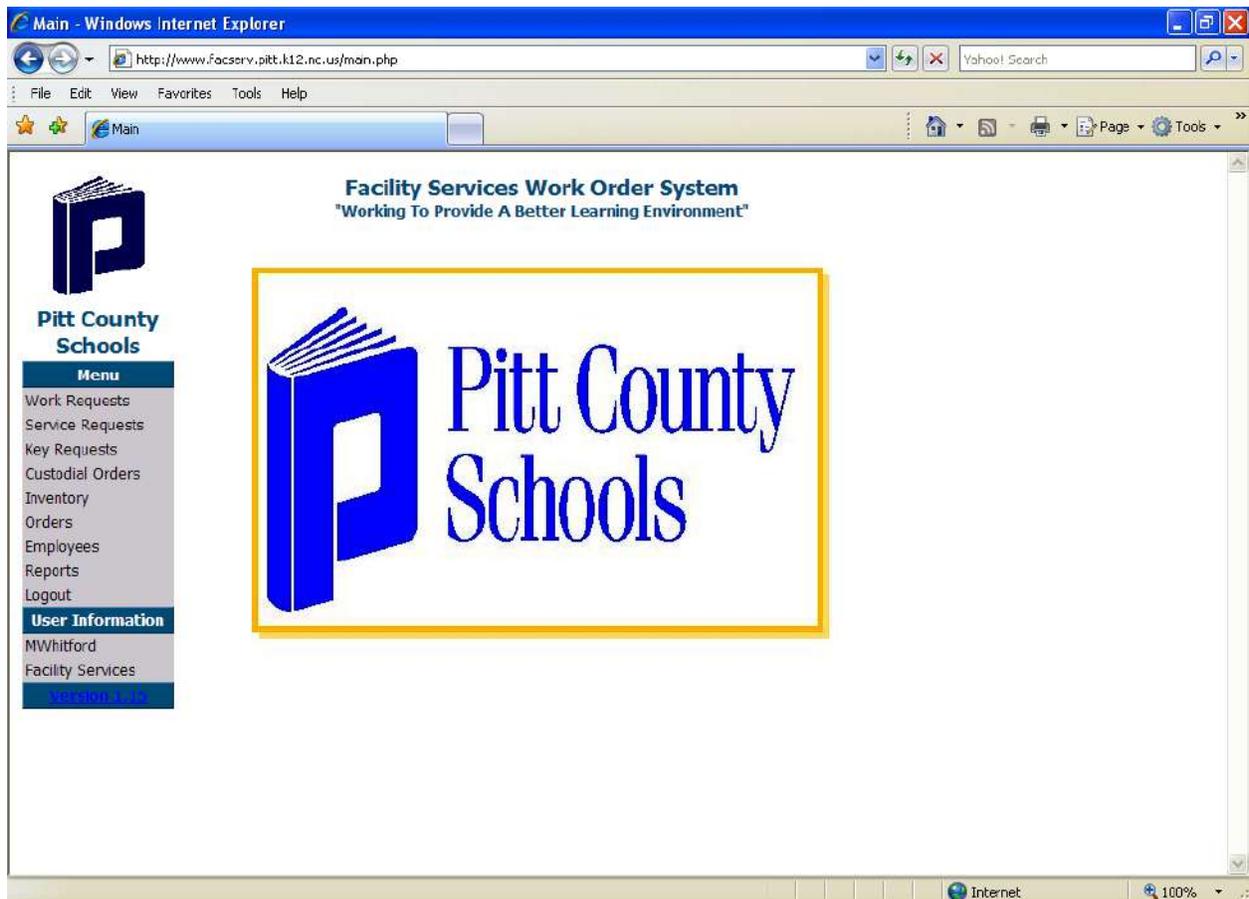


# ***PITT COUNTY SCHOOLS***



# ***Facility Services Work Order Guide***

## GENERAL INFORMATION

If there is a change in your work status, notify Becky Meeks at Facility Services (756-4598) or [bmeeks@pitt.k12.nc.us](mailto:bmeeks@pitt.k12.nc.us) to assign or update your User ID and/or reset your Password. Example – new principal, marriage, or changing schools.

Without a User ID and Password you cannot access the Facility Services Work Order System.

When a request has been disapproved, you will need to review the record and read the Disapproved Reason box at the bottom of the form. After reviewing, you will need to **CLICK** the **FILE** button at the bottom right to remove the record from the system. If you choose to resubmit your request, use a new form.

### Service Requests

Service Requests are for Service Calls to **REPAIR** existing items or equipment.

**Examples of Service Requests** – Repair lights, replace ceiling tiles, door locks not working, plumbing problems, electrical outlets not working, broken windows, heating/cooling problems, and roof leaks. Service Requests are also used for scheduling after hours heating and cooling needs. (Any outside events shall be approved and scheduled by Community Schools.)

**Do not mix departments on requests.** Example – A water leak should not be on the same request as an electrical outlet not working.

NOTE: DO NOT enter your fire and inspection violations from the inspection sheets in the Work Order Management Program. Submit your inspection reports to the Safety Coordinator.

### Work Requests

Work Requests are to **REPLACE, ADD, or REMOVE** anything connected to the building or grounds. Work Requests are for improvements to the building or grounds.

**Examples of Work Requests** – Replacement of chalkboards or dry erase boards, replacement of doors, replacement of ceiling, replacement of carpet or floor tile, add or remove lights or receptacles. A Work Request will change the building or grounds.

**Do not mix departments on requests.** Example – Replacing carpet should not be on the same request as adding new lights.

## **Facilities Modification Request Form**

A [Facilities Modification Request Form](#) should be submitted prior to:

1. Structural/physical changes of interior space (example – demolition or new construction of walls, ceilings, floors, stairs, etc., painting or color changes, painting of murals, etc. installation of fixed equipment or furniture requiring utility connections, including HVAC or exhaust ventilation systems, taps into building utilities or mechanical system, or adding hardwired electrical equipment, data outlets and electrical outlets to support technology, etc.)
2. Changes in use of space (example – changing a conference room to an office, classroom to office, vocational education room to computer lab, etc.)
3. Changes to the exterior of buildings, including removal of shrubbery
4. Location of equipment exterior to buildings, including adding gardens and ponds
5. Changes or modifications to the grounds or playfields (example – installation of playground equipment, building dugouts, scoreboards, lights, bleachers, installation of tracks, installation of irrigation system, plantings of any type, fertilization of grass, etc.)

Submit completed Facilities Modification Request forms to Becky Meeks by e-mail [bmeeks@pitt.k12.nc.us](mailto:bmeeks@pitt.k12.nc.us) or fax 252-756-2354.

## **Supply Orders**

Review product descriptions for the unit quantity prior to submitting your request to prevent over ordering. Example – order 1 pack to get 4 pads, order 1 bag to get 72 roach bait stations.

Facility Services delivers custodial products to the schools monthly at the beginning of the month. In addition, custodial products may be picked up from Facility Services warehouse on Wednesdays from 12:30 PM – 2:30 PM.

For delivered supplies, an order must be completed and submitted by the 20<sup>th</sup> of each month.

For supplies to be picked up at the Facility Services warehouse, an order of 5 items or less must be completed and submitted by Tuesday at 2:00 PM from the school before a school representative arrives at the warehouse on Wednesday. No items will be issued without an order being submitted from the school. Quantities cannot be increased on any order and items will not be added to any order.

## **Key Requests**

Key Requests are for requesting new keys and key changes only. Do not use this form for repairs to locks or doors.

## SERVICE REQUESTS

### Instructions for Entering a Service Request

1. From your computer screen **CLICK** on the Internet Explorer icon.
2. In the address box **TYPE** the following address and **CLICK** the go button:  
[www.facserv.pitt.k12.nc.us](http://www.facserv.pitt.k12.nc.us)
3. This will bring you to the login screen for the Work Order Management Program.
4. In the login box **TYPE** your ID.
5. In the password box **TYPE** your password.
6. **CLICK** on the Login button.

This will bring you to the Main Page for the Work Order Management Program.

7. On the left side of the screen you will see your menu and user information. At this menu **CLICK** on the Service Requests link.
8. **CLICK** on the Enter New button.
9. **TYPE** your name in the Originator box.
10. **TYPE** your room name in the Room box.
11. **TYPE** your location in the Location box.
12. **TYPE** a description of the repair or problem.
13. **TYPE** any additional comments in the Comments box.
14. Review your service request.
15. **CLICK** the Add button at the bottom of the Service Request box.
16. The service request has now been entered into the Work Order Management Program.

**Information needed to submit a service request:**

- ORIGINATOR = Staff member asking for the request
- ROOM = Room number (Example – Classroom 417)
- WORK LOCATION = Area or location inside of room  
(Example – back wall or near side door)
- APPROVED BY = The Principal or Site Administrator in charge of the building
- COMMENTS = Any additional information about request  
(If this is Vandalism or Storm related, please note here)

**Colors used to show the status of service requests:**

- |          |             |  |
|----------|-------------|--|
| Lt. Blue | PENDING     | A new service request has been added to the system |
| Green    | IN PROGRESS | Work is in progress                                |
| Red      | INCOMPLETE  |  |

## WORK REQUESTS

### Instructions for Entering a Work Request

1. From your computer screen **CLICK** on the Internet Explorer icon.
2. In the address box **TYPE** the following address and **CLICK** the go button:  
[www.facserv.pitt.k12.nc.us](http://www.facserv.pitt.k12.nc.us)
3. This will bring you to the login screen for the Work Order Management Program.
4. In the login box **TYPE** your ID.
5. In the password box **TYPE** your password.
6. **CLICK** on the Login button.

This will bring you to the Main Page for the Work Order Management Program.

7. On the left side of the screen you will see your menu and user information. At this menu **CLICK** on the Work Requests link.
8. **CLICK** on the Enter New button.
9. **TYPE** your name in the Originator box.
10. **TYPE** your room name in the Room box.
11. **TYPE** your location in the Location box.
12. **TYPE** a description of the repair or problem.
13. **TYPE** a reason for the work request in the Reason box.
14. **TYPE** any additional comments in the Comments box.
15. Review your work request.
16. **CLICK** the Add button at the bottom of the Work Request box.
17. The work request has now been entered into the Work Order Management Program.

**Information needed to submit a work request:**

- ORIGINATOR = Staff member asking for the work request
- APPROVED BY = The Principal or Site Administrator in charge of the building
- ROOM = Room number (Example – Classroom 417)
- WORK LOCATION = Area or location inside of room  
(Example – back wall or near side door)
- DESCRIPTION = Type of Repair or Problem
- REASON = If a wall or a new item is added to the building state the reason why (Example – safety concern or appearance)
- APPROVED BY = The Principal or Site Administrator in charge of the building
- COMMENTS = Any additional information about request

**Colors used to show the status of work requests:**

- |             |             |  |
|-------------|-------------|--|
| Lt. Blue    | PENDING     | A new work request has been added to the system                                  |
| Green       | IN PROGRESS | Work is in progress  |
| Light Green | HOLD        | Work is paused or being held for a future date                                   |
| Yellow      | REVIEWED    | Work request has been received and is under review by the appropriate department |
| Gray        | INCOMPLETE  |  |
| Red         | DISAPPROVED | Sent back with comments attached   |

# SUPPLY ORDERS

## Instructions for Entering a Supply Order

1. From your computer screen **CLICK** on the Internet Explorer icon.
2. In the address box **TYPE** the following address and **CLICK** the go button:  
[www.facserv.pitt.k12.nc.us](http://www.facserv.pitt.k12.nc.us)
3. This will bring you to the login screen for the Work Order Management Program.
4. In the login box **TYPE** your ID.
5. In the password box **TYPE** your password.
6. **CLICK** on the Login button.

