Electronic Certificates of Compliance

Registering for and using eCoC
Contents
1. Registering for eCoC........................................................................................................3
  1.1 Step 1 of 3 – Licence Check.......................................................................................4
  1.2 Step 2 of 3 – Licence Details...................................................................................5
  1.3 Step 3 of 3 – Account Details..................................................................................6
2. Creating a Plumbing eCoC..............................................................................................7
  2.1 Section 1 – Customer Details..................................................................................7
  2.2 Section 2 – Job Details..........................................................................................10
  2.3 Section 3 – Sign and Submit..................................................................................12
3. Contractor Features......................................................................................................14
  3.1 Signing an eCoC Certified by one of your Workers..............................................14
  3.2 My Workers...........................................................................................................15
    3.2.1 Add a Worker....................................................................................................15
  3.3 Supervisors, Admin Staff and the Contractor’s Duly Authorised Agents.............15
    3.3.1 My Authorised Persons (Supervisors and Admin Staff)...............................15
    3.3.2 Contractor’s Duly Authorised Agent...............................................................17
4. My Profile....................................................................................................................18
5. My Licences..................................................................................................................18
6. My eCoCs.....................................................................................................................19
  6.1 Columns on the My eCoCs Dashboard...................................................................19
  6.2 Opening and Sending eCoCs................................................................................19
  6.3 Searching for eCoCs..............................................................................................19
7. Plumbbooking...............................................................................................................20
  7.1 Obtaining an eCoC number for booking inspections............................................20
  7.2 Making a booking.................................................................................................20
8. My Plumbbookings......................................................................................................24
  8.1 My Plumbbookings Dashboard.............................................................................24
  8.2 Booking Details.....................................................................................................25
**PLEASE NOTE**

1. After July 1st 2018 you must use the eCoC System to submit CoC’s. Paper copies will no longer be accepted after this date.

2. The eCoC System is protected by strong security measures. If you are inactive on the eCoC system for 15 minutes or longer you will be signed out. This is to protect your privacy. You will need to re-enter your password to continue if you are timed out.

**1. REGISTERING FOR ECOC**

Register for the eCoC system before following any other instructions in this manual, as this is required for all the functions of the system.


Click on **Register** and enter the information requested. You will need:

- Your licence number and expiry date
- Your contact information
1.1 Step 1 of 3 – Licence Check

1. Enter your licence number using the format **PGE123456** or **BLD123456**.
2. Enter your licence expiry date. Ensure that this is correct.
3. Click the box for **Human Verification** and follow the prompts it provides. This box is marked ‘I'm not a robot’.
4. Once you have completed the verification, click **Next** to proceed to Step 2 of 3.
5. Enter your Business Name (if you’re a contractor), and your First and Last names.

6. Enter your phone number or numbers.
   
   Ensure there are no spaces in the phone number, for example a mobile phone number would be entered as 0412345678

7. Enter the first section of your address and click Verify to search for the address.

8. Pick an address from the list. If the correct address was not found, tick the ‘Address couldn’t be found?’ box to enter the address manually.
   
   When manually entering an address, search for the postcode by typing the suburb name and clicking the magnifying glass button.

9. Click Next to continue.
1.3 Step 3 of 3 – Account Details

10. Enter your email address, then type it again to confirm.
    
    *Note that email addresses are used for password recovery, and so for security they must be unique to each eCoC account.*

11. Once complete, click **Submit**.

**Registration Successful**

12. If your registration has been successful, you will receive an email inviting you to set a password for your eCoC account. Follow the link in that email to set a password, and your registration is complete.

**Registration Under Review**

13. If your registration is listed as under review, this indicates that one or more of the details submitted have not matched with the details on the Consumer and Business Services occupational licencing database.
    
The OTR will review your application, and will follow up with an email approving or rejecting your application.

14. If your application is rejected, an email will be sent containing a link you can follow to alter the information and resubmit your application.
2. CREATING A PLUMBING ECOC

This section assumes you are registered to use eCoC, please refer to the eCoC Registration section if you have not yet registered.

Go to www.sa.gov.au/otr/ecoc and sign in to your registered account. If you have not yet registered please go back to step 1 and register for your eCoC account.

1. To create a new eCoC, go to the Create eCoC tab located in the menu bar at the top of the screen.

   CREATE ECOC

   GoC Type
   Customer Details
   Job Details
   Sign and Submit

   Select a Worker Licence:
   PGE111111112
   BLD211002

   Choose an option:
   ** Please note that this cannot be changed later on in the eCoC form.
   • Use one of my licences for the contractor’s section.
   • Use my employing contractor’s licence for the contractor’s section.
   • I am not employed by a contractor for this job.

2. Select the Licence Number to use for the Worker’s section of the eCoC (the worker signing this section must be appropriately licensed and able to certify).

3. Select which Contractor will sign the certificate. There will be 3 options presented:
   • Use one of my licences for the contractor’s section.
     This option applies if you are signing both as worker and contractor using the same licence number.
   • Use my employing contractor’s licence for the contractor’s section.
     This option applies if you are a worker employed by a contractor, or need to use a separate eCoC account for the contractor’s section.
   • I am not employed by a contractor for this job.
     This option is applicable where a Contractor is not required, such as work without receiving reimbursement, or as an in-house worker.

4. Select which industry the eCoC relates to, either Plumbing, Gas or Electrical.

2.1 Section 1 – Customer Details

   Complete the details of the customer and the site on the first page of the eCoC form. When all fields are completed, click on Continue to proceed to the next page, and at which point a CoC number will be generated in the top right of the form.
1. Enter the Owner/Client Name, a contact phone number and their email address.

2. Note that the email address is not mandatory information. If an address is entered here, the customer will receive a copy of the certificate.

   If an email address is not entered, the customer must still receive a copy of the eCoC, whether this be electronically or as a printed hard copy.

3. Enter the first part of the installation address and click on Verify – this opens a window of addresses from Location SA. Select the correct address from the list shown which will then complete the details.

   If an address could not be found, close the pop up window. You can then tick the box labelled Installation Address couldn’t be found? To manually enter the address.

4. The next step is to enter the postal address. If the postal address is the same as the installation address, tick the ‘Same as Installation Address box’. If the postal address is not the same as the installation address, use the search box to find and verify the address.

   If an address could not be found, close the pop up window. You can then tick the box labelled Installation Address couldn’t be found? To manually enter the address.
5. Click on the *Type of Premises* dropdown menu and select a description that matches the installation such as House/Domestic or Industrial.

6. Note the Council if required for the certificate. You may tick the box underneath your selection to automatically forward a copy of the eCoC to the Council on submission.

7. Enter Notes if required.
   
   Notes entered in this section are for internal reference only and will not print on the certificate.

8. Click Continue to generate an eCoC number and move to the next section.

   An eCoC number (as required to book work for inspection) will be issued after you complete the Customer Details. This can be found in brackets at the top of the eCoC form.
2.2 Section 2 – Job Details

View and create bookings, detail the start and finish dates, describe the work completed, and add documents in this section.

1. The top of the Job Details form displays a list of bookings made for this eCoC. For more detail on this section see the My Plumbbookings section of this guide.

2. If you need to book work for inspection, click Create Booking to create a new booking for this eCoC.

3. Enter the Job Start date and estimated Completion Date. Review this information before the eCoC is certified. Note that you can click the calendar button on the right to select a date from the calendar.

4. Jobs are ways of describing the individual tasks completed as part of your work.

   (Please follow this section step-by-step. When you are adding additional Jobs you will need to repeat the following four steps each time)

5. Select a Job Category such as New Install or Replacement.

6. Click the Job Type dropdown menu and select a general description of the work.

7. Describe the details of the work and click Add Job. A list of added jobs will now appear.

8. If there are additional works to describe, simply select another Work Category and Work Type, then enter the details of the work and click Add Job.

   You can have any number of Jobs on one eCoC.
9. The next section allows you to attach documents to the eCoC, click Choose File, then find and attach a document. Click Upload File to save the document to the eCoC. Repeat this process for any extra attachments.

![Image of file upload interface]

Files attached to an eCoC are available to the worker, the contractor and the OTR. They are not forwarded with the certificate to the customer or other parties.

10. Click Continue to save and progress to the Sign and Submit section of the eCoC.

PLEASE NOTE: Please don’t attach your Internal Drainage Plans to your eCoC at the stage. We are building functionality to allow you to attach them however this isn’t available yet. Please send your Internal Drainage Plans by post or email them to otr.pid@sa.gov.au
2.3 Section 3 – Sign and Submit

Certify the work completed in this section and enter details of extra parties to be notified.

