# GCA: Processing Work Orders and Invoicing

Work Orders

When baseline services are requested by the campus, GCA is simply notified by email. **OSU Facilities Management will assign GCA actual work orders for add-on services, including**:

- After Hours Service
- Apartment Cleaning
- Construction Cleanup (requested by user)
- Event Services

Once add-on services have been completed, GCA will log-in to AiM to process their work orders by simply marking work orders as *complete* and submitting charges directly in AiM.

 GCA users should have a query channel setup in their **Work Desk**. This channel will allow GCA users to pull up **Phases** associated to **GCA**.
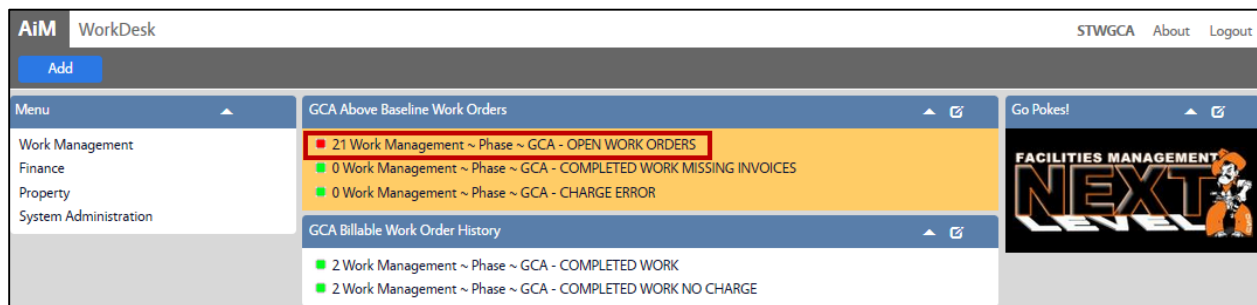
1. To change a Phase status, click: **Edit**
2. Click: **Zoom** next to the **Status** field.
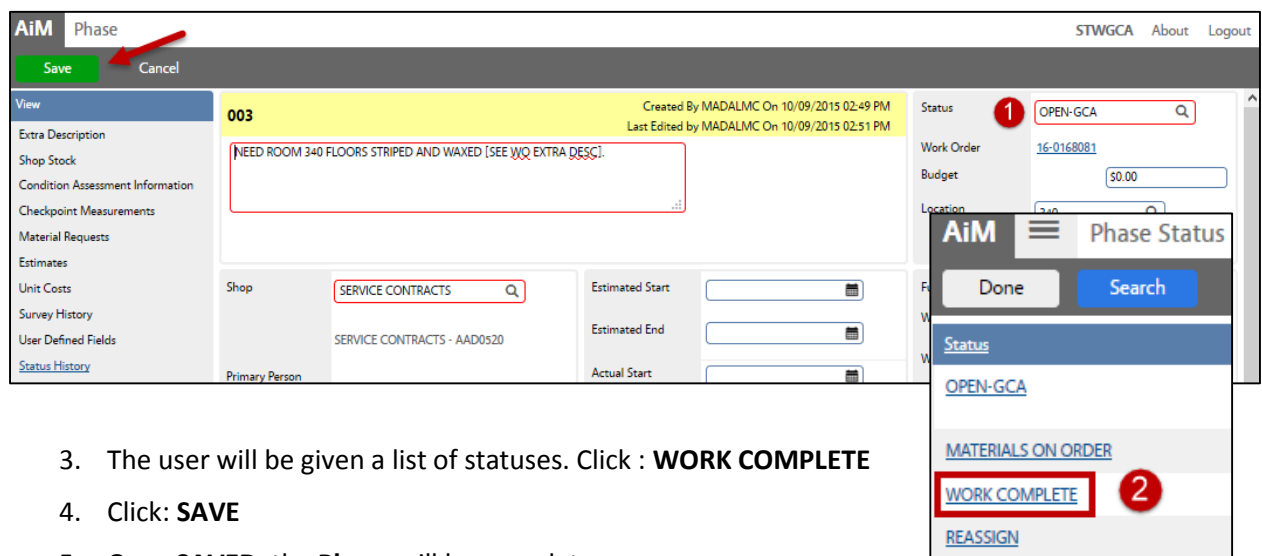
3. The user will be given a list of statuses. Click : **WORK COMPLETE**
4. Click: **SAVE**
5. Once **SAVED**, the **Phase** will be complete.

Invoicing

If the call is for a service request above baseline, a work order will be generated in **AiM**. Once the GCA user has set the phase from OPEN-GCA to WORK COMPLETE, **GCA** will be responsible for entering charges to the applicable phase in the work order.

1. Click: **External Charge** (*left side bar*)

2. Enter a **Description** for the **External Charge**.

3. **Subledger**: Click on the drop down menu, select **Contract**.

4. **Subtotal**: Enter a dollar amount.

5. **Contractor**: Enter the GCA contractor number, **7123** and click: **ZOOM**

6. Review for accuracy, click: **SAVE**

Once GCA external charges for the phase are entered, **OSU Work Control will review and approve.**