REACTION PHYSICAL PLANT MODULE
USER MENU

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WORK ORDER
**ADD WORK ORDER:**

1. Logon to **Reaction**
2. Go to **Physical Plant → Add Work Order.** Or **Click Here**
3. Enter or Select the following required information (see figure 1):
   - Net ID*
   - Short Description*
   - Work Needed*
   - Building*
   - Work Type*

4. Enter or Select optional fields (see figure 1).
5. Click **Submit**
6. A confirmation page will be displayed (see figure 2).

---

**PHYSICAL PLANT - CREATE WORK ORDER**

<table>
<thead>
<tr>
<th>Category*</th>
<th>Maintenance ▼</th>
<th>Emergency □</th>
<th>Request Quote □</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net ID:</td>
<td>dambache □</td>
<td>Search Net ID from Phonebook</td>
<td></td>
</tr>
<tr>
<td>Short Description (22 char max):</td>
<td>check window AC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work Needed:</td>
<td>Windows AC not working</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Building:</td>
<td>Noyes Lab ▼</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Room No:</td>
<td>53</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Room Type:</td>
<td>Lab ▼</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work Type:</td>
<td>Normal ▼</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact Name/Phone:</td>
<td>Chad Stevens 3-6355</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[Submit]

**Figure 1: Add Work Order Screen**
SEARCH WORK ORDER:

1. Logon to Reaction
2. Go to Physical Plant → Search Work Order. Or Click Here
3. Provide one or more of the following:
   Work Order #
   Net ID
   Short Description
   Work Needed
   Category
   Building
   Requested By
   PI Net ID
   Status
   SCS Cfopa or Alias
   User Cfopa or Alias
   Date Range (request date or completed date)
   Check other options available at the bottom of the screen
4. Click **Submit** (see figure 3)
5. Update / Delete, View / Add Comments and Quotes are available on result page (see figure 4)

