

Work Request Billing Console

(Work Request Billing Console is located under your Building Operations Console)

To perform the billing of each work request, you must go to the "Work Request Billing Console".

Click on "Work Request Billing Console"

Once in the work request billing console, you will need to process all work orders/work requests that have been completed and have no "OPEN" work requests, part, PDs or steps waiting (see BLACK arrow).

If any of these have a color associated with them telling you how many "open" items you have per each column, then you are unable to process the billing for the WO/WR until all of these columns show "zero". See BLUE arrow.

Once all columns show zero, you can either "bill" or "close" the WO/WR.

NOTE: You will always have a number in the "# of Work Requests" column. This lets you know how many work requests are associated with the work order.

The screenshot shows the 'Update Work Orders and Work Requests' interface. At the top, there are tabs for 'Select', 'Work Order Details', 'Work Request Labor Hours', 'Work Request Resources', and 'Work Request Details'. Below the tabs is a filter section with fields for Building Code, Primary Work Type, Work Order Code From, Date to Perform From, Work Order Code To, and Date to Perform To. The main table is titled 'Work Orders' and contains the following columns: Work Order #, # of Work Requests, # of Open Work Requests, # of Open Parts, # of Open PDs, Step Waiting, Work Order is Chargeable?, Work Order Ready for Bill?, Total Cost, Building Code, Fund ID, College ID, and Primary Work Description. The table contains 18 rows of data. Annotations include: a black arrow pointing to the 'Step Waiting' column with the text 'ANY STEPS WAITING = CANNOT COMPLETE BILLING PROCESS'; a blue arrow pointing to the '# of Open Work Requests' column with the text 'ALL ZERO = ABLE TO COMPLETE BILLING'; and an orange arrow pointing to the 'Work Order #' column with the text 'Please note: You are now working with the "Work Order" #, not the Work Request #.'.

Work Order #	# of Work Requests	# of Open Work Requests	# of Open Parts	# of Open PDs	Step Waiting	Work Order is Chargeable?	Work Order Ready for Bill?	Total Cost	Building Code	Fund ID	College ID	Primary Work Description
301515327	1	1	0	0	0	No	No	\$0.00	50115400	E018182	70183	ATTN: VERONICA HUFF Legacy System WR #44
301515319	1	1	0	0	0	No	No	\$0.00	50115400	E017212	70172	ATTN: VERONICA HUFF Legacy System WR #45
299999974	1	1	0	0	0	0 Yes	No		E018141	70180		replace door. door is split on end rail on the ...
299999890	1	1	0	1	1	0 Yes	No		E018150	70180		Need wall to be abated. Wall will be marked on
299999888	1	1	0	1	1	0 Yes	No		E018150	70180		wall abated on Monday 12/15/14 after 10am. v
299999736	1	1	0	0	0	0 Yes	No	\$108.71	50119900	E018140	70180	have pipe abated for repairs. ATTN: Randy Harr
299999542	1	1	0	0	0	0 Yes	No	\$0.00	50122800	E018148	70180	Have main circulating line abated so leak can t
299999444	1	1	0	0	0	0 Yes	No	\$111.06	50113500	E018127	70180	abate insulation on piece of equipment in mac
299999251	1	1	0	0	0	0 Yes	No	\$0.00	50122500	E018150	70180	Abate wall in 1322 ARH after 10:00am tomorr
299998870	1	1	0	0	0	0 Yes	No	\$0.00	50126500	E018171	70181	Overtime for job being done in apartment 963
299998857	1	1	0	0	0	0 Yes	No	\$228.77	50117300	E018122	70180	Please abate floor tile found under cabinets in
299998737	1	0	0	0	0	0 Yes	No	\$272.70	50120000	E018141	70180	please make preparations to mow the grass, tri
299998735	1	0	0	0	0	0 Yes	No	\$272.70	50123000	E018147	70180	please make preparations to mow the grass, tri
299335113	1	1	0	0	0	0 Yes	No	\$0.00	50133300	E015710	70101	WEB Workorder Please wax/buff floors before J
299335004	4	2	0	0	0	0 No	No	\$346.37	50113300	E010269	70102	WEB Workorder We would like to have the floo
299334934	1	1	0	0	0	0 Yes	No	\$0.00	50139400	E880102001	78801	EVENT: Development and Alumni Affairs Staff f
299334930	1	1	0	0	0	0 Yes	No	\$0.00	50139400	E173000	71709	EVENT: Open Forum for VP Candidates DATE O
299334929	1	1	0	0	0	0 Yes	No	\$0.00	50139400	E173000	71709	EVENT: Open Forum for VP Candidates DATE O
299334928	1	1	0	0	0	0 Yes	No	\$0.00	50139400	E173000	71709	EVENT: Open Forum for VP Candidates DATE O

Please note: You are now working with the "Work Order" #, not the Work Request #.

To view the work request, you need to click "select". See ORANGE arrow.

Clicking "select" will bring up the work request at the bottom of the screen. See GREEN arrow.

You will need to click "select" again to view the details of the work request.

Work Order #	# of Work Requests	# of Open Work Requests	# of Open Parts	# of Open PDs	Step Waiting	Work Order is Chargeable?	Work Order Ready for Bill?	Total Cost	Building Code	Fund ID	College ID	Primary Work Description
301515327	1	1	0	0	0	0 Yes	No	\$0.00	50115400	E018182	70183	ATTN: VERONICA HUFF Legacy System WR #
301515319	1	1	0	0	0	0 No	No	\$0.00	50119600	E017212	70172	ATTN: VERONICA HUFF Legacy System WR #
299999974	1	1	0	0	0	0 Yes	No	\$0.00	50120000	E018141	70180	replace door. door is split on end rail on the
299999890	1	1	0	1	1	0 Yes	No	\$20.00	50122500	E018150	70180	Need wall to be abated. Wall will be marked
299999888	1	1	0	1	1	0 Yes	No	\$20.00	50122500	E018150	70180	wall abated on Monday 12/15/14 after 10am
299999736	1	1	0	0	0	0 Yes	No	\$108.71	50119900	E018140	70180	have pipe abated for repairs. ATTN: Randy He
299999542	1	1	0	0	0	0 Yes	No	\$0.00	50122800	E018148	70180	Have main circulating line abated so leak car
299999444	1	1	0	0	0	0 Yes	No	\$111.06	50113500	E018127	70180	abate insulation on piece of equipment in me
299999251	1	1	0	0	0	0 Yes	No	\$0.00	50122500	E018150	70180	Abate wall in 1322 ARH after 10:00am tomor
299998870	1	1	0	0	0	0 Yes	No	\$0.00	50126500	E018171	70181	Overtime for job being done in apartment 96
299998857	1	1	0	0	0	0 Yes	No	\$228.77	50117300	E018122	70180	Please abate floor tile found under cabinets i
299998737	1	0	0	0	0	0 Yes	No	\$272.70	50120000	E018141	70180	please make preparations to mow the grass,
299998735	1	0	0	0	0	0 Yes	No	\$272.70	50123000	E018147	70180	please make preparations to mow the grass,
299335113	1	1	0	0	0	0 Yes	No	\$0.00	50133300	E015710	70101	WEB Workorder Please wax/buff floors before
299335084	4	2	0	0	0	0 No	No	\$346.37	50113300	E010269	70102	WEB Workorder We would like to have the fic
299334934	1	1	0	0	0	0 Yes	No	\$0.00	50139400	E880102001	78801	EVENT: Development and Alumni Affairs Staf
299334930	1	1	0	0	0	0 Yes	No	\$0.00	50139400	E173000	71709	EVENT: Open Forum for VP Candidates DATE
200324000	4	4	0	0	0	0 Yes	No	\$0.00	50130000	E173000	71700	EVENT: Open Forum for VP Candidates DATE

Work Request #	Work Order #	Problem Type	Work Team Code	Requested by	Work Request Status	Date Work Completed	Date Work Requested	Site Code
200001431	299998737	LANDSCAPE & GROUNDS MAINTENANCE	*ADMIN (VERONICA)	CAUDILL, ROBERT LEE - 133302	Completed	6/4/2015	7/16/2014	KNOX

Once in the details screen, you will have access to the following information:

"Work Request Labor Hours" tab:

Craftsperson Assignments: Shows craftsperson(s) assigned to work request and how many hours they worked.

Clicking NEXT (top right hand corner) will take you to the "Work Request Resources" tab:

Information shown here lets you know what parts, tools, PDs or shop stock was needed to complete the work request.

Clicking NEXT (top right hand corner) will take you to the "Work Request Details" tab:

This is a general overview of the work request which includes the work description and will give you the total cost of the work request.

If everything is correct on the work request/work order, click on the "Select" tab (top left hand corner). This will take you back to the main screen for you to process the billing.

To process the billing:

Select the work order number you want to process by clicking on the box to the left of select. This will put a check mark in the box. See PINK arrow.

Once the check mark is in the box, you are ready to perform the billing process.

ALL CHARGEABLE work requests get BILLED using the "Bill Selected" button.

ALL NON-CHARGEABLE work requests get CLOSED using the "Close Selected" button.

To tell if a work request is "chargeable" or "non-chargeable" look in the "Work Order is Chargeable?" field. See PURPLE arrow. A "yes" indicates the work order/work request is chargeable and a "no" indicates the work order/work request non-chargeable.

NOTE: Work orders/work requests should NEVER have a ZERO amount in the total cost field. All work orders/work requests should at least have labor charges.

EXCEPTION: The only work orders/work requests that may have a zero amount are those associated with a "Project". If you have any of these, you may close with zero amount, but only if WO/WR is associated with a "Project".

	Work Order #	# of Work Requests	# of Open Work Requests	# of Open Parts	# of Open POs	Step Waiting	Work Order is Chargeable?	Work Order Ready for Bill?	Total Cost	Building Code	Fund ID	College ID	Primary Work Description
<input type="checkbox"/>	301515327	1	1	0	0	0	0 Yes	No	\$0.00	50115400	E018182	70183	ATTN: VERONICA HUFF Legacy System WR #44
<input type="checkbox"/>	301515319	1	1	0	0	0	0 No	No	\$0.00	50119600	E018171	70183	Legacy System WR #45
<input type="checkbox"/>	299999974	1	1	0	0	0	0 Yes	No	\$0.00	50120000	E0181	70183	Legacy System WR #46
<input type="checkbox"/>	299999890	1	1	0	1	0	0 Yes	No	\$20.00	50122500	E0181	70183	Legacy System WR #47
<input type="checkbox"/>	299999888	1	1	0	1	0	0 Yes	No	\$20.00	50122500	E0181	70183	Legacy System WR #48
<input type="checkbox"/>	299999736	1	1	0	0	0	0 Yes	No	\$108.71	50119900	E0181	70183	Legacy System WR #49
<input type="checkbox"/>	299999542	1	1	0	0	0	0 Yes	No	\$0.00	50112800	E018148	70180	Have main circulating line abated so leak can b
<input type="checkbox"/>	299999444	1	1	0	0	0	0 Yes	No	\$111.06	50113500	E018127	70180	abate insulation on piece of equipment in mac
<input type="checkbox"/>	299999251	1	1	0	0	0	0 Yes	No	\$0.00	50122500	E018150	70180	Abate wall in 1322 ARH after 10:00am tomorr
<input type="checkbox"/>	299998870	1	1	0	0	0	0 Yes	No	\$0.00	50126500	E018171	70181	Overtime for job being done in apartment 963
<input type="checkbox"/>	299998857	1	1	0	0	0	0 Yes	No	\$228.77	50117300	E018122	70180	Please abate floor tile found under cabinets in
<input checked="" type="checkbox"/>	299998737	1	0	0	0	0	0 Yes	No	\$272.70	50120000	E018141	70180	please make preparations to mow the grass, tr
<input type="checkbox"/>	299998735	1	0	0	0	0	0 Yes	No	\$272.70	50123000	E018147	70180	please make preparations to mow the grass, tr
<input type="checkbox"/>	299335113	1	1	0	0	0	0 Yes	No	\$0.00	50133300	E015710	70101	WEB Workorder Please wax/buff floors before J
<input type="checkbox"/>	299335084	4	2	0	0	0	0 No	No	\$346.37	50113300	E010269	70102	WEB Workorder We would like to have the floo
<input type="checkbox"/>	299334934	1	1	0	0	0	0 Yes	No	\$0.00	50139400	E880102001	78801	EVENT: Development and Alumni Affairs Staff F
<input type="checkbox"/>	299334930	1	1	0	0	0	0 Yes	No	\$0.00	50139400	E173000	71709	EVENT: Open Forum for VP Candidates DATE O
<input type="checkbox"/>	299334929	1	1	0	0	0	0 Yes	No	\$0.00	50139400	E173000	71709	EVENT: Open Forum for VP Candidates DATE O
<input type="checkbox"/>	299334928	1	1	0	0	0	0 Yes	No	\$0.00	50139400	E173000	71709	EVENT: Open Forum for VP Candidates DATE O

If you have a chargeable work order/work request that needs to be non-chargeable, click on the box to the left and click the "Change Selected to Non-Chargeable".

If you have a non-chargeable work order/work request that needs to be chargeable, click on the box to the left and click the "Change Selected to Chargeable".

If you have any questions at all about what is chargeable or non-chargeable, please ask before completing any of the billing process for the work order/work request in question.

NOTE: Once you have completed this process, Administrative Services office is notified to generate transfer vouchers.