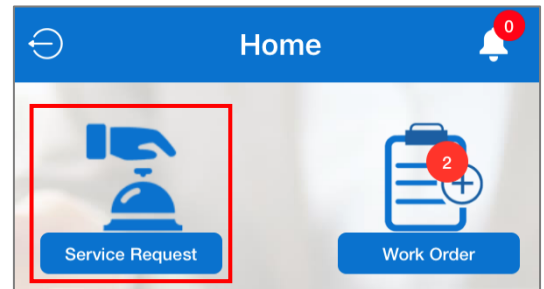


How to Create a Service Request

Mobile Application

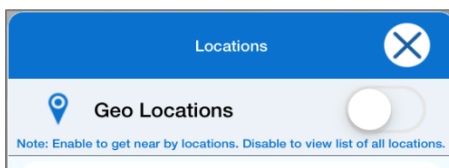
Step 1: Open Service Request Module

- Start by clicking the *Service Request* icon found on the top-left of your mobile dashboard

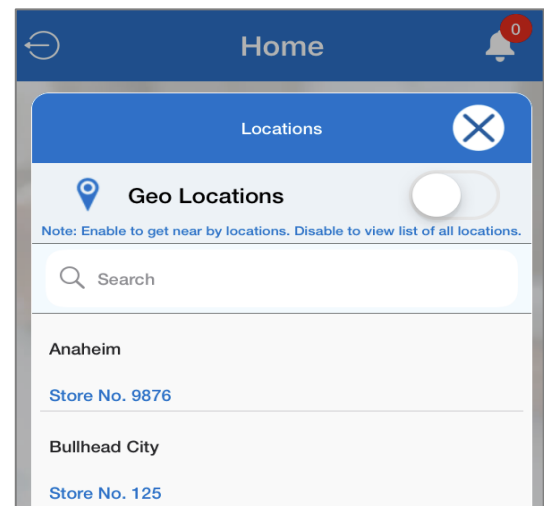


Step 2: Select Location

- Select your *Store Location* to pull up your store's asset list

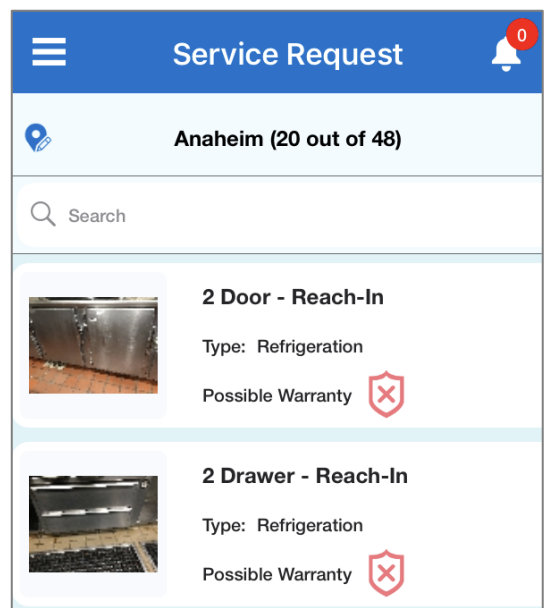


- Geo Location will auto select your location based on your GPS coordinates.*
- If your location does not show, toggle Geo Location to see a list of your store(s)*



Step 3: Find your Asset

- Locate the *Asset* that needs to be serviced
 - Note: There are two types of assets
 - Cataloged Assets: Individual pieces of equipment that have been cataloged, often with a display photo & Make / Model / Serial number (if ID Plate is available).*
 - Examples: Hot & Cold side cooking equipment, Hoods, Heating & Air Conditioning, etc
 - General Assets: General work order categories such as Plumbing, Electrical, Flooring, Walls, etc*



Step 4: Create the Service Request

- Once located, tap on the Asset tile to open the *Create Service Request* tab:

1. Select a *Problem Type*

- If the *Problem Type* you need is not present, send an email to facilities.

2. Select a *Service Provider*

- By default, the Rank 1 *Service Provider* will be selected.
- To adjust this, tap the *Service Provider* name in order to select another *Service Provider* if needed.

3. Select a *Priority Type*

- A default *Priority Type* is in place per *Asset Type*
- To adjust this, tap the *Priority Type* in order to adjust
 - Note: L1 Emergency will auto select the *Over Time Approved* box

4. Enter your *First & Last Name*

5. Enter a *Description* to better define the problem you are experiencing.

- Provide as much information as possible so that your *Service Provider* has the best chance to fix on their first trip.

6. Whenever possible, upload a *Photo* of the problem.

7. Click *Submit*

The screenshot shows the 'Service Request' form with a confirmation pop-up. The pop-up text is: "Your Service Request has been received and the Service Provider has been notified. Your Work Order number is - 38651". The form fields visible include: Problem Type (Select), Service Provider (Singers Refrigeration), Priority Type (L3 - 24 Hours), Over Time Approved (checkbox), Your Name (John Smith), and Description (Temp is not correct. All product is freezing).

- Once you have clicked submit, you will see a confirmation pop up that the *Service Request* has been placed.

- You can follow up on the *Work Order* progress in the *Work Order Module*.

The screenshot shows the 'Service Request' form with the following values: Problem Type: Select, Service Provider: Select, Priority Type: L3 - 24 Hours, Over Time Approved: , Your Name: Your Name, Description: Notes, Upload photo: Select. The asset is '2Dr Prep Table' with Type: Refrigeration and Possible Warranty: .

The screenshot shows the 'Service Request' form with the following values: Problem Type: Freezing Product, Service Provider: Singers Refrigeration, Priority Type: L3 - 24 Hours, Over Time Approved: , Your Name: John Smith, Description: Temp is not correct. All product is freezing, Upload photo: Select. The asset is '2Dr Prep Table' with Type: Refrigeration and Possible Warranty: .