AssetWORKS
Integrated Workplace Management Systems

Standard Operating Procedures – O&M
University of Colorado Boulder

University of Colorado **Boulder**

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Contents

INTRODUCTION

As new organizational processes and technologies have been implemented, it is essential that management and other key stakeholders have a clear understanding of new AiM operating procedures. Equally as important, each facilities technician needs clear and concise guidelines and instructions regarding their duties and related tasks in AiM. This SOP intends to describe processes and concepts in AiM, specific use cases, and the associated status flows.

CUSTOMER SERVICE & WORK MANAGEMENT
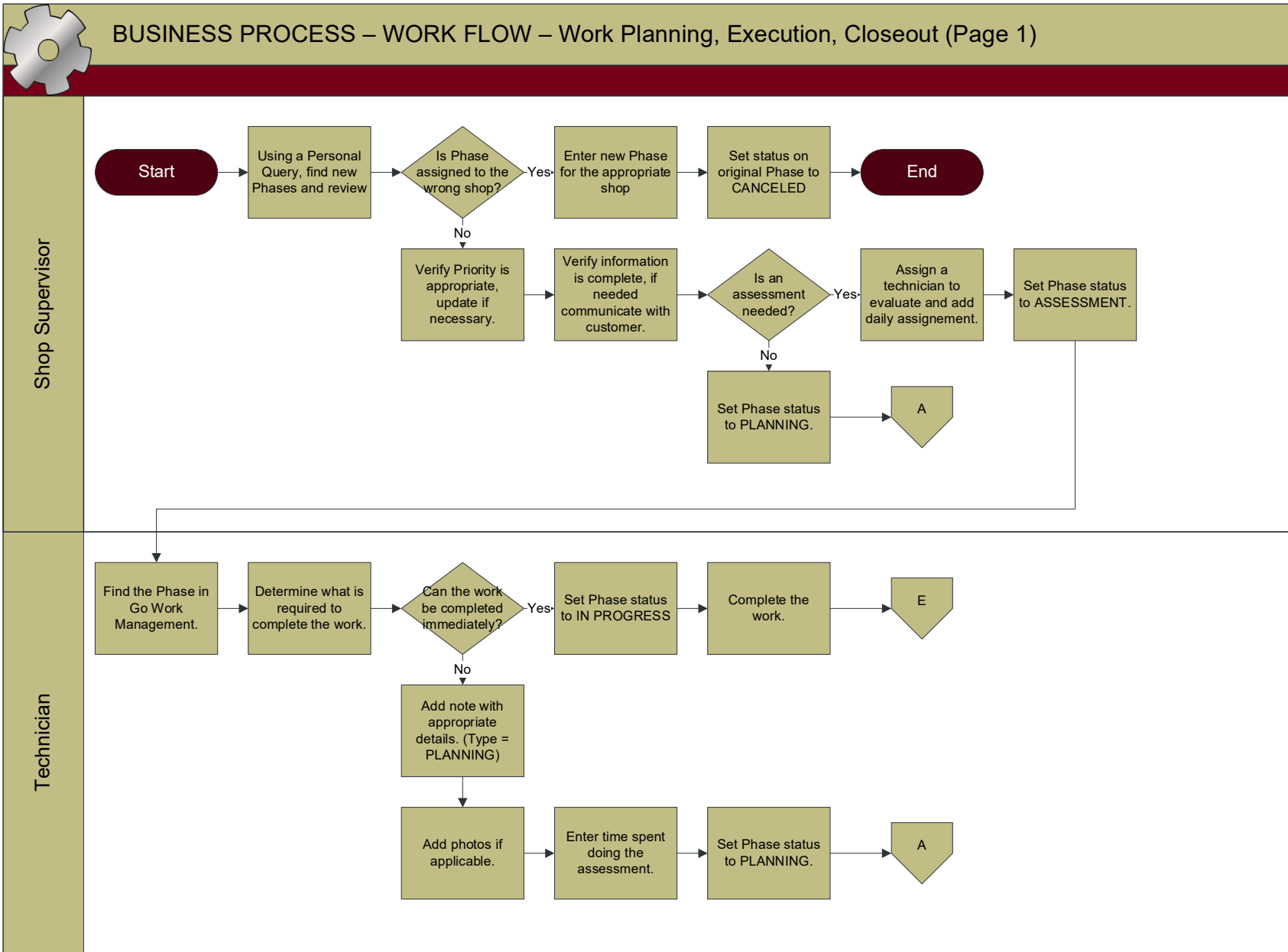**Work Planning, Execution, Closeout**

Triggers:

1. A ReADY Request for a Work Order has been approved, or
2. A customer, Shop Supervisor, or Manager has called the Operations Control Center (OCC) and OCC has entered a Work Order/Phase(s).
3. New Preventive Maintenance Phases have been generated (will be generated with the status PLANNING and will bypass process steps prior to that status).
4. A Customer Request for Follow Up Work is approved by OCC.
5. A Shop Supervisor enters a new Phase for additional shop support during the Planning phase of an existing Phase.

Assumptions:

1. OCC will enter call in/email requests in ReADY and "tag" the requestor as a "watcher" on the request. This will be a special OCC only template in ReADY.
2. The Go Start/Stop Clock will not be used. Technicians will enter time when the work is completed or when they leave the job site.
3. Phase Notes with the type PLANNING will not be available in ReADY. Notes with the type NOTE TO CLIENT will be available to the customer in ReADY.
4. Preventive Maintenance Phases will be generated in the status PLANNING.
5. If a request that should have been entered using the ReADY Project Request Template is mistakenly entered using a different Template, OCC will:
   a. Direct the customer to resubmit the request using the Project Template, or
   b. At OCC's discretion, enter a Project Request on behalf of the customer (the original Requestor will be added as a "Watcher" on the new Project Request).
6. Phases related to Projects will not follow the status flows defined in this process. See the appropriate process in the PROJECTS section of this SOP document.
7. Phases related to standing work orders will not follow the status flows defined in this process. These Phases will be used to capture time and material transactions as needed.
8. The appropriate funding (Billing Preset, Speedtype, Funding Method, etc.) will be determined by predefined rules in ReADY Request and/or OCC, prior to the Phase appearing on the Shop Supervisor's WorkDesk.
9. If the Shop Supervisor or OCC determines that the funding requires updating AND transactions exist on the Phase, Work Management and Accounting will be notified.
10. The Note Type "CALLBACK" will be used, by the Shop Supervisor or OCC, to capture details related to customer reported work that is determined to be related to work that was not appropriately addressed during the initial response.

Workflow:

BUSINESS PROCESS – WORK FLOW – Work Planning, Execution, Closeout (Page 1)

Shop Supervisor

Start → Using a Personal Query, find new Phases and review → Is Phase assigned to the wrong shop? —Yes→ Enter new Phase for the appropriate shop → Set status on original Phase to CANCELED → **End**

Is Phase assigned to the wrong shop? —No→ Verify Priority is appropriate, update if necessary. → Verify information is complete, if needed communicate with customer. → Is an assessment needed? —Yes→ Assign a technician to evaluate and add daily assignement. → Set Phase status to ASSESSMENT.

Is an assessment needed? —No→ Set Phase status to PLANNING. → A

Technician

Find the Phase in Go Work Management. → Determine what is required to complete the work. → Can the work be completed immediately? —Yes→ Set Phase status to IN PROGRESS → Complete the work. → E

Can the work be completed immediately? —No→ Add note with appropriate details. (Type = PLANNING) → Add photos if applicable. → Enter time spent doing the assessment. → Set Phase status to PLANNING. → A

BUSINESS PROCESS – WORK FLOW – Work Planning, Execution, Closeout (Page 2)

Shop Supervisor

A → Are materials needed? → Yes → Purchase Request → Is coordination required with other shops? → Yes → Enter additional Phases if appropriate. → Determine appropriate schedule based on combined availability.

Are materials needed? → No

Is coordination required with other shops? → No → Determine when work can be scheduled. → Enter daily assignment. → Set Phase status to SCHEDULED.

Technician

C → Collect materials, tools and safety equipment that were pre-planned. → Are unplanned materials needed? → Yes → Purchase Request → Can work be completed as schedule? → No → Add a note with details. (Type = NOTE TO CLIENT) → Set Phase status to RESCHEDULE.

Set Phase status to RESCHEDULE → B

Are unplanned materials needed? → No

Can work be completed as schedule? → Yes

Set Phase status to IN PROGRESS → Is work Preventive Maintenance? → Yes → Complete PM Check Points. → If corrective work is identified outside of the scope of the PM Standard, enter a Follow Up Work request. → Enter time on the Phase. → Set Phase status to WORK COMPLETE

Set Phase status to WORK COMPLETE → D

Is work Preventive Maintenance? → No

E → Enter a note explaining what was done. (Type = NOTE TO CLIENT) → Add photos, as appropriate. → Enter Shop Stock, if appropriate. → Does the asset need to be updated → Yes → Assets Updates During Routine Maintenance → If the asset label needs to be replaced, submit Follow Up Work request.

Does the asset need to be updated → No

BUSINESS PROCESS – WORK FLOW – Work Planning, Execution, Closeout (Page 3)

Shop Supervisor

B → Review NOTE TO CLIENT Note from Technician. → Determine when work can be scheduled. → Enter daily assignment. → Set Phase status to SCHEDULED. → C

D → Using a Personal Query, review WORK COMPLETE Phases. → Review Notes, time, materials, etc. → Are there outstanding service invoices? —No→ Set Phase status to APPROVED FOR CLOSE. | —Yes→ Set Phase status to SERVICE INVOICE HOLD → Using a personal query to monitor payments

OCC

Using the Status Update for Phase screen, query all APPROVED FOR CLOSE Phases. → For each Non-PLANNED/PROJECT Type/Category, set status to CLOSED and checkmark the Close WO field. → Using the Status Update for Work Order, query all CANCELED Phases. → For each Non-PLANNED/PROJECT Type/Category, set status to CANCELED – do not checkmark the Close Phases field. → Using the Status Update for Work Order, query all CANCELED and CLOSED Phases. → For each Non-PLANNED/PROJECT Type/Category, set status to CLOSED – do not checkmark the Close Phases field.

Manager

Using a Personal Query, review Phases that have been in APPROVED FOR CLOSE and SERVICE INVOICE HOLD status for more than 15 days. → Follow up as appropriate. → End

Process:

1. NEW
    a. SHOP SUPERVISOR
        i. Find new Phases using a Personal Query and review.
            1. If Phase is assigned to the wrong shop, enter a new Phase for the appropriate shop and set status of original Phase to CANCELED.
            2. Verify that the Priority is appropriate and update if necessary.
            3. Verify that information is complete, if needed:
                a. Communicate with the customer, or
                b. Assign a technician to evaluate.
                    i. Add a daily assignment.
                    ii. Set Phase status to ASSESSMENT.
                NOTE: If the Shop Supervisor determines that the funding should be updated on the WO/Phase, they will notify OCC to make the appropriate updates.
            4. If information is complete and no assessment is required, set the Phase status to PLANNING.
2. ASSESSMENT
    a. TECHNICIAN
        i. Find the Phase in Go Work Management.
        ii. Determine what is required to complete the work.
        iii. If work cannot be completed immediately:
            1. Add a note with appropriate details (Note Type = PLANNING).
                a. Material requirements,
                b. Estimated hours,
                c. Trade requirements,
                d. Conduct a job safety assessment and note any special requirements, and
                e. Note any special access considerations.
            2. Photos if applicable.
            3. Enter time spent doing the assessment.
            4. Set Phase status to PLANNING.
        iv. If work can easily be completed immediately:
            1. Set Phase status to IN PROGRESS and complete work.
3. PLANNING
    a. SHOP SUPERVISOR
        i. If materials are needed:
            1. Initiates the **Purchase Request Process**.
        ii. If coordination is required with other shops:

1. Determine whether appropriate Phase(s) have been created for other shops and enter additional Phases if appropriate.
2. Determine appropriate schedule based on combined availability.

   iii. Determine when work can be scheduled based on material lead times and resource availability.
   iv. Enter daily assignments.
      NOTE 1: The Daily Assignment(s) may be created using the Shop Assignments view on the Phase, the Team Scheduler, or the Daily Assignments screen.
      NOTE 2: In some cases, the Shop Supervisor may assign the Phase to themselves (e.g. work performed by an external contractor). In these instances, the Shop Supervisor will monitor the status of the Phase and will be responsible to set the Phase to WORK COMPLETE when appropriate.
   v. Set Phase status to SCHEDULED.

4. SCHEDULED
   a. TECHNICIAN
      i. Collect materials, tools, safety equipment that were pre-planned.
      ii. If unplanned materials are required initiate the **PURCHASE REQUEST** process using either the "Warehouse Request" (for stock) or "Purchase Request" (for non-stock) options in Go Work Management.
      iii. If work cannot be completed as scheduled (material lead times, access issues, Technician redeployed due to emergency, etc.).
         1. Add a note with details (Note Type = NOTE TO CLIENT).
         2. Set Phase status to RESCHEDULE.
      iv. When on site and beginning work, set Phase status to IN PROGRESS.

5. IN PROGRESS
   a. TECHNICIAN
      i. Non-Preventive Maintenance.
         1. Enter a note explaining what was done (Note Type = NOTE TO CLIENT).
         2. Add photos, if appropriate.
         3. Enter Shop Stock, if appropriate.
         4. If the Asset needs to be updated or replaced, execute the **Assets Updates During Routine Maintenance Process**.
         5. If an asset is being worked on and the label needs to be replaced:
            a. Enter a Customer Request using the "Follow Up Work" option on the Phase in Go (Refer to the **Customer Request Review** Process).
            b. Select the Problem Code of "Asset Label".
         6. Enter time.

7. Set Phase status to WORK COMPLETE.

    ii. Preventive Maintenance.

        TIP: *The Asset Tag may be scanned using the "Asset" tab in Go Work Management, as an option to locate these Phases.*

        1. Complete PM Check Points.

        2. If corrective work is identified, outside the scope of the PM Standards, enter a Customer Request using the "Follow Up Work" option on the Phase in Go (Refer to the **Customer Request Review** Process). The Technician needs to select the correct Problem Code for identify the need for follow up work.

        3. If an asset is being worked on and the label needs to be replaced:

            a. Enter a Customer Request using the "Follow Up Work" option on the Phase in Go (Refer to the **Customer Request Review** Process).

            b. Select the Problem Code of "Asset Label".

        4. Enter time.

        5. Set Phase status to WORK COMPLETE.

6. RESCHEDULE

    a. SHOP SUPERVISOR

        i. Review NOTE TO CLIENT note from Technician.

        ii. Determine when work can be scheduled based on material lead times and resource availability.

        iii. Enter daily assignments.

        iv. Set Phase status to SCHEDULED.

7. WORK COMPLETE

    a. SHOP SUPERVISOR

        i. Review Work Complete Phase using a Personal Query.

            1. Review notes, time, materials, etc.

            2. If there is an outstanding invoice(s) for services set Phase status to SERVICE INVOICE HOLD.

        ii. If no service invoices are outstanding, set Phase status to APPROVED FOR CLOSE.

8. SERVICE INVOICE HOLD

    a. Using a personal query, monitor payments

9. APPROVED FOR CLOSE

    a. OCC

        Note: *It is important to follow this order of step execution.*

        i. Query all APPROVED FOR CLOSE Phases using the **Status Update for Phase** screen.

            1. For each Type/Category, except PLANNED/PROJECT, set status to CLOSED and place a checkmark in the "Close Work Order" field.

      ii. Query all CANCELED Phases using the **Status Update for Work Order** screen with "<u>Match All</u>" selected for the Phase.

          1. For each Type/Category, except PLANNED/PROJECT, set status to CANCELED.
Note: No need to place checkmark in the "Close Phase" field since all Phase status are already set to CANCELED.

      iii. Query all CANCELED and CLOSED Phases using the **Status Update for Work Order** screen with "<u>Match All</u>" selected for the Phase.

          1. For each Type/Category, except PLANNED/PROJECT, set status to CLOSED.
Note: Do not place a checkmark in the "Close Phase" field. This action will preserve the status CANCELED for any selected canceled Phase.

  b. MANAGER

      i. Review a Personal Query of Phases that have been in the APPROVED FOR CLOSE or SERVICE INVOICE HOLD status for more than 15 days and follow up as appropriate.

10. REOPENED
To be used in special cases by the Accounting Manager or Work Management. The individual who Reopened the Phase/WO will be responsible to set the status back to CLOSED.

11. ADMINISTRATIVE HOLD
To be used in special cases by the Accounting Manager or Work Management. Phase requires accounting and/or timecard corrections and is not available for Shop use – Phase status will be updated to the appropriate status following corrections.

12. CLOSED

13. CANCELED

Emergency Work

Triggers:

1. OCC receives a call reporting an emergency work request, or
2. OCC receives an emergency alarm, e.g., building automation, fire alarm, etc.

Assumptions:

1. The existing "Emergency Procedures" in the OCC manual will be followed. This process does not replace or supersede existing processes.
2. Many of the activities required by this process are outside of AiM and will happen prior to entry of the WO/Phase.
3. Shop Supervisors will have a Personal Query for all active Phases with the Emergency Priority.

Workflow:

BUSINESS PROCESS – WORK FLOW – Emergency Work

OCC

Start → Enter Work order and appropriate Phases. → Is it after hours?

Is it after hours? —Yes→ Set Phase status to SCHEDULED. → Assign the Phase to the Technician dispatched. → Work Planning, Execution and Closeout - Unplanned

Is it after hours? —No→ (down to Shop Supervisor)

Shop Supervisor

Set Phase status to SCHEDULED. → Assign the Phase to the Technician dispatched. → Work Planning, Execution and Closeout → End

Process:

1. NEW
   a. OCC
      i. Enter a Work Order and appropriate Phases in AiM.
      ii. If after hours:
         1. Set the Phase status to SCHEDULED.
         2. Assign the Phase to the Technician(s) who were dispatched.
   b. SHOP SUPERVISOR
      i. During normal business hours:
         1. Set the Phase status to SCHEDULED.
         2. Assign the Phase to the Technician(s) who were dispatched.
2. SCHEDULED
   a. Execute the **Work Planning, Execution, Closeout** process.

Purchase Request

Triggers:

1. A Shop Supervisor or CBS Supervisor identifies stock or special-order materials required to perform work, during the planning phase.
2. A Technician requires stock or special-order materials during the execution of a work order phase.

Assumptions:

1. Supervisors and Managers will know their personal approval limits and will select appropriate status on that basis.
   a. Approval Limits will be documented and published.
2. Purchase Requests will not be entered for items that are housed in one of the warehouses but have no associated cost (e.g. soap dispensers, masks, etc.).

Workflow:

BUSINESS PROCESS – WORK FLOW – Purchase Request (Page 1)

Technician

Start → Is this a Stock request?
- Yes → Enter "Warehouse Request" using Go Work Management. → Set status to STOCK SUBMIT. → C
- No → Enter a Purchase Request. → When done submit the Purchase Request.

Shop Supervisor or CBS Supervisor

Start → Enter a Purchase Request. → Is this a Stock request?
- Yes → Set status to STOCK SUBMIT. → C
- No → (continues to) Is the estimated amount within Supervisor's limit?

Using a Personal Query, review Purchase Request with a status of SUPV REVIEW. → Is Purchase Request actually stock?
- Yes → Set Purchase Request status to STOCK SUBMIT. → C
- No → Is the request being rejected?
  - Yes → Enter a note in the Notes Log and set the status to REJECTED. → End
  - No → Is the estimated amount within Supervisor's limit?
    - Yes → Set status to APPROVED. → B
    - No → Set status to MANAGER REVIEW. → A

BUSINESS PROCESS – WORK FLOW – Purchase Request (Page 2)

Manager

A → Using a Personal Query, review Purchase Request with a status of MANAGER REVIEW. → Is the request being rejected?

Yes → Send an email using the AiM email link to supervisor explaining why the request was rejected. → Set the status to REJECTED. → End

No → Is the estimated amount within Manager's limit?

Yes → Set status to APPROVED. → B

No → Set status to ASSOC/ASST DIR REVIEW.

Assoc./Asst. Director

Using a Personal Query, review Purchase Request with a status of ASSOC/ASST DIR REVIEW. → Is the request being rejected?

Yes → Send an email using the AiM email link to manager explaining why the request was rejected. → Set the status to REJECTED. → End

No → Set status to APPROVED. → B

BUSINESS PROCESS – WORK FLOW – Purchase Request (Page 3)

Warehouse Buyer

B → Using a Personal Query, find approved Purchase Requests. → Is this a stock request with the wrong status? —Yes→ Set the Purchase Request status to STOCK SUBMIT → C

Is this a stock request with the wrong status? —No→ Is request being rejected? —Yes→ Email Shop Supervisor using Email link in AiM and set the status to REJECTED. → End

Is request being rejected? —No→ If the Purchase Request is ready to proceed, set status to IN PROCESS. → Determine Contractor for each line item, obtain quotes if required and update unit cost as appropriate. → Is additional review required? —Yes→ Add a note to the Notes Log. → Set status to SUPV REVIEW, MANAGER REVIEW or ASSOC/ASST DIR REVIEW. → (Jump back to page 1 or 2 depending on the status.)

Is additional review required? —No→ Set status of Purchase Request to FINALIZED. → Update PO to correct PO Type, if needed. → Is this a P-Card purchase? —No→ Is this a One-Time PO? —No→ SPO Release - Materials → End

Set status of Purchase Request to FINALIZED. → Generate POs.(Status will be PENDING REVIEW.)

Is this a P-Card purchase? —Yes→ P-Card - Materials → End

Is this a One-Time PO? —Yes→ One-Time PO - Materials → End

Stock Personnel

C → Process Pick Ticket. → Stock Warehouse Request/Pick Ticket/ Counter Release → End

Process:

1. INITIATION
    a. TECHNICIAN
        i. Catalog or Non-Stock:
            1. Enter a Purchase Request.
            2. When entry is complete, Submit the Purchase Request (status will automatically be set to SUPV REVIEW).
        ii. Stock:
            1. Enter "Warehouse Request" using Go Work Management.
            2. When entry is complete, set the status to STOCK SUBMIT.
    b. SHOP SUPERVISOR or CBS SUPERVISOR
        i. Catalog or Non-Stock:
            1. Enter a Purchase Request.
            2. If estimated amount is within the Supervisor's approval limit, set the status to APPROVED.
            3. If estimated amount exceeds the Supervisor's approval limit, set the status to MANAGER REVIEW.
        ii. Stock:
            1. Enter a Purchase Request.
            2. When entry is complete, set the status to STOCK SUBMIT.
2. SUPV REVIEW
    a. SHOP SUPERVISOR or CBS SUPERVISOR
        i. Review Purchase Request using a Personal Query.
        ii. If Purchase Request is a stock request with the wrong status, set status to STOCK SUBMIT.
        iii. If estimated amount is within the Supervisor's approval limit, set the status to APPROVED.
        iv. If estimated amount exceeds the Supervisor's approval limit, set the status to MANAGER REVIEW.
        v. If request is not approved or is filled out wrong (example: stock items entered as non-stock) enter a note in the Notes Log and set the status to REJECTED. Coordinate next steps, as appropriate, with Technician.
3. MANAGER REVIEW
    a. MANAGER
        i. Review Purchase Request using a Personal Query.
        ii. If estimated amount is within the Manager's approval limit, set the status to APPROVED.
        iii. If estimated amount exceeds the Supervisor's approval limit, set the status to ASSOC/ASST DIR REVIEW.

        iv. If request is not approved, send an email to supervisor, using the "Email" link on the Purchase Request screen, explaining why the request was rejected.

        v. Set the status to REJECTED.

4. ASSOC/ASST DIR REVIEW

        i. Review Purchase Request using a Personal Query.

        ii. If Request is approved set the status to APPROVED.

        iii. If request is not approved, send an email to the manager, using the "Email" link on the Purchase Request screen, explaining why the request was rejected.

        iv. Set the status to REJECTED.

5. APPROVED

    a. WAREHOUSE BUYER

        i. Find Approved Purchase Request using a Personal Query.

            1. If Purchase Request is a stock request with the wrong status, set status to STOCK SUBMIT.

            2. Purchase Request has stock items entered as non-stock items send an email to the Shop Supervisor, using the "Email" link on the Purchase Request, and set the status to REJECTED.

            NOTE: The Warehouse Buyer may optionally complete a Counter Release, or coordinate with Stores Personnel to complete a Counter Release for the stock parts.

            3. If the Purchase Request is ready to proceed, set the status to IN PROCESS.

6. IN PROCESS

    a. Determine the Contractor (vendor) for each line item, obtain quotes if required, and update unit cost on lines as appropriate.

    b. Determine if all appropriate reviews/approvals have been conducted.

        i. If the Buyer determines that additional review is required, add a note to the Notes Log and set the status of the Purchase Request to the appropriate review status.

        ii. If no additional review is needed set status to FINALIZED.

7. FINALIZED

    a. Generate POs they will be generated with a status of PENDING REVIEW.

    b. Update PO to correct PO Type, if needed.

    a. Execute the appropriate AiM Materials Purchase Order Process (**One-Time PO - Materials, SPO Release - Materials, P-Card - Materials**).

8. STOCK SUBMIT

    a. STOCK PERSONNEL

      i. Process Pick Ticket using the **Stock Warehouse Request/Pick Ticket/Counter Release** process.

9. REJECTED
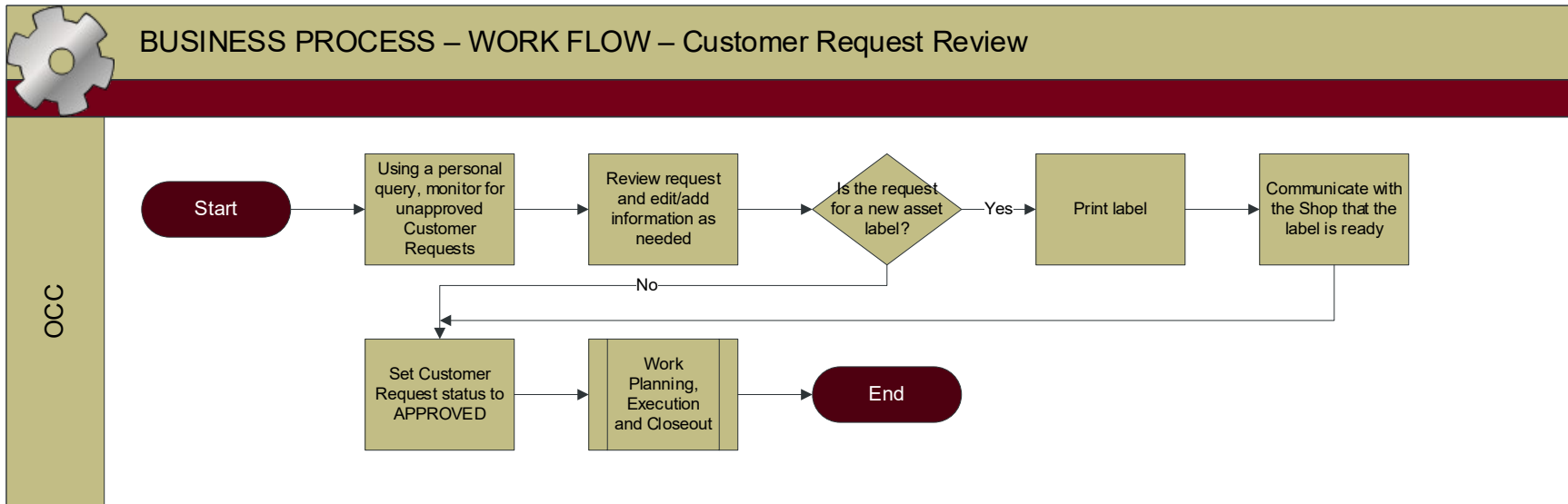10. CANCELED
11. CLOSED

Customer Request Review Process

Triggers:

1. A Customer Request is submitted in Go Work Management through the "Follow Up Work" Action, such as:
   a. An Asset Label needs to be replaced
   b. Corrective work is required, related to a PM Phase
   c. The Technician discovers the need for corrective work, unrelated to the original Phase.

