AiM Customer Request
User Manual
Confidential Business Information

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Introduction

This manual will provide an overview of the AiM application, modules, and step-by-step instructions to complete individual screens within the modules.

Based on an individual’s role the setup and modules available will determine the options available to users for use when working with this application.

Overview

In this manual you will learn how to:
- Logon to AiM application
- Identify terminology
- Identify icons
- Select a module
- Work with screens
- Perform a Search Query
- Create a Personal Query
- Use Note Logs
- Complete a Customer Request
- Make corrections to an incomplete Customer Request
- Check the status of a Work Order
- Cost Reports
AiM Navigation

Getting Started

This section is designed to provide general navigation information that is needed when working with the AiM application. It includes terminology and steps for accessing and navigating the system.
## Terminology

This list provides a description of terms referenced in this manual and used in the AiM application.

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Closed work order</strong></td>
<td>A closed work order indicates that all work has been completed and all materials have been charged to the work order. It does not imply that all charges have been billed.</td>
</tr>
<tr>
<td><strong>Customer Request</strong></td>
<td>The customer request is the screen used to submit on-line requests for work. It defines what work is to be performed, who the work is for, and where the work is located. A customer request must be approved to become a work order.</td>
</tr>
<tr>
<td><strong>Multi-shop work orders</strong></td>
<td>These are work orders that require involvement of multiple shops to get a job done. The first shop assigned to a multiple shop work order is the “responsible” shop for coordinating the closure of the work order.</td>
</tr>
<tr>
<td><strong>Non-Reimbursable</strong></td>
<td>A work order is considered non-reimbursable if the work is routine maintenance to I&amp;G funded buildings. An example of a non-reimbursable work order is moving furniture on campus.</td>
</tr>
<tr>
<td><strong>Open work order</strong></td>
<td>An open work order is a work order that is being actively worked on by shops. Shops can charge time and material to an open work order.</td>
</tr>
<tr>
<td><strong>Non-Shop Stock</strong></td>
<td>Inventory that is maintained in the Main Warehouse.</td>
</tr>
<tr>
<td><strong>Phase</strong></td>
<td>The phase is used for tracking each task performed in a work order. It defines the specific task details including: the work to be performed, the location of the work, who will perform the work, which asset or equipment is worked on, and when to perform the work.</td>
</tr>
<tr>
<td><strong>Property</strong></td>
<td>Identifies the building and is represented by an assigned number in the AiM system.</td>
</tr>
<tr>
<td><strong>Reimbursable (Billable)</strong></td>
<td>A work order is considered reimbursable if the work includes non-routine maintenance of I&amp;G funded buildings or is not I&amp;G related. Examples of reimbursable work are moving furniture off campus or setting up tables and chairs on campus.</td>
</tr>
<tr>
<td><strong>Rapid Timecard Entry</strong></td>
<td>The rapid timecard entry screen is used to quickly enter multiple time card records in a single entry screen. This will be the method for time entry for all non-exempt employees.</td>
</tr>
<tr>
<td><strong>Shop Stock</strong></td>
<td>Most of the OFS inventory is maintained in the Warehouse, but some areas maintain a small inventory within their shops. This inventory is known as shop stock.</td>
</tr>
<tr>
<td><strong>Single shop work order</strong></td>
<td>Work orders that can be completed within a single shop. A single shop work order may evolve into a multiple shop work order.</td>
</tr>
<tr>
<td><strong>Work Order</strong></td>
<td>The work order is the main screen used for tracking work in the system. It defines what work is to be preformed, who the work is for, where the work is located, and how the work is classified.</td>
</tr>
<tr>
<td><strong>Closed phase</strong></td>
<td>A work order may have multiple shops (phases) involved. If a work order phase is closed for a particular shop, that shop cannot charge time or materials to that work order. Other shops assigned to work order may charge time and material to the work order as long as the phase is still open.</td>
</tr>
</tbody>
</table>
Logging on Process

AiM supports authenticated user access, meaning that the system verifies your credentials and you are given access to the system based on your assigned security. To use AiM as an authenticated user, you must successfully logon by providing your credentials: MyNMSU Username and Password.

AiM can be accessed from any Internet browser such as Internet Explorer, Netscape, or Mozilla Firefox.

1. Type `http://fms-prod.nmsu.edu/fmax` in the address bar of your web browser and press Enter.

The logon splash page will be displayed.

2. Enter your **User Name** and **Password** in the field boxes.
3. Click on the **Login** button.

**Team Tip:**

You can create a bookmark in your browser for quick access to the AiM system.
Once you have logged on the WorkDesk will be displayed.

1. AiM icon identifies the vendor.
   
   Note: When navigating away from the WorkDesk and working within the application it may be necessary to return to the WorkDesk. This can be performed by clicking on the AiM icon.

2. The header will display the WorkDesk and a Module once selected.
3. Menu will display Modules available for use (based on security Menu options may vary).
4. Quick Links will display a list of available reports. Reports listing will also be accessible from various Modules.
5. Greeting and User ID are displayed and identify the current logged on user.
6. Logout link is displayed and used to exit the application.
   
   Note: It is recommended to logout properly from the application by using the logout link.

7. About provides vendor information and version of application.
8. Help provides access to on-line Help (this information comes with the application).

Team Tip:

Once logged on, use the icons within the application to navigate; do not use the browser options available. To properly logoff, use the Logout link; do not use the X (exit browser options).
**Navigation Icons**

Below is a list of the common navigation icons that may be displayed while working within the application.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
<th>Keyboard Short Cuts</th>
<th>Icon</th>
<th>Description</th>
<th>Keyboard Short Cuts</th>
</tr>
</thead>
<tbody>
<tr>
<td>![New Icon]</td>
<td>New</td>
<td>Alt + I</td>
<td>![Quick Find Icon]</td>
<td>Quick Find Filter</td>
<td>Alt + F</td>
</tr>
<tr>
<td>![Edit Icon]</td>
<td>Edit</td>
<td>Alt + E</td>
<td>![Zoom Icon]</td>
<td>Zoom</td>
<td>Alt + Z</td>
</tr>
<tr>
<td>![Back to Browser Icon]</td>
<td>Back to Browser</td>
<td>Alt + B</td>
<td>![Cancel Icon]</td>
<td>Cancel</td>
<td>Alt + C</td>
</tr>
<tr>
<td>![Save Icon]</td>
<td>Save</td>
<td>Alt + S</td>
<td>![Done Icon]</td>
<td>Done</td>
<td>Alt + O</td>
</tr>
<tr>
<td>![Copy Record Icon]</td>
<td>Copy Record</td>
<td>Alt + Y</td>
<td>![Previous Browse Icon]</td>
<td>Previous Browse</td>
<td>Alt + P</td>
</tr>
<tr>
<td>![Email Record Icon]</td>
<td>Email Record</td>
<td>Alt + M</td>
<td>![Next Browse Icon]</td>
<td>Next Browse</td>
<td>Alt + N</td>
</tr>
<tr>
<td>![Print Icon]</td>
<td>Print</td>
<td>Alt + J</td>
<td>![First Browse Icon]</td>
<td>First Browse</td>
<td>Alt + F</td>
</tr>
<tr>
<td>![Export Icon]</td>
<td>Export</td>
<td>Alt + V</td>
<td>![Last Browse Icon]</td>
<td>Last Browse</td>
<td>Alt + L</td>
</tr>
<tr>
<td>![Execute Search Icon]</td>
<td>Execute Search</td>
<td>Alt + S</td>
<td>![Go Icon]</td>
<td>Go</td>
<td>Alt + G</td>
</tr>
<tr>
<td>![Search Icon]</td>
<td>Search</td>
<td>Alt + S</td>
<td>![Next Icon]</td>
<td>Next</td>
<td>Alt + 3</td>
</tr>
<tr>
<td>![Help Icon]</td>
<td>Help</td>
<td>Alt + ?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Intentionally left blank*
Below is a list of additional icons that may be displayed while working within the application.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
<th>Keyboard Short Cuts</th>
<th>Icon</th>
<th>Description</th>
<th>Keyboard Short Cuts</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Add Detail Record" /></td>
<td><strong>Add Detail Record</strong></td>
<td>Alt + A</td>
<td><img src="image2" alt="Error Log" /></td>
<td><strong>Error Log</strong></td>
<td>Alt + L</td>
</tr>
<tr>
<td><img src="image3" alt="Delete Detail Record" /></td>
<td><strong>Delete Detail Record</strong></td>
<td>Alt + D</td>
<td><img src="image4" alt="Error Flag" /></td>
<td><strong>Error Flag</strong></td>
<td>Intentionally left blank</td>
</tr>
<tr>
<td><img src="image5" alt="Approve/Yes" /></td>
<td><strong>Approve/Yes</strong></td>
<td>Alt + A</td>
<td><img src="image6" alt="Reset" /></td>
<td><strong>Reset</strong></td>
<td>Alt + R</td>
</tr>
<tr>
<td><img src="image7" alt="Reject/No" /></td>
<td><strong>Reject/No</strong></td>
<td>Alt + R</td>
<td><img src="image8" alt="Add Query" /></td>
<td><strong>Add Query</strong></td>
<td>Alt + A</td>
</tr>
<tr>
<td><img src="image9" alt="Generate" /></td>
<td><strong>Generate</strong></td>
<td>Alt + G</td>
<td><img src="image10" alt="Remove Query" /></td>
<td><strong>Remove Query</strong></td>
<td>Alt + D</td>
</tr>
<tr>
<td><img src="image11" alt="Add Content(WorkDesk)" /></td>
<td><strong>Add Content(WorkDesk)</strong></td>
<td>Alt + I</td>
<td><img src="image12" alt="Reset (WorkDesk)" /></td>
<td><strong>Reset (WorkDesk)</strong></td>
<td>Alt + R</td>
</tr>
</tbody>
</table>

