Service Request Workflow: Basic Overview (non-emergency SRs for FCS trades)

**SR Status:**
- **NEW**
- **QUEUED**
- **PENDING**
- **IN PROGRESS**
- **RESOLVED**

**Customer**
- Submit SR on website
- Receive email notification – SR is Cancelled
- Review SR. Choose Send to FCS, Hold, Issue Internal, or Cancel
- Approve request?
  - Yes
    - Do in the near future?
      - Yes
        - Work Started. Enter Labor and Work Logs on the WO.
      - No
        - Put SR in “Hold” status
  - No
    - Put SR in “Hold” status
- Cancel SR
- (Email notification)

**Unit Facility Representative**
- Receive email notification – SR is Cancelled
- Review SR
- Will do the work / approve?
  - Yes
    - Acknowledge SR, create work order(s). “Crew” the WO(s).
  - No
    - Cancel SR
- Schedule in the near future?
  - Yes
    - WO changes to “Complete” status (when all assignments on a WO are complete)
  - No
    - Create Labor assignments on WO(s)
- (Email notification)

**FCS (FM Zones) Manager / Foreperson**
- Receive email notification – SR is In Progress
- Receive email notification – SR is Resolved
- Receive email notification – SR is Cancelled
- Receive email notification – SR is In Progress
- Receive email notification – SR is Resolved
- Receive email notification – SR is Cancelled
- Receive email notification – SR is Cancelled
- Receive email notification – SR is Cancelled

**Tradesperson**
- Receive email notification that SR is Resolved
- Receive email notification - SR is In Progress
- Receive email notification - SR is In Progress
- Receive email notification - SR is Cancelled
- Receive email notification - SR is Cancelled

**IN PROGRESS**
- Receive email notification – SR is In Progress
- Receive email notification – SR is Resolved
- Receive email notification – SR is Cancelled

**RESOLVED**
- Receive email notification – SR is Resolved
- Receive email notification – SR is In Progress
- Receive email notification – SR is Cancelled

**SR Status:**
- **NEW**
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- **PENDING**
- **IN PROGRESS**
- **RESOLVED**