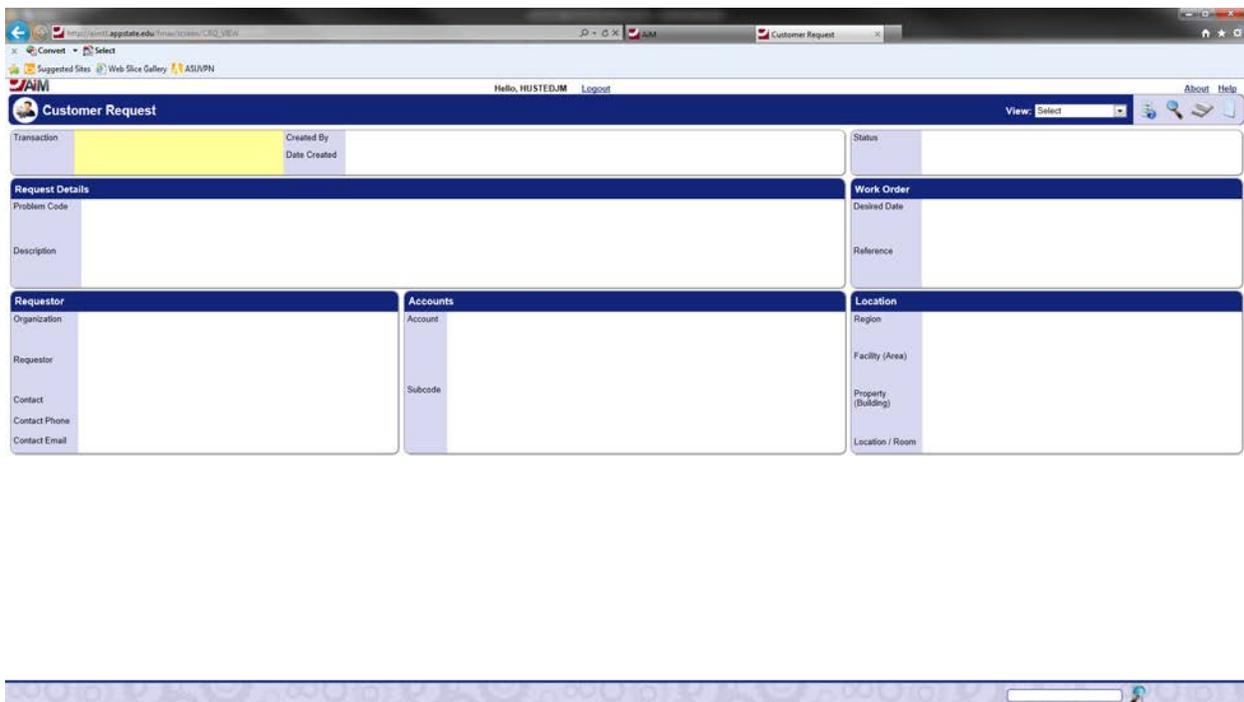


How to Enter a Customer Request (Work Request) in AiM

A Customer Request is a “Work Request” for the Physical Plant (or Housing, or Motor Pool). Anyone on campus or working for the Physical Plant or Housing can enter a Customer Request as long as they have been given access to AiM and they have the authority to charge work to an Account Number. Account Numbers are specific to a group that AiM calls an Organization – for example “Biology”, or “Housing Operations” – which can have one or more Requestors and one or more Accounts linked to it.

1. Go to AiM.
2. Click on CUSTOMER SERVICE.
3. Click on the NEW  icon beside the CUSTOMER REQUEST field.



The screenshot shows the AiM Customer Request form. The browser address bar is http://portal.aggstate.edu/aim/screen/CAR_VIEW. The page title is "Customer Request". The user is logged in as "Hello, HUSTEDJIM" with a "Logout" link. The form is divided into several sections:

- Transaction:** Includes fields for "Created By" and "Date Created".
- Status:** A dropdown menu.
- Request Details:** Includes "Problem Code" (with a zoom icon) and "Description".
- Work Order:** Includes "Desired Date" (with a calendar icon) and "Reference".
- Requestor:** Includes "Organization", "Requestor", "Contact", "Contact Phone", and "Contact Email".
- Accounts:** Includes "Account" and "Subcode".
- Location:** Includes "Region", "Facility (Area)", "Property (Building)", and "Location / Room".