**Note:** The keyboard short cuts are dependent on the screen displayed.
Navigation from WorkDesk to Module to Screen

Displayed below is the flow to access a screen from the WorkDesk. This process is applicable for accessing all modules.

1. Select desired Module. Module will be displayed.
2. Select desired Screen. Screen will be displayed.
Selecting A Module

When working with a Module, screens are available for selection allowing required activity to be performed based on the user's role.

1. To select a Module place cursor over the desired Module and click to select. Module will be displayed. Once in a Module a list of screens will be available for selection as displayed below.

2. Selected Module and Menu options will be displayed.
3. The Icon identifying the Module will be displayed. When working in a screen, clicking on the Module Icon will return the Module Menu.
4. To go directly to a Screen, click on desired Screen name from the menu list.
5. The Search icon directly opens the Search options for that screen, allowing a quick search of a record or data on the screen displayed.
6. By clicking on the New icon, it opens a new record in edit mode, ready for information to be entered.
Working in a Screen

Once a screen is open it will always be in a query state. To create a new or edit a record, use the applicable icons displayed in the header on the right hand corner of the main title bar.

1. To process a new Customer Request click on the New icon which will open the screen and place it in a ready state for fields to be completed.
2. The View field provides additional screens available while working within a screen.
3. When working on a new screen or editing a screen, required fields are outlined in red. Information is segmented into data Blocks with headings (example: above shows Customer Request, Request Details, Requestor, Accounts and Location blocks).
**Search Screen Defined**

The **Search** screen is a very powerful option within the application that gives users the ability to perform various types of searches based on criteria entered. This section will provide a general overview and introduction of the options available on the **Search** screen. The Module displayed will determine the data criteria that are available for selection.

When performing a **Search** ask the question, “What information am I looking for?” This will assist when keying in the exact criteria needed to perform the **Search**.

With the **Search** screen displayed perform a search by using the various search options listed below.

1. **Ascending/Descending** fields. This option can be used to have search results in Ascending/Descending order. From the drop down list make desired selection.
2. **Sort sequences** fields. This is optional and not required to perform a **Search**. To sort your **Search** results in a specific order you can use the Sort Sequence fields. In the box enter your order by placing 1, 2, etc. This will display and sort the fields on the results screen.
3. **Operator** (text qualifiers) field, drop down box: Use any of the standard operations to assist in narrowing searches to find the exact information desired.

<table>
<thead>
<tr>
<th>Standard Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>=    Equal</td>
</tr>
<tr>
<td>&lt;    less than</td>
</tr>
<tr>
<td>&gt;    greater than</td>
</tr>
<tr>
<td>&gt;=   greater than or equal to</td>
</tr>
<tr>
<td>&lt;=   less than or equal to</td>
</tr>
<tr>
<td>&lt;&gt;   not equal to</td>
</tr>
<tr>
<td>Starts with (starts w/ string entered)</td>
</tr>
<tr>
<td>Ends with (ends w/ string entered)</td>
</tr>
<tr>
<td>Contains (contains the string entered anywhere in the field)</td>
</tr>
<tr>
<td>Null (must contain a value)</td>
</tr>
<tr>
<td>Not null (must Not contain a value)</td>
</tr>
<tr>
<td>In (list items to include)</td>
</tr>
<tr>
<td>Not in (list items to omit)</td>
</tr>
<tr>
<td>Between: Dates only (fill in as required)</td>
</tr>
<tr>
<td>Within: Dates only (fill in as required)</td>
</tr>
<tr>
<td>Older than (select desired option)</td>
</tr>
<tr>
<td>Newer than (select desired option)</td>
</tr>
</tbody>
</table>

4. **Criteria** field: Within the field box, enter the information needed to perform the search, or by using the **Zoom** icon the appropriate selection options will be displayed.

**Note:** If searching in a Description field, consider selecting Contains from the operator field and then using the Wild Card % (percent sign) before and after the criteria entered to define your Search. It is recommended to keep a Search to one or two words. Example: looking for the word “Air”, enter %Air% in the description field. If using two words, enter %Air%conditioning%.

**Team Tip:**
While working in the Search Screen you may find that some fields may be hidden. To display hidden fields click on **Show** if you want to hide fields click on **Hide**.
Performing a Search Query

Below is an example of performing a Search Query. Remember based on your Module selection, criteria fields displayed may vary.

With the Search screen displayed, search for all open work orders for a shop by completing the following steps.

1. Type “APPROVED” in the Status field (fields are not case sensitive).
2. Type “Organization number” in the Organization field.
   
   **Note:** To display a listing of the data fields, use the Zoom icon. Leave the Shop field blank. Click on the Zoom icon and select a shop.

3. Click on the Search icon located on the main title bar.
4. The search results will be displayed based on the criteria entered.
5. To perform another query, go back to the Search screen (click Search icon) and make modifications to run another Search.

**Team Tip:**

To return to the Module Menu click on the module icon to the left of the Module title.
Looking at your Search Query Results

With the search results displayed review the screen below.

1. Column headings are **Work Order**, **Description**, **Status**, **Type**, **Category**, **University**, **Campus**, **Property**, **Requestor** and **Date Created**.
2. Columns can be sorted by clicking on one of the column headings.
3. **Page Navigation** is located at the bottom of the screen. This will represent the number of pages available for review. To go directly to a specific page, enter the page number in the field and click on the green **Go** icon.
5. **Records Found** identifies the number of records found for the search selection.
6. Icon bar displays the additional available icon options on the screen displayed. By holding your mouse over the icon, it displays the function of the icon.
Create a Personal Query

Personal Queries, that provide Searches for information specific to the users, can be created and added to the WorkDesk for easy access.

This example creates a Personal Query to list all Incomplete Customer Requests.

1. First open any Search screen and select **Customer Request** from the **Customer Service** Module.

2. Enter Incomplete in the **Status** field or click on the zoom icon to select a status.
3. Enter the name of the Requestor in the **Requestor** field.
4. Click on the **Add Query** icon.
5. The following Personal Query Screen will be displayed.

6. Enter a name for the Personal Query (e.g. Assigned Work Orders).
7. Click on the arrow next to the WorkDesk field and select Yes (results will be displayed in the Personal Query list on the WorkDesk).
8. Click the arrow next to the WorkDesk Count, select Yes (results will provide a count in front of the work order Personal Query and on the WorkDesk).
9. Though not required, the same information or name given to the Personal Query can be entered in the Description field.
10. When finished click on the Done icon to return to the previous Search screen.
11. Click on the Save icon (no shown) located on the header.
12. Click on the AIM icon to return to the WorkDesk.

The Personal Query Process is now complete!
Using Note Logs

When creating a record (Customer Requests) the Description field is often used; however, the number of characters (text) that can be entered is limited, and descriptions can be changed, deleted, etc. After creating and saving a record the Notes Log, which is a valuable feature in the Aim application, becomes available. The Notes Log is not limited in the number of characters (text) that can be entered and, once entered, becomes a permanent record.

The following screen shot represents a record that has been created and saved in the Aim application. To use the Notes Log, complete the following steps.

1. Click on the View Select arrow, select Notes Log from the drop down list, and the following screen will be displayed.

2. Click on the Add Notes icon (green plus sign) and the following screen will be displayed.
3. Click on the Notes Type Zoom icon and make the appropriate selection. For example, give AUTHORIZATION to use a specified index number.

4. Type the desired information in the Notes field. This will store the Note with the attached Customer Request.

5. Click on the Save icon.
Customer Request

Customer Requests are generated through the Customer Service Module. After the customer completes the process of entering and saving a request, it will be evaluated by the OFS Work Order Desk and if complete it will be approved and a Work Order will be created.

When creating a Customer Request and when completing the Requestor block an Organization will need to be provided. Keep in mind that this Organization is associated to an Index and if a reimbursable request is being submitted the appropriate Organization must be used to ensure entry of that Index number in the AiM system. Prior to submitting a Customer Request it is recommended that you have available the Organization. To ensure the appropriate Organization is used, a search can be done by using the Index Lookup or Organization Lookup listed under the Quick Links menu located on the WorkDesk or within the Module.

Using Index and Organizational Lookup

1. Click on the Index Lookup link and the following screen will be displayed.

2. Enter the desired Index number and click on the Submit button.
3. This will display the F-Level organization associated to the index number. That is the Organization that will need to be entered into the Organization field when creating the Customer Request.

4. To exit use the **Back browser arrow** to return to the AiM system.

To use the Organization Lookup you will need to know the **Organization** number and then follow the step below.

1. Click on the Index Lookup link and the following screen will be displayed.
2. Click on the drop down arrow to display a list of Organizations by number.

3. From the drop down find the appropriate Organization Number and highlight, then click on the **Submit** button and the following screen will be displayed.
4. Look for the information that begins with an “F”. That is the Organization that will need to be entered into the Organization field when creating the Customer Request.

5. To exit use the **Back browser arrow** to return to the AiM system.

**Note**: This process will only need to be completed again if using a different Index and the Organization is not known. Once you are familiar with the Organization keep this information available for future.
Creating A Customer Request

A couple of points to note before getting started: 1) a Customer Request type One will not require an Index number, and 2) a Customer Request type Two will require an Index number and you will need to have it available for entry. The steps below introduce a Customer Request type Two.

After logging on, the AiM WorkDesk will be displayed.

1. Click on Customer Service and the following screen will be displayed.

2. Click on Customer Request and the following screen will be displayed.
3. Click on the **New** icon. The red boxes displayed on the computer screen identify fields that are required.

**Note:** The Organization, Contact, Contract Phone, Contact Email and Acct Code are additional fields that are required but do not have a red box around them.

4. Type in a description of the work being requested in the **Description** field.
5. Enter the Organization number in the **Organization** field and click on the **Zoom** icon to validate.
6. Enter a **Contact** name, **Contact Phone**, and **Contact Email** (this is needed if communication is required).
7. Enter an **Index** number or view selection options by clicking on **Zoom** icon.

8. Enter the **Acct Code** of **758500** (this will be the standard account code to use).

   **Note:** Though not identified with a red box, **Organization**, **Contact**, **Contact Phone** and **Contact Email** are additional fields that are required field.

9. A **University, Campus, Property** and **Location or Room** are required fields; click on the **Zoom** icon to select these fields. Use the **Search** feature to select the **Property** location.

   **Note:** Recommend when searching selecting the word, “contains” from the drop down list to the left of the description field in the **Search** screen. Once building name appears select the number to populate the **Property** field. Initially, this is a drill down process but once familiar with the **Property number**, it can be entered directly.

10. Once all of the information has been entered, click on the **Save** icon.

11. The **Customer Request** is complete and is awaiting final approval from the **OFS Work Order Desk** where a **Work Order** number will be assigned.

   **Note:** An email notification will be sent to confirm the request has been received by the **OFS Work Order Desk**.

   **The Customer Request process is now complete!**

**Team Tip:**

When submitting a request for an I&G building in the Index field you can select to use 0-Shop Charge-I&G for non-reimbursable work. When OFS Work Order Desk reviews the request if it is determined that the work is reimbursable the Customer Request will be marked as Incomplete and a valid Index or Indices will need to be identified.
Printing a Customer Request

Once a Customer Request has been submitted for review a print copy can be obtained by completing the following steps.

1. Click on the **Print** icon to print a copy of the Customer Request and the following screen will display.
2. Click on the **Print Report** icon and the following screen will display.
3. Click on the **PDF** radio button.
4. Click on the **OK** icon and the following screen will be displayed.
5. Click on the **Print** icon.
**Corrections to an Incomplete Customer Request**

It may be necessary to make changes to the Customer Request if the Status reflects Incomplete. This would occur after review by the OFS Work Order Desk and an email will notify customer of what changes need to be made.

To make changes to the Customer Request, the following steps must be completed.

1. Click on **Customer Service** and the following screen will be displayed.

2. To locate the Customer Request that needs to be changed, click on the **Search** icon and the following screen will be displayed. Or use the Search feature as described in the Performing a Search Query section.
3. In the Status field click on the **Zoom** icon and select **Incomplete**.
4. Click on the **Execute Search** icon and the following screen will be displayed.

5. Select the **Transaction number** (Customer Request), that needs to be changed and the following screen will be displayed.
6. Click on the **Edit** icon and the following screen will be displayed.

7. Make the required modification, click on the **Zoom** icon, then change the **Request Status** from **INCOMPLETE** to **RESUBMITTED**.
8. Click on **Save** button.
9. The **Customer Request** will go back to the OFS Work Order Desk for review.
Checking the Status of a Work Order

Once a Customer Request has been approved and is assigned a Work Order number, it can be tracked through the AiM system. The following steps will assist in tracking a Work Order through a Customer Request.

1. Select the Customer Service module and the following will be displayed.

2. Click on the Search icon and the following screen will be displayed.

3. In the Status field, click on the Zoom icon and select Approved.
4. In the Property field enter the Property number. (This will narrow the search.)
5. Click on the Execute Search icon and the following screen will be displayed.
6. A list of all approved transactions will appear. Select the **Transaction number** (Customer Request) to view and check the status of a Work Order. The following screen will be displayed.

7. Locate the **Work Order** block and **Work Order** number in the field. Click on the **Work Order** number link and it will open the work order assigned. The following screen will be displayed.
8. The Work Order status and assigned Phase status are listed.
9. To review the Phase, click on the Phase number if desired.
10. To exit the Work Order click on the Done (green flag) icon and you will return back to the Customer Request.
Cost Reports

There are several ways to review the cost associated to a Work Order. Standard reports available are: 190- History Report, 370- Transaction Detail Report and Cost Analysis (summary of charges), which will be addressed in this section.

190- History Report and 370 Transaction Detail Report

Report 190- WO TRANS VIERWER, provides the Work Order description and Transaction History for the assigned Work Order. Report 370- WO TRANS DETAIL RPT, provides the Work Order description and the detailed transaction for charges applied, for example, Labor, Material and Equipment.

To access these reports, perform a Search for the desired Work Order through the Work Management Module.

1. Click on the Search icon from the Work Management Menu and the following screen will be displayed.

2. Enter the desired Work Order number in the field.
3. Click on the Execute Search icon and the following screen will be display.

4. Click on the Work Order number and the following screen will be displayed.
5. With the Work Order displayed click on the **Print** icon and the following screen will be displayed.

6. Click on **190-WO TRANS VIEWER** or **370-WO TRANS DETAIL RPT**, or another section, report and the selected report will be displayed.
7. The selected report will be displayed. Click on the **Print** icon and the following screen will be displayed.

8. Select **PDF** radio button if PDF format is desired.
9. Click on **OK** button.
10. A window will open with PDF format displayed; proceed to print report. Close window.
11. Click on the **Done** icon when all desired reports have been printed.
**Cost Analysis**

Cost Analysis will provide a summary of charges applied to a Work Order.

To view Cost Analysis the Work Order will need to be displayed. Follow Steps 1-5 from previous section accessing reports 190 or 370.

With the Work Order displayed follow the process listed below.

1. Click on the **Down** arrow from the **View: Select**, and a drop down list will be displayed.
2. Click on **Cost Analysis** and the following screen will be displayed.
3. Click on the **Done** icon when finished.
Looking up Billed Transactions

Using the Billing Transaction screen allows for greater flexibility if wanting to run more queries. Below is a general example of how a query can be performed but be aware that various combinations of queries can be performed based on the need.

1. Select the **Finance** module and the following screen will be displayed.

2. Click on the **Search** icon and the following screen will be displayed.
The Billed Transactions search screen allows a user to select any of the listed data fields to perform a query. The additional features can be selected for the desired query. A query can be set to display in ascending or descending order: Sort Sequence fields allow for selecting the order of the columns to be displayed, Operator fields allow for narrowing the selection of the data fields to be listed on the selected query.

Below is an example of running a query for transactions that have been billed for a specific Index.

1. Scroll down and find the Index field.
2. From the Operator field, select In from the drop down list.
3. Enter the desired Index number in the Criteria field.
4. Click on Execute Search icon and the following screen will be displayed.

5. To export query, click on Export icon.

Team Tip: Once the file has been exported and saved, the Bill Date column format will need to be changed to a date format so the date is displayed.
Below is an example of running a query for transactions that have been billed on multiple indices. The **Sort Sequence** field will be used to display what transactions are associated with the Index.

With **Billed Transaction** Search screen displayed follow these steps.

1. Scroll down and find the **Index** field.
2. Enter 1 in the **Sort Sequence** field next to **Index**.
3. From the **Operator** field, select **In** from the drop down list.
4. Enter the two desired **Index** numbers in the **Criteria** field.

**Note:** When searching for multiple Indices ensure that a comma ",” is placed between the Indices with no spaces.

5. Scroll down and find the remaining fields.
6. Enter 2 in the **Sort Sequence** field next to **Transaction**.
7. Enter 3 in the **Sort Sequence** field next to **Description**.
8. Enter 4 in the **Sort Sequence** field next to **Transaction Type**.
9. Enter 5 in the **Sort Sequence** field next to **Transaction Date**.
10. Enter 6 in the **Sort Sequence** field next to **Subledger**.
11. Enter 7 in the Sort Sequence field next to Bill Type.
12. Enter 8 in the Sort Sequence field next to Bill Sequence.
13. Enter 9 in the Sort Sequence field next to Bill Date.
14. Enter 10 in the Sort Sequence field next to Bill Amount.
15. Click on the **Execute Search** icon and the following screen will be displayed.

16. Click on the Index column to group all the same indices.
17. To export query, click on **Export** icon.
Below is an example of running a query and selecting the desired data fields to display and also using the Sort sequence fields for column field order.

1. Enter a 1 in the Sort Sequence field next to Transaction.
2. Enter a 2 in the Sort Sequence field next to Description.
3. Enter a 3 in the Sort Sequence field next to Transaction Type.
4. Enter a 4 in the Sort Sequence field next to Transaction Date.
5. Enter a 5 in the Sort Sequence field next to Subledger.
6. Enter a 6 in the Sort Sequence field next to Work Order.
7. Scroll down and find the Index field.
8. Enter a 9 in the Sort Sequence field next to Index. In addition, from the Operator field select \texttt{In} from drop down list and enter an Index number in the Criteria field.
9. Enter a 6 in the Sort Sequence field next to Bill Type.
10. Enter a 7 in the Sort Sequence field next to Bill Date.
11. Enter an 8 in the Sort Sequence field next to Bill Amount.

\textbf{Note}: If you want to narrow the search, you can choose to enter specific dates. In the Operator field select \texttt{between}, then enter or select the desired dates.

12. Click on \textbf{Execute Search} icon and the following screen will be displayed.
13. With query displayed you can choose to Export query.

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Description</th>
<th>Transaction Type</th>
<th>Transaction Date</th>
<th>Subdept</th>
<th>Work Order</th>
<th>Bill Type</th>
<th>Bill Date</th>
<th>Bill Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>143213</td>
<td>TIME CARD APPROVAL</td>
<td>Timecard</td>
<td>Aug 02, 2010</td>
<td>Labor</td>
<td>11-201502</td>
<td>Debit</td>
<td>Aug 02, 2010</td>
<td>$47.57</td>
</tr>
<tr>
<td>123456</td>
<td>INVENTORY MATERIAL RELEASE TO WORK ORDER</td>
<td>Inventory Release</td>
<td>Sep 20, 2010</td>
<td>Material</td>
<td>11-204012</td>
<td>Debit</td>
<td>Sep 30, 2010</td>
<td>$50.23</td>
</tr>
<tr>
<td>678900</td>
<td>INVENTORY MATERIAL RELEASE TO WORK ORDER</td>
<td>Inventory Release</td>
<td>Sep 20, 2010</td>
<td>Material</td>
<td>11-204012</td>
<td>Debit</td>
<td>Sep 30, 2010</td>
<td>$40.33</td>
</tr>
<tr>
<td>111222</td>
<td>DISBURSEMENT CHARGE</td>
<td>Charge Distribution</td>
<td>Oct 21, 2010</td>
<td>Material</td>
<td>11-204028</td>
<td>Debit</td>
<td>Oct 27, 2010</td>
<td>$5,793.05</td>
</tr>
</tbody>
</table>

**Team Tip:**

Once the file has been exported and saved, the Bill Date column format will need to be changed to a date format so the date is displayed.