

Springdale Fire Department

Policy & Procedures Manual

Volume 5 – General

Section 501 – Miscellaneous

501.10 – Entering Maintenance Requests

Enter a separate request for each type of problem.

To enter maintenance request, complete the following steps:

- Left click on the inventory button.
- Type the apparatus description into the “Description” field this will open a window confirming your description matches the appropriate record. Right click “OK” or press “Enter”.
- If you do not know the proper description then:
 - With the cursor located in the Description field press F2 or double left click on the Description Field or left click the Browse button.
 - A window will open listing all the equipment in the department inventory. Select the appropriate vehicle / item and press “Enter” or left click “OK” or double left click on the appropriate selection.
- Left click the “Maintenance/Test” tab.
- Left click the “Add” Button in the “Maintenance” box; this will open the “Maintenance/Test detail window.
- In the “Job” Field enter the appropriate maintenance code. A list of codes can be accessed (drop down menu) by left clicking the “...” button. Choose the appropriate code and either double left click on the selection or click “OK”.
- In the “Priority” field enter “REQ” (request maintenance) or click on the button to choose the priority code.
- Click on the Scheduled button (This indicates the repair has not been completed)
- Enter the start date (this is the date the request is made. The start date will be changed when the repair is actually started.)
- Leave the start time, end date, end time, and duration blank.
- Enter the notified date.
- Enter the current mileage and engine hours if applicable.
- Enter staff ID of individual entering request.
- Enter appropriate station number and shift assignment.

- Click on the “Notes” tab. (during maintenance request this becomes a mandatory field)
- Give a detailed description of the problem being reported.
- Left click the “Save” button.
- Left click the “Closed” button.
- Left click the ”Save” button.

If an additional maintenance request needs to be entered, start with step 5 and repeat the steps.