

Fixflo Contractor Guide

This guide will explain what is needed from a contractor when a job is requested through Fixflo. There are two main scenarios:

1. A job is instructed
2. A quote is requested

Scenario 1- you are instructed to do the works

1. You will receive an email letting you know that you have been instructed a job.

Job awarded: 3A NORFOLK SQUARE Inbox x

 **tomdesagents** <no-reply@fixflo.com> 
to me 

[Click here to respond >>](#) (Do not reply directly to this email as it will not be received)



Dear Mr Murphy

You have been allocated a job. Please advise a time and date for when the work will be undertaken.

Ref: IS830816 [View >>>](#)

Raised: Fri, 02 June 2017 at 10:58

Address: [3A NORFOLK SQUARE, LONDON, W2 1RU](#)

Occupier name: Claire Kettering

Occupier contact: [Send message](#)

Description: Boiler not working (Electric Boiler)

Current status: Job awarded, awaiting start date

Assigned agent: The Fixflo Pro (thomas.desmoutier@fixflo.com)

Ideal work completion date: Thu, 14 December 2017

- The required attendance date is (on or before): Thu, 14 December 2017
- The occupier has not requested to be present when works are carried out
- A works authorisation limit of £80.00 has been set against this job

[Enter job start date >>](#)

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2. Read through the information provided in the email and then click on “Enter job start date”.
 3. From here, input a time and date for when you will complete the job. Fill out the “Appointment Date” & “Appointment time” fields.
1. You must then click “Save appointment date”.

Job awarded, awaiting start date

IS830816 Boiler not working (Electric Boiler)

3A, NORFOLK SQUARE, LONDON, W2 1RU

Next steps | Detail | Comments

Occupier: Claire Kettering, Email: thomas.desmoutier-54667@fdfo.com

Actions

- You have been allocated a job. Please advise a time and date for when the work will be undertaken.

Key information

- The required attendance date is (on or before): Thu, 14 December 2017
- The occupier has not requested to be present when works are carried out
- A works authorisation limit of £80.00 has been set against this job

Purchase order number: JB339722

Appointment Date*:

