

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.

FAMIS 360

Logbook >
Assets >
Company >
1 Dashboard 2
Inspection >
Create Inspection
Find Inspection
Inspection Reports
Knowledge >
Property >
Schedule >
Space >

Create Inspection Find Inspection Run Report

Region: Select...
Property: None Selected Select Clear
Space: Select...
Inspection ID: 15379
Inspection Class: BHM (2) Secondary Sites Property Cleanli
Asset Class: Select...
Inspector Last Name:
Inspection Date: 12/23/2025 to 12/30/2025
Floor: Select...
Inspection Type: Select...
Asset: Select Clear

FIND RESET

SEARCH RESULTS

Date	ID	Inspector	Property / Location	Class / Type	Asset	Score
12/30/2025	15379	Newton, Gracie	KAPUR, INC. General General	BHM (2) Secondary Sites Property Cleanliness/Condition Cleanliness/Condition		0%

Total Inspection Score: 0%

2.17 Grounds: Other	NA	4 = Good	100	Create Request
2.18 Grounds: Other	NA	4 = Good	100	Create Request
2.19 Grounds: Other	NA	4 = Good	100	Create Request
2.20 Grounds: Other	NA	4 = Good	100	Create Request
MISC. Request	NA	4 = Good	100	Create Request

Instructions: Please note type of floor for facility using the following:
 Int. Floor -- Carpet
 Int. Floor -- Cement
 Int. Floor -- Tile

Inspection Score: 0%
 4 = Exceeds Standards
 3 = Meets Standards
 2 = Does Not Meet Standards
 1 = Frequently Does Not Meet Standards
 0 = Not Applicable

General Comments: THIS IS A TEST FOR TRAINING PURPOSES ONLY. 03.14 OF RAM MANUAL.

Scheduled and/or Corrective Requests for this Inspection

Date	ID	Initiated By	Property	Type	Assigned To	Status / Priority
12/30/2025 8:49 AM CST	284084	Corrective Newton, Grace	KAPUR, INC. General	Inspections - BHM Cleanliness/Condition	Newton	Open / Normal

▶ **File Attachments:**

Click Browse to select a file. Click Upload File to upload.

UPDATE REQUEST

General Comments:

Assigned To: **Status:** Notify Lead Assignee Notify Requestor

Closed By:

Billable?: No **Billing Status:** Not Billed

Asset: [Select](#) [Clear](#) **Failure Codes:**

Statement of Work:
 From Inspection 12879 00:00 Scoring Instructions
 THIS IS A TEST FOR TRAINING PURPOSES ONLY - 03.14 OF RAM MANUAL

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.**

The screenshot shows a 'REQUEST DETAILS' form with the following fields:

Property: KAPUR, INC.	Floor: General	Space: General
Tower/Wing: -		
Type: Inspections - BHM	Sub Type: Cleanliness/Condition	
Lead Assignee: Newton, Grace - KAPUR, INC.	Complete By: 1/22/2026 8:52 AM CST	Priority: Normal
Estimated Amount: \$0.00	Not to Exceed Amt: \$0.00	Status: Open

Below the details are sections for REQUEST HISTORY, UPDATE REQUEST, WATCHERS, MISCELLANEOUS FIELDS, and PROCEDURE. The ATTACHMENTS section is highlighted with a blue circle containing the number 1. It contains a 'FILES' section with a 'Select File' field (containing 'No file chosen'), a 'Signature File' checkbox, and an 'UPLOAD FILE' button. A blue circle with the number 2 is over the 'Select File' field, and a blue circle with the number 3 is over the 'UPLOAD FILE' button. Below the attachments are 'LINKS' and 'ADD LINK' sections.

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”.