



PHYSICAL PLANT DEPARTMENT

The Physical Plant Department invites you to visit our newly-redesigned website. After many months of planning, the design team launched the new website in early 2004. You can find us at www.unm.edu/~ppd.

Last summer, Julie Farresta of JFarresta and the Resta put together design selections for the site. Once a basic template was chosen, the fine-tuning of information and function began. Now up and running, the new design maintains continuity with the UNM website, yet provides our own Physical Plant signature. Functional, user-friendly information was the key goal for the structure of the site.

We anticipate use by PPD employees, who will find departmental forms, manuals, and a department directory. The directory, area maps, area locators, service rates, and some forms will appeal to others in the UNM community who use our services.

A newly added feature of the PPD website is a link to the IServiceDesk, which is the Physical Plant's online work order request system. In addition to phone, fax, and e-mail, UNM departments and PPD staff can

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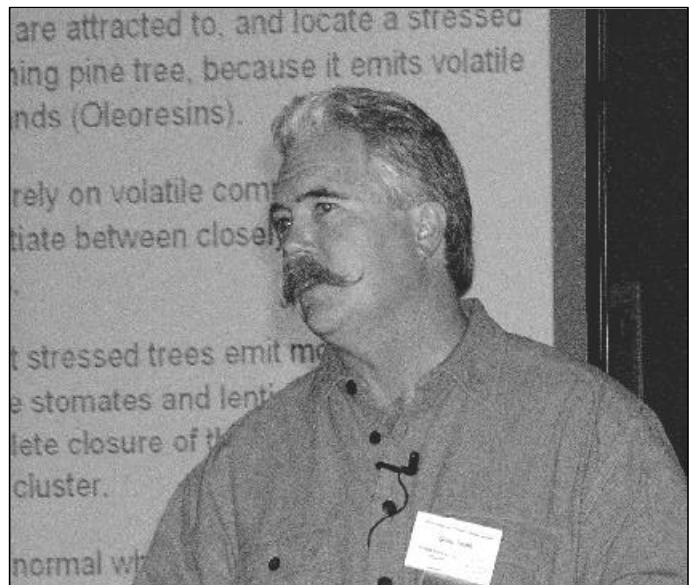
Trees, pests, use of chemicals, and irrigation basics presented at the 18th Annual Think Trees Conference

by Bryan Suhr, Arborist

Think Trees New Mexico is a non-profit organization whose mission is to educate arborists, landscapers, and other greens industry professionals about tree and landscape-care practices. It is an all-volunteer organization, with 18 successful tree-care conferences under its belt.

This year's conference was held at the Albuquerque Marriott Pyramid North on January 29 and 30, 2004. The audience included over 280 successful tree and landscape professionals from the public, private, and utility sectors, representing all the major communities in New Mexico, state universities, public and private schools, and many different government entities.

Among the featured speakers were Dr. Gary Smith, Associate Director for Environmental Services, and Willie West of the Grounds and Landscaping



Section. Dr. Smith talked about the difficulties of managing bark beetle in Albuquerque trees. He shared practical strategies for keeping trees healthy to help avoid losses from these devastating pests. Healthy trees are better able to withstand insect attack, and this minimizes the need for chemicals. The use of chemicals is a sensitive issue here at UNM. We are very proud of our ability to keep the trees on campus healthy, minimizing insect damage without using pesticides for routine treatments.

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Conference continued from page 1

Willie West gave a presentation on irrigation basics, with practical information about designing efficient water-delivery systems. Irrigation efficiency is a cornerstone of our campus water conservation program, and we feel that it is vital to share this knowledge with the landscaping community. ■

El Servicio Real is published six times a year by and for the employees of the Physical Plant Department of the University of New Mexico.

Submission of letters to the Editor, articles, photos, and suggestions is encouraged.