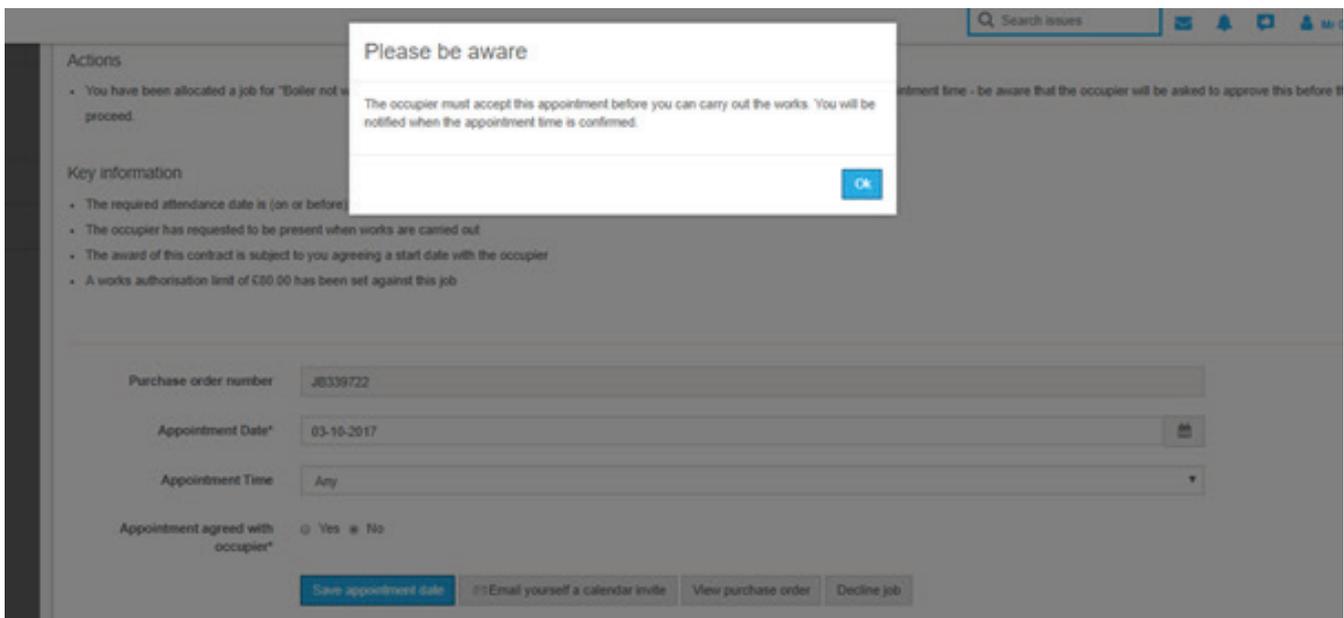
Appointment Time: Any

Appointment agreed with occupier* Yes No

Once you have submitted a time and date, there are two possible outcomes:

- The occupier has requested to be present at the property when you are. In this case, you will need to wait for them to approve the time and date you have suggested.
- The occupier has not requested to be present at the property when the works are carried out. In this case, they will be sent an automated email from the system letting them know when you're due to visit.

The system will let you know if the occupier has requested to be present:



It will also let you know when the time you have suggested is approved by the occupier:



Dear Mr Murphy

The appointment time has now been confirmed for your visit to 3A NORFOLK SQUARE, LONDON, W2 1RU to resolve "Boiler not working (Electric Boiler)". IS830816.

The occupier will be present and keys are not required.

Appointment details

Issue title : Boiler not working (Electric Boiler)
Issue Id : IS830816
Where : 3A NORFOLK SQUARE, LONDON, W2 1RU
When : Tue, 03 October 2017, anytime
Purchase order : JB339722

If you wish to add the event to your calendar please accept the invitation (no response required).

4. You will receive email reminders from the system until you "enter job completion date". The system is asking you to confirm when you did the job and how much you are charging the agency. You can also invoice the letting agent from within Fixflo.

5. On the day, you will receive an email, click on "Enter job completion date"

Ref: IS830816 [View >>>](#)

Raised: Fri, 02 June 2017 at 10:58

Address: 3A NORFOLK SQUARE, LONDON, W2 1RU

Occupier name: Claire Kettering

Occupier contact: [Send message](#)

Description: Boiler not working (Electric Boiler)

Current status: Awaiting job completion

Assigned agent: The Fixflo Pro (thomas.desmoutier@fixflo.com)

Ideal work completion date: Thu, 14 December 2017

- The issue is due for completion today, anytime
- The occupier has requested to be present when works are carried out
- The occupier requested to be present when works are carried out and has accepted the start date of Tue, 03 October 2017
- The occupier will provide access to the property
- This job is awaiting completion. Please notify us when it has been completed by updating the job completion details, providing costs and an invoice.
- A works authorisation limit of £80.00 has been set against this job

[Enter job completion date >>](#)



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6. From here, please provide the agent with the following information as a minimum:

1. Job completion date- when you did the job.
2. Job duration- how long the job took you.
3. Invoice method- how you intend to invoice for the job.

Job completion details

Job completion date 14-12-2017 

Job duration 30 min

Feedback to agent Provide a breakdown of costs or information about what has been done as part of the job
1000 characters remaining

Issue photos (or documents) 
Click the "+" to upload any photos
Note: The occupier, landlord, contractor and agent can see these photos

Completion documents 
Click the "+" to upload technician service reports, certificates, equipment manuals, warranties or other completion documents. Once uploaded you will be able to add expiry dates by clicking on the edit icon, (✎).
Note: The occupier, landlord, contractor and agent can see these documents

Invoice method Invoice will be attached to this issue

Clicking 'Mark as complete' will notify the letting agent that you have completed the job.

