

GCA: Processing Work Orders

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: **Done**
5. From the Work Order, click: **Save** and the **Phase** will be complete.