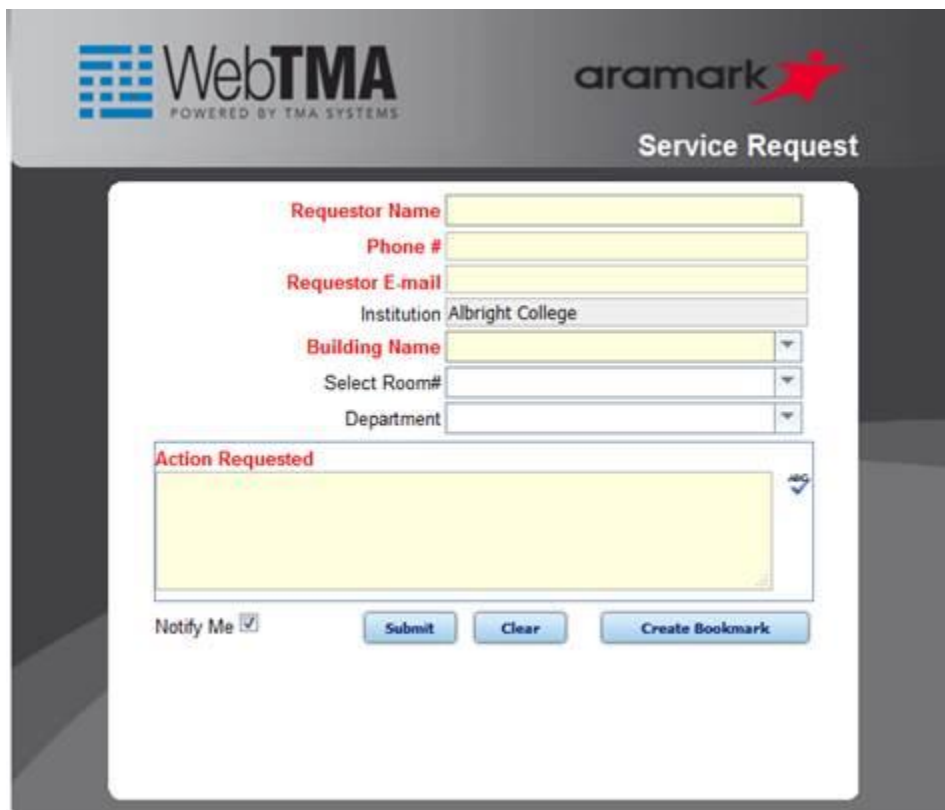


The Facilities Services and Operations Department processes all request and work through a system call TMA. This system can be accessed through www.albright.edu/tma. Submitting a work order does not take much time at all and can be accomplished by following these four steps outlined within the attached Work Order Submission Guide. This Guide is also available on the Facilities web site at: <http://www.albright.edu/facilities/index.html>

Step 1: Open www.albright.edu/tma
You should see this page:

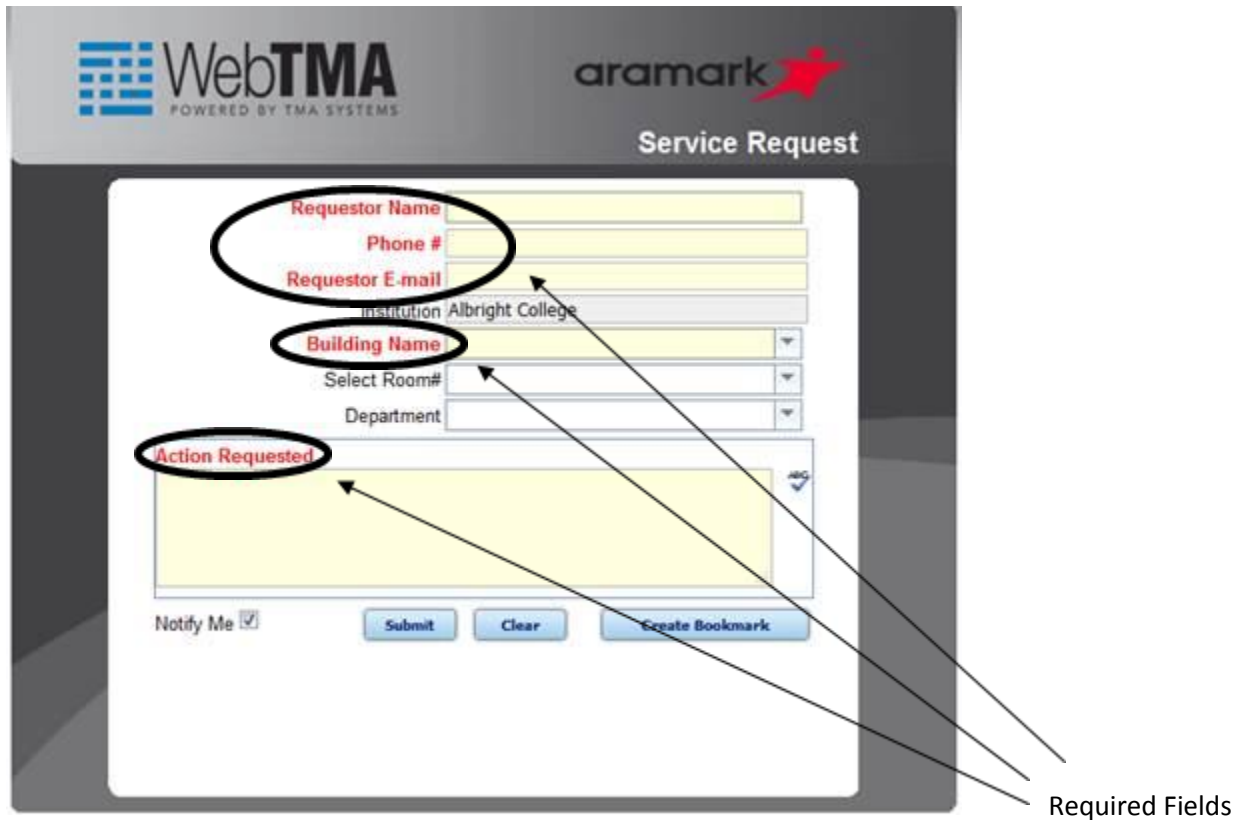


The screenshot shows the 'WebTMA' service request interface. At the top left is the 'WebTMA' logo with the text 'POWERED BY TMA SYSTEMS'. At the top right is the 'aramark' logo. The main heading is 'Service Request'. The form contains the following fields:

- Requestor Name: Text input field
- Phone #: Text input field
- Requestor E-mail: Text input field
- Institution: Text input field with 'Albright College' pre-filled
- Building Name: Dropdown menu
- Select Room#: Dropdown menu
- Department: Dropdown menu
- Action Requested: Large text area with a small 'AGG' icon and a checkmark in the top right corner.

At the bottom of the form, there is a 'Notify Me' checkbox which is checked, and three buttons: 'Submit', 'Clear', and 'Create Bookmark'.

Step 2: Fill out the required fields listed in red other data such as room # and department are not required but please ensure the work location is clearly specified in the “Action Requested” area. If your request is for an event set-up, please submit your request at least 48 hours prior to your scheduled event and be ensure you include the date, time, and location of your event.



