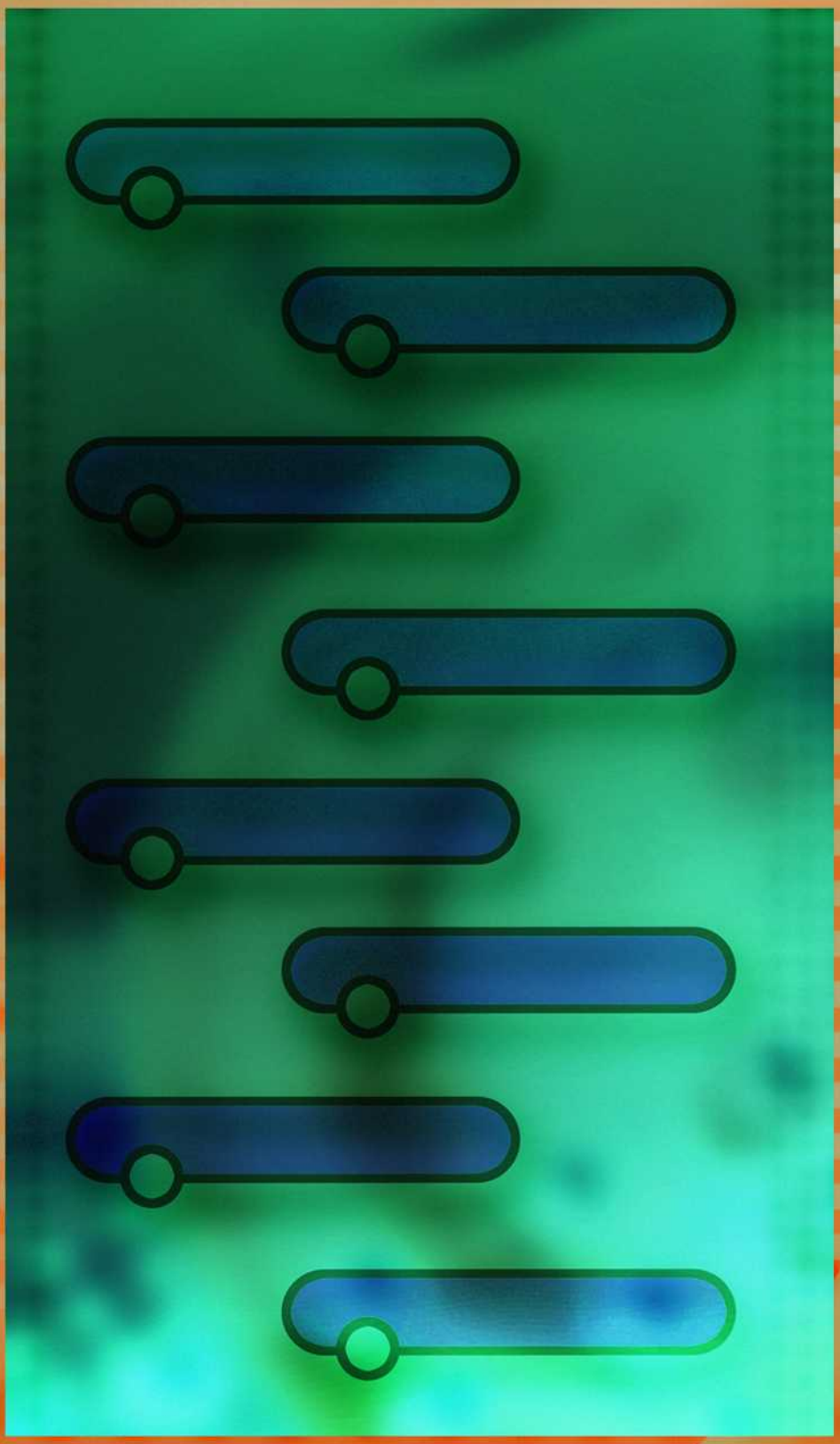
ProVIEW

Maintenance Management Software



SERVICE REQUEST MODULE

American Quality Systems

Service Request Module™

ADD-ON MODULE DESIGNED FOR ProVIEW®

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Part No: PV-74WSR-M-1004

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Chapter 1: Introduction and Installation

Overview

Your Service Request Module helps you request and document your service requests in one easy step, enabling you to send your requests directly to your maintenance department for scheduling. By using this module, you'll save time and may avoid costly mistakes. Another benefit of this program is that it allows users in different locations to independently enter and keep track of their service requests.

