

# Project NextGen

Igniting change,  
uniting teams.



## Variations & Claims

The process for adding resources to workorders, requesting variations and submitting claims via Touchstone is user friendly and intuitive. Follow the steps below. The full process is available on the Knowledge Hub.

1) When completing a workorder, click on the **Resources** tab at the bottom, and click on **Service** button on top to add resources and associated details.

2) Once details are added and you've hit save, you'll land here. Complete the workorder by changing the status to **FIELD COMPLETE**, accessed by the **green button**. Vendor Supervisor can now request claims to be processed.

3) Vendor Supervisor can click on the **My Team** tab in bottom menu to locate the workorders they would like to request for claims to be processed.

4) Variations or Claims are submitted by Vendors' supervisors using the **Variation & Claim** buttons on the **Resources** tab of workorders. These will then get processed by PFM accordingly.

### Key Change

- Cleaner screen with easier navigation
- Intuitive menu changes with your screen
- Live and responsive - you and your team can see the same information

### Tips

- The process will be familiar
- Only FIELD COMPLETE work orders can be claimed for
- Variations can only be submitted prior to submitting claims
- Don't forget to sync

The full process will be uploaded to the knowledge hub, when available  
- **scan here**

