

Work Control: Processing After Hours Calls

If it is an emergency, the on call technician is dispatched and FM personnel will submit a service request on the customer portal to memorialize the after-hours call.

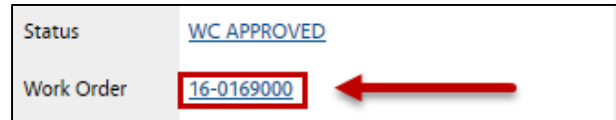
Create Work Order

1. Open Customer Request, set the **Status to WC APPROVED**.
 - a. Problem Code defaults to After Hours
 - b. Change property information based on notes in the description.
 - c. Change the organization and contact details based on notes in the description.
 - d. Select Type, Category and Work Code according to the description of customer request.
 - e. Assign Shop, Shop Person and Priority will default to Emergency.
 - f. Review and **SAVE changes to create the work order**.

Standard Requests	7 Customer Requests
Requests-No Prob Code	1 Customer Request
Requests-Custom Fund	0 Customer Requests
After Hours Calls	1 Customer Request
Manager Approved	0 Customer Requests

Assign to Shop Daily Assignment

2. 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	@2005 ARRON 405-714-8457 N COMMONS ACROSS FROM ROOM 440 CABINET DOOR FALLING OFF NO CALLIN NON EMERG		Z3	CABINETRY	ROUTINE	WORK COMPLETE
002	@2005 ARRON 405-714-8457 N COMMONS ACROSS FROM ROOM 440 CABINET DOOR FALLING OFF NO CALLIN NON EMERG **OPENED PER DANNY DRISKEL **		LRFP	CABINETRY	ROUTINE	OPEN

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

Week of October 25, 2015

Shop Person	Sunday - 25th	Monday - 26th	Tuesday - 27th	Wednesday - 28th	Thursday - 29th	Friday - 30th	Saturday - 31st
10003663 MIKE MCLAFFERTY	[Green Bar]	[Green Bar]	[Green Bar]	[Green Bar]	[Green Bar] +	[Green Bar] +	[Green Bar] +
10006469 JOHN HOUCK	[Green Bar]	[Green Bar]	[Green Bar]	[Green Bar]	[Green Bar]	[Green Bar]	[Green Bar]

Select Shop Person and work date.

Sequence	Phase	Location	Work Classification	Priority/Status	Phase Estimated	Trade Estimated	Scheduled	Actual
<input type="checkbox"/>	16-0169000 002	OSU-STILLWATER CENTRAL CAMPUS 10-18-15 @2005 0264	MAINTENANCE REACTIVE-ZONES CABINETRY	ROUTINE OPEN	0.00	0.00	2	0.00

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