Program Requirements

The Service Request Module requires the following:

- Network access to ProVIEW database
- Microsoft Windows 98 or or higher
- Pentium 60 MHz (or higher)
- 128MB (or more) of random-access memory
- SVGA or compatible display monitor
- Mouse or compatible pointing device

Program Installation

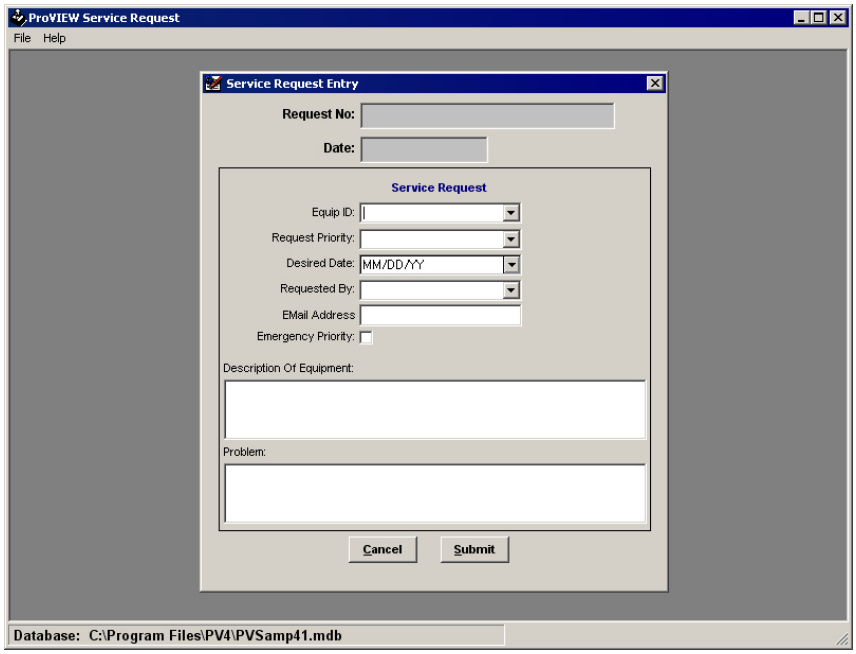
Before you can use the program, you need to install it on your hard drive. You must also have the ability to access the ProVIEW database file, PVDATA41.MDB.

1. Click the Windows Start button and select the Run . . . command.
2. Place the ProVIEW Service Request Module CD into your CD-ROM drive [D]. The installation program will automatically begin.
3. Follow the installation instructions on your screen.

Chapter 2: Running the Service Request Module

Once you've installed the Service Request Module on your hard drive, you can run it by clicking the Start button, then going to Programs, then selecting Service Request from your ProVIEW 4 program group.

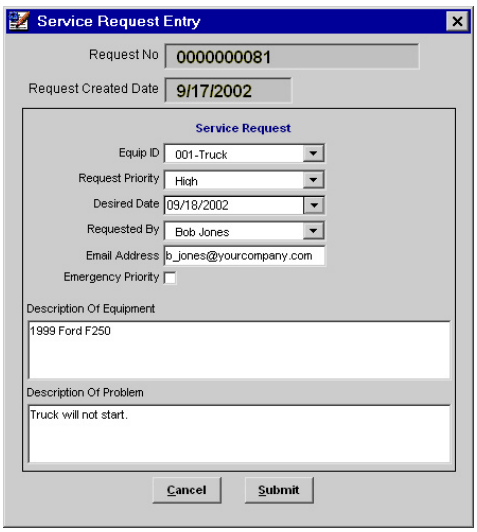
The Service Request Entry screen will appear. The name and location of the current database are located in the data path displayed in the lower portion of the ProVIEW Service Request.



Chapter 3: Service Requests

Entering Service Requests

This is the Service Request Entry screen. There are several ways to access this screen. If security is enabled, this screen will appear after you successfully login. If security is disabled, this screen will be the first screen you see. You can also select Enter Service Requests from the View menu to access this screen.



This entry form allows users from different locations to quickly and efficiently generate and send service requests to a central maintenance department. This can take the place of time-consuming phone calls and written requests, while providing centralized documentation of every service request and its outcome.

