

Work Control Processing Work Orders for Vehicles and Equipment

FM employees can submit vehicle and equipment repair requests on the customer portal using the keywords IN-HOUSE REPAIR to find the problem code. **Work Control** will process the requests into Work Orders.

Upon Customer Request Approval, alter the work order:

1. Edit the newly created work order and **add the asset ID** to the phase.
2. Click: **Done**
3. From Work Order, click: **SAVE**

The screenshot shows the 'AiM Phase' form. The 'Asset' field is highlighted with a red box. The form includes a sidebar with navigation options like 'Action', 'Copy', 'View', 'Extra Description', etc. The main content area shows the phase description: 'BRODERSON CRANE ACCELERATOR PEDAL STICKS AND RETRACTION LEVER ISNT FUNCTIONING PROPERLY'. Other fields include Shop (SHOP SUPPORT SVC), Primary Person (TROY MCCARTHY), Priority (ROUTINE), and Asset (00389).

Dispatch immediately to a Shop Person...

1. Once the Work Order has been created and saved, click: **Work Order number** to view the Work Order screen.
 - a. From the Work Order screen, click: **Phase number**.

| Phase | Description | Location | Shop | Work Code | Priority | Status |
|-------|---|----------|------|-----------|----------|--------|
| 001 | LIBRARY-3RD FLOOR WEST BOTTLE FILLER FILTER COUNTER IS RED. ROUTINE PRIORITY. | | Z2 | FOUNTAINS | ROUTINE | OPEN |

- b. From the Phase screen, click: **Shop Assignment (left side bar)**
- c. From Daily Assignments, **Select desired Shop Person, Date, add Scheduled hours and Save.**

| Shop Person | Sunday - 1st | Monday - 2nd | Tuesday - 3rd | Wednesday - 4th | Thursday - 5th | Friday - 6th | Saturday - 7th |
|------------------------------|--------------|--------------|---------------|-----------------|----------------|--------------|----------------|
| 10006546 JR, JAMES BARNES | | | | | | | |

| Sequence | Phase | Location | Work Classification | Priority/Status | Phase Estimated | Trade Estimated | Scheduled | Actual |
|--------------------------|--|--|---|-----------------|-----------------|-----------------|--------------------------------|--------|
| <input type="checkbox"/> | 16-0169500 001 LIBRARY-3RD FLOOR WEST BOTTLE FILLER FILTER COUNTER IS RED. ROUTINE | OSU-STILLWATER CENTRAL CAMPUS 0040 | MAINTENANCE CORRECTIVE-FF FOUNTAINS | ROUTINE OPEN | 0.00 | 0.00 | <input type="text" value="2"/> | 0.00 |

- d. Scheduled Daily Assignment is now on the calendar for the Work Order. Click: **Back**
- e. Employee is now listed as the Shop Person and is able to complete their Time Card for this assignment. Click: **Done**