

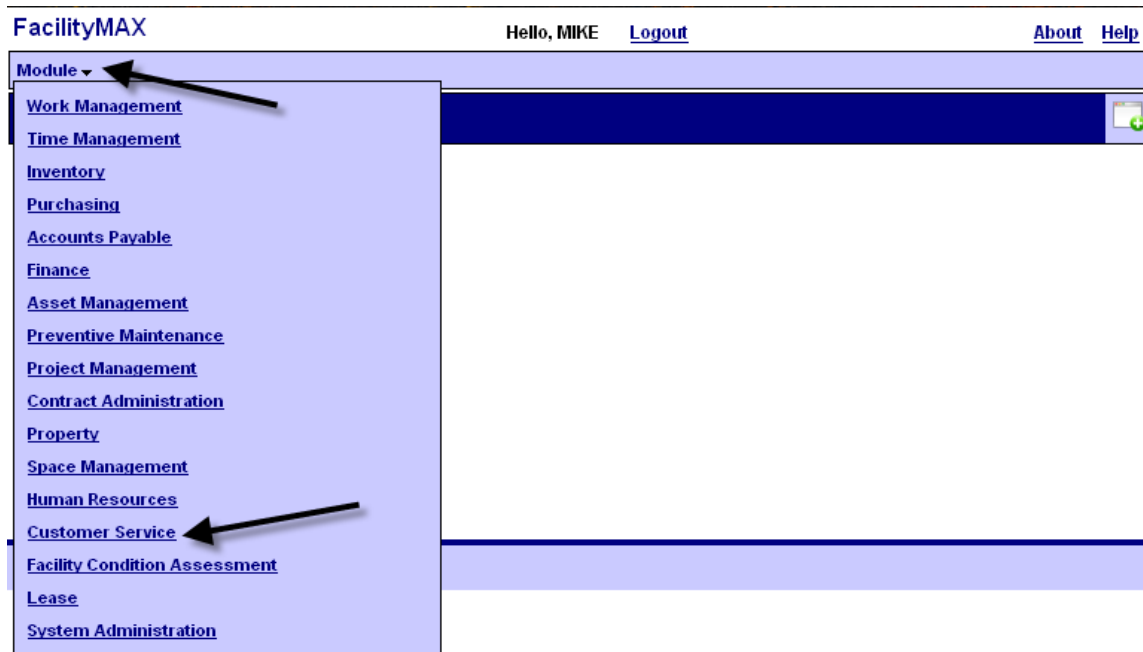
Facility Services Customer Request Entry

