

Work Order - Maintenance

I. Overview

The purpose of this Operating Procedure is to explain the process to place a work order when maintenance items need attention on the UACCB campus. The Physical Plant Director will be the campus primary Point-of-Contact for service requests for all maintenance issues. This Operating Procedure will outline the process which has been implemented to track maintenance needs for the UACCB campus. To ensure all service requests are adequately documented, ALL maintenance issues must be reported using this Work Order request via Outlook.

II. Practice

An e-mail account has been set up specifically for maintenance work order requests. It is "Work Order – Maintenance" and an Outlook note should be sent to the Work Order - Maintenance inbox whenever you have a maintenance issue. To send the note, the following steps should be completed:

1. Determine description of work to be completed
2. Open Outlook 2007, in your "**Inbox**" mode
3. Click on **New**
4. Click on **To...**
5. Scroll down the address list to "**Work Order - Maintenance**" and highlight
6. Click on **To...**, then click **Ok**
7. Enter your **Subject**: (a brief description of work to be completed)
8. In the blank note section, enter a **detailed description** of the maintenance issue, including a contact person, location of maintenance requested (please identify building and room number), nature of request, and any other information that might be helpful in getting the work completed.
9. If your request is Urgent, you can click on the red exclamation point on the Outlook toolbar to signify the note is of High Importance.
10. Click on **Send**.
11. Upon receipt, a reply e-mail will be sent to acknowledge work order request. If an estimated completion time can be determined, that will be provided in the reply.

III. Clarifying Points

This procedure is intended to help track maintenance requests and assist in getting the requests resolved more efficiently. It should be used as the first line of communication concerning all **non-emergency** maintenance requests. Failure to follow the procedures outlined above may result in your maintenance issue going unresolved.

Emergency maintenance issues should be addressed to maintenance personnel as quickly as possible.

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