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.

Customer Requests		^	Ø
O Customer Service ~ Customer Request ~ ZONE 2 REVIEW NEEDED			
1 Customer Service ~ Customer Request ~ ZONE 2 REVIEW PAST DUE!			
pprove Request			
1. Open Customer Request, Select a status.	AiM 📃	Customer Req	uest Statu
a. REQUIRED: Add comments	Done	Search	Cance

i. Click: Notes Log (Left side bar) ELECT DIST APPROVED ii. Click: Add, set note type to General, click: Done MEP-ELEC/PL APPROVED iii. Enter notes for Work Control, Save, click: Done MEP-EVE OPS APPROVED To add documents or images b. MEP-HVAC APPROVED i. Click: Related Documents and Attach, Link or Add CONTROL SYS APPROVED From the Customer Request screen, click: Save c. Z1 APPROVED Z2 APPROVED AiM **Customer Request** Cancel Save Last Edited by STEVEN LEDBETTER On 11/05/2015 10:31 Status 31108 Z2 APPROVED Q Extra Description PAINT ROOM 005A LIFE SCIENCES EAST WITH OSU BONE COLOR. PLEASE GIVE Comments OFFICE A FEW DAYS NOTICE BEFORE WORK IS TO BE PERFORMED. MEETINGS ARE SCHEDULED IN THE ROOM AND WILL NEED TO BE RELOCATED. Account Setup Notes Log Status History Related Documents Problem Code Organization C3095 Q Region OSU-STILLWATER Q PAINT ZONES Q OSU-STILLWATER A&S TECH SUPPORT WEB SERV & COMMUN PAINT REQUESTS FOR A SMALL Facility CENTRAL CAMPUS Requestor Q Desired Date Nov 25, 2015 🛛 🛗 CENTRAL CAMPUS Reference Property 0028 Q Contact TINA BURCH CUSTOMER_REQUEST Created By LIFE SCIENCES EAST Contact Phone 405-744-6844 Location 005A Q Contact Email tina.burch@okstate.edu Date Created Oct 21, 2015 08:57 AN 005A CONFERENCE ROOM

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.