

## **Maintenance Connection Request Entry and Review**

### **Refer to Figure 1 for steps 1-6**

1. Enter your name in the “Name” field. This lets us know who put the request in and who we need to talk to when we call.
2. The “Email” field should be filled in automatically, so you shouldn't have to change this.
3. Drill down as far as possible in the Asset field ("More... (if needed)"). Assets are assigned to departments, so this helps to route the request to the proper department. Selecting the highest level asset means the call goes into general maintenance and will be unseen by any department until someone reviews the call queue.
4. In the “Short Description” field, start with the store name, i.e., PEE DEE, PEE DEE SUBWAY, CROSS ANCHOR, etc. (no extra punctuation is necessary)
5. After the store name, enter a description of the problem being as specific as possible. If there is an error code of some sort, include it.
6. Everything should be entered in capital letters. In the past we have said that capitals = yelling in email/documents, but this isn't email (still true for emails). Here is an example of the what should be in the “Short Description” field:  
  
HAYESVILLE PDI DESKTOP WILL NOT ALLOW ME TO LOGIN. STATES HOST IS UNAVAILABLE.

7. Click the SUBMIT button

### **Refer to Figure 2 for steps 7 & 8**

8. If you are able to fix the problem before we are, you can cancel the call if it hasn't been issued. But please do not enter a second request saying "cancel the previous request". This just clutters up the database. To cancel a request
  - a. Login into Maintenance Connection, click "Service Request Status" on the left menu
  - b. Select "Requested" from the drop-down box. Any request still in this status can be canceled.
9. Techs can add notes to your request with status updates. Things like waiting on parts, waiting on outside support, etc. You can see these by going to the "Service Request Status" area and clicking on the ticket number.

### **Refer to Figure 3 for step 9**

10. Please do not enter a second, a third, a fourth, etc. request for the same problem. Every department tries to complete issues as quick as possible and as long as the request hasn't been closed, we are working on it. If you need to add more detail or communicate about the request, you can use the “Create Note...” button found in the detail of the request.

Figure 1

### Submit Service Request

Please fill out the form below. When you are finished, click the **Submit** button below (you may need to scroll the page down with your mouse). Click on a field name for more information.

Name:

Email:

If possible, please specify the closest Location or Asset that relates to your request. [If you know the Location or Asset ID, click here.](#) (This is not required)



Short Description:

[Clear](#)

(Required)

Figure 2

Select an option:

- [Submit Service Request](#)
- [Service Request Status](#)
- [Help](#)
- [Log-off](#)



#### Service Request Status

If you would like to get more details on a particular Service Request, simply click the Request # of the Service Request you would like to view. To see if there has been any updates to these Service Requests since this page loaded, click the **REFRESH** button.

Filter by:



Request /WO #	Reason	Target Date	Location / Asset	Status
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Figure 3

**Service Request Status Detail**

To return to your list of Service Requests, click the **BACK** button. To see if there has been any updates to this Service Request since this page loaded, click the **REFRESH** button.



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Work Order #  
**GEN-115463**

Reason:  
[REDACTED] SOMEONE SMASHED ONE OF OUR PAPER TOWEL DESPENSERS OUT AT THE PUMP. CAN WE GET A REPLACEMENT?

Type:  
Corrective

Priority:  
Normal

Status:  
 Issued Sunday, July 05, 2020

Assigned?:  
**Yes:** NATIONS, ROY Monday, July 06, 2020 (rnations@rjoc.com)

Target Date:  
Saturday, July 04, 2020

Location / Asset:  
 R. L. Jordan Oil Company of NC, Inc.  
 [REDACTED]  
 EXTERIOR

Outcome:  
**COMPLETED AND TIME CHARGED WITH WO# 115464**

