



# City of Raleigh Public Utilities Business Process Maps

## 5210 Utility Support



10/3/2017



City of Raleigh Public Utilities Department

Utility Support Business Process Maps

Table of Contents

I. Inventory-Warehouse

Complete Replenishment Process (New Item Request to MSR) ..... 1  
Revision 1: 11/15/2015

Order Fulfillment-Walk-In ..... 2  
Revision 1: 8/10/2015

Order Fulfillment-Express Delivery ..... 3  
Revision 1: 5/17/2016

Storeroom Requisition Fulfilment..... 4  
Revision 1: 1/1/2017

Replenishment ..... 5  
Revision 1: 8/14/2015

RPOD Order..... 6  
Revision 1: 8/26/2015

Receiving of Vendor-Delivered Material..... 7  
Revision 1: 8/12/2015

Returning Meter Register for Upgrade ..... 8  
Revision 1: 8/12/2015

New Item Request ..... 9  
Revision 1: 8/12/2015

Return Material Authorization (RMA) Process..... 10  
Revision 1: 8/12/2015

## II. Fleet Maintenance

Proactive-PM ..... 11  
Revision 1: 6/21/2017

LW Reactive Work..... 12  
Revision 1: 6/21/2017

Road Call ..... 13  
Revision 1: 6/21/2017

Sewer Division Customer Request ..... 14  
Revision 1: 6/21/2017

GPS Reactive Process ..... 15  
Revision 1: 6/21/2017

## III. Facility Maintenance

Reactive Maintenance Request ..... 16  
Revision 1: 6/8/2017

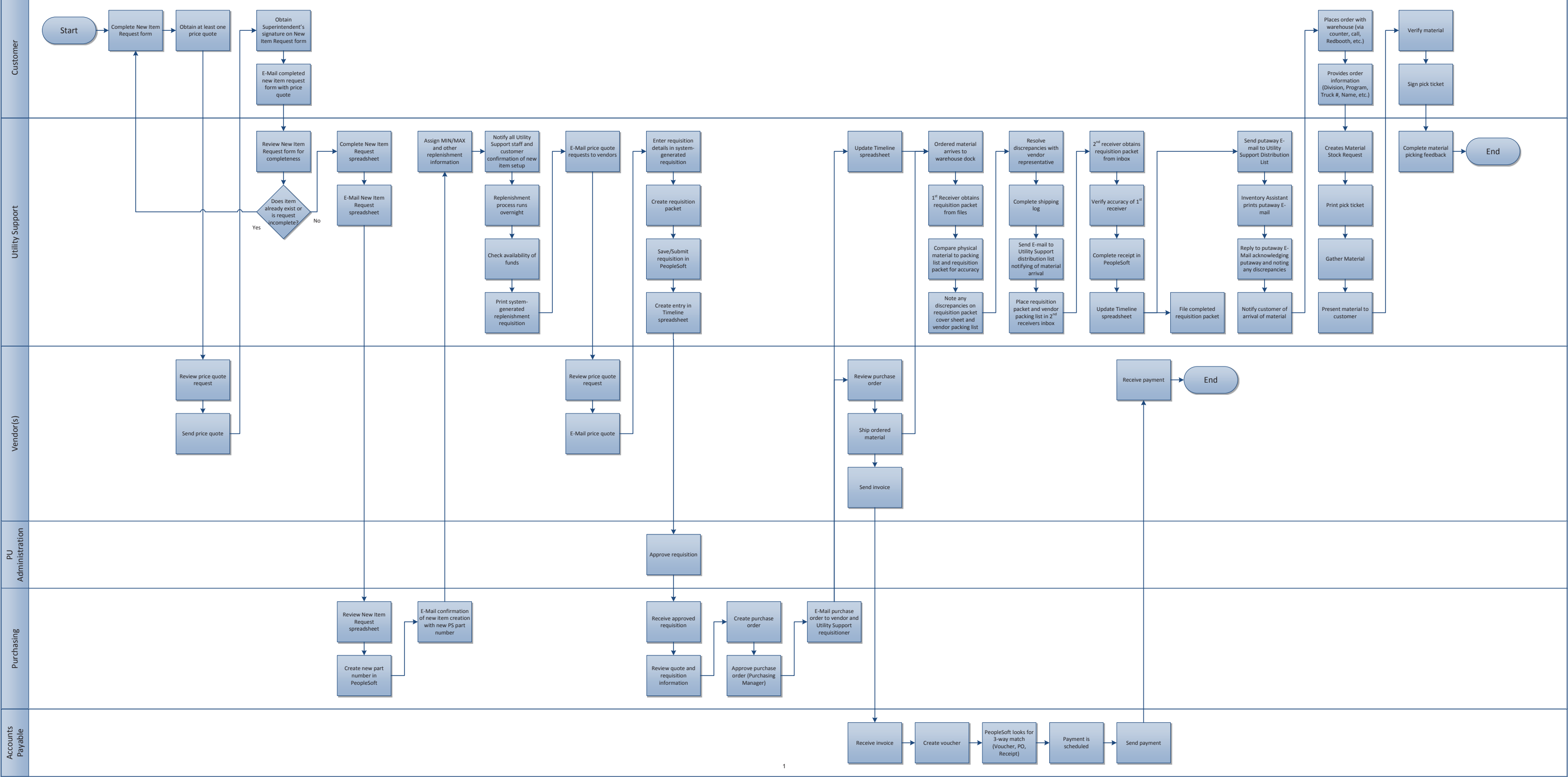
Proactive Maintenance ..... 17  
Revision 1: 6/8/2017

Daily Inspection..... 18  
Revision 1: 5/25/2017

Complete Replenishment Process (New Item Request to MSR)

5210-Inventory/Warehouse

11.15.15



# Order Fulfillment – Walk-In

5210-Inventory/Warehouse

8.10.15

Customer

Start

Approach Utility Support Warehouse for material

Verify material

Sign Pick Ticket to accept material

Utility Support Warehouse

Obtain customer information  
(Division, Program Code, Truck #, Name, etc.)

