

LIFE CYCLE OF A WORK ORDER

Request is entered and saved by customer;
AiM system assigns a 6 digit number.



WCC staff approves the request, which now
becomes a 7 digit Work Order number;
Problem Code routes the orders to appropriate shop.



Orders containing problem codes specific to Lock Shop, General Services, Custodial, OIT Telephony, NDSP, NDFD, and Utilities Controls (Too hot/Too cold) go immediately to those shops.



Orders with Other, Renovation, or Safety as Problem Code are routed to Zone Supervisors; they assign orders to Trade Shops, Maintenance Zone teams, or a combination of those, typically resulting in multi-phase work orders.



Work is performed; work complete is indicated by phase status 75
and the customer request contact receives an email.



Contractor submits invoice for payment (most orders are billed within 30 days).
If there are charges, Banner/AiM interface picks those up at phase status 95;
encumbrance is released and actual amount is charged.
If no charges, phase status 92 will close the phase. When all phases on a work order close, customer receives final email (with charges, if any).