Purpose:	To view cost infe	ormation on service requests and their underlying work orders							
When:	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 The	se Tasks:	Do These Steps/Notes:							
 Log into Maximo with your Cornell NetID and password 		 a. Go to <u>https://fcs.cornell.edu/maximo</u> 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 Requestsb. This will open the Service Request application							
3. Search for Request(s)	your Service	 a. Filter using the boxes at the top Type in the search criteria an 	p of each colur id then click th	mn e Enter key to filter (0) go To goods Starigenter Profile Syn (
			Reported By Factor	cility Code Priority Status Service Group					
		storie skeps a claim and a storie and a stor	RWH28 201	13 30 NPROG FSPROJ					
		Attn Dale Houseknacht, provide sbatement work needed to make an	THT1 201	11 30 INPROG FSPROJ					
		penetrations and anchors throughout th Repair or replace AHU 8 return duct detector at firewall for numerous faults	TWT4 208	86 30 INPROG FSPROJ					
		 b. And/or use the Advanced Sear Type the search criteria, the 	ch button n click the "Fin	d" button					
		Service Request: S110229 Summary:		Service Group: =FSPROJ >>>					
		Asset:		Vendor:					
		Asset Site:		Reported By: Owner:					
		Location:		Owner Group:					
		Room Number:	Ma	Is Dining?					
		Classification:	»	· · · · · · · · · · · · · · · · · · ·					
		User Defined Field:							
		GLACCOUNT:							
		From Reported Date 100	To	Affected Date					
		Target Contact	ш <u>о</u>	Actual Contact					
		Target Start	1	Actual Start					
		Target Finish	100	Actual Finish					
				Find					

4.	Open the SR record	 a. If you searched for one particular Service Request number using the "Find" box, it will have opened b. If more than one Service Request is shown, they will appear in a list (on the "List" tab) Click on a SR number to open up the record 				
5.	View the total cost of each work order(s) on the SR	 a. Click the Related Records tab b. Under the Related Work Orders section, you will see the Total Cost field for each work order. c. <u>Important</u>: 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. 				
		Related Work Orders				
		Work Order + Description Work Type Work Group Crew Total Cost Status b 6170672 >> Halway near room 2109.3 - 66in x 57in double pane window CM CC COMP2				
		6172070 Halway near room 2109.3 - 66in x 57in double pane window CM CSG CSG2 3.803.07 CMMP2				
		▶ 6965402 ≫ Halway near room 2109.3 - 66in x 57in double pane window , PW ASBES (169.50) NPRG				
		▶ 6965578 ≫ Hallway near room 2109.3 - 66in x 57in double pane window 其 PW CNTAS Q 0.00 APPR				
6.	If necessary, view the breakdown of charges on a work order	 a. From the SR Related Records tab, click the arrows to the right of the work order number b. Click "Go To Work Order Tracking" Belated Work Orders : Filter > : : : : : : : : : : : : : : : : : :				
		c. Click the Actuals tab				
		d. The Total Cost of the work order will show in this field				
		List Work Order Plans Assignments Related Records Actuals Safety Plan Log Failure Reporting Specifications				
		Work Order: 6172070 Hallway near room 2109. 3 - 66 + 57 in double pane window Parent WD: >>				
		Total Cost: 3,803.07				
 e. A breakdown of all transactions will be disp Labor, Materials, Services, and Tools tabs If there are multiple transactions, you ma arrow above the transaction list to scroll 		e. A breakdown of all transactions will be displayed under each of the Labor, Materials, Services, and Tools tabs				
		 If there are multiple transactions, you may need to use the green arrow above the transaction list to scroll through the pages. 				
		Labor Materials Services 10015				
		Labor Name Craft Approved? Start Date Regular Hours Premium Pay Hours Rate Line Cost				
		DT59 >> Dacia Theleman PAINT I 7/24/14 🔛 0:15 51.79 12.95				
		JME83 » Joseph M. Elmo PAINT 🗹 7/23/14 📺 0:30 47.83 23.92				
		DJG262 » Daniel J. Golden PAINT 🗹 5/14/14 🛱 0:30 44.51 22.26				

7.	Return to other screen(s) or do another search	a. b. c.	To return to the original SR record, click the "Return" link on the top right To do another SR search, click the List tab on the SR, and search using steps in Task 3 above To return to your Start Center, click the "Start Center" link on the top right
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The Result Will Be:

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.

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.

Reference Information: