

SUBMITTING A WORK ORDER



Step-by-step Instructions

Submitting a Work Order

If you have an EMERGENCY, please call directly 931-221-7456 during normal business hours. After hours, please call Public Safety 931-221-7786.

Submitting a Work Order

Step 1

- **Sign in/fill out your information.**
 - Your personal information will automatically default if you are signed in.

AP
APSU Physical Plant
Got a problem? [Email us](#)

[Maint Request](#) [Inventory Request](#) [My Requests](#) [Settings](#)

[HELP](#)

[Legend](#)

Work Request

Welcome to the APSU Physical Plant
Please complete the form below to help us serve you promptly.

Step 1 Please be yourself, click [here](#) if you are not Tammy Sanchez

First Name	Last Name	Email
Phone <input checked="" type="checkbox"/>	Pager	Mobile Phone

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Step 2

- **Select location, building, and area.**
 - **Location** - Farm, Fort Campbell Center, Housing, or Main Campus
 - **Building** - Depending on which Location you chose, a list of corresponding buildings will list in numerical/alphabetical order
 - **Area** - Select the type of Area (if unsure, select “other”)
 - **Area/Room Number** - Make sure to denote the assigned room number. Most areas on campus are numbered. These numbers are usually found above or beside the door leading into the area.



The screenshot shows a web form for Step 2 of submitting a work order. It includes three dropdown menus: 'Location', 'Building', and 'Area'. The 'Building' dropdown has a red message: 'If there is no building to choose, please contact your administrator.' There is also a checkbox for 'Area/Room Number' and a checkbox for 'Yes, remember my area entries for my next new request entry.' Each dropdown menu has a small red checkmark icon next to its label.

Step 2 **Location**

-- Select Location -- ▾

Building If there is no building to choose, please contact your administrator.

-- Select Building -- ▾

Area **Area/Room Number**

-- Select Area -- ▾

Yes, remember my area entries for my next new request entry.


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Step 3

- **Select problem type**

- Click on the problem type below that best describes your issue.
 - Do not worry if the craft you select is correct or not. When work orders are received by the Physical Plant, information is looked over and corrections or additional information is entered prior to being assigned.

Step 3 Select Problem Type:

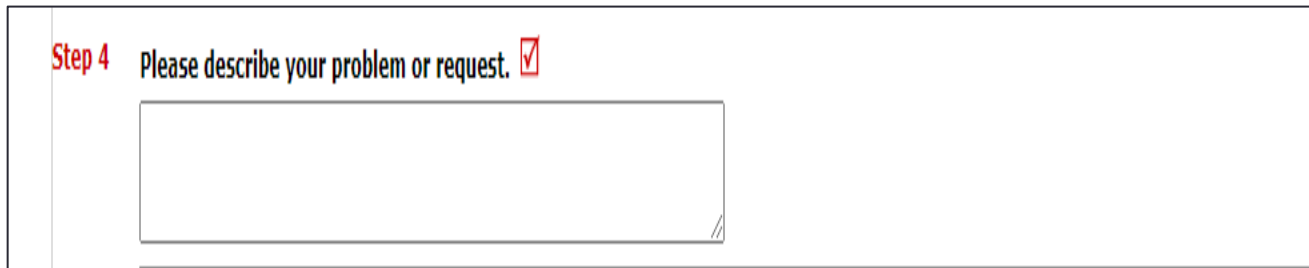
 **Maintenance Help Desk:** Click on the problem type below that best describes your issue.

 Carpentry	 Custodial	 Delivery	 Electrical
 Food Services	 General Maintenance	 Grounds	 Health/Safety
 Heating/Ventilation /Air Conditioning	 Irrigation	 Key and Lock	 Landscaping
 Moving	 Painting	 Pest Control	 Pick Up
 Plumbing	 Recycling	 Remodeling	 Signage
 Vehicle Maintenance			

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Step 4

- **Please describe your problem or request.**



Step 4 Please describe your problem or request.

- The length of your description is not limited. However, if you give too little information, someone from the Physical Plant will reach out to you for additional information. A work order without a complete description cannot be completed in a timely manner.
- After submitting your request, if you realize you need to add additional information, please do so by either email or telephone, making sure to reference the work order's number. ***Please do not submit a duplicate work order.***

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Step 5

- **Select your budget.**
 - **Faculty/Staff:** Search for your Bldg/Department budget code (departmental org. account) by clicking on the binoculars icon (the box to the right will open).



- **Students:** Your budget should always default to 00000-00000 Student Work Order.

**If you do not see your specific budget or are worried if you denote the incorrect budget, no worries. Physical Plant staff verify the information as it is assigned.*

Budget Lookup

Quick Search

1 - 15 of total 258 listed

◀ Previous 15 Next 15 ▶

Budget Code: 0 1 2 3 4 5 6 7 8 9 A B C D E F G H I J
K L M N O P Q R S T U V W X Y Z All

Budget Code	Description
000000-00000	Student Work Order
110001-11000	President Office
110001-11201	Internal Auditors
110001-11401	Grants and Sponsored Programs
110001-11409	Grants and Sponsored-Incentive Fund
110001-11411	Undergraduate Research
110001-11455	TECAP TECTA Coordinator
110001-11901	Campus Diversity
110001-20010	Vice President and University Counsel
110001-30010	Vice Presidents Financial Admin
110001-31010	Budgets
110001-32010	Finance, Asst Vice President
110001-32020	Payroll
110001-32301	Accounting Services
110001-32302	Accounting Services

[Close this window](#)

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Step 6

- **Attachments**

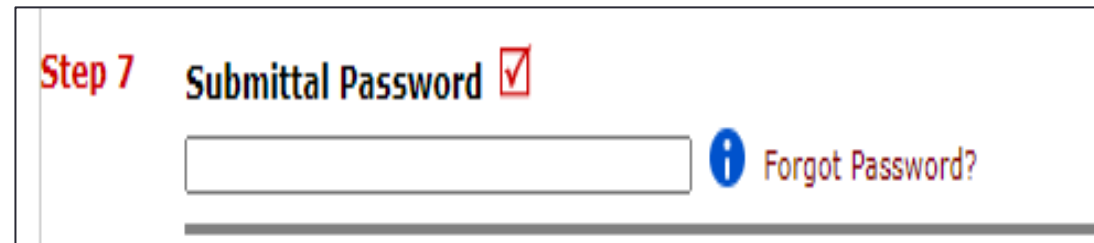
- This is an optional feature. You are able to attach up to 2 pictures that are 3MB in size or smaller. If you need assistance with this feature, please feel free to contact the Physical Plant directly via telephone, 931-221-7456.

Step 6 Attachment
Attach New File (Maximum allowed is two attachments with a size of 3MB or less per file.)

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Step 7

- **Submittal Password**
 - This is always lowercase “apsu”.



A screenshot of a web form interface for Step 7, Submittal Password. The text "Step 7" is in red, and "Submittal Password" is in black with a red checkmark icon to its right. Below this is a white text input field. To the right of the input field is a blue information icon followed by the text "Forgot Password?".

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Step 8

- **Submit the work order.**

Step 8

NOTE: You will receive the following notifications.
You will be notified receipt of your request.
You will be notified of status changes to your request.

- **What to expect once you have successfully submitted the work order request:**
 - Requestor will receive an email confirming submittal, denoting the assigned work order number. If you need to call or email to follow-up on a request, please refer to the corresponding work order request number.
 - Requestor will receive follow-up actions by email. If you ever need more information, do not hesitate to contact the Physical Plant, 931-221-7456.