



Community living made easy

Scheme Member Service Request Guide

In this guide we will be navigating the work flow to create a service request as a scheme member. Below is the general work flow used to complete a service or maintenance request.

Tutorials are available via the [EZist app](#) or at www.ezist.online.



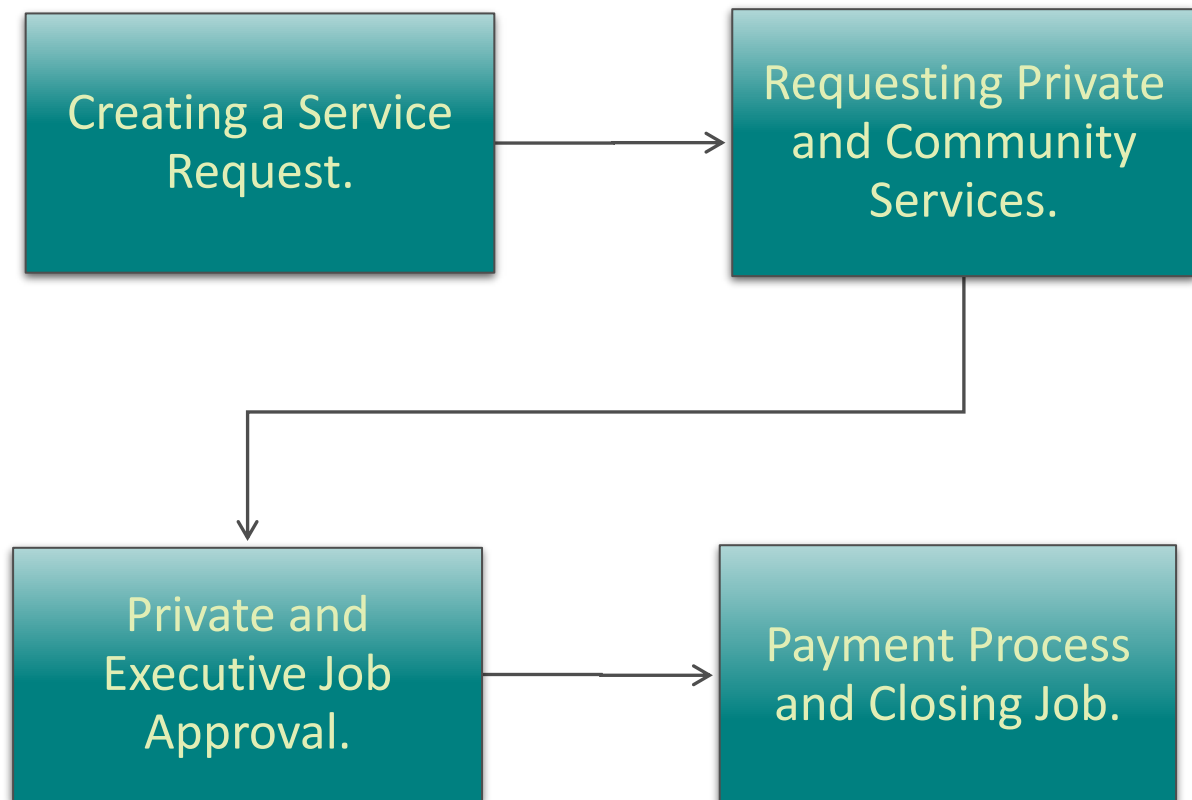
Scheme Executive



Scheme Member

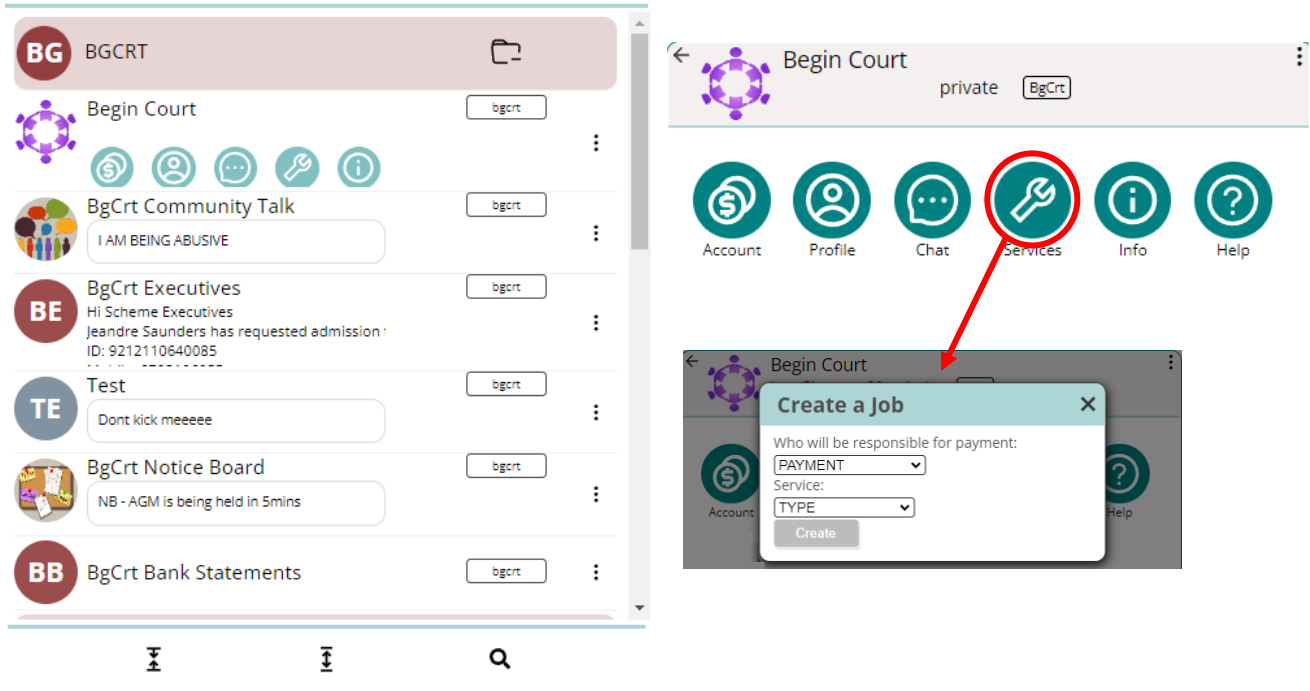


Full Service Request View

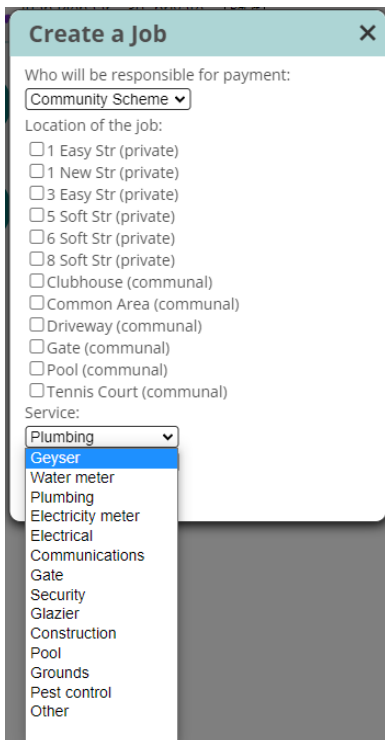


Creating a Service Request

To begin the process of logging a service request navigate to your main community topic and tap on the services button.



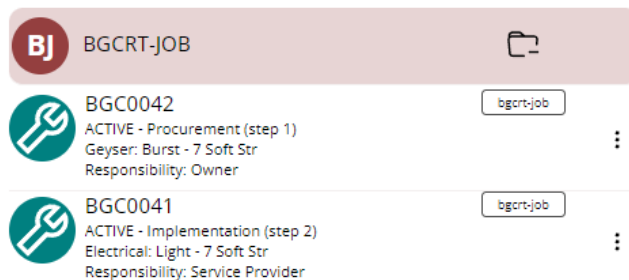
Here you will select who is responsible for payment. If you would like to request a service provider to attend to a personal issue you will select Private payment, should the issue effect the common areas or an insurance claim you would select Common Area (community scheme).



Select the affected area, the service required and any additional information then click 'create'.