Editorial Staff

Director:

Mary Vosevich

Associate Directors:

Harvey Chace
Wanita Kirkman
Don Knox
R. Gary Smith
Zeff Zumwalt

Editor & Design/Layout:

Mary Ellen Monroe

Assistant Editor:

Dacie Lucas

Contributing Writers:

Amy CdeBaca
Dick Fagerlund
Linda Lucero
Paula Reno
Bryan Suhr

Visit us on the web at
<http://www.unm.edu/~ppd>

PPD timekeeping policies and procedures

This article is the second part in a series on departmental timekeeping policies and procedures. The objective of this article is to reinforce timekeeping practices to all PPD employees. The policies and procedures are implemented to accurately record employees' worked and non-worked hours.

Daily punches: Non-exempt and student employees are required, at a minimum, to swipe in and swipe out once a day. If an employee leaves work for a scheduled doctor appointment, to attend a child's school event, to attend a class, or for any other non-work function, a swipe-out is required, and a swipe-in if the employee returns to work on the same day. Non-worked hours must be submitted to the PPD Payroll office on the yellow form, "Absence Report for Exempt and Non-Exempt Personnel" immediately after the employee has returned to work. This form serves as documentation to justify adding the non-worked hours to the timekeeping system. Please verify through the timekeeping system the actual time needed to cover the non-worked hours. The form also requires signatures of both the employee and the manager or supervisor. If it doesn't have the proper signatures, it will be returned before the hours are entered into the timekeeping system.

Sick leave: All sick leave should be reported on the yellow form as well. PPD timekeeping personnel will allocate any sick leave that is above an employee's sick leave balance to annual leave.

Signed timesheet (Punch Detail Report): The final timesheet (buff-colored paper) is the official time that is recorded and paid to an employee for a pay period. It's *critical* that the employee and the manager or supervisor review, understand, and agree with the time recorded before signing the document. Adjustments to the final timesheet need to be made on the original document, not on a copy. Any adjustments are recorded the next pay period.

When an employee is not available to sign a timesheet, the manager or supervisor should write on the timesheet, "Employee unavailable for signature." The manager or supervisor must also sign the timesheet and return it to the PPD Payroll Office. When the employee returns to work, the employee and the employee's supervisor should go to the Payroll Office so that the employee can sign the timesheet.

Final, signed timesheets must be returned to PPD timekeeping personnel within three days of receiving them, along with the attached cover sheet listing all the employees in the unit.

When you receive your paycheck, pay particular attention to the accrual balances in the upper right corner of the paystub. These are the balances as of the end of the prior pay period (not the one you are being paid for). According to UNM Policy #2640, "Any adjustments to these reports must be made immediately, however, adjustments cannot be made after six months." Because of this, if you think your accrual balance has an error, please bring it to the attention of your supervisor immediately. Your supervisor will then alert the PPD Payroll Office, who will investigate and either explain or correct the problem.

New, lost, misplaced, or revised employee ID badge: New employees will be photographed on their first day of work for the purpose of acquiring a PPD ID badge. The employee's manager or supervisor must complete and sign the "Authorization to Obtain a New Employee Identification Badge" form before sending the employee to the front office for a badge. Employee photos are taken each day from 8:00 a.m. to 4:00 p.m. The Administrative staff will process the badge, then submit it to timekeeping personnel to affix a barcode and complete the process. Badges are distributed to the supervisor within 48 hours. Until the

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Let's Talk Shop!

A few months have gone by since the department has produced and distributed the *El Servicio* newsletter. Some items in the *Let's Talk Shop!* column may be 2003 events which are newsworthy to PPD staff.

Physical Plant Department New Employees

Engineering and Construction

Pete Nieto, Construction Project Manager
David Penasa, University Facilities Engineer
Michael Reid, Construction Project Manager

Environmental Services

Steven Baca, Custodian-Central
Allen Billau, Arborist-Landscaping
Debra Brubaker, Grounds Tech-Landscaping
Maria Burciaga, Custodian-South
Nora Burgos, Custodian-North
Henry Cervantes, Custodian-HSC
Cecilia Chavez, Custodian-North
Wanda Chavez, Custodian-Central
Robert Davis, Grounds Tech-Landscaping
Maria Duran, Custodian-South
Stephanie Duran, Grounds Tech-Landscaping
Maria Fierro, Custodian-West
Graciela Garcia, Custodian-West
James Garcia, Turf Tech-Grounds
Richard Garcia, Custodian-Central
Tomas Garcia, Mover-Special Activities
Christopher Gurule, Custodian-North
Tonya Hunt, Administrative Assistant
Jeanette Jarvison, Custodian-East
James Kapuscinski, Custodian-Central
Travis Kerr, Grounds Tech-Landscaping
Jasper Martinez, Custodian-East
Veronica Montes, Custodian-Central
Thomas Montoya, Grounds Tech-Landscaping
Patricia Orozco, Custodian-North
Jonathan Price, Administrative Assistant-HSC
Adrian Quintana, Custodian-West
Margarita Ramirez, Custodian-South
Rogelio Reyes, Supervisor-HSC
Sara Romero, Custodian-North
Glenn Rose, Automotive Tech-Automotive
Maria Rubio, Custodian-North

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Training and development specialist focuses on PPD Strategic Plan



Linda Lucero (*center, facing forward*) is the newest addition to the PPD Human Resources staff, filling the Training & Development Specialist position. Linda's experience is in human resources and organizational development, in both the public and private sectors. Her experience includes being a franchise owner, a training and development consultant for the aerospace industry, a private consultant, and a program administrator and personnel analyst for city government.

She will be acting as an internal consultant, determining training and development initiatives that are in alignment with the Physical Plant Department Strategic Plan. The initial phase of this endeavor will begin by performing a training needs assessment. A committee has been formed to assist her with this task. Linda has also been meeting with the department's associate directors, managers, supervisors, and other staff to discuss their specific needs.

She believes that one of the most exciting aspects of her position is that there are so many training resources available at UNM. "By being a part of the University environment, it will help me assist the department in accomplishing the training and development goals and objectives in a cost-effective manner," said Linda. "My intent is to not replicate what is already available to us, but to collaborate with all training and development resources within the University." When training resources are not available internally, we will research other options.

"My main purpose here is to ensure that employees are adequately trained to perform their jobs, and to assist individuals with their career growth," she added.

Linda is looking forward to meeting with the staff, either one-on-one or in one of PPD's training sessions. Feel free to call her at 277-6412, or stop by her office in room 119.

Employees and Recognition continued from page 3

David Sanchez, Custodian-East
Nick Schneier, Grounds Tech-Landscaping
Dennis Sedillo, Turf Tech-Grounds
Joe Sena, Custodian-South
Brett Shaver, Turf Tech-Grounds
Calvin Smith, Grounds Tech-Landscaping
Dionicia Terrazas, Custodian-East
Maria Vasquez, Custodian-East

Finance and Services

Cathie Behrens, Accounting Tech-Accounting
Heidi Lederer, LAN Administrator-Info Systems
Linda Lucero, Training & Development Specialist
Eugene Volpert, Accounting Tech-Accounting

Maintenance and Planning

Robert Lowrey, Facilities Services Tech-Area Two
Ralph Rodriguez, Facilities Services Tech-Area Four

Utilities

Orlando Aragon, Electrician-Plant Maintenance
Duane Jones, Water Systems Tech
Robert Short, Utility Plant Mechanic

