

**Title:** Billable Work Orders Processing (Chargebacks)  
**Department:** Engineering Services  
**Effective Date:** January 1, 2025

## **PURPOSE**

To define a standardized procedure for creating, documenting, and managing billable work orders in the Computerized Maintenance Management System (CMMS) to ensure tasks are tracked, prioritized, and completed effectively.

## **SCOPE**

This SOP applies to all employees in Physical Plant Management (PPM) processing work orders in CMMS MetaBIM.

## **DEFINITIONS**

### Billable work orders

CB = Chargebacks. It could be a single-shop or multi-shop chargeback.

DM = Deferred Maintenance. Includes work orders or special projects from Sustainability and FPDC.

MOU = Memorandum of Understanding

BCB= Blanket Chargeback

### Other terms

FPDC = Facilities Planning, Design and Construction

WCC = Work Control Center

PO = Purchase Order

P-Card = Purchasing Card (Credit Card)

SOP = Standard Operating Procedure

CMMS = Computerized Maintenance Management System, aka MetaBIM Software

## **RESPONSIBILITY**

Physical Plant Management is responsible for:

- Processing chargebacks
- Estimating and preparing quotes
- Creating work orders
- Collecting funds
- Managing projects

- Entering labor, material, and purchases in CMMS accurately
- Expensing and billing
- Reporting

## **PROCEDURES**

### **I. General Work Order Process**

See Appendix for general workflow.

#### **I.1. Work Order Creation and Assignment**

1. Work orders are created using standardized procedures outlined in SOP 25-2016.
2. Chargeback details must be documented in the work order, such as the chargeback number and billing amount.
3. DM details must be documented in the work order with the project ID and funded amount. PPM Financial Services assigns project IDs.

#### **I.2. Labor, Materials, and Purchases**

1. Staff working on tasks must input labor in the appropriate work order(s) into MetaBIM daily.
2. Materials issued by Distribution are recorded in the work order by Distribution staff.
3. Entries of purchases in MetaBIM made via P-Card, PO, or any other method must be entered in the appropriate work order. See PPM SOP 25-2014, SOP 25-3008 and SOP 25-3009.

#### **I.3. Shop Review and Verification**

1. Shop staff complete jobs and change the work order status to "Supervisor Review."
2. Supervisors verify that all labor, material, and purchase entries are accurate, then update the work order to "Shop Verified" status.
3. WCC lists a report filtered by "Shop Verified," reviews it weekly, and changes the status to "Ready to Bill."
4. WCC escalates multi-shop work orders to "Project Manager Review" status and assigns them to the Estimating Supervisor.

#### **I.4. Invoicing and Billing**

1. Invoicing procedures are detailed in SOP 25-3008.
2. PPM Finance processes work orders in the "Ready to Bill" status.
3. PPM Finance will make the necessary journal entries in PeopleSoft to match entries in MetaBIM.

## II. **Specific Chargeback Processes**

### II.1. Funded Single Shop Chargebacks

1. WCC reviews PeopleSoft for new chargebacks two times daily: once in the morning and once in the afternoon.
2. The WCC Supervisor, Estimating Supervisor, Custodial Events Manager, or other appropriate shop supervisor reviews chargebacks for job capabilities and shop assignments.
3. WCC creates a work order in MetaBIM for the chargeback. See SOP 25-2016 on how to create a work order. The chargeback number from PeopleSoft and the billing amount must be documented in the work order.
4. WCC assigns work orders to shops for scheduling and completion.
5. Shop supervisors or designees assign tasks to staff for execution.

### II.2. Funded Multi-Shop Chargebacks

1. The WCC Supervisor and Estimating Supervisor (or other appropriate shop) review chargebacks for job capabilities and shop assignments.
2. Project Managers/Estimators create parent and child work orders as needed in MetaBIM to cover the scope of work.
3. Supervisors ensure all labor, materials, and purchases are correctly posted to the work order.
4. Multi-shop work orders follow the general verification and invoicing steps outlined in Section I.

### II.3. Quotes/Estimate Requested Chargebacks from PeopleSoft

1. WCC looks in PeopleSoft for new estimate requests twice daily, once in the morning and once in the afternoon.
2. WCC creates work orders per SOP 25-2016 and assigns them to the Estimating Workbook, setting the status to "Requested – New Quote Requested".
3. Estimating staff to provide quotations and update the work order to "Quote Completed."
4. WCC lists work orders daily for work orders in "Planning – Quote Completed" status.
  - II.3.4.1. WCC will use the Quote Module, add "approvers," and click the email link to trigger notification via MetaBIM.
  - II.3.4.2. WCC sets the status of the work order to "Planning – Waiting on Customer"
  - II.3.4.3. Customers may view and "approve" quotes online via the MetaBIM Public Dashboard. The approval of the quote in MetaBIM is an agreement of the quote, and chargeback approval in PeopleSoft is to follow.

- II.3.4.4. Customer approves chargeback in PeopleSoft.
- II.3.4.5. WCC sets the work order status to “On Deck – Approved by Customer”.
- 5. Approved quotes (PeopleSoft Chargeback) are processed by WCC into funded work orders and follow the general process outlined in Section I and Section II Steps 1 & 2 to proceed.

#### II.4. Initiating Quotes/Estimates without PeopleSoft Chargebacks

- 1. Shops may utilize the MetaBIM Quote Module to create customer quotes for single shop work.
- 2. Shops will follow SOP 25-2016 to create a work order first and set the status “Requested – New Quote Requested”
- 3. Shops will create an itemized or summarized quote for the customer. Once completed, set the work order status to “Planning – Quote Completed”.
- 4. Shop will add “approvers” to the quote. Click the email link to trigger a notification via MetaBIM and set the quote status to “Transmit Quote”.
- 5. Customers will view and “approve” quotes online via the MetaBIM Public Dashboard. The approval of the quote in MetaBIM is an agreement of the quote, and chargeback in PeopleSoft is to follow.
- 6. Customer will submit a PeopleSoft Chargeback referring to the Quote # or Work Order number from the email notification.
- 7. WCC will receive the PeopleSoft Chargeback on their daily checks, enter the PeopleSoft Chargeback number and funded amount on the work order, change the status of the Work Order to “On Deck – Approved by Customer,” and assign it to the shop.
- 8. Shop will review “On Deck - Approved by Customer” daily or as needed and start the job according to shop priorities.
- 9. No job may start without the chargeback funding.

### III. DM, MOU process

- III.1. WCC, on receipt, creates a work order and assigns a project or MOU ID from PPM Financial Services. Refer to SOP 25-2016 for creating work orders.


### **REFERENCES**

PPM SOP 25-2016 Routine Maintenance Work Orders  
PPM SOP 25-2014 MetaBIM Purchases and Receipt Entry  
PPM SOP 25-3008 Invoicing  
PPM SOP 25-3009 Purchases

PPM Chargeback Rates: <https://www.csun.edu/facilities/ppm-chargeback-rates>

Specific processes and procedures within MetaBIM can be found in the following:

[HTTPS://MYCSUNEMAIL.SHAREPOINT.COM/SITES/PPM.IT/SHARED  
DOCUMENTS/GENERAL/APPLICATION IMPLEMENTATION/METABIM/STANDARD OPERATING  
PROCEDURES](https://mycsunemail.sharepoint.com/sites/ppm.it/shared/Documents/General/Application%20Implementation/MetaBIM/Standard%20Operating%20Procedures)

<b><u>APPROVED</u></b>		01/13/2025
	_____ Jason R. Wang, Senior Director	_____ Date

## **APPENDIX**



## **REVISION HISTORY**

DATE	NAME	EVENT	NOTES
12/04/2024	M Amador	Created	
12/18/2024	E Garcia	Modified	Added SOP # and name
12/18/2024	E Garcia	Modified	Review, added section II.4.
01/08/2025	E Garcia	Final – Sent for Signature	
1/13/2025	E Garcia	Correct SOP Number	25-2017