March 4, 2014

OFFICE OF BUSINESS AFFAIRS MEMORANDUM No. FY14-44
Distributed via Campus Email

To: Faculty, Staff & Students

From: Corey S. Bradford
Senior Vice President for Business Affairs

Re: Instructions for Processing Facility Work Order Requests

Effective July 1, 2013, Prairie View A&M University entered into an agreement with Southeast Service Corporation (“SSC”) for its facilities services operations. SSC shall provide all management, personnel, materials, supplies and equipment needed to manage, operate, and provide facility support services to the University. The normal day-to-day operations should not be affected by this change.

In order to request specialized services outside of the normal day-to-day operations, please adhere to the following guidelines.

For University Departments

1. The department completes the Facility Services Work Order Request form and submits it to SSC for review and determination of category and cost.
2. SSC shall perform due diligence in quoting the work. For jobs that are out of scope or exceed $5,000, SSC will be required to obtain the appropriate number of vendor quotes for the work. SSC will provide their recommendation and the vendor quote(s) to Campus Planning.
3. Campus Planning will review the documentation, determine if it is in scope or out of scope, and route it to the department for review and approval.
4. If the department decides to proceed with the work, the department must generate an electronic purchase requisition.
5. Once the purchasing document has been routed and approved, the Purchasing Office will create a purchase order. Purchasing will provide copies to the vendor, the department, and Campus Planning for appropriate action.
6. When an L-Doc is required (for amounts under $5,000), the department will process electronically. Once the document has been routed and approved, the original Facility Services Work Order Request form and supporting documentation will be forwarded to Campus Planning with a copy to SSC.

7. SSC shall not proceed with work until an approved purchasing document is presented. Any work performed and submitted for payment without the appropriate approvals/purchasing documents referenced will be denied for payment. This includes after-the-fact approvals/paperwork.

**For Student Organizations & Other 3rd Party Organizations**

1. The organization completes and submits the Event Request form\(^1\) to Student Activities for review and approval.

2. Once approved, the organization should submit the Event Request form with a completed Facility Services Work Order Request form to SSC for review and determination of cost.

3. SSC will route the quote and any associated documentation to Campus Planning.

4. Campus Planning will provide the cost estimate to the organization.

5. The organization will bring the completed form to and pay all associated costs at the Treasury Services window located in the WR Banks Building.

6. The organization submits the payment receipt to Student Activities.

7. Student Activities will contact Campus Planning and all other parties by email to notify them of payment and approval of the event.

8. Campus Planning will complete the L-Doc for the SSC portion of the expenses.

9. Campus Planning will provide the L-Doc number and approval to proceed to SSC.

10. SSC shall not proceed with work until an approved purchasing document is presented. Any work performed and submitted for payment without the appropriate approvals/purchasing documents referenced will be denied for payment. This includes after-the-fact approvals/paperwork.

\(^1\) - Specialized services are those above and beyond the typical light bulb change, leaking faucet, toilets, etc. Typical everyday work orders will be entered and processed through SSC’s work order system, Maintenance Connection. SSC is in the early implementation stages of this new system, and more details will follow. In the interim, please continue to utilize your current process to report typical everyday issues.

\(^2\) - Facility Services Work Order Request form is available online at [https://www.pvamu.edu/forms/](https://www.pvamu.edu/forms/) under “Other Forms”

\(^3\) - Event Request form is available online at [http://www.pvamu.edu/sa/studentengagement/forms/](http://www.pvamu.edu/sa/studentengagement/forms/)