Table of Contents

Standard Operating Procedures ........................................................................................................ 3
Roles and Responsibilities ............................................................................................................... 3
Work Order Business Process ........................................................................................................ 3
Navigation ........................................................................................................................................ 7
Customer Request – Creation ......................................................................................................... 8
Work Order Assignment .................................................................................................................. 12
  Work Order – Daily Assignment Scheduling ................................................................................ 12
  Work Order - Add Shop Technician .............................................................................................. 19
  Work Order – Phase Status Update: Completed ........................................................................ 23
Resources Requested ...................................................................................................................... 26
  A. Labor Resources Requested ..................................................................................................... 26
     Add New Phase .......................................................................................................................... 27
  B. Material Resource Requests .................................................................................................. 28
     Shop Stock Approval ................................................................................................................ 29
     Material Request Processing ..................................................................................................... 32
     Material Request Processing for Non-Stock Requests Submitted by Shop Technician from Fire ...... 36
Purchasing ......................................................................................................................................... 43
  Purchase Order Creation ................................................................................................................ 43
  Purchase Order Received ............................................................................................................... 48
  Purchase Order Disbursement ...................................................................................................... 55
  Purchase Order Invoice Processing ............................................................................................... 57
Time Management ............................................................................................................................ 64
  Time Card Approval .................................................................................................................... 65
Appendix ............................................................................................................................................ 68
  Appendix A – Problem Code List ................................................................................................. 68
  Appendix B - Work Classifications List ...................................................................................... 68
  Appendix C – Priority List ........................................................................................................... 69
  Appendix D – Work Order Status List ......................................................................................... 69
  Appendix E – Phase Status List ................................................................................................ 69
Standard Operating Procedures

Roles and Responsibilities

Shop Supervisor
The Supervisor is responsible for inputting detailed information into the AiM System. The Supervisor is also accountable for maintaining accurate data, which is updated routinely.

The Supervisor is responsible for receiving and assigning Work Orders. Also, the Supervisor must determine if required work can be scheduled using the Scheduling process. The Supervisor is responsible for processing Shop Stock usage. The Supervisor is responsible for processing and approving all requests for non-stocked Material usage. Also, the Supervisor is responsible for authorizing all emergency material purchases. The Supervisor is responsible for receiving all materials into the Shop. Also, the Supervisor must notify the Finance group of the receipt of all materials.

The Supervisor is responsible for scheduling all work. The Supervisor is responsible for processing time cards. Also, the Supervisor is responsible for consulting with the Technician on any questions concerning their time card, prior to posting the time card. Also, the Supervisor is responsible for coordinating the scheduled work with the Customer. The Supervisor must determine if there is a clear scope of work. If not, the Supervisor must coordinate with the Customer to determine a clear scope and to provide an estimate.

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 a Shop Supervisor, including work assignment and scheduling, material request processing, and purchase order creation.

Work Order Assignment
1. Receive and review all the Work Orders/Phases assigned to Shop. Status: NEW
2. Decide if the work can be scheduled for a future date.
   Status: SCHEDULE
3. Decide the appropriate Technician(s) to assign to complete the work.
   Updates the Work Order Phase status. Status: ASSIGNED
4. Adds Work Order to the Technician’s Daily Assignment.

Work Order Scheduling
1. Supervisor decides required work is to be scheduled. Status: SCHEDULE
2. Document the scope on the Work Order.
   If the scope of Work Order is not clear, conduct a site visit with the Customer to develop clear scope of work.
3. Did the Customer request an Estimate?
If yes, develop the estimate. Send the estimate to the Customer for processing. Did Customer approve the estimate? If yes, proceed to the next step in this process. If no, update the Work Order Phase status. Status: CANCELLED

4. Does the work require additional resources? If yes, follow the Resource Business Process Work flow, then proceed to the next step in this process.

5. Does the work require coordination with the Customer? If yes, contract customer to setup a mutually agreed upon schedule. Then continue to the next step in this process.

