



# Maximo V8 (MAS) Work Order Management

Role: PFM Administration & Supervisors

MAS-WI-0020-Work Order Management (Supervisors)

**Purpose:** This Work Instruction defines the steps for creating and updating work related to RCT (Reactive Maintenance), PM (Preventative Maintenance), LVM (Low Value Maintenance) & Capital Works (CAP). service requests, work orders, PM schedules and job plans in MAS.

**Primary Use:** This Work Instruction is used for the following scenarios:

**Reactive Works**

- Raise a Service Request
- Create an RCT Work Order

**Capital Works/LVM Works**

- Create Parent CAP/LVM
- Create Child CAP/LVM

**Preventative Maintenance**

- Generate PM Work Orders
- Job Plan Creation
- View & Update existing Job Plans
- Route Creation
- View & Update existing Route

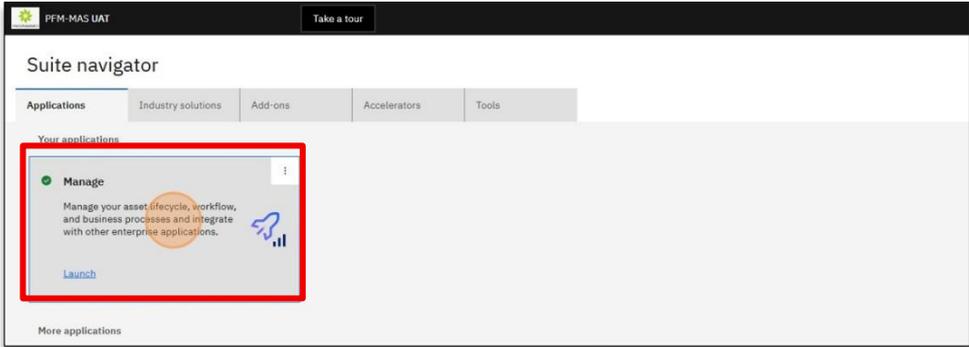
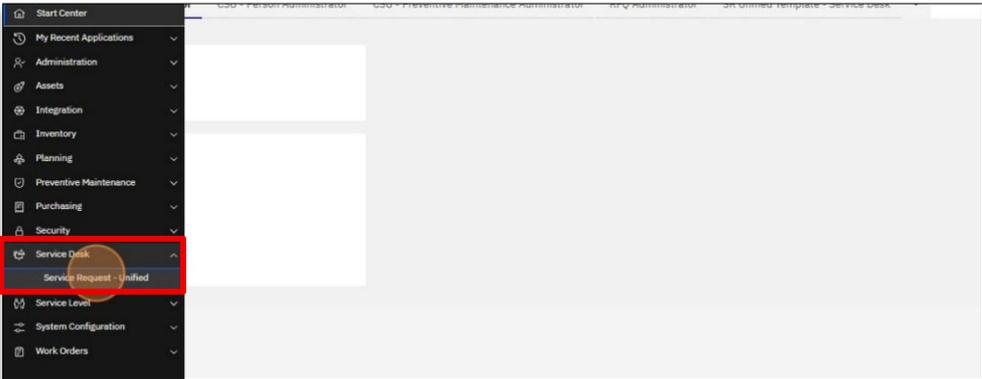
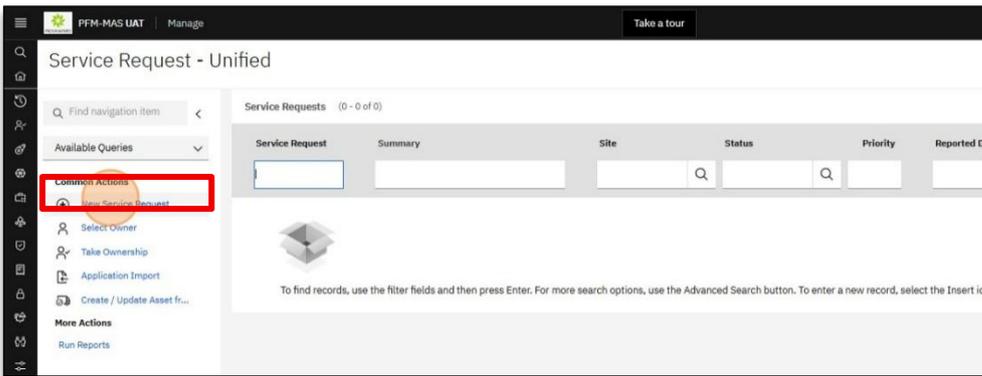
**Business Unit Application:** This Work Instruction applies to Programmed Facilities Management.

**Audience:** PFM Supervisors & Contract Admins.

**Before you start:**

- Access the MAS Production Link.

### Raise a Service Request:

Explanation	Screenshot
<p>1. Click <b>Manage</b> or <b>Launch</b>.</p>	 <p>The screenshot shows the 'Suite navigator' interface. Under the 'Your applications' section, the 'Manage' application card is highlighted with a red rectangular box. The card contains the text: 'Manage your asset lifecycle, workflow, and business processes and integrate with other enterprise applications.' Below the text is a 'Launch' button. The card also features a small icon of a person and a bar chart.</p>
<p>1. Go to <b>Service Desk &gt; Service Request - Unified</b>.</p>	 <p>The screenshot shows the 'Start Center' navigation menu on the left side of the application. The 'Service Desk' category is expanded, and the 'Service Request - Unified' option is highlighted with a red rectangular box. Other visible options in the menu include My Recent Applications, Administration, Assets, Integration, Inventory, Planning, Preventive Maintenance, Purchasing, Security, Service Level, System Configuration, and Work Orders.</p>
<p>2. Click <b>New Service Request</b>.</p>	 <p>The screenshot shows the 'Service Request - Unified' page. On the left-hand side, under the 'Common Actions' section, the 'New Service Request' button is highlighted with a red rectangular box. The main area of the page displays a table header for 'Service Requests' with columns for Service Request, Summary, Site, Status, Priority, and Reported By. Below the header, there is a large empty space with a 3D cube icon and instructions on how to find records.</p>

# Work Instruction

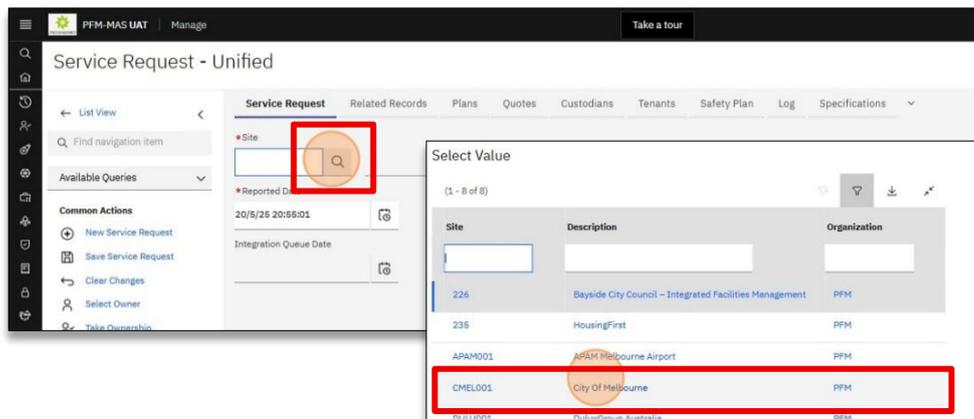
MAS-WI-0020-Work Order Management (Supervisors)

## Project NextGen

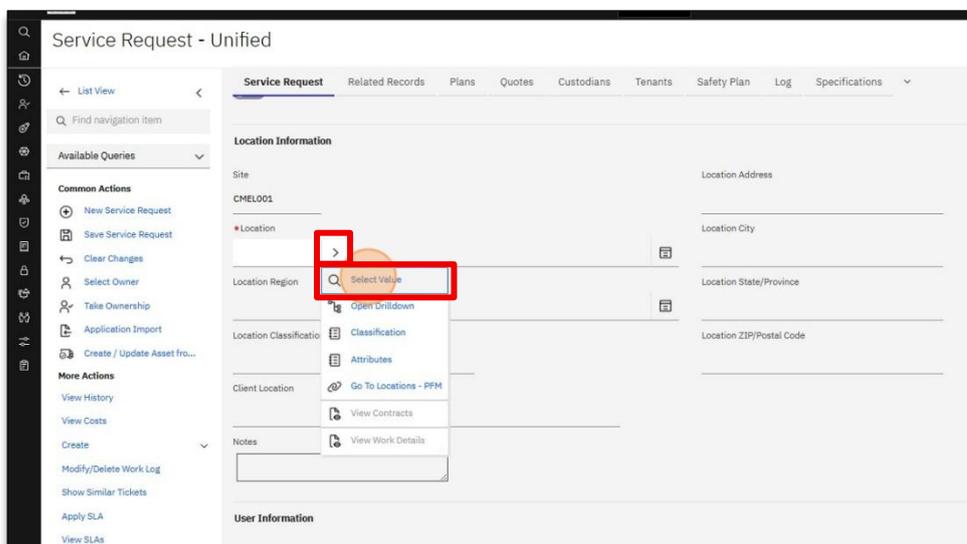
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- To select a **Site**, click the magnifying glass next to the **Site** field.
- Make a selection from the list.

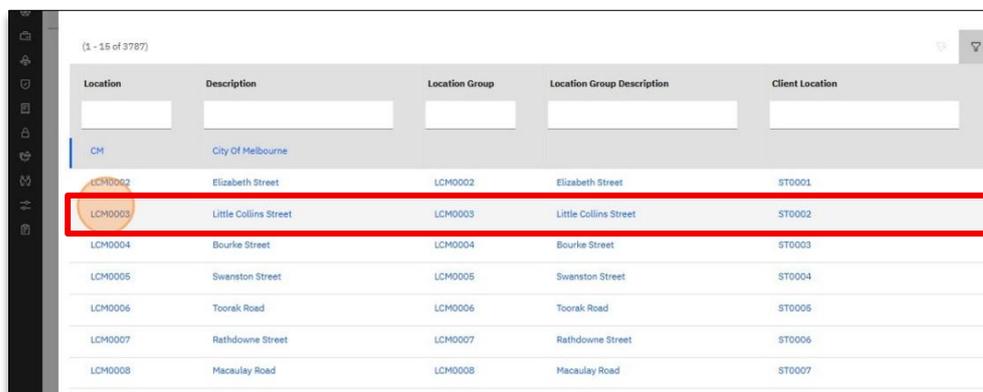
**Note:** For some users the site will default, therefore it may need to be manually changed (this is access/role dependent).



- Go to **Location > Select Value**.



- Select a **Location** from the list.



# Work Instruction

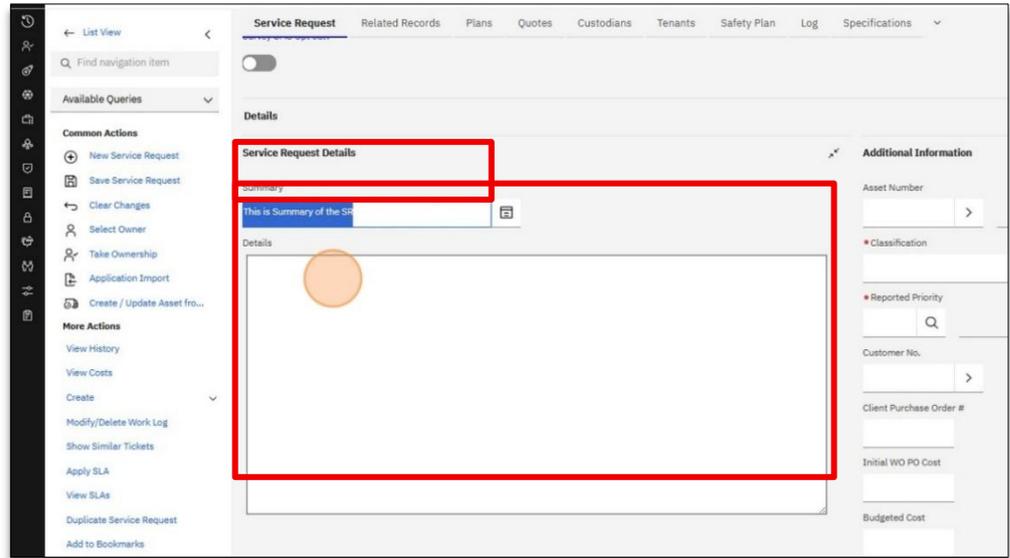
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## Project NextGen

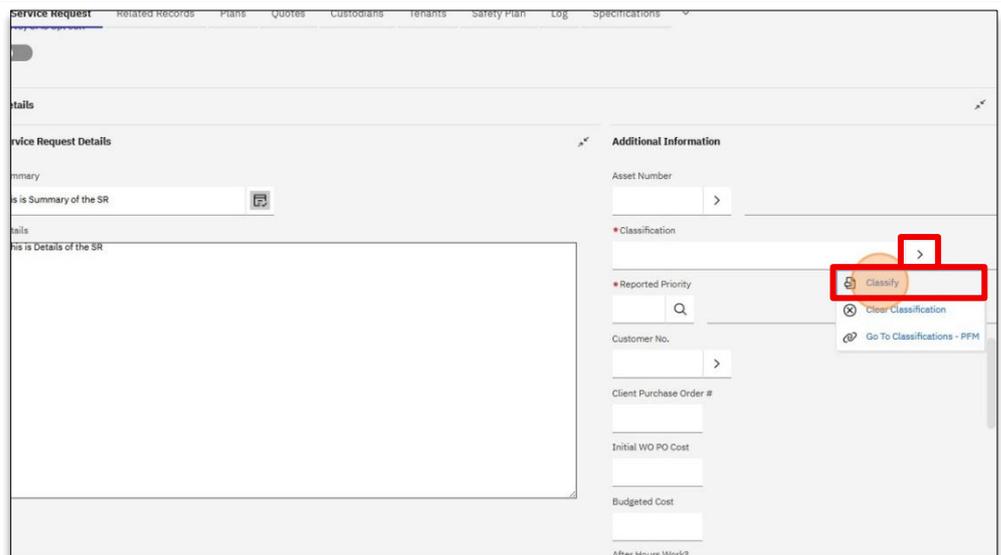
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7. In the **Summary** field, enter a summary for the **Service Request**.

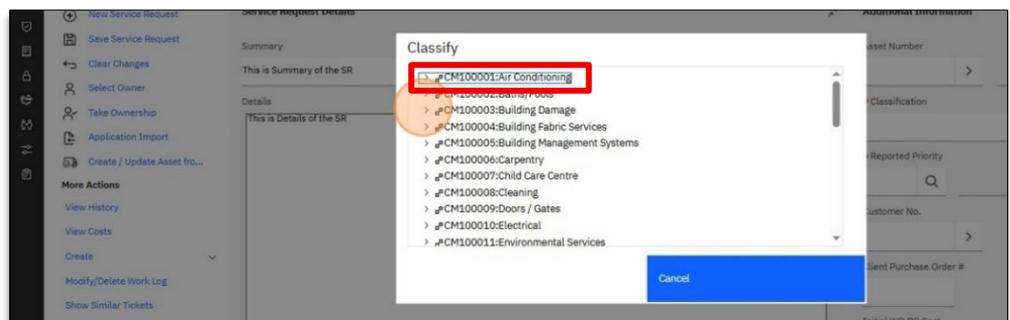
8. Enter a **detailed description** in the **Details** field.



9. Go to **Classification > Classify**.



10. Select a **Classification** from the list.



# Work Instruction

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## Project NextGen

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11. (1) In the Initial WO **Trade Group**, enter a value.

(2).In the Initial WO **Trade Code**, enter a value.

(3).In the Initial WO **Vendor**, enter a value.

12. Click **Save**.

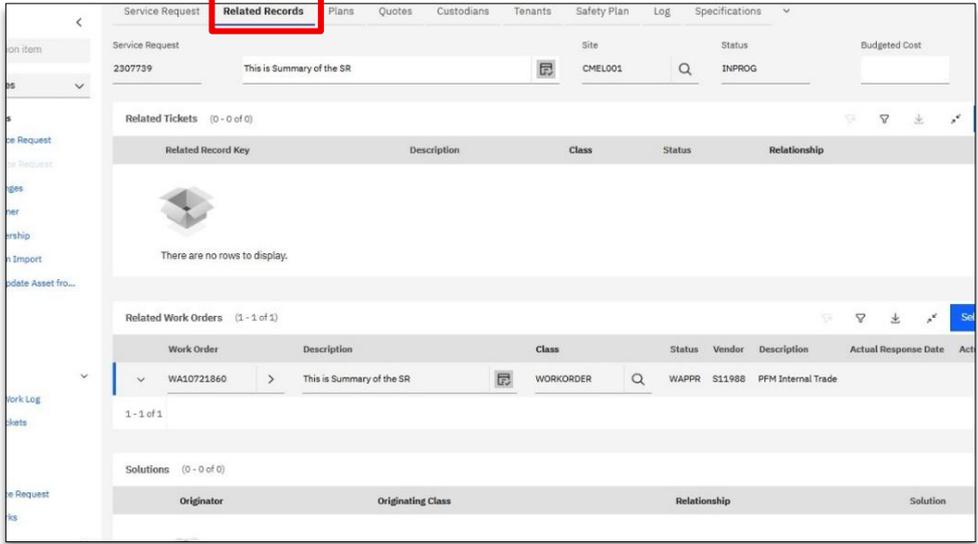
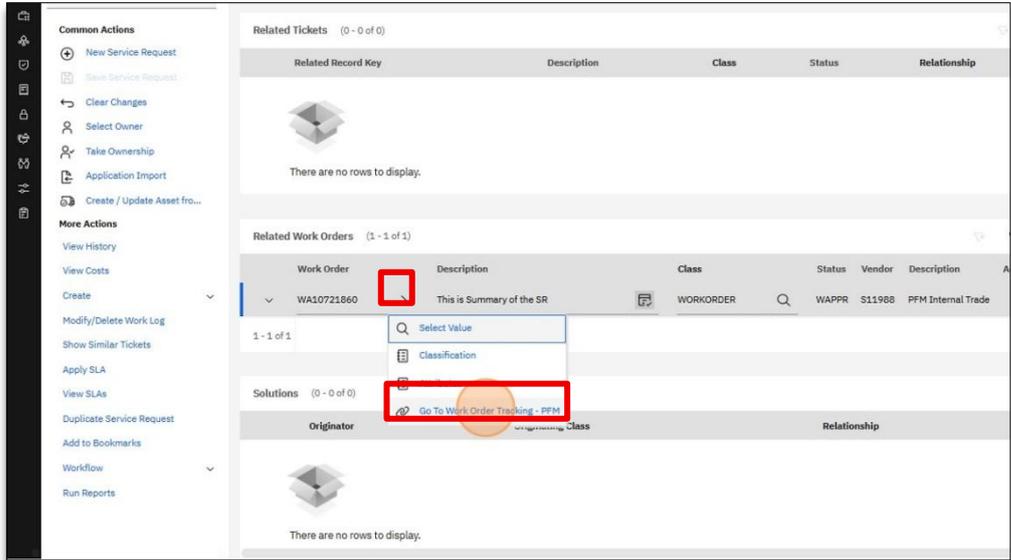
13. Click on the **Route** icon to route the **Service Request**.

14. Once all details have been entered, click **OK**.

**Result: The Service Request has been generated.**

**Note:** Depending on the contract rules, you may be required to validate the work order stage after routing the **Service Request**.

### Create an RCT Work Order:

Explanation	Screenshot
<p>15. Once a <b>Service Request</b> has been created and routed, navigate to the <b>Related Records</b> tab and locate the <b>Related Work Order</b>.</p>	
<p>16. Click &gt; next to the <b>Work Order</b> number and select <b>Go To Work Order Tracking – PFM</b>.</p>	

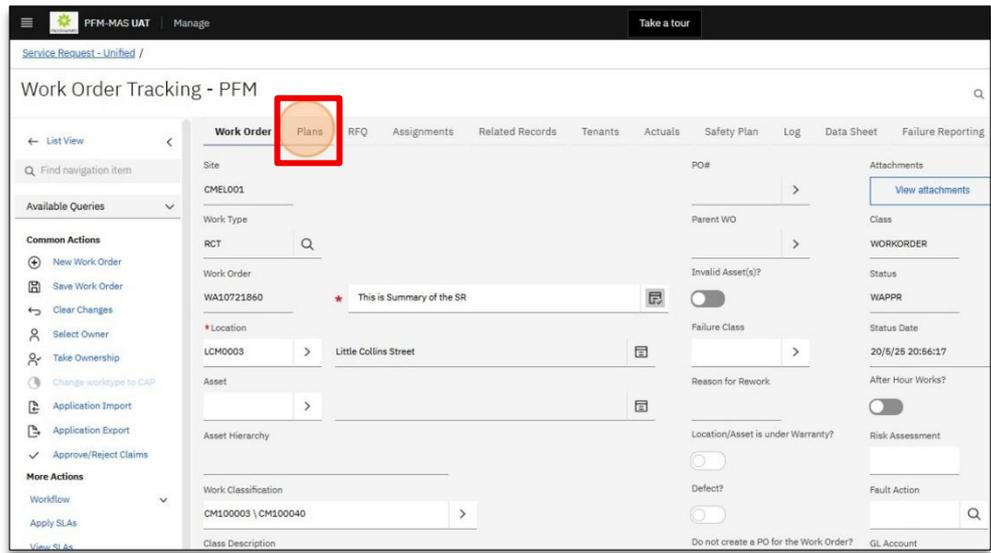
# Work Instruction

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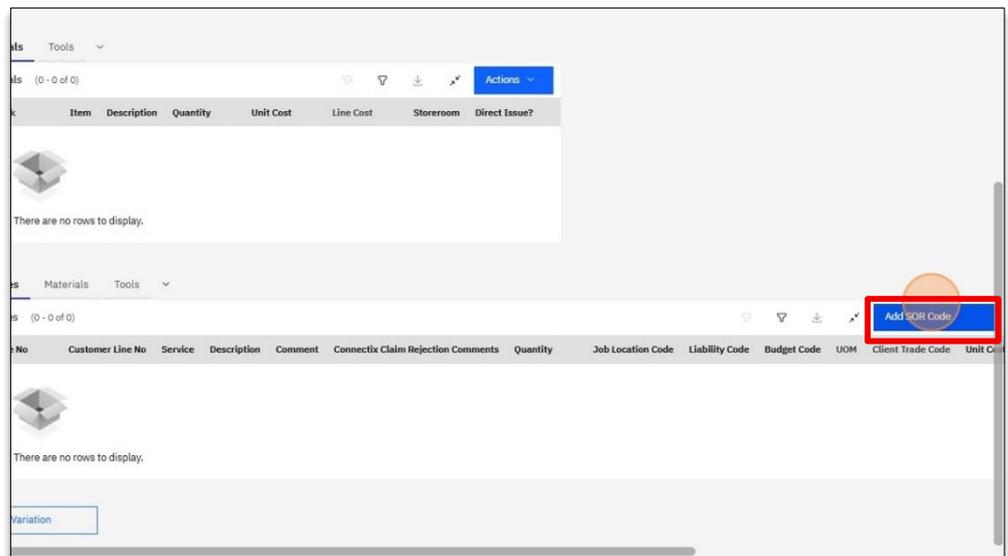
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17. You will be directed to the **Work Order** page. Click on the **Plans** tab.



18. Select **Add SOR Code**.



# Work Instruction

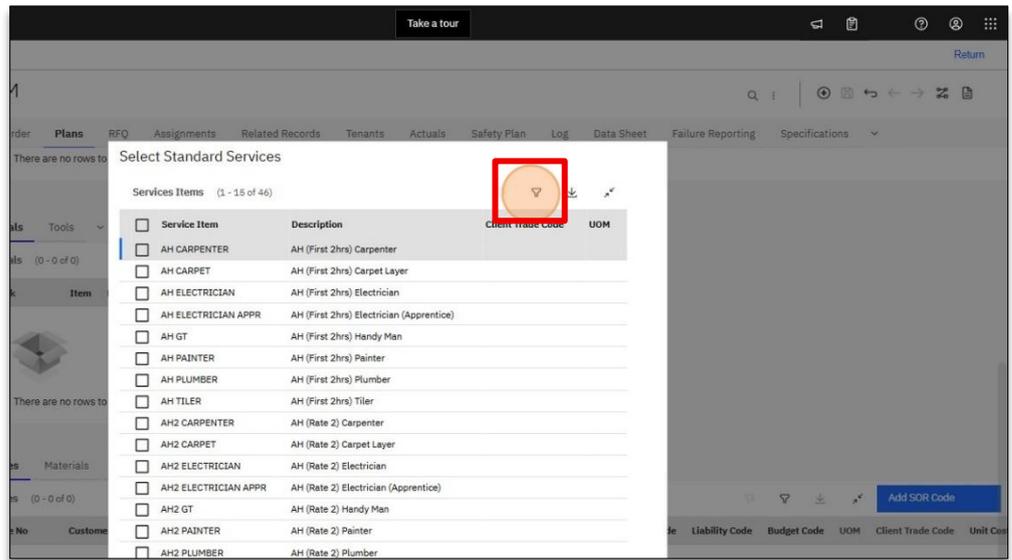
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## Project NextGen

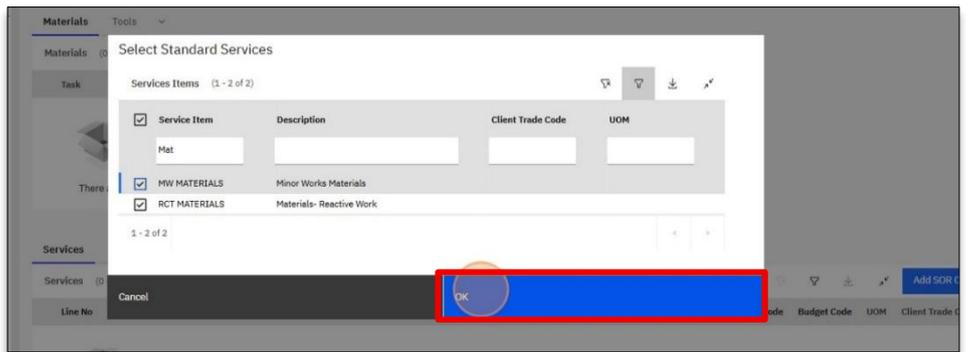
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19. A list of **SOR codes** will appear. **Click the Filter** icon to search for a particular code.

Multiple codes may be selected from the list.

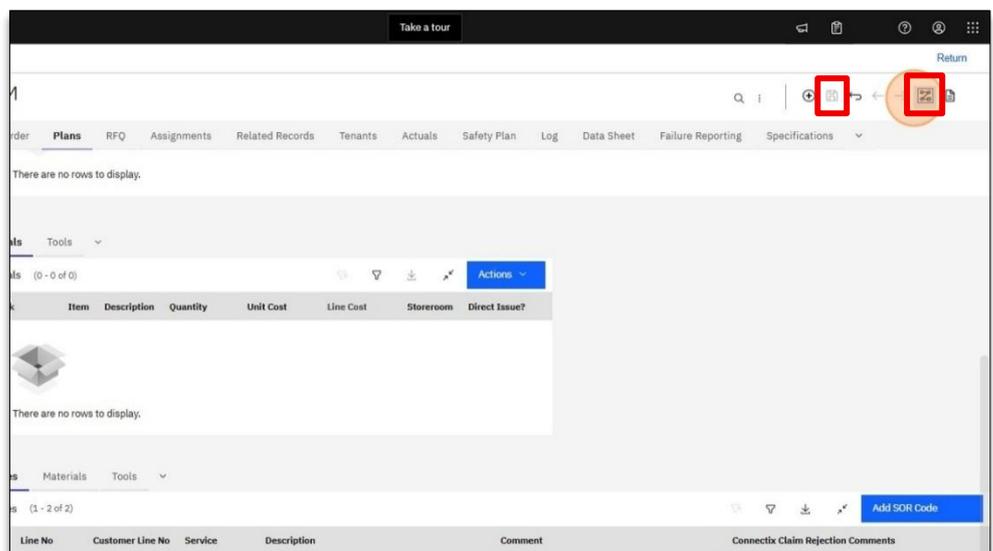


20. Click **OK**.



21. Click **Save**.

22. **Route** the order.



# Work Instruction

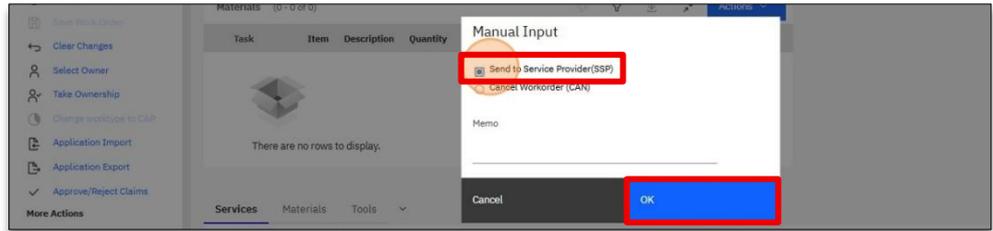
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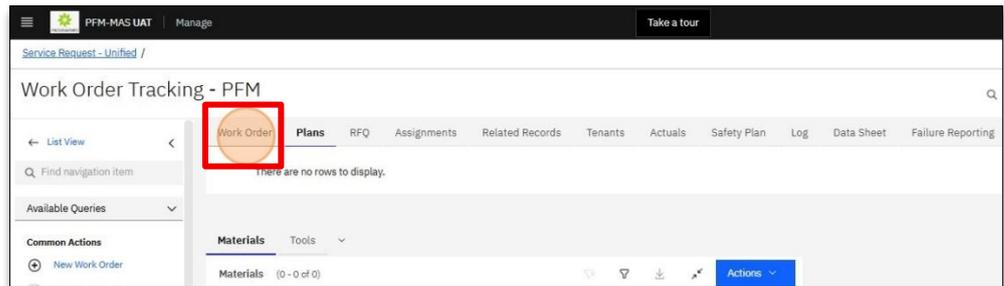
23. Select **Send to Service Provider (SSP)**. Click **OK**.

**Result: The work order has now been sent to the TouchStone Mobile App.**



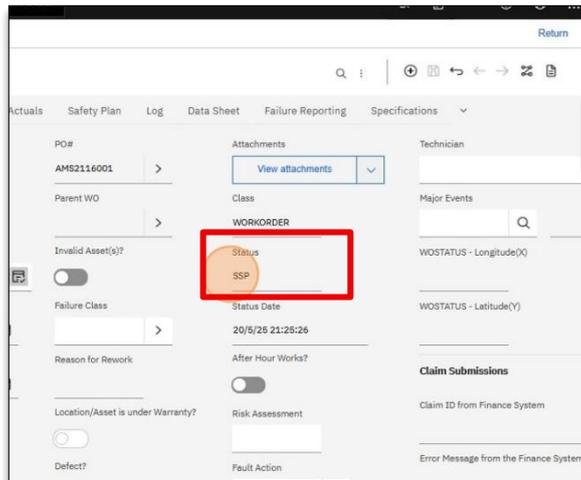
24. Verify Work Order Status.

To verify the status of the work order, click on the **Work Order** tab.

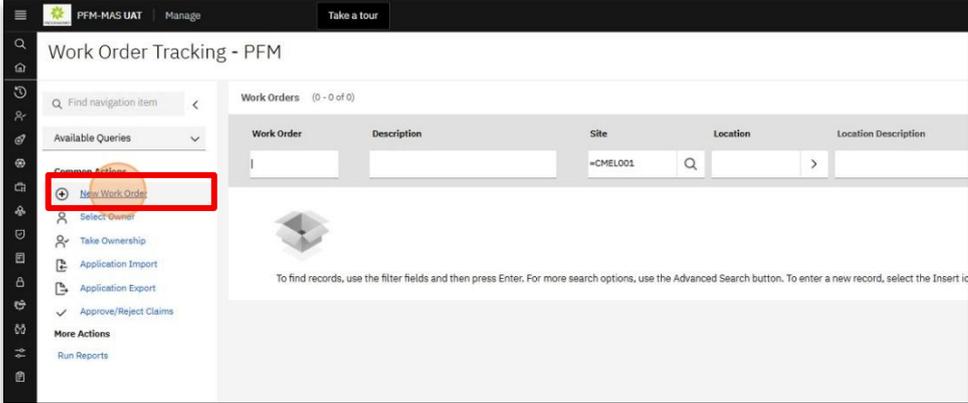
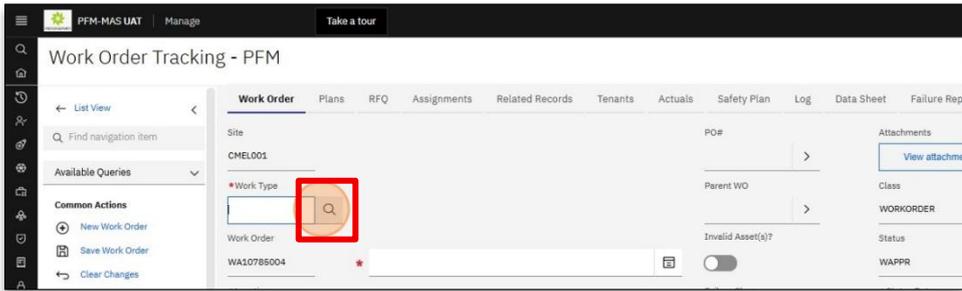
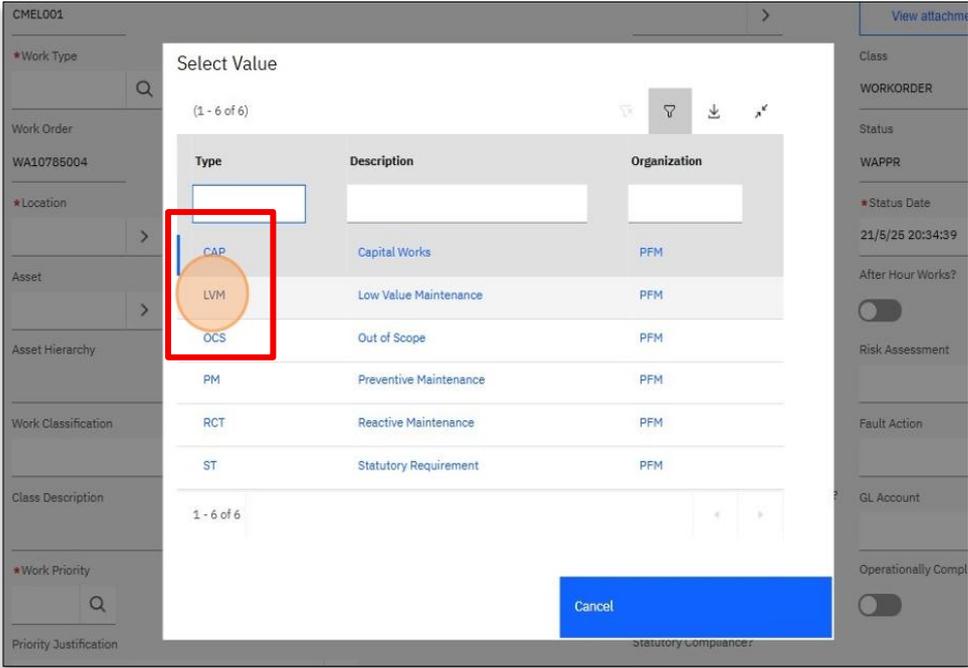


25. The Status field should display **SSP**.

**Result: The work order has now been created in MAS.**



### Create a Parent LVM Work Order:

Explanation	Screenshot
<p>26. Click <b>New Work Order</b>.</p>	
<p>27. Click on the magnifying glass in the <b>Work Type</b> field.</p>	
<p>28. Select <b>LVM/CAP</b> from the list.</p>	

# Work Instruction

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## Project NextGen

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29. Enter a Work Order Description.

The screenshot shows the 'Work Order Tracking - PFM' interface. The 'Work Order' field is highlighted with a red box, and an orange circle indicates the input point for the description. The interface includes a sidebar with 'Common Actions' and 'More Actions', and a main form with fields for Site, Work Type, Work Order, Location, Asset, and Work Classification.

30. Click on Location > Select Value.

The screenshot shows the 'Work Order Tracking - PFM' interface with a dropdown menu open for the 'Location' field. The 'Select Value' option is highlighted with a red box and an orange circle. The dropdown menu includes options like 'Open Drilldown', 'Classification', 'Attributes', 'Go To Locations - PFM', 'View Contracts', and 'View Work Details'.

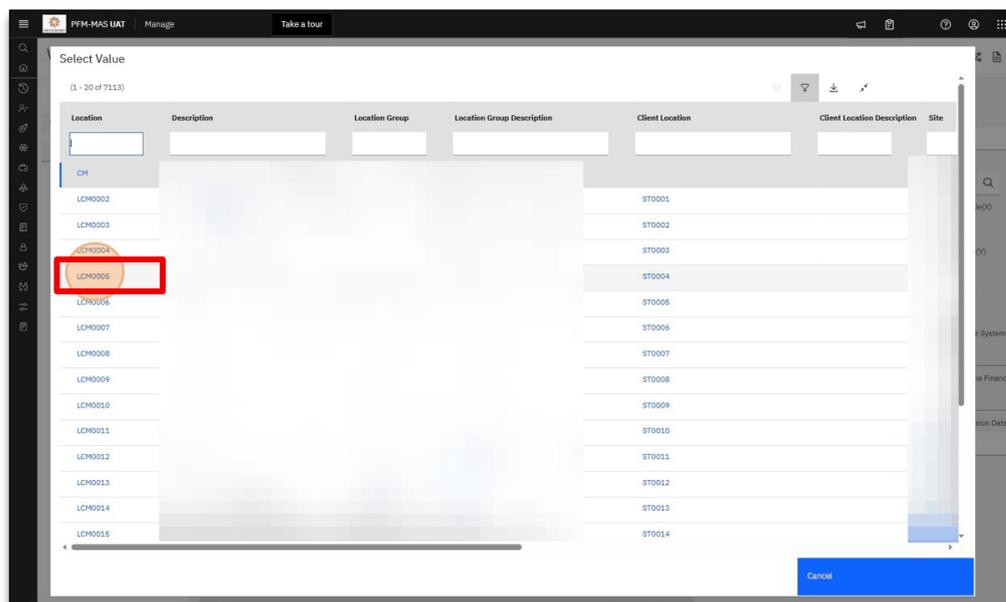
# Work Instruction

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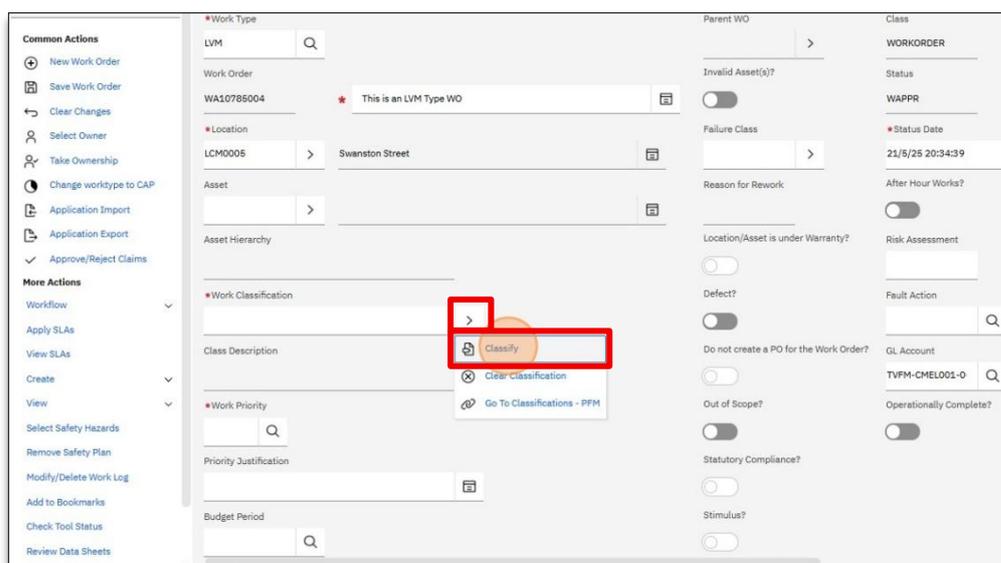
## Project NextGen

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31. Select a **Location** from the list.



32. Click on **Work Classification > Classify**.



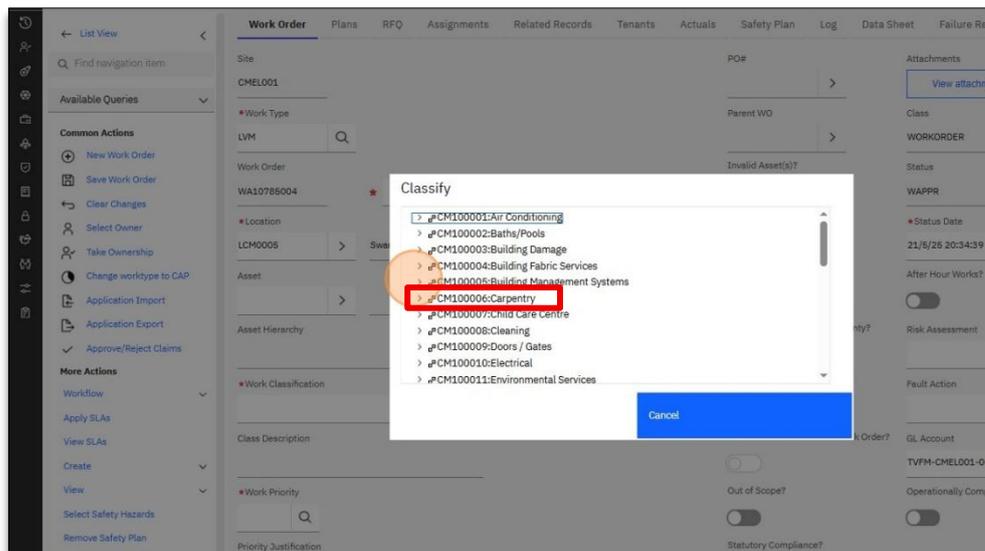
# Work Instruction

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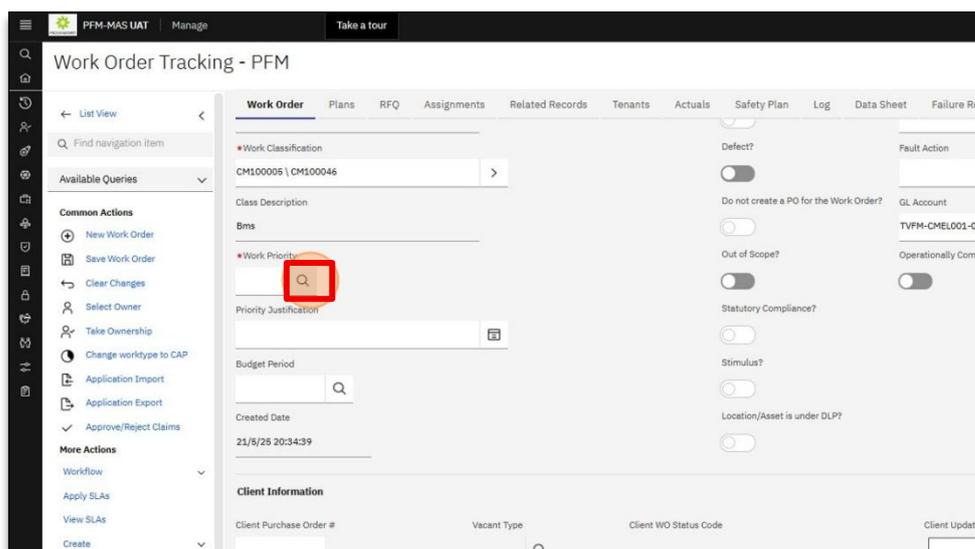
## Project NextGen

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33. Select a **Classification** from the list.



34. Select a **Work Priority**.



# Work Instruction

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## Project NextGen

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35. Select a Trade Group & Trade Code.

The screenshot shows the 'Work Order Tracking - PFM' interface. The 'Additional Information' section is visible, containing fields for 'Trade Group', 'Trade Code', 'Customer', 'Customer Auxiliary', 'Permit Requested?', 'Permit No', and 'Permit Received Date | Time'. The 'Trade Group' and 'Trade Code' fields are highlighted with a red box, and a magnifying glass icon is overlaid on the 'Trade Group' field.

36. In the **Response Target Date** field, select a date.

37. In the **Rectification Target Date** field, select a date.

38. Click **OK**.

The screenshot shows the 'Work Order Tracking - PFM' interface. The 'Targets' section is visible, containing fields for 'Response Target Date', 'Rectification Target Date', 'EOT Requested?', 'EOT Target Finish Date', 'EOT Target Finish Date Comments', and 'Project Response Target Date'. The 'Response Target Date' and 'Rectification Target Date' fields are highlighted with a red box, and a magnifying glass icon is overlaid on the 'Response Target Date' field.

# Work Instruction

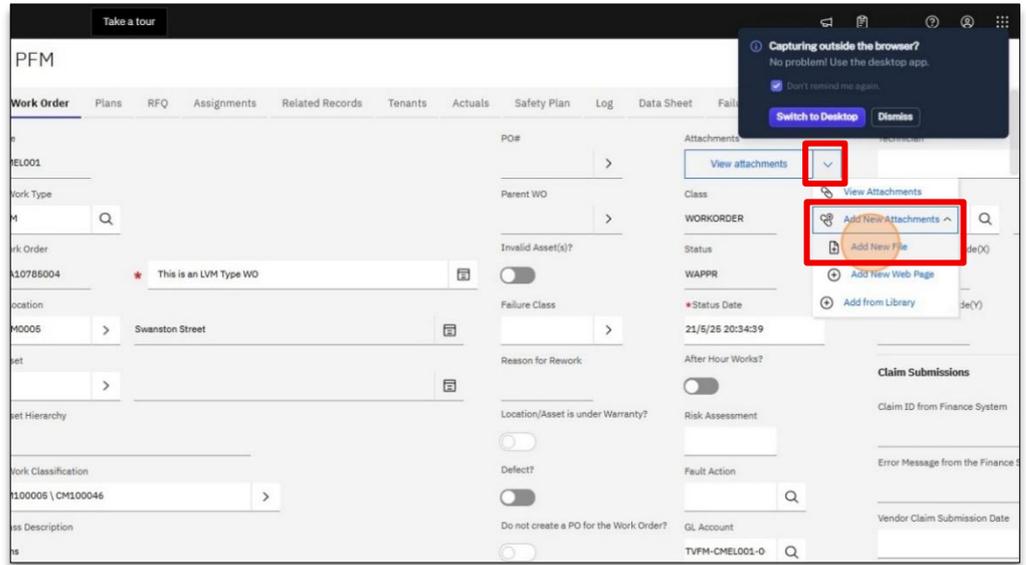
MAS-WI-0020-Work Order Management (Supervisors)

## Project NextGen

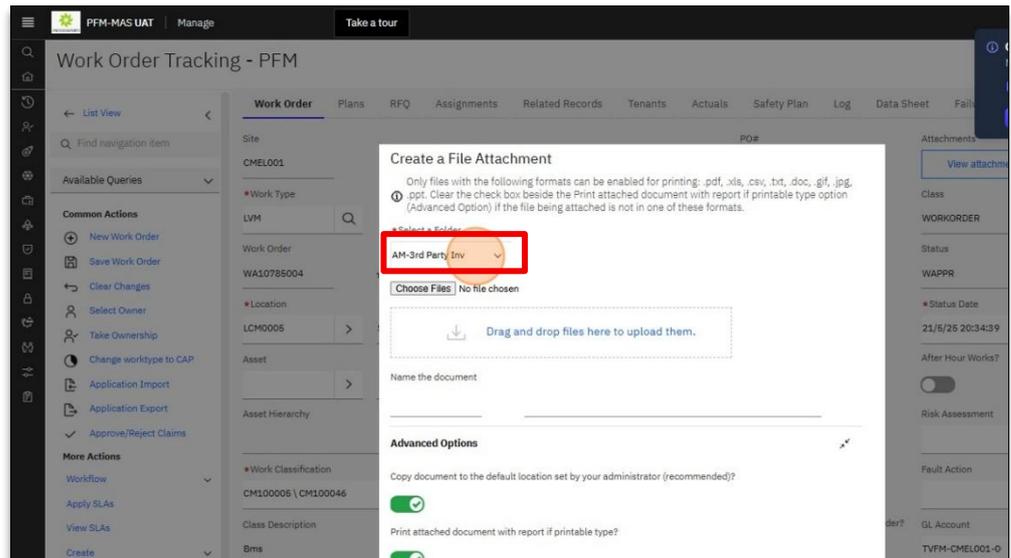
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39. Add any relevant attachments (if applicable).

Click on **View Attachments > Add New Attachments > Add New File**.



40. Select a **Folder** and the file to upload. Click **OK**.



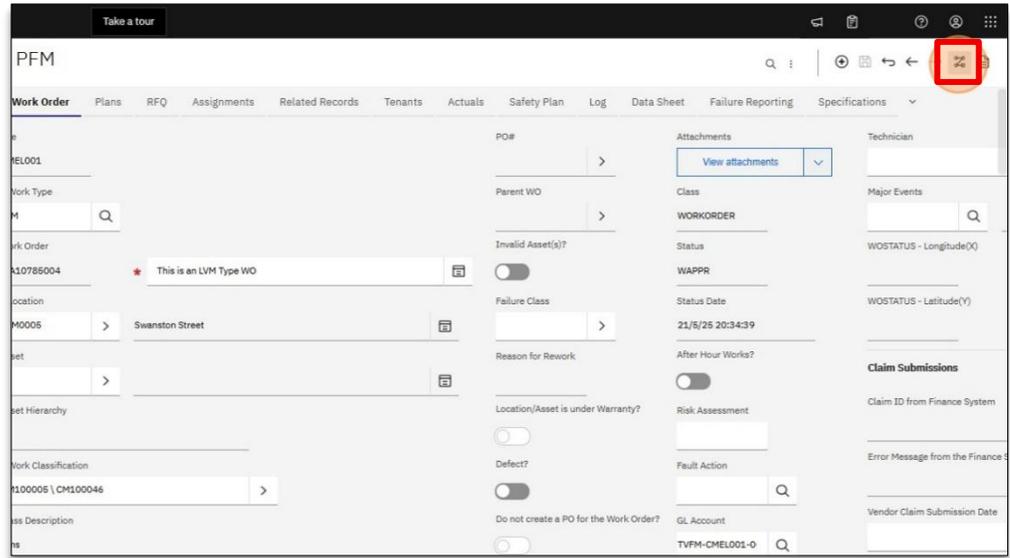
# Work Instruction

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41. Route the work order.

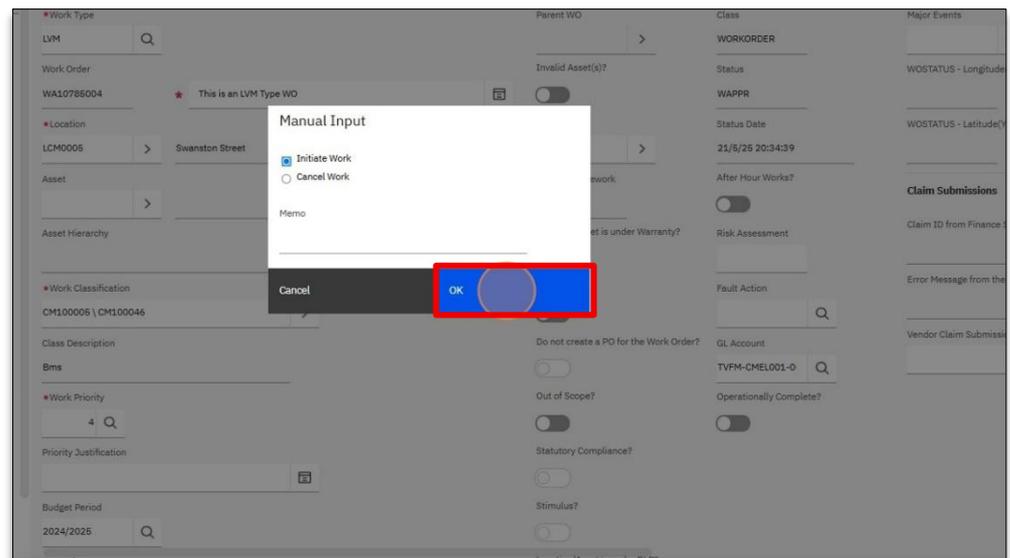


42. Click OK.

**Result: The parent workorder has now been created.**

**Note:** The steps below (Create Child LVM Work Order), outline how to create child work orders for LVM.

Some contracts have more than one Child WO under LVM for multiple vendors.



### Create Child LVM Work Order:

Explanation	Screenshot
<p>43. Go to the <b>Plans</b> tab.</p>	
<p>44. In the <b>Children of Work order</b> section, click on the <b>+</b> icon.</p>	

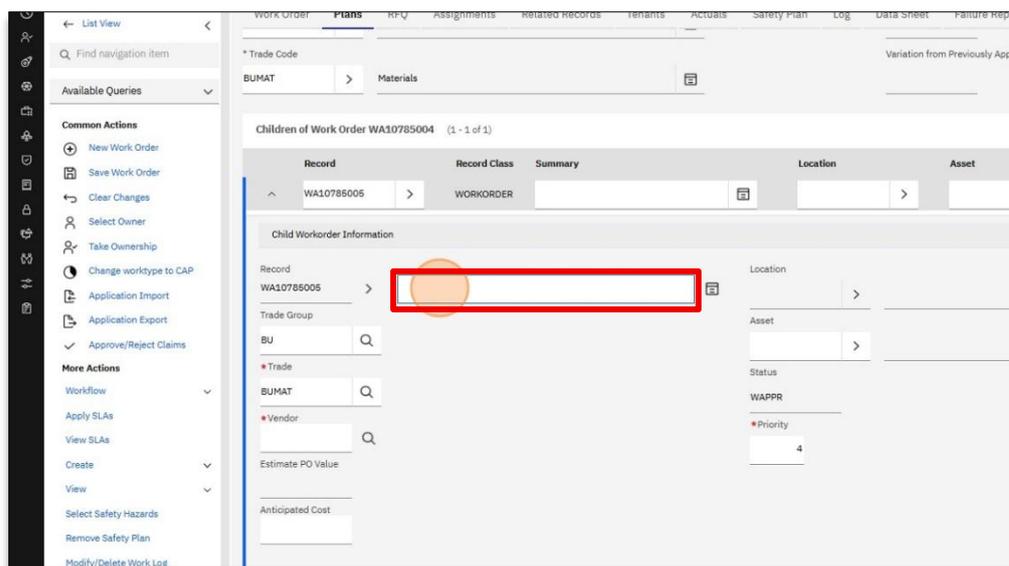
# Work Instruction

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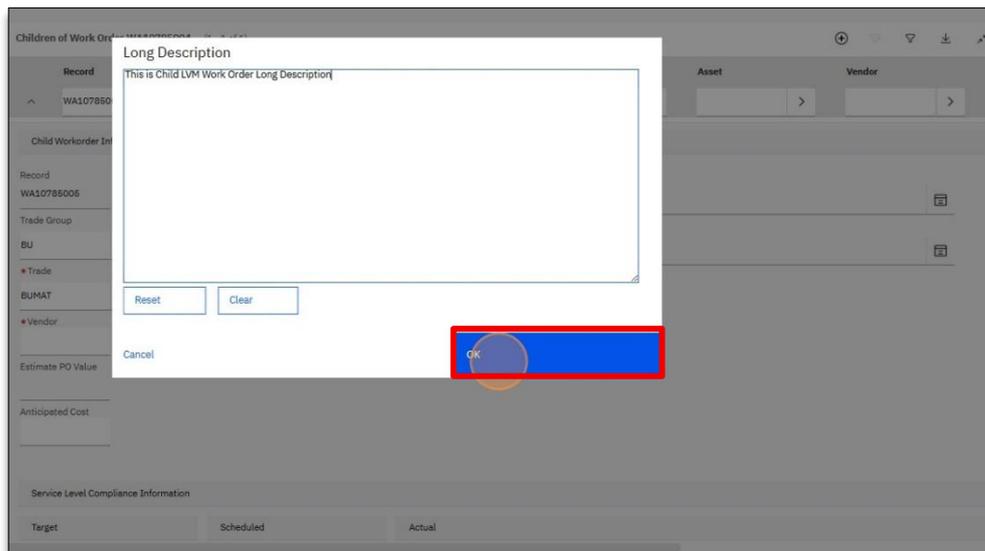
## Project NextGen

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45. Enter a Description for the Child work order.



46. Click OK.



# Work Instruction

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## Project NextGen

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47. In the **Vendor** field, select a **Vendor**.

The screenshot shows a software interface for managing work orders. On the left is a sidebar with 'Common Actions' and 'More Actions'. The main area displays 'Child Workorder Information' for record WA10785005. The 'Vendor' field is highlighted with a red box, and a search icon is visible next to it. Other fields include 'Trade Group' (BUMAT), 'Asset' (WAPPR), and 'Priority' (4).

48. Click **Save**.

**Result: This will populate a location from the parent work order.**

The screenshot shows the same software interface as above, but now the 'Vendor' field is populated with 'S11988' and the 'Location' field is populated with 'LCM0005'. The 'Location' field is circled in orange. The 'Asset' field is 'WAPPR' and the 'Priority' is '4'. The top navigation bar includes 'Plans', 'RFQ', 'Assignments', etc.

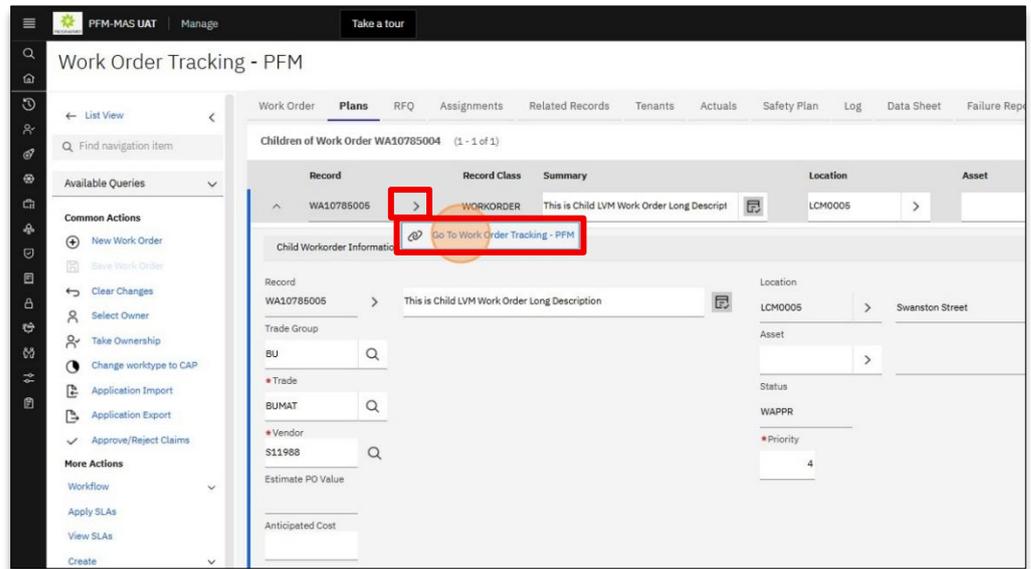
# Work Instruction

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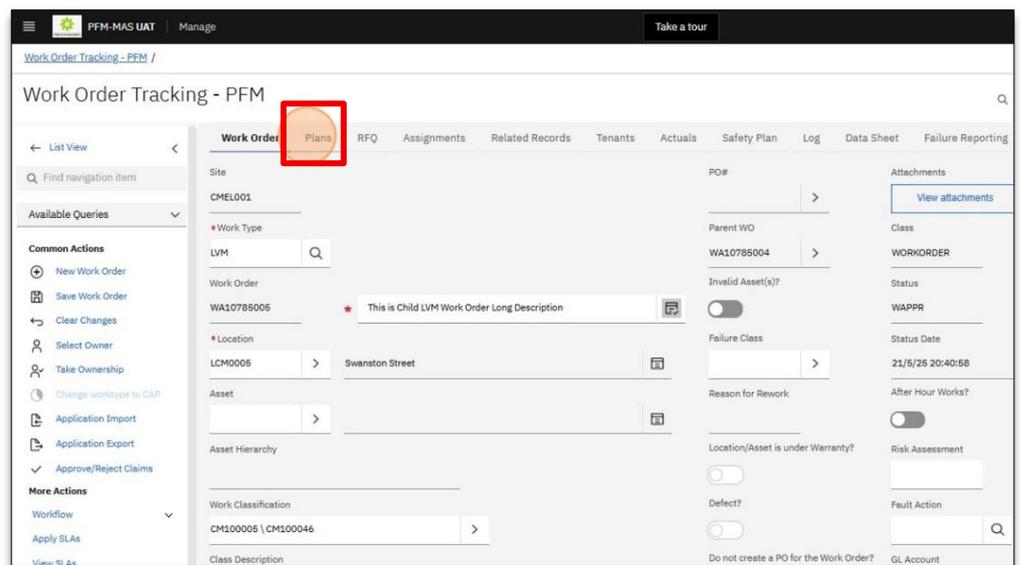
## Project NextGen

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49. Click on the **Work Order Record > Go To Work Order Tracking – PFM.**



50. Click the **Plans** tab.



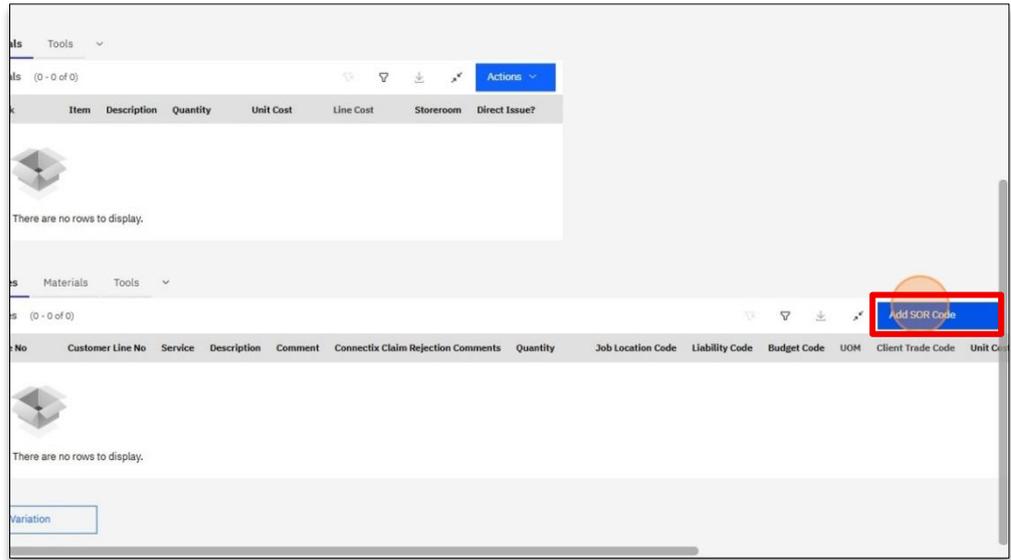
# Work Instruction

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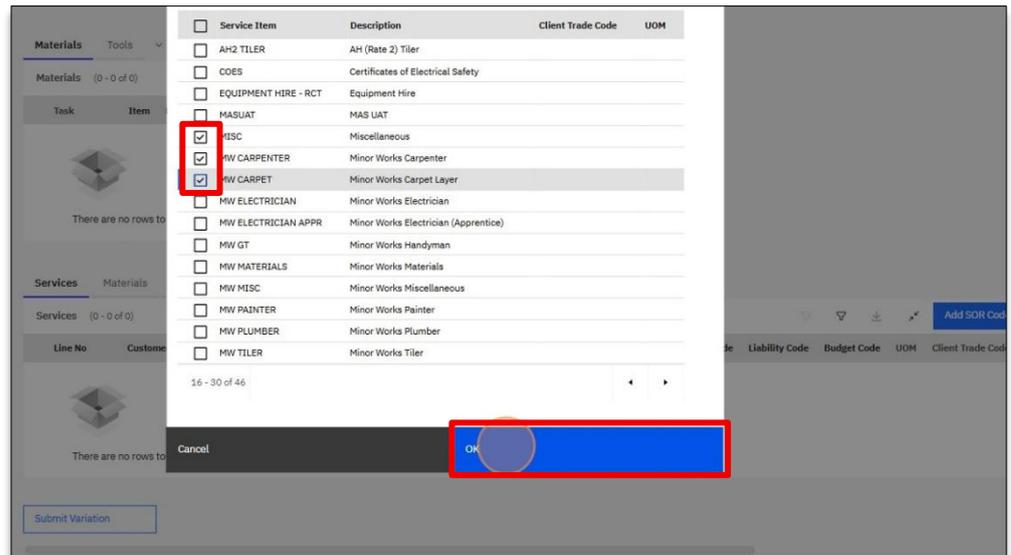
## Project NextGen

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51. Select **Add SOR Code**.



52. Select one or multiple **SOR's** from the list and click **OK**.



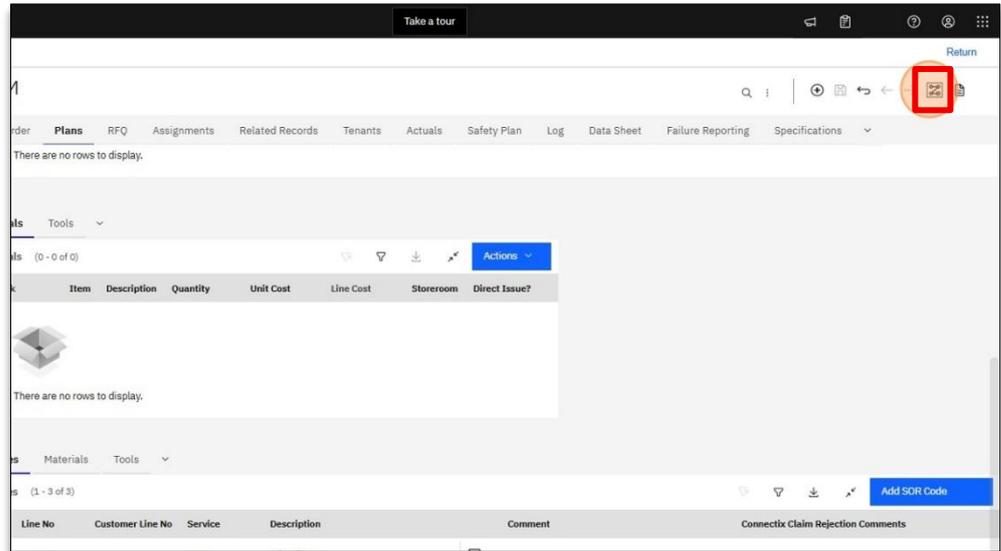
# Work Instruction

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## Project NextGen

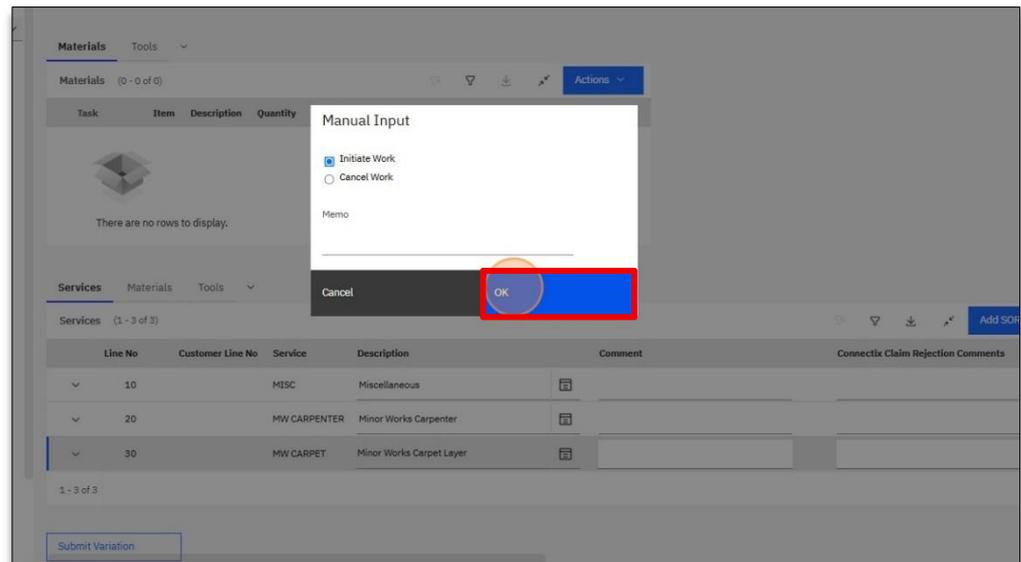
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53. Route the work order.

