Work Order Center Process – Overview Diagram Report a Problem https://www.utdallas.edu/facilities/ Examples: Submitter receives Clogged toilets tools/problem/ confirmation Water leaks Light bulbs out Sinks not draining Work Order Cost of work charged to Log in using your Work order Sewer gas smell Access "Report a NetID and Click on "Submit generated in AiM: assigned to FM shop "standing" cost center Breaker tripped Problem" on line password -Report" button **AssetWORKS** appropriate FM completes work (pre-arranged with Bird in building FM website Tree branch trim shop for scheduling complete all fields software system building managers) 3 Request an Estimate / Quote Estimates can be Submitter and Submitter and Submitter and requested on behalf https://www.utdallas.edu/facilities/ Contact receive Contact receive Contact receive of UTD staff or tools/workrequest Work Order status confirmation Work Order Number faculty, to assist in update determining a scope of work and cost **FM** shop Complete all associated with a FM determines if Work Order Estimate Fill in your NetID representative specific FM repair required fields, Work Order work will require is closed and password gathers necessary project. Access "Make a and submit Contact FM creates a Estimate assigned a cost center, or if select the radio scope of work and/or Signature Work Request" Work Order to appropriate FM it is non-billable request. Authority approve/ button "Your information -No cost center If needed, Signature online – FM website "Contact" is the **Estimate** shop for work or deny work request is for: an communicates number is needed Authority provides staff/faculty evaluation communicates to start an estimate Estimate/Quote" with Submitter cost center to member with Contact request. and/or Contact commence work **G Facilities** Billable to a Specific Group or Department Signature Authority Submitter receives Submitter, Contact, and Management Work https://www.utdallas.edu/facilities/ receives request for Signature Authority receive notice that work was Requests are tools/workrequest work authorization Work Order Number submitted to the not approved Work Order Center for billable work. This includes: Fill in your NetID and Fill in Cost Center and e-mail Work Order generated in Work Order FM shop performs work – Signature Make a Work Request Access "Make a Assembly address of Signature Authority. password – select the radio Authority AiM: AssetWORKS assigned to enters time, materials Work Request" Installation button "Your request is for: Complete all required fields and approves or software system. Work appropriate FM costs, and relevant notes Construction online – FM website denies work into AiM during project. Billable Maintenance" submit request. Order is "open" shop for scheduling Remodeling Painting Moves Event setups Signs/nameplates FM shop supervisor FM shop completes all work, Charge for completed Bill transferred to NOTE: Minimum billable charge Electrical changes AiM System reviews project details, changes status of project to is normally two FM employees Plumbing changes work appears on Cost UTD PeopleSoft generates bill changes status to "Job Complete" Center owner's account for one hour. (Base fee = \$90) system "Review" in AiM in AiM Work Requests REQUIRE: Cost Center number Contact receives notice that Signature Authority Work Order is "closed"