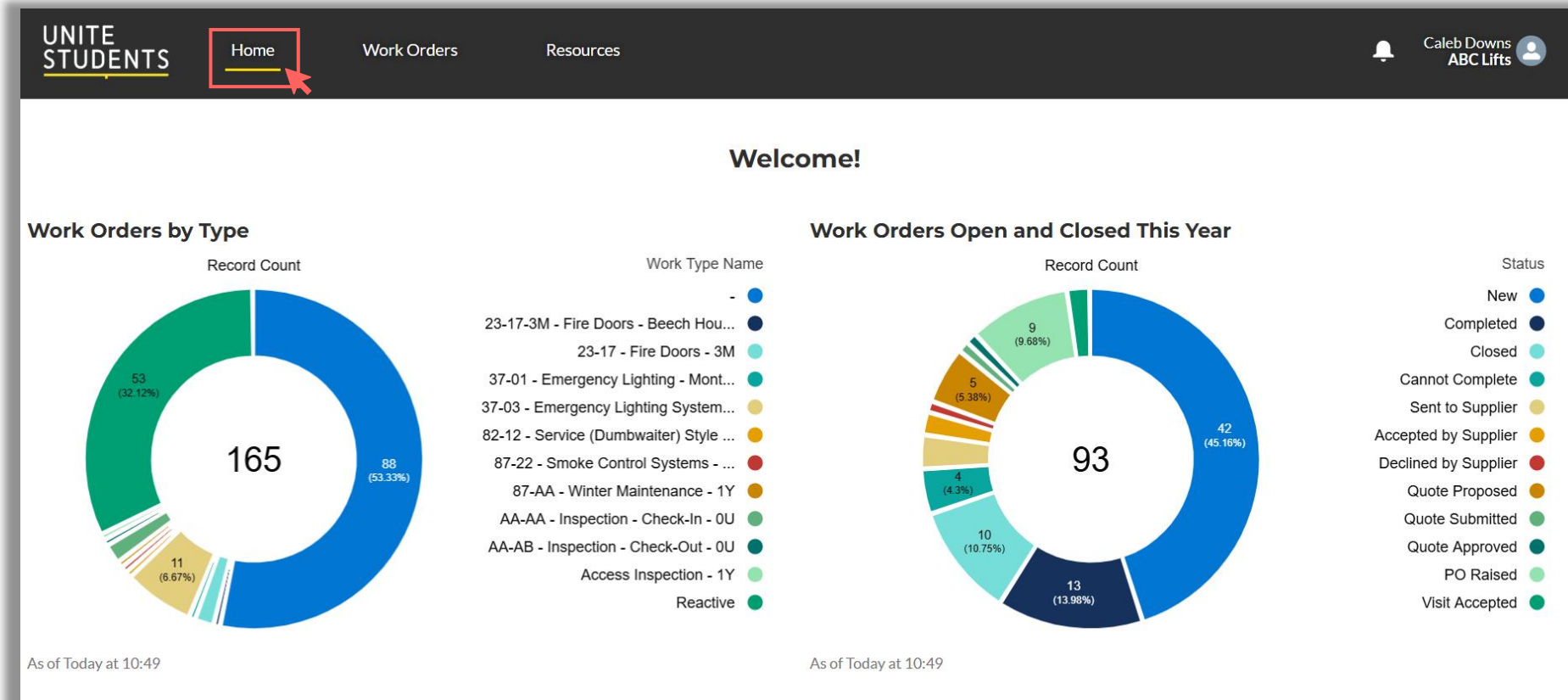
When you log in, you'll see the Home screen, which gives you a quick snapshot of your work orders.

Use this page to:

- ✓ Get a visual summary of work orders by type and status
- ✓ Select a chart segment to explore related records

Good to know 

Available widgets may change as new features are added



Finding & Managing Work Orders

The *Work Orders* tab gives you a high-level list view of your work orders.

KEY FEATURES:

- A** Switch **list view** (defaults to *All Open Work Orders*)
- B** Sort columns **alphabetically** or **numerically**.
- C** Search for a specific Work Order by number, subject, or other details.
- D** Select a Work Order number to view the details.



Top Tips

- Sorting by due date, status, facility or location are useful ways to prioritise workload.
- Drag column borders to reduce width and fit more columns on the page.
- Scroll to the bottom of the page to view additional columns on the right

	B	Work Order Number	Work Type Name	Subject	Facility	Location De...	Status	Facility ...	Stat...	Mai...	Schedul...
1	☐	00350005		ABC Lifts Remedial Wor...	New Medlock Hou...	New Medlock Hou...	Quote Approved				
2	☐	00349930		ABC Lifts Remedial Wor...	New Medlock Hou...	Adam Street Gard...	Quote Proposed				
3	☐	00349925		ABC Lifts Remedial Wor...	New Medlock Hou...	Adam Street Gard...	Quote Proposed				
4	☐	00349896	D Reactive	Light Switch - Bedroom ...	Artisan Heights	Adam Street Gard...	Sent to Supplier				
5	☐	00349746	Access Inspection - ...	Maintenance Automatic...	Charlton Court	Archways	Visit Accepted	Yes			
6	☐	00349650		Maintenance Lift Car: 0...	New Medlock Hou...	Archways	PO Raised				
7	☐	00349649		Maintenance Lift Car: 0...	New Medlock Hou...	Archways	PO Raised				
8	☐	00349647		Maintenance Lift Car: 0...	New Medlock Hou...	Archways	PO Raised				
9	☐	00349645		Maintenance Lift Car: 0...	New Medlock Hou...	Archways	PO Raised				
10	☐	00349644		Maintenance Lift Car: 0...	New Medlock Hou...	Archways	PO Raised				
11	☐	00349643		Maintenance Lift Car: 0...	New Medlock Hou...	New Medlock ...	PO Raised				
12	☐	00349642		Maintenance Lift Car: 0...	New Medlock Hou...	New Medlock ...	PO Raised				
13	☐	00349640		Maintenance Lift Car: 0...	New Medlock Hou...	New Medlock ...	PO Raised				
14	☐	00349639		Maintenance Lift Car: 0...	New Medlock Hou...	New Medlock ...	PO Raised				
15	☐	00349581	Reactive	Test 123	Archways	Archways	Sent to Supplier				
16	☐	00349503	Reactive	Test 2.7	Adam Street Gard...	Shower Room, ...	Declined by Supplier				
17	☐	00348815	Reactive	Test RM Test 2	Archways	Bedroom, Roo...	New				
18	☐	00348676	Reactive	test 12345687768	Archways	Archways	New				

Work Order List Views

01

List View Drop-down

In the *Work Orders* tab, click on the drop-down arrow

02

Choose your view

Chose the list that matches the work you want to do

03

Pin your favourites

Use the pin button to have your most frequently used list views appear at the top of the drop-down list.



Top Tip

Refer to the *Work Order Status Guide* to check what each status means



Status Guide →

The screenshot shows the UNITE STUDENTS interface with the 'Work Orders' tab selected. A red box highlights the 'All Open Work Orders' dropdown menu, which is open. The dropdown menu shows a search bar and a list of recent list views. The 'All Open Work Orders' view is selected and highlighted. A red box also highlights the pin button (a pushpin icon) next to the dropdown menu. The background shows a table of work orders with columns for ID, description, and location.

ID	Description	Location
1	All Closed Work Orders	
2	✓ All Open Work Orders	
3	PPM - Completed	
4	PPM - PO Raised	
5	PPM Remedial - Quote Approved	
6	PPM Remedial - Sent to Supplier	
7	PPM Remedial - Visit Accepted	
8	00292096	ABC Lifts Remedial Wor... Archways Bedroom, Roo



Using Chatter

01 **Review updates**
See all activity and filter by activity type.

02 **Add a comment**
Use the comment box to ask questions or share updates.

03 **Tag a colleague**
Type @name to notify someone and include them in the conversation. You can only tag someone who has already engaged with the work order.



Top Tip

Keep all Work Order communication in Chatter so everyone has the latest information.

