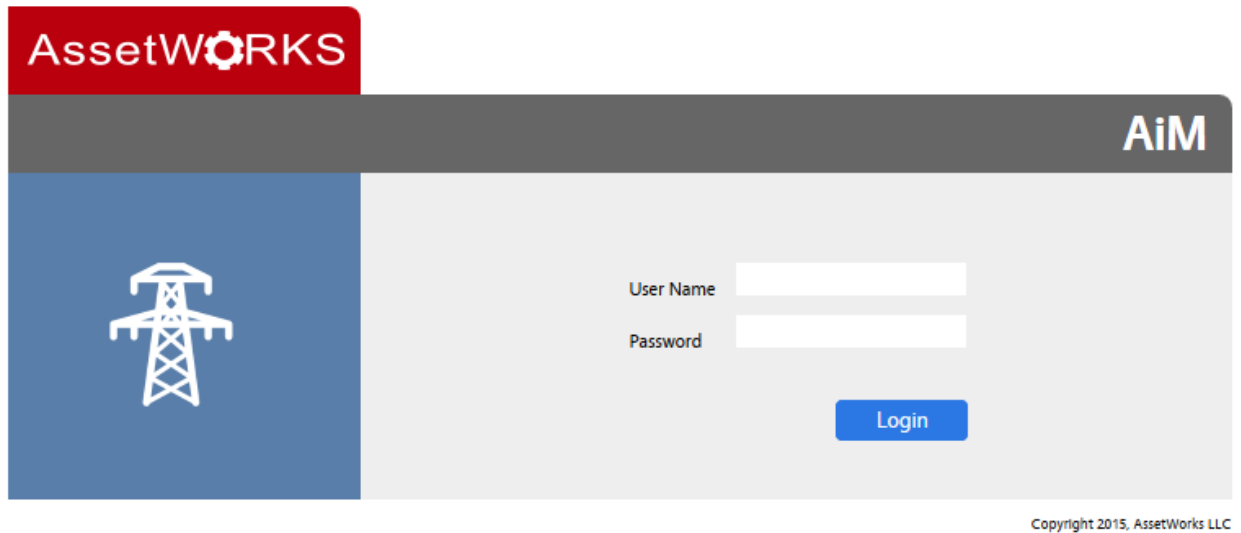
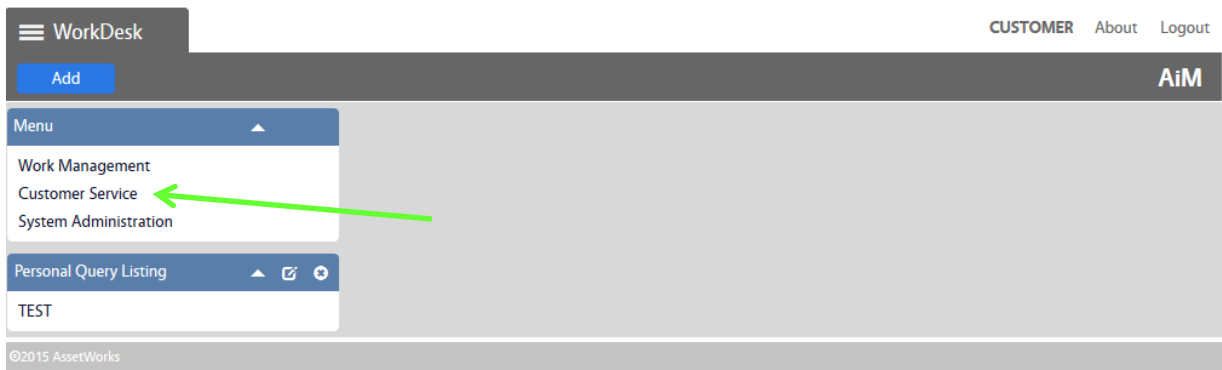


How to Check the Status of a Customer Request

1. Login to the AiM using your Texas State username and login.



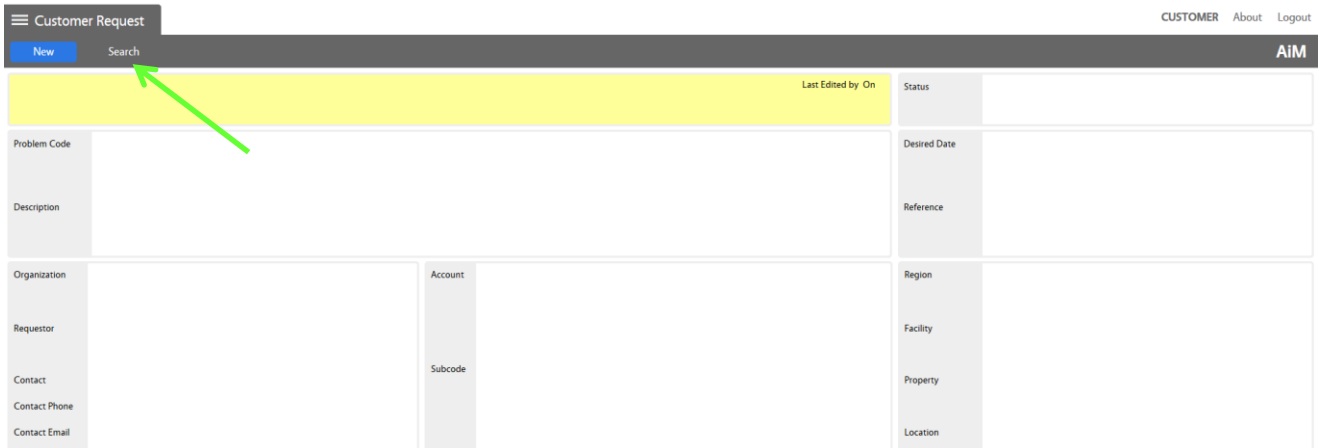
2. Have you received an email with a Work Order Number? If yes, you can look up by Work Order Number or continue here using the Customer Request Number. If not then choose the "Customer Service" link located on the menu on the left hand side of the home screen.



