Intuitive Context Search in Dropdown Menu
Select or Search allows a full context search of the Area of Service/Building by building number or the building name. The building address is automatically displayed for better identification. An additional Tooltip allows to display all the available building aliases.

Modern Calendar Object
Supports the proper date specifications with the built-in restrictions.

SAP Customer
Full integration with the SAP Customer account management, under certain circumstances, allows an automatic identification of the accounting information based on the Categorized Description Model (CDM)*. Where applicable, the selection of the Short Description automatically identifies the appropriate F&S Customer # with the associated Customer Name.

If the service request is for work that is not covered by the F&S budget, then the customer’s account number needs to be entered by the customer manually after the selection of Short and Long Descriptions.

Service Request Form
For Building Emergency Repair or Service Request - Call 416-978 3000 (6300).

Additional Location
Provides additional information for the location of the required service (end of the hallway, south stairwell, loading dock, etc.).

Categorized Description Model (CDM)*
Allows the identification of the two-level categories to describe the scope of work for better future analytics and reporting.
The built-in option for an uncategorized scope of work is available as “Other/Other” and it requires the Additional Detail to be provided.

Additional Detail Textbox
Allows any memo to the service planner (MPG) with more comprehensive information.

Integration with UtorID Management
Upon a successful UtorID authentication, the appropriate application’s privileges are loaded for the user. The automatic UtorID backfill for the Requestor Name and Email allows seamless request processing.

https://serviceorders.fs.utoronto.ca