



FMX HELP DOCUMENT

REQUEST TYPE EXPLANATIONS

We at Physical Plant strongly encourage all building occupants to reach out to their internal custodial staff with any maintenance issues prior to generating an FMX Work Request. Often times, the custodial staff can rectify the issue on their own and, if not, can coordinate not only the FMX Work Request but also inform Physical Plant staff if an immediate response is necessary.

Building Exterior/Sidewalks/Parking/Driveway

This request type includes all building exterior issues including the roof. Additionally, any issues with the hard scape portions (concrete, black top, etc) of the building grounds will fall into this category.

Carpentry

This request type includes all carpentry/wood working/painting issues that need to be escalated to the maintenance crew.

Copier/Printer Paper (Physical Plant Use Only)

This request type is specially configured to track printer/copier paper distribution through the district. This is the **ONLY** method that should be used to request paper.

Please contact your building custodian or the Physical Plant main office to request paper.

Custodial

This request type is for any request that is being made of a building custodian.

NOTE: This is the request type building occupants will use when requesting help from their own building custodian.

Electrical

This request type includes all electrical/lighting issues that need to be escalated to the maintenance crew.

Equipment Fuel/Service/Repair (Physical Plant Use Only)

This request type is used by Physical Plant employees to request assistance from the maintenance mechanic.

Food Service Equipment

This request type is for any issues with kitchen equipment that need to be escalated to the maintenance crew and may require contractor assistance.

Heating-Cooling

This request type is for any HVAC heating or cooling issues that need to be escalated to the maintenance crew.



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Keys/Doors

This request type is for any issues with keys, locks or doors that occur within a district building. This request type routes directly to the maintenance crew.

Landscaping/Grounds

This request type includes all areas outside the building that involve the soft scape (grass, mulch, bushes, trees, etc)

Pest Management (Physical Plant Use Only)

This request type is for building custodians to document and track a need for contracted pest control services for a district building or grounds

Plumbing

This request type includes all plumbing issues that need to be escalated to the maintenance crew.

Safety/Security/Alarm Systems

This request type includes any issues that may arise that involve the immediate safety, security or alarm systems of district buildings.

NOTE: This request type escalates the issue to Physical Plant leadership to ensure a timely response.

Small Supply Purchase (Physical Plant Use Only)

This request type is utilized for small tools and consumables that will be purchased by Grounds or Maintenance (as appropriate) and delivered to the building.

Table, Chair & Tent Requests (Physical Plant Use Only)

This request type is to coordinate the delivery of tables, chairs and tents to district buildings as needed.

Please contact your building custodian or the Physical Plant main office to request additional tables, chairs or tent rentals.

Delivery/ Transport Request

This request type allows district employees to request supplies, furniture and resources to be picked up at one location and delivered to another.

NOTE, WHEN REQUESTING:

Please choose Building and Location from the drop downs to indicate where the material will be picked up. Enter a description of what is being moved in the Request section. Enter the Drop Off location in the Description section