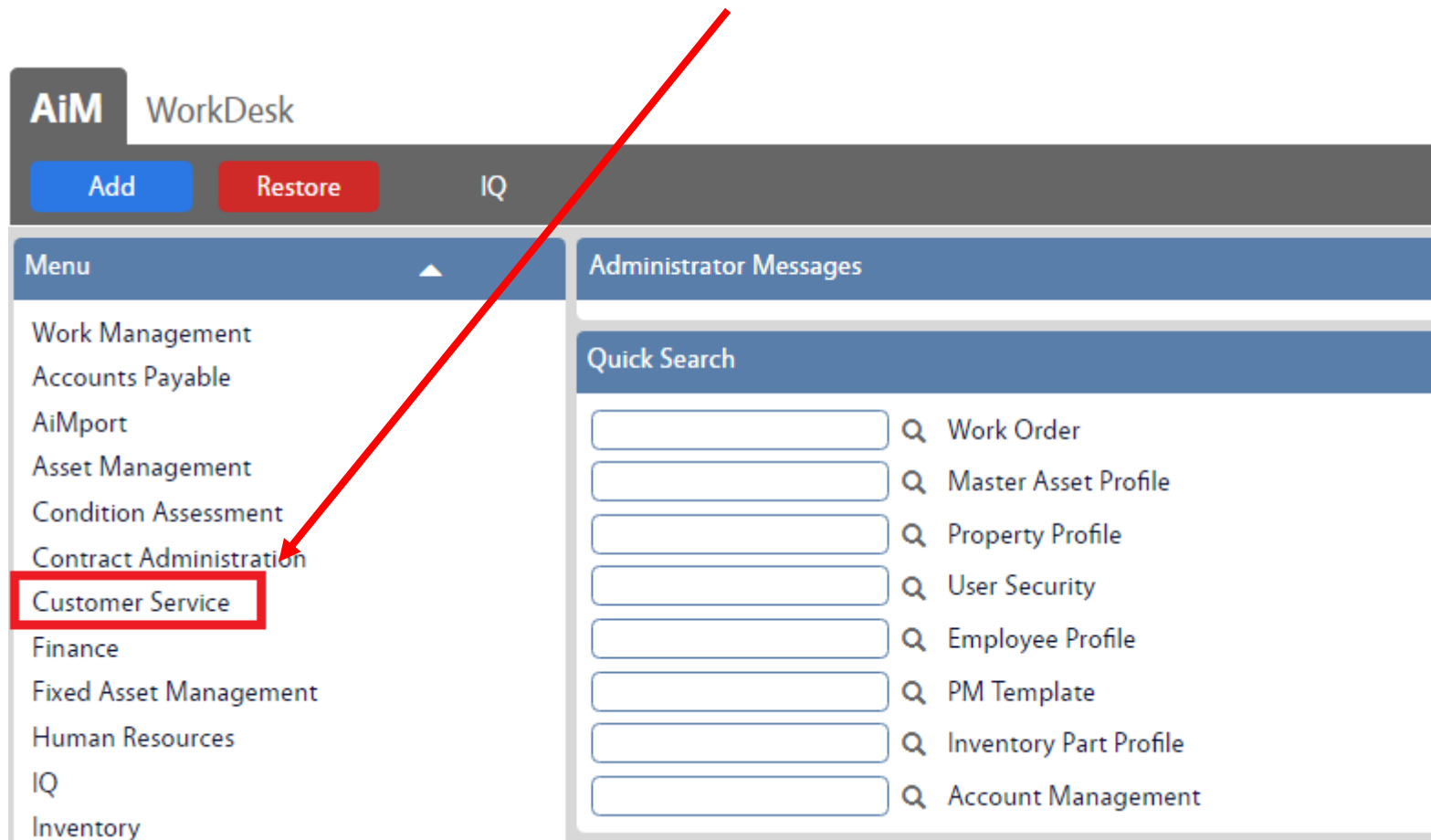


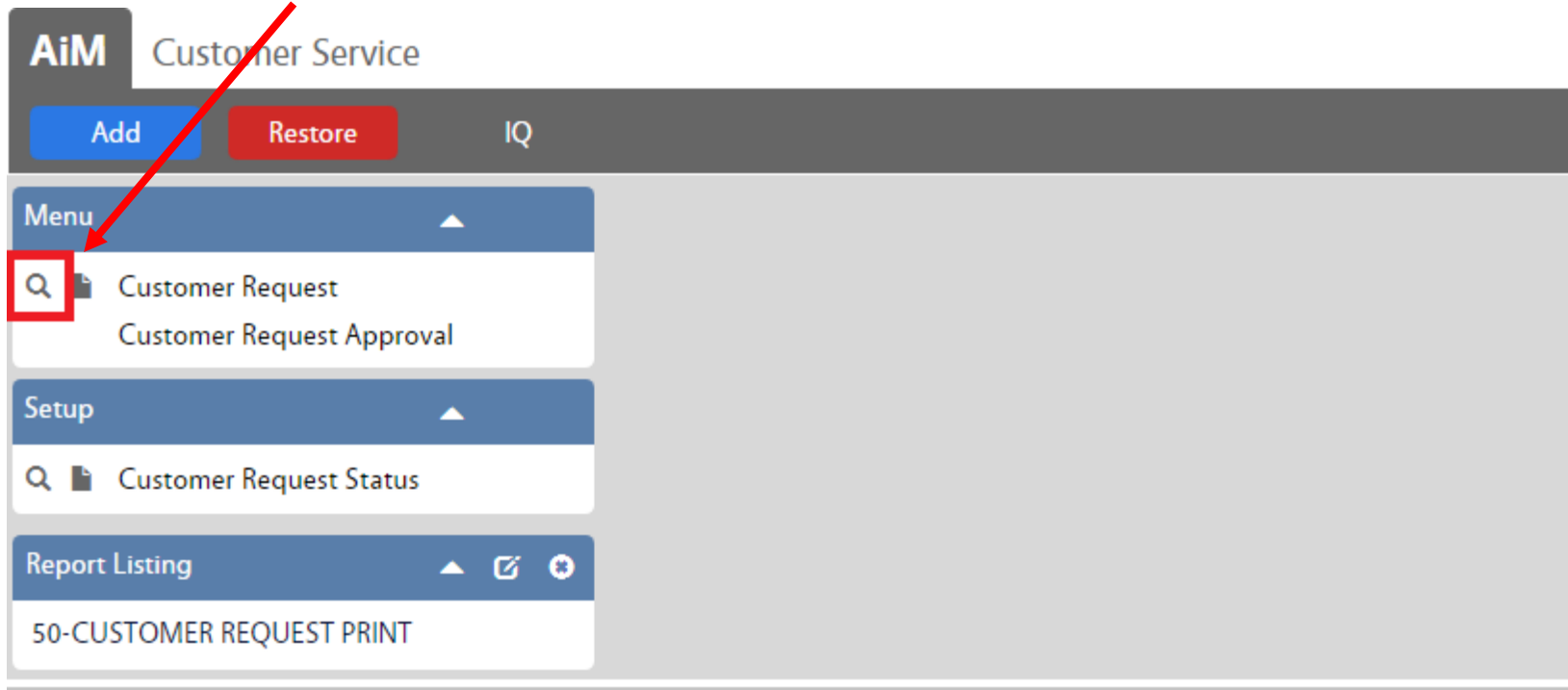
Checking the Status of Your Customer Requests

From the main page (WorkDesk) of AiM, navigate to Customer Service



The screenshot displays the AiM WorkDesk interface. At the top left, the 'AiM WorkDesk' logo is visible. Below it, there are three buttons: 'Add' (blue), 'Restore' (red), and 'IQ' (grey). A dark blue navigation bar contains the text 'Menu' and an upward-pointing triangle. Below this bar, a list of menu items is shown: 'Work Management', 'Accounts Payable', 'AiMport', 'Asset Management', 'Condition Assessment', 'Contract Administration', 'Customer Service' (highlighted with a red box), 'Finance', 'Fixed Asset Management', 'Human Resources', 'IQ', and 'Inventory'. A red arrow points from the top right towards the 'Customer Service' menu item. To the right of the menu, there is a section titled 'Administrator Messages' and a 'Quick Search' section with eight search input fields, each followed by a magnifying glass icon and a search term: 'Work Order', 'Master Asset Profile', 'Property Profile', 'User Security', 'Employee Profile', 'PM Template', 'Inventory Part Profile', and 'Account Management'.

Click on the Zoom (magnifying glass) icon



The screenshot displays the 'AiM Customer Service' interface. At the top, there is a dark grey header with the 'AiM' logo and the text 'Customer Service'. Below the header, there are three buttons: 'Add' (blue), 'Restore' (red), and 'IQ' (grey). The main content area is a light grey background. On the left side, there is a vertical menu with three sections: 'Menu', 'Setup', and 'Report Listing'. The 'Menu' section is expanded, showing two items: 'Customer Request' and 'Customer Request Approval'. A red box highlights the magnifying glass icon next to 'Customer Request', and a red arrow points from the text above to this icon. The 'Setup' section shows one item: 'Customer Request Status'. The 'Report Listing' section shows one item: '50-CUSTOMER REQUEST PRINT'.

This will bring up a search page. Leave the fields as they are and click "Execute".

AiM Customer Request

Execute Reset

Action	Display Order	Sort	Operator	
New Query	<input type="checkbox"/> Transaction	- ▾	= ▾	<input type="text"/>
View	<input type="checkbox"/> Reference	- ▾	= ▾	<input type="text"/>
	<input type="checkbox"/> Status	- ▾	= ▾	<input type="text"/> 🔍
	<input type="checkbox"/> Problem Code	- ▾	= ▾	<input type="text"/> 🔍
	<input type="checkbox"/> Organization	- ▾	= ▾	<input type="text"/> 🔍

A list of your Customer Requests will appear. Locate the request in question and click on the transaction number it is associated with.

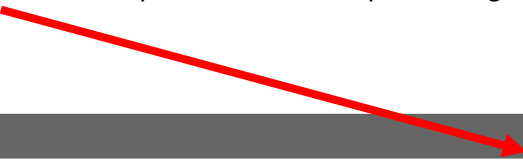
AiM Customer Request

Search New

Action	Transaction ↓	Reference	Status	Problem Code	Description	Organization	Requestor	Contact
Export	68610		APPROVED	OTHER	MOUNT ONITY PC IN EHS AREA. ELEVATE TO WHERE THERE IS ENOUGH FOOT SPACE UNDERNEATH DESK FOR USER.	BUSSVCS	AWOITTE	AUSTIN WOITTE
View	69667		APPROVED	OTHER	REPAIR POWER/VIDEO ADAPTER POP-OUT THAT EXTENDS FROM THE TEAMROOM CONFERENCE ROOM TABLE. IT POPS UP FINE, BUT WHEN YOU TRY TO COMPRESS/LOWER IT BACK INTO THE TABLE IT DOES NOT STAY DOWN.	BUSSVCS	AWOITTE	AUSTIN WOITTE
	70440		APPROVED	MOVE ITEM	E-WASTE LARGE PLOTTER (PRINTER) IN THE MAIN OFFICE AREA OF TRANSPORTATION SERVICES (OFFICE OF MILLIE & LAURA).	BUSSVCS	AWOITTE	AUSTIN WOITTE
	76006		REJECTED	FIRE SAFETY	PROBLEMS WITH FIRE SAFETY EQUIPMENT - EXIT SIGNS OR EXTINGUISHERS OR SMOKE DETECTORS - ENTER SPECIFIC DETAILS -	BUSSVCS	AWOITTE	AUSTIN WOITTE
	78061		APPROVED	FLOORING	REMOVE YELLOW INK SPILL IN O&M ROOM OF FACILITIES	BUSSVCS	AWOITTE	AUSTIN WOITTE

Once you've opened the specific Customer Request, locate the status notes on the right side of the window.

If your customer request was accepted, the status will be "APPROVED", with a Work Order being created shortly thereafter. If your customer request was rejected, it is possible that it is a duplicate, or some other reason has prevented us from performing the work. Contact Facilities for more information.



AiM Customer Request

New Search Browse

Action

- Email
- Print

View

- Extra Description
- Comments
- Account Setup
- Sent Email
- Notes Log
- Status History
- Related Documents

68610 Last Edited by CYNTHIA ROBLES On 10/28/2016 02:55 PM

MOUNT ONITY PC IN EHS AREA. ELEVATE TO WHERE THERE IS ENOUGH FOOT SPACE UNDERNEATH DESK FOR USER.

Status [APPROVED](#)

Work Order [WS43156](#)

MOUNT ONITY PC IN EHS AREA. ELEVATE TO \

Work Order Status COMPLETE

Problem Code [OTHER](#)

OTHER - PLEASE ENTER SPECIFIC DETAILS -

Desired Date Nov 04, 2016

Reference

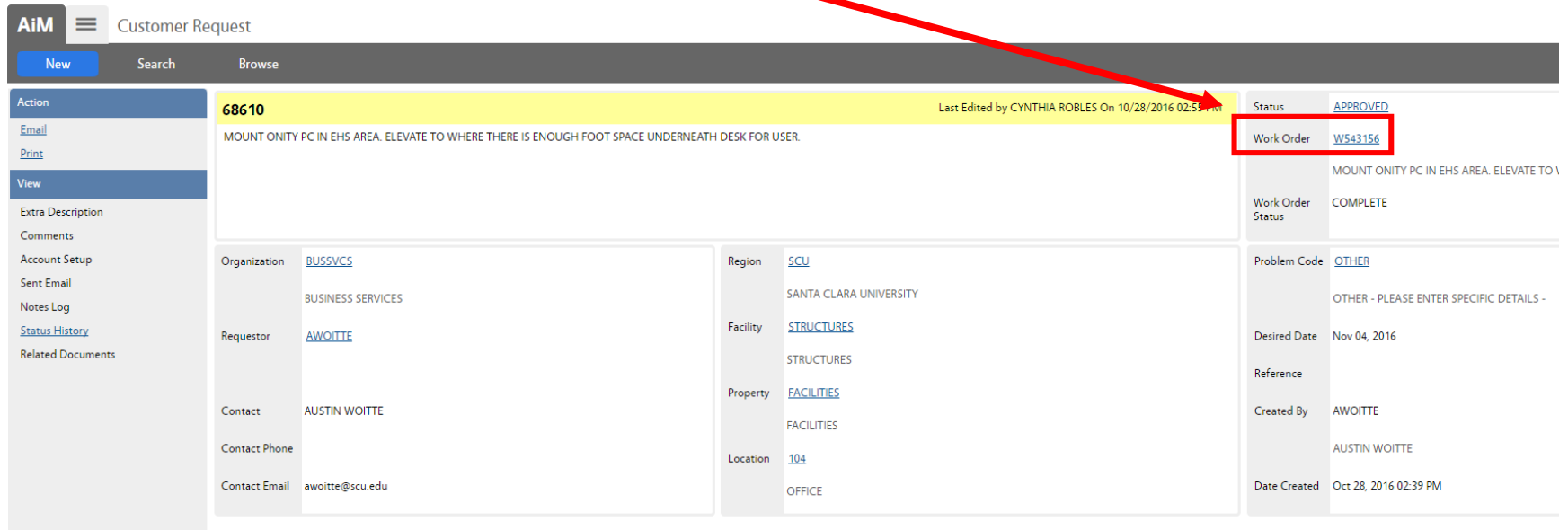
Created By AWOITTE

AUSTIN WOITTE

Date Created Oct 28, 2016 02:39 PM

Organization	BUSSVCS	Region	SCU
	BUSINESS SERVICES		SANTA CLARA UNIVERSITY
Requestor	AWOITTE	Facility	STRUCTURES
			STRUCTURES
Contact	AUSTIN WOITTE	Property	FACILITIES
			FACILITIES
Contact Phone		Location	104
Contact Email	awoitte@scu.edu		OFFICE

To find out more detail regarding the Work Order, click on the Work Order number.



AiM Customer Request

New Search Browse

Action

- [Email](#)
- [Print](#)

View

- Extra Description
- Comments
- Account Setup
- Sent Email
- Notes Log
- [Status History](#)
- Related Documents

68610 Last Edited by CYNTHIA ROBLES On 10/28/2016 02:55 PM

MOUNT ONITY PC IN EHS AREA. ELEVATE TO WHERE THERE IS ENOUGH FOOT SPACE UNDERNEATH DESK FOR USER.

Status [APPROVED](#)

Work Order [WS43156](#)

MOUNT ONITY PC IN EHS AREA. ELEVATE TO V

Work Order Status COMPLETE

Problem Code [OTHER](#)

Desired Date Nov 04, 2016

Reference

Created By AWOITTE

Date Created Oct 28, 2016 02:39 PM

Organization	BUSSVCS	Region	SCU
	BUSINESS SERVICES		SANTA CLARA UNIVERSITY
Requestor	AWOITTE	Facility	STRUCTURES
			STRUCTURES
Contact	AUSTIN WOITTE	Property	FACILITIES
			FACILITIES
Contact Phone		Location	104
Contact Email	awoitte@scu.edu		OFFICE

From the Work Order screen, you can see the status which will be labeled as New, Assigned, WIP (Work in Progress), or Complete.

The screenshot shows the 'Work Order' screen in the AiM system. The header includes 'AiM Work Order' and user information 'AUSTIN About Help Lo'. Below the header is a navigation bar with 'Back', 'Edit', 'New', 'Search', and 'Browse' buttons. The main content area is divided into several sections:

- Action:** ViewFinder, Copy, Email, Print
- View:** Extra Description, Reference Data, Account Setup, Budget Change Order, Cost Analysis, Assessment Deficiency, Condition Assessment Information, Sent Email, Notes Log, User Defined Fields, Status History, Related Documents
- Work Order Details:**
 - WS43156** (highlighted in yellow)
 - Created By: CYNTHIA ROBLES On 10/28/2016 02:55 PM
 - Last Edited by: CYNTHIA ROBLES On 11/02/2016 04:46 PM
 - Status: [OPEN](#)
 - Project: (empty)
 - Desired Date: Nov 04, 2016
 - Budget: (empty)
 - Problem Code: [OTHER](#)
 - Type: [SERVICE](#)
 - Category: [GENERAL](#)
 - Job Priority: (empty)
- Organization and Requestor Information:**
 - Organization: [BUSSVCS](#) (BUSINESS SERVICES)
 - Requestor: [AWOITTE](#) (AUSTIN WOITTE)
 - Contact: AUSTIN WOITTE
 - Contact Phone: (empty)
 - Contact Email: awoitte@scu.edu
- Region and Facility Information:**
 - Region: [SCU](#) (SANTA CLARA UNIVERSITY)
 - Facility: [STRUCTURES](#) (STRUCTURES)
 - Property: [FACILITIES](#) (FACILITIES)

At the bottom, there is a 'Phase' table with the following data:

Phase	Description	Location	Shop	Work Code	Priority	Status
001	(FACILITIES) MOUNT ONITY PC IN EHS AREA. ELEVATE TO WHERE THERE IS ENOUGH FOOT SPACE UNDERNEATH DESK FOR USER.	104	BUILDING	HANG_REMOVE	04	NEW