1. Login to the following website with your CSUSM network Username and Password.

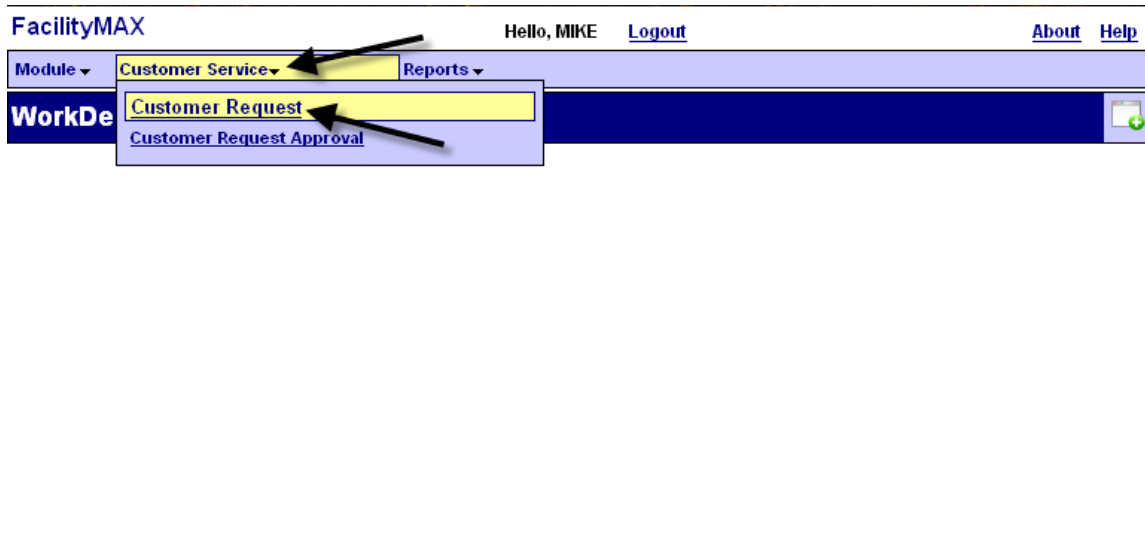
<http://mms07.csusm.edu:8080/fmax>




2. Hover over the "Module" drop down menu and click the "Customer Service" menu option.




3. On the next window, hover over the "Customer Service" drop down menu and click the "Customer Request" menu option.



4. Click the "New" button  in the top-right portion of the screen.



5. Enter the following information in the appropriate text fields (click "Zoom"  buttons where applicable for available choices):




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Module **Customer Service** Reports

Customer Request


View:

Transaction	1049	Editor	MGECK	Reference	<input type="text"/>
		Date Created	May 29, 2007		
Problem Code	<input type="text"/>			Work Order	
Description	<div style="border: 2px solid red; height: 40px; width: 100%;"></div>			Status	Pending Approval
				Desired Date	<input type="text"/> <input type="text"/>
Contact			Location		
Dept. ID	<input type="text"/>	Campus	<input type="text" value="CSUSM"/>		
Contact	<input type="text"/>	Location	<input type="text" value="MAIN"/> <input type="text" value="MAIN CAMPUS"/>		
Contact Phone	<input type="text"/>	Building	<input type="text" value="041"/> UNIVERSITY		
Contact Email	<input type="text"/>	Room/Location	<input type="text"/>		

- "Problem Code" Field** - Click the "Zoom" button  next to the "Problem Code" text field. Then select the appropriate "Problem Code" on the pop-up window. Not all "Problem Codes" will display on the pop-up window initially; you may have to use the "Play" buttons  to view the 2nd page of "Problem Codes" if the "Problem Code" is not shown on the 1st page. **Please note: If there is no appropriate "Problem Code" that addresses the service you are requesting, please click the "Cancel" button** .

Problem Code

Problem Code	Description	Type	Category	Shop	Shop Person
CEILING TILE	CEILING TILE ISSUE	NONBILLABLE	N-SERVICE		
CLEANING	CLEANING ISSUES	NONBILLABLE	N-SERVICE	CU	
FURNITURE	FURNITURE ISSUES (KEYBOARD TRAYS, DESKS, BOOK SHELVES, ETC.)	NONBILLABLE	N-SERVICE		
GRAFFITI	GRAFFITI	NONBILLABLE	N-SERVICE		
IMPROVEMENTS	IMPROVEMENT ISSUES	BILLABLE	B-SERVICE		
KEYS/LOCKS	KEY AND LOCK ISSUES	NONBILLABLE	N-SERVICE		
LEAKS	LEAKS	NONBILLABLE	N-SERVICE		
LIGHT OUT	LIGHT OUT	NONBILLABLE	N-SERVICE		
LIGHTING	LIGHTING ISSUES	NONBILLABLE	N-STAND		
PEST CONTROL	PEST CONTROL	NONBILLABLE	N-SERVICE		

Page of 2  Records Found = 16

- **“Description” Field** - After you select your “Problem Code,” you will return to the “Customer Request” page and continue filling in the text fields on the page. The next field you **MUST** fill in will be the “Description” field. Enter all pertinent details about the work to be done in this field.

PLEASE BE AS DESCRIPTIVE AS POSSIBLE, THE MORE DETAILS YOU SUPPLY THE EASIER IT WILL BE FOR US TO ACOMPLISH THE TASK WITH MINIMAL DELAY.

Sample format: Building-Room-Task (CRAVEN-1234-Replace missing and stained ceiling tiles)

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Module Customer Service Reports

Customer Request View: Select

Transaction	1049	Editor	MGECK	Reference	
		Date Created	May 29, 2007		
Problem Code				Work Order	
Description				Status	Pending Approval
				Desired Date	
Contact			Location		
Dept. ID			Campus	CSUSM	
Contact			Location	MAIN	
Contact Phone			Building	041	
Contact Email			Room/Location		

- **“Dept. ID” Field** – You **MUST** click the “Zoom” button next to the “Dept. ID” text field to search for it. Click the “Execute Search” button in the top right corner of the pop-up window to view all options.

Customer Requestor

Dept. ID	=	
Name	=	

Next, select your Dept. ID. If you don't know what your Dept. ID is, click the “Name” link near the top-middle of the screen to sort by department/organization name. Not all departments/organizations will display on the pop-up window initially; you may have to use the







“Play” buttons to page through the options available in the system if the department/organization is not shown on the 1st page.



Once you have found the department/organization, click the corresponding "Dept. ID" code number. This will close the window and return you to the Customer Request webpage.


<u>Dept. ID</u>	<u>Name</u>
1001	ACDRES ACAD RESOURCE OFFICE
1002	ACADEMIC SENATE
1003	ACDPRG ACAD PROGRAMS OFFICE
1006	ACDRES SERVICE LEARNING
1009	PRES ATHLET CROSS CNTRY/TRACK
1010	PRES ATHLETICS GOLF
1011	PRES ATHLETICS OFFICE OPS
1012	UCWA CMS PROJECT
1013	COAS BIOLOGY PROGRAM
1014	COAS CHEMISTRY PROGRAM


Page 1 of 18 | | Records Found = 180


- **"Contact" Fields** – In the "Contact" text field, enter your name. In the "Contact Phone" text field, enter your CSUSM extension. In the "Contact Email" text field, enter your CSUSM e-mail address.

Module ▾ Customer Service ▾		Reports ▾	
Customer Request			View: <input type="text" value="Select"/>  
Transaction	1049	Editor	MGECK
		Date Created	May 29, 2007
Reference	<input type="text"/>		
Problem Code	<input type="text"/>	Work Order	
Description	<div style="border: 2px solid red; height: 40px;"></div>	Status	Pending Approval
		Desired Date	<input type="text"/> 
Contact		Location	
Dept. ID	<input type="text"/>	Campus	<input type="text" value="CSUSM"/> 
		Delete	CAL STATE SAN
Contact	<input type="text"/>	Location	<input type="text" value="MAIN"/> 
		Delete	MAIN CAMPUS
Contact Phone	<input type="text"/>	Building	<input type="text" value="041"/> 
			UNIVERSITY
Contact Email	<input type="text"/>	Room/Location	<input type="text"/>

- “Location” Fields** – The first thing you **MUST** do is click the “Zoom” button  next to the “Campus” text field and select “CSUSM”. In the Facility window click “OFF CAMPUS” if you are in SMACC or the Foundation building. For all other buildings, click “MAIN.” Next, select the building, parking lot, street or outdoor location where the work will be done. Not all buildings will display on the pop-up window initially; you may have to use the “Play” buttons  to page through the options available in the system if the building/locations not shown on the 1st page.

On the next page, select the room/location where the work will be performed. Not all rooms/locations, within the building you selected, will display on the webpage initially; you may have to use the “Play” buttons  to page through the options available in the system if the room/location is not shown on the 1st page. When you select the “Room/Location”, the window will close and return you to the Customer Request webpage.

- “Desired Date” Field** – If you have a deadline date that Facility Services needs to be made aware of, click the “Calendar” button  next to the “Desired Date” text field and select the date. If there is no deadline date, leave the field blank.
- “Reference” Field** – Enter text for your future reference.

6. Click the “Save” button in the top right corner of the window  to submit your Customer Request to Facility Service Work Control. You will receive an email confirmation when your Customer Request has been successfully submitted.