


June 17, 2009

MEMORANDUM

TO: All SOEST Members

FROM: Juanita Andaya
Director 

SUBJECT: Revised Procedure for Submittal of SOEST Work Order Requests

A new online system titled "AiM" has been developed by the Facilities Management Office to process your work order requests. Hard copy requests are no longer accepted. This online system requires designated "Users" to access the system and input the work order information. The Physical Plant Support Facility (PPSF) has been assigned this task and will be the central point of contact for all work orders.

To encourage consistency in efficient handling of all work order requests, effective immediately, please follow these guidelines and use the attached, fill-able work order form, for all future work order requests.

1. All emergency work requests should be called in directly to FMO, x67134. Facilities has listed some typical emergencies which include: Elevator Malfunctions, Rain Leaks/Flooding, Light Ballast Problems, Power Outages, Exhaust Fan Malfunctions, Fume Hood Malfunctions, Graffiti.
***AC Outage is no longer considered an emergency unless it affects laboratories with temperature-sensitive equipment/experiments.*
2. An electronic work order form must be submitted for all non-emergency repair, maintenance, renovations, alterations, modifications and key requests. Using the attached, fill-able work order form, fill in all information including a specific "date required" (please refrain from using words like *ASAP* or *Rush*), and FO's name. No account code is necessary at this time. If WCC determines the request chargeable, the FO will be contacted for an account code. Original signatures are no longer necessary. Key requests should include the 'Keeper' of each key.

3. **Email Key Requests** to key-requests@soest.hawaii.edu. Juanita Andaya will review and email the requester a confirmation of her decision. If approved, your request is forwarded to PPSF for processing. Point of contact for status of work order is Francine McMurtry at x68790, ppsf@soest.hawaii.edu.
4. **Email ALL Other Non-Emergency Requests** to ppsf@soest.hawaii.edu. Point of contact for status of work order is Francine McMurtry at x68790, ppsf@soest.hawaii.edu.

Please contact the Director of Administration for questions or clarifications at 956-9110.

As a reminder: For after hours and other emergencies, call Campus Security at 956-6911.