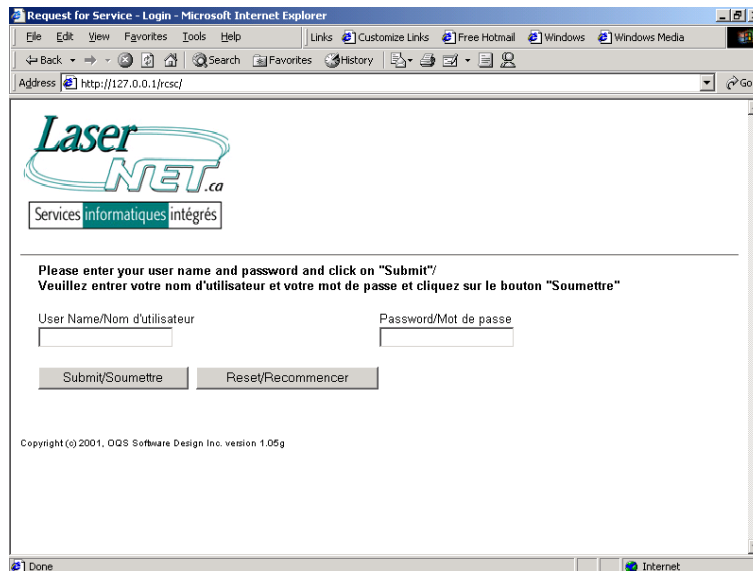


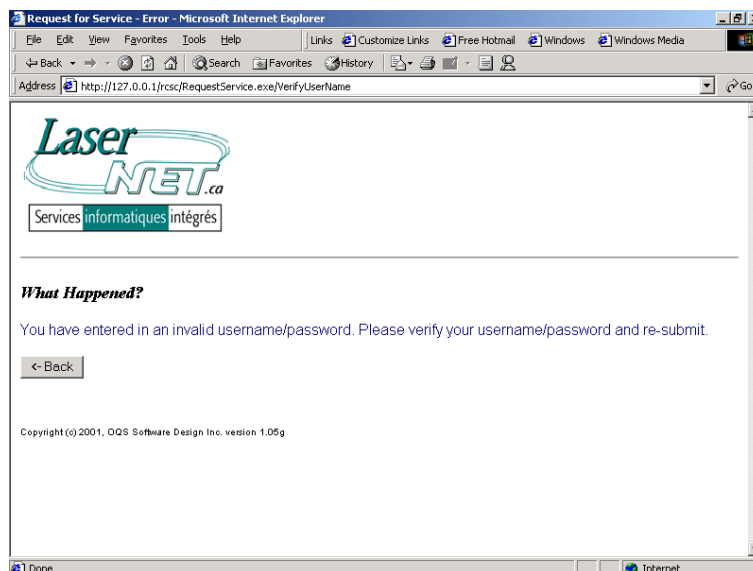
Using Request for Service

User Login

On the welcome screen, the customer supplies his/her user name and password.

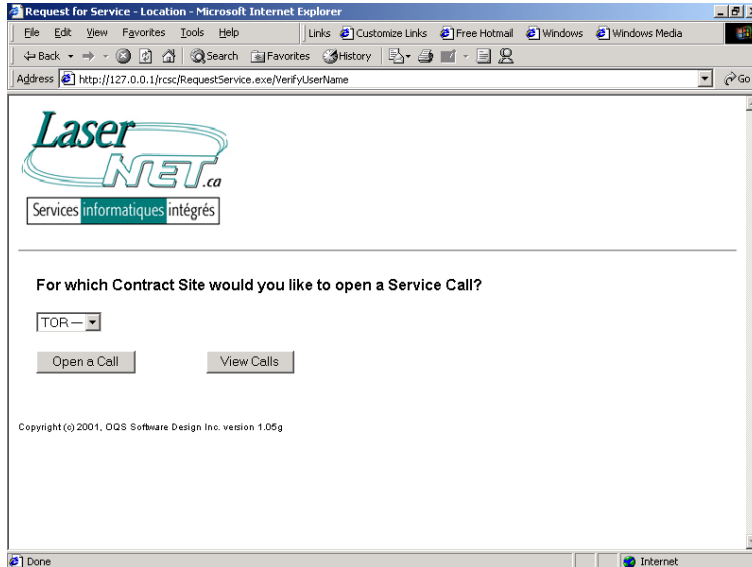


When the user clicks on "Submit", the supplied user name and password is then sent back to the SQL Server to be verified. If the user has not supplied a valid user name and password, this is the screen they will be presented with.



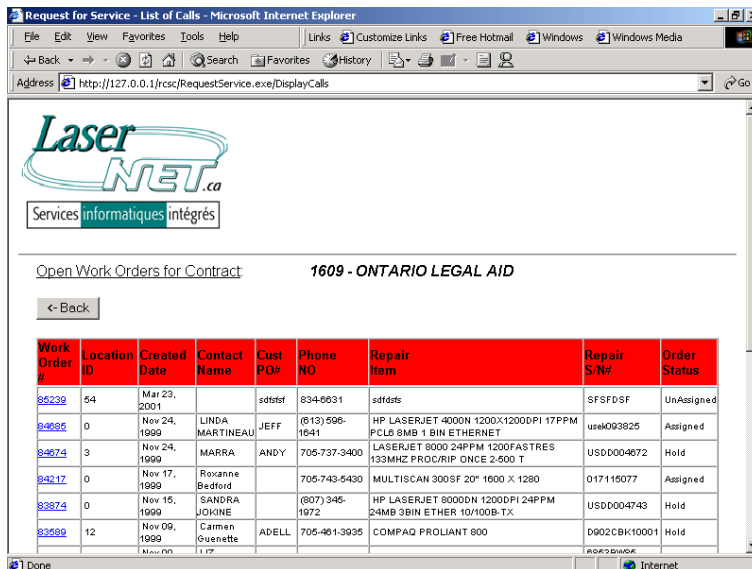
Picking a Location ID

If the user has entered in the correct user name and password they will be prompted to select a location id under which to create a work order.



You'll notice that you have two options on this screen, Open a Call or View Calls.

View Calls



The user can choose to see their accepted, open calls. This will display a list of their calls which are in a status other than Invoiced or Partial Invoiced and the problem code is not null. Please note that once they enter a call using this application they will not see it in their list of open calls. This is because no one in your organization had touched the work order yet. Once they assign a problem code to this order, it will be displayed in the list of open calls. For all other calls, the user will be presented with a screen like this

View the details of a call

To view the details of an open call, the user simply clicks on the Work Order #. This hyperlink will bring the user to the Print Work screen. And you are presented with a screen, which displays the work order in the same manner as the printout from the BOSS Service module. Note: the Print Work Order screen will display the header file for the branch (in the Stores table) under which the order was created. If this is blank in the table the header that you see on the other screens will be used.

Open a Call

Back on the Picking a Location ID page, if the user chooses to Open a Call, they will be presented with the screen below

The image displays two screenshots of a web browser interface. The top screenshot shows a 'Request for Service' form with the following fields: Contract No (1609), Company (ONTARIO LEGAL AID (Retailer)), Address (375 UNIVERSITY AVE), City (TORONTO), Prov (ON), PCode (MSG 2G1), Site ID (0), Requested Date (March 25 2002), Requested Time (12:36), RefPO No, Phone # ((416) 598-0200), and Email. The bottom screenshot shows a 'Repair Item Details' form with fields for Description, Model No, and Unit S/N, a 'Problem Description' text area, and a 'Confirmation Required' checkbox.

The address information is defaulted to the address information for that contract site, however the user may change this information. The user is asked to supply the following information:

