A work request is a request for service that is submitted to Facilities Management through iSD. Facilities Management then reviews the request to assure that all pertinent information is included.

If the request is accepted and processed, a work order number is assigned and is routed to the appropriate trade for action.

The requester will receive an email notification indicating whether the request is accepted or rejected. If the request is accepted, the email will include the work order number. If the request is rejected, the email will include the reason for rejection. The requester can contact FM at x2349 for additional information.

Submit a Work Request

To submit a work request, select “Submit a Request” from the left-hand legend.

Click the drop-down arrow to select the campus if other than the Cape Girardeau Main Campus. Highlight the desired campus by clicking on it. Click the next button to continue.

The next page prompts to select the building being reported from the drop-down list. Click the down arrow and scroll to find the desired building and highlight it by clicking on it. Click the next button to continue.

NOTE: Vehicle requests are to be submitted under the building titled “Vehicles”.

You will be prompted with the Request Form window:
Enter your name, campus phone number, and email address.

The Repair Center field will default to FM - Facilities Management.

Use the drop-down list to select the area your request pertains to within the building you selected. If the specific space is not listed, use the floor or general area, and enter additional location information in the Request field.

Enter your departments index number in the Index# field.  *Note: Index# is not required, but it may result in a delay in the processing of the work request if service requested is chargeable.*

The Tag Type field will default to Area.

NOTE: Vehicle requests are to be submitted using the “Tag Type” of Vehicle. Then enter the assigned VExxx (containing the 3 or 4 digit vehicle code).

Enter your department name in the Department field.

In the Request field, enter a complete description of the services you are requesting.
When finished entering your work request, click the submit button to submit the work request to Facilities Management. After submitting, your screen will update with the Request#.

<table>
<thead>
<tr>
<th>Request #</th>
<th>Important</th>
</tr>
</thead>
<tbody>
<tr>
<td>174</td>
<td>for DEMPST-3</td>
</tr>
</tbody>
</table>

Request information is provided in real-time and is subject to approval. Upon acceptance you will be notified via email.

**Current Status:** Pending

<table>
<thead>
<tr>
<th>Building:</th>
<th>Dempster Hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tag #:</td>
<td></td>
</tr>
<tr>
<td>Accept Date:</td>
<td></td>
</tr>
<tr>
<td>Reject Date:</td>
<td></td>
</tr>
<tr>
<td>Reject Reason:</td>
<td></td>
</tr>
</tbody>
</table>

**Requested Action:** Install programmable card swipe lock on lab door. Please contact Joann to schedule the installation. Account #: 123456

Email notifications will automatically be sent to the requester upon either approval or rejection of the request. If approved, the email will include the work order number; if rejected/denied, it will include an explanation. If you feel your request has been incorrectly rejected, please contact the FM Call Center at x2349.

**Query Work Request (without a work request number)**

*Note: Use this process if the work request number is unknown. If the work request number is known, use the Search by Number option.*

To review a request and its status, select "Query Request" on the legend on the left side of your screen.

Click the drop-down arrow to select a campus other than the Cape Girardeau Main Campus. Highlight the desired campus by clicking on it. Click on the next button to continue. You will then be prompted to complete the Search Criteria window:
Click the Building down arrow and scroll through the building list to find the desired building. Highlight it by clicking on it.

The Start Date and End Date will default using a one-month window based on the current date as the End Date. The dates can be changed by typing the desired date in either field or by clicking on the calendar button to the right of either date field.

The Repair Center field will default to FM Facilities Management.

Click the next button to continue. A Request List will appear like this:

<table>
<thead>
<tr>
<th>Request #</th>
<th>Request Date</th>
<th>Accept Date</th>
<th>Reject Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>228310</td>
<td>04/17/2021</td>
<td>04/14/2021</td>
<td></td>
</tr>
<tr>
<td>228619</td>
<td>04/02/2021</td>
<td>04/08/2021</td>
<td></td>
</tr>
<tr>
<td>228713</td>
<td>04/06/2021</td>
<td>04/06/2021</td>
<td></td>
</tr>
<tr>
<td>228912</td>
<td>03/23/2021</td>
<td>03/23/2021</td>
<td></td>
</tr>
<tr>
<td>227850</td>
<td>03/16/2021</td>
<td>02/16/2021</td>
<td>03/24/2021</td>
</tr>
</tbody>
</table>

This list identifies the status and status date of a work request. The request number is a link that can be used to view details of the request. Clicking on the request number will provide the following view:
If the work request has been accepted, the accepted date and work order number will be noted on this view. The work order number is an active link. Clicking on it will provide a work order view. If the work request has been rejected, the date and reason will be noted on this view.

**Query Work Order (without a Work Order Number)**

*Note: Use this process if the work order number is unknown. If the work order number is known, use the Search by Number option.*

To query a work order, select “Query a Work Order” on the legend on the left of screen. The following dialog box will appear:

Click the drop-down arrow to select a campus other than the Cape Girardeau Main Campus. Highlight the desired campus by clicking on it. Click on the next button to continue. You will then be prompted to complete the Search Criteria window.
Use the drop-down lists to select the building and department.

The Start Date and End Date will default using a one-month window based on the current date as the End Date. The dates can be changed by typing the desired date in either field or by clicking on the calendar button to the right of either date field.

Click one of the three radio buttons to select work order status.

The Repair Center field will default to FM Facilities Management. Select the next button.

Work Orders matching selected criteria will populate in your result as shown below:

<table>
<thead>
<tr>
<th>Work Order #</th>
<th>Location ID</th>
<th>Request Date</th>
<th>Assign Date</th>
<th>Complete Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/26/2021</td>
<td>DEMPST EXT.</td>
<td>04/12/2021</td>
<td>04/12/2021</td>
<td></td>
</tr>
<tr>
<td>04/26/2021</td>
<td>DEMPST EXT.</td>
<td>04/12/2021</td>
<td>04/12/2021</td>
<td></td>
</tr>
<tr>
<td>04/26/2021</td>
<td>DEMPST ELEV</td>
<td>04/13/2021</td>
<td>04/13/2021</td>
<td></td>
</tr>
</tbody>
</table>

The work order number is an active link. Clicking on it will open the work order view as shown below:
Click on view charges to go to the detail of any charges accumulated to date. The view will appear as shown below:

**Search by Number**

**WORK REQUEST**

If the work request number is known, select the Search by Number option on the left side of the screen. From the drop down, select Work Request and enter the work request number in the field below, click the next button to continue. From the work request’s active WO link, you can open the Work Order.

**WORK ORDER**

If searching for a work order and the number is known, select Work Order using the drop down, enter the work order number in the field below, and click the next button.
Submit a Request for Consumable Supplies

To request consumable supplies from Central Receiving, go to Consumable Supplies on the left side of your screen and click on Catalog Search. The following dialog box will appear:

Office Supplies is the default part type. You can choose to browse the office supplies list, search by a specific part code, or enter a description of the part.

To browse the list of office supplies, select "office supplies" from the drop-down button by Part Type and then click the next button. The results populate as shown below:

If you know the Central Supplies’ part number, enter it in the Enter Part Code field and click the next button. The result populates as shown:

To search by part description, enter the description in the Enter Part Description field and click the next button. Results will populate and you can determine the part needed:

Each part code is an active link. Browse through the list(s) to select the specific item and click on that part code to select it. The following screen will appear:
Click on the SKU Code to view a detail of that item. The following screen will appear:

![SKU Details](image)

The order quantity field defaults to 1. Click in the field to change the quantity as needed. Click the Add to Cart button to continue. The following screen will appear:

![Cart Added](image)

The word here is an active link and will take you to the action noted. If additional parts are needed, click the here to search for parts. This will return you to the Inventory Query screen to begin the selection of the next part. If no additional parts are needed, click to checkout. The following screen will appear:

![Select Facility](image)
Click the drop-down arrow to select a campus other than the Cape Girardeau Main Campus. Highlight the desired campus by clicking on it. Click the next button to continue.

The next page prompts you to select the building where the Central Supplies is to deliver your order. Select the building from the drop-down list. This dialog box appears as follows:

You will then be prompted with the Final Checkout window:

![Final Checkout](image)

*Price and availability are subject to change without notification.*

*Note: Required fields are identified with an asterisk (*).*

Enter your name, phone number, and email address.

Use the drop-down list to select your department.

Enter your department’s index number.
The Repair Center field will default to FM - Facilities Management.

Enter your complete building and room number.

Use the comment field for any additional information or clarification.

When ready for submission, click the submit button. The screen that appears will show the Material Request Number as confirmation that the order was received by Central Supplies.