



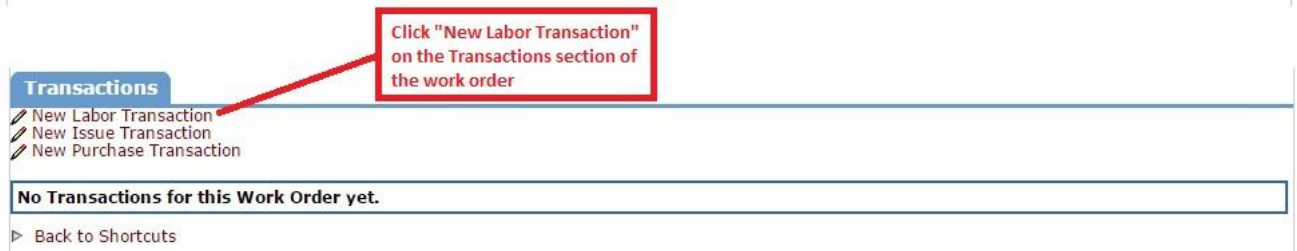
MD-0007 Daily Technician Procedures

The following is the proper procedure for the daily use of School Dude as a Technician:

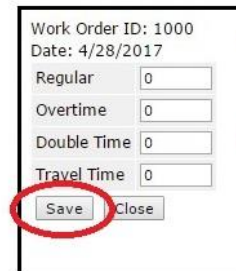
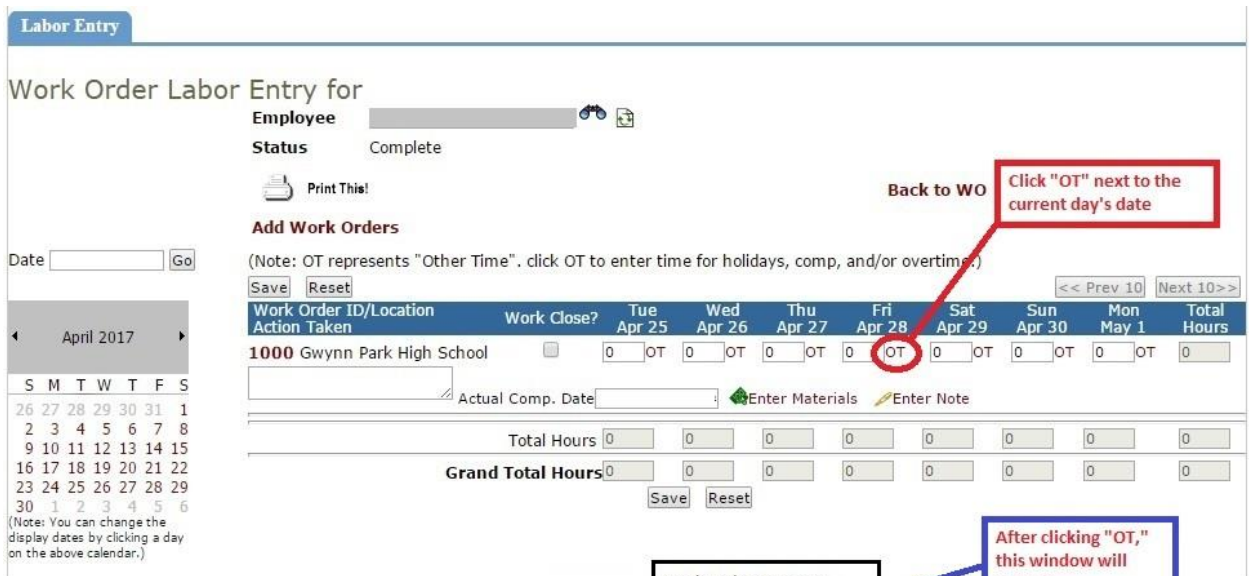
- Technician opens Maintenance Direct to determine where they will be going for the day. When the technician leaves the shop, he/she is to 10-1 to the first location and 10-2 on arrival.
- On arrival, the technician opens the work order and marks the status as “work in progress.”
- Once finished at that location, the technician is to complete the required information in the work order including a detailed description of the work performed and the Building Supervisor’s initials in the action taken field, labor time and travel time that was required to get to the first location and any materials used. Status is to be changed to the appropriate status “complete, on hold, parts on order, etc.”
- When the technician determines the next location to report to, he/she will 10-1 the location then 10-2 on arrival. On arrival, technician will open the work order and change the status to “work in progress.”
- Once finished at that location, the technician is to complete the required information in the work order including a detailed description of the work performed and the Building Supervisor’s initials in the action taken field, labor time and travel time that was required to get to the second location and any materials used. Status is to be changed to the appropriate status “complete, on hold, parts on order, etc.”
- Repeat these steps throughout the day; if this is the last work order for the day, include travel time back to the shop.
- 10-1 back to the shop.
- All daily work order labor transactions of regular time and travel time shall equal 8 hours if not on approved leave.
- When overtime occurs, this shall be recorded in the labor transaction as “overtime” or “double time” for Sundays.

Steps to enter a Labor Transaction:

- Open the work order that you want to record labor on.
- Scroll down to the “Transactions” section of the work order and select “New Labor Transaction”



- A new page will load on the screen.
- Click “OT” next to the current day’s date.
- A website pop up will appear, enter the appropriate labor: regular, overtime, double time, travel time.
- Numbers shall be recorded in quarterly hour increments
 - 15 minutes = 0.25 hours
 - 30 minutes = 0.5 hours
 - 45 minutes = 0.75 hours
 - 1 hour = 1 hour
- Click “Save”



After clicking "OT," this window will appear.

Enter the amount of labor and travel time, then click "Save"

Work Order Status Definitions:

New Request- Work order that has been submitted but has not been addressed by the technician.

Work in Progress- This is to be selected only when actively working on the assigned job.

Complete- The technician has completed the work specified in the work order, has recorded labor hours, materials used and action taken information within that work order.

Closed- Supervisors are to review a completed work order and verify that technician has recorded all of the required information (labor hours, materials, and action taken) and correct any information as needed.

Declined- Work that should not be submitted on a work order, ie: renovations, large areas such as entire buildings, not enough man power available, contractor, or previously submitted open work orders.

Parts on Order- This is to be selected after a work order has been addressed and determined that parts need to be ordered. Record order information in the Journal Note section of the work order.

Duplicate Request- Work orders that has an exact duplicate request already in the system. These work orders should be changed to "Declined"

Void- Only to be used for testing purposes.

On Hold- A work order that was previously marked "work in progress" but could not be completed on that day, technician will return.

Waiting for more information- Work order that needs more information before a crew can proceed, if the requestor does not reply back within 5 days, the status is to be changed to "declined." **Or**, a work order that has incomplete information and the supervisor is waiting for the information to be updated by the technician before it can be closed.

Open Extended- A work order that is open for an extended period of time such as a rotating schedule.

Pending- Work that is pending for approval or saved for future work load. *For Administrative use only.*

Waiting Funding- Work that can't be completed due to lack of funding. This does not apply to Capital Improvement projects.

Deferred- Work order that needs to be completed by a contractor. *For Administrative use only.*

Forwarded-Work Order that is being routed to another person or shop, the Message Center is to be used to communicate the need to Master Foremen. Once received, work order should be changed to "new request."