4. Under PROBLEM CODE, click on the ZOOM  icon and choose the appropriate code.
5. Enter a description of the problem in the DESCRIPTION field.
6. If the request must be completed on or by a specific date, click the CALENDAR  icon beside DESIRED DATE to enter this information.
7. Your REQUESTOR and ORGANIZATION information should already be filled in by the system.

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8. You can change the CONTACT information and enter the CONTACT EMAIL if someone besides the original contact should receive the work order status update emails. As the requestor, you will already receive the emails (your email address is stored in the system).

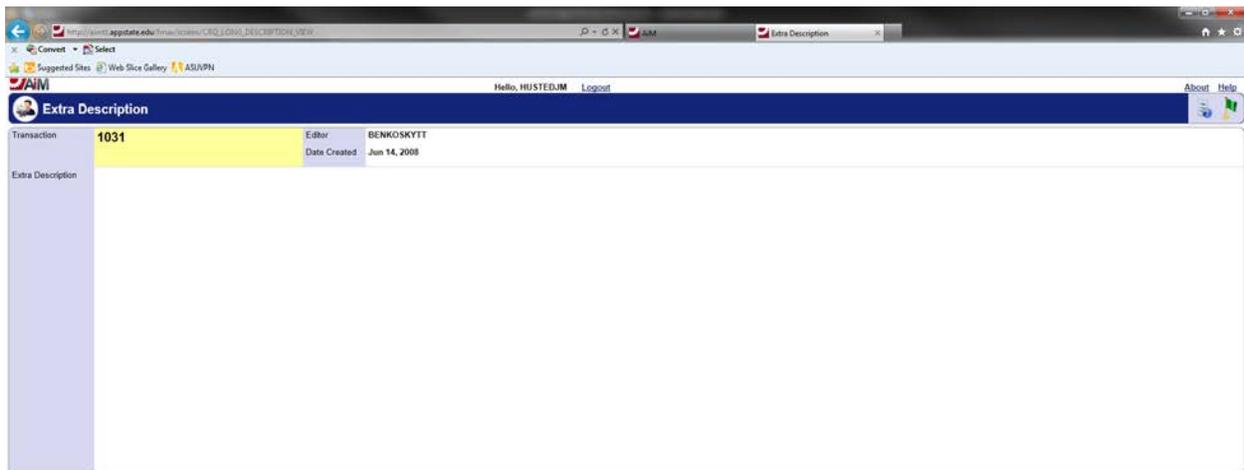
9. Click the ZOOM  icon beside the ACCOUNT field to select the appropriate ACCOUNT (budget code).

