

WRIGHT
RUNSTAD
& COMPANY



Work Order User Manual

Caller/Tenant

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1 Introduction

1.1 Overview

The system functions for tenant requests, corrective maintenance and preventative maintenance. This manual provides guidance on executing the functions available for the role of Caller/Tenant and tenant requests.

1.1.1 TAMES Basic Knowledge

1.1.1.1 Terminology

The operational model and processes revolve around two types of maintenance, namely the following:

Tenant Request

Maintenance work performed to address issues raised by tenants (e.g. too hot, too cold).

Corrective Maintenance

Maintenance work performed to correct errors reported by tenants (e.g. light bulb is out, sink is leaking).

1.1.1.2 Roles

The system was built centring around several key roles. The following are the key roles:

Supervisor

- One who verifies work completion and closes the work order.

Technician

- One who performs the actual maintenance and service work.
- Is notified (via SMS/EMAIL) when a request is logged.
- Updates status and work order information.

Helpdesk

- One who logs a request from the tenant or technician and assigns the new work to a technician or vendor.
- Gives updates of status to tenants when requested.

Caller

- Creates new work request for helpdesk to handle.
- One who reports an error or issue to helpdesk.

1.1.1.3 Service Level Tracking

For service level tracking, there are 3 levels of benchmarks that have limits based on Wright Runstad & Company's standards. These benchmarks are acknowledgement time, arrival time and completion time. The times are set to ensure we provide the quickest and highest quality of service to all tenants.

The following are the definitions of the 3 benchmarks:

Acknowledgement Time

Time taken for the Engineer to acknowledge receipt of the new work order notification.

Arrival Time

Time taken for the Engineer to either arrive at tenant's premises to start work or communicate to the tenant that we are aware of the issue and will be attending to it shortly.

Completion Time

Time taken for Engineer to resolve the error or request.

2 Caller Functions

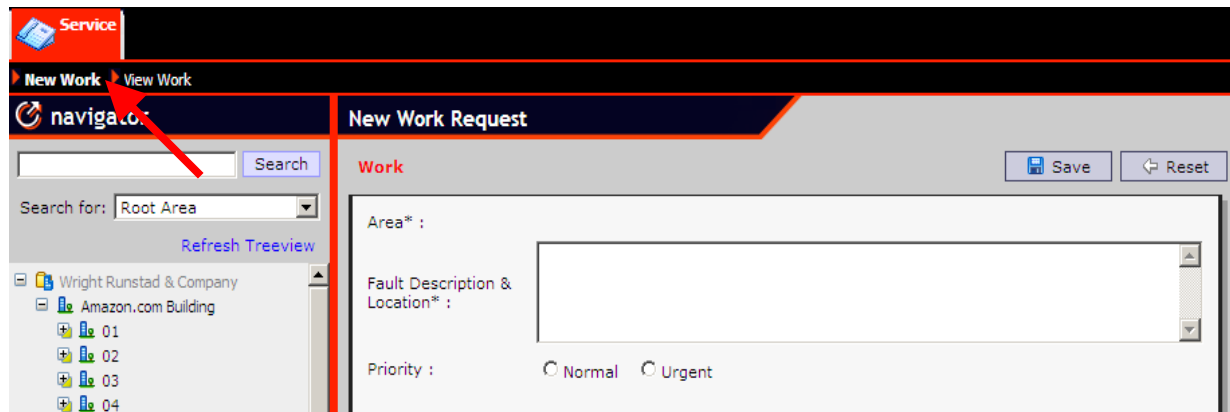
2.1 Create Work

Business Scenario Description:

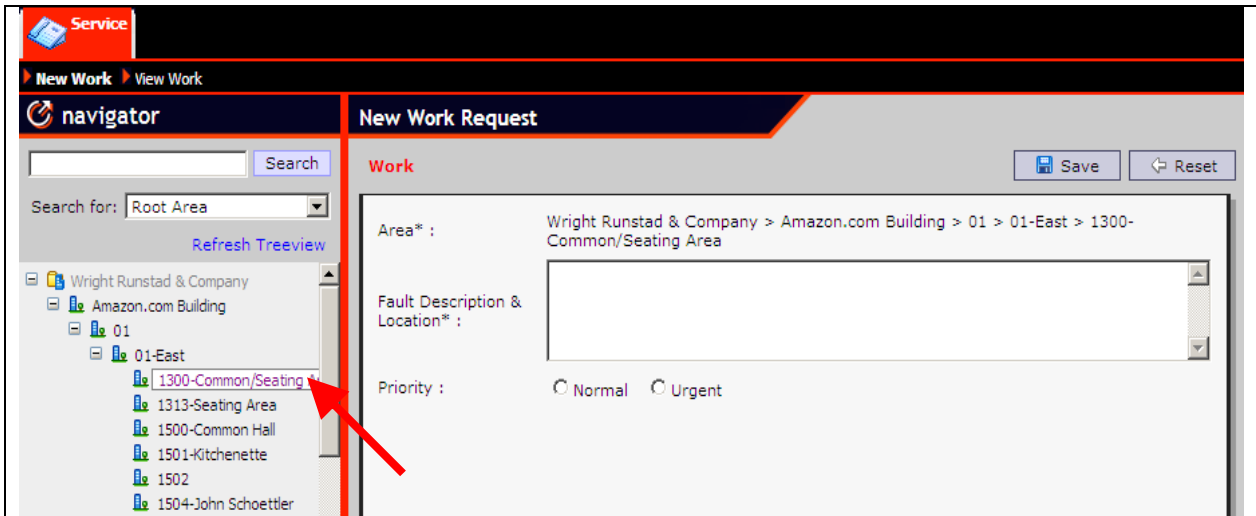
Caller/Tenant creates work request and submits for the helpdesk to process.

Steps:

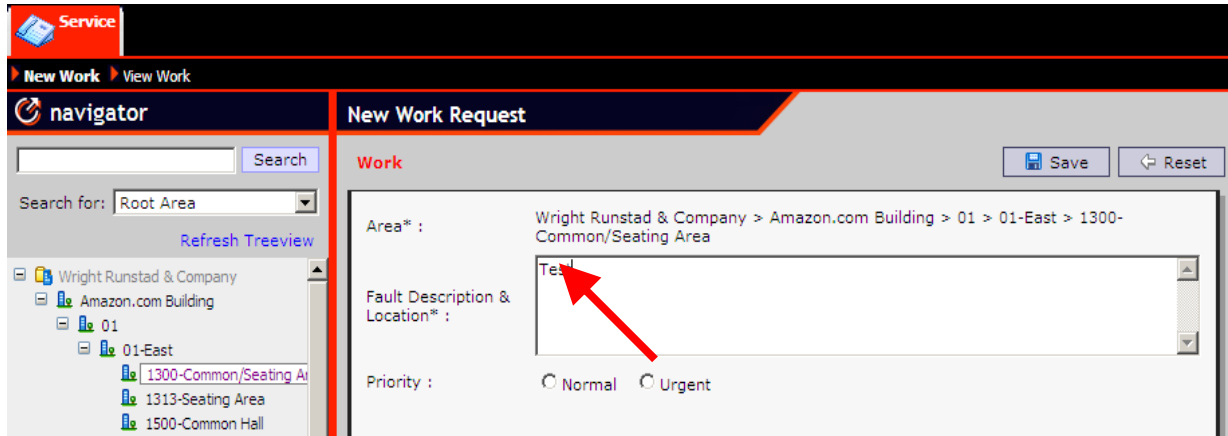
Step 1. Access menu 'Service >> New Work'. System displays page with an 'Area Navigator' on the left frame and 'New Work Request' on the right frame.



