PROCEDURE

Service Request Form – Main Tab – Requestor Information

a) The Requestor is the person who initiates the work request, or is the contact for the work to be performed; this individual's name and number will be printed on the Work Order Ticket.

 i) To make a selection from the Requestor list:

 (1) Place the cursor in the Requestor field of the Service Request form.

 (2) Type the first three letters of the person's LAST name, and click "Snake Eyes" (or F9) to pull up a matching list of values.

 (3) Highlight the appropriate Requestor and then click OK or double-click; the Requestor and Telephone fields in the Service Request will be populated for you.

 (4) If you have more than one choice that looks "correct", select the Requestor with the most complete information.

 ii) If you don't find the Requestor you're looking for in the list:

 (1) Click Cancel to close the Requestors window.

 (2) With the cursor still in the Requestor field, type LASTNAME_FIRSTNAME_MIDDLEINITIAL.

 (3) It's okay to leave off the Middle Initial if you don't know it, but do be sure to use the Requestor's real name rather than a nickname:
Example: "JESUS" is correct, "CHUY" is not.

 (4) When you tab out of the Requestor field, you will see a prompt that says "This requestor does not exist in the system. Proceed?" - click OK.

 (5) Enter the phone number in the Telephone field.

     (6) You've now added the Requestor and his Phone Number to the Requestor Table.

  iii) For those of you who are familiar with how Requestor names appear in the Requestor table:

     (1) Place the cursor in the Requestor field of the Service Request form.

     (2) Type enough characters of the last name to uniquely identify the Requestor entry.

     (3) Hit tab, and the Requestor and Telephone fields will be populated for you.

     (4) Examples:
Type "HARA" and tab. Requestor will be filled in with "HARASIMOWITZ_ANN_M", and Telephone with "512-232-1064".

Type "HAR" and tab. FAMIS will prompt you to select from a List of Values because there are several entries that begin with "HAR".