UNITE STUDENTS Home Work Orders Resources Julie Jones ABC Lifts

Work Order 00278849 + Follow Update Work Order Update Line Items Create Remedial Work Order

Status: New Location Details: Bromley Place Subject: ABC Lifts Remedial Work Order from 00278827

Details Line Items Files

Work Type Name: Platform Lift Asset Name: Platform Lift
Status: New Third Party Equipment ID:
Cannot Complete Reason:
Location Details: Bromley Place
Maintenance Window Start:
Facility: Bromley Place
Due Date:
Priority: Low
Scheduled Visit Date/Time: 10/10/2025, 08:30 Facility Manager - Booking Sign-Off:
Start Date:
Unite Site Sponsor:
End Date:
Unite Site Sponsor Email:
Status Indicator:
Unite Site Sponsor Phone:
Paused?:
Asbestos Register Warning:
Remedial: RAMS Received?:

Chatter

Sort by: Most Recent Activity

Julie Jones (Supplier) Just now

@Daniel Blair (Employee) Unfortunately we cannot do this job due to staffing issues

Like Comment 1 view

Write a comment...

Julie Jones (Supplier) created this work order. 39m ago

00278849

View more details

Like Comment 1 view

Write a comment...

Work Order - Summary

Subject: ABC Lifts Remedial Work Order from 00278827

02

UNITE
GROUP

Before your visit

Everything you need to do in the portal before attending a job.

Review a Reactive Work Order

01

Open the Work Order

Open the *Reactive – Sent to Supplier* list view and select the Work Order.

02

Review information

Check the key information before accepting.

- Asset
- Location
- Work summary

03

Accept or Decline

Select *Accept Assignment* or *Decline Assignment*.

The screenshot shows the UNITE STUDENTS Work Orders interface. At the top, there's a navigation bar with 'Home', 'Work Orders', and 'Resources'. Below this, a dropdown menu shows 'Work Orders' and 'Reactive - Sent to Supplier'. A list of work orders is displayed, with the first one selected: '00230821' with the subject 'Stain on carpet'. A red box highlights this work order. Below the list, a detailed view of the work order is shown. It includes fields for 'Supplier' (ABC Lifts), 'Subject' (Stain on carpet), 'Scheduled Visit Date/Time', 'Facility Manager - Booking Sign-Off', 'Level of Access', and 'Permits Required?'. There are also buttons for '+ Follow', 'Accept Assignment', 'Decline Assignment', and 'Add Estimated Cost'. A red box highlights the 'Accept Assignment' and 'Decline Assignment' buttons. The detailed view shows 'Work Type Name' (Reactive), 'Asset Name' (Floor Finishing), 'Status' (Sent to Supplier), 'Cannot Complete Reason', 'Maintenance Window Start', 'Due Date', 'Location Details' (Corridor, Flat J4, Floor 1, Block J, Structure 1, Westhill Hall), 'Facility' (Westhill Hall), 'Priority' (Low), and 'Notes' (Needs cleaning). A red box highlights the 'Notes' field. A red dashed line connects the selected work order in the list to the detailed view. A red box highlights the 'Accept Assignment' and 'Decline Assignment' buttons. A red box highlights the 'Notes' field. A red box highlights the 'Notes' field.



Check

Status changes to
Accepted by Supplier
or *Declined by Supplier*



Next Step

Add your quote and
estimated cost



Top Tip

Can't quote? Need to
discuss costs? Use
Chatter to discuss with
the team.

Work Order - Summary

Subject
Stain on carpet
Description
Stain on carpet, foul smell coming from it.
Notes:
Needs cleaning



SUBMIT A QUOTE | PART 1 OF 2

Upload Quote Files

- 01

Open the Files tab

Navigate to the *Files* tab within the relevant Work Order.
- 02

Add Files

Select *Add Files* then *Upload Files*
- 03

Upload your document

Use a file name that identifies the document type, supplier and work order number.

Example: Quote – ABC Lifts – WO 00230821

Wait for your file to upload and click *Done*.

✓

Check

Your quotation appears in the *Files* tab.

➔

Next Step

Add the estimated cost

UNITE STUDENTS

HomeWork OrdersResources

Work Order 00230821

+ Follow

Accept Assign

SupplierABC Lifts

SubjectStain on carpet

Scheduled Visit Date/Time

Facility Manager - Booking Sign-Off

Level of Acces

DetailsLine ItemsFiles

Details

Line Items

Files

Work Type NameReactive

StatusAccepted by Supplier

Files

0 items • Sorted by Last Modified • Updated 4 minutes ago

Add Files

⚙️🗑️

TitleOwnerLast ModifiedSize

Select Files

3

Upload Files

Search Files...

