

Document # MSOP6	Title: Submitting Work Orders	Print Date: 07/25/2014
Revision # 1.0	Prepared By: Dr. Del Rosario	Date Prepared: 07/25/2014

Purpose: To track and monitor facility work order requested by end-users. To provide and monitor ongoing building facility maintenance request in a professional and timely manner in conjunction with the Department of General Services.

Responsibilities:

End-users whom a work request is needed
Business Office/ Facilities Staff will process the request.
Merritt College Engineers

Procedure:

1.0 SUBMITTING A WORK REQUEST

- 1.1 An end-user wanting work done initiates a work order request by sending an E-mail to merworkorder@peralta.edu with the following information:
1. The exact location where the work will be performed including building and room number.
 2. Name and phone number of contact person
 3. Detailed description of work request, indicate if this is an emergency.

2.0 BUSINESS OFFICE/ FACILITES STAFF PROCESSES REQUEST

- 2.1 A work order is electronically generated to Department of General Services Facility Maintenance and Operations.
- 2.2 The work order is assigned to the on-site Engineer
- 2.3 Business Office/ Facilities Staff will respond to end-user with a reference work order number for their records.

Revision History:

Revision	Date	Description of changes	Requested By
1.0	07/25/2014	Initial Release	