Plant Operations – Work Control
Web forms to Request a Work Order

Effective 3/2/09 all forms can be found on the Plant Operations home page
www.plantops.umich.edu

A few quick notes relevant to all forms:
• * Indicates a required field
• Clicking on the ? will give you information regarding that field.
• The phone number fields auto fill when only the standard campus 5 digits are entered.
• The submitter e-mail address defaults by login, and cannot be changed.

Customer Pay form (replacing WebFM):
Web Address: https://services.bf.umich.edu/customer/
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If you have a yearly work order number to charge the work to, click yes and a box will appear to enter the yearly number in. Please note yearly numbers must be followed by a – (dash) and the fiscal year for example 245789-2009. Also please note 4 digit yearly numbers need to be preceded with a 0 for example 01219-2009.

If you do not wish to charge a yearly work order, then click no, and a box will appear that prompts you to enter your chart field combination (chartcom). Chartcoms are pre-loaded into the system based on information you provide to the FMS Help Desk. For future assistance (adding or deleting chartcoms), please contact 7-4357 (7HELP) to reach the Plant Operations FMS Helpdesk.

Once you complete the form, click submit. The following work order results information will appear:

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Customer Pay Work Order Requested Results

Thank you. Your Customer Pay Work Order Request has been successfully submitted and assigned transaction #1953.
The Plant Operations Call Center will pick up your request and once processed will email the work order # to the person in the 'confirmation email field.'

You may now...

Logout

Redirect to Plant Operations Home Page

Enter another Customer Pay Work Order Request

Questions? Plant Operations Call Center can be contacted at (734) 647-2059 or by email at POCC@umich.edu.
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Please note that the transaction number is not your Work Order number. A Work Order number will be created when the request is processed by the Plant Operations Call Center. You will be contacted with your work order number at that time.
Maintenance General Fund form:
Web Address: https://services.bf.umich.edu/general

Once you complete the form, click submit. The work order request results box (as noted above) will appear. Please note that the transaction number is not your Work Order number. A Work Order number will be created when the request is processed by the Plant Operations Call Center. You will be contacted with your work order number at that time.
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Estimate Request form:
Web Address: [https://services bf.umich.edu/estimate](https://services bf.umich.edu/estimate)

Once you complete the form, click submit. The work order request results box (as noted above) will appear. Please note that the transaction number is not your Work Order number. A Work Order number will be created when the request is processed by the Plant Operations Call Center. You will be contacted with your work order number at that time.

If you have questions regarding the status of your online request please contact the Plant Operations Call Center at 647-2059, or e-mail at POCC@umich.edu.