

Purpose:	To submit a change order for an existing service request	
When:	Additional requests need to be sent to FS for an existing Maximo service request	
Who:	Unit Facility Representative	
Resources to Complete Tasks		
A computer		
A Maximo account with the UFR access level		
Perform These Tasks:	Do These Steps/Notes:	
1. Log into Maximo with your Cornell NetID and password	a. Go to http://maximo.fs.cornell.edu <ul style="list-style-type: none"> • Hover over “login” • Click “Maximo 7.5 Production” 	
2. Search for and open the SR that a change order will be submitted for	a. Search for the existing SR on your Start Center in the “Open SRs in My Facilities” queue <ul style="list-style-type: none"> • Use any of the search boxes to type the search criteria and click the Enter button on your keyboard • Find the SR in the list, then click on the SR number to open it b. <u>OR</u> Click Go To – Service Desk – Service Requests <ul style="list-style-type: none"> • Use any of the search boxes to type in the search criteria and click the Enter button on your keyboard • The Service Request will show up below. • If a list of SRs is shown, click on the SR to open it 	
3. Create a Change Order communication	a. On the Service Request record, click Select Action – Create – Communication b. In the Template field, type one of the following: <ul style="list-style-type: none"> • If the SR is for a facility in the EN zone, type “ENCO”, then click the Tab key on your keyboard • If the SR is for a facility in the CC zone, type “CCCO”, then click the Tab key • If the SR is for a facility in the SA zone, type “SACO”, then click the Tab key c. The email addresses of Zone representatives to receive the change order request will automatically populate <ul style="list-style-type: none"> • <u>Important:</u> Do not erase these email addresses. If you need to include additional email addresses, type them in addition to those, separated by a comma. d. The Subject and Message will automatically populate information from the SR.	
4. Type information about the change order	a. In the “Message” box, type your change order request directly under the “Change Order Information” header. b. If necessary, attach any files or pictures using the “Attach File” button at the bottom.	
5. Send the message	a. Click the “Send” button on the bottom right of the communication	

The Result Will Be:

A change order request for a particular service request will be communicated to the zone.

The change order request information from the email will be automatically logged on the Maximo Service Request "Log" tab, under "Communication Log".

Reference Information: