FERRIS STATE UNIVERSITY™

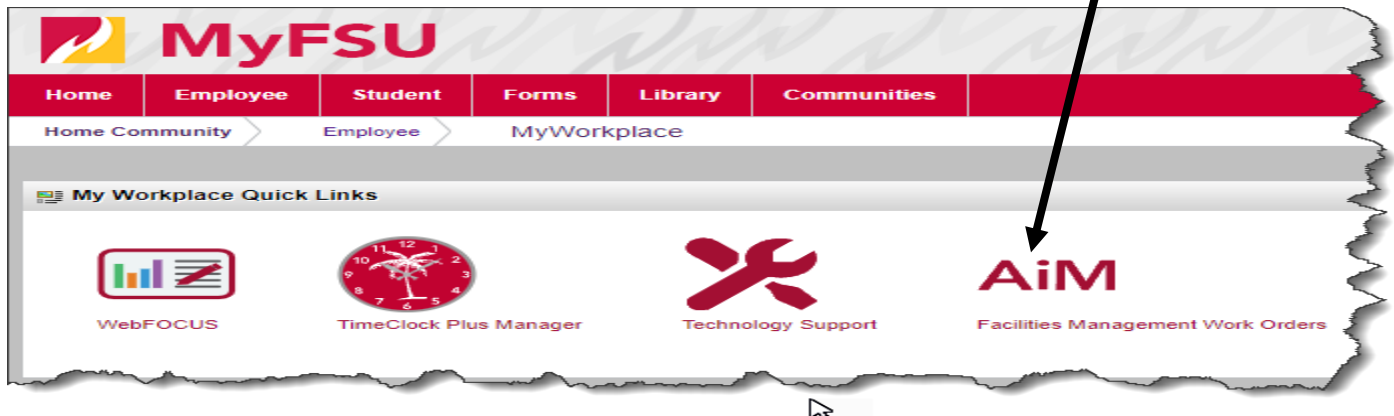# CREATING A CUSTOMER REQUEST

OCTOBER 2021

LOGGING INTO THE AIM SYSTEM

AIM is a web application. Access to the system requires a browser and a valid user ID and password for MyFSU. AIM will use your MyFSU username and password. The process and screens for creating a work order request are shown below.

1. Go to http://www.ferris.edu, select "MYFSU", and login with your user id and password. (This will also be your AIM user id and password.)

2. Once in MyFSU, select the **Employee** tab, go to the **My Workplace** and click on the **Facilities Management Work Orders Request** link.


ENTERING A CUSTOMER REQUEST

The **customer request** provides a mechanism for requesting work using AIM via MyFSU. The following steps will guide you on creating a customer work order request.

Note A work order is not created until the customer request has gone through all necessary approvals. You may be contacted by Facilities Management for additional information or if an index number is needed.

1. Click on the "Customer Service" link.
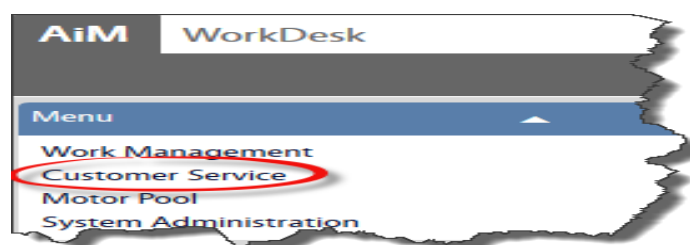
2. After clicking on the *"Customer Service" link,* you will be taken to the following page where you will click on the paper icon for *"Customer Request"*:

3. After you click on the *"Customer Request"* icon, fill in the boxes. Following is a description of each box and what information needs to be put in there. Mandatory fields are outlined in red.

A **DESCRIPTION**: If you are putting in a request for keys, projects, tent rentals, table/chairs, etc., please choose a PROBLEM CODE first as it will fill in the description box the information required to complete your request. If it is not one of those items, type in a description of the request you are making. Identify the following in the description: building, room number, and issue. If it is a request that is outside of normal maintenance/repair, please include the index number in the description.

E Should you need more space, use the link on the left side – "Extra Description" – which allows you an additional 4000 characters.

F Related Documents allows you to attach photos and other documents.

B **PROPERTY**: If you know your 3-digit building code, type in the 3 digits and click on the magnifying glass next to property. If you do not know the 3-letter building code, click on the magnifying glass next to Property. Find your building code and click on the correct link for the property you need.
The next screen will have the locations (room numbers). Find the room where the problem is and click on the link. The location field is not required but recommended so if you are unable to find the appropriate room number, make sure you include the location in the description.

C **PROBLEM CODE**: Click on the magnifying glass and select an appropriate problem code. Some problem codes will fill in the description box with the information that is needed from the customer to complete the customer request – you must click on the problem code before using the description for this to work properly. Examples: Key Requests, Project Requests, Tent Rental, etc.

D **DESIRED DATE**: Click on the calendar icon and use the feature to choose the date you would like to see the work completed by. Using this calendar does not guarantee acceptance by Physical Plant of completing requested work by the chosen date.

G **SAVE**: Once you have entered the required information, click on the [Save] save icon in the upper right-hand corner. This saves your entry and completes the customer service request. The customer service request is then eligible for review to be approved or rejected by Physical Plant.