

Facilities Ancillary Services Best Practice

Facilities Work Orders

INTRODUCTION (Purpose and Importance)

The purpose of this best practice is to provide instructions on how to create and assign a Facilities Work Order.

Request for Work (web, email, phone)

- Work order created
 - VIU Community
 - Facilities Services

Work Order Generated

- The work order system automatically assigns an “I” in the work order “status code”, which means the work order has been Initiated (work order created).
- If Facilities is required to generate a work order for a Campus Development project, input the Project Manager’s name in the “submitted by” space.
- If a work order needs to be re-opened and it is a Campus Development project, please let the Campus Development Assistant (CDA) know.

Work Order Approval

- Initiated work orders are reviewed and approved by the **Manager**, supported by **Facilities Maintenance Coordinator**.

Work Order Assigned

- When work orders are approved, they need to be assigned.
- Security Work Orders are submitted by the **Security Supervisor**
- **Facilities Maintenance Coordinator** to assign and issue all work orders
- If work order needs to be assigned to a Contractor, **Facilities Maintenance Coordinator** will email work order to the Contractor, through the Work Order system.
- Purchase Order required for Contractors to be created by the **Facilities Maintenance Coordinator/Managers**.

Work Orders - Emergencies

- In the case of emergencies, Facilities Office Staff will initiate (“I”) a work order, if required. Facilities Operational staff are notified of the work order via base radio.

Work Orders – Follow Up

- Follow up on buildings and grounds work orders with **Facilities Maintenance Coordinator**.
- Follow up on building systems Work Orders with **Manager**.

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Work Orders Completed

INVOICES – OPERATING

- All invoices and packing slips are given to the Campus Development Assistant (CDA)
- CDA will review and process
 - PO Number
 - Manager
 - Cost Centre
 - Invoices are given to the appropriate Manager for approval
 - If there is a WO associated with the invoice, the Manager will input the invoice details into the WO system
 - The Manager will return the invoice to CDA
 - Invoice will be sent to Accounts Payable for payment
- Invoices that require additional action will be given to the appropriate Manager by the CDA
 - The Manager will review the invoice and give back to CDA
 - If required, CDA will action
 - Invoices will be sent to Accounts Payable for payment
- **Vehicle chargebacks**
 - 1-8405-505 – Maintenance/Repairs/Supplies/SVI's/Semi-Annual Inspections
 - 1-8407-550 – Motor Vehicle Insurance
 - **Front Office staff** to initiate/close work orders to ensure that departmental cost centre and Facilities chargeback cost centre is entered accurately – email is sent to departments end of March each year.
 - **Managers** review the IP work orders and verify invoice, labour/ material amounts charged to the work order. **Managers** will also verify that correct cost centre information is entered accurately.
 - **Manager** to update the completion information tab and save. WO status will automatically change to close CL.
 - The “budgeting account number” for ALL Facilities work orders where a charge is incurred to a department is cost centre 8401 (Physical Plant Recovery cost centre).
 - Do not chargeback work orders completed under a Facilities Operating cost centre. Leave the “budgeting account number” and/or “cost centre” boxes blank.
- **Managers** sign invoice to verify work/goods received - work order # to be noted on invoice.
- Invoice to **Facilities Office Staff** to send to Accounts Payable for payment.
- **Facilities Office Staff** - Run monthly reports of closed work orders to ensure that chargebacks are being transferred back correctly.
- **Timesheet chargebacks**

If a casual his hired by Campus Development PM's to complete work on a job the following steps will apply:

 - PM to create WO. Include project # and appropriate cost centre (in work description)

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- PM will note WO# on timesheet and forward to office coordinator/designate to enter hours and close WO.
 - Note: cost centre ledgers need to match.
 - If there is time to be charged back on a timesheet (for operational staff) this could be done through the MHRforms.
- **Department Chargebacks (inTRA and inTER fund transfers)**
Intra and Inter fund transfers are used to transfer funds between Departments at VIU.
 - InTRAFund are transfers between cost centres with the same ledger code (use object code 787).
 - i.e. 1-XXXX-787 to 1-XXXX-787
 - InTERfund are transfers between cost centres with different ledger codes (use object code 786).
 - i.e. 1-XXXX-786 to 2-XXXX-786

The cost centre for the Facilities Services Operating Budget for recovering expenditures is cost centre is 8401 which is a Ledger 1 cost centre.

When charging a Department for an expenditure and transferring these funds to Facilities, ensure to “credit” the Facilities cost centre and “debit” the Department’s cost centre.

Ledger	Cost Centre	Object Code
1	Cost Centres in the following ranges: <ul style="list-style-type: none"> • 0100 – 8999 – <i>see exceptions</i> • 9600-9699 • Exception: 0400-0999 (Ledger 4) and 3080-3089 (Ledger 5) – <i>see Ledger 4 and 5 below for details</i> Example: Facilities is charging a Department for a Work Order. Credit Facilities cost centre 1-8401-787 and Debit Department cost centre 1-XXXX-787 .	Object Code 787 - inTRAFund <ul style="list-style-type: none"> • Transfer funds between cost centres within a ledger • Between cost centres with the same ledger code (i.e. Department to Department)
2	Capital Cost Centres <ul style="list-style-type: none"> • Cost Centres in the 9000 range • Exception: Cost Centres in the 9600-9699 range are Ledger 1 	Object Code 786 – inTERfund <ul style="list-style-type: none"> • Transfer funds between cost centres with different ledger codes (i.e. Department to Capital)

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	<p>Example: Facilities is charging a Department for a Work Order. Credit Facilities cost centre 1-8401-786 and Debit Department cost centre 2-XXXX-786 .</p>	<ul style="list-style-type: none"> • Transfer funds from one ledger to another ledger
4	<p>Foundation Cost Centres 0400-0999</p> <p>Example: Facilities is charging a Department for a Work Order. Credit Facilities cost centre 1-8401-786 and Debit Department cost centre 4-XXXX-786 .</p>	<p>Object Code 786 – inTERfund</p> <ul style="list-style-type: none"> • Transfer funds between cost centres with different ledger codes (i.e. Department to Capital) • Transfer funds from one ledger to another ledger
5	<p>High School Cost Centres 3080 – 3089</p> <p>Example: Facilities is charging a Department for a Work Order. Credit Facilities cost centre 1-8401-786 and Debit Department cost centre 5-XXXX-786 .</p>	<p>Object Code 786 – inTERfund</p> <ul style="list-style-type: none"> • Transfer funds between cost centres with different ledger codes (i.e. Department to Capital) • Transfer funds from one ledger to another ledger
<p>Note: Ledger 3 (Milner) and Ledger 6 (Housing) are no longer used.</p>		

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