WORK COMPLETE status emails to customers:

On 8/11/14 automated emails from AiM are triggered when a phase status of a work order is updated to **WORK COMPLETE** by a shop technician. In the email a customer is informed of the status change and given an email address and phone number to use if they have questions or comments.

physicalplant@uncw.edu or 23101.

Work orders are broken down into phases often for two different shops to perform work where necessary. If your work requires more than one phase you will receive more than one email.

Billing follows after an administrative review of the labor and material or contract costs are posted which usually occurs within 14 days of the work being completed.