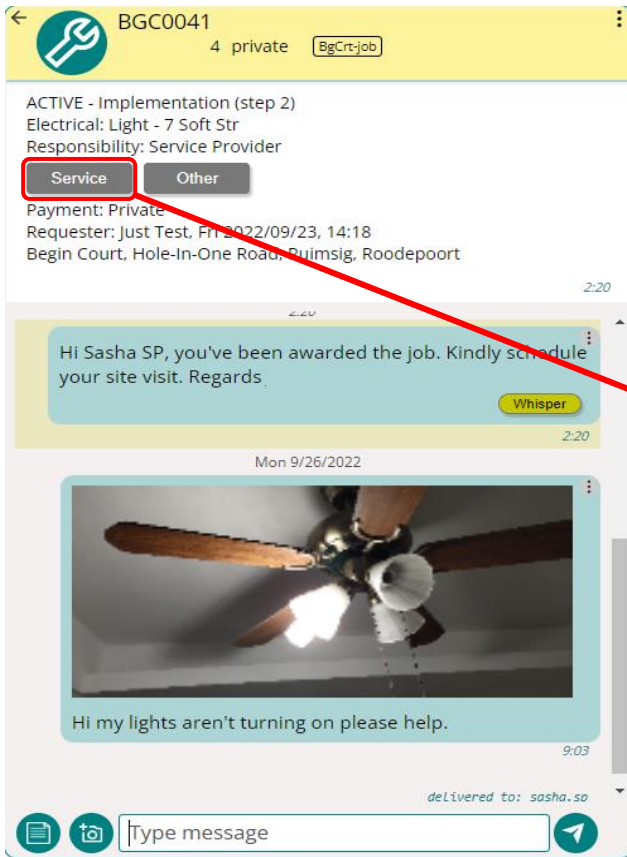
Please note that locations and services may differ from community to community.

Once the job has been created go back to your main screen where you will see the new topic added. Tap on your newly created job in order to upload images and information regarding the service needed.



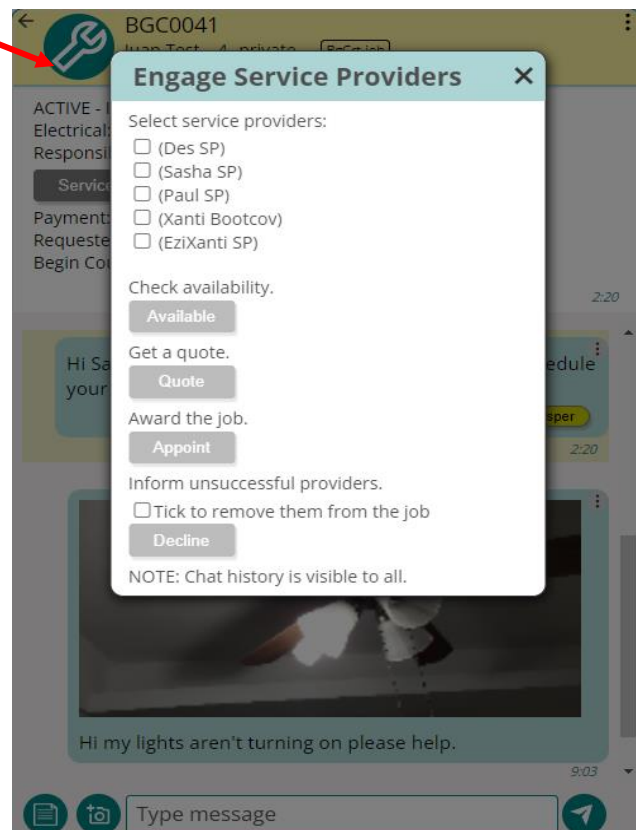
Requesting Private and Community Services

Once a service request has been created you can tap to open the job which will display as below.



From this screen you can send pictures and note any relevant information informing the service providers of what is required.

Once you have identified and confirmed the work required you can request of the preloaded and approved service providers, to provide quotes and schedule a site visit if necessary.



The selected service providers will submit their quotes directly through EZist and may attach a more detailed quote in PDF format. Quotes are not visible to other service providers, who may be included in the service request. Only Scheme Executives and Complex Managers included in the job can view comments and quotes submitted from the service providers.

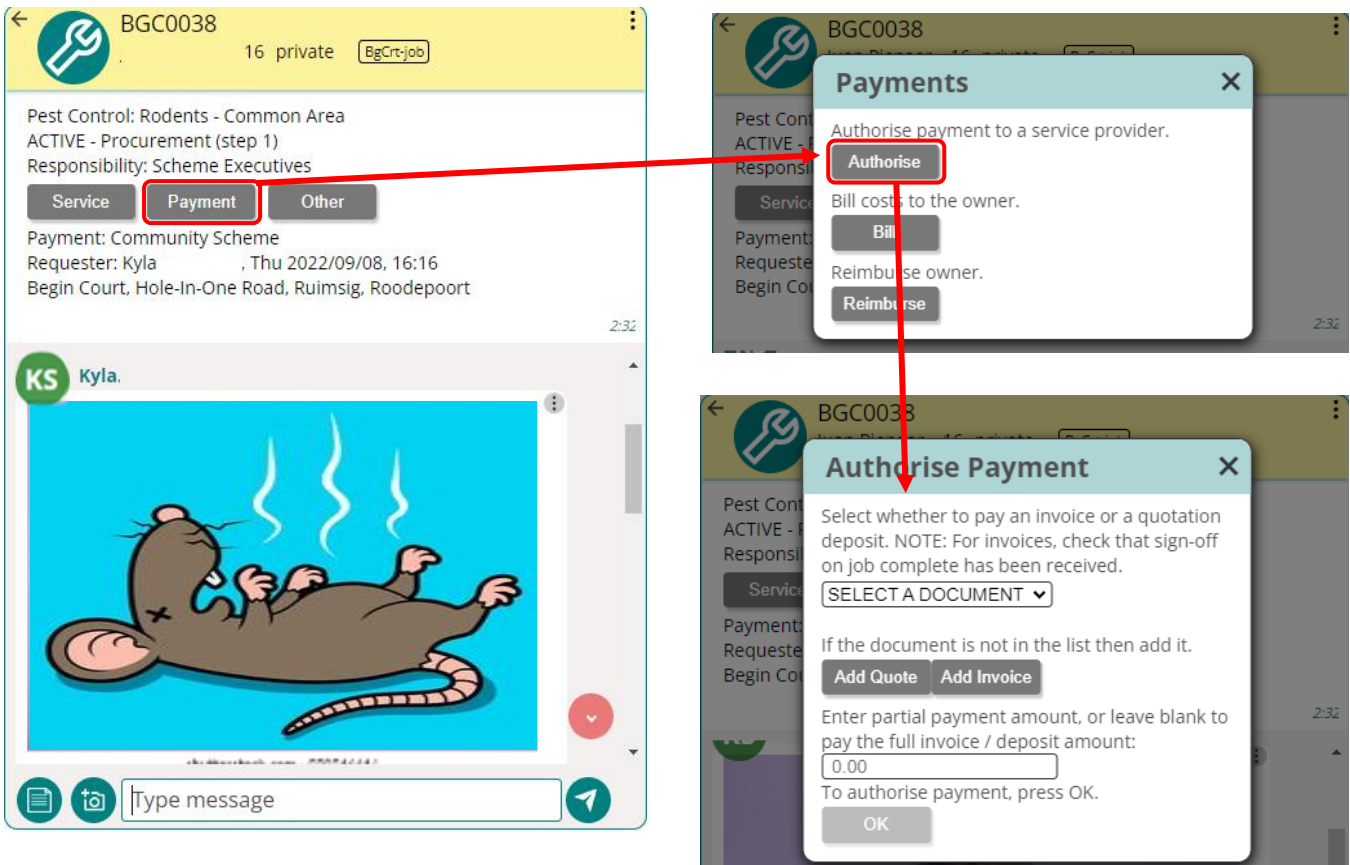
Once the quotes have been reviewed and a decision taken, you or in the case of an insurance or common area job the scheme executives will need to 'award' or 'appoint' the job to the preferred service provider. Following the approval select the remaining service providers and tick the box to remove them from the job and 'Decline' their quote. This will automatically advise them that their quote was unsuccessful.

The selected service provider will then confirm and arrange a time with yourself and/or the Executives to attend to the job, conveniently arranged directly within the job topic.

Private and Executive Job Approval

After the service provider completes the job, the service requester and/or scheme executive will need to inspect the work or review the Before&After images to approve the work and sign off.

Once any final work has been completed and resulting damages attended to the service provider will submit the invoice directly through the app. Once satisfied with the work you will be able to arrange payment to the service provider directly or in the case of a common area or insurance claim the scheme executives will approve/authorize the job for payment.



