

# DPW SERVICE ORDER REQUEST PROCESS



**FORT JACKSON**

Directorate of Public Works

# Service Orders

This Presentation will:

- Define a Service Order
- List information required when submitting a Service Order
- Define Service Order Priorities and provide examples of each
- Provide a list of Points of Contact
- Explain the process for submitting a Service Order
- Detail instructions for submitting Service Orders **online**
  - ✓ Step by step tutorial and how to access

# Service Orders: Defined

- Used for minor facilities **maintenance and repair** that does not exceed 40 man hours of labor
- All **new work/construction** must be accomplished through the submittal of a DA Form 4283
  - All requests for signs and keys must be submitted using a DA Form 4283
- Service orders are the quickest and easiest way to accomplish your work.

# Service Orders: Required Information

- **Description of Problem:** Be specific in order to identify EMERGENCY and URGENT work
- **Customer ID:** See Customer Service Lead for Customer ID List (see slide 16 for contact info)
- **Building/Facility Number:** Include floor, room number and any other pertinent location information
- **Point of Contact:** Name and Phone Number

# Service Orders: Process

- Customer Initiates Service Order
  - EMERGENCY hotline
    - Phone **JOB-EMER (562-3637)**
    - Available 24/7
  - ROUTINE and URGENT
    - Online Service Order Request Form (recommended)
      - Detailed instructions start on slide 6
      - Can be submitted 24 / 7
    - Or Phone 751-7684
      - M-F 0630-1530 Only

# Service Orders: Priorities

- **Priority 1 (Emergency)** – Problem directly impacts health or safety and requires immediate action. Response time is within **one hour**.
- **Priority 2 (Urgent)** – Problem could lead to facility damage or become an emergency if not fixed quickly. Response time is **5 working days**.
- **Priority 3 (Routine)** – Work, which is necessary to eliminate conditions, which continue to be an inconvenience, or minor problem. Response time is **30 working days**.

# Service Orders: Priority 1 Emergency

## Examples

- Gas, oil, and steam leaks, and building floods
- No water, hot water or steam in medical or dining facilities
- Safe and Secure Alarms/Doors, etc
- Sewage backing up into building
- Total power outage in a building
- Downed High Voltage Power Line
- No heat or air conditioning in soldier living quarters
- Loss of heat during periods of cold weather

# Service Orders: Priority 2 Urgent

## Examples

- Inoperative emergency or exit lighting
- No air conditioning if temperature is over 80°F in buildings other than soldier living quarters
- Broken floor decking, stairs, docks, etc
- Continuously running water (toilets, faucets)
- In-operability of plumbing fixtures and drain lines when other facilities are available in the same building

# Service Orders: Priority 3 Routine

## Examples

- Replace Broken Windows
- Repair Plumbing Fixtures when other fixtures are available and not causing damage to the facility
- Repair Sticking Door or Window
- Repair a pothole
- Roof Leaks
- Pest Extermination Services
- Chemical Toilet requests and maintenance
- Washer/Dryer repair

# DPW Points of Contact

- Customer Service Lead:
  - Debra Alexander @ 751-5926, Bldg 2562 (former 2601)
  - Jazel Cook @ 751-5505 (Primary POC for Service Orders)
- HELP w/ Routine Online Service Order Request Form:
  - Mark Merritt @ 751-7733
- Chief, Business Operations & Integration Div:
  - Eric Cope @ 751-5048

# Detailed Instructions for Submitting Online

- Available 24 / 7
- For **Non Emergency** Requests Only
  - ✓ Emergency Service Orders must use the **JOB-EMER** hotline
- Available for:
  - Facility Maintenance and Repair
  - Pest Extermination Services
  - Chemical Toilet requests and maintenance
  - Washer/Dryer repair

