

SAP PIF GUIDE

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Section 1: User Guide Overview

1.1 Introduction

In the following Sections, we will begin the process of learning how to use the Web based SAP application called PIF Web Notifications. In the application we will look at how to create project requests and monitor their progress. We will also look at how to search for particular details of a specific request and the additional information that is available to the user.

1.2 Guide Focus

Our focus in this Reference Guide, will be on how to enter your information so that a PIF Web Notification can be created. How to search for details of a PIF Order using the Search Facility functionality of the application and a look at what Information is available for viewing by the SAP Web User.

1.3 Guide Objectives

This Reference Guide takes a User through the processes involved in using the SAP PIF Web Notifications application. The areas this guide will cover are detailed below;

- Learn how to Login and Log Out of the SAP PIF Web Notifications application.
- Insert information into a record creating a PIF Notification.
- Navigate through the SAP PIF Web Notification application and its associated Screens.
- Use the Search Facility to generate details about a particular PIF Order.

Section 2: Log onto the PIF Web Notification


2.1 How to log onto the PIF Web Notification

1. Go to <https://facilitiesdirectorrate.leeds.ac.uk/helpdesk/>






2. Select Raise a PIF
3. The following screen should be displayed:

A screenshot of the PIF Web Notification login page. The page has a dark header with "Estate Services" on the left and the "UNIVERSITY OF LEEDS" logo on the right. Below the header is a light grey bar with "PIF Web Notification" on the left and "Contact Us" and "Help" icons on the right. The main content area has a white background. It starts with a welcome message: "Welcome to the Estates on-line SAP Web Notification Service. Here you can raise and/or track your submitted PIF Work Requests." followed by a note: "Note: Estate Services will treat every Department submitted Web Work Request as a genuine authorized request for work." Below this is a section titled "Please Enter Your Username and Password" with two input fields for "Username:" and "Password:", a "Login" button, and a "Change Password" button. To the right of the login form are three images: a large building, a modern glass building, and a garden. At the bottom left of the page, there are three green links: "Customer First", "Value for Money", and "Continuous Improvement".

4. In the Username and Password fields you will need to put the account details that IT/Estates have setup for your access (the username is your "Payroll No.").
5. Following the input of the Username and Password, pressing RETURN on your keyboard has the same effect as clicking on the  button.

2.2 Additional Functionality

- Clicking on the  icon allows you to set your own password. It is recommended that you change the password the first time you log into the application.
- Clicking on the  icon takes you directly to the FD website.
- Clicking on the  icon opens up a copy of this training document.

Section 3: Creating a PIF Work Request

3.1 Click on the Create PIF Order tab.

Following screen should be displayed –

The screenshot shows the 'Estate Services' interface for the University of Leeds. The page title is 'PIF Notification'. At the top right, there are navigation links for 'Contact Us', 'Help', and 'Logout'. Below the navigation, a message states: 'For General Enquiries contact Estates Help Desk on Tel No. 34 35555 or eshelp@leeds.ac.uk'. The main form area contains several sections: 'Secondary Contact' with fields for Name, Department, and Telephone No; 'PIF Date / Time' with a date and time selector showing '07.06.2018' and '14:52:49'; 'Location of Project*' with a search icon; 'Instruction Type*' with two dropdown menus; 'Project Title' with a text input field; 'Additional Comments' with a large text area; 'Account Number' with a text input field; 'Accept Service Level Standards*' with a checkbox; and 'Name of the Head of Department / School who has authorised this project' with a text input field. At the bottom of the form are 'Submit PIF Order' and 'Reset' buttons.

3.2 PIF Date / Time

PIF Date / Time

Note – These fields will be populated automatically with the current date and time

3.3 Secondary Contact Name

Name

1. Click on the Name search field icon

On selecting the Search Field Icon you will be presented with the screen below.

Search for Reported By

Last name:

First name:

Title:

2. If you know the Users name then enter the Full details in the two fields –

E.g.

Last name:	Ratcliffe
First name:	Mark

Otherwise you can enter use Wildcards –

E.g.

Last name:	Ratc*
First name:	Mark

Note - * is the Wildcard symbol.

3. Click on **Start Search** button.
4. This will retrieve a list of all the records that match the criteria.

Last name	First name	Birth date
Ratcliffe	Mark	

5. If you want to retrieve the first record displayed click on the **OK** icon otherwise click on the line that you want to retrieve.
6. This will return you to the initial screen and populate the Name, Department & Telephone Number.

Note – You can amend the Department & Telephone Number if you know these are incorrect.

3.4 Location of Project

Location of Project * 

Note – Following prompt will appear when you hover over the field

Please be as specific as you can about the location.
More details can be given in the additional comments
box if required.

1. To search for a location click on the Search Field icon 

On selecting the Search Field Icon you will be presented with the screen below

Search Locations

Location Code:

Location Description:

Start Search **Cancel** **OK**

- You use this screen to filter out the location you wish to select by searching on the Description initially then using the Location Code to get the specific location information.

E.g. *Worsley* in the Location Description Field gives you the code 1-086-0137 (Generic Search). *0137* in the Location Code field gives you all Floors/rooms details (Specific Building Search)

Note - * is the Wildcard symbol.

- Once you have selected the criteria Click on **Start Search** button.

- This will produce a value list according to the Search Criteria you entered.

Search Locations

Location Code:

Location Description:

Start Search **Cancel** **OK**

Location Code	Location Description
1-086-0137	Worsley Building
1-086-0137-00GR	Floor 00GR
1-086-0137-00GR-C24	Front wheel only cycle stands
1-086-0137-00GR-C25	Sheffield type stands / bike clamp stand
1-086-0137-03FL	Floor 03FL
1-086-0137-03FL-001	A13 Sub LV Switchroom 1

- Double Click on the Location Code and the Value will be returned to the On Screen Form.

3.5 Instruction Type

Instruction Type *

- Click on the first drop down list and select the appropriate code

PFBUDGET - Budget Estimate Only
PFOTHER - Other

- Click on the second drop down list and select the appropriate code

FNPA - Funding yet to be provisionally agreed
FPA - Funding is Provisionally Agreed

3.6 Project Title

Project Title

This is a Free Text Field (restricted to 40 characters) and is used to briefly describe the requirements.

3.7 Additional Comments

Additional Comments

This is a continuation of the description box and should include any additional information relevant to the request including any access requirements and preferred appointment slots

The following text box will appear when you hover over the input box.

Please enter when you require the work to be carried out and what determines this timescales.

Enter any additional text relevant to the request. – Unlimited Text.

3.8 Account Number

Account Number

912345678

If the work is rechargeable enter your recharge code.

3.9 Accept Service Level Standards

Accept [Service Level Standards*](#)

This is a mandatory step you have to Tick the box to proceed.

Note - Clicking on Service Level Standard text will take you directly to the Service Level Standard document

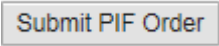
3.10 Authorised by

Enter the Name of the Head of Department / School who has authorized this project.

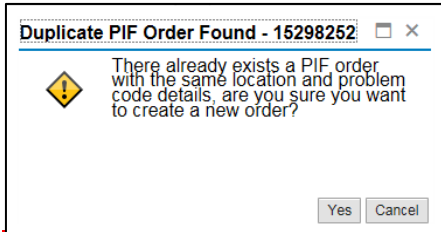
Name of the Head of Department /
School who has authorised this project

Jim Slack


3.11 Submit PIF Order

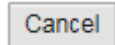
To send the completed form to the SAP Database click on the  Button

If there is already a request for the same location / Instruction type then you will receive the following warning message -

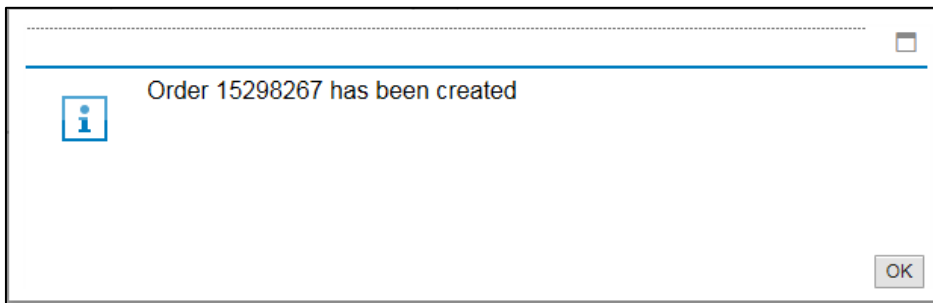


The User can select  or 

 Submits the current request and creates a new PIF Order.

 Returns you to the initial screen.

Otherwise the following message will appear -



Section 4: Using the Search PIF Orders tab

The SAP PIF Web Notification application enables a User to search for previously submitted work requests and related Historical Information.

4.1 Click on the **Search PIF Orders** tab

Following screen should be displayed –

The screenshot displays the 'Estate Services' header for the 'UNIVERSITY OF LEEDS'. Below the header is the 'PIF Notification' section, which includes a navigation bar with 'Create PIF Order' and 'Search PIF Orders' tabs. The 'Search PIF Orders' tab is active. The main content area contains a search form with the following fields: PIF Order (text input), Description (text input), Reported by (text input with a search icon), Authorized By (text input), Reported date From (calendar icon), Reported Date To (calendar icon), Req. end date From (calendar icon), Req End Date To (calendar icon), Priority (dropdown menu), Location of Project (text input with a search icon), and Status (dropdown menu). Below the form are three buttons: 'Find', 'Reset', and 'Print PIF Orders'. A table below the buttons has columns: Order, Description, Reported d..., Location Code, Location Description, Priority, Req. start, Req. End, and Origin... The table is currently empty, with a message: 'The table does not contain any data'. At the bottom of the form is a 'PIF Order details' section with a search icon.

1. To display a list of PIF Orders that you are searching for, you have to enter the appropriate criteria in the Search PIF Order fields.

- PIF Order – enter the PIF Order No in full or enter part of the PIF Order No within asterisk's (e.g. 1502*).....there is no search criteria for this field.

- Reported By - Click on the search icon 

This uses the same search criteria as Secondary Contact Name (section 3.3).

- Priority – Click on the drop down button and click on the relevant Priority.

- Location of Project – Click on the search icon 

This uses the same search criteria as the one on the Create PIF Order tab (section 3.4).


- Status – Select the relevant code from the drop down list.

- Reported date / end dates –


Reported date From  To 

Req. end date From

To

Click on the  icon and select the relevant dates.

Note – You can combine the search options to limit the results.

2. To retrieve the results click on the  button.
3. After clicking on the Find Button the results of your search will be listed in the table below the Search Fields as displayed in the screen shot below.

Order	Description	Reported d...	Location Code	Location Description	Priority	Req. start	Req. End	Origin...
15298641	TEST	07.06.2018	1-086-0137	Worsley Building	Fix By AGREEMENT	07.06.2018		1007068

PIF Order details

PIF Order:	15298641	TEST	Work Completed (WCOM):		
Location of Project:	1-086-0137	Worsley Building	Priority:	Fix By AGREEMENT	
Instruction Type:	PFBUDGET	FNPA	Funding yet to be provisionally agreed	MaintActivType:	RM
Additional comments:	TEST				
Additional Work Instructions:	Test				

Customer Details

Notif.date:	07.06.2018	Created by:	UITMWR
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Scheduling Details


Req. start:	07.06.2018	Required End:	
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Total Billing Details/Costs/Suborders


Labour costs:	0.00
Material costs:	0.00
MTC value:	0.00


The top part of the screen is the list of results.

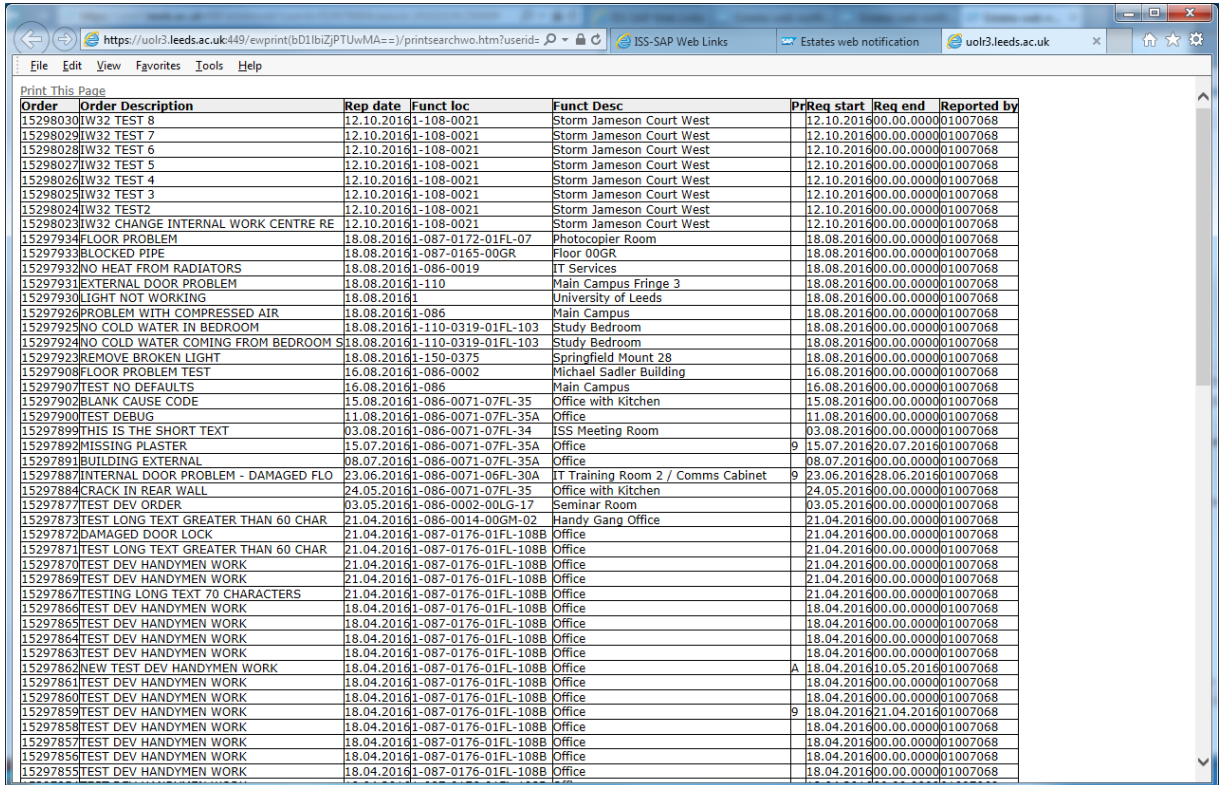
The Order details will appear at the bottom of the screen and will require you to scroll down the page to view.

Note – If you cannot see the order details then you may need to click on the  icon.

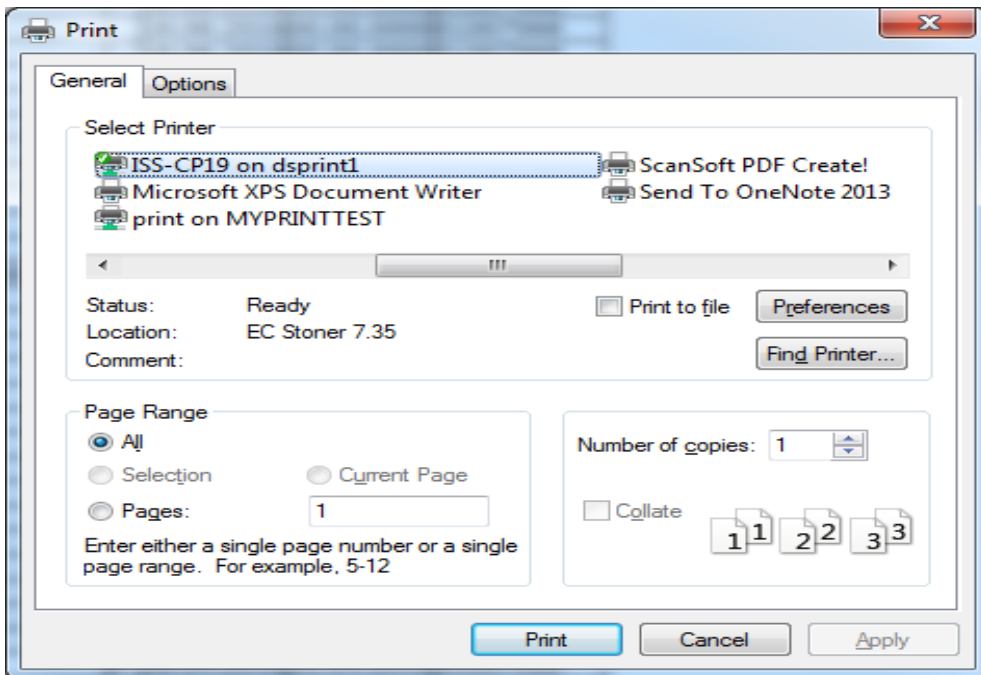
4.2 Additional Functionality

Clicking on the  icon will clear down the search criteria.

Clicking on the  icon will create a list of the orders listed and allow you to print the list to a network printer.



Order	Order Description	Rep date	Funct loc	Funct Desc	PrReq start	Req end	Reported by
15298030	IW32 TEST 8	12.10.2016	1-108-0021	Storm Jameson Court West	12.10.2016	00.00.0000	01007068
15298029	IW32 TEST 7	12.10.2016	1-108-0021	Storm Jameson Court West	12.10.2016	00.00.0000	01007068
15298028	IW32 TEST 6	12.10.2016	1-108-0021	Storm Jameson Court West	12.10.2016	00.00.0000	01007068
15298027	IW32 TEST 5	12.10.2016	1-108-0021	Storm Jameson Court West	12.10.2016	00.00.0000	01007068
15298026	IW32 TEST 4	12.10.2016	1-108-0021	Storm Jameson Court West	12.10.2016	00.00.0000	01007068
15298025	IW32 TEST 3	12.10.2016	1-108-0021	Storm Jameson Court West	12.10.2016	00.00.0000	01007068
15298024	IW32 TEST 2	12.10.2016	1-108-0021	Storm Jameson Court West	12.10.2016	00.00.0000	01007068
15298023	IW32 CHANGE INTERNAL WORK CENTRE RE	12.10.2016	1-108-0021	Storm Jameson Court West	12.10.2016	00.00.0000	01007068
15297934	FLOOR PROBLEM	18.08.2016	1-087-0172-01FL-07	Photocopier Room	18.08.2016	00.00.0000	01007068
15297933	BLOCKED PIPE	18.08.2016	1-087-0165-00GR	Floor 00GR	18.08.2016	00.00.0000	01007068
15297932	NO HEAT FROM RADIATORS	18.08.2016	1-086-0019	IT Services	18.08.2016	00.00.0000	01007068
15297931	EXTERNAL DOOR PROBLEM	18.08.2016	1-110	Main Campus Fringe 3	18.08.2016	00.00.0000	01007068
15297930	LIGHT NOT WORKING	18.08.2016	1	University of Leeds	18.08.2016	00.00.0000	01007068
15297926	PROBLEM WITH COMPRESSED AIR	18.08.2016	1-086	Main Campus	18.08.2016	00.00.0000	01007068
15297925	NO COLD WATER IN BEDROOM	18.08.2016	1-110-0319-01FL-103	Study Bedroom	18.08.2016	00.00.0000	01007068
15297924	NO COLD WATER COMING FROM BEDROOM S	18.08.2016	1-110-0319-01FL-103	Study Bedroom	18.08.2016	00.00.0000	01007068
15297923	REMOVE BROKEN LIGHT	18.08.2016	1-150-0375	Springfield Mount 28	18.08.2016	00.00.0000	01007068
15297908	FLOOR PROBLEM TEST	16.08.2016	1-086-0002	Michael Sadler Building	16.08.2016	00.00.0000	01007068
15297907	TEST NO DEFAULTS	16.08.2016	1-086	Main Campus	16.08.2016	00.00.0000	01007068
15297902	BLANK CAUSE CODE	15.08.2016	1-086-0071-07FL-35	Office with Kitchen	15.08.2016	00.00.0000	01007068
15297900	TEST DEBUG	11.08.2016	1-086-0071-07FL-35A	Office	11.08.2016	00.00.0000	01007068
15297899	THIS IS THE SHORT TEXT	03.08.2016	1-086-0071-07FL-34	ISS Meeting Room	03.08.2016	00.00.0000	01007068
15297892	MISSING PLASTER	15.07.2016	1-086-0071-07FL-35A	Office	9 15.07.2016	02.07.2016	01007068
15297891	BUILDING EXTERNAL	08.07.2016	1-086-0071-07FL-35A	Office	08.07.2016	00.00.0000	01007068
15297887	INTERNAL DOOR PROBLEM - DAMAGED FLO	23.06.2016	1-086-0071-06FL-30A	IT Training Room 2 / Comms Cabinet	9 23.06.2016	28.06.2016	01007068
15297884	CRACK IN REAR WALL	24.05.2016	1-086-0071-07FL-35	Office with Kitchen	24.05.2016	00.00.0000	01007068
15297877	TEST DEV ORDER	03.05.2016	1-086-0002-00LG-17	Seminar Room	03.05.2016	00.00.0000	01007068
15297873	TEST LONG TEXT GREATER THAN 60 CHAR	21.04.2016	1-086-0014-00GM-02	Handy Gang Office	21.04.2016	00.00.0000	01007068
15297872	DAMAGED DOOR LOCK	21.04.2016	1-087-0176-01FL-108B	Office	21.04.2016	00.00.0000	01007068
15297871	TEST LONG TEXT GREATER THAN 60 CHAR	21.04.2016	1-087-0176-01FL-108B	Office	21.04.2016	00.00.0000	01007068
15297870	TEST DEV HANDYMEN WORK	21.04.2016	1-087-0176-01FL-108B	Office	21.04.2016	00.00.0000	01007068
15297869	TEST DEV HANDYMEN WORK	21.04.2016	1-087-0176-01FL-108B	Office	21.04.2016	00.00.0000	01007068
15297867	TESTING LONG TEXT 70 CHARACTERS	21.04.2016	1-087-0176-01FL-108B	Office	21.04.2016	00.00.0000	01007068
15297866	TEST DEV HANDYMEN WORK	18.04.2016	1-087-0176-01FL-108B	Office	18.04.2016	00.00.0000	01007068
15297865	TEST DEV HANDYMEN WORK	18.04.2016	1-087-0176-01FL-108B	Office	18.04.2016	00.00.0000	01007068
15297864	TEST DEV HANDYMEN WORK	18.04.2016	1-087-0176-01FL-108B	Office	18.04.2016	00.00.0000	01007068
15297863	TEST DEV HANDYMEN WORK	18.04.2016	1-087-0176-01FL-108B	Office	18.04.2016	00.00.0000	01007068
15297862	NEW TEST DEV HANDYMEN WORK	18.04.2016	1-087-0176-01FL-108B	Office	A 18.04.2016	10.05.2016	01007068
15297861	TEST DEV HANDYMEN WORK	18.04.2016	1-087-0176-01FL-108B	Office	18.04.2016	00.00.0000	01007068
15297860	TEST DEV HANDYMEN WORK	18.04.2016	1-087-0176-01FL-108B	Office	18.04.2016	00.00.0000	01007068
15297859	TEST DEV HANDYMEN WORK	18.04.2016	1-087-0176-01FL-108B	Office	9 18.04.2016	21.04.2016	01007068
15297858	TEST DEV HANDYMEN WORK	18.04.2016	1-087-0176-01FL-108B	Office	18.04.2016	00.00.0000	01007068
15297857	TEST DEV HANDYMEN WORK	18.04.2016	1-087-0176-01FL-108B	Office	18.04.2016	00.00.0000	01007068
15297856	TEST DEV HANDYMEN WORK	18.04.2016	1-087-0176-01FL-108B	Office	18.04.2016	00.00.0000	01007068
15297855	TEST DEV HANDYMEN WORK	18.04.2016	1-087-0176-01FL-108B	Office	18.04.2016	00.00.0000	01007068



Print

General Options

Select Printer

- ISS-CP19 on dsprint1
- Microsoft XPS Document Writer
- print on MYPRINTTEST
- ScanSoft PDF Create!
- Send To OneNote 2013

Status: Ready Print to file **Preferences**

Location: EC Stoner 7.35 **Find Printer...**

Comment:

Page Range

All Selection Current Page

Pages: 1

Enter either a single page number or a single page range. For example, 5-12

Number of copies: 1

Collate 1 1 2 2 3 3

Print **Cancel** **Apply**