Create MSR in PeopleSoft

Gather Material

Present material to customer

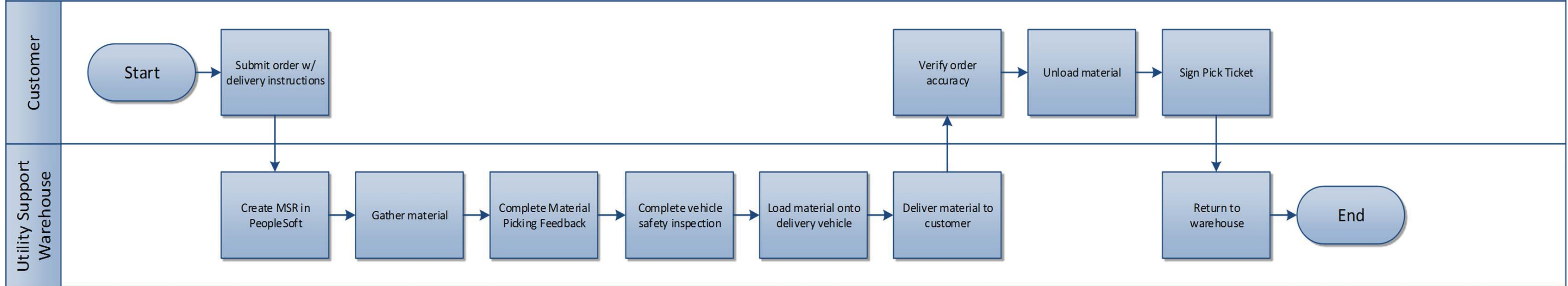
Complete Material Picking Feedback

End

# Order Fulfillment – Express Delivery

5210-Inventory/Warehouse

5.17.16

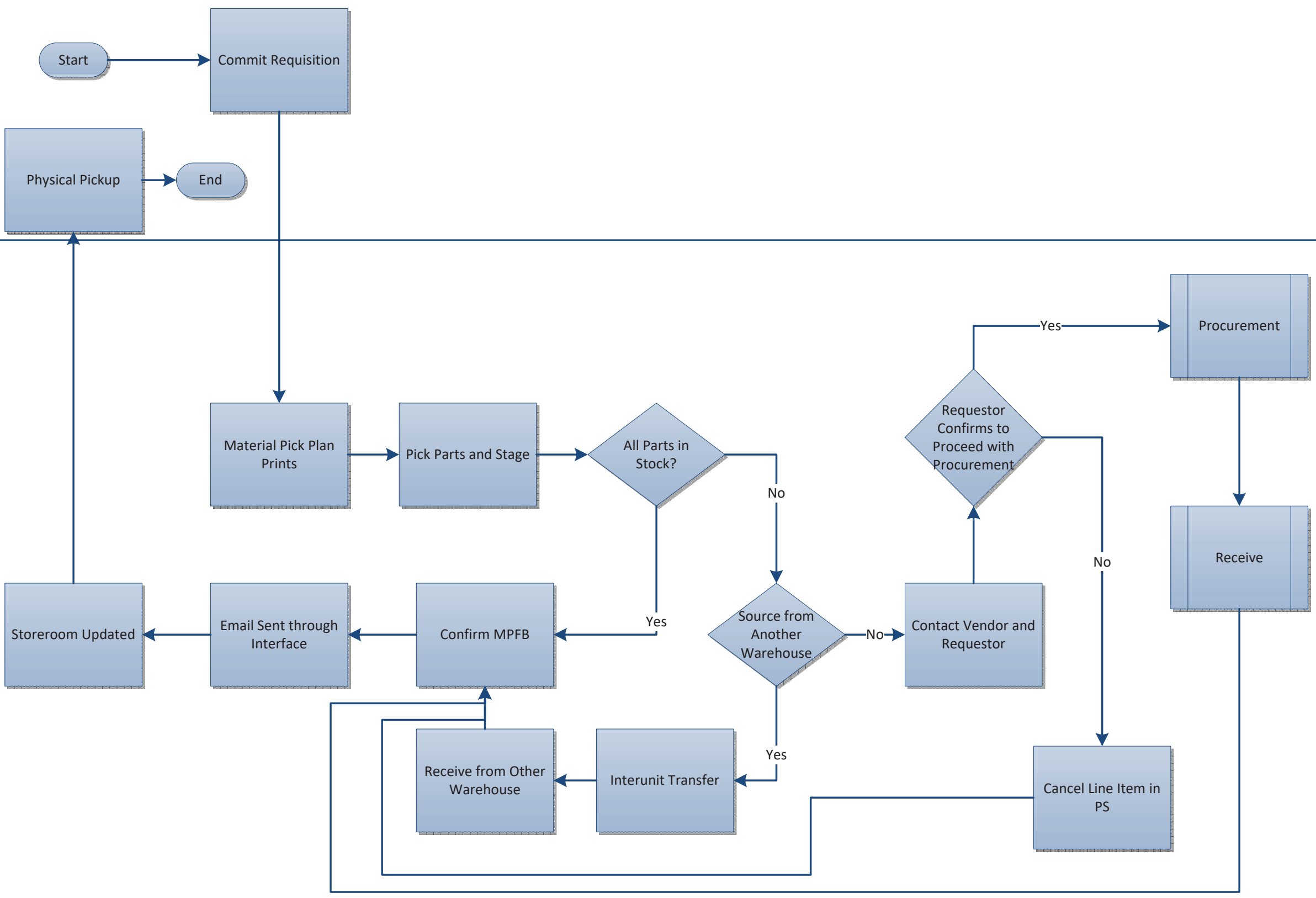


# Storeroom Requisition Fulfillment

Utility Support

CW Customer

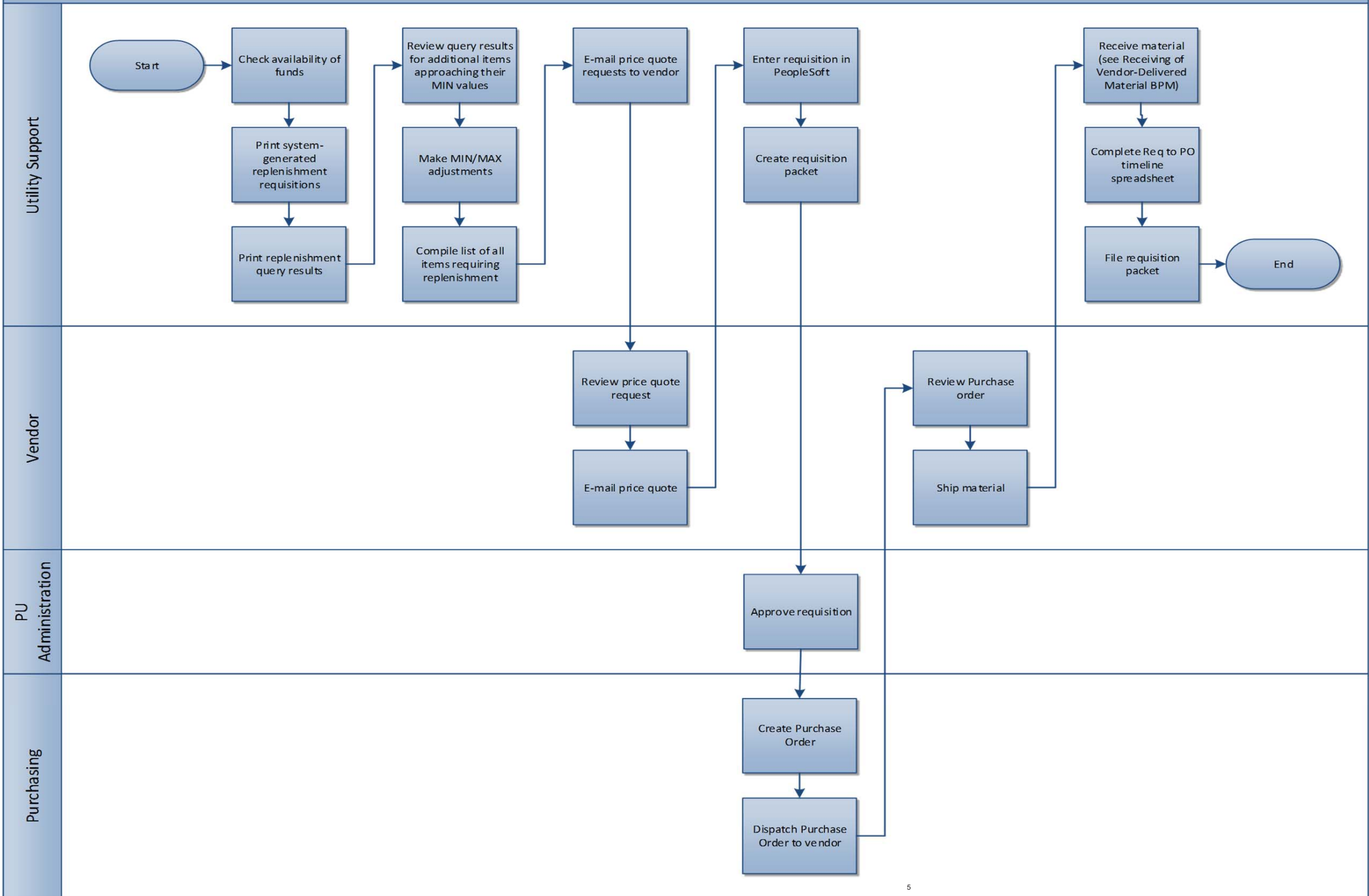
Counter Clerk



# Replenishment

52 10-Inventory/Warehouse

8.14.15

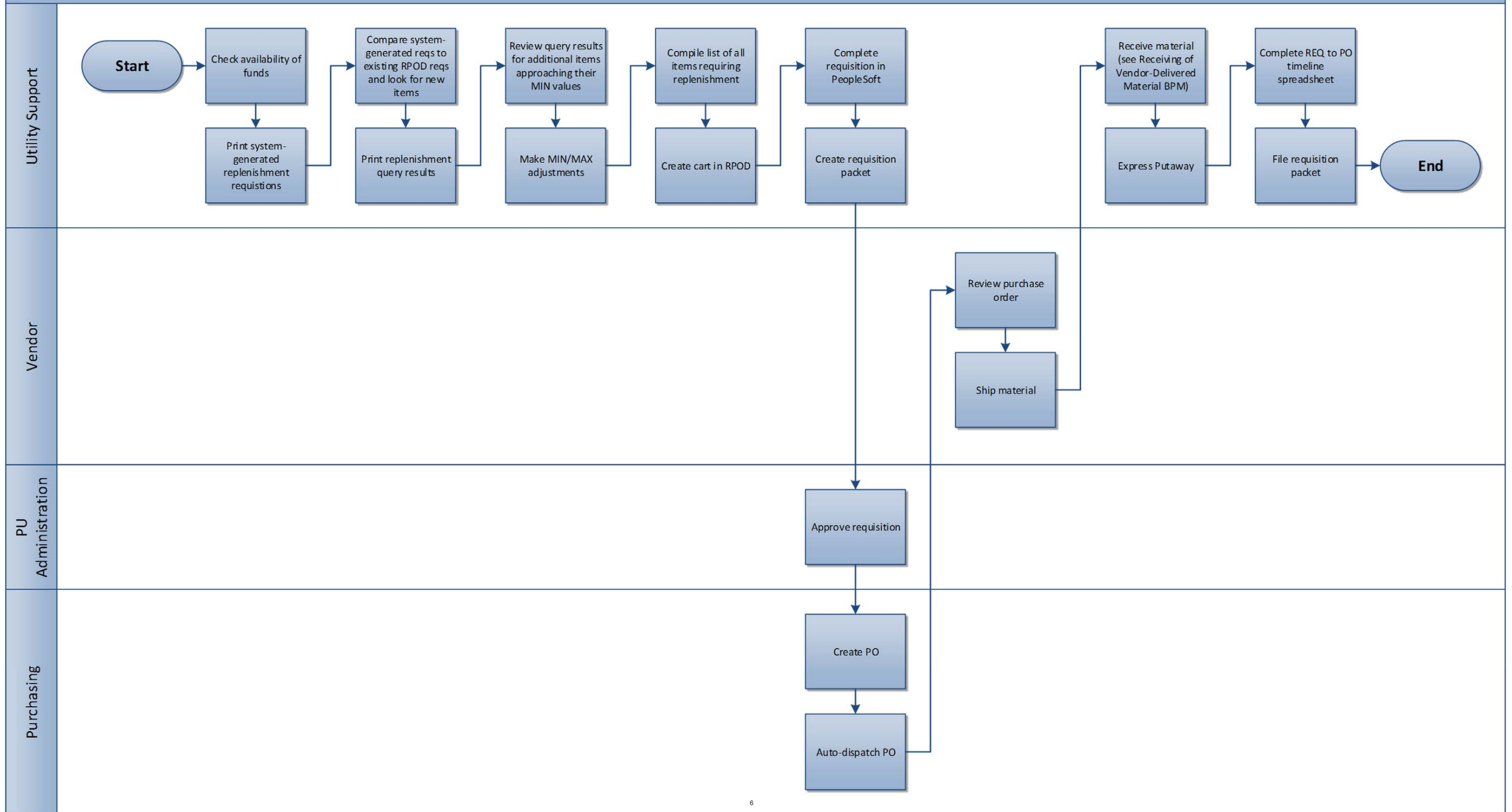




RPOD Order

5210-Inventory/Warehouse

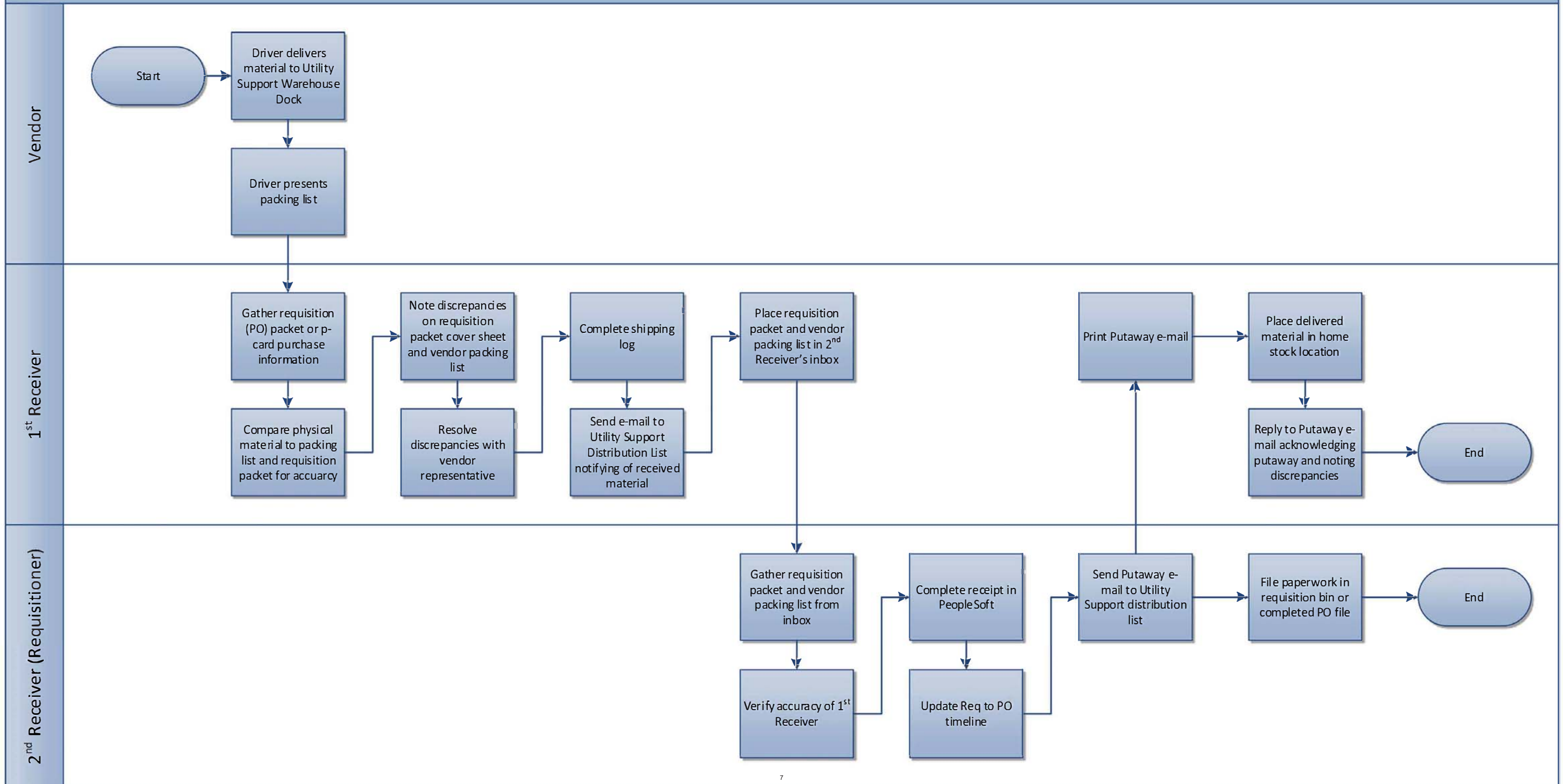
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# Receiving of Vendor-Delivered Material

5210-Inventory/Warehouse

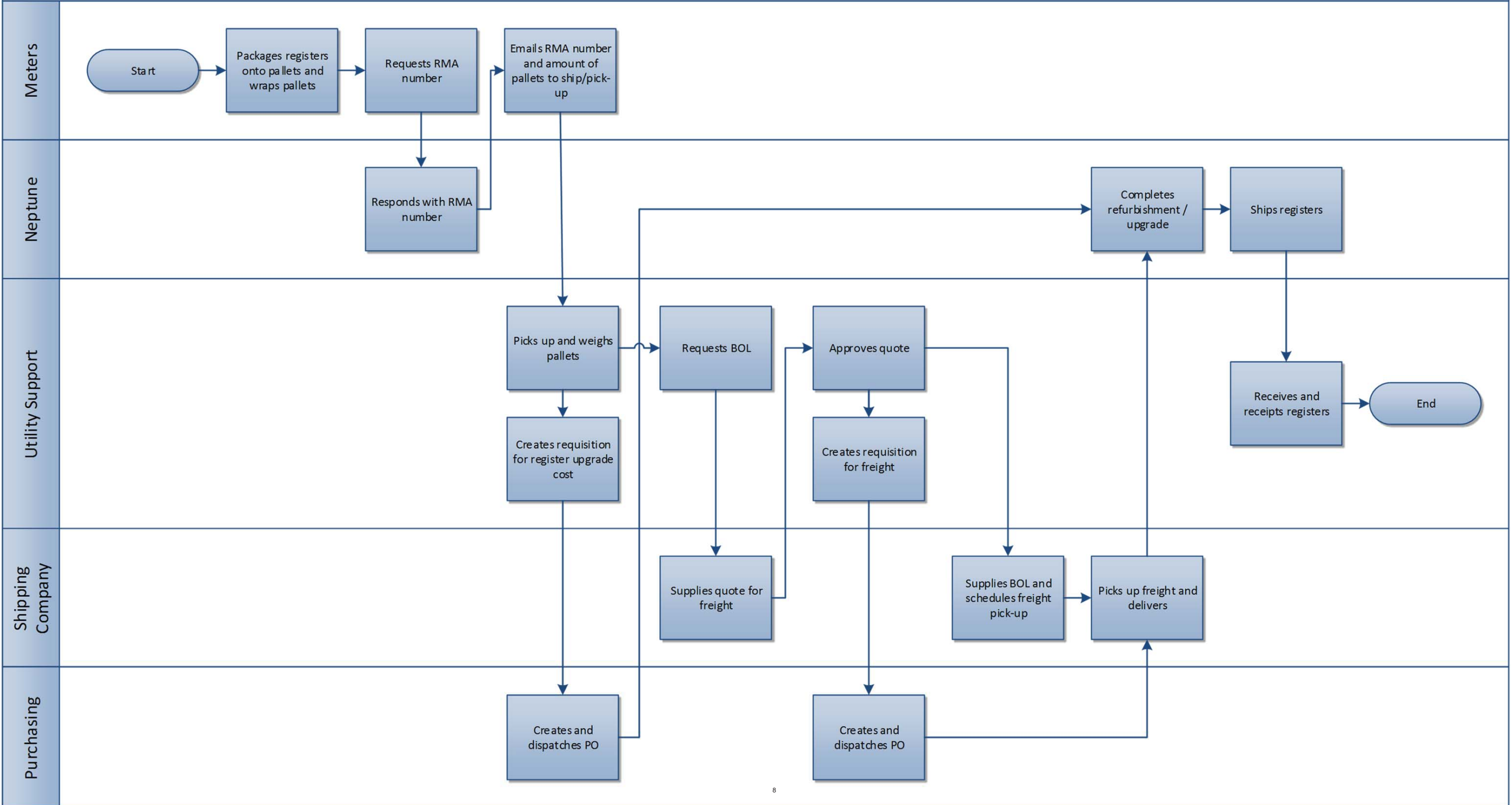
8.12.15



# Returning Meter Registers For Upgrade

5210-Inventory/Warehouse

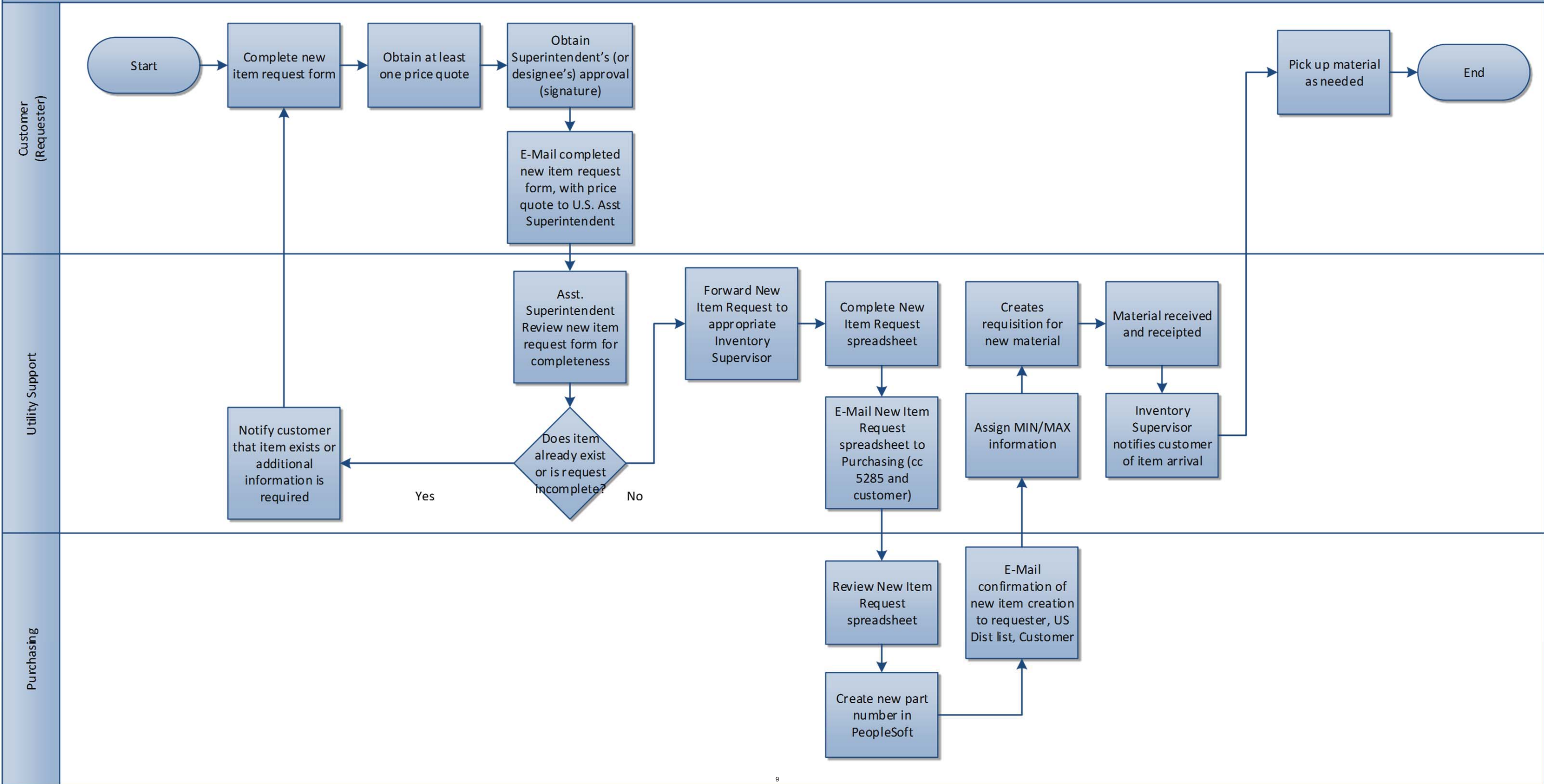
8.4.16

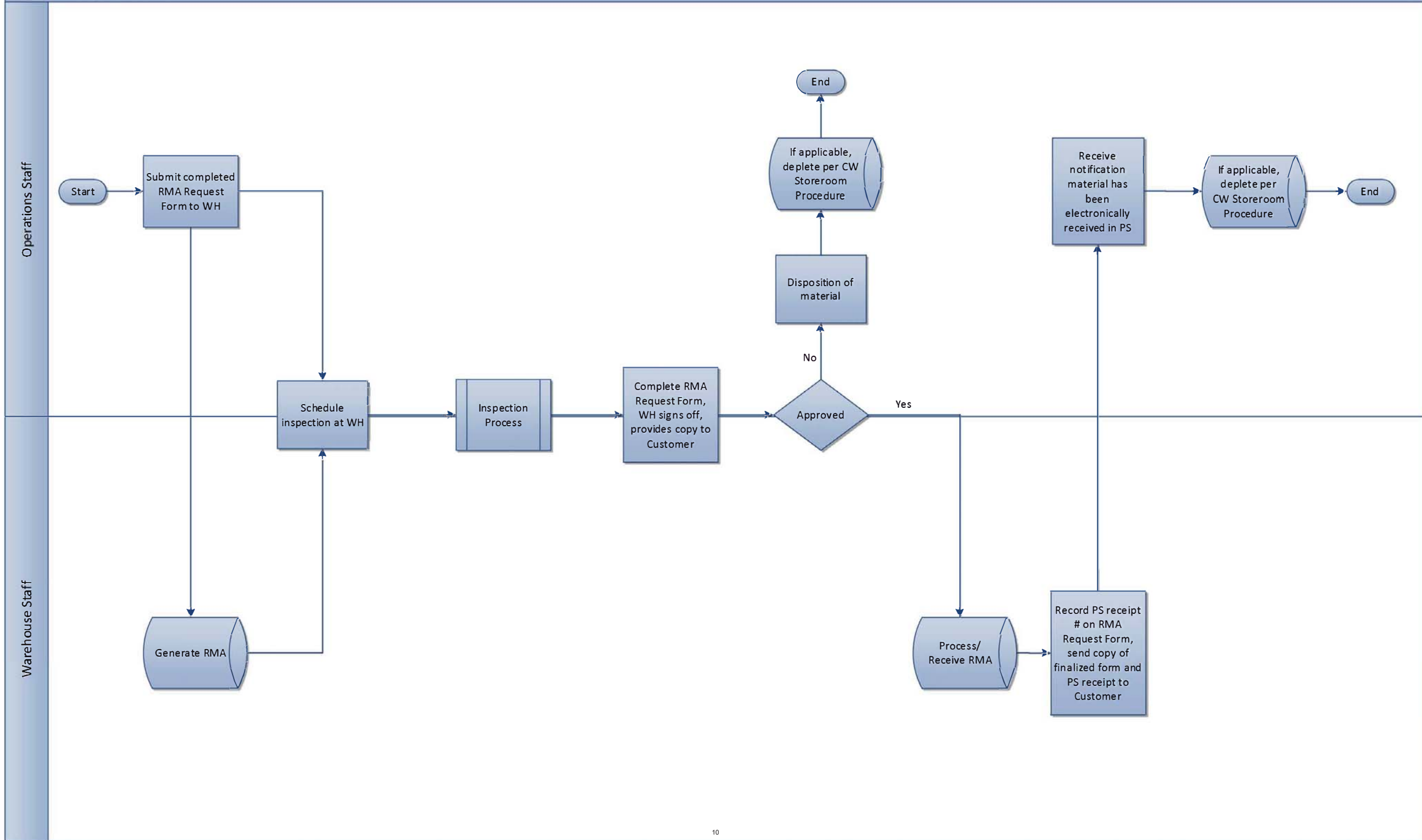


New Item Request

5210-Inventory/Warehouse

4.6.16

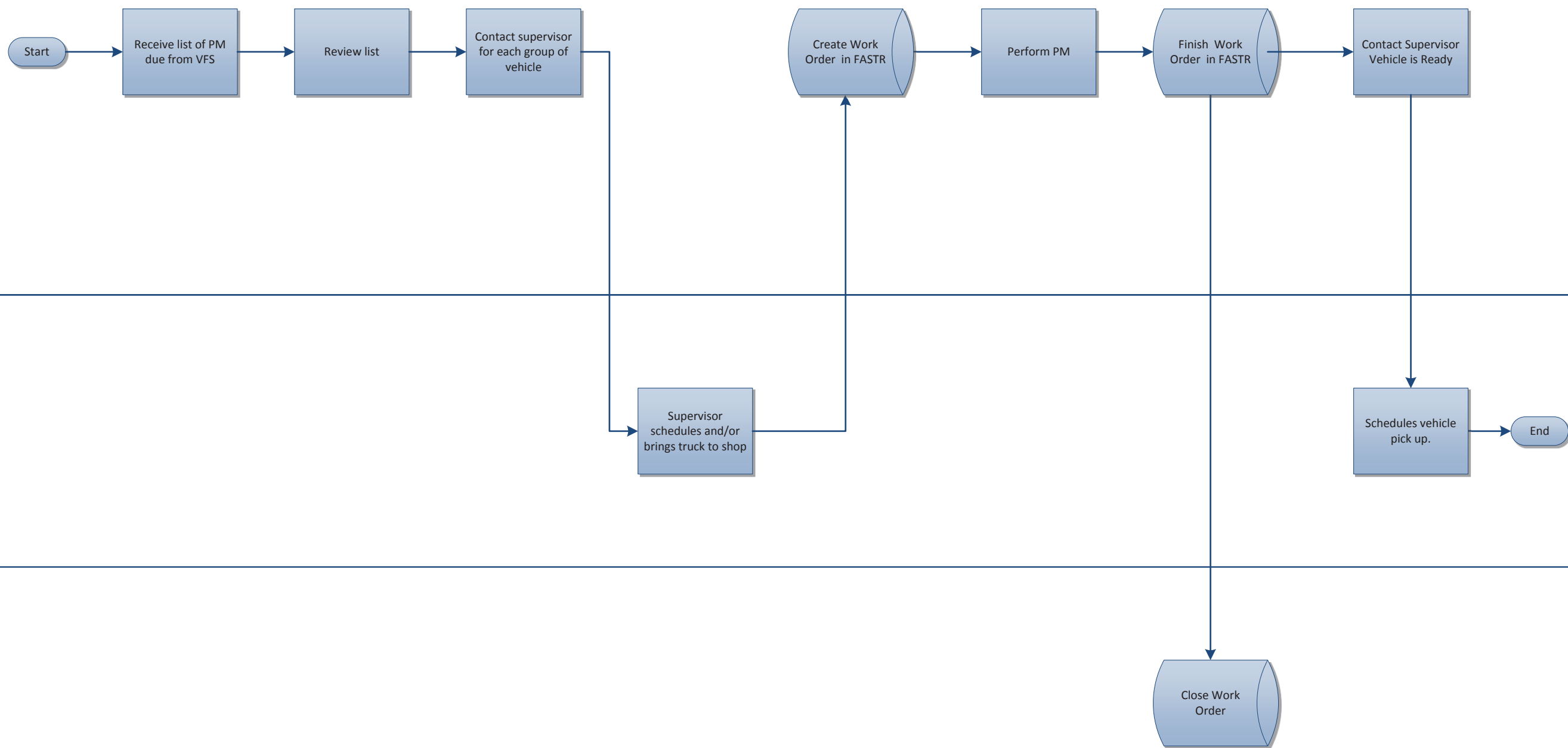




LW Vehicle Fleet Mechanics

Supervisor/Employee

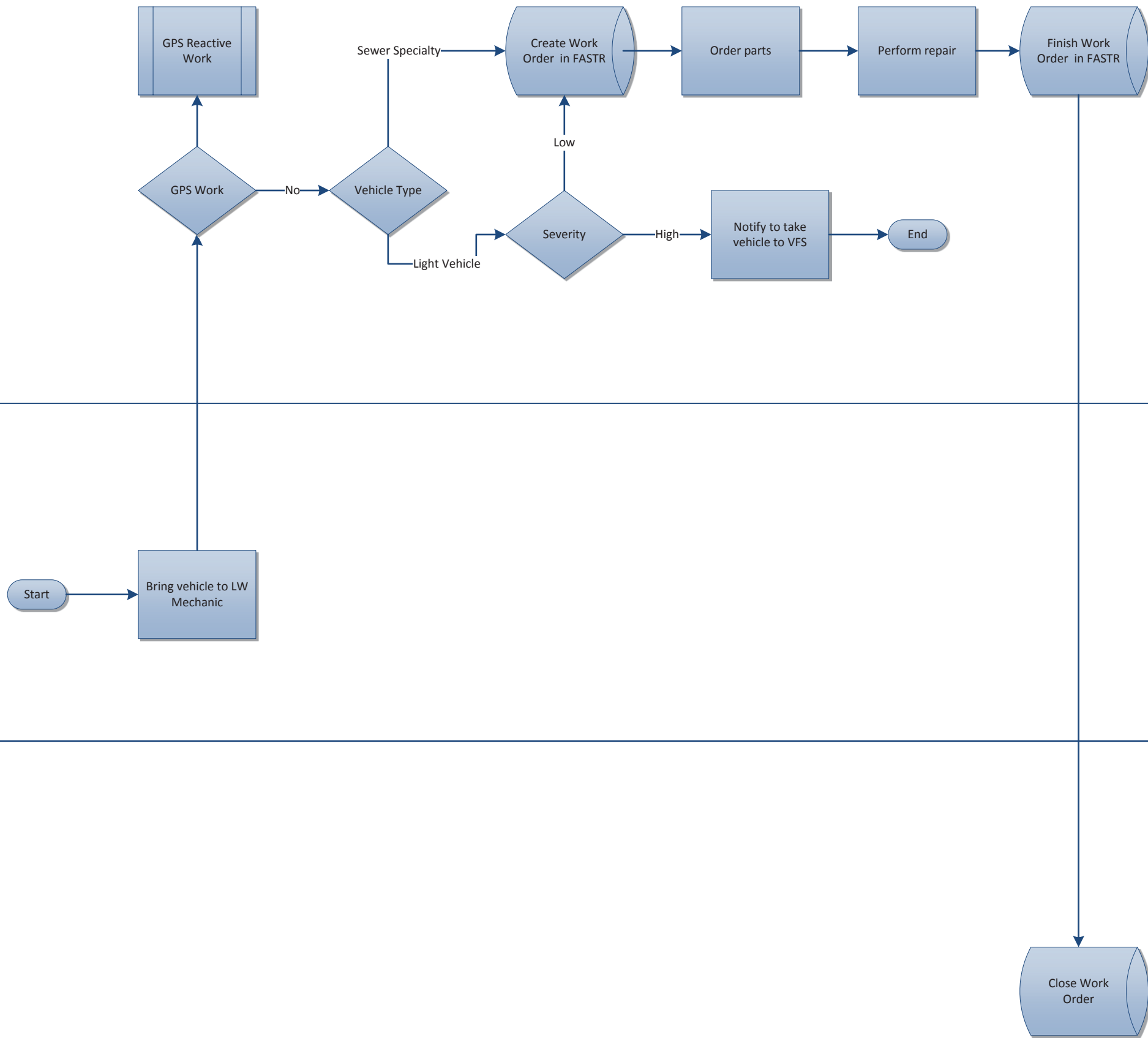
Vehicle Fleet Services



LW Vehicle Fleet Mechanics

PU Ops Staff

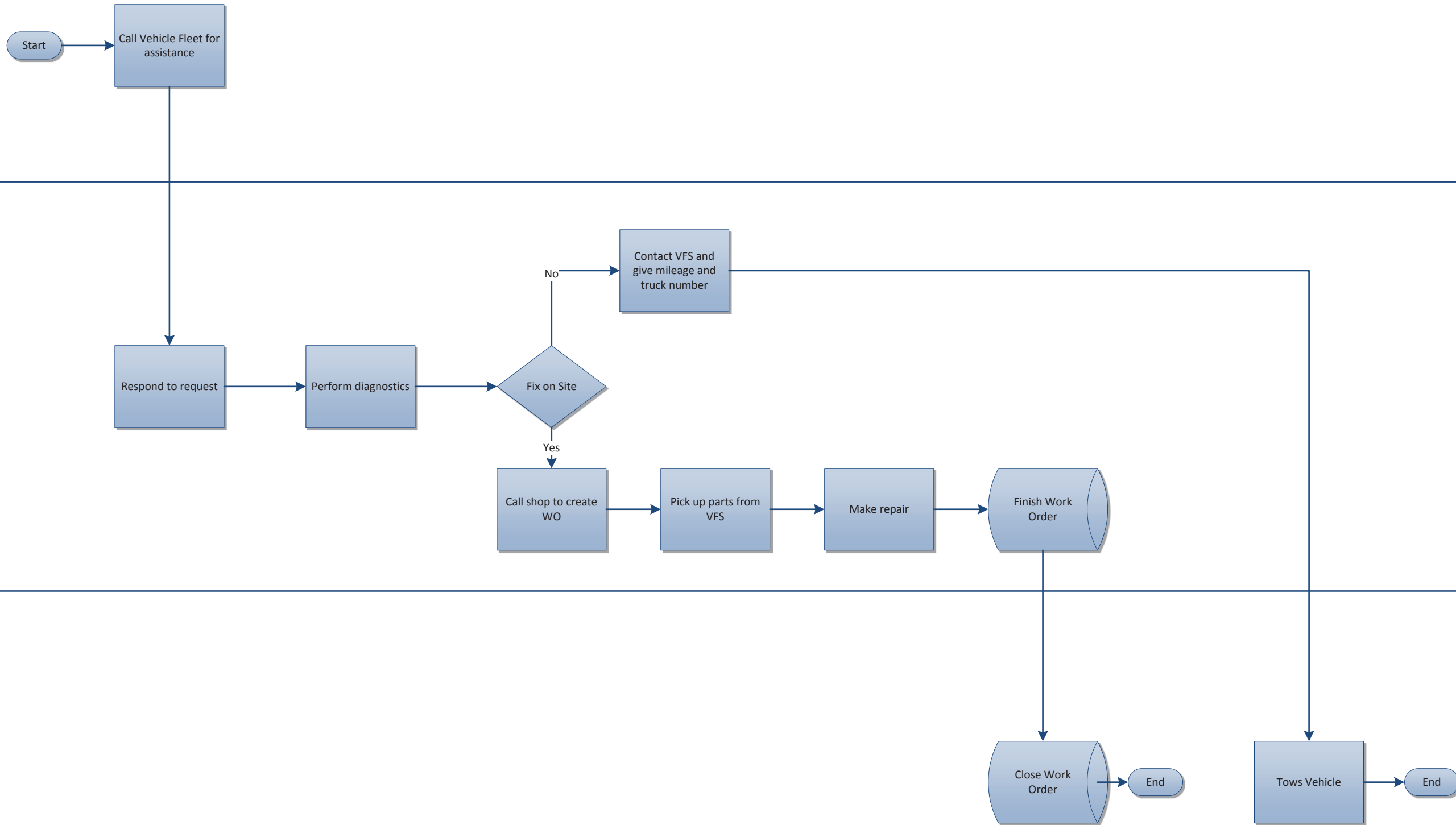
Vehicle Fleet Services



Sewer Maintenance

LW Vehicle Fleet Mechanics

Vehicle Fleet Services





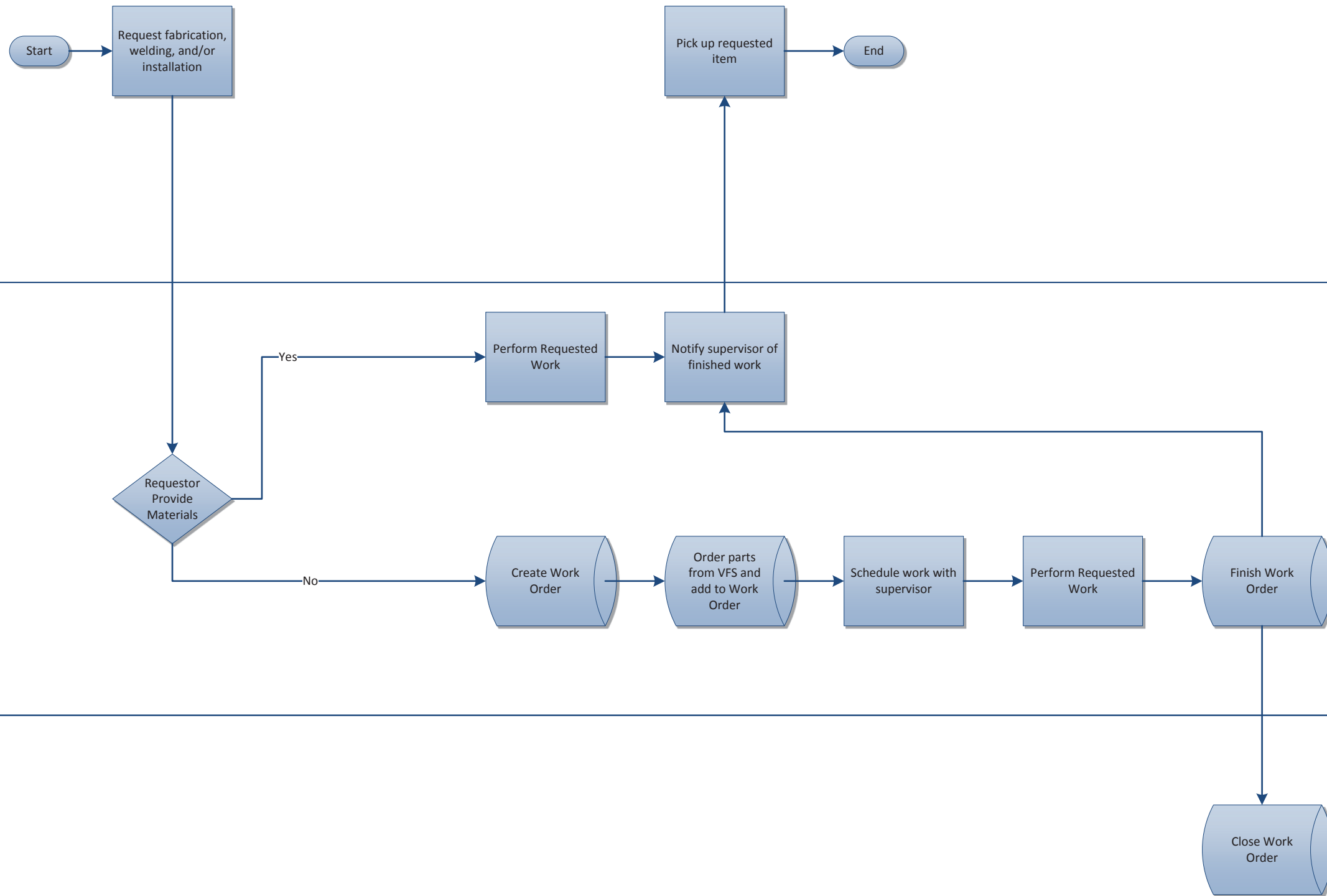
# Sewer Customer Request

5210-Fleet Maintenance

Sewer Maintenance Program Supervisor

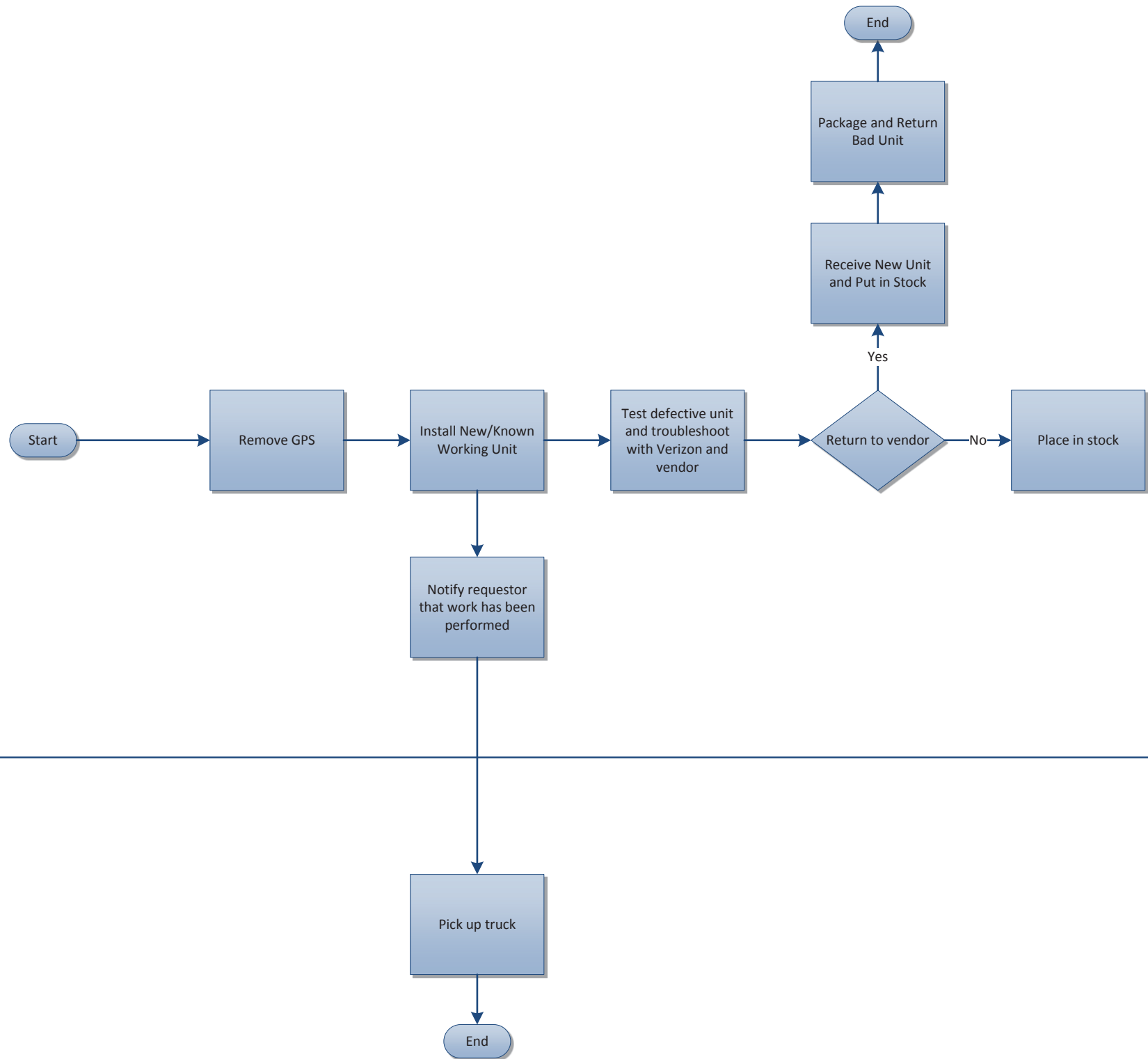
LW Vehicle Fleet Mechanics

Vehicle Fleet Services



LW Vehicle Fleet Mechanics

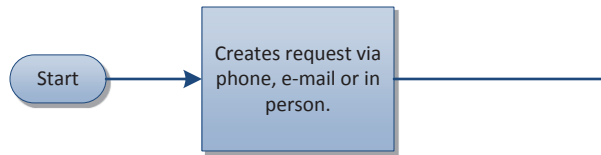
PU Ops Staff



# Reactive Maintenance Request

5210-Facility Maintenance

Customer



Facility Maintenance