- Address (mandatory)
- Phone #
- Email Address
- Reference/PO #

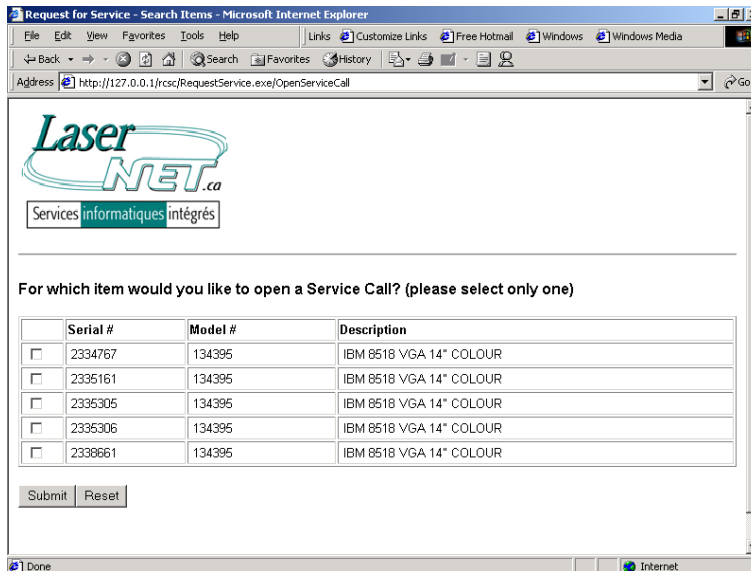
- Contact Name (mandatory)
- Repair Item Description (mandatory)
- Repair Item Part #
- Repair Item Serial #
- Problem Description (mandatory)

Searching for Items covered under the Contract (Site)

The user may search for the item that needs repairing in your Contract Items list for that Contract Site. There are four (4) options available to the user:

- List All
- Search Description
- Search Model #
- Search Serial #

With the exception of List All, all searches are treated as “partial match anywhere” searches. If you choose one of these options, all matching items will appear in the following screen



Simply place a check mark in the checkbox beside the item for which you are searching. Select only one item or when you click on Submit, you will receive an error with a back button to go back to this screen. After selecting one item and clicking on Submit, you will now have your order entry screen back with all information previously entered, with the addition of the repair item details information supplied by the selected item. As you see below in the bottom portion of the order entry screen.

Repair Item Details List All

Description:

Model No:

Unit S/N:

Problem Description:
(Please enter a complete description of the issue, More is better.)

Confirmation Required *(You will be contacted prior to site visit.)*

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Confirmation Required

If you wish to have someone confirm the work order with you, place a check mark in this checkbox. In the work order the BOSS Service user will see, in the Work Performed comments, that the web user has requested confirmation and if the web user supplied it, their email address.

Request for Service Received

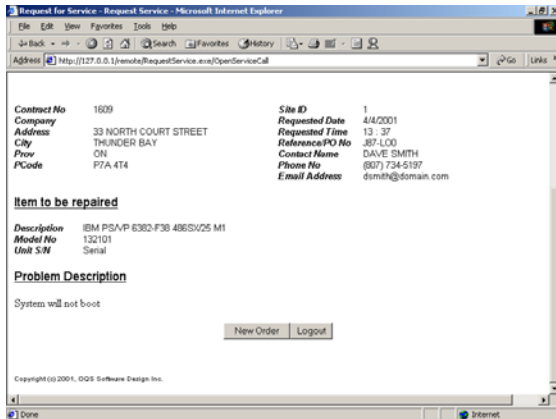
Providing all mandatory fields have a value, the work order will then be entered into the BOSS Service system. You will be presented with a confirmation screen, which provides your service work order #.

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Thank you, your request for Service has been received.
 Your Work Order # is : **85997**

Contract No	1609	Site ID	0
Company		Requested Date	3/26/2002
Address	375 UNIVERSITY AVE.	Requested Time	12:36
City	TORONTO	Reference PO No	
Prov	ON	Contact Name	Joanne Bouchard
PCode	MSG 2G1	Phone No	(416) 588-0200
		Email	jbouchard@ops.com

Item to be repaired



New Order

This option simply takes the user back to the Picking a Location ID page and allows them the same options as before.

Logout

On each page after the login page you will notice that there is a Logout hyperlink. This will end the user's session immediately. It is very strongly recommended that the user use this feature when they are finished updating their tasks. This will terminate the session so no one else may use the browser's history to access the application other than the login page, regardless of the time elapsed since the last page was visited.

Sessions

Each user is assigned a session id after successfully logging into Request for Service. Each time the user goes to a new page in the application their session is updated. The user may stay on one page for 20 minutes. If the user exceeds this time and tries to submit a change or go to another page, they will be notified that their session has timed out and they must re-login to the application. This also prevents people from going into the browser's history to try and access a page other than the login page. Providing the user has logged out or 20 minutes has elapsed since the last page was visited.