

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.

Customer Request		CKIS	About	Logout
Edit	New	Search	Browse	
Action	2360	Last Edited by CATHERINE PENCE On 02/25/2015 05:22 PM		Status GCA REFERRAL
Email	MAY I PLEASE GET PUT ON A WEEKLY SCHEDULE TO HAVE MY FLOOR SWEEPED? IT SEEMS THE ONLY TIME IT GETS SWEEPED IS WHEN I CALL IN A REQUEST OR ASK JOE, OUR CUSTODIAN AND HE OBLIGING SWEEPS IT FOR ME. MY FLOOR HAS HAD TRASH ON IT FOR SOME TIME NOW. THANK YOU.			
Print				
View				
Extra Description				
Comments				
Account Setup	Organization C2189	Region OSU-STILLWATER	Problem Code CUSTODIAL	
Sent Email	PLANT & SOIL SCIENCES	OSU-STILLWATER	CUSTODIAL SERVICES	
Notes Log	Requestor	Facility CENTRAL CAMPUS	Desired Date Feb 26, 2015	
Status History		CENTRAL CAMPUS	Reference	
Related Documents	Contact DEBBIE	Property 0057	Created By CUSTOMER_REQUEST	
	Contact Phone 405-744-6414	Location 162	Date Created Feb 25, 2015 03:14 PM	
	Contact Email debbie.porter@okstate.edu	162 SECRETARY OFFICE		

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

Requestor will receive the following email confirmation.

The Facilities 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.