3. Select the "Customer Request" link from the menu found on the left hand side.

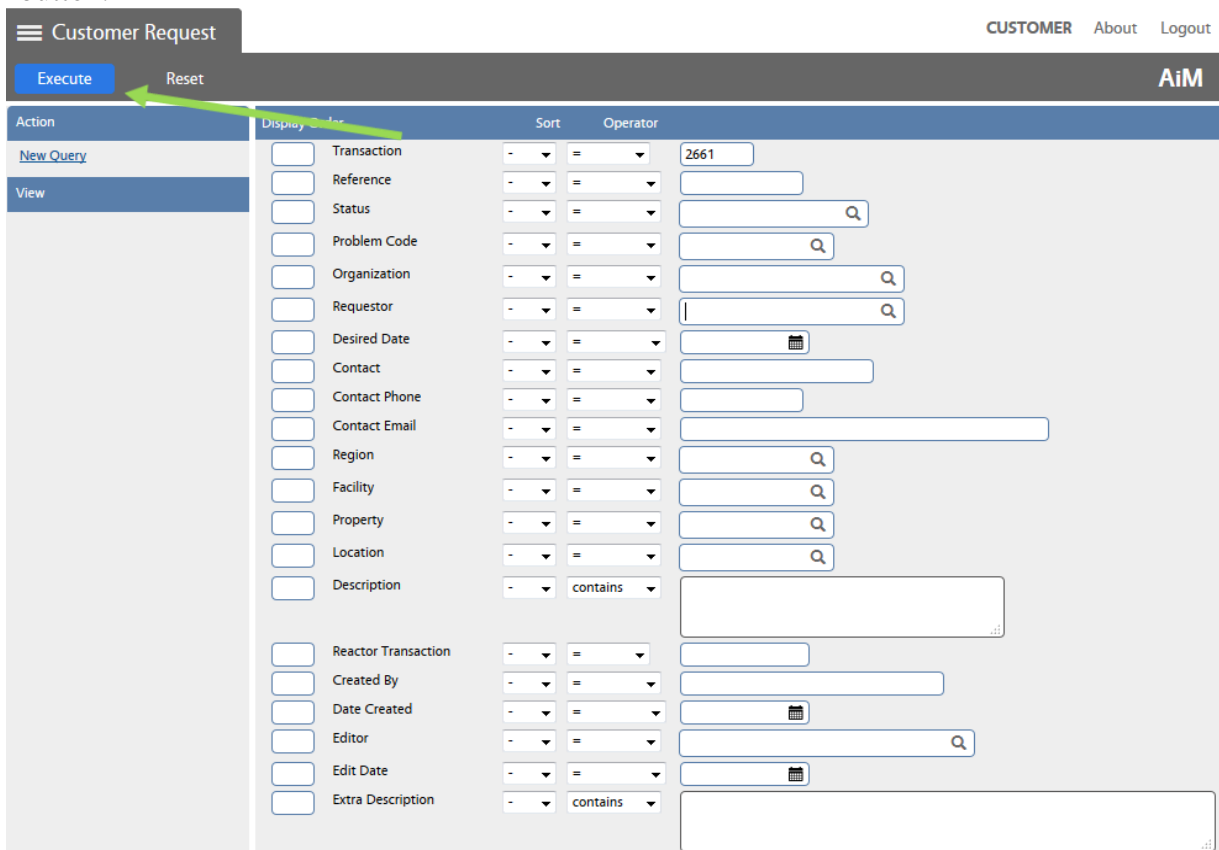


4. Click the “Search” button on the top left corner of the screen.



The screenshot shows the top navigation bar of the 'Customer Request' application. On the left, there are two buttons: 'New' and 'Search'. A green arrow points to the 'Search' button. The main content area is a form with several sections: a yellow header bar with 'Last Edited by On' and 'Status'; a 'Problem Code' section with 'Description'; an 'Organization' section with 'Requestor', 'Contact', 'Contact Phone', and 'Contact Email'; an 'Account' section with 'Subcode'; and a 'Region' section with 'Facility', 'Property', and 'Location'. The top right corner contains the text 'CUSTOMER About Logout' and the 'AiM' logo.

5. Enter the Customer Request number in the Transaction box, then click the “Execute” button.



The screenshot shows the search interface of the 'Customer Request' application. The top navigation bar has 'Execute' and 'Reset' buttons, with a green arrow pointing to 'Execute'. Below the navigation bar is a search criteria table with columns for 'Display', 'Sort', and 'Operator'. The 'Transaction' field is populated with the value '2661'. A green arrow points to the 'Execute' button. The table lists various fields for search, including Transaction, Reference, Status, Problem Code, Organization, Requestor, Desired Date, Contact, Contact Phone, Contact Email, Region, Facility, Property, Location, Description, Reactor Transaction, Created By, Date Created, Editor, Edit Date, and Extra Description. The top right corner contains the text 'CUSTOMER About Logout' and the 'AiM' logo.

Display	Sort	Operator	Value
<input type="checkbox"/> Transaction	-	=	2661
<input type="checkbox"/> Reference	-	=	
<input type="checkbox"/> Status	-	=	
<input type="checkbox"/> Problem Code	-	=	
<input type="checkbox"/> Organization	-	=	
<input type="checkbox"/> Requestor	-	=	
<input type="checkbox"/> Desired Date	-	=	
<input type="checkbox"/> Contact	-	=	
<input type="checkbox"/> Contact Phone	-	=	
<input type="checkbox"/> Contact Email	-	=	
<input type="checkbox"/> Region	-	=	
<input type="checkbox"/> Facility	-	=	
<input type="checkbox"/> Property	-	=	
<input type="checkbox"/> Location	-	=	
<input type="checkbox"/> Description	-	contains	
<input type="checkbox"/> Reactor Transaction	-	=	
<input type="checkbox"/> Created By	-	=	
<input type="checkbox"/> Date Created	-	=	
<input type="checkbox"/> Editor	-	=	
<input type="checkbox"/> Edit Date	-	=	
<input type="checkbox"/> Extra Description	-	contains	

- Your Customer Request will be shown, click on the 'Transaction Number' to view the details.

