Transferred to Building Access

- Technician saves Phase in the status of REQ ASSISTANCE
- Technician indicates in the Notes that Building Access needs to be dispatched
- Phase appears in query – ADDITIONAL ASSISTANCE NEEDED
- Supervisor or Coordinator does –
  - Look at Notes on the Phase
  - Note indicates that Building Access needs to be dispatched
  - Change Phase status to BLDG ACCESS RECOMND
- AggieWorks does –
  - Look at Notes on the Phase
  - Open Reference Data to see the Customer Request Number
  - Open the CR
  - Open a second browser
  - Recreate the CR with all of the customer's information
  - Click on User Defined Fields
  - Enter the original CR Number in the CR_Number field
  - Add any notes from the shop to the Extra Description
  - Add Problem Code of BUILDING ACCESS
  - Add a note with the SSC Work Order number for our reference
  - Transfer the CR to Building Access using the TRANSFER UES/BA status
  - Return to the Work Order
  - Edit at the Work Order level
  - Change Work Order status to TRANSFERRED TO BA
  - Click Notes
  - Enter a Note indicating the new CR number created
  - Click the Phase number
  - Change the status to PHS COMPLETE
  - Click DONE
  - Click SAVE

Transferred to Utilities

- Technician saves Phase in the status of REQ ASSISTANCE
- Technician indicates in the Notes that Utiliies needs to be dispatched
- Phase appears in query – ADDITIONAL ASSISTANCE NEEDED
- Supervisor or Coordinator does –
  - Look at Notes on the Phase
  - Note indicates that UES needs to be dispatched
  - Change Phase status to UES RECOMND
- AggieWorks does –
  - Look at Notes on the Phase
  - Open Reference Data to see the Customer Request Number
  - Open the CR
  - Open a second browser
  - Recreate the CR with all of the customer's information
  - Click on User Defined Fields
  - Enter the original CR Number in the CR_Number field
  - Add any notes from the shop to the Extra Description
  - Add a note with the SSC Work Order number for our reference
  - Transfer the CR to Utilities using the TRANSFER UES/BA status
  - Return to the Work Order
  - Edit at the Work Order level
  - Change Work Order status to TRANSFERRED TO UES
  - Click Notes
  - Enter a Note indicating the new CR number created
  - Click the Phase number
  - Change the status to PHS COMPLETE
  - Click DONE
  - Click SAVE