Purpose:	**To receive and dispatch a change order request for an existing service request**
When:	**A request is received from a UFR**
Who:	**Zone Superintendent or Assistant Superintendent**

Resources to Complete Tasks	
A computer	Outlook / Cornell email account
A Maximo account with the Zone Management access level	

Perform These Tasks:	**Do These Steps/Notes:**
1. Receive an email indicating a change order request for a particular SR.	a. Log into Outlook b. View the email in your Inbox, where the Subject will read "Change Order for Sxxxxxx"(where Sxxxxxx is the service request number)
2. Log into Maximo with your Cornell NetID and password.	a. Go to http://maximo.fs.cornell.edu • Hover over "Login" • Click "Maximo 7.5 Production
3. Search for and open the SR that the change order was requested for.	a. Search for the existing SR on your Start Center in the "Pending/In Progress SR's" queue • In the search box in the Service Request column, type SR number and then click the Enter button on your keyboard • Find the SR in the list, then click on the SR number to open it b. *OR* Click Go To – Service Desk – Service Requests • In the "Find" box at the top of the screen, type the SR number and click "Enter" on your keyboard. • The Service Request record will open
4. Review information on the service request and related work order(s)	a. Click the SR Related Records tab and view the "Related Work Orders" section b. Determine if there is a work order(s) for the SR c. If there are work orders, view the work order status[1] to the right of each work order line d. If necessary, determine if there is assigned labor on the work order(s): o Click the arrows to the right of the work order number and click "Go To Work Order Tracking" o Click the Assignments tab to view any assigned labor o Click the Actuals tab to view any labor transactions entered o When finished reviewing work order information, click the "Return" link to go back to the SR record
5. Determine method to communicate the change order to the trades	a. If no work orders have been created for the SR, do the following: • Copy (Ctrl-C) and paste (Ctrl-V) the change order information from the email into the either the Summary or Details field of the SR • Click the "Save" button

	b. If the SR has a work order(s) with assigned labor or is in a status of "In Progress"[1], do the following: • Communicate the change order information to the appropriate foreperson or tradesperson via phone • Copy (Ctrl-C) and paste (Ctrl-V) the change order information from the email into the work order(s) Summary or Details field (this can be done on the SR Related Records tab) • Click the "Save" button c. If the SR does not have a work order with assigned labor and/or is not in a status of "In Progress"[1], do the following: • Copy (Ctrl-C) and paste (Ctrl-V) the change order information from the email into the work order(s) Summary or Details field (this can be done on the SR Related Records tab) • Click the "Save" button

The Result Will Be:
The zone will have received a change order request for an existing service request. The information will be communicated to the appropriate forepersons and/or tradesperson(s). The change order request information from the email will be automatically logged on the Maximo Service Request "Log" tab, under "Communication Log".

Reference Information:
[1]Service Request & Work Order Statuses: REF 3