Administrative Procedure  
Electronic Work Requests to Physical Plant

Electronic work requests will be submitted to the Physical Plant via TMA iServiceDesk.

- Non-chargeback work requests can be submitted using a generic username and password also utilizing the TMA iServiceDesk.

- Physical Plant personnel will reject all chargeback work requests submitted using a generic username, indicating the work request is a chargeback and they need to contact the Account Administrator. Please reference UW-Stout Administrative Procedure.

- Chargeback work requests will be accepted from the Account Administrator and delegated personnel.
  - Delegated personnel must be approved by the account administrator and the appropriate Dean/Director using the Delegation Form.
  - Delegated personnel work requests will be limited to $1,500.

- Physical Plant will e-mail the acceptance of all work requests and the assigned work order number. They will be sent to the e-mail address associated with the electronic work request.

- Physical Plant will assign and maintain all usernames and passwords regarding iServiceDesk access.

- Physical Plant will verify the person requesting the work has the delegated authority for the account associated with the chargeable work request. If the person does not have Delegation of Authority, the request will be rejected.

- Account Administrators will notify Physical Plant Business Manager of rescission of delegated authority via e-mail.

*Completed “PP Delegation of Authority” forms should be routed via ImageNow or delivered to 103 General Services (x2200).*