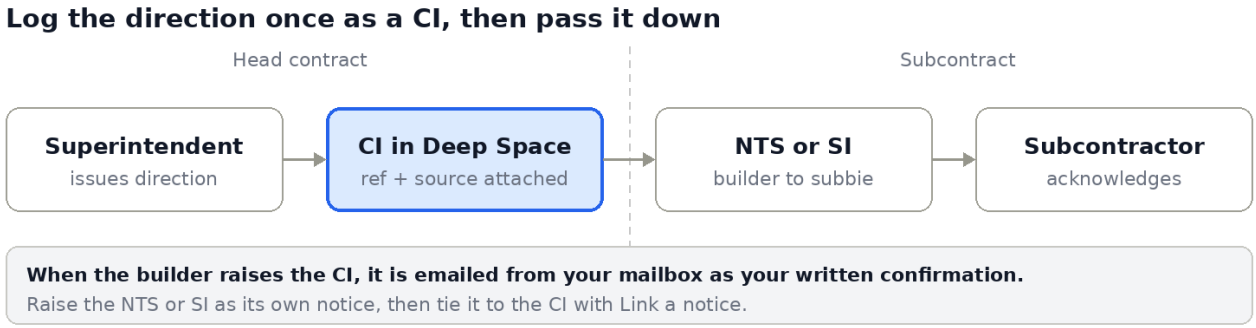
Logging a Superintendent's Direction as a Client Instruction

Deep Space help guide | Correspondence, Notice | October 2026

What this feature does

When your client's Superintendent (or Engineer to the Contract, or client's representative) gives you a direction, you record it in Deep Space as a **Client Instruction (CI)**. The CI is the head contract record of that direction: numbered, searchable, with the original attached.

From the CI you then pass the work down to your subcontractors with a **Notice to Subcontractor (NTS)** or a **Site Instruction (SI)**, linked back to the CI. Anyone opening either notice can see the whole chain, from the Superintendent's direction to the subbie's acknowledgement.



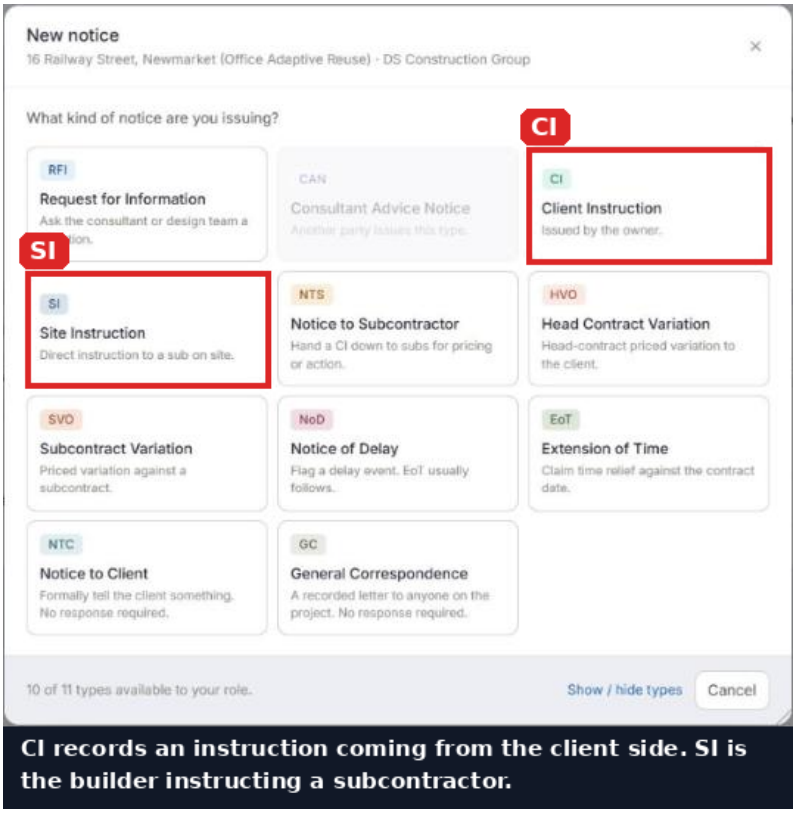
The direction is logged once on the head contract side, then passed down to the subcontract side.

