

6.0 Demand Work Order SETUP

Demand Work Orders are work that needs completed “right away”. Demand work orders are non preventive maintenance work orders. This work orders can be requested by non maintenance personnel for various tasks relating to the general maintenance of a facility. There are three types of Demand Work Orders; Room, Equipment, Vehicle. To set up the Room and Equipment Demand Work Orders, the Floor Plans, Locations, Manufacturer Equip and Equipment needs to be created first. To set up the Vehicle Demand Work Orders, a Vehicle needs to be created first.



Figure 69: Demand Work Order

6.1.1 Add Demand Work Order

The following steps explain how to add a new Demand Work Order to Hippo:

1. Click **Submit Work Order** on the top right hand of the screen (See Figure 70). The **Submit Work Order link** is shown in the following screens; Work Orders, Admin, Water Admin, Calendar and Reports.

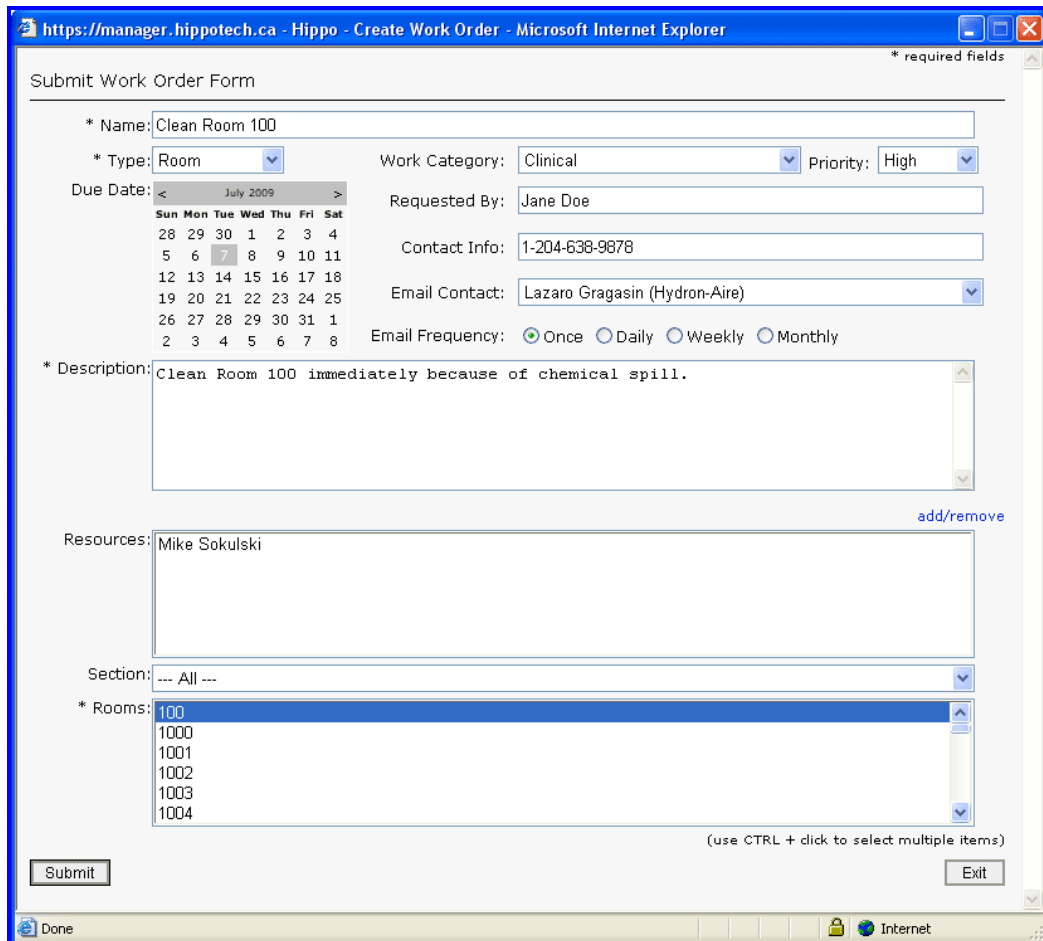


Figure 70: Demand Work Order Screen

2. Enter/select the following information:
 - a. Work Order Name (*required*)
 - b. Type (*required*)
 - i. If Room is selected, all rooms in your facility will automatically show up in the bottom of popup screen
 - ii. If Equipment is selected, all equipment will automatically show up in the bottom of popup screen
 - iii. If Vehicle is selected, all vehicle will automatically show up in the bottom of popup screen
 - c. Work Category
 - d. Priority
 - i. Depending on the work involved, choose from Low, Medium, High and Urgent
 - e. Due Date (click on calendar to select date)