6. Create/Add the Work Order Phase(s) to the Technician(s) daily assignment. Status: ASSIGNED

7. Follow the Work Order Business Process Work Flow to completion of work.

Work Order Phase Completion
1. Receives a notice of finished assigned Work Order Phase from Technician. Status: FINISHED
2. Reviews work to determine if the work phase is finished and acceptable. If yes, update the Work Order Phase status. Status: COMPLETE If no, notify the Technician to re-work. Adds a note log entry. Update Work Order Phase status. Status: ASSIGNED

Resources Requested
The Supervisor receives and reviews all Shop Technician requests for additional resources, Labor or Material, for assigned work.

A. Labor
1. Determine if in-house labor be utilized.
   a. If yes, does it require another Shop? If yes, create a new phase on the existing Work Order. Assign to Shop required. Status: NEW If no, assign additional Technician(s) from your own shop to Work Order Phase and Add to Technician(s) Daily Assignment.
   b. If no, follow the Contract Service Business Process Work Flow

Contract Services
1. The Supervisor identifies Contract Services that are needed to complete required work.
2. The Supervisor determines if a Service Contract is available for use. If no, follow the Purchase Business Process Work Flow. Then continue to the next step.
3. The Supervisor will schedule and coordinate services with the Contractor.
4. Follow the Purchase Received and Invoice Received Process Work Flows to complete the process. This will add the charges to the appropriate Work Order Phase.

B. Material
1. Determine what type of materials were utilized and or requested
3. Was a Material Request submitted for resources not available in Shop Stock or Vending? If yes, follow the Purchase Business Process Work Flow to purchase, receive and distribute the materials.
**Shop Stock Approval**  
1. The Supervisor receives notice of Shop Stock Usage.  
2. Does Supervisor have any questions with Shop Stock Usage?  
   If yes, the Supervisor will consult with the Technician, then proceed to the next step in this process.  
3. Should the Supervisor approve the Shop Stock usage?  
   If yes, approve the Shop Stock Usage record. Status: **POSTED**  
   If no, reject the Shop Stock Usage record. Status: **REJECTED**

**Purchase**  
**Emergency Purchases**  
1. The Supervisor authorizes the Technician to pick up required materials.  
2. Technician Returns with Materials and Receipt.  
   - Technician initials receipt.  
   - Write Work Order and Phase number on the receipt.  
   - Technician turns submits receipt to Supervisor.  
3. Supervisor sends the Receipt to the Finance group. Finance group will follow the Invoice Business Process Work Flow to apply charges to Work Order Phase.  

**Non-Emergency Purchases**  
1. The Supervisor receives a Material Request from Shop Technician. Status: **SUBMITTED**  
2. The Supervisor will determine if the Material Request should be processed. Update Status: **PROCESSED** or **DECLINED**  
3. If the Material Request is processed, the Supervisor should make note of the Material Request number and Vendor as this information will be needed to create a Purchase Order.  
4. The Supervisor creates a new Purchase Order. Status: **CREATED**  
   Note: A Material Request is not required for the Supervisor to create a new Purchase Order  
5. If the Purchase Order uses a Blanket Purchase Agreement (BPA), the Supervisor may obtain the materials and supply ticket.  
6. The Supervisor scans and attaches quote specifications and/or supply tickets to Purchase Order. Updates status to **SUBMITTED**.  
7. The Finance Group will process the Purchase Order, make an eProcure requisition if appropriate, and update status to **ORDERED**.

**Purchase Received**  
1. Maintenance Control receives materials and sends them to the Supervisor.  
2. The Supervisor creates an AiM Receive transaction. Status: **OPEN**  
3. The Supervisor processes the Purchase Receive. Status: **FULL** or **PARTIAL**  
4. The Supervisor processes the AiM Disbursement. Status: **CLOSED**  
5. The Supervisor distributes materials to the appropriate Technician and/or Shop Warehouse.  
6. The Finance Group processes the eProcure receive if appropriate.

**Invoice Received**
1. The Finance Group receives vendor invoice, creates AiM invoice record, and attaches vendor invoice as a Related Document. Status: OPEN
2. The Finance Group reviews invoice, makes necessary adjustments, and updates status to send invoice record to Supervisor for review. Status: SUPERVISOR
3. The Supervisor receives and reviews the invoice, then determines if any corrections are needed. If corrections are needed, the Supervisor adds a Note to the Notes Log detailing the issue. Supervisor updates the Invoice Status: REJECTED
   If no corrections are needed, the Supervisor updates the Invoice Status: APPROVED
4. If corrections are needed, the Finance Group will make corrections and send back to Supervisor for review.
5. If corrections are not needed, the Finance Group and the Controller’s Office will finish processing the invoice.

Time Management

Time Card Approval
1. The Technician records all work time to their daily time card. Status: NOT POSTED
2. The Supervisor receives and reviews time cards, daily.
3. The Supervisor ensures time cards meet requirements for posting.
   If yes, post the time card. Status: POSTED
   If not, coordinate with the Technician to fix/complete the time card.

Time Card Adjustment
1. The Supervisor discovers an error on posted time card.
2. The Supervisor emails Maintenance Control the correct information.
   • Time Card Number(s) to be corrected.
   • Correct work Order/Phase.
   • Backup documentation to justify adjustment.
Navigation
Logging into AiM

Logging into the Production system: https://mcc.battery.cofc.edu/fmax

When training, use 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 Request – Creation

This method is used to create New Customer Requests that were received outside of the normal flow from Maintenance Control. Once the request is created and Submitted Maintenance Control will create Work Order.

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](image2.png)

4) Add a detailed description.

![Figure 3](image3.png)
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.
10) Click the AiM™ logo.

**Work Order Assignment**
This section will detail how to assign Shop Technicians to an existing Work Order Phase.

Receive and review all the Work Orders/Phases assigned to Shop. Status: NEW
Decide if the work can be scheduled for a future date.
Decide the appropriate Technician(s) to assign to complete the work.
Update the Work Order Phase status. Status: ASSIGNED
Add Work Order to the Technician’s Daily Assignment.

**Work Order – Daily Assignment Scheduling**
This method is used to assign work to technicians and create a daily assignment.

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

2) From the ‘Work Management’ menu channel, click on the ‘Phase’ link.
3) Click the ‘Search’ link.

4) Select the ‘Execute’ button.

*Note: Add search criteria before selecting ‘Execute’ find specific Work Order(s).*
5) Click on the desired Phase number link.

6) Click the ‘Edit’ button.

7) Click the Phase Zoom icon.

8) Select the appropriate Phase status, and update Phase to **Assigned**.

*Note: Phases at the ‘NEW’ status cannot be assigned.*
9) Click the ‘Save’ button.

10) Click the ‘Shop Assignments’ link.

11) Navigate to the desired week to assign the work.
Note: The ‘>’ symbol moves forward one week, month or year at a time.
The ‘<’ symbol moves backward one week, month, or year at a time.

12) Click the ‘+’ icon to assign the work to the Shop Person on the desired date.

13) Optional, add the estimated hours to complete the work.
14) Click the ‘Save’ button to save your changes.

15) Click the ‘Back’ button.

16) The work is now assigned to a Shop Technician. This is shown highlighted in yellow.

*Note: Repeat steps 12 through 15 to assign the same Phase to multiple days and/or Shop Persons.*
17) Click the ‘done’ button.
Work Order - Add Shop Technician

Use this method when you want to assign technicians to Work Order but you do NOT want to create a daily assignment.

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

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

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

5) Click on the desired Work Order number link.

6) Click the ‘Edit’ button.
7) Click on the Phase link.

8) Select the ‘Load’ button to add Shop Person(s).
9) Click the Check box next to the Employee ID for each Shop Person(s) to add to this Work Order.

10) Click the ‘Done’ button to return to the Phase.

11) Click the ‘Done’ to Return to the Work Order.
12) Click the ‘Save’ button to save your changes.

Work Order – Update Phase Status for Completion

1. Receives a notice of finished assigned Work Order Phase from Technician. Status: FINISHED
2. Reviews work to determine if the work is complete and acceptable.
   a. If yes, update the Work Order Phase status. Status: COMPLETE
   b. If no, notify the Technician to re-work. Adds a note log entry.
      Update Work Order Phase Status. Status: ASSIGNED

Work Order – Phase Status Update: Completed

Use This Process to Update 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 zoom icon next to the ‘Phase’ link.

3) Select the ‘Advanced Search’ button.

4) Scroll down to “Phase” search criteria box and choose “Finished” for Status, select appropriate Shop then hit **Execute**
5) Choose the Work Order Phase you wish to update by clicking the 3 digit phase number.

6) To update the status of the Work Order Phase, click ‘Edit’ on the Phase screen.

7) Search for Status options by clicking the ‘Zoom’ icon in the status box.
8) Select the ‘Complete’ status if you have determined finished phase to be complete. Click on the status name.

9) Click ‘Save’ on the Phase screen.

**Resources Requested**

The Supervisor receives and reviews all Shop Technician requests for additional resources, Labor or Material, for assigned work.

**A. Labor Resources Requested**

1. Determine if in-house labor will be utilized. If utilizing in-house labor determine if another Shop is required or not.
   
   a. If labor is needed from another Shop, Add a New Phase on the existing Work Order. Assign to Shop required. Status: NEW

   b. If additional Labor is needed from the Supervisor’s own shop, assign additional Technician(s) to Work Order Phase and Add to Technician(s) Daily Assignment. See the ‘Daily Assignment’ and ‘Add a Shop Person’ sections above for step by step instructions.

2. If outside labor is needed follow the Contract Service Business Process Work Flow
Add New Phase

1) From the Work Order screen, click the ‘Add’ button on the “Phase” part of the screen.

2) Complete the form as described below:
   a. Add Shop Information, Click the Zoom icon. Follow the Prompts. Select the correct Shop.
   b. Add Priority Information, Click the Zoom Icon. Follow the Prompts. Select the appropriate Priority.
   c. Add Work Code, Click the Zoom Icon. Follow the Prompts. Select the appropriate Work Code.
3) Click the ‘Done’ button.

4) Click the ‘Save’ button.

B. Material Resource Requests

1. Determine what type of materials were utilized and/or requested
2. Were materials from Shop Stock?
   If yes, follow the **Shop Stock** Business Process Work Flow.
3. Was a Material Request submitted for resources not available in Shop Stock or Vending?
   If yes, follow the **Purchase** Process Work Flow to purchase, receive and distribute the materials.
Shop Stock Approval

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

2) From the ‘Work Management’ menu channel, click on the ‘Shop Stock Approval’ link.
3) Click the ‘Execute’ button.

![Execute button image]

3) Click the ‘More Detail’ button.  
*Note: This shows more details of the Shop Stock Usage.*

![More Detail button image]

4) Select the items to process. Click the Check Box next to each item.  
*Note: Click the Select All option to process all transactions. Click the Check Box next to the Work Order/Phase to process only those transactions for the Work Order/Phase.*

![Select item and Work Order/Phase]

5) Click the ‘Approve’ button.  
*Note: to reject transactions, click the ‘Reject’ button.*

![Approve button image]
6) The Approval Informational Message displays.

**Purchase Work Flow**

**Non-Emergency Purchases**

1. The Supervisor receives a Material Request from Shop Technician. Status: SUBMITTED

2. The Supervisor will determine if the Material Request should be processed. Update Status: PROCESSED or DECLINED

3. If the Material Request is processed, the Supervisor should make note of the Material Request number and Vendor as this information will be needed to create a Purchase Order.

4. The Supervisor creates a new Purchase Order. Status: CREATED
   Note: A Material Request is not required for the Supervisor to create a new Purchase Order

5. If the Purchase Order uses a Blanket Purchase Agreement (BPA), the Supervisor may obtain the materials and supply ticket.

6. The Supervisor scans and attaches quote specifications and/or supply tickets to Purchase Order. Updates status to SUBMITTED.

7. The Finance Group will process the Purchase Order, make an eProcure requisition if appropriate, and update status to ORDERED.
Material Request Processing

This method is used to update a Material Request status associated to Work Order/Phase(s)

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

2) From the ‘Work Management’ menu channel, click the ‘Zoom icon’ next to Material Request.
3) Select ‘Submitted’ as Status criteria by using Zoom Icon. Next Click the ‘Advanced Search’ link.

4) Scroll down to the ‘Phase’ search option header and select the correct ‘Shop’. Next Click ‘Execute’.
5) Select the appropriate Material Request. Click the associated Transaction link.

6) Click the ‘Edit’ button.
7) Click the ‘Status’ Zoom icon.

8) Select the appropriate status. Click the status link.
Note: The ‘PROCESSED’ status makes the Material Request available to be used on a Purchase Order or Pick Ticket.
Material Request Processing for Non-Stock Requests Submitted by Shop Technician from Fire

This method is used to update a Material Request status associated to Work Order/Phase(s)

10) Login to AiM™ and click ‘Work Management’ link from the menu channel.
11) From the 'Work Management' menu channel, click the 'Zoom icon' next to Material Request.

12) Select 'Submitted' as Status criteria by using Zoom Icon. Next Click the 'Advanced Search' link.
13) To see all Submitted Material Request for your Shop scroll down to the Phase and select the appropriate Shop.

14) To Search only for Non-Stock requests Scroll down to the ‘line item’ search option header and select the ‘Stock’ as your line type and ‘Non-Stock’ as your part. Next Click ‘Execute’.

15) Select the appropriate Material Request. Click the associated Transaction link.
16) Take note of the Material Request description and the quantity of the line item associated. You can copy the Material Request Description here. Click the ‘Edit’ button.

17) Click ‘Add’ above the line item
18) Choose ‘add NonStock Part”

19) Paste Copied Description, add Contractor, use Unknown if not nown, add Part use unknown if not known, use same UOM and Quantity. Then click ‘Done’
20) Check the box next to the old line item then click Remove

21) Select yes when asked if you wish to delete

12) Click the ‘Status’ Zoom icon.
22) Select the appropriate status. Click the status link.
   Note: The ‘PROCESSED’ status makes the Material Request available to be used on a Purchase Order or Pick Ticket.

![Material Request Status Table]

23) Select the ‘Save’ button.
   Note: Make note of the Material Request number and Vendor as this information will be needed to create a Purchase Order.
Purchasing

Purchase Order Creation
This method is used to create a Purchase Order.

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

2) From the ‘Purchasing’ menu channel, click the ‘Purchase Order’ link.

3) Click the ‘New’ button.

4) Click the ‘Contractor’ Zoom icon. Follow the prompts and select the appropriate Contractor and Address Code.
Note: If the Contractor number is known, add the Contractor number first then click the Zoom icon. If the Contractor is unknow, select ‘UNKNOWN’ as the Contractor.

5) Click the ‘Load’ icon to load items.
6) Select the Material Request(s) to add to the Purchase Order. Click the box next to the transaction number.

7) Click the ‘Done’ button.

8) Click the ‘Type Zoom’ icon.
9) Select the appropriate Purchase Order Type.

**Purchase Order Types**

**BPA-** (Blanket Purchase Agreement), A Blanket Purchase Order will be required to associate to the Purchase Order.

**EProcure** - (SciQuest Purchase Order), Purchase will be obtained through SciQuest.

**PCARD** - (Purchase Card), Purchase will be obtained with a Purchase Card.

10) Click the ‘Save’ button.
11) After saving click the ‘Edit’ button. Then click the Zoom Icon next to the Status Box.

12) Click the ‘Submitted’ link to change status, then hit ‘Save’ on next screen to send Purchase Order to Finance.
Purchase Order Received
This method is used to Receive Purchase Orders.

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

2) From the ‘Purchasing’ menu channel, click on the ‘Purchase Receive’ link.
3) Click the ‘New’ button.

4) Click ‘Execute’ button to see all Purchase Orders eligible to be received.
   Note: Enter search criteria to find specific Purchase Orders(s).
   **Note:** Purchase Order has to be in the ‘ORDERED’ status to be eligible to be received in AiM.

5) Select the Purchase Order, click the ‘Purchase Order’ number link.
6) Select the ‘Related Documents’ link from the ‘View’ menu.

7) Click the ‘Add’ button.

8) Click the ‘Choose Files’ button.
9) Select the appropriate file. Click the ‘Open’ button.

10) Click the ‘Next’ button.
11) Select the appropriate document type. Click ‘Type’ Zoom icon. 
Note: Select ‘GENERAL’ for PDF, WORD, and EXCEL documents. Select ‘IMAGE’ for photos.

12) Click the ‘Next’ button.

13) Click the ‘Next’ button.
14) Click the 'Next' button.

15) Click the 'Done' button.
16) Click the ‘Status’ Zoom icon.

17) Select the appropriate Status to indicate whether the order was partially or fully received. Click the ‘Status’ link.

18) Click the ‘Save’ button.
**Purchase Order Disbursement**

This method is used to disburse purchase orders.

1) From the 'Purchasing' menu channel, click the 'Purchase Disbursement' link.

2) Click the 'New' button.
3) Select the ‘Purchase Receive’ type, click ‘Next’ button.

**Purchase Disbursement Types**
- **Purchase Receive**: Disburse a Purchase Order transaction.
- **Spot Purchase**: Disburse a Spot Purchase transaction.
- **Purchase Card**: Disburse a Purchase Card transaction.

4) Click the ‘Execute’ button to see all Purchase Orders eligible to be disbursed.

*Note: Add search criteria to find specific transactions.*

*Note: Purchase Orders have to be “Received” in AiM before they are eligible for disbursement.*

5) Select the Purchase Receive transaction(s), Click the box next to the desired transaction(s).

6) Click the ‘Done’ button.
7) Click the ‘Save’ button.
Note: The Purchase Order has been disbursed and now is eligible to be invoiced.

---

**Purchase Order Invoice Processing**

This method is used by Supervisors to review and approve/reject invoices.

1) Login to AiM™ and click the ‘Accounts Payable’ link from the menu channel.
2) From the 'Accounts Payable' menu channel, click on the 'Purchase Order Invoice' link.

3) Click the 'Search' link.

4) Click the 'Advanced Search' link.
5) Enter ‘Supervisor’ in the ‘Status’ field and your shop name in the ‘Shop’ field.

6) Click the ‘Execute’ button to find all Purchase Order invoices waiting for your approval.
7) Select a Purchase Order Invoice to update. Click the ‘Transaction’ link.

8) Click the ‘Related Documents’ button.

9) Click the Thumbnail of the Document to download the Vendor Invoice.
10) Review the invoice. Click ‘Back’ to return to the Invoice screen.

11) If corrections are needed, adds a note to the Notes Log detailing the issue. Click ‘Notes Log’ button. **If corrections are not needed, skip to step #15.**

12) Click ‘Add’ to add a new note.
13) Write note and click ‘Save’

![Image of note section]

14) Click ‘Done’.

![Image of notes log]

15) Change the Status to signal to the Finance Group whether you approve the invoice. Click ‘Edit’ to move into Edit Mode.

![Image of purchase order invoice]
To change the invoice status click the ‘Status’ icon.

Select ‘Approved’ or ‘Rejected’ to indicate whether you approve the invoice in its current form. Click the ‘Status’ link.

Click the ‘Save’ button.
Time Management

Time Card Approval

4. The Technician records all work time to their daily time card. Status: NOT POSTED
5. The Supervisor receives and reviews time cards, daily.
6. The Supervisor ensures time cards meet requirements for posting.
   If yes, post the time card. Status: POSTED
   If not, coordinate with the Technician to fix/complete the time card.

Time Card Adjustment

3. The Supervisor discovers an error on posted time card.
4. The Supervisor emails Maintenance Control the correct information.
   - Time Card Number(s) to be corrected.
   - Correct work Order/Phase.
   - Backup documentation to justify adjustment.
Time Card Approval

Login to AiM™ and click the 'Time and Attendance' link from the menu channel.

1) From 'Time and Attendance' menu channel, click the 'Timecard Approval' link.

2) Click the 'Execute Search' button.
3) Click the 'More Detail' button to see additional information. 
   Note: To see supplementary details, click on 'Transaction' link.

4) Click the 'Box' icon next to the line item(s) to select the line for processing.
5) Click the 'Approve' button.

6) An Information Message Box appears showing how many Timecards were 'Approved' and/or 'Failed'.
   Click the OK button.
   Note: For 'Failed' Approvals, check the Error Log for details.
## Appendix

### 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>
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<td>SERVICES</td>
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<td>ELECTRICAL</td>
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<td>MAINTENANCE</td>
<td>CORRECTIVE</td>
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<td>MAINTENANCE</td>
<td>CORRECTIVE</td>
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<td>ALTERATIONS</td>
<td>SUPPORT</td>
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<td>6-ROUTINE</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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