Owned by Me

Shared with Me

Recent

Following

Libraries

test

6 Jul 2026 • 23B • txt

3

Upload Files

Sample WO notification email to supplier

111 KB

1 of 1 file uploaded

Done

1 of 10 files selected

Cancel

Add (1)



SUBMIT A QUOTE | PART 2 OF 2

Add estimated cost

- 01 Select *Add Estimated Cost***
You'll find this button within the Work Order details tab.
- 02 Add details**
Add estimated cost and confirm you've uploaded the quote.
- 03 Wait for approval**
We will review the quote and add questions to *Chatter* if required before approval.

UNITE STUDENTS Home Work Orders Resources Caleb Downs ABC Lifts

Work Order 00230821

+ Follow Accept Assignment Decline Assignment **Add Estimated Cost**

Supplier: ABC Lifts Subject: Stain on carpet Scheduled Visit Date/Time: Facility Manager - Booking Sign-Off Level of Access: Permits Required?:

Details Line Items Files

Work Type Name	Asset Name
Reactive	Floor Finishing
Status	Third Party Equipment ID
Accepted by Supplier	
Cannot Complete Reason	Location Details
	Corridor, Flat J4, Floor 1, Block J, Structure 1, Westhill Hall
Maintenance Window Start	Facility
	Westhill Hall
Due Date	Priority
	Low
Scheduled Visit Date/Time	Facility Manager - Booking Sign-Off

Sort by: Most Recent Activity

2 Add Estimated Cost

* Estimated Cost

£200.00

* Has quote been provided?

Yes

Next

**Check**

Status changes to *Quote Submitted* then *Quote Approved* once it's been reviewed.

**Next Step**

Wait for status to change to *PO Raised*

**Remember!**

Don't propose a visit until you've seen the PO number



PROPOSE A VISIT | PART 1 OF 2

Add RAMS documentation

01 Open the Files tab

Navigate to the *Files* tab within the relevant Work Order.

02 Click Add Files

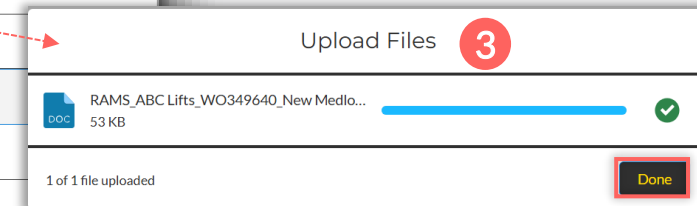
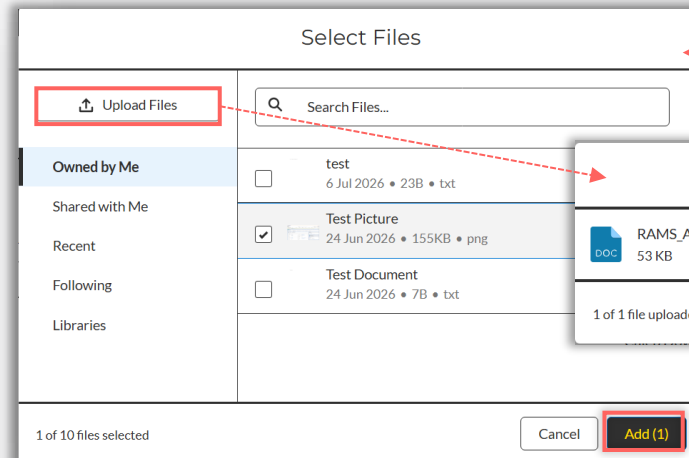
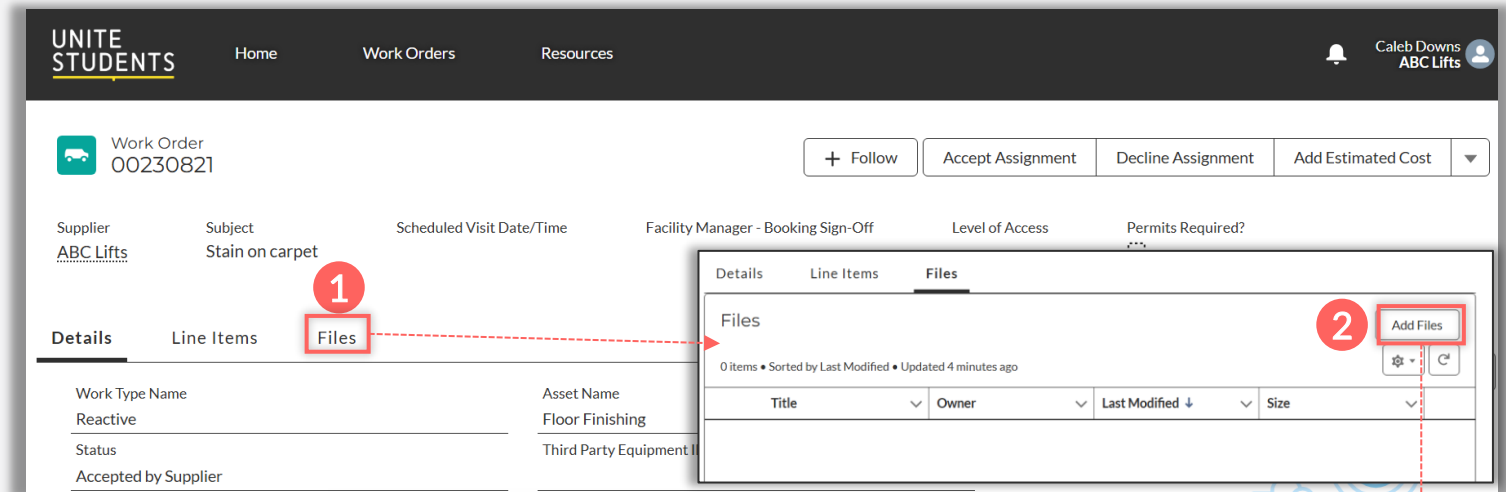
Then click Upload Files to locate the file you want to upload.

03 Upload your RAMS document

Use a file name that identifies the document type, supplier and work order number.

Example: RAMS – ABC Plumbing – WO 123456

Wait for your file to upload and click *Done*.



Check

Your RAMS document appears in the *Files* tab.



Next Step

Propose a time and date for your visit.



Top Tip

Any files you upload are stored and can be re-used for other work orders.



PROPOSE A VISIT | PART 2 OF 2

Suggest visit date & time

01 Check for PO number

When the status changes to *PO Raised*, the number should appear in the Work Order *Details* tab.

02 Propose visit date & time

Click on the *Propose Visit* button, then select the date and time you wish to attend.

This must take place **before the due date**.

03 Add access details

Select whether you'll be working in a Communal or Residential Area (check asset details) and add access notes.

UNITE STUDENTS Home Work Orders Resources

2 Caleb Downs ABC Lifts

Work Order 00230821

Supplier ABC Lifts Subject Stain on carpet Scheduled Visit Date/Time Facility Manager - Booking Sign-Off Level of Access Permits Required?

Accept Assignment Add Estimated Cost **Propose Visit** Update Work Order

Details Line Items Files

Status PO Raised 1

Cannot Complete Reason

Maintenance Window Start

Due Date

Scheduled Visit Date/Time

Recommendation Date

Timed Defect Date

Start Date 01/06/2026, 01:00

End Date 30/09/2026, 01:00

Location Details Flat 14, Floor 2, Block B, Structure 1, Archways

Facility Archways

Priority Low

Facility Manager - Booking Sign-Off

Unite Site Sponsor Marko Milovac

Unite Site Sponsor Email vega_markom@unitestudents.com

Unite Site Sponsor Phone

Asbestos Register Warning

PO Number 7897987987213987

3 Propose Visit

Scheduled Visit Date & Time 13 Aug 2026 10:45

Level of Access Residential Access

Level of Access Notes Location is stated as corridor and also flat number - best to inform residents prior to visit.

Has RAMS documentation been attached? Yes

Next



Check

Status has changed to *Visit Proposed*



Next Step

Wait for visit to be approved.



Top Tip

If you need to change the visit date or time, use *Chatter* to notify the property team.



Important: The 'Not Required' option is not currently functioning as intended. Where RAMS are not required, please select 'No' to proceed.



PREPARE FOR A VISIT | PART 1 OF 2

Check for visit sign-off

- 01

Maintenance Manager Sign-Off*

Check whether your proposed date and time has been accepted.
- 02

Update Chatter

Review *Chatter* for any additional detail and add a comment to let the team know you've seen the update and the details of who will be attending on the day.
- 03

Add the visit to your diary

We've got it in ours 😊



Check

Status indicator flag is green
RAMS have been approved



Next Step

Review permit and location details



Need to make a change?

