


# Error Message "Invalid Service Level"

The "Invalid Service Level" error occurs when a request is submitted with an invalid need-by date (e.g. a date in the past). Since the service level is calculated based on the need-by date, an invalid date prevents DocFind from calculating the appropriate service level.

A request with this error appears as Idle / Check Manual with the error message in the Log Messages at the bottom of the screen.

To work on the request, action Request as usual and go to the **Additional Service Details** section to edit the need-by date and add the Service Level. In most cases, where the need-by date is in 4 days or more, the correct service level is "Normal-Local Search". If an item is needed sooner, use the "Priority-Local Search" service level instead.

▼ [Additional Service Details](#)

<b>Service Level</b>	Normal - Local Search ▼
<b>Can Hold</b>	▼
<b>Max. Cost</b>	<input type="text"/> Canadian Dollar ▼
<b>Need By Date</b>	20 Aug 2015 
<b>Expiry Type</b>	Calc From Expiry Days ▼
<b>Expiry Days</b>	<input type="text" value="5"/>

After this and any other needed changes, scroll to the top of the request and change the Authorisation Status to "To be Authorised" before clicking Request. This will re-run Docfind so that the proper default settings (like expiry days) are associated with the request, and so that locations can be added automatically to the rota if a match is found.