



MD-0016 2 Declined Work Orders and Requests Without Enough Information

When it is determined by a supervisor (lead grade 19 and above, administrative staff **or** staff designated in writing by the master foreman) that a work order is to be declined, it is the responsibility of that supervisor to ensure that a work order is declined properly. If a work order is submitted as a duplicate to another open work order, or does not fall within the scope of the Maintenance Department's duties, the work order will be declined. If a work order is submitted without enough information **see below**, the work order will be declined instead of using the "waiting more information" status. **When a work order is declined, a reason must be recorded in the action taken field *and* the same information must be sent to the requester through the message center. ***see MD-0006***

It is also required at minimum, that the Craft field must be filled out, if the work order description does not apply to any maintenance work or shop, the craft can be left as the craft originally used by the requester.

Technicians are not authorized to decline work orders

Work order details required:

- Location, area ***and*** area number within the school or office
- Details of type of equipment, equipment name or material related to the work order. *ie: RTU #3, Boiler #1, chiller, floor tile, ceiling tile, asbestos, concrete, drywall, wood etc*
- Temperature of interior rooms if heating or cooling related