

**BUILDING SERVICES AND GROUNDS  
INSTITUTE MOVING SERVICES  
STANDARD OPERATING PROCEDURE**

<b>TOPIC:</b>	<b>Institute Moving Services</b>	<b>SOP #</b>	
<b>Origination Date:</b>	<b>July 18, 2024</b>	<b>Revision Date:</b>	<b>March 24, 2026</b>
		<b>Rev #</b>	

**ACTION SHOPS:**

Moving and Setup, Office of Environmental Health and Safety

**INFO SHOPS:**

Facilities Management, Procurement and Administrative Services, Auxiliary Services, Campus-wide

**SOP DESCRIPTION: Provide customers with information to ensure a smooth move.**

**Policy:** To follow the established steps below to provide excellent customer services with minimum errors and maximum quality and productivity.

**Services We Offer:**

- Requests to move materials from one office or campus location to another.
- Requests to move and set up campus events.

**Top Priorities:**

- 1) Moving Requests for Emergencies on Campus
- 2) Needs from the President's Office
- 3) Special Events (such as events for admissions, commencement, and convocations).
- 4) Capital Planning-approved reallocations of furniture placement, purchasing, and space.

**Secondary Priorities:**

Requests for table and chair deliveries, small event setups, department transfers, and food service setups are considered secondary priorities.

- Moving requests with a secondary priority will be scheduled based on a first-come, first-served basis.
- When requesting relocation services, it is recommended that you give yourself at least ten (10) working days' notice.
- If you do not submit your relocation request at least 10 days in advance, we cannot guarantee that it will be fulfilled by the stated date.
- Reasonably priced contracted moving vendors are available as needed, with costs not to exceed \$500. Any expenses above this amount will be charged to the requested department.

**Intercampus Moves**

- All materials needing to be moved must have a corresponding work order.
- If it is not on the work order, our team cannot complete the request.
- All materials needing to be moved must be clearly marked.
- When requesting intercampus moves, the work order or an attached document must have a full list of all items being moved.
- Upon arrival, our team will check all items against the list provided and ensure all materials are properly prepared for moving.
- For help on properly preparing materials for the move please see "Preparing for Moves" below.

- If there are discrepancies with the list provided, the moving and setup team will only move the items that have been previously listed OR we will place a hold on the work order ticket until the discrepancy is resolved.

**Furniture-** typically no furniture will be moved during the move process. When moving to a new office area, the space to which you will be moving will typically be set up and outfitted with desks, bookcases, etc.; so, it will not be necessary to move your office furniture.

- For temporary moves to temporary space, existing furniture will be moved and reutilized.

### **Submitting a Work Order**

Work Orders are submitted online through the Facilities Management Work Order System. The link to submit a work order can be found at: <https://facilities.nsu.edu:82/home.html>

### **Preparing for Moves**

- When giving a list of items to be moved, please be as detailed as possible in the description of each item.
  - If a desk needs to be moved- the customer must provide the following information
    - Is the Desk L-shaped?
    - Does it have any attachments such as a hutch?
    - If a Desk is L-shaped and/or has any attachments such as a hutch- it may need to be taken apart by the “General Maintenance Crew.”
  - Provide an exact quantity of each item.
  - Provide a point of contact in the work order description.
  - Provide room numbers and specific locations of where the materials need to be picked up/dropped off.
- If applicable, please provide a date/time frame of when a request needs to be completed by.
- All items that need to be moved must be clearly labeled. If items are not labeled, our team will not be able to complete your request.
- All items must be ready to be moved when the work order is submitted.
  - a. Ensure boxes are taped, secured, and properly labeled with the customer’s name, phone number, and destination (building and room number).
  - b. For filing cabinets and bookcases, everything must be taken off and/or out.
  - c. To request boxes, bubble wrap, tables, or shrink wrap, place a requisition through the Facilities Management Storeroom and our team will deliver the materials accordingly. If the customer’s items are not ready upon our team’s arrival and are not properly packed or labeled correctly, then our moving crew will not complete the moving work order.
- \* Scheduling is an important part of ensuring all work orders are completed correctly and in a timely manner: therefore, all work orders need to be submitted at least **10** business days prior to when a request needs to be completed.
- \* Please note that all requested date/time frames are subject to our schedule/workload.

### **Requests Involving Central Receiving Services**

- Fill out an inventory change form for your items. (Links for the form can be found on the Central Receiving Services page [Procurement Services | Norfolk State University - Norfolk State University \(nsu.edu\)](#) • Email the completed Inventory Change form, along with your request details to Central Receiving at [Procurement Services | Norfolk State University - Norfolk State University \(nsu.edu\)](#) for approval.
- Once a request has been approved, the Work order management team will submit a work ticket on your behalf.
- Please do not submit your own work orders for requests involving the Tidewater Drive Storage Facility.
- All items needing to be moved must be clearly marked.
- Upon arrival, the Central Receiving crew will check all items against the inventory change form received from the Central Receiving and make sure the items are properly prepared for

relocation.

- For help on properly preparing materials for relocation, please see “Preparing for Moves” below.
- If there are discrepancies with an inventory change form, the moving crew will only move the items that have been previously approved and are listed on the Inventory Change Form provided by Central Receiving.
- If changes or updates need to be made to an Inventory Change Form after the initial submission, please get in touch with the Central Receiving Services to make those changes before Central Receiving team arrives to complete a work order. Otherwise, a separate manifest will need to be submitted.

**Requests We DO NOT Service**

- We do not move personal items (i.e.- pictures, collectibles, etc.).
- We do not pack for people/offices, this is the customer’s responsibility to have everything packed, ready, and clearly labeled.
- We do not move items to people’s homes or pick up items from people’s homes.
- We do not move IT-related items such as computers, phones, or printers- this is an “OIT Helpdesk” work order.
- We do not install items on walls such as whiteboards, shelves, display cases, or anything that is connected to the walls- this is a “General Maintenance” work order.
- We do not move large appliances - this is a “Central Receiving” work order
- We do not take apart furniture such as cubicles- this is a “General Maintenance” work order.
- We do not assemble or deliver department purchase furniture (ordering of furniture must include delivery, assembly, debris removal, and approval from Facilities Management Capital Planning).
- We do not move surplus furniture

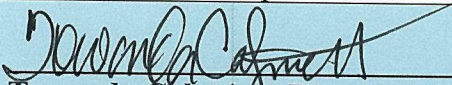
**Moving of Hazardous Materials**

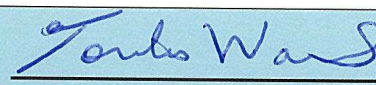
Moving and Setup team are not permitted to transport hazardous materials such as gas cylinders and drums. Normally, the Office of Environmental Health and Safety coordinates hazardous "waste" transportation. Only authorized personnel or independent contractors may transport any other lab material.

- Ensuring the safety of gas cylinders and chemicals during transit is the exclusive responsibility of the lead investigator in charge of hazardous materials.
- Lab workers have to get cylinders and drums ready for shipping before the principal investigator is supposed to show up.

**GENERAL NOTES:**

Mandatory for each member of the moving crew to receive training from EHS and follow its regulations and procedures.

  
 Towanda Colquett, Director of Building Services and Grounds

  
 Torilus Ward, Assistant Director-Grounds Landscape Moving and Setups