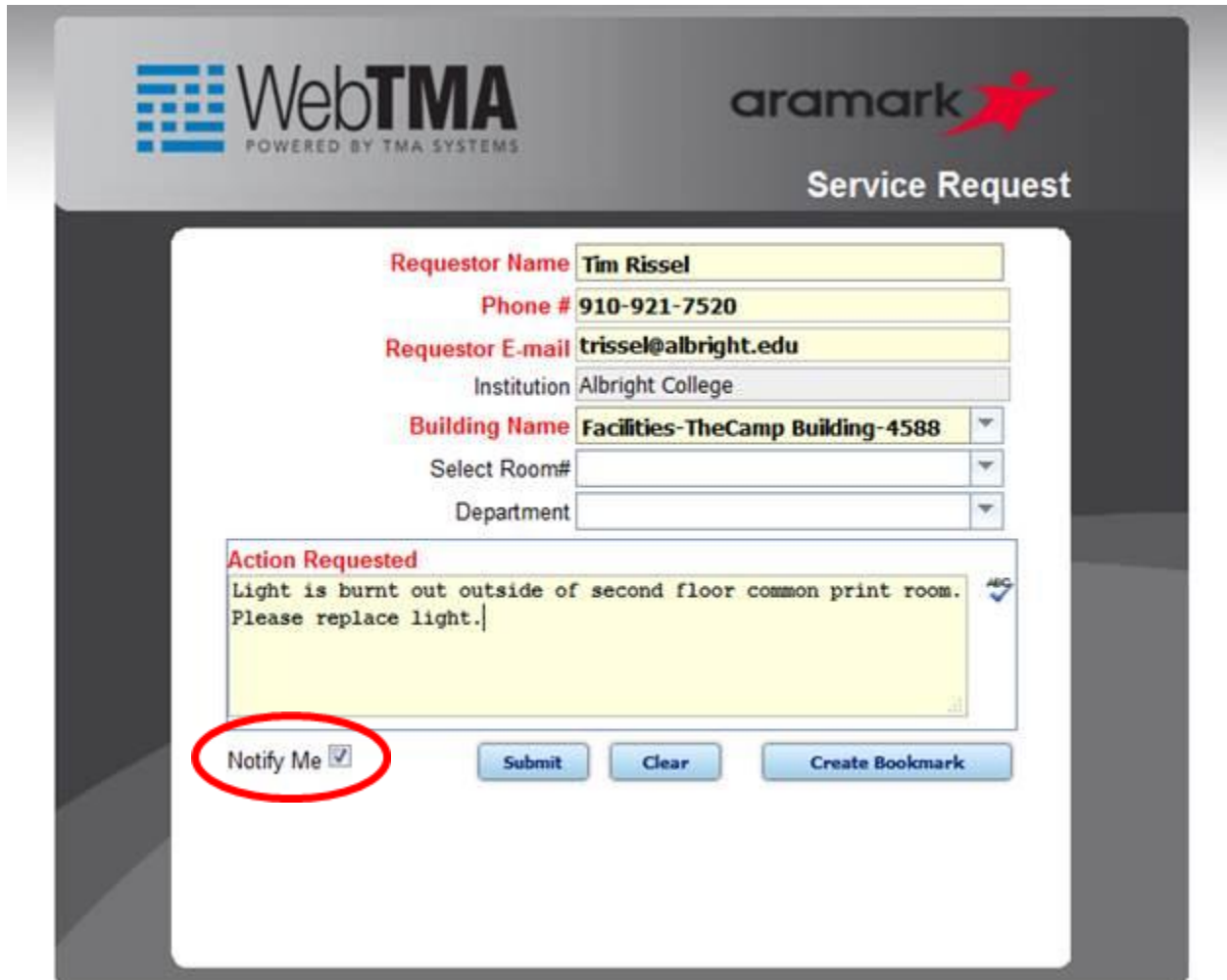
The image shows a screenshot of the WebTMA Service Request form. The form is titled "Service Request" and includes the logos for WebTMA (Powered by TMA Systems) and aramark. The form fields are as follows:

- Requestor Name** (Required field, circled in red)
- Phone #** (Required field, circled in red)
- Requestor E-mail** (Required field, circled in red)
- Institution** (Dropdown menu, currently set to "Albright College")
- Building Name** (Required field, circled in red)
- Select Room#** (Dropdown menu)
- Department** (Dropdown menu)
- Action Requested** (Required field, circled in red)

At the bottom of the form, there is a "Notify Me" checkbox (checked), and three buttons: "Submit", "Clear", and "Create Bookmark".

Arrows from the circled red labels point to a label "Required Fields" located at the bottom right of the form area.

Step 3: Check the box next to “Notify Me” this will ensure you are sent notifications as your request becomes a work order and is subsequently closed out.