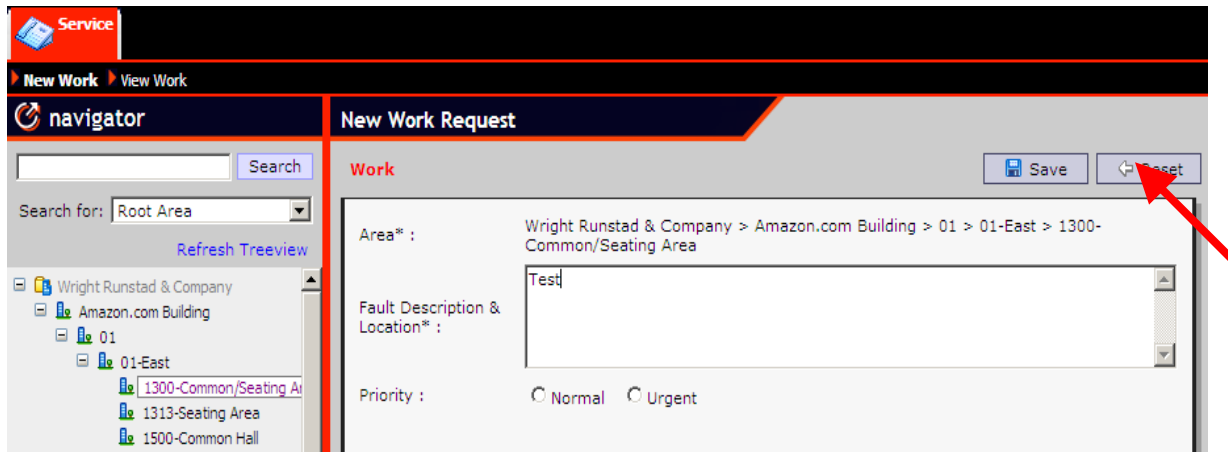
Step 2. Caller/Tenant can only view the areas they have access to request work for. Select an area to log the issue from the navigator on the left side of the screen.



Step 3. Input description of the work requested to be done in the 'Fault Description & Location*' field

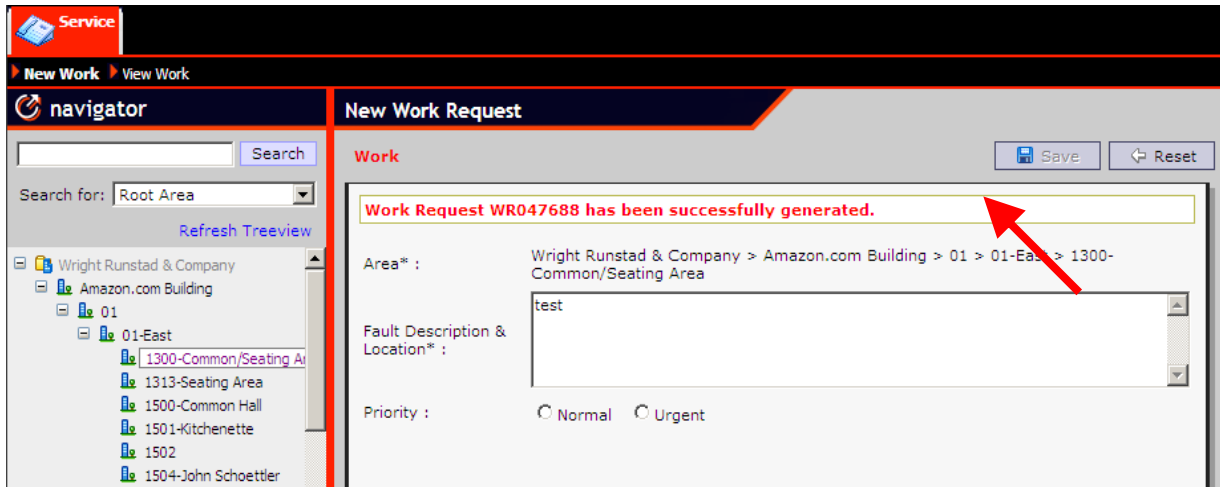


Step 4. Select a Priority and click 'Save' button to create work request.

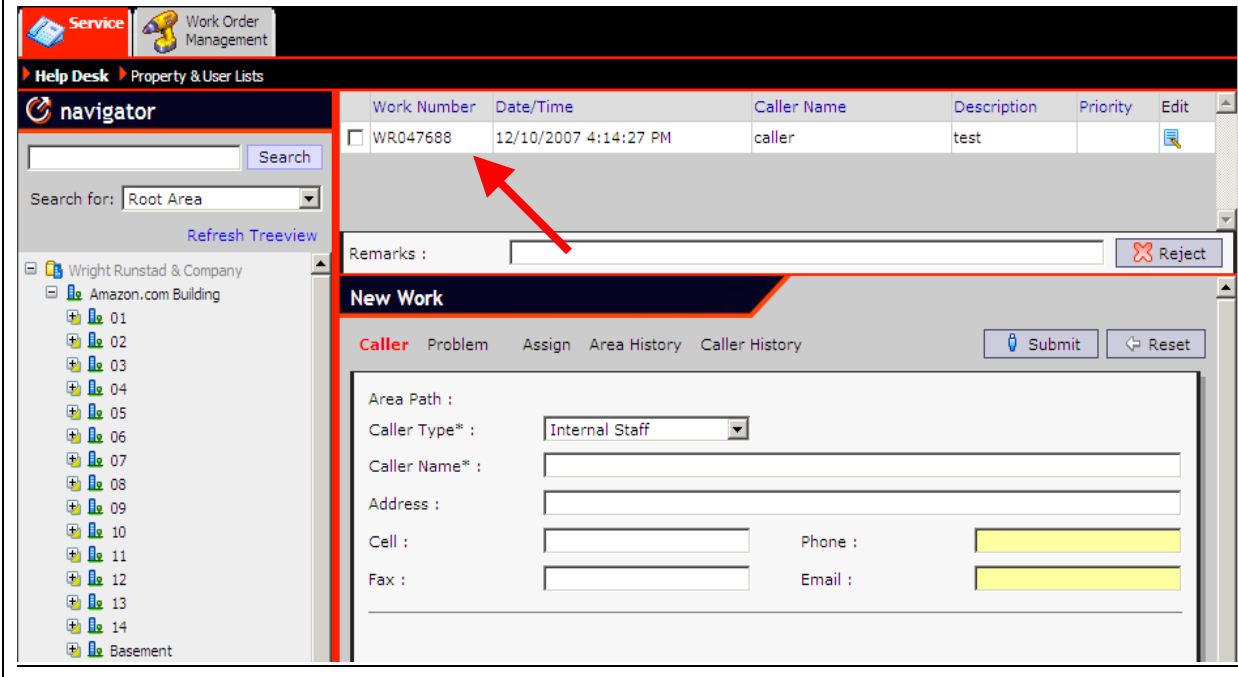


Result:

A completion notice will appear at the top of the page confirming that the Work Request is successfully created.



At this time an automated email will be sent to the helpdesk notifying them of the new work order. The Helpdesk will then login and either process or reject the work.