---

**Figure 3: Search Work Order Screen**
### Table: Work Order Details

<table>
<thead>
<tr>
<th>Work Order #</th>
<th>F&amp;S WO #</th>
<th>Description</th>
<th>Date</th>
<th>PMT ID</th>
<th>SCSCha</th>
<th>Emergency Response</th>
<th>Completed</th>
<th>View/Add Charge</th>
<th>View/Add Comments</th>
<th>View/Add Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>504</td>
<td>9970529</td>
<td>Monthly A/C maintenance</td>
<td>12/13/10</td>
<td>kragle</td>
<td>1100000</td>
<td>No</td>
<td>No</td>
<td>View/Add Charge</td>
<td>View/Add Comments</td>
<td>Banner</td>
</tr>
<tr>
<td>505</td>
<td>9970494</td>
<td>A/C maintenance</td>
<td>12/13/10</td>
<td>kragle</td>
<td>1100000</td>
<td>No</td>
<td>No</td>
<td>View/Add Charge</td>
<td>View/Add Comments</td>
<td>Banner</td>
</tr>
<tr>
<td>502</td>
<td>9970319</td>
<td>service A/C unit</td>
<td>12/13/10</td>
<td>kragle</td>
<td>1100000</td>
<td>No</td>
<td>No</td>
<td>View/Add Charge</td>
<td>View/Add Comments</td>
<td>Banner</td>
</tr>
<tr>
<td>501</td>
<td>9970284</td>
<td>clean humidification systems</td>
<td>12/13/10</td>
<td>kragle</td>
<td>1100000</td>
<td>No</td>
<td>No</td>
<td>View/Add Charge</td>
<td>View/Add Comments</td>
<td>Banner</td>
</tr>
<tr>
<td>500</td>
<td>9966824</td>
<td>clean chiller unit</td>
<td>12/13/10</td>
<td>kragle</td>
<td>1100000</td>
<td>No</td>
<td>No</td>
<td>View/Add Charge</td>
<td>View/Add Comments</td>
<td>Banner</td>
</tr>
<tr>
<td>499</td>
<td>9966993</td>
<td>test backflow prevent</td>
<td>12/15/10</td>
<td>kragle</td>
<td>1100000</td>
<td>No</td>
<td>No</td>
<td>View/Add Charge</td>
<td>View/Add Comments</td>
<td>Banner</td>
</tr>
<tr>
<td>498</td>
<td>9966992</td>
<td>test backflow prevent</td>
<td>12/15/10</td>
<td>kragle</td>
<td>1100000</td>
<td>No</td>
<td>No</td>
<td>View/Add Charge</td>
<td>View/Add Comments</td>
<td>Banner</td>
</tr>
<tr>
<td>497</td>
<td>9966991</td>
<td>test backflow prevent</td>
<td>12/15/10</td>
<td>kragle</td>
<td>1100000</td>
<td>No</td>
<td>No</td>
<td>View/Add Charge</td>
<td>View/Add Comments</td>
<td>Banner</td>
</tr>
<tr>
<td>496</td>
<td>4323996</td>
<td>replace floor tile</td>
<td>12/13/10</td>
<td>kragle</td>
<td>1100000</td>
<td>No</td>
<td>No</td>
<td>View/Add Charge</td>
<td>View/Add Comments</td>
<td>Banner</td>
</tr>
<tr>
<td>495</td>
<td>4326262</td>
<td>HVAC condenser contact</td>
<td>12/13/10</td>
<td>kragle</td>
<td>1100000</td>
<td>No</td>
<td>No</td>
<td>View/Add Charge</td>
<td>View/Add Comments</td>
<td>Banner</td>
</tr>
<tr>
<td>494</td>
<td>4322104</td>
<td>install control relay</td>
<td>12/13/10</td>
<td>kragle</td>
<td>1100000</td>
<td>No</td>
<td>No</td>
<td>View/Add Charge</td>
<td>View/Add Comments</td>
<td>Banner</td>
</tr>
<tr>
<td>484</td>
<td>4315901</td>
<td>assemble furniture</td>
<td>12/7/10</td>
<td>kragle</td>
<td>1100000</td>
<td>No</td>
<td>No</td>
<td>View/Add Charge</td>
<td>View/Add Comments</td>
<td>Banner</td>
</tr>
<tr>
<td>482</td>
<td>9969379</td>
<td>bi-annual AC check</td>
<td>11/15/10</td>
<td>kragle</td>
<td>1100000</td>
<td>No</td>
<td>No</td>
<td>View/Add Charge</td>
<td>View/Add Comments</td>
<td>Banner</td>
</tr>
<tr>
<td>481</td>
<td>9968756</td>
<td>monthly NHR compressor</td>
<td>11/13/10</td>
<td>kragle</td>
<td>1100000</td>
<td>No</td>
<td>No</td>
<td>View/Add Charge</td>
<td>View/Add Comments</td>
<td>Banner</td>
</tr>
</tbody>
</table>

---

**Figure 4: Search Work Order Result Screen**

**Figure 5: Update Work Order Screen**
**UPDATE / DELETE WORK ORDER**

1. Logon to [Reaction](#).
2. Go to Physical Plant → Search Work Order. Or [Click Here](#).
3. Follow instructions on how to search work order. If work order id is known, enter the id number. Click Submit.

4. On search result page, Click [Update](#) or [Delete](#) link to update or delete the work order (see figure 5). For deleting, if the work order has cfopa, quote, comments or charges (not available for end users) attached, those attached items have to be deleted first before the work order can be deleted.
CFOPA

ADD CFOPA

1. Logon to Reaction
2. Go to Physical Plant → Search Work Order. Or Click Here
3. Follow instructions on how to search work order. If work order id is known, enter the id number. Click Submit.
4. On search result page, click Update link.
5. On update work order page, Click Add Single Cfopa or Split Cost. Single cfopa will cover 100% of the cost. Split Cost will provide the option of splitting by percentage or dollar amount (see figure 7, 7a and 8 for screen). Add cfopa links also available on add / update work order confirmation page.

UPDATE CFOPA % COVERAGE OR DOLLAR AMOUNT

1. Logon to Reaction
2. Go to Physical Plant → Search Work Order. Or Click Here
3. Follow instructions on how to search work order. If work order id is known, enter the id number. Click Submit.
4. On search result page, click Update link.
5. If there are active cfopas attached to a work order, the % and $ splitting amount can be modified. However, for % splitting, it has to cover 100% of the cost in total. For dollar amount splitting, an overage account is mandatory (see figure 9).
6. Update link is also available on create / update work order confirmation page.

