Purpose:	To dispatch pest-related service requests		
When:	A pest SR is called in or sent to Customer Service via Maximo		
Who:	Customer Service / EMCS		
Resources to Complete Tasks			
A phone			
A Maximo acc	count with the CS/EMCS access level		
Perform The	se Tasks: Do These Steps/Notes:		
 Receive ca or Unit Fa call, skip t 	 all from customer a. If it is a customer, ask them if they have already contacted their Building Coordinator or Unit Facility Rep If yes, inform them that their UFR or Building Coordinator will contact Customer Service and end call. If no, go to Task 2 		
2. Log into N Cornell Ne	Iaximo with your etID and passworda. Go to http://maximo.fs.cornell.edu Hover over "login"Click "Maximo 7.5 Production"		
3. If SR exists review the the reques skip to Tas	 a. Click on the service request number in the "SR's Awaiting My Approval" queue to open it b. Review the service request information (with the caller, if on the phone.) Reported by Affected by (if different than the Reported By) Summary Details Facility Code Location c. Verify the Service field is "Pest" (populate/revise if necessary) d. Verify the GL account is populated (verify the account with the caller/customer, if necessary) e. End phone call, if on the phone f. Skip to Task 5 		
4. If SR does service red	 not exist, create a quest in Maximo a. Click the "New Service Request" link on your Start Center b. Gather information from the caller to populate the following fields. Fields marked with an asterisk are required. Reported by (enter their NetID, then click tab on keyboard) Affected by (if different than the Reported By) Summary Details (type additional info if needed) Facility Code (click tab after typing in facility code, and the Location will automatically populate) c. Populate the Service as "Pest" d. Verify the GL account is populated 		

	e. Populate or select the Priority Code "40"f. Click the Save buttong. End phone call
5. Workflow the SR to "Pest"	a. Click the workflow buttonb. Select "Pest", click "OK"
6. Populate fields on the work order	 a. Click the Related Records tab on the SR b. In the "Related Work Orders" section, populate the following: In the Work Type field, populate (type or choose) "GS" In the Work Group field, populate (type or choose) "Pest" c. Click the Save button d. Take a note of the work order number
7. Notify the vendor via Maximo SR Communication	 a. Click Select Action - Create – Communication In the Template field, type "SR", then click the tab key To the right of "To" field, click the magnifying glass Click the "People" tab Search for the vendor contacts On the lines for the contacts, put a checkmark in the "To" field Click "OK" b. In the body of the email (above the Service Request information), type the following: Work Order (and then type the work order number) For example, type "Work Order 1234567" (without the quotes) c. Click the Send button on the bottom right of the screen

The Result Will Be:

The vendor will have been notified of the pest-related issue, and the Maximo work order is prepared to receive charges from the invoice.

Reference Information: