ADD A CHARTSTRING TO A SERVICE REQUEST

Provides guidance on how to add a chartstring to a Service Request for a Non-Building charge.

▲ IMPORTANT

A Chartstring is required for all Service Requests in which the Billing Type is Non-Building. For a detailed walkthrough on how to create a Service Request, refer to the Create a Service Request job aid.

DIRECTIONS:

1. If your Service Request Billing Type displays Non-Building, locate the Request Chartstring section:
   1a. Click on the Add button
   1b. On the pop-up form, either enter the chartstring (clicking on the search result highlighted in yellow), or
   1c. Click the Find button to search and select a chartstring.
   1d. Once the chartstring has been added in the Request Chartstring field, click on the Create button to add to your Service Request.

▲ INFORMATION

If you need assistance in creating a Service Request, please contact Facilities Customer Service at 847-491-5201 (Evanston) or 312-503-8000 (Chicago).
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DIRECTIONS:

1. Enter any additional information to complete the Service Request.
2. Click on the Submit button to finalize and release.