Go back a step and propose the visit again – the status will change back to *Visit Proposed*

* Note that from 06/08/26 Facilities Managers will be referred to as Maintenance Managers.

1

Work Order

00230821

Accept Assignment

Add Est

Supplier

ABC Lifts

Subject

Stain on carpet

Scheduled Visit Date/Time

13/08/2026, 10:45

Facility Manager - Booking Sign-Off

Yes

Details

Line Items

Files

Work Type Name

Reactive

Asset Name

Floor Finishing

Status

Visit Accepted

Third Party Equipment ID

Cannot Complete Reason

Location Details

Corridor, Flat J4, Floor 1, Block J, Structure 1, Westhill Hall

Maintenance Window Start

Facility

Westhill Hall

Due Date

Priority

Low

Scheduled Visit Date/Time

13/08/2026, 10:45

Facility Manager - Booking Sign-Off

Yes

Recommendation Date

Unite Site Sponsor

Klaud Elzanowski

Unite Site Sponsor Email

klaud.elzanowski@unitestudents.com

Timed Defect Date

Unite Site Sponsor Phone

Start Date

Asbestos Register Warning

End Date

RAMS Approved?

Permits Required?

Level of Access

Residential Access

Access Approved/Access Organised?

Status Indicator

Paused?

Remedial

Level of Access Notes

Location is stated as corridor and also flat number - best to inform residents prior to visit.

Closed Date and Time



PREPARE FOR A VISIT | PART 2 OF 2

Review permit & location

01

Check for permits

Scroll to the bottom of the Work Order *Details tab* to find specific **permit requirements** for the visit.

02

Check address

Make sure you're clear where to go and where to park. Use *Chatter* if you have any questions.



Next Step

Carry out maintenance work

Permits Required

UNITE STUDENTS

Home

Work Orders

Resources

☐	☐
Confined Spaces	Entry into HV
☒	☐
Excavation	
☐	

Address

61 Eldon Street

Sheffield

S1 4NJ

United Kingdom





03

UNITE
GROUP

After your visit

Everything you need to do in the portal after attending a job.

UPDATE WORK ORDER | PART 1 OF 3

Update work order post visit

01

Update Work Order

Click on the *Update Work Order* button, then add completion status, actual cost & timings and certificate expiry date where relevant.

02

Cannot Complete?

If you are unable to complete a job due to access restrictions or any other issue, do not update the Work Order. Instead, add a note to the Work Order Chatter explaining why the work remains outstanding and provide an expected return date. This can be recorded either in Chatter or by proposing a new date and time for the visit.



If follow-up work is required don't tick the *Follow-Up Needed* box. Follow the steps to create a separate remedial work order instead.



Create Remedial Work Order →



Next Step

Add Asset Details



Top Tip

If you discover general maintenance work that's required during your visit, that's not related to the work order, reach out to your main contact and they will create a new reactive work order.

The screenshot displays the UNITE STUDENTS Work Order portal. The main header includes navigation links: Home, Work Orders, and Resources. A user profile for Caleb Downs (ABC Lifts) is shown in the top right. The main content area shows a Work Order for ABC Lifts, Subject: Stain on carpet, Scheduled Visit Date/Time: 10/07/2026, 12:15, Facility Manager - Booking Sign-Off: Yes, Level of Access: Residential Access, and Permits Required? (checked). A red box highlights the 'Update Work Order' button in the top right corner, with a red arrow pointing to it from the '01' step indicator.

The 'Update Work Order' modal is open, showing the following fields:

- Status: Completed (dropdown)
- Start Time: 14 Aug 2026, 15:30 (calendar and clock icons)
- End Time: 14 Aug 2026, 16:30 (calendar and clock icons)
- Certificate Expiry Date: 14 Oct 2026
- Estimated Cost: £200.00
- Actual Cost: £200.00
- Follow-Up Needed? (checkbox, highlighted with a red circle and arrow from the '02' step indicator)

The modal also includes a 'Sort by:' dropdown set to 'Most Recent Activity' and a 'Comment' button at the bottom right.

A chatter message is visible in the bottom right corner, indicating a job could not be completed due to access issues. The message text is: 'Job could not be completed due to access issues. Please instruct on when we can return.' The message includes a rich text editor with formatting options (B, I, U, S, T, list, link, image, link, smiley, person) and a 'Comment' button.



