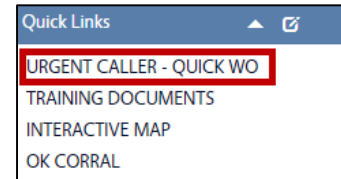


Work Control: Quick Work Order for Urgent and Emergency Calls

Urgent and emergency requests are immediately dispatched to technicians in the field. Requests may be submitted by phone, email, fax, or even by a Facilities Services employee. **For urgent requests,** Work Control will bypass the Customer Request screen, open a work order using a *Quick Work Order* under the Work Management module.



1. From Quick Links, click: **Urgent Caller – Quick WO**
 - a. Select a **Problem Code**. If no relevant problem code exists, all required data fields will have to be manually entered.
 - b. Enter **Type, Category** and **Work Code** (if not defaulted by problem code).
 - c. Enter a **Description**.
 - d. Select **Region, Facility,** and **Property**.
 - e. Select **Organization** and fill out contact information. *Email is required for notifications.*
 - f. Assign **Shop, Shop Person** and **Priority** (if not defaulted by problem code).
 - g. Review and **SAVE** changes to create the work order.

The screenshot shows the AiM Quick Work Order form. The form is titled "AiM Quick Work Order" and includes a "Save" button and a "Cancel" button. The form is divided into several sections:

- Header:** "16-0169589" (highlighted with a red box and callout 1). Created By ADMINISTRATOR On 11/14/2015 10:05 PM. Last Edited by ADMINISTRATOR On 11/14/2015 10:05 PM.
- Description:** "Enter short Description" (highlighted with a red box and callout 1).
- Organization:** "D0509" (highlighted with a red box and callout 4). Requestor: "BUSINESS OPERATIONS".
- Contact Information:** Contact Name: "Requestor's Contact Info", Contact Phone: "405-456-7890", Contact Email: "requestor@okstate.edu".
- Region:** "OSU-STILLWATER" (highlighted with a red box and callout 2).
- Facility:** "CENTRAL CAMPUS" (highlighted with a red box and callout 3).
- Property:** "0001" (highlighted with a red box and callout 3).
- Problem Code:** "TOO HOT/COLD" (highlighted with a red box and callout 2).
- Type:** "MAINTENANCE" (highlighted with a red box and callout 2).
- Category:** "REACTIVE-ZONES" (highlighted with a red box and callout 2).
- Status:** "OPEN" (highlighted with a red box and callout 6).
- Shop:** "MEP-BSG" (highlighted with a red box and callout 6).
- Work Code:** "HVAC" (highlighted with a red box and callout 5).
- Priority:** "URGENT" (highlighted with a red box and callout 6).

Dispatch immediately to a Shop Person

1. After the Work Order is saved, click: **Work Order number** to view the Work Order screen.
 - a. From the Work Order screen, click: **Phase number**.
 - b. From the Phase screen, click: **Shop Assignment** (left side bar)
 - c. From the Shop Daily Assignment screen, **Select desired Shop Person, date and add scheduled hours**.
 - d. Work Order is added to the employees Daily Assignment. If correct, click: **Save**
 - e. Scheduled Daily Assignment is now on the calendar for the Work Order. Click: **Done**

The employee is now listed as the Shop Person and has the ability to complete their Time Card.