RETURN (REJECT) A SERVICE REQUEST

Provides guidance for approving a Service Request which have been routed to you for Chartstring approval.

▼ GETTING STARTED

This guide begins on the Action Items menu. For additional details, please refer to the Locate a Service Request for Approval and Review a Service Request for Approval job aids.

DIRECTIONS:

1 Once you have identified the Action Item for which you would like to take action, you must Accept ownership of that item from the list.
   
   1a Check the box beside the Action Item.
   
   1b Click on the Accept button

2 Upon clicking Accept, a pop-up notification window will open.
   
   2 Click on the Cancel button to close the pop-up window.
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DIRECTIONS:

3. The status of the Request will now show as **ACCEPTED**.
   - Click on the **Accepted Record** to open.

4. The **Approve** and **Return** buttons will now appear in the upper right-hand corner of the window.
   - To **Return (Reject)** the Service Request:
     - Click on the **Return** button.
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DIRECTIONS:

5 To finalize the Service Request Approval:

5a Enter a Comment (required).

5b Click on the Continue button to confirm and save the approval.

6 Refresh the Facilities Connect browser window.

6 The Returned Request Record is now viewable in the Notifications section.