

Plant Operations – Work Control

Web forms to Request a Work Order

Effective 3/2/09 all forms can be found on the Plant Operations home page
www.plantops.umich.edu

A few quick notes relevant to all forms:

- * Indicates a required field
- Clicking on the ? will give you information regarding that field.
- The phone number fields auto fill when only the standard campus 5 digits are entered.
- The submitter e-mail address defaults by login, and cannot be changed.

Customer Pay form (replacing WebFM):

Web Address: <https://services.bf.umich.edu/customer/>

Plant Operations Request for a Customer Pay Work Order ?

Requests will be processed no later than one day following the day the request is received. An email will be sent with a work order number for tracking purposes. **Urgent items that need to be taken care of that same day should be called into the Plant Operations Call Center at 647-2059 for immediate response.**

To obtain a general fund work order, please use our online form, [Plant Operations Request for a General Fund Work Order](#) or call the Plant Operations Call Center at 647-2059.

If you wish to obtain an estimate, please use the online form, [Plant Operations Request for an Estimate](#).

Plant Operations is pleased to provide the University Community with a convenient means of requesting customer pay services.

All fields marked with an * are required. Click on the ? for helpful instructions on certain fields.

Description of work: * ?
(including location of work to be done)

You have 3950 characters remaining for your description above.

Reference #:

Property #: * ?

Authorized Signer Name: * ?

Authorized Signer Phone: * ?

Authorized Signer Email: *

On-site Contact Name: * ?

On-site Contact Phone: *

On-site Contact Email: *

Submitter contact information same as On-site

Submitter Contact Name: * ?

Submitter Contact Phone: *

Submitter Contact Email: *

Confirmation email same as submitter

Confirmation Contact Email: * ?

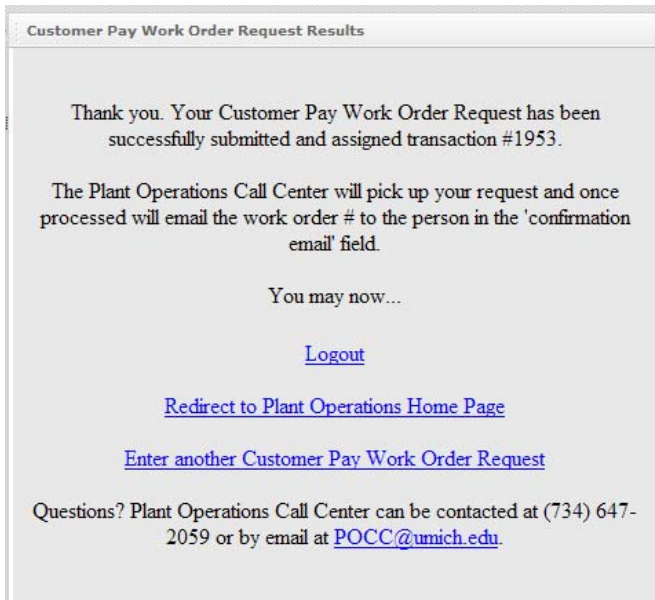
Should this work be charged to your yearly work order? * Yes No ?

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If you have a yearly work order number to charge the work to, click yes and a box will appear to enter the yearly number in. Please note yearly numbers must be followed by a – (dash) and the fiscal year for example 245789-**2009**. Also please note 4 digit yearly numbers need to be preceded with a 0 for example **01219**-2009.

If you do not wish to charge a yearly work order, then click no, and a box will appear that prompts you to enter your chart field combination (chartcom). Chartcoms are pre-loaded into the system based on information you provide to the FMS Help Desk. For future assistance (adding or deleting chartcoms), please contact 7-4357 (7HELP) to reach the Plant Operations FMS Helpdesk.

Once you complete the form, click submit. The following work order results information will appear:



The screenshot shows a web page titled "Customer Pay Work Order Request Results". The page contains the following text:

Thank you. Your Customer Pay Work Order Request has been successfully submitted and assigned transaction #1953.

The Plant Operations Call Center will pick up your request and once processed will email the work order # to the person in the 'confirmation email' field.

You may now...

[Logout](#)

[Redirect to Plant Operations Home Page](#)

[Enter another Customer Pay Work Order Request](#)

Questions? Plant Operations Call Center can be contacted at (734) 647-2059 or by email at POCC@umich.edu.

Please note that the transaction number is not your Work Order number. A Work Order number will be created when the request is processed by the Plant Operations Call Center. You will be contacted with your work order number at that time.

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Maintenance General Fund form:

Web Address: <https://services.bf.umich.edu/general>

Plant Operations Request for a General Fund Work Order ?

For urgent items please call 647-2059
(examples: floods, broken elevators, broken windows, alarms, loss of power, water leaks)

Requests will be processed no later than one day following the day the request is received. An email will be sent with a work order number for tracking purposes. **Urgent items that need to be taken care of that same day should be called into the Plant Operations Call Center at 647-2059 for immediate response.**

To obtain a non-general fund/customer pay work order, please use our online form, [Plant Operations Request for a Customer Pay Work Order](#) or print and fax a [Plant Work Order Form](#) to 763-2932.

If you wish to obtain an estimate, please use the online form, [Plant Operations Request for an Estimate](#).

Plant Operations is pleased to provide the University Community with a convenient means of requesting general fund services.

All fields marked with an * are required. Click on the ? for helpful instructions on certain fields.

Description of work: * ?
(including location of work to be done)

You have 3950 characters remaining for your description above.

Reference #:

Property #: * ?

On-site Contact Name: * ?

On-site Contact Phone: *

On-site Contact Email: *

Submitter contact information same as On-site

Submitter Contact Name: * ?

Submitter Contact Phone: *

Submitter Contact Email: *

Confirmation email same as submitter

Confirmation Contact Email: * ?

Once you complete the form, click submit. The work order request results box (as noted above) will appear. Please note that the transaction number is not your Work Order number. A Work Order number will be created when the request is processed by the Plant Operations Call Center. You will be contacted with your work order number at that time.

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Estimate Request form:

Web Address: <https://services.bf.umich.edu/estimate>

Plant Operations Request for an Estimate ?

Requests will be processed no later than one day following the day the request is received. An email will be sent with a work order number for tracking purposes. **Urgent items that need to be taken care of that same day should be called into the Plant Operations Call Center at 647-2059 for immediate response.**

Plant Operations is pleased to provide the University Community with a convenient means of requesting work estimates.

All fields marked with an * are required. Click on the ? for helpful instructions on certain fields.

Estimate Type? * Budget Time and Materials Fixed Price ?

Description of work: *
(including location of work to be done) ?

You have 3950 characters remaining for your description above.

Property #: * ?

Estimate Details Name: * ?

Estimate Details Phone: * ?

Estimate Details Email: *

Estimate Details Fax: *

On-site Contact Name: * ?

On-site Contact Phone: *

On-site Contact Email: *

Submitter contact information same as On-site

Submitter Contact Name: * ?

Submitter Contact Phone: *

Submitter Contact Email: *

Confirmation email same as submitter

Confirmation Contact Email: * ?

Once you complete the form, click submit. The work order request results box (as noted above) will appear. Please note that the transaction number is not your Work Order number. A Work Order number will be created when the request is processed by the Plant Operations Call Center. You will be contacted with your work order number at that time.

If you have questions regarding the status of your online request please contact the Plant Operations Call Center at 647-2059, or e-mail at POCC@umich.edu.