PROCESSING A WORK REQUEST

(Building Operations Console under Service Requests on Employee Home Page)

Note 1

☐ 201500779	ASPHALT|REPAIR POTHOLES	50111300	*Please repair pothole in spot one. We can no l...*	Estimate	Schedule	Issue	Cancel

Note 1: You may review any job request you have by clicking on the work request number. The Estimate, Schedule, Issue and Cancel buttons shown above only appear on the Supervisor Role.

Note 2: (Supervisor Role) Clicking the "Forward" button will send the work request to a completely new shop. This is to be used only if the original shop has not done any work on the work request.

Note 3: (Supervisor Role) Clicking the "Shop Assist" button adds a shop (for help) to the work request. This is used when the original shop has time on the work request.

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1. (Supervisor Role) Under Assigned to Work Order list on Building Operations Console, locate specific work request, click "Estimate".

Estimate Work Request 201500779

Estimate requests to more accurately budget, to schedule labor, and to reserve parts. You can change your estimates until you issue the request.

▼ **Estimate Trades** — Add Trade **2**

No records to display.

▼ **Estimate and Reserve Parts** — Add Part — Note 1

No records to display.

▼ **Summary of Estimated Costs**

Estimated Cost of Labor	0.00
Estimated Cost of Parts	0.00
Estimated Other Costs	0.00
Estimated Total Cost	0.00
Other Resource Description	
Quantity Used	
Units	each
Estimated Cost	
Parts Upcharge Cost	0.00
Project Management Upcharge Cost	0.00
Total Upcharge Cost	0.00

Save   Close

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2. (Supervisor Role) In new window, click "Add Trade" to assign a trade.

Note 1: (Supervisor Role) If needed, add any parts required for the work request. Clicking "Add Parts" will open the below window. Use ellipses button to add part by stock number. Enter quantity requested and unit of issue. Click "Save". This same parts request window is available to the Craftsperson after the job has issued.

Add Part

Part Code*	...	← Note 1
Quantity Requested	0.000
Units of Issue	
Location	
Part Description	
Part Status	SHOPPING
Requested by	BAKER, TERRY DALE -
Issued To	

Save   Cancel

3. Click "Save".

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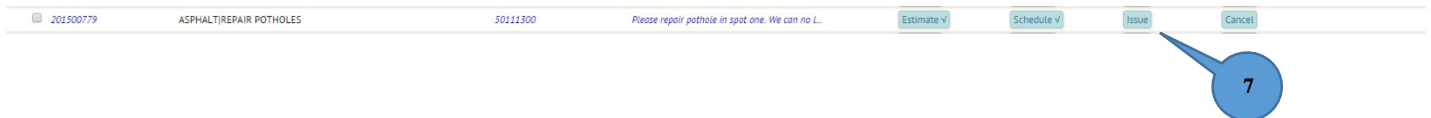**4**
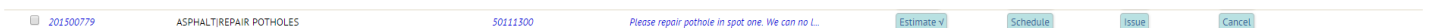
4. (Supervisor Role) Click "Schedule".

PROCESSING A WORK REQUEST CONTINUED
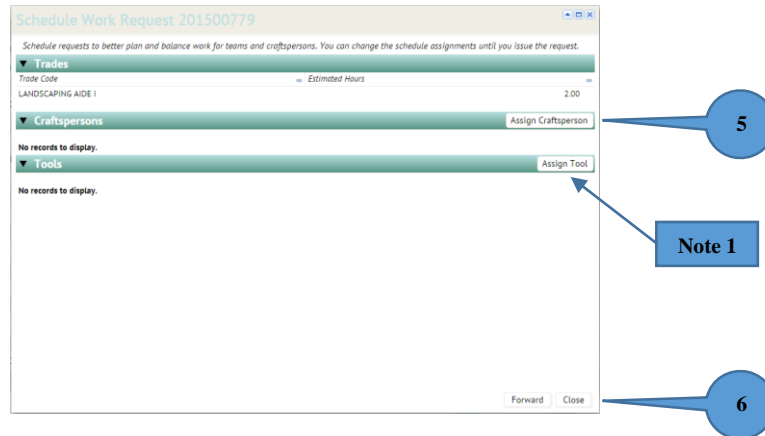
5. (Supervisor Role) In new window, click "Assign Craftsperson" to assign an employee by name.

Note 1: Click "Assign Tool" to reserve unique tools like forklifts or aerial lifts.

6. Click "Close".

7. (Supervisor Role) Click "Issue" to send this work request to the assigned craftsperson. Click "Yes" on the confirmation message which pops up after clicking to issue.

8. (Supervisor Role/Craftsperson Role) Under Issued and In Process list on Building Operations Console, click "Update" to update employee time taken on the job.

Note 2: Clicking the "Hold" button will allow the craftsperson to place the job on hold for labor, access or parts. This action will also notify the requestor the job is on hold.

Note 3: Clicking the "Stop" button stops progress on the work request completely, but allows the work previously done to be billed. This action will also notify the requestor the job has been stopped.

9. (Supervisor Role/Craftsperson Role) In new window, click the blue numbers to update actual hours spent on the job.

Note 1: Enter overtime hours if needed. This would be hours on the job over 8 hours each day.

Note 2: Enter holiday time hours if needed. Entered only if work occurred on Holiday or Administrative Closing.

10. Click "Other Costs" to add shop stock used on the job. Once you click the "Other Costs" button, the "Add" button will become active. Click "Add".

11. Add all items/shop stock used under "Other Resource Description". You must itemize all additional items here and enter the total cost of all the items combined next to "Actual Cost". Click "Save".

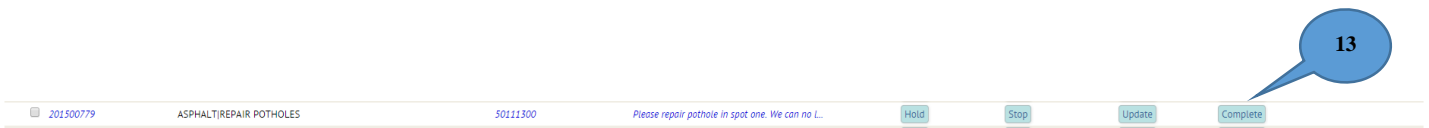**12. Click "Close".**

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| 201500779 | ASPHALT\|REPAIR POTHOLES | 50111300 | Please repair pothole in spot one. We can no l... | Hold | Stop | Update | Complete |

13. (Supervisor/Craftsperson Role) Click "Complete" when the job is reported as finished. Click "Yes" for the confirmation message which pops up.

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14. (Supervisor Role) Under Completed list on Building Operations Console, locate work request, click "Verify".

Verify Work Request 201500779

Comments

Confirm   Return Incomplete

15
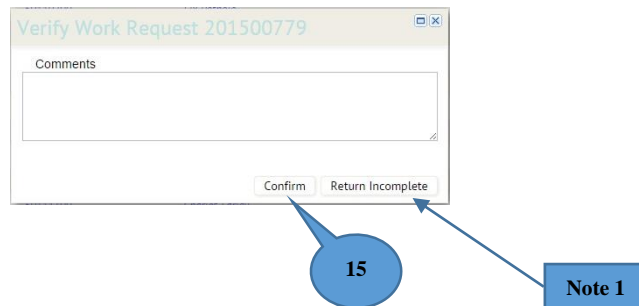
Note 1

15. (Supervisor Role) Click "Confirm" to verify completion of the work request.

Note 1: Should a work request need to go back to the craftsperson for rework, click "Return Incomplete". Enter the reason for the return in the comments (hours not recorded, stock not recorded etc.).