Viewing Customer Requests Submitted On-line in FMS

Workdesk Screen:

1. Click to enter the Customer Service module.

Customer Service Module:

2. To look for a Customer Request click the quick search icon located to the left of

   - OR -

   Click and enter Customer Request number in the quick search bar located at the lower right

   The logic ‘CONTAINS’ is used.
Customer Service Module: (Continued)

3. Type or select from the zoom buttons the information for the customer request you are trying to locate. For example: If you know the reference number issued when the request was submitted online, enter that in the reference number field. If that is not known you can search by date created, property, contact, or several other options.

4. Click to execute your search and the browse screen will appear:
Customer Service Module: (Continued)

5. Once you locate the request you are looking for, click on the transaction number for that record, and it will appear.

The request status indicates the action taken by the Call Center.

**Approved** means a work order number has been assigned to the request, and that number appears below the status (circled above).

**Rejected** means a work order has not been generated and the submitter or contact person will be contacted by POCC with explanation or request for further information.

**Note:** If you do not see the customer request you are looking for it is possible it has not been processed by the Call Center. If you have questions or concerns regarding its status feel free to contact us at 647-2059, or via e-mail to POCC@umich.edu.