Supplier Automated Work Order Authorization Request (AWAR) User Guide
Revised - 03/28/2019
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Automated Work Authorization Request (AWAR)

Allows Supplier to:
- Receive Work Orders from CenturyLink
- Provide an estimated cost to CenturyLink Facility Managers in advance of submitting invoice(s)
- Generate a Work Order request to CenturyLink FM
- Close Work Orders and Preventative Maintenance Work Orders upon completion
- Invoice completed demand work orders via the portal
  - Do not send invoices to any other locations if AWAR is used to submit invoice(s)

AWAR STEPS:
There are always 3 steps to any AWAR received. Below outlines the rules per step. The exception is that PM activity is not to be considered an AWAR and only requires closure in the system.

1) **Submit Estimate**: Under Dashboard #1 “Pending Work Authorization”
   1) Priority 1 (P1) or Priority 2 (P2) **AFTER** the work is complete ($500 NTE or as negotiated)
   2) Priority 3, 4, 5 **BEFORE** the work is complete using the description (DO NOT go to the site, $0 NTE)

2) **Close Complete Work Orders**: Under Dashboard #3 “Approved Work Authorizations”
   1) If approved, you can close the Work Authorization after the work is completed at the site.
   2) If the Facility Manager asks for “More Information” please follow appropriate Edit action before proceeding.
   3) If the Work Authorization is “Denied/AR” Go into the Work Order AWAR Tab to see where the invoice needs to be sent.
   4) If the Work Authorization is “Denied” do not go to the site, you are not authorized.

3) **Provide Invoice attachment and entry**: Dashboard #12 “Completed AWARs Not Invoiced”
CenturyLink Priorities

For all Emergencies, contact the Real Estate Help Desk to create a P1 or P2 Work Order.

**Real Estate Help Desk**

1-877-520-5002  
1-800-201-7033  
7x24 Support Services

**PRIORITY 1**
An immediate threat of or loss of customer dial tone, immediate threat of major damage to company property, immediate threat of loss of life, immediate health threat to clients or situations stopping a client from doing any work.

*Due date: Same Day*

**PRIORITY 2**
A threat of potential but not immediate damage to company property, major delays to clients’ work.

*Due date: Within next Business Day*

**PRIORITY 3**
Client inconvenienced and uncomfortable and may or may not be prevented from working.

*Due date: 5 Business Days (1 calendar week)*

**PRIORITY 4**
Client somewhat hindered but not prevented from working. Delay in response may cost money to corporation but problem is not service affecting.

*Due date: 10 Business Days*

**PRIORITY 5**
Lowest priority work, jobs called in by the Facility Manager, field or house service.

*Due date: Set by the field*
AWAR Access

To access the page, use: https://creweb.qwestgate.com/creweb/start.aspx

Welcome to CTLGate - CenturyLink's Supplier Portal

This site is intended to be used for CenturyLink's suppliers of services and products.

Keeping you informed:

- PRODUCTS PURCHASING: All products purchasing activities (POA, ASN and RMA) have been transitioned to the new SAP portal on 1/3/2012. Please contact the QwestGate help desk (click to chat) or email if additional information is required.

User Assistance:

- Request Access / Update Email Address
- Need Help? (Email, Click to Chat)

AWAR access works best with Internet Explorer

Enter your email address and password provided by AWARAccessRequests@CenturyLink.com.

If you do not have access to AWAR please send an email to AWARAccessRequests@CenturyLink.com requesting the Supplier Access Request Form.

AWAR Login:

Passwords are case sensitive.

If you do not access the system at least every 30 days, your access will expire.

A password reset can be obtained by emailing cic.group@centurylink.com and requesting a new AWAR password.

If you save your password as a favorite, please ensure it has saved properly.

If you save the Link as a favorite and it is not working:

- find AWAR favorite in the list of favorites, RIGHT mouse click it, and select PROPERTIES from the pop-up window
- in the WEB document tab, it should have: https://www.qwestgate.com/creweb/start.aspx
- if the APPLY button is invoked, then click that so it's saved, and then click the OK button
AWAR Overview

You are now logged in to CenturyLink’s AWAR System. You will see “CenturyLink” in the upper left hand corner, “Corporate Real Estate” in the upper right hand corner, and “Start Page” in the center of the screen with your name and the name of the company you work for below that.

A. **Menu** – Create, Close and Edit Work Authorization Requests, Initiate Invoice, Generate Reports, View and Search Work Information.

B. **Dashboard** – Status of Work Authorization Requests, Links to Work Detail, Able to initiate Invoice, status of invoices, links to invoice detail.

On the left hand side of the screen is the AWAR Menu, and on the right hand side of the screen is the Dashboard. The Dashboard allows users the ability to quickly navigate to the part of the system that you need to access quickly. The Menu allows users the ability to navigate to the sections of the application that you want to perform select functions in. Either section navigates users to the same functionality of the AWAR application. It’s user preference.
Automated Work Authorization Request

Menu Screen – Work Order Options

A. Supplier creates Work Authorization Request
   - Supplier uses this to request approval to do work.
   - Once work authorization is approved, it becomes a Work Order
A. **New / Existing** - Select “New” button to create a new Work Authorization Request. Use the dashboard instead of the “Existing” button to work with existing work requests.

B. **Enter Address ID** - Enter the 6 digit Address ID and hit enter. Alpha characters have to be entered in upper case. The system will populate the full address of the site. If the Address ID is not known, click on the binocular to search for the Address ID.

C. **Work Order Type** - The work order type will default to SRV (service) and no input is needed. This identifies the work order as being created by a Supplier.

D. **Category** - Using dropdown arrow, select a main category that best fits the work being requested.

E. **Sub-Category** – Using the dropdown arrow, select a sub-category to further define the work that will be done.

F. **Due Date** - Enter the date you expect to complete this work. A calendar button can be used to enter the date.

G. **Description** - Describe with adequate detail the problem and or reason for the work. There are 2000 characters allowed in this field, so be as descriptive but succinct as possible.

H. **Equipment** - If there is an equipment number associated with this work, select it using the dropdown list.

I. **Supplier** - This field will auto-populate with your Supplier name. No input is needed.

J. **Link to Work Order** - If this work request is related to a previous work order, enter the previous work order number here. Use the binocular to search for the previous work order.

K. **Supplier Ticket Number** – can enter your corporation ticket number as a reference

L. **Field Diagnosis** - Describe what was found during the site visit and what is to be done. Be very specific and thorough in this field. If a root cause can be determined, list that information here as well.

   - If the work has not been completed, summarize what work will need to be done, list all parts to be replaced, and estimate all labor hours.
   - If the work is complete, summarize what was done; list all parts that were replaced along with the costs and the actual labor hours worked.

M. **Estimated Costs** - Estimate materials, labor, other, and travel costs to complete this work.

N. **Email To** - The property manager’s email address will automatically populate in this field. Additional email addresses can be added by separating additional addresses with a comma.

O. **Submit / Cancel** - Click the “Submit” button to generate a work authorization request. A work authorization number will be issued and the recipients listed in the email field will receive notification. By selecting the “Cancel” button, the request will be deleted and cannot be retrieved.

P. **Terms and Conditions** - Suppliers need to review this contractual section carefully and make sure the terms and conditions are fully understood.
Close Work Order

A. To close a work order or PM, select Work Order from the Start Page, then select Close Work Order. Note: non-PM type work orders can be closed through the dashboard – Option 3 – Approved Work Authorizations

A. Work Order Number - Enter work order number to close in xxxx-xxxx format and click “Continue”. If work order number is not known, click on binocular to start a search.

Close Work Order screen displays
## Close Work Order

**Work Order Number**: 5467-10114

**Status**: Closed

**Remarks**: Work Order closed

**Supplier Ticket Number**: "<124+ZERF+WERZSCS"

*For AWARs only; not available for PMs etc.*

**Completion Remarks**

---

### Details of Work Order Number: 5467-10114

- **Building Address**: 233006 - ZUMI BPC 3-D, 5325 ZUMI ST, DENVER, CO
- **Requester Name/Phone**: AGARWAL, AVINASH 303 771 6040
- **Work Order Type**: SRV
- **Category/SubCategory**: PLB -- PLUMBING/WATER, FAUCET LEAK
- **Priority**: 5
- **Due Date**: 01/24/2011
- **Charge Back**: N
- **RC Charged/Other Codes**
  - **Description**: Dripping faucet
- **Link Work Order No**
- **Completed Date**
- **Equipment**
- **Group**
- **Employee**
- **Supplier**: AMRIT SOFTWARE LLC
- **Hours Charged**
- **Current Status, Status Date**: AWAR Approved, 12/12/2011

### Work Authorization

- **Field Diagnosis**: replace faucet
- **Materials Cost**: $150.00
- **Labor Cost**: $100.00
- **Other Cost**: $0.00
- **Travel Cost**: $0.00
- **Total**: $250.00
- **Approve By**: LAURA L. SCHAFFER
- **Approve Date**: 12/12/2011 3:35:32 PM
- **Approve Status**: Approved
- **Approve Remarks**: w4eeedfinh/'u,[=?]=3-0
- **Supplier Ticket No**: "<124+ZERF+WERZSCS"
A. **Status** - This field is auto-populated with “C – Closed” and cannot be changed.

B. **Status Date** - Select the calendar icon and select the date the work was completed. **Important:** There will be instances where the actual closing of a work order occurs after the due date yet the work was actually completed on time. To be credited with on-time completion, be sure to enter the date the work was actually completed.

C. **Remarks** - This field is auto-populated with “Work order closed” and cannot be changed.

D. **Completion Remarks** - Enter final remarks about the completed work. Done is not acceptable, the remarks must describe the work completed.

E. **Submit** - Select the “Submit” button to complete the closing of the work order. **Cancel** - Select the “Cancel” button to cancel the closing of the work order. All closure information will be lost.

**NOTE:** once the work order is closed, the screen will refresh with a recap plus a hyperlink for “Create Invoice”.

**Invoice – Menu** (invoices can be submitted via Item 12 on Dashboard)

Position the cursor to hover over “Invoice” for Invoice Form link to display. Click “Invoice Form” link to invoke the form.
Enter work order number in xxxx-xxxxx format. If work order number is not known, click on binocular to start a search.

Screen refreshes with split boxes

Details of work order number top box

  NOTE: Use top window scroll bar to scroll to see all details.

Bottom box is Enter Invoice form
A. **Invoice Date:**
   - Defaults to current date
   - Change to actual invoice date
   - Enter type in mm/dd/yyyy format
   OR
   - Use calendar icon to select

B. **Supplier Invoice Number** - Enter up to 16 character invoice number
   **NOTE:** System edits in place that will not allow duplicate invoice numbers to be entered. Each invoice number has to be unique.

C. **Remit To** - Click down arrow key and select appropriate address.

D. **Invoice Amount** - Sales Tax is to only be entered in the “Sales Tax” data field. Enter appropriate numeric value in appropriate data field. If need be, review the estimate costs of the work order details in the top half window. Total data field will auto calculate based on values entered.

E. **Service Category** – Select a service category that represents the nature of the repairs. In most cases, the Category and Sub-category assigned to the AWAR can be used to guide the Service Category selection.

F. **Service Commodity** – When a dollar value is entered in the Materials or Labor invoice form, a service commodity for those expenses must be selected. In general, AWAR’s for corrective repairs will have service commodity with “corrective” in the description.

G. **Notes** - any additional note information pertinent for CenturyLink facility manager

H. **Attach Invoice** - attach .PDF or .TXT image of invoice (Limited to 200 KB in size)

I. **Email To** - defaults with facility manager email address and supplier representative email address. Delete any and all email addresses that don’t need to receive the email. Add additional email addresses using “,” and “space” in between each string.

Click “Submit” to create invoice/serial number. Make note of serial number as you can use the “View Invoice Master” functionality to check progress of invoice through the CenturyLink pipeline.

Click “Cancel” to not submit invoice.

Prior to clicking “Submit”, the “Enter Invoice” screen should look like this:
Screen will refresh with “Invoice Saved” data.

### Reports – Menu

<table>
<thead>
<tr>
<th>Menu</th>
<th>Dashboard</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Work Order</td>
<td>1. Pending Work Authorizations (0)</td>
</tr>
<tr>
<td>2. Invoice</td>
<td>2. Submitted Work Authorizations (0)</td>
</tr>
<tr>
<td>3. Reports</td>
<td>3. Approved Work Authorizations (0)</td>
</tr>
<tr>
<td>5. Search</td>
<td>5. Denied Work Authorizations (2)</td>
</tr>
<tr>
<td></td>
<td>6. Closed Work Orders (1) Current Year</td>
</tr>
<tr>
<td></td>
<td>7. Work Orders Due in the Next Day (9)</td>
</tr>
<tr>
<td></td>
<td>8. Work Orders past due date (0)</td>
</tr>
<tr>
<td></td>
<td>9. PMs due in next 60 days (0)</td>
</tr>
<tr>
<td></td>
<td>10. PMs due in the next day (0)</td>
</tr>
<tr>
<td></td>
<td>11. PMs past due date (0)</td>
</tr>
<tr>
<td></td>
<td>12. Completed AWARS not Invoiced (0)</td>
</tr>
<tr>
<td></td>
<td>13. Invoices in Receipt Acknowledgement (0)</td>
</tr>
<tr>
<td></td>
<td>14. More Information Invoices (0)</td>
</tr>
<tr>
<td></td>
<td>15. Denied Invoices (1)</td>
</tr>
<tr>
<td></td>
<td>16. Receipt Acknowledged/To FAT Invoices (0)</td>
</tr>
<tr>
<td></td>
<td>17. Approved Invoices in FAT (2)</td>
</tr>
<tr>
<td></td>
<td>18. Invoices Sent for Payment (9)</td>
</tr>
<tr>
<td></td>
<td>19. Paid Invoices (0)</td>
</tr>
</tbody>
</table>

Reports allow the supplier to pull information based on a specified need. The WAR200 per status type is also available via the “Dashboard” section. Supplier can also pull reports relating to invoice status or use dashboard items.
INT806 PM Planned Taskload Report

INT806 PM Planned TaskLoad report captures a list of building mechanical equipment within the facility that is assigned to supplier for preventive maintenance task completion. Report indicates which month(s) task is scheduled to be performed. Task will be due 31 days after scheduled date of PM work order. The scheduled date of PM Work Order is the 1st calendar Monday of the month the task is scheduled unless if the 1st calendar Monday of scheduled month is a CenturyLink recognized corporate holiday; then the scheduled date is adjusted to the 1st Tuesday.

A. **Other Options** - Select on an option as listed or if you wish not to have any of these options in the report leave blank.
   a. **Include Equipment Notes** - will include the free form (up to 2000 characters) notes that CenturyLink personnel have added to the database.
   b. **Include Inactive/Retired Equipment** - CenturyLink may have equipment loaded as a placeholder but no tasks scheduled to be performed, thus this equipment is placed in this status and is typically excluded.
   c. **Ignore Headers and Totals** - Report sums hours and number of tasks for each change in assignment group. If information is not necessary, it is strongly recommended to select this option as it will reduce report size.

B. **States** - Select the appropriate state(s) for the report. For all states, leave blank.

C. **International** - Select the appropriate country for the report. For all countries, leave blank.

D. **Equipment Systems** - Select the appropriate equipment system(s) for the report. For all equipment systems, leave blank.

E. **AddressID** - Enter addressID(s) to limit results; if multiple, separate by a comma. For all AddressID(s), leave blank.
F. **Report Format** - “Show” displays results on screen when the user clicks this button. “Excel” generates an excel file that can either be opened and viewed online or saved to the user’s computer.

**NOTE:** To limit confusion, it is suggested to only use the “AddressID” field.

**INV200 – Invoice Approval Report**

INV200 Report provides invoice information, including status, through the CenturyLink pipeline.

A. **Approver** - Click down arrow and select facility manager or it can be left blank.
B. **Work Order No** - If specific invoice information is wanted, work order number can be entered in xxxx-xxxxxx format.
C. **Invoice Date** - Start Date defaults to January 1st of current year. Change to different date by clicking calendar icon based on invoice date. Due to the large number of invoices in the database, it is strongly suggested to always use a start date; otherwise, run the risk of getting no data returned due to a time out of the search function. End Date defaults to blank. Use the calendar icon to select date, or it can be left blank.
D. **Invoice Status** - defaults to “ALL”. Click down arrow to select from list to limit results.
E. **Currency Type** - defaults to “ALL”. Click the down arrow to select a specific currency.
F. **Facility Contract No** - defaults to “ALL”. Click the down arrow to select a specific contract.
G. **Report Format** - user choice on report content: “Summary” or “Detailed” “Show” displays on screen when the user clicks this button. “Excel” generates an excel file that can either be opened and viewed online or saved to the user’s computer.

Report results will display on screen. User may click the serial number hyper link to view invoice details.

**Summary**
WAR200 report captures work order information including status through the CenturyLink pipeline.

A. **Property Manager** - Click down arrow and select facility manager from list to narrow scope of report, or it can be left blank. If the supplier is a national based
supplier, then distinguishing by “Property Manager” is highly suggested due to the large volume of data in the database; otherwise the report will time out.

B. **Work Order Date** - defaults to January 1st of current year. Click the calendar icon to select a different start date. End Date can be left blank. Due to the large volume of data, use of “Start Date” is strongly urged. If using “Work Order Due Date” search, then “Work Order Date” fields can be left blank.

C. **Work Order Due Date** - Use this to select work based on due date.

D. **Status** - defaults to “ALL”. Click the down arrow to select a specific status.

E. **Facility Contract No** - defaults to “ALL”. Click the down arrow to select a specific contract.

F. **Currency Type** - defaults to “ALL”. Click the down arrow to select a specific currency.

G. **Report Format** - user choice on report content: “Summary” or “Detailed”. “Report” displays on screen when the user clicks this button. “Excel” generates an excel file that can either be opened and viewed online or saved to the user’s computer.

### Summary

<table>
<thead>
<tr>
<th>Work Order</th>
<th>Building</th>
<th>Supplier, Field Diagnosis</th>
<th>Hours</th>
<th>Priority</th>
<th>Approve</th>
<th>Estimate</th>
<th>Actuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>223006 - DNVR ZUNI DPC 3-D</td>
<td>AMC_RUNNER, DOWMEN</td>
<td>0:00</td>
<td>1</td>
<td></td>
<td>USD $ 6.00</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>223006 - DNVR ZUNI DPC 3-D</td>
<td>AMC_RUNNER, DOWMEN</td>
<td>0:00</td>
<td>3</td>
<td></td>
<td>USD $ 6.00</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>223006 - DNVR ZUNI DPC 3-D</td>
<td>NSC, DOWMEN</td>
<td>0:00</td>
<td>3</td>
<td>Approve</td>
<td>USD $ 175.66</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>223006 - DNVR ZUNI DPC 3-D</td>
<td>NONE</td>
<td>0:00</td>
<td>1</td>
<td></td>
<td>USD $ 6.00</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>223006 - DNVR ZUNI DPC 3-D</td>
<td>AMC_RUNNER, DOWMEN</td>
<td>0:00</td>
<td>5</td>
<td></td>
<td>USD $ 6.00</td>
<td></td>
</tr>
</tbody>
</table>

### Detailed

| Work Order # 233006 - DNVR ZUNI DPC 3-D | Work Order Status | Closed
| Work Order Due Date | 10/9/2014 | Scheduled Date | 10/9/2014
| Priority/Type | 1 ALM | Age | 20
| Equip # | Floor/Room | PM-DMBC
| Hours | 0:00 | Group |
| Task | ALARMS ALM | Supplier | AMC_RUNNER, DOWMEN
| Title | SC | Contact | R.E.A.M.S. - 800-201-7033

**PM Task Desc**

233006***1st Floor Core Water Alarm***"P1"*** "233006***Plant Gf Failure Set 8"***"P1"*** "233006***3rd Floor Rm 313 Cyberex Water Alarm***"P1"*** "233006***4th Floor Room 429 Water Alarm***"P1"*** "233006***EPO Summary Alarm***"P1"*** UPDATE: 1736p Per Thomas Novaro, The site is on generator power. There was a transformer boom nearby. He says leave this job on the Runner. It may be awhile before commercial power is restored; (10/9/2014) Have a direct number with Xcel manager who stated that replacement of 3 switches and 3 lightning suppressors and 1 older switch in different area will have to be reset and replaced at a later time. Xcel contact Tom 928-699-7409 said to give him a call back in about 6 hours. 10/10 1:42am CDT DenverDC PR2-UPSALAM2 - UPS SUMMARY ALARM 2 - 10/10/14 00:34:32 - UPS System 2 Summary Alarm. [CR] Ran LWR, and EDP generators due to a power bump caused by 3 switches, and 3 lightning suppressors, and 1 older switch going out. Engines ran until 0035 10/10/2014. All systems returned to normal.

**Notes**

- Field Diagnosis
  - Estimated | Actual
  - Materials
  - Labor
  - Other
  - Total | $ 0.00

**Work Authorization**

- Approved By
- Other
- Approve Status
- Total
- Send to AR

**Approve Remarks**
WOR106 – Outstanding Work Load Report

WOR106 Outstanding Workload provides a list of open work orders assigned to the supplier. These open work orders may or may not need field diagnosis and estimated costs information added dependent on progress through the CenturyLink pipeline. Work orders cease appearing on WOR106 report when either the supplier closes/completes the work order (Close Work Order via Menu option or Option 3 Approved Work Authorizations on dashboard) or the facility manager cancels the work order.

NOTE: PM work orders are generated on the first Sunday of the current month for the next month’s work.

A. **Due Date Start** - Using the calendar icon for “Due Date”, select the appropriate start date for the report.
B. **Due Date End** - Using the calendar icon for “Due Date”, select the appropriate end date.
C. **Schedule Date Start** - Using the calendar icon for “Schedule Date”, select the appropriate start date for the report.
D. **Schedule Date End** - Using the calendar icon for “Schedule Date”, select the appropriate end date.
E. **Sort By** - Select the appropriate description for how you would like the data sorted upon receipt.
F. **States** - Select the appropriate states for the report. For all states, leave blank.
G. **International** - Select the appropriate country for the report. For all countries, leave blank.
H. **Work Order Category** - Select the appropriate work type for the report. For all work types, leave blank.
I. **Work Order Type** - Select the appropriate work order type for the report. For all work types, leave blank.

J. **AddressID(s)** - Enter addressID(s) to limit results; if multiple, separate by a comma. For all AddressID(s), leave blank.

K. **Report Format** - “Show” displays on screen when the user clicks this button. “Excel” generates an excel file that can either be opened and viewed online or saved to the user’s computer.

**WOR107 – Work Order Completion Report**

![WOR107 Work Order Completion Report](image)

WOR107 Work Order Completion provides information detailing if work orders are completed by due date or not. Work order may or may not be open; late/missed work orders are listed on detail page(s) of report. Summary page indicates number of work orders assigned, number completed (Status C) by due date and percent complete by due date.

A. **Due Date Start** - Using the calendar icon for “Date”, select the appropriate start date for the report.

B. **Due Date End** - Using the calendar icon for “Date”, select the appropriate end date.

C. **States** - Select the appropriate state(s) for the report. For all states, leave blank.

D. **International** - Select the appropriate country for the report. For all countries, leave blank.

E. **Work Order Type** - Select the appropriate work type for the report. For all work order types, leave blank.

F. **AddressID(s)** - Enter addressID(s) to limit results; if multiple, separate by a comma. For all AddressID(s), leave blank.

G. **Report Type** – Select to show only late work orders.

H. **Report Format** - “Show” displays on screen when the user clicks this button. “Excel” generates an excel file that can either be opened and viewed online or saved to the user’s computer.
Supplier Dashboard

The Dashboard is a shortcut to a specific report type, either WAR200 Report for all non-PM work (Dashboard 1-8) assigned to a specific Supplier, WOR106 report for PM work (Dashboard 9-11), or INV200 report for invoice information (Dashboard 12-19).

Below outlines what the user sees when a specific dashboard item is selected.

NOTE: The dashboard, due to the large volume of data in BMSe database, is limited to the current calendar year information. If you need information from prior to January 1st of the current calendar year, please use the “Reports” option on the menu side.
WAR200 – Dashboard Option 1 – Pending Work Authorizations

Pending Work Authorizations are work orders assigned to the supplier that require field diagnosis and estimated costs to be added to invoke automated work authorization request functionality.

Select option “1 - Pending Work Authorizations” from the Dashboard. This results in a separate window with a WAR200 report automatically opening showing all WAR forms with a status of “Assigned”.

The user can click the work order number hyper link to review the details of the work order.

The user can click the “Edit” hyper link to:
- Add Trouble Resolution Date for Priority 1, 2, and 6 work
  This may be done, for example, by a service technician.
- Add Field Diagnosis and Estimated Costs
  This may be done, for example, by accounts personnel in the office.

Within the report results window, the user may select the “Excel” function to generate an excel file that can be saved to a computer.

**NOTE:** The “Edit” functionality does not work within Excel.
WAR200 – Dashboard Option 2 – Submitted Work Authorizations

Submitted work authorizations have had the field diagnosis and estimated costs added and are awaiting CenturyLink facility manager action.

Submitted work authorizations can be updated by the supplier with additional field diagnosis or adjusted estimate costs by clicking the “Edit” hyper link.

**NOTE:** In the report results, the previously added estimated costs display.

Within the report results window, the user may select the “Excel” function to generate an excel file that can be saved to a computer.

**NOTE:** The “Edit” functionality does not work within Excel.
Approved Work Authorization status indicates a CenturyLink facility manager has approved the work and estimated costs.

If necessary, the supplier can edit the work order by clicking the “EDIT” hyper link to update either field diagnosis or estimated costs. The work order will be resubmitted to the facility manager to reapprove.

If the work is complete, then the user should select the “Close” hyper link to complete the work order and initiate an invoice.

**NOTE:** Invoices cannot be initiated if the work order is not in “Closed” status.

Within the report results window, the user may select the “Excel” function to generate an excel file that can be saved to a computer.

**NOTE:** The “Edit” functionality does not work within Excel.
This status is a result of a CenturyLink facility manager determining either more detailed field diagnosis or better estimate costs need to be provided before deciding to approve or deny the work.

The user can click the “Edit” hyper link to make requested changes.

Within the report results window, the user may select the “Excel” function to generate an excel file that can be saved to a computer.

**NOTE:** The “Edit” functionality does not work within Excel.
WAR200 – Dashboard Option 5 – Denied Work Authorizations

Denied work authorizations are a result of a CenturyLink facility manager deciding that the work and/or expense is not necessary at this time.

Suppliers will not be able to invoice against canceled work orders, nor can they be edited.

Within the report results window, the user may select the “Excel” function to generate an excel file that can be saved to a computer.

**NOTE:** The “Edit” functionality does not work within Excel.

<table>
<thead>
<tr>
<th>Row</th>
<th>Work Order</th>
<th>Facility Contract</th>
<th>Building</th>
<th>Supplier, Field Diagnosis</th>
<th>Priority</th>
<th>Approval</th>
<th>WO Status</th>
<th>Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1016-30205</td>
<td>D40095 - LAGUNA NIGUEL TS</td>
<td>SOURCE REFRIGERATION AND HVAC INC WILL REPLACE EVAP COIL ON UNIT A2 - NEED APPROVAL 'COST TO REPLACE THE AIR HANDLER INSTEAD OF EVAP COIL WILL BE $2210 LABOR, MATERIALS WOULD BE $6,168.00.</td>
<td>5</td>
<td>Denied</td>
<td>Denied - AR</td>
<td>USD</td>
<td>$9,420.50</td>
</tr>
<tr>
<td>2</td>
<td>1023-21119</td>
<td>E90241 - FORT WORTH TS</td>
<td>SOURCE REFRIGERATION AND HVAC INC REPLACE 25 TON CONDENSING UNIT 01008-RD8. NEED APPROVAL.</td>
<td>5</td>
<td>Denied</td>
<td>Denied - AR</td>
<td>USD</td>
<td>$22,421.41</td>
</tr>
<tr>
<td>3</td>
<td>1029-21009</td>
<td>470682 - HAVRE REPEATER</td>
<td>SOURCE REFRIGERATION AND HVAC INC measure for lower size</td>
<td>5</td>
<td>Denied</td>
<td>Denied - AR</td>
<td>USD</td>
<td>$545.48</td>
</tr>
</tbody>
</table>
### WAR200 – Dashboard Option 6 – Closed Work Authorizations

This option provides a list of all “Closed” status (completed) work orders for the current year.

The user can click the “Invoice” hyperlink to invoke the invoice input screen.

Within the report results window, the user may select the “Excel” function to generate an excel file that can be saved to a computer.

**NOTE:** The “Edit” functionality does not work within Excel.
This option lists approved work authorizations with a due date of the next calendar date. Supplier needs to close/complete each work order to avoid risk of the work order being considered late/missed on the WOR107 Work Order Completion report.

User can select the “Edit” hyper link to update field diagnosis or estimated costs if necessary. The work order will be resubmitted to the facility manager. If an extension is needed, indicate that to the facility manager so the due date can be extended using their BMSSe tool.

The user can select the “Invoice” hyper link to invoke the invoice input form.

Within the report results window, the user may select the “Excel” function to generate an excel file that can be saved to a computer.

**NOTE:** The “Edit” functionality does not work within Excel.
WAR 200 Approved Dashboard Option 8 – Past Due Date Work Authorizations

This option lists work orders that are past the due date and are still open, thus they are considered late/missed.

If field diagnosis and estimated costs have not yet been added to the work order, the user should click the “Edit” hyper link to take that action. Requesting the facility manager to extend the due date is also an option.

If the work is complete, then the user should select the “Close” hyper link to complete the work order.

Within the report results window, the user may select the “Excel” function to generate an excel file that can be saved to a computer.

**NOTE:** The “Edit” functionality does not work within Excel.

Dashboard – Items 12-19 related to INV200 Report or WAR200 Report

Various options of the dashboard track the invoice through the CenturyLink pipeline:

- 12 – Supplier initiates invoice (Status I)
- 13 – Supplier has submitted invoice, awaiting manager to do Receipt Acknowledgement (Status I)
- 14 – Manager has indicated more information is needed before taking Receipt Acknowledgement action (Status O)
- 15 – Manager has denied/rejected invoice (Status X)
- 16 – Manager has taken receipt action, invoice is now sent to internal Financial Approval Tool for final expense approval (Status R)
- 17 – Approving manager(s) has done final approval (Status A)
- 18 – Invoice has been sent to CenturyLink Accounts Payable system for payment reimbursement process (Status P)
- 19 – Invoice has been paid by Accounts Payable – check amount data posted to invoice (Status Z)
AWAR Contacts

AWARAccessRequests@centurylink.com

Justin Bochnak
(602) 716-3307
justin.a.bochnak@centurylink.com

Susan Baker
(720) 578-4343
susan.baker@centurylink.com

Password Resets: CIC.Group@centurylink.com