

# BUNNserve Work Order Management



Wed 5/10/2017 11:35 AM

BUNNSERVE <bunnserve.serviceorder@bunn.com>

[EXTERNAL] EmailTechnician WO-00286591 - URGENT 24-HR RESPONSE - SERRANOS MEXICAN GRILL

To Chad Formea

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Hello **Service Provider Name**

**SA Acceptