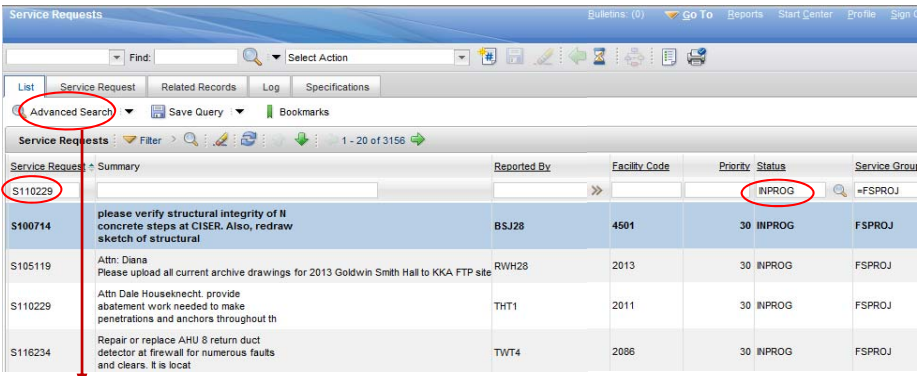
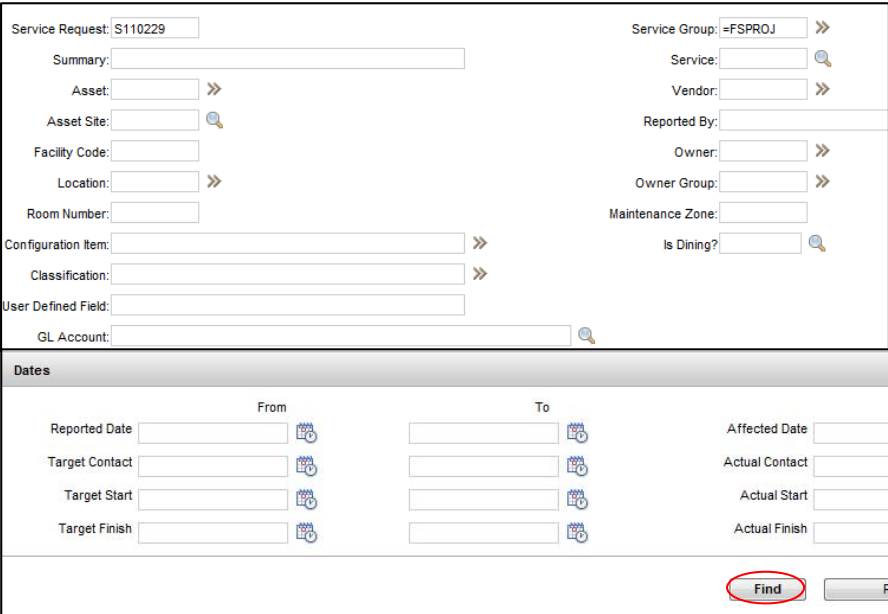
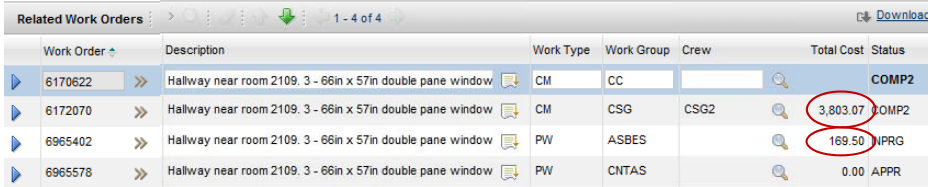
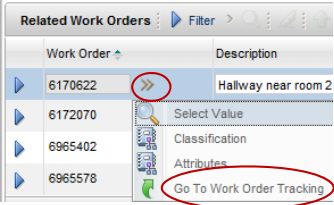
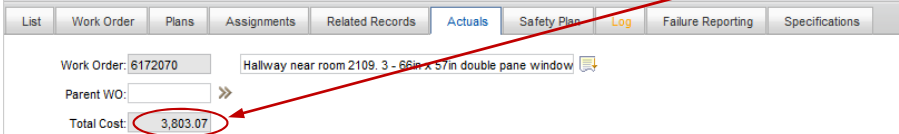
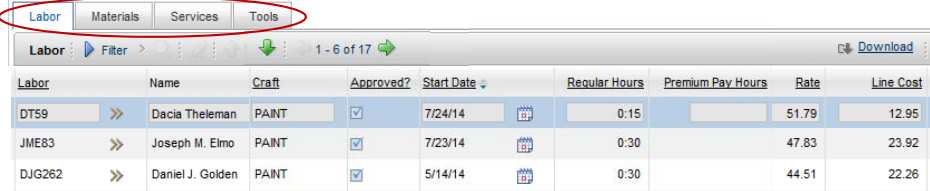


Purpose:	To view cost information on service requests and their underlying work orders	
When:		
Who:	Anyone with Maximo access to service requests and work orders	
Resources to Complete Tasks		
A computer		
A Maximo account with the appropriate access		
Perform These Tasks:	Do These Steps/Notes:	
1. Log into Maximo with your Cornell NetID and password	a. Go to https://fcs.cornell.edu/maximo <ul style="list-style-type: none"> Click "Maximo Production" icon in the "Quick Links" section Enter login information & click "Sign In" 	
2. Open the Service Request application	a. On the Top right, click Go To - Service Desk - Service Requests b. This will open the Service Request application	
3. Search for your Service Request(s)	a. Filter using the boxes at the top of each column <ul style="list-style-type: none"> Type in the search criteria and then click the Enter key to filter 	
	b. And/or use the Advanced Search button <ul style="list-style-type: none"> Type the search criteria, then click the "Find" button 	

<p>4. Open the SR record</p>	<p>a. If you searched for one particular Service Request number using the “Find” box, it will have opened</p> <p>b. If more than one Service Request is shown, they will appear in a list (on the “List” tab)</p> <ul style="list-style-type: none"> Click on a SR number to open up the record
<p>5. View the total cost of each work order(s) on the SR</p>	<p>a. Click the Related Records tab</p> <p>b. Under the Related Work Orders section, you will see the Total Cost field for each work order.</p> <p>c. Important: A total cost will not have been calculated (the total cost field will be blank) on work orders created before 9/30/13, until a change is made to the work order (including transactions being added), and the work order is saved.</p> 
<p>6. If necessary, view the breakdown of charges on a work order</p>	<p>a. From the SR Related Records tab, click the arrows to the right of the work order number</p> <p>b. Click “Go To Work Order Tracking”</p>  <p>c. Click the Actuals tab</p> <p>d. The Total Cost of the work order will show in this field</p>  <p>e. A breakdown of all transactions will be displayed under each of the Labor, Materials, Services, and Tools tabs</p> <ul style="list-style-type: none"> If there are multiple transactions, you may need to use the green arrow above the transaction list to scroll through the pages. 

7. Return to other screen(s) or do another search	<ul style="list-style-type: none">a. To return to the original SR record, click the “Return” link on the top rightb. To do another SR search, click the List tab on the SR, and search using steps in Task 3 abovec. To return to your Start Center, click the “Start Center” link on the top right
<p>The Result Will Be:</p> <p>Total costs for each work order under a SR, as well the breakdown of the costs on each work order, will have been viewed in Maximo.</p> <p>It is important to note that total cost will not have been calculated (the total cost field will be blank) on work orders created before 9/30/13, until a change is made to the work order (including transactions being added), and the work order is saved.</p>	
<p>Reference Information:</p>	