Assumptions:

1. OCC will monitor the Customer Request screen for follow up work.
2. A Problem Code will be included on the Customer Request whenever possible. (Always for tag replacement.)
3. An Asset will be included when possible.
4. The Technician will provide any extra information in the Description of the Customer Request.

Workflow:

BUSINESS PROCESS – WORK FLOW – Customer Request Review

OCC

Start → Using a personal query, monitor for unapproved Customer Requests → Review request and edit/add information as needed → Is the request for a new asset label?

- Yes → Print label → Communicate with the Shop that the label is ready
- No → Set Customer Request status to APPROVED

Set Customer Request status to APPROVED → Work Planning, Execution and Closeout → End

|

Process:

1. NEW
   a. OCC
      i. Using a personal query, monitor the Customer Request Approval for any unapproved requests.
      ii. Bring up the request and edit/add information as needed
      iii. If the request is for a new asset label:
          1. Print label
          2. Communicate to the Shop that the label is ready.
      iv. Change the Customer Request Status to APPROVED and save the record.
2. APPROVED
   Refer to the **Work Planning, Execution, and Closeout** Process in this SOP Document.
3. CANCELED
4. REJECTED

Shop Stock Approval

Triggers:

1. A Technician or Shop Supervisor enters Shop Stock on a Phase.

Assumptions:

1. Shop Stock transactions will be entered prior to setting the status of the Phase to WORK COMPLETE.
2. The Shop Supervisor, for any shop that will utilize Shop Stock, will have the appropriate "APPROVER" role for that shop.
3. Stock Locations and Stock Numbers will be maintained using the **Shop Stock Data Maintenance** process defined in this SOP document.

Workflow:

BUSINESS PROCESS – WORK FLOW – Shop Stock Approval
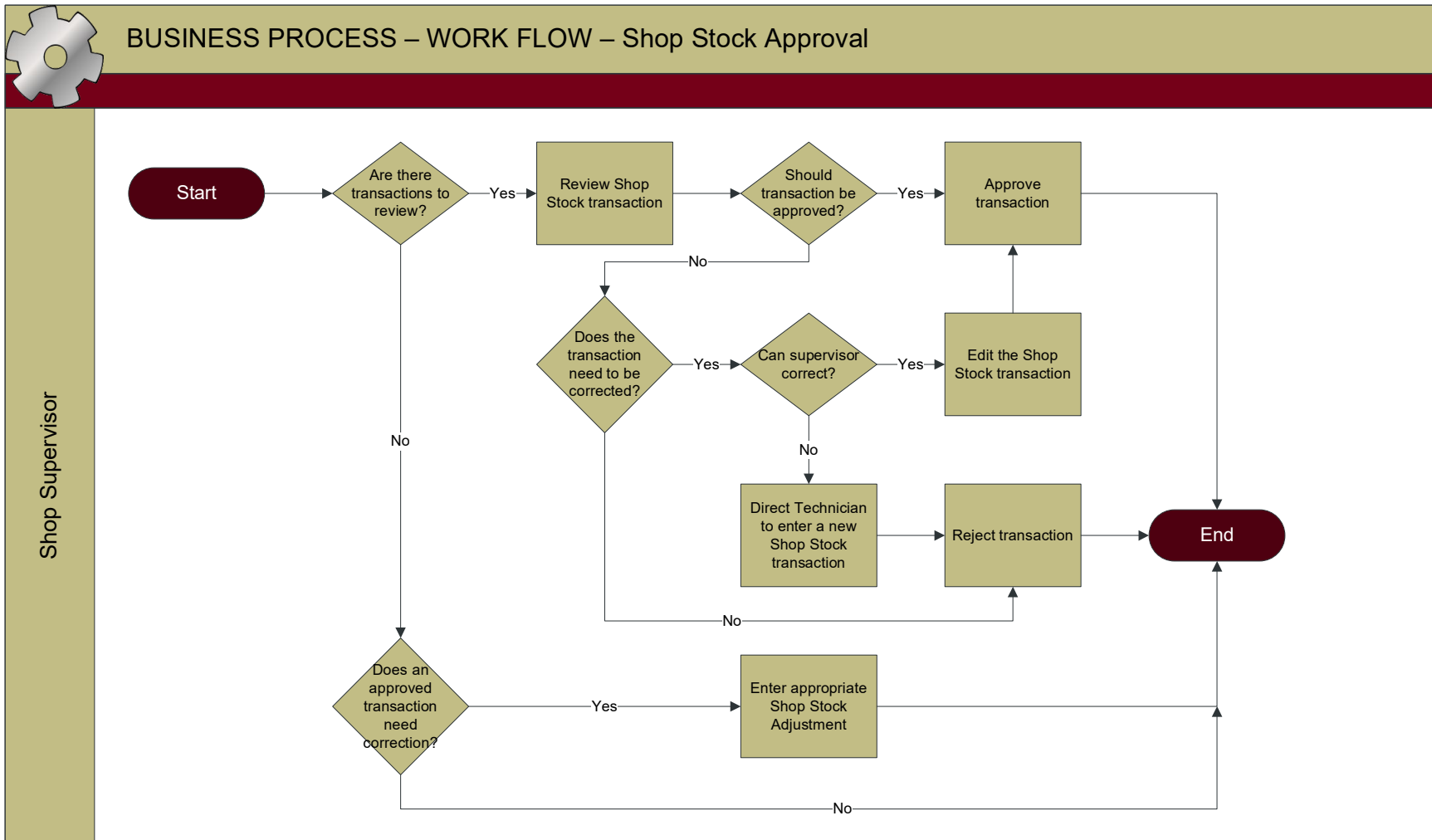
Shop Supervisor

Process:

1. NOT POSTED
    a. SHOP SUPERVISOR
        i. Review Shop Stock transactions on the Shop Stock Approval screen.
            1. Determine whether the transaction is appropriate for approval:
                a. Approve the transaction(s).
                b. If the transaction needs to be corrected (e.g. different item or quantity, or different WO/Phase) the Shop Supervisor may optionally:
                    i. Edit the Shop Stock transaction, or
                    ii. Direct the Technician to enter a new Shop Stock transaction.
                    NOTE: The email link on the Phase screen may be used for this purpose.
                        1. Reject the original Shop Stock transaction
                c. Reject the Shop Stock transaction(s).
2. POSTED
    a. If an approved Shop Stock transaction needs to be corrected, the SHOP SUPERVISOR will enter an appropriate Shop Stock Adjustment.
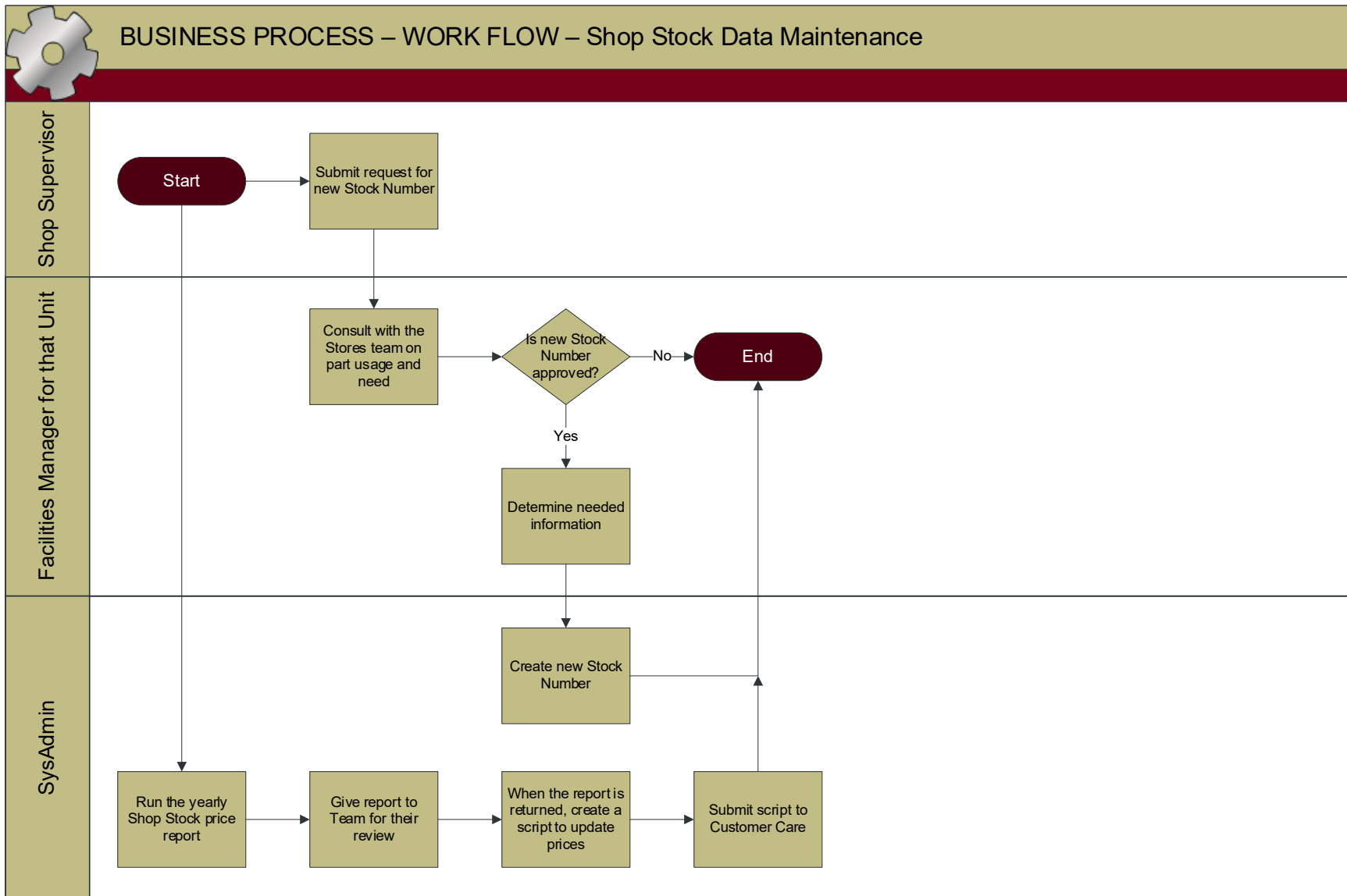3. REJECTED

Shop Stock Data Maintenance

Triggers:

1. A Shop Supervisor or Technician requests a new Stock Number to be added to an existing Stock Location, or
2. The Unit Cost for an existing Stock Number needs to be updated:
   a. Yearly price check, or
   b. Shop Supervisor will review price when new parts are order and determine if a price needs to be updated.

Assumptions:

1. If a new Stock Location is required, Operations Facilities Director will request the AiM Administrator to create the new location. The Offset Account for the new Stock Location will be coordinated with the Accounting Manager.
2. There will be an approval process for new items.
3. The Inventory Part Number, where applicable, will be maintained/referenced in the Description of the Stock Number part.
4. The Unit of Measure of the Shop Stock part will be configured based on the way the parts will be issued by the Shop.
5. For the Yearly Review of pricing all appropriate units will be included in the review of the price (Accounting, Operations, Stores, etc.).

Workflow:

BUSINESS PROCESS – WORK FLOW – Shop Stock Data Maintenance

Shop Supervisor

Start

Submit request for new Stock Number

Facilities Manager for that Unit

Consult with the Stores team on part usage and need

Is new Stock Number approved?

No → End

Yes

Determine needed information

SysAdmin

Create new Stock Number

Run the yearly Shop Stock price report

Give report to Team for their review

When the report is returned, create a script to update prices

Submit script to Customer Care

Process:

1. SHOP SUPERVISOR
    a. Submit request for a new Stock Number to the appropriate Facilities Manager for that unit.
2. FACILITIES MANAGER FOR THAT UNIT
    a. Consult with the Stores team to see data on the part usage and need (example: only used for emergencies).
    b. If the new Stock Number is approved the following information will be provided:
        i. Determine the appropriate unit cost for the item (coordinate with Stores),
        ii. Inventory Part Profile ID provided by Stores,
        iii. Description, including Inventory Part Number, if applicable, and
        iv. Unit of Measure, and
        v. List the appropriate Stock Location(s).
3. SYSADMIN
    a. Enters the data into the system provided by the FACILITIES MANAGER FOR THAT UNIT.
4. SYSADMIN – Yearly price update
    a. Run report of current prices listing all Shop Stock parts, the price on the Shop Stock and the current price on the Inventory Part.
    b. Give the report to the Team to review prices and determine if prices need to be changed and returning the new prices to the SYSADMIN.
    c. Use a script submitted to AssetWorks Customer Care to update the prices.
5. SYSADMIN – One off price adjustments
    a. Manually update the price on the Stock Number impacted.

PROJECTS

Design & Construction, Small Construction, Planning (ReADY Request)
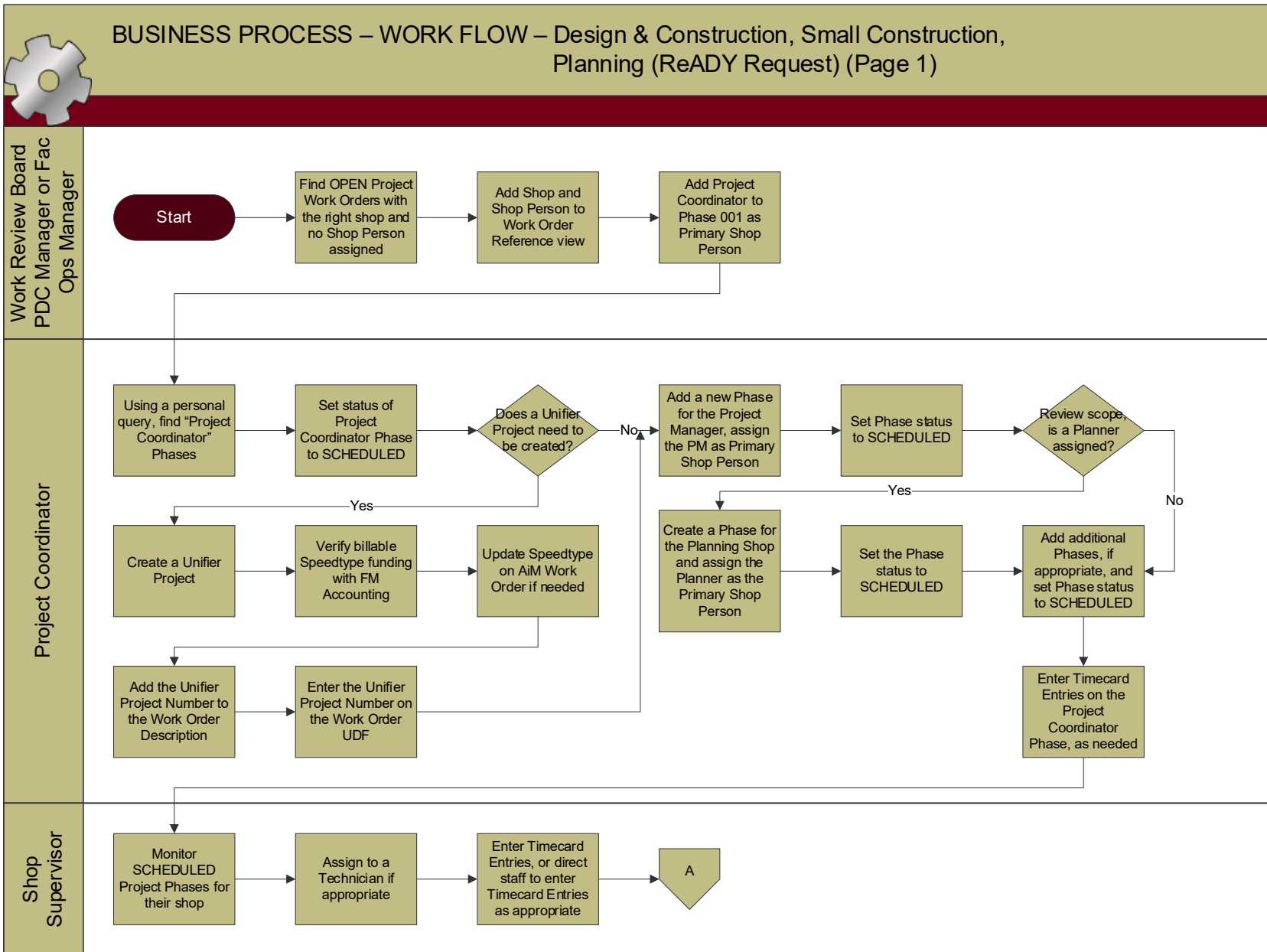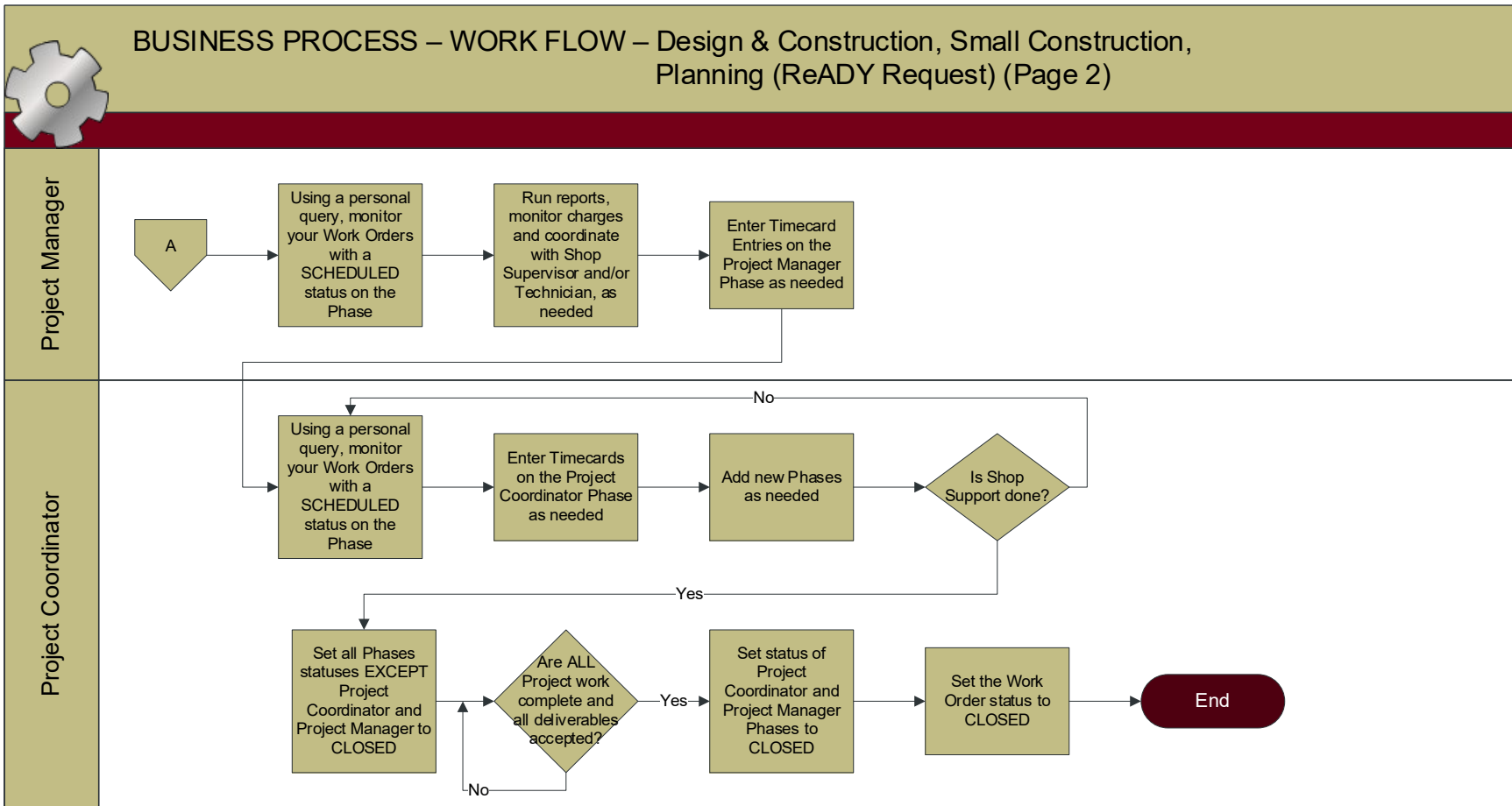
Triggers:

1. A ReADY Project Request is approved, and the Work Review Board has made the decision that it is a project, and
2. The Lead Shop PROJECTS, PLANNING, or SMALLCONST has been selected on the ReADY Request, and
3. A Work Order is created by ReADY with the Type = PLANNED, Category = PROJECT, with one phase for the designated Lead Shop (Work Code = PROJECT MANAGEMENT).

Assumptions:

1. The Project ReADY Request will be reviewed by the "Service Request Process: Work Review Board".
2. The Project Request Template will have options to:
   a. Send back to requestor for additional information, or
   b. Create a "Project" Work Order, or
   c. Cancel the Request.
3. The Lead Shop will be selected on the ReADY template and will be assigned to the Shop Fields on both the Work Order and Phase 001 (to be selected during the Work Review Board review).
4. For Shops that will have Project Phases:
   a. The normal Shop Supervisor's queries for all statuses will be filtered where Work Order Shop IS NOT IN PROJECTS, PLANNING, HOUSING, SMALL CONST.
   b. Shop Supervisors will have separate queries for all phases where Work Order Shop IS IN PROJECTS, PLANNING, HOUSING, SMALL CONST.
5. Phases for the Type PLANNED and the Category PROJECTS will only include: NEW, SCHEDULED, REOPENED, and CLOSED.
   a. Once SCHEDULED, the Phase may not be set back to NEW.

Workflow:

BUSINESS PROCESS – WORK FLOW – Design & Construction, Small Construction, Planning (ReADY Request) (Page 1)

Work Review Board PDC Manager or Fac Ops Manager

Start → Find OPEN Project Work Orders with the right shop and no Shop Person assigned → Add Shop and Shop Person to Work Order Reference view → Add Project Coordinator to Phase 001 as Primary Shop Person

Project Coordinator

Using a personal query, find "Project Coordinator" Phases → Set status of Project Coordinator Phase to SCHEDULED → Does a Unifier Project need to be created?

- **No** → Add a new Phase for the Project Manager, assign the PM as Primary Shop Person → Set Phase status to SCHEDULED → Review scope, is a Planner assigned?
  - **Yes** → Create a Phase for the Planning Shop and assign the Planner as the Primary Shop Person → Set the Phase status to SCHEDULED → Add additional Phases, if appropriate, and set Phase status to SCHEDULED
  - **No** → Add additional Phases, if appropriate, and set Phase status to SCHEDULED
  - → Enter Timecard Entries on the Project Coordinator Phase, as needed

- **Yes** → Create a Unifier Project → Verify billable Speedtype funding with FM Accounting → Update Speedtype on AiM Work Order if needed
  - → Add the Unifier Project Number to the Work Order Description → Enter the Unifier Project Number on the Work Order UDF

Shop Supervisor

Monitor SCHEDULED Project Phases for their shop → Assign to a Technician if appropriate → Enter Timecard Entries, or direct staff to enter Timecard Entries as appropriate → **A**

BUSINESS PROCESS – WORK FLOW – Design & Construction, Small Construction, Planning (ReADY Request) (Page 2)

Project Manager

A → Using a personal query, monitor your Work Orders with a SCHEDULED status on the Phase → Run reports, monitor charges and coordinate with Shop Supervisor and/or Technician, as needed → Enter Timecard Entries on the Project Manager Phase as needed

Project Coordinator

Using a personal query, monitor your Work Orders with a SCHEDULED status on the Phase → Enter Timecards on the Project Coordinator Phase as needed → Add new Phases as needed → Is Shop Support done?

No → (back to Project Coordinator monitor)

Yes →

Set all Phases statuses EXCEPT Project Coordinator and Project Manager to CLOSED → Are ALL Project work complete and all deliverables accepted?

No → (back to Set all Phases statuses)

Yes → Set status of Project Coordinator and Project Manager Phases to CLOSED → Set the Work Order status to CLOSED → End

Process:

1. NEW (WO Status = OPEN)
   a. WORK REVIEW BOARD PDC MANAGER or FAC OPS MANAGER
      i. Find OPEN PROJECT Work Orders with PROJECTS, PLANNING or SMALLCONST Shop (as appropriate) assigned on the Work Order AND where no Shop Person is assigned to the Work Order.
      ii. Add the Shop Person (Project Manager or Planner) to the Work Order Reference view.
      iii. Edit Phase 001 and add the Project Coordinator as the Primary Shop Person.
   b. PROJECT COORDINATOR
      i. Find NEW "Project Coordinator" Phase using a Personal Query.
         1. Set the status of the Project Coordinator Phase to SCHEDULED.
      ii. Create a Unifier Project, if appropriate.
         1. Verify billable Speedtype funding with FM Accounting.
         2. Update the Speedtype on the AiM Work Order if needed.
         3. Add the Unifier Project Number to the Work Order Description.
         4. Enter the Unifier Project Number UDF on the Work Order screen.
      iii. Add a new Phase, to the Work Order, for the Project Manager and assign the Project Manager as the Primary Shop Person.
         1. Set Phase status to SCHEDULED.
      iv. Review scope of work.
         1. If a Planner is assigned (for Design & Construction or Small Construction led projects), create a Phase for the Planning shop and assign the Planner as the Primary Shop Person.
            a. Set Phase status to SCHEDULED.
               NOTE: *If this is a Planning only project, the Planner assigned will be entered as the "Primary Shop Person" on the Work Order.*
         2. Add additional Phases to the Project Work Order if appropriate.
            a. Set the Phase status to SCHEDULED.
      v. Enter Timecard Entries on the Project Coordinator Phase, as needed.
2. SCHEDULED
   a. SHOP SUPERVISOR
      i. Monitor SCHEDULED Project Phases for their shop.
         1. Assign to a Technician if appropriate.
         2. Enter Timecard Entries, or direct staff to enter Timecard Entries as appropriate.
            NOTE: *If the Shop Supervisor elects to create Daily Assignments for Project Phases, the Technician will not be able to set the Phase to*

WORK COMPLETE status. The Shop Supervisor may optionally, "unassign" the Technician after the task is completed. Future Daily Assignments may optionally be created for the same, or other, Technicians.

b. PROJECT MANAGER

   i. Monitor Personal Query of Work Orders where there is a SCHEDULED Phase and they are the Primary Shop Person.

   ii. Run reports, monitor charges and coordinate work with Shop Supervisor and/or Technician, as needed.

   iii. Enter Timecard Entries on the Project Manager Phase, as needed.

c. PROJECT COORDINATOR

   i. Monitor Personal Query of Work Orders where there is a SCHEDULED Phase and they are the Primary Shop Person.

   ii. Enter Timecard Entries on the Project Coordinator Phase, as needed.

   iii. Add new Phases to the Project Work Order if appropriate.

   iv. When Shop Support is complete.

     1. Set all Phases EXCEPT the Project Coordinator and Project Manager Phases (Phase 001 and 002) to the status CLOSED.

   v. When ALL Project work is completed, and all deliverables received/accepted.

     1. Set the Project Coordinator and Project Manager Phases (Phase 001 and 002) to the status CLOSED.

     2. Set the Work Order status to CLOSED.

     NOTE: If a Phase, or the Work Order, will not close (an error is received), view the associated transactions using the Viewfinder and follow up as appropriate.

3. CLOSED
4. CANCELED

Housing
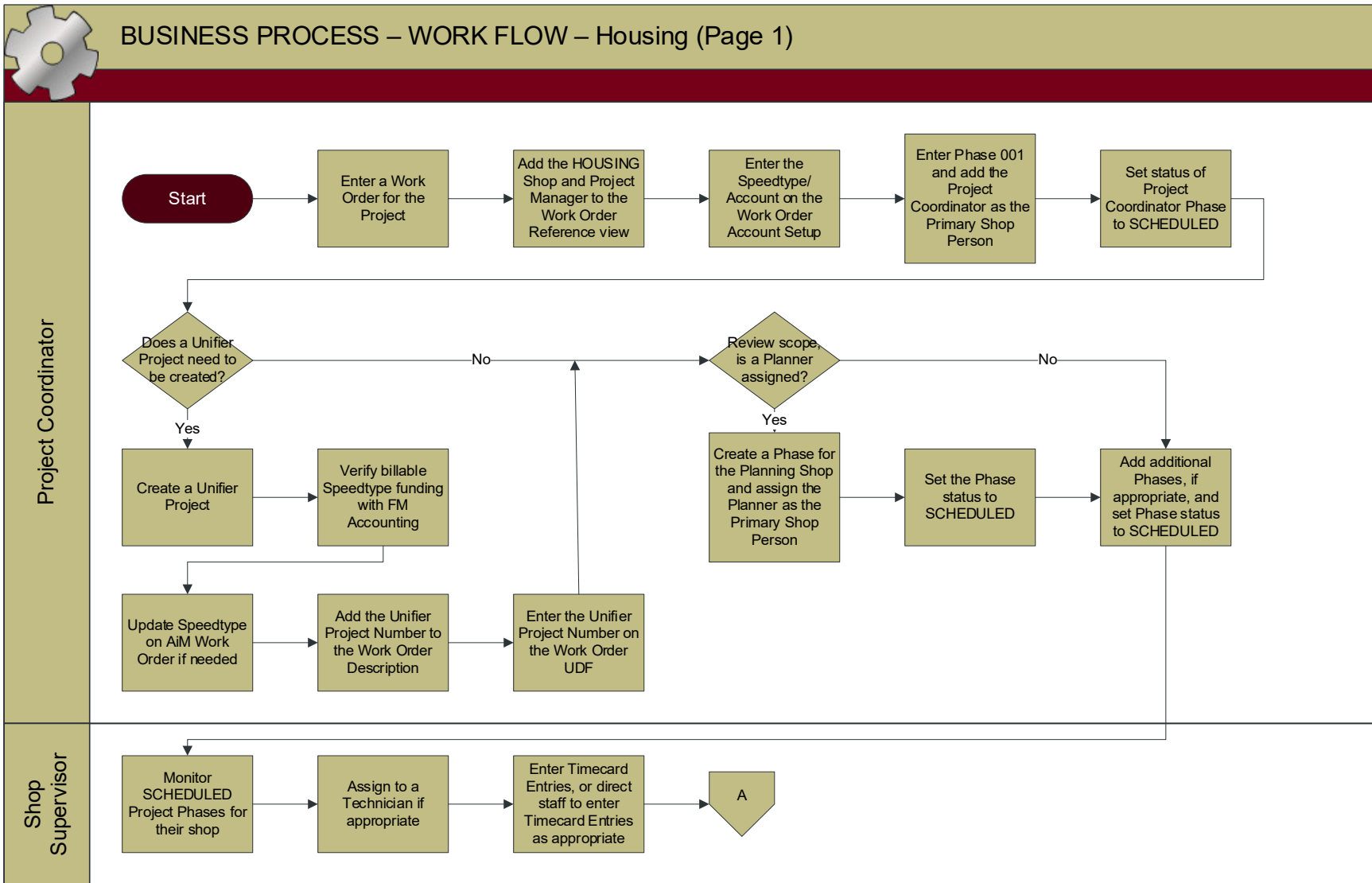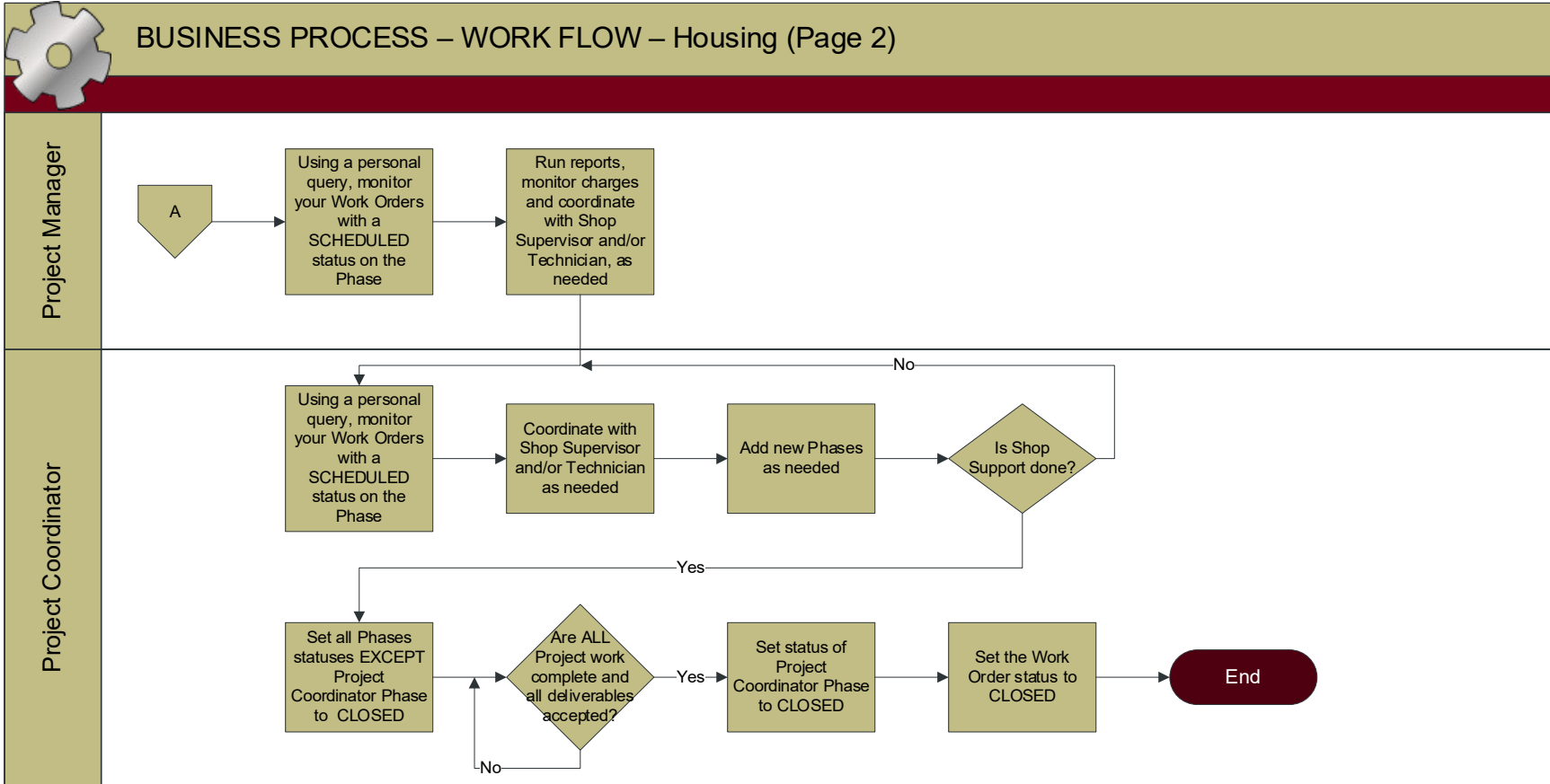
Triggers:

1. Student Affairs Administration approves project scope and funding for a Housing Project.

Assumptions:

1. For Shops that will have Project Phases:
    a. The normal Shop Supervisor's queries for all statuses will be filtered where Work Order Shop <mark>IS NOT IN</mark> PROJECTS, PLANNING, HOUSING, SMALL CONST.
    b. Shop Supervisors will have separate queries for all phases where Work Order Shop <mark>IS IN</mark> PROJECTS, PLANNING, HOUSING, SMALL CONST.
2. Housing Project Work Orders will be entered directly into AiM and will not be initiated using ReADY.
3. Phases for the Type PLANNED and the Category PROJECTS will only include: NEW, SCHEDULED, REOPENED, and CLOSED.
    a. Once SCHEDULED, the Phase may not be set back to NEW.
4. The Project Coordinator and Project Manager for Housing Projects will be Housing Personnel.
5. If Planning is required, that Phase will be assigned to the PLANNING Shop and the Shop Person will be the PD&C Planner assigned to the project.

Workflow:

BUSINESS PROCESS – WORK FLOW – Housing (Page 1)

Project Coordinator

Start → Enter a Work Order for the Project → Add the HOUSING Shop and Project Manager to the Work Order Reference view → Enter the Speedtype/Account on the Work Order Account Setup → Enter Phase 001 and add the Project Coordinator as the Primary Shop Person → Set status of Project Coordinator Phase to SCHEDULED

Does a Unifier Project need to be created?

— No → Review scope, is a Planner assigned? — No →

Yes (Does a Unifier Project need to be created?)

Create a Unifier Project → Verify billable Speedtype funding with FM Accounting

Yes (Review scope, is a Planner assigned?)

Create a Phase for the Planning Shop and assign the Planner as the Primary Shop Person → Set the Phase status to SCHEDULED → Add additional Phases, if appropriate, and set Phase status to SCHEDULED

Update Speedtype on AiM Work Order if needed → Add the Unifier Project Number to the Work Order Description → Enter the Unifier Project Number on the Work Order UDF

Shop Supervisor

Monitor SCHEDULED Project Phases for their shop → Assign to a Technician if appropriate → Enter Timecard Entries, or direct staff to enter Timecard Entries as appropriate → A

BUSINESS PROCESS – WORK FLOW – Housing (Page 2)

Project Manager

A → Using a personal query, monitor your Work Orders with a SCHEDULED status on the Phase → Run reports, monitor charges and coordinate with Shop Supervisor and/or Technician, as needed

Project Coordinator

Using a personal query, monitor your Work Orders with a SCHEDULED status on the Phase → Coordinate with Shop Supervisor and/or Technician as needed → Add new Phases as needed → Is Shop Support done?

— No (loops back up)
— Yes

Set all Phases statuses EXCEPT Project Coordinator Phase to CLOSED → Are ALL Project work complete and all deliverables accepted? → Yes → Set status of Project Coordinator Phase to CLOSED → Set the Work Order status to CLOSED → End

— No (loops back)

Process:

1. NEW (WO Status = OPEN)
    a. PROJECT COORDINATOR
        i. Enter a Work Order for the Project.
            1. Add the Shop (HOUSING) and Shop Person (Project Manager) to the Work Order Reference view.
            2. Enter the Speedtype/Account on the Work Order Account Setup.
            3. Enter Phase 001 and add the Project Coordinator as the Primary Shop Person.
            4. Set the status of the Project Coordinator Phase to SCHEDULED.
        ii. Create a Unifier Project, if appropriate.
            1. Verify billable Speedtype funding with FM Accounting.
            2. Update the Speedtype on the AiM Work Order if needed.
            3. Add the Unifier Project Number to the Work Order Description.
            4. Enter the Unifier Project Number UDF on the Work Order screen.
        iii. Review scope of work.
            1. If a Planner is assigned, create a Phase for the Planning Shop and assign the Planner as the Primary Shop Person.
                a. Set Phase status to SCHEDULED.
            2. Add additional Phases to the Project Work Order if appropriate.
                a. Set the Phase status to SCHEDULED.
2. SCHEDULED
    a. SHOP SUPERVISOR
        i. Monitor SCHEDULED Project Phases for their shop.
            1. Assign to a Technician if appropriate.
            2. Enter Timecard Entries, or direct staff to enter Timecard Entries as appropriate.
            NOTE: If the Shop Supervisor elects to create Daily Assignments for Project Phases, the Technician will not be able to set the Phase to WORK COMPLETE status. The Shop Supervisor may optionally, "unassign" the Technician after the task is completed. Future Daily Assignments may optionally be created for the same, or other, Technicians.
    b. PROJECT MANAGER
        i. Monitor Personal Query of Work Orders where they are the Primary Shop Person (on the Work Order).
        ii. Run reports, monitor charges and coordinate work with Shop Supervisor and/or Technician, as needed.
    c. PROJECT COORDINATOR

      i. Monitor Personal Query of Work Orders where there is a SCHEDULED Phase, and they are the Primary Shop Person.

      ii. Add new Phases to the Project Work Order if appropriate.

      iii. When Shop Support is complete.

          1. Set all Phases EXCEPT the Project Coordinator Phase (Phase 001) to the status CLOSED.

      iv. When ALL Project work is completed, and all deliverables received/accepted.

          1. Set the Project Coordinator Phase (Phase 001) to the status CLOSED.

          2. Set the Work Order status to CLOSED.
NOTE: If a Phase, or the Work Order, will not close (an error is received), view the associated transactions using the Viewfinder and follow up as appropriate.

3. CLOSED
4. CANCELED

Planning (Cap Gov)

Triggers:

1. Capital Governance approves project scope and funding for a Planning Project, or
2. The Campus Architect approves project scope and funding for a Planning Initiative.

Assumptions:

1. For Shops that will have Project Phases:
    a. The normal Shop Supervisor's queries for all statuses will be filtered where Work Order Shop IS NOT IN PROJECTS, PLANNING, HOUSING, SMALL CONST.
    b. Shop Supervisors will have separate queries for all phases where Work Order Shop IS IN PROJECTS, PLANNING, HOUSING, SMALL CONST.
2. Capital Governance and Planning Initiative Project Work Orders will be entered directly into AiM and will not be initiated using ReADY.
3. Phases for the Type PLANNED and the Category PROJECTS will only include: NEW, SCHEDULED, REOPENED, and CLOSED.
    a. Once SCHEDULED, the Phase may not be set back to NEW.

Workflow:

BUSINESS PROCESS – WORK FLOW – Planning (Cap Gov) (Page 1)

Project Coordinator

Start → Enter a Work Order for the Project → Add the PLANNING Shop and Planner to the Work Order Reference view → Enter the Speedtype/Account on the Work Order Account Setup → Enter Phase 001 and add the Project Coordinator as the Primary Shop Person → Set status of Project Coordinator Phase to SCHEDULED

Enter Phase 002 and Planner as the Primary Shop Person → Set status of Planner Phase to SCHEDULED → Does a Unifier Project need to be created? —No→ Add additional Phases, if appropriate, and set Phase status to SCHEDULED

Yes ↓

Create a Unifier Project → Verify billable Speedtype funding with FM Accounting

Update Speedtype on AiM Work Order if needed → Add the Unifier Project Number to the Work Order Description → Enter the Unifier Project Number on the Work Order UDF

Shop Supervisor

Monitor SCHEDULED Project Phases for their shop → Assign to a Technician if appropriate → Enter Timecard Entries, or direct staff to enter Timecard Entries as appropriate → A

BUSINESS PROCESS – WORK FLOW – Planning (Cap Gov) (Page 2)

Planner

A → Using a personal query, monitor your Work Orders with a SCHEDULED status on the Phase → Run reports, monitor charges and coordinate with Shop Supervisor and/or Technician, as needed → Enter Timecard Entries on the Planner Phase as needed

Project Coordinator

Using a personal query, monitor your Work Orders with a SCHEDULED status on the Phase → Coordinate with Planner, Shop Supervisor and/or Technician as needed → Enter Timecard Entries on the Project Coordinator Phase as needed → Add new Phases as needed → Is Shop Support done?

Is Shop Support done? — No → (returns to Using a personal query, monitor...)

Is Shop Support done? — Yes → Set all Phases statuses EXCEPT Project Coordinator and Planner Phase to CLOSED → Are ALL Project work complete and all deliverables accepted?

Are ALL Project work complete and all deliverables accepted? — No → (returns to Are ALL Project work...)

Are ALL Project work complete and all deliverables accepted? — Yes → Set status of Project Coordinator and Planner Phase to CLOSED → Set the Work Order status to CLOSED → End

Process:

1. NEW (WO Status = OPEN)
   a. PROJECT COORDINATOR
      i. Enter a Work Order for the Project.
         1. Add the Shop (PLANNING) and Shop Person (Planner) to the Work Order Reference view.
         2. Enter the Speedtype/Account on the Work Order Account Setup.
         3. Enter Phase 001 and add the Project Coordinator as the Primary Shop Person.
            a. Set the status of the Project Coordinator Phase to SCHEDULED.
         4. Enter Phase 002 and add the Planner as the Primary Shop Person.
            a. Set the status of the Planner Phase to SCHEDULED.
      ii. Create a Unifier Project, if appropriate.
         1. Verify billable Speedtype funding with FM Accounting.
         2. Update the Speedtype on the AiM Work Order if needed.
         3. Add the Unifier Project Number to the Work Order Description.
         4. Enter the Unifier Project Number UDF on the Work Order screen.
      iii. Review scope of work.
         1. Add additional Phases to the Project Work Order if appropriate.
            a. Set the Phase status to SCHEDULED.
2. SCHEDULED
   a. SHOP SUPERVISOR
      i. Monitor SCHEDULED Project Phases for their shop.
         1. Assign to a Technician if appropriate.
         2. Enter Timecard Entries, or direct staff to enter Timecard Entries as appropriate.
            NOTE: If the Shop Supervisor elects to create Daily Assignments for Project Phases, the Technician will not be able to set the Phase to WORK COMPLETE status. The Shop Supervisor may optionally, "unassign" the Technician after the task is completed. Future Daily Assignments may optionally be created for the same, or other, Technicians.
   b. PLANNER
      i. Monitor Personal Query of Work Orders where they are the Primary Shop Person (on the Work Order).
      ii. Run reports, monitor charges and coordinate work with Shop Supervisor and/or Technician, as needed.
      iii. Enter Timecards on the Planner Phase as needed.
   c. PROJECT COORDINATOR

      i.   Monitor Personal Query of Work Orders where there is a SCHEDULED Phase, and they are the Primary Shop Person on the Phase.

     ii.   Coordinate work with Planner, Shop Supervisor and/or Technician, as needed.

   iii.   Enter Timecards on the Project Coordinator Phase as needed.

   iv.   Add new Phases to the Project Work Order if appropriate.

    v.   When Shop Support is complete:

        1.   Set all Phases EXCEPT the Project Coordinator and Planner Phases (Phase 001 and 002) to the status CLOSED.

   vi.   When ALL Project work is completed, and all deliverables received/accepted:

        1.   Set the Project Coordinator and Planner Phases (Phase 001 and Phase 002) to the status CLOSED.

        2.   Set the Work Order status to CLOSED.

            NOTE: *If a Phase, or the Work Order, will not close (an error is received), view the associated transactions using the Viewfinder and follow up as appropriate.*

3. CLOSED
4. CANCELED

Insurable Loss

Triggers:

1. A Shop Supervisor determines that a routine service call should be evaluated as an Insurable Loss, due to findings during assessment/execution, and notifies OCC.

Assumptions:

1. The Insurable Loss Liaison will monitor newly created OPEN status Projects and perform the appropriate funding updates in a timely fashion.
2. An Insurable Loss email distribution list will be set up and maintained, with the appropriate individuals.
3. All Work Orders/Phases associated with the Insurable Loss Project will be executed using the existing documented processes, based on the type of Work Order (either the appropriate PD&C/Small Construction Project Process, or normal Shop execution).

Workflow:

BUSINESS PROCESS – WORK FLOW – Insurable Loss (Page 1)

OCC

Start → Enter Project (Status NEW) → Associate any known Work Orders to the Project → If directed, enter additional Phase with Funding Method = Work Order → Are new Work Orders needed?

- Yes → Create Work Order and add appropriate Speedtype on the Work Order → Update Funding Method on the Phase(s) to Work Order
- No → Change Project status to OPEN → Send email using the Project Email link to the Insurable Loss distribution list

Insurable Loss Liaison

View the Insurable Loss Project → Query Work Orders to see if any existing Work Orders should be added to the Project → Are there Work Orders to add?

- Yes → Add Project Number to Work Order → Add appropriate Speedtype to Work Order → Check each Phase for charges
- No → A

Does the Phase have charges?

- Yes → Copy the Phase including Shop Person Assignment → Change the Funding Method of the new Phase to Work Order → Set the status on the new Phase to match the existing Phase → Set the status on the existing Phase to WORK COMPLETE → Notify Shop Supervisor to update any Unapproved Timecards → Notify Accounting Manager that posted transactions exist → A
- No → Update Funding Method to Work Order → A

BUSINESS PROCESS – WORK FLOW – Insurable Loss (Page 2)

Insurable Loss Liaison

A

Will project be managed by PD&C or Small Construction?

— Yes → Enter the appropriate "Project" Work Order → Enter the appropriate Shop on the Work Order → Enter the AiM Project Number on the Work Order → Enter the appropriate funding on the Work Order → Coordinate closing all existing "initial response" Work Orders/Phases

No

Complete Property Loss Form for Risk Management → Attach Property Loss Form to the AiM Project → Attach the Risk Management response email to the AiM Project → When the claim number is received, enter it on the AiM Project UDF → Monitor/coordinate execution of work related to the AiM Insurable Loss Project

When all Work Orders are closed, set Project status to PREPARE CLAIM → Compile all necessary documents → Review claim with ACCOUNTING MANAGER → Print "Project Cost Summary" Report → Submit claim and set Project status to CLAIM SUBMITTED

Accounting Manager

Review Project Work Orders and the SpeedTypes → Perform appropriate Transaction Transfers and/or Work Order Journal Entries → Attach Risk Management Final Settlement Notification to Project → B

BUSINESS PROCESS – WORK FLOW – Insurable Loss (Page 3)

Accounting Manager

```
   B  ──→  ◇ Was the entire     ──Yes──→  [Perform          ]  ──→  [Add note          ]  ──→  [Set Project status]
           claim denied?                   appropriate             explaining the           to DENIED
                │                           Transaction             reason for the
                No                          Transfers to            denial to the
                ↓                           correct charges         Project Notes Log

           ◇ Was a portion    ──Yes──→  [Remove Work      ]  ──→  [As appropriate    ]
             of the claim                 Orders from              perform Work
             denied?                      Project if needed        Order Journal
                │                                                  Entries and/or
                No                                                 Transaction
                ↓                                                  Transfers

   [Enter payment      ]  ──→  [Add any          ]  ──→  [Set Project status]  ──→  [Notify           ]  ──→  ( End )
    details in the             appropriate notes         to CLAIM PAID            stakeholders as
    Project UDF –              regarding                                           appropriate
    Claim Date and            payments to
    Paid Amount               Project Notes Log
```

Process:

1. NEW
   a. OCC
      i. Enter Project:
         1. Description of the event.
         2. Shop = The Shop of the Insurable Loss Liaison (e.g. currently OCC).
         3. Shop Person – Enter the Insurable Loss Liaison.
         4. Project Type = INSURABLE LOSS.
      ii. Associate any known Work Orders to the project.
      iii. Add additional Phases, if directed.
         1. Override the Funding Method to Work Order.
      iv. Add new Work Orders, if directed.
         1. Enter the appropriate Speedtype on the Work Order.
         2. Update the Funding Method on the Phase(s) to Work Order.
      v. Change Project status to OPEN.
      vi. Send an email, using the "Email" link on the Project screen, to the Insurable Loss email distribution list (all Operations Shop Supervisors, the Insurable Loss Liaison, and Accounting), notifying them of the event.
2. OPEN
   a. INSURABLE LOSS LIAISON
      i. View the Insurable Loss Project.
      ii. Perform a query of Work Orders, based on the creation date, in the impacted area property(ies) and/or location(s), to determine whether additional existing WOs should be associated with the Project.
         1. Add the Project Number to the Work Order.
      iii. For ALL Work Orders added to the Project (including those added by OCC):
         NOTE: The following steps will also be followed if other Work Orders need to be associated with the Project at a later time.
         1. Add the appropriate Speedtype to the Work Order.
         2. Determine if the Phase(s) have any existing transactions:
            a. If not, update the Phase Funding Method to Work Order.
            b. If yes:
               i. Copy the Phase:
                  1. Select the checkbox to copy Shop Person Assignments.
                  2. Set the Funding Method on the new Phase to Work Order.
                  3. Set the new Phase to the status that was on the existing Phase.

          ii.   Set the status of the existing Phase to WORK COMPLETE.

          iii.   Notify Shop Supervisor to update any Unapproved Timecards to the appropriate new Phase (including any new Phases that may have been created by OCC).
NOTE: The Shop Supervisor will communicate with the Technician(s) as appropriate.

          iv.   Notify the Accounting Manager that posted transactions exist and require a Transaction Transfer(s). Include the WO/Phase numbers.
NOTE: The Accounting Manager will review the existing Work Orders/Phases, and transactions and determine any appropriate follow-up entries.

iv. If is determined that the remediation/repairs will be managed by PD&C or Small Construction (as a project):

    1. Enter the appropriate "Project" Work Order:

        a. Enter the PROJECTS or SMALLCONST shop on the Work Order (in the Reference view of the Work Order screen).

        b. Enter the AiM Project number on the Work Order (in the "Project" field on the Work Order screen).

        c. Type = PLANNED.

        d. Category = PROJECT.

        e. Enter the appropriate funding on the Work Order Account Setup:

            i. For Recharge properties – Enter the Speedtype provided by the customer.

            ii. For General Fund Properties – Enter the Insurable Loss Speedtype.

    2. Coordinate closing all existing "initial response" Work Orders/Phases, with the Shops and/or OCC.
*NOTE: PD&C or Small Construction will follow the "**Design & Construction, Small Construction, Planning (ReADY Request)**" Process for this Work Order. However, the ReADY Request and the Work Review Board will be bypassed. The Insurable Loss Liaison will continue to monitor the status of the overall project.*

v. Complete Property Loss Form for Risk Management.

    1. Attach the Property Loss Form to the AiM Project, Doc Type = RISK MANAGEMENT.

    2. Attach the Risk Management response email to the AiM Project, Doc Type = RISK MANAGEMENT.

    3. When the Claim Number is received from Risk Management.

          a. Enter the Claim Number User Defined Field on the AiM Project.

      vi. Monitor/coordinate execution of work related to the AiM Insurable Loss Project.

      vii. When all Work Orders have been CLOSED set the status to PREPARE CLAIM.
NOTE: This may be some time after the actual work has been completed. The Work Orders will not be closed until invoices have been paid, etc.

3. PREPARE CLAIM
   a. INSURABLE LOSS LIAISON
      i. Compile all necessary documentation.
      ii. Review claim with ACCOUNTING MANAGER.
      iii. Add additional Work Orders to Project, if applicable.
      iv. Print "Project Cost Summary" Report from the Project screen.
      v. Submit claim and change Project status to CLAIM SUBMITTED.
   b. ACCOUNTING MANAGER
      i. Review all charges for the Project WOs and the Speedtype(s) that were charged.
      ii. Perform any appropriate Transaction Transfers and/or Work Order Journal Entries, to move charges to the Insurable Loss Speedtype.

4. CLAIM SUBMITTED
   a. ACCOUNTING MANAGER
      i. Attach Risk Management Final Settlement Notification to the Project, Doc Type = RISK MANAGEMENT.
      ii. If the entire claim is denied:
         1. Perform the appropriate Transaction Transfers to correct charges.
         NOTE: These Work Orders will not be removed from the Insurable Loss Project.
         2. Add a note explaining the reason for denial to the Project Notes Log.
         3. Set the Project status to DENIED.
      iii. If portions of the claim are denied:
         1. Remove Work Orders from the Project if needed.
         Note: The Work Orders will only be removed from the project if it is determined that the Work Order was associated with the project by mistake. If a portion of the work, or specific transactions are denied but the work was associated with the event, the Speedtype will be corrected but the Work Orders will not be removed from the project.
         2. Perform Work Order Journal Entries and/or Transaction Transfers, if needed, to transfer portions of the cost to a different Speedtype.
      iv. Enter the payment details in the Project User Defined Fields:
         1. Claim Paid Date.
         2. Claim Paid Amount.

v. Add any appropriate notes regarding payment details in the Project Notes Log.

vi. Set Project status to CLAIM PAID.

5. CLAIM PAID

    a. ACCOUNTING MANAGER

        i. Notify stakeholders as appropriate.

        ii. End of Process.

6. DENIED

    a. ACCOUNTING MANAGER

        i. Notify stakeholders as appropriate.

        ii. End of Process.

INVENTORY

New Stock Part

Triggers:

1. A shop has submitted a new stock part request form, and the Warehouse Manager has approved the request.

Assumptions:

1. If a new part is required for one of the shop warehouses, the Shop Supervisor will request a new part to be created by the Warehouse Manager.   The Part Number will be used as the Bin location.
2. The Stores Warehouse will do all ordering for Shop Warehouses.
3. The Technician will perform counter releases for the Shop Warehouses.

Workflow:

![AssetWORKS IWMS logo]

BUSINESS PROCESS – WORK FLOW – New Stock Part

Warehouse Manager

```
Start → Find the next part number using the Inventory Part Profile screen. → Enter the new Part on the Inventory Part Profile screen. → Does a Bin exist for the new part?
```

- **Does a Bin exist for the new part?** — Yes → Update the bin with the new part number.
- No → Enter a new Bin Location and add the part number.

Update the bin with the new part number. → Enter the Reorder Level and Reorder Quantity on the Bin Location.

Enter a new Bin Location and add the part number. → Enter the Reorder Level and Reorder Quantity on the Bin Location.

Enter the Reorder Level and Reorder Quantity on the Bin Location. → Does a Vendor Catalog Part exist for the new part?

- **Does a Vendor Catalog Part exist for the new part?** — Yes → Add the newly assigned stock part number to the Vendor Catalog Part.
- No → Enter a new Vendor Catalog Part.

Add the newly assigned stock part number to the Vendor Catalog Part. → If there is existing on hand quantity, enter an Initial type inventory Adjustment.

Enter a new Vendor Catalog Part. → If there is existing on hand quantity, enter an Initial type inventory Adjustment.

If there is existing on hand quantity, enter an Initial type inventory Adjustment. → End

Process:

1. WAREHOUSE MANAGER
   a. Perform a search on the Inventory Part Profile screen using descending (dsc) sort to find the last part number assigned. The new part will be created with the next number.
   b. Enter the new Part on the Inventory Part Profile screen.
   c. Determine whether a Bin exists for the new part.
      i. If yes, update the existing bin with the new part number.
      ii. If no, enter a new Bin Location and add the part number.
      iii. Enter the Reorder Level and Reorder Quantity on the Bin Location.
   d. Determine whether a Vendor Catalog Part record exists for the new part (previously a Catalog only item).
      i. If yes, edit the existing Vendor Catalog Part record and add the newly assigned stock part number.
      ii. If no, enter a new Vendor Catalog Part record.
   e. If there is existing on hand quantity for the new part, enter an Initial type Inventory Adjustment.

Stock Warehouse Request/Pick Ticket/Counter Release

Triggers:

1. A Technician or Shop Supervisor has submitted a Warehouse/Purchase Request for Stock parts and set the status to STOCK SUBMIT.

Assumptions:

1. Stock parts and special-order materials (Catalog, Non-Stock) will not be combined on the same Purchase Request.
2. Warehouse requests for stock will be submitted (status STOCK SUBMIT) in a finalized status flag.
3. Special delivery or pick up instructions will be entered in the Warehouse Request description field.
4. A Counter Release report will auto-print when the Counter Release is saved, and will serve as the delivery receipt.

Workflow:

AssetWORKS IWMS

BUSINESS PROCESS – WORK FLOW – Stock Warehouse Request/Pick Ticket/Counter Release

Stock Personnel

Start

Using Go Inventory, retrieve a Warehouse Request.

Create a Pick Ticket.

Draw the parts, as available.

When prompted, complete the Counter Release.

Is the quantity available less that the request?

Yes ▶ When prompted, create a new Pick Ticket for the backordered quantity.

No

Deliver parts using the existing process.

End

Process:

1. STOCK PERSONNEL
   a. Retrieve the Warehouse Request using the Pick Tickets view in Go Inventory.
   b. Create a Pick Ticket.
   c. Draw the parts, as available.
   d. When prompted, complete the Counter Release.
   e. If the quantity available is less than the quantity requested:
      i. When prompted, select the option to create a new Pick Ticket for the backordered quantity.
   f. Deliver parts using the existing process.

Liquid Nitrogen/Dry Ice Request

Triggers:

1. A campus customer has submitted a ReADY request for Liquid Nitrogen or Dry Ice.

Assumptions:

1. A unique ReADY template will be built for this purpose and will be available to all users on campus.
   a. These requests will require the user to provide a Speed Type.
   b. These requests will not be reviewed/approved by OCC. They will generate a WO/Phase that will go straight to Distribution Services.
   c. The ReADY template will include a date requested, which will be written to the Phase Est Start Date.
   d. The customer will select the item they are ordering and this will be used to default the Account Code to be associated with the Speed Type provided by the customer.
   e. These Work Orders will have the Type UNPLANNED and the Category LAB SUPPLIES.
   f. The Phases will be generated with the status SCHEDULED.
2. The customer will submit a ReADY request each time they require these items to be delivered.

Workflow:

BUSINESS PROCESS – WORK FLOW – Liquid Nitrogen/Dry Ice Request

Distribution Services

Start → Using a Personal Query, retrieve SCHEDULED Phases. → Base on the Est Start Date perform a Counter Release for the requested items. → Deliver items per the existing delivery process. → When the Counter Release is complete set the Phase status to CLOSED. → End
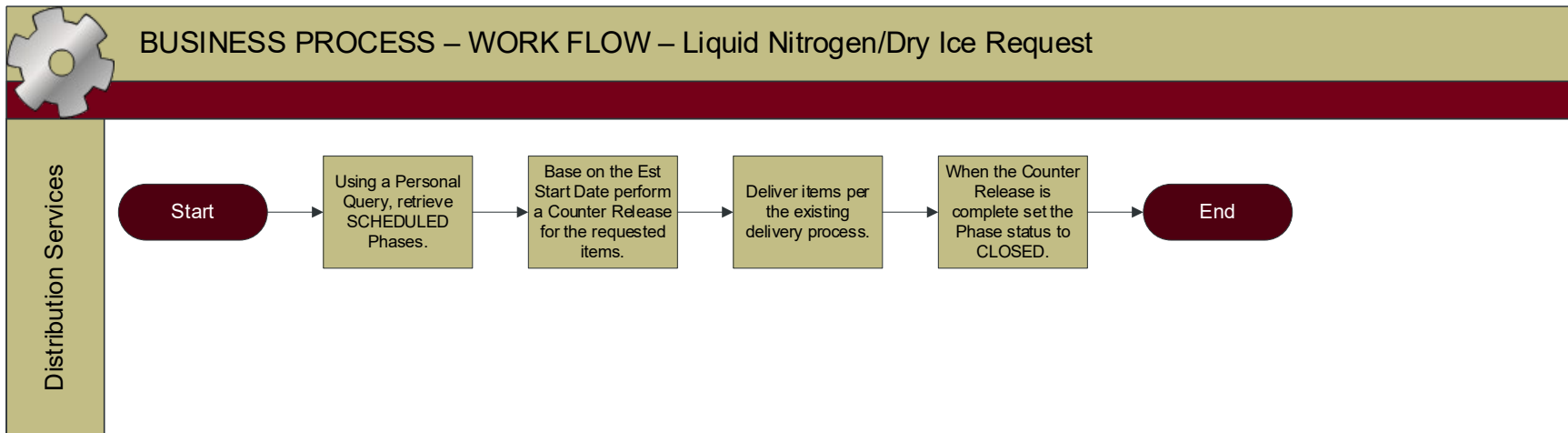
Process:

1. DISTRIBUTION SERVICES
    a. Retrieve SCHEDULED status Phase using a Personal Query.
    b. Based on the Est Start Date perform a Counter Release for the requested item (part) and deliver per the existing delivery process.
    c. When Counter Release is completed set the status of the Phase to CLOSED. (When prompted, select the option to close the Work Order.)

Walk Up Counter Release

Triggers:

1. A Shop Technician or Shop Supervisor comes to Stores to obtain urgent materials, or
2. A Technician obtained materials from Stores during an after-hours call in.

Assumptions:

1. This process will be used on an exception basis only. When possible, the shop will submit a Warehouse Request for stock materials.
2. Counter Releases will not be entered for items that are housed in one of the warehouses but have no associated cost (e.g. soap dispensers, masks, etc.).

Workflow:

BUSINESS PROCESS – WORK FLOW – Walk Up Counter Release

Stock Personnel

Start → Pull Required materials from the warehouse. → In Go Inventory, enter a Counter Release. → End
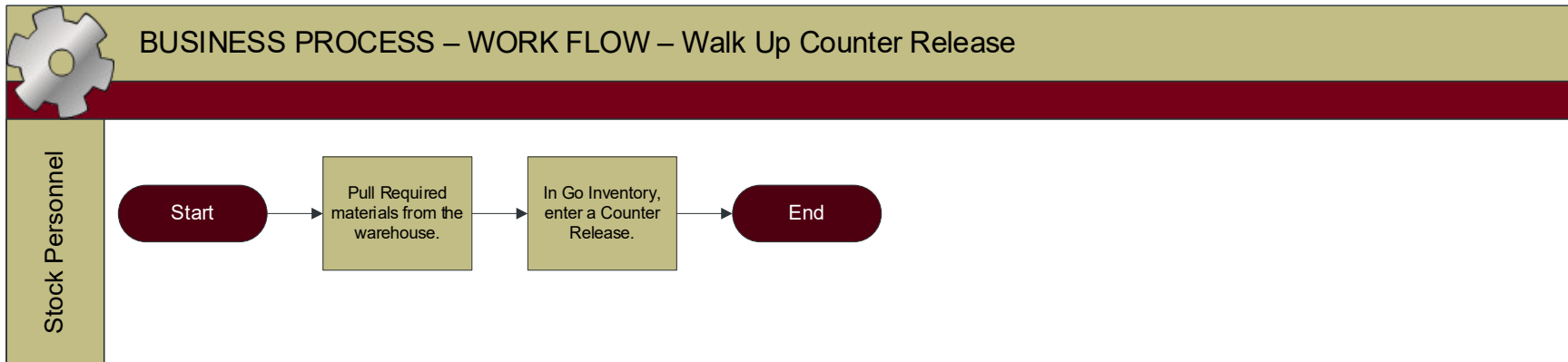
Process:

1. STOCK PERSONNEL
   a. Pull the required materials from the warehouse.
   b. When parts have been retrieved, or based on an after-hours slip, enter a Counter Release in Go Inventory.

Counter Returns

Triggers:

1. A Shop Technician or Shop Supervisor returns stock materials to Stores, or
2. Stock materials are returned to the delivery driver while they are in the shop.

Assumptions:

1. None.

Workflow:

BUSINESS PROCESS – WORK FLOW – Counter Returns

Stock Personnel

Start → Using Go Inventory, find the original Counter Release. If needed, use the AiM Counter Release screen. → Enter the quantity returned for each part, as appropriate. → End
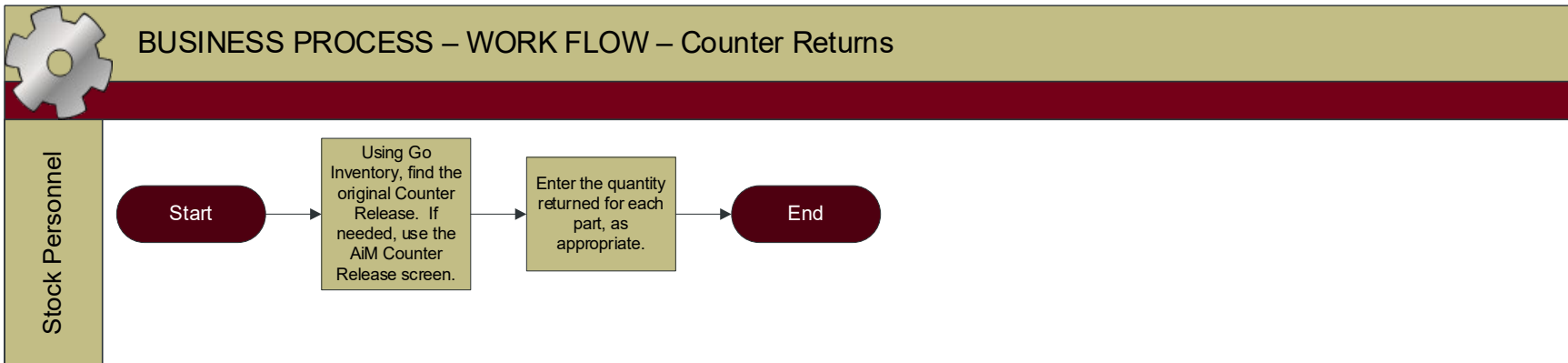
Process:

1. STOCK PERSONNEL
   a. Find the original Counter Release using Go Inventory, or if needed, using the AiM Counter Return screen.
   b. Enter the quantity returned for each part, as appropriate.

Inventory Adjustment

Triggers:

1. Stock Personnel, or the Warehouse Manager discovers that the on-hand quantity is incorrect for a part.
2. A part unit cost needs to be corrected due to a receiving discrepancy, etc.
3. A new part is added to the warehouse, and there is existing on-hand quantities.
4. A Technician, or Shop Supervisor, discovers that the on-hand quantity is incorrect for a part in a Shop Warehouse.

Assumptions:

1. The ability to perform an Inventory Adjustment for a given warehouse will be controlled by the Security Role(s) configured on the Warehouse Setup screen, in addition to the Inventory Adjustment privileges associated with the Role.

Workflow:

BUSINESS PROCESS – WORK FLOW – Inventory Adjustment

Warehouse Manager or Struct Approver

Start

Is this a Quantity adjustment? — Yes → Enter/select the part number and bin. → Enter the change in quantity.

No

Is this a cost adjustment? — Yes → Enter/select the part number. → Enter the new unit cost.

No

Enter/select the part number and bin. → Enter the existing quantity on-hand. → Enter the appropriate unit cost.

End
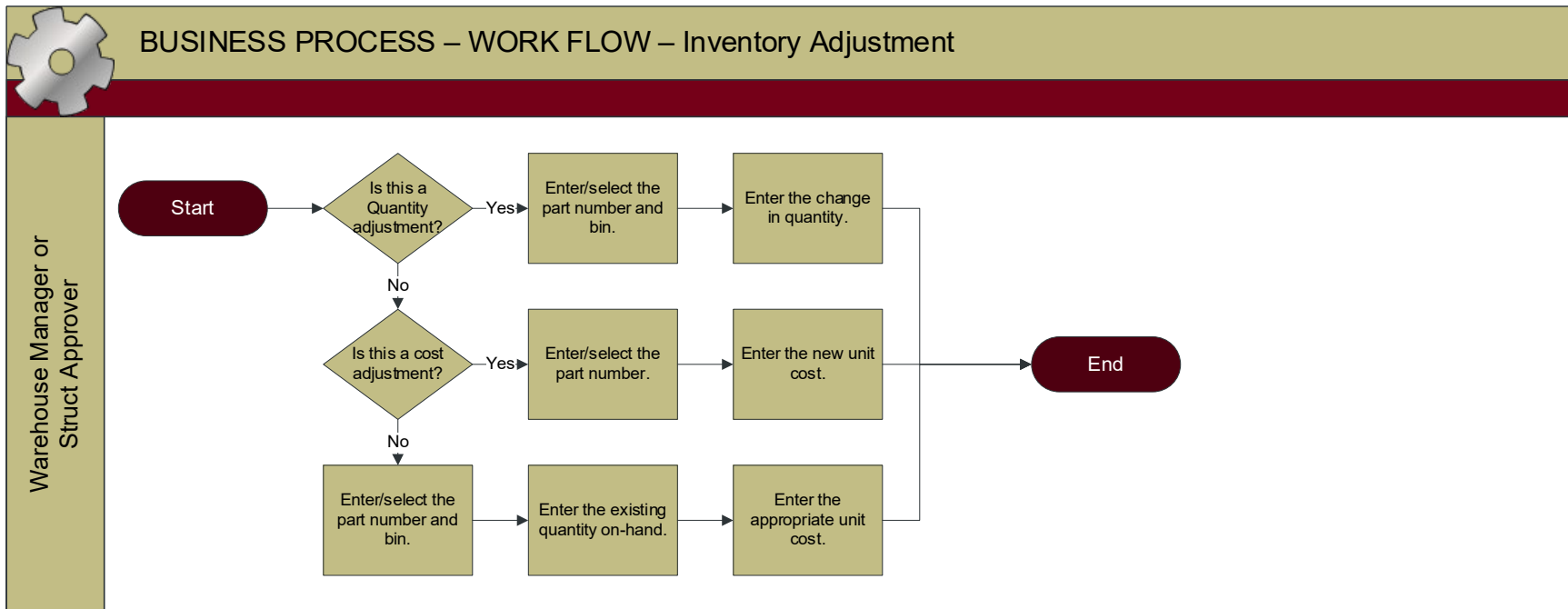
Process:

1. WAREHOUSE MANAGER, or STRUCT APPROVER
   a. Enter the appropriate Inventory Adjustment.
      i. Quantity
         1. Enter/select the part number and bin.
         2. Enter the change quantity e.g., -1 if the physical quantity is one less than the AiM on-hand.
      ii. Cost
         1. Enter/select the part number.
         2. Enter the new unit cost (not the change amount).
      iii. Initial
         1. Enter/select the part number and bin.
         2. Enter the existing quantity on-hand.
         3. Enter the appropriate unit cost.

Stock Reorders

Triggers:

1. This process will be performed every day for all parts in the Stores Warehouse.
2. This process will be performed weekly for all Shop (satellite) Warehouses.

Assumptions:

1. The Vendor Catalog preference, reorder method, and PO Type will be defined for each part that will be reordered.

Workflow:

BUSINESS PROCESS – WORK FLOW – Stock Reorders

Warehouse Buyer

Start

Find all parts in the warehouse at or below the Reorder Level.

Generate POs.(Status will be PENDING REVIEW.)

Using a personal query, find newly created stock POs.

Update Purchase Order Type if needed

Is this a P-Card purchase?

— Yes → P-Card - Materials

No

Is this a One-Time PO?

— Yes → One-Time PO - Materials

No

SPO Release - Materials

End

Process:

1. WAREHOUSE BUYER

a. Find all parts in the warehouse that are at or below the Reorder Level.

b. Generate POs.

    i. POs will be generated with a status of PENDING REVIEW.

    ii. Find newly created stock POs using a Personal Query.

    iii. Update the Purchase Order Type if needed.

    iv. Execute the appropriate Purchase Order process, i.e., **SPO Release - Materials**, **P-Card - Materials**, **One-Time PO - Materials**.

Shop Warehouse Counter Release and Return

Triggers:

1. A Technician in the Structural Shop requires stock materials from one of the Shop (satellite) Warehouses.

Assumptions:

1. Purchase Requests will not be entered for materials stocked in a Shop Warehouse.
2. All Stock Parts in the Shop Warehouse will have a bar code tag.
3. Technicians who will perform Counter Releases from a Shop Warehouse will have the appropriate Default Warehouse configured on their User Security record. A Technician may have access to more than one Warehouse and may need to change the default Warehouse in Go Inventory in order to complete a release.
4. Technicians who will perform Counter Releases from a Shop Warehouse will have the STOCK PERSONNEL role associated with the appropriate Warehouse.
5. Shop Supervisors will review Stock Counter Releases on the Phase prior to setting the status to APPROVED FOR CLOSE.
6. The Shop (satellite) Warehouses will have the UCB_OM_STRUCT_APPROVER role.
   a. The UCB_OM_STRUCT_APPROVER role will have privileges to perform Inventory Adjustments for the Shop Warehouses under their control.
7. All Parts that will be replenished/reordered will have appropriate Reorder Level and Reorder Quantity values established on the Warehouse Bin.
   a. The appropriate quantities will be determined by the Structural Shop Supervisor and communicated to the Warehouse Manager.
8. Shop Warehouse responsibilities will be:
   a. Create/edit Part Profile = Warehouse Manager (Stores),
   b. Reorders = Warehouse Buyer (Stores),
   c. Receiving = Stores Personnel,
   d. Quantity Adjustments = Struct Approver,
   e. Cost Adjustments = Struct Approver, and
   f. Release/Return = Technician.

Workflow:

![AssetWorks IWMS logo]

BUSINESS PROCESS – WORK FLOW – Shop Warehouse Counter Release and Return

Technician

```
Start → Are parts being issued?
            │
   Yes ─────┤ → Complete a Counter Release using Go Inventory Management → End
            │
   No ──────┘ → Complete a Counter Return using Go Inventory Management → End
```
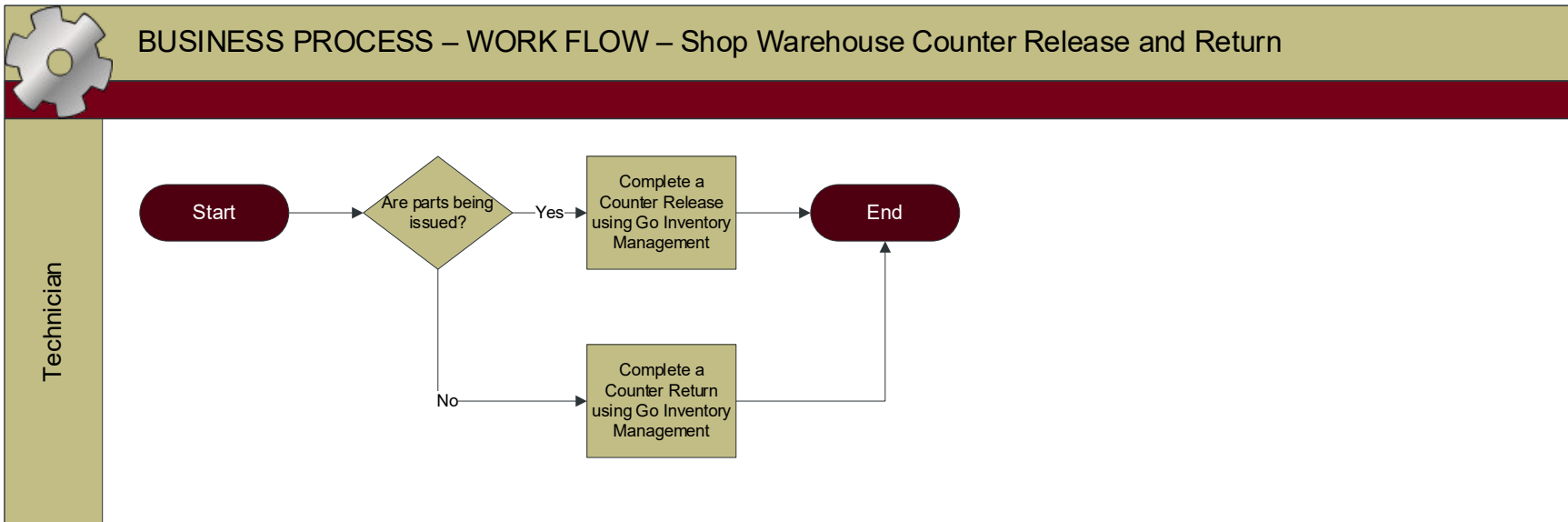
Process:

1. TECHNICIAN
   a. Obtain part(s) from the Shop Warehouse.
   b. Update default Warehouse, as needed.
   c. Complete a Counter Release using Go Inventory Management.
      NOTE: *If the Technician is unable to complete the Counter Release due to an incorrect on-hand quantity in AiM, they will notify the Shop Supervisor. The Shop Supervisor will research and perform the appropriate Quantity Adjustment.*
   d. If parts, previously released, need to be returned to the warehouse, the Technician will perform a Counter Return using Go Inventory Management.

Shop Warehouse Physical Inventory

Triggers:

1. The annual physical inventory for a shop warehouse has been scheduled by Accounting.

Assumptions:

1. Shop Stock materials will not be included in the inventory count process.
2. The following custom reports will be developed:
    a. "Posted/Not Billed Counter Releases by Warehouse" Report.
        i. Selection Parameter for this report will be Warehouse.
        ii. The report will show all Counter Releases and Counter Returns for the selected Warehouse, that have not been exported for billing to PeopleSoft.
    b. "Physical Inventory Adjustments by Warehouse" Report
        i. This report will include adjustments created through the Physical Count Generator/Worksheet screens AS WELL AS any adjustments entered on the Inventory Adjustment Screen, that have not yet been exported for billing to PeopleSoft (ae_i_trans_reg).
        ii. Custom ABP creates a Work Order Journal Entry record. This record is extracted by the Financial Outbound Transactions ABP (a.k.a. WO Feed process)
        iii. Selection Parameter for this report will be the Warehouse.
3. Any Physical Count Sheet that will not be completed will be CANCELED.

Workflow:

BUSINESS PROCESS – WORK FLOW – Shop Warehouse Physical Inventory

Shop Warehouse Physical Inventory

Start → Run the "Posted/Not Billed Counter Release by Warehouse" report → Enter the appropriate Warehouse on the Physical Count Generator screen → Save and Generate Count Sheets → Set status on Count Sheet to COUNTING

Perform count for all items in the Warehouse using Go Inventory → Finalize/submit the Count Sheets in Go Inventory

View count results on Physical Count Worksheet → Flag parts for recount as appropriate → Set status to APPROVED → Are there parts to recount?

Yes → (back to Set status on Count Sheet to COUNTING)

No → Review "Physical Inventory Adjustment by Warehouse" report → End

Process:

1. GENERATED
   a. SHOP WAREHOUSE PHYSICAL INVENTORY
      i. Before generating the Count Sheet, execute the "Posted/Not Billed Counter Releases by Warehouse" Report.
      ii. Enter the appropriate Warehouse on the Physical Count Generator Screen.
      iii. Save and Generate the Count Sheet.
      iv. Set status of Count Sheet (Set) to COUNTING.
2. COUNTING
   a. SHOP WAREHOUSE PHYSICAL INVENTORY
      i. Perform count for all items in Warehouse using Go Inventory.
      ii. Finalize/submit the Count Sheet in Go (Status automatically set to FINALIZED).
3. FINALIZED
   a. SHOP WAREHOUSE PHYSICAL INVENTORY
      i. View count results on Physical Count Worksheet.
      ii. Flag parts for Recount, if/as appropriate.
      iii. Set status of Count Sheet to APPROVED.
         1. Perform count for Recount items on new Count Sheet.
         2. Repeat counting process until no parts are identified for recount.
4. APPROVED
   a. SHOP WAREHOUSE PHYSICAL INVENTORY
      i. Review "Physical Inventory Adjustments by Warehouse Report" Report.
5. CANCELED

ASSET MANAGEMENT

Assets for New Building Construction

Triggers:

1. Approved 100% Construction Documents (CDs) are delivered to Work Management.
2. Work Management has delivered the appropriate equipment schedules from the CDs to OCC via email.

Assumptions:

1. The Asset Profile will include a User Defined Field (UDF) for Project Number. This will be used to group assets included in the scope of this process and will also be used for historical purposes.
    a. This field may be updated later if a remodel occurs, as the UDF will be updated to the latest Project Number.
2. Work Management will receive an email notification from PD&C when 100% CDs are approved.
3. Work Management will receive email notifications of any changes to assets occurring during construction.
4. Work Management will receive an email notification from PD&C when Substantial Completion is reached.
5. Work Management will analyze the docs received from PD&C and extract all assets that are relevant to AssetWorks. The relevant asset information will be sent to OCC for use when populating the AssetSync template.
6. Location codes will be determined and drawings will be imported into AiM when 100% CDs are released and prior to the OCC import of the AssetSync template.

Workflow:

BUSINESS PROCESS – WORK FLOW – Assets for New Building Construction (Page 1)

OCC

Start → Export the AssetSync template → Populate the template → Enter new assets with a status of PENDING → Import assets using AssetSync Import screen → Notify Work Management that the import is complete.

Print and file labels, distribute to Project Support Supervisor. → A

Work Management

Review new assets using AsstSync Review screen for corrections. → Should the entire batch be rejected?

- Yes → Reject the batch and Communicate next steps to OCC
- No → Make needed corrections. → Approve batch. → Export list from Master Asset Profile and send email to OCC → Change the status of the Assets to ACTIVE. → Determine Preventive Maintenance requirements for new assets. → Create new PM Standards and/or Templates if applicable.

Add assets to PM Templates WITHOUT "Last PM Date". → Change status to PENDING → Perform updates to assets as need throughout the project → A

BUSINESS PROCESS – WORK FLOW – Assets for New Building Construction (Page 2)

Technician

A → When site walk/ inspection is scheduled, pick up labels from Project Support Supervisor. → During site walk(s), place label on asset. → Complete details in Go Asset Management.

Work Management

Review/approve updates made during site walk(s). → At Substantial Completion, export all PENDING assets. → Verify/Update Locations, if needed → Using the exported template. update the status of the assets to ACTIVE. → Update the "Last PM Date" on the PM tab in the AssetSync Template

Import and approve the AssetSync template. → Load Warranty Documents into AiM. → Add warranty details on the Warranty View. → Query Master Asset Profile and send ACTIVE assets to Deferred Maintenance Team → End

Process:

1. OCC
   a. Export the latest version of the AssetSync template.
   b. Populate assets on the template.
   c. Enter new assets in the template with a status of PENDING.
   d. Import assets using AssetSync Import screen.
      NOTE: *If any errors are encountered on inactive locations, remove the location from the asset, in the import template, at this point.*
   e. Notify Work Management that the import is complete (include batch number).

2. WORK MANAGEMENT
   a. Review new assets using AssetSync Review screen.
   b. Should the entire batch be rejected? (yes/no)
      i. If yes, reject the batch and communicate next steps to OCC.
      ii. If no, make needed corrections.
      iii. Approve batch.
      iv. Export list of PENDING assets to Excel, using a query on the master asset profile screen, and send email to OCC so they can print labels.

3. OCC
   a. Print and file labels, distribute to project support supervisor.

4. WORK MANAGEMENT
   a. Change the status of the assets to ACTIVE (using AssetSync).
   b. Determine preventive maintenance requirements for new assets.
   c. Determine if new PM Standards and/or Templates are required and create new records if applicable.
   d. Add assets to PM Templates using the PM Template screen, WITHOUT the "Last PM Date".
   e. Change status to PENDING (using AssetSync).
   f. Perform updates to assets as needed throughout the course of the construction project.

5. TECHNICIAN
   a. Pick up labels from Project Support Supervisor.
   b. During the site walk(s), place the label on the asset.
   c. Complete/verify details in Go Asset Management:
      i. Location,
      ii. Attributes,
      iii. Photo, and
      iv. Validate/complete all fields on the Asset record, e.g., model, serial no, etc.

6. WORK MANAGEMENT
   a. Review/approve updates made during site walk(s) using AssetSync Review.
   b. At substantial completion,
      i. Export all PENDING assets using AssetSync Export.

|

    ii.   Verify/Update Locations, if needed

   iii.   Using the exported template, update asset status to ACTIVE.

   iv.   Update the "Last PM Date" on the PM tab of the AssetSync Template, as appropriate to coordinate future scheduling of preventive maintenance, taking into account location of building, seasonality, type of asset, etc. ***NOTE****: AiM utilizes the "Last PM Date" to calculate the next due date for the PM, so this value may need to be "calculated" to establish the desired next date.*

    v.   Import and approve the AssetSync Template.

   vi.   Master Asset Profile

        1.   Load Warranty Documents to AiM using the Document Profile screen

        2.   Add warranty details on the Warranty View and add the document ID from the Document Profile.

   vii.   Query Master Asset Profile, export to Excel, and send ACTIVE assets to the Deferred Maintenance Team.

Assets for Remodel

Triggers:

1. Approved 100% Construction Documents (CDs) are delivered to Work Management.
2. Work Management has delivered the appropriate asset schedules from the CDs to OCC via email.

Assumptions:

1. The Asset Profile will include a User Defined Field (UDF) for Project Number. This will be used to group assets included in the scope of this process and will also be used for historical purposes.
   a. For existing assets that fall under the scope of the new project, replace the UDF Project Number with the new project number.
2. Work Management will receive an email notification from PD&C when 100% CDs are approved
3. Work Management will receive email notifications of any changes to assets occurring during construction.
4. Work Management will receive an email notification from PD&C when Substantial Completion is reached.
5. Work Management will analyze the docs received from PD&C and extract all new assets that are relevant to AssetWorks. The relevant asset information will be sent to OCC for use when updating/populating the AssetSync template.
6. New and changed Location codes will be determined and drawings will be imported into AiM when 100% CDs are released and prior to the OCC import of the AssetSync template.

Workflow:

BUSINESS PROCESS – WORK FLOW – Assets for Remodel (Page 1)

OCC

Start → Export active assets in the area of the project using AssetSync. → Populate/update the AssetSync Template using information from the CD documents. → Existing assets for which PMs will continue during construction, leave the status as ACTIVE. → Existing assets which will not be PM'd, set the status to UNDER CONSTRUCTION. → For assets expected to be removed, set the status to PENDING REMOVAL. → Enter new assets with a status of PENDING.

Import assets using the AssetSync Import screen. → Notify Work Management that the import is complete.

Print and file labels, distribute to Project Support Supervisor. → A

Work Management

Review new/updated assets using AsstSync Review screen for corrections. → Should the entire batch be rejected?

Yes

No

Make needed corrections. → Approve batch. → Export list from Master Asset Profile and send email to OCC → Change the status of the Assets to ACTIVE. → Review/approve updates made during site walk(s).

Determine Preventive Maintenance requirements for new assets. → Create new PM Standards and/or Templates if applicable. → Add assets to PM Templates WITHOUT "Last PM Date". → Change status to PENDING → A

BUSINESS PROCESS – WORK FLOW – Assets for Remodel (Page 2)

Technician

A → When site walk/ inspection is scheduled, pick up labels from Project Support Supervisor. → During site walk, place label on asset. → Complete details in Go Asset Management.

Work Management

Review/approve updates made during site walk. → At Substantial Completion, export all UNDER CONSTRUCTION, PENDING REMOVAL and PENDING assets. → Verify/Update Locations, if needed → Update the status of the assets as appropriate. → Update the "Last PM Date" on the PM tab in the AssetSync Template

Import and approve the AssetSync template. → Load Warranty Documents into AiM. (Document Type = Warranty) → Add warranty details on the Warranty View. → Query Master Asset Profile and send assets to Deferred Maintenance Team → End

Process:

DURING CONSTRUCTION:

1. OCC
   a. If there are existing assets in the area of the project, export any active assets using the AssetSync Export.
   b. Populate/update the AssetSync Template using information provided on the CD documents.
      i. For Assets that existed prior to the project, for which preventive maintenance will continue during construction, leave the status as ACTIVE.
      ii. For Assets that existed prior to the project, for which preventive maintenance will not continue during construction, set the status to UNDER CONSTRUCTION.
      iii. For Assets that are expected to be removed from service during the project, set the status to PENDING REMOVAL.
      iv. Enter new Assets with the status PENDING.
      ***NOTE**: Every asset in the spreadsheet will have the Project Number UDF populated with the project number provided. If an asset has an existing project number, it will be overwritten with the new project number.*
      v. Import Assets using the AssetSync Import screen.
      ***NOTE**: If any errors are encountered on inactive locations, remove the location from the asset, in the import template, at this point.*
   c. Notify Work Management that the import is complete.
2. WORK MANAGEMENT
   a. Review new/updated assets using the AssetSync Review screen.
   b. Approve, Reject, or Correct records as appropriate.
      i. If minor corrections are needed on a limited number of records, Work Management may update individual records on the AssetSync Review screen.
      ii. If major corrections are needed to the AssetSync Excel template, the entire batch may be rejected and re-imported at a later time.
      ***NOTE**: Work Management will communicate appropriate next steps to OCC.*
      iii. When all records are ready to load in the Asset Management Module, approve the batch.
3. PENDING
   a. WORK MANAGEMENT

        i. Query the PENDING status assets on the Master Asset Profile search screen, export to Excel, and notify OCC, via email, to print labels and create the Handoff Package.

        ii. Change the status of the Assets to ACTIVE using the Status Update for Assets screen (search for status PENDING and the Project Number UDF).

        iii. Review/approve updates made during the site walk/inspection.

    b. OCC

        i. Find appropriate assets on a query using the Project Number UDF.

        ii. Print labels and distribute to Project Support Supervisor.

        NOTE: *The labels will be printed concurrently with Work Management establishing PM Templates.*

    c. TECHNICIAN (PROJECT SUPPORT)

        i. When a site walk/inspection is scheduled pick up labels from OCC.

        ii. During the site walk, place the label on the asset and complete details in Go Asset Management:

            1. Location,

            2. Attributes,

            3. Photo, and

            4. Validate/complete all fields on the Asset record, e.g., model, serial no, etc.

4. ACTIVE

    a. WORK MANAGEMENT

        i. Determine Preventive Maintenance requirements for new assets.

            1. Determine if new PM Standards and/or Templates are required and create new records if applicable.

            2. Add assets to PM Templates using the PM Template screen, WITHOUT the "Last PM Date".

        ii. Change the status of the Assets to PENDING using the Status Update for Assets screen (search for status ACTIVE and the Project Number UDF).

5. UNDER CONSTRUCTION

    a. TECHNICIAN (PROJECT SUPPORT)

        i. When a site walk/inspection is scheduled

            1. During the site walk, review/update details in Go Asset Management:

                a. Location,

                b. Attributes,

                c. Photo, and

                d. Validate/complete all fields on the Asset record, e.g., model, serial no, etc.

    b. WORK MANAGEMENT

        i. Review/approve updates made during the site walk/inspection.

WHEN SUBSTANTIAL COMPLETION IS REACHED:

6. WORK MANAGEMENT
    a. Export all assets with UNDER CONSTRUCTION, PENDING REMOVAL and PENDING status.
        i. Verify/Update Locations for each asset, as needed
        ii. Update the status of the assets in the AssetSync template, as appropriate.
            1. ACTIVE (for UNDER CONSTRUCTION and PENDING).
            2. REMOVED (for PENDING REMOVAL as appropriate).
            3. ABANDONED IN PLACE (for PENDING REMOVAL as appropriate).
    b. Import and approve the AssetSync template.
    c. Add warranty information using the Warranty View on the Master Asset Profile
    d. Load Warranty Documents to AiM using the Document Profile screen. Document Type = Warranty.
    e. Add warranty details on the Warranty View and add the document ID from the Document Profile.
    f. Email list of assets to Deferred Maintenance Team.
    g. Query all assets using the Project Number UDF (Sort by Status ascending (Asc)).
    h. Export to Excel
    i. Email to Deferred Maintenance
    NOTE: *The Deferred Maintenance Team will use this information to enter the Assessment information in VFA.*

Assets Updates During Routine Maintenance

Triggers:

1. An Asset is installed or removed during the execution of a maintenance work order, or
2. A technician discovers that Asset information is incorrect or incomplete, during normal maintenance activities.

Assumptions:

1. Work Management will monitor a Personal Query of Assets with the ABANDONED IN PLACE status and review with Operations leadership every six months.
2. All changes to asset data will be reviewed in AssetSync, and approved, before any live data is changed.

Workflow:

BUSINESS PROCESS – WORK FLOW – Assets Updates During Routine Maintenance (Page 1)

Technician

Start → Verify the appropriate asset is on the Phase. → Is the asset being replaced?

Is the asset being replaced? —Yes→ Add a Note to the Phase indicting the asset was replaced. → In Go Asset Management, update the old asset to a status of REMOVED. → Enter the new asset information with a status of PENDING. → A

Is the asset being replaced? —No→ Does the asset details need updating?

Does the asset details need updating? —Yes→ Using Go Asset Management, update asset information.

Does the asset details need updating? —No→ Has asset been abandoned?

Has asset been abandoned? —Yes→ Add a Note to the Asset. → In Go Asset Management, change the asset's status to ABANDONED IN PLACE.

Has asset been abandoned? —No→ End

Work Management

Review asset updates using the AssteSync Approval screen. → Follow up and/or approve or reject the record as appropriate. → End

|

BUSINESS PROCESS – WORK FLOW – Assets Updates During Routine Maintenance (Page 2)

Work Management

A → Review asset details using AssetSync Approval screen. → Update PENDING asset status to ACTIVE and approve the record. → If new PM Standards and/or Templates are require, create as applicable. → Add assets to PM Templates and include "Last PM Date". → For assets with a status of REMOVED, review in AssetSync.

Update PENDING asset status to ACTIVE and approve the record. → Notify OCC to print label(s).

For assets with a status of REMOVED, review in AssetSync. → Remove asset from PM Templates with which it is associated. → Approve the record in AssetSync. → End

OCC

Print label(s) and notify the appropriate Shop Supervisor when ready for pickup

Shop Supervisor

Coordinate the placement of the new tag on the asset. → End

Process:

1. ACTIVE
   a. TECHNICIAN
      i. Verify that the appropriate asset is entered on the Phase, if not already present.
      ii. If the asset is to be replaced:
         1. Add a Note on the Phase indicating that the Asset was replaced.
         2. Open the Asset in Go Asset Management and update the status of the Asset to REMOVED.
         3. Enter the new Asset information in Go Asset Management with the status PENDING.
      iii. If asset details need to be updated:
         1. Open the Asset in Go Asset Management and update the Asset as appropriate.
      iv. If asset has been abandoned
         1. Add a note on the asset.
         2. Open the Asset in Go Asset Management and update the status of the Asset to ABANDONED IN PLACE
   b. WORK MANAGEMENT
      i. Review asset updates using the AsssetSync Approval screen.
      ii. Follow up and/or approve the record, as appropriate.
2. PENDING
   a. WORK MANAGEMENT
      i. Review asset details using the AsssetSync Approval screen.
         1. Update status to ACTIVE and approve the record.
      ii. Notify OCC to print label(s).
      iii. Determine Preventive Maintenance requirements for new assets.
         1. Determine if new PM Standards and/or Templates are required and create new records if applicable.
         2. Add assets to PM Templates using the PM Template screen, including the "Last PM Date".
   b. OCC
      i. Print label(s) and notify the appropriate Shop Supervisor when ready for pickup.
   c. SHOP SUPERVISOR
      i. Coordinate the placement of the new tag on the asset.
3. REMOVED
   a. WORK MANAGEMENT
      i. Review asset details using the AsssetSync Approval screen.
         1. Approve the record.

   ii.   Remove the asset from any PM Templates with which it is associated.

4. ABANDONED IN PLACE
5. PENDING REMOVAL
6. REMOVED
7. UNDER CONSTRUCTION

PREVENTIVE MAINTENANCE
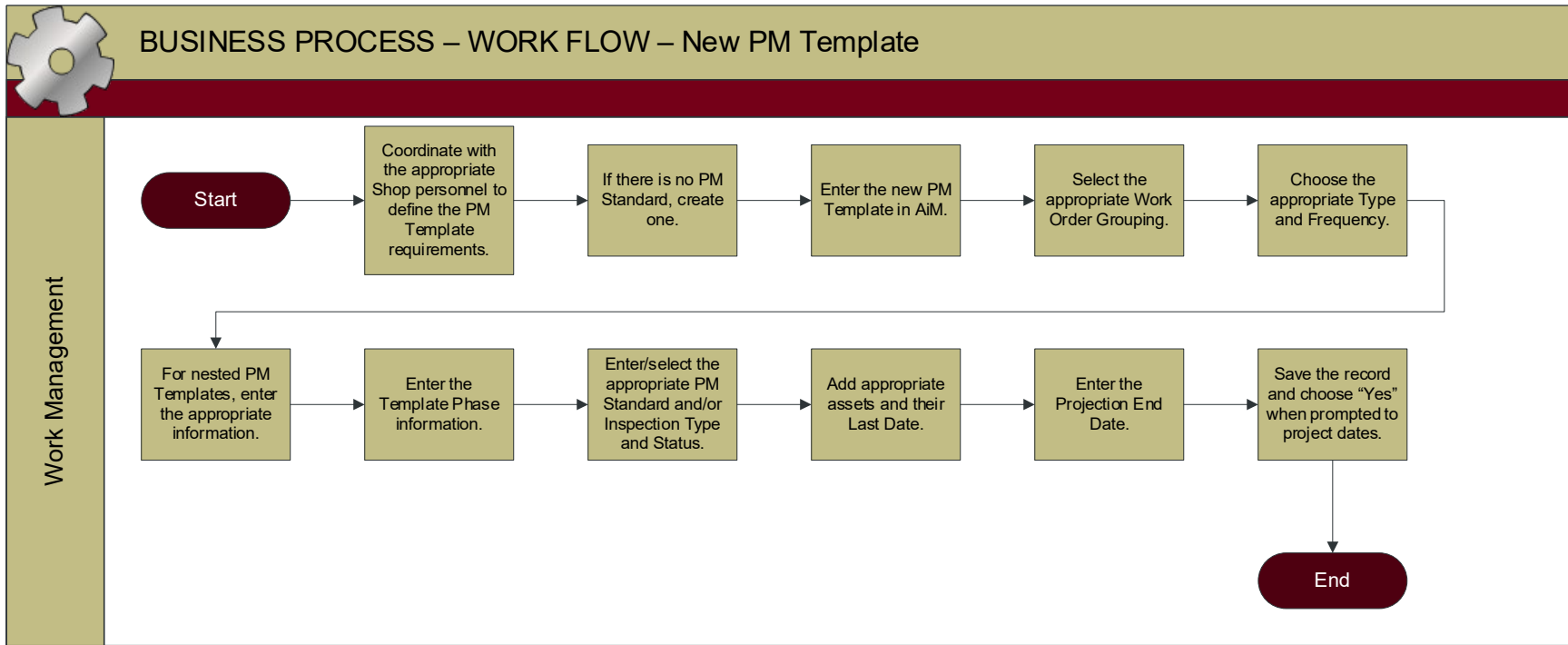
New PM Standard

Triggers:

1. A new asset is purchased that requires PM Checkpoints not previously defined in AiM.
   a. Work Management may identify this requirement during the creation of a new Asset using processes defined in the Asset Management section of this document (New Building Construction, Remodel, Asset Installation/Replacement).
   b. A request may come from a Shop Supervisor, Technician, or Manager.
2. A need is identified to begin performing PMs on an existing asset that was not previously included in the PM program.

Assumptions:

1. Work Management will coordinate appropriate PM Standards with the Technician, Shop Supervisor and/or Trades Manager responsible for the maintenance of the Asset.

Workflow:

BUSINESS PROCESS – WORK FLOW – New PM Standard

Work Management

Start → Coordinate with the appropriate Shop personnel to collect PM standard information. → Create the PM Standard in AiM. → Enter PM Checkpoints. → New PM Template → End
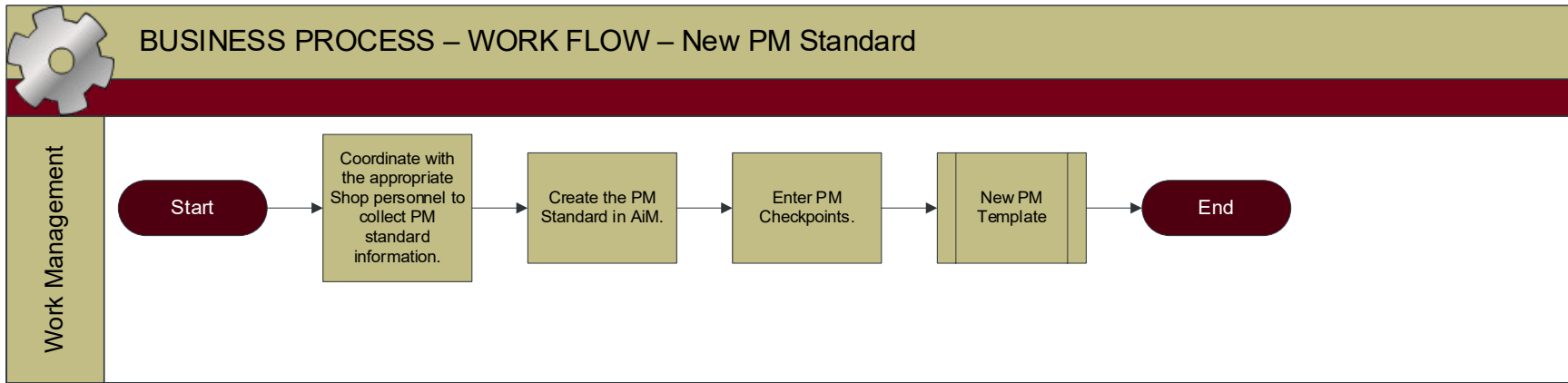
Process:

1. WORK MANAGEMENT
   a. Coordinate with the appropriate Shop personnel to determine the checkpoints required, measurements/validation lists, frequency, and estimated hours.
   b. Enter the PM Standard in AiM:
      i. PM Standard Number
      ii. Description – Include the frequency, asset group, and anything that is unique about this PM Standard.
      iii. Reference – Will not be used at this time.
      iv. Frequency – Select from list.
      v. Estimate – Labor hours will calculate as a sum of the Checkpoint estimates. Dollar estimates will not be entered.
      vi. Enter Checkpoints.
         1. Checkpoint ID – Enter a number (1,2,3, etc.) with no leading zeros.
         2. Enter a description of the Checkpoint.
         3. Enter a labor estimate in hundredths of an hour.
         4. Enter a sequence for display order (use 10, 20, etc.).
         5. If the Checkpoint is a measurement, enter the appropriate data type, field length, etc. All measurements will be set to Required.
   c. Go to the **New PM Template** process.

New PM Template

Triggers:

1. A new asset is purchased that requires PM scheduling, not previously defined in AiM.
   a. Work Management may identify this requirement during the creation of a new Asset using processes defined in the Asset Management section of this document (New Building Construction, Remodel, Asset Installation/Replacement).
   b. A request may come from a Shop Supervisor, Technician, or Manager.
2. A need is identified to begin performing PMs on an existing asset that was not previously included in the PM program.

Assumptions:

1. A separate PM Template will be created based on:
   a. Asset Group.
   b. PM Standard (or Inspection).
   c. Priority (different priorities for the same asset group).
   d. All contractor performed PMs, that are scheduled in AiM, will be set up on a separate template for each contractor.
   e. Separate PM Templates will be created for PMs that are performed for a campus recharge customer, and for General Fund PMs:
      i. Recharge Assets will be grouped on a single PM Template for the given Asset Group and will use the Funding Method "Asset"
      ii. General Fund Assets will be grouped on a single PM Template for the given Asset Group and will use the Funding Method "Shop".
2. All recharge assets will have an Account Setup containing the Speed Type and Account Code to be charged.
3. All General Fund assets will NOT have an Account Setup defined.
4. Nested WOs and Phases will not be generated. (System Flag 171 will be set to "No".)
5. The PLANNING Phase status will have the Work Queue flag set to "Yes".
6. Work Management will use the PM Schedule Date Generator screen, once per month, to update all PM Date Projections two years in the future.
7. Work Management will use the PM Generator Screen, once per week, to create the Work Orders and Phases for all shops. Work Orders will be generated two weeks in the future (use Friday of the second week in the "End Date" field).

Workflow:

BUSINESS PROCESS – WORK FLOW – New PM Template

Work Management

Start

→ Coordinate with the appropriate Shop personnel to define the PM Template requirements.

→ If there is no PM Standard, create one.

→ Enter the new PM Template in AiM.

→ Select the appropriate Work Order Grouping.

→ Choose the appropriate Type and Frequency.

→ For nested PM Templates, enter the appropriate information.

→ Enter the Template Phase information.

→ Enter/select the appropriate PM Standard and/or Inspection Type and Status.

→ Add appropriate assets and their Last Date.

→ Enter the Projection End Date.

→ Save the record and choose "Yes" when prompted to project dates.

→ End

Process:

1. WORK MANAGEMENT
   a. Coordinate with the appropriate Shop personnel to define requirements for the PM Template: schedule, frequency, PM Standard to use, priority.
      i. If there is not a PM Standard, create one.
   b. Enter the new PM Template in AiM:
      i. PM Template ID – Will auto assign.
      ii. Description – Include Frequency, Asset Group, and if appropriate any unique information about this PM (this becomes the WO description and the building code will be automatically added when the WO is generated).
      iii. Organization, Requestor, Contact Info – Will not be used.
      iv. Type – Always PLANNED.
      v. Category – Always PREVENTIVE.
      vi. WO Status – Always OPEN.
      vii. Select the appropriate Work Order Grouping:
         1. Property by Template – (Typical) At each PM Generation a separate WO will be generated for each building, with a separate Phase for each Asset. Only allows one Phase Template to be defined.
         2. Asset by Template – Used in special cases when two phases need to be generated for a single asset, i.e., different shops performing PM on same asset (example Cross Training Shop requires one phase for HVAC shop and a second phase for the PM Shop). Allows multiple Phase Templates to be defined.
      viii. Choose the appropriate Type (Fixed, Metered, etc.).
      ix. Select the appropriate Frequency and/or Interval.
      x. For PM Templates that will be nested under a Parent PM Template:
         1. Enter/select the Parent PM Template ID.
         2. Enter the Generation Buffer in days.
         3. Nested Status will not be used.
      xi. Enter the Template Phase:
         1. Description - Include Frequency, Asset Group, and if appropriate any unique information about this PM (this becomes the Phase description and the building code will be automatically added when the Phase is generated).
         2. Enter/select the appropriate PM Standard and/or Inspection Type and Inspection Status.
         3. Funding Method
            a. For recharge PMs use the Funding Method "Asset"

b. For General Fund PMs use the Funding Method "Shop"
4. Work Code – Select the appropriate code.
5. Phase Status – Always PLANNING.
6. Select the appropriate Shop.
7. If the PM will be performed by a Contractor, select the Contractor ID, Address Code.
   NOTE: *The expenses for these services will be entered in AiM as defined in the External Charges process in this SOP Document.*
8. Shop Person assignments will only be added to the Template Phase on an exception basis, as agreed between the Shop Supervisor and Work Management.
9. Add appropriate Asset(s).
   a. Enter a Last Date Default.
   b. Use the Load button to search for the appropriate assets.
   c. Using the checkboxes select one or more assets that are to be scheduled using the same Last Date.
   d. If appropriate, return to the Template Phase screen and enter a different Last Date Default, and repeat above steps to manage schedules.

xii. Return to the main PM Template screen and enter the Projection End Date – use 2 years in the future.

xiii. Save the record and choose "Yes" when prompted whether you want to project dates.
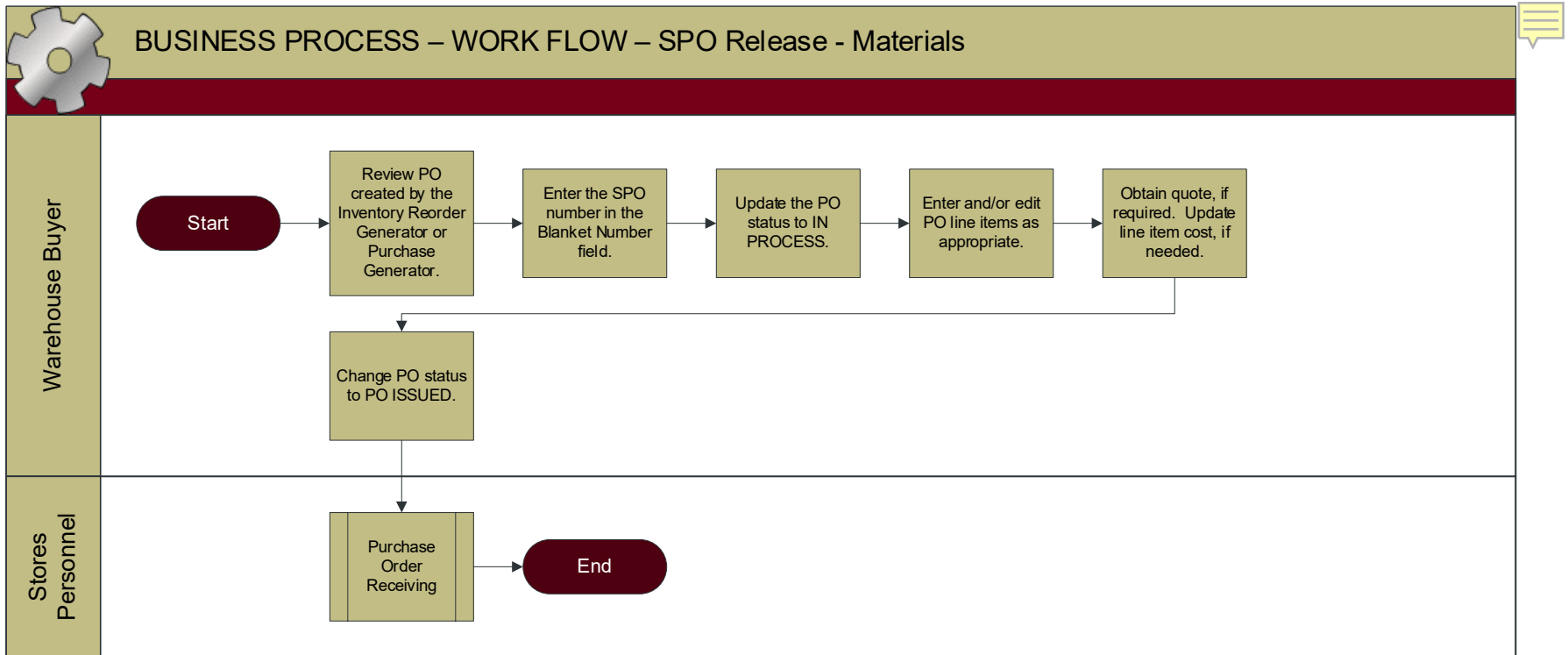
PURCHASING

One-Time PO - Materials

Triggers:

1. A Purchase Order has been created using the Inventory Reorder Generator.
2. The Warehouse Buyer identifies the need to purchase a Stock part, separate from the normal Inventory Reorder process.
3. The Warehouse Buyer has finalized a Purchase Request for Catalog or Non-Stock parts and has created an AiM Purchase Order, either using the Purchase Generator or Purchase Order screen in AiM.

Assumptions:

1. POs created by the Inventory Reorder Generator will default to the status PENDING REVIEW. POs that are manually entered by the Warehouse Buyer will default to the status IN PROCESS.

Workflow:

BUSINESS PROCESS – WORK FLOW – One-Time PO - Materials

Warehouse Buyer

Start

→ Review PO created by the Inventory Reorder Generator or Purchase Generator.

→ Update the PO status to IN PROCESS.

→ Enter and/or edit PO line items as appropriate.

→ Obtain quote, if required. Update line item cost, if needed.

→ Enter a Requistion in MarketPlace.

Is total amount of PO less than $10,000?

- No → Change PO status to AWAITING APPROVAL. → Wait for PO number to be issued in MarketPlace. → Overwrite AiM PO Number with the MarketPlace PO Number.

- Yes → Overwrite AiM PO Number with the MarketPlace PO Number. → Change PO status to PO ISSUED.

Stores Personnel

Purchase Order Receiving → **End**

Process:

1. PENDING REVIEW
    a. WAREHOUSE BUYER
        i. Review PO created by the Inventory Reorder Generator or the Purchase Generator.
        NOTE*: If the PO was created using the Purchase Generator, the Placed By field will not be auto-populated and should be updated to the Buyer's Identikey.*
        ii. Update PO status to IN PROCESS.
2. IN PROCESS
    a. WAREHOUSE BUYER
        i. Enter and/or edit PO line items as appropriate.
        ii. Obtain quotes, if required.
            1. Update line item cost, if needed.
        iii. Enter a Requisition in MarketPlace.
            1. If the total amount on the PO is less than $10,000 a PO number will be assigned immediately. Overwrite the AiM PO Number with the MarketPlace PO Number, change PO status PO ISSUED.
            2. If the total amount on the PO is greater than $10,000 a PO number will not be assigned at this time. Change the AiM PO status to AWAITING APPROVAL.
3. AWAITING APPROVAL
    a. WAREHOUSE BUYER
        i. When notified that the PO number has been issued in MarketPlace:
            1. Overwrite the AiM PO Number with the MarketPlace PO Number.
            2. Change status of the AiM PO to PO ISSUED.
4. PO ISSUED
    a. STORES PERSONNEL
        i. Execute **Purchase Order Receiving** process as appropriate.
5. CLOSED
6. CANCELED

SPO Release - Materials

Triggers:

1. A Purchase Order has been created using the Inventory Reorder Generator.
2. The Warehouse Buyer identifies the need to purchase a Stock part, separate from the normal Inventory Reorder process.
3. The Warehouse Buyer has finalized a Purchase Request for Catalog or Non-Stock parts and has created an AiM Purchase Order, either using the Purchase Generator or Purchase Order screen in AiM.

Assumptions:

1. POs created by the Inventory Reorder Generator will default to the status PENDING REVIEW. POs the are manually entered by the Warehouse Buyer will default to the status IN PROCESS.
2. The Vendor Catalog Part record for stock will not contain the annual SPO number. This value will be entered on individual POs after the Inventory Reorder Generator creates the PO in AiM.
3. The SPO Purchase Order Type will be selected during the Inventory Reorder process or the Purchase Request process, prior to initiating this process.
4. Warehouse Buyer will monitor a query of POs where the status has been PO ISSUED for more than 60 days and investigate/follow up as appropriate. (Add this assumption to the other PO Processes)

Workflow:

BUSINESS PROCESS – WORK FLOW – SPO Release - Materials

Warehouse Buyer

Start → Review PO created by the Inventory Reorder Generator or Purchase Generator. → Enter the SPO number in the Blanket Number field. → Update the PO status to IN PROCESS. → Enter and/or edit PO line items as appropriate. → Obtain quote, if required. Update line item cost, if needed.

Change PO status to PO ISSUED.

Stores Personnel

Purchase Order Receiving → End

|

Process:

1. PENDING REVIEW
    a. WAREHOUSE BUYER
        i. Review PO created by the Inventory Reorder Generator, or Purchase Generator.
        ii. Enter the SPO number in the Blanket Number field on the AiM PO screen. ***NOTE***: *If the PO was created using the Purchase Generator, the Placed By field will not be auto-populated and should be updated to the Buyer's Identikey.*
        iii. Update PO status to IN PROCESS.
2. IN PROCESS
    a. WAREHOUSE BUYER
        i. Enter and/or edit PO line items as appropriate.
        ii. Obtain quotes, if required.
            1. Update line item cost, if needed.
            2. Change PO status PO ISSUED.
3. PO ISSUED
    a. STORES PERSONNEL
        i. Execute **Purchase Order Receiving** process as appropriate.
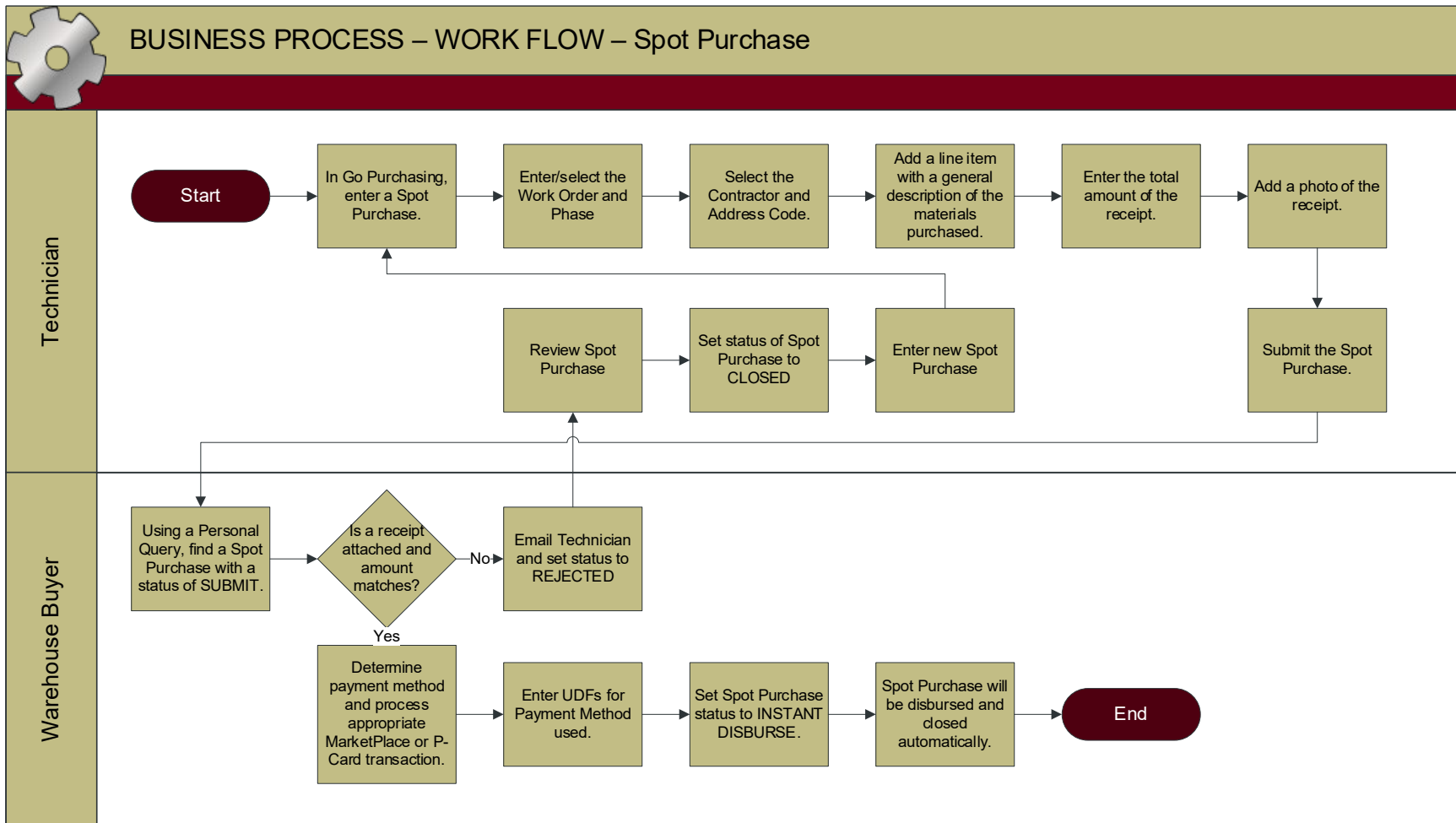4. CLOSED
5. CANCELED

P-Card - Materials

Triggers:

1. A Purchase Order has been created using the Inventory Reorder Generator.
2. The Warehouse Buyer identifies the need to purchase a Stock part, separate from the normal Inventory Reorder process.
3. The Warehouse Buyer has finalized a Purchase Request for Catalog or Non-Stock parts and has created an AiM Purchase Order, either using the Purchase Generator or Purchase Order screen in AiM.

Assumptions:

1. POs created by the Inventory Reorder Generator will default to the status PENDING REVIEW. POs that are manually entered by the Warehouse Buyer will default to the status IN PROCESS.
2. The P-Card Purchase Order Type will be selected during the Inventory Reorder process or the Purchase Request process, prior to initiating this process.

Workflow:
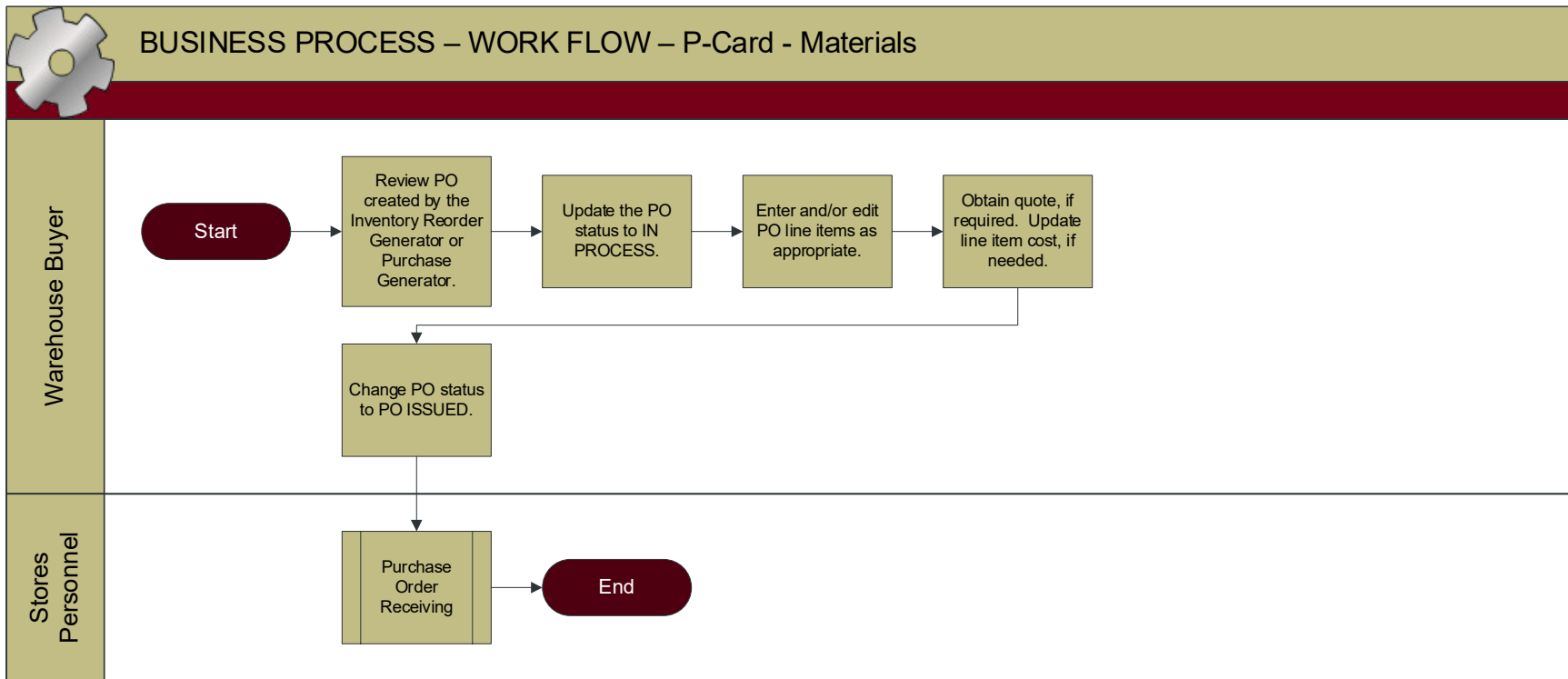
BUSINESS PROCESS – WORK FLOW – P-Card - Materials

Warehouse Buyer

Start

Review PO created by the Inventory Reorder Generator or Purchase Generator.

Update the PO status to IN PROCESS.

Enter and/or edit PO line items as appropriate.

Obtain quote, if required. Update line item cost, if needed.

Change PO status to PO ISSUED.

Stores Personnel

Purchase Order Receiving

End

Process:

1. PENDING REVIEW
    a. WAREHOUSE BUYER
        i. Review PO created by the Inventory Reorder Generator, or Purchase Generator.
        NOTE: *If the PO was created using the Purchase Generator, the Placed By field will not be auto-populated and should be updated to the Buyer's Identikey.*
        ii. Update PO status to IN PROCESS.
2. IN PROCESS
    a. WAREHOUSE BUYER
        i. Enter and/or edit PO line items as appropriate.
        ii. Obtain quotes, if required.
            1. Update line item cost, if needed.
            2. Change PO status PO ISSUED.
3. PO ISSUED
    a. STORES PERSONNEL
        i. Execute **Purchase Order Receiving** process as appropriate.
4. CLOSED
5. CANCELED

Spot Purchase

Triggers:

1. A Technician has been authorized to travel to a local supply house or vendor location, to obtain high priority parts.

Assumptions:

1. The Technician has obtained appropriate approvals from the Shop Supervisor before utilizing this process.
2. The Warehouse Buyer will determine how to process the order and pay the vendor, e.g., P-Card, MarketPlace PO, etc. The PO will not exist in AiM. Instead, there will be a Spot Purchase to document and bill the customer.
3. The Technician will retain the hard copy receipt for one week after the Spot Purchase is submitted.
4. If the Spot Purchase is Rejected by the Warehouse Buyer, the Technician needs to set the Spot Purchase to CLOSED and re-enter the transaction – see Workflow and Process below.

Workflow:

BUSINESS PROCESS – WORK FLOW – Spot Purchase

Technician

Start → In Go Purchasing, enter a Spot Purchase. → Enter/select the Work Order and Phase → Select the Contractor and Address Code. → Add a line item with a general description of the materials purchased. → Enter the total amount of the receipt. → Add a photo of the receipt.

Review Spot Purchase ← Set status of Spot Purchase to CLOSED ← Enter new Spot Purchase

Submit the Spot Purchase.

Warehouse Buyer

Using a Personal Query, find a Spot Purchase with a status of SUBMIT. → Is a receipt attached and amount matches? —No→ Email Technician and set status to REJECTED

Yes ↓

Determine payment method and process appropriate MarketPlace or P-Card transaction. → Enter UDFs for Payment Method used. → Set Spot Purchase status to INSTANT DISBURSE. → Spot Purchase will be disbursed and closed automatically. → End

Process:

1. ENTERING
   a. TECHNICIAN
      i. Enter a Spot Purchase using Go Purchasing.
         1. Enter/select the Work Order and Phase.
         2. Header Description is not required.
         3. Select the Contractor (vendor) and Address Code.
         4. The following fields WILL NOT be used:
            a. Vendor Terms
            b. Payment Account
            c. Check #
         5. Select "Parts"
            a. Add a line item with a general description of the materials purchased.
            b. Enter the total amount on the receipt.
            c. Return to the main Spot Purchase screen (tap "Done")
         6. Notes are optional
         7. "Photo Gallery"
            a. Add a photo of the receipt (and save the hard copy for one week).
      ii. Tap "Save" and when prompted, submit the Spot Purchase (this will automatically change the status of the Spot Purchase to SUBMIT).
2. SUBMIT
   a. WAREHOUSE BUYER
      i. Find Spot Purchases with the status SUBMIT using a Personal Query.
      ii. Verify that receipt has been attached and matches the amount of the transaction.
         1. If the entry is incorrect or needs to be re-entered or does not have a receipt attached, contact the Technician and Supervisor, using the "Email" link on the Spot Purchase screen.
            a. Set the status to REJECTED.
         2. If receipt is attached with no entry errors:
            a. Determine payment method to use and process the appropriate MarketPlace or P-Card transaction (outside of AiM).
            b. Enter User Defined Field values for Payment Method and/or MarketPlace PO No, as appropriate.
            c. Set status of Spot Purchase to INSTANT DISBURSE.
3. REJECTED
   a. TECHNICIAN

          i. Review the Spot Purchase in the "My Active Purchases" view on the Go Purchasing "Activity" tab, or using the link in the email from the Warehouse Buyer.

        ii. Set the status of the Rejected Spot Purchase to CLOSED.

      iii. Enter a new Spot Purchase as described above.

4. INSTANT DISBURSE

    a. The Spot Purchase will be disbursed and closed automatically.

5. CLOSED

6. CANCELED

Purchase Order Receiving

Triggers:

1. Materials are delivered to the Warehouse.

Assumptions:

1. Spot Purchases will not be received using this process.

Workflow:

BUSINESS PROCESS – WORK FLOW – Purchase Order Receiving

Stores Personnel

Start → Enter the PO Number of the Purchase Receive screen. → Verify the quantity for each line item. → Edit the quantity received, if appropariate. → Is there a Rejection? —Yes→ Enter reason for the rejection in the description field. → Notify the Warehouse Buyer of the rejection.

No

Attach a copy of the Packing Slip to the Purchase Receive record, Doc Type = PACKING SLIP. → Set the status to FINIALIZED. → Disburse the materials.

Accounting Tech

With a Report, monitor Purchase Receive transaction with a CLOSED status and no Related Document exists. → Locate any missing packing slips and attach. → End

Process:

1. PENDING RECEIVING
   a. STORES PERSONNEL
      i. Enter the PO Number on the Purchase Receive screen.
      ii. The remaining line items and unreceived quantities will appear.
      iii. Verify the quantity received for each line item.
         1. Edit the quantity received, if appropriate.
         2. Enter Rejection(s), if appropriate.
            a. Enter a reason for the rejection in the rejection description field.
            b. Notify the Warehouse Buyer of the rejection.
            NOTE: The Warehouse Buyer will monitor a Personal Query of Purchase Receive transactions where a rejection exists, in the last 7 days.
      iv. Attach a copy of the Packing Slip to the Purchase Receive record as a Related Document, Doc Type = PACKING SLIP.
      v. Set the status of the Purchase Receive transaction to FINALIZED.
2. FINALIZED
   a. STORES PERSONNEL
      i. Disburse the materials using the "Purchase Disbursement" link in the Action menu on the screen.
      NOTE: A delivery receipt will print when the Disbursement is saved.
   b. ACCOUNTING TECH
      i. Monitor a Report of Purchase Receive transactions with the status CLOSED where a Related Document does not exist.
      ii. Provide purchase receive transaction information to Receiving staff and they will locate missing Packing Slips and attach to the Purchase Receive transaction.

SPO Creation

Triggers:

1. A new SPO has been created in MarketPlace and need to be created in AiM.

Assumptions:

1. When the MarketPlace SPO is closed the Buyer will close the AiM Blanket PO.

Workflow:

BUSINESS PROCESS – WORK FLOW – SPO Creation

Warehouse Buyer

Start → Create a new Blank Purchase Order in AiM → Enter the SPO number → Enter description → Find the Contractor and the Address Code → Enter the Purchase Limit

Enter the Start and End Dates → Set the status to FINALIZED → End
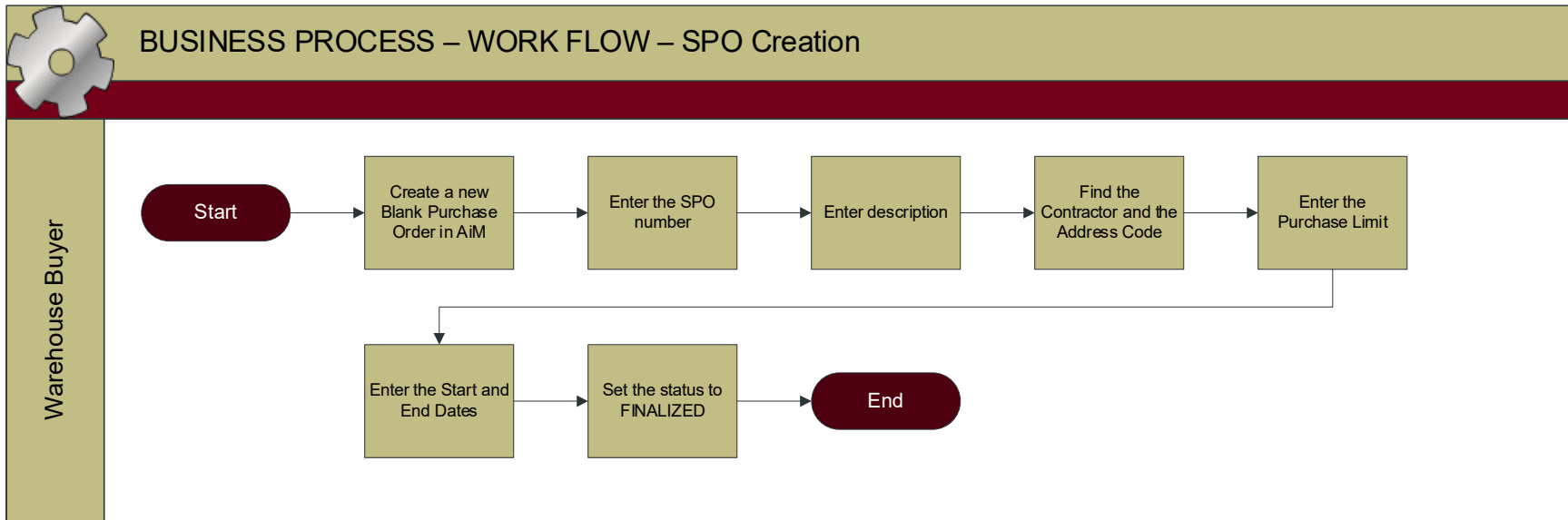
Process:

1. WAREHOUSE BUYER
    a. In AiM, create a new "Blanket Purchase Order".
    b. Enter the number to be used for the SPO in the AiM Purchase Order number field.
    c. Enter the description, vendor name/SPO/FY.
    d. Find the Contractor and select the Contractor and Address Code.
    e. Enter Purchase Limit.
    f. Start and End Dates.
    g. Set the status to FINALIZED.

Reverse Disbursement

Triggers:

1. Stores Personnel need to return materials that have already been received and disbursed, or
2. An error was made during a receiving and disbursement transaction resulting in the quantity disbursed being greater than it should have been, or
3. Stores Personnel need to return materials that have already been disbursed on a Spot Purchase, or
4. An error was made during the disbursement of a Spot Purchase resulting in the quantity disbursed being greater than it should have been.

Assumptions:

1. If the correction requires BOTH an Invoice Adjustment AND a Reverse Disbursement, the Invoice Adjustment shall be entered prior to entering the Reverse Disbursement.

Workflow:

BUSINESS PROCESS – WORK FLOW – Reverse Disbursement

Stores Personnel

Start → Enter a Reverse Disbursement in AiM → Coordinate follow up actions with the Warehouse Buyer, Vendor, Accounting Tech, etc. as appropriate → End
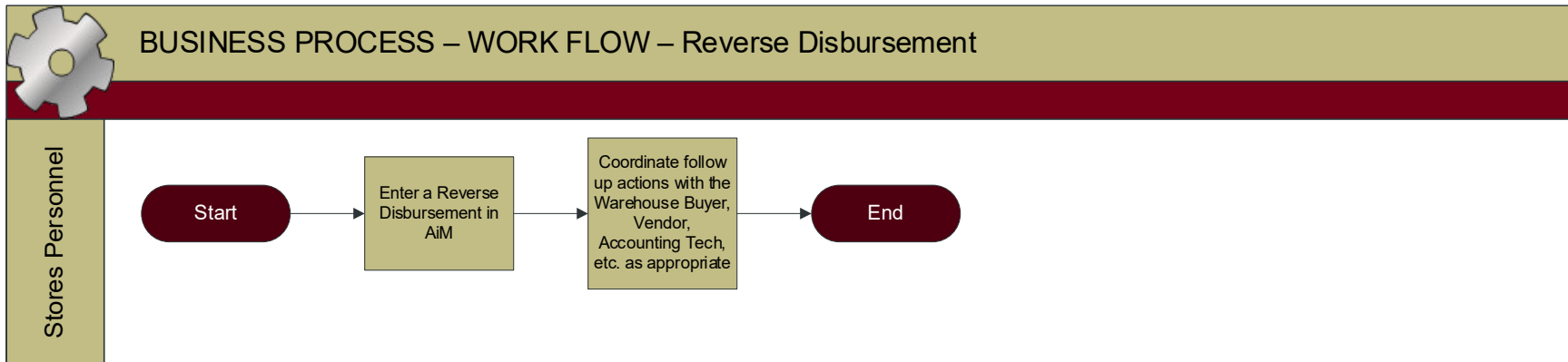
Process:

1. STORES PERSONNEL
    a. Enter a Reverse Disbursement in AiM
    b. Coordinate follow up actions with the Warehouse Buyer, Vendor, Accounting Tech, etc. as appropriate

HUMAN RESOURCES

Facilities Management Employee Data Maintenance

Triggers:

1. A new Facilities Management Employee is hired.
2. An existing campus Employee transfers to Facilities Management.
3. An existing Facilities Management Employee changes Shops.

Assumptions:

1. All new university employees will be loaded in AiM via an interface from OIT.
2. The OIT interface will not identify whether an employee needs to have the Employee Type "Shop Person" in AiM (Facilities Management Employee).
3. If an employee is active in AiM and is not contained in the file, the AiM Employee record will be set to inactive.
4. Facilities Human Resources will be aware of expected new employees and will update the appropriate Employee records in AiM as they are created. An interface "log" report does not need to be developed for this purpose.
   a. In the rare instance where a new employee is not included in the feed initially, Human Resources will manually enter the Employee Profile record, and associated Shop setup, in AiM using the correct Identikey. These records will be inactivated each night and will require manual update of the Active flag until such time as the OIT feed is corrected.
5. Rates are updated yearly by Employee and/or Shop in an appropriate manner:
   a. Employee rates (exceptions to Shop rates) will be updated on the Employee Profile screen by Human Resources.
   b. A custom script will be used for Shop rate load. (The System Administrator will submit script to AssetWorks Customer Care for execution in TEST prior to executing in PROD).
   c. These updates can be performed prior to the end of the fiscal year, because the rates will have start date/end date values and will be applied based on the "Work Date" on the timecard.
6. AiM user access and assignment of security roles, in addition to the Labor Class roles, will be granted based on training the employee receives and will not be automatically triggered by this process.

Workflow:

BUSINESS PROCESS – WORK FLOW – Facilities Management Employee Data Maintenance

Human Resources

Start → Find new Facilities Employee on the Employee Profile screen → Update the appropriate fields → Find the appropriate Shop on the Shop screen → Add the Employee to the Shop with the appropriate Start Date → Notify AiM SysAdmin to assign approriate Role(s). → End
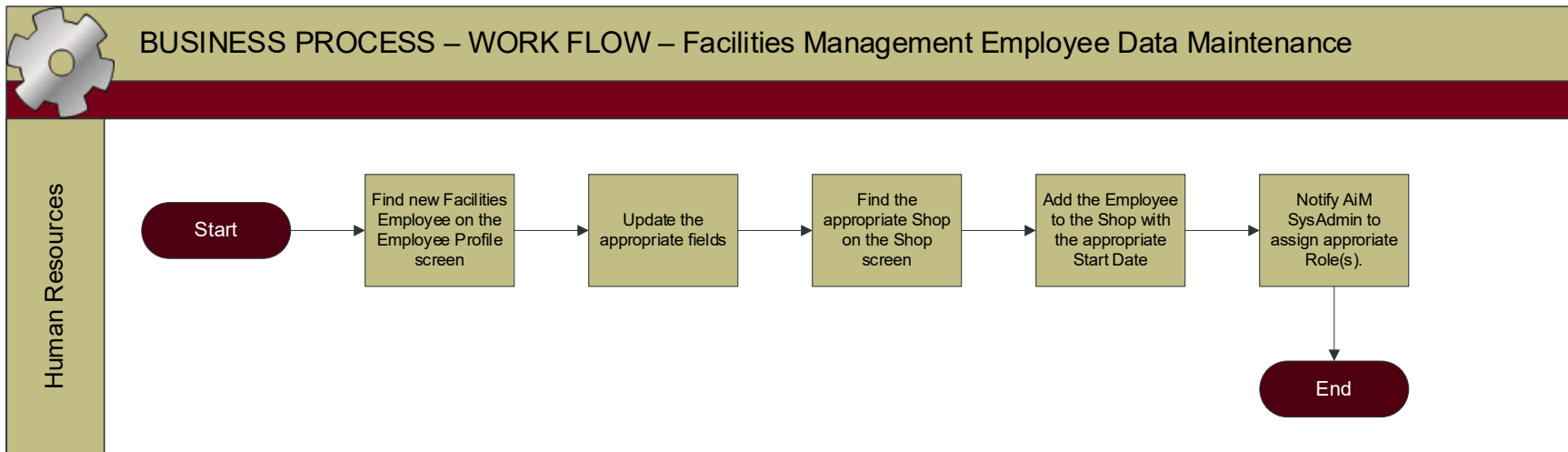
Process:

1. HUMAN RESOURCES
    a. Find the new Facilities Employee on the Employee Profile screen in AiM
        i. Update the following fields:
            1. Change the Employee Type to "Shop Person".
            2. Enter/Select the default Time Type and Labor Class.
            3. When appropriate, enter Employee Labor Rates (only when the employee will not use the predefined Shop Rates).
               NOTE: *This will be used on an EXCEPTION ONLY basis.*
            4. Update User Defined Fields, as appropriate.
            5. Enter appropriate PCN and Start Date.
            6. Notify AiM SysAdmin to assign appropriate Security Filter (Security Role) based on the LABOR CLASS.
    b. Find the appropriate Shop on the Shop screen
        i. Add the Employee (Shop Person) to the Shop, with the appropriate Start Date.
           NOTE: *If an employee subsequently moves from one shop to another, Facilities Human Resources will enter the appropriate End Date on the old shop and add the employee to the new shop with the appropriate Start Date.*

TIME ENTRY AND APPROVAL

Time Entry for Go Work Management Users

Triggers:

1. This process will be followed daily by all Go Work Management users.

Assumptions:

1. Employees will account for their full daily scheduled hours, including leave, and/or standing work orders .
2. Shop Technicians who are assigned WO Phases will use Go Work Management to enter their time daily.
3. Technicians will enter time spent on Phases that are assigned to them in Go Work Management, as work is completed on each Phase (for that day), from the Phase screen in Go.
4. The Technician will only be allowed to enter time for a Phase that is assigned to the Shop to which the Technician is assigned.

Workflow:

BUSINESS PROCESS – WORK FLOW – Time Entry for Go Work Management Users

Technician

Start → At the end of the day (minimum), the Technician will review their time. → In Go Work Management, the Technician will navigate to the "Time" view. → Verify that the correct amount of time has been entered. → Enter additional time against Standing Work Orders. → Enter leave if appropriate.

Edit the number of hours on an existing time entry. → End

Process:

1. TECHNICIAN
   a. At the end of each workday (at a minimum) the Technician will navigate to the "Time" view in Go Work Management and view all time entries for the day and verify that their scheduled hours are accounted for, e.g. 8 hours.
      i. Enter additional time against a Standing Work Order.
      ii. Enter leave if appropriate.
      iii. Edit number of hours on an existing time entry.

Time Entry for Non-Go Work Management Users

Triggers:

1. This process will be followed daily by for users who are required to enter Timecards but do not have Phases assigned to them in Go Work Management.

Assumptions:

1. Employees will account for their full daily scheduled hours, including leave, and/or standing work orders.
   a. Employees will account for their full weekly scheduled hours, including leave, and/or standing work orders.
   b. Timecard entries will be associated to the appropriate "Work Date" regardless of the date entered into the system.
2. The Technician/Employee will only be allowed to enter time for a Phase that is assigned to the Shop to which the Technician/Employee is assigned.
3. For certain work groups, when approved by management, time may be centrally entered by a supervisor or admin.
4. For work groups that enter time primarily against standing work orders, the Supervisor (e.g. Custodial) or Human Resources (e.g. Transportation) will be responsible for assigning staff to the Phase and/or creating Daily Assignments, if appropriate.

Workflow:

BUSINESS PROCESS – WORK FLOW – Time Entry for Non-Go Work Management Users

Technician, Shop Supervisor, Custodial Supervisor

Start → Enter Timecard for each day using the Rapid Timecard screen. → Ensure that the correct daily total is accounted for, including leave. → End
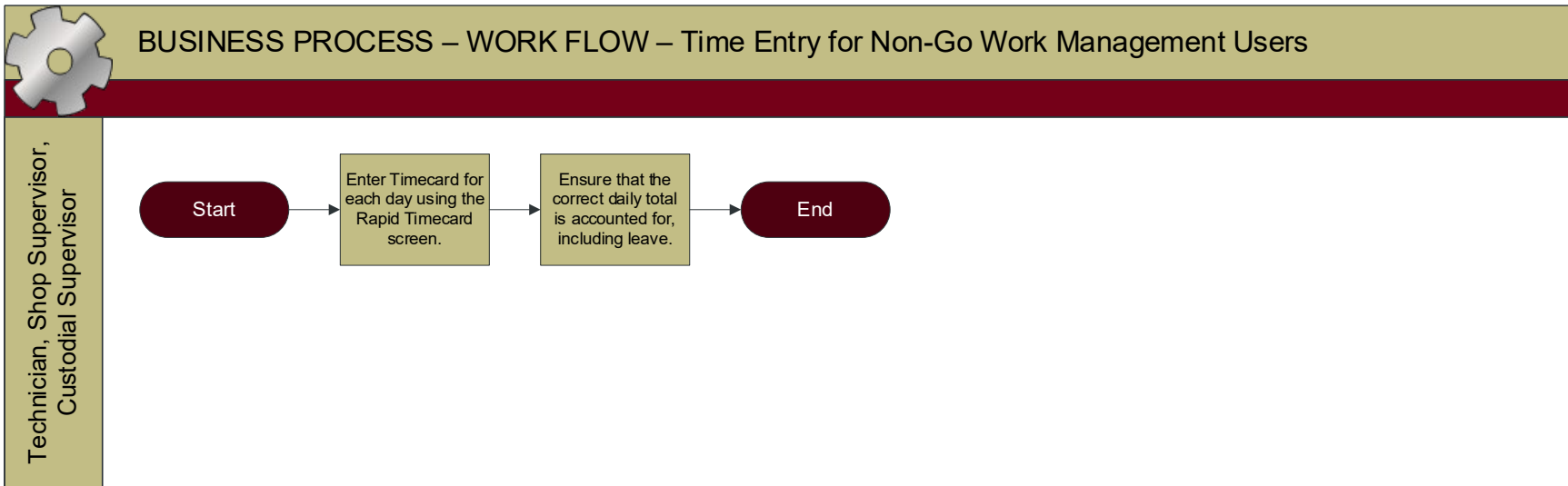
Process:

1. TECHNICIAN, SHOP SUPERVISOR, CUSTODIAL SUPERVISOR
   a. Enter Timecard for each day, using either the Timecard screen or the Rapid Timecard screen
   b. Ensure that the correct daily total is accounted for, including Leave

Timecard Approval

Triggers:

1. This process will be followed on a weekly basis with the following exceptions:
   a. When month end (or year-end) falls in the middle of a week, timecards will be approved twice for that week.
   b. Human Resources and/or Accounting will communicate these exceptions to impacted supervisors.

Assumptions:

1. Any corrections, due to after-hours call ins, etc., to previous daily timecards will be entered prior to approval.
2. The Shop Supervisor/Approver will NOT edit the total hours worked and approve a Timecard. If the supervisor has not approved the timecard then the employee can make edits as needed. The Timecard approver will always reject the timecard for updating by the employee.
   a. In some cases, e.g. Insurable Loss, the Supervisor may edit the WO/Phase entered for an entry, without changing the total number of hours worked.

Workflow:

BUSINESS PROCESS – WORK FLOW – Timecard Approval

Shop Supervisor

Start → From the WorkDesk click the widget to retrieve Timecards needing approval. → Select Timecards to be approved and press the Approved button. → Is Timecard to be rejected? —No→ End

Is Timecard to be rejected? —Yes→

Open the Timecard. → Use the email link to notify the employee. → Enter the reason and/or items that require correction. Send email. → Return to the Timecard Approval screen and reject the timecard.

Technician

Employee received email describing corrections needed. → Open the timecard using the link in the email. → Enter corrections. → Save the timecard and resubmit the Timecard for Approval.

Process:

1. SHOP SUPERVISOR
    a. Retrieve Timecards on the Timecard Approval screen, using the widget on their WorkDesk.
    b. If a Timecard is approved, select one or more timecards and press the Approve button.
    c. If a Timecard is not approved, or requires corrections:
        i. Open the Timecard using the link to the transaction number on the approval screen.
        ii. Use the Email link on the Timecard screen to notify the employee.
            1. Enter the reason and/or items that require correction in the body of the email.
        iii. Return to the Timecard Approval screen and reject the Timecard.
    d. If an error is generated when attempting to approve the Timecard, contact Work Management and Accounting with the appropriate information.
2. TECHNICIAN
    a. Receive email describing corrections.
    b. Open the Timecard using the link in the email.
    c. Enter corrections.
    d. Save the Timecard, and when prompted, resubmit the Timecard for Approval.

Timecard Adjustment

Triggers:

1. A Shop Person or Shop Supervisor discovers the need for a correction on a timecard that has already been approved.
   a. The Shop Supervisor emails Human Resources requesting a correction to an approved timecard with Work Date, Work Order, Phase, Employee and Description, or
   b. A Shop Person emails Human Resources requesting a correction to an approved timecard.
2. Human Resources discovers an error on an approved timecard, using exception reports.
3. Accounting emails Human Resources requesting a correction to an approved timecard.

Assumptions:

1. Approved Timecard detail records will NOT be updated. All Adjustment entries will create a NEW transaction line on the daily timecard.
2. Check the status of the Work Order and Phase, if needed, contact the Accounting Manager to get the Work Order and/or Phase changed to REOPENED.

Workflow:

BUSINESS PROCESS – WORK FLOW – Timecard Adjustment

Human Resources

Start

Enter the reason for the adjustment in the line item Description field.

Reduce the number of hours?

— Yes → Enter the number of hours to subtract

— No →

Wrong Work Order/Phase?

— Yes → Enter negative adjustment on incorrect Work Order/Phase → Add a new line with the correct Work Order/Phase

— No →

Increase the number of hours?

— Yes → Add a new line with the additional hours

— No →

Wrong Time Type, Labor Class and/or Leave Code?

— Yes → Enter negative adjustment on incorrect entry → Add a new line with the correct Work Order/Phase or Leave Code → Notify Shop Supervisor, Shop Person and Accounting when needed.

— No → Notify Shop Supervisor, Shop Person and Accounting when needed.

End

Process:

1. HUMAN RESOURCES
   a. Enter the Adjustment
      i. Enter the reason for the adjustment in the line item Description field.
      ii. If the number of hours on an existing time entry needs to be reduced
         1. Enter the number of hours to be subtracted as a negative number.
      iii. If the time was entered on the wrong WO/Phase:
         1. Enter negative adjustment for the total hours on the incorrect WO/Phase.
         2. Add a new line with the hours for the correct WO/Phase.
      iv. If the hours need to be increased on an existing time entry:
         1. Add a new line with the additional hours, WO, and Phase.
      v. If an existing time entry has an incorrect Time Type, Labor Class, and/or Leave Code:
         1. Enter negative adjustment for the total hours on the incorrect entry.
         2. Add a new line with the hours for the correct WO/Phase or Leave Code.
   b. Notify the Shop Supervisor, Shop Person, and Accounting, using the "Email" link on the AiM Timecard Adjustment screen when needed.

ACCOUNTING

External Charges

Triggers:

1. An Invoice Approver signs an invoice for an annual service contract, or for a one-time service purchase order, and forwards the invoice to the Accounting Tech, or
2. Accounting will process annual billing for CCTV, HVAC Building Automation, etc., or
3. Accounting identifies the need for a correction to Work Order Billing that is appropriate to handle as an external charge.
   NOTE: Refer to Appendix ?? for a detailed listing of the transactions, and appropriate Subledger, that will be processed using this process.

Assumptions:

1. The initial review, and approval, of service invoices will be addressed outside of AiM, using existing processes.
2. The Invoice Approver for service invoices will mark up the invoice to provide the appropriate WO/Phase for each invoice line.
3. Shop Supervisors will not set the Phase Status to APPROVED FOR CLOSE when an invoice for services is still outstanding. *The SERVICE INVOICE HOLD Phase status will be used for this purpose.*
4. Accounting has received the appropriate documentation associated with annual billings (rf Trigger #2).

Workflow:

BUSINESS PROCESS – WORK FLOW – External Charges

Accounting Tech

Start

Are the charges being loaded manually?

No → Populate the Excel CSV template with the appropriate data → Import the transactions

Yes ↓

Enter the appropriate information on the AiM External Charge screen

Approve all External Charge Transactions on the External Charge Approval screen → End
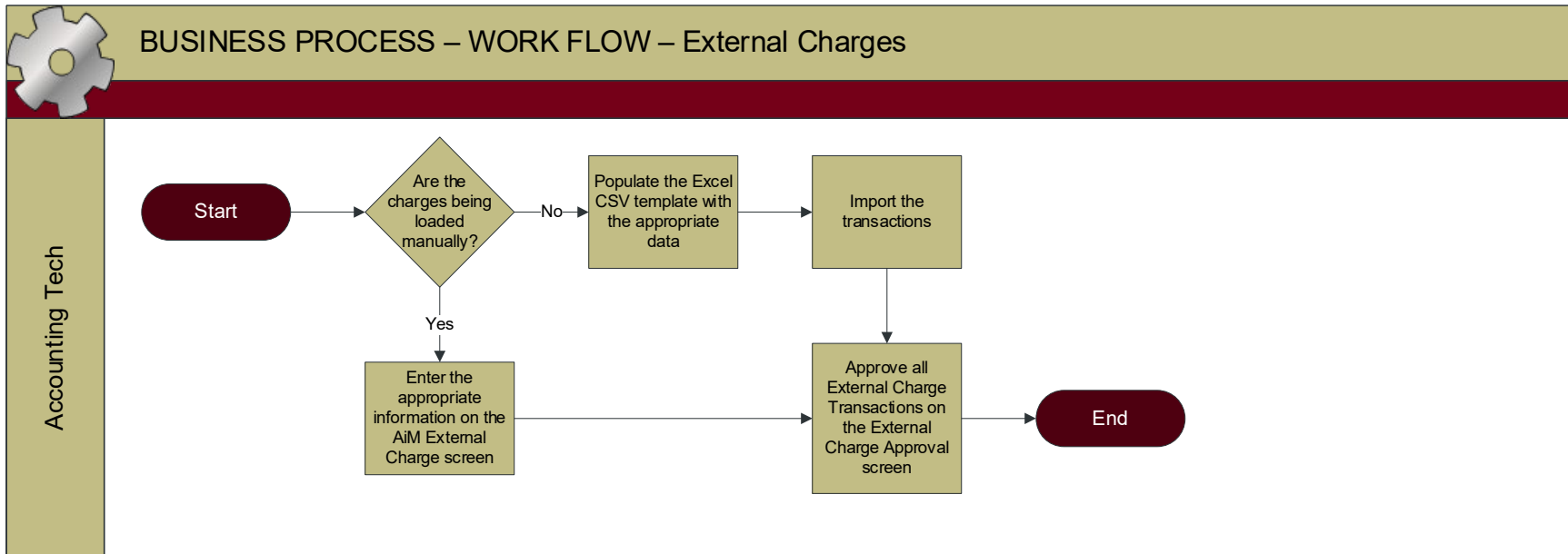
Process:

1. NOT POSTED
   a. ACCOUNTING TECH
      i. Determine whether the charge(s) will be manually entered on the External Charges screen, or will be imported using the Excel CSV template.
         1. For individual transactions, enter the External Charge Transaction:
            a. Description of the transaction including the Vendor Name and the service that was performed.
            b. Work Order/Phase (Work Code and Shop will auto-populate).
            c. Enter the Contractor when the transaction is associated with a purchase order (the Address Code will auto-populate).
            d. Enter the approver in the Shop Person field.
               i. If there was a secondary approver, who is not in the Shop on the Phase, enter that person in the Employee field.
            e. Subledger – **IMPORTANT**: Select the appropriate Subledger, as indicated in Appendix ??.
            f. Invoice Number/Invoice Date – Enter when the transaction is associated with an external Purchase Order/Invoice.
            g. Subtotal – Enter the base cost of the transaction (may be a negative number).
            h. If the transaction requires mark up, calculate the markup amount and enter in the "Markup" field.
            i. PO Code – Enter the MarketPlace PO Number, when appropriate.
         2. For External Charge imports using the Excel CSV template:
            a. Populate the Excel template.
               i. TRANS_DATE (Transaction Date) – enter the current date.
               ii. SUBLEDGER_TYPE (Subledger) – **IMPORTANT**: Select the appropriate Subledger, as indicated in Appendix ??, as follows:
                  1. C = Contract
                  2. E = Equipment
                  3. M = Material
                  4. L = Labor (will not normally be used)
               iii. AMOUNT (Subtotal) – Enter the base cost of the transaction (may be a negative number).
               iv. PROPOSAL (Work Order) – Enter the Work Order Number.

     v. SORT_CODE (Phase) – Enter the Phase (leading zeros are not required).

     vi. CRAFT_CODE (Work Code) – Enter the Work Code associated with the Phase.

     vii. BATCH_NO – Not used at this time.

     viii. DESCRIPTION – Enter a description of the transaction.

     ix. INV_NO & INV_DATE (Invoice Number/Invoice Date) – Enter when the transaction is associated with an external Purchase Order/Invoice.

     x. SHOP – Enter the Shop associated with the Phase.

     xi. SHOP_PERSON – Enter the invoice approver, when appropriate. (Optional)

     xii. CONTRACTOR – Enter the AiM Contractor ID when the transaction is associated with a purchase order (not the description/name). (Optional)

     xiii. ADDRESS_CODE – (Optional)

     xiv. PO_Code (PO Number) - Enter the MarketPlace PO Number, when appropriate. (Optional)

   b. Import the transactions.

     i. Review and address any errors, if needed.

  ii. Approve all External Charge Transactions (entered AND imported) using the External Charge Approval Screen (minimum once per day). The status of each transaction will automatically be set to POSTED.
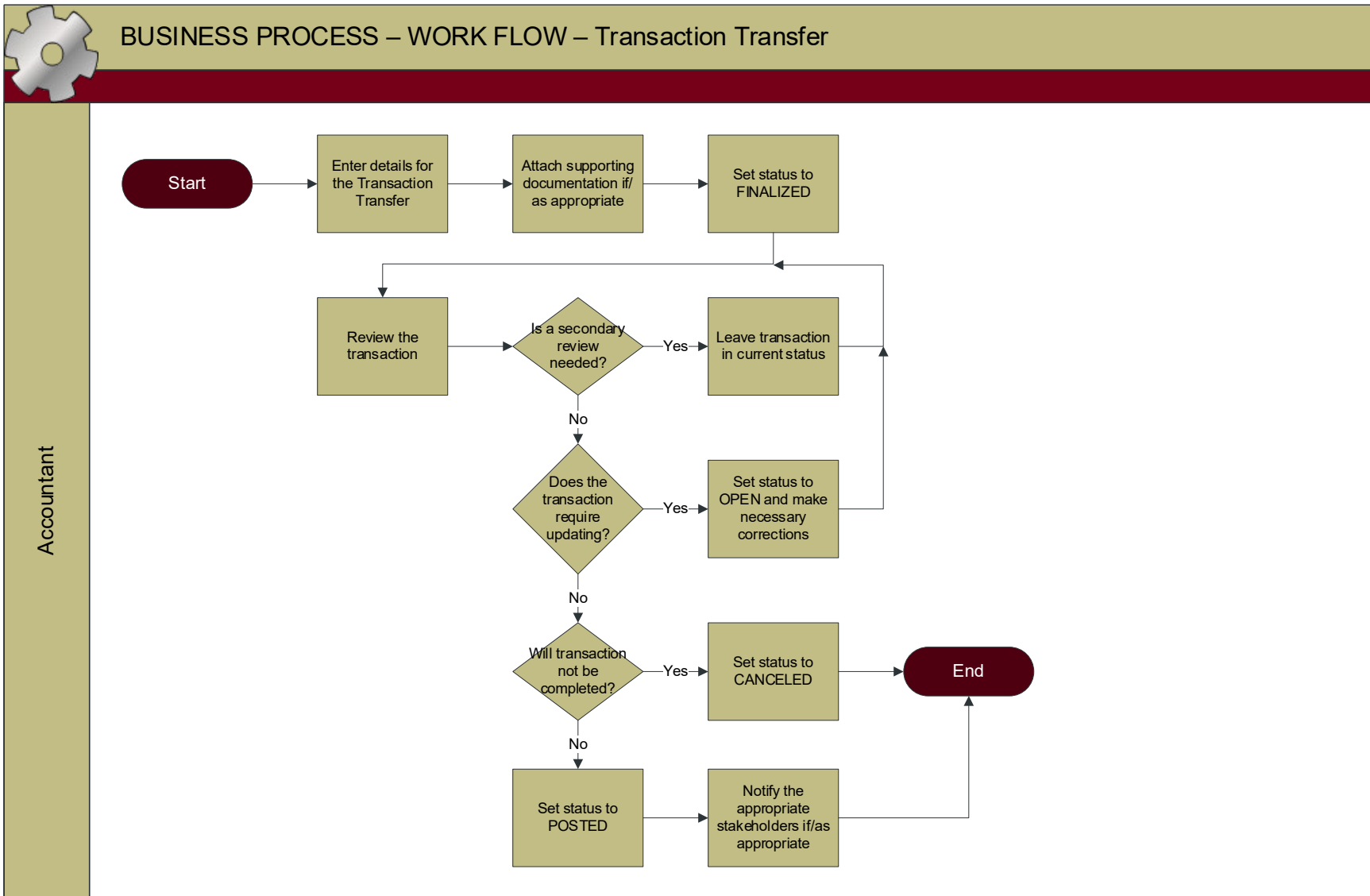
Transaction Transfer

Triggers:

1. Accounting, Work Management, or a Shop Supervisor identifies the need to correct the Speedtype for a Work Order/Phase, with existing transactions.

Assumptions:

1. The transactions to be corrected were associated with the correct Work Order and Phase. Only the Speedtype and/or Account Code requires correction.
2. The Funding for future transactions will be corrected as appropriate PRIOR to executing the Transaction Transfer, based on the Funding Method for the Phase. The Transaction Transfer will only correct existing transactions.
3. The Offset Speedtype and Account Code for existing transactions do not require corrections.