# Detailed Instructions for Submitting Online

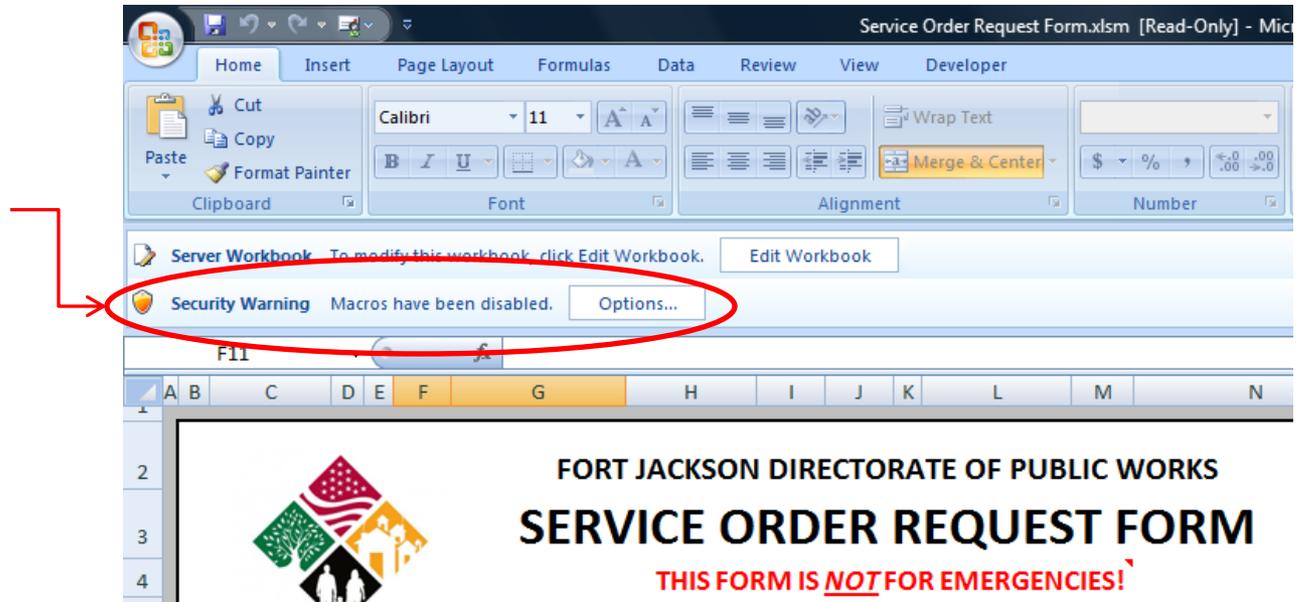
- The following slides will provide step by step instructions for:
  - Completing the service order request form
  - Submitting online
  - Requesting assistance
- After the instructions, slide 16 provides the link to download the online service order form
  - Most people will be asked for their CAC pin multiple times.

# Detailed Instructions (Continued)

## 1. Enable Macros

This form uses macros to organize and submit your service order for processing. Macros are disabled by default. To enable them:

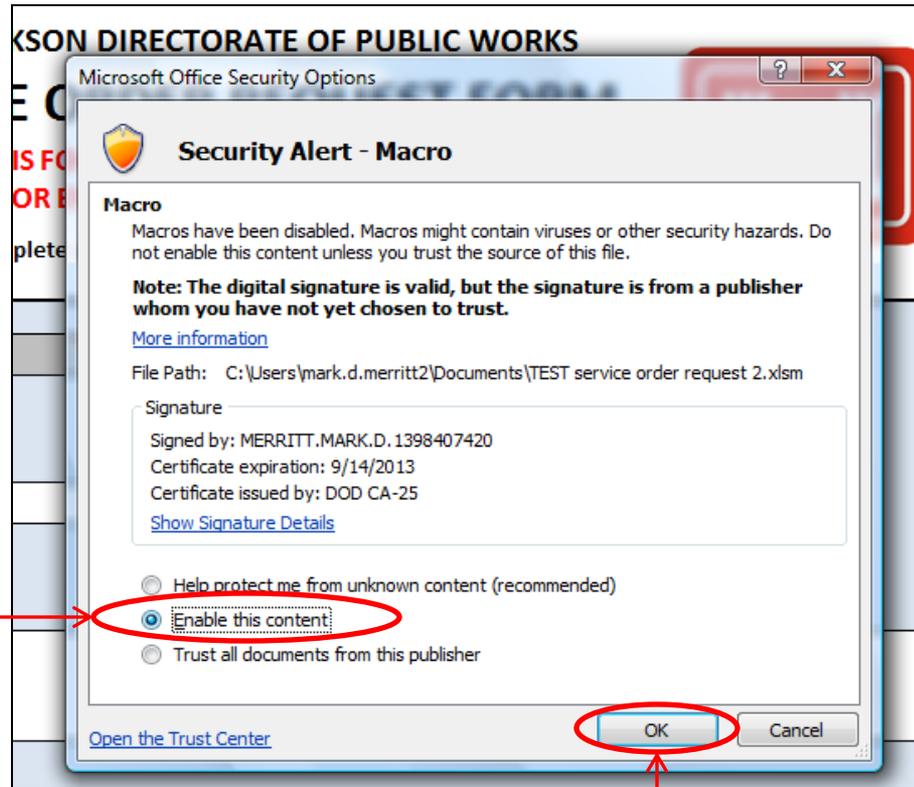
1. Find the security warning near the top of the screen, under the toolbar, and click "Options."  
(Ignore the Server Workbook Message)



# Detailed Instructions (Continued)

## 1. Enable Macros

2. When the window appears, verify the digital signature is valid, then click “Enable this content” and click “OK”



\*Note: If you frequently submit service order requests, you may wish to choose “Trust all documents from this publisher,” which will prevent this message from appearing again.

# Detailed Instructions (Continued)

## 2. Enter Your Information

Service Order (SO) Number will be provided to you by DPW. For quicker processing, reference this number in all inquiries related to this service order.

Customer ID: Choose the ID associated with your organization from the dropdown menu.

Building Number: Please ensure you enter the correct building number where the problem is located.

Nature of Problem: Choose the category from the dropdown that most accurately describes the problem.

Short Description of Problem: Please provide a short summary (max 140 characters) of the problem. (eg. "Toilet clogged.")

Detailed Description of Problem: Please be as complete and accurate as possible when describing the problem.

The screenshot shows the 'SERVICE ORDER REQUEST FORM' from the Fort Jackson Directorate of Public Works. The form includes the following fields and instructions:

- SO Number:** A text field with the placeholder 'To be filled in by DPW'.
- Customer ID:** A dropdown menu.
- Building Number:** A text field.
- Floor:** A dropdown menu.
- Room Number / Exact Location:** A text field.
- POC Name:** A text field.
- POC Office Phone No.:** A text field.
- POC Mobile No.:** A text field.
- Nature of Problem:** A dropdown menu.
- Short Description of Problem:** A text field.
- Detailed Description of Problem:** A large text area.
- Reply to Email\*:** A text field.

At the bottom of the form, there is a prominent warning: **THIS FORM IS NOT FOR EMERGENCIES!** FOR EMERGENCIES, CALL: JOB-EMER (562-3637). Below this, it says: FOR ASSISTANCE WITH THIS FORM, CALL: 751-7733. A 'Submit' button is located above the warning.

Reply to Email: Please provide us with a valid return email address. We will return this form to you with a SO number for your records, and may contact you regarding your service order.

# Detailed Instructions (Continued)

SOLDIERS \* FAMILIES \* CIVILIANS

SO Number:  Customer ID:

Building Number:  Floor:  Room Number / Exact Location:

POC Name:  POC Office Phone No.:  POC Mobile No.:

Nature of Problem:  Short Description of Problem:

Detailed Description of Problem:

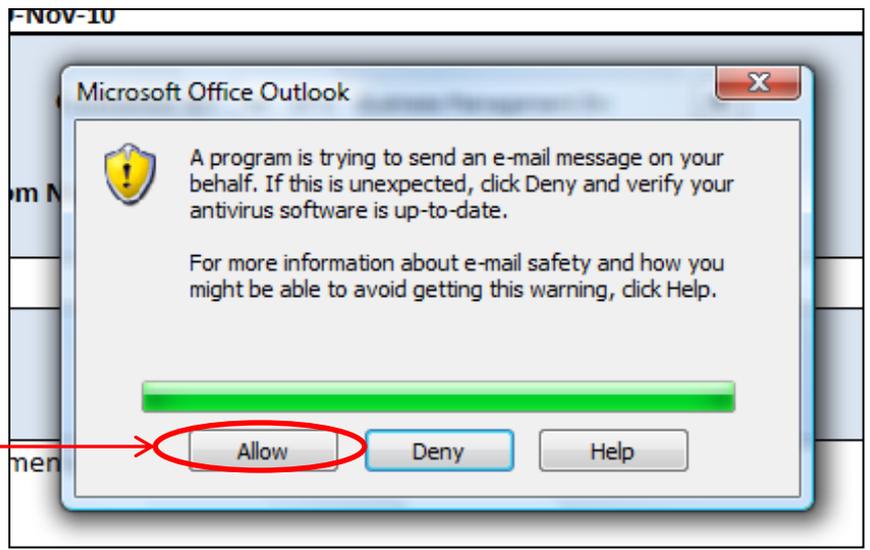
Reply to Email\*:   MACROS *MUST* BE ENABLED<sup>3</sup>

## 3. Submit

1. Submit your completed form by clicking the blue "Submit" button on the form.

**THIS FORM IS NOT FOR EMERGENCIES!**

2. A message will appear requesting permission to send an email. The form utilizes macros to automatically email the form to our work reception team from your email program. Wait for the progress bar to fill, then click "Allow."

