

Demand Maintenance Orders (DMOs)

DMOs:

Demand Maintenance Orders (DMOs) are unscheduled repairs that cost less than \$10,000 in labor costs. Keep track of your DMO number in order to track/check the status. The Directorate of Public Works (DPW) reviews and applies the appropriate priority level to all submitted DMOs. The priorities are: Emergency, Urgent, or Routine. DPW has 5 business days to review, prioritize, approve and release the request to the Maintenance Contractor. DPW receives approximately 1600 DMO requests per month.

The Help Desk

Hours of Operation: 24/7, 365 days a year

Ways to submit a request:

1. USAG Stuttgart App
2. Phone: DSN 596-6200 // Commercial 09641-70-596-6200
3. Online: <https://www.stuttgartcitizen.com/service-order/>
4. Email: usarmy.stuttgart.imcom.mbx.dpw-helpdesk@mail.mil

Anything with urgency should NOT be submitted through the online submission portal, as we cannot guarantee an adequate response time.

To receive a status update on an already submitted DMO please contact the Help Desk via telephone. Have your assigned DMO number ready to provide to the Help Desk Technician.

Category Levels

Emergency (Priority 1) – Work required to repair or abate a problem resulting from a breakdown, stoppage or loss of a critical system or equipment which if not immediately repaired will endanger life, safety or health of personnel, and/or will result in the damage of government property, and/or would affect operations of critical military missions.

Response Time: Within 1 hour with continuous work until completed or until category level is reduced and shall reschedule the remaining work for completion as soon as possible.

Urgent (Priority 2) – Work required to correct a condition which could become an emergency, could seriously affect morale or that has urgent impact or mission requirements.

Response Time: Within 24 hours of notification and review by DPW. Normally performed Monday-Friday; 0730-1630. Work should be complete within seven (7) calendar days.

Routine (Priority 3) – Any other work that does not meet the criteria for emergency or urgent.

Response Time: Respond and complete work within thirty (30) calendar days of notification/release.

When you submit a request you should receive a DMO number within 24 business hours via email.

Recommendations: When submitting requests, include as much information as possible. This helps us evaluate the problem correctly, create the DMO immediately without needing follow up calls and allows the right technicians to be completely prepared at the time of their first visit. “Broken”, “inoperable” and “needs replaced” are a good start but do not often provide enough information for the Technicians. Specific locations, quantities, sizes, materials, etc. all help identify the necessary repair.

Appliances:

For Appliance Repairs please visit the USAG Stuttgart App; for after-hours emergencies (refrigerators only) use phone number listed above.