ARMY MAINTENANCE APPLICATION (ARMA)



https://www.dvidshub.net/video/781618/arma-maintenance-application-help-video-submit-maintenance-request

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ARMA SERVICE ORDER PROCESS

- Soldiers, civilians and facility managers will input all non-emergency service orders for barracks, garrison and unit facilities via the ArMA website, https://maintenance.army.mil/arma.

- New customers will need to complete the registration process on the website first before submitting service orders. *(A government email account must be provided to register for an account.)*

- Customers must call in Priority 1/emergency service orders to the DPW operations and maintenance contractor at 719-526-5345, which is staffed 24/7.

- *Note: ArMA is not for use by Fort Carson Family Homes residents, who have a separate service order process.*

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SERVICE ORDER PROCESS (CONT.)

- Emergency service orders include: overflowing drains, broken water or steam pipes, gas leaks, major utilities service failures, broken electrical components that may cause fire or shock, stopped-up toilets (when only one is available for use) and key card/lock failures. **Barracks room lockouts are no longer deemed an emergency. Soldiers can contact their staff duty, 1SG or facility manager regarding room access.*

- The normal response time to emergency work is within one hour, day or night, with completion of the emergency within 24 hours. If there is a true emergency, including events like gas leaks, fires or flooding, call 911 first and then call in a service order.

- Fort Carson's DPW operations and maintenance contractor, T&H Services, responds to all service orders in a timely manner.

- The benefit of ArMA is when Soldiers and civilians move to any other IMCOM installation, they can log in to the same service order system.

SERVICE ORDERS ARE BY APPOINTMENT

- Service order appointments: Service orders for barracks rooms and locked spaces, such as individual administrative/support offices, etc., will be scheduled by appointment only.

- Customers are offered several time slots on the proposed day. They can select one or propose a later date and time. The customer will have a call made and text sent to them the day of the appointment verifying availability.

- Failing to show up for a service order appointment without at least a two-hour advance notification, will result in cancellation of the appointment and the customer having to resubmit the service order.

- Once the technician contacts the customer, the customer has 48 hours to respond (includes weekends and holidays). If the customer does not respond within 48 hours, the service order will be cancelled.

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ARMA KNOWN ISSUES

- ArMA does not provide up-to-date statuses on service orders. The website is strictly for submitting service orders and accepting appointment times, where applicable.

- ArMA will auto close service orders based on priority even if the repair work is ongoing:

  - Priority 1 service orders will auto complete at 24 hours.

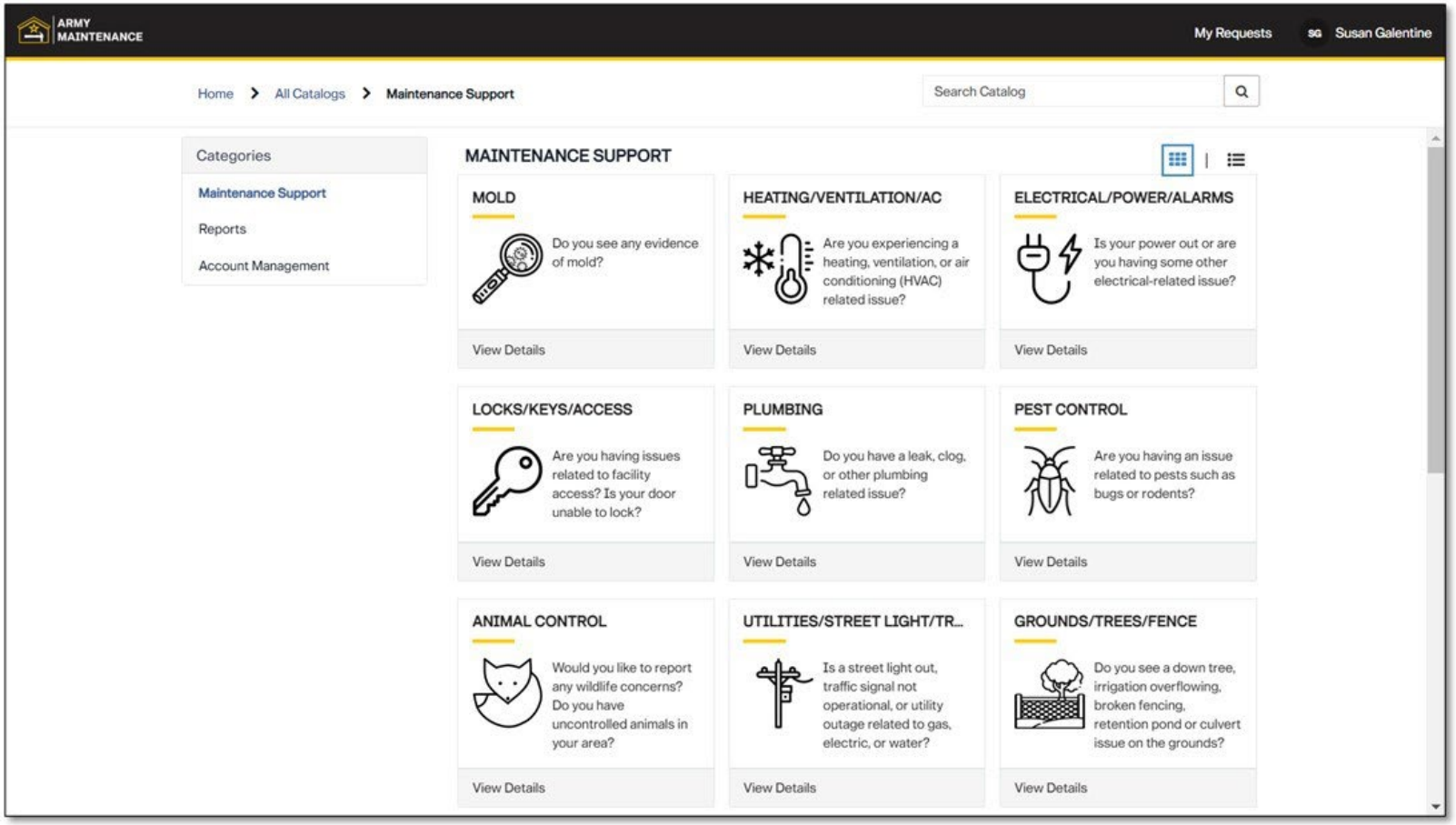
  - Priority 2 service orders will auto complete at 14 days.