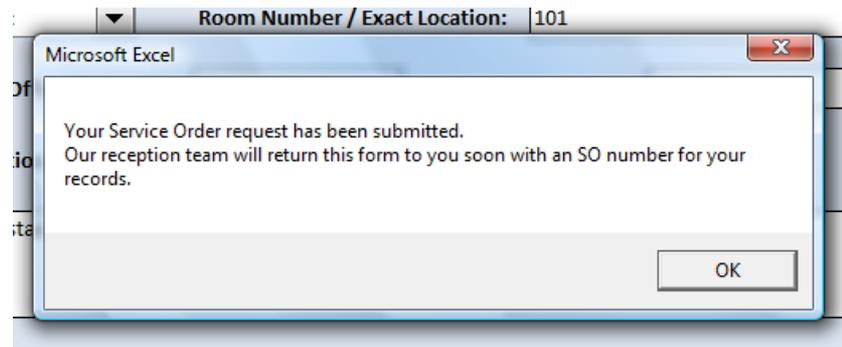


# Detailed Instructions (Continued)

## 4. Finished

A notice like the one on the right should appear. DPW will process your request and assign a service order and return the form to you soon. Keep the returned form for your record.

Please allow up to 30 days for the work to be completed.



# Detailed Instructions (Continued)

Download the Service Order Request Form:

[Click Here to SUBMIT ONLINE](#)

**FORT JACKSON DIRECTORATE OF PUBLIC WORKS**  
**SERVICE ORDER REQUEST FORM**

**THIS FORM IS NOT FOR EMERGENCIES!**  
**FOR EMERGENCIES, CALL: JOB-EMER (562-3637)**

Complete all fields for each service order request.

SO Number:  Customer ID:

Building Number:  Floor:  Room Number / Exact Location:

POC Name:  POC Office Phone No.:  POC Mobile No.:

Nature of Problem:  Short Description of Problem:

Detailed Description of Problem:

Reply to Email\*:   **MACROS MUST BE ENABLED<sup>3</sup>**

**THIS FORM IS NOT FOR EMERGENCIES!**  
**FOR EMERGENCIES, CALL: JOB-EMER (562-3637)**

FOR ASSISTANCE WITH THIS FORM, CALL: 751-7733

If you cannot download the form, request a copy by email to the DPW ONLINE Service Order Lead.

[CLICK HERE to request assistance.](#)

# FACILITIES MAINTENANCE REQUEST TICKET

- After request is made and Work Order # is received, secure ticket near item or area to be repaired
- One sheet of paper contains 2 tickets (to save paper)

FACILITIES MAINTENANCE REQUEST TICKET									
Secure this ticket at the site of the maintenance issue. This ticket should only be removed by originator once request is resolved.									
Work Order #					Date Reported				
Detailed Description of Deficiency									
Unit completes top section before hanging ticket									
BLDG # / Floor		Room/Bay #		Detailed Location					
POC	Name		Phone	Cell Phone	Alt. POC	Name		Phone	Cell Phone
Maintenance & Repair Technician Log									
Technician Name		Date		Status / Comments					
				Complete? Y / N		Will Return? Y / N		Parts Ordered? Y / N	
				Complete? Y / N		Will Return? Y / N		Parts Ordered? Y / N	
Maintenance Technician completes bottom section ticket									
				Complete? Y / N		Will Return? Y / N		Parts Ordered? Y / N	

Benefits include:

- Communicates to unit's leadership that a service order has been placed
- Helps prevent multiple calls on the same issue
- Helps the technician more quickly identify the location
- Provides for the technician greater detail of the deficiency as needed
- Allows technician to communicate status and or actions taken

[Click here to download Facilities Maintenance Request Ticket](#)

# Customer Feedback

- DPW is committed to providing you a level of service commensurate with your level of sacrifice for a Nation at war.
- Please take a moment to let us know how this new process is working (or not working) by submitting an ICE Comment at:  
<http://www.jackson.army.mil/WellBeing/wellbeing.htm>
- Your contact information is not required, but it is appreciated so we can address your specific concerns.