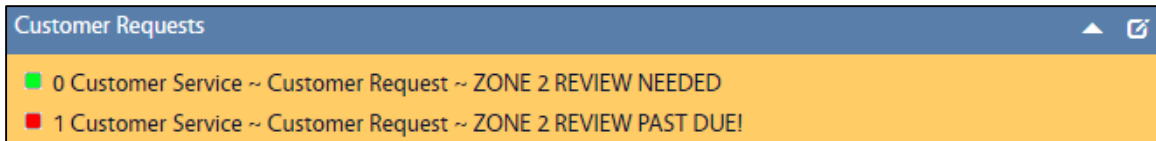


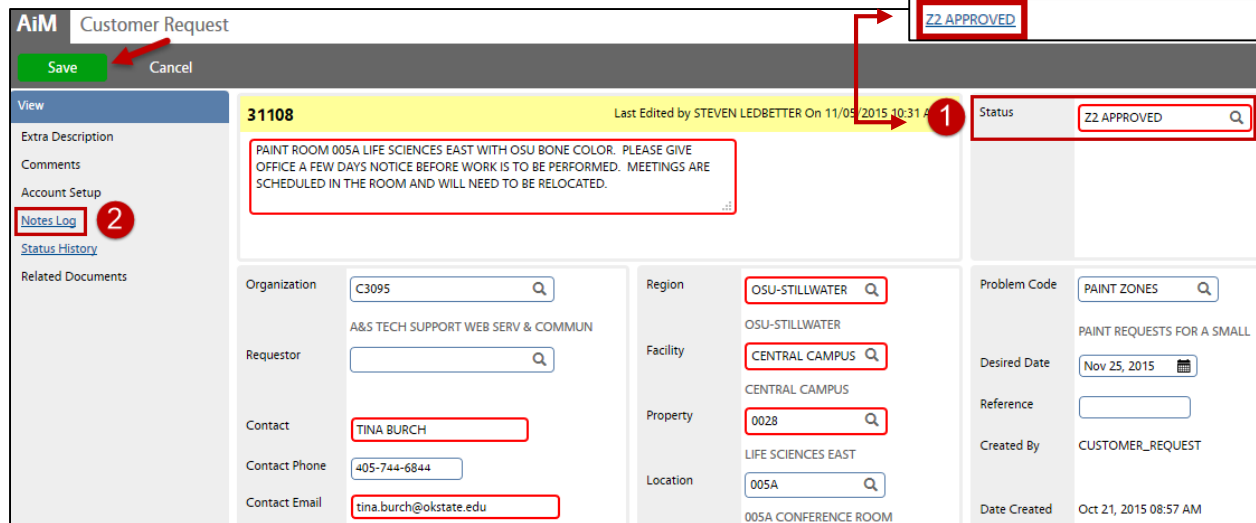
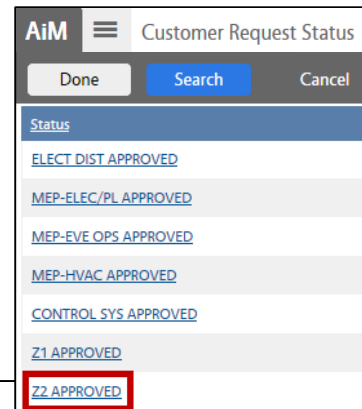
Manager: Work Request Manager Review

If Work Control does not have sufficient information to create a work order the customer request will be routed to the appropriate Manager or Supervisor. The Manager will be notified of customer requests pending his/her specific approval on the AiM WorkDesk. He/She will review the request, add appropriate detail and approve the request, or assign it to another Manager for their review.



Approve Request

1. Open Customer Request, Select a **status**.
 - a. **REQUIRED: Add comments**
 - i. Click: **Notes Log** (Left side bar)
 - ii. Click: **Add**, set note type to **General**, click: **Done**
 - iii. Enter notes for Work Control, **Save**, click: **Done**
 - b. **To add documents or images**
 - i. Click: **Related Documents** and Attach, Link or Add
 - c. From the Customer Request screen, click: **Save**



Re-assign to another Manager for Review

2. Follow the **steps above** and **select a review status for another Manager**.

Cancel or Reject Request

3. To cancel or reject a customer request, **set approval status**.
 - a. Click: **Notes Log**. **REQUIRED:** Add a note to explain cancelation. Work Control will review your notes and reject or cancel the request. The requestor will be sent an email notification with the reason the work order was rejected.
4. Click: **SAVE**. Depending on the status selected, the request will either be sent to the Manager for review or to Work Control to process a work order or cancel.