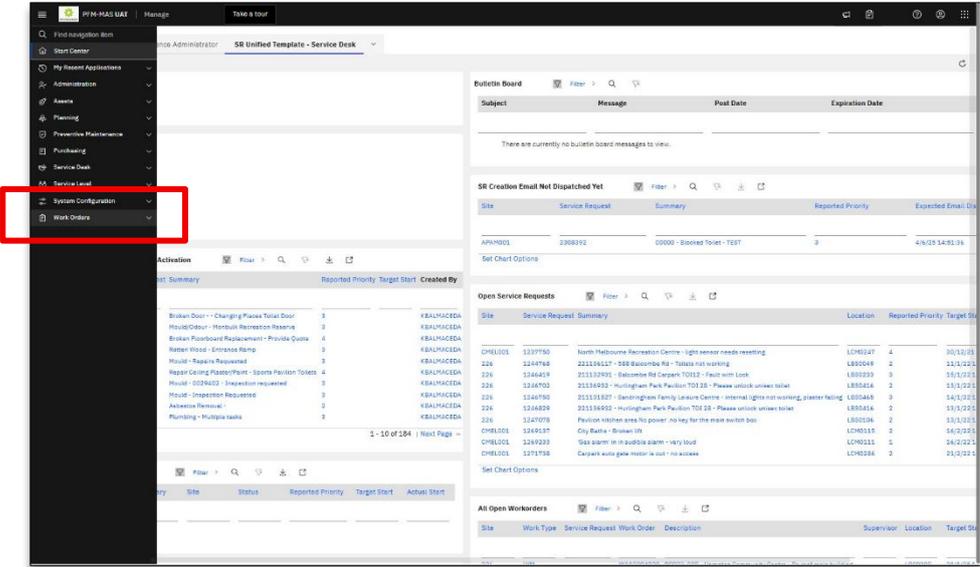
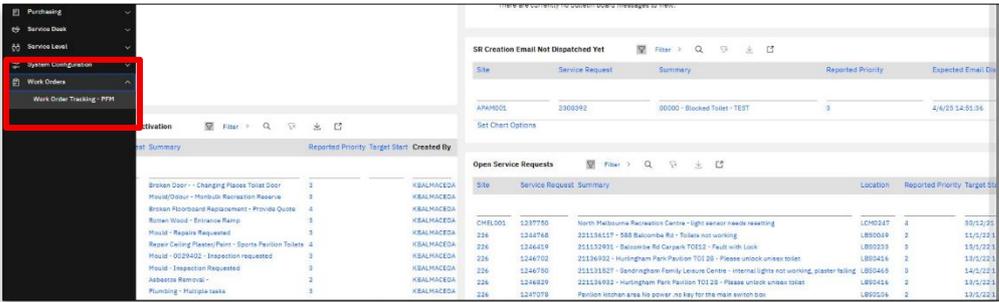
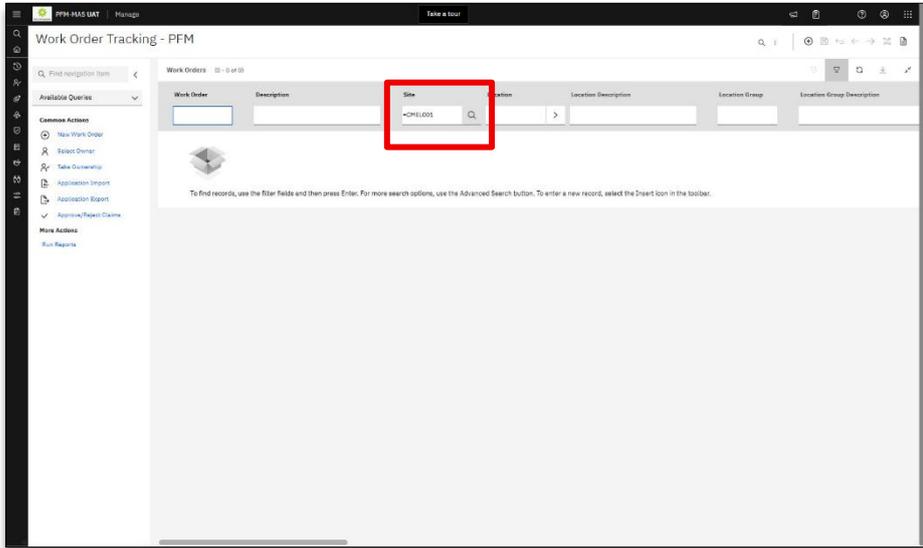


54. Click OK.

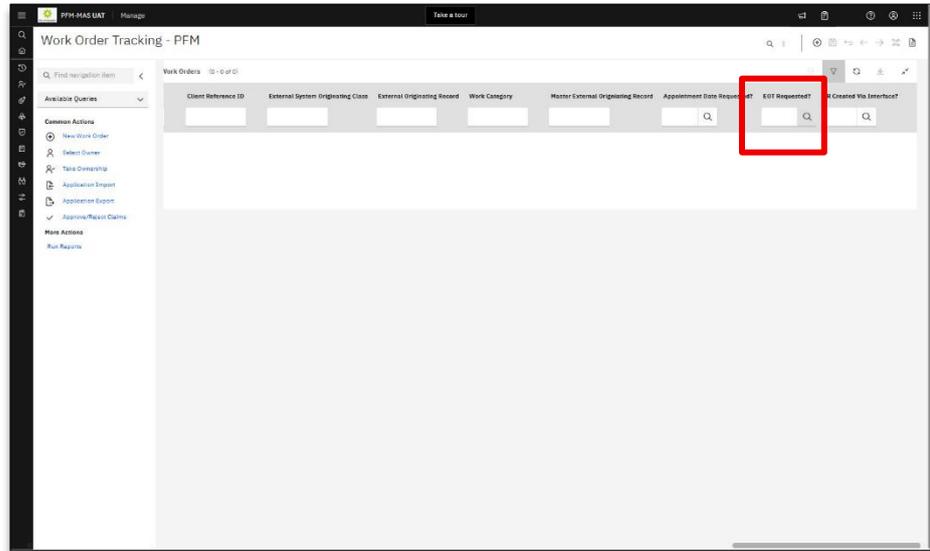
**Result: The 1<sup>st</sup> child work order has now been created. If further child work orders are required, repeat all the steps to Create Child LVM Work Order.**



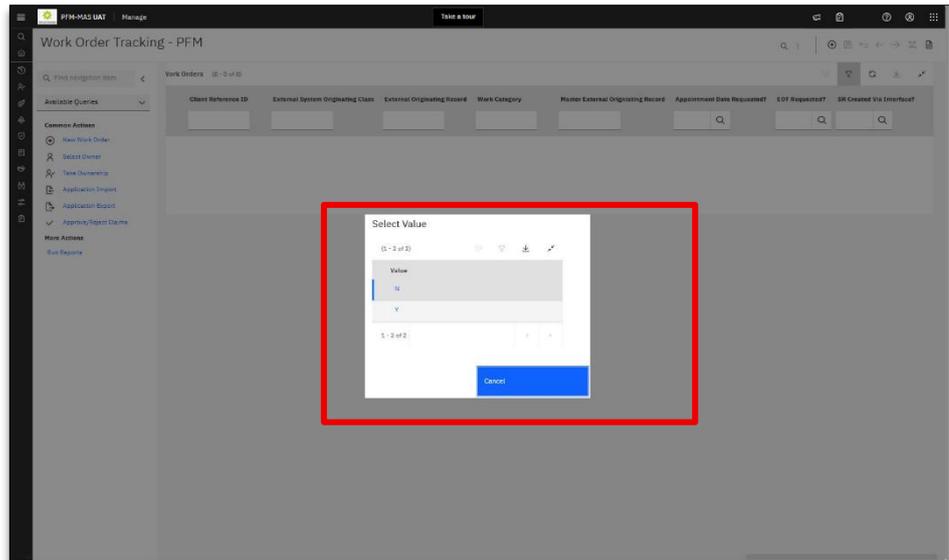
### Approval of Requested EOT for a PM from Supervisor/Technician

Explanation	Screenshot
<p>55. Go to Work Orders</p>	 <p>The screenshot shows the PFM-MAS UAT interface. On the left-hand side, there is a navigation menu with several categories. The 'Work Orders' option is highlighted with a red rectangular box. The main content area displays a 'Service Desk' view with various sections like 'Bulletin Board', 'SR Creation Email Not Dispatched Yet', and 'Open Service Requests'.</p>
<p>56. Click Work Order Tracking - PFM</p>	 <p>This screenshot is similar to the previous one but shows the 'Work Order Tracking - PFM' option in the navigation menu highlighted with a red box. The main content area remains the same, showing the service desk overview.</p>
<p>57. Choose your relevant site, and click OK.</p>	 <p>The screenshot shows the 'Work Order Tracking - PFM' interface. A dropdown menu for 'Site' is open, and the option 'CHELLOS' is selected and highlighted with a red box. The interface includes a search bar and a list of work orders.</p>

58. Scroll to the right, and click **EOT Request**.



59. Select **Y**



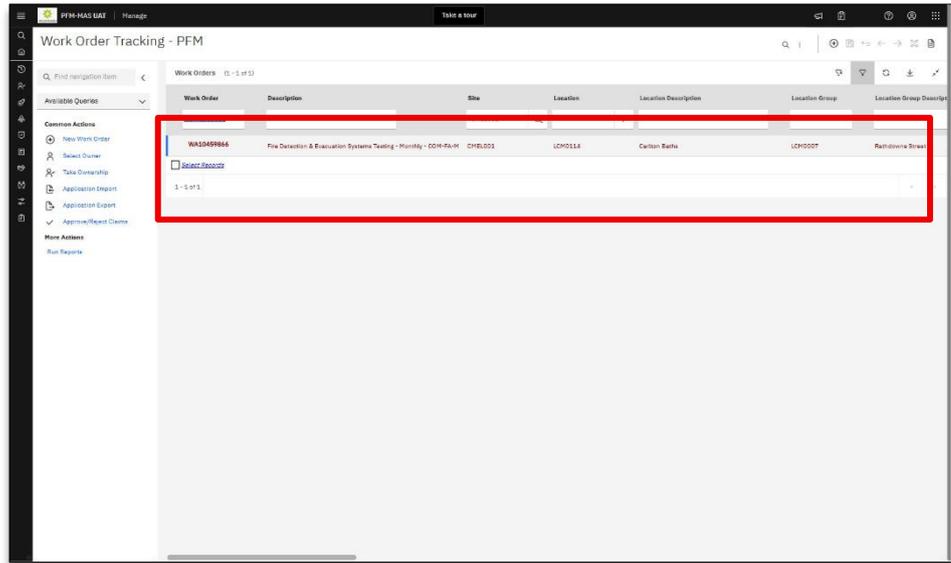
# Work Instruction

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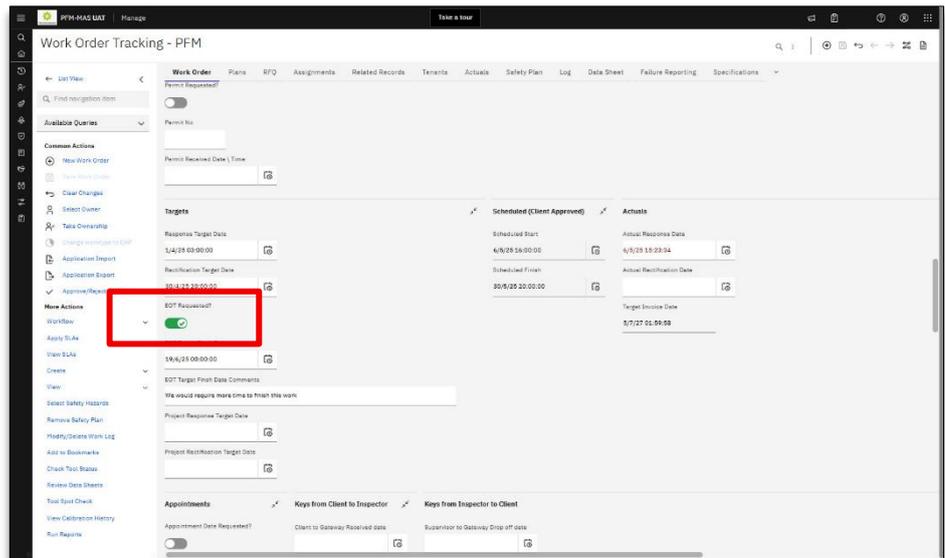
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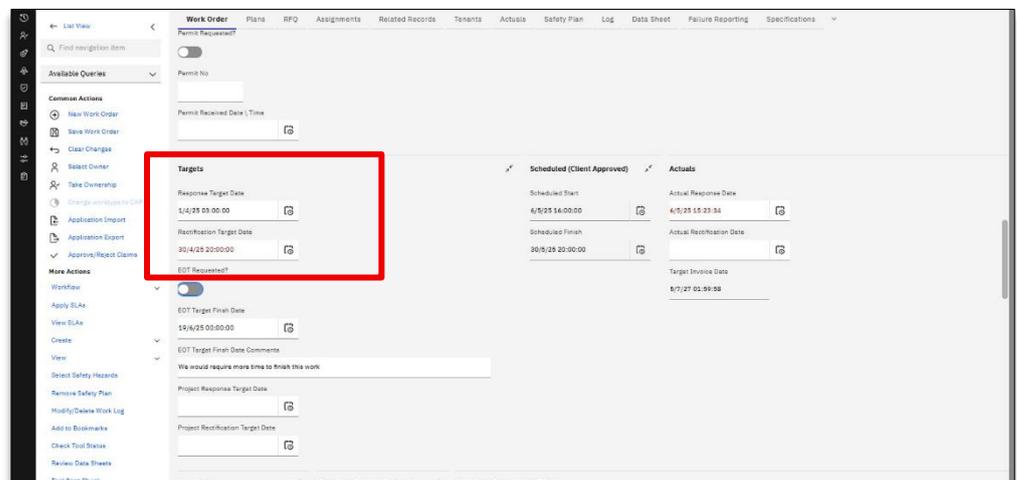
60. Click the relevant work order.



61. Scroll down and check EOT Requested flag is On.



62. Review the EOT Target Finish Date and the comments



# Work Instruction

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## Project NextGen

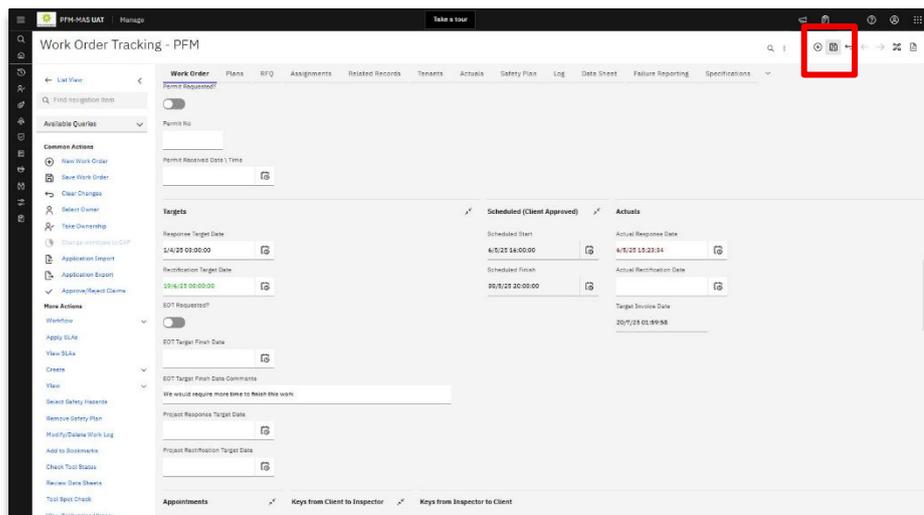
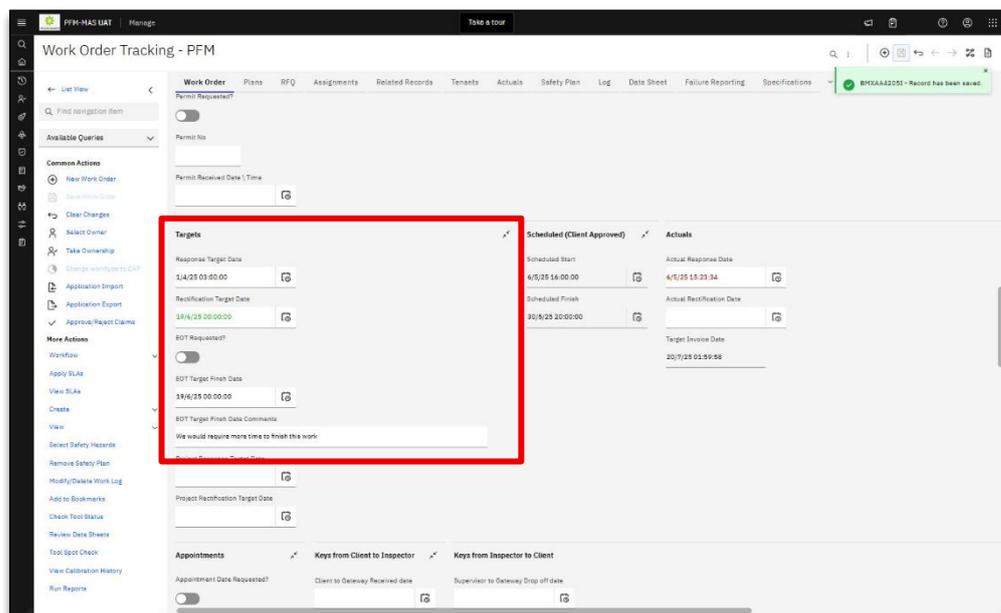
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63. Choose to accept the **Request Target Finish Date**, copy the **EOT Target Finish Date** and paste it in **Rectification Target Date**.

64. Toggle the **EOT Requested** button to **Off**.

65. Remove the **EOT Target Finish Date**.

66. Click on **Save**.



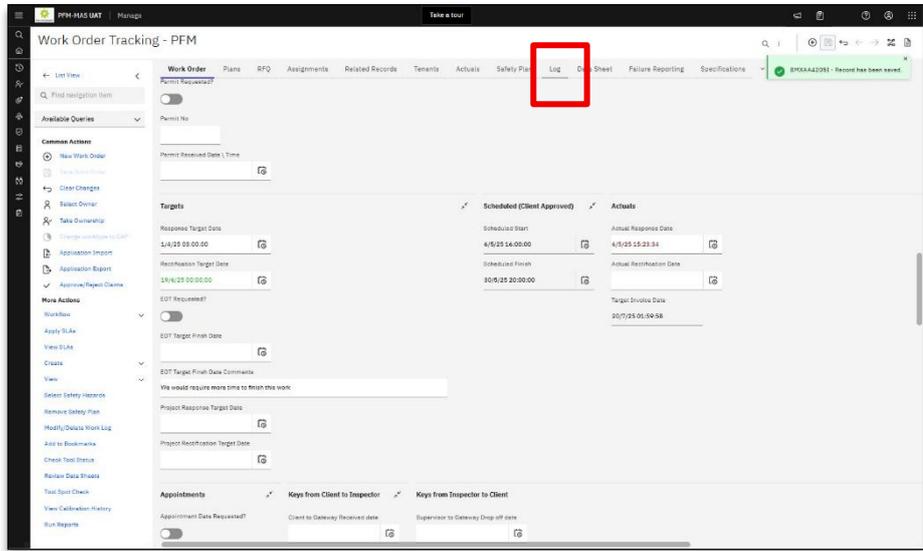
# Work Instruction

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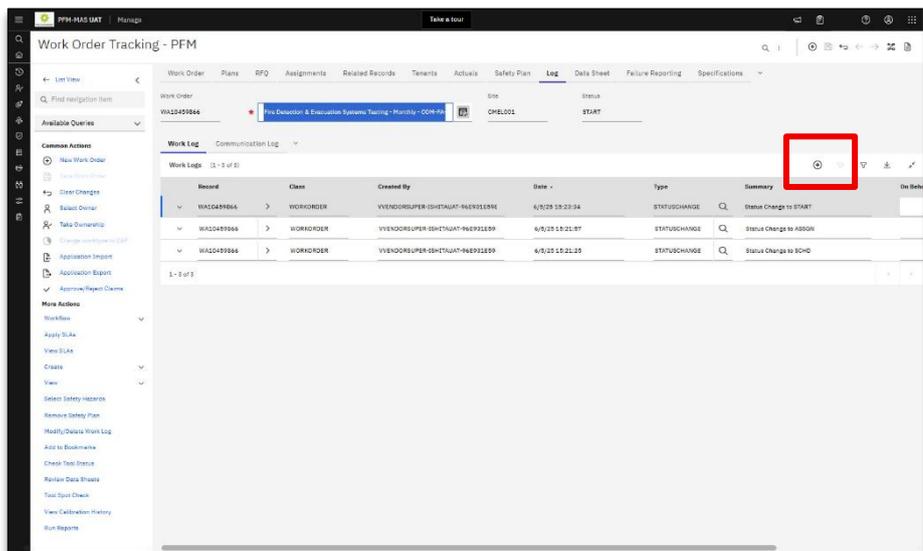
## Project NextGen

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67. Send the approval by clicking **Log**.



68. Click **Add a new log**.



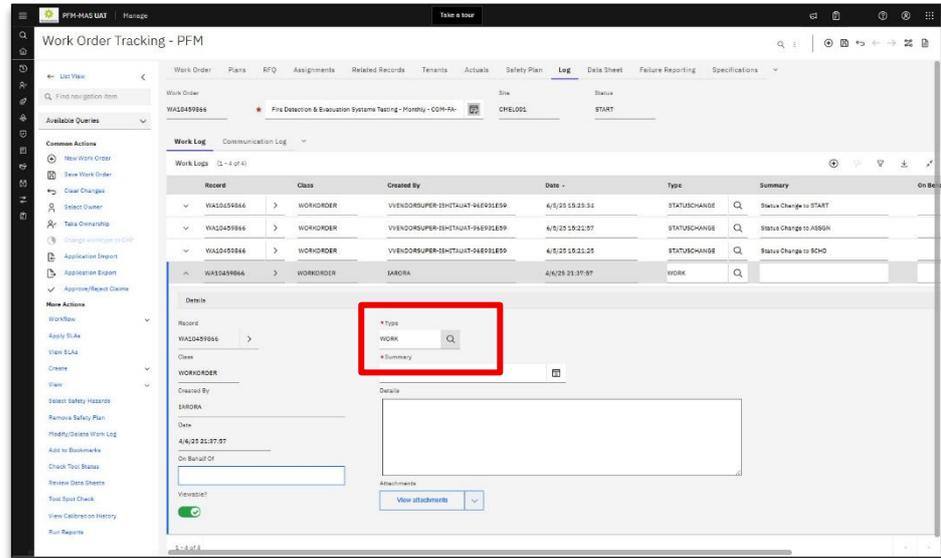
# Work Instruction

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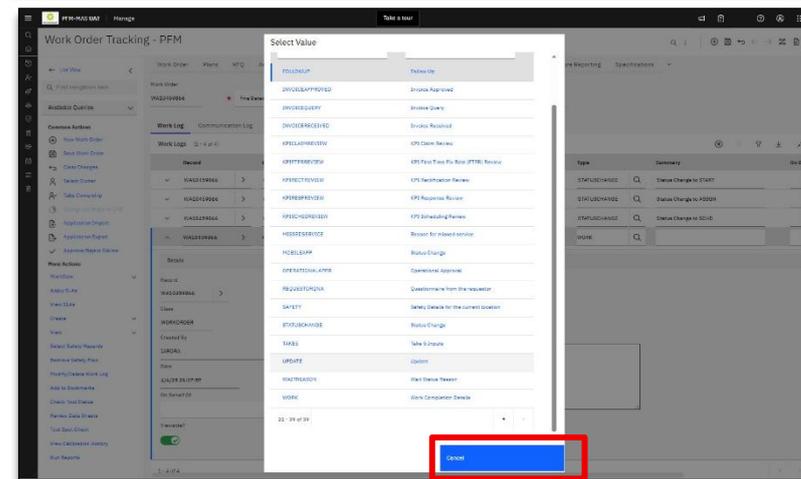
## Project NextGen

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69. Go to **Type** and select the type of Log being created.

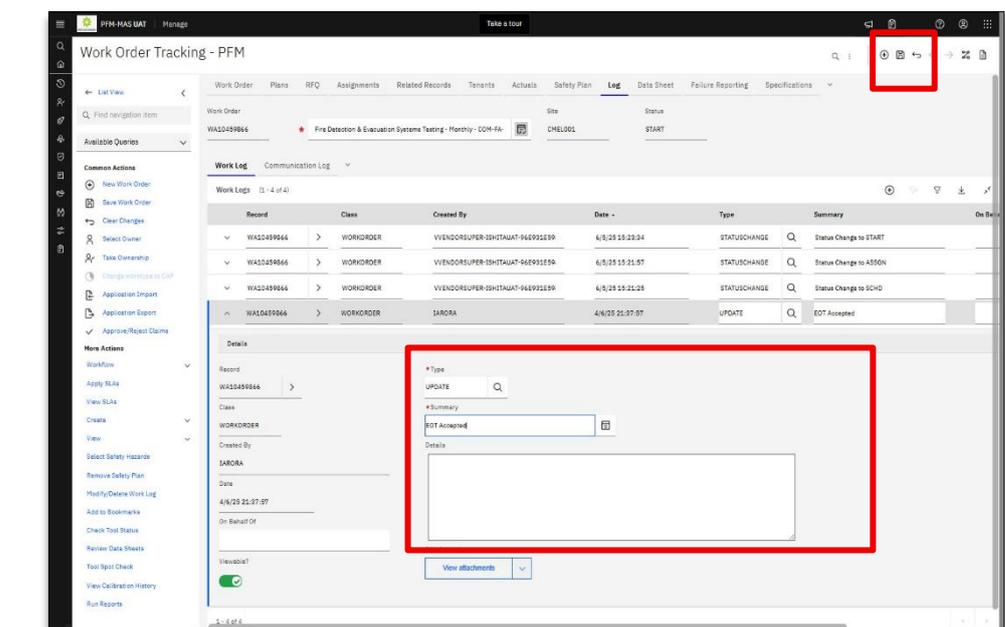


70. Click on **Update**.

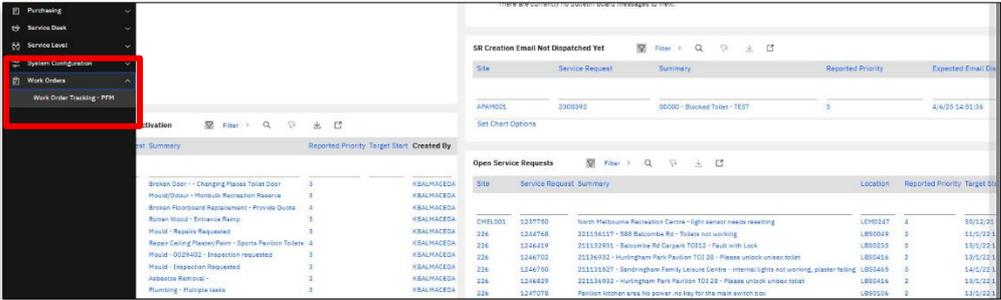
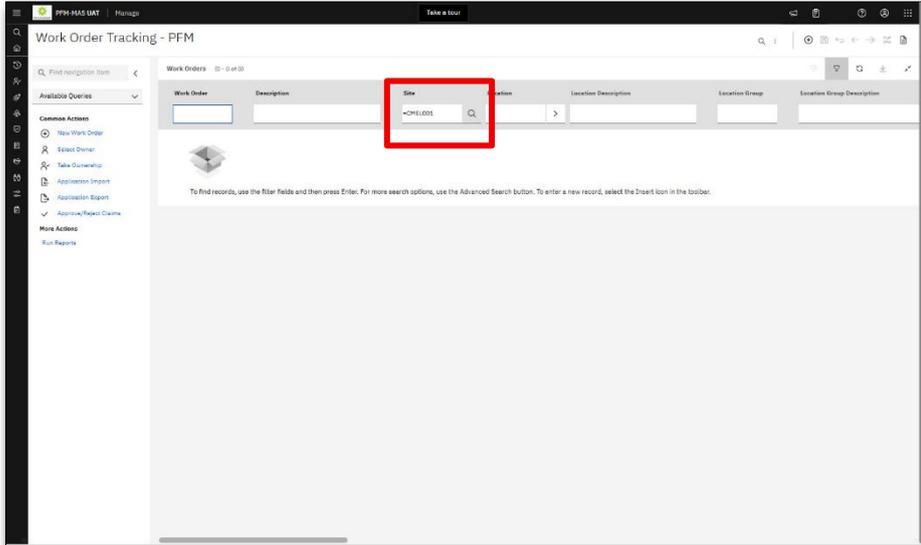
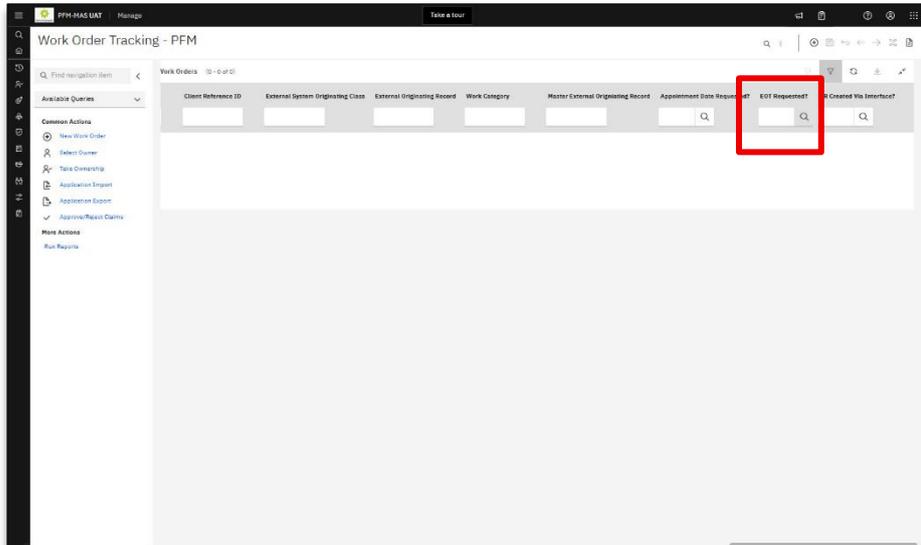


71. Add **Summary** and **Details**.

72. Click **Save**.



### Approval of Requested EOT for a Reactive Work Order from Supervisor/Technician

Explanation	Screenshot
<p>73. Click <b>Work Order Tracking - PFM</b></p>	 <p>The screenshot shows the PFM navigation menu on the left side of the screen. The 'Work Order Tracking - PFM' option is highlighted with a red rectangular box. The main content area shows a list of service requests with columns for Site, Service Request, Summary, Reported Priority, and Expected Email Date.</p>
<p>74. Choose your relevant <b>site</b>, and click <b>OK</b>.</p>	 <p>The screenshot shows the 'Work Order Tracking - PFM' interface. The 'Site' dropdown menu is open, and 'CHEL001' is selected and highlighted with a red rectangular box. The interface includes a search bar, a list of work orders, and various action buttons.</p>
<p>75. Scroll to the right, and click <b>EOT Request</b>.</p>	 <p>The screenshot shows the 'Work Order Tracking - PFM' interface. The 'EOT Request' button is highlighted with a red rectangular box. The interface includes a search bar, a list of work orders, and various action buttons.</p>

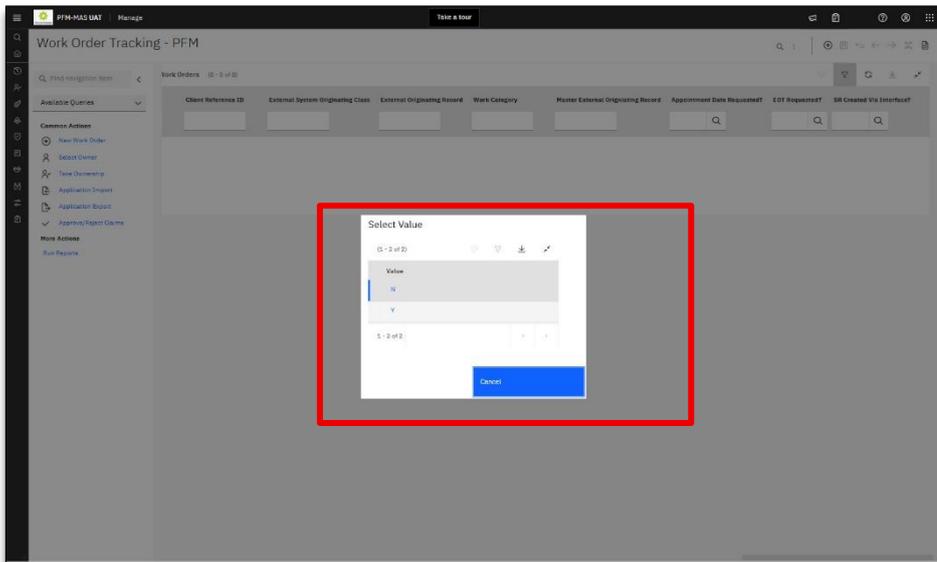
# Work Instruction

MAS-WI-0020-Work Order Management (Supervisors)

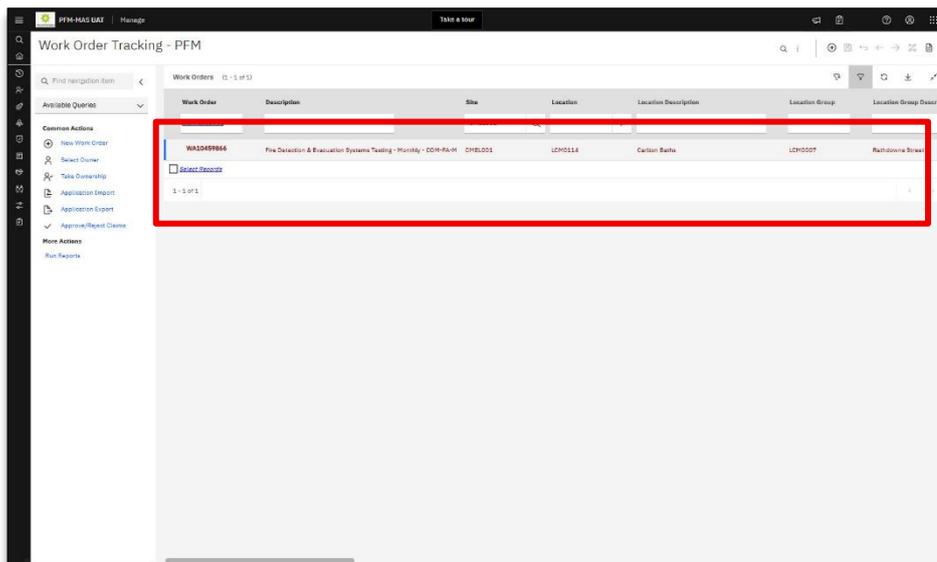
## Project NextGen

Igniting change, uniting teams.

76. Select Y



77. Click the relevant work order.



# Work Instruction

MAS-WI-0020-Work Order Management (Supervisors)

## Project NextGen

Igniting change, uniting teams.

78. Scroll down and check **EOT Requested** flag is **On**.

79. Toggle **EOT Requested** to **Off**.

80. Copy the date from **EOT Target Finish Date** field.

The screenshot shows the 'Work Order Tracking - PFM' interface. In the 'More Actions' section, the 'EOT Requested' toggle is highlighted with a red box and is currently turned on. Below it, the 'EOT Target Finish Date' field is visible, showing the date and time '18/06/25 09:00:00'.

81. Scroll to the right and click on the **Originating SR**, then **Go To**.

The screenshot shows the 'Work Order Tracking - PFM' interface. In the 'Additional Information' section, the 'Originating SR' field is highlighted with a red box, showing the value 'SR 3306842'.

82. Paste the copied date in the **Rectification Target Date** field and toggle on the **Rectification Exception**.

83. Click **Save**.

The screenshot shows the 'Service Request - Unified' interface. In the 'SLA Information' section, the 'Rectification Target Date' field is highlighted with a red box, showing the date and time '8/5/25 08:57:25'.

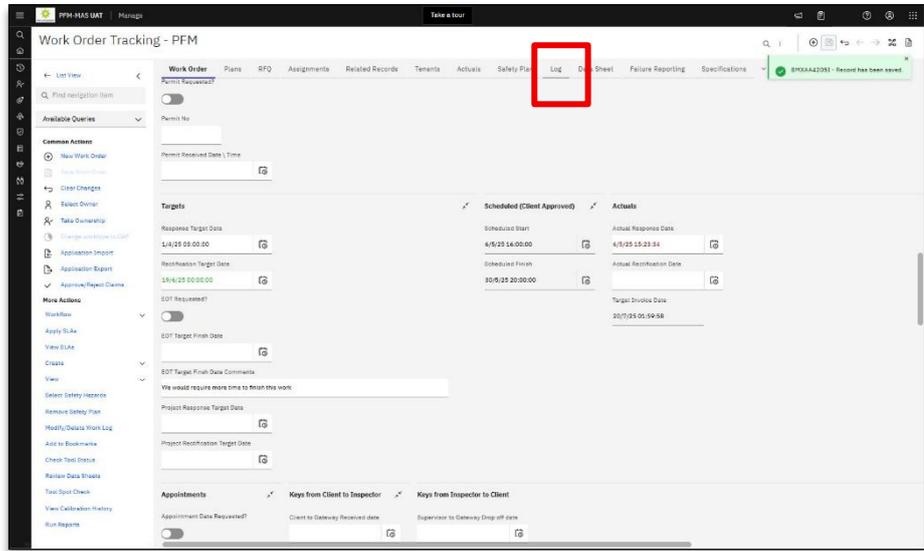
# Work Instruction

MAS-WI-0020-Work Order Management (Supervisors)

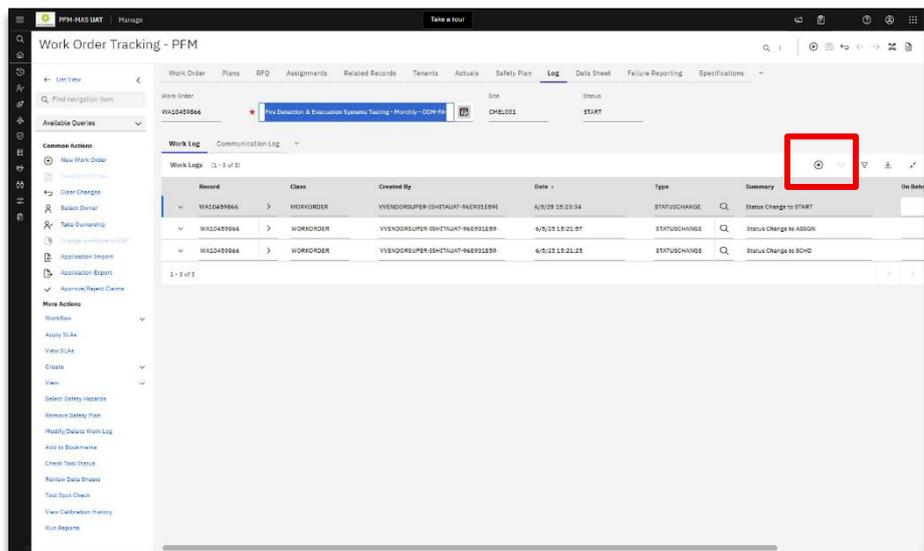
## Project NextGen

Igniting change, uniting teams.

84. Send the approval by clicking **Log**.



85. Click **Add a new log**.



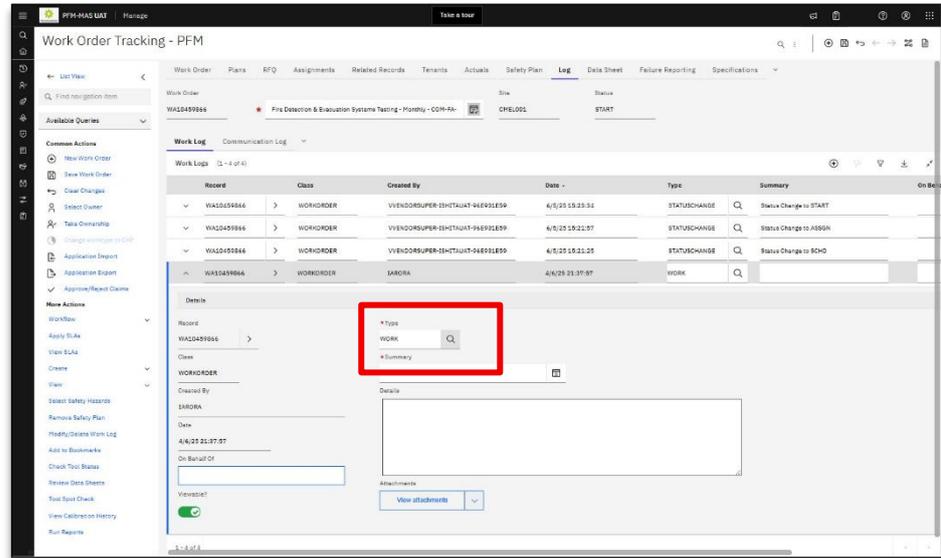
# Work Instruction

MAS-WI-0020-Work Order Management (Supervisors)

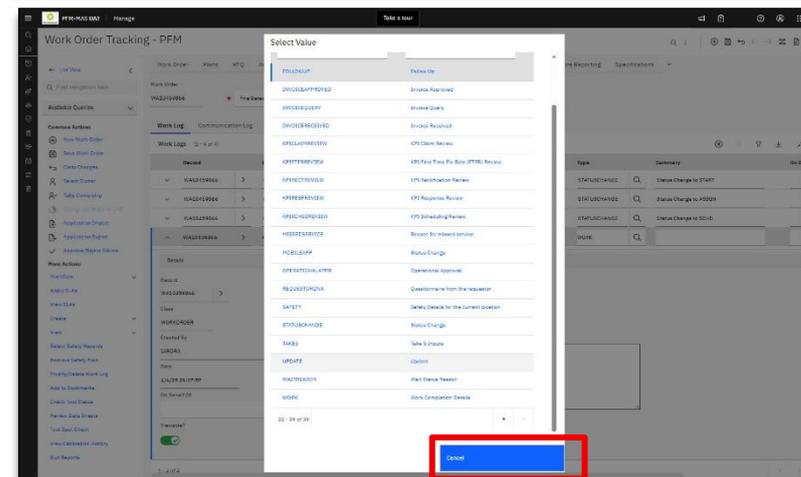
## Project NextGen

Igniting change, uniting teams.

86. Go to **Type** and select the type of Log being created.

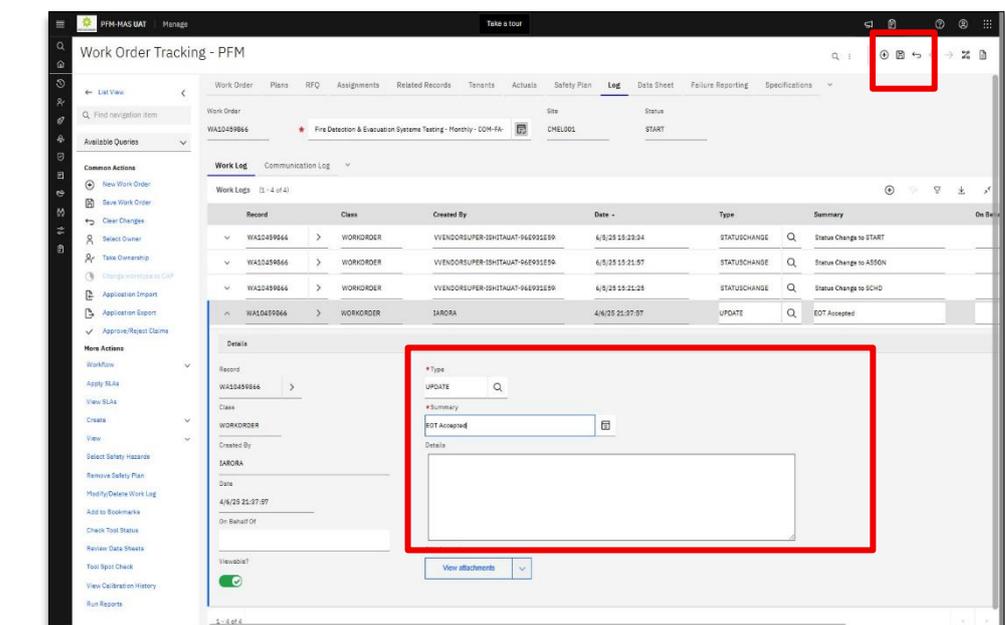


87. Click on **Update**.

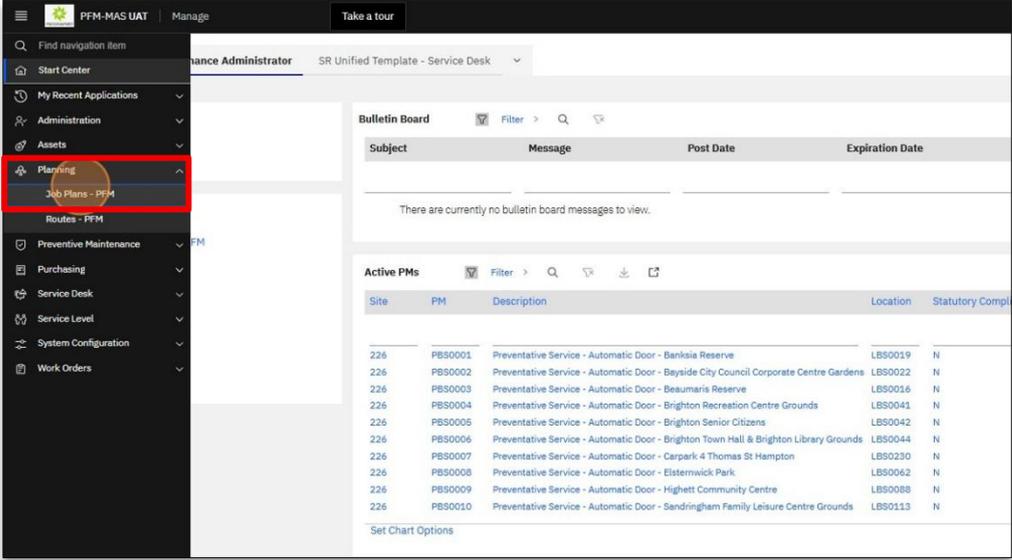
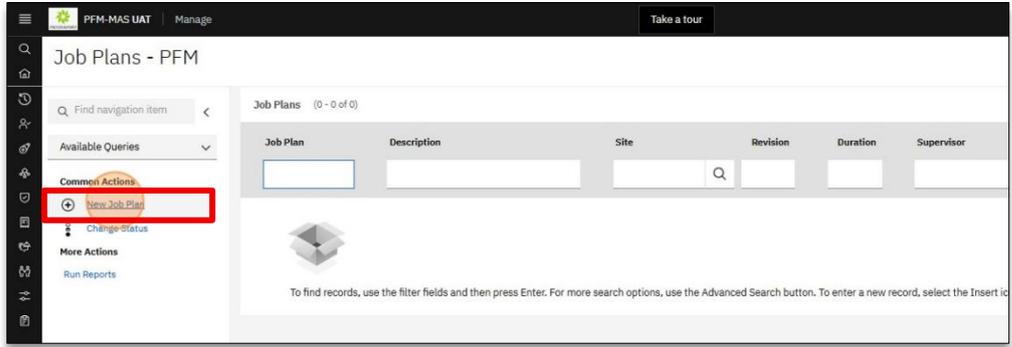
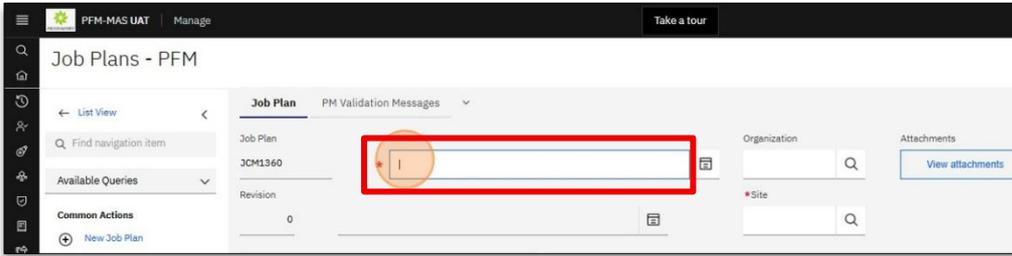


88. Add **Summary** and **Details**.

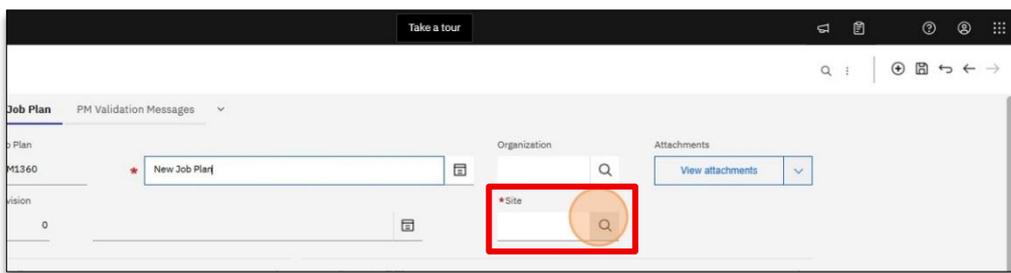
89. Click **Save**.