  - Priority 3 service orders will auto complete at 30 days.

- ArMA should provide customer email notifications; however, there are instances where that does not occur. Customers are encouraged to check their account.

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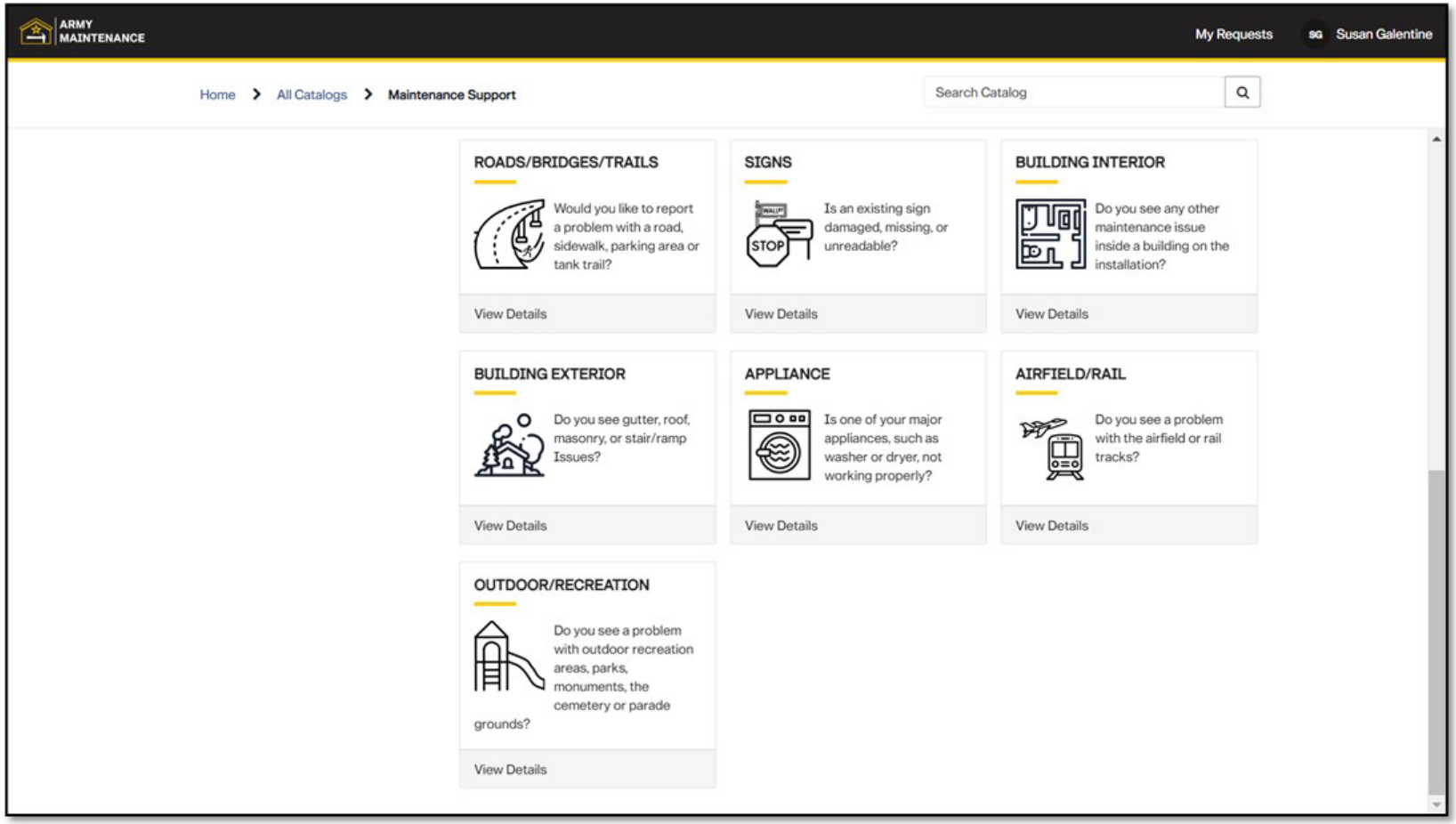
SUBMITTING A SERVICE ORDER IN ARMA



From the main screen, under Maintenance Support, select the type of support needed.

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SUBMITTING A SERVICE ORDER IN ARMA (CONT.)



There are several support options available.

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SUBMITTING A SERVICE ORDER IN ARMA (CONT.)

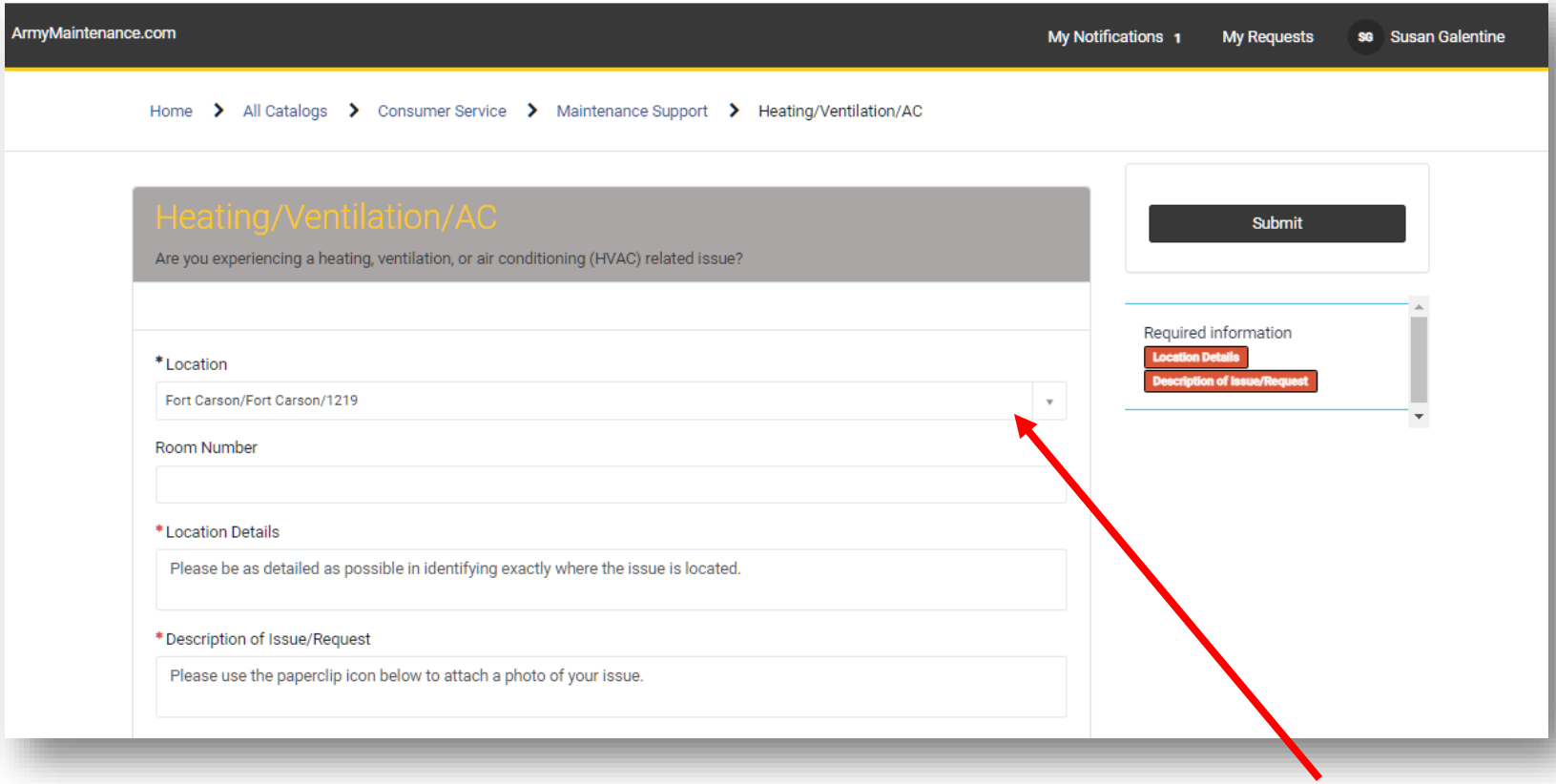
- In the event a customer needs to submit a service order in the Grounds, Signs, Recreational or Pest Control categories, provide the closest building number and a detailed description of the issue to process the request (location photos are helpful). These three maintenance areas do not auto populate a location and if insufficient detail is included, will be cancelled.

- Pest Control submissions will be cancelled without further action as they are handled by a separate contractor, Sorensen-pest.com or by calling 970-980-3102. *Exception: Pest feces is considered HAZMAT and a service order needs to submitted in ArMA for cleanup by the contractor. The service order is considered Priority 2.*

- Appliance service order submissions depend on the location of the appliance. For example, replacement of inoperable barracks microwaves, washers or dryers are handled by the DPW Furnishings Management Office, Bldg. 308, – not via a service order.

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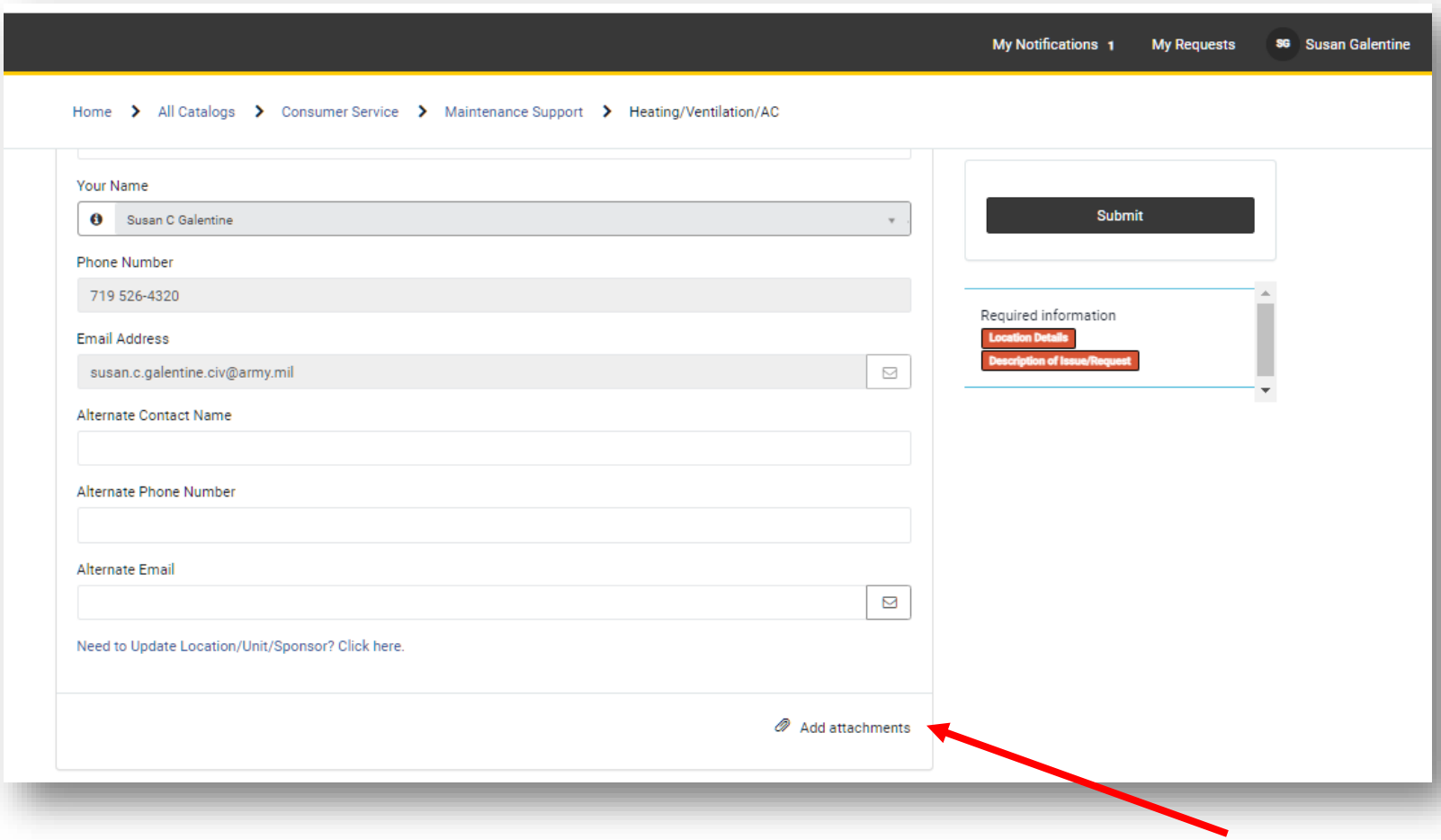
SUBMITTING A SERVICE ORDER IN ARMA (CONT.)



