1. Open Service Request Form
2. SR Number: Press Tab
   a. The form should now read **ASSIGN**
   b. This means that the SR number will be assigned automatically
   c. Type in a description

3. Parent WO
   a. If this SR is to request support for an already existing Work Order, type that WO number in this field

4. Requestor Info: Type in the requestor information in the following format
   a. Lastname, Firstname
      i. This must be entered exactly as it is in PeopleSoft
   b. Alternatively, Press the Ellipsis button to the right of the field and query the requestor

5. Location: Insert the following
   a. Site: This will be 00730 for all work done on UH Central campus
   b. Enter the building number preceded by ‘0’
      i. For example, General Services Building will be ‘0585’
      ii. If the building number is not known it can be searched for by pressing the ellipsis button to the right
   c. Enter the floor
   d. Enter the room number
   e. ***Note: the selections displayed after pressing the ellipsis button are limited to the selections available for the previous field. For example, if site 00730, building 0585 and floor 01 are selected, the only the room selections for first floor GSB will be displayed.

6. Type: Select from the following
   a. Billable – Billable (recoverable) service requests
   b. Capital – Capital Renewal
   c. Corrective – Do not use
   d. Global – Global contracts (e.g. Cotton)
   e. Preventive – All schedule and PM work orders
   f. Serviceable – Serviceable service requests
   g. SLA – Where Service Level Agreements are applicable

7. Priority: Select from the following
   a. Emergency – to be used for EMERGENCIES only
   b. Regular – most work will fall in this category
   c. Scheduled – PM Work
8. Status
   a. When entering a Service request, the status will always be REQUESTED
   b. All other statuses are reserved for use by the FSC and Business Services Office

9. Crew
   a. Select the appropriate shop to do the work

10. Assigned to
    a. Use this only if a specific technician is requested

11. All other fields
    a. Complete as appropriate. These are not required to generate a WO, but the more information you input the more accurate historical data you will have

12. Press Save
    a. To verify, confirm that a number has been populated in the SR Number Field.