

Material Movement Standard Operating Procedures

Request involving the 12th street warehouse (sending or receiving)

- Fill out a manifest form for your items. [Warehouse Services - Manifest FY22.pdf](#)
- Email the completed manifest form, along with your request details to Warehousefacilities@liberty.edu for approval.
- Once a request has been approved, 12th street will submit a work order ticket on the customer's behalf. Please do not submit your own work orders for requests involving the 12th street warehouse.
- All items that need to be moved **MUST** be clearly labeled. If items are not labeled, our team will not be able to complete your request.

Requests not involving the 12th street warehouse

- All materials needing to be moved **MUST** have a corresponding work order.
- The customer is responsible for any work orders/requests that do **NOT** involve the 12th street warehouse, this includes submitting and updating request as needed.
- If it is not on the work order, our crew cannot complete the request.

How to submit a work order

Work Orders are submitted online through the Facilities Management Work Order System. The link to submit a work order can be found at:

<https://www.liberty.edu/financeadmin/facilitiesmanagement/index.cfm?PID=37971> under "Submit New Work Order".

* Requesters, please select in section three (3) of the work order submission process the "Problem Type" of "Moving".

Scheduling is an important part of ensuring all work orders are completed correctly and in a timely manner; therefore, all work orders need to be submitted at least 48 hours prior to when a request needs to be completed.

Requirements for work orders to be completed

- If a desk needs to be moved- the customer must provide the following information
 - a. Is the Desk L-shaped?
 - b. Does it have any attachments such as a hutch?
 - c. If a Desk is L-shaped and/or has any attachments- it needs to be taken apart by the Furniture crew before the Material Movement crew can move it. 1. The first step is to submit a "Furniture" work order to have the desk taken apart. 2. Once the desk has been taken apart and is ready to be moved, the customer may then submit a work order to have the materials moved. *Please remember that if items*

are going to the 12th street warehouse, contact 12th street first and they will submit any necessary work orders on the customer's behalf.

- Requesters must provide a point of contact in the work order description.
- Every request must contain a specific and detailed list of materials in the work order description box such as, the exact quantity of items and the exact name/description of the items. *This helps our team know what type of equipment they will need, how many team members will need to be sent, and how big of a vehicle will be required.*
- Provide room numbers and specific locations of where the materials need to be picked up/dropped off.
- If applicable, please provide a date/time frame of when a request needs to be completed by. Please note that all requested date/time frames are subject to our schedule/workload.
- All items that need to be moved **MUST** be clearly labeled. *If items are not labeled, our team will not be able to complete your request.*
- All items must be ready to be moved when the work order is submitted.
 - a. Ensure boxes are taped up, secured, and properly labeled with customer's name, phone number, and final destination (building and room number).
 - b. For filing cabinets and bookcases, everything must be taken off or out.
 - c. To request boxes, bubble wrap, table, shrink wrap, place a requisition through BuyLU and our team will deliver the materials accordingly. ***In BuyLU go to the "shop at the top" tab and then search "moving supplies" to find your desired materials.** *If the customer's items are not ready upon our team's arrival and are not properly packed or labeled correctly, then our crew will not complete the moving work order.*

Requests we service

- Requests to move materials from one office or campus location to another.
- Requests to have materials taken out of the 12th street warehouse OR to take/store materials at the 12th street warehouse.
- Requests to move furniture and departmental seasonal decorations.

Request we DO NOT service

- We do not move personal items (i.e. pictures, collectibles, etc.).
- We do not pack for people/offices, this is the customer's responsibility to have everything packed, ready and clearly labeled.
- We do not move items to people's homes and/or pick up items from people's homes.
- We do not move IT related items such as computers, phones, printers- **this is an "IT Helpdesk" work order.**
- We do not remove items from walls such as whiteboards, shelves, display cases, anything that is connected to the walls- **this is a "General Maintenance" work order.**
- We do not move appliances - **this is an "Appliances" work order**
- We do not take apart furniture such as cubicles- **this is a "Furniture" work order.**
- We do not move glass – **the print shop has a glass truck for this purpose.**

