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 account with the CS/EMCS access level	

Perform These Tasks:	Do These Steps/Notes:
1. Receive call from customer or Unit Facility Rep (if no call, skip to Task 2.)	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 Maximo with your Cornell NetID and password	a. Go to http://maximo.fs.cornell.edu • Hover over "login" • Click "Maximo 7.5 Production"
3. If SR exists in Maximo, review the information on the request. (Otherwise, skip to Task 4.)	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 not exist, create a service request 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 button g. End phone call
5. Workflow the SR to "Pest"	a. Click the workflow button b. 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: