This *Corporate Guide* is to be used by the following locations:
- RDCs
- Corporate HQ
- Excel Centers
- ROC
- Warehouse
- Refer to Location Listing for specific locations

All Retail Facilities should follow the *Retail Guide*

WORK ORDER ENTRY TIPS & CONSIDERATIONS

1) Example Emergencies:
   a. Plumbing leak, resulting in bathroom flooding, broken window, any health/safety related issues
2) Create a Work Order ticket for each unique issue. **Do not bundle requests**.
3) Be as **detailed** as possible. Examples of how more details can help us:
   a. Number of light bulbs out/requiring replacement
   b. Descriptive location of the needed repair (ex: Room 123, Janitor's Closet)
   c. Attaching a photo to the Work Order after you submit your request
4) Please **do not create a duplicate request** to follow up on an existing request. Instead, use the View Work Orders search function, or email facilitiesadmin@goodwillaz.org to follow up about the original request. Include the original work order number in your email.

SCOPE OF SERVICES

Fire Protection	General Building Maintenance	Plumbing
Fire Alarm Panels	HVAC	Plumbing Systems, Leaks
Fire Sprinkler Systems	Window / Glass Repair	Drinking Fountains (Wall-Mounted)
Fire Extinguishers	Wall and Floor Repairs	Water Heaters
Safety	Painting / Minor Carpentry	Backflow Preventers
General Safety	Door and Door Hardware / Lock Repair	Miscellaneous
Emergency Eyewash	Safes / Vaults / Rekeying	Dock Equipment / Overhead Doors
Electrical	Signage	Pest Control
Interior / Exterior Lighting	Concrete / Parking Lots / Sidewalks	Landscaping
Emergency Lighting / Exit Signs	Fencing / Gates	Scent Machines
General Electrical	Roofing / Awnings / Gutters / Downspouts	Big Joe / Walkie Stacker
Photocells	Shelving / Furniture	Fleet Maintenance
Power Outages	Kitchen Appliances, Refrigerators	Trash Compactors
	Asphalt Paving / Re-Striping	Water Coolers (Quench)
	Pressure Washing	Scrubber / Sweeper Maintenance

Work orders will be completed by Goodwill technicians and vendors, and managed by Goodwill's admin.

REQUESTS FROM GOODWILL ADMIN TEAM

1) For help with **Printers/Registers/Robart or Security Cameras**
    a. [Complete an IT work order.](#)
2) For help with **Alarms Codes or Alarm Bypass**
    a. [Complete the alarm codes request form.](#)
3) For any **Organization-Branded Signage**
    a. [Complete a Marketing work order.](#)
4) For **Pepsi Coolers Maintenance**
    a. Please contact Pepsi Customer Service at 877-772-7845.
5) For **Big Joe/Walkie Stacker/Toyota Lift Maintenance**
    a. Call 610-549-1323 to open an Emergency Work Order. Include the serial number and (if applicable) attach a photograph of the plate associated with the item in need of maintenance.
6) For **Toilet Paper/Paper Towel/Hand Dryers**
    a. The store will first place a purchase order. Once the item has arrived, submit an EMCOR Via Work Order.

CREATING REQUESTS THROUGH EMCORVIA

1. **Emergency WOs** – All Emergency Work Orders should be called in to **610-549-1323**.

2. **Navigate** to the EMCORVia Request page:

https://iwms.emcor.net/cwoe/Login.aspx?token=f6c33ddc4e43e693aeb14d854e8343f2
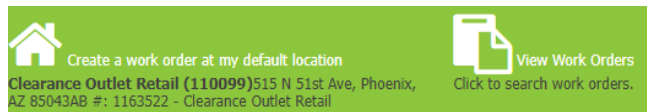
3. **The Login page** will request your Location #. Reference the Location # Listing at the bottom of this document for your Location #.

4. **The next screen** will have two options:

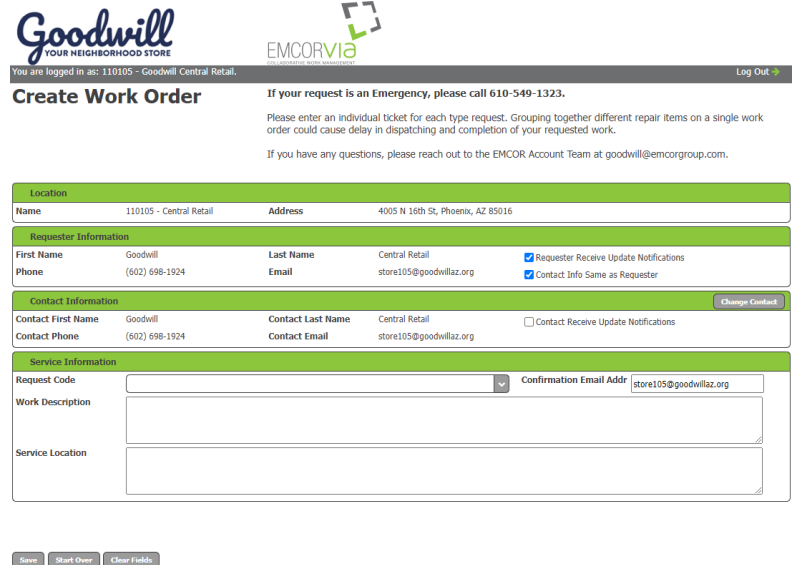1) Create Work Order for My Default Location

2) View Work Orders

5. Click **Create a Work Order at My Default Location**

6. **Enter Work Order information**

Request Code (Required) – Please select the code most applicable to the request. This is an auto-fill field, which will help you filter by key words such as plumbing, fire, etc.

Work Description (Required) – Enter a descriptive summary of the required work.
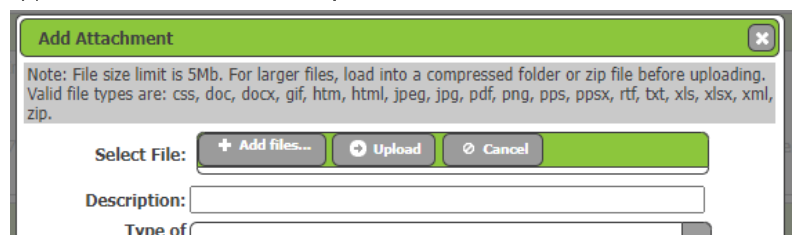
Service Location (Optional) – Additional location information to help the service provider.

7. **After completing** all required fields click **Save** to submit your work order. Once submitted, you will be given a Work Order #. You can select this number to view additional information. Your location email account will also receive an email notification with the Work Order information.

8. **To View** existing Work Orders, click **View Work Orders** from the Home Page. Type in the WO# into the **Work Order #** field and click **Select**, or search all existing WOs. Here you can see Status, Priority Code, Remarks, upload Attachments, and more.

9. **To Add an Attachment**, navigate to **View Work Orders** and Search for work orders. Click **Select** to open the desired Work Order. Expand the dropdown under **Attachments** and click **Add**. You will be able to add files, input a description, and indicate the type of attachment. Click **Upload**.

TIP CARD

EMERGENCY Work Order Requests
Call in all Emergency Work Orders to 610-549-1323

NON-EMERGENCY Work Order Requests
Submit non-emergency requests through the Customer Work Order Entry (CWOE) portal:
https://iwms.emcor.net/cwoe/Login.aspx?token=f6c33ddc4e43e693aeb14d854e8343f2

All Other Requests
Please utilize the email account facilitiesadmin@goodwillaz.org
for asking general questions, inquiring the status of a WO, or escalating a service issue.

Priority	On-Site Response Time	Priority Description
1 – Emergency	4 Hours	Immediate risk to personal safety or security, business continuity, major asset integrity, or the environment.
2 – Routine	Next Scheduled Visit	No discernable impact to daily activities, or staff/customer welfare.
A – Planned	30 Days	Work subject to planning requirements and/or a programmed start date, preventive maintenance, etc.

LOCATION # LISTING

Location #	Location Name	Address	City	St
120023	Hunt Hwy RDC	561 E Bella Vista Rd, #105	San Tan Valley	AZ
120025	Grayhawk RDC	20831 N Scottsdale Rd #109	Scottsdale	AZ
120027	27th Drive RDC	34455 N 27th Dr #102	Phoenix	AZ
120029	Dyanamite RDC	28255 N Tatum Blvd, #3	Cave Creek	AZ
120032	64th St. RDC	6339 E Greenway Rd, #114	Scottsdale	AZ
120157	Via Linda RDC	8912 E Via Linda	Scottsdale	AZ
120158	Union Hills RDC	8251 W Union Hills Dr	Glendale	AZ
120162	FLW RDC	14858 N Frank Lloyd Wright	Scottsdale	AZ
120165	40th Street RDC	3912 E Camelback Rd	Phoenix	AZ
120169	Carefree Hwy RDC	4815 E Carefree Hwy	Cave Creek	AZ
120872	Chino Valley RDC	1029 Highway 89, Suite 111	Chino Valley	AZ
150545	Beryl Corporate	2626 W Beryl Ave	Phoenix	AZ
130201	Papago	4837 E McDowell Rd	Phoenix	AZ
140201	Papago Career Center	4837 E McDowell Rd	Phoenix	AZ
130202	Starlight	7960 W Osborn Rd	Phoenix	AZ
110099	Clearance Outlet Retail	515 N 51st Ave	Phoenix	AZ
122000	Retail Operation Center	515 N 51st Ave	Phoenix	AZ
122100	ROC Transportation	515 N 51st Ave	Phoenix	AZ
121000	ROC Salvage	515 N 51st Ave	Phoenix	AZ
123179	ROC E-Comm	515 N 51st Ave	Phoenix	AZ
122250	MD Warehouse	6413 English Muffin Way	Frederick	MD
150785	Monocacy Corporate	1750 Monocacy Blvd, Suite B	Frederick	MD
140320	Veteran's Service Center	1750 Monocacy Blvd, Suite A	Frederick	MD
129100	Bldg C - Centralized Processing	8431 Broadband Road	Frederick	MD
771	ADC	12 Orchard Ave	Frederick	MD