Plant Operations On-Line
Work Request Report

To check on the status of a work request go to the Plant Operations Web site at www.uh.edu/plantops (fig.1)

Either select the Link to the Customer Service Center or click on the Yellow “Work Request” Link.

This will take you to the Customer Service Center Page (fig.2). The Customer Service Center Page has links to check the status of your work request and also has the latest versions of the Work Request form.
To check the status of a work request, click on the “work request status” link.

This will take you to the following page (fig.3) where you will enter the work request number that you wish to view. Enter a valid work request number (six digits) and click on the Search button.
The work request status will then be displayed on the screen. The status information will be divided into three parts. 1.) Work Request information (fig.4) 2.) Phase information (fig.5) and 3.) Accounting Distribution summary (fig.6).

**Section I  Work Request**

The first section of the display screen shows the general information about the work request.

1. Work request Number.
2. Title of work request.
3. Date and name of CSC employee who entered work request.
4. Facility information regarding location of work to be preformed.
5. Category of work request: examples as follows:
   a. Auto – fleet maintenance
   b. Bldg – building maintenance
   c. Cus – custodial services
   d. Event – special events
   e. Grn – grounds department
   f. Moves – labor moves
6. Type of work request
   a. R – billable work
   b. S – service work
   c. C – Cash (paid in advance with check or cash).
7. Work request status: open, hold, cancelled, closed (complete).
8. Customer and contact information.
9. Project number if assigned. Usually for work to be done by small projects group or FP&C.
10. Work request cost. If costs have actually been billed, they will show in red as billed.
11. Primary shop and employee number responsible for work request. Contact this shop and ask for this employee should you have non billing questions about work request.

Section II  Phase

The second section of the screen shows the phase (detail information) of the work request. If there is more than one phase (more than one shop does work) each phase will be listed separately.

Figure 5

1. Phase number and description
2. Plant Operations shop assigned to do work
3. Contract number if used to purchase services
4. Priority given to work
5. Phase status: see common statuses at end of document
6. Date & time phase was established
7. Cost information associated with phase
**Section III Account Distribution**

The final section of the display will show the cost center information relating to the work request.

![Cost Center to be billed](image)

**ACCOUNT DISTRIBUTION**

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</tbody>
</table>

Figure 6

**Common Phase Statuses:**

10- ENTER        New work request  
11- CSC          Returned to CSC by business office  
12- CERT         Awaiting business office review  
15- APPREQ       Awaiting manager approval  
16- APPROVE      Manager approved  
17- ESTREQ       Estimate require  
18- ESTCOM       Estimate complete  
19- EST2CUS      Estimate sent to customer  
22- ESTAPP       Estimate approved  
24- ACKNOWL      Have review request but unable to assign  
25- ASSGN        Assigned to shop  
30- AWTMAT       Awaiting materials  
35- MATCOMP      Material received  
40- IN PROG      Work in Progress  
50- CAN          Phase work cancelled  
65- WRKCOM       Work Complete
<table>
<thead>
<tr>
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<th>Description</th>
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<tbody>
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