Looking Up Information about Existing Service Requests (SR’s) in FAMIS

1. Log in to FAMIS Self Service web site [http://www.uvm.edu/fss](http://www.uvm.edu/fss) using your UVM NetId and password.

   To review SR’s by date or by SR#, do the following:

2. Click the “Service Requests” button.

3. Pull down the **SEARCH** field to bring up a list of search options. Select the time period of the search you wish to conduct and **click “Go”**. *(Note: You will only be able to bring up Service Requests that list you (the user logged into FAMIS Self Service) as the Requestor)*
4. You will be presented with a listing of the Service Requests you have submitted within the specified time period. The listing shows Request Number, the associated Work Order number, the Request Description, the Status of the work, as well as other information associated with your request.

5. To view the details of a particular Service Request, click on the Service Request number (SRXXXX) link.
6. The “Display Service Request Details” screen will appear. All information associated with that Service Request will appear on the page, including Cost Information (Labor, Material, Invoices) that was charged against the Account Segment Chart string.

7. Click “Continue” to return to the previous listing of Service Requests.

8. Or click “Refresh” on the top-right of menu, to return to the Main Menu.
To review SR’s by Chart String, do the following:

1. From the main screen, click the "Service Requests" button.

2. Then, click the “Billing” button
3. Enter the chart string number you wish to review in the appropriate fields. You may also click the “OU~DEPT”, “FUND~SOURCE”, ETC. look-up buttons to bring up a list of chart strings to select from. You may enter any valid chart string.

You may also enter date ranges in the “Billing From Date” and “Billing To Date” fields, in MM/DD/YYYY format. These are not required.

Click “Search”. 
4. You will be shown a summary of Work Order Charge Totals, broken down by labor, material, invoice and miscellaneous costs for that Chart String, along with a listing of all Work Orders (and the original Service Request Number). To view the details of a particular Work Order, click on the WO Number (WOXXXXXX) link.

![Image of Service Request Details]

5. The “Display Service Request Details” screen will appear. All information associated with that Service Request will appear on the page, including Cost Information (Labor, Material, Invoices).

6. At any point, click “Refresh” on the top right to return to the Main Menu.