

# Facilities O&M

Web Work Order System  
Information

# Web Work Order Modules

- This presentation provides a brief description of the various modules available within the Web Work Order system
- The following six modules are accessible via the web site's left navigation panel:
  - [New Work Request](#)
  - [Watch List](#)
  - [Customer Profile](#)
  - [WO Defaults](#)
  - [Edit Watch List](#)
  - [Work Order Query](#)

(Click on the desired hyperlink to access individual module information)

# New Work Request

- A web based service request submission form that allows you to request service from Facilities Operations & Maintenance.
- Work requests can be submitted by entering a minimal amount of information. This information is automatically routed to a customer service representative within the Facilities O&M Service Request Center. The representative will contact you if further information is needed.
- This module can be used in conjunction with the [WO Defaults](#) module to ease data entry. If you setup defaults, creating a work order can be as simple as:
  1. Select your desired WO Defaults profile
  2. Enter a short work request title
  3. Enter a description of work/service requested
- A work order tracking number is immediately provided for your reference once you submit the work request.
- The work order is, by default, automatically added to your Watch List. You can change this default option so that the work order does not appear on your Watch List if desired.

**Note: Emergency service requests should not be submitted through the web. Emergency service requests should be reported by calling (530)752-1655.**

# Watch List

- The Watch List provides a summary view of work order information. Summary information includes the work order number, description, work location, work status, contact, scheduling information, current charges, etc..
- The Watch List contains a list of work orders customized for you. In other words, you control which work orders appear on your watch list. Work orders can be added to your Watch List by:
  - Submitting a work request through the web. Submitted work requests are automatically added to the Watch List of the person submitting the request
  - Using the [Edit Watch List](#) module

# Customer Profile

- Identifies your contact information, including:
  - Name
  - Job Title
  - E-mail Address
  - Phone
- This information is extracted from the campus directory when you log into the Web Work Order system for the first time.
- You can review and update this information at any time

# WO Defaults

- This module allows you to identify default information to be used when you submit work requests via the web using the [New Work Order](#) module
- The default information is stored in a “profile” for easy reference.
- You can create multiple profiles containing differing default values. For example, you may want to create a different profile for each building where you request work to be performed. Or, you may want to create profiles for various accounts or projects.
- You can provide a name for each profile to help you remember which profile you want to use when submitting a work order request.
- You can identify the following information for each profile:
  - Profile Name
  - Abridged Full Accounting Unit (AFAU – account)
  - DaFIS Project Number
  - DaFIS Billing ID
  - DaFIS Object
  - Building where work is to be performed
  - Room where work is to be performed

# Edit Watch List

- This module allows you to identify which work orders you are interested in monitoring
- You can remove work orders that currently exist on your [Watch List](#)
- You can add new work orders to your [Watch List](#)
- You can select which work orders you want to add to your Watch List based upon:
  - A specific Work Order number
  - The DaFIS Org ID that is funding the service
  - The DaFIS account information that is funding the service
  - A DaFIS Project that was associated with a Work Order
  - The Building where the work is being performed

# Work Order Query

- An ad-hoc query tool that allows you to retrieve information on a work order
- You can view work orders based upon:
  - A specific Work Order number
  - The DaFIS Org ID that is funding the service
  - The DaFIS account information that is funding the service
  - A DaFIS Project that was associated with a Work Order
  - The Building where the work is being performed