**PROCEDURES TO REQUEST SERVICE**

Objective:

To accommodate the request for transfer of school mail, school material pickups and delivery services to our schools and departments.

Requesting Service

**Requestor**

* Enter all service requests into FMX portal as soon as possible.
* Submit orders online for surplus items from the warehouse in FMX portal.
* Submit your request via email or phone, 404-802-3775 if assistance is needed
* Request should be submitted at least 72 hours prior to service is needed.
* Provide who requested service and school/department name.
* Provide type of service needed (pickup, delivery, furniture, books, special,

Test, and others) and the date service is needed.

* Provide the number of boxes/items to be transferred.
* All boxes must be in one centralized location for service pickup.
* Email information to Logistics Service Manager or Administrative Assistant.

Guidelines

* Place all mail, material and equipment for pickups and deliveries at building designated pickup location (adjacent to main entrance or dock area).
* To transport boxes, all boxes must be securely closed and weight under 50 pounds.
* School officials must be available for requested service and to release materials.
* For temporarily documentation records storage at the warehouse:

1. All documentation files must be placed in an actual record storage box.
2. Record boxes must have an attached labels (one label on front or back side,

one label on either side of the carton).

1. Labels must have department/school name, file description/content, school fiscal year, retention date or date to be discarded, contact person name and department phone number (label should be at least 6 inches by 9 inches).
2. Remove all book binders, binder and paper clips (may rubber band papers or use file folders for future retrievals).

* For school records pickup and transfers:

1. All boxes must be labeled with school name.
2. All documentation files must be placed in an actual record storage box.
3. Record number of boxes on each box. (i.e. 1 of total number).
4. Notify designated location of boxes being shipped to their school/department.

* For temporarily department material storage.

1. Record and label all boxes with school/department name.
2. Record number of boxes for per shipment. (i.e. 1 of total number).
3. Record content of items and date on all boxes also retention date.
4. Record department contact person name and phone number.

* For test material pickups and deliveries.

1. Provide the type of test and number of boxes and/or envelopes.
2. All boxes and envelopes must be securely closed and sealed.
3. All boxes and envelopes must be labeled with school name.
4. School Official must be available for test material pickups and

deliveries and verify boxes to sign driver’s delivery manifest sheet.

* For books transfers.

1. Label all boxes with school name.
2. Record number of boxes per school. (i.e. 1 of total number)
3. Place all boxes at building designated pickup location.
4. All boxes must be closed and taped and weight under 50 pounds.
5. All textbook requests – contact Teaching & Learning Dept.

Confirmation of Service

* School official must confirm items and sign Logistics Support Services

Request Form or Driver’s Delivery Sheet.

* Copy of Logistics Support Services Request Form is issued for proof of service being rendered.

# If the above procedures are not adhered to, this will delay services being provided until corrective action has taken place.