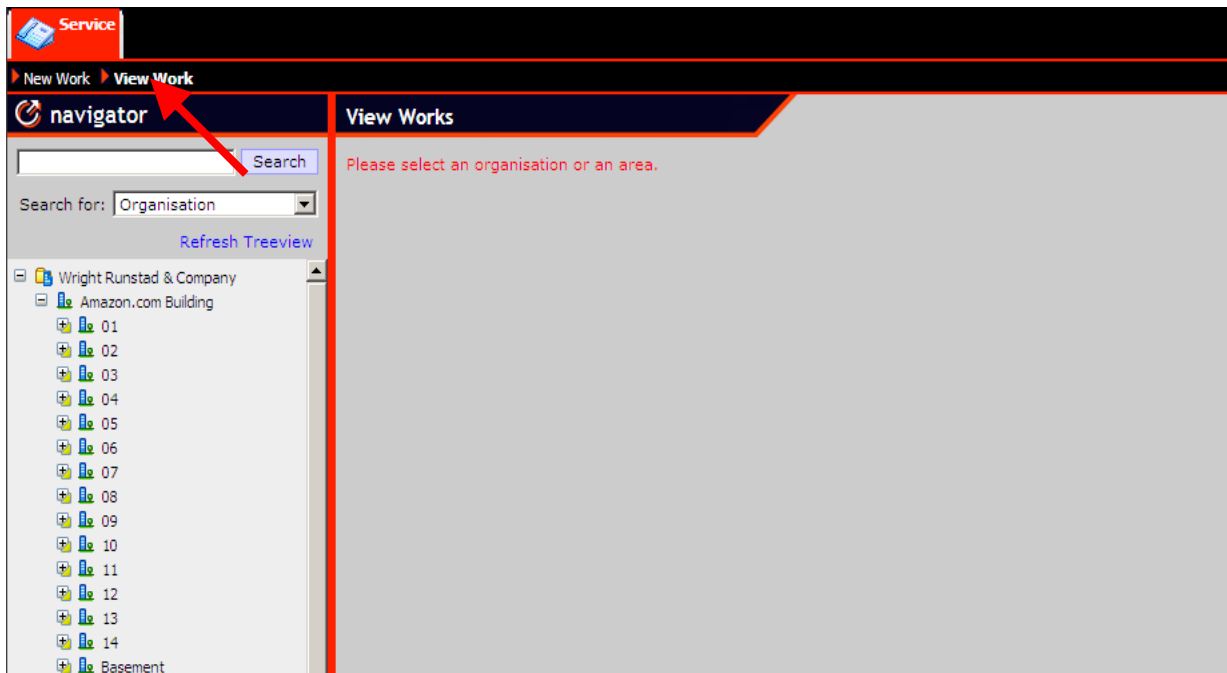
2.2 View Work

Business Scenario Description:

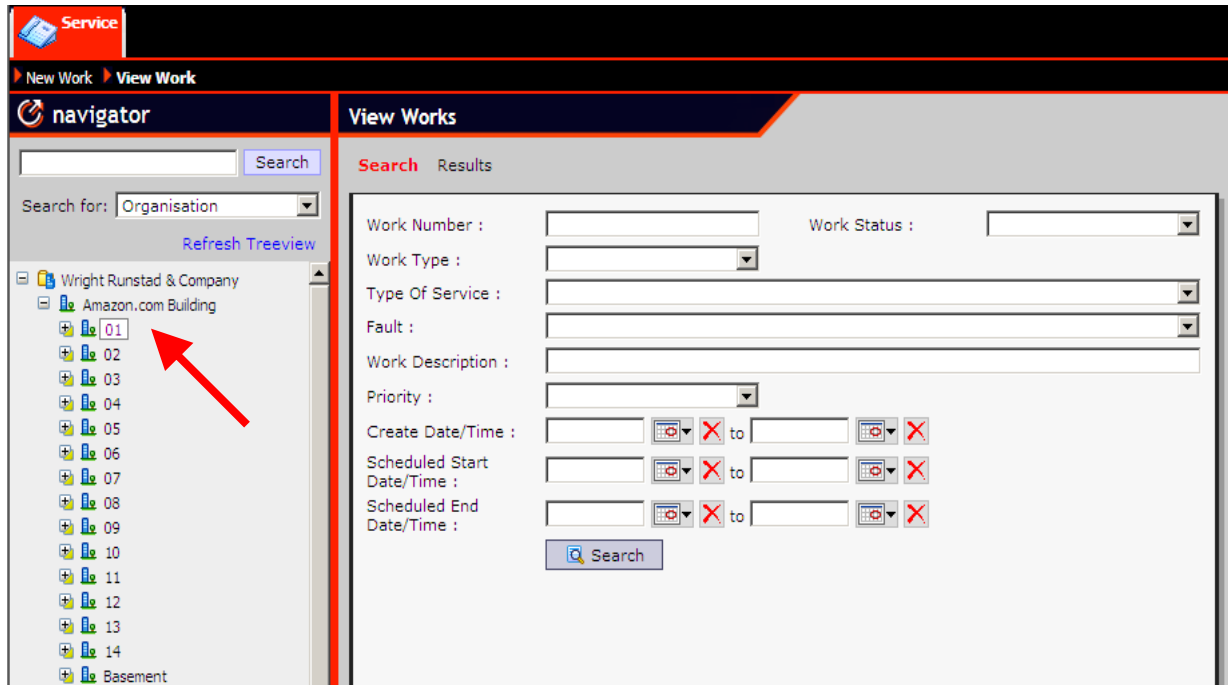
Caller/Tenant can view the work requests that have been processed.

Steps:

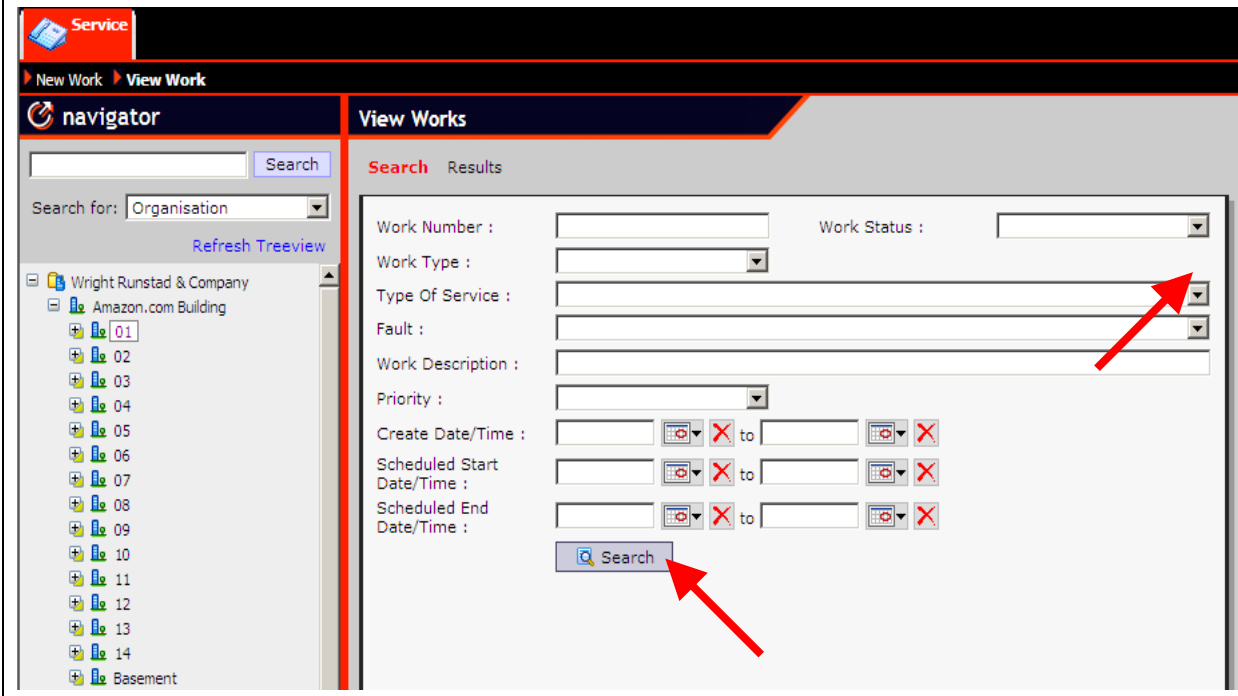
Step 1. Access menu 'Services >> View Work'. System displays page with an 'Area Navigator' on the left frame and 'New Work Request' on the right frame.



Step 2. Select an area to search the works from the navigator on the left of the screen. Select the building to include all areas you have access to or select a specific area only.



Step 3. The system defaults the Scheduled Start/End time to 6 months prior. Set the search conditions and click 'Search' button.



Step 4. Depending on the conditions set for the search, you will see an icon to the left of any open work orders. Click on this icon to view additional details of the work in a new window.

The screenshot shows the 'View Works' interface. On the left is a 'navigator' pane with a tree view showing 'Wright Runstad & Company' and 'Amazon.com Building' with sub-items 01 through 14 and 'Basement'. The main area displays search results for 'Organisation'. A table with 1 item is shown:

Work Number	Scheduled Start	Scheduled End	Priority	Area	Asset	Work Description	Status	
WR047683	10/10/2007 1:51:43 PM	10/10/2007 2:51:43 PM	Normal	01			Work In-Progress	

Result:

The work page is successfully displayed.

The screenshot shows the 'View Work' details page for work order WR047683. The page has tabs for 'Details', 'Fault', 'Cost', 'Work', and 'Related'. The details are as follows:

- WR NO : **WR047683** WR Creation Date : 10/10/2007 1:51:43 PM
- Area Path : Wright Runstad & Company > Amazon.com Building > 01
- Status : Work In-Progress
- Helpdesk : super
- Address : 1234567
- Cell : 1234567 Tel : xgao@buildfolio.com
- Fax : Email : xgao@buildfolio.com
- Caller Type* : Tenant Internal Staff
- Caller* : caller
- Address :
- Cell : Tel :
- Fax : Email :
- Cost Centre Type : Pre-defined User-defined
- Cost Centre :