When to use it

- The Superintendent issues a direction by email, letter or through their own system, and you need it on record in Deep Space.
- A direction may lead to a variation or a time claim, and you want the audit trail to start at the source.
- You need to instruct one or more subbies off the back of a client-side direction.

CI or SI? On many contracts the Superintendent's directions are called "Superintendent's Instructions" (SI). In Deep Space, SI means **Site Instruction**: the builder instructing a subcontractor. Use the table below to pick the right type.

	Superintendent's direction	Instruction to a subbie
Issued by	Superintendent or client side	You (the builder)
Received by	You (the builder)	A subcontractor
Contract	Head contract	Subcontract
Deep Space notice type	**Client Instruction (CI)**	**NTS** or **Site Instruction (SI)**



The New notice picker. CI sits on the client side; SI is for instructing a subcontractor.

Before you start

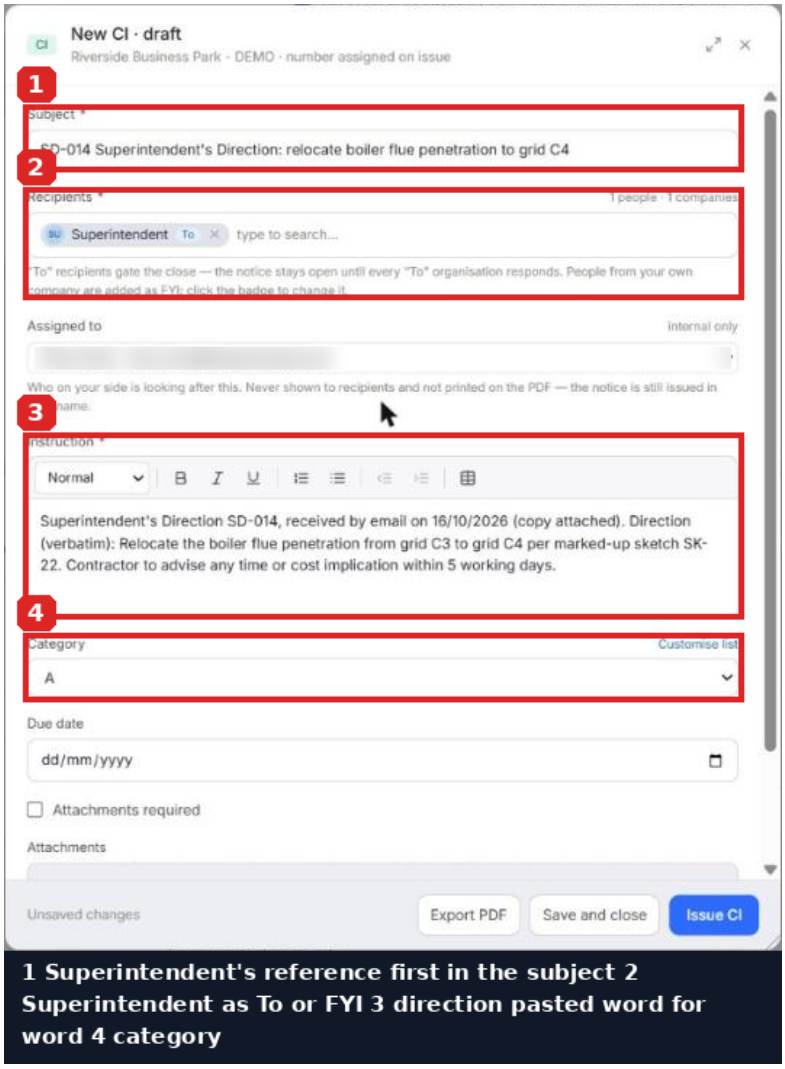
- You need access to the project and a role that can issue a Client Instruction. If the CI tile is greyed out in the picker, ask your workspace admin.
- Have the Superintendent's direction handy: their reference number, the date received, the wording, and the PDF or email.
- For a notice to go from your own email address, connect your mailbox. Without it, Deep Space sends on your behalf and replies still thread back to the notice.
- Optional: a workspace admin can set the CI **Category** list to match your Superintendent's categories using **Customise list**.

Step-by-step guide

Part A: Record the direction as a CI

1. **Open the Notice register.** In the sidebar, go to **Correspondence**, then **Notice**, on the right project. Click **+ New notice** and choose **Client Instruction**.
2. **Subject.** Start with the Superintendent's own reference, for example *SD-014 Superintendent's Direction: relocate boiler flue penetration to grid C4*. Register search covers the subject, so you can find the CI later by their number.
3. **Recipients.** Add the Superintendent from the project directory, or click **Add external recipient (one-off)** and enter their name, email and organisation. Click the badge on their chip to set **To** or **FYI** (see Tips).
4. **Instruction.** Paste the direction word for word. Add one line saying when you received it and how.
5. **Category and Due date.** Pick a category. Only set a due date if the direction asks for a response by a certain date.

6 **Attachments.** Click **Upload from device** or **Attach from CDE** and add the Superintendent's PDF or email.



A Client Instruction filled in for a Superintendent's direction.

7 **Issue it.** Click **Issue CI**. The confirmation shows who will receive it, as To or FYI, and which mailbox it sends from. Click **Send CI**. The CI gets its number and appears in the register.



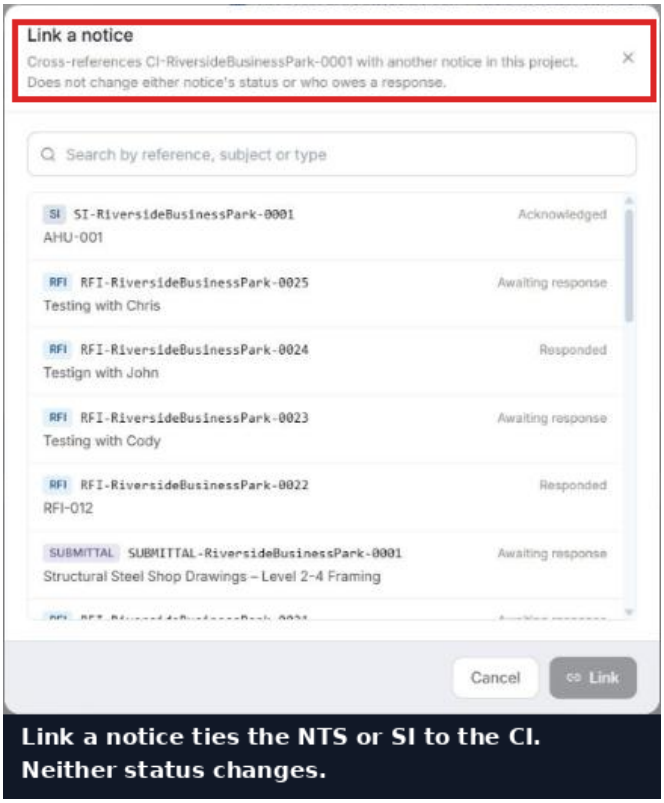
The issue confirmation. Nothing is sent until you click Send CI.

Part B: Pass it down to the subcontractor

8 Click **+ New notice** and choose **Notice to Subcontractor**. Use **Site Instruction** instead if it is a direct site instruction that needs an instruction type (A to D). Address it to the subbie, describe what they need to do, attach drawings, and issue it.

9 Open the CI and click **Link a notice** in the Chain so far panel. Pick the NTS or SI you just issued and click **Link**. Linking does not change either notice's status.

10 If the direction becomes a variation, raise your Head Contract Variation notice as usual and link it to the CI the same way.



Link a notice ties the CI and the subcontractor notice together.

Shortcut: when the direction arrives by email

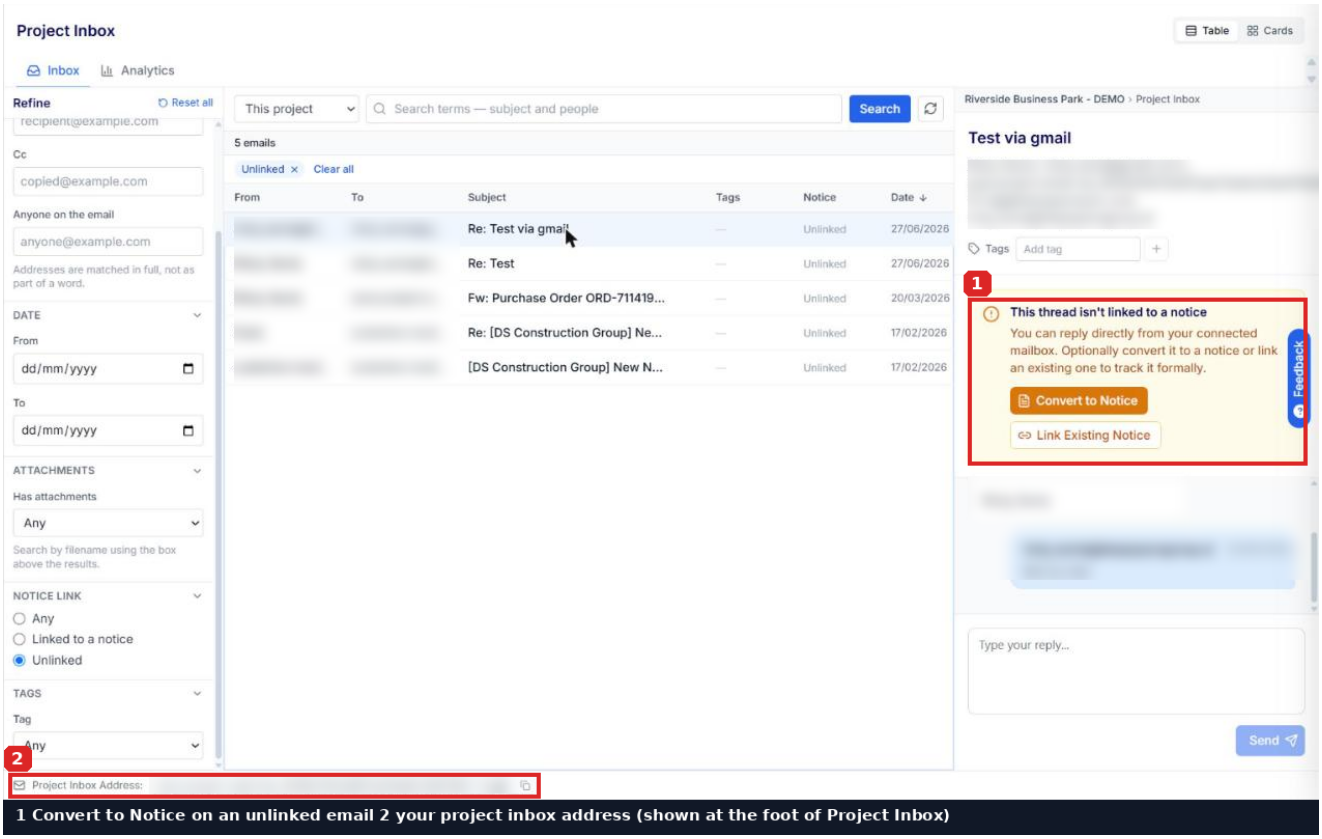
If the Superintendent's email reaches your Project Inbox, Deep Space can fill in the CI for you.

1 Make sure the email lands in the project: cc your project inbox address (shown at the foot of **Correspondence**, **Project Inbox**), or set up an email rule that forwards these emails as an attachment.

2 In **Project Inbox**, set the Notice link filter to **Unlinked** and open the email.

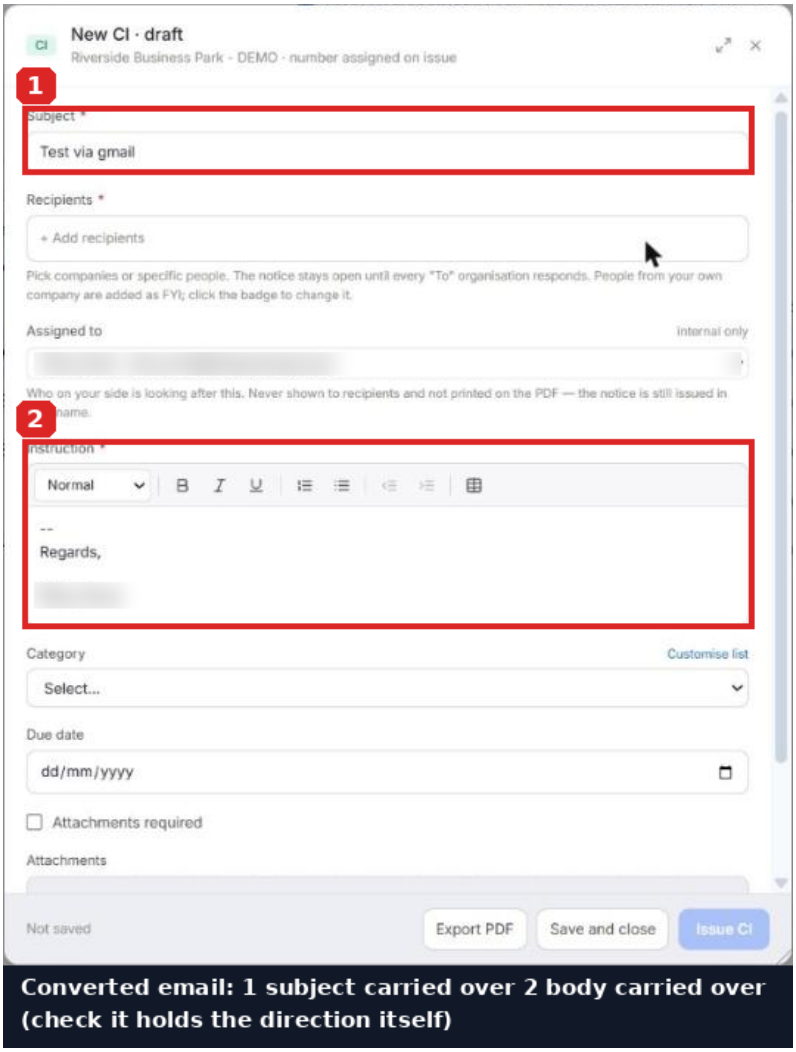
3 Click **Convert to Notice** and choose **Client Instruction**. The Subject and Instruction fill in from the email.

4 Check the Instruction holds the direction itself, add the Superintendent's reference to the subject, add recipients and attachments, then issue it. The email thread stays linked to the CI as the source.



