



Physical Plant Services

Purpose

This policy establishes guidelines for the types of physical plant activities that can be charged to requesting campus customer accounts; responsibilities of the Physical Plant Department in regards to routine maintenance, emergency situations, and space modifications related to university owned buildings and facilities; responsibilities of SFA departments and employees for handling supplies and equipment purchased for the university; and university purchases from central stores and other activities related to using central stores' services.

Persons Affected

This policy applies to all university employees and external vendors.

Definitions

Alterations to a structure: work that involves modifying space (i.e. moving walls, renovation) is not typically considered part of routine maintenance.

Central Stores: Central stores provides a supply of materials primarily to support maintenance activities. Additionally, a limited number of other items are provided to support instructional and administrative activities.

Educational and General Buildings: a building or space which is used for academic instruction, research, public service, academic support, student services, institutional support, operation and maintenance of plant; and organized activities in support of the institution's mission. It does not include space that is permanently unassigned, or space allocated for non-E&G purposes. This does not include buildings or space managed by auxiliary departments.

Emergency maintenance: work that requires immediate action to prevent endangerment of life and/or property damage in the opinion of the requestor.

Routine maintenance: type of maintenance that includes expenditures made for the normal upkeep of physical properties (i.e. land, buildings, and equipment) including recurring, preventive and ongoing maintenance necessary to delay or prevent the failure of critical and non-critical building systems and excludes work that requires emergency attention, alters the structure, or supports an event.

Policy

Physical Plant Charges

Funding for repairs to campus buildings comes from several sources and the type and use of the building determines the source of funding. Maintenance of educational and general buildings and building equipment (equipment that is essential to the building operations) is the responsibility of



the physical plant department and is paid from funds budgeted for that purpose. However, requested services may be charged to the appropriate campus customer account. These items include but are not limited to:

- A. Materials taken from stock not used in maintenance projects
- B. Repair or replacement of equipment including appliances
- C. Event services including set-up, standby, cleanup, equipment rental, and moving services
- D. Paint and carpet requests when redecorating or outside the normal maintenance schedule
- E. Materials, installation and labor for millwork
- F. Vehicle rentals, repairs, and fuel
- G. Requested modifications to facilities, interior or exterior
- H. Re-coring locks and making new keys due to lost keys, lock changes, keys via department
- I. request
- J. Call back expenses that are not caused by normal maintenance requirements
- K. Requested items such as name plates, plaques and departmental directories including labor.

Maintenance and requested services for non-educational and general buildings and building equipment will be charged to the appropriate campus customer account.

Normal business hours of the physical plant are Monday through Friday 7 a.m. to 4 p.m. Please note that all work performed outside of these normal business hours may be subject to an overtime charge.

Customer Requests for Work to be Performed by Physical Plant Department

The Physical Plant Department (PPD) is responsible for maintaining all Education & General (E&G) space at the university. In addition, the PPD may perform work for auxiliary departments upon request or where service efficiency or practicality dictates. Work for auxiliary departments is billed accordingly through the SFA inter-department transfer (IDT) process.

Work performed by the PPD includes mechanical maintenance (electrical, electronics, HVAC, plumbing); building trades (carpentry, painting, graphics, locksmith); custodial services; special services (waste management, move/event services); transportation services (auto repair and rental); grounds maintenance; and special and capital construction project management.

All work requested through the PPD must be submitted through the SFA computerized maintenance management system, AiM by Asset Works. Assistance in completing a work request is also available by calling the PPD.

Any work requests to modify indoor or outdoor institutional property or estimates for work subject to space modification and design falling under the following categories are required to be submitted for vice president approval: finishes; building structural change; building system change; space function change; new space request; technology, furniture and equipment that is attached to the building.

The PPD will assess charges as appropriate for services rendered outside of routine maintenance.



Routine Maintenance

The PPD performs routine maintenance based on importance, priority and available manpower. Examples of routine maintenance include temperature control, minor plumbing or custodial problems, minor electrical problems, pest control, etc. Requests of this nature should be submitted through the CMMS.

Any work requested beyond the scope of routine building maintenance requires authorization from a designated official of the requesting department and will be billed accordingly through the IDT process.

Emergencies

Emergency work requests, should be reported immediately, as follows:

- A. During normal working hours (Monday – Friday, 7:00 a.m. through 4:00 p.m.), contact PPD.
- B. During evenings, weekends, holidays, shut-down periods: contact University Police Department.

Central Receiving

All supplies and equipment purchased for the university are to be delivered through Central Receiving to ensure uniform handling of freight claims, accurate entry of receiving information, and necessary elements of institutional control. The following purchases are excluded from this requirement:

1. items delivered under delegated purchase authority to the Steen Library, Stone Fort Museum, or departments using p-cards or rush orders;
2. items that require installation by the contractor or vendor; and
3. items specifically authorized by Procurement and Business Services.

It is the responsibility of the department taking receipt of goods or services to immediately complete a Receiving Form for Purchase Orders online for all deliveries of goods or services purchased through a purchase order. See the Purchase Order Receiving Manual for detailed instructions for receiving purchase orders. Timely entry of receiving information is essential to avoid late payment penalties, and to effectively handle freight claims, shortages, or discrepancies. Failure to promptly complete a Receiving Form for Purchase Orders may result in the inability to document damages or shortages, return goods, higher restocking fees, or liability for late payment penalties. The payment of any such penalties will be made from the account(s) that funded the original purchase.

Central Stores

Purchases from central stores will be completed only upon presentation of a valid university account number, work order number, and authorized signature on the sales receipt. For information regarding orders, returns, delivery services, or stocking requests, please refer to the physical plant website.

Special items stocked at the request of a department that are not sold after a reasonable time



(one year) will be charged to the requesting department and disposal of the items will be the responsibility of the requesting department.

Procedures

Submitting Customer Requests Through AiM_

1. Log into AiM using your MySFA username and password.
2. Select the “customer service” menu.
3. Open a new customer request by pressing the blank page icon.
4. Fill out the following required fields:
 - a. Description
 - b. Contact
 - c. Contact phone
 - d. Contact email
 - e. Region
 - f. Facility
 - g. Property
 - h. Problem code
5. Verify all information is correct and then click SAVE.

Central Receiving

Delivery of Vehicles

- A. All vehicles must be delivered to Grounds and Transportation to verify that specifications have been met, completion of required documentation, and tagging by the property manager.

Delivery of Other Goods

- A. Other goods delivered to Central Receiving will be examined for damages to packaging and shipment contents compared to the purchase order.
- B. Packaging damages or discrepancies will be noted on the bill of lading.
- C. Central Receiving will assist with the filing of claims with the freight company for any freight damages or quantity discrepancies.
- D. Central Receiving will create a receiver document in the university’s financial system, create a delivery log, and schedule delivery to the requisitioning department, with the exception of computers which will be delivered to the appropriate tech shop for deployment.
- E. Other goods delivered to the requesting department will be examined for damages and the contents of the shipment compared against the purchase order or procurement card (p-card) receipt.
- F. Damages or discrepancies should be reported immediately to the vendor for claims processing.

Outgoing Freight

- A. Outgoing freight may be dispatched through Central Receiving to ensure proper documentation, packing, and labeling.
- B. Clear indication of shipment value should always be made on the package or on the



accompanying documentation.

- C. A special notation should be made when insurance is desired.
- D. Contact Central Receiving for additional instructions or assistance in handling outgoing freight.

Related Statutes or Regulations, Rules, Policies, or Standards

SFA HOP 05-404 General Facilities Management

Purchase Order Receiving Manual
Central Stores Procedures

Responsible Executive

Vice President for Finance and Administration

Forms

Receiving Form for Purchase Orders

Revision History

September 1, 2023 (original)