FMS 950 How to Approve or Withdraw a Service Request/Estimates

This guide will show how to review and approve or withdraw a service request or estimate.

Before you begin . . .

Upon completion of this guide you will be able to:

- Sign in to FAMIS Forms
- Open and review service requests.
- Approve or withdraw requests/estimates

Who has access?
FM Managers with responsibilities for approving service requests and estimates.

What does it affect?
Replaces current approval process.

How to log in?
Contact Help Desk for security access to FAMIS.

Additional Resources
http://cafe.northwestern.edu/training/

Where to get help? For assistance, contact NUIT Support Center at 847-491-HELP (4357), or email consultant@northwestern.edu
Getting Started: Navigating to Service Request Workbench

The Service Request workbench lists all the service requests submitted by RAs for approval.

1. Double Click
2. Select folder from drop down menu
3. Double click in row to open

Example:
- Requestor: VIRGINIA ROEBINS
- Status: 4
- Type: EST-REQ
- Description: ESTIMATE FOR INSTALLING ADDITIONAL
- Start Date: 04-JUN-2008
- Site: EV
- Equi
Review and Approve Service Requests or Estimates

3. Click to Save

1. Click Work Plan to add details to Task List box

2. Change Status

Status:
- APPROVED: Service request is acceptable and is ready to be processed by FM.
- WITHDRAWN: Service Request is not acceptable and should be withdrawn.

Recommended: Please add a reason in the Task List box for withdrawal (ex. duplicate, handled by dormitory personnel, etc.)

Do Not Delete Requests

Note: You must exit and open a workbench to refresh and view changes you made to records.