

## Logging on to REX

Visit the ETSA Utilities website [www.etsautilities.com.au](http://www.etsautilities.com.au)

Click on 'Contractors & Designers' then 'REX Home' and select 'Log in to REX'

HINT: Save this page in your favourites to save time next time!

### Job status descriptions

SUBM	Job submitted to retailer
SAVE	Job rejected – REC can change Form and will need to re-submit back to retailer
CANC	Job cancelled, a new REX request is required
SCRQ	Pre-scope, to be scoped by desktop scoper
FSRQ	Job requires field scoping
RFAP	Job is ready for appointment and can be booked
APPT	Appointment booked
WCMP	Work completed

### Job types and booking options

New Supply	Book as 'Anytime Week' or 'Anytime Day' – NO locked time will be given
Alteration	Book as 'AM' or 'PM' appt – REC will be notified the time 4 working days before
PV	Book as 'Anytime Week' or 'Anytime Day' – NO locked time will be given
Abolishment	Book as 'Anytime Week' or 'Anytime Day' – NO locked time will be given

### Helpful hints

- REX allows users to complete Form A and Form B.
- The search filter can be changed to search on certain jobs. For example:  
To search on all jobs at 'Ready for Appointment RFAP': simply use the drop down box next to 'Job status' for the different status types you can search on, such as 'Ready for booking RFAP', 'Field scoping required FSRQ', 'Request Submitted SUBM'.
- Before booking a job remember to check scoping notes and charges for the job. To do this simply search for the job, select 'details' and click on 'scoping summary' tab, then book.
- 'Field scoping FSRQ' should take approximately 5-10 working days.
- Remember to mark 'YES' to be notified of booking day/time:  
 NOTIFICATIONS are sent four working days prior to the booking date.  
 Notification for New Supply, PV & Abolishment: this will send a notification of the day of the appointment but NO time will be given.  
 Alteration: if 'AM' or 'PM' is selected the notification will be sent advising the time ETSA Utilities crews will be onsite.
- To cancel an appointment search for the job and click 'cancel booking'. If the appointment is two working days away you will be able to cancel. If the appointment is within two working days you will need to call Builders & Contractors to cancel it. Please note a late cancellation fee will apply in this instance.
- If a job is in 'SAVE' status you can delete it – this is the only time you have access to delete a job. If a job is at 'SUBM' and you want to cancel it, you will need to contact the retailer ask them to reject (change to 'SAVE'), then you can delete.
- Jobs can be linked to be booked together; this is called a 'Multi'. It will be marked by an orange icon on the 'Multi' column. When jobs are marked like this, the system will ask you to book all the jobs together. Select and highlight all of the multi jobs and click 'Book Jobs'.
- If you raise a New Supply Form and want to change retailers after it has been submitted, you need to contact the retailer you have sent it to and ask them to reject (change to 'SAVE'). You then need to delete this job and re-submit a new job with the correct retailer.
- If you forget your User ID or password please contact Builders & Contractors.

If you have any problems using the REX system please contact Builders & Contractors on 1300 650 014.