10. Click the ZOOM  icon beside the SUBCODE field to select the appropriate SUBCODE.

11. Click the ZOOM  icon beside REGION.

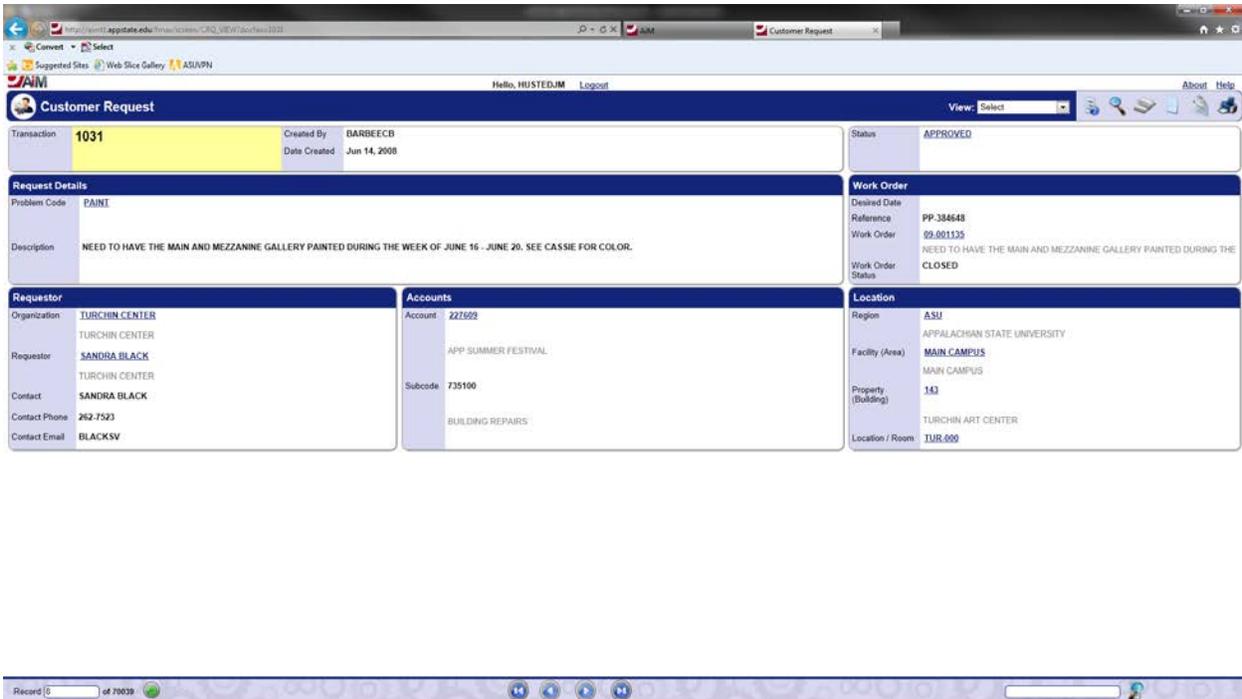
12. Select the REGION, FACILITY and PROPERTY. Some of this information may already be filled in for you, but click the ZOOM  next to REGION even if only to select the specific location/room number.

13. If you need more space to write the description, you can go to VIEW and then select EXTRA DESCRIPTION to add more information about the request. Click the DONE  icon to exit this screen. *Please be sure to note in the original description field that there is additional information in the EXTRA DESCRIPTION screen so that it isn't missed by the person who receives your request.*



How to Enter a Customer Request (Work Request) in AiM

14. Click SAVE to save  the customer request.



The screenshot displays the AiM Customer Request interface. The top navigation bar includes the AiM logo, user information (Hello, HUSTEDJIM), and a Logout link. The main content area is titled "Customer Request" and features a "View: Select" dropdown. The form is organized into several sections:

- Transaction:** Transaction ID 1031, Created By BARBEECB, Date Created Jun 14, 2008. Status: APPROVED.
- Request Details:** Problem Code PAINT, Description: NEED TO HAVE THE MAIN AND MEZZANINE GALLERY PAINTED DURING THE WEEK OF JUNE 16 - JUNE 20. SEE CASSIE FOR COLOR.
- Work Order:** Desired Date PP-384648, Reference 09.001135, Work Order NEED TO HAVE THE MAIN AND MEZZANINE GALLERY PAINTED DURING THE, Work Order Status CLOSED.
- Requestor:** Organization TURCHIN CENTER, Requestor SANDRA BLACK, Contact SANDRA BLACK, Contact Phone 262-7323, Contact Email BLACKSV.
- Accounts:** Account 227509, Subcode 735100, BUILDING REPAIRS.
- Location:** Region ASU, Facility (Area) MAIN CAMPUS, Property (Building) 143, Location / Room TUR.000.

At the bottom of the page, there is a record navigation bar showing "Record 0 of 7003" and several navigation icons.

When you save the Customer Request it is sent directly to Work Control in the Physical Plant, Housing Operations, or the Motor Pool where it is approved and turned into a Work Order. You will receive an email notification when this happens and again when the work is completed.