

Material Movement Standard Operating Procedures

Services We Offer

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

Requests Involving Warehouse Services

- Fill out a manifest form for your items. (Links for the form can be found on the Material Movement page as well as the Warehouse Services page)
- 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 ticket on your behalf.
 - Please do not submit your own work orders for requests involving the 12th street warehouse.
- All items needing to be moved **must** be clearly marked.
- Upon arrival, our team will check all items against the manifest received from the Warehouse and make sure the items are properly prepared for relocation.
 - For help on properly preparing materials for relocation, please see “Preparing for Moves” below.
 - If there are discrepancies with a manifest, the Material Movement team will only move the items that have been previously approved and are listed on the manifest provided by the Warehouse.
 - If changes or updates need to be made to a manifest after the initial submission, please contact the Warehouse to make those changes **before** our team arrives to complete a work order. Otherwise, a separate manifest will need to be submitted.

Intercampus Moves

- All materials needing to be moved **must** have a corresponding work order.
 - If it is not on the work order, our team cannot complete the request.
- All materials needing to be moved **must** be clearly marked.
- When requesting intercampus moves, the work order or an attached document must have a full list of all items being moved.
- Upon arrival, our team will check all items against the list provided and ensure all materials are properly prepared for moving.
 - For help on properly preparing materials for the move please see “Preparing for Moves” below.
 - If there are discrepancies with the list provided, the Material Movement team will only move the items that have been previously listed OR we will place a hold on the work order ticket until the discrepancy is resolved.

Submitting 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>

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Preparing for Moves

- When giving a list of items to be moved, please be as detailed as possible in the description of each item.
 - If a desk needs to be moved- the customer must provide the following information
 - Is the Desk L-shaped?
 - Does it have any attachments such as a hutch?
 - If a Desk is L-shaped and/or has any attachments such as a hutch- it may need to be taken apart by the Furniture Crew.
- Provide an exact quantity of each item.
- Provide a point of contact in the work order description.
- 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, secured, and properly labeled with customer's name, phone number, and 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.**

*** 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 24 hours prior to when a request needs to be completed.**

Requests 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 install items on walls such as whiteboards, shelves, display cases, or anything that is connected to the walls- ***this is a “General Maintenance” work order.***
- We do not move large 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.***