1. Tick the *I certify* statement.
2. Click the *Certify* button.

Once an eCoC is certified, it cannot be altered so check your work before clicking the Certify button.

After the eCoC is certified, its Status will change from *Draft* to *Certified* which means the certificate is awaiting signing by the contractor.

3. If there is any auxiliary electrical or gas fitting work to be certified, these sections will appear after the worker’s section is certified. Scroll down to that section and tick where appropriate.

   At this stage the worker’s job is complete, and the contractor can sign and submit the eCoC. If you are also the contractor, then you must complete both sections.

4. If you are using the same licence to sign as the Contractor for this job, scroll down to the Contractor section of the Sign and Submit screen. If you are using another licence to sign as contractor, sign out (by clicking your licence number at the top right) and sign into your Contractor’s licence.
5. As with the worker’s section tick the *I certify…* statement and click the **OK** button to confirm.

6. The Notification List allows you to send extra copies of the eCoC to other parties. Either select one of the preset organisations (e.g. Housing SA or the Council) or manually enter the name and email of another party and click **Add to List**.

7. Finally, click the **Submit** button at the base of the form to finalise the eCoC. At this stage a copy will be sent to: the contractor, the customer (if an email address was entered) and any other parties noted in the Notification List.

   If the button is labelled **Update**, rather than submit – check that both the Worker and Contractor sections have been Certified.

   **You have now created and submitted an eCoC.**
3. CONTRACTOR FEATURES

There are several features built in to eCoC for contractors. This section will include instructions on how to use these features and how to sign off an eCoC.

3.1 Signing an eCoC Certified by one of your Workers

Commonly the contractor’s role will be to view and submit eCoCs which have been created by your workers. This section assumes that you have already registered and added your workers, please see the Registering for eCoC and My Workers sections for instructions.

1. Sign into eCoC using your Contractor’s licence number
2. Navigate to your My eCoCs screen
3. Open the eCoC you wish to sign by clicking or tapping the Open button.
   To quickly find any certified eCoCs awaiting signoff, click the Status column heading – this will move any certified eCoCs to the top of the list
4. Read the information entered by your worker on Step 1 Customer Details and click the Continue button found at the bottom of the form when you are satisfied
5. Read the details entered on Step 2 Job Details. You can open the details of a particular Work Type by clicking on it in the list, and scrolling down. Click Continue again once satisfied, or click on Sign and Submit.
6. Scroll to the lower section of Step 3 Sign and Submit and certify the Contractor’s section.
7. The Notification List allows you to send extra copies of the eCoC to other parties. Either tick one of the preset parties (eg. Housing SA) or tick the box to manually enter another party.
8. Add the name and email address for the extra party, and click Add to List.
9. Finally, click the Submit button at the base of the form to finalise the eCoC. At this stage a copy will be sent to: the contractor, the customer (if an email address was entered) and any other parties noted in the Notification List.

   If the button is labelled Update, rather than submit – check that both the Worker and Contractor sections have been Certified.
3.2 My Workers

Maintain a list of your workers, which will allow them to create eCoCs recognising that you are the contractor

<table>
<thead>
<tr>
<th>Name</th>
<th>Licence Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>GPWC</td>
<td>PGE3752</td>
</tr>
<tr>
<td>TEST ANOTHER MIGRATED RECORD</td>
<td>PGE173720</td>
</tr>
<tr>
<td>WORKER CON CON WORKER</td>
<td>PGE971110</td>
</tr>
</tbody>
</table>

3.2.1 Add a Worker

Workers must first register for eCoC before you can add them to your list of Workers

1. Click Add Worker above the List of workers

2. A new section will open, enter the worker’s licence number and the email address they used to register on the eCoC system

   The usage of the tickbox to authorise the worker to sign on your behalf is covered in the following section 3.3.2 Contractor’s Duly Authorised Agent

3.3 Supervisors, Admin Staff and the Contractor’s Duly Authorised Agents

   eCoC allows you to create accounts for your supervisors, admin staff and to delegate individual workers as authorised to sign on your behalf.

   3.3.1 My Authorised Persons (Supervisors and Admin Staff)

   Create Authorised Persons accounts to provide others with access to your certificates.
You can create and manage accounts for your staff who are not registered for eCoC in the **My Authorised Persons** section.

There are 2 types of Authorised Person account in eCoC:

- Admin
  - provided with read-only access to the eCoCs and other Contractor information
- Supervisor
  - May perform most functions of the contractor with the exception of creating additional authorised person accounts, and editing the details of the contractor’s profile. Recognised as the Contractor’s duly authorised agent.

To create a new Authorised Person account:

1. Click **Add** above the list of Authorised Persons

![Add Authorised Person form](image)

2. A new section will open, complete the contact details, set a username (which they will use to login) and set a password then click **Add Authorised Person**.

   The Authorised Person’s username is used to login and can’t be easily changed. They can set an alternative password by using the **Forgot Password** option available on the sign in screen.
Email addresses for all types of accounts in eCoC must be unique, so if the person in question has another account (such as one for their own licence) they must supply an alternative email address.

A contractor may delete an Authorised Person account at any time.

### 3.3.2 Contractor’s Duly Authorised Agent

A contractor may nominate a person to sign on their behalf, where that person has or had a supervisory role over the worker named on the eCoC.

**Note that workers are not permitted to sign a certificate both as the worker, and as the contractor’s duly authorised agent, as they cannot be their own supervisor.**

**Supervisors**

Supervisor accounts are created through the My Authorised Persons screen, and will receive a user interface identical to that available to the Contractor. To sign an eCoC they would simply follow the process detailed in **3.1 Signing an eCoC Certified by one of your Workers.**

**Authorised Workers**

When adding a worker, a tickbox is available to nominate the worker as the Contractor’s Duly Authorised Agent. This is designed for occasional duties and so has a simplified interface when compared with the Supervisor account.

Workers will notice an **Authorised Agent** button above their dashboard within My eCoCs. Typing an eCoC number into this area will open that eCoC, allowing the worker to sign off on behalf of their employing contractor.

**Note that workers are not permitted to sign a certificate both as the worker, and as the contractor’s duly authorised agent, as they cannot be their own supervisor.**
4. MY PROFILE

Edit your contact details in your Profile.

To update your details, click the Edit button, verify your address in the same way described in section 1. Creating an Electrical eCoC.

5. MY LICENCES

The My Licences screen provides a summary of the basic conditions of your licence or licences. Please refer to the Using Multiple Licences to Complete eCoCs guide for information on adding and using additional licences.

The eCoC system will identify whether you can contract or work within the electrical, gas fitting and or plumbing industries.

Note that restrictions to licences are not automatically applied, so ensure you are only performing and certifying work within the terms of your licence.
6. MY ECOCS

Find, open and send your eCoCs through the My eCoCs screen.

6.1 Columns on the My eCoCs Dashboard

1. **CoC Number** – reference number for your certificate, these will begin with either P, G, or E for plumbing, gas fitting and electrical certificates of compliance.
2. **Property Address** – the address of the site of the work
3. **Status** – current progress of the eCoC, which will be:
   1. Draft (not yet signed, and the details of the work can be added and edited)
   2. Certified (signed by the worker, and awaiting contractor signoff)
   3. Submitted (signed by the worker and the contractor, now complete and can be sent to customers)
4. **Contractor/Worker Name** – Contractor or Worker allocated to that eCoC. Those with Contractor conditions will see the Worker Name, and those without will see the Contractor Name.
5. **Created Date** – date on which the eCoC was first created
6. **Submission Date** – date on which the eCoC was submitted (signed by the Contractor and distributed)

6.2 Opening and Sending eCoCs

To open an eCoC for editing, or to check details previously entered; click the *Open* link to the left of the CoC Number.

To send a copy of a submitted eCoC, click or tap once on a row then click or tap on the *Email eCoC Copy* button. You’ll then be asked for an email address and the eCoC system will email a PDF copy of the certificate to that address. Note that only Submitted eCoCs can be sent this way.

6.3 Searching for eCoCs

To search for eCoCs by the information contained in any of the columns, type into the search box, results will be displayed below.
7. PLUMBBOOKING

Lodge bookings for OTR inspections through the Plumbbooking section of eCoC.

7.1 Obtaining an eCoC number for booking inspections

Note that you will require a certificate number (eCoC number) for your booking.

To obtain a certificate number if using eCoC:

1. You will need to create your eCoC before you can make a booking.
    - If you have not created an eCoC for this job please refer to Section 2. Creating a Plumbing eCoC) and create your eCoC or,
    - If you have already created an eCoC please go to My eCoC's (in the top bar) to find the eCoC number.

When you have the eCoC number you can proceed to the next step.

2. Enter the details of the site and owner and click either Continue or Save Draft.

3. Record the eCoC number provided in the top right of the screen for your booking.

4. Enter the details of the booking

7.2 Making a booking

If there is more than one audit request for the same job, e.g. Drainage and Underfloor, then you will need to book both jobs separately using the same CoC/eCoC No.

For help please contact the OTR at otr.ecoc@sa.gov.au

Enter CoC/eCoC Number below and click Search.

CoC/eCoC Number: * 123456789

Site Contact Name: * Joe
Mobile No. * 0423456789
Owner/Builder Name: * Bob
Site Address 11 WAYMOUTH STREET, ADELAIDE, SOUTH AUSTRALIA, 5000

Site Address Line 1: * 11 WAYMOUTH STREET
Site Address Line 2:
Suburb * ADELAIDE
Postcode * 5000
State * SOUTH AUSTRALIA
CoC/eCoC Number

This section requires you to enter a CoC (Certificate of Compliance) number or eCoC number.

If you have booked a job on that CoC/eCoC number before, then you will notice that the Address and Owner Name will be completed for you. Using an eCoC will also copy that information from the certificate.

Contact Details

The Site Contact Name, Mobile phone number and Owner or Builder Name all form the contact details for this booking.

Site Address

The Plumbbooking System supports location search through Location SA.

To find an address, enter some of the details (such as street number and name) into the Site Address field and click Validate.

You will be presented with a list of addresses that match the terms, click Back to Search if you wish to re-enter the address.

If the address could not be found, select an address from the list, and click the tickbox below Site Address and manually enter the address in the fields below. The details of the address selected from the list will be retained but can be edited or removed if they are incorrect.

PLEASE NOTE: The address MUST BE correct. Please check that you have the correct spelling, lot number, house number and suburb.

To search by suburb or postcode, type into the suburb or postcode fields and click the magnifying glass at the right end of the field.
Requested Date and Time
Enter the date and time of the booking request.

Note that this should be within Monday-Friday, 8.00am to 3.30pm.

Property Type
The property types available are as follows:

- Commercial/Industrial
  o For commercial and industrial properties
- Residential
  o For private homes, apartments etc.

Audit Type
The Audit Type briefly describes the work that will be inspected by the OTR for this job. This includes:

- Above Ground Sanitary Plumbing
- Drinking Water for Irrigation on Parks and Recreational Sites
- Final Audit
- Fire Services (in ground)
- Greywater Systems
- Hot and Cold (first fix)
- Hot Water Heater Installation
- Non Drinking Water (in ground)
- Non Drinking Water (in wall)
- Non Drinking Water for Irrigation on Parks and Recreational Sites
- Sanitary Drainage Installations
- Trade Waste
- Underfloor Plumbing

Special Bookings: Does the work relate to any of the following?
This is a yes or no question, and the answer will determine what is asked next. These types of developments require additional attention from the OTR.

- Commercial or Industrial
- Non-Drinking Water
- Alternative Plumbing Performance Solutions
- Developments with 3 (or more) Residential Buildings on a Property

If you answered Yes to the previous question, select the Development Type. (If you answered No then this section will not appear)

Development Types
Select from the following options:

- Commercial or Industrial Development including Extensions
- Multi-Storey Developments of 3 or more levels
- Building Developments within the CBD
- Housing Developments of 3 or more Dwellings
- Installation of an Alternative Performance Based Plumbing Design
- Non-Drinking or Drinking Water for Recreational and Commercial/Industrial Sites
- Residential Site where a Water Entity is Providing Non-Drinking Water
**Hydraulic Plumbing Designs**

Certain types of Jobs require submission of a plan to the OTR.

Simply select Yes or No. If you select Yes you will be prompted for a Hydraulic Plumbing Design number which will have been provided to the plumber by the OTR.

**Encumbrances**

An encumbrance is the way a piece of non-compliant plumbing is recorded by the OTR.

When an owner prepares to sell their home, they are advised that this exists and in most cases will want to resolve the issue.

Plumbers who are rectifying encumbrance related work are required to book that work in for inspection, so the OTR may remove the encumbrance from the property.

