



There are now two ways to issue work orders to contractors. Everyone is familiar with the existing Work Order Form, but now the Work Orders can be issued by email as well. There is no form to fill out, but the information being provided in the email needs to include the same information on the paper work order form. The following is a step by step procedure and example for work order emails.

Step 1: Work Order Request from Commissioner to Contractor.

When emailing the contractor a work order the following information needs to be included:

Subject Line of the email has to include the Service Area Name, that it's a Work Order and the PO number "if it's known"

The Body of the email has to include: The description of work to be provided (reference standard specification item numbers if known), the location of the work to be performed, and when the work needs to be done. Please be as descriptive as possible.

From: John Doe
Sent: Monday, July 18, 2011 1:13 PM
To: Road Construction, Inc.
Subject: Zoo Acres Service Area Work Order Form (PO #555505)

Please provide me a price for the following work:

1. Replace damaged 24-in cross culvert per Specification Section 603, on Zebra Drive approximately 200-ft north of Elephant Way. I flagged the area so that you can spot the culvert.
2. Recondition Road per Specification Section 303, on entire Zebra Drive (3.6 miles).

I need the work completed no later than 6 weeks from today. I look forward to hearing from you.

Sincerely,

John Doe
Chairman
Zoo Acres Service Area
Ph: 907-555-1234



Step 2: Response from Contractor to Commissioner with Quote.

The contractor's response to the email needs to include quantity and unit price. If there is no contract unit price, then a cost break down of the work needs to be provided to include labor, material, and equipment.

From: Road Construction, Inc.
Sent: Friday, July 22, 2011 1:56 PM
To: John Doe
Subject: RE: Zoo Acres Service Area Work Order Form (PO #555505)

John,

Here are the prices for the following requests:

1. 24-in Culvert Replacement – Materials \$X.XX, Labor \$X.XX, Equipment \$X.XX = total \$6,500.00
2. Recondition Road on Zebra Drive – The contract price is \$1,800 per mile x 3.6 miles = \$6,480.00

If you have any questions please give the office a call regarding this work order. The culvert will get ordered and the work will be scheduled as soon as we get the okay from you. I do not see a problem meeting the 6 week deadline.

Jane Smith
Road Construction, Inc.
907-555-6789

Step 3a: Approval of Work Order by Commissioner (Quote less than \$10,000)

If the Commissioner approves of the price, then reply to the contractor stating the approval and to proceed with the work. On this step please cc: Rural Services so that it can be attached to the payment approval/invoice when it comes in for processing.

Proceed to Step 5.

From: Road Construction, Inc.
Sent: Friday, July 22, 2011 1:56 PM
To: John Doe
Subject: RE: Zoo Acres Service Area Work Order Form (PO #555505)

John,

Here are the prices for the following requests:

1. 24-in Culvert Replacement – Materials \$X.XX, Labor \$X.XX, Equipment \$X.XX = total \$3,000.00
2. Recondition Road on Zebra Drive – The contract price is \$1,800 per mile x 3.6 miles = \$6,480.00

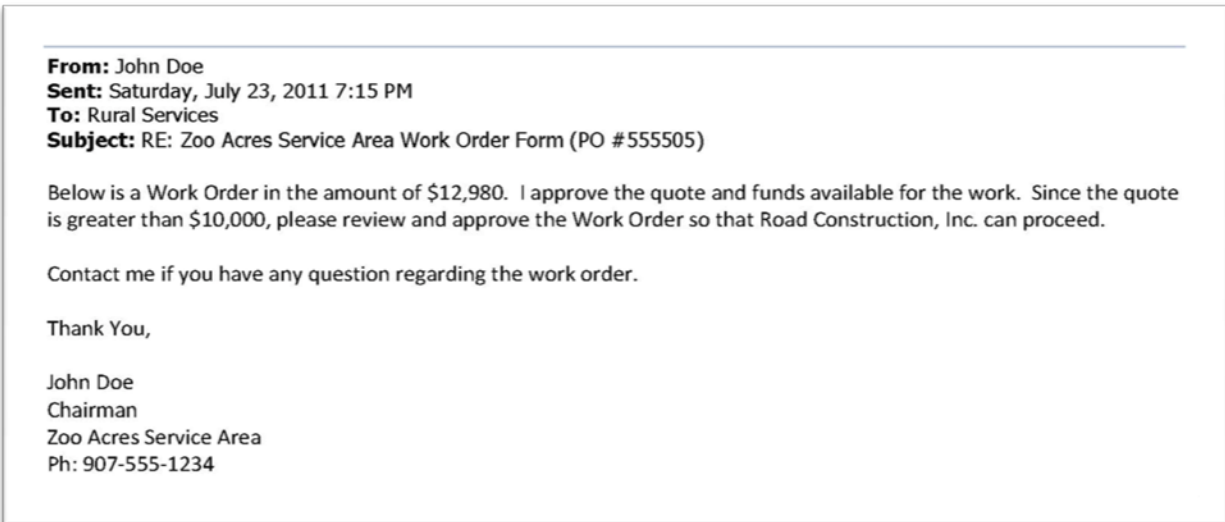
If you have any questions please give the office a call regarding this work order. The culvert will get ordered and the work will be scheduled as soon as we get the okay from you. I do not see a problem meeting the 6 week deadline.

Jane Smith
Road Construction, Inc.
907-555-6789



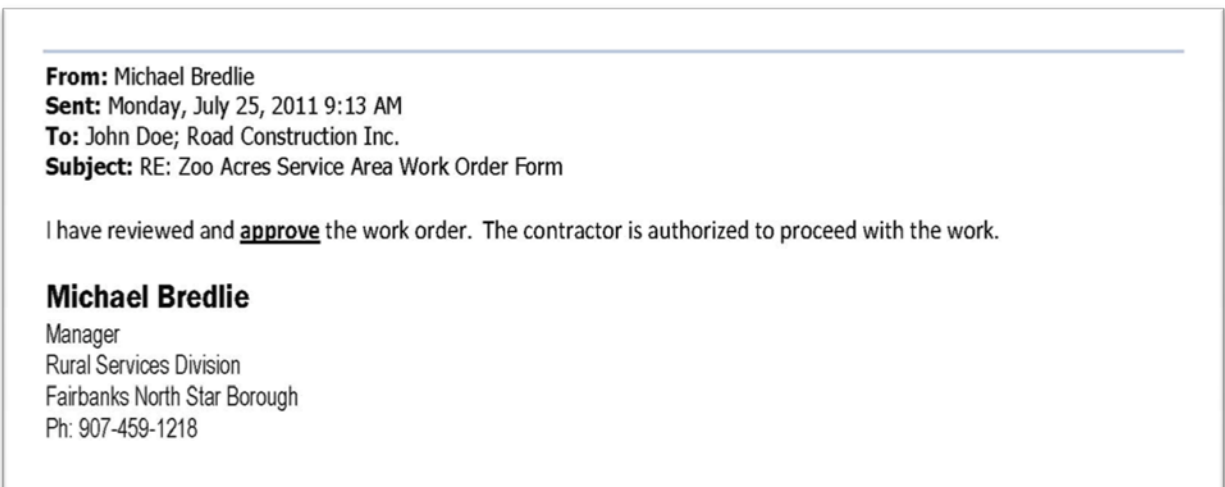
Step 3b: Approval of Work Order by Commissioner (Quote \$10,000 or more)

If the Commissioner approves of the price, then forward the approval, with the corresponding backup email, to Rural Services for authorization.



Step 4: Authorization from Rural Services (Quote \$10,000 or more)

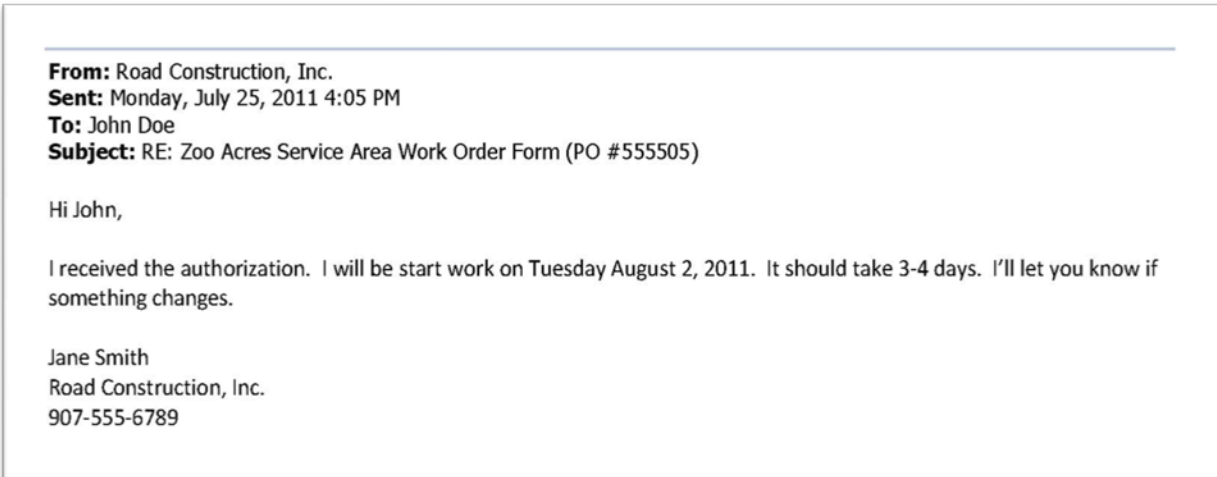
Once the email is received by Rural Services, it will be reviewed by the manager for authorization to proceed. If questions arise during the review, the manager will contact the commissioner for clarification; otherwise the manager will email the commissioner and contractor the authorization to proceed.





Step 5: Contractor Confirmation

The contractor should reply back to the commissioner that approval was received (or authorization from Rural Services if over \$10,000) with a scheduled start date and how long the work is expected to take.



Using the work order process through email should speed up any delays caused by sending the paper version back and forth between parties. Before using this type of Work Order please contact the contractor to make sure they are able and willing to use this method. Because this process is done electronically the other commissioners in the Service Area can be cc'd on the work orders so that everyone is in the loop.