PHYSICAL PLANT – ADD A WORK ORDER CFOPA COVER 100% COST

Back to Search

Cfopa: [Input Fields]
Or Alias: [Input Field]
Effective Date: 2/22/11

Figure 7: Add Single Cfopa Screen
**Figure 7a: Add Single Cfopa Confirmation Screen**

**Figure 8: Split Cfopa Screen**
REPLACE / DELETE / RE-ACTIVATE CFOPA AND OVERAGE ACCOUNT

1. Logon to Reaction
2. Go to Physical Plant → Search Work Order. Or Click Here
3. Follow instructions on how to search work order. If work order id is known, enter the id number. Click Submit.
4. On search result page, click Update link.
5. Active cfopas can be deleted/replaced from the update work order page. Replace cfopa will mark the existing cfopa inactive and add a new cfopa with everything the same but require pi approval and today’s date as effective date. Delete cfopa only marks the cfopa inactive and will not remove the record permanently. Deleted cfopas can also be Re-activated.
6. For each delete and reactivate, the % coverage and dollar amount splitting will be re-evaluated to make sure the entire cost is covered.
7. Overage Account can be switched between the cfopas set up for the work order. By doing that, cost over the specified $ amount limit will be charge to this account (see figure 10).
8. Replace / Delete / Re-Activate links are also available on create / update work order confirmation page.
PHYSICAL PLANT - REPLACE CFOPA

Back to Search

Cfopa: 

<table>
<thead>
<tr>
<th>C</th>
<th>F</th>
<th>O</th>
<th>P</th>
<th>A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>301045</td>
<td>510008</td>
<td>510045</td>
<td></td>
</tr>
</tbody>
</table>

Or Alias: 510AE3

Effective Date: 2/22/11

Submit

Figure 9: Replace Cfopa Screen

PHYSICAL PLANT - UPDATE PERCENTAGE OR $AMOUNT

Back to Search

Cfopa: 

<table>
<thead>
<tr>
<th>C</th>
<th>F</th>
<th>O</th>
<th>P</th>
<th>A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>301045</td>
<td>510008</td>
<td>510045</td>
<td></td>
</tr>
</tbody>
</table>

Alias: 510AE3

Split By

- Percentage
- $Amount

Enter Percentage: 100

Update

Figure 10: Update Cfopa Screen
VIEW / ADD F&S CHARGES (ONLY AVAILABLE TO MANAGERS)

1. Logon to Reaction
2. Go to Physical Plant → Search Work Order. Or Click Here
3. Follow instructions on how to search work order. If work order id is known, enter the id number. Click Submit.
4. On search result page, Click View / Add F&S Charge.
5. Previous bills will be displayed. Add F&S Charge link is located at the bottom of the page (see figure 11 and 12).
6. If charges not billed yet, it can be updated.
7. The link is also available on update work order page.

Figure 11: View / Add F&S Charges Screen

Figure 12: Add F&S Charges Screen
**View / Add Quotes**

1. Logon to Reaction
2. Go to Physical Plant → Search Work Order. Or **Click Here**
3. Follow instructions on how to search work order. If work order id is known, enter the id number. **Click Submit**.
4. If the work order indicated quote is required, View / Add Quote link will be available on search result page.
5. **Click View / Add Quote**, previous quotes will be displayed. Add Quote link is located at the bottom of the page (see figure 13 and 14).
6. Quote can be approved, rejected or requesting for re-submit. It can also be removed.
7. **Email Notification** may be sent between physical plant manager and user until either the quote accepted or rejected. If accepted, the work order will move forward. Otherwise, it will end there.
8. The link is also available on update work order page

**Figure 13: Add / View Quote Screen**
Figure 14: Add Quote Screen
1. Logon to Reaction
2. Go to Physical Plant → Search Work Order. Or Click Here
3. Follow instructions on how to search work order. If work order id is known, enter the id number. Click Submit.
4. If the work order indicated quote is required, View / Add Comments link will be available on search result page.
5. Click View / Add Comments, previous comments will be displayed. Add comments link is located at the bottom of the page (see figure 15 and 16).

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**Figure 15: View / Add Comments Screen**

**Figure 16: Add Comments Screen**