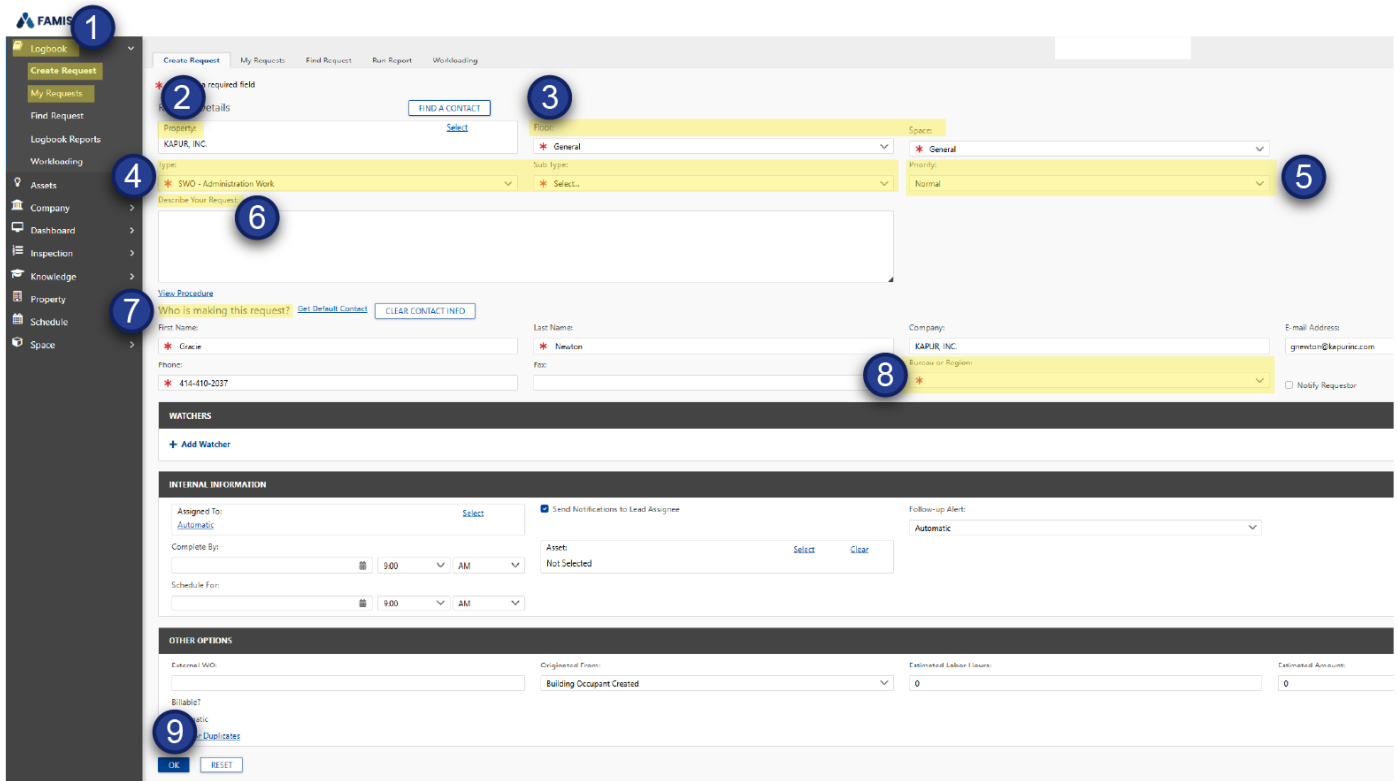


### 03.03 How to Create a Service Request Work Order (SWRO)

1. On the left sidebar, there is a Logbook module. “Logbook” contains the service request work order (WO) system. You will primarily use the “Create Request” and “My Requests” tabs.
2. Each person has been assigned a default property; your default property will auto-populate in the “property” field.
3. The “Floor” and “Space” fields are set to “General” for all properties. Keep both fields set to “General”.
4. Select the request type by clicking on the drop-down arrow. If your request does not fall into one of the pre-populated types, select general maintenance from the drop-down list.
5. You must select a “Priority” for the work you are requesting.
6. “Describe Your Request” is a free-form field where you define the problem. Include as much detail as possible, such as what part of a room or space is affected, who is affected by the problem, and what your observations of the problem are.
7. Your name and contact information will be defaulted in as the requester. You do not need to alter this information.
8. Select a “Bureau or Region” by clicking the drop-down arrow. Select DTSD Highway Ops Highway Operations.
9. Click “OK” to submit your request.



When you have successfully submitted your service request work order, you will see the confirmation page.

1. Click on the Request ID number to view the details of the request.
2. The “General Information” section displays the contact information of the requester, time/date of the request, and other basic information.
3. The “Request Details” section identifies the property, floor/space (if available), type/subtype, internal team member assigned to the request, priority, and the status of the request.
4. The “Request History” section is where you find information as the request is updated. For each comment, it will show who updated it, what was updated, and when it was updated. You must enter comments into the general comments box every time you make a change.

You can view any of your service request work orders at any time by clicking on your “My Requests” tab and then clicking on the “Request ID” number.

The screenshot shows a service request confirmation page with the following details:

**1. Request ID:** 283773

**2. GENERAL INFORMATION**

Request ID:	283773		
Date:	11/25/2025 8:55 AM CST		
Requested By:	Gracie Newton	E-mail:	gnewton@kapurinc.com
Phone:	414-410-2037	Fax:	n/a
Company:	KAPUR, INC.		
Bureau or Region:	DTSD: Hwy Maint - Roadside Facilities		

**3. REQUEST DETAILS**

Property:	KAPUR, INC.	Floor:	General	Spacer:	General
Tower/Wing:	-				
Type:	Water Meter Readings	Sub Type:	Water Meter Readings		
Lead Assignee:	Admin, Report - WisDOT	Complete By:	12/15/2025 8:55 AM CST	Priority:	Normal
Status:	Open				
Estimated Amount:	\$0.00	Not to Exceed Amt.:	\$0.00		

**4. REQUEST HISTORY**

Type	Update Date	Comments	Status	Assigned To	Updated By
Initial	11/25/2025 8:55 AM CST	Water Meter Reading, Section 3:11 - Testing	Open	Admin, Report	Gracie Newton