

## **Material Movement SOP**

**All materials needing to be moved MUST have a work order.**

- If it is not on the work order, our crew cannot complete that request. The customer will have to resubmit a request.

**Work Orders are submitted online through the Field Ops Work Order System. Customers select the craft 'Moving'**

**All work orders must include:**

- ***One of the most important details to ensure customer satisfaction:*** The customer must provide 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 item. *This helps our team know what type of equipment they need to move it, how many team members will need to be sent, and how big of a vehicle.*
- Room numbers and specific locations of where the materials need to be picked up and then where they need to be dropped off.
- All items that need to be moved must be clearly labeled.
- All items must be ready to be moved when the work order is submitted.
  - Boxes that need to be moved-the customer needs to ensure they are taped up and secured and labeled.
  - For filing cabinets and bookcases, everything must be taken off or out.
  - We do not move personal items (i.e. pictures, collectibles, etc.).
  - We do not pack people.
  - We do not move items to people's homes. And we do not pick up items from people's homes.
- Point of Contact in the work order description is extremely helpful-this should be necessary  
-This information is crucial when employees are submitting work orders on their manager's behalf.
- Date and time of when it needs to be completed or when it needs to be completed by

**Scheduling is an important part of ensuring all work orders are completely correctly and in a timely manner to ensure customer satisfaction. Therefore, All work orders need to be submitted at least 48 hours in advance to when the move needs to occur.**

- Things that our Material Movement crew is NOT responsible for:
  - a) If a desk needs to be moved- the customer must provide the following information
    - I. Is the Desk L-shaped?
    - II. Does it have any attachments such as a hutch?  
-If the Desk is L-shaped and/or has any attachments- it needs to be taken apart by the Furniture crew before we 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 ready to be moved, then the customer may submit a work order to have the materials moved.
  - b) Our crew does not move IT related items such as computers, phones, printers- this is an 'IT Helpdesk' work order.

- c) Our crew does not remove items from walls such as whiteboards, shelves, display cases, anything that is connected to the walls- this is a 'General Maintenance'.
- d) Our crew does not move appliances- this is an 'Appliances' work order
- e) Our crew does not take apart furniture such as cubicles- this is a 'Furniture' work order.
- f) Our crew does not provide moving supplies such as moving boxes and bubble wrap. This is a 'Recycling' work order.
- g) As previously mentioned:
  - We do not move personal items (i.e. pictures, collectibles, etc.).
  - We do not pack people.
  - We do not move items to people's homes. And we do not pick up items from people's homes.

Requests that our crew does handle involves the following:

- i. Requests to move approved items from one office to another
- ii. Requests to take items to 12<sup>th</sup> Street warehouse
  - 1. ALL WORK ORDER REQUESTS TO MOVE ITEMS TO 12<sup>th</sup> STREET MUST HAVE A PROPERLY FILLED OUT MANIFEST ATTACHED. If the customer needs a blank copy of the manifest for work orders they can e-mail Daniel Harms from 12<sup>th</sup> street ([drharms@liberty.edu](mailto:drharms@liberty.edu)) or the Admin Assistant for Material Movement- Marina Lennon ([mlennon3@liberty.edu](mailto:mlennon3@liberty.edu))
- iii. Requests to move stuff from 12<sup>th</sup> street to another location (12<sup>th</sup> street will submit a work order on the customer's behalf)
- iv. Requests to move stuff around in an office