- Location populates with the building number entered upon registration. Individuals may need to change the location if they are submitting a service order for other real property.
- Be very detailed in the description of the issue or the service order will be cancelled.

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SUBMITTING A SERVICE ORDER IN ARMA (CONT.)



Icon to add attachments, including photos and documents required such as key memo and statement of charges for key replacements. Photos can be helpful in identifying the issue easier for the technician responding.

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EXAMPLES OF CANCELLED SERVICE ORDERS

Seasonal changeover - *(Applies only in May during heating to cooling transition and again in October during cooling to heating transition.)* The contractor is in the process of seasonal changeover. Until the transition is completed, the AC/Heat will not work. This request will be cancelled.

Lacking information - We appreciate the submission; however, not enough information was provided to create a service request. Please resubmit and include all required information. Pictures may also assist us in determining the requirements. We also need to know if you are or are not quarantined.

Attempts at multiple entries on one - ArMA submissions accept one issue per service order. Attempts to submit more than one issue per service order will be cancelled.

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EXAMPLES OF CANCELLED SERVICE ORDERS (CONT.)

Key replacement submittals - Key replacement submittals – IAW Garrison Commanders Policy #32, either a copy of the Statement of Charges or a completed Financial Liability Investigation of Property Loss annotating WBS number for recoupment of costs **and** a commander memo are required to process the service order. Once these documents have been obtained, please upload and resubmit. This request will be cancelled.

Submissions that involve project work - ArMA is for submission of repair and maintenance work. The submission appears to be project related. Please call (719) 526-2900 for guidance on the submittal of a DA Form 4283, Facilities Engineering Work Request.

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REQUESTING BUILDING SERVICE ORDER REPORTS

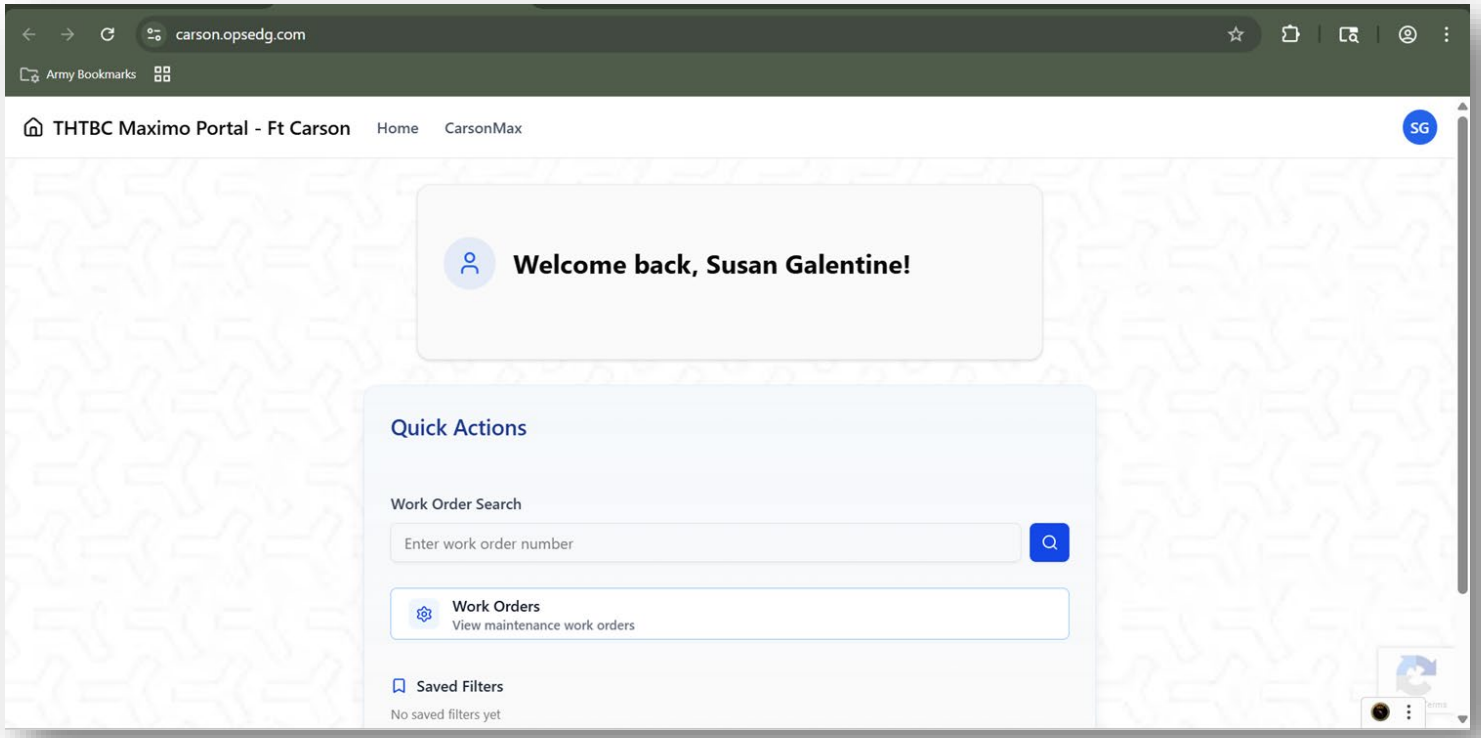
Facility Managers can subscribe to receive reports listing service orders <u>they have</u> submitted for their facilities:

- Log in to https://maintenance.army.mil/arma and select the report tab.
- Select “Unit Report” to receive reports by summarized by unit or select “Building Report” to receive reports summarized by building.
- Input your email (mil; @dliflc.edu; aafes.com; etc.).
- Choose the units or buildings for which you would like to receive reports.
- Choose the day(s) you would like a report sent.
- Note: A subscription verification email will be sent. I**ndividuals MUST reply** to the email to activate the report subscription. Upon receipt of your verification email, ArMA will **<u>IMMEDIATELY</u>** send the first set of reports.

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T&H SERVICES WEBSITE

T&H Services maintains an online Maximo Portal where Fort Carson users can access information about all service orders submitted at https://carson.opsedg.com/. Users need to first create a profile to access information.



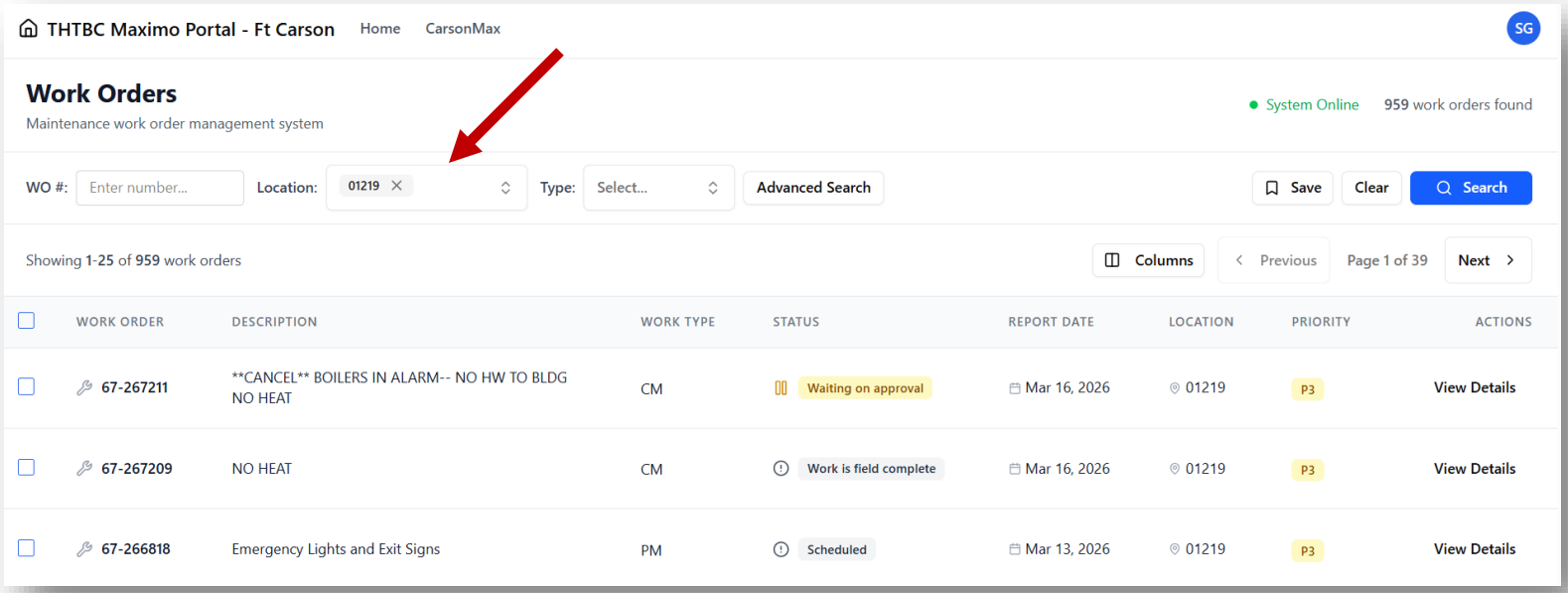
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T&H SERVICES WEBSITE (CONT.)

