ARQIVA

Post-Work Activities

SAAM IN SERVICENOW • STEP-BY-STEP GUIDE

POST-WORK ACTIVITIES

2 STAGES

Find report 1

Complete & submit 2

STAGE 01

Find the right Post Work Report

After the site visit, access the PWR Report directly in ServiceNow. You should also receive an email with a Complete PWR link.

Example PWR email

From: Arqiva Service Desk <arqiva@service-now.com>
Sent: 11 August 2026 00:01
To:
Subject: Your Post Work Report has been generated for Site Access Request: SAR04

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Dear ,

Please click on the link below and complete the short survey ONLY if you found anything you wish to report.

Request No.: SAR04
Site Name and Number:
Job Description: GPS mode survey in alarm.
Access start date and time: 2026-08-10 07:30:00
Access end date and time: 2026-08-10 16:00:00
Complete PWR

Unless a separate signed agreement is in place between the parties, any goods or services procured by Arqiva (including any referred to in this communication) are subject to Arqiva's standard Terms and Conditions. These are available on request, via the "supplier area" at www.arqiva.com.

Kind Regards
Site Access Team
Arqiva Services Ltd

Example sender: Arqiva Service Desk (arqiva@service-now.com)

Appearance alone does not prove an email is genuine. If unsure, open ServiceNow directly.

1 Open PWR menu

Open PWR after the site visit. The survey may appear only after the permit expires.

2 Select the survey

Choose the Post Work Report linked to the completed job.

3 View all reports

If it is not listed, select View all PWR Reports to search the full list.

Find report 1

POST-WORK ACTIVITIES

2 STAGES

Complete & submit 2

STAGE 02

Complete and submit the PWR survey

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Only complete the PWR survey if you have information to provide. Answer required questions, add supporting evidence and confirm submission.

Complete the PWR survey



1 Get started

Open the survey, select Get Started and use the SAR link if you need to review the request.

2 Complete & attach

Answer the required questions, choose the category and attach any supporting documents.

3 Submit

Select Submit and check for confirmation that the survey was sent successfully.