

# *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](http://www.uh.edu/plantops) (fig.1)

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



**Figure 1**

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 .

PLANT OPERATIONS

Plant Operations | Building Maintenance | Custodial & Grounds | Customer Service Center | Environmental Health & Risk Mgmt. Facilities Planning & Construction | Finance & Operations | Parking & Transportation Services | Utility Services | **Work Requests**

CUSTOMER SERVICE CENTER

The mission of the Customer Service Center is to serve the faculty, students and staff by providing the highest level of service possible. The center will support the entire campus community with accurate and responsive resources to insure maximum customer satisfaction.



Links: | [Work Request Form](#) | [Work Request Status](#) | Online Work Request | [Contact Us](#) |

Last updated: [an error occurred while processing this directive]

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Figure 2

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.

UNIVERSITY of HOUSTON

UH Home | Search

PLANT OPERATIONS

Plant Operations | Building Maintenance | Custodial & Grounds | Facilities Plan. & Const. | Finance & Operations | Utility Services | Submit Work Request

Customer Service Center

Enter Your Customer Request Number:

[Search FY 04 Requests](#)

No records returned.

**PHASE DETAILS**

No records returned.

**Comments:**

No records returned.

**ACCOUNT DISTRIBUTION**

No records returned.

Links: | [Work Request Form](#) | [Work Request Status](#) | Online Work Request | [Contact Us](#) |

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Figure 3

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.

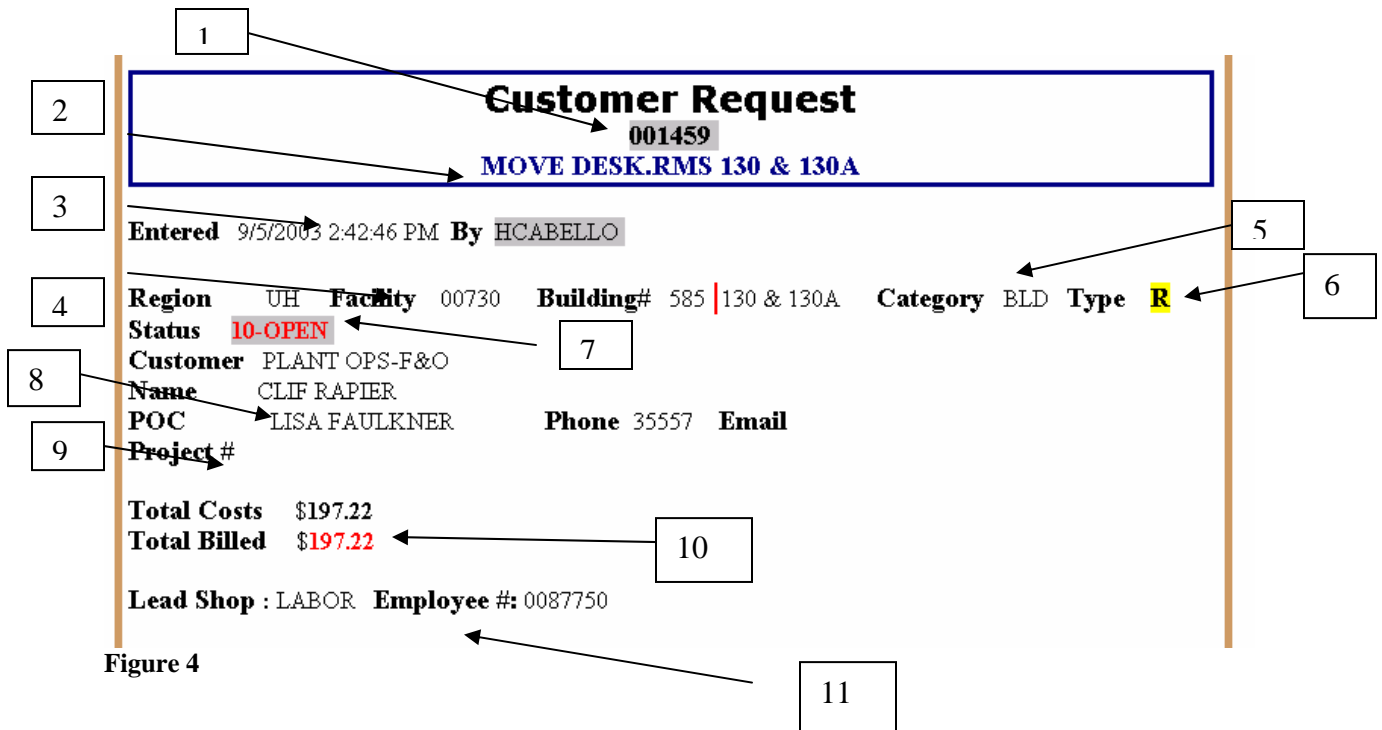


Figure 4

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 performed.
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.