7. Once the job is marked as completed, you can let the agency know your costs.

1. Provide your costs:

Job costs

Contractor cost		
Labour	£	0.00
Materials	£	0.00
Other	£	0.00
<hr/>		
Net 	£	0.00
VAT	£	0.00
TOTAL	£	0.00

8. Finally, you can attach your invoice or alternatively, Fixflo can generate an invoice.

Job invoices

You should describe how the invoice will be received by the agency. Please select an *Invoice method* from the options below

Invoice method

Address invoices to

[Create invoice](#) [Upload and submit your invoice](#)

Note:
- Create an invoice button allows you to create an automated invoice for this job.
- Invoice creation requires that you have provided the right information above (costs etc) and that you have input your own invoicing details in your profile (VAT number etc). Click [here](#) to open your profile in a new tab.
- Only the agent and contractor can see these documents.

Example of a Fixflo generated invoice below:



Scenario 2- You receive an invitation to quote

1. You will receive an email inviting you to quote:



Dear Mr Felicis

Please quote to resolve this issue. [Click here to enter your quotation.](#)

Ref: IS984346 [View >>>](#)

Raised: Fri, 15 September 2017 at 13:27

Address: Flat 1, [3 Greenland Road](#), LONDON, NW1 0AS

Occupier name: Janette Jackson

Occupier contact: [Send message](#), Tel:07700000

Description: Boiler not working (Gas Boiler)

Current status: Quotes requested

Assigned agent: The Fixflo Pro (thomas.desmoutier@fixflo.com)

Ideal work completion date: Thu, 26 October 2017 at 01:00

- Quoting is set to end on Fri, 06 October 2017, until then the agent may revise the quote request or terminate quoting early
- You can contact the occupier of the property through the comments tab. [Click here to add a comment.](#)

[Enter your quotation >>](#)



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Make sure to check all the information provided on this email. Such as the ideal completion date for the job or the deadline for providing your quote.

2. Next, click on "Enter your quotation".

3. To submit your quote, you need to provide the following information:

1. Lead time required- how much notice do you need?
2. Est. duration- how long do you think the job will take?
3. Enter your costs. Fill at least one field in.
4. Tick the box to agree to our terms and conditions and click "Save and submit all"

Occupier: Janette Jackson, Email:thomas.desmoutier+jan@foxfo.com, Tel:07700000

Actions

- Please quote to resolve this issue

Key information

- Quoting is set to end on Fri, 06 October 2017, until then the agent may revise the quote request or terminate quoting early
- You can contact the occupier of the property through the comments tab. [Click here to add a comment.](#)

Quotes

[QU389366 \(Draft - 0.00\)*](#)

Quote Id QU389366

Lead time required

How much notice would you need?

e.g. 1 day or 2 weeks

Est. duration

How long would it take you?

e.g. 30 mins or 2 hours

Contractor cost

Labour

£

Materials

£

Other

£

Net

£

VAT

£

TOTAL

£

Quote detail

Details of works included in the quote

Quote documents



Click the "+" icon to upload your quote or other any relevant documents
Note: Only the contractor and agent can see these documents

Save quote draft

I agree to the [terms and conditions](#)

Save and submit all

4. If your quote is approved, you will receive an email notification:

Dear Mr Felicis

You have been allocated a job for "Boiler not working (Gas Boiler)" at Flat 1, [3 Greenland Road](#), LONDON, NW1 0AS. Please suggest an appointment time - be aware that the occupier will be asked to approve this before the work can proceed.

Ref: IS984346 [View >>>](#)

Raised: Fri, 15 September 2017 at 13:27

Address: Flat 1, [3 Greenland Road](#), LONDON, NW1 0AS

Occupier name: Janette Jackson

Occupier contact: [Send message](#), Tel:07700000

Description: Boiler not working (Gas Boiler)

Current status: Job awarded, awaiting start date

Assigned agent: The Fixflo Pro (thomas.desmoutier@fixflo.com)

Ideal work completion date: Thu, 26 October 2017 at 01:00

- The required attendance date is (on or before): Thu, 26 October 2017
- The occupier has requested to be present when works are carried out
- The award of this contract is subject to you agreeing a start date with the occupier

[Enter job start date >>](#)



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5. From here, progress the issue as per the "Instruct works" scenario, step 3.

Good to know extras

1. Use your own Fixflo Dashboard! From a Fixflo email you can click on "Get/set your password". This will allow you to login to Fixflo and review the jobs you have been assigned.