Utility Project Team

Irene Trujillo, Administrative Assistant

Recognition continued

Martin L. Garcia, Facilities Services Tech, 15 years
Gary P. Lessard, Instrument & Controls Tech, 20 years
Frank D. Liotta, Grounds Tech, 5 years
Bernadette Lopez, Custodian, 5 years
Jose Ignacio Lujan, Structural Tech, 25 years
Richard Marquez, Master Gardener, 15 years
David H. Montano, Custodian, 15 years
Joe Moya, Certified Auto Tech, 15 years
Robert Nemudrov, Facilities Services Tech, 5 years
David A. Padilla, Lead Custodian, 20 years
Terry D. Paleo, Lead Custodian, 20 years
John F. Quintana, Electrician II, 5 years
Eugene Shanklin, HVAC Tech I, 5 years
David White, Custodian, 20 years



Bob's kayaking team -- (left to right) Bob Garman, John Schuler, Andy Boatwright, Jeff Zumwalt, and Bob Notary. Dan Apodaca attended the Institute as well. Someone had to take the picture!

○○○○ Recognition ○○○○

13 PPD employees received 5- and 10-Year Service Awards for the second and third quarters, and 17 employees with over 15 years of service were honored at the Service Awards Ceremony on April 23, 2003. Congratulations on this milestone!

Ralph Alires, Maintenance Manager, 20 years
Richard Anaya, Custodian, 25 years
Daniel Apodaca, Automotive Supervisor, 15 years
Margarita Arango, Custodian, 5 years
Alex N. Baca, Custodian, 30 years
Richard Baca, Utility Plant Supervisor, 10 years
Sharon Baca, Custodian, 5 years
Richard Orlando Barela, Custodian, 25 years
Jacob Eric Carrillo, HVAC Tech II, 5 years
Pomposo Catano, Master Electrician, 15 years
Harvey Chace, Associate Director, 10 years
Vincent Chavez, Maintenance Supervisor, 5 years
Christopher French, HVAC Tech II, 5 years
Anthony Garcia, Utility Plant Mechanic, 15 years
Jim R. Garcia, Turf Tech, 15 years
Juan B. Garcia, Grounds/Landscaping Supervisor, 10 years

On February 5, 2004, University Facilities Engineer Bob Notary became the 15th PPD graduate of the Association of Higher Education Facilities Officers' (APPA's) Institute for Facilities Management. This 96-hour, four-part curriculum includes instruction in General Administration and Management, Maintenance and Operations, Energy and Utilities, and Facilities Planning, Design, and Construction. Bob's last group of classes and graduation was held in Tampa, Florida.

He and some of his fellow UNM attendees managed to have some Florida fun by kayaking during a break in the week-long instruction.

Bob comments on the experience, "The Institute broadened my exposure to various elements of facilities management....The kayaking was fun, too." Congratulations, Bob!



aptured in Time

by Jeff Zumwalt, Associate Director, Utilities

December 2003 was a particularly reflective month for the Ford Utilities Center. The extensive renovation of utilities includes the installation of new equipment as well as the retirement and demolition of old equipment. The excitement of new machinery is tempered by the impending loss of old, familiar machinery. Thus, the Utilities Division decided to provide a fond farewell to the old equipment by having a ceremony to honor the outgoing machines and the men and women who worked alongside them.

On December 10, Utilities Division employees, other UNM employees, and PPD retirees gathered in the boiler room of the Ford Utilities Center. This noisy area is definitely not a good location for a gathering, but it did provide the “industrial” flavor that we wanted to share with our guests. Several retirees returned to the Center for the ceremony, and soon there were groups of current and former employees gathered together relating stories about the old boilers. According to the Standard Operating Procedure for events at Ford, food was provided in abundance. In addition, the ceremony was an opportunity to open the Ford Utilities Center time capsule.

The time capsule itself had attained an almost surreal aura. Nobody knew for sure, but supposedly there was a time capsule behind the plaque in the reception area of the front office. To avoid any surprises, the plaque was removed a few days before the ceremony. Sure enough, behind the plaque and some insulation was a copper box and our first surprise -- the box was stamped with the date it was supposed to be opened, which wasn't December 2003, but in the year 2000. We encountered our second surprise when we

attempted to open the box. It was built to last the next ice age, and to open it required the services of a couple of the division's mechanics. Opening the box revealed surprise number three -- the conscientious employees who originally packed the box provided for fire protection. Of course, in 1970 there was nothing better than asbestos for fire protection, so the box could have withstood the next ice age and a healthy fire, too. It took the services of an asbestos abatement contractor to make the contents of the time capsule safe for handling.

The contents of the time capsule were focused on the dedication of the Ford Utilities Center and the contributions of A.D. Ford. The capsule contained photos of the dedication ceremony as well as the guest book. There were also several periodicals that contained articles about the dedication ceremony, one of which was the February 1970 issue of *El Servicio Real*. An article in this issue referred to a student employee as “...that young, good looking, big guy...”. That student employee was our former PPD director, Don Mackel, who was showing a construction project to Floyd Williams, the PPD director he replaced (both were present at the ceremony). Another article that highlighted how times have changed was found in the March 1970 issue of *New Mexico Professional Engineer*. It was titled “The Independent Woman and Her Many Worlds.” The first sentence of the article asks, “Is this the time for the independent woman?”

As one ponders how times have changed, it's natural for the perspective to

See, **Captured**, page 8

UNM's Remodel Section racks up a winning score

The Physical Plant Department Remodel Section recently completed an \$825,000 alteration and modernization of the old Manzanita Child Care Center. The conversion of this 41-year-old building provides new office and program space for College of Education staff who are moving out of the seismically vulnerable Education Office Building. The completion of Manzanita Hall marks the Remodel Section's third on-time, on-budget capital project delivery in the past seven months, and the third test of Remodel's new project planning process.

“Our version of remodel planning is really ‘customer-centric.’ We put the customer's needs at the center of the planning process,” said Rick Ruminski, manager of the Remodel Section. Unlike typical construction planning processes that start from the ground up, the Remodel planners start from the top and work down. That is, the Remodel staff creates a full-scope project plan and budget which includes all the space and functionality required to accommodate every aspect of the client's mission. “Then, we start to peel the onion,” remarked Remodel's chief construction planner, Gary Vanderhoof. “We meet with the client and peel away the non-essential space, architectural, and mechanical requirements until we have ‘value-engineered’ the project down to a scope that we are sure will stay under budget throughout the construction.”

“This new partnering process demonstrates to the customer that we can meet budget goals and satisfy core requirements,” added Rick

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Notables...

Optimizing performance and energy conservation

On November 20, 2003, Bob Notary gave a presentation of UNM's facility energy-saving program to the New Mexico Chapter of the Association of Energy Engineers. Bob has called this program Optimizing Performance and Energy Conservation (OPEC), in recognition of the 30th anniversary of the October 19, 1973 oil embargo which heightened energy conservation efforts in this country. His presentation emphasized the importance of monitoring and evaluating energy consumption and control system operation in buildings, in order to determine potential ways of reducing building heating and cooling costs. The positive results of the efforts of many Physical Plant maintenance and engineering personnel were highlighted as a successful team effort which provides energy savings used to repay bonds issued to improve the campus utility systems.

Efficient cleaning system in use

Main Campus Custodial Services has added two new carpet-cleaning machines to their stock of floorcare equipment. They call these the "steam-in' demons." The machines use high-flow extraction, and are very efficient at removing dirt buildup and chemical residue from carpets.

Recycling efforts recognized

In July 2003, Automotive and Fleet Services received a P2 Pollution Prevention Award in recognition of their efforts to recycle, reduce waste, use environmentally friendly products, and reduce emission output from University vehicles.

Human resource services at PPD

A reminder to all PPD employees regarding updates to your personal information (change of address, emergency contact, etc.): You can print the form from UNM's website, fill it out, and submit it to PPD's personnel coordinator, Lucille Serna. Go to "Departments" and click on "Human Resources" then "Forms." If you think you will need Lu's assistance, you can give her a call at 277-7894.



Custodial supervisor Epi Jaramillo is shown trying out the new equipment which Custodial Services recently purchased.

Visit your HR Service Center

Don't forget that, as a UNM employee, you can visit the HR Service Center located in the Lobo Center on the southeast corner of Lomas and University. The Service Center is designed to be a convenient, one-stop shop for all Human Resources needs of applicants, retirees, and current employees.

Also, beginning March 1, Employee Orientation for new hires will take place at the HR Service Center instead of at 801 University.

Management Academy graduates

Since the start of the Management Academy, five PPD employees have participated in the program, along with many other UNM staff. We congratulate our fellow coworkers at the Physical Plant — Ralph Alires (Area Four); Randy Erwin (Area Two); Dwight Kawulok (Area Two); Gary Vanderhoof (Remodeling), and Sandy Lujan (Administration). Sandy has gone to Scholes Hall, where she is working in the Office of the Vice Provost for Research.

Participation in the Academy is free. If you are interested in this program, you can get additional information from UNM's homepage. Go to "Faculty and Staff" and click on "Employee and Organizational Development."

A custodian's gratitude

Custodian Blanca Delval has expressed her gratitude to all the PPD employees who were so generous by donating leave hours during her time of need.

Muchas gracias y sinceramente, Blanca.

Thu Luu is a proud, new mommy

Accounting tech Thu Luu has a new baby girl. Mi Tieu Diep came into our lives on August 26, 2003, weighing in at 6 lbs. Mi is a cutie. Congratulations, Thu!

Change is...good!!

If you don't get around the PPD Service Building very often, you may see some familiar faces in different places. Because we are a growing organization, we needed to find work space for a couple of new folks. We pooled resources and came up with some changes, realizing a move for 13 PPD employees working in the Service Building. Look around and see if you notice the changes. And, speaking of moves, there are three current staff members in acting positions due to vacancies. They are: Joel Straquadine, acting Facility Maintenance Manager; Billy Hromas, acting Area One Manager; and Amy CdeBaca, acting Supervisor of Administrative Support (assistant to the director).

Bryan's favorite tree

Common Name: Vitex or Chaste

Botanical Name: *Vitex agnus castus*

Family: Verbenaceae

The vitex is native to a large area which extends from the Mediterranean region into central Asia. This tree has been cultivated since antiquity, and in coastal plains gardens in the Americas (New Orleans) since about 1570.

The species name, *agnus castus*, is from a middle-English/Latin name for lamb, *agnus*, and *castus*, chaste.

The common name, chaste, came about because it was considered to be an anti-aphrodisiac, and may have been used for this purpose. Its very flexible branches were cut and used for basketry. Its leaves have a strong aroma of sage when crushed, and the leaves and seed heads are sometimes harvested and dried to use in potpourri and sachets.

The vitex has an attractive growth habit, forming a rounded, spreading crown from 12 to 15 feet high and almost as wide. There are usually several trunks, but it can be pruned as a standard, single-trunk tree. The leaves of the chaste, which are a rich, deep green with gray-green leaf bottoms, are about 1½" to 3½" long. The five to seven leaflets are opposite, compound-palmate.

The tree's predominant flower, which will bloom best in a sunny location, is a lilac-purple color (some hybrids have a white or pink flower), forming flower spikes almost a foot long at the tips of the branches. The tree is heat- and sun-tolerant, and can grow in almost any well-drained soil. It grows best in full sun, needing only moderate moisture. It may be among the most xeric of the small flowering trees, and is often used in a water-conserving landscapes. It benefits



from mulching with bark mulch 2" to 4" deep to at least the branch spread. This tree tolerates extensive pruning and can be kept fairly small. There are no serious insect pests.

The vitex (chaste tree) is one of my favorites among the small flowering trees.

You can find many beautiful specimens on campus. I regularly walk the curving walkway near the Duck Pond and the southwest corner of Zimmerman Library where these trees are next to the building and overhang the walkway.

