

Create EERS Work Order (IW31)

From the SAP Easy Access Menu Screen:

Click the **Expand Icon** to the left of: **PCSB Menu >Plant Maintenance**
Double Click **Create Work Order**



The screenshot shows the 'Create EERS Dept. Work Orders: Initial Screen' with a 'Header data' section. The 'Order Type' is set to 'EERS'. The 'Priority' field is set to '1 Admin.' and a dropdown menu is open, showing the following options: 1 Admin., 2 Food Services, 3 Media, 4 Classroom, and 5 Scheduled. Other fields include 'Func. Loc.' (E1131-G), 'Equipment', 'Assembly', 'Ping plant', and 'Bus. Area'.

Order Type: Type EERS

Click the **Refresh** icon



IMPORTANT: Clicking the Refresh icon will display the Priority options for EERS Work Orders (it is not necessary to click the Refresh icon if EERS already appears in the Order Type field) **DO NOT PRESS ENTER.**

Priority: Type the Priority number or Click the list box icon at the right of the Priority field Click the appropriate Priority

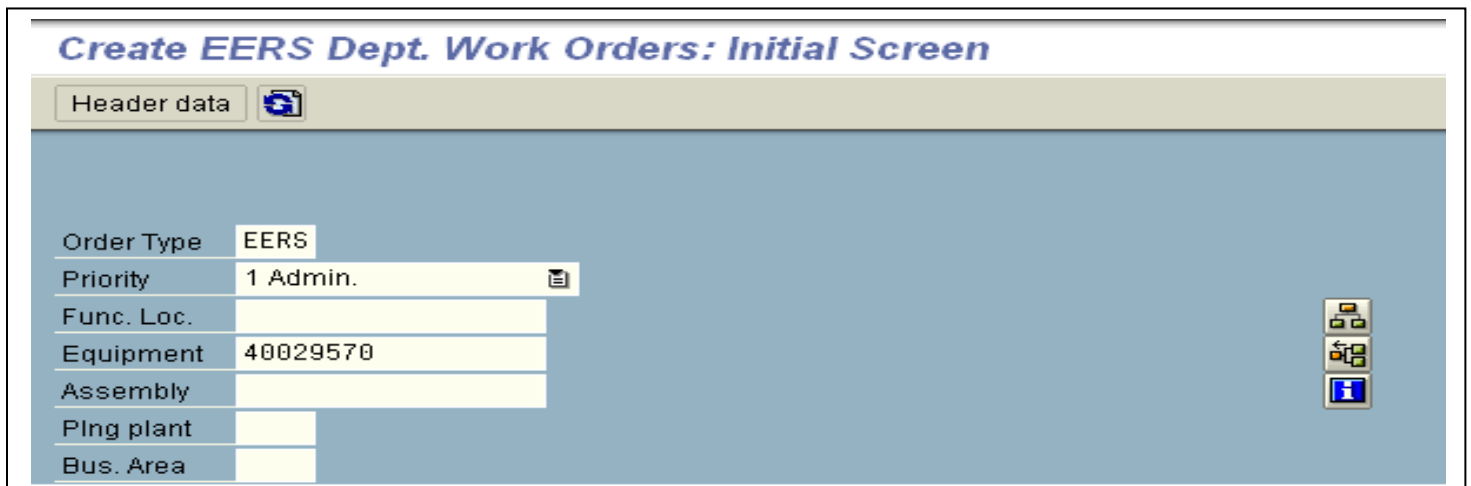
Creating a Work Order without an SAP Equipment number:

Function Location: Type E (for EERS) plus your four-digit location number, plus the Extension
-G (General)
-P (Pre-K)
-T (Title-1) is for Portables Only
-H (Head Start) (Examples: E1131-G, E1131-P, E1131-T, and E1131-H)

Click the **Green Check** or Press **Enter**

Creating a Work Order with an SAP Equipment number: Do not enter the Function Location

Equipment: Type the SAP Equipment number



The screenshot shows the 'Create EERS Dept. Work Orders: Initial Screen' with the 'Header data' section. The 'Order Type' is 'EERS', 'Priority' is '1 Admin.', 'Func. Loc.' is empty, 'Equipment' is '40029570', 'Assembly' is empty, 'Ping plant' is empty, and 'Bus. Area' is empty. A green checkmark icon is visible in the bottom right corner.

