03.14 How to Complete Inspection-Generated Corrective Work Orders

Once an inspection as been completed, the Service Provider will receive an email stating an inspection has been completed and list the inspection number and how to access the inspection.

SERVICE PROVIDER EMAIL NOTIFICATION EXAMPLE:

Good Day-

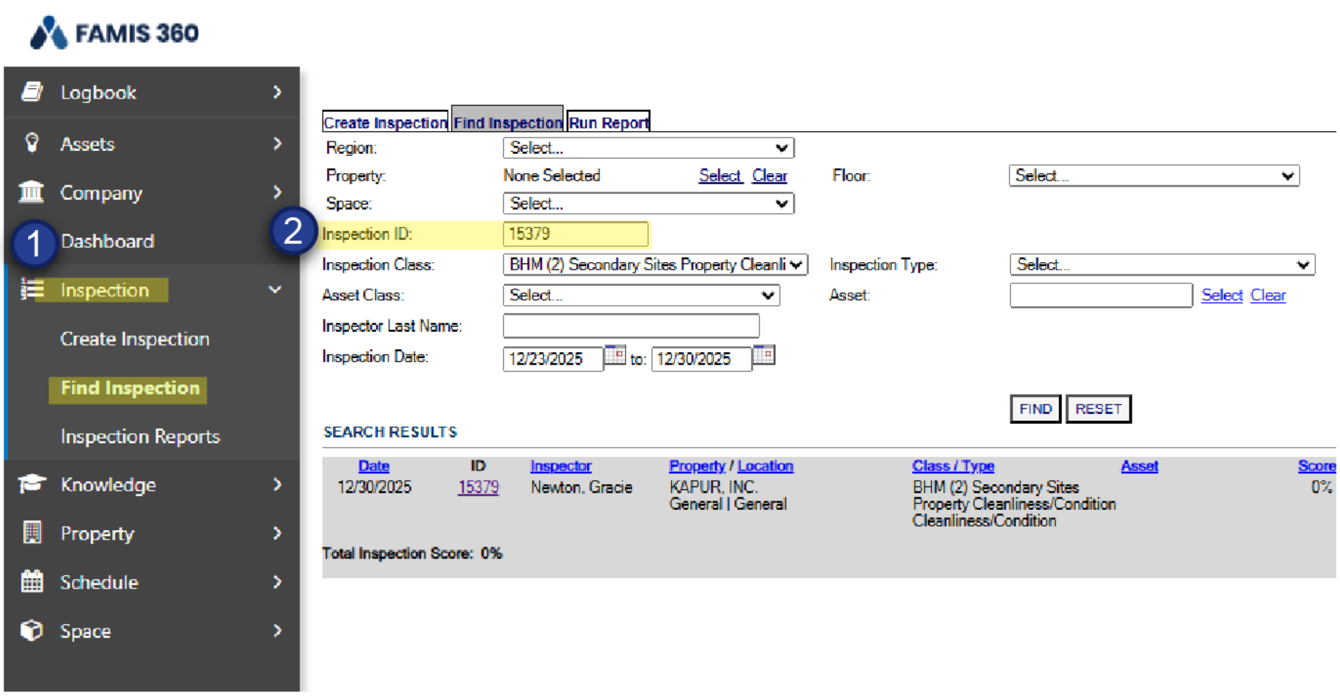
An on-site inspection was completed on **XX.XX.XXXX** at **Rest Area XX.** To review the results of the inspection, please log into FAMIS, go to the "Inspection" module, click on the "Find Inspection" tab, and in the "Inspection ID:" field enter this number XXXX, next click on the "FIND" tab.

