

ITWOCX CORRESPONDENCE USER GUIDE

Correspondence Module

- Creating Correspondence
- Responding to Correspondence
- Searching for Correspondence
- Tracking Correspondence
- Managing Notifications
- Correspondence Examples

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1 Correspondence

Communication in iTWOcx is achieved by using forms such as the General Correspondence (GEN) form or the Request For Information (RFI) form. The forms are created, and responses are made within the same form to create a forum thread style conversation. The types of forms available within the project are managed by the System/Project Administrator.

The **Correspondence** module holds project communication. Personal notifications are available in the **Activities** module.

1.1 Landing Page

The Correspondence landing page displays the correspondence available within the project. As each form is created, they are stored automatically by type in the Correspondence Menu.

Screen Element	Description
1. Menu Frame	The Correspondence menu frame shows the configured mail types the user has access to. Clicking on a correspondence type opens the correspondence type menu.
2. Correspondence Dashboard	A correspondence dashboard can be configured for the project.
3. New Item	The plus icon  opens the new correspondence screen.

Correspondence Type List

After clicking the correspondence type, all correspondence of this type is displayed on the screen.

The screenshot shows the iTWOcx interface for the 'Aconex Replacement Config Project'. The 'General Correspondence' view is active, displaying a table of correspondence items. The table has columns for 'Modified', 'Reference', 'Issued', 'Author', 'Attention', and 'Title'. A single row is visible with the following data: Modified: 12-APR-22, Reference: GEN:MIRVAC-MIRVAC#0001, Issued: 12-APR-22, Author: MIRVAC-KH, Attention: MIRVAC-LW, Title: testin. The 'MY DOCS' tab is selected, and the 'Filter' button is visible in the top right corner.

The **tabs** across the top (1) allow sorting of the correspondence sent / received by you or your company.

Tab	Description
My Docs	Correspondence created by you that are waiting for action by others.
Action Items	Correspondence / forms that have a due date and are waiting for your action.
Info Items	Items where you have been added for info on the correspondence, including items you have sent.
Company Addressed	Correspondence where someone from your company has been added as an info or action.

Further filtering of the correspondence is achieved by clicking **Filter (2)**. There are many options to filter and search correspondence. Further information can be found in the [Searching for Correspondence](#) section.

2 Creating Correspondence

Correspondence in iTWOcx is driven by forms. Instead of separate messages being sent to users with separate responses like email, the correspondence is stored centrally and everyone comments on the form. This keeps an auditable trail of conversations in one location.

The types of forms available are shown in the table below. Not all correspondence forms are available for all users. Access to the forms is set per project by the System / Project Administrator.

Mail Type	When to Use
Architect Instruction (AI)	For Mirvac Design or External Architects to issue instructions relating to design when there is a formal contractual request.
Consultant Advice (CADV)	For External Consultants to provide information.
Design Change Notice (DCN)	For Mirvac Development/Project Design Management (PDM) to formally raise and issue change requests to Consultants.
Developers Instruction (DINST)	For Mirvac Development to issue instructions.
Extension of Time Claim (EOT)	For Mirvac Construction to raise EOTs to Mirvac Construction. Mirvac Construction to raise EOTs upstream as required.
General Correspondence (GEN)	For informal or general communications between Project Members . Used as an information only type mail. Note: This mail type should not be used as part of the formal mail processes such as the RFI, Variation or contract notice process.
Incoming Email (EML)	Can be used by Project Members to send a message to the entire project (not to a specific person). Note: Notifications will not be received by users.
Instruction (INS)	For Mirvac Sales & Marketing to issue instructions to external or Mirvac internal organisations.
Meeting (MEET)	For Project Members to use to summarise actions or share minutes from a meeting.
Notice (NOT)	For the Subcontractor to issue all contract notices including but not limited to progress claims and invoices.
Notice to Perform Work (NPW)	For Mirvac Construction to issue notices to Subcontractors.
Record of Conversation (ROC)	Used by Project Members to record a formal decision made verbally. For example, a decision made on site for a subcontractor to take action.
Request for Information (RFI)	For Project Members to ask for information from the recipient.
Request for Quote (RFQ)	For Project Members to obtain pricing.
Site Instruction (SI)	For Mirvac Construction to provide site instruction as required.
Superintendents Instruction (SUI)	For the Superintendent to issue instruction.



Some mail types have an approval process built into the form.

For example, Site Instructions need to be reviewed by the Contract Admin/Project Admin before they are sent to the external user.

2.1 New Correspondence

New correspondence can be created from the **toolbar** which is always available. It can also be created via the **Create Another** widget on the Activities landing page.

Step	Description
1. Click +	Click  to select a new correspondence. Alternatively, click the form type in the Create Another widget. The Create New popup screen appears.

Create New

2

Search for Form Type



- > Activities
- ▼ Correspondence
 - CA: Consultants Advice
 - DCN: Design Change Notice
 - EML: Incoming Email
 - EOT: Extension of Time
 - GEN: General Correspondence
 - INS: Instruction
 - INSDEV: Developers Instruction
 - NOD: Notice of Delay
 - NTPW: Notice to Perform Work
 - RFI: Request for Information
 - RFQ: Request for Quotation
 - SUPINS: Superintendents Instruction
- > QMS
- > Tenders

2

Create Another

General Correspondence

Request for Information

2

Cancel

Step	Description
2. Select Correspondence Type	<p>Select the correspondence type by either:</p> <ul style="list-style-type: none">• Typing in the search field• Expanding the correspondence section and select the correspondence type• Clicking the correspondence type in the Create Another tile (if type has been created previously) <p>The required form displays.</p> <p>For this example, the General Correspondence form is used.</p>

Create New General Correspondence

3 Details ▲

TITLE

4 STATUS OPEN ▼

REF Automatic

DUE 05-AUG-22 02:54 PM

6 Collaborators ▲ Private Off

Action

Info Yardi Voyager (API-ASA) Data Reporting (API-DR)

Form ▲

DISCIPLINE

Signature

STAGE

Comment

B I U Segoe UI 9pt A

Attachments ▲

Select files... Drop files here to upload

QuickText Associate Save as Draft Submit

Step	Description
3. Enter Title	Add a meaningful title to the form. The title appears in the email notification, hotlist and the to do list and therefore should be something descriptive e.g. 'Acoustic panel drawings' instead of 'Drawings'.
4. Select Form Status (if required)	Select the status of the form from the dropdown where relevant. Most forms will prepopulate with the required status. Note: the status field is disabled in some forms, e.g. Extension of Time, or contains specific status for the form type, e.g. 'issued' for Design Change Notice.
5. Add Due Date	This field is pre-populated to +2 days for most forms. If required, select the due date for the expected response.
6. Add Collaborators	Names can be typed into the action and info fields directly. Select the user from the dropdown menu. To search for users, click the Action and/or Info buttons. The Select Addressee window opens

Address Book ✕

All Distribution Lists Add External User

Display Name	Code	
▶ Accessible Building Solutions (V00...	V0099104-*	<div style="margin-bottom: 5px;">Action ></div> <div style="margin-bottom: 5px;">Info ></div>
▶ ArchiWorld (AWC-*)	AWC-*	
▶ Axacts Architects (AA-*)	AA-*	
▶ Be International (BIL-*)	BIL-*	
▶ Beveridge Williams & Co Pty Ltd (...)	V0003303-*	
▶ Blockit (BLK-*)	BLK-*	
▶ Edmund Test (EDTEST-*)	EDTEST-*	
▶ Francis Jones Morehen Thorp Pty ...	V0008670-*	
▶ Hickory (V0099101-*)	V0099101-*	
▶ JIVE Consulting Group (JIV-*)	JIV-*	

Addressing Type: Normal

Applied Distribution Rules: API Edit

Display Name	Code	
No records available		
Data Reporting (API-DR)	API-DR	Remove
Yardi Voyager (API-ASA)	API-ASA	Remove

Cancel Done

Step	Description
7. Find Users	<p>Users are grouped based on their company. Expand the company and highlight the user in the left-hand column.</p> <p>Note: To change/filter the list, use the Project Address Book dropdown to select role, company, group, external user etc.</p>
8. Add Users	<p>With the user highlighted, click either action > or info > to move them to the righthand side.</p> <ul style="list-style-type: none"> Action – the user required to complete the task, respond to the message, etc. Info – the users that need to be informed. <p>Continue adding required users. A distribution list can be used to send forms to a pre-defined list of users for frequent interactions.</p> <p>Note: some users are already added for reporting purposes (API-XX). Do not delete them.</p>
9. Click Done	Click Done to return to the message / form.

It is possible to send correspondence to someone not configured within iTWOcx. Click the **Add External User** button and complete the required fields.

Create New General Correspondence

Details ▲

TITLE

STATUS OPEN ▼

REF Automatic

DUE 05-AUG-22 02:54 PM

Collaborators ▲ Private Off

Action

Info Yardi Voyager (API-ASA) Data Reporting (API-DR)

Form ▲

10 DISCIPLINE

Signature

STAGE

Comment

B *I* U Segoe UI 9pt **A**

Attachments ▲

11 Drop files here to upload

12 13

Step	Description
10. Complete Form	Complete relevant fields and enter comments . Note: The required fields will vary for each form type.
11. Add Attachments	Add any non-controlled attachments to the form. Drag and drop the file into the grey box or click Select files... button to browse and upload.
12. Complete additional actions (if required)	Depending on the form it may be necessary to Associate documents to the correspondence or add QuickText .
13. Click Submit	Click Submit to send the form. Depending on the recipient's notification settings, they may receive a plain text email, preview email or only receive the notification in their To Do List within iTWOcx.

 When creating correspondence, remember that you can't delete items from iTWOcx. If you send the form to the wrong person, you can't recall it.
Take some time to make sure everything is right before sending.

2.2 Associating / Linking Items to Correspondence

Associating items to a correspondence creates a link to a document or another correspondence form located within iTWOcx. This keeps relevant information about an issue or process together and helps with communication.

At the bottom of every form there is the Associate button.



Clicking the button opens the Associate pop up with the standard search options.

Action	Description
1. Enter Search Criteria	Use the search function to locate the form or document you want to link to the correspondence. Refer to the Global Search section for more details.
1. Click Search	Results appear in the Search result section.
2. Locate form or document	In the search results, select the desired correspondence form, transmittal or document.
3. Click add >	Move selected items to the 'Documents to Associate' section. To remove items, highlight and click the < remove button.

4. Action	Description										
5. Click Save	<p>The items are linked to the correspondence and are visible in the Linked section at the bottom of the form.</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>LINKED</p> <table border="1"> <thead> <tr> <th>REF</th> <th>ACTION</th> <th>DATE</th> <th>TITLE</th> <th>STATUS</th> </tr> </thead> <tbody> <tr> <td>GEN:MIRVAC-MIRVAC#0001</td> <td>MIRVAC-LW</td> <td>12-APR-22</td> <td>testing gen corro</td> <td>OPEN</td> </tr> </tbody> </table> </div>	REF	ACTION	DATE	TITLE	STATUS	GEN:MIRVAC-MIRVAC#0001	MIRVAC-LW	12-APR-22	testing gen corro	OPEN
REF	ACTION	DATE	TITLE	STATUS							
GEN:MIRVAC-MIRVAC#0001	MIRVAC-LW	12-APR-22	testing gen corro	OPEN							

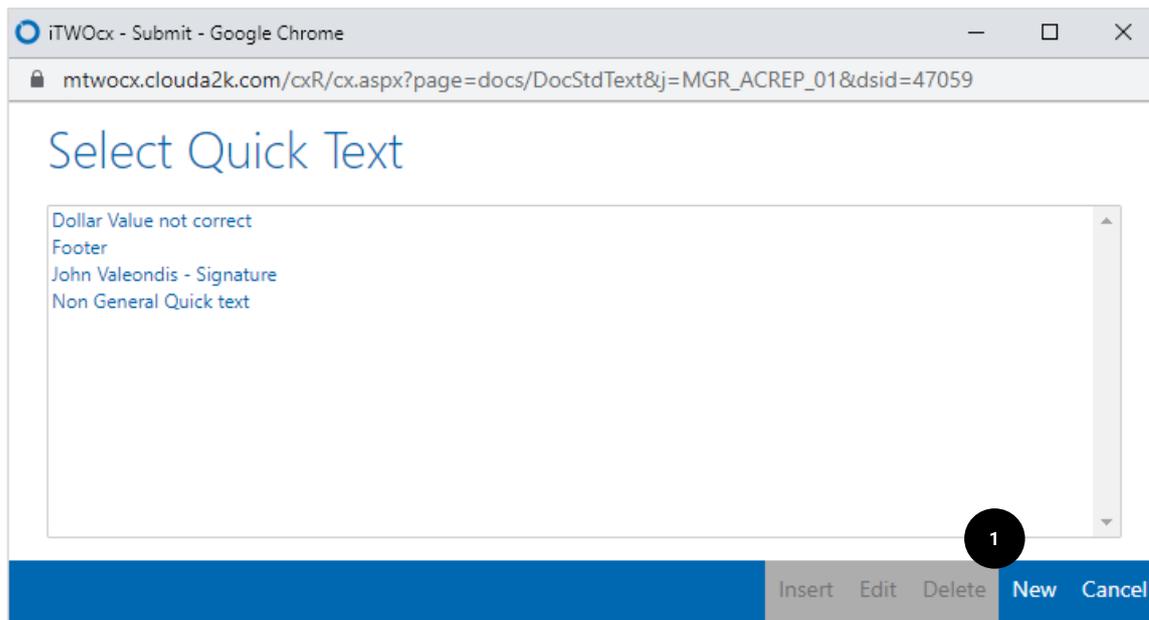
2.3 Create QuickText

When creating or replying to a correspondence form, the option to add a QuickText message is available. These are saved messages/templates that can be used to convey either standard messages used across a project or a personal message such as a mail signature indicating office hours.

QuickText is created within the correspondence form by clicking the QuickText button.



This opens the Select Quick Text window showing a list of existing QuickText options.



Step	Description
1. Click New	<p>Click New.</p> <p>Opens the Create Quick Text window.</p>

Create Quick Text

B I U ↻ Segoe UI 9pt A A ≡ ≡ ≡ ≡ ≡ ≡ ≡

ABC Ω

2

3 NAME

APPLY TO ALL

4 DOCTYPE

DOC TYPE

APPLICABILITY ALL

5 EDITABLE [DOCUMENTTYPEADMINS]

6 Cancel Save

Step	Description
2. Enter Message	Enter the message into the comments box.
3. Add name	Add a title of the QuickText. This is what appears in the list so be descriptive.
4. Select Doc Type	Select the document types that the QuickText option will be available to select and apply: <ul style="list-style-type: none"> To be available for all documents and correspondence forms, select the Apply to all doctype checkbox To be available for only specific documents or correspondence forms, use the dropdown menu and select the options. Note multiple options can be selected.
5. Select Applicability and Editable	Choose who can use the QuickText. The default setting is that it is available to all. For a personal message, ensure that this is changed. Choose who can edit the message apart from any document admins (they should be added as a default option).
6. Click Save	Saves the QuickText message.

2.4 Create Distribution List

Distribution lists are created to make it easy to correspond to a set of users, rather than manually adding users each time. Distribution lists can be created by anyone and shared with the project or only a few selected users.

The screenshot shows the 'Address Book' interface. On the left, there is a table of address books with columns for 'Display Name' and 'Code'. Below this is a section for 'Addressing Type' (set to 'Normal') and 'Applied Distribution Rules' (showing 'API'). On the right, an 'Action >' button is highlighted with a red circle containing the number '1'. A dropdown menu is open, showing options like 'ELEC', 'MECH', and 'Create a Distribution List...'. The 'Create a Distribution List...' option is selected, opening a dialog box with a title bar 'Create a Distribution List...' and a list of distribution lists including 'Data Reporting (API-DR)' and 'Yardi Voyager (API-ASA)'. A blue 'Add External User' button is visible in the top right of the dialog. At the bottom right of the main interface are 'Cancel' and 'Done' buttons.

Step	Description
1. Click Create a Distribution List...	<p>After clicking the Action button on a new correspondence form, the Select Addressee screen displays.</p> <p>Click Distribution List dropdown and select Create a Distribution List...</p> <p>The Create Distribution Rule window opens.</p>

Create Distribution Rule

2 NAME

TITLE

TYPE Distribution List: Predefined addressing lists ▼

3 OWNER [PROJECTADMINS] ⋮

APPLICABILITY [ALL] ⋮

APPLY TO ALL DOCTYPE

4 SCOPE Document creation and replies ▼

action

EXCLUDE USER ID ⋮ ENUMERATE PREFERRED SELECTED FORCED SILENT REMOVE

MOVE



info

EXCLUDE USER ID ⋮ ENUMERATE PREFERRED SELECTED FORCED SILENT REMOVE

6

Cancel

Save

Step	Description
2. Add Name & Title	Enter Name and Title for the distribution List. Ensure this is meaningful for people to understand.
3. Update Owner and Applicability	The default owner is 'yourself'. If other users or groups are to be given access to control the users within the distribution list, add them as owner. Applicability relates to who can use the distribution list. The default owner is 'all'.
4. Check Scope	The default setting is 'apply to all doc types'. To restrict the use of the distribution list to one correspondence type, uncheck the box and select the correspondence type from the list.
5. Add Users	Add relevant users to the Action and Info fields and check any boxes if required. <ul style="list-style-type: none"> To add a user, click ⋮ next to the blank action or info fields.
6. Click Save	Saves the distribution list.

2.5 Edit / Delete Distribution List

Once a distribution list has been created, the list can be edited or retired.

The screenshot shows the iTWOcx interface for the 'Aconex Replacement Config Project'. The top navigation bar includes the iTWOcx logo, the project name, and the user 'Kylie Hall (MIRVAC-KH)'. A red circle with the number '1' highlights the 'Cog' icon in the top right corner of the 'CONTACT DETAILS' panel. The 'CONTACT DETAILS' panel includes sections for 'UTILITIES', 'PROJECT REPORT', and 'MULTI-PROJECT SUMMARY'. Below these are 'ACTION ITEMS' and 'My Recently Cre...' sections. The 'Notifications' table has the following data:

ICON	DATE	NAME	REFERENCE	TITLE
	30-MAY-22	Lauren Wilcockson	DTX#0066	Distribute Using a Distribution
	09-MAY-22	ADMIN	WTX#0008	Test Review

Step	Description
7. Open Contact Details	Click Cog > Contact Details . Contact Detail screen appears.
8. Click Edit Distribution Rules	Scroll down the page to Distribution Rules section <div style="border: 1px solid gray; padding: 10px; margin: 10px 0;"> <p>DOCUMENT SUBMIT <input checked="" type="checkbox"/> Turn off document preview</p> <p>LETTERHEADS <input checked="" type="checkbox"/> Show letterhead on documents</p> <p>DISTRIBUTION RULES Edit Distribution Rules No rules have been specified</p> <p>VERSION Project Version ▼</p> <p>Use Staging Server <input type="checkbox"/></p> <p>SESSION EXPIRY 2 Days (Max 7)</p> <p>SUPPORT <input type="checkbox"/> Allow my Company Administrator to log into my account.</p> </div>

- > Activities
- > Contract Admin
 - Contracts
- > Correspondence
- > Publication Space
- > QMS
- > Tenders
- > Configure
- > Help

Distribution Lists 3

DISTRIBUTION RULES DISTRIBUTION LISTS WORKFLOWS

MECH: Mechanical		
DocType ALL	Access [ALL]	Scope CreationAndReplies
Action	CC	Owner [PROJECTADMINS]
ELEC: Electrical		
DocType ALL	Access [ALL]	Scope CreationAndReplies
Action	CC	Owner [PROJECTADMINS]
Design Team: Design Team		
DocType TX	Access RIB-AM	Scope Creation
Action BLK-BB(),JIV-JV()	CC	Owner RIB-AM
Test Distribution List: Test Distribution List		
DocType TX	Access MIRVAC-KH	Scope Creation
Action MIRVAC-LW(),MIRVAC-LD()	CC	Owner MIRVAC-KH
COOL KIDS: Cool Kids		
DocType TX	Access MIRVAC-LW	Scope CreationAndReplies
Action MIRVAC-KH()	CC	Owner MIRVAC-LW

Show Retired Report History Add New

Step	Description
9. Click Distribution List	Click the distribution list tab
10. Click Edit	Click Edit next to the distribution list to edit / retire. Opens the edit distribution list (separate tab).

Edit Distribution List

NAME

TITLE

TYPE

OWNER

APPLICABILITY

APPLY TO ALL DOCTYPE

DOC TYPE

SCOPE

action

EXCLUDE	USER ID	ENUMERATE	PREFERRED	SELECTED	FORCED	SILENT	REMOVE	
<input type="checkbox"/>	MIRVAC-LW	<input type="checkbox"/>	<input checked="" type="checkbox"/>	MOVE <input type="button" value="↑"/> <input type="button" value="↓"/>				
<input type="checkbox"/>	MIRVAC-LD	<input type="checkbox"/>	<input checked="" type="checkbox"/>					
<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>					

info

EXCLUDE	USER ID	ENUMERATE	PREFERRED	SELECTED	FORCED	SILENT	REMOVE
<input type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>				

Copy this to... Retire History Save

Step	Description
11. Make required changes	<p>Update the required fields depending on the action required:</p> <ul style="list-style-type: none"> Update who can use the distribution list by clicking  near applicability and selecting the users, roles, groups etc. To remove a user, click the  next to their name. To add a user, click  next to the blank action or info fields.
12. Click Save or Retire	Click Save to save changes. Click Retire to delete the distribution list.

2.6 Forcing a Notification

Each user can decide on how and when they receive an email notification. When sending correspondence, it is possible to view the notification settings for a user and if required, force a notification for the form.

Create New General Correspondence

Details ▲

TITLE

STATUS

REF Automatic

DUE  

Private Off 

Collaborators ▲

Action

Info

Step	Description
1. Click Broadcast icon	<p>Follow the steps to create a correspondence and add the users in the Action and Info fields.</p> <p>Click the broadcast icon </p> <p>The collaborators section expands.</p>

Collaborators ▲ Private Off 

Action

User	Company						
Architect User	Axacts Architects	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Design Engineer	Mirvac Construction (Demo)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Info

User	Company	<input type="checkbox"/>	<input type="checkbox"/>				
Yardi Voyager	Mirvac API	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data Reporting	Mirvac API	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Step	Description
2. Review user preferences	<p>Next to each user the preferred settings are shown. In the example above, the settings are:</p> <ul style="list-style-type: none"> Architect User – receives a notification in the to do list (wrench) and an email (plane) Design Engineer – only receives the to do list notification (t) <p>If changes need to be made, tick the relevant checkbox</p>

2.7 Sending an email to a Project

Every project instance within iTWOcx has a unique project name / ID. It is possible for users to send an email to the project using the unique email address ProjectID@MIRVAC.itwo.cx.

As the email is not addressed to an individual user, the email is visible in the **Incoming Email** section.

The screenshot shows the iTWOcx interface for the 'Aconex Replacement Config Project'. The left sidebar contains a menu with 'EML: Incoming Email' highlighted by a red circle with the number '1'. The main content area is titled 'Incoming Email' and shows a table of emails. The right sidebar displays the details of an email titled 'Sample test 3'.

Modified	Reference	Issued	Author	Attention
25-MAY-22	EML:AA-MIRVAC#0003	25-MAY-22	AA-AA	MIRVAC-
25-MAY-22	EML:AA-MIRVAC#0002	25-MAY-22	AA-AA	MIRVAC-
25-MAY-22	EML:AA-MIRVAC#0001	25-MAY-22	AA-AA	MIRVAC-
13-MAY-22	EML:MIRVAC-MIRVAC#0007	13-MAY-22	MIRVAC-SP	MIRVAC-
12-MAY-22	EML:MIRVAC-MIRVAC#0006	12-MAY-22	MIRVAC-SP	MIRVAC-
12-MAY-22	EML:MIRVAC-MIRVAC#0005	12-MAY-22	MIRVAC-SP	MIRVAC-
16-MAY-22	EML:MIRVAC-MIRVAC#0004	06-MAY-22	MIRVAC-ZA	MIRVAC-
11-MAY-22	EML:MIRVAC-MIRVAC#0003	05-MAY-22	MIRVAC-SP	MIRVAC-
13-MAY-22	EML:MIRVAC-MIRVAC#0002	05-MAY-22	MIRVAC-SP	MIRVAC-
03-MAY-22	EML:MIRVAC-MIRVAC#0001	14-APR-22	MIRVAC-SP	MIRVAC-

The right sidebar shows the details of an email titled 'Sample test 3'. It includes the author 'Andrew Axham', the action 'Sai Prerepa', and the info 'Data Reporting, Yardi Voyager'. The email is marked as 'CLOSED'. Below the details, there is a section for 'Sample test 3' with a discipline of 'Architectural' and a signature. There is also an 'ATTACHMENTS' section with a thumbnail of 'mirvac.jpg' and a 'Download' button. A 'COMMENTS' section is also visible with a text input field and a 'Show changes' link.

Action	Description
1. Click EML: Incoming Email	Expand the Correspondence section of the menu frame. Click Incoming Email . A list of incoming emails is visible. Click a link to display the message on the right hand side of the screen



Emails sent to the project using this method should only be used when a message is a blanket broadcast to all users, not for an individual user or for a task that needs action. There are no controls on who will see the message.

3 Responding to Correspondence

Correspondence in iTWOcx works like a discussion forum. All comments and attachments are linked to the original correspondence creating a thread of responses. Every response is a 'reply all' and all users on the form are notified. There are no separate correspondence types for responses.

When sent a correspondence, users can:

- Respond within the system (by clicking the link in the email)
- Reply via email (using outlook reply button)
- Respond via email (using respond button on the preview email)

The method to respond depends on the type of notification received. Refer to the [Notifications](#) topic in this guide for more information about each notification type and steps on how to change preferences.

3.1 Respond in System

Both types of notifications (plain or preview) have a link to view the notification within the system. The message can also be opened via the notifications / hotlist within iTWOcx by clicking on the item.

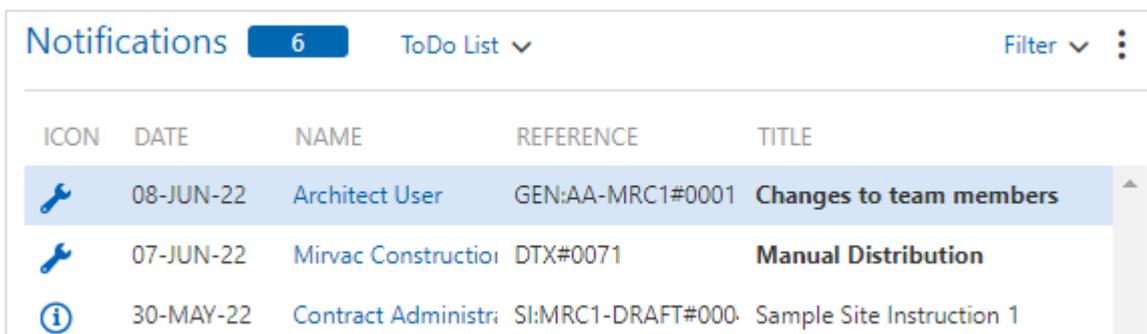
Preview email:



Plain text email:

ACTION	MIRVAC-KH initiated GEN:MIRVAC-MIRVAC#0001 for your attention
DATE	12-APR-22 10:53 AM
LINK	https://mtwocx.clouda2k.com/MGR_ACREP_01:596206

Notification within iTWOcx:



ICON	DATE	NAME	REFERENCE	TITLE
	08-JUN-22	Architect User	GEN:AA-MRC1#0001	Changes to team members
	07-JUN-22	Mirvac Constructio	DTX#0071	Manual Distribution
	30-MAY-22	Contract Administr	SI:MRC1-DRAFT#000	Sample Site Instruction 1

Click the item to open the message in the system. Example below is of a General Correspondence form.

General Correspondence

QuickText test

Details ▲

PROJECT Aconex Replacement Config Project

REF GEN:MIRVAC-MIRVAC#0008

AUTHOR Kylie Hall (MIRVAC-KH)

STATUS OPEN

ISSUED 01-AUG-22

DUE 03-AUG-22 02:47 PM

Collaborators ▲

ACTION Jasna Boskovic (MIRVAC-JB)

INFO Yardi Voyager (API-ASA), Data Reporting (API-DR)

Form ▲

DISCIPLINE Aquatic

Signature

STAGE Retail

Comment

Please review the changes and add comments as necessary.

Comments ▲ show changes

Kylie Hall (MIRVAC-KH)

01-AUG-22 02:50 PM

OPEN

Document Created

LINKED ▲

REF	ACTION	DATE	TITLE	Status
GEN:MIRVAC-MRD#0001	MRD-JH	01-Aug-22	new Gen Corro	OPEN
RFI:MRC1-SC1#0005	MIRVAC-JB	28-Jul-22	COp2-1117	OPEN

Show: Headers Comments Changes Viewers Linked

QuickText Link Print Pdf Associate Split Quick Close Respond

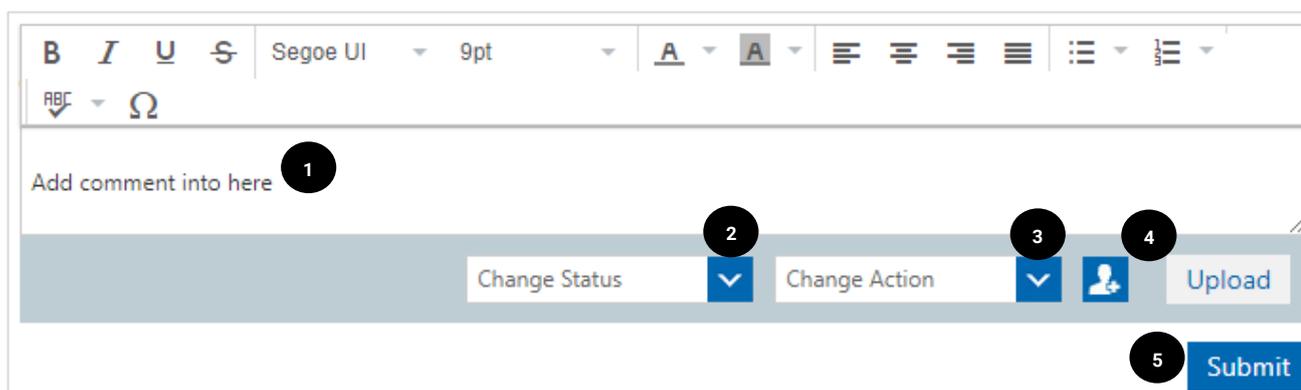
Screen Element	Description
1. Comment box	The comment section is a quick way to respond directly within the form. Upon clicking into the comment field the screen changes to allow for comments, status changes, action on user etc.
2. Respond button	Clicking Respond opens the form within the window, the respond button becomes a submit button. The form allows for comments, status changes, action on user etc.
3. Quick Close	The quick close button completes the actions to move the form to a closed status.

There are two ways to respond to the message:

1. Add a comment
2. Click Respond

3.1.1 Add a Comment

A quick way to respond is to simply start typing into the comments field. This opens the comment section to allow for the comment, the ability to change the status of the form, change the action on user and add attachments.



Action	Description
1. Add Comment	Enter comments into the field.
2. Change Status	Change the status of the form (if required). The options in the Change Status dropdown is defined on a per form basis and is dependent on the user's access level within the system.
3. Change Action user	Change the action user (if required). The options in the Change Action dropdown shows the existing users on the form. Selecting a user will make them the action on user of the form.
4. Add User or Attachment	Additional users can be added to the form by clicking  Uncontrolled documents can be added as an attachment (e.g. a screenshot) by clicking the Upload button.
5. Click Submit	Once complete, clicking submit sends the comment to the users on the form.

3.1.2 Click Respond

When clicking the Respond button on the correspondence form within iTWOcx it opens within the same window. The Respond button becomes a Submit button.

Details ▲

TITLE QuickText test

STATUS OPEN ▼

1 REF GEN:MIRVAC-MIRVAC#0008

DUE 03-AUG-22 02:47 PM

Collaborators ▲

Private Off 

2 Action Kylie Hall (MIRVAC-KH) ✕

Info Yardi Voyager (API-ASA) Data Reporting (API-DR) Jasna Boskovic (MIRVAC-JB) ✕

Form ▲

DISCIPLINE Aquatic ✕

Signature

STAGE Retail ▼

Comment

Please review the changes and add comments as necessary.

Attachments ▲

3 Select files...

Drop files here to upload

Comments ▲ show changes

4 Jasna Boskovic (MIRVAC-JB)

02-AUG-22 09:22 AM

OPEN

Yes, I can see changes

Kylie Hall (MIRVAC-KH)

01-AUG-22 02:50 PM

OPEN

Document Created

LINKED ▲

REF	ACTION	DATE	TITLE	Status
GEN:MIRVAC-MRD#0001	MRD-JH	01-Aug-22	new Gen Corro	OPEN
RFI:MRC1-SC1#0005	MIRVAC-JB	28-Jul-22	COp2-1117	OPEN

Show: Headers Comments Changes Viewers Linked

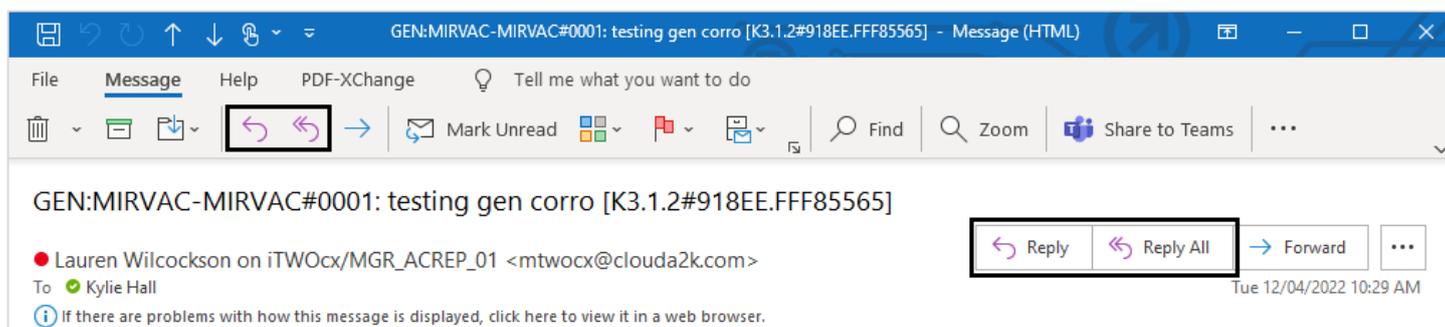
Cancel

QuickText Associate Submit

Action	Description
1. Change Status	Change the status of the form (if required). The options in the Status dropdown is defined on a per form basis and is dependent on the user's access level within the system.
2. Change Action or Info users	To change the Action / Info users, click and drag the name to the other fields. Additional users can be added by clicking the Action or Info buttons.
3. Add Attachment	Uncontrolled documents can be added as an attachment (e.g. a screenshot) by opening the attachment section and searching for the file or using drag and drop.
4. Add Comment	Enter comments into the field.
5. Click Submit	Clicking submit sends the form.

3.2 Reply to Email via Outlook

Both types of notifications (plain or preview) can be replied to from Outlook using the **Outlook reply buttons**.



A reply (or reply all) from outlook notifies all users on the correspondence (within the info and action fields) of the message and adds a comment to the correspondence form within iTWOcx (as per below).



Replying to a notification from outlook does not change the **action on** user or the **status**, it just adds a comment to the form. To change the action on user or the status of the form, click the **link** to open the form in iTWOcx and complete the actions.

3.3 Respond to Preview Email

Preview emails have a **Respond** button that opens a version of the form in a browser window to allow more options.



Clicking the button opens the Respond screen.

Note: An 'override existing window' warning message may appear. If so, click Yes to proceed to open the response in a new window.

When responding to some correspondence types, the form allows additional actions. Comments can be added, the action/info users can be changed, the status of the form can be changed as well as adding attachments and associating documents.

When responding to an RFI, the action on user should be changed with each response to indicate who should provide the information. Once everything has been resolved the status is changed to Closed.

The screenshot shows a web-based form for correspondence. It is divided into several sections:

- Details:** Includes a title field with the text "send me a unicorn", a status dropdown menu currently set to "OPEN" (marked with callout 1), and a reference field with the text "RFI:MRC1-MIRVAC#0004".
- Collaborators:** Features a "Private" toggle switch set to "Off" and a "Collaborators" icon. Below this are two rows of user tags:
 - Action:** A tag for "Project Manager (MRC1-PM)" (marked with callout 2).
 - Info:** Tags for "Yardi Voyager (API-ASA)", "Data Reporting (API-DR)", and "Kylie Hall (MIRVAC-KH)" (marked with callout 2).
- Form:** Contains several dropdown menus:
 - DISCIPLINE:** Set to "Telecommunication" (marked with callout 2).
 - Signature:** An empty dropdown menu.
 - STAGE:** An empty dropdown menu.
- Request:** A text area containing the message: "Hey Kylie, Can you send me the unicorn pic? Cheers!".
- Attachments:** A section with a "Select files..." button and a "Drop files here to upload" instruction (marked with callout 3).
- Comments:** A large empty text area for adding comments (marked with callout 4).
- Footer:** A blue bar with buttons for "Cancel", "QuickText", "Associate", and "Submit" (marked with callouts 5 and 6).

Action	Description
1. Check/Change Status	Check the status on the form and whether it needs to change. If a change is required, select the new status form the dropdown menu. Note: Status changes can only be made by specific users / groups for each form type
2. Check/Change Users	To change the action on user, click and drag the name from the info field to the action field. Note: Additional users can be added to forms in either the action or info field. Users cannot be removed from the correspondence.

Action	Description
3. Add Attachments (if required)	To add attachments, expand the attachment section and either drag the file or select files.
4. Add Comment	Enter response in the comments box.
5. Associate documents / forms (if required)	If required, use the associate button to link other correspondence forms or documents.
6. Click Submit	Click Submit to send the response to the users on the form (action and info users).

3.4 Split Correspondence

iTWOcx has the ability to split correspondence to create a side conversation that is **linked** back to the original. There are two main reasons to create a split correspondence:

1. To create a related correspondence thread that is linked to the original request to maintain traceability (e.g. a Request For Information results in a need for a Request For Quotation. Using a split correspondence ensures the RFQ can be traced back to the original RFI)
2. To continue a conversation without some of the users. As users cannot be removed from an existing correspondence thread, the split function can be used to remove the users and create a new thread that is linked.

Each correspondence form has the option to Split on the bottom toolbar when viewed within iTWOcx.





Splitting is not available from an email notification; users must log into iTWOcx to create a split.

When the Split button is clicked, the original form type opens up with the existing title and the original comment/request. The users in the action / info fields are removed and need to be added.

Any uncontrolled attachments are available with the option to attach them to the split correspondence. Any linked documents or correspondence are not retained and must be [associated](#) to the correspondence form again.

Split: Request for Information

Details ▲

1 TITLE send me a unicorn

STATUS OPEN ▼

REF Automatic

2 DUE 05-AUG-22 04:02 PM

Collaborators ▲ Private Off

3 Action

Info Yardi Voyager (API-ASA) Data Reporting (API-DR)

Form ▲

DISCIPLINE Telecommunication X

Signature ▼

STAGE ▼

Request

4 B I U S Segoe UI 9pt A A

Hey Kylie,
Can you send me the unicorn pic?
Cheers!

5 Attachments ▲

Select files... Drop files here to upload

6 7

QuickText Associate Save as Draft Submit

Action	Description
1. Check Title	The title of the split correspondence is inherited from the original request. If required, update the title.
2. Check Status, Type, Due Date	The status, type and due date pre-populate. If required, update the fields.
3. Add Users	The action and info fields are empty. Users need to be added to the form. Type the users into the field or click the action or info button to launch the Select Addressee screen. Search for the user and click either action > or info > to move them to the righthand side. <ul style="list-style-type: none"> • Action – the user required to complete the task, respond to the message, etc. • Info – the users that need to be informed.
4. Add Request	The original request text is carried across to the split form. If required, update the request.
5. Select / Add Attachments (if required)	Existing attachments are available to select and add. Tick the checkbox to include. <div data-bbox="387 1839 1337 2011" data-label="Image"> </div> <p>Additional uncontrolled documents can be added by drag and drop or select files.</p>

Action	Description
6. Associate documents / forms (if required)	If required, use the associate button to link other correspondence forms or documents within iTWOcx to the form.
7. Click Submit	Click Submit to send the response to the users on the form (action and info users).



Remember: If you're splitting a form any linked iTWOcx documents / forms are not carried over. Items must be associated to the new split correspondence.

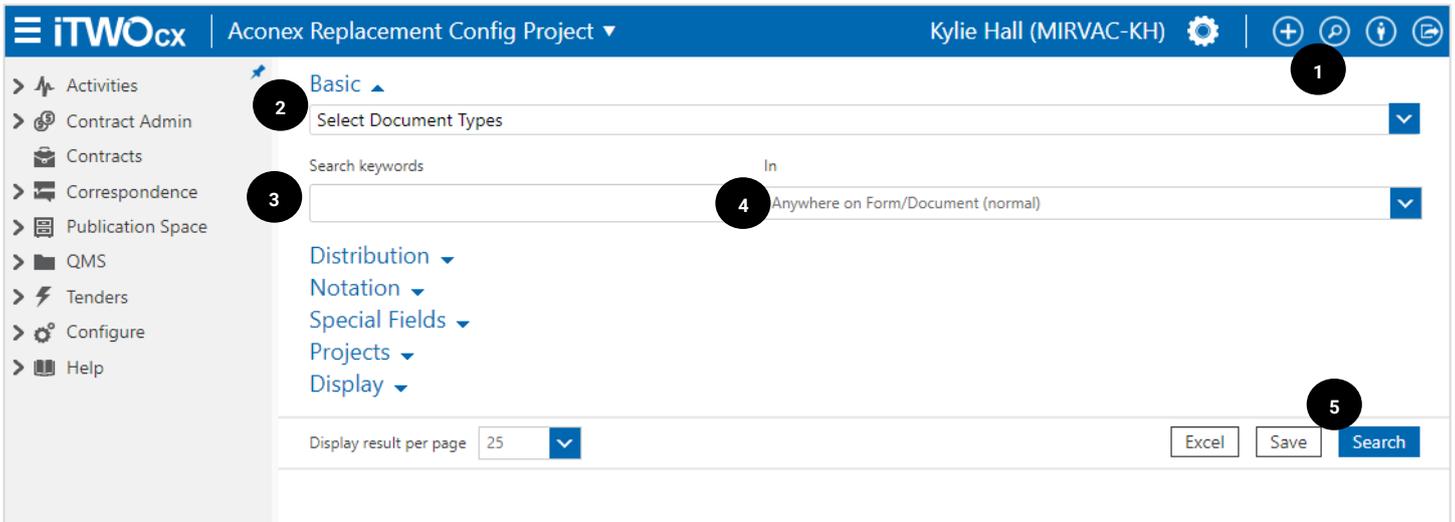
Any uncontrolled documents added as an attachment need to be checked to be included with the new split correspondence.

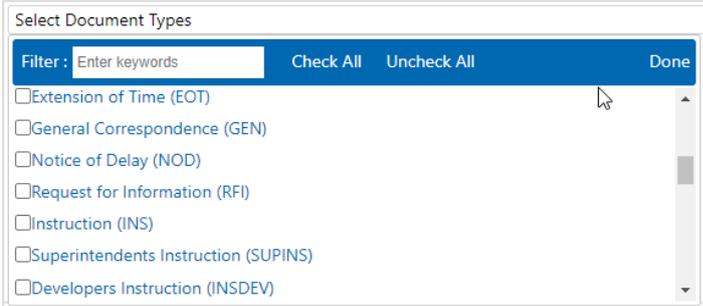
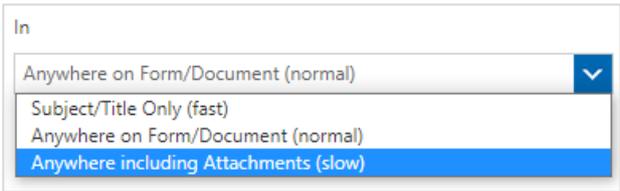
4 Searching for Correspondence

There are two main ways to search for correspondence within iTWOcx. The Global Search tool allows for searching across multiple correspondence types at the same time. The other option is within the correspondence register where users can filter and search on a specific correspondence type.

4.1 Global Search

The Global Search tool is access via the toolbar which is accessible from any screen in iTWOcx. The default setting is the expanded basic section to allow a keyword search across all document types.



Step	Description
1. Click Magnifying Glass icon	Click  Opens the Search screen. The default view is for the Basic Keyword search.
2. Select Document Type	Using the dropdown menu, select the document type to search. Multiple types can be manually selected or select the Check All option to search everything. 
3. Enter keywords	Add keywords into the field. Wildcard searches using * can be used.
4. Select the level of search	Change the level for the search from the dropdown. The default is set to search the form contents only. 
5. Click Search	The results are displayed.

Basic ▲

General Correspondence (GEN), Request for Information (RFI) ▼

Search keywords: test In: Anywhere on Form/Document (normal) ▼

Distribution ▼
 Notation ▼
 Special Fields ▼
 Projects ▼
 Display ▼

Display result per page: 25 ▼ Excel Save Search

Search Result Summary ⓘ Filter ⌵

Issued	Reference	Modified	Author	Attention	Title	Status/Late
27-MAY-22	GEN:MIRVAC-JIV#0001	27-MAY-22	MIRVAC-JH	JIV-JV	Split: Document(s) for Test - Jade and David parallel workfl...	OPEN
27-MAY-22	GEN:MRC-JIV#0001	27-MAY-22	MRC-AG	JIV-JV	Cancel active workflows - all documents are locked	CLOSED
12-APR-22	GEN:MIRVAC-MIRVAC#0001	12-APR-22	MIRVAC-KH	MIRVAC-LW	testing gen corro	LATE 45d

1 25 items per page 1 - 3 of 3 items

Step	Description
6. View Results	<p>The results appear in the Search Result section. Items can be opened by clicking the link.</p> <p>Further filtering and sorting is available by clicking the column heading to sort the list, clicking the filter icon ⌵ in the column heading or by clicking filter Filter ⌵ in the top right.</p> <p>Clicking Summary shows the criteria selected/applied.</p> <p>Results can be exported to Excel or Saved as a saved search.</p>

 The search is conducted on any correspondence in iTWOcx where someone from your company is listed on the action or info fields.

4.1.1 Search Categories

There are many criteria available for searching. They are grouped into different categories as outlined in the table below. Searches can be conducted using fields across one or more categories to refine the search.

Basic ▲

General Correspondence (GEN), Request for Information (RFI) ▼

Search keywords: test In: Anywhere on Form/Document (normal) ▼

Distribution ▼
 Notation ▼
 Special Fields ▼
 Projects ▼
 Display ▼

Category	Description
Basic	The Basic search provides a keyword search. Searches can be completed across all document / form types, a particular type or multiple types. Keyword searches can be conducted across the correspondence text (default setting), just the title or within the attachments on a correspondence (this is a slower search option).
Distribution	Allows filtering by users, dates or status . A useful feature is to search for items created in the last X days by using a negative number in the Created Date field. e.g. -7 displays results from the last 7 calendar days.
Notation	Allows searching by the author . This is a quick way to search for documents from a particular company.
Special Fields	Used to identify correspondence with a specific category on a form e.g. area, discipline, stage, tender package etc. Note: some of these fields are optional on a form.
Projects	Allows for searches across multiple project instances that you have access to.
Display	Is used to change the way the search results are shown.

4.2 Correspondence Register Search

Within iTWOcx, every correspondence form type available to the user has a register in the menu. The register can be used to locate specific items instead of using the global search feature as there are some pre-built views that may assist.

The screenshot displays the iTWOcx interface for the 'Aconex Replacement Config Project'. The left-hand navigation menu is visible, with 'RFQ: Request for Quotation' highlighted by a red circle labeled '1'. The main content area shows the 'Request for Quotation' register search results, with the 'MY DOCS' tab selected, indicated by a red circle labeled '2'. The search results are displayed in a table with the following columns: Modified, Reference, Issued, Author, Attention, and Title. The table contains three rows of results, all dated 31-MAY-22, with references RFQ:MIRVAC-SC1#0001, RFQ:MIRVAC-SC3#0001, and RFQ:MIRVAC-SC2#0001, all issued by MIRVAC-KH and titled 'New design - please quote'. The interface also shows a pagination control at the bottom of the table, indicating '1 - 3 of 3 items' and '25 items per page'.

Modified	Reference	Issued	Author	Attention	Title
31-MAY-22	RFQ:MIRVAC-SC1#0001	31-MAY-22	MIRVAC-KH	SC1-SO	New design - please quote
31-MAY-22	RFQ:MIRVAC-SC3#0001	31-MAY-22	MIRVAC-KH	SC3-ST	New design - please quote
31-MAY-22	RFQ:MIRVAC-SC2#0001	31-MAY-22	MIRVAC-KH	SC2-ST	New design - please quote

Action	Description	
1. Navigate to register	Expand the Correspondence menu and click the register.	
2. Click required tab	The tabs across the top provide additional views.	
	My Docs	Correspondence created by the user.
	Action Items	Correspondence where the user is listed in the action field.
	Info Items	Correspondence where the user listed in the info field.
3. Sort / Filter if required	Company Addressed	Correspondence sent / received to anyone within the same company as the user.
	<p>Further filtering and sorting is available by clicking the column heading to sort the list, clicking the filter icon  in the column heading</p> <p>Clicking Filter  in the top right opens the same categories from the Global Search. Clicking Summary shows the criteria selected/applied.</p> <p>Results can be exported to Excel or Saved as a saved search.</p>	

4.3 Exporting Search Results

A feature of both search methods is the ability to export the search results to excel. This is a great way of sharing information in an easy to view format that provides direct hyperlinks to the correspondence.

	A	B	C	D	E	F	G	H
1	Document List							
2	Issued	Reference	Modified	Author	Action		Status/Late	ICON
3	27-May-22	GEN:MIRVAC-JIV#0001	27-May-22	MIRVAC-JH	JIV-JV	Split: Document(s) for Test - Jade and David parallel workflow	OPEN	
4	27-May-22	WTX#0016	27-May-22	MRC-AG	MRC-AG	Document(s) for Test - Jade and David parallel workflow	CLOSED	
5	27-May-22	GEN:MRC-JIV#0001	27-May-22	MRC-AG	JIV-JV	Cancel active workflows - all documents are locked	CLOSED	
6	25-May-22	WTX#0013	27-May-22	RIB-AM	MULTIPLE	Document(s) for Training Test Review (Demo)	CLOSED	
7	26-May-22	WTX#0015	26-May-22	AA-AA	SE-SE	Document(s) for Training Test Review (Demo)	LATE3d	
8	26-May-22	WTX#0014	26-May-22	MRC1-DE	MULTIPLE	Document(s) for Training Test Review (Demo)	CLOSED	
9	25-May-22	WTX#0012	25-May-22	MRC1-DE	MULTIPLE	Subcontractor submitted Document(s) for Training Test Review (Demo)	CLOSED	
10	25-May-22	EML:AA-MIRVAC#0003	25-May-22	AA-AA	MIRVAC-SP	Sample test 3	LATE1d	
11	25-May-22	EML:AA-MIRVAC#0002	25-May-22	AA-AA	MIRVAC-SP	Test Email	LATE1d	
12	24-May-22	WTX#0011	24-May-22	MRC1-DE	MULTIPLE	Document(s) for Training Test Review (Demo)	CLOSED	
13	24-May-22	WTX#0010	24-May-22	RIB-AM	MULTIPLE	Review Workflow for presentation	LATE7d	

4.4 Saved Searches

To assist with repeat searches, iTWOcx can **save a search**. Saved Searches are particularly useful when repeated items are checked regularly.

In the below example a search is created for any RFQs created in the last week.

Basic ▲

Request for Quotation (RFQ) ▼

1 Search keywords

In ▼

Distribution ▲

Created by or Response from

Attention (First)

Attention (Current)

Attn or Copy To

Status

- DRAFT
- OPEN
- CLOSED

Ref

Created From

Due From

First Opened From

Modified From

Closed From

To

To

To

To

To

To

2

Display result per page ▼

Excel Save Search

Search Result Summary ⓘ Filter Y

Issued	Reference	Modified	Author	Attention	Title	Status/Late
31-MAY-22	RFQ:MIRVAC-SC1#0001	31-MAY-22	MIRVAC-KH	SC1-SO	New design - please quote	OPEN
31-MAY-22	RFQ:MIRVAC-SC3#0001	31-MAY-22	MIRVAC-KH	SC3-ST	New design - please quote	OPEN
31-MAY-22	RFQ:MIRVAC-SC2#0001	31-MAY-22	MIRVAC-KH	SC2-ST	New design - please quote	OPEN

1 25 items per page 1 - 3 of 3 items

Action	Description
1. Complete Search	In this example the document type (RFQ) is selected and the created from date is selected as -7 days.
2. Click Save	After completing the required search, click Save . The Save Search section displays

3 NAME

DESCRIPTION

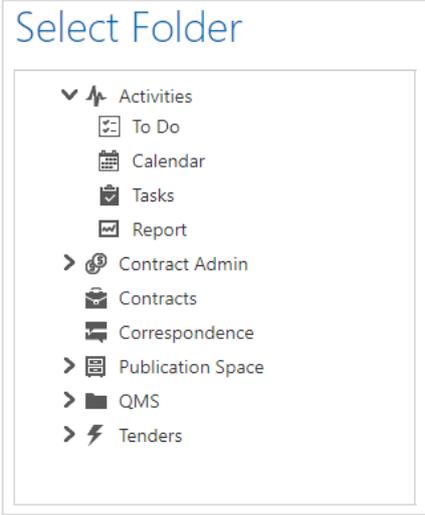
FOLDER 4

APPLICABILITY

5 EDITABLE

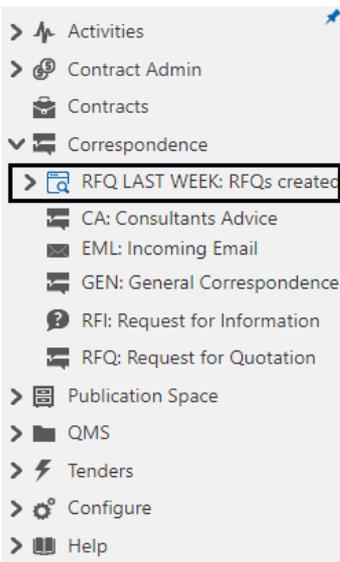
6

ICON OUTPUT ▼

Action	Description
3. Enter name and description	Enter a name and description for the search.
4. Select Folder	<p>Click  next to the Folder field.</p> <p>The select folder pop up displays. Choose the required location for the saved search.</p>  <p>Note: If required, create a new folder to store all saved searches by clicking New Folder.</p>
5. Add users to Applicability and Editable fields	<p>Click  next to each field to add users.</p> <p>Users that can view the saved search are added to the Applicability field. This could be a user, a group / role, company etc.</p> <p>Users that can edit the search are added to the Editable field.</p>
6. Click Create	This creates the saved search.

4.4.1 Locating Saved Searches

Saved searches are available in the relevant folder in the Menu Frame. (e.g. RFQ LAST WEEK in below image)



Click the Search Name to get a refreshed version of the search result. The results can be exported / downloaded. The saved search can be deleted or edited at any time by the creator or anyone provided with editable access.

5 Tracking Correspondence

To track a conversation occurring within iTWOcx, the layout of the Correspondence form needs to be understood. There are four main areas within a correspondence form:

1. **Original request** at top of the form
2. **Comments** in the middle of the form
3. **Linked** shows other correspondence or associated documents at the bottom of the form
4. **Actions** in the blue toolbar at the end of the form

1

PROJECT NO MGR_ACREP_01
PROJECT Aconex Replacement Config Project
COMPANY Axacts Architects

PHONE
FAX
REF INSARC:AA-MRC1#0002

Architects Instruction STATUS OPEN

ISSUED 26-MAY-22 01:56 PM DUE 2-JUN-22 01:56 PM

AUTHOR	COMPANY	PHONE	MOBILE
Architect User	Axacts Architects		

COLLABORATORS ACTION

ACTION	COMPANY
Architect User	Axacts Architects
Design Engineer	Mirvac Construction (Demo)

INFO

Item	Company	Phone
Data Reporting	Mirvac API	
Yardi Voyager	Mirvac API	+61 2 9080 8000

Example Architect Instruction - change to design

DISCIPLINE Level

SIGNATURE

STAGE * Retail

Comment

Please note there are some design changes

2

COMMENTS show changes

Start typing to add a comment...

Architect User (AA-AU) [Comment #4] OPEN
26-MAY-22 02:18 PM
Floor area is 6400x8800

Design Engineer (MRC1-DE) [Comment #3] OPEN
26-MAY-22 02:17 PM
Please confirm kitchen dimensions

Architect User (AA-AU) [Comment #2] OPEN
26-MAY-22 02:00 PM
Here is some more detail, please see the associated drawing

Design Engineer (MRC1-DE) [Comment #1] OPEN
26-MAY-22 01:58 PM
Hi, Please provide some more information

Design Engineer (MRC1-DE) OPEN
26-MAY-22 01:56 PM
The document has been viewed

Architect User (AA-AU) OPEN
26-MAY-22 01:56 PM

Example Architect Instruction - change to design Issued to MRC1

3

LINKED

REF	ACTION	DATE	TITLE	STATUS
AR-1010	-	24-May-22	SAMPLE FLOOR PLAN	Preliminary
AR-2010	-	25-May-22	SAMPLE FLOOR PLAN	Preliminary

Show: Headers Comments Changes Viewers Linked

4

RFI Link Print Pdf Associate Split QuickClose Respond

This is the basic layout for each form type. The next sections look at each area in more detail.

Original Request

At the top of the form the original request is shown. This shows the details of when it was issued, the status of the request, users/groups included, and the original message.

The example below shows a message from the Architect to the Design Engineer advising of a design change.



PROJECT NO	MGR_ACREP_01	PHONE	
PROJECT	Aconex Replacement Config Project	FAX	
COMPANY	Axacts Architects	REF	INSARC:AA-MRC1#0002

<h2>Architects Instruction</h2>	STATUS OPEN
---------------------------------	--------------------

ISSUED	26-MAY-22 01:56 PM	DUE	2-JUN-22 01:56 PM
--------	--------------------	-----	-------------------

AUTHOR	COMPANY	PHONE	MOBILE
Architect User	Axacts Architects		

COLLABORATORS

ACTION				
Architect User	Axacts Architects			
Design Engineer	Mirvac Construction (Demo)			
INFO				
Data Reporting	Mirvac API			
Yardi Voyager	Mirvac API	+61 2 9080 8000		

Example Architect Instruction - change to design
DISCIPLINE Civil

SIGNATURE

STAGE * Retail

Comment

Please note there are some design changes

Comments

Correspondence through iTWOcx works in a conversation thread. As people respond to the mail the comments are added to the form. The **newest** comment is on **top**, the **oldest** response is at the **bottom**.

In the example below a conversation is occurring between the Architect and the Design Engineer. The original request from the Architect to Design Engineer. The correspondence form was then viewed by the Design Engineer and the Design Engineer commented back. The conversation went back and forth until the floor area was provided.

The next step would be for the Design Engineer to close the form.

COMMENTS

[show changes](#)

Start typing to add a comment...

Architect User (AA-AU) [Comment #4]

OPEN

26-MAY-22 02:18 PM

Floor area is 6400x8800

Design Engineer (MRC1-DE) [Comment #3]

OPEN

26-MAY-22 02:17 PM

Please confirm kitchen dimensions

Architect User (AA-AU) [Comment #2]

OPEN

26-MAY-22 02:00 PM

Here is some more detail, please see the associated drawing

Design Engineer (MRC1-DE) [Comment #1]

OPEN

26-MAY-22 01:58 PM

Hi, Please provide some more information

Design Engineer (MRC1-DE)

OPEN

26-MAY-22 01:56 PM

The document has been viewed

Architect User (AA-AU)

OPEN

26-MAY-22 01:56 PM

Example Architect Instruction - change to design Issued to MRC1

Linked

The Linked section shows any related correspondence or links to associated documents. This is where most of the tracking is done.

The example below shows two documents have been associated to this correspondence. This allows for quick access to items instead of needing to search for documents.

LINKED				
REF	ACTION	DATE	TITLE	STATUS
AR-1010	-	24-May-22	SAMPLE FLOOR PLAN	Preliminary
AR-2010	-	25-May-22	SAMPLE FLOOR PLAN	Preliminary

Example – split correspondence

When splitting correspondence and creating the side conversation, the visibility of the linked messages is different for each user.

The example below shows Design Engineer splitting the conversation to ask Subcontractors for a quote.

LINKED				
REF	ACTION	DATE	TITLE	STATUS
INSARC:AA-MRC1#0002	MULTIPLE	26-MAY-22	Example Architect Instruction - change to design	OPEN
RFQ:MRC1-SC1#0001	SC1-ST	26-MAY-22	change to design - please price	CLOSED
RFQ:MRC1-SC2#0002	SC2-ST	26-MAY-22	change to design - please price	OPEN
RFQ:MRC1-SC3#0001	SC3-ST	26-MAY-22	change to design - please price	OPEN

The linked section shows the **original correspondence from the Architect** and the **three subsequent RFQs** sent to the subcontractors as the Design Engineer was involved in every conversation. Tracking what the RFQ relates to is easy to do as the correspondence is linked back to the original architect instruction. The individual statuses of the RFQs can also be seen with one RFQ closed and the other two open.

The same correspondence viewed from the subcontractor would not show the conversation with the architect, nor the RFQs sent to the other subcontractors. It would appear as a single conversation.

Similarly, the architect would not see any of the RFQs.

Actions

At the bottom of every correspondence form the toolbar shows the actions available. There may be different options on depending on the form type as shown below.



Items on the left are the quick create options (these are the typical split correspondence forms created based on the correspondence type). Items on the right are the quick actions that can be taken.

6 Notifications

There are two types of email notifications available:

- **Plain text email** contains a link to iTWOcx. Users need to log in to view the documents and other comments. Users can reply to the email and it will update iTWOcx or respond within iTWOcx.
- **Preview email** contains a copy of the correspondence, including documents that can be downloaded. The correspondence can be directly interacted with without the need to log into iTWOcx.

6.1 Plain Text Email

The following is an example of the plain text email received for a general correspondence.

CAUTION: This email originated from outside of the organisation. Do not act on instructions, click links or open attachments unless you recognise the sender and know the content is authentic and safe.

1 ACTION MIRVAC-KH initiated GEN:MIRVAC-MIRVAC#0001 for your attention
DATE 12-APR-22 10:53 AM
LINK https://mtwocx.clouda2k.com/MGR_ACREP_01:596206

2 PROJECT MGR_ACREP_01 - Aconex Replacement Config Project
SUBJECT testing gen corro

3 AUTHOR Kylie Hall
ACTION Lauren Wilcockson
INFO Data Reporting; Yardi Voyager; Kylie Hall
ISSUED 12-APR-22 10:53 AM

You have received this because your iTWOcx account is configured to send you notifications. You can change this setting in your contacts details under user options.

iTWOcx Support
cxsupport@clouda2k.com

ID:[K3.1.2#918EE.FFF85565]

Screen Element	Description
1. Action	Summarises the details of the message with the item reference number, date issued and a link to launch iTWOcx and display the notification.
2. Subject	The title of the transmittal, correspondence or form.
3. Information	Displays the author and the users that need to complete the required action and those copied in for awareness.



The plain text email serves as a notification only. To see comments or attachments, you must click the link to open iTWOcx.

6.2 Preview Email

The following is an example of the preview email of an RFI.

iTWOcx

Hi KYLIE, **1**

Sai Prerepa has responded to this Request for Information.

Open in iTWO cx

Reply to this email to post a comment on the document or click the respond button for more options.

[Show me how](#)

Respond

iTWOcx

Request for Information

STATUS: OPEN

ISSUED 28-APR-22 01:54 PM DUE 29-APR-22 12:21 PM

AUTHOR	COMPANY	PHONE	MOBILE
KYLIE Hall	Mirvac Group	+61 2 9080 8000	

COLLABORATORS ACTION

Lauren Wilcockson	Mirvac Group	+61 2 9080 8000	
-------------------	--------------	-----------------	--

INFO

Data Reporting	Mirvac API		
Sai Prerepa	Mirvac Group	+61 2 9080 8000	
Yardi Voyager	Mirvac API	+61 2 9080 8000	

Need info about XYZ

Request **3**

Can you provide more details about xyz?

ATTACHMENTS

[] Select All

 QA-1010[1].xlsx	 PM-1234[1].pdf	 CV-2020[a].pptx	 building.jpg
---	---	--	---

[Download]

Attached file:

- 10-MAY-22 CV-2020[a].pptx
- 10-MAY-22 PM-1234[1].pdf
- 10-MAY-22 QA-1010[1].xlsx
- 10-MAY-22 building.jpg

Download all attachments in one zip

COMMENTS

5

Sai Prerepa (MIRVAC-SP) OPEN

10-MAY-22 01:12 AM

General revisions.

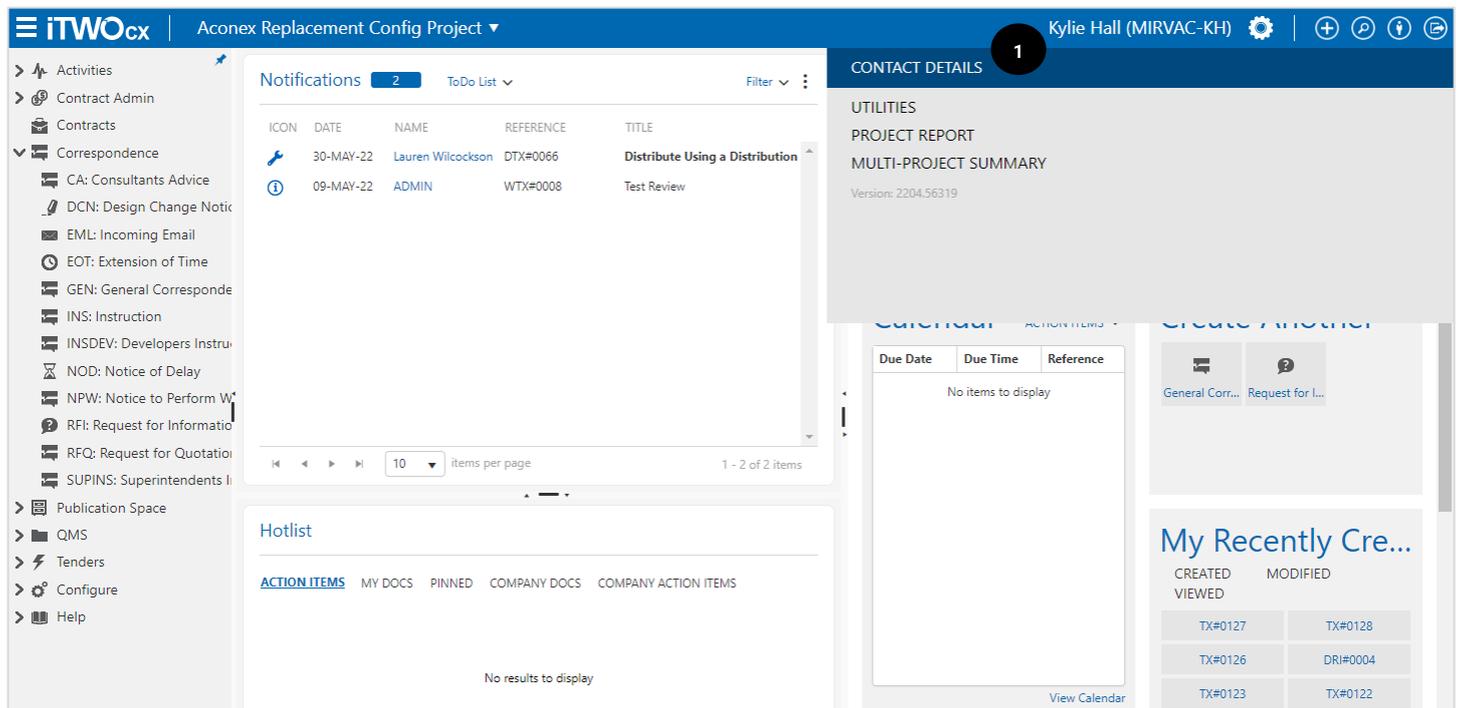
Attached file: [building.jpg \(1.1Mb\)](#)

Screen Element	Description
1. Header	Shows the user that generated the item and the type of correspondence. Provides a link to open the correspondence in iTWOcx and a link to respond within iTWOcx. Note: Users can reply within the mail system (e.g. Outlook) to add a comment to the form.
2. Information	Shows the type of correspondence, the date issued, due date and status. The author, action and info users are clearly listed.
3. Request	Details of the original request.
4. Attachments	Any attachments relating to the form. Attachments can be opened and viewed individually. There is also a link to download the attachments in a zip file.
5. Comments	Details of the comment trail of the form. Newest comments are on top.

 The preview email provides more information without the need to open iTWOcx.

6.3 Changing Preferences

Users can change the type of email notification received through Settings.



The screenshot shows the iTWOcx interface for the 'Aconex Replacement Config Project'. The left sidebar contains a navigation menu with categories like Activities, Contract Admin, Contracts, Correspondence, Publication Space, QMS, Tenders, Configure, and Help. The main content area is divided into several sections:

- Notifications:** A table with columns for Icon, Date, Name, Reference, and Title. It displays two items:

ICON	DATE	NAME	REFERENCE	TITLE
	30-MAY-22	Lauren Wilcockson	DTX#0066	Distribute Using a Distribution
	09-MAY-22	ADMIN	WTX#0008	Test Review
- CONTACT DETAILS:** A panel on the right showing 'UTILITIES' and 'PROJECT REPORT' sections. It includes a 'View Calendar' link at the bottom.
- Hotlist:** A section below the notifications table with tabs for 'ACTION ITEMS', 'MY DOCS', 'PINNED', 'COMPANY DOCS', and 'COMPANY ACTION ITEMS'. It currently shows 'No results to display'.
- My Recently Cre...:** A section on the right displaying a grid of recently created or modified items with columns for 'CREATED' and 'MODIFIED'.

Action	Description
1. Access Contact Details	Click Cog  > Contact Details

options ▾

LANGUAGE English (AU) ▾

NOTIFICATIONS Control how you receive notifications.

	ToDo	Email	SMS	Fax	Preview Email
3					
Your document was VIEWED	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You have been added for INFO	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A response added while INFO	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
You have been added for ACTION	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Response while AUTHOR/ACTION	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Your document is CLOSED	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your document is LATE	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A document for your ACTION is LATE	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Send Confirmation email					<input checked="" type="checkbox"/>
Apply these setting to all projects					<input type="checkbox"/>

NOTIFICATION LIST Choose what happens when you tick off notifications.

View and Tick off

Tick off only

DOCUMENT SUBMIT Turn off document preview

LETTERHEADS Show letterhead on documents

DISTRIBUTION RULES [Edit Distribution Rules](#)

No rules have been specified

VERSION Project Version ▾

Use Staging Server

SESSION EXPIRY 2 Days (Max 7)

4

Rename Restricted Retire History Save

Action	Description
2. Scroll down	Scroll down to the Notification section.
3. Check boxes	Make relevant changes to the notifications received. Note: The system displays a warning message when certain items are unchecked when notifications are removed. It is best practice to keep these items checked.
4. Click Save	Saves the preferences.