1 Convert to Notice on an unlinked email 2 your project inbox address (shown at the foot of Project Inbox)

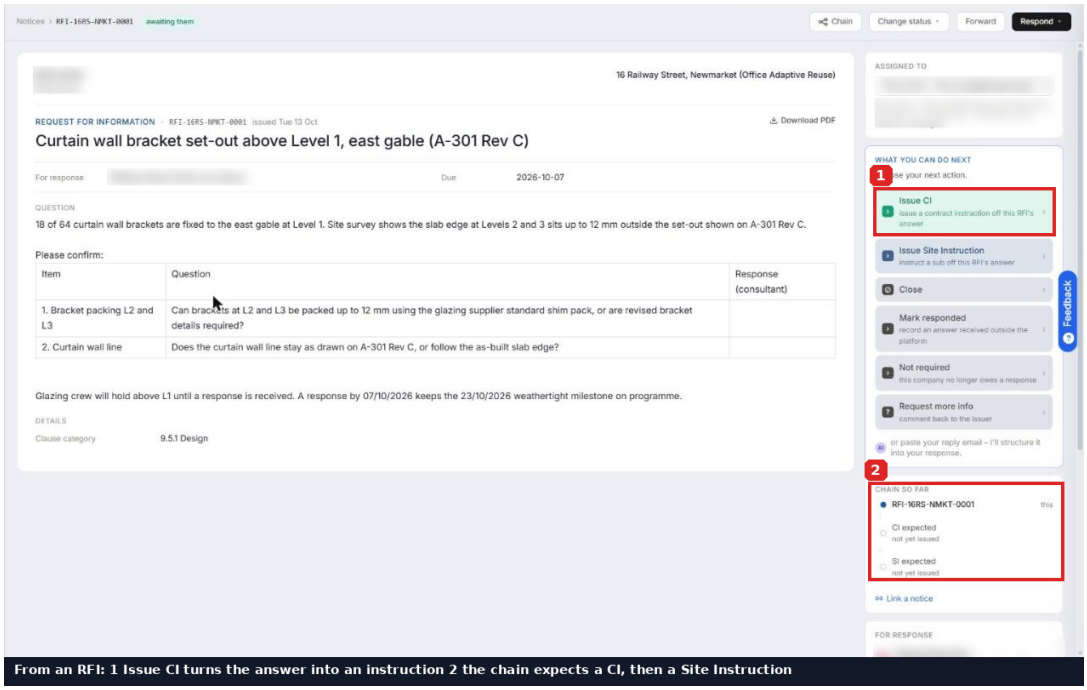
Project Inbox: Convert to Notice on an unlinked email.



The converted CI, with the subject and body carried over.

Tips

- **To or FYI?** Add the Superintendent as **To** when the direction carries time or cost. The CI stays open until they reply, and an email reply is captured as their acknowledgement. Use **FYI** for minor directions: nothing is owed and nobody is chased.
- **Lead with their reference.** Search looks at subjects and chain references, not the body or attachment names.
- **Working from an RFI?** If your RFI's answer becomes an instruction, use **Issue CI** on the RFI. The CI is chained to the RFI automatically.
- **Use templates** if you log a lot of directions. Notice templates can preset the opening wording of the Instruction.



On an RFI, Issue CI turns the answer into an instruction, and the chain shows what is expected next.

Troubleshooting

Problem	Likely cause	Fix
The Client Instruction tile is greyed out	Your role cannot issue that notice type	Ask your workspace admin to update your role
No "Issue NTS to sub" button on my CI	Those pass-down buttons show for the company that received a CI, not the one that issued it	Raise the NTS or SI with + New notice, then use Link a notice on the CI
Convert to Notice is missing on an email	The email is already linked to a notice	Filter Project Inbox to Unlinked, or open the linked notice
The converted Instruction shows a signature	The email was a reply chain	Replace the text with the direction itself before issuing
I cannot find a CI by the Superintendent's number	The reference is only in the body or attachment	Put the reference at the start of the subject
The CI still says awaiting them	A To recipient has not replied	Chase from the register (once per hour), or use Mark responded if they confirmed outside Deep Space

Related features

- **Requests for Information (RFI):** ask the design team, then turn the answer into a CI or SI.
- **Notice to Subcontractor (NTS)** and **Site Instruction (SI):** instruct your subcontractors.
- **Head Contract Variation** notices: price a direction that changes the contract.
- **Project Inbox:** capture project email and convert it to notices.
- **Notice templates:** preset wording for notices you raise often.
- Full reference: **Notice Platform Guide**, Appendix A (notice types).