



Facilities Department

Customer Request Manual

Santa Clara University
April 2016


From your work desk, click on the "Customer Service" option under the Menu.



The screenshot displays the AiM WorkDesk interface. At the top left, the text "AiM WorkDesk" is visible. Below this, there are two buttons: "Add" (blue) and "Restore" (red). The main interface is divided into several sections:

- Menu:** A vertical list on the left side containing "Work Management", "Asset Management", "Customer Service" (circled in red with an arrow pointing to it from the text above), "Property", and "System Administration".
- Administrator Messages:** A section with a title bar and a list of messages. The first message is "1 Customer Service ~ Customer Request ~ WORK ORDERS AWAITING APPROVAL" and the second is "60 Work Management ~ Work Order ~ COMPLETE JST WORK ORDERS".
- Personal Query Listing:** A section with a title bar and a list of queries: "Customer Service ~ Customer Request ~ REQUESTS REJECTED BY FACILITIES", "Work Management ~ Work Order ~ ACTIVE EVENT REQUESTS", "Work Management ~ Work Order ~ COMPLETE JST WORK ORDERS", and "Work Management ~ Work Order ~ YOUR ACTIVE WORK ORDERS".
- AiM Customer Request Guide - Click Here:** A link with a small circular icon to its left.
- Facilities:** A section on the right side featuring the Santa Clara University logo and the text "Santa Clara University".
- Report Listing:** A section on the right side containing a list of report codes: "972-AVAIL & LOST TIME DSH", "973-RESP & TURNAROUND DSH", "974-WO COMPLETION DSH", "975-AVG DAYS IN STATUS", "976-WRK CODE ACTIVITY DSH", "977-WORK ORDER AGING", "978-ASSET PERFORMANCE", "979-ACCOUNT SUMMARY", and "980-COST PER SQUARE FOOT".

At the bottom left, the copyright notice "©2015 AssetWorks" is displayed. At the bottom center, the Santa Clara University logo and name are visible.

Click on the button “” next to “*Customer Request.*”




Your requestor information will automatically be loaded under the “Requestor” section in the Customer Request Form.

**If this is not your contact information, please email facilities-csc@scu.edu.*

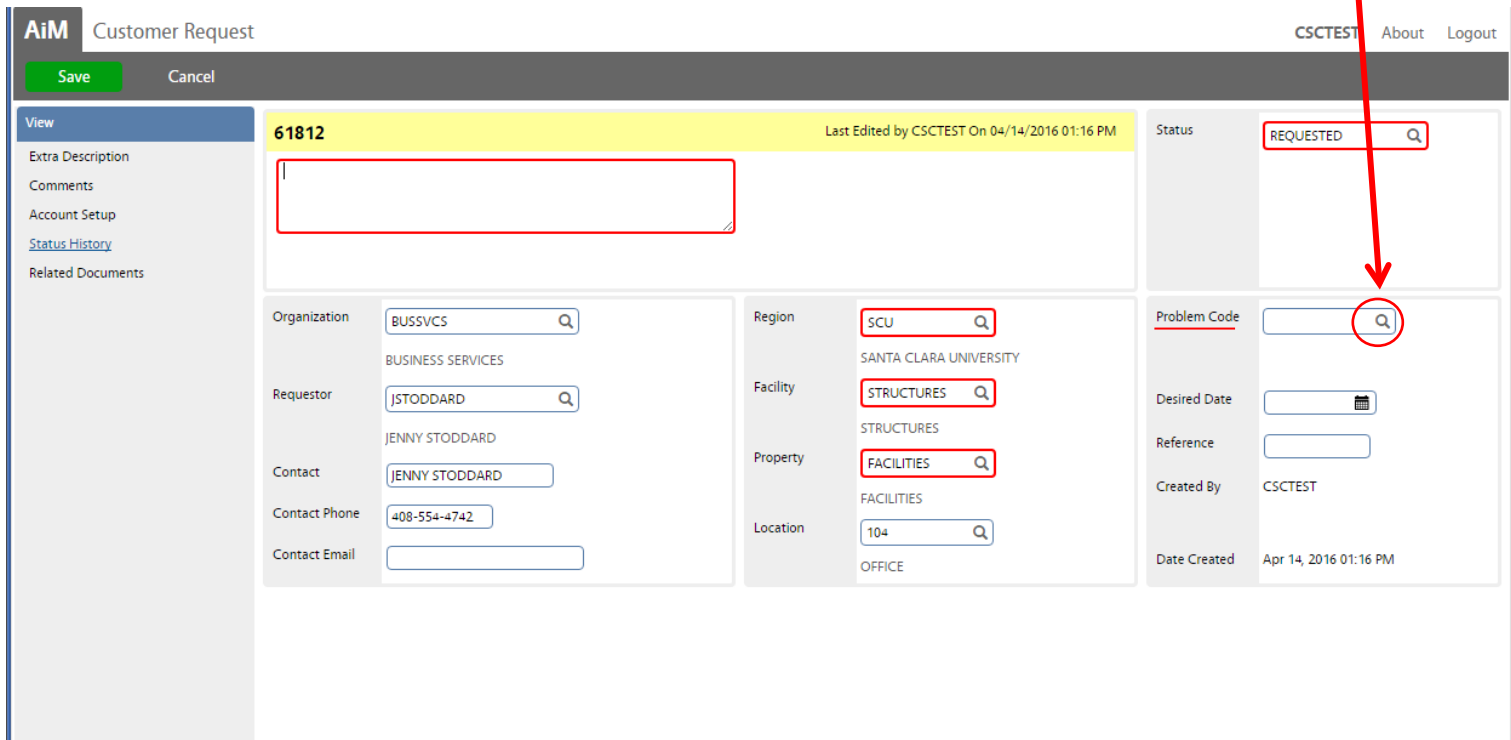
The screenshot displays the AiM Customer Request form. The form is titled "Customer Request" and includes a "Save" button and a "Cancel" button. The form is divided into several sections:

- Header:** AiM Customer Request, CSCTEST About Logout
- Form ID:** 61812, Last Edited by CSCTEST On 04/14/2016 01:16 PM
- Status:** REQUESTED
- Requestor Information:**
 - Organization: BUSSVCS
 - Requestor: JSTODDARD (highlighted with a red box)
 - Contact: JENNY STODDARD
 - Contact Phone: 408-554-4742
 - Contact Email: [Empty]
- Location Information:**
 - Region: SCU
 - Facility: STRUCTURES
 - Property: FACILITIES
 - Location: 104
- Other Fields:**
 - Problem Code: [Empty]
 - Desired Date: [Calendar icon]
 - Reference: [Empty]
 - Created By: CSCTEST
 - Date Created: Apr 14, 2016 01:16 PM

Red arrows point from the text above to the "Requestor" field and the "Organization" dropdown. Red boxes highlight the "Requestor" field, the "Organization", "Region", "Facility", and "Property" dropdowns.

Under the Request Details section, select the "Problem Code" that best fits your request needs. You can do this by clicking on the magnifying glass icon "  "

**Please make sure your popup blocker is disabled!*




AiM Customer Request CSCTEST About Logout


Save **Cancel**


View

- Extra Description
- Comments
- Account Setup
- [Status History](#)
- Related Documents

61812 Last Edited by CSCTEST On 04/14/2016 01:16 PM

Status: **REQUESTED** 


Organization: **BUSSVCS**  BUSINESS SERVICES


Requestor: **JSTODDARD**  JENNY STODDARD


Contact: **JENNY STODDARD**


Contact Phone: **408-554-4742**


Contact Email:


Region: **SCU**  SANTA CLARA UNIVERSITY

Facility: **STRUCTURES**  STRUCTURES

Property: **FACILITIES**  FACILITIES

Location: **104**  OFFICE

Problem Code 

Desired Date: 

Reference:

Created By: CSCTEST

Date Created: Apr 14, 2016 01:16 PM

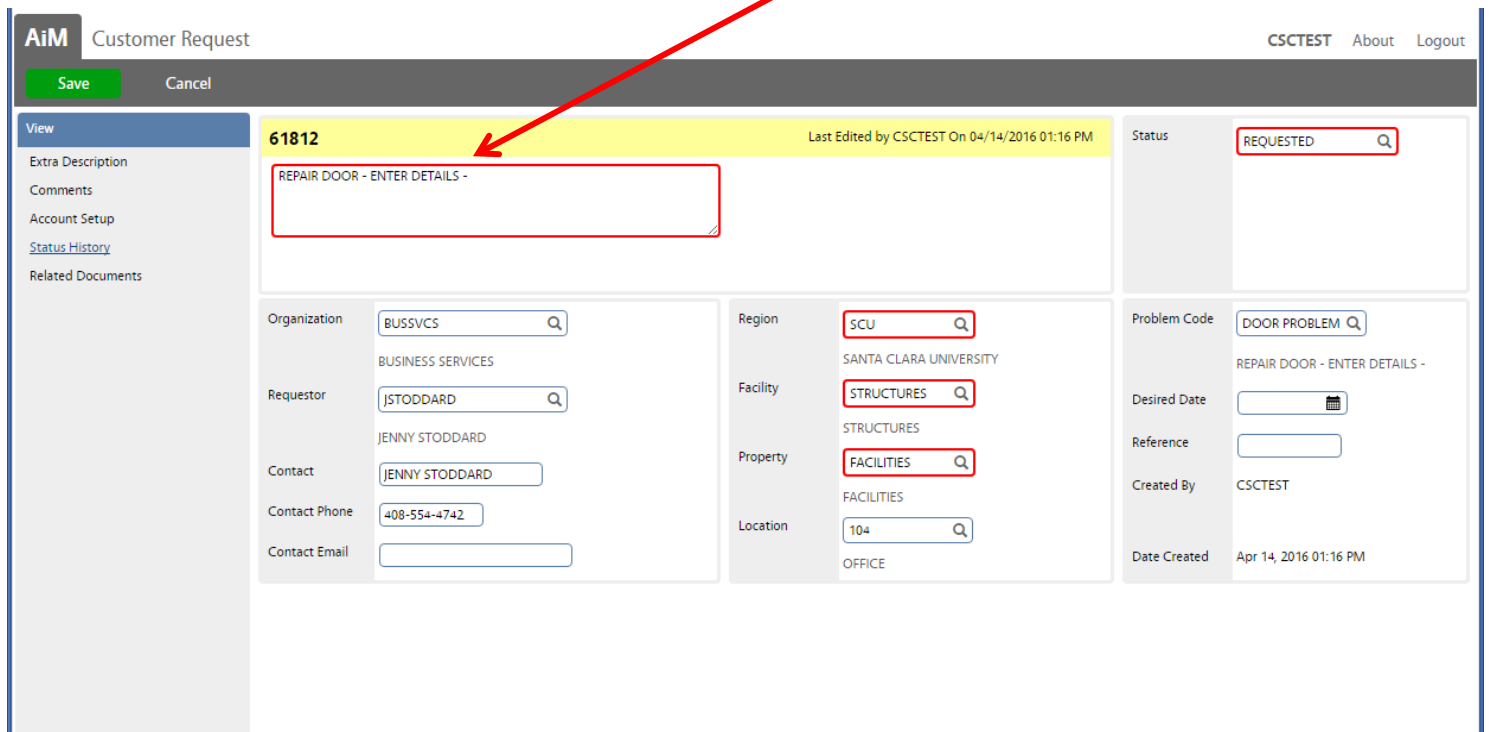
Select the Problem Code that best matches your need. There are multiple pages of problem codes that include a further description.

| Problem Code ID | Description | Type | Category | Shop | Primary Person |
|---------------------------------|---|-------------|-----------------|-----------|----------------|
| AERATOR | REPLACE OR CLEAN AERATOR IN FAUCET | MAINTENANCE | REPAIR | BUILDING | |
| AFTER HOURS | CAMPUS SAFETY AFTER HOURS INCIDENT - | MAINTENANCE | REPAIR | BUILDING | |
| APPLIANCE | APPLIANCES | MAINTENANCE | REPAIR | BUILDING | |
| BLINDS | REPAIR OR REPLACE BLINDS - ENTER DETAILS - | MAINTENANCE | REPAIR | BUILDING | |
| BOLT_UNBOLT | BOLT OR UNBOLT ITEMS - ENTER DETAILS - | SERVICE | GENERAL | BUILDING | |
| CALLBACK | CALLBACK - ENTER DETAILS HERE | MAINTENANCE | CALLBACK | | |
| CEILING TILES | REPLACE OR PAINT CEILING TILES | MAINTENANCE | REPAIR | BUILDING | |
| CHECK NOISE | CHECK NOISE - ENTER DETAILS HERE - | MAINTENANCE | REPAIR | BUILDING | |
| CLEANUP | CLEANUP OF DUST, DEBRIS AND SPILLS | MAINTENANCE | REPAIR | BUILDING | |
| COMPLAINT | CUSTODIAL COMPLAINTS | | | CUSTODIAL | |
| DISPOSAL_PROB | GARBAGE DISPOSAL NOT WORKING | MAINTENANCE | REPAIR | BUILDING | |
| DISPOSE OF ITEM | DISPOSE OF ITEM | SERVICE | MOVE_DISPOSE | EVENT | |
| DOOR HOLD | DOOR HOLD OPEN NOT WORKING | MAINTENANCE | REPAIR | BUILDING | |
| DOOR PROBLEM | REPAIR DOOR - ENTER DETAILS - | MAINTENANCE | REPAIR | BUILDING | |
| EMPTY BINS | EMPTY WASTE OR RECYCLE BINS | SERVICE | WASTE_RECYCLING | WASTE | |
| EVAC MAP | REPLACE MISSING EVACUATION MAP | OPERATIONS | TAR | STUDENTS | TOKEEFE |
| EVENT REQUEST | EVENT NAME - EVENT DATE - EVENT TIME - REMINDER: ATTACH EQUIPMENT REQUEST FORM | SERVICE | EVENT | EVENT | |
| FIRE SAFETY | PROBLEMS WITH FIRE SAFETY EQUIPMENT - EXIT SIGNS OR EXTINGUISHERS OR SMOKE DETECTORS - ENTER SPECIFIC DETAILS - | MAINTENANCE | REPAIR | BUILDING | |
| FLOORING | REPAIRS TO FLOORING, SUCH AS TILE, CARPET, WOOD ETC | MAINTENANCE | REPAIR | BUILDING | |
| FOUNTAIN | WATER FOUNTAINS | MAINTENANCE | REPAIR | BUILDING | |
| FURNITURE | REPAIR PIECE OF FURNITURE - ENTER DETAILS - | MAINTENANCE | REPAIR | BUILDING | |
| GRAFFITI | REMOVE GRAFFITI - ENTER DETAILS - | MAINTENANCE | REPAIR | BUILDING | |
| HANG ITEMS | HANG ITEMS | SERVICE | GENERAL | BUILDING | |
| KEYBOARD TRAY | INSTALL OR MOVE KEYBOARD TRAY | SERVICE | GENERAL | BUILDING | |
| LEAK | CHECK AND REPAIR LEAKS COMING FROM CEILINGS, WALLS, FLOORS ETC. | MAINTENANCE | REPAIR | BUILDING | |

Page 1 of 2 Go Display: 10 25 50 First Previous Next Last Records Found = 49

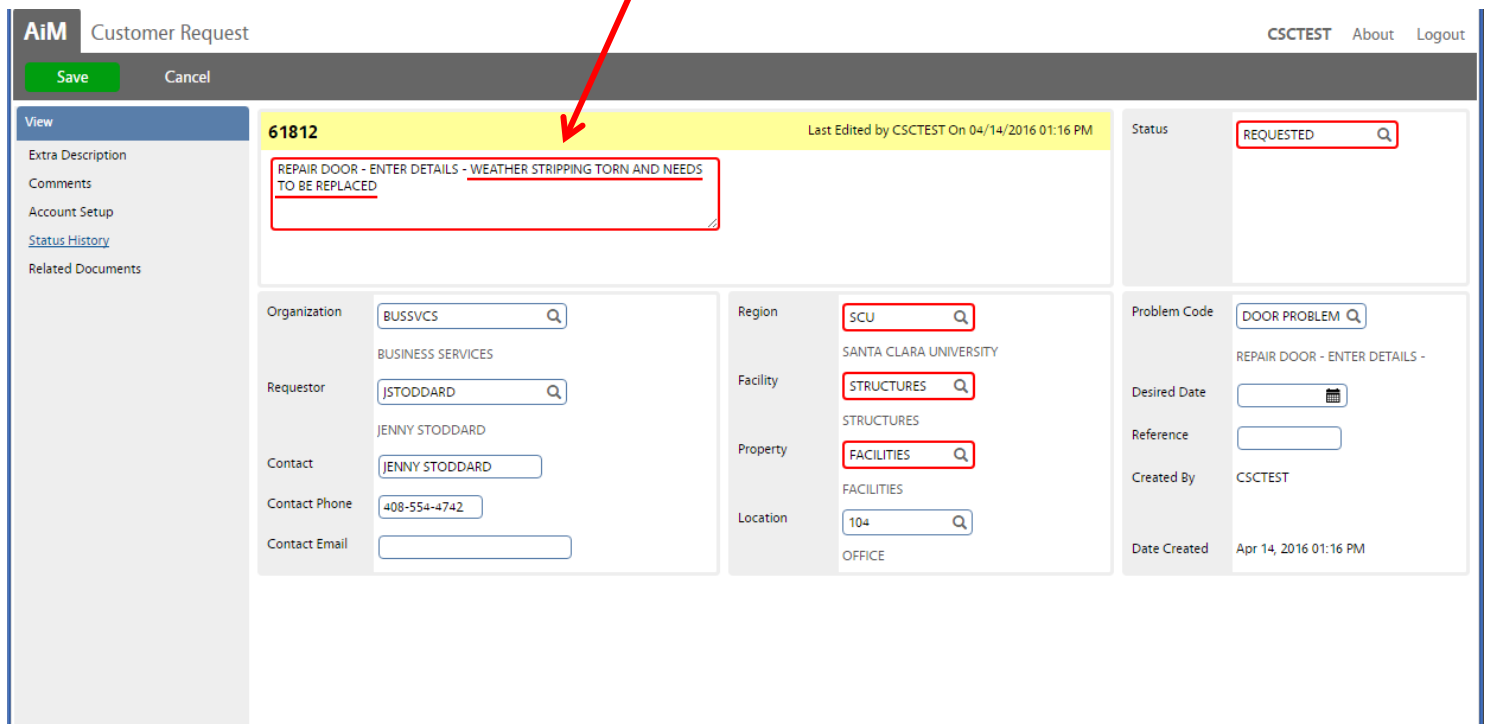
The “previous” and “next” buttons will assist you in navigating through the pages. In addition, the “first” button will send you to the first page, as the “last” button will send you to the last page. All Problem Codes are listed in alphabetical order

Once you select the appropriate "Problem Code," a short description is automatically be filled in for your Customer Request.



The screenshot shows the AiM Customer Request interface. The header includes the AiM logo, "Customer Request", and user information "CSCTEST About Logout". Below the header are "Save" and "Cancel" buttons. A left sidebar lists navigation options: "View", "Extra Description", "Comments", "Account Setup", "Status History", and "Related Documents". The main content area is divided into three columns. The top row shows the request ID "61812", the last edit information "Last Edited by CSCTEST On 04/14/2016 01:16 PM", and the status "REQUESTED". The description field contains "REPAIR DOOR - ENTER DETAILS -". The middle section contains form fields for Organization (BUSSVCS), Requestor (JSTODDARD), Contact (JENNY STODDARD), Contact Phone (408-554-4742), Region (SCU), Facility (STRUCTURES), Property (FACILITIES), and Location (104). The right section contains Problem Code (DOOR PROBLEM), Desired Date, Reference, Created By (CSCTEST), and Date Created (Apr 14, 2016 01:16 PM). A red arrow points from the text above to the description field.

If necessary, please fill out any additional details regarding your request.



This screenshot is identical to the one above, but the description field now contains the text "REPAIR DOOR - ENTER DETAILS - WEATHER STRIPPING TORN AND NEEDS TO BE REPLACED". A red arrow points from the text above to this updated description field.

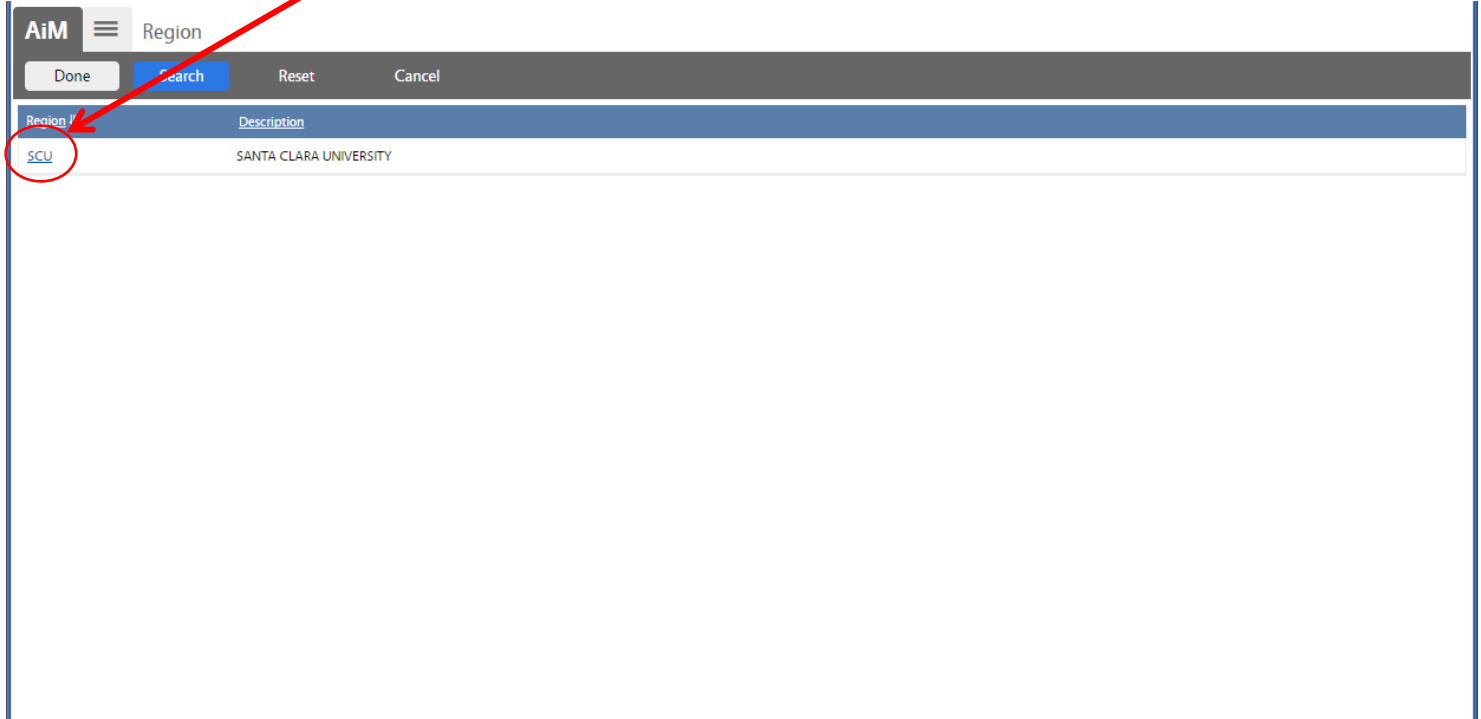
Next, select a location by clicking on the magnifying glass icon “Q” next to “Region”

The screenshot shows the 'AiM Customer Request' interface. The main content area displays request details for ID 61812, including a description: 'REPAIR DOOR - ENTER DETAILS - WEATHER STRIPPING TORN AND NEEDS TO BE REPLACED'. The form is divided into several sections for data entry:

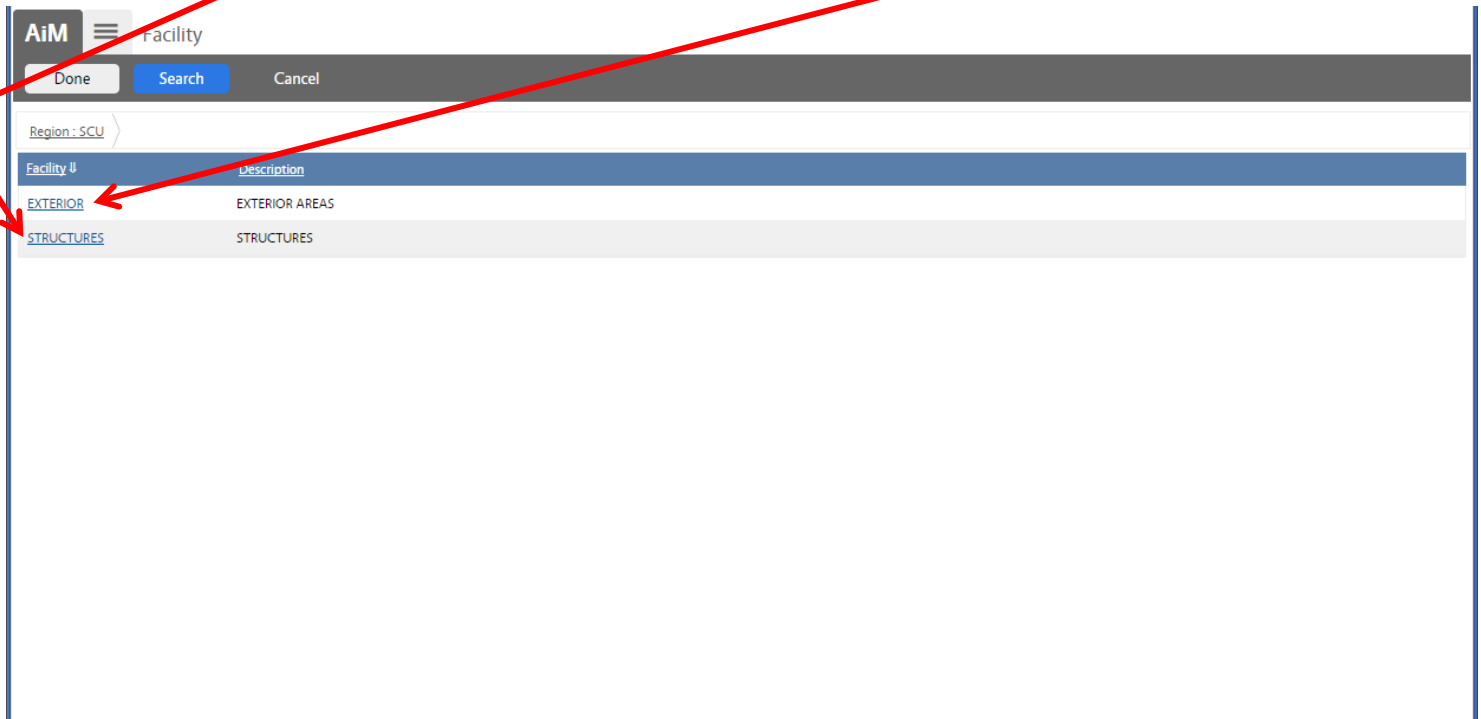
- Organization:** BUSSVCS (BUSINESS SERVICES)
- Requestor:** JSTODDARD (JENNY STODDARD)
- Contact:** JENNY STODDARD
- Contact Phone:** 408-554-4742
- Contact Email:** (empty field)
- Region:** SCU (SANTA CLARA UNIVERSITY)
- Facility:** STRUCTURES
- Property:** FACILITIES
- Location:** 104 (OFFICE)
- Status:** REQUESTED
- Problem Code:** DOOR PROBLEM
- Desired Date:** (calendar icon)
- Reference:** (empty field)
- Created By:** CSCTEST
- Date Created:** Apr 14, 2016 01:16 PM

Red annotations highlight the search icons (magnifying glasses) next to the 'Region' field and the 'Region' label itself, as indicated by the text above. The 'Region' field contains 'SCU' and the search icon is circled in red. Another red arrow points from the text to the search icon next to the 'Region' label.

First start by clicking on “SCU” to define your *“Region.”*



Next, you will specify the *“Facility.”* Two options will be presented: “exterior areas” and “structures.”



For this example, we will select *“structures.”

Next, you will select the “property,” that is specifies the location for your Customer Request. All properties will be listed in alphabetical order.

The screenshot shows the AiM Property search interface. The top navigation bar includes 'Done', 'Search', and 'Cancel' buttons. Below the search bar, the breadcrumb trail shows 'Region: SO...' and 'Facility: STRUCTURES'. The main content area is a table with two columns: 'Property ID' and 'Description'. The 'Property ID' column contains various alphanumeric codes, and the 'Description' column contains corresponding property details. At the bottom of the page, there is a pagination bar with 'Page 1 of 9', 'Go', 'Display: 10 25 50', and navigation buttons for 'First', 'Previous', 'Next', and 'Last'. The 'Previous' and 'Next' buttons are circled in red, and red arrows point to them from below the screenshot.

| Property ID | Description |
|-------------|---|
| ADOBE | ADOBE LODGE |
| ALA1030 | 1030 THE ALAMEDA |
| ALA1955 | COMMERCIAL PROP RENTED OUT TO MCKAY & SOMPS (NEAR 1155 MCKENDRIE HOUSE- LONG TERM PLAN IS TO SELL ALL 3 LOTS TOGETHER) |
| ALA1961 | LAND RENTED OUT TO ISAACSON, WOOD & ASSOCIATES (NEAR 1155 MCKENDRIE HOUSE- LONG TERM PLAN IS TO SELL ALL 3 LOTS TOGETHER) |
| ALA3210 | 3210 THE ALAMEDA |
| ALA3230 | FACULTY/STAFF HOUSING |
| ALA3305 | THIRD PARTY RENTAL TO 'GUERRERA' AUTO |
| ALA3325 | 3325 THE ALAMEDA - NO ACCOUNT SETUP |
| ALUMNISCI | ALUMNI SCIENCE |
| ALVISO1043 | 1043 ALVISO ST |
| ALVISO1045 | 1045 ALVISO ST |
| ALVISO1066 | ALVISO 1066 - LARDER HOUSE |
| ALVISO1071 | 1071 ALVISO ST |
| ALVISO1072 | 1072 ALVISO ST - ACCOLTI HOUSE |
| ALVISO1214 | NEW PURCHASE |
| ALVISO380 | 380 ALVISO ST |
| ALVISO544 | 544 ALVISO STREET |
| ALVISO545 | FACULTY/STAFF HOUSING |
| ALVISO559 | FACULTY/STAFF HOUSING |
| ALVISO564 | 564 ALVISO STREET |
| ALVISO575 | 575 ALVISO ST |
| ALVISO584 | 584 ALVISO STREET |
| ART | FINE ARTS |
| BANNANENG | BANNAN ENGINEERING |
| BANNANHALL | BANNAN HALL |

Buttons “first,” “previous,” “next,” and “last” will assist you through navigating through the pages.

***For this example, we will pick the property location “facilities.”**

After specifying the location of your Customer Request, you will be taken back to the general Customer Request page. Click the “save” icon “**Save**” to complete your request.

The screenshot shows the AiM Customer Request form. At the top left, the 'Save' button is circled in red. A red arrow points from this button to the 'Save' button in the text above. The form contains the following information:

| 61812 | | Last Edited by CSCTEST On 04/14/2016 01:16 PM | | Status: REQUESTED | |
|---|-------------------|---|------------------------|-------------------|-------------------------------|
| REPAIR DOOR - ENTER DETAILS - WEATHER STRIPPING TORN AND NEEDS TO BE REPLACED | | | | | |
| Organization | BUSSVCS | Region | SCU | Problem Code | DOOR PROBLEM |
| | BUSINESS SERVICES | | SANTA CLARA UNIVERSITY | | REPAIR DOOR - ENTER DETAILS - |
| Requestor | JSTODDARD | Facility | STRUCTURES | Desired Date | |
| | JENNY STODDARD | | STRUCTURES | Reference | |
| Contact | JENNY STODDARD | Property | FACILITIES | Created By | CSCTEST |
| Contact Phone | 408-554-4742 | | FACILITIES | Date Created | Apr 14, 2016 01:16 PM |
| Contact Email | | Location | 104 | | |
| | | | OFFICE | | |

The Customer Request has been saved and is awaiting approval!

AiM Customer Request CSCTEST About Logout

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

| | | | |
|--------------------------------|---|--|-------------------------------|
| Action | 61812 Last Edited by CSCTEST On 04/14/2016 01:29 PM | Status | REQUESTED |
| Email | REPAIR DOOR - ENTER DETAILS - WEATHER STRIPPING TORN AND NEEDS TO BE REPLACED | | |
| Print | | | |
| View | | | |
| Extra Description | | Problem Code | DOOR PROBLEM |
| Comments | | | REPAIR DOOR - ENTER DETAILS - |
| Account Setup | Organization BUSSVCS | Region SCU | |
| Sent Email | BUSINESS SERVICES | SANTA CLARA UNIVERSITY | |
| Status History | Requestor JSTODDARD | Facility STRUCTURES | |
| Related Documents | JENNY STODDARD | STRUCTURES | |
| | Contact JENNY STODDARD | Property FACILITIES | |
| | Contact Phone 408-554-4742 | FACILITIES | |
| | Contact Email | Location 104 | |
| | | OFFICE | |
| | | Created By CSCTEST | |
| | | Date Created Apr 14, 2016 01:16 PM | |