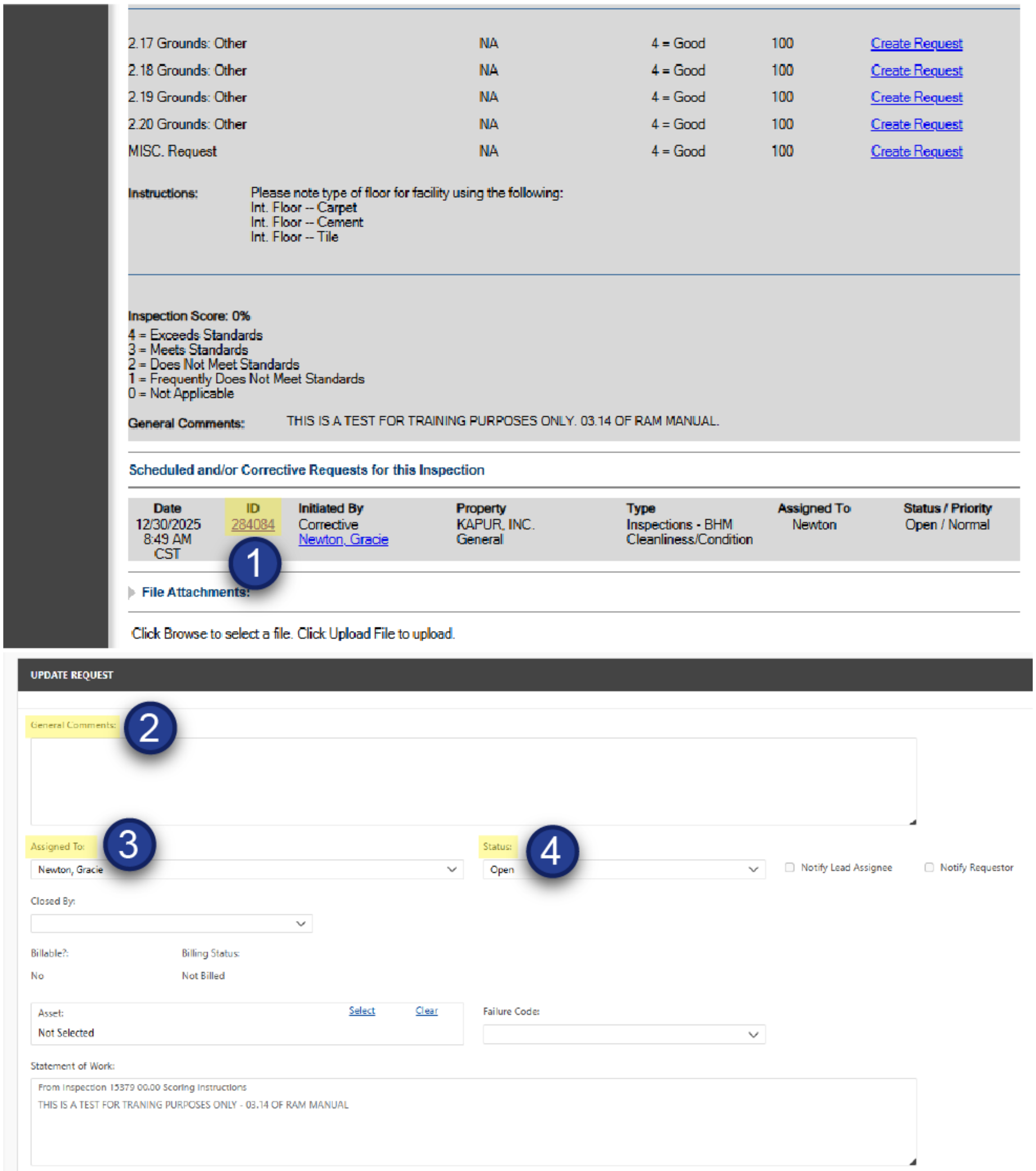
If you have any questions, please contact Krystal Sadler at ksadler@kapurinc.com or 414-410-2038.

ACCESSING AN INSPECTION:

1. To access a specific inspection, click on the Inspection Module, then click on the "Find Inspection" tab.
2. In the "Inspection ID" field, enter the inspection number provided in the notification email and click FIND.

The inspection will populate in the "Search Results" section. From here, right-click the inspection ID number to open it in a new tab and view inspection results. You will be able to view any corrective work orders associated with the inspection.





