
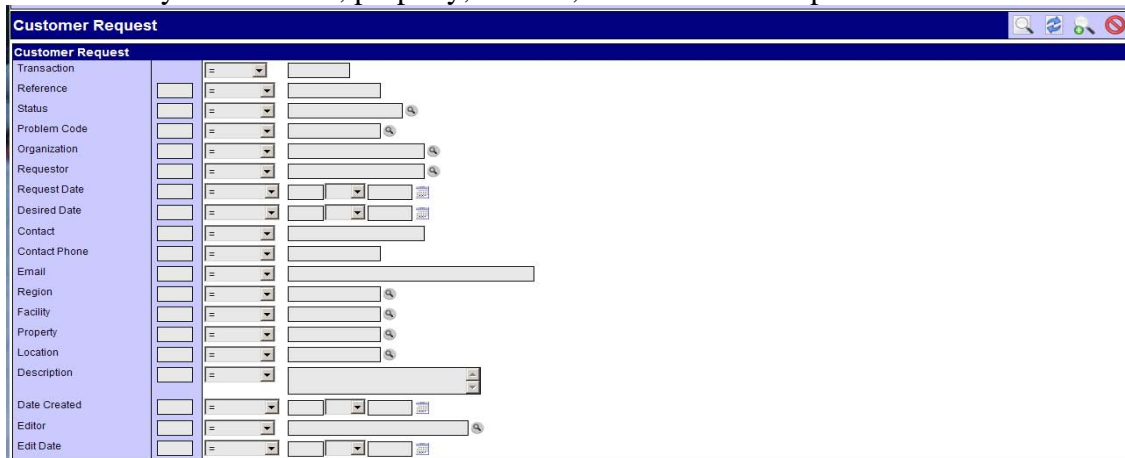



# Viewing Customer Requests submitted On-line

To view Customer Requests submitted online:

From the Workdesk Screen:

1. Move the mouse cursor over **Module**
2. Scroll down and click **Customer Service**
3. Move the mouse cursor over **Customer Service** ▾
4. Scroll down and click **Customer Request**
5. Click 
6. 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.



7. Click  to execute your search.
8. The browse screen will appear:

Transaction	Reference	Status	Problem Code	Description	Organization	Requestor	Contact	Contact Phone	Email	Region	Facility	Property	Location	Date Created
1905		REJECTED		ROOM 1234 CLOCK IS OFF BY 1 HOUR		681600	JESI	647-2059	jesiciak@umich.edu	UM	MAIN	00145		Feb 04, 2008
1907		REJECTED		6240 INSTALL ELEC OUTLET SE CRNR RM 2/B		681600	LAUREN SCHLEYER	647-2059	lcoogan@b.f.umich.edu	UM	MAIN	00162		Feb 04, 2008
1909		REJECTED		ROOM 1234 STRONG SEWER SMELL		681600	BOB	764-5245	jesiciak@umich.edu	UM	MAIN	00158		Feb 13, 2008
1913		REJECTED		RM 1234 TOO COLD LAB		681600	TEST	72059		UM	MAIN	00432		Feb 20, 2008
1915		APPROVED		NEED (3) STEELCASE DESK KEYS - FR 328		STEVENTI	TRACY STEVENSON	764-7316	steventi@umich.edu	UM	MAIN	00158		Feb 20, 2008

## Viewing Customer Requests submitted On-line

### To view Customer Requests submitted online (continued):

9. 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.

Customer Request		View: Select	
Transaction	<b>1915</b>	Editor	
Description	NEED (3) STEELCASE DESK KEYS - FR 326	Date Created	Feb 20, 2008 09:59 AM
		Request Stat	<b>APPROVED</b>
		Work Order	1091731_2008
		Work Order Status	
Requestor		Location	
Organization		Region	UM UNIVERSITY OF MICHIGAN
Requestor	STEVENI	Facility	MAIN ANN ARBOR CAMPUS
Contact	TRACY STEVENSON	Property	00158 CHEMISTRY
Contact Phone	764-7316	Location	
Contact Email	stevent@umich.edu		
		Request Details	
		Problem Code	
		Desired Date	Feb 20, 2008
		Reference	
		Created By	STEVENI
		Date Created	Feb 20, 2008 09:59 AM

*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](mailto:POCC@umich.edu).*