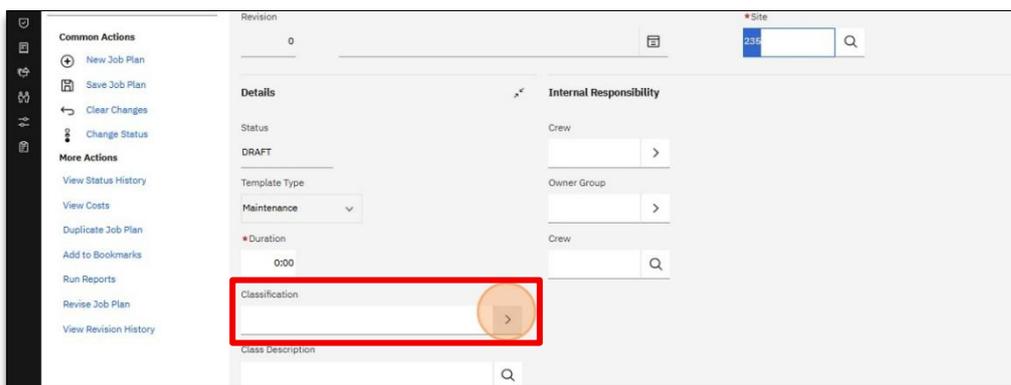
### Creating a Job Plan:

Explanation	Screenshot																																																							
<p><b>90. Go to Planning &gt; Job Plans – PFM.</b></p> <p><b>Note : Follow SAM team guidelines/report to create new job plans</b></p>	 <p>The screenshot shows the PFM-MAS UAT home page. The left-hand navigation menu is open, and the 'Job Plans - PFM' option is highlighted with a red box. The main content area shows a 'Bulletin Board' and a table of 'Active PMs'.</p> <table border="1" data-bbox="798 739 1460 996"> <thead> <tr> <th>Site</th> <th>PM</th> <th>Description</th> <th>Location</th> <th>Statutory Compl</th> </tr> </thead> <tbody> <tr><td>226</td><td>PBS0001</td><td>Preventative Service - Automatic Door - Banksia Reserve</td><td>LBS0019</td><td>N</td></tr> <tr><td>226</td><td>PBS0002</td><td>Preventative Service - Automatic Door - Bayside City Council Corporate Centre Gardens</td><td>LBS0022</td><td>N</td></tr> <tr><td>226</td><td>PBS0003</td><td>Preventative Service - Automatic Door - Beaumaris Reserve</td><td>LBS0016</td><td>N</td></tr> <tr><td>226</td><td>PBS0004</td><td>Preventative Service - Automatic Door - Brighton Recreation Centre Grounds</td><td>LBS0041</td><td>N</td></tr> <tr><td>226</td><td>PBS0005</td><td>Preventative Service - Automatic Door - Brighton Senior Citizens</td><td>LBS0042</td><td>N</td></tr> <tr><td>226</td><td>PBS0006</td><td>Preventative Service - Automatic Door - Brighton Town Hall &amp; Brighton Library Grounds</td><td>LBS0044</td><td>N</td></tr> <tr><td>226</td><td>PBS0007</td><td>Preventative Service - Automatic Door - Carpark 4 Thomas St Hampton</td><td>LBS0230</td><td>N</td></tr> <tr><td>226</td><td>PBS0008</td><td>Preventative Service - Automatic Door - Elsterwick Park</td><td>LBS0062</td><td>N</td></tr> <tr><td>226</td><td>PBS0009</td><td>Preventative Service - Automatic Door - Hightett Community Centre</td><td>LBS0088</td><td>N</td></tr> <tr><td>226</td><td>PBS0010</td><td>Preventative Service - Automatic Door - Sandringham Family Leisure Centre Grounds</td><td>LBS0113</td><td>N</td></tr> </tbody> </table>	Site	PM	Description	Location	Statutory Compl	226	PBS0001	Preventative Service - Automatic Door - Banksia Reserve	LBS0019	N	226	PBS0002	Preventative Service - Automatic Door - Bayside City Council Corporate Centre Gardens	LBS0022	N	226	PBS0003	Preventative Service - Automatic Door - Beaumaris Reserve	LBS0016	N	226	PBS0004	Preventative Service - Automatic Door - Brighton Recreation Centre Grounds	LBS0041	N	226	PBS0005	Preventative Service - Automatic Door - Brighton Senior Citizens	LBS0042	N	226	PBS0006	Preventative Service - Automatic Door - Brighton Town Hall & Brighton Library Grounds	LBS0044	N	226	PBS0007	Preventative Service - Automatic Door - Carpark 4 Thomas St Hampton	LBS0230	N	226	PBS0008	Preventative Service - Automatic Door - Elsterwick Park	LBS0062	N	226	PBS0009	Preventative Service - Automatic Door - Hightett Community Centre	LBS0088	N	226	PBS0010	Preventative Service - Automatic Door - Sandringham Family Leisure Centre Grounds	LBS0113	N
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<p><b>91. Select + New Job Plan.</b></p>	 <p>The screenshot shows the 'Job Plans - PFM' page. The left-hand navigation menu is open, and the 'New Job Plan' button is highlighted with a red box. The main content area shows a table with columns for Job Plan, Description, Site, Revision, Duration, and Supervisor.</p>																																																							
<p><b>92. Enter a Job Plan Description.</b></p>	 <p>The screenshot shows the 'Job Plans - PFM' page with the 'Job Plan' details form open. The 'Job Plan' field contains 'JCM1360' and the 'Description' field is highlighted with a red box, indicating where to enter the job plan description.</p>																																																							

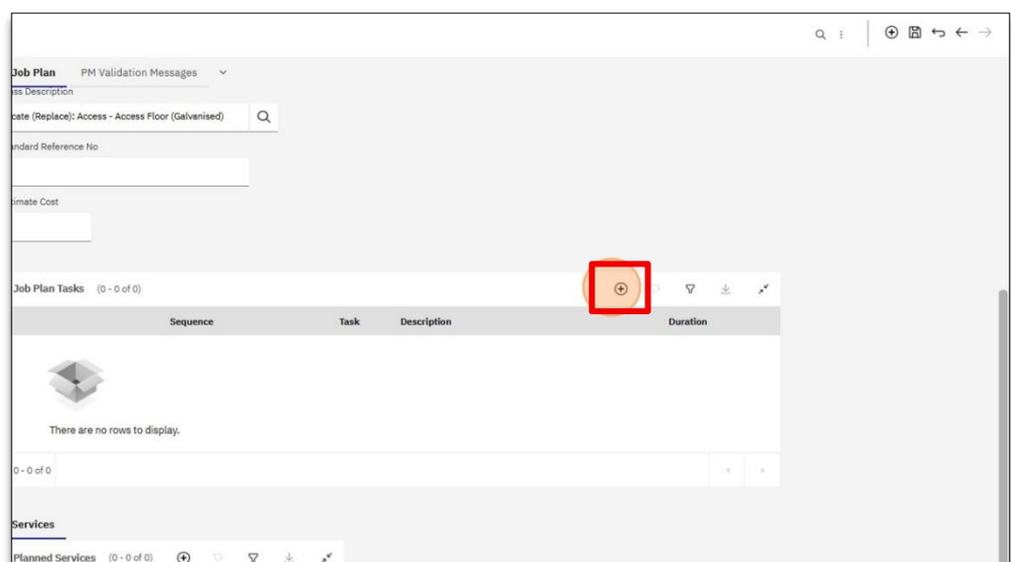
93. Select a **Site**.



94. Select a **Classification**.



95. Add any **Job Plan Tasks** by clicking + in the **Job Plan Tasks** section.



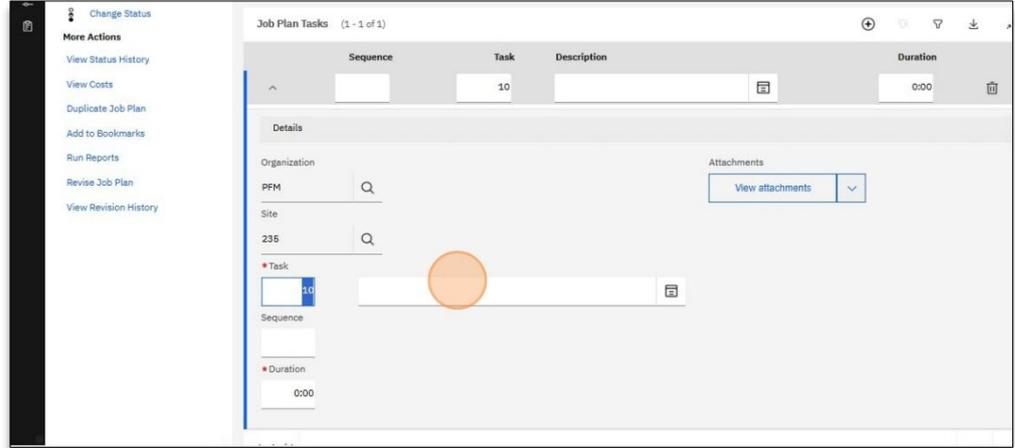
# Work Instruction

MAS-WI-0020-Work Order Management (Supervisors)

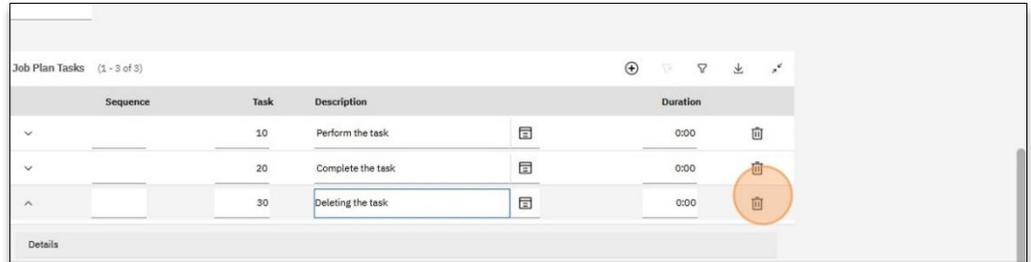
## Project NextGen

Igniting change, uniting teams.

96. Add a task  
**Description.**



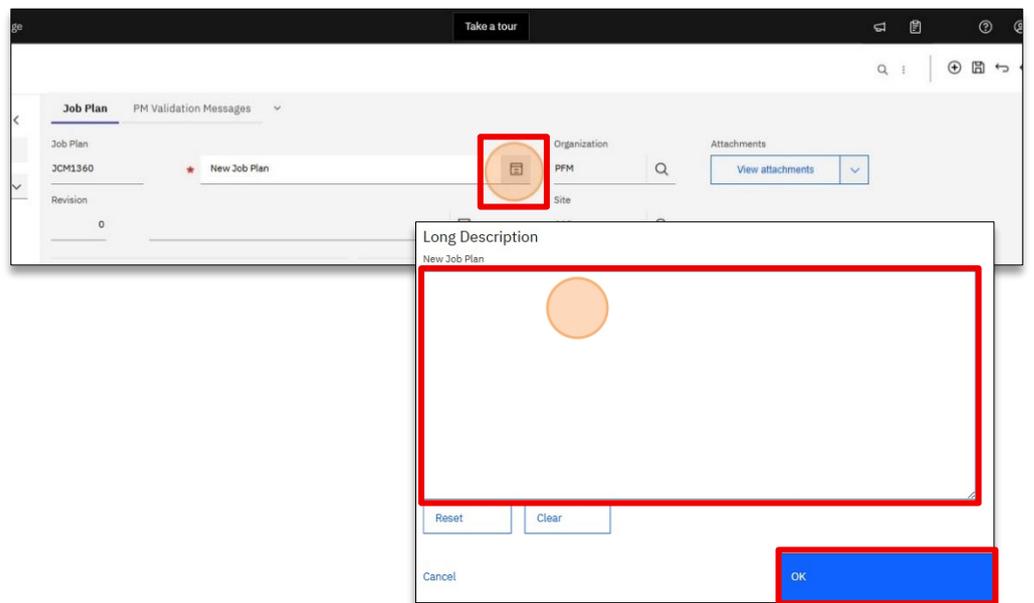
97. To remove a task from the job plan, click the **Bin** icon.



98. To add a **Long Description** to the Job Plan, click on the **icon** as shown.

99. Enter relevant details into the **Long Description** field.

100. Click **OK**.



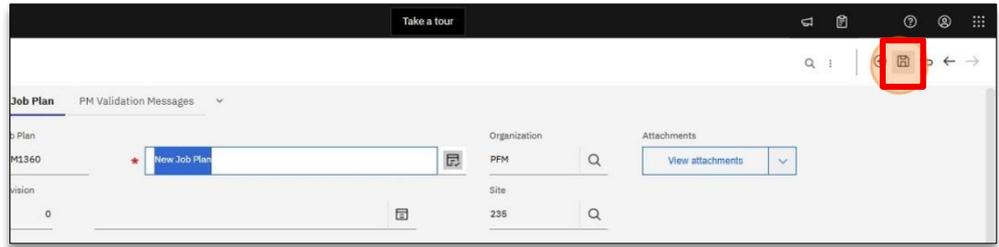
# Work Instruction

MAS-WI-0020-Work Order Management (Supervisors)

## Project NextGen

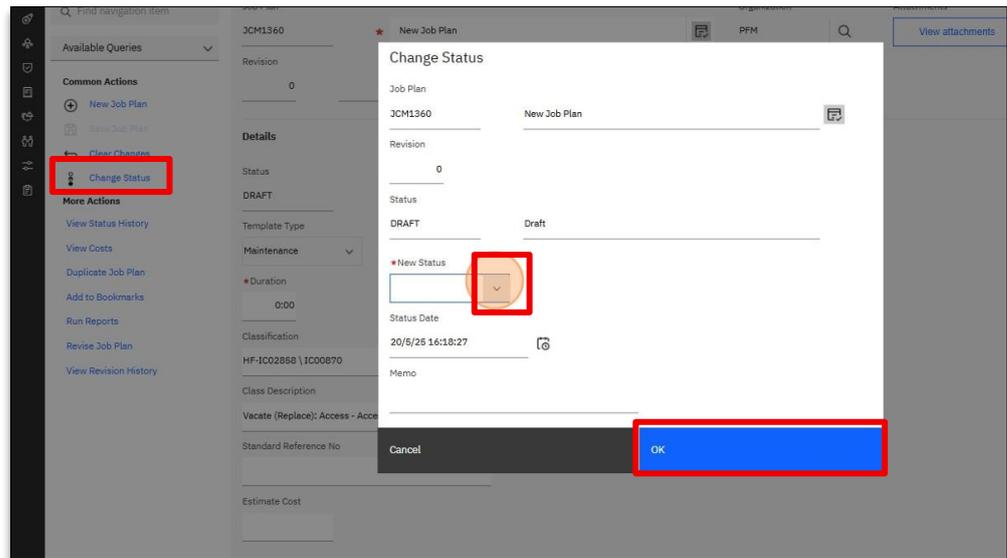
Igniting change, uniting teams.

101. Click **Save**.



102. Go to **Change Status > New Status > Active**.

103. Click **OK**.

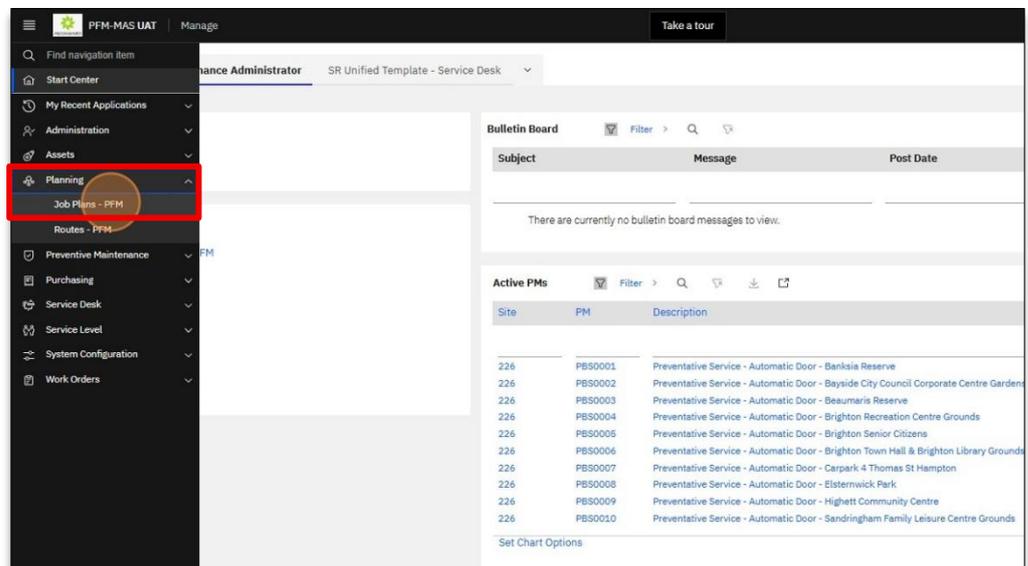


### View and Update existing Job Plans:

#### Explanation

104. Go to **Planning > Job Plans – PFM**.

#### Screenshot



# Work Instruction

MAS-WI-0020-Work Order Management (Supervisors)

## Project NextGen

Igniting change, uniting teams.

105. Click on the magnifying glass in the **Site** field.

106. Select a **Site** from the list.

107. Click **OK**.

The screenshot shows the 'Job Plans' interface with a search bar for the 'Site' field. A magnifying glass icon is highlighted in a red box. Below the search bar, a 'Select Value' dialog is open, displaying a list of sites. The 'CMEL001' entry, 'City Of Melbourne', is highlighted with a red box. At the bottom right of the dialog, the 'OK' button is also highlighted with a red box.

Site	Description	Organization
226	Bayside City Council – Integrated Facilities Management	PFM
235	HousingFirst	PFM
APAM001	APAM Melbourne Airport	PFM
CMEL001	City Of Melbourne	PFM
DULU001	DuluxGroup Australia	PFM
VSBA001	MakeSafe	PFM
YRAN001	Yarra Ranges Council FM Vic	PFM

108. Click on the magnifying glass in the **Status** field.

109. Select **Active**.

110. Click **OK**.

The screenshot shows the 'Job Plans' interface with the 'Site' field set to 'CMEL001'. The 'Status' field search bar has a magnifying glass icon highlighted in a red box. Below it, a 'Select Value' dialog is open, displaying a list of status options. The 'ACTIVE' option is selected and highlighted with a red box. At the bottom right of the dialog, the 'OK' button is also highlighted with a red box.

Value	Description
ACTIVE	Active
CANCEL	Cancel
DRAFT	Draft
INACTIVE	Inactive
PNDREV	Pending Revision
REVISED	Revised

# Work Instruction

MAS-WI-0020-Work Order Management (Supervisors)

## Project NextGen

Igniting change, uniting teams.

111. Select the job plan to be revised from the list.

Job Plan	Description	Site	Revision	Duration	Super
JBS1019	Annual Harness Inspection	CMELO01	0	0:00	
JCM0001	3M - Chem Mixer, CW Pump & DHW Pump- Planned Maintenance	CMELO01	0	0:00	
JCM0002	3M - Gas Valves- Planned Maintenance	CMELO01	0	0:00	
JCM0003	6M - Emergency & Exit Lighting - Planned Maintenance	CMELO01	0	0:00	
JCM0004	6M - Boards- Planned Maintenance	CMELO01	0	0:00	
JCM0005	Y - Boards- Planned Maintenance	CMELO01	0	0:00	
JCM0006	6M - RCD- Planned Maintenance	CMELO01	0	0:00	
JCM0007	Y - RCD- Planned Maintenance	CMELO01	0	0:00	
JCM0008	M - Emergency Stations- Planned Maintenance	CMELO01	0	0:00	
JCM0009	M - Traps- Planned Maintenance	CMELO01	0	0:00	
JCM0010	Y - Valves- Planned Maintenance	CMELO01	0	0:00	

112. Click **Revise Job Plan**.

Common Actions

- New Job Plan
- Save Job Plan
- Clear Changes
- Change Status

More Actions

- View Status History
- View Costs
- Duplicate Job Plan
- Add to Bookmarks
- Revise Job Plan**
- View Revision History

Revision: 0

Site: CMELO01

Details

Status: ACTIVE

Template Type: Maintenance

Duration: 0:00

Classification: CM100025

Class Description: Plumbing

Standard Reference No

Estimate Cost

Internal Responsibility

Crew

Owner Group

Crew

113. In the **Revision Description** field, enter the reason for revising the Job Plan.

114. Click **OK**.

Revise Job Plan

Enter a description for the revised Job Plan. Click OK when finished.

Job Plan: JCM0002

Revision: 1

\*Revision Description

Changing Long Description

Cancel OK

# Work Instruction

MAS-WI-0020-Work Order Management (Supervisors)

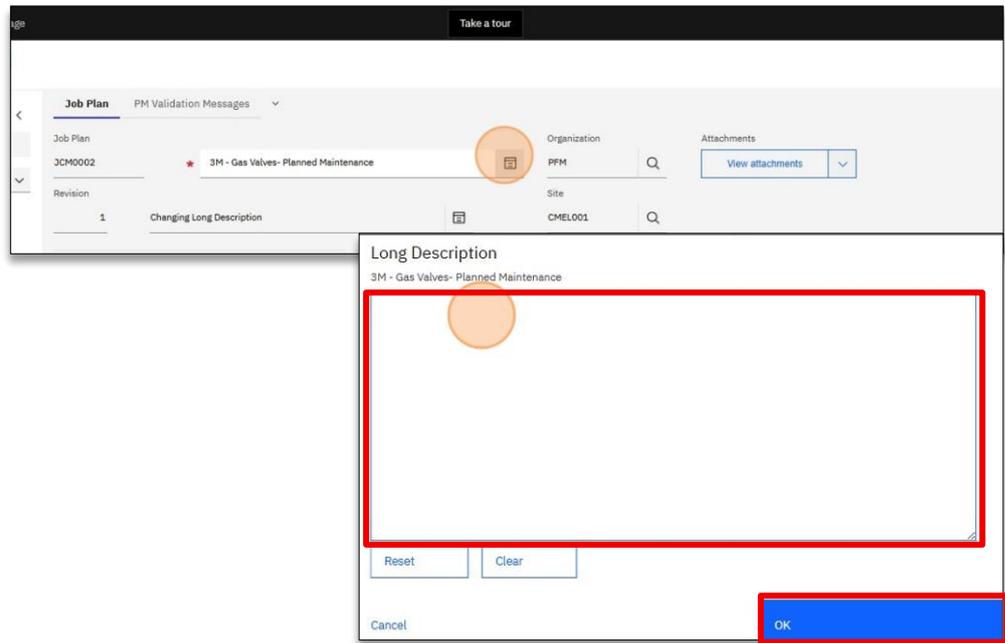
## Project NextGen

Igniting change, uniting teams.

115. The **Long Description** field can be updated (if applicable) by clicking the the icon.

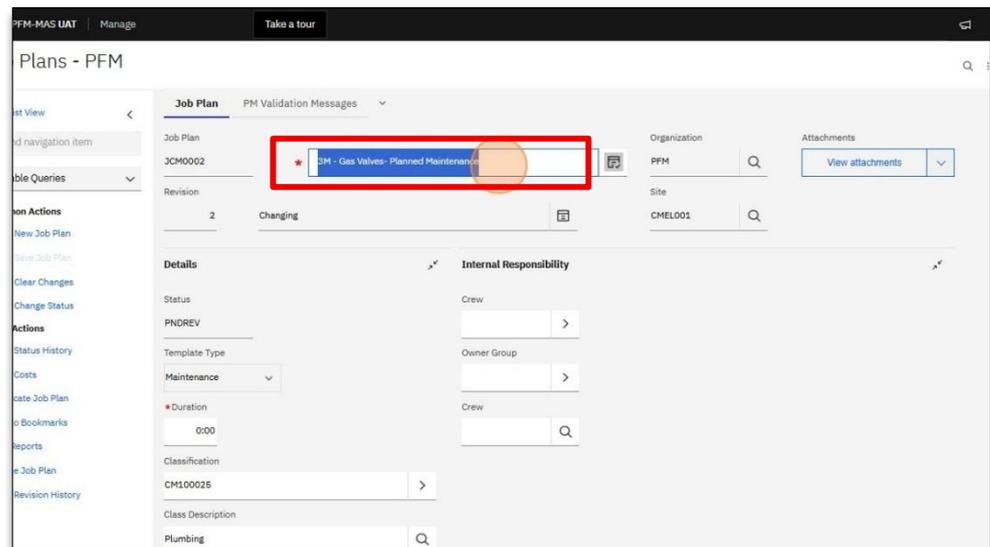
116. Enter a **Long Description**.

117. Click **OK**.



118. To amend the **Job Plan Description**, update the field shown (if applicable).

119. Note: This info will appear in the PM Work Order Description.



120. To add tasks to the job plan, click on + in the **Job Plan Tasks** section.



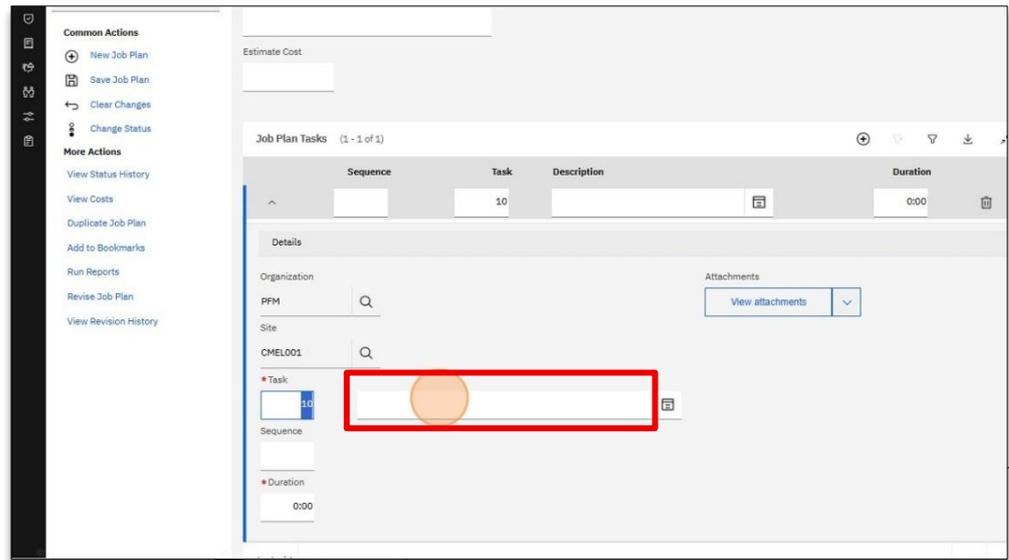
# Work Instruction

MAS-WI-0020-Work Order Management (Supervisors)

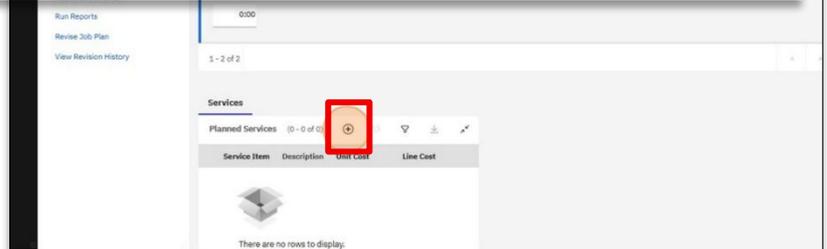
## Project NextGen

Igniting change, uniting teams.

121. Enter a Task Description.



122. To add SOR codes to the job plan, click on the + in the **Planned Services** section.



123. Click on the **Service Item** field to select an SOR code.



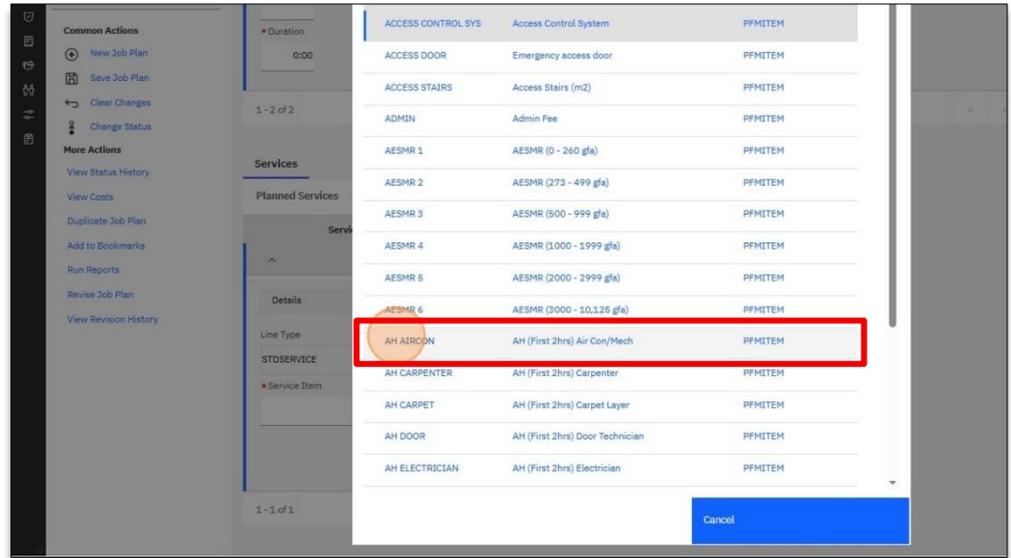
# Work Instruction

MAS-WI-0020-Work Order Management (Supervisors)

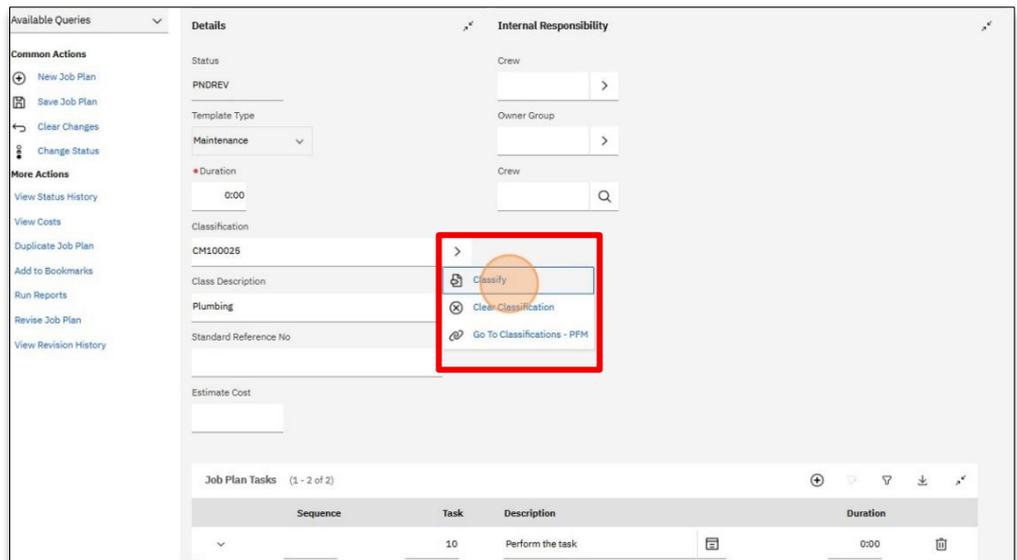
## Project NextGen

Igniting change, uniting teams.

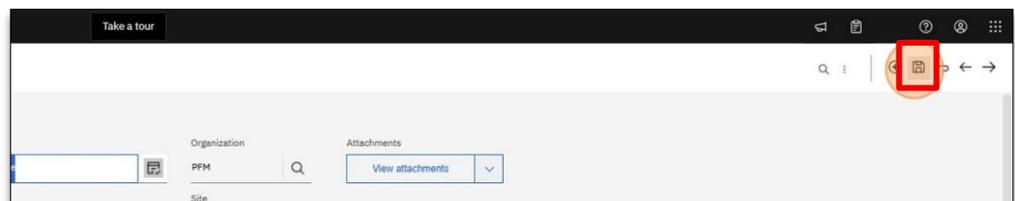
124. Select an SOR from the list.



125. To update the **Classification** field, go to **Classification > Classify**.



126. Click **Save**.



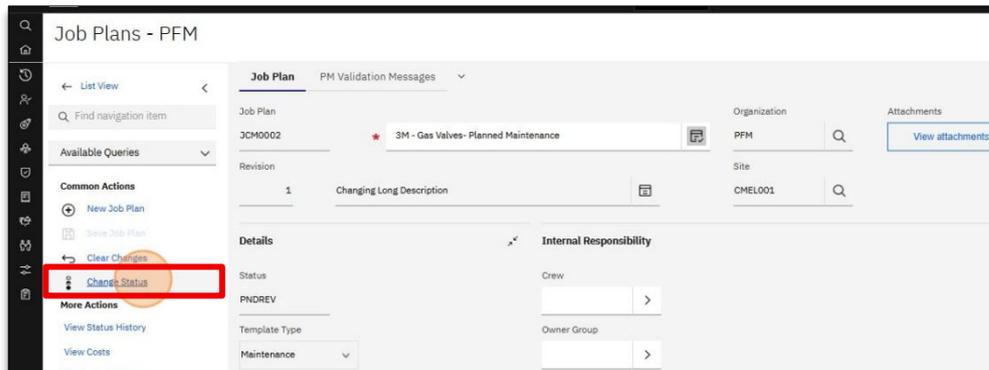
# Work Instruction

MAS-WI-0020-Work Order Management (Supervisors)

## Project NextGen

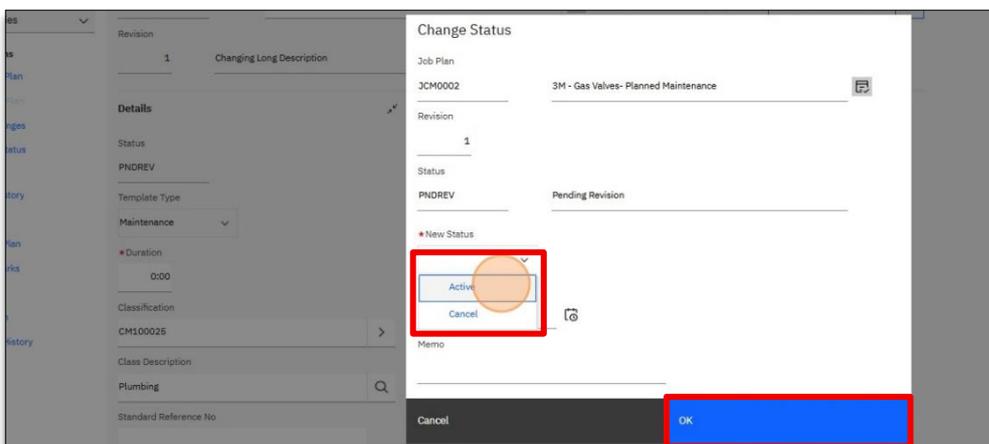
Igniting change, uniting teams.

127. Click **Change Status**.



128. Click **New Status > Active**.

129. Click **OK**.

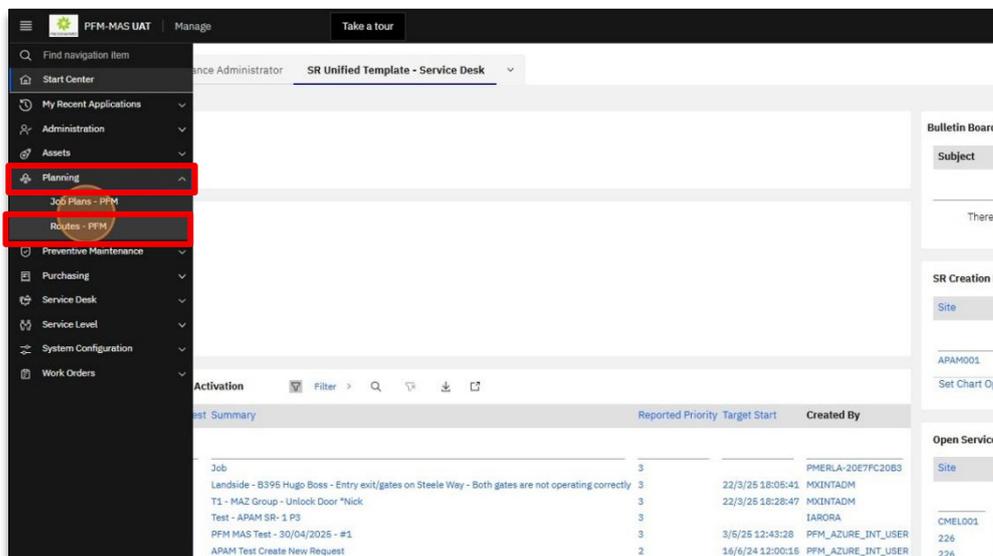


### Creating a new Route:

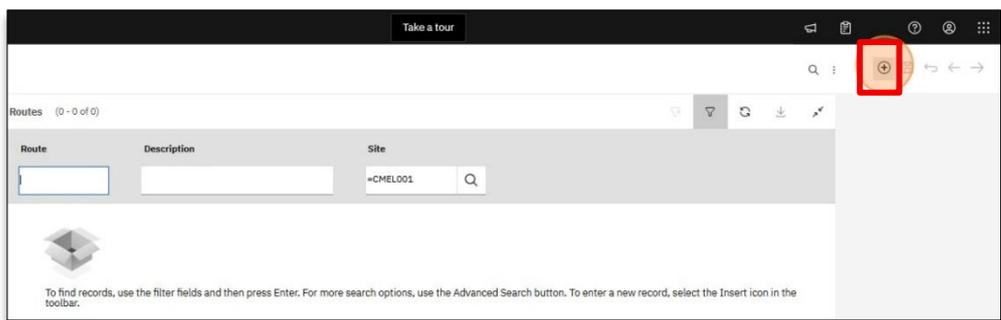
#### Explanation

130. Go to **Planning > Routes - PFM**.

#### Screenshot

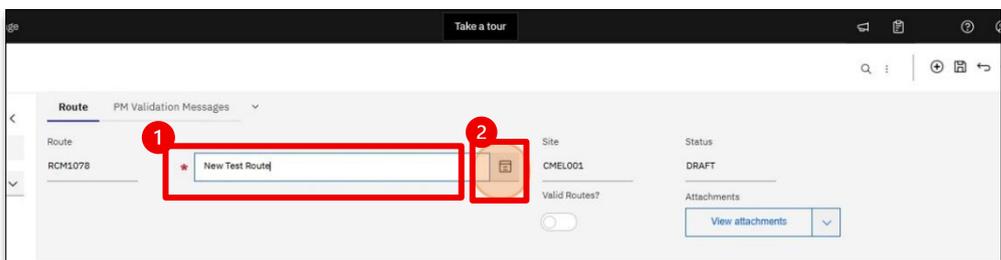


131. Click on + icon.



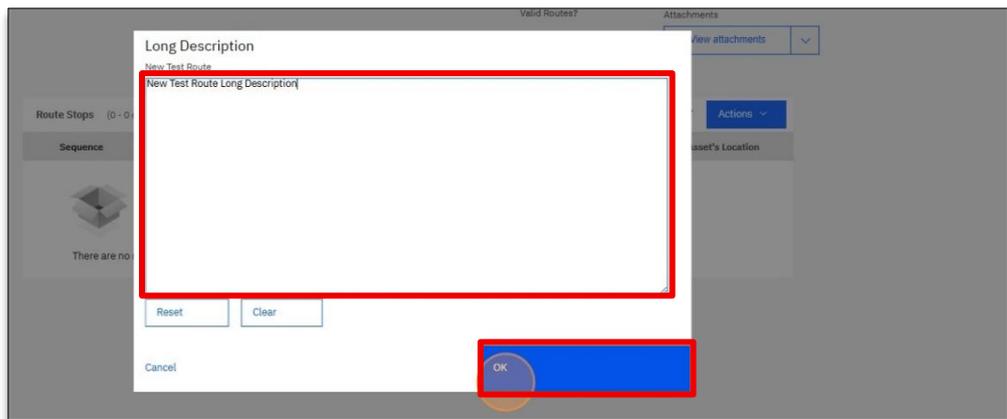
132. 1.Enter a **Description** for the **Route**.

133. 2.Click on the **Long Description** icon.

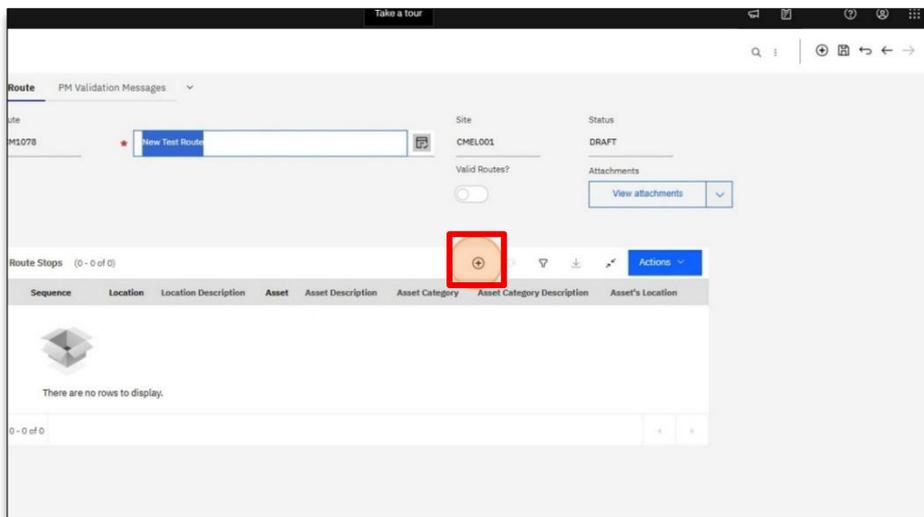


134. Enter a **Long Description**.

135. Click **OK**.



136. To add an asset, in the **Route Stops** section click +.



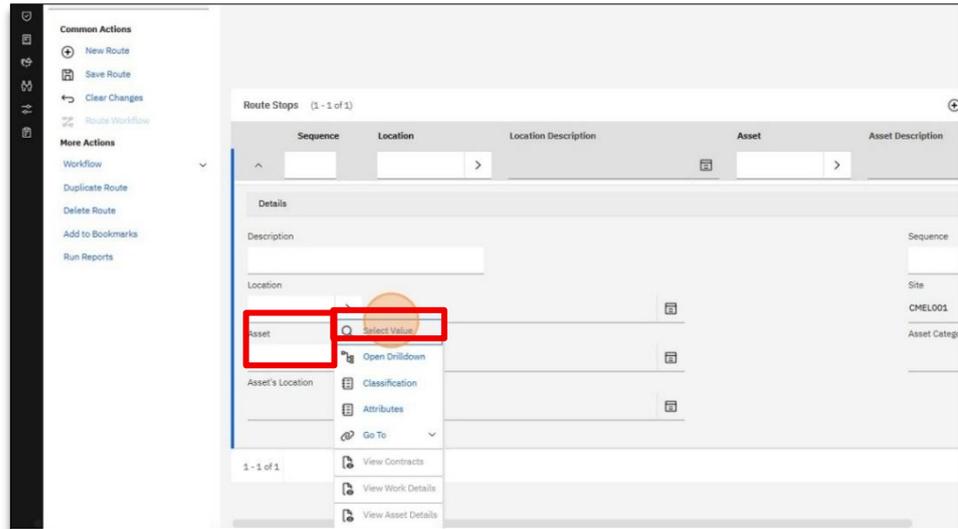
# Work Instruction

MAS-WI-0020-Work Order Management (Supervisors)

## Project NextGen

Igniting change, uniting teams.

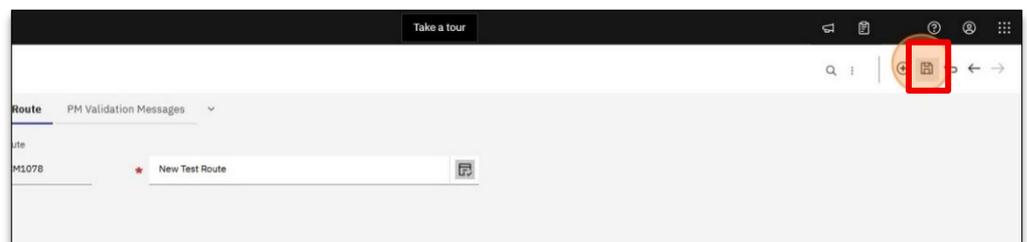
137. Go to **Asset > Select Value.**



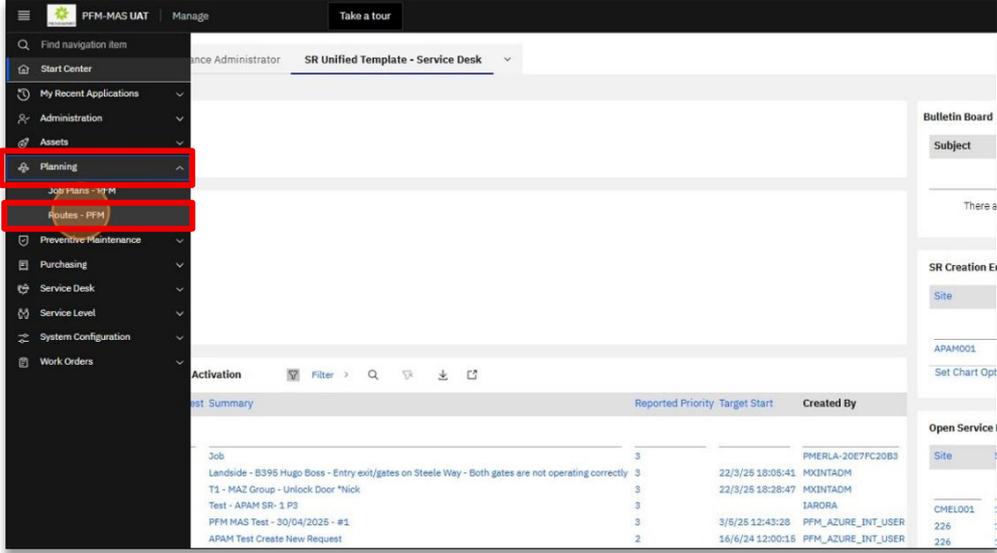
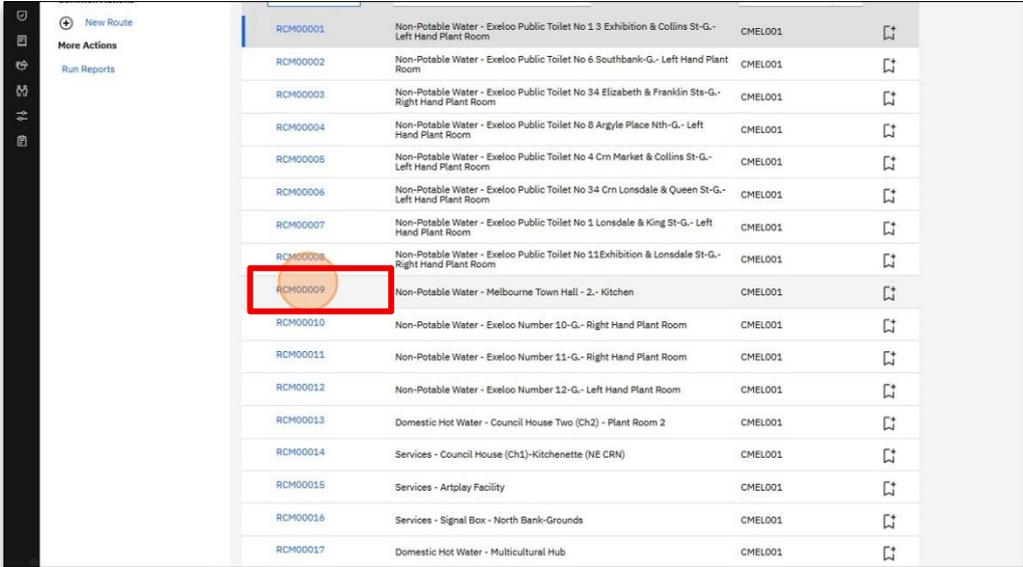
138. Select an asset from the list.