This will bring you to the Main Page for the Work Order Management Program.

7. On the left side of the screen you will see your menu and user information. At this menu **CLICK** on the Custodial Orders link.
8. **CLICK** on the Add Order button.
9. **SELECT** Order Type. (Delivery or Pick-up)
10. **TYPE** in Originator and Approved By boxes.
11. **CLICK** the Add button at bottom right.
12. Under Order Details **CLICK** Add Items button at bottom center.
13. Scroll down, choose the item you need and **TYPE** the quantity requested for each item. Type only numbers as letters or symbols will not be accepted by the program.
14. **CLICK** Update Order button at the bottom of item table.
15. Review order details and verify items and quantities are correct.
16. **CLICK** the Submit Order button at the bottom of the add/edit order box.
17. The order has now been entered into the Work Order Management Program.

**Information needed to submit a supply order:**

- ORIGINATOR = Staff member asking for the supplies
- APPROVED BY = The Principal or Site Administrator in charge of the building
- ORDER TYPE = Select delivery or pick-up  
(Pick-up orders only available on Wednesdays)
- ADD ITEMS = Select items and quantity needed

**Colors used to show the status of supply orders:**

- Lt. Blue** PENDING A new order has been added to the system
- Green** IN PROGRESS An order has been received and is being filled
- Orange** INCOMPLETE Please fill out completely. This may also be seen if the Submit Order button is not clicked when you are complete

NOTE – When deliveries or pick-ups are completed, the order record will disappear from the status window.

## KEY REQUESTS

### Instructions for Entering a Key Request

1. From your computer screen **CLICK** on the Internet Explorer icon.
2. In the address box **TYPE** the following address and **CLICK** the go button:  
[www.facserv.pitt.k12.nc.us](http://www.facserv.pitt.k12.nc.us)
3. This will bring you to the login screen for the Work Order Management Program.
4. In the login box **TYPE** your ID.
5. In the password box **TYPE** your password.
6. **CLICK** on the Login button.

This will bring you to the Main Page for the Work Order Management Program.

7. On the left side of the screen you will see your menu and user information. At this menu **CLICK** on the Key Requests link.
8. **CLICK** on the Enter New button.
9. **TYPE** your name in the Assigned To box.
10. **TYPE** your address in the Address box.
11. **TYPE** your phone number in the Home Phone box.
12. **CLICK** on the drop down box beside Key type and select the key type you need.
13. **TYPE** your location in the Lock Location box.
14. **TYPE** a reason for the key request in the Reason box.
15. Type a date the key is needed by in the Date Needed box.
16. **TYPE** any additional comments in the Comments box.
17. Review your key request.
18. **CLICK** the Add button at the bottom of the Key Request box.
19. The key request has now been entered into the Work Order Management Program.

**Information needed to submit a key request:**

<u>ASSIGNED TO</u>	=	The Staff Member receiving the key
<u>ADDRESS</u>	=	The person's home address for security purposes
<u>HOME PHONE</u>	=	The person's home phone number for security purposes
<u>LOCK LOCATION</u>	=	Where the lock or door is located that the key will operate
<u>REASON</u>	=	The reason the key is needed (Example – broken key, lost key, or need an additional key)
<u>DATE NEEDED</u>	=	When the new key will need to be delivered (May take a few days to process request)
<u>APPROVED BY</u>	=	The Principal or Site Administrator in charge of the building
<u>COMMENTS</u>	=	Any additional information about request

**Colors used to show the status of key requests:**

<b>Lt. Blue</b>	PENDING	A new key request has been added to the system
<b>Green</b>	IN PROGRESS	Work is in progress
<b>Yellow</b>	REVIEWED	Key request has been received and is under review by the locksmith
<b>Red</b>	DISAPPROVED	Sent back with comments attached