WebTMA POWERED BY TMA SYSTEMS

aramark

Service Request

Requestor Name

Phone #

Requestor E-mail

Institution

Building Name

Select Room#

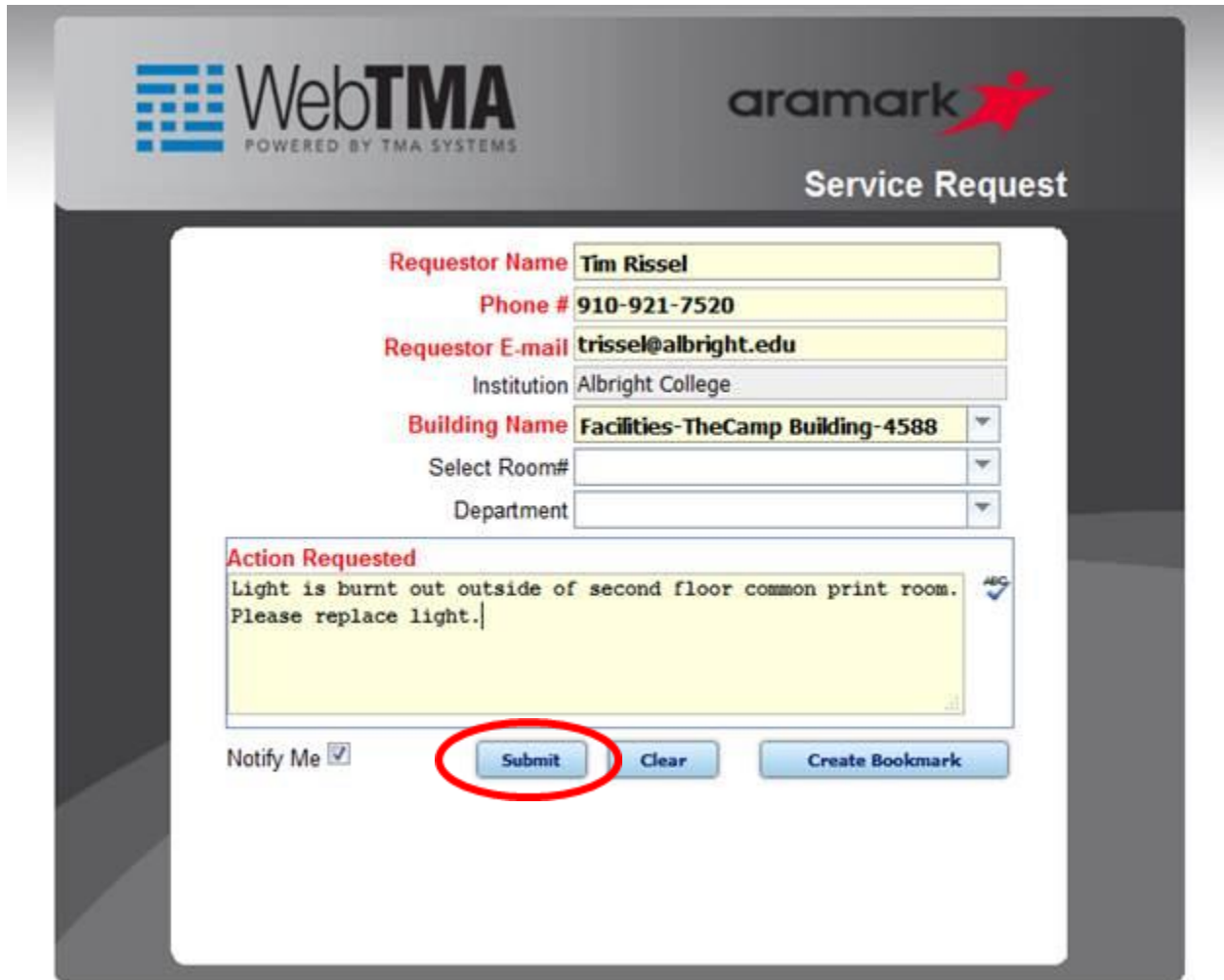
Department

Action Requested

Light is burnt out outside of second floor common print room.
Please replace light.

Notify Me

Step 4: Click Submit



WebTMA POWERED BY TMA SYSTEMS

aramark

Service Request

Requestor Name

Phone #

Requestor E-mail

Institution

Building Name

Select Room#

Department

Action Requested

Light is burnt out outside of second floor common print room. Please replace light.

Notify Me

Step 5: Once you click submit you will see the following screen:



This indicates that your request has been submitted, you will also get an email at the supplied email address with this information. As long as the “notify me” box has been checked, you will also get an email when your request becomes accepted as a work order and then again when the work order is closed out.

Please note, this request number will change once your request becomes a work order. That work order number is what will be needed to look up further information about your request.

Occasionally you may find that your work request is denied. Request can be denied for a variety of reasons and the specific reason for denial will be sent to you in an email if your work order is denied. Please ensure to read this email in its entirety and please reach out to facilities if you have any questions about your denial.

Additionally, from time to time, a work order may get closed that does not appear to be closed or that work was not performed. This can happen for a variety of reasons to include but not be limited to, items subsequently breaking after being fixed, larger issues than what was addressed, or human error. If this happens to you please reach out to facilities and we will reopen the work request to ensure the matter is handled properly.

Finally, after your work request is completed and closed out, you will receive an email requesting that you complete a survey. Please complete this survey to assist our department in employee training and continuous improvement efforts.