RETRIEVING AND CLOSING A CORRECTIVE WORK ORDER:

1. In the inspection results, find the corrective work order you want to view and click on the work order ID.

2. Under the “Update Request” section, go to “General Comments” and type in a comment to tell what work was completed, vendor information if used, etc.

3. Update the “Assigned To:” field.

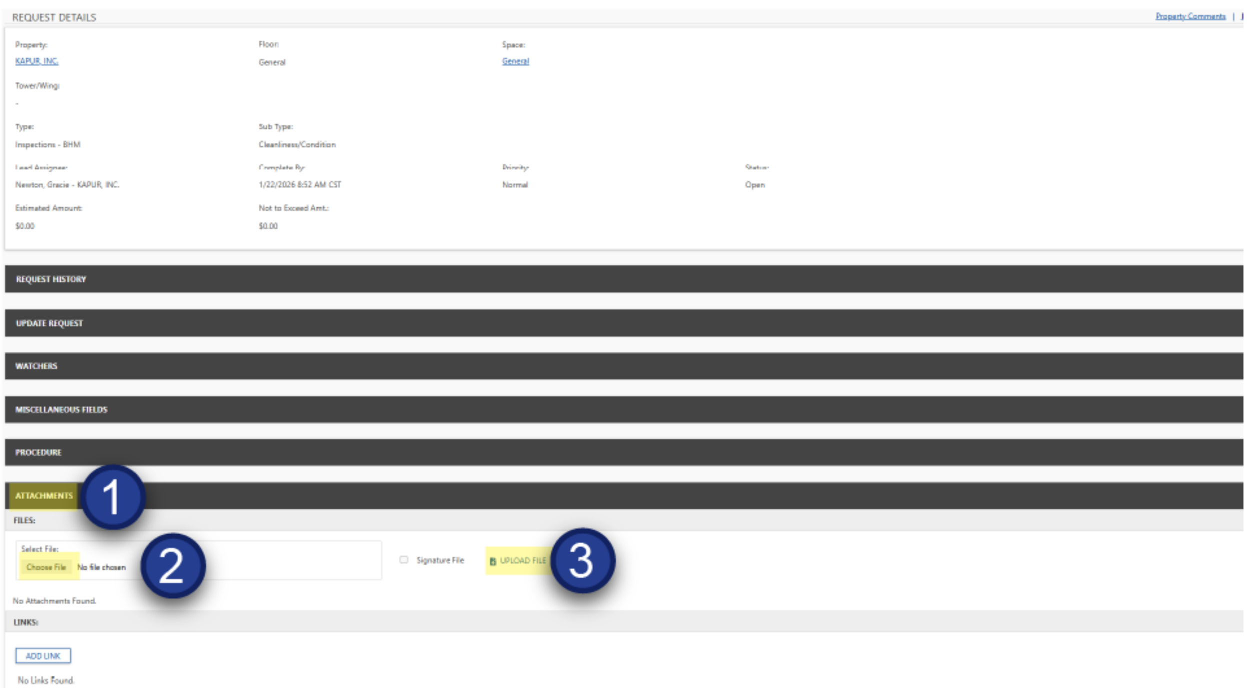
   - If the corrective work order is cleaning/custodial related, change the “Assigned To:” field to the inspector who created the work order.

   - If the corrective work order is condition-related, change the “Assigned To:” field to RAM/SWEFM Field Service Manager.

- Type in a portion of the individual's name you want to assign the work order to, and select from the list that populates. A pop-up box will display "Do you want to notify the assigned person?" Click on OK.
- You should now see this individual's name in the "Assigned To:" field.

4. Next, click on the "Status:" drop-down box, select Work Complete.

An attempt to attach a photo to the corrective work order should be made. **If a photo is not attached and the Inspector feels one should have been, the work order will be returned to have a photo attached. *See below for attaching a photo to the work order.***



ATTACHING A PHOTO OR DOCUMENT:

Open the work order and scroll to the bottom of the page.

1. Click on the "Attachments" arrow.
2. In the "Select File" field, click on Browse and navigate to the location of the file on your computer.
3. Click "Upload File".