

SERVICE ORDER PROCEDURES

Definition: Minor maintenance or repairs, which can be completed in a short period or are emergencies. These repairs should be \$2000.00 or less and/or be less than 32 hours of labor.

Procedures:

STEP 1: Units CALL DIRECTLY to the following number: 287-2113.

STEP 2: The service order desk will assign a priority to the project and a service order number (this is NOT the same as a work order number). Priorities fall under the general guidelines:

1. Emergency - work will be completed within 24 hours
2. Requires Immediate Attention - work will be completed within 7 – 10 days
3. Non-Emergency - work will be completed within 30 days

Listed below are some examples of the general scopes of work:

- Minor plumbing problems
- Window replacement / repairs
- Keys
- Water fountain repair
- Heating and air conditioning

STEP 3: Units check up on the status of their work order by going to the following website located off of the Ft. Hood DPW web site:

<http://www.dpw.hood.army.mil/HTML/MNT/WorkStatus.htm>

STEP 4: The service order desk will send a crew to do the work.