You can enter one service request at a time. To create each service request, fill in the Equip ID, Request Priority, Desired Date, Requested By, and Description of Problem. Then select the Submit button. The fields in the above screen shot are described below.

Field/Button Name	Description
Request No.	ProVIEW automatically assigns a sequential number to each service request.
Date	The date of the request is displayed in this field.
Equip. ID	If you know the equipment ID, you may enter it (or select it using the scrolling arrow). Your ProVIEW system administrator may require you to enter the equipment ID (see your *ProVIEW System Administrator's Guide* for more information).
Request Priority	Assign a priority to your request by entering the information or selecting it from the list.
Desired Date	Enter the date by which the requester would like the service to be completed.
Requested By	Enter the name of the person who has requested the service.
Email Address	Enter the e-mail address of the person who has requested the service.
Emergency Priority	Use this checkbox to indicate that the request has an emergency status.
Description of Equipment	Use this field to identify the equipment if you don't know the equipment ID, or specify the part of the equipment that needs service.

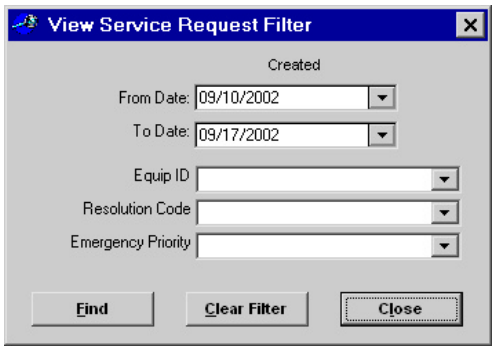
Field/Button Name	Description
Description of Problem	Indicate the problem in detail, being as specific as possible. This prevents unnecessary telephone calls and inspection trips.
Cancel	If you decide not to enter a service request, click the Cancel button. Since this screen appears automatically when you open the program, click this button to exit the screen if you don't want to create a service request.
Submit	When you're finished entering each service request, click the Submit button. This submits the request.

Select the Submit button in order to submit your request. You will see the following confirmation screen:

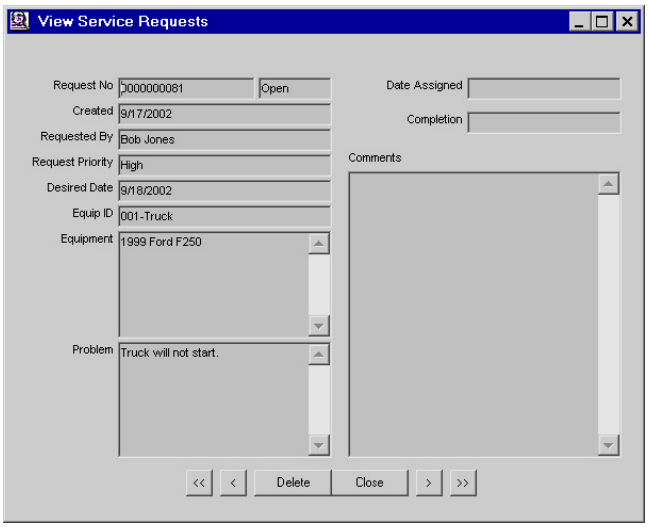
Viewing Service Requests

To view the progress of your service requests, select View Service Requests from the View menu.

Then you will be presented with a filter in order to view only the records you wish to see.



The screen shown below will appear.



On the left side of the screen, you'll see the information entered when the service request was created. The right side of the screen will display the comments entered by your maintenance department.

Whenever a service request has been completed, the request status will be closed and the COMPLETED message will be displayed in blue at the top of the screen.

Use the navigation arrows (at the bottom of the screen) to scroll through your service requests one by one.

Deleting Service Requests

If you no longer need a service request, or if you enter a duplicate service request by mistake, you can delete it as long as its status is still Open. To delete a service request, select View Service Requests, use the navigation arrows to move to the record you want to remove, then click the Delete button. Click the Close button to exit the View Service Requests screen.

Appendix

Service Request Module Menus and Commands

The following is a summary of the available menus in the Service Request Module, along with an explanation of the commands available in each menu.

