

# Requests for Physical Plant Services

Policy 507.4

## 1 Introduction

## 2 Scope

## 3 Definitions

## 4 Policy and Procedure Statements

### 4.1 Necessary Form

4.1.1 All requests for services from the Physical Plant are made by completing and submitting a REQUEST FOR PHYSICAL PLANT SERVICES to the Physical Plant Cost Control Center. Departments "download" their repair work order requests using the Physical Plant On-line Work Request System. To gain access to this on-line system, complete the Physical Plant Work Order System Request Form available on the Physical Plant website, [www.pp.apstate.edu](http://www.pp.apstate.edu), under Access Form for Work Order System and mail to the Physical Plant Office. Please allow enough time in advance of the desired completion date for the Physical Plant to schedule and perform the requested services.

4.1.2 NOTE: Please do not telephone in normal requests for maintenance and repair. Only true emergencies are accepted over the telephone.

### 4.2 Procedure to Request Physical Plant Services

4.2.1 Access the Physical Plant Work Order System through the Physical Plant website under Physical Plant Work Order Request or through the Electronic Forms webpage.

4.2.2 Enter your vax username, budget code without any dashes or spaces and vax password then click submit. Your vax username and password should be the same username and password used for your University email account.

4.2.3 NOTE: The budget account number must be included on all Requests for Physical Plant Services. It will be determined by the Physical Plant Cost Control Center whether the cost will be paid by the department or considered a Physical Plant service. Completely fill out all fields on the Physical Plant Work Order Form before clicking submit. You should then see a review page showing the information you entered on the previous page. Please look over this information to make sure it is what you want to request Physical Plant Services for. If everything is correct, print a copy for your records and click submit for the request to be sent to the Physical Plant. On this page you will notice your request has been assigned a work order number. Please refer to this number when calling the Physical Plant regarding your request as it will help expedite answers to your questions.

4.2.4 NOTE: If you have multiple work order requests you will need to send a work order per each request; however, you have the opportunity on the review page to enter them without having to log out and re-enter the Physical Plant Work Order System by checking "no" when asked if this is your last work order request. If you do not have any additional work order requests, check "yes" when asked if this is your last work order request. If everything was processed successfully, you will see a page saying "Work Order(s) have been sent in Email to Physical Plant." You will receive an email once the request is scheduled; if you do not receive an email in a timely manner, please call the Physical Plant Office at 3190 ext. 100.

### 4.3 Estimates

A department requesting Physical Plant Services would request an estimate when they are concerned with the cost of a service they would like performed.

#### 4.3.1 Procedure for Estimates

4.3.1.1 To have an estimate prepared the requesting department will send a request for Physical Plant Services through the Physical Plant Work Order System. A request becomes an estimate by entering a "Y" in the field beside Estimate Required (Y/N)? on the Physical Plant Work Order Form. Estimates will be assigned a work order number on the review page. Please refer to this number when calling the Physical Plant regarding your estimate as it will help expedite answers to your questions.

4.3.1.2 Once an estimate has been successfully downloaded, it will be given to the Physical Plant Department who will calculate

an estimated cost for the work, material and labor, to be performed. The estimate will then be sent to the requesting department head/chairperson. NOTE: An e-mail will not be sent as the work has yet to be scheduled.

4.3.1.3 Once the requesting department head/chairperson receives the estimate, he/she has 30 days from the date shown on the estimate to approve or disapprove. If the department approves the estimate and would like for the Physical Plant to proceed with the work order request, the department head/chairperson needs to sign and date the estimate and return it to the Physical Plant where the Cost Control Center will schedule the work to be performed. If the department disapproves the estimate, the department head/chairperson needs to date and write "disapprove" on the estimate and return it to the Physical Plant. If an estimate is not returned to the Physical Plant marked either approved or disapproved within 30 days it will be purged from the system.

4.3.1.4 The requesting department has the responsibility to provide funding for all estimated work. If Repair & Renovation (R&R) funds are to be used, then the estimate request should come from Design and Construction. Please keep in mind that any adjustments made to a project after an estimate is scheduled for work can cause an adjustment in the cost of the project at the requesting department's expense.

## **5 Additional References**

## **6 Authority**

## **7 Contact Information**

## **8 Original Effective Date**

## **9 Revision Dates**