Policy 1004
Work Order Re-Opening of Closed Status

Responsible Office  Office of Facilities  Originally Issued  4/30/18
Responsible Official  Lead Administrator  Revision Date  4/30/18

Scope
This document applies to work orders generated through the FAMIS system used within Facilities Operations.

Policy Statement
Work orders that have the status of “closed” may be re-opened only by the supervisor or manager directly involved in the respective work order or by the Facilities Business Office. Secondly, labor and/or material purchases may only be charged to “re-opened” work orders by the supervisor or manager directly involved in the respective work order or by the Facilities Business Office.

Reason for the Policy
In most cases, work orders within the FAMIS system become the basis for charges/billings to Yale departments, units or schools outside of Facilities Operations. This policy helps to ensure work orders contain the appropriate level of labor hours and/or material purchases and ultimately reflect accurate billings for the scope of work performed for the respective department, unit or school.

Definitions
Not applicable

Special Situations/Exceptions
Unique situations may occur where the Facilities Procurement Office may need to re-open work orders. This is permissible only when authorized by the Facilities Operations supervisor or manager directly involved in the respective work order or by the Facilities Business Office.

This policy does not apply to work orders that are generated for internal or administrative use within Facilities Operations (i.e., work orders that do not result in charges/billings to Yale departments, units, or schools outside of Facilities Operations).

Roles and Responsibilities
Not applicable

Related Information
Not applicable

Contact Information
Facilities Business Office
Revision History

Originally Issued – 4/30/18
Revision Date – 4/30/18

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