Customer Request														CUSTOMER	About	Logout			
Search														New			AiM		
Action	Transaction #	Reference	Status	Problem Code	Description	Organization	Requestor	Contact	Contact Phone	Contact Email	Region	Facility	Property	Location	Date Created				
Export	2661		APPROVED		INSTALL NEW COMPUTER DRAWER IN DR. BLUNKS DESK, ROOM 106. SHE HAS THE NEW DRAWER.	FACILITIES MANAGEMENT	WORK CONTROL	TERRY TAYLOR	245-2819	tt06@txstate.edu	TEXAS STATE	MAIN CAMPUS	756	106	Sep 11, 2012 01:05 PM				
View																			

- The Customer Request is shown. You can view the Customer Request status and if 'Approved' you can see the Work Order number and status.

Customer Request														CUSTOMER	About	Logout						
New														Search			Browse			AiM		
Action	2661														Last Edited by MG31 On 09/11/2012 02:43 PM			Status	APPROVED			
Email																						
Print																						
View																						
Extra Description																						
Comments																						
Account Setup																						
Sent Email																						
Notes Log																						
Status History																						
Related Documents																						
	Problem Code														Desired Date	Sep 11, 2012						
	Description	INSTALL NEW COMPUTER DRAWER IN DR. BLUNKS DESK, ROOM 106. SHE HAS THE NEW DRAWER.													Reference							
															Work Order	13-03110						
															Work Order Status	CLOSED						
	Organization	FACILITIES MANAGEMENT	Account												Region	TEXAS STATE						
		FACILITIES MANAGEMENT														TEXAS STATE UNIVERSITY						
	Requestor	WORK CONTROL													Facility	MAIN CAMPUS						
																MAIN CAMPUS						
	Contact	TERRY TAYLOR	Subcode												Property	756						
	Contact Phone	245-2819														Family & Consumer Sciences						
	Contact Email	tt06@txstate.edu													Location	106						

- If the request has a Work Order number you may click on it to see Work Order detail. On this window you can see the Work Order status and how many phases are assigned to this Work Order as well as the status of each Phase. For more information about the phase, you can click on the Phase Number.

Work Order CUSTOMER About Logout

Back Search Browse AiM

13-03110 Created By MG31 On 09/11/2012 02:43 PM
Last Edited by MG31 On 09/20/2012 01:22 PM

INSTALL NEW COMPUTER DRAWER IN DR. BLUNKS DESK, ROOM 106.
SHE HAS THE NEW DRAWER.

Organization	FACILITIES MANAGEMENT	Region	TEXAS STATE
	FACILITIES MANAGEMENT		TEXAS STATE UNIVERSITY
Requestor	WORK CONTROL	Facility	MAIN CAMPUS
			MAIN CAMPUS
Contact	TERRY TAYLOR	Property	756
Contact Phone	245-2819		Family & Consumer Sciences
Contact Email	tt06@txstate.edu		

Status: CLOSED

Project:

Desired Date: Sep 11, 2012

Budget: \$0.00

Problem Code:

Type: FACILITY FUNDED
FUNDS ARE PROVIDED BY THE FACILITY

Category: CORRECTIVE
CORRECTIVE - UNPLANNED,

Job Priority: ROUTINE
NORMAL WORK. TO BE COMPLETED

Phase

Phase	Description	Location	Shop	Work Code	Priority	Status
001	INSTALL NEW COMPUTER DRAWER IN DR. BLUNKS DESK, ROOM 106. SHE HAS THE NEW DRAWER.	106	CARPENTRY	155	5 ROUTINE	CLOSED

- If you have any questions about these instructions, the Customer Request or Work Order, please call Facilities Management Customer Service at 5-2824 or email <mailto:fmgt@txstate.edu>.