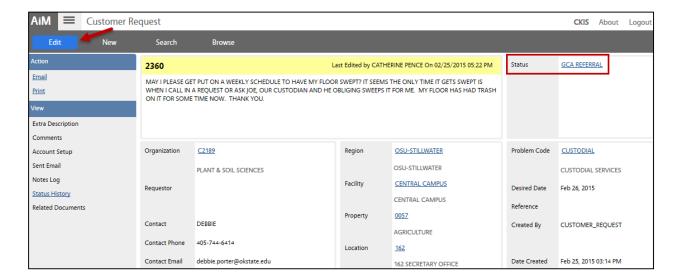
CS-06 AiM SOP User Guide

Work Control: Processing Baseline Custodial Requests

When a customer work request is submitted for baseline custodial services, there is no need to process a work order. Instead, simply set the status of the customer request to GCA REFERRAL. AiM will forward the request via email to GCA and MAINTENANCE ENGINEERING; GCA will perform service and no further action is needed in AiM.



- 1. Click: **EDIT**, change the status.
- 2. Select: GCA REFERRAL status and SAVE changes.

Requestor will receive the following email confirmation.

The Facilties Services Action Desk has received your request. It will be handled by GCA Custodial Services.

Request Number:
Requested By:
Request Date:
Description: TEST - OLD CENTRAL - CLEAN UP CUSTODIAL

If you have any questions or concerns, please contact Maintenance Engineering Service Contract Team Leader at (405) 744-4385.

Thank you!

GCA and OSU Maintenance Engineering staff will receive the following email confirmation.

The OSU Facilities Management Action Desk has received a request for baseline custodial services. We are forwarding the request to GCA for services to be provided.

Request Number:
Description: TEST - OLD CENTRAL - CLEAN UP CUSTODIAL Property Code: 0001 Location Code: 201 Requested By: CKIS CONSULTANTS
Contact Phone:
Contact Email:
Request Date:

There is no need to provide an estimate or invoice separately, as this is a baseline service.

Thank you.

Link To Aim
https://workordertest.okstate.edu:443/aim/screen/CRQ_VIEW?docNo=

3. Should the Campus Community reply with questions, please direct to Maintenance Engineering.