**WORK STATUS EMAIL TRIGGERS TO CUSTOMERS:**

Automated emails from the AiM work management system are triggered when a status of a work request or a work order is updated.

The email will generate and deliver to the requestor and the person that is listed as the contact.

An email will generate in the following scenarios:
- When a Customer Work Request is submitted or created
- When a Customer Work Request is approved; becomes a Work Order
- When a Customer Work Request is cancelled
- When a Customer Work Request is status as “Non-Facilities Work”
- When a Customer Work Request is status as “Duplicate”
- When a Customer Work Request needs more information
- When a Customer Work Request is status as non-facilities equipment
- When a Work Order is cancelled
- When a Work Order is closed

In the email a customer is informed of the status change and is given an email address and phone number to use if they have questions or comments.

**NOTE:** Please note that the message is a system-generated email. Please do not reply to the email; the email address is not monitored.