

Plant Operations On-Line Customer Request Report

To check on the status of a customer request go to the Plant Operations Web site at www.uh.edu/plantops (fig.1)

Select the “Work Request” Link.



Figure 1

This will take you to the Customer Service Center Page (fig.2). The Customer Service Center Page has links to check the status of your customer request and also has the latest versions of the Customer Request form.

Customer Service Center

- Contact Us
- Customer Request Form
- Customer Request Submission Process
- Customer Request Status
- Customer Request Lookup Instructions
- Plant Operations Project Flow Process
- Plantops Home



The mission of the Customer Service Center is to serve the faculty, students and staff by providing the highest level of service possible. The center will support the entire campus community with accurate and responsive resources to insure maximum customer satisfaction.

Note: The Plant Operations Customer Request form can now be submitted via e-mail. Instructions for submittal can be found on the link directly below the Customer Request Form. Simply complete the form and e-mail to your appropriate certifying signature. That individual will then approve the request and forward to the Customer Service Center ("Plant Operations" from the global Exchange list of csc@central.uh.edu). A copy of the document will then be returned to the original contact with the Plant Operations Customer Request Number.

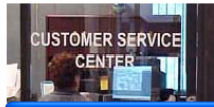
Note: To simplify the submission of the document via e-mail please follow these simple steps: right click on the start button and click on the explore button. From the tools menu select folder options and then the file types tab. Scroll down until you see the DOC extension. Highlight it and then click the advance tab. Unselect the browse in same window option. This will cause the document to be automatically opened in Microsoft Word when selected rather than as a window in Internet Explorer. This will allow the individual who is completing the document to e-mail it directly from within the document prior to having to save it to a local machine. This configuration is completely optional. Click [HERE](#) for demo video.

Figure 2

To check the status of a customer request, click on the "Customer Request status" link. Once you click this link you will be asked to login. To login you will use your Cougarnet login. Enter cougarnet\userid in the User Name field and then your Cougarnet password in the password field and then click "ok".

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Connect to ppimpact.cougarnet.uh.edu

Connecting to ppimpact.cougarnet.uh.edu.

User name: cougarnet\cerapie2

Password: [input field]

Remember my password

OK Cancel

can now be submitted via e-mail please follow these instructions on the explore button. From the types tab. Scroll down until you click the advance tab. Unselect the browse in same window option. This will cause the document to be automatically opened in Microsoft Word when selected rather than as a window in Internet Explorer. This will allow the individual who is completing the document to e-mail it directly from within the document prior to having to save it to a local machine. This configuration is completely optional. Click [HERE](#) for demo video.

This will take you to the following page (fig.3) where you will enter the customer request number that you wish to view. Enter a valid customer request number (six digits) and click on the Search button.

Figure 3

The customer request status will then be displayed on the screen. The status information will be divided into three parts. 1. Customer Request information (fig.4) 2. Phase information (fig.5) and 3. Accounting Distribution summary (fig.6).

Section I Customer Request

The first section of the display screen shows the general information about the customer request.

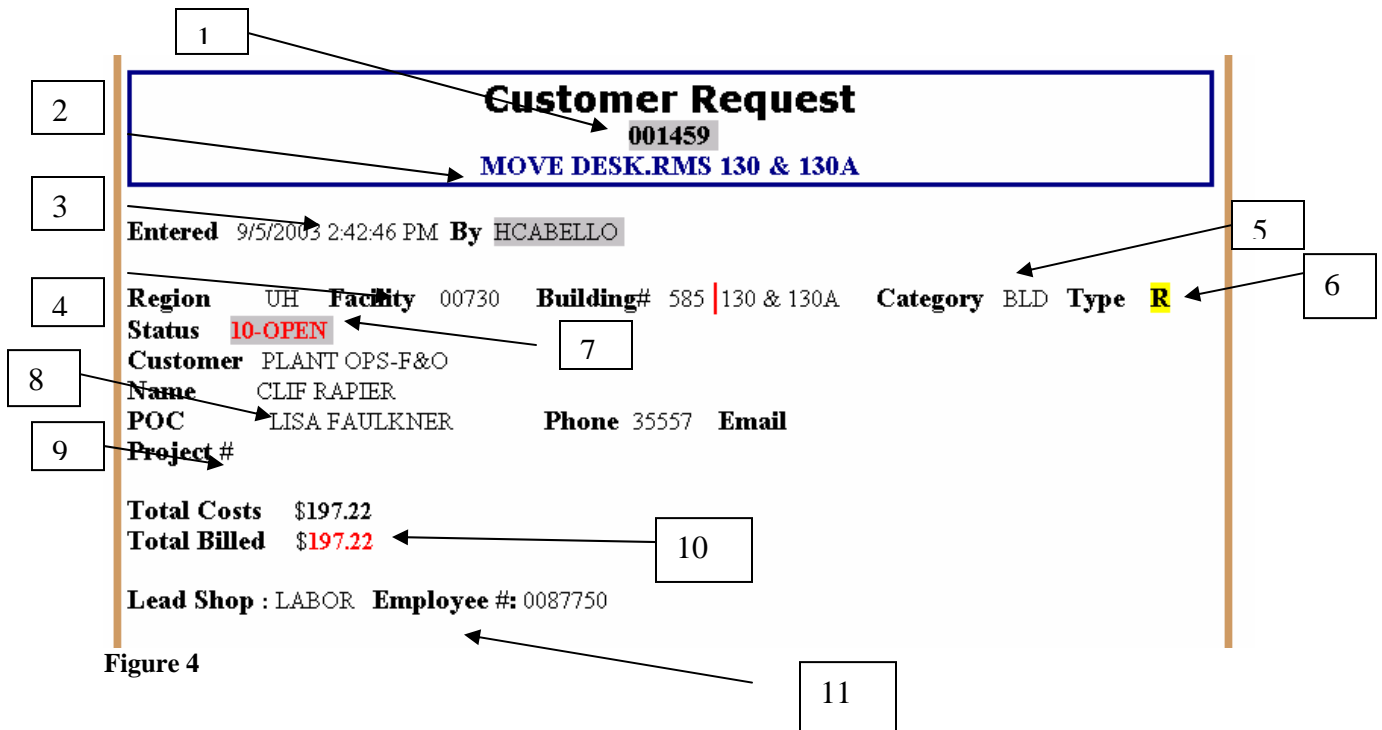


Figure 4

1. Customer request Number.
2. Title of customer request.
3. Date and name of CSC employee who entered customer request.
4. Facility information regarding location of work to be performed.
5. Category of customer request: examples as follows:
 - a. Auto – fleet maintenance
 - b. Bldg – building maintenance
 - c. Cus –custodial services
 - d. Event – special events
 - e. Grn – grounds department
 - f. Moves – labor moves
6. Type of customer request
 - a. R – billable work
 - b. S – service work
 - c. C – Cash (paid in advance with check or cash).
7. Customer request status: open, hold, cancelled, closed (complete).

8. Customer and contact information.
9. Project number if assigned. Usually for work to be done by small projects group or FP&C.
10. Customer request cost. If costs have actually been billed, they will show in red as billed.
11. Primary shop and employee number responsible for customer request. Contact this shop and ask for this employee should you have non billing questions about customer request.

Section II Phase

The second section of the screen shows the phase (detail information) of the customer request. If there is more than one phase (more than one shop does work) each phase will be listed separately.

