

IT 523 AiM Work Orders

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Building Coordinators List

<https://www.jmu.edu/riskmgmt/bldgcoor.shtml>

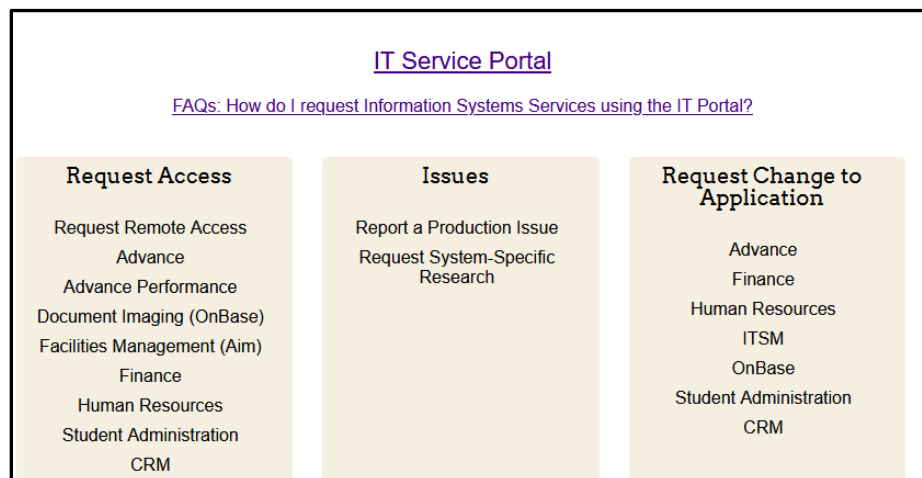
What is an AiM Work Order?

Work Orders are used to request services related to building, vehicle, and grounds maintenance. They are processed in the Customer Service segment of the AiM system and managed by the Facilities Management Work Control Center.

Where to Request Access to AiM

Access requests can be made from the Quick Login Access page on the JMU website.

JMU.edu > Info For > Faculty/Staff > IS Applications >
Request Access > Facilities Management (AiM)



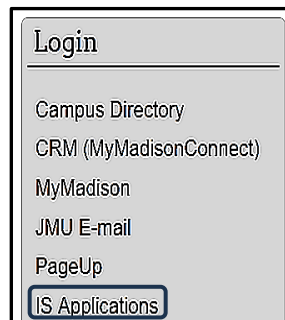
Select “Work Request” to request access to the Work Order portion of the AiM system.

Access AiM Facilities Management

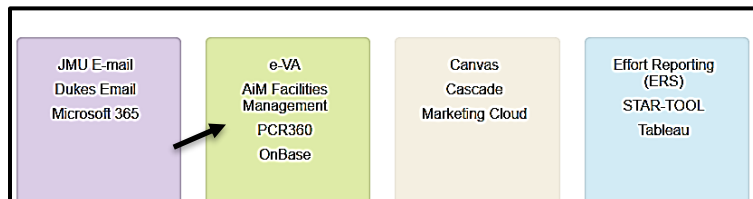
1. From the JMU Home page, click **INFO FOR > Faculty/Staff**.



2. Scroll down and inside the grey Login box, select **IS Applications**.



3. Click **AiM Facilities Management**.



4. Login to AiM using your **JMU eID and password** and click **Login**.



AiM Dashboard

When you log into the AiM system, you are taken to the AiM Dashboard. Let's take a look at some key features on this landing page.

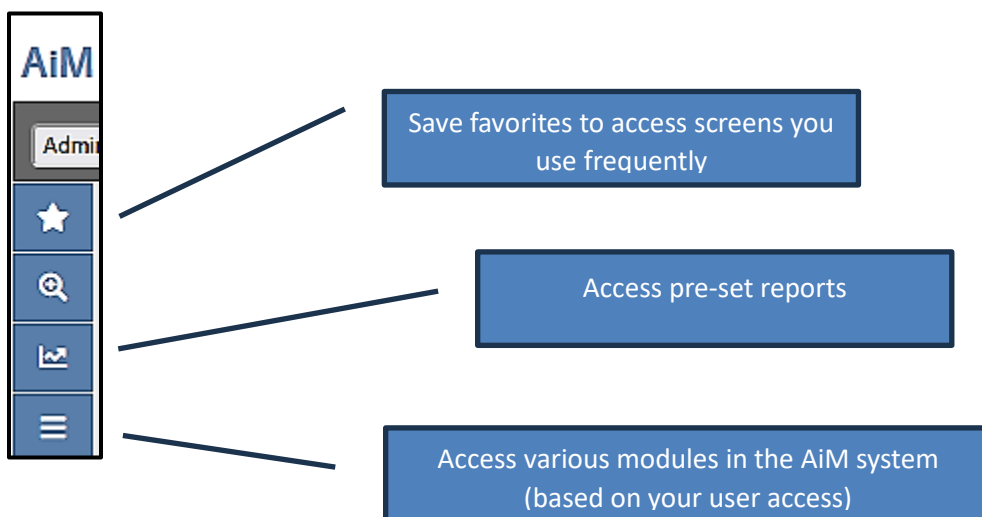
JMU QUICK SEARCH

The **JMU Quick Search** is designed to give you easy access to customer requests. You have multiple ways to search (options marked with stars are relevant to work orders):

The screenshot shows the 'AiM WorkDesk' interface. At the top, there's a header with 'AiM WorkDesk' and a search bar. Below the header, there's a sidebar with navigation icons. The main content area is titled 'CUSTOMER-INFO' and contains the 'JMU QUICK SEARCH' section. This section has a table with search criteria and 'Go' buttons. The criteria are: Customer Request, UserID (CR), Account (CR), Vehicle Request, Account (VR), Work Order, Asset / Vehicle, O&M Project, and Property. To the right of the search table, there are two purple buttons: 'Youtube Training Videos' and 'Resource Materials'. Below these buttons are several links: 'Customer Dashboard Overview', 'Customer Request Entry', 'Vehicle Request Entry', 'Work Order and Phase Overview', and 'AIM Zone Map (GIS)'.

- ★ **Customer Request** – search by work request transaction #
- ★ **UserID (CR)** – search by your User ID
- ★ **Account (CR)** – search by the account number (Dept ID) the work is charged to
 - **Vehicle Request** – search by Vehicle Request transaction #
 - **Account (VR)** – search by the account number (Dept ID) the vehicle request is charged to
- ★ **Work Order** – search by Work Order # (once generated by Work Control)
- ★ **Asset/Vehicle** - search by asset or vehicle number to look up work orders and costs associated with that equipment
 - **O&M Project** – Operation and Maintenance projects (used primarily by FM)
- ★ **Property** – search by Property #

WorkDesk: Left Column Navigation



Building List and Administrative Message Center

The **Building List** provides a list of JMU property numbers and the facility each building resides in. You will need the property number whenever you enter a new customer request. For more information on the property, you can click on the property number.

The **Administrative Message** area is used by Facilities Management to communicate information such as the system being temporarily offline. It's a good idea to check this area for updates whenever you login.

BUILDING LIST					ADMINISTRATIVE MESSAGE	
Show 20 entries					0	
Property	Description	Property Class	Facility	Region		
0249	10 W. GRACE ST.	AUX	NORTH	MAIN		
0207	1050 S. MAIN ST. (MIKE'S MART)	E&G	BLUESTONE	MAIN		
0270	1070 HILLCREST DR.	AUX	BLUESTONE	MAIN		
0971	1070 VA. AVE. (SHEN MANUFACTURING)	E&G	MEMORIAL	MAIN		
0160	1077 S. MAIN ST. (FUNKHOUSER HOUSE)	E&G	BLUESTONE	MAIN		
0342	110 W. GRACE ST.	E&G	MEMORIAL	MAIN		
0333	1140 HILLCREST DR.	AUX	BLUESTONE	MAIN		
0178	1150 S. MAIN ST. (FACULTY HOUSING)	AUX	S. MAIN	MAIN		
0283	116 PORT REPUBLIC RD.	AUX	LAKE	MAIN		

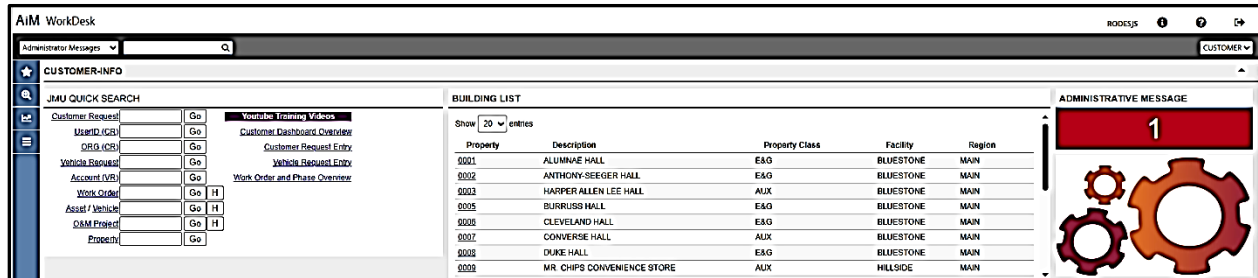
Zone Map

You can also find a link to the AiM Zone Map under **Resources**.

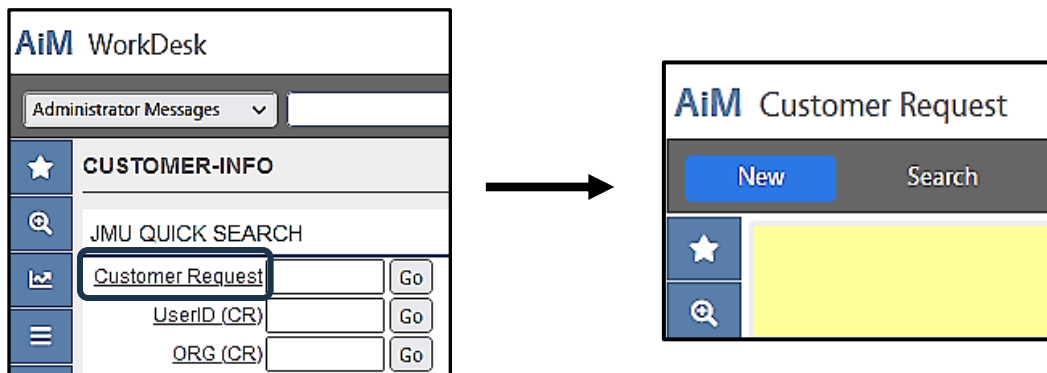


Create a New Customer Request

On the **AiM Dashboard**, you can access the screen to create a new customer request a couple of different ways.

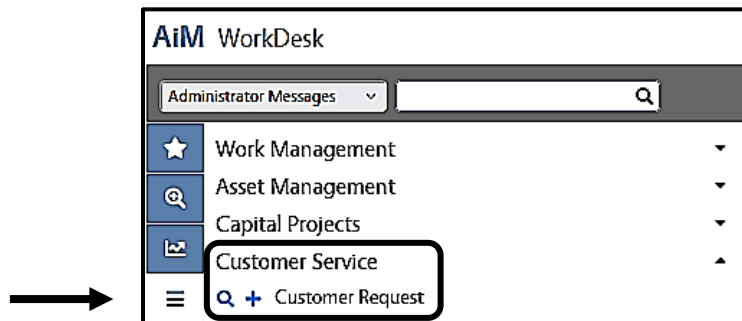


Under JMU QUICK SEARCH, click the **Customer Request** hyperlink, which takes you to the Customer Request screen. From there, click **New**.



OR

Click the three bars on the left-side navigation, click the drop-down arrow next to Customer Service and click **+ Customer Request**.



Information Entry

The Customer Request screen will appear. All fields highlighted in red are required fields.

The screenshot shows the 'AiM Customer Request' form. A yellow box highlights the transaction number '241362' with the annotation 'Notice the transaction number'. A white box with a red border lists 'Problem Code' requirements: '1. Vandalism is the problem (use code 130)' and '2. An estimate is requested (use code 106)'. A white box with a red border states 'Status is OPEN until approved. Once approved, you cannot make changes. Call the Work Control Desk (8-6101) for changes and additions.' The form includes fields for Problem Code, Description, Organization, Requester, Contact, Contact Phone, Contact Email, Account, Subcode, Asset Group, Asset, Region, Facility, Property, and Location. The Status field is set to 'OPEN'.

Remember, do not click save until done! Save automatically submits the request to Facilities Management Work Control.

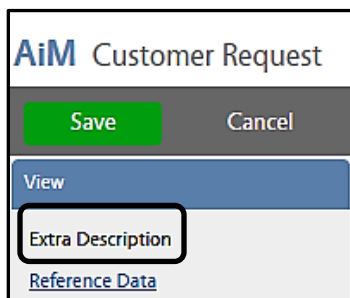
Complete **Description**

- Start with the **building and room number** be sure to indicate the building in which the work needs to be done (if vandalism, delete the word “vandalism” first – it appears only when the vandalism problem code is selected in the field above Description);
 - Type a **space**, then a – (**dash**), then another **space**
 - Type either **E&G OR Aux**
 - E&G for departments starting with 100
 - Aux for departments starting with 300 and above
 - Type a **space**, then a – (**dash**), then another **space**
 - Describe the need** (be as specific as possible about work to be done, but brief/clear)
 - State a desired/specific date in the description if you have one
 - Also indicate **room availability** (consider noise of repairs for co-workers)

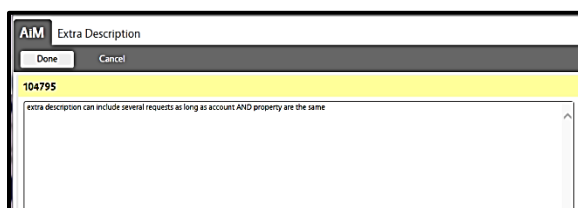
The 'Description' field contains the text: 'JMAC4 T108 - E&G - toilet running in ladies bathroom. Room available Mon-Fri before 8:30 am and after 4:00 p.m.'

Use Extra Description to provide information that doesn't fit in the Description field; **type “see Extra Description” in the short description** to prompt Work Control to look more detail.

5. Click **Extra Description** when you need additional space for details about the request.



6. Type additional information in the **Extra Description** field.



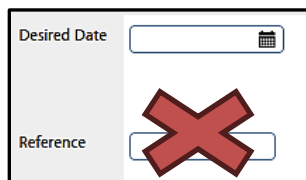
7. Click **Done** (returns to Request screen with Extra Description underlined to indicate the dialog box has information in it)

Indicate Desired Date (optional)

Desired date is not required so leave blank if the work is not needed by a certain date. If a date is entered, Work Control will use it to determine the urgency level. **If the date is important, it should also appear in the Description.**



8. Click the small **calendar** to the right of the desired date box to select your requested date; use a future date (if work is required today, call Facilities Management, then put the Work Order into the AiM system – input is always by the person making the request).

Note: Reference Field is for Facilities Management use (do not use)



Indicate Organization and Contact

9. Enter the **Organization** number (Dept ID) of the requestor.
10. Click the **magnifying glass** in the Organization field to autofill Organization information.

Organization	<input type="text" value="100123"/> 
	INFO TECH - COMPUTING SUPPORT
Requestor	<input type="text" value="INFO TECH - COMPUTING SUPPORT"/> 

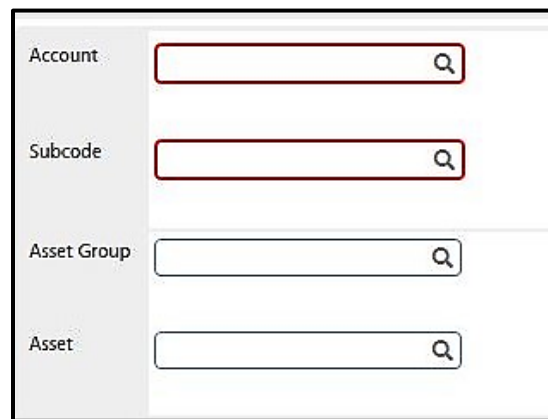
11. Enter **Contact person** as the person to **call with questions about the request**, not necessarily the person entering the request into the AiM system.
12. Enter **Contact Phone**.
13. Enter **Contact Email in all caps as a full email address** that includes the @jmu.edu – this will be used to generate a notification email once the customer request is closed.

Contact	<input type="text" value="James Madison"/>
Contact Phone	<input type="text" value="540-568-1234"/>
Contact Email	<input type="text" value="MADISOJA@JMU.EDU"/>

Indicate Account to be Charged

YOU ONLY HAVE THE ABILITY TO CHARGE ACCOUNTS TO WHICH YOU HAVE BEEN GIVEN ACCESS.

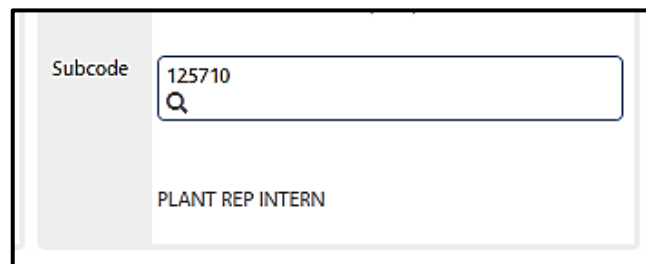
14. The AiM system auto-populates the **Account field** once Organization is entered; type the Account to be charged if different from what is populated or use the magnifying glass to open the dialog box and select the Account.
15. Click the **magnifying glass** to apply system information to the field.



A screenshot of a web form with four input fields, each with a magnifying glass icon on the right. The fields are labeled 'Account', 'Subcode', 'Asset Group', and 'Asset'. The 'Account' and 'Subcode' fields are highlighted with a red border.

Indicate Subcode

16. Enter Subcode **125710** (only 125710 can be used).



A screenshot of a web form showing the 'Subcode' field with the value '125710' entered. Below the input field, the text 'PLANT REP INTERN' is displayed.

17. Use the **magnifying glass** to autofill PLANT REP INTERN (plant representative internal).

NOTE: if this is omitted, an error message will appear when attempting to save.

Start with Property to Complete Location Fields

Go directly to **Property** and enter the property number of the building in which the work needs to be done.

Region

Facility

Property

Location

FIRST enter property number of the building in which the work needs to be

THEN click the magnifying glass

18. Click the magnifying glass to auto-fill the Region, Facility, and Property details.

19. Dialog box for Location opens --- it is **optional** – choose a URL for a room, or simply click **Done** to close without choosing a specific location.

AiM Location

Done Search Cancel

Region: MAIN Facility: BLUESTONE Property: 0946

Location	Floor	Description
101	1	STUDY ROOM
102	1	OFFICE SERVICE
103	1	OFFICE
105	1	OFFICE
107	1	OFFICE SERVICE
109	1	OFFICE
111	1	STUDY ROOM
112	1	OFFICE
2000	1	OFFICE
2001	1	CONFERENCE ROOM
2002	1	OFFICE
2004	1	OFFICE
2006	1	OFFICE
2008	1	OFFICE

Page 1 of 2 Go Display: 10 25 50 First Previous Next Last Records Found = 28

Review the Completed Customer Request

Review the work order for accuracy. Reading it aloud is helpful.

AiM Customer Request	
Save Cancel	
View Extra Description Reference Data Comments Account Setup Notes Log Status History Related Documents	<div>241364 Last Edited by RODESJS On 8/27/21 10:44 AM</div> <div>Status: <input type="text" value="OPEN"/></div> <div>Problem Code: <input type="text"/></div> <div>Description: JMAC4 RM 101 - E&G - 3 CANNED LIGHTS OUT - ROOM NOT AVAILABLE BETWEEN 11-2 M-F CONTACT JAMES MADISON 8-1234</div> <div>Desired Date: <input type="text" value="Sep 3, 2021"/></div> <div>Reference: <input type="text"/></div> <div>Organization: <input type="text" value="100123"/> INFO TECH - COMPUTING SUPPORT</div> <div>Requestor: <input type="text" value="INFO TECH - COMPUTING SUP"/></div> <div>Region: <input type="text" value="MAIN"/> MAIN</div> <div>Contact: <input type="text" value="James Madison"/></div> <div>Contact Phone: <input type="text" value="568-1234"/></div> <div>Facility: <input type="text" value="BLUESTONE"/> BLUESTONE</div> <div>Contact Email: <input type="text" value="madisoja@jmu.edu"/></div> <div>Account: <input type="text" value="100123"/> INFO TECH - COMPUTING SUPPORT</div> <div>Subcode: <input type="text" value="125710"/> PLANT REP INTERN</div> <div>Asset Group: <input type="text"/></div> <div>Asset: <input type="text"/></div> <div>Property: <input type="text" value="0946"/> JAMES MADISON ADMINISTRATIVE COMPLEX 4 (JMAC 4)</div> <div>Location: <input type="text"/></div>

20. Click **Save**; if there are no errors, Save will automatically submit the request to Facilities Management, and returns a Saved Customer Request screen.

Note: If you do not see the red required field boxes, the request has been saved/submitted

The **Saved** Customer Request should **NOT** be edited (call Work Control 8-6101 if changes are needed).

241364	
Last Edited by RODESJS On 8/27/21 10:55 AM	
Status	OPEN
Problem Code	
Description	JMAC4 RM 101 - E&G - 3 CANNED LIGHTS OUT - ROOM NOT AVAILABLE BETWEEN 11-2 M-F CONTACT JAMES MADISON 8-1234
Desired Date	Sep 3, 2021
Reference	
Organization	100123 INFO TECH - COMPUTING SUPPORT
Requestor	INFO TECH - COMPUTING SUP
Region	MAIN MAIN
Contact	JAMES MADISON
Contact Phone	568-1234
Facility	BLUESTONE BLUESTONE
Contact Email	madisoja@jmu.edu
Account	100123 INFO TECH - COMPUTING SUPPORT
Subcode	125710 PLANT REP INTERN
Asset Group	
Asset	
Property	0946 JAMES MADISON ADMINISTRATIVE COMPLEX 4 (JMAC 4)
Location	

Summary Steps for Submitting an AiM Work Order

Remember, do NOT click save until you are done!

1. Under JMU Quick Search, click **Customer Request** to access the Customer Request screen, then click **New**.
2. Complete the **Description**
 - a. describe the need in the following format: building room # - E&G or AUX - brief, clear action to be taken, any particulars that would help with scheduling (room availability), end with desired date if that is important
 - b. use Extra Description (accessed from the LEFT menu) if more space for explanation is needed
3. Optional: enter the desired completion date using the calendar in the **Desired Date** field (use only if you have entered a desired date in the description field)
4. Enter the **Organization** (Dept ID) of person entering the request, then click the **magnifying glass** to autofill Requestor field and system information.
5. The AiM system auto-populates the **Account** field once the Organization is entered; **enter** the Account to be charged if different from what auto-populates or use the magnifying glass to open the dialog box and select the correct Account.
6. Enter **Subcode** 125710.
7. Enter Contact information
 - a. **Name** (person who can explain the need)
 - b. Phone #
 - c. Full Email address (in all caps)
- Enter the **Property Number** of the building in which the work needs to be done, then click the **magnifying glass** to go to Location dialog box (choose a room or click Done)
8. Review/verify the request
9. Click **Save** (submits to Work Control in Facilities Management)
10. Logout of the AiM system

When to Create a New Request

Multiple needs of the same type can be put in a single request, use the Extra Description field if needed.

If you identify an additional need of the same type immediately after recently submitting a request, **call Work Control 8-6101** to add it to the request.

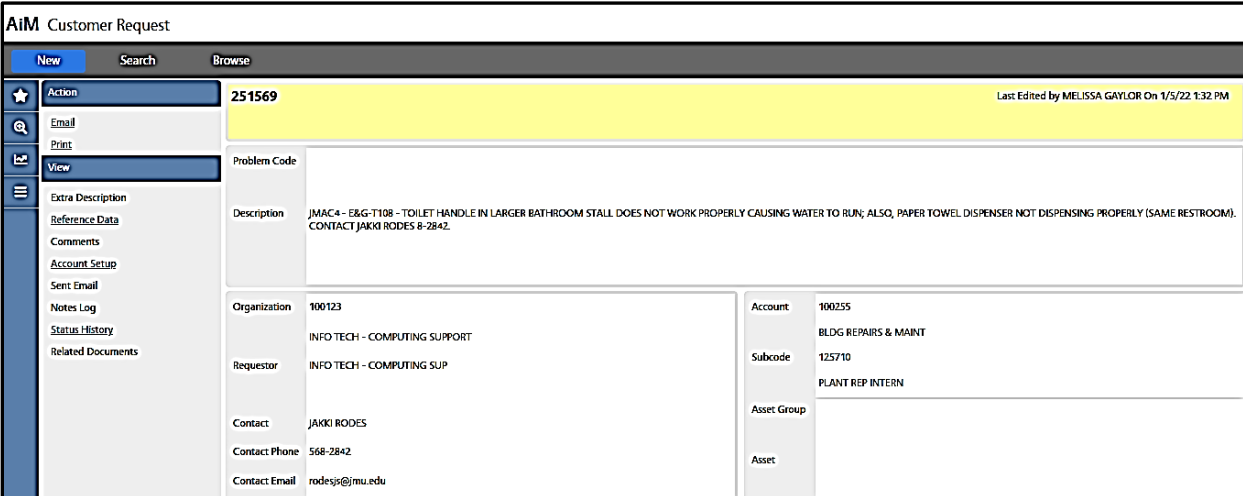
Different Accounts and/or Property

If the **Account** charged and/or **Property** will be different, you should create a new customer request.

Estimates

- If an Estimate is needed, it is entered as a separate request
- Put all needs associated with the estimate in a single request
- Select Estimate Needed as the Problem code (code 106)
- Add "Estimate Needed" at the beginning of your Description

On the Customer Request screen, you can click **New** in the upper navigation bar to start a new customer request.



AiM Customer Request

[New](#) [Search](#) [Browse](#)

★ **Action** **251569** Last Edited by MELISSA GAYLOR On 1/5/22 1:32 PM

🔍 **Email**

🖨 **Print**

📄 **View**

📄 **Extra Description**

📄 **Reference Data**

📄 **Comments**

📄 **Account Setup**

📄 **Sent Email**

📄 **Notes Log**

📄 **Status History**

📄 **Related Documents**

Problem Code

Description JM4C4 - 6B6-T108 - TOILET HANDLE IN LARGER BATHROOM STALL DOES NOT WORK PROPERLY CAUSING WATER TO RUN; ALSO, PAPER TOWEL DISPENSER NOT DISPENSING PROPERLY (SAME RESTROOM). CONTACT JAKKI RODES 8-2842.

Organization 100123

Requestor INFO TECH - COMPUTING SUPPORT

Contact JAKKI RODES

Contact Phone 568-2842

Contact Email rodesjs@jmu.edu

Account 100255

Subcode 125710

Asset Group PLANT REP INTERN

Asset

Not sure? Call Work Control at 8-6101 anytime to clarify whether a new request is needed.

Search for Existing Work Orders

To search for existing work orders, you can choose from various search options within JMU QUICK SEARCH on the AiM Dashboard.

You can search by:

- **Customer Request** – search by work request transaction #
- **UserID (CR)** – search by your User ID, all work orders associated with your userid will display
- **Account (CR)** – search by the account number (Dept ID) the work is charged to, all work orders associated with that Dept ID will display
- **Work Order** – search by Work Order # (once generated by Work Control); if you type in the work order and click “H” you will create a work order life history report consisting of any labor and material currently charged to the work order

The screenshot shows the 'AiM WorkDesk' interface. At the top, there's a header with 'AiM WorkDesk' and a dropdown menu for 'Administrator Messages'. Below this is a sidebar with icons for a star, a magnifying glass, a bar chart, and a hamburger menu. The main content area is titled 'CUSTOMER-INFO' and contains a section for 'JMU QUICK SEARCH'. This section has a table with search options: 'Customer Request', 'UserID (CR)', 'Account (CR)', 'Vehicle Request', 'Account (VR)', 'Work Order', 'Asset / Vehicle', 'O&M Project', and 'Property'. Each option has an input field and a 'Go' button. The 'Work Order' row also includes an 'H' button.

JMU QUICK SEARCH		
Customer Request	<input type="text"/>	Go
UserID (CR)	<input type="text"/>	Go
Account (CR)	<input type="text"/>	Go
Vehicle Request	<input type="text"/>	Go
Account (VR)	<input type="text"/>	Go
Work Order	<input type="text"/>	Go H
Asset / Vehicle	<input type="text"/>	Go H
O&M Project	<input type="text"/>	Go H
Property	<input type="text"/>	Go

- **Asset/Vehicle** – search by asset or vehicle # to look up work orders and costs associated with that equipment; once you access the asset or vehicle screen, use the ViewFinder to find the work orders (see next page starting on step 2)
- **Property** – search by Property # (see next page for further instructions, starting with step 1)

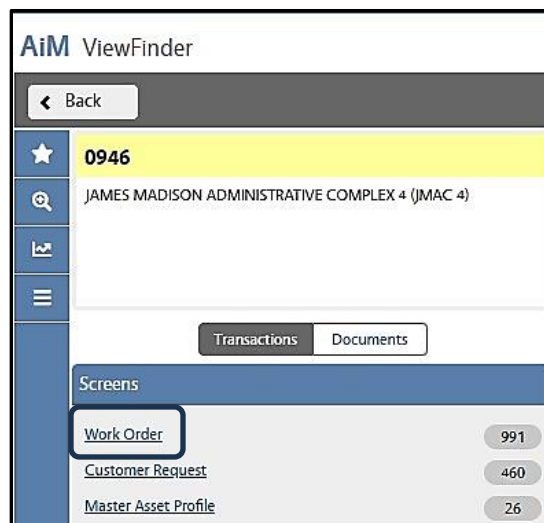
1. When you search by Property #, a screen will display showing the Property # as a hyperlink. Click the hyperlink.



2. Under the Action block, click **ViewFinder**.



3. Under the Screens block, click **Work Order**.



- A list of results will generate. You can use the column headings at the top of the screen to sort the data as needed in ascending or descending order. Once you've found the work order you're looking for, click the **Work Order #**.

Page of 40

<u>Work Order #</u>	<u>Description</u>
<u>25-493359</u>	JMAC 4, 2009 - E&G - PLEASE HANG PICTURE. PLEASE SEE
<u>24-489107</u>	JMAC 4 - E&G - EXTERIOR DOOR TO THE MECHANICAL R
<u>24-488862</u>	JMAC 4 - E&G - ESTIMATE FOR ANNUAL ROOF INSPECTIO

- The **Work Order** screen appears.

Features of the Work Order Screen

The work order has several features. Within the Phase section, you can see the phases of the job, which shop is working on that phase, and the status the phase is in (see the Appendix for more details on the Work Order Phase Flow).

Note: Phases may have multiple shops involved in completing the work.

AiM Work Order CUSTOMER ⓘ ? ↻

Back Search Browse

24-471636 Created By MICHAEL BORROR On 5/28/24 4:50 PM
Last Edited by MICHAEL BORROR On 5/28/24 4:50 PM

Status: OPEN

Project: 302905

Customer Request: 302905

Desired Date:

Budget: 50.00

Problem Code: 121

Type: WALLS

Category: OM

Duration: OPERATIONS AND MAINTENANCE

NON-SCHEDULED

CUSTOMER REQUESTS AND ESTIMATES.

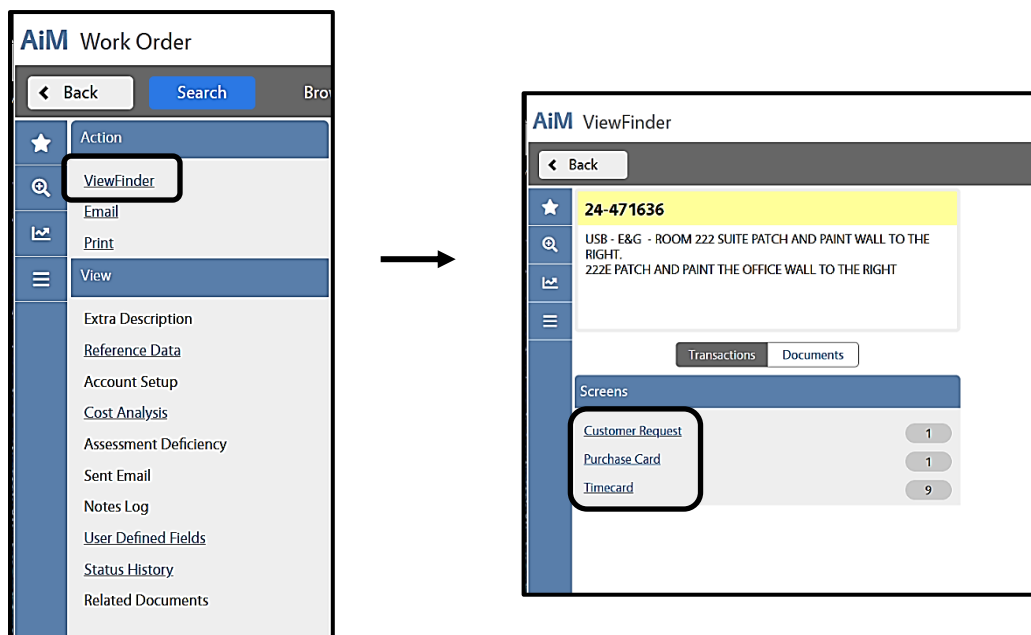
Organization: Requestor: Contact: CARLENE HEATWOLE
Contact Phone: 83645
Contact Email: HEATWOCC@JMU.EDU

Region: MAIN
Facility: BLUESTONE
Property: 0129
UNIVERSITY SERVICES BUILDING

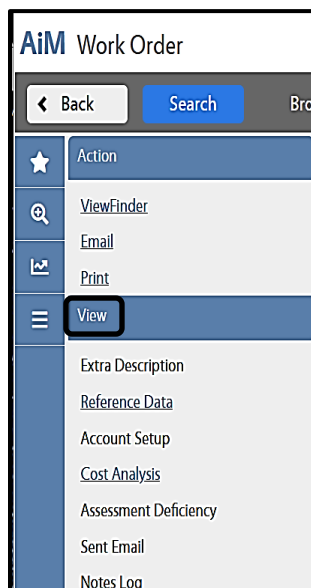
Phase

Phase	Description	Location	Shop	Work Code	Priority	Asset	Status
001	USB - E&G - ROOM 222 SUITE PATCH AND PAINT WALL TO THE RIGHT. 222E PATCH AND PAINT THE OFFICE WALL TO THE RIGHT		PAINT	PAINT	3-HIGH		WORK COMPLETE

On the top left side of the work order screen, there is an **Action** block. Click **Viewfinder** to find transactions related to the work order. This may include purchase information, timecards, PO's, etc. The print tab will allow you to print out the work order life history.



Below the Action block, the **View** block provides links to details such as work order cost analysis, status history and documentation related to the work order. Reach out to Work Control if you need assistance or have any questions regarding the information available to you.

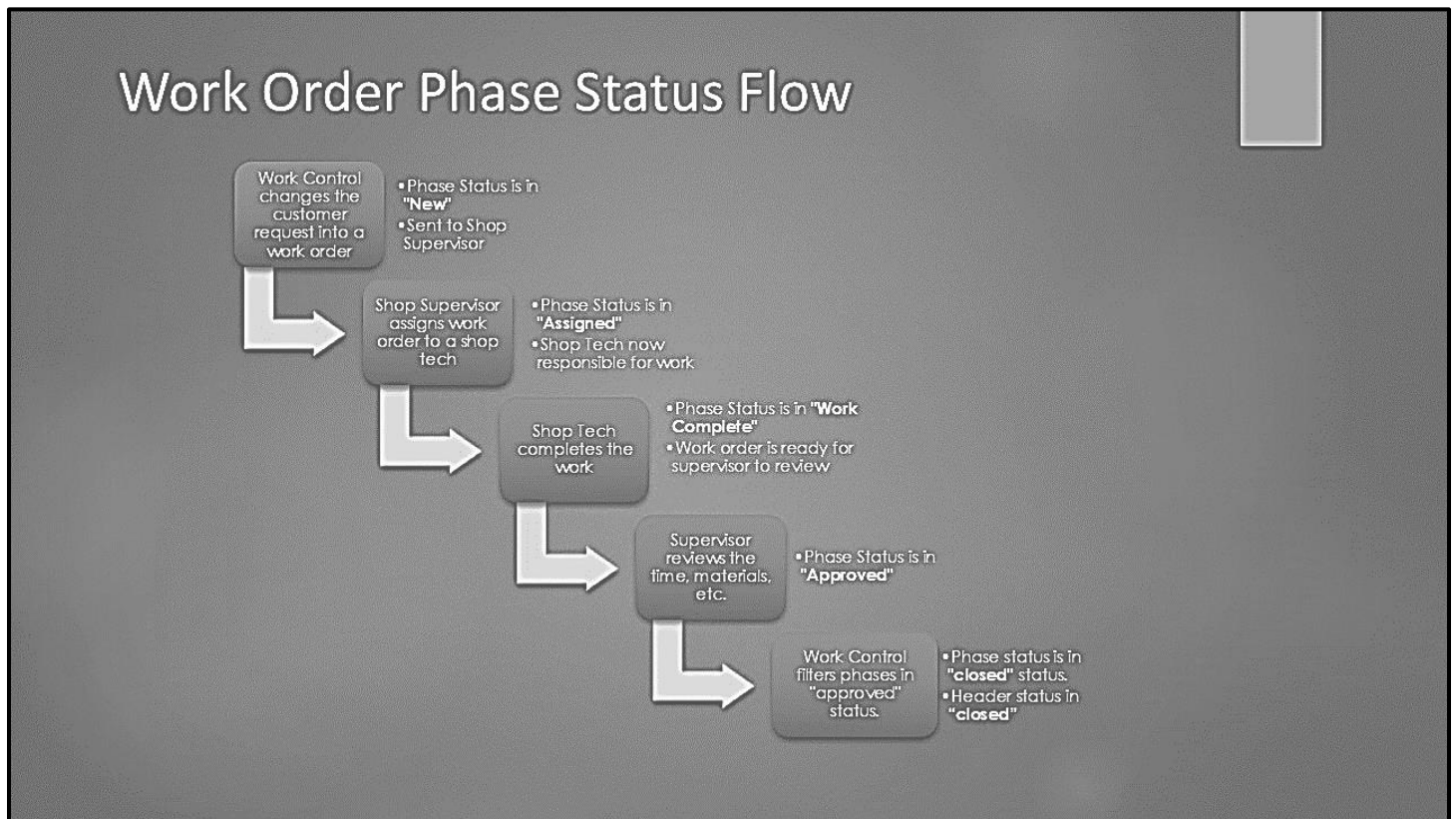


Appendix

Facilities Management (FM) Shops

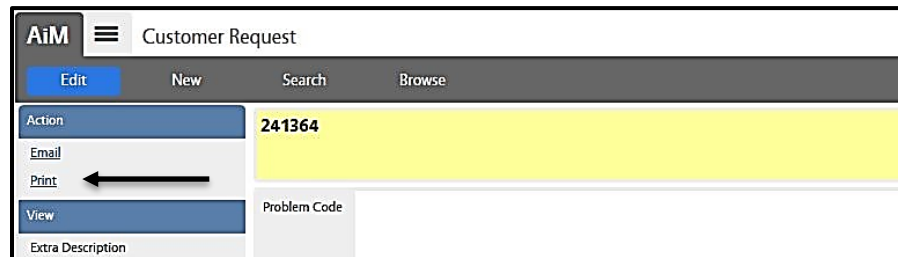
FM Shops	Shop	Description
	ADM	ADMINISTRATION
	BAS	BUILDING AUTOMATION SYSTEM
	BFM	BOILER FIREMEN
	BST	BUILDING SAFETY TECHNOLOGIES
	CARP	CARPENTER
	ELEC	ELECTRIC SHOP
	ENG	ENGINEERING
	EPS	EMERGENCY POWER SHOP
	HER	HOUSEKEEPING EQUIPMENT REPAIR
	HSKP	HOUSEKEEPING
	HVAC	HEATING, VENTILATING, AIR CONDITIONING
	IPM	INTEGRATED PEST MANAGEMENT
	IWM	INTEGRATED WASTE MANAGEMENT
	LAND	LANDSCAPING
	LCK	LOCKSMITH
	LFS	LIFE SAFETY
	MVM	MOTOR VEHICLE MECHANIC
	MVS	MOTOR VEHICLE SERVICE
	OB	OIL BURNER
	PAIN	PAINTING
	PLUM	PLUMBING
	REFR	REFRIGERATION
	SIGN	SIGN MAKER
	STOR	HOUSEKEEPING STORES DELIVERY
	UCPT	CARPET CLEANING
	UMD	UTILITY MOVING & DELIVERY - INTERNAL
	UTIL	UTILITIES

Work Order Phase Status Flow



Print a Customer Request

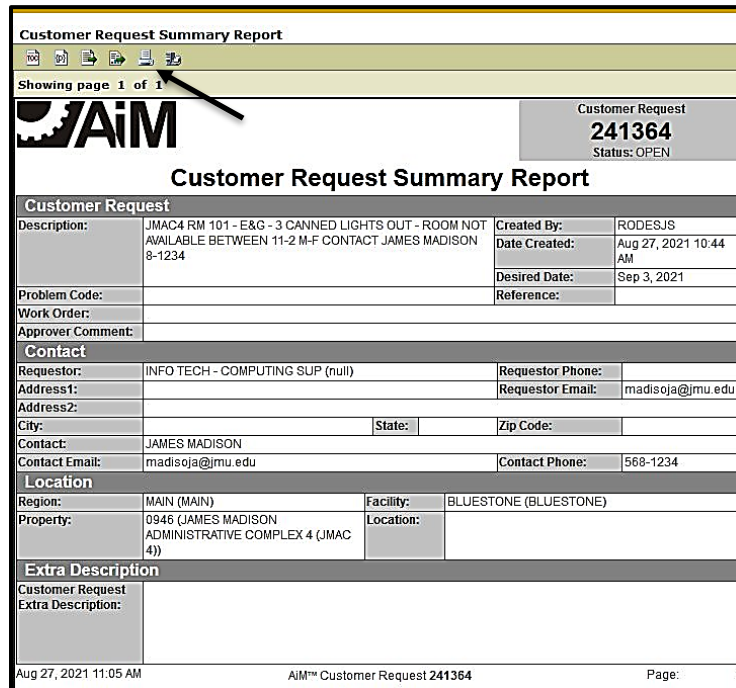
1. Click **Print**.



The screenshot shows the AiM Customer Request interface. At the top, there's a header with the AiM logo and a menu icon. Below the header, there's a navigation bar with buttons: Edit, New, Search, and Browse. The main area displays the Customer Request ID 241364. On the left, there's a sidebar with buttons: Action, Email, Print, and View. The Print button is highlighted with a black arrow. Below the sidebar, there's a section for Extra Description.

A report will immediately be generated for the selected Customer Request.

2. Click the **PRINT** icon on the top left section of the report's menu bar (not the browser).



The screenshot shows the Customer Request Summary Report for request 241364. The report is titled 'Customer Request Summary Report' and shows 'Showing page 1 of 1'. The report includes the AiM logo and the request ID 241364 with status OPEN. The report details include:

- Customer Request**
 - Description: JMAC4 RM 101 - E&G - 3 CANNED LIGHTS OUT - ROOM NOT AVAILABLE BETWEEN 11-2 M-F CONTACT JAMES MADISON 8-1234
 - Problem Code:
 - Work Order:
 - Approver Comment:
- Contact**
 - Requestor: INFO TECH - COMPUTING SUP (null)
 - Requestor Phone:
 - Requestor Email: madisoja@jmu.edu
 - Address1:
 - Address2:
 - City:
 - State:
 - Zip Code:
 - Contact: JAMES MADISON
 - Contact Email: madisoja@jmu.edu
 - Contact Phone: 568-1234
- Location**
 - Region: MAIN (MAIN)
 - Facility: BLUESTONE (BLUESTONE)
 - Property: 0946 (JAMES MADISON ADMINISTRATIVE COMPLEX 4 (JMAC 4))
 - Location:
- Extra Description**
 - Customer Request
 - Extra Description:

The footer of the report shows the date and time: Aug 27, 2021 11:05 AM, the AiM logo, the request ID 241364, and the page number 1.

3. In the dialog box that appears, **select PDF** as the Print Format.

The screenshot shows the 'Customer Request Summary Report' interface. The report title is 'Customer Request Summary Report' with a sub-header 'Customer Request 241364' and 'Status: OPEN'. The report content includes sections for 'Customer Request', 'Contact', 'Location', and 'Extra Description'. The 'Customer Request' section contains fields for Description, Created By, Date Created, Desired Date, Problem Code, Work Order, and Approver Comment. The 'Contact' section contains fields for Requestor, Address1, Address2, City, State, Zip Code, Contact, Contact Email, and Contact Phone. The 'Location' section contains fields for Region, Facility, Property, and Location. The 'Extra Description' section contains fields for Customer Request and Extra Description. A 'Print Report' dialog box is open on the right side of the screen, showing the 'Print Format' dropdown set to 'PDF' and the 'Pages' dropdown set to 'All pages'. An arrow points to the 'PDF' option in the 'Print Format' dropdown.

Customer Request	
Description:	JMAC4 RM 101 - E&G - 3 CANNED LIGHTS OUT - ROOM NOT AVAILABLE BETWEEN 11-2 M-F CONTACT JAMES MADISON 8-1234
Created By:	RODESJS
Date Created:	Aug 27, 2021 10:44 AM
Desired Date:	Sep 3, 2021
Problem Code:	
Work Order:	
Approver Comment:	

Contact	
Requestor:	INFO TECH - COMPUTING SUP (null)
Requestor Phone:	
Address1:	
Address2:	
City:	JAMES MADISON
State:	
Zip Code:	
Contact:	JAMES MADISON
Contact Email:	madisoja@jmu.edu
Contact Phone:	568-1234

Location	
Region:	MAIN (MAIN)
Facility:	BLUESTONE (BLUESTONE)
Property:	0946 (JAMES MADISON ADMINISTRATIVE COMPLEX 4 (JMAC 4))
Location:	

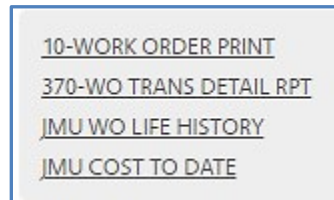
Extra Description	
Customer Request	
Extra Description:	

Aug 27, 2021 11:12 AM AiM™ Customer Request 241364 Page: 1

4. Click **OK** to generate a PDF of the request.
5. Save or print the generated PDF file.

Work Order Print Options

There are additional print options for Work Orders, shown below.



Work Order Print – generates the Work Order Assignment report

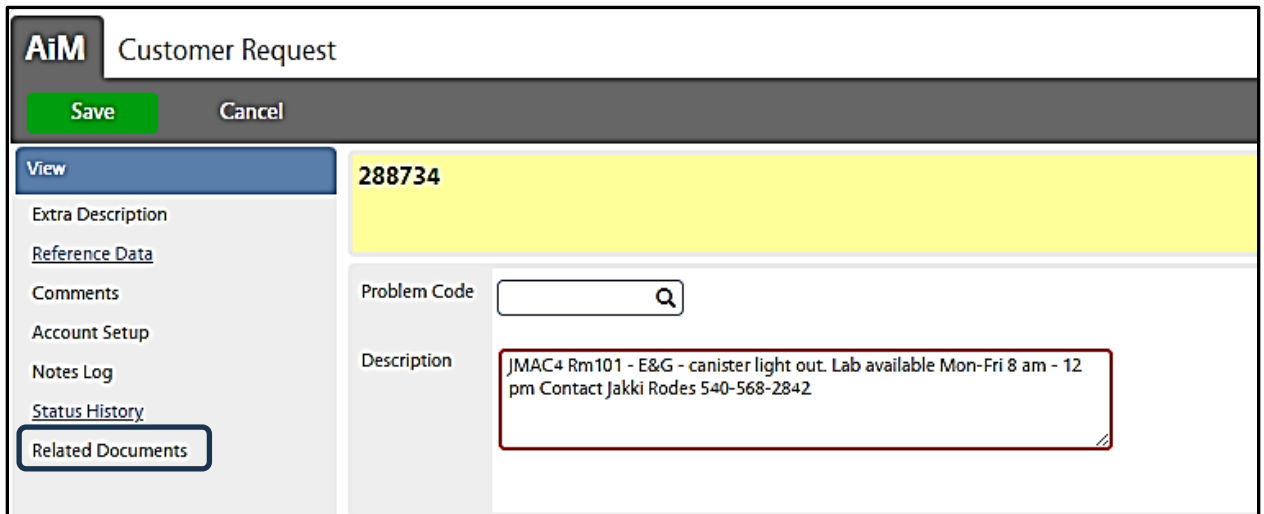
WO Trans Detail Rpt – provides a short summary of labor and materials charged to the Work Order (all phases)

JMU WO Life History – displays anything that has been billed to date

JMU Cost to Date – shows anticipated costs, not yet billed

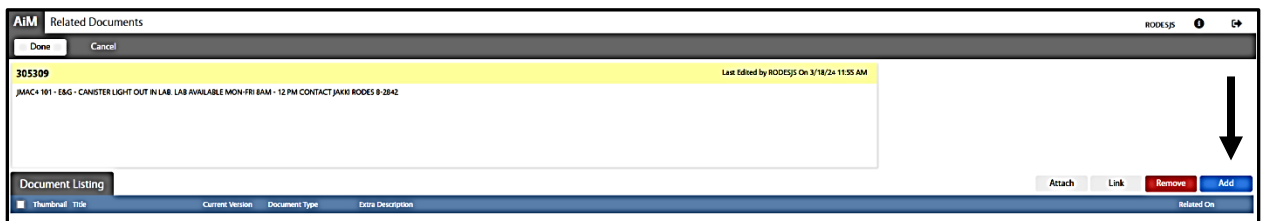
Add an Attachment

1. After entering the information for your customer request, click **Related Documents**.



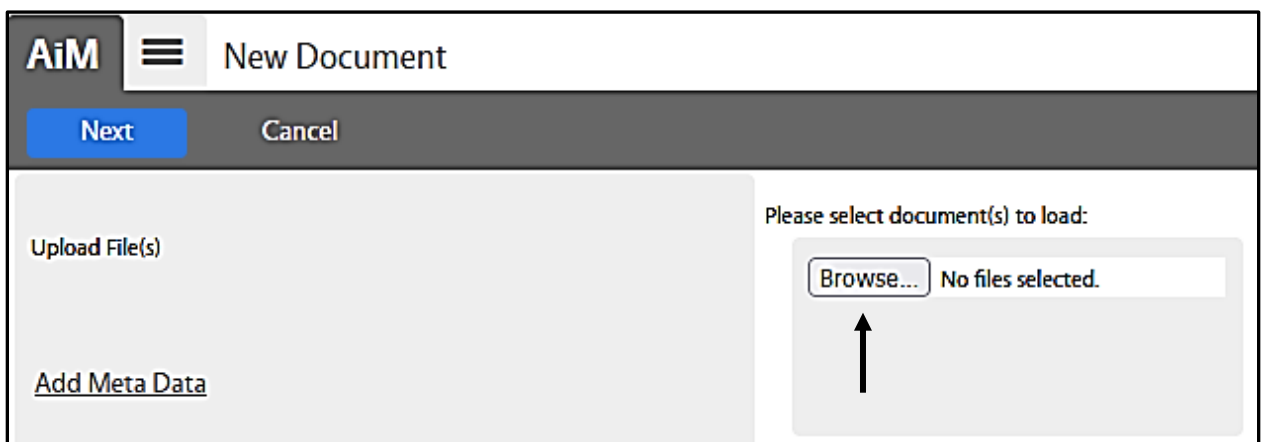
The screenshot shows the 'AiM Customer Request' interface. On the left is a sidebar with a menu containing 'View', 'Extra Description', 'Reference Data', 'Comments', 'Account Setup', 'Notes Log', 'Status History', and 'Related Documents'. The 'Related Documents' tab is highlighted with a blue border. The main content area has a yellow header bar with the number '288734'. Below this, there are fields for 'Problem Code' (with a search icon) and 'Description'. The 'Description' field contains the text: 'JMAC4 Rm101 - E&G - canister light out. Lab available Mon-Fri 8 am - 12 pm Contact Jakki Rodes 540-568-2842'.

2. Click **Add**.



The screenshot shows the 'AiM Related Documents' window. It has a header bar with 'AiM Related Documents' and a 'Done' button. Below the header is a yellow bar with the number '305309' and the text 'Last Edited by RODES On 3/18/24 11:55 AM'. The main area contains the text 'JMAC4 101 - E&G - CANISTER LIGHT OUT IN LAB. LAB AVAILABLE MON-FRI 8AM - 12 PM CONTACT JAKKI RODES 540-568-2842'. At the bottom, there is a 'Document Listing' table with columns for 'Thumbnail', 'Title', 'Current Version', 'Document Type', 'Extra Description', and 'Related On'. To the right of the table are buttons for 'Attach', 'Link', 'Remove', and 'Add'. A black arrow points down to the 'Add' button.

3. Click **Browse**. Select the file you want to attach, then click **Next**.



The screenshot shows the 'AiM New Document' window. It has a header bar with 'AiM' and a hamburger menu icon, followed by 'New Document'. Below the header are buttons for 'Next' and 'Cancel'. The main area is divided into two sections. The left section has 'Upload File(s)' and 'Add Meta Data' links. The right section has the text 'Please select document(s) to load:' and a 'Browse...' button. Below the 'Browse...' button is a black arrow pointing up. To the right of the 'Browse...' button is a text box that says 'No files selected.'

- Click the magnifying glass in the **Type** field and select “General,” then click **Next** (you’ll need to click **Next** twice).

The screenshot shows the 'New Document' form in the AiM system. The form has a header with the AiM logo and a 'New Document' title. Below the header are 'Next' and 'Cancel' buttons. The main area is divided into two columns. The left column contains links for 'Upload File(s)', 'Add Meta Data', 'Add Attributes', and 'Add Permissions'. The right column contains fields for 'Title', 'Type', 'Tags', and 'File Name(s)'. The 'Title' field contains the text 'Work Order Individual Exercise.docx'. The 'Type' field has a magnifying glass icon, and an arrow points to it. The 'Tags' field is empty. The 'File Name(s)' field contains the text 'Work Order Individual Exercise.docx'.

- Click **Done**, then click **Save**.

The screenshot shows the 'Related Documents' form in the AiM system. The form has a header with the AiM logo and a 'Related Documents' title. Below the header are 'Done' and 'Cancel' buttons. The main area contains a document listing table. The table has columns for 'Thumbnail', 'Title', 'Current Version', and 'Document Type'. The first row shows a document titled 'Work Order Individual Exercise.docx' with version 1.0 and type GENERAL. The 'Thumbnail' column has a checkbox and a 'Click to view' link.

Thumbnail	Title	Current Version	Document Type
<input type="checkbox"/> Click to view	Work Order Individual Exercise.docx	1.0	GENERAL

Enter a Key Request

Key Requests (duplicates are not issued)

- ✓ Work orders for keys can only be submitted by the building coordinator of the building for which keys are requested (the only exception is ETC3 classroom keys)
- ✓ Key codes should be included (we provide building coordinators with doors and key code information and ask that both be included on the work order)
- ✓ Include the following in the key request work order:
 - Building Name Room # ^-^E&G (or Aux) ^-^ (where ^ is a space)
 - Key needed for *legal Name of recipient/Contractor-Company name and representative name*;
 - JAC card number;
 - key code if known;
 - Expiration date or note that it is a permanently issued key
- ✓ On the work order, the “contact” area should be the name of the building coordinator and not the person who is to be issued the keys. The Lock Shop uses this “field” as a way to make sure the building coordinator entered the work order.
- ✓ Recipients of keys must wait 24 hours after the work order has been submitted before coming to pick up keys.
- ✓ Key will be cut when the person who is responsible for the key comes with photo ID to pick it up.
- ✓ Lost/stolen keys must be reported to JMU PD immediately. The lock shop will determine next steps (replace/rekey). With regard to reporting stolen/lost keys to PD; Lock Shop can’t reissue keys until we have the case number and a work order.
- ✓ All requests not processed within 14 days will be cancelled.

Lock Shops Hours of Operations:

Mon-Fri- 7:30am to 4:00pm

Lock shop is closed for Lunch from 12:00 to 12:45