- Once on the portal, click on the CarsonMax tab at the top to view the service order menu.

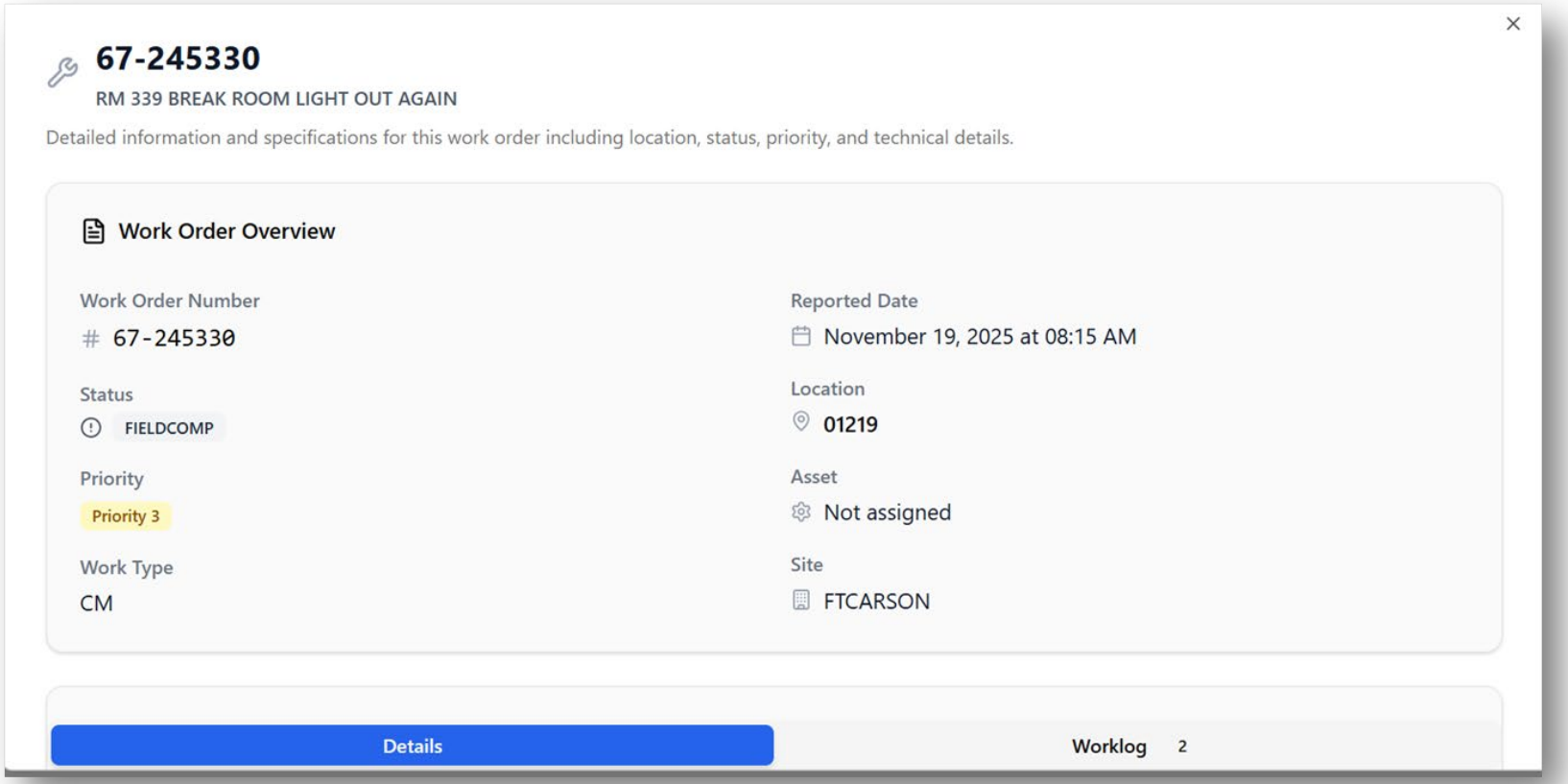
- Users can select by service order number or location to search for information, including the status and priority of service orders submitted.



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T&H SERVICES WEBSITE (CONT.)