Asset ID	Description	Location Code	Location Description
ACM-00131339	Fire Blanket - Fire Blankets	LCM4268	City Village level 1-10 [8.02] - 8.02 - General Floor Area -
ACM-00131358	Fire Blanket - Fire Blankets	LCM5944	Melbourne Town Hall [3.18] - Kitchen Entry Room
ACM-00131377	Fire Blanket - Fire Blankets	LCM5698	Urban Camp [G.29] - G - Kitchen -
ACM-00131409	Carbon Dioxide Fire Extinguisher - Fire Extinguisher	LCM4224	City Village level 1-10 [10.02] - 10.02 - Roof Top Area -
ACM-00131440	Dry Chemical Fire Extinguisher - Fire Extinguisher	LCM5959	Melbourne Town Hall [4.08] - Upper Plant Room (roof access door)
ACM-00131476	Dry Chemical Fire Extinguisher - Fire Extinguisher	LCM5712	Urban Camp [G.43] - G - Foyer -
ACM-00131485	Fire Hose Reel - Fire Hose Reels	LCM4223	City Village level 1-10 [10.01] - 10.1 - Kulin Room -
ACM-00131488	Fire Hose Reel - Fire Hose Reels	LCM0359	Council House Corporate Carpark
ACM-00131507	Fire Hose Reel - Fire Hose Reels	LCM5944	Melbourne Town Hall [3.18] - Kitchen Entry Room
ACM-00131537	Fire Hydrant - Fire Hydrant	LCM0359	Council House Corporate Carpark
ACM-00131561	Fire Hydrant - Fire Hydrant	LCM4223	City Village level 1-10 [10.01] - 10.1 - Kulin Room -
ACM-00131566	Lay Flat Fire Hose - Lay Flat Delivery Hoses	LCM0359	Council House Corporate Carpark
ACM-00131571	Lay Flat Fire Hose - Lay Flat Delivery Hoses	LCM5904	Melbourne Town Hall [2.20] - MTH Outside Balcony
ACM-00131585	Fire Resistant Door Sets - Single - Passive Fire & Smoke Systems	LCM5951	Melbourne Town Hall [4.1] - Level 4
ACM-00131600	Virtual Asset - Means of Egress - Exit Point	LCM0316	208 Little Collins Street Shop - HallTix

139. Click **Save.**



### Viewing and Updating an existing Route:

Explanation	Screenshot																																																						
<p>140. Go to <b>Planning &gt; Routes – PFM</b>.</p>	 <p>The screenshot shows the PFM-MAS UAT interface. On the left, a navigation menu is visible with 'Planning' and 'Routes - PFM' highlighted in red. The main area displays a table of work orders with columns for Job, Reported Priority, Target Start, and Created By.</p> <table border="1"> <thead> <tr> <th>Job</th> <th>Reported Priority</th> <th>Target Start</th> <th>Created By</th> </tr> </thead> <tbody> <tr> <td>Landslide - B395 Hugg Boss - Entry exit/gates on Steele Way - Both gates are not operating correctly</td> <td>3</td> <td>22/3/25 18:05:41</td> <td>PMERLA-20E7FC20B3</td> </tr> <tr> <td>T1 - MAZ Group - Unlock Door *Nick</td> <td>3</td> <td>22/3/25 18:28:47</td> <td>MXINTADM</td> </tr> <tr> <td>Test - APAM SR- 1 P3</td> <td>3</td> <td></td> <td>IARORA</td> </tr> <tr> <td>PFM MAS Test - 30/04/2025 - #1</td> <td>3</td> <td>3/5/25 12:43:28</td> <td>PFM_AZURE_INT_USER</td> </tr> <tr> <td>APAM Test Create New Request</td> <td>2</td> <td>16/6/24 12:00:15</td> <td>PFM_AZURE_INT_USER</td> </tr> </tbody> </table>	Job	Reported Priority	Target Start	Created By	Landslide - B395 Hugg Boss - Entry exit/gates on Steele Way - Both gates are not operating correctly	3	22/3/25 18:05:41	PMERLA-20E7FC20B3	T1 - MAZ Group - Unlock Door *Nick	3	22/3/25 18:28:47	MXINTADM	Test - APAM SR- 1 P3	3		IARORA	PFM MAS Test - 30/04/2025 - #1	3	3/5/25 12:43:28	PFM_AZURE_INT_USER	APAM Test Create New Request	2	16/6/24 12:00:15	PFM_AZURE_INT_USER																														
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<p>141. To display all routes for a contract, enter a <b>Site</b> and click <b>[Enter]</b>.</p> <p>142. Select a route from the list.</p>	 <p>The screenshot shows the 'New Route' interface. A list of routes is displayed with columns for ID, Description, and Site. The route with ID RCM00009 is highlighted in red.</p> <table border="1"> <thead> <tr> <th>ID</th> <th>Description</th> <th>Site</th> </tr> </thead> <tbody> <tr> <td>RCM00001</td> <td>Non-Potable Water - Exeloo Public Toilet No 13 Exhibition &amp; Collins St-G- Left Hand Plant Room</td> <td>CMEL001</td> </tr> <tr> <td>RCM00002</td> <td>Non-Potable Water - Exeloo Public Toilet No 6 Southbank-G- Left Hand Plant Room</td> <td>CMEL001</td> </tr> <tr> <td>RCM00003</td> <td>Non-Potable Water - Exeloo Public Toilet No 34 Elizabeth &amp; Franklin Sts-G- Right Hand Plant Room</td> <td>CMEL001</td> </tr> <tr> <td>RCM00004</td> <td>Non-Potable Water - Exeloo Public Toilet No 8 Argyle Place Nth-G- Left Hand Plant Room</td> <td>CMEL001</td> </tr> <tr> <td>RCM00005</td> <td>Non-Potable Water - Exeloo Public Toilet No 4 Crm Market &amp; Collins St-G- Left Hand Plant Room</td> <td>CMEL001</td> </tr> <tr> <td>RCM00006</td> <td>Non-Potable Water - Exeloo Public Toilet No 34 Crm Lonsdale &amp; Queen St-G- Left Hand Plant Room</td> <td>CMEL001</td> </tr> <tr> <td>RCM00007</td> <td>Non-Potable Water - Exeloo Public Toilet No 1 Lonsdale &amp; King St-G- Left Hand Plant Room</td> <td>CMEL001</td> </tr> <tr> <td>RCM00008</td> <td>Non-Potable Water - Exeloo Public Toilet No 11 Exhibition &amp; Lonsdale St-G- Right Hand Plant Room</td> <td>CMEL001</td> </tr> <tr> <td>RCM00009</td> <td>Non-Potable Water - Melbourne Town Hall - 2- Kitchen</td> <td>CMEL001</td> </tr> <tr> <td>RCM00010</td> <td>Non-Potable Water - Exeloo Number 10-G- Right Hand Plant Room</td> <td>CMEL001</td> </tr> <tr> <td>RCM00011</td> <td>Non-Potable Water - Exeloo Number 11-G- Right Hand Plant Room</td> <td>CMEL001</td> </tr> <tr> <td>RCM00012</td> <td>Non-Potable Water - Exeloo Number 12-G- Left Hand Plant Room</td> <td>CMEL001</td> </tr> <tr> <td>RCM00013</td> <td>Domestic Hot Water - Council House Two (Ch2) - Plant Room 2</td> <td>CMEL001</td> </tr> <tr> <td>RCM00014</td> <td>Services - Council House (Ch1)-Kitchenette (NE CRN)</td> <td>CMEL001</td> </tr> <tr> <td>RCM00015</td> <td>Services - Artplay Facility</td> <td>CMEL001</td> </tr> <tr> <td>RCM00016</td> <td>Services - Signal Box - North Bank-Grounds</td> <td>CMEL001</td> </tr> <tr> <td>RCM00017</td> <td>Domestic Hot Water - Multicultural Hub</td> <td>CMEL001</td> </tr> </tbody> </table>	ID	Description	Site	RCM00001	Non-Potable Water - Exeloo Public Toilet No 13 Exhibition & Collins St-G- Left Hand Plant Room	CMEL001	RCM00002	Non-Potable Water - Exeloo Public Toilet No 6 Southbank-G- Left Hand Plant Room	CMEL001	RCM00003	Non-Potable Water - Exeloo Public Toilet No 34 Elizabeth & Franklin Sts-G- Right Hand Plant Room	CMEL001	RCM00004	Non-Potable Water - Exeloo Public Toilet No 8 Argyle Place Nth-G- Left Hand Plant Room	CMEL001	RCM00005	Non-Potable Water - Exeloo Public Toilet No 4 Crm Market & Collins St-G- Left Hand Plant Room	CMEL001	RCM00006	Non-Potable Water - Exeloo Public Toilet No 34 Crm Lonsdale & Queen St-G- Left Hand Plant Room	CMEL001	RCM00007	Non-Potable Water - Exeloo Public Toilet No 1 Lonsdale & King St-G- Left Hand Plant Room	CMEL001	RCM00008	Non-Potable Water - Exeloo Public Toilet No 11 Exhibition & Lonsdale St-G- Right Hand Plant Room	CMEL001	RCM00009	Non-Potable Water - Melbourne Town Hall - 2- Kitchen	CMEL001	RCM00010	Non-Potable Water - Exeloo Number 10-G- Right Hand Plant Room	CMEL001	RCM00011	Non-Potable Water - Exeloo Number 11-G- Right Hand Plant Room	CMEL001	RCM00012	Non-Potable Water - Exeloo Number 12-G- Left Hand Plant Room	CMEL001	RCM00013	Domestic Hot Water - Council House Two (Ch2) - Plant Room 2	CMEL001	RCM00014	Services - Council House (Ch1)-Kitchenette (NE CRN)	CMEL001	RCM00015	Services - Artplay Facility	CMEL001	RCM00016	Services - Signal Box - North Bank-Grounds	CMEL001	RCM00017	Domestic Hot Water - Multicultural Hub	CMEL001
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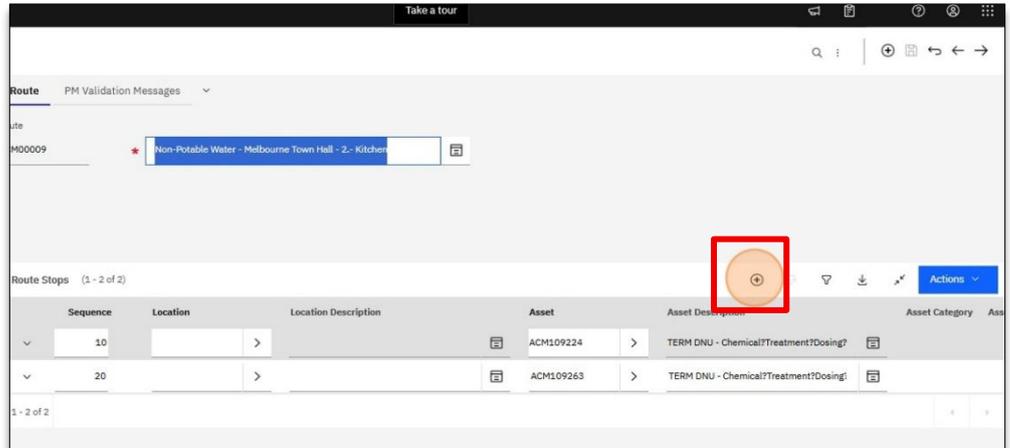
# Work Instruction

MAS-WI-0020-Work Order Management (Supervisors)

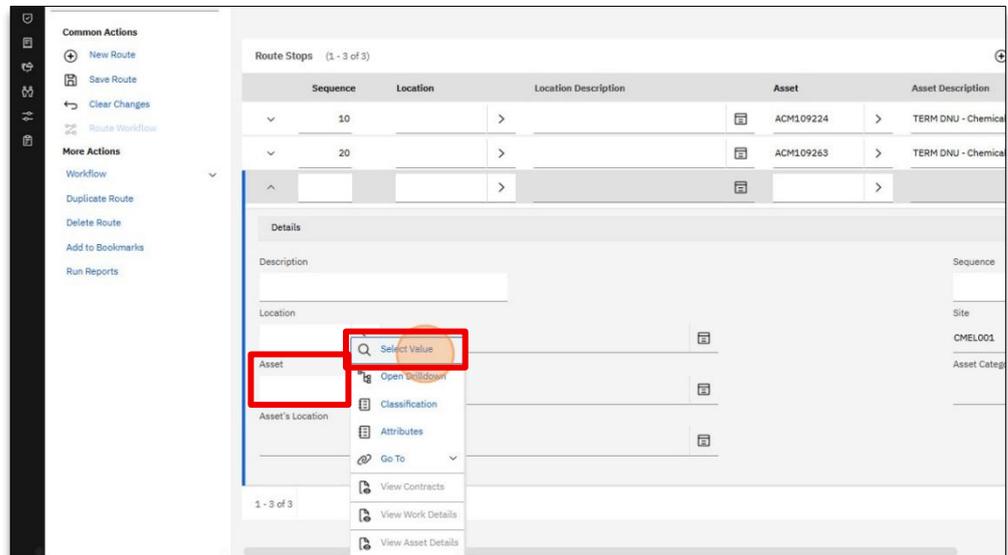
## Project NextGen

Igniting change, uniting teams.

143. To add an asset, in the Route Stops section click **+ icon**.

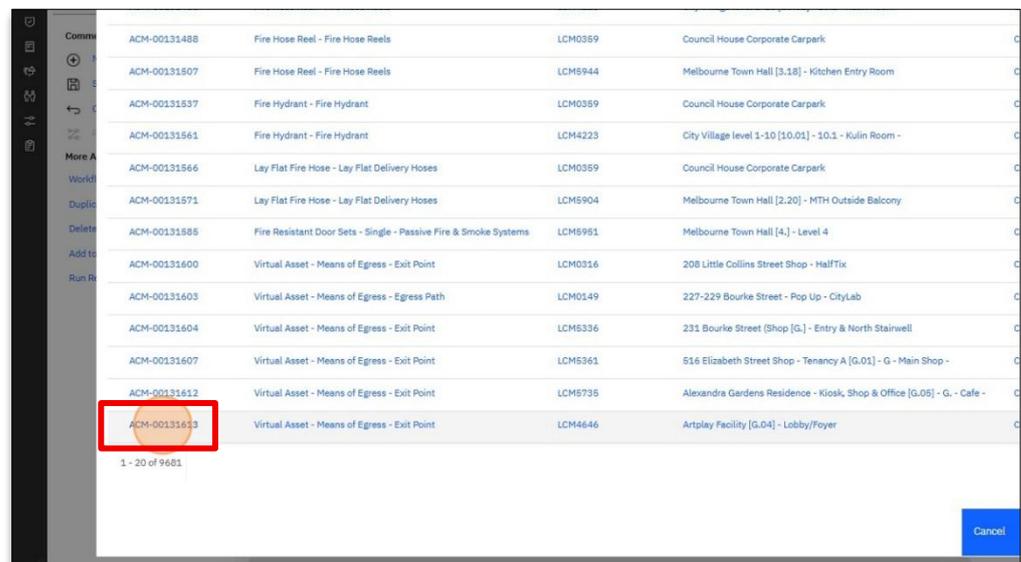


144. Go to **Asset > Select Value**.



145. Select an asset from the list.

146. Note: The asset should be in **Operating** status to add it to the route.



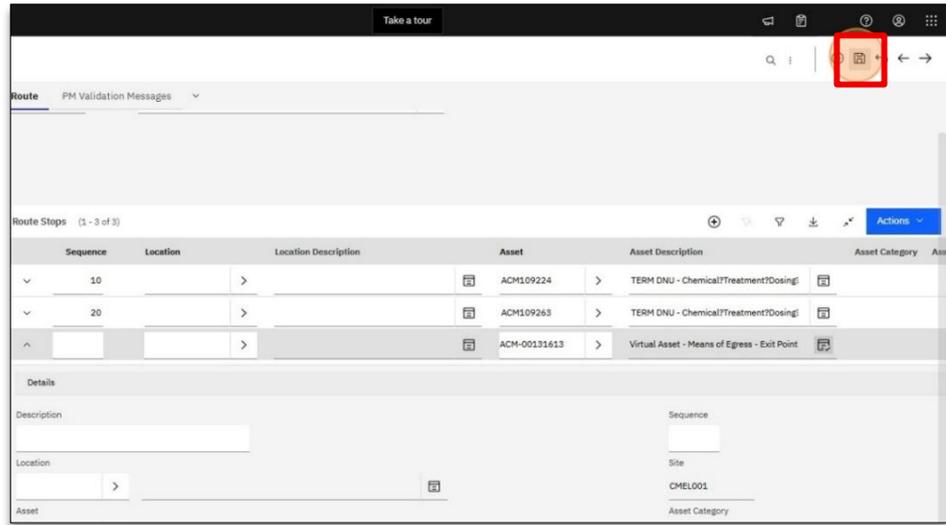
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MAS-WI-0020-Work Order Management (Supervisors)

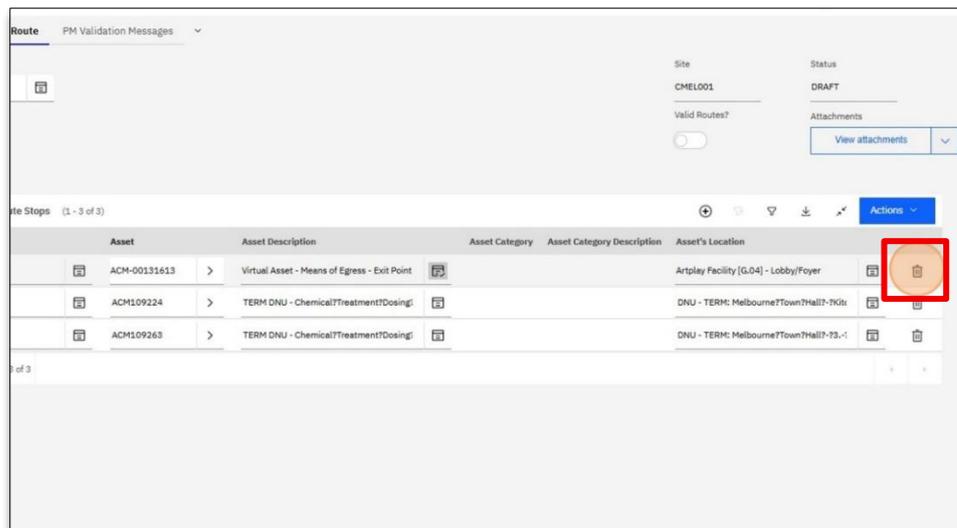
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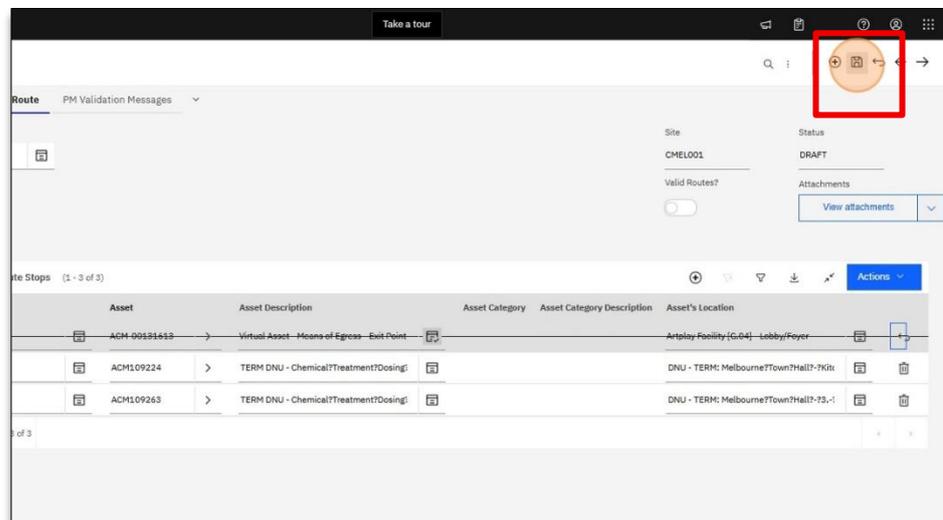
147. Click **Save**.



148. To remove an asset from the route, click on the **Bin** icon.

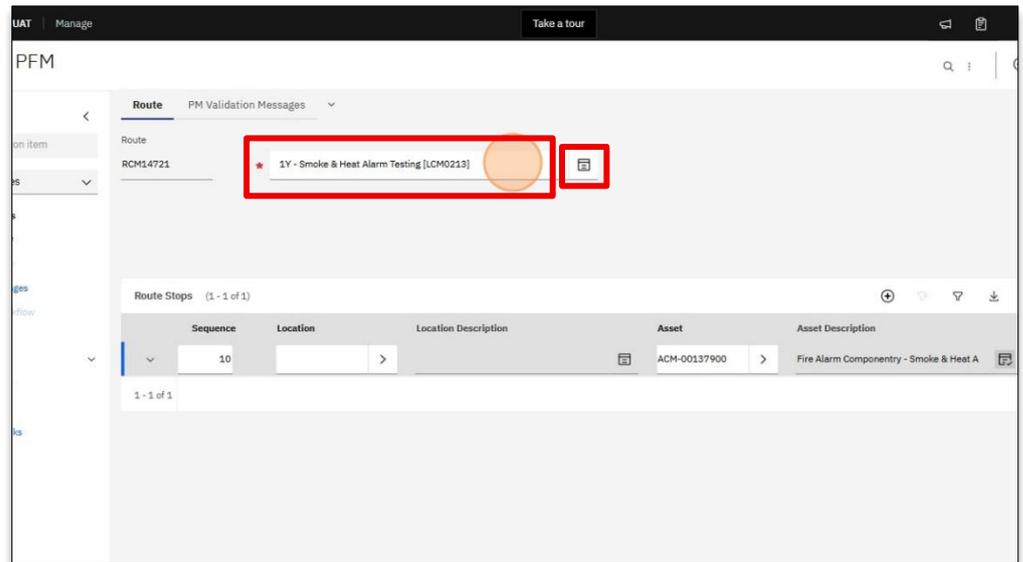


149. Click **Save**.



150. Amend the **Summary** if applicable.

151. Amend the **Long Description** if applicable.



### Related Work Instructions or Process Maps:

MAS-WI-0010-Navigation & Overview

MAS-WI-0040-Claims

TSMob-WI-0020 Work Order Management (Supervisors)

History			
Description	Reference #	Date	Authority / WI Owner
New Work Instruction		29 <sup>th</sup> May 2025	Programmed Facilities Management
Next Review Due		Upon Next Release	