 - i. Due work orders (represented by green text) have reached or are reaching their due date for completion. As an example, these work orders must be attended to prior to their due date or they become overdue.
 - ii. Past due dates are not allowed for the submit WO page. If a due date is selected, the due is displayed on the demand work order.
 - f. Requested By:
 - i. Name of person who requested this PM
 - g. Contact Info:
 - i. Contact information who requested the PM
 - h. Email Contact:
 - i. Select from the drop down menu to select a person if any.
 - ii. This is handy when you require a contractor to be notified about certain issues in your facility but do not want to make them a user of your account allowing access to confidential information. If a user wants a person added into here, the user needs to create a contact with email in **Contact** tab.
 - i. Email Frequency:
 - i. Choose either Once, Daily, Weekly, Monthly, for this PM to be email to the Email Contact chosen.
 - j. Description (*required*)
 - i. The description of the work involve
 - k. Section
 - i. Select from the drop down menu to select which part of the building this Location, Equipment, or Vehicle Work Order will take place
 - l. Resources
 - i. Click **add/remove** to add or remove a resource (See Figure 71)
 - ii. The resources list displays all users who have been identified as Work Order Resources in the Security Permissions window

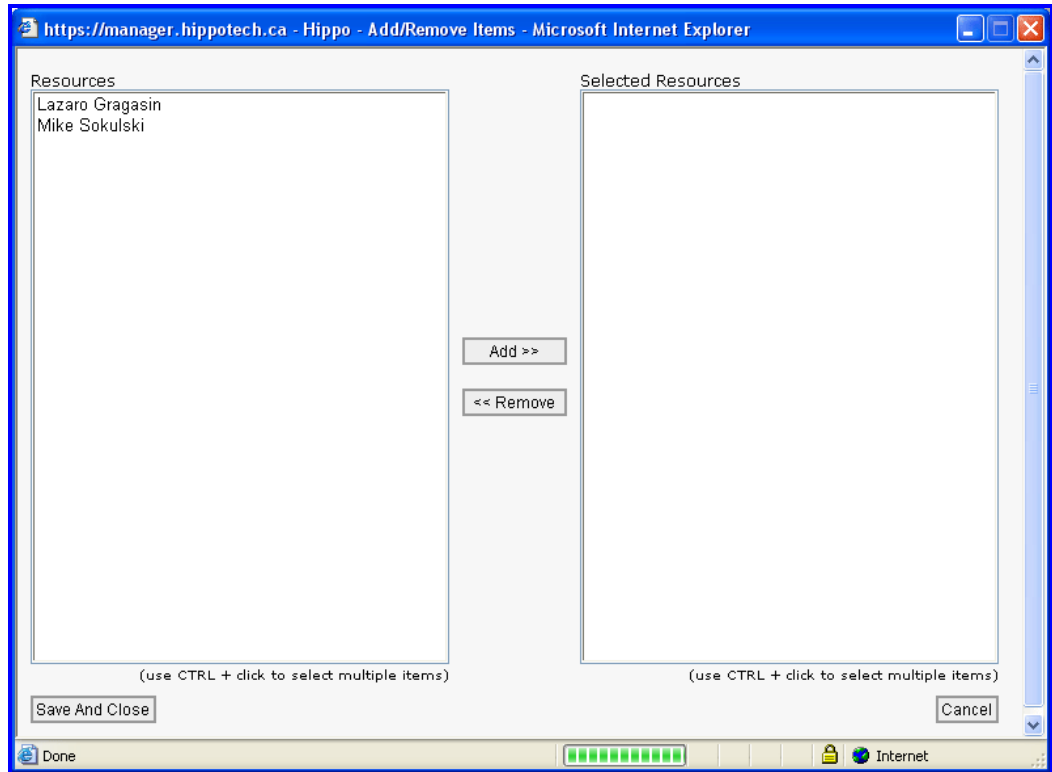


Figure 71: Adding Resources

- m. Rooms, Equipments, Vehicles
 - i. Depending on what type of work order is chosen the list of rooms, equipments or vehicles will show up here
- n. Click **Submit** button when completed