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SR Screen: *The manner in which SRs Resolve and Close is dependent on the SR Classification.*

SR Classifications

There are two ways that service requests can be classified:

A) Repair, Maintenance, Service (RMS)
B) Project

SR Classification is in the "Services" section of the SR

A. Resolving / Closing SRs classified as REPAIR, MAINTENANCE, SERVICE (RMS)

1) When all assignments are complete on a WO, the WO will complete automatically.
   - If there is a WO that will not be used, with no assignments on it, use the Complete Work Order button
   - **Important**: only use this button when there are no assignments on the WO.

2) When all WOs on a SR are complete, the SR will resolve automatically.
   - Charges or other information can still be added to a WO that is complete or to a SR that is resolved.

3) 90 days after the SR resolves, the SR will close and all of the WOs under that SR will close.
   - No charges or information can be added to a WO / SR once they are closed.

B. Resolving / Closing SRs classified as PROJECT*

*Important: Only SR Owners are to resolve their own SRs. Do not resolve a Project SR if you are not the Owner. The Owner is indicated in the "Owner Group" field at the top of the SR screen (circled above). The Owner Group name is to the left of the Owner Group field.

1) Verify all assignments on the WO(s) are complete.

2) Complete all WOs – use the Complete Work Order button
   - Important: Make sure all assignments are complete prior to using this button.
   - This button can also be used on a WO with no assignments on it

3) Resolve the SR = use the Resolve SR button
   - Charges or other information can still be added to a WO that is complete or to a SR that is resolved.

4) 14 days after the SR is resolved, the SR will close and all of the WOs under that SR will close automatically.
   - No charges or information can be added to a WO / SR once they are closed.