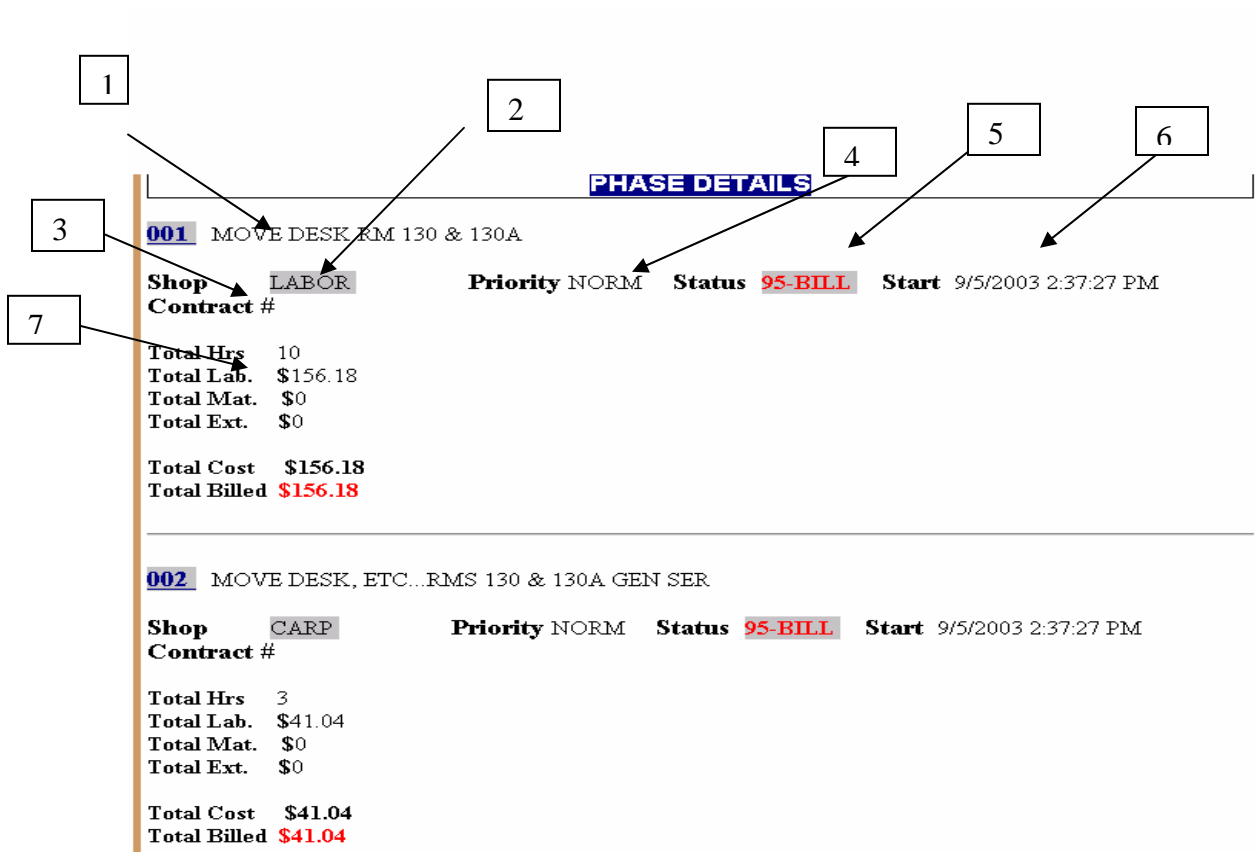


Figure 5

1. Phase number and description
2. Plant Operations shop assigned to do work
3. Contract number if used to purchase services
4. Priority given to work
5. Phase status: see common statuses at end of document
6. Date & time phase was established
7. Cost information associated with phase

Section III Account Distribution

The final section of the display will show the cost center information relating to the customer request.

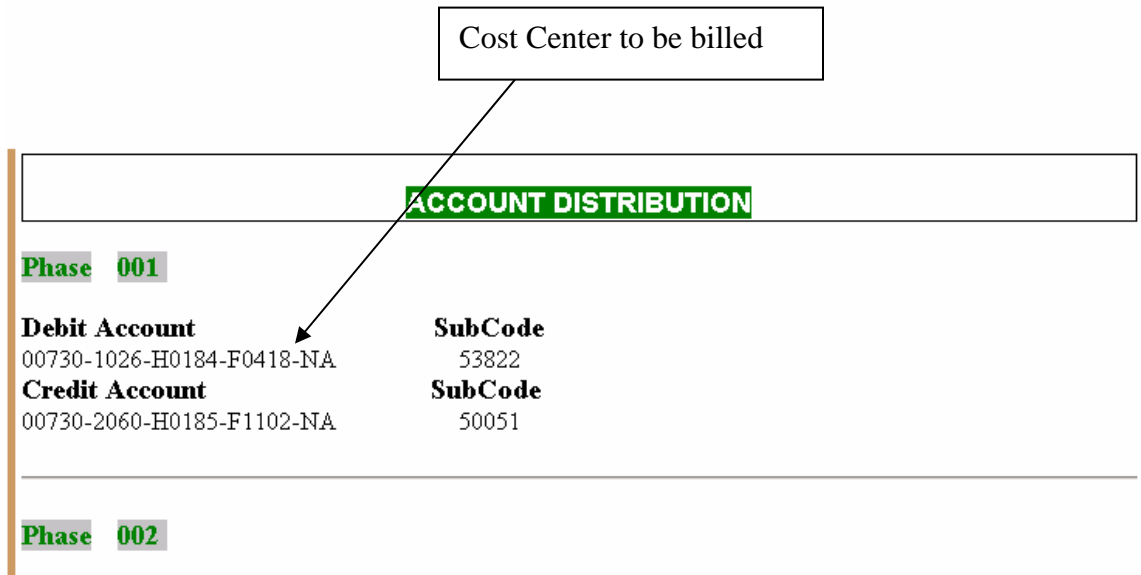


Figure 6

Common Phase Statuses:

10- ENTER	New customer request
11- CSC	Returned to CSC by business office
12- CERT	Awaiting business office review
15- APPREQ	Awaiting manager approval
16- APPROVE	Manager approved
17- ESTREQ	Estimate require
18- ESTCOM	Estimate complete
19- EST2CUS	Estimate sent to customer
22- ESTAPP	Estimate approved
24- ACKNOWL	Have review request but unable to assign
25- ASSGN	Assigned to shop
30- AWTMAT	Awaiting materials
35- MATCOMP	Material received
40- IN PROG	Work in Progress
50- CAN	Phase work cancelled
65- WRKCOM	Work Complete

80- HOLD	Work on hold
85- HOLDCUS	Work on hold at customer's request
89- CORR	Phase sent back from business office as billing info incomplete
90- MGRREV	Manager reviewed
91- BUS OFF	Sent to business office
92- ACCHOLD	On hold at business office
93- CORECT	Corrections made by managers and returned to business office
95- BILL	Work Billed
99- CLOSED	Phase closed