

CUSTOMER WORK REQUEST INFORMATION

Facility Management Division uses computerized maintenance management software known as Total Maintenance Management (TM2). This Window SQL Server 2005 based program contains modules to create, document, and track preventive maintenance, routine maintenance, billed services, inventory control, and much more.

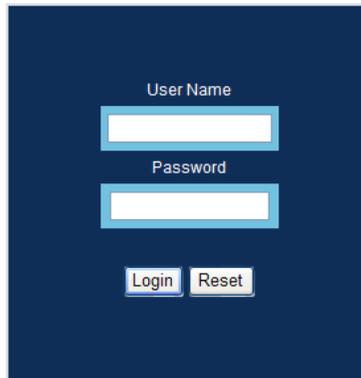
A Customer Work Request (CWR) module has been added to TM2. The CWR module allows authorized building coordinators to submit routine service requests to Work Control via a web based component at <https://www1.doa.state.nc.us/tm2/>

Work Control will provide a user name and password to authorized building coordinators to access this module. Contact Work Control at 733-2967 to obtain your user name and password. The user name will consist of the first name initial and complete last name. For example, John Smith's user name will be JSMITH. Building coordinators will be given a password, but they will not be able to change the password. Contact Work Control if you need to change your password.

Facility Management Division

Work Request

Only authorized building coordinators may access this system.



User Name

Password

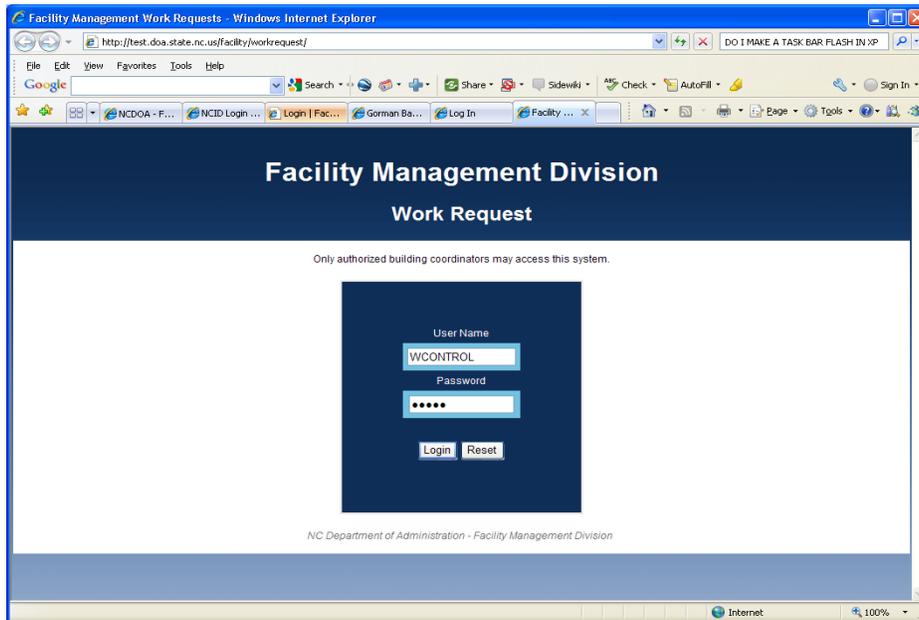
Login Reset

NC Department of Administration - Facility Management Division

The rest of this document provides instructions on using the CWR module.

CREATING A CUSTOMER WORK REQUEST

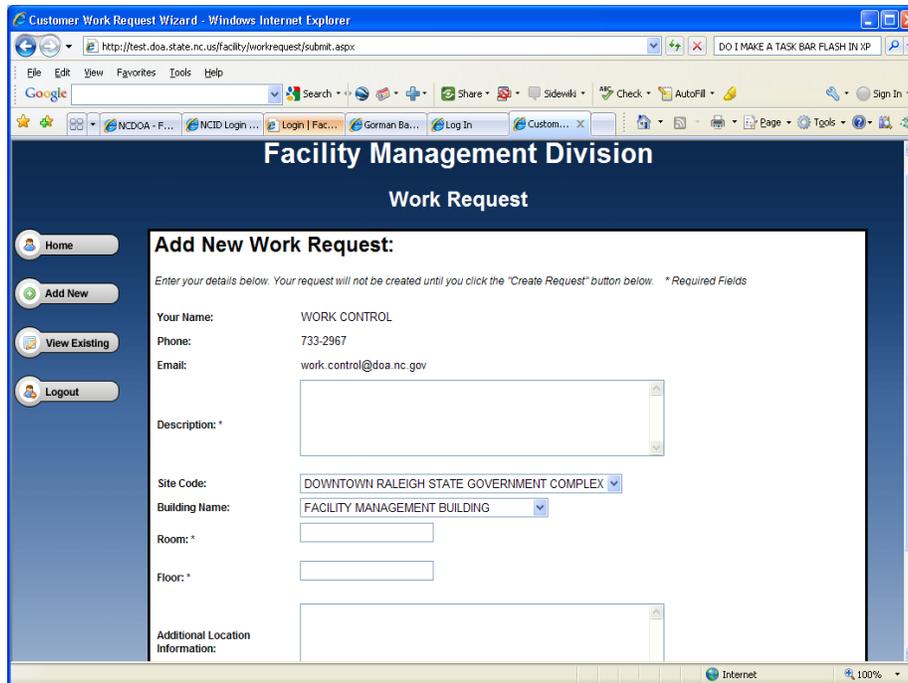
1. Enter your username and password as shown below click on the Login button:



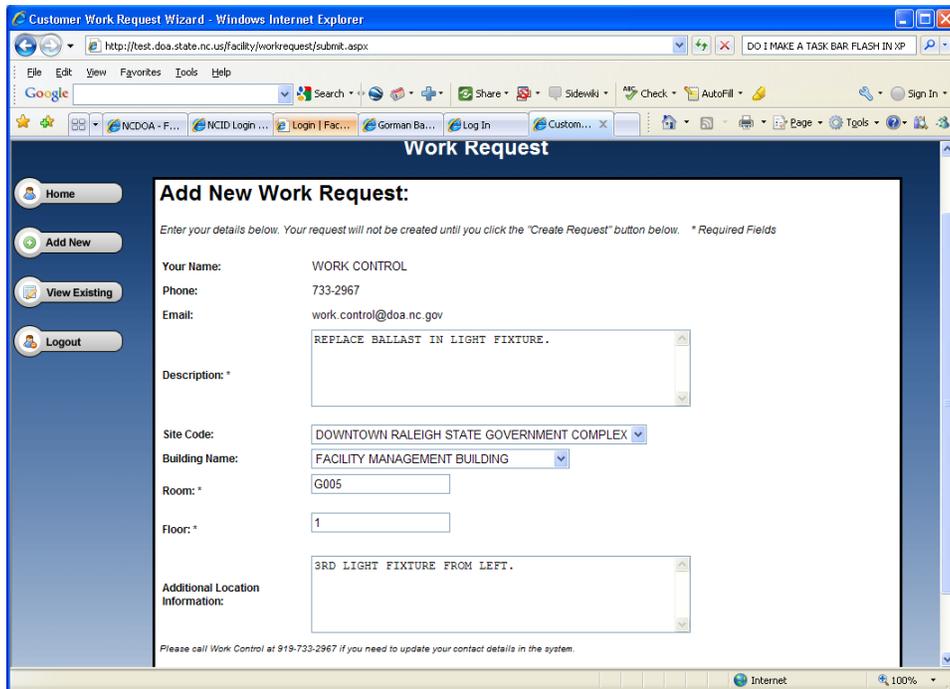
2. If this is the first time using the CWR or if you do not have any open work requests, the following screen will be displayed:



Click on the **Add New** to create a new request and the following screen will open:



3. The data fields for **Your Name, Phone, Email, Site Code, and Building Name** will already be filled for you. You can change the site location and building name. There are 3 required fields indicated by the asterisk (*).
4. Enter the work request in the **Description** data field.
 - a. Provide brief but detailed information in the description box. Include a specific location where the problem exists, e.g. north, south, east, or west side of the building, etc.
 - b. Do not report two different, unrelated problems on one CWR. For example, an HVAC problem and an electrical problem will require two separate customer work requests.
 - c. Continue to call Work Control to report **emergency** CWR so they can be handled expediently.
 - d. Do not create a work request to check on the status of a CWR. Call or email Work Control to obtain status updates.
 - e. Do not include complaint information. Complaints should be reported by calling or emailing Work Control.
5. Enter the room number where the work is needed in the **Room** data field.
6. Enter the floor number where the work is needed in the **Floor** data field.
7. Use the **Additional Location Information** data field if needed to provide additional information where the work is needed.



8. Click on the Create Request button and the following window will open:



9. Click on the **View New Work Request** button to open the following window. Add a comment to your request if needed by clicking on the **Add Comment** button.



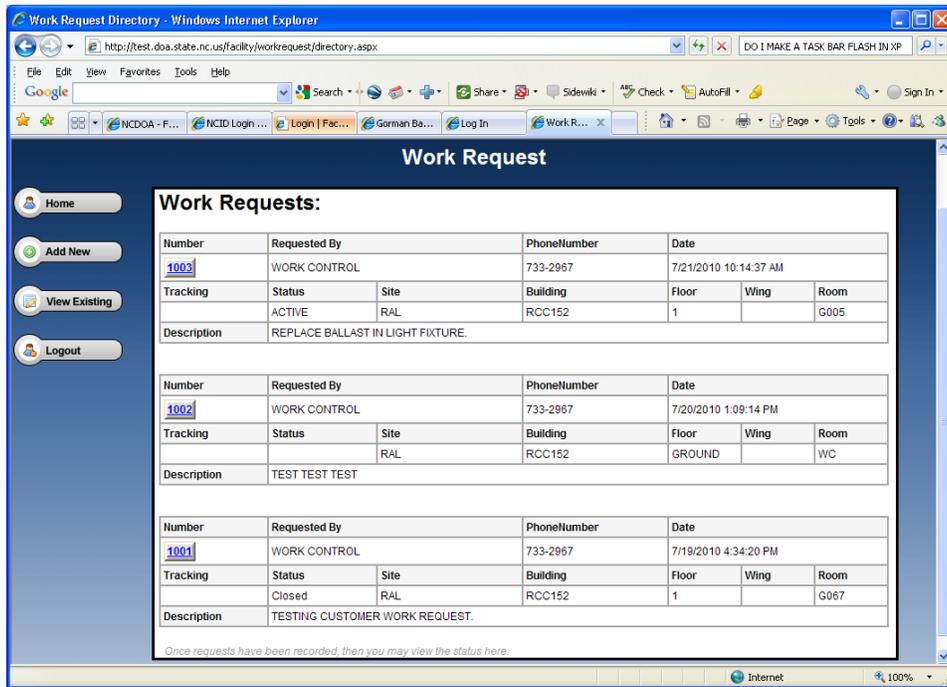
10. Work Control will be electronically notified of your request. After review for completeness, Work Control will use the TM2 program to create a service order for your request. When the service order is created, an email will be sent to you with the following information:

Hello **Your Name**,

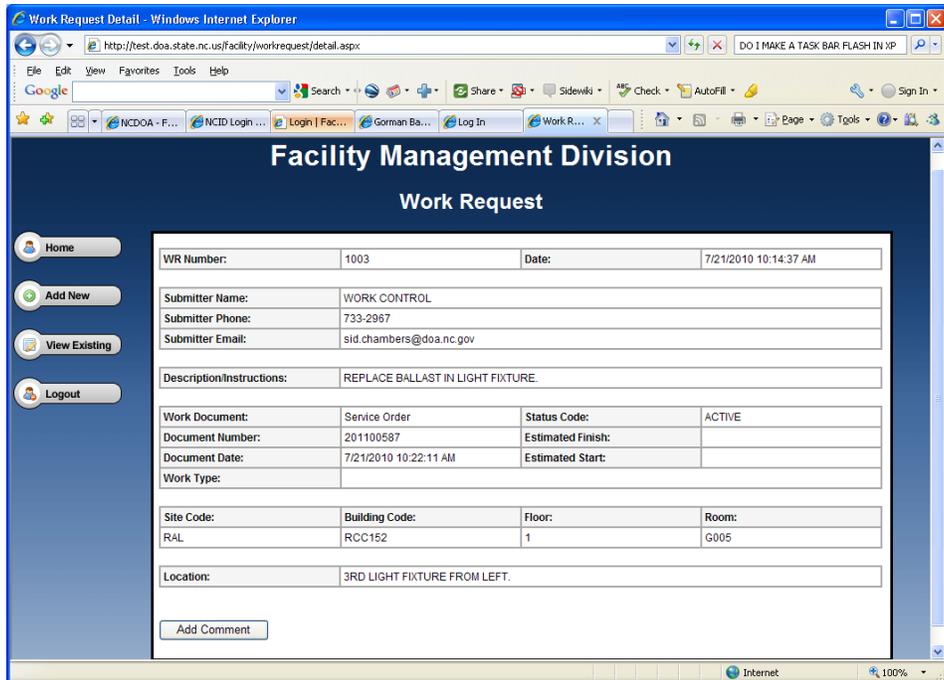
This is an automated notification that SERVICE ORDER # **20XXXXXXXX** has been created for the work request # **1003** that you submitted.

Thank you,
 Work Control
 Facility Management Division

11. Once a request has been submitted, click on the **View Existing** to review all work requests that you have submitted as shown below. Work requests will be displayed with the latest at the top of the Work Request screen. Only work requests submitted by you will be displayed.



12. Under the Number field, click on the desired button to view your request as shown below. This screen will display the service order number that you received in the email.



13. When the service order is completed by the shop, materials (if any) are issued, man hours are recorded, and the corrective action are recorded. When the service order is closed, TM2 will send an automated email message to the building coordinator as shown below:

Hello YOUR NAME,

Facility Management Division has completed your customer work request # XXXX which you requested on <MM/DD/YYYY>. A description of the requested work is show below.

<DESCRIPTION>

Based on our records, SERVICE ORDER # 2XXXXXXX has been completed. A description of the completed work is shown below.

<CORRECTIVE ACTION>

If this is not correct, please contact Work Control at 733-2967. If the problem returns, please generate a new customer work request.

This is an automatically generated e mail message.

Thank you,
Work Control
Facility Management Division
Department of Administration

14. Once you have completed your work requests, click the Logout button to take you back to the login screen.