Work Order Center JOC Processing Procedure

Effective Date: 10/01/25
Section: Facilities and Services

Purpose:

Illustrate the procedure Work Order Center & Business Services staff will use when generating and completing work orders using the JOC contracts. This process is only for JOC projects designed for and managed by department heads or other responsible technicians in the Building Maintenance, MEP or PM areas.

Procedure:

1. The department head or responsible technician in Building Maintenance, MEP, or PM departments will seek and receive the JOC estimate paperwork from the approved JOC contractor. The PDC department will maintain the current list of JOC contracts.
2. The department head or responsible technician will print the JOC Process Check Sheet included with this procedure and take it, along with the JOC estimate paperwork, to the designated approver in the PDC department. The current designated approver is Petree Buford.
3. The department head or responsible technician will obtain the signature of the supervisor holding maintenance budget authority. The supervisor holding maintenance budget authority will ensure the cost accounting is correct on the WO and other necessary documents. The supervisor with maintenance budget authority is David Hakenewerth.
4. The department head or responsible technician will bring the approved JOC Process Check Sheet, and the JOC estimate paperwork to the work order center employee tasked with generating the appropriate requisitions and initiating the PO process. The work order center employee will keep the submitted paperwork for pending return to the PDC department for filing.
5. The department head or responsible technician will manage the project and receive invoice(s) and any other necessary close out documents. These documents will be submitted to the WO Center employee initiating the PO upon project completion.

6. The WO Center employee will complete all necessary close outs in the work order and Banner systems to indicate receipt of the project and initiate payment.
7. The WO Center will retain JOC project files for five years. The file will contain the JOC Process Check Sheet, the PO, the JOC quote, and the RS Means cost estimate report.

Related Forms:

JOC Process Check Sheet

If you have any questions, please contact Facilities Management at 870-972-2066.

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