Workflow:

BUSINESS PROCESS – WORK FLOW – Transaction Transfer

Accountant

Start → Enter details for the Transaction Transfer → Attach supporting documentation if/as appropriate → Set status to FINALIZED

Review the transaction → Is a secondary review needed? — Yes → Leave transaction in current status

Is a secondary review needed? — No ↓

Does the transaction require updating? — Yes → Set status to OPEN and make necessary corrections

Does the transaction require updating? — No ↓

Will transaction not be completed? — Yes → Set status to CANCELED → **End**

Will transaction not be completed? — No ↓

Set status to POSTED → Notify the appropriate stakeholders if/as appropriate → **End**

Process:

1. OPEN
    a. ACCOUNTANT
        i. Enter the Transaction Transfer:
            1. Description – Enter a detailed reason for the transfer (use Extra Description if needed).
            2. Work Order/Phase.
            3. Speedtype/Account Code – Enter the Speedtype and Account Code (charge account) for existing transactions that need to be transferred to the new value(s).
            Note: If the original charges were split funding, a separate Transaction Transfer will be entered for each ORIGINAL Speedtype.
            4. Enter the new Speedtype/Account Code(s) for the transactions (may be split on a percentage basis).
            5. Select the specific transactions to be transferred to the new Speedtype/Account Code(s) using the checkboxes.
            NOTE: The selection list will only include transactions that were originally charged to the Speedtype/Account Code entered in step 3 above.
        ii. Attach supporting documentation if/as appropriate (e.g. email from customer, Unifier funding request, etc.), Doc Type = TRANSACTION TRANSFER.
        iii. Set the status to FINALIZED.
2. FINALIZED
    a. ACCOUNTANT
        i. Review the transaction "From" Speedtype/Account Code, "To" Speedtype/Account Code, Total Amount, etc.
            1. If a secondary review of the transaction is appropriate, the Accountant may save the transaction in this status until a final decision is made.
            TIP: The Email link under the "Action" menu may be used for this purpose.
        ii. Select the appropriate status:
            1. If the transaction requires updating, set the status back to OPEN and make necessary corrections, or
            2. If the transaction will not be completed, set the status to CANCELED, or
            3. If the transaction is ready to be posted, set the status to POSTED.
3. CANCELED
4. POSTED
    a. ACCCOUNTANT
        i. Notify the appropriate stakeholders if/as appropriate.
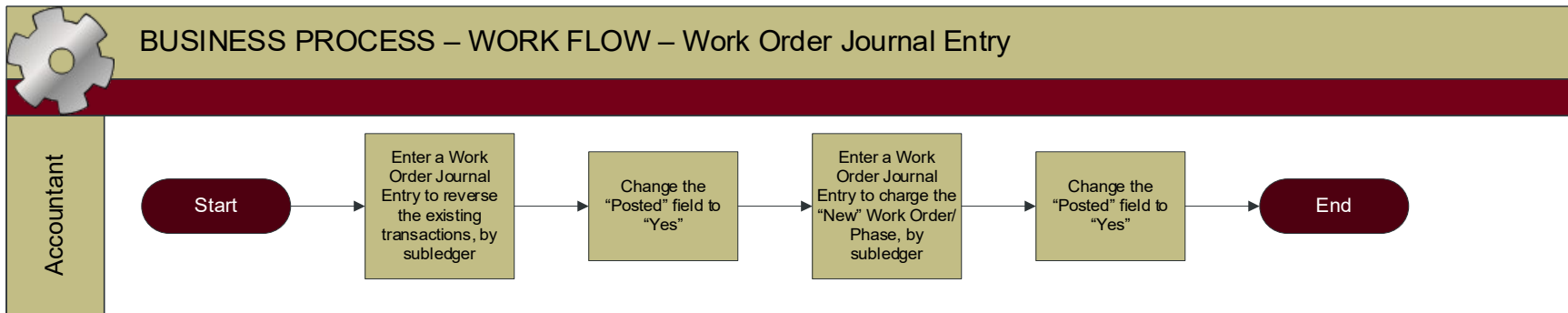
Work Order Journal Entry

Triggers:

1. Accounting, Work Management, or a Shop Supervisor identifies the need to transfer existing charges from one WO/Phase to a different WO/Phase, AND the Accountant has determined that it is not practical to adjust individual transactions (i.e. Timecard Adjustments, Counter Returns/Releases, Invoice Adjustments, Reverse Disbursements, External Charges, Shop Stock Adjustments)
2. Accounting identifies the need to make a correction to the charge or offset Speedtype or Account Code, and it is determined that the correction cannot be handled using a Transaction Transfer or corrections to individual transactions.

Assumptions:

1. If the transactions to be corrected were associated with the correct Work Order and Phase and only the charge Speedtype and/or Account Code requires correction, the Transaction Transfer will be used.
2. The appropriate new Work Order/Phase will be created with the appropriate Funding, for future transactions, PRIOR to executing the Work Order Journal Entry. The Work Order Journal Entry will only correct existing transactions.
3. The old Work Order Phase will be closed as soon as the Work Order Journal Entry has been posted.
   a. Any pending/incomplete transactions on the old Work Order Phase will be completed or canceled prior to executing the Work Order Journal Entry.
   b. The Accountant will coordinate closing the Work Order with Work Management or the Accounting Manager.
4. The Accounting Manager will monitor recent Work Order Journal Entry transactions using a Personal Query.
5. For any given reversal/new transaction required to correct the charge or transfer charges to a new WO Phase, the Offset Speedtype/Account Code will be the same for both transactions, e.g. a designated clearing account.

Workflow:

BUSINESS PROCESS – WORK FLOW – Work Order Journal Entry

Accountant

Start → Enter a Work Order Journal Entry to reverse the existing transactions, by subledger → Change the "Posted" field to "Yes" → Enter a Work Order Journal Entry to charge the "New" Work Order/ Phase, by subledger → Change the "Posted" field to "Yes" → End

Process:

1. NOT POSTED
   a. ACCOUNTANT
      i. Enter a Work Order Journal Entry to reverse existing transactions from the "old" WO/Phase, by Subledger:
         1. Description – Enter the reason for the reversal.
         2. WO/Phase – Enter the old Work Order Number and Phase.
         3. Subledger – Select the appropriate Subledger.
         4. Amount – Enter the total amount to be reversed for the selected Subledger as a negative number.
         5. Speedtype/Account Code – Enter the Offset Speedtype and Account Code that will be reversed (this Offset Speedtype/Account Code will be debited for the reversal transaction).
         6. Charge Account section – Enter the original Charge Speedtype/Account Code(s) and Percentage(s) to be reversed (original charge will be credited).
         7. Change the "Posted" field to "Yes".
      ii. Enter a Work Order Journal Entry to charge the "new" WO/Phase, by Subledger:
         1. Description – Enter the reason for the correction.
         2. WO/Phase – Enter the new Work Order Number and Phase.
         3. Subledger – Select the appropriate Subledger.
         4. Amount – Enter the total amount to be charged for the selected Subledger as a positive number.
         5. Speedtype/Account Code – Enter the Offset Speedtype and Account Code that will be credited for the new charges (appropriate for the selected Subledger).
         6. Charge Account section – Enter the new Charge Speedtype/Account Code(s) and Percentage(s) to be charged.
         7. Change the "Posted" field to "Yes".
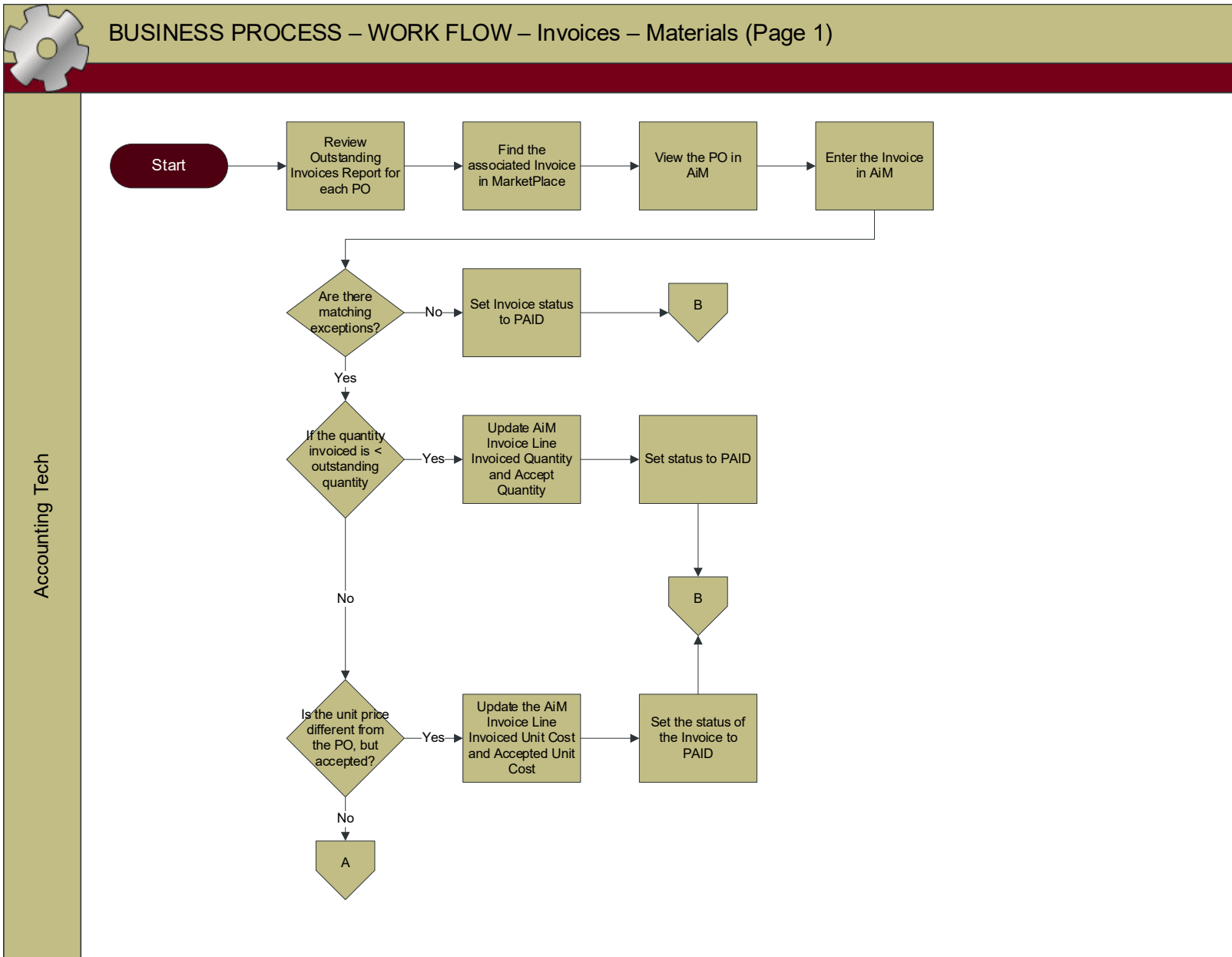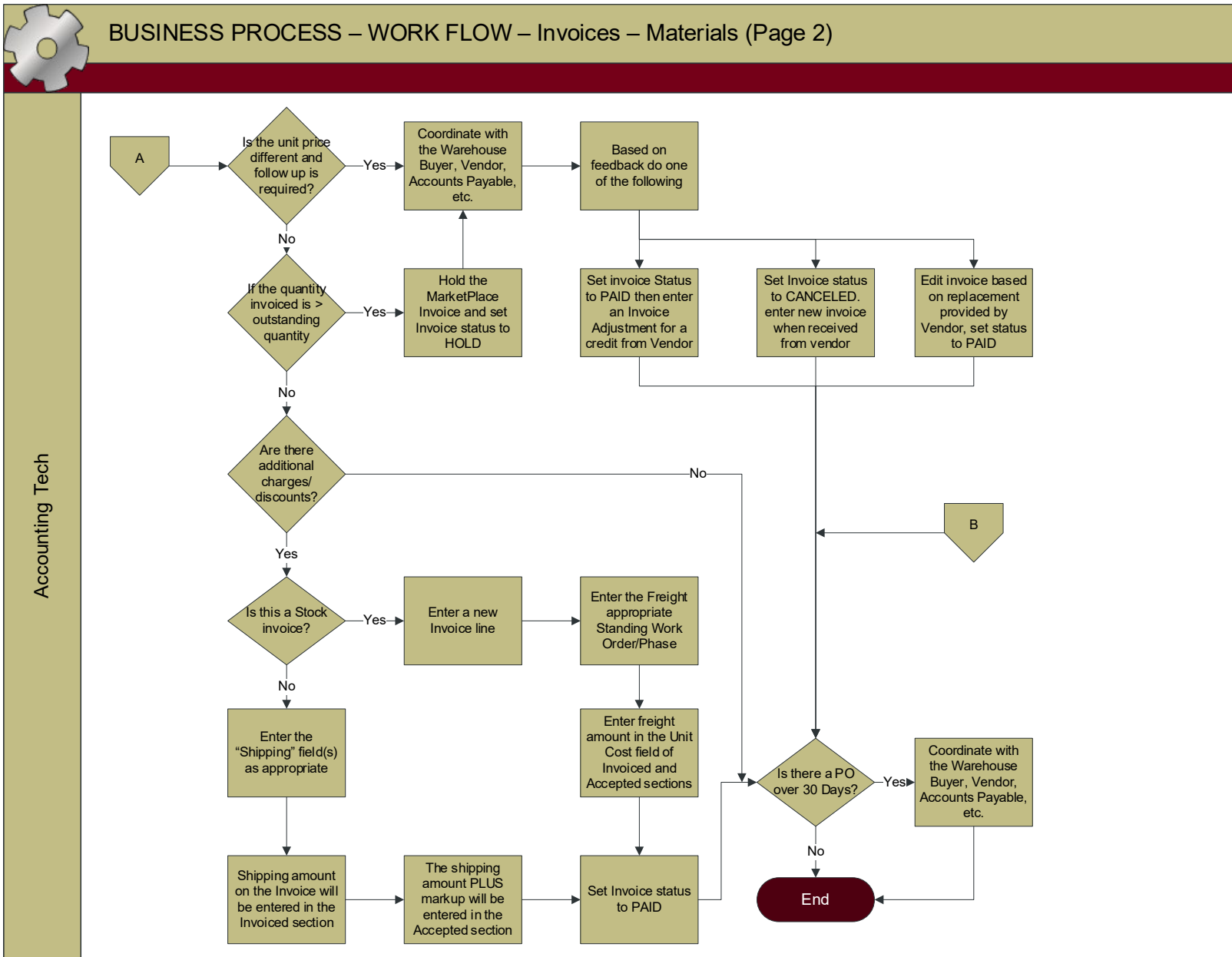
Invoices – Materials

Triggers:

1. Accounting reviews a report of PO Lines where the disbursed quantity is < invoiced quantity (Outstanding Invoices Report).

Assumptions:

1. A custom report for Outstanding Invoices will be developed as follows:
   a. Filters
      i. PO Status = PO ISSUED
      ii. PO Line Item Qty Disbursed > Qty Invoiced
      iii. PO Line Type <> Service
   b. Parameters
      i. N/A
   c. Sort
      i. Most recent Disbursement Transaction Date (Asc)
   d. Columns: PO Number (hyperlink to AiM PO), Line No, Line Desc, WO Phase, Qty Ordered, Qty Received, Qty Disbursed, Qty Reverse Disbursed, Qty Invoiced, Qty Outstanding (Qty Disbursed-Qty Reverse Disbursed-Qty Invoiced), Qty Received with associated Packing Slip Doc Type.
2. If it is determined that the original quantity ordered will NOT be received (partial cancellation of order), the Warehouse Buyer will manually set the Purchase Order status to CLOSED, if the Invoice has been processed.
3. Purchase Orders will not be entered in AiM for services. No Purchase Orders will be created with both material and service line items.
4. A Standing Work Order will exist for each Warehouse, to be used ONLY for shipping/freight charges that are included on an invoice for stock purchases.
   a. The Work Order Type will be SHOP OVERHEAD. The Category will be PURCHASING. The Work Code will be WAREHOUSE FREIGHT (this Work Code WILL NOT be used for any other purpose).
   b. The Funding Method will be Work Order.
   c. The Charge Speedtype/Account on the Work Order will be the Stores Operating Speedtype (same for all warehouses).
   d. The Offset Speedtype/Account will be entered on the Work Order, **to override the standard Shop Offset** Speedtype/Account for the Subledger "Material". This will be the Warehouse Speedtype/Account, appropriate for each unique warehouse.
5. Stock Purchase Orders will NOT be created for multiple Warehouses.
6. If an invoice completes all quantities for all line items on the PO, the Accounting Tech will be prompted whether to close the Purchase Order. The Accounting Tech will always select "Yes".
7. The Accounting Tech will enter notes on the Invoice for any exceptions or follow up (matching exceptions, replacement invoices, voids, etc.) encountered during this process.

Workflow:

BUSINESS PROCESS – WORK FLOW – Invoices – Materials (Page 1)

Accounting Tech

```
Start → Review Outstanding Invoices Report for each PO → Find the associated Invoice in MarketPlace → View the PO in AiM → Enter the Invoice in AiM
```

Are there matching exceptions? —No→ Set Invoice status to PAID → B

↓ Yes

If the quantity invoiced is < outstanding quantity —Yes→ Update AiM Invoice Line Invoiced Quantity and Accept Quantity → Set status to PAID → B

↓ No

Is the unit price different from the PO, but accepted? —Yes→ Update the AiM Invoice Line Invoiced Unit Cost and Accepted Unit Cost → Set the status of the Invoice to PAID → B

↓ No

A

BUSINESS PROCESS – WORK FLOW – Invoices – Materials (Page 2)

Accounting Tech

A

Is the unit price different and follow up is required? —Yes→ **Coordinate with the Warehouse Buyer, Vendor, Accounts Payable, etc.** → **Based on feedback do one of the following**

No ↓

If the quantity invoiced is > outstanding quantity —Yes→ **Hold the MarketPlace Invoice and set Invoice status to HOLD**

Based on feedback options:
- **Set invoice Status to PAID then enter an Invoice Adjustment for a credit from Vendor**
- **Set Invoice status to CANCELED. enter new invoice when received from vendor**
- **Edit invoice based on replacement provided by Vendor, set status to PAID**

No ↓

Are there additional charges/ discounts? —No→ (to Is there a PO over 30 Days?)

B

Yes ↓

Is this a Stock invoice? —Yes→ **Enter a new Invoice line** → **Enter the Freight appropriate Standing Work Order/Phase** → **Enter freight amount in the Unit Cost field of Invoiced and Accepted sections**

No ↓

Enter the "Shipping" field(s) as appropriate ↓ **Shipping amount on the Invoice will be entered in the Invoiced section** → **The shipping amount PLUS markup will be entered in the Accepted section** → **Set Invoice status to PAID**

Is there a PO over 30 Days? —Yes→ **Coordinate with the Warehouse Buyer, Vendor, Accounts Payable, etc.**

No ↓

End

Process:

1. NEW
   a. ACCOUNTING TECH
      i. Review the Outstanding Invoices Report, for each PO.
      ii. Find the associated invoice in MarketPlace.
      iii. Use the PO Number hyperlink to view the PO in AiM.
      iv. Use the "Purchase Order Invoice" link under the Action Menu to enter the invoice.
         1. If there are no matching exceptions.
            a. Set the status of the Invoice to PAID.
         2. If the quantity invoiced is less than the quantity disbursed minus quantity invoiced to date (Outstanding Quantity):
            Note: "Quantity disbursed minus quantity invoiced to date" is referred in the Visio diagram as "outstanding quantity".
            a. Update the Invoice Line Invoiced Quantity and Accepted Quantity.
            b. Set the status of the Invoice to PAID.
            c. Continue to monitor PO on the Outstanding Invoices Report.
            NOTE: If the quantity received/disbursed was more than it should have been or some items were returned, prior to invoice processing: Coordinate with Stores Personnel to enter the appropriate Reverse Disbursement transaction(s).
         3. If the unit price is different from the PO but is accepted for payment:
            a. Update the Invoice Line Invoiced Unit Cost and Accepted Unit Cost.
            b. Set the status of the Invoice to PAID.
         4. If the unit price is different from the PO and follow up is required:
            a. Coordinate with the Warehouse Buyer, Vendor, Accounts Payable, etc. and determine appropriate next steps.
               i. Set Invoice to status PAID, and then enter an Invoice Adjustment for a credit from the vendor, or
               ii. Set Invoice status to CANCELED and enter new invoice when received from vendor, or
               iii. Edit the Invoice based on replacement invoice provided by vendor and then set status to PAID.
         5. If the quantity invoiced is greater than the quantity disbursed less quantity invoiced to date (Outstanding Quantity):
            NOTE: AiM will not allow the quantity on the invoice to be saved in this case.

        a.   Hold the MarketPlace Invoice and set the Invoice to status HOLD.

        b.   Coordinate with the Warehouse Buyer, Vendor, Accounts Payable, etc. and determine appropriate next steps.

             i.   Set Invoice to status PAID, and then enter an Invoice Adjustment for a credit from the vendor, or

            ii.   Set Invoice status to CANCELED and enter new invoice when received from vendor, or

           iii.   Edit the Invoice based on replacement invoice provided by vendor and then set status to PAID.

6.   If there are additional charges/discounts on the invoice that are not included on the Purchase Order, e.g. Shipping, Surcharges, Discounts:

        a.   For Stock Purchase Orders:

             i.   Enter a new line item on the Invoice.

            ii.   Enter the Freight Standing Work Order/Phase appropriate for that Warehouse.

           iii.   Enter freight amount in the Unit Cost field of the Invoiced and Accepted sections.

           iv.   Set invoice status to PAID.

        b.   For all other Purchase Orders:

             i.   Enter the "Shipping" field for one, or more, existing line items, as appropriate:

            ii.   The Shipping amount on the invoice will be entered in the Invoiced section.

           iii.   The shipping amount PLUS markup will be entered in the Accepted section.

           iv.   Set invoice status to PAID.

        b.   For POs that are still present on the Outstanding Invoices Report after 30 days:

             i.   Coordinate with the Warehouse Buyer, Stores Personnel, Vendor, Accounts Payable, etc. as appropriate, to determine next steps.

               NOTE: *If the Warehouse Buyer determine that the remaining quantities will not be received, the Warehouse Buyer will Close the PO.*

2.   CANCELED

3.   PAID – See **Invoice Adjustment - Materials** Process

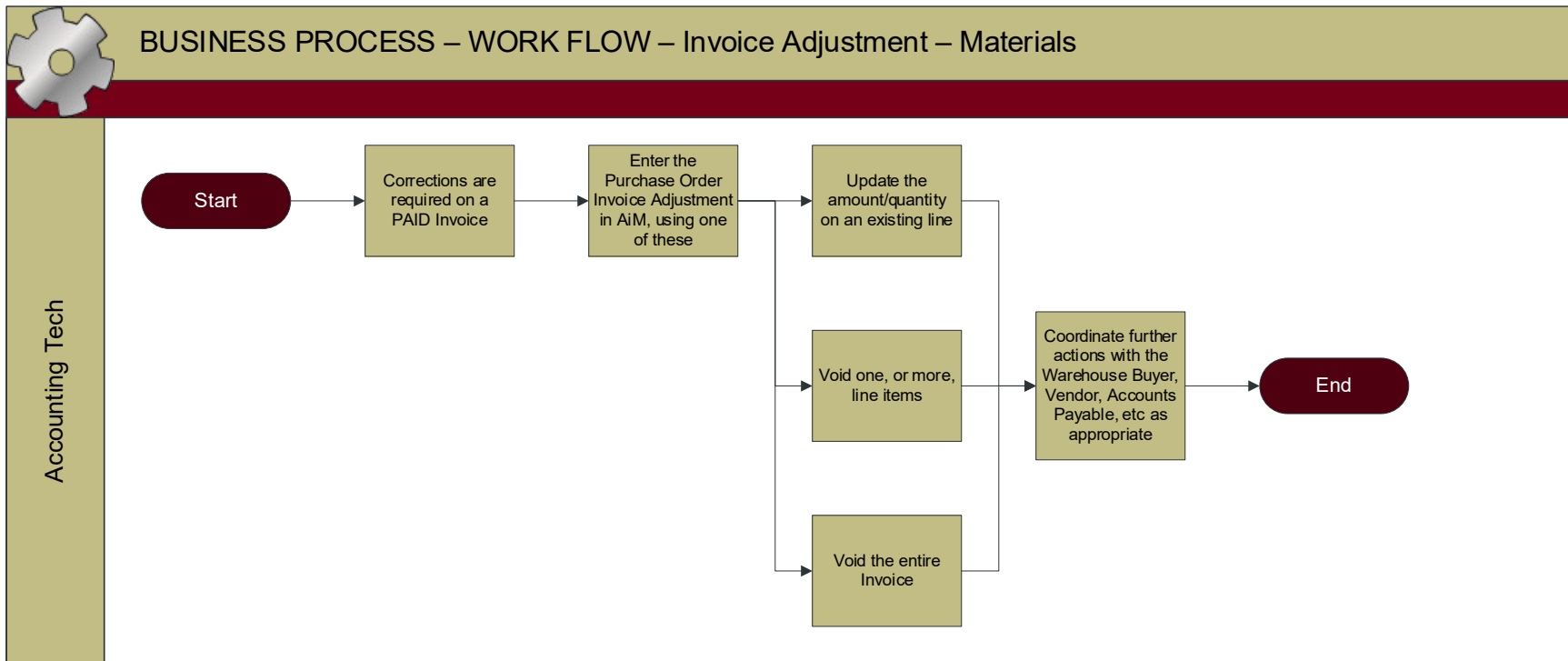4.   VOIDED – See **Invoice Adjustment - Materials** Process

Invoice Adjustment – Materials

Triggers:

1. A correction is required to a Purchase Order Invoice, for materials, after the Invoice Status has been set to PAID, or
2. A Purchase Order Invoice, previously set to PAID status, needs to be voided.

Assumptions:

1. If a correction is required/discovered prior to setting the Invoice status to PAID the Purchase Order Invoice will be corrected or canceled. This process will not apply in this case.
2. If the correction requires BOTH an Invoice Adjustment AND a Reverse Disbursement, the Invoice Adjustment shall be entered prior to entering the Reverse Disbursement.

Workflow:

BUSINESS PROCESS – WORK FLOW – Invoice Adjustment – Materials

Accounting Tech

Start → Corrections are required on a PAID Invoice → Enter the Purchase Order Invoice Adjustment in AiM, using one of these

- Update the amount/quantity on an existing line
- Void one, or more, line items
- Void the entire Invoice

→ Coordinate further actions with the Warehouse Buyer, Vendor, Accounts Payable, etc as appropriate → End

Process:

1. PAID
   a. ACCOUNTING TECH
      i. If a correction is required after the Invoice has been set to PAID status:
         1. Enter a Purchase Order Invoice Adjustment in AiM, as appropriate:
            a. Update the amount/quantity on an existing line, or
               NOTE: If a quantity error was made during receiving/disbursement, or materials were returned to the vendor, a Reverse Disbursement will need to be entered by Stores Personnel.
            b. Void one, or more, line items, or
            c. Void the entire Invoice.
         2. Coordinate further actions with Warehouse Buyer, Stores Personnel, Vendor, Accounts Payable, etc. if/as appropriate.
2. VOIDED
   a. ACCOUNTING TECH
      i. Coordinate further actions with Warehouse Buyer, Stores Personnel, Vendor, Accounts Payable, etc. if/as appropriate.
      ii. When appropriate, enter a new invoice using the steps defined above.
         NOTE: This will allow the previous invoice number to be "reused".

APPENDIX A – OPERATIONS AND MAINTENANCE SETUP CODES