For more information about our campus arboretum and the great variety of plants on campus, visit the new PPD website.



Grounds and Landscaping crew members place rocks and xeriscape plants to complete the landscape portion of the Water Harvesting Project designed by the Art & Art History Department. Each copper tile contains the word for water in a different language. The project can be seen on the northwest corner of the Student Union Building.

Waterwise tips for dealing with drought

1. Before watering, check the moisture content of the soil with a trowel, shovel, or soil probe to a depth of 3 to 4 inches. Water the soil if it is dry. If the soil is moist, delay watering until the soil becomes dry.
2. Irrigate according to the requirements of the plants, rather than on a fixed schedule. The rate at which plants use water is called evapotranspiration (ET). ET is the combination of the water that evaporates from the soil and the amount of water that is lost through transpiration. Temperature, humidity, wind, and light all influence the ET rate. When watering, you only need to replace the amount of water that has been lost due to ET.
3. Match the irrigation application rate to the soil type and root depth. Avoid applying more water than can be contained in the root zone. If roots are only in the top ten inches of the soil, then wetting the soil to a depth of twenty inches uses twice the water necessary to maintain the plant.
4. When applying minimal irrigation (that amount necessary just to keep the plant alive), daily observation may be necessary to determine the appropriate changes to make to the irrigation schedule.

If you would like more waterwise tips, a good webpage for information is www.greenco.org.

Remodel continued from page 5

Ruminski, who has served as Remodel's manager for more than 22 years.

The benefit of Remodel's extraordinary emphasis on planning seems to be a reduction in construction surprises that cause budget overruns and project delays. In one recent example of over-the-top customer-centricity, Mary Boyd-Broemel, Remodel's architect-associate, presented a client with an office map and 20 carefully-scaled paper models of "testing modules." "We let the customer, who really understands how his staff functions, come up with the optimum office layout," she added.

Remodel's formula seems to be working. Before the Manzanita project, the Remodel staff logged on-time deliveries of the new Speech and Hearing Center at a cost of \$1,190,447, and the new Human Resources Center at a cost of \$929,296.

Rick Ruminski, the father of Remodel's new planning process, is moving on to new duties as the Capital Planner for the Physical Plant Department. Just before changing offices, he launched his team on a new enterprise planning technique called the "Balanced Scorecard." The "Balanced Scorecard" approach is the

Harvard Business School's latest refinement of the strategic planning process, and is gaining popularity in higher education services departments. "Rick's emphasis on staying abreast of the latest developments in construction and management science have kept his team competitive with commercial contractors and able to deliver the big jobs on time and on budget," said Harvey Chace, Physical Plant's Associate Director for Maintenance and Planning. ■

Captured continued from page 5

shift to how we will be perceived in the future. The Utilities Division will create another time capsule. We'll insert the contents from this one and a few other items. Hopefully, we have learned a few things from this capsule, and our successors will have an easier time getting to the contents. But who knows what will be considered a hazardous material 30 years from now, or how society's viewpoints may have shifted. I guess we'll just have to wait and see for ourselves. ■

Website continued from page 1

now request work with just a few clicks and keystrokes.

Certain features are still being developed. Our plan is to continually invigorate the site so that it will be a useful tool.

All visitors are certainly welcome, and we also appreciate comments on how we can improve our site. If you have suggestions or comments, you may e-mail preno@unm.edu. ■

Timekeeping continued from page 2

badge is received, the manager or supervisor will be responsible for keeping accurate timekeeping records for manual entry into the timekeeping system.

When an employee has misplaced their badge, a punch-in or punch-out should be added manually to their daily attendance record, along with the comment, "Misplaced badge." Please do not simply record eight hours of regular time on the manual timesheet. Instead, specify the time in and the time out. ■



The University of New Mexico

El Servicio Real

Physical Plant Department
MSC 07 4200
1 University of New Mexico
Albuquerque NM 87131-0001