7 Correspondence Examples

The following correspondence types have some points of note. This includes in built approval process, quick actions, the ability to send one message to many users blindly etc.

7.1 Request for Quotation (RFQ)

When sending a Request for Quotation, the form has an inbuilt feature that allows the one form to be created and sent to **multiple recipients**, without any of the recipients seeing the other names.

Each recipient in the **action** field (e.g. Subcontractor One, Subcontractor Two and Subcontractor Three) receives a separate copy of the form addressed only to them.

The screenshot shows the 'New Request for Quotation' form. At the top, the title is 'New Request for Quotation' with a 'details' dropdown. Below this are three main input fields: 'TITLE' with the text 'New design - please quote', 'STATUS' set to 'OPEN' with a 'DUE' date of '07-Jun-22 11:10 AM', and 'TYPE' set to 'RFQ: Request for Quotation' with a 'REF' value of 'Automatic'. The 'collaborators' section includes a 'Private' checkbox and an 'action' field containing three recipients: 'Subcontractor Two (SC2-ST)', 'Subcontractor Three (SC3-ST)', and 'Subcontractor One (SC1-SO)'. A 'Multiple' button is visible next to the action field. The 'info' field contains 'Data Reporting (API-DR)' and 'Yardi Voyager (API-ASA)'. The 'attachments' and 'form' sections are partially visible. The 'form' section includes a 'DISCIPLINE' dropdown menu with options 'Acoustic', 'Aquatic', and 'Architectural', a 'SIGNATURE' dropdown, and a 'QUOTATION AMOUNT' input field. Below the form is a 'Comment' section with a rich text editor toolbar and the text 'Please provide quote for new design.' At the bottom of the form, there is a blue bar with buttons for 'Associate', 'Check Names', 'QuickText', 'Save as Draft', and 'Submit'.

The corresponding notification received by Subcontractor One is shown below. There is no indication that the RFQ went to other users in the action field and the trail at the bottom of the mail only shows the one user.

RFQ:MIRVAC-SC1#0001: New design - please quote

OPEN

AUTHOR KYLIE Hall

ACTION **Subcontractor One**

INFO Data Reporting, Yardi Voyager

New design - please quote

DISCIPLINE

SIGNATURE

QUOTATION AMOUNT

Comment

Please provide quote for new design.

COMMENTS show changes

Start typing to add a comment...

Kylie Hall (MIRVAC-KH)

OPEN

31-MAY-22 11:16 AM

New design - please quote Issued to SC1

Show: Headers Comments Changes Viewers Linked

Link Print Pdf Associate QuickClose Respond

7.2 Site Instruction (SI)

The Site Instruction form has an inbuilt approval process that goes to the Contract Administrator and Project Manager prior to being sent to the end user.

When creating an SI, the end user is added to the **final recipient** field instead of the Action field. The Submit button is replaced by a **For CA Approval** button and the form is sent to the contract administrator. Once approved, it is sent to the Project Manager for approval before being released. The status of the form automatically updates as it progresses.

The below screenshot shows the initial form that requires approval. Take note of the **Status**, the **Action** field greyed out, the **final recipient** field, the **admin comments** field (not visible to the final recipient), the **For CA Approval** button instead of the submit and the section in the instruction box that requires updating. Note that this is a blank SI template.

New Site Instruction

details ▲

TITLE

STATUS Workflow Applied DUE 30-Aug-22 09:29 AM

TYPE REF

collaborators

Private

action Workflow Applied

info

attachments ▼

form ▲

INSTRUCTION *

B I U S Segoe UI 9pt **A A** [bullet list] [numbered list] [checkbox list] [link] [img alt="help icon"/> [img alt="insert icon"/>

Pursuant to clauses of the Subcontract, you are hereby instructed to proceed with works associated with the following for the avoidance of doubt, this Site Instruction does not constitute an extension of time.

ADMINISTRATION

COST IMPACT: * EST COSTS (\$):

TIME IMPACT: * EST TIME (DAYS):

BACKCHARGE: * BACKCHARGE TO (COMPANY):

REQUIRE RLI: *

* indicates a mandatory field

DISCIPLINE

SIGNATURE

STAGE

FINAL RECIPIENT

ADMIN COMMENTS: **B I U S** Segoe UI 9pt **A A** [bullet list] [numbered list] [checkbox list] [link] [img alt="help icon"/> [img alt="insert icon"/>

7.3 Request for Information (RFI)

When receiving an RFI, quick actions are available from the toolbar to create the other correspondence types such as RFQ and Design Change Notice to expedite the process. Clicking the option opens a new form

RFI:MIRVAC-MIRVAC#0003: RFI 1 OPEN

AUTHOR Sai Prerepa
ACTION [Lauren Wilcockson](#)
INFO [Data Reporting](#), [Yardi Voyager](#)

RFI 1

Request

Please reply with required information

ATTACHMENTS

THUMBS LIST

Select All



building.jpg

[Download](#)

COMMENTS

[show changes](#)

Start typing to add a comment...

Sai Prerepa (MIRVAC-SP) OPEN
16-MAY-22 12:29 AM
RFI 1 Issued to MIRVAC

LINKED

REF	ACTION	DATE	TITLE	STATUS
AR-0163	-	11-Apr-22	Construction progress	Preliminary
B0123	-	01-Apr-22		Preliminary

Show: Headers Comments Changes Viewers Linked

[Design Change Notice](#) [RFQ](#) [Link](#) [Print](#) [Pdf](#) [Associate](#) [Split](#) [Respond](#)

7.4 Extension of Time (EOT)

The Extension of Time form has an inbuilt approval process that goes to the Contract Administrator and Project Manager prior to being sent to the end user.

When creating an EOT, the end user is added to the **final recipient** field instead of the Action field. The Submit button is replaced by a **For CA Approval** button and the form is sent to the contract administrator. Once approved, it is sent to the Project Manager for approval before being released. The status of the form automatically updates as it progresses.

The below screenshot shows the form approved by the Contract Administrator that requires PM approval. Take note of the **Status**, the **Action** field greyed out, the **final recipient** field, the **admin comments** field (not visible to the final recipient) and the **Approve and Reject** buttons.

Respond
details ▲

TITLE Latent Conditions - additional time for rock excavation

STATUS FOR PM APPROVAL DUE 30-Aug-22 10:51 AM

TYPE EOT REF EOT#0034

collaborators Private

action

info

attachments ▼

form ▲

CLAIM FOR EXTENSION OF TIME FOR PRACTICAL COMPLETION OF THE WORKS

In accordance with the Building Works Contract we hereby submit a formal claim for 3 days extension of time, due to Latent Conditions - additional time for rock excavation from the 23/08/2022 to the 25/08/2022 inclusive.

REASON FOR CLAIM	Latent Conditions - additional time for rock excavation
FROM THE DATE	23-Aug-22
TO THE DATE (INCLUSIVE)	<input type="text" value="25-Aug-22"/> <input type="button" value="Calendar"/>
NUMBER OF DAYS CLAIMED	3
TOTAL APPROVED DAYS CLAIMED TO DATE (INCL. THIS CLAIM)	<input type="text" value="3"/>
ORIGINAL DATE OF PRACTICAL COMPLETION	10-Oct-23
REVISED DATE OF PRACTICAL COMPLETION	<input type="text" value="12-Oct-23"/> <input type="button" value="Calendar"/>

Continued on next page.

COMMENTS

Rock excavation excluded in original scope of works. Ground conditions encountered 23/8/22.

DISCIPLINE	<div style="border: 1px solid #ccc; padding: 2px;">Fire Engineering Fire Flooding and Stormwater Geotech</div>
SIGNATURE	<div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div>
STAGE	<div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div>
ADMIN COMMENTS	<div style="border: 1px solid #ccc; padding: 5px;"><p>B <i>I</i> <u>U</u> S Segoe UI 9pt A <u>A</u> [Align] [List] [Table] [ABC] [Ω]</p><div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div></div>
FINAL RECIPIENT	<div style="border: 1px solid #ccc; padding: 2px;">KTC-KH ⋮</div>

comments ▲

B *I* U ~~S~~ Segoe UI 9pt **A** A [Align] [List] [Table] [ABC] [Ω]

[Associate](#) [Check Names](#) [QuickText](#) [Approve](#) [Reject](#)

The preview email received by the approvers has the details of the EOT and the option to approve or reject.

iTWOcx

Hi Jasna,
Kylie has issued you this [Extension of Time](#).
This form has a Workflow Applied. You can progress the form by clicking on one of the Workflow buttons below.

For PM Approval

Reject

Respond

Extension of Time

STATUS FOR CA APPROVAL

ISSUED	26-AUG-22 10:57 AM	DUE	30-AUG-22 10:51 AM
AUTHOR	COMPANY	PHONE	MOBILE
KYLIE	Mirvac Group	+61 2 9080 8000	
COLLABORATORS	ACTION	PHONE	mobile
	Jasna	Mirvac Group	+61 2 9080 8000
INFO	COMPANY	PHONE	mobile
	Data Reporting	Mirvac API	
	Yardi Voyager	Mirvac API	+61 2 9080 8000

CLAIM FOR EXTENSION OF TIME FOR PRACTICAL COMPLETION OF THE WORKS

In accordance with the Building Works Contract we hereby submit a formal claim for 3 days extension of time, due to Latent Conditions - additional time for rock excavation from the 23/08/2022 to the 25/08/2022 inclusive.

REASON FOR CLAIM	Latent Conditions - additional time for rock excavation
FROM THE DATE	23-Aug-22

8 Glossary of Terms / Acronyms

Term / Acronym	Definition
CA	Contract Administrator.
EOT	Extension of Time. A correspondence type.
iTWOcx	The collaborative construction project management system.
GEN	General Correspondence. A correspondence type.
PM	Project Manager.
RFI	Request for Information. A correspondence type.
RFQ	Request for Quotation. A correspondence type.
RIB	Vendor responsible for iTWOcx system.
SI	Site Instruction. A correspondence type.

Document Control

Version	Date	Prepared By	Reason for Update
V0.1	18/03/2022	Kylie Hall	Document Created
V1.0	01/08/2022	Kylie Hall	Published

Review / Sign Off

Name	Role	Review / Sign Off	Date