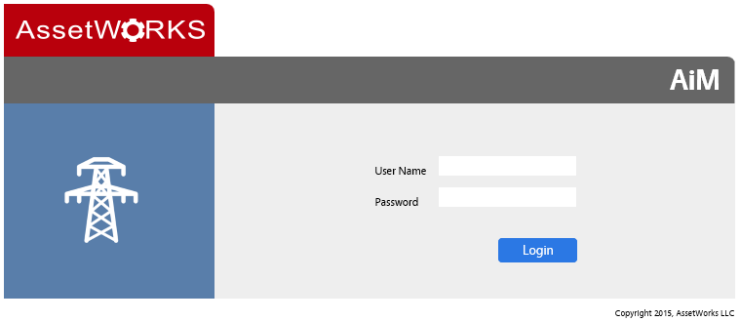
Instructions for Submitting a Customer Request for Waste Disposal in the AiM Work Order System

AiM is a web-based work management system used by the Facilities department and utilized by all Auburn University sites on and off campus for various services.

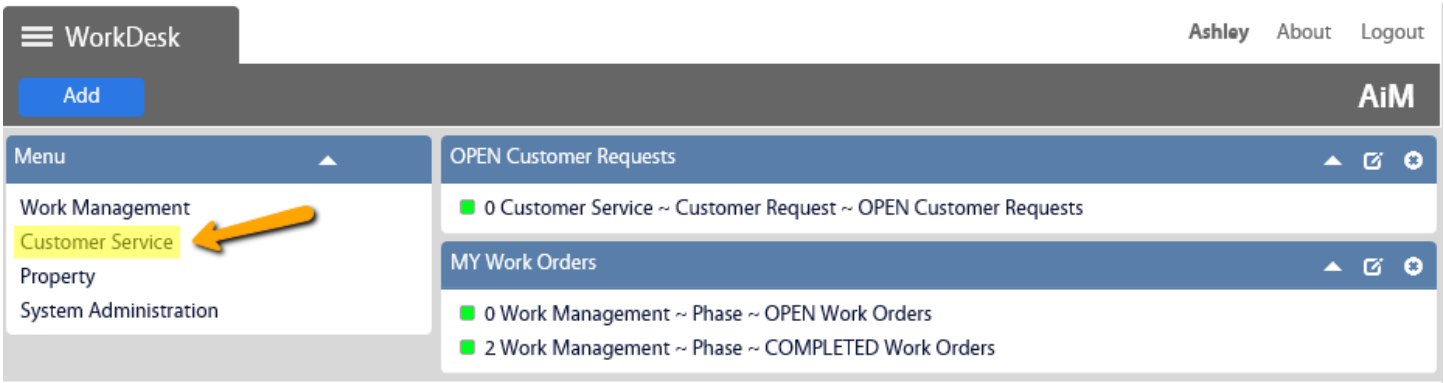


The web link to AiM is:
https://aim.auburn.edu/aim

Log into AiM (using the screen pictured left) with your normal campus username and password.

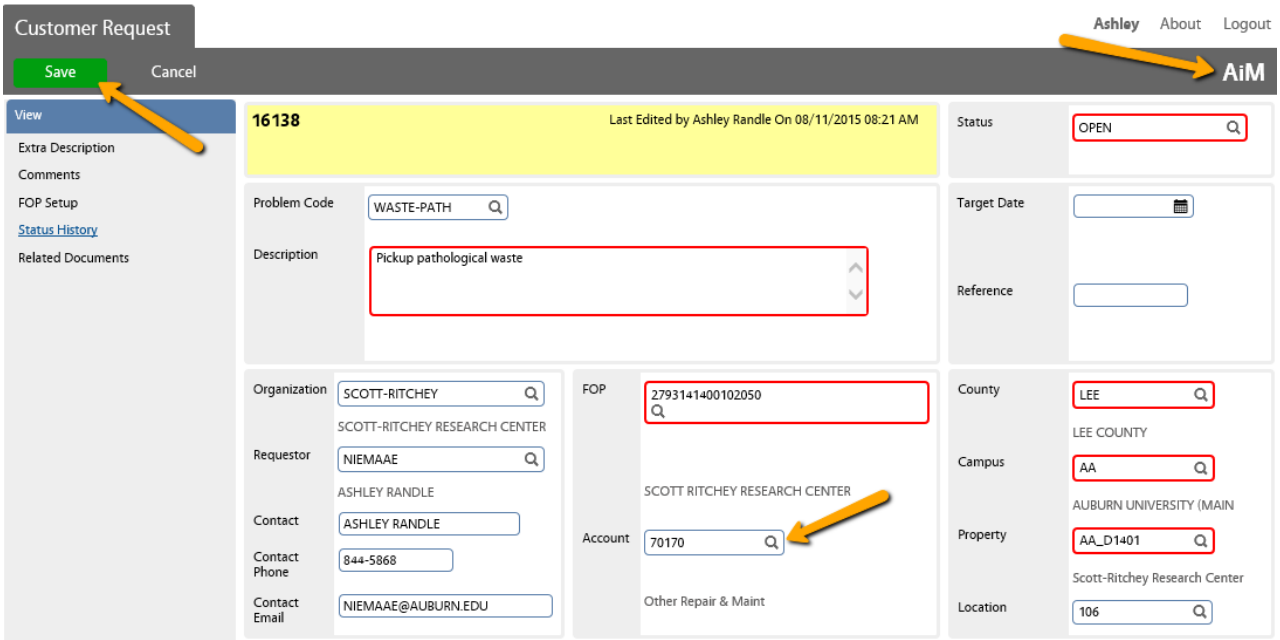
The first screen that you see upon accessing AiM is the **WorkDesk** screen (as pictured below). The **WorkDesk** screen is customizable dependent on the information that you require. Each section on the screen is called a channel. Queries for new customer requests as well as open/completed work orders have been provided for you already in separate channels.

1. To begin, click **Customer Service** in the **Menu** section.



2. Once in the **Customer Service** module you will select the **"page" icon** to initiate a new customer request.

3. The next **Customer Request** screen (as pictured below) will contain the fields where you will provide the information needed to create your work order. Most of the fields will be pre-populated for you based upon your departmental setup. Areas in **red** are required and must be entered before the request can be saved.



4. First, provide a detailed description of the service request in the free-text **Description** field.

5. A problem code (**WASTE-PATH**) has already been created to expedite the creation of a work order for pathological waste disposal. To populate the **Problem Code** section, simply type the first part of the problem code (such as "was") and click the magnifying glass icon in the field. The problem code will then be verified in the AiM system and populated in the field.

6. Please ensure that the appropriate FOP is entered in the **FOP** field. If the default organizational FOP listed in the field is not correct, click the magnifying glass icon and chose the correct FOP from the provided list. Please note that the list defaults to only show 10 FOPs at a time – so look for multiple pages if necessary. If the required FOP is not included in the list this indicates that the FOP will need to be added to the AiM system. In this case please email the Pathological Waste Management Service Center (PWMSC) at pathmgt@auburn.edu and provide the new FOP. The new FOP will then be added to the organization for use in the future.

7. After successfully entering the FOP, please enter the account number (**70770 - Other Internal Charges/Services**) in the **Account** field by typing it in or by pressing the magnifying glass icon in the field and selecting it from the list.

8. Once all fields have been verified, click the green **Save** button in the upper left corner to complete the customer request. From this point the PWMSC will review the request, and upon approval, a work order will be created. You can view any new "open" Customer Requests and new or completed work orders using the queries provided in the channels on the WorkDesk screen.

9. On a final note - for navigation, by selecting the AiM icon in the upper right corner of the screen (as pictured above) on any screen, you will be directed back to the original WorkDesk screen.

If you have any other questions or would like to receive further tutorials in AiM, including setting up queries, please contact Jim Fuller in the Facilities IT Department by email (jfuller@auburn.edu) or by phone (844-9404).