Click the **Green Check** or **Press Enter**

Create EERS Dept. Work Orders : Central Header

Order: EERS %00000000001 Copy machine making loud noise
Sys.Status: CRTD MANC NTUP

Person responsible: PlannerGrp: MNTV, Mn.wk.ctr: EERS / MNTV
Dates: Bsc.start: 07/27/2009, Basic fin.: 07/27/2009
Reference object: Func. Loc.: E1131-G, MULBERRY SENIOR HIGH-GENERAL

Type a short description of the problem in the short description field, **Examples:** Keyboard broke, Copier needs cleaning, CPU needs more memory

The first time a Work Order is created in SAP Easy Access:

Click the Show long text window icon



The Long Text Window is displayed

Create EERS Dept. Work Orders : Central Header

Order: EERS %00000000001 Copier needs maintenance
Sys.Status: CRTD MANC NTUP

Person responsible: PlannerGrp: MNTV, Mn.wk.ctr: EERS / MNTV
Dates: Bsc.start: 07/27/2009, Basic fin.: 07/27/2009
Reference object: Func. Loc.: E1131-G, MULBERRY SENIOR HIGH-GENERAL

IMPORTANT INFORMATION: after opening the Long Text Window, the Short Description Field will be grayed out and data cannot be input into it. The Long Text Window will default to an open display for all future input of Work Order data, data can no longer be entered in the short description field unless the Long Text Window has been manually closed.

IMPORTANT CHANGES Please Read: Click inside the Long Text Window, finish Typing the **Description** of the problem, only seven (7) lines of text will be printed on the **Work Order**; anything else will be cut off and not printed.

DO NOT put **Contact Information, Phone Numbers** or **Location** where problem exist in this box!

Create EERS Dept. Work Orders : Central Header

Order: EERS %00000000001 Copy machine making loud noise
Sys.Status: CRTD MANC NTUP

Person responsible: PlannerGrp: MNTV, Mn.wk.ctr: EERS / MNTV
Dates: Bsc.start: 07/27/2009, Basic fin.: 07/27/2009
Reference object: Func. Loc.: E1131-G, MULBERRY SENIOR HIGH-GENERAL

Copy machine making loud noise, sounds like the gears have been stripped.

Click on the **Enhancement Tab**, Work Orders cannot be saved without completing the Enhancement Section

The **Enhancement Screen** will be *displayed*.

Contact Person: Type the **Name** of the person that the EERS Technician should contact at the school

Phone No. or EXT: Type the **Phone number** of the contact person that the Technician should call

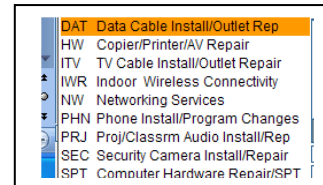
IMPORTANT: The official **FISH** Numbers **have to** be used for the next two fields, if you **cannot** locate them at your school, you may find them by going to **Outlook>Public Folders>All Public Folders>Facilities>Maintenance Services>Fish Maps**, *Double Click* on the **Fish Map** for your location.

FISH Building #: Enter the **2- digit Fish Number** of Building where the Equipment is located

FISH Room #: Enter the **3 or 4 digit Fish Number** of the Room where the Equipment is located



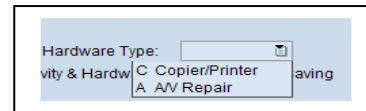
Activity/Trade: Click in the **box** to the right of **Activity/Trade**
Click on the appropriate **Activity/Trade** (see Helpful Hints page 4)



IMPORTANT: Press **Enter**

PLEASE READ! The **Hardware Type** field will only be available if the **End User** has selected **HW Copier/Printer/AV Repair** from the drop down list

Hardware Type: Click In the **box** to the right of **Hardware Type**
Click on the **appropriate type**

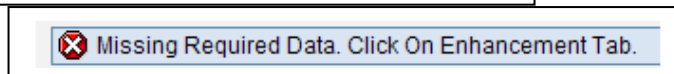


Press **Enter**

The **Order** will *display* the **Name**, **SAP number** and **Position number** of the **Tech** assigned to the repair.

EXAMPLE:

Click the **Save** icon, If this **message** appears in the bottom left of the screen; you **have not** completed the **Enhancement Section** and the **Work Order cannot be saved** or an **Order number** assigned **until** complete.



The **Work Order** number is *displayed* at the bottom left of the screen, *record* the **Work Order** number for your use. **If it is an emergency**; please call **EERS** and make them aware that it is an emergency and *give* them the **Work Order** number.



Helpful Hints for Activity/Trade

EERS Telecommunications Activity Type -- Additions /Modifications

MAT	MAT Description	Definition
DAT	Data cabling installation / outlet repair	The installation and repair of all data drops/ outlets within the facility
ITV	TV cabling installation / outlet repair	The installation and repair of all TV outlets / TV Mounts and Headend Maintenance within the facility
IWR	Indoor wireless connectivity	The installation and repair of all Indoor wireless access points within the facility
PHN	Phone installation / program changes	The installation and repair of all Telephone equipment within the facility
PRJ	Projector/classroom audio install-repair	The installation or modifications of all projectors and wiring / Classroom audio systems within the facility
SEC	Security Camera installation/repair	The installation and repair of all Security Camera's ,wiring and recording equipment within the facility
WIR	Portable Classrooms/data/phone/ITV	The installation and repair of all phone, Data and ITV connectivity to portable classrooms on campus
TEL	For EERS Office Staff Only	To be used for creating work-orders charged to projects or other special accounts