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Standard Operating Procedures

Roles and Responsibilities

Maintenance Control
Maintenance Control is responsible for receiving and distributing Customer Requests. Maintenance Control is responsible for the input of detailed information into the AiM System. Maintenance Control Staff is also accountable for maintaining accurate data, which is updated routinely.

Maintenance Control is responsible for distributing Work Orders to the Supervisors. Also, Maintenance Control is responsible for the Work Order Closing and Billing processes by following the appropriate Business Process Work Flow. Maintenance Control is responsible for receiving and distributing Work Orders for Contract Services. Maintenance Control must also follow all appropriate College Policies and Procedures for obtaining Contracted Resources. Maintenance Control is responsible for receiving all materials. Also, Maintenance Control must distribute the materials to the appropriate Shop/Supervisor.

Maintenance Control is responsible for closing all non-billable Work Orders. Before closing the Work Order, Maintenance Control must validate that all transactions have been successfully processed. Maintenance Control is responsible for updating all Phases that are ready to bill on billable Work Orders. Before updating the Work Order, Maintenance Control must validate that all transactions have been successfully processed.

Maintenance Control is responsible for making any changes to posted time cards. Also, Maintenance Control is responsible documenting and coordinating these changes with the Technician and Supervisor.

Customer Request Business Process

A Customer Request consists of any person or entity requesting services from the Physical Plant. This includes any maintenance, addition, modification, repair, move, event, or clean-up to any existing facility (wall, floor, ceiling, HVAC, building system, etc.). These requests can be submitted via phone or web.

Below outlines the overall procedure for processing requested services by Maintenance Control. Please see the Customer Request Training Guide for detailed instructions.

Customer Request Receiving and Processing
1. Maintenance Control receives notice and reviews all incoming Customer Requests
2. Is this request an Emergency?
   a. If yes, notify Supervisor and dispatch Technician immediately, then continue to next step.
   b. If no, continue to next step.
3. Maintenance Control receives a Non-Emergency Request.
   a. For requests received via ePortal. Status: Submitted
   b. For requests received via Telephone, creates a Customer Request record. Status: Submitted
4. Is this Request Billable?
a. If yes, has a Banner Index been supplied?
   i. If yes, update Customer Request. Status: **AUTHORIZATION REQ** (System Automatically sends email to Account Administrator).
   ii. If no, request, via email, a Banner Index from the Requestor. Status: **INDEX REQ** (System Automatically sends email to requestor).

b. If no, continue to next step.

5. Is this Request acceptable?
   a. If yes, continue to next step in this process.
   b. If no, deny the Request. Add explanation note to the Notes Log. Status: **DECLINED**

6. Review Customer Request data fields to ensure correct shop, problem code, etc

7. Customer Request is transformed into Work Order by changing. Status to: **APPROVED**

8. If more than 1 shop needs to be added to the newly created Work Order follow the Work Order Business Process

**Work Order Business Process**

A Work Order is utilized to track all time, materials, and efforts required to complete tasks. The below steps detail the process and the life cycle of a typical Work Order.

Below outlines the overall procedure for completing a Work Order/Phase as Maintenance Control, including work assignment and scheduling, material request processing, and purchase order creation.

**Work Order Phase Creation**

1. Maintenance Control created Work Order by changing Customer Request Status to Approved and assigned shop is sent Work Order Phase
2. If more than one Shop is needed to complete created Work Order, edit the Work Order by adding additional Phases. If the added phase will be billed to the same account, information may be copy and pasted.

**Work Order Phase Closing**

*From the Supervisor (Upon Completion of Work)*

1. Receives notification from the Supervisor that the work is completed on the Work Order Phase through Phase Search. Status: **COMPLETE**
2. Ascertains if work is billing to the customer.
   a. If yes, updates the Work Order Phase status. Then follows the Work Order Billing Business Process Work Flow. Status: **RTB**
   b. If no, updates the Work Order Phase status. Then follows the Work Order Closing Business Process Work Flow. Status: **CLOSED**

**Work Order Closing**

1. From the Work Order Business Process Work Flow, Maintenance Control looks for all Work Orders where all Phases are in the COMPLETE status. (The Work Order Status is OPEN and The Phase status is COMPLETE).
2. Maintenance Control validates that all financial transactions have been approved, rejected, or cancelled.
   a. Time Cards.
   b. Purchase Orders.
   c. Invoices.
   d. External Charges.
   e. Inventory Releases.
   f. Shop Stock Usages.
3. Are all transactions processed?
a. If yes, by using the procedure, update the Phase Status. Then proceed to next step in this process. Status: CLOSED
b. If no, continue with the Work Order Business Process Work Flow.

4. Are all Phases on the Work Order CLOSED?
a. If yes, update Work Order Status. Status: CLOSED
b. If no, continue with the Work Order Business Process Work Flow.

5. When the Work Order and associated Phases are closed, the Work Order Closing Process is COMPLETE.

Work Order Billing
1. Maintenance Control reviews all Work Order Phase set to COMPLETE received from the Work Order Business Process Work Flow. This is done on Thursday of every week.
2. Are all transactions processed?
   a. If yes, update Phase status. This sends the Phase to the Finance group for billing. Status: RTB
   b. If no, follow the Work Order Business Process Work Flow.

Work Order Project Creation
A Work Order Project is utilized to link Work Orders in order to track all time, materials, and efforts required to complete all tasks.

Below outlines the overall procedure for creating a Project as Maintenance Control.

1. Maintenance Control decides, or is informed by the Supervisor/Project Manager, that Work Orders require linking.
3. Does this Project entail a Funding Method?
   a. If yes, add the accounting information, then continue on to the next step in this process.
   b. If no, continue to next step in this process.
4. Maintenance Control center creates the project.
   a. Attach Work Orders to project.

From the Supervisor
1. Maintenance Control receives notification from the Supervisor that Project work is complete.
2. Maintenance Control follows the Work Order Closing and/or Work Order Billing processes to close all Project related Work Orders.
3. Maintenance Control updates the Project status. Status: COMPLETE

Resources Requested
A. Labor
   Contract Services
1. Maintenance Control determines a Service Contract is required for regular service not to be performed by the Maintenance group.
2. Does a Service Contract exist?
   a. If yes, continue to next step in this process.
   b. If no, send to Maintenance Director to determine how work should be handled
3. Maintenance Control will create required Work Order(s) Phase(s) as needed to support the Service Contract
   a. dispatch contractor directly (via telephone)
   b. if a shop exists for the contracted services (ie laundry, pest control) assign to that shop otherwise assign to maintenance shop
4. Contractor will perform the required work as outline in the Service Contract.
5. Contractor will invoice the Maintenance group as outlined in the Service Contract. Contractor will include Work Order Phase number on Invoice.
6. Follow the Work Order Business Process Work Flow to complete the process.

B. Material
   Purchase Received
   1. Maintenance Control receives Purchased Materials and sends materials to the appropriate Supervisor.

Time Management
   Time Card Adjustment
   1. Maintenance Control receives notification from the Supervisor of required Time Card adjustment.
   2. Maintenance Control makes the appropriate changes on the Time Card in question.
      • Document changes by adding a Notes Log entry.
      • Add any supplement documentation to the Related Documents area.
   3. Maintenance Control will then notify via email, the Supervisor, in which the required Time Card Adjustment is complete.
Navigation
Logging into AiM

*Logging into the Production system:* [https://mcc.battery.cofc.edu/fmax](https://mcc.battery.cofc.edu/fmax)

*When training, use* [https://tmcc.battery.cofc.edu/fmax](https://tmcc.battery.cofc.edu/fmax)

**User Name:** Use your MyCharleston username.

**Password:** Use your MyCharleston password. When in the training system, use the word training as your password.

**System:** This field is populated with the system URL. Make sure you are using the training URL when training.

**Login:** Clicking the login button passes the user login and password information to the system.

Trouble logging in? Contact Aaryne Elias at eliasam@cofc.edu
Customer Requests
This section will detail how to assign Shop Technicians to an existing Work Order Phase.

Customer Request Receiving and Processing

1. Maintenance Control receives notice and reviews all incoming Customer Requests
2. Is this request an Emergency?
   a. If yes, notify Supervisor and dispatch Technician immediately, then continue to next step.
   b. If no, continue to next step.
3. Maintenance Control receives a Non-Emergency Request.
   a. For requests received via ePortal. Status: SUBMITTED
   b. For requests received via Telephone, creates a Customer Request record. Status: SUBMITTED
4. Is this Request Billable?
   a. If yes, has a Banner Index been supplied?
      i. If yes, update Customer Request. Status: AUTHORIZATION REQ (System Automatically sends email to Account Administrator).
      ii. If no, request, via email, a Banner Index from the Requestor. Status: INDEX REQ (System Automatically sends email to requestor).
   b. If no, continue to next step.
5. Is this Request acceptable?
   a. If yes, continue to next step in this process.
   b. If no, deny the Request. Add explanation note to the Notes Log. Status: DECLINED
6. Review Customer Request data fields to ensure correct shop, problem code, etc
7. Customer Request is transformed into Work Order by changing. Status to: APPROVED
8. If more than 1 shop needs to be added to the newly created Work Order follow the Work Order Business Process

Customer Request – Creation
This method is used to create New Customer Requests that were received by telephone

1) Login to AiM™ and click ‘Customer Service’ link from the menu channel.
2) From the ‘Customer Service’ menu channel, click on the ‘Customer Request’ link.

Figure 1

3) Click the ‘NEW’ button.

Figure 2

4) Add a detailed description.

Figure 3
5) Add Organization information click the Zoom icon.

6) Insert the ‘Region’, ‘Facility’, and ‘Property’ by clicking the Zoom icon. Follow the prompts.
7) Click the ‘Problem Code’ Zoom icon. Follow the prompts.

8) Choose the appropriate Problem Code by clicking the associated link.

9) Click the ‘Save’ button.
Customer Request – Approval (Non-Billable Request)
This method is used to process a non-billable Customer Request into a Work Order.

1) Login to AiM™ and click the ‘Customer Service’ link from the menu channel.

Figure 6
2) From the ‘Customer Service’ menu channel, click the ‘Customer Request Approval’ link.

3) Click the ‘Execute’ button.

*Note: You can enter search criteria such as Customer Request Status" to look for specific requests*
4) A list Customer Requests displays. Select a Customer Request to process by clicking the transaction ID link.

![Customer Request Approval](image)

**Figure 8**

*Note: Browse through the Eligible 'Customer Requests' by using the Navigation Icons.*

- **First** - navigates to the first page or record.
- **Previous** - navigates to the previous page or record.
- **Next** - navigates to the next page or record.
- **Last** - navigates to the last page or record.

5) Click the 'Edit' button to process the Customer Request.

![Customer Request Approval](image)

**Figure 9**
6) Add appropriate Classification and Assignment information by following the next steps.

7) Complete Classification block. Select Type, Category, and Work Code by selecting the ZOOM icon.

*Note: Select a Problem Code to automatically add the Type and Category.*
8) Complete the Assignment block. Select the Shop and set the Priority by selecting the ZOOM icon.
   Note: Shop Person is optional and not required. Shop Person is only selected if instructed to do so by the Supervisor.

![Figure 12]

9) Change the Status. Click the Status Zoom icon.

![Figure 13]

10) Select the ‘APPROVED’ status.

![Figure 14]

**Customer Request Status Options**

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUBMITTED</td>
<td>SUBMITTED CUSTOMER REQUEST</td>
</tr>
<tr>
<td>INDEX-REQ</td>
<td>INDEX REQUIRED FOR PROCESSING CUSTOMER REQUEST</td>
</tr>
<tr>
<td>AUTHORIZATION-REQ</td>
<td>AUTHORIZATION REQUIRED FOR PROCESSING CUSTOMER REQUEST</td>
</tr>
<tr>
<td>DECLINED</td>
<td>DECLINED CUSTOMER REQUEST</td>
</tr>
<tr>
<td>APPROVED</td>
<td>APPROVED CUSTOMER REQUEST</td>
</tr>
<tr>
<td>CANCELED</td>
<td>CANCELED CUSTOMER REQUEST</td>
</tr>
</tbody>
</table>
11) Click the Save icon.

**Figure 15**

12) The saved Customer Request now has been assigned Work Order Number. **If another Shop needs to be added to the request click on the newly created Work Order number and follow the add Phase to Work Order Instruction**
13) Click the ‘Browse’ Button to process another Customer Request.

![Image of Customer Request Approval](image)

**Figure 16**

14) Select another Customer Request transaction to process or continue to Next Step to return to Main Work Desk.

![Image of Customer Request Approval](image)

**Figure 17**
Customer Request – Approval (Billable Request)

This method is used to process a billable Customer Request into a Work Order.

1) Login to AiM™ and click ‘Customer Service’ link from the menu channel.

2) From the ‘Customer Service’ menu channel, click the ‘Customer Request Approval’ link.

Figure 18
3) Click the ‘Execute’ button. 
*Note: Add search criteria to find specific Customer Request(s).*

4) Select a Customer Request to process. Click the ‘Transaction’ link.
5) Click the ‘Edit’ button.

6) Click the ‘Type’ Zoom icon. Follow the prompts and select the appropriate Work Order Classification.
7) Select the appropriate Type. Click the ‘Type’ link.

8) Select the appropriate Category. Click the ‘Category’ link.
9) Select the appropriate Work Code. Click the ‘Work Code’ link.

10) Click the ‘Shop’ Zoom icon. Follow the prompts and select the appropriate Shop.
11) Select the appropriate Shop. Click the 'Shop' link.

Figure 24

12) Click the ‘Done’ button.

Figure 25
13) Click the ‘Priority’ Zoom icon. Follow the prompts and select the appropriate Priority.

Figure 26

14) Select the appropriate Priority. Click the ‘Priority’ link.

Figure 27
15) Select the ‘Custom’ Funding Method. Click the ‘Funding Method’ drop down arrow, select ‘Custom’.

16) From the ‘View’ menu, click the ‘Account Setup’ link.
17) Click the ‘Add’ button.

18) Select the ‘Percentage Split’ accounting method. Click the ‘Radial’ button next to the appropriate method.

Figure 30
19) Click the ‘Next’ button.

![Figure 31](image)

20) Add the ‘Charge’ chart string information. Click the ‘Add’ button.

![Figure 32](image)
21) Add the Index number supplied by the Customer. Click the ‘Index’ Zoom icon.

Figure 33

22) Add the Account number supplied by the Customer. Click the ‘Account’ Zoom icon.

Figure 34
23) Enter the ‘Percent’ value.

24) Click the ‘Done’ button.

Note: Charges can be split into several Chart Strings (Index and Account). Click the ‘Add’ button to add another Chart String. Follow the above steps. For example: the Percent can be split 50/50 for 2 Chart Strings or 25/25/50 for 3 Chart Strings.
25) Click the ‘Done’ button.

![Image](image1.png)

**Figure 36**

26) From the ‘View’ menu, click the ‘Related Documents’ link.

![Image](image2.png)

**Figure 37**
27) Click the 'Add' button.

28) Click the 'Choose File' button.
29) Select the appropriate file. Click the Open’ button.

Figure 40

30) Click the ‘Next’ button.

Figure 41
31) Click the ‘Type’ Zoom icon. Follow the prompts and select the appropriate document Type.


32) Click the ‘Next’ button.

*Figure 42*
33) Click the ‘Next’ button.

Figure 43

34) Click the ‘Next’ button.

Figure 44
35) Click the ‘Done’ button.

36) Click the ‘Status’ Zoom icon. Follow the prompts and select the appropriate Status.
37) Select the appropriate Status. Click the ‘Status’ link.

Figure 47

38) Click the ‘Save’ button.

Figure 48
A Work Order will be generated if the ‘Approved’ status is selected. The Work Order is not ready for processing.
Work Orders

Work Order Phase Creation
3. Maintenance Control created Work Order by changing Customer Request Status to Approved and assigned shop is sent Work Order Phase
4. If more than one Shop is needed to complete created Work Order, edit the Work Order by adding additional Phases

Work Order Phase Closing
From the Supervisor (Upon Completion of Work)
3. Receives notification from the Supervisor that the work is completed on the Work Order Phase. Status: COMPLETE
4. Ascertains if work is billing to the customer.
   b. If no, updates the Work Order Phase status. Then follows the Work Order Closing Business Process Work Flow. Status: CLOSED

Work Order Closing
6. From the Work Order Business Process Work Flow, Maintenance Control looks for all Work Orders where all Phases are in the COMPLETE status. (The Work Order Status is OPEN and The Phase status is COMPLETE).
7. Maintenance Control validates that all financial transactions have been approved, rejected, or cancelled.
   a. Time Cards.
   b. Purchase Orders.
   c. Invoices.
   d. External Charges.
   e. Inventory Releases.
   f. Shop Stock Usages.
8. Are all transactions processed?
   a. If yes, by using the Rapid Update Phase procedure, update the Phase Status. Then proceed to next step in this process. Status: CLOSED
   b. If no, continue with the Work Order Business Process Work Flow.
9. Are all Phases on the Work Order CLOSED?
   a. If yes, update Work Order Status. Status: CLOSED
   b. If no, continue with the Work Order Business Process Work Flow.
10. When the Work Order and associated Phases are closed, the Work Order Closing Process is COMPLETE.

Work Order Billing
3. Maintenance Control reviews all Work Order Phase set to COMPLETE received from the Work Order Business Process Work Flow. This is done on Thursday of every week.
4. Are all transactions processed?
   a. If yes, update Phase status. This sends the Phase to the Finance group for billing. Status: RTB
   b. If no, follow the Work Order Business Process Work Flow.
Work Order – Add Phase

If you have Saved an Approved Customer Request and need to add additional Shops/Phases to the Customer Request click on the newly created Work Order number from this screen and proceed to Step 5

1) If a New Phase Needs to be Added and you are no longer in the Customer Request Approval Screen From the ‘Work Management’ menu channel, click on the ‘Work Order’ link.
2) Click the ‘Search’ link.

3) Select the ‘Execute’ button.
   **Note:** Add search criteria to find specific Work Order(s).
4) Click on the desired Work Order number link.

5) Click the ‘Edit’ button.
6) Select the Add Button above Phase

7) Complete the needed information, and change Shop to who you are adding, add appropriate work code and modify Request Description if needed. Then click “Done”

8) The new Phase has been added to the Work Order, next click ‘Save’
**Work Order – Non Billable Completed Phase Status Update**

Use This Process to Update Completed Phase Statuses

1) Login to AiM™ and click the ‘Work Management’ link from the menu channel.

2) From the ‘Work Management’ menu channel, click on the ‘Status Update for Phase’.

3) Select the ‘Advanced Search’ button.
4) Scroll down to “Phase” search criteria box and choose “Complete” for Status by clicking the Zoom icon, select ‘Shop’ as Funding Method, then click ‘Execute’
5) Select the Phases you’d like to close by checking box next to the Phase and then choosing the corresponding Type, Category
Choose “Closed” as Status, make sure to check the “Close Work Order” Box
Then click ‘Process’

6) A screen will pop up telling you how many of the Phases were Updated, click ‘OK’:
7) If not all of the Phases you selected to Close were processed a red flag will appear next to the Phase with Reason

**Work Order – Billable Completed Phase Status Update**

Use This Process to Update Completed Phase Statuses

1) Login to AiM™ and click the ‘Work Management’ link from the menu channel.
2) From the ‘Work Management’ menu channel, click on the ‘Status Update for Phase’.

3) Select the ‘Advanced Search’ button.
4) Scroll down to “Phase” search criteria box and choose “Complete” for Status by clicking the Zoom icon, select ‘Custom’ as Funding Method, then click ‘Execute’

5) Select the Phases you’d like to send to billing by checking box next to the Phase and then choosing the corresponding Type, Category

   Choose “RTB” as Status, make sure to check the “Close Work Order” Box

   Then click ‘Process’
6) A screen will pop up telling you how many of the Phases were Updated, click 'OK'.

7) If not all of the Phases you selected to Close were processed a red flag will appear next to the Phase with Reason...
Project Management

Project Management is used for grouping of Work Orders.

**Project Management – Project Creation**

1) Login to AiM™ and click the ‘Project Management’ from the menu channel.

![Figure 52](image1.png)

2) From the ‘Project Management’ menu channel, click the ‘Project’ link.

![Figure 53](image2.png)
3) Click 'New' button.

![Figure 54](image1.png)

**Figure 54**

4) Add a detailed Description.

![Figure 55](image2.png)

**Figure 55**
5) Click the ‘Shop’ Zoom icon. Follow the prompts and select the Lead Shop and Shop Person.

*Note: The Lead Shop and Shop Person act as the Project Manager.*

![Figure 56]

6) Click the ‘Project’ Zoom icon. Follow the prompts and select the appropriate Project Type.

![Figure 57]

7) Select the Project Type by clicking the associated link.

![Figure 58]
8) Click the ‘Add’ button to add existing Work Orders.

![Figure 59](image)

9) Click the ‘Execute’ button.

*Note: Add search criteria to find specific Work Order(s).*

![Figure 60](image)
10) Select Work Orders to add. Click the Check Box to select the Work Order(s) and the ‘Done’ icon.

![Work Order](image1)

**Figure 61**

11) Click the ‘Save’ button.

![Project](image2)

**Figure 62**
12) Click the AiM™ logo.

Figure 63

13) The Main Work Desk. The process is complete.

Figure 64
Timecard Adjustment

This method is used to update an approved Timecard

1) Login to AiM™ and click the ‘Time and Attendance’ link from the menu channel.

![Figure 65]

1) From ‘Time and Attendance’ menu channel, click the ‘Timecard Adjustment’ link.

![Figure 66]
2) Click ‘New’ button to initiate the Timecard Adjustment.

![Figure 67](image)

3) Enter search Criteria to find a timecard that has previously been posted. In this instance click the ‘Zoom’ icon to choose a Shop.

![Figure 68](image)

4) Click a Timecard Transaction link for the Timecard that is to be adjusted.

![Figure 69](image)
5) This enters directly into the Edit Mode of the Timecard record.

![Figure 70](image)

6) If a Line Item of the Timecard needs hours reduced, click the Line number associated with the entry to adjust.

![Figure 70](image)
7) The ‘Adjust Hours’ box will accept the hours to be reduce on this Timecard Line Item. The entered value must be negative.

*Note: Time can be fractional in ¼ of an hour (-0.25, -0.5, or -0.75).*

![Figure 71](image_url)

8) Click the ‘Done’ button.
9) If the Timecard needs hours added, click the ‘Add’ button.

10) **Optional** - Enter a description for this adjustment.
11) If the Hours to be added is for a Work Order, click the Work Order ‘Zoom’ icon.
12) Enter the Work Order search criteria and then click the ‘Execute’ button.
13) Click the Work Order number link associated with this Timecard Adjustment.

![Figure 77](image)

14) In the ‘Hours’ field, enter the correct number of hours that will be added to this Timecard.

*Note: Time can be fractional in $\frac{1}{4}$ of an hour (0.25, 0.5, or 0.75).*

![Figure 78](image)
15) Click the ‘Done’ button

![Figure 79]

16) Review the Timecard Adjustments prior to clicking ‘Save’ button.

*Note: Approved Line Items on the Timecard Adjustments cannot be removed. Only Line Items that have been added or adjusted on this adjustment transaction can be removed before saving the transaction.*

![Figure 80]
17) Click ‘Save’ button, this saves the updated Timecard transaction.

Note: The transaction is complete and no further approval is required.

Figure 81

18) Click AiM™ logo to return to the main Work Desk.

Figure 82

Quick Work Order
This method is used to enter a one phase Work Order. You cannot edit or search for existing Work Orders.
1) Login to AiM™ and click ‘Work Management’ from the menu channel

2) From the ‘Work Management’ menu channel, click on ‘Quick Work Order’ link.

3) Click the ‘New’ button.
4) Complete the Information boxes as outlined in the next steps.

5) Add a detailed description.
6) Add Organizational Information. Click Zoom icon. Follow the prompts.

7) Add Property Information. Click Zoom icon.

8) Add Work Order Classification Information. Click Zoom icon. Select Type and Category.
9) Add the Phase Classification Information. Click Zoom icon. Select Work Code and Request Method.

10) Add Shop Information. Click Zoom icon. Select a Shop and set the Priority. See Appendix C for the list of Priorities.

11) Add the Shop Person on call. Click Zoom icon.
12) Click ‘Search’.

13) Enter the name of the Shop Person and click ‘Execute’.

14) Click on the Shop Person's CWID number to select them.

16) Click the ‘Save’ button.
## Appendix A – Problem Code List

<table>
<thead>
<tr>
<th>Problem Code</th>
<th>Description</th>
<th>Shop</th>
<th>Priority</th>
<th>Type</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>CARPENTRY</td>
<td>CARPENTRY REQUEST</td>
<td>CARPENTRY</td>
<td>4-MEDIUM</td>
<td>MAINTENANCE</td>
<td>CORRECTIVE</td>
</tr>
<tr>
<td>CUSTODIAL</td>
<td>CUSTODIAL REQUEST</td>
<td>CUSTODIAL</td>
<td>4-MEDIUM</td>
<td>SERVICES</td>
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<td>4-MEDIUM</td>
<td>MAINTENANCE</td>
<td>CORRECTIVE</td>
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<td>MAINTENANCE</td>
<td>CORRECTIVE</td>
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<td>SUPPORT</td>
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## Appendix B - Work Classifications List.

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## Appendix C – Priority List

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## Appendix D – Work Order Status List

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## Appendix E – Phase Status List

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