

### 1.433 SERVICE REQUEST SYSTEM

(17.2.2, 17.3.1, 17.5.2, 33.6.1)

- A. The Service Request System (SRS) is the agency's internal system that is used to request, authorize, and track many activities that have a fiscal effect on the agency.
- B. The commander responsible for coordinating the agency's fiscal affairs is responsible for managing the SRS consistent with applicable directives, including the university's procurement procedures.
- C. Employees will use SRS forms to request:
  - 1. The purchase of goods or services;
  - 2. Uniform or equipment items are issued;
  - 3. And report on training activities;
  - 4. Key or lock related services;
  - 5. Facility maintenance or repairs;
  - 6. Radio communications equipment services;
  - 7. Telephone or computer services;
  - 8. Firearms repair or maintenance;
  - 9. Contracts are established;
  - 10. Changes to existing orders for services or repairs; and
  - 11. Budget items.
- D. SRS forms are:
  - 1. **Procurement Request (UPO.114.D);**
  - 2. **Training Request (UPO.115.D);**
  - 3. **Training Endorsement (UPO.116.D);**
  - 4. **Training Evaluation (UPO.117.D);**
  - 5. **Budget Request (UPO.118.D);** and
  - 6. **Vehicle Service Request (UPO.119.D).**
- E. SRS forms will not be used to request services that include, but are not limited to requesting:
  - 1. Office, stationery, or other expendable supplies that are normally stocked by the agency (use in-person, written, or email requests);
  - 2. Expense reimbursement (use the TU Miscellaneous Expense Voucher);
  - 3. Moving services or the relocation, disposal, or transfer of university property (use the TU Material Management Service Request – MMSR); or
  - 4. Printing services (use the Printing Services Work Request).
- F. Supervisors and commanders who review SRS forms will:
  - 1. Make sure correct SRS forms are used and completed according to the instructions;
  - 2. Send incomplete forms back for correction;
  - 3. Make any required recommendations or comments; and
  - 4. Forward the forms for action at the next level.
- G. The commander responsible for the SRS will:
  - 1. Make sure the forms are completed according to the instructions;
  - 2. Send incomplete forms back for correction; and
  - 3. Consult with the Chief or other commanders as appropriate before taking final actions based on the agency's mission, values, strategic plan, and fiscal resources.