The OTR must attend all these bookings, and so it is critical that you note whether the booking relates to a plumbing encumbrance.

**Booking Comments**

This section of the form can be used to capture any additional information that relates to the booking such as:

- Instructions on site access
- Warnings
- Description of the site location

**Submit**

Once the details of the booking have been entered, click the Submit button to complete the booking.

![Job submitted successfully.](image)

Job details added successfully. Please note your Job ID: CP446205.

[Done][Next Booking (retain details)]

Clicking *Done* will open a new booking, and clear all the fields.

Clicking *Next Booking (retain details)* will open a new booking but retain the CoC/eCoC Number. Click the *Search* button next to the CoC number if the new booking will use that same number, and the address fields will be completed automatically.
8. MY PLUMBBOOKINGS

View a list of your bookings, determine whether a booking has been allocated for audit, access contact details for OTR auditors, and view a history of audit results in this section.

<table>
<thead>
<tr>
<th>Booking Number</th>
<th>eCoC Number</th>
<th>Audit Type</th>
<th>Status</th>
<th>Address</th>
<th>Req Date</th>
<th>Req Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open CP447168</td>
<td>P100496</td>
<td>Underfloor Plumbing</td>
<td>Unallocated</td>
<td>10 LEY STREET BLAIR ATHOL 5064 SA</td>
<td>12/04/2019</td>
<td>10:00 AM</td>
</tr>
<tr>
<td>Open CP447187</td>
<td>P100483</td>
<td>Drinking Water for Irrigation on Parks and Recreational Sites</td>
<td>Unallocated</td>
<td>11 WAYMOUTH STREET ADELAIDE 5000 SA</td>
<td>19/03/2019</td>
<td>8:00 AM</td>
</tr>
<tr>
<td>Open CP447195</td>
<td>P100477</td>
<td>Sanitary Drainage Installations</td>
<td>Unallocated</td>
<td>22 PRIMER ST HIGHLAND BELLEVUE HEIGHTS 5093 SA</td>
<td>20/03/2019</td>
<td>1:00 PM</td>
</tr>
<tr>
<td>Open CP447165</td>
<td>P100472</td>
<td>Trade Waste</td>
<td>Unallocated</td>
<td>11 MALLARD CRESCENT MAWSON LAKES 5095 SA</td>
<td>18/03/2019</td>
<td>2:00 PM</td>
</tr>
<tr>
<td>Open CP447164</td>
<td>P100475</td>
<td>Fire Service (in ground)</td>
<td>Unallocated</td>
<td>11 WAYMOUTH STREET ADELAIDE 5000 SA</td>
<td>12/03/2019</td>
<td>10:00 AM</td>
</tr>
<tr>
<td>Open CP447157</td>
<td>P100472</td>
<td>Underfloor Plumbing</td>
<td>Unallocated</td>
<td>11 MALLARD CRESCENT MAWSON LAKES 5095 SA</td>
<td>7/03/2019</td>
<td>8:00 AM</td>
</tr>
</tbody>
</table>

8.1 My Plumbbookings Dashboard

Booking Number
Reference number for the booking. One eCoC may have any number of bookings.

eCoC Number
Reference number for the eCoC that relates to that booking.

Audit Type
Audit type for the booking, selected when lodging the booking via Plumbbooking.

Status
Used to communicate the status of the booking:

- **TBA:**
  The booking has been lodged, and it will be announced 30 minutes prior to the booking time if it has been scheduled for audit.

- **Scheduled:**
  The booking will be attended by an OTR Officer

- **Unallocated:**
  The booking has not been allocated for audit by an OTR Officer

- **Passed:**
  After audit, the OTR Officer attending determined that the work they inspected is compliant

- **Failed**
  The OTR Officer attending that booking found work requiring rectification during the audit.

Address
Address of the site.

Req Date and Req Time
Date and time requested for the audit.
8.2 Booking Details

Click *Open* next to a booking on your My Plumbbookings dashboard to view the details of the booking.

If the booking has been allocated for audit by the OTR, you will also find contact details here for the auditor allocated to the booking.

---

<table>
<thead>
<tr>
<th>Booking Status:</th>
<th>Scheduled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Officer Name:</td>
<td>Bob</td>
</tr>
<tr>
<td>Officer Phone:</td>
<td>0412 345 678</td>
</tr>
</tbody>
</table>