



Maintenance Bulletin

Date: **February 25, 2011**

Subject: **Maintenance Case Notes**

 This Maintenance Bulletin is issued to provide information to Store Operators about the ability to view notes that are applied to the maintenance cases.

Effective February 11, 2011, store managers will have the ability to view ALL notes that are applied to the maintenance cases.

- Previously, the store operator only had the ability to view notes that were entered by the store.
- Currently, store operators have the ability to view all notes applied to a maintenance case. This includes notes by Customer Service Representatives, Service Providers, and other FM and 7-Eleven client personnel.
- Sample screen shot is portrayed below.

Maintenance Help Desk On-Line Help

Case Details

Case Number:	36032646	Authorization Code:	28
Status	Store Review	Priority	Emergency
Store Number:	33339	Response Due Date:	02/10/2011
Case Description:	Per Shaeahad/SM : Shaeahad/SM called to report that the hot chocolate machine is completely down. They were out there last week to fix it but its still not working.		

Case Notes

#	Date	User	Note
1	02/10/2011 04:37 PM EST	B. Walker - FM	Per Shaeahad/SM : Shaeahad/SM called to report that the hot chocolate machine is completely down. They were out there last week to fix it but its still not working.
2	02/10/2011 04:37 PM EST	B. Walker - FM	Coffee/Fountain/Slurpee/Cafe Cooler/Cappuchino Cappuccino - Hot Half or More Flavors Down
3	02/10/2011 04:38 PM EST	B. Walker - FM	Callback from tn 35816706
4	02/10/2011 04:44 PM EST	B. Walker - FM	Spoke with Jen/MR and she stated that the ETA will be met.

} Previous View –
Lines 1 and 2 only

} Lines 3 and 4 are now be
viewable by store