UPDATE WORK ORDER | PART 2 OF 3

Add Asset Details

01 | Update Asset Condition and Status

Use table for reference

Asset Condition	Description
Good	Only planned maintenance required / asset is on spec/ no immediate work needed
Average	Minor maintenance required plus planned maintenance/ off-brand or not to spec/ lifecycle wear & tear
Poor	Significant maintenance required/ major wear & tear
Very Poor	Significant renewal and/or rehabilitation required / Health & Safety hazard
Beyond Repair	Physically unsound and/or beyond rehabilitation / unsafe
Missing	Unable to locate



Next Step

Upload job completion documents

UNITE STUDENTS

HomeWork OrdersResources

4

Caleb DownsABC Lifts

Work Order00230821

Accept AssignmentAdd Estimated CostPropose VisitUpdate Work Order

SupplierABC LiftsSubjectStain on carpetScheduled Visit Date/Time10/07/2026, 12:15Facility Manager - Booking Sign-OffYesLevel of AccessResidential AccessPermits Required?☒

DetailsLine ItemsFiles

Work Type NameReactiveAsset NameFloor FinishingStatusVisit ProposedThird Party Equipment IDCannot Complete ReasonLocation DetailsCorridor, Flat J4, Floor 1, Block J, Structure 1, Westhill HallMaintenance Window StartFacilityWesthill HallDue DatePriorityLowScheduled Visit Date/TimeFacility Manager - Booking Sign-Off

Sort by:Most Recent Activity

1Update Work Order

Asset ConditionB - Average

Asset StateOnline

PreviousNext



UPDATE WORK ORDER | PART 3 OF 3

Upload job completion documents

01 Upload files

Such as worksheets or job sheets, certificates etc.

02 Name your file clearly

Use a file name that identifies the document type, supplier and work order number.

Wait for your file to upload and click *Done*.

The screenshot shows the UNITE STUDENTS interface for a Work Order (00230821). The 'Update Work Order' button is highlighted with a red box. A red arrow points from this button to a modal window titled '1 Update Work Order'. Inside this modal, the 'Upload Files' button is highlighted with a red box. A red arrow points from this button to another modal window titled '2 Upload Files'. This second modal shows a file named 'WORKSHEET_ABC Lifts_WO349640_New...' (53 KB) being uploaded, with a progress bar and a 'Done' button highlighted with a red box.



Check

Status has changed to *Complete* or *Cannot Complete*



Next Step

Wait for the status to change to *Closed*.
Then submit invoice on [Supplier Account Portal](#)



Watch Out

Don't upload invoice documents



Create Remedial Work Order

01 **Create Remedial Work Order**
Open PPM work order for asset that needs remedial work and click *Create Remedial Work Order*

02 **Add detail**

- Scope of works
- Estimated Cost
- Priority level
- Proposed visit date
- Upload relevant documents

03 **New Remedial work order created**

The screenshot shows the UNITE STUDENTS Work Order portal. The top navigation bar includes 'Home', 'Work Orders', and 'Resources'. The user is logged in as Julie Jones (ABC Lifts). The main content area displays a work order for '82-04 - Inc' with status 'New'. A modal titled 'Create Remedial Work Order' is open, showing fields for 'Scope of Works' (Replacement lift doors), 'Estimated Cost' (£2,000), and 'Scheduled Visit Date' (10 Oct 2025 at 08:30). A 'Next' button is at the bottom of the modal. A red box highlights the 'Create Remedial Work Order' button in the top right corner of the portal, with a red arrow pointing to the modal title. A red circle with the number '1' is next to the button, and a red circle with the number '2' is next to the modal title.



Check

Click into the new remedial work order, the status should be *Quote Proposed*.



Next Step

Wait for quote to be approved and proceed as for a reactive work order.



Top Tip

If you aren't sure about a proposed date at this stage, you can enter it later.

The screenshot shows a confirmation message titled 'Create Remedial Work Order'. The message states: 'Thanks for reporting the issue. Your Remedial Work Order was successfully created, it has the following Work Order Number - [00350008](#).' A red circle with the number '3' is next to the work order number. A 'Finish' button is at the bottom right.



Thank you.

If you have any questions, please visit our [Supplier Zone](#), or reach out to your main contact at Unite Group.