File Menu

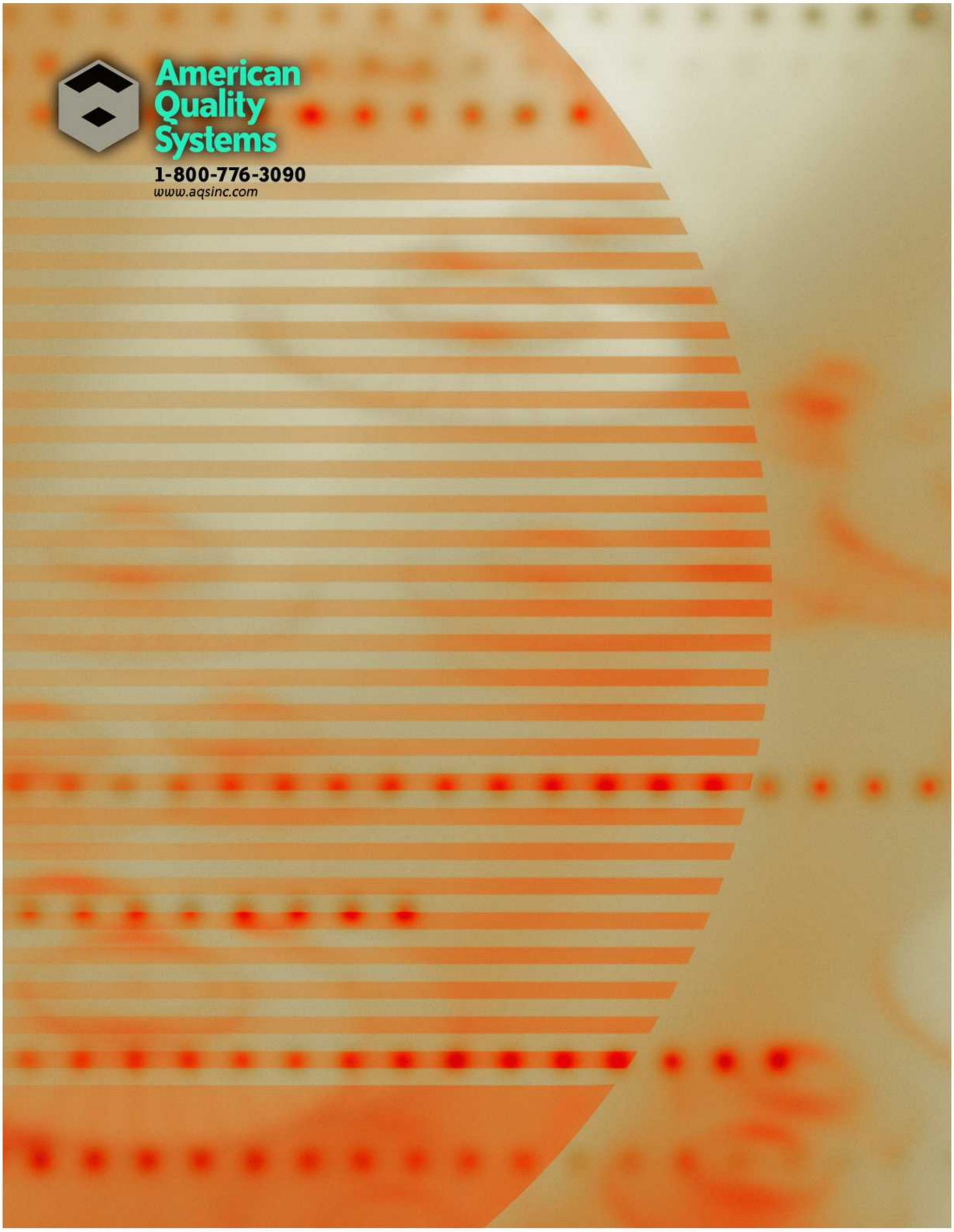
Menu Command	Description
Open Database	Use this command to attach to a different ProVIEW database. In the window that appears, you can navigate through your drives and directories until you find your current ProVIEW database.
Exit	Choose File | Exit to quit the Service Request Module.

View Menu

Menu Command	Description
Enter Service Requests	Select this command to access the Service Request Entry screen.
View Service Requests	To see or delete your service requests, choose this command.

Help Menu

Menu Command	Description
Contents	Choose this command to see the Help file's table of contents and access the Service Request Module's on-line Help feature.
About	Select **Help | About** to see information about your Service Request Module program.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