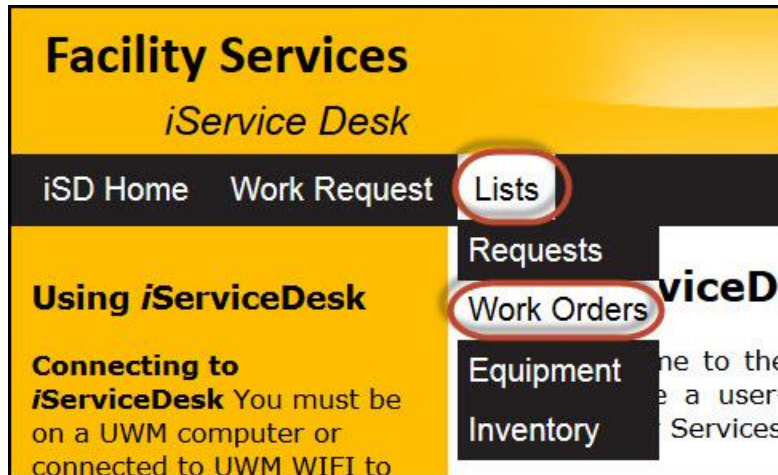


Viewing Work Order Charges in iService Desk

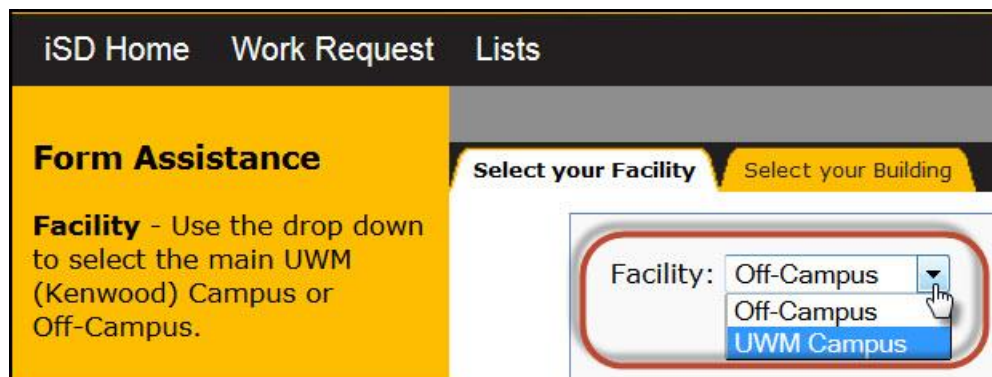
March 16, 2015

The iService Desk (iSD) home page is made up of two columns. A left hand column which lists instructions and/or information for the page being viewed and a right column where information is entered. To view individual work order charges in iService Desk (iSD):

1. Click on “Lists” on the black bar, left hand corner at the top of the right column.
2. Click on “Work Orders.”



3. Enter your TMA User Name and Password if authentication pop-up box appears. Click “OK.”
4. Select appropriate facility using drop down menu.
5. Click “Next.”



Viewing Work Order Charges in iService Desk

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your Facility **Select your Building**

Building: Chemistry Building

Department: 485200 Chemistry - General

Start Date: 07/01/2014 (mm/dd/yyyy)

End Date: 03/13/2015 (mm/dd/yyyy)

Repair Center: FS - Facility Services

Open Work Orders (By Request Date)

Complete Work Orders (By Complete Date)

All Work Orders (By Request Date)

Next >>

6. Select building where the work was done from the drop down.
7. Select the department being billed using drop down. If more than one department is listed, be sure to pick the one with the appropriate division department number.
8. Click on the calendar icons to choose a range of dates to search for Work Orders (WOs.) Notice the choice of radio buttons will determine the range of dates used, either request date or complete date.
9. The repair center will always be “FS-Facility Services.”
10. Lastly, click on one of the radio buttons to complete your search criteria.
11. Click “Next.”

12. A list of WOs will be generated for the building based on the range of dates previously selected.
13. WOs can be sorted by clicking on any of the column headers.

Work Order #	Location ID	Request Date	Schedule Date	Complete Date
FS-36156	MEL-162	03/04/2015		
Action: The Department of Financial Aid needs various plaques/cork boards hung, screws removed from walls, and small holes plugged in the following offices:157, 159, 163, and 167. Added Paint Shop for touch up.				
FS-35477	MEL-162	02/25/2015	02/27/2015	
Action: A recently installed security camera is supposed to record the front desk of Mellencamp 162. the last week, the mount has broken and needs to be repaired.				
FS-33701	MEL-B60B	02/03/2015	03/03/2015	03/05/2015
Action: hang calendar in MEL-B60-B				
FS-33700	MEL-162	02/02/2015	03/03/2015	03/05/2015
Action: The Department of Financial Aid needs various plaques/cork boards hung, screws removed from walls, and small holes plugged in the following offices:157, 159, 163, and 167.				
FS-27461	MEL-102	11/10/2014		
Action: DETAILED_DESCRIPTION : Fin Aid needs the name plate outside Mel 102 which reads Hojan-Clark J. Executive Director in Room 162 to be replaced. The new name plate should read for Lavina M. Interim Director in Room 162. The name plate to Mark B. Bittner in Room 19				

Viewing Work Order Charges in iService Desk

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14. Click on WO hyperlink (number highlighted and underlined in blue.)

Work Order #	Location ID	Request Date	Schedule Date	Complete Date
FS-35996	CHM-B10	02/27/2015	03/02/2015	
Action: Quote for installing a drop ceiling (above the existing lights and below the utilities) to cover the entire B10 room (542sqft). Same concept as was done in B48. account: PP485200A1				
FS-35989	CHM-100A	02/27/2015	03/02/2015	03/05/2015
Action: The East water fountain is not draining and has standing water.				
FS-35995	CHM-B10	02/24/2015		
Action: Quote for installing a drop ceiling (above the existing lights and below the utilities) to cover the entire B10 room (542sqft). Same concept as was done in B48. account: PP485200A1				
FS-35407	CHM-100A	02/24/2015		
Action: Hang two (3'x4') bulletin boards in hallway. Locations are measured and marked on the wall. Bulletin boards and hardware are in Kevin's office. You will need a masonry drill and 10 wall anchor screws. Mounting holes are 1/4" max. account: PP485200A1				
FS-32809	CHM-840	01/28/2015	01/29/2015	02/04/2015
Action: Need an electrical receptacle in CHM Lab 840 changed to accommodate a pump. Electrical service already exists, just need the outlet changed. I have a picture of the plug end that the receptacle would need to go into, I can email it once I get the confirmation of this work order. account: PP485200A1				

15. View WO information.

16. Click on "view charges" on upper right side.

Work Order # FS-20071 [print page](#) [view charges](#)

Work Order # FS-20071

Work Status: Created
Date Complete:
Facility: Various
Reference #: PMC 31308
Building: Chemistry Building
Location ID:
Tag Number:
Priority: FS Routine
Item Description: CHM-3
Request Date: 08/06/2014

17. Charges will be broken down by category.

Charges for Work Order # FS-20071

Total Labor: \$ 142.5
Total Labor Hours: 2 Hours
Total Parts: \$ 0
Total Part Used: 0
Total Other: \$ 5775
Total Contract: \$ 3187.59

Total Cost: \$ 9105.09

Labor Charge Detail				
Date	Technician ID	Name	Hours	Cost
08/08/2014	00117848	George W Jurss	2.0000	\$142.50
Total Labor			2	\$ 142.5

Other Charge Detail			
Date	Supplier	Description	Cost
08/25/2014	Innovative Systems Inc	Innovative Systems Installation of 3rd Floor Reader	\$ 5775.00
Total Other			\$ 5775

Contract Charge Detail			
Date	Description	Qty	Cost
08/07/2014	Staff Electric Electrician	1.0000	\$74.13
08/11/2014	Staff Electric Electrician	6.0000	\$444.78
08/12/2014	Staff Electric Electrician	8.0000	\$593.04
08/12/2014	Staff Electric Electrician	3.0000	\$222.39
08/12/2014	Staff Electric Electrician	1.0000	\$74.13
08/13/2014	Staff Electric Electrician	8.0000	\$593.04
08/13/2014	Staff Electric Electrician	4.0000	\$296.52

18. To go back and review charges for other WO numbers, right click, click "Back", right click again, click "Back" a second time. This should take you back to the list of WOs.

19. Choose another WO number to review a different WO.