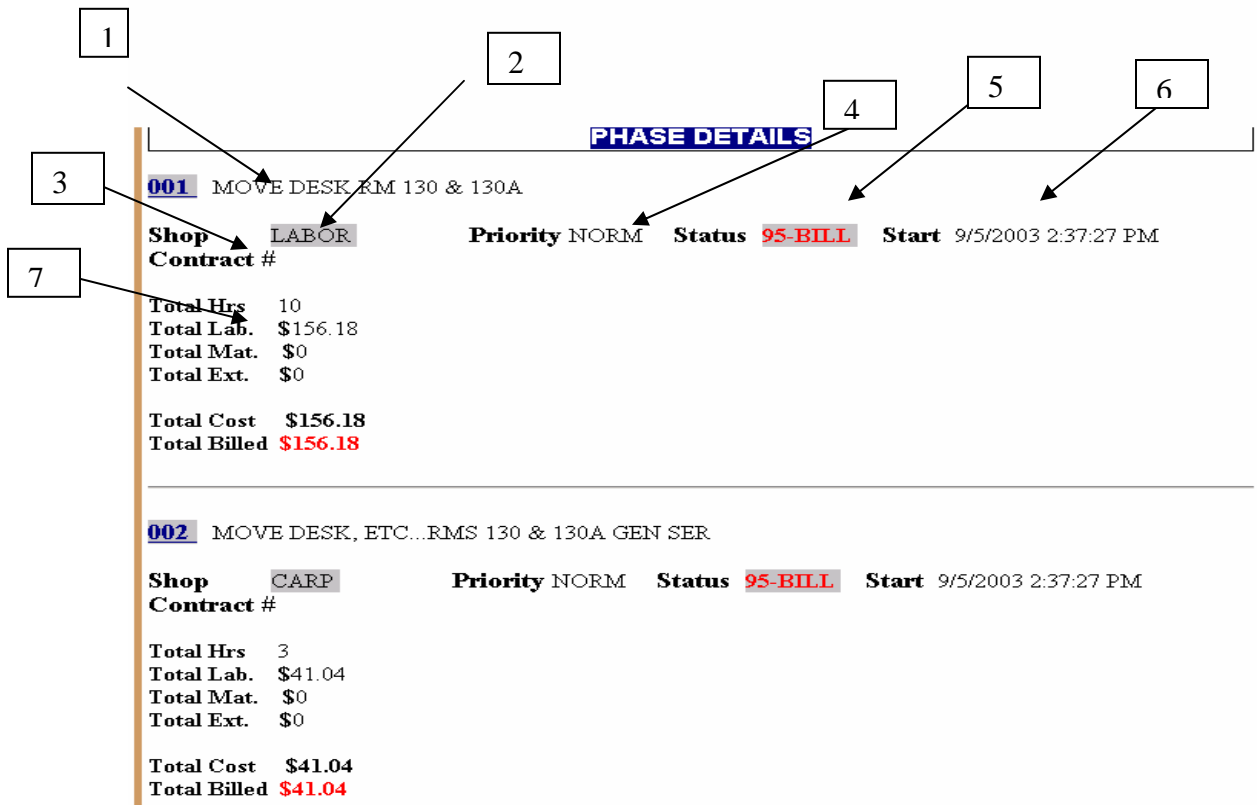


Figure 5

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.

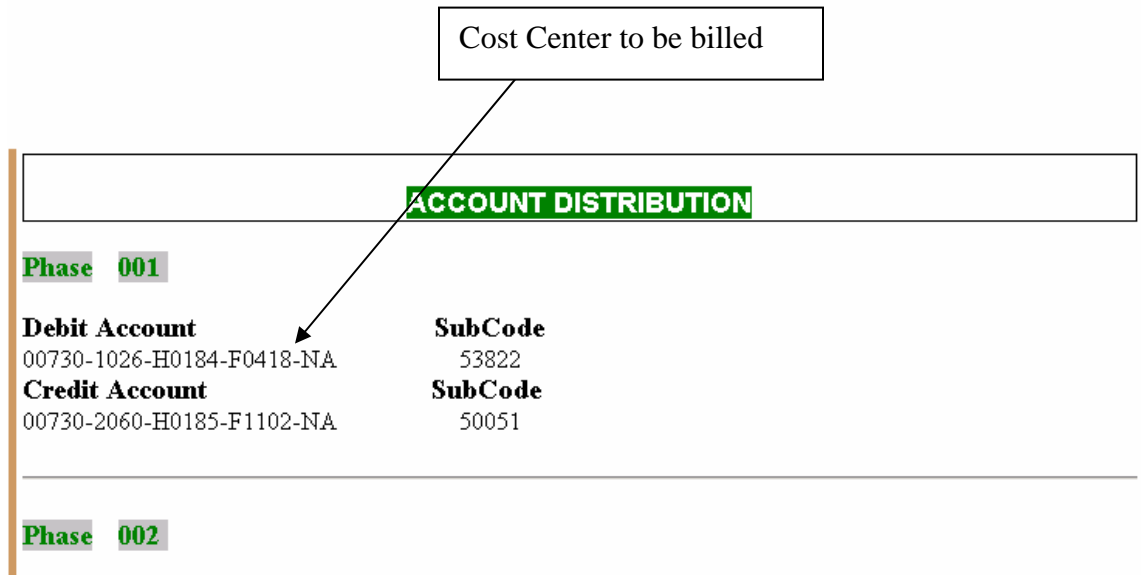


Figure 6

### 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                            |

|             |   |
|-------------|---|
| 80- HOLD    | Work on hold  |
| 85- HOLDCUS | Work on hold at customers request                               |
| 89- CORR    | Phase sent back from business office as billing info incomplete |
| 90- MGRREV  | Manager reviewed  |
| 91- BUS OFF | Sent to business office   |
| 92- ACCHOLD | On hold at business office                                      |
| 93- CORECT  | Corrections made by managers and returned to business office    |
| 95- BILL    | Work Billed   |
| 99- CLOSED  | Phase closed  |