Dear Mr Felicis

You have been allocated a job for "Boiler not working (Gas Boiler)" at Flat 1, [3 Greenland Road, LONDON, NW1 0AS](#). Please suggest an appointment time - be aware that the occupier will be asked to approve this before the work can proceed.

Ref: IS984346 [View >>>](#)

Raised: Fri, 15 September 2017 at 13:27

Address: Flat 1, [3 Greenland Road, LONDON, NW1 0AS](#)

Occupier name: Janette Jackson

Occupier contact: [Send message](#), Tel:07700000

Description: Boiler not working (Gas Boiler)

Current status: Job awarded, awaiting start date

Assigned agent: The Fixflo Pro (thomas.desmoutier@fixflo.com)

Ideal work completion date: Thu, 26 October 2017 at 01:00

- The required attendance date is (on or before): Thu, 26 October 2017
- The occupier has requested to be present when works are carried out
- The award of this contract is subject to you agreeing a start date with the occupier

[Enter job start date >>](#)

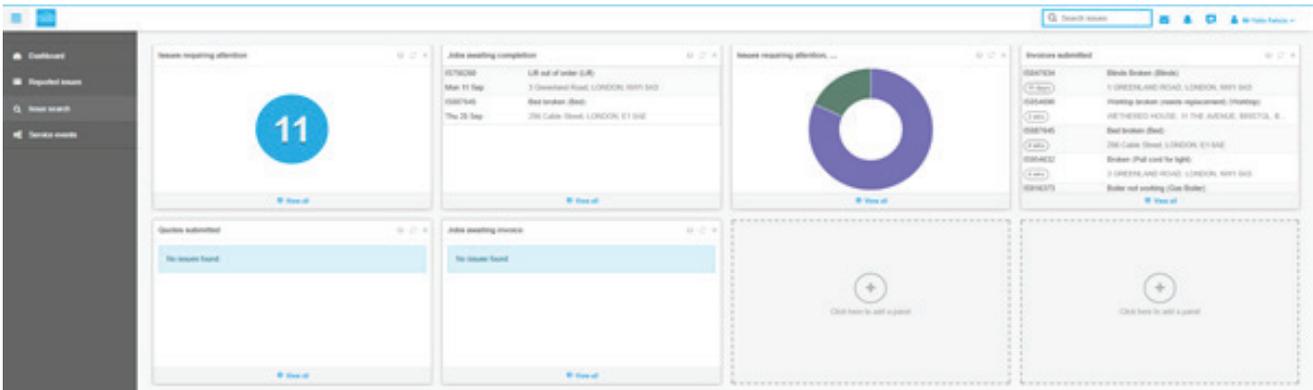


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The screenshot shows the Fixflo logo at the top, followed by the heading "Get or reset your password". Below this is a text input field labeled "Your login email address" with an envelope icon. A blue button labeled "Reset password" is positioned below the input field. At the bottom of the page, there are links for "Home", "Login", and "Occupier registration".

From the login screen, type in your login email (the email address on which you found the initial email). You will be sent an email inviting you to setup a password. Once this is done, you can login at any time and review your jobs:



You can also do this from your smartphone.

2. Get detailed information about the job and ask for more.

1. When you click into an issue to provide a job start date or a quote, pay attention to the tabs called “Details” and “Comments”. The “Details” tab shows the information provided by the occupier. The “Comments” tab allows you to message the agent or occupier for more information.

Quotes requested

IS1005829 Boiler not working (Gas Boiler)

4 Greenland Road, LONDON, NW1 0AS

Next steps | **Detail** | Comments

Occupier: Joshua Henry, Email: thomas.desmoutier+674@fxdfo.com, Tel: **09887777**

Actions

- Please quote to resolve this issue

Key information

- Quoting is set to end on Wed, 04 October 2017, until then the agent may revise the quote request or terminate quoting early
- You can contact the occupier of the property through the comments tab. [Click here to add a comment.](#)

Quotes

QU389482 (Draft - 0.00)*

Quote Id	QU389482
Lead time required <i>How much notice would you need?</i>	e.g. 1 day or 2 weeks
Est. duration <i>How long would it take you?</i>	e.g. 30 mins or 2 hours
Contractor cost	
Labour	£

Author: Tom Desmoutier

