Clients can PRINT the customer request once it has been submitted for approval.

Each request for work is assigned a unique request number.

Once the request is approved, it is assigned a unique work order number.

Clients can easily search work order status using both the request # and work order #.

Clients are sent an email confirmation once the request has been approved.

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**GENERAL WORKFLOW OVERVIEW FOR CLIENT REQUESTED WORK**

Details were deliberately omitted to provide a very general illustration of the work process. Communication with the Client is continuous throughout the entire process. Change in scope, billing, and plant project support are not depicted.

**ACTION:** The Customer Service Center will notify the Client that the request has been cancelled and provide explanation.

**CLIENT**

- Customer submits online request for work (CMMS)

**ACTION:** A confirmation email, including the work order #, is sent to the Client once the request is approved to a work order.

**CLIENT FUNDED** – does NOT change function of the space, minor renovations, typically less than $20K

- Request painting off cycle
- Move outlet to accommodate furniture moves
- Install new carpet in office

**PROJECT FUNDED** – change function of the space or egress pattern, requires design, typically greater than $20K

- Change lab to offices
- Alter egress pattern
- Major project/new construction

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**PHYSICAL PLANT FUNDED** – routine maintenance and repair &/or affiliated with cyclical maintenance program

- Too hot/cold
- Replace burned out bulbs
- Broken door hardware
- Cyclic painting or cyclic floor waxing

**WORK ORDER assigned to shops for completion**

Clients can contact the Customer Service Center @ 2-3480 throughout the entire process with any questions regarding the status of a work order.

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**WORK ORDER** assigned to shops for completion

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**PROJECT FUNDING**

- Alter additional information to determine true scope of work and budget

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**Created by AC – April 2008**