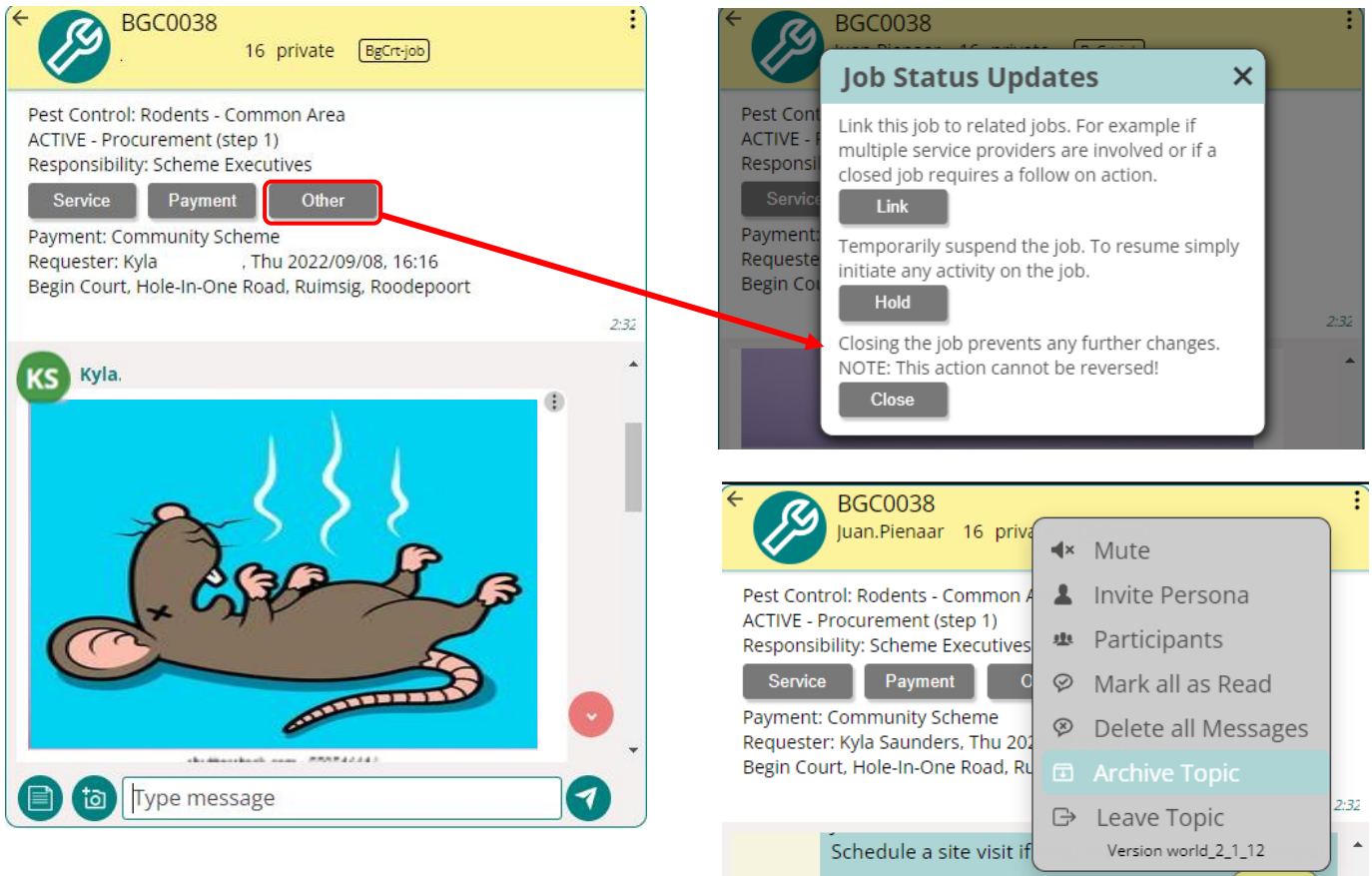
Insurance claims must be handled by the managing agent who will submit the claim and bill any excess to the relevant party. Notes of such can be made within the job chat.

Payment Process and Closing Job

Once you have made payment for your private request you can provide any final details and close the job as per below.

In case of community and insurance payments, approval from the scheme executives is sent to your managing agent where payment is effected.

Once payment has been made the job will be closed, we recommend the job be archived for future reference.



This concludes the full service request process on EZist. Please take the time review the other features and options available and reach out to your managing agent or clientservices@ezist.online should you have further questions.

Further information and tutorials are available on the official EZist website.

<https://ezist.online/>