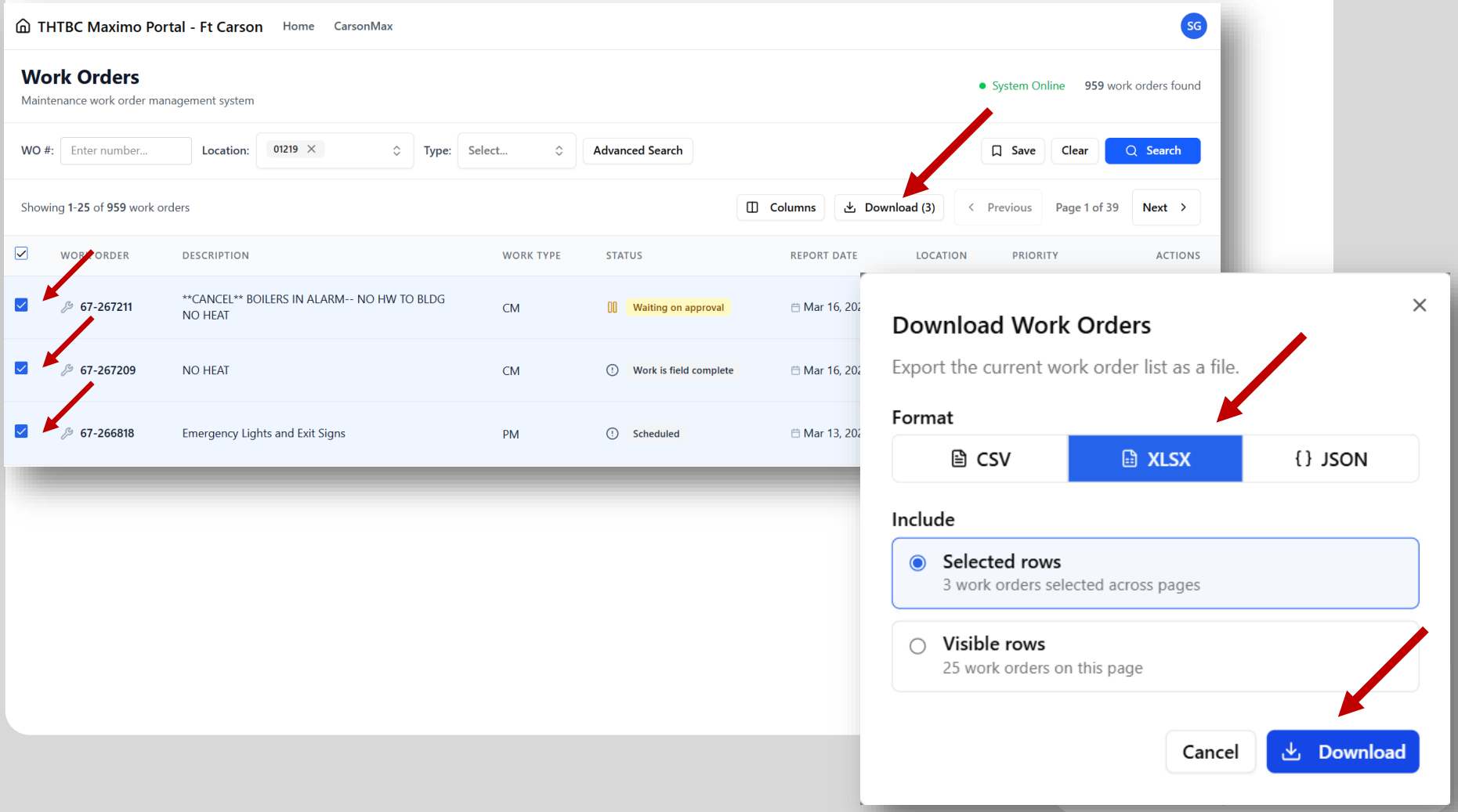
Clicking on view details, provides more information about the service order.



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T&H SERVICES WEBSITE (CONT.)

Customers can download details for one or multiple service orders.



ARMA WEBSITES

Customers can call the service order desk, 719-526-5345, to request a roll up of all service orders for their unit buildings, which will be sent to them in a report.

Register to place service orders at https://maintenance.army.mil/arma.

Facility Managers can subscribe to receive reports for service orders they have submitted for units or specific facilities at https://maintenance.army.mil/arma by selecting the report tab.

Note: Customers should monitor their ArMA account to check on service orders submitted to ensure they have processed or if additional information is required. Service orders may be listed as in-progress when already completed if the funding has not been entered into GFEBS yet.

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Customers who have questions about service order priorities before submitting requests through ArMA are encouraged to call the DPW operations and maintenance contractor service order desk at 719-526-5345, which is staffed 24/7.





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