LIFE OF A WORK ORDER PROCESS

**CUSTOMER**
- Customer Request Entered (CRP) via Web Form
- Customer Request Reviewed (CRP)
- If MAC-1 Form is needed, set CR status to PEND
- MGMT APPRVL
- E-mail notification will inform customer to complete MAC-1 Form (http://www.tamhs.edu/assets/works/mac1-forms.html)

**WO ADMINISTRATOR / PM COORDINATOR**
- PM Generated
- Work Order Process
- Assign to Manager
- Assign to Manager ESTIMATE NEEDED
- Estimate Process
- Manager creates project and handles estimate process externally through e-mail and phone call exchange when contractor is performing work. Once estimate is created, Manager will update statuses. Otherwise, use estimating module.
- Once MAC-1 form is complete, approve CR and send to appropriate shop, change phase status to PLAN & DESIGN
- If MAC-1 Form is needed, set CR status to PEND MGMT APPRVL
- E-mail notification will inform customer to complete MAC-1 Form (http://www.tamhs.edu/assets/works/mac1-forms.html)

**SHOP SUPERVISOR/SHOP SUPERVISOR**
- Shop Receives Work Order (WOP)
- Technician
- Complete
- Work Order Process

**ESTIMATOR**
- Estimate
- Estimate Process
- Project will go to CONSTRUCTION status.

**TECHNICIAN**
- Technician informs WO administrator that contractor is needed.

**TECHNICIAN**
- Work with customer for approval of scope and estimate. Once approved, confirm account exists. If not, create it and associated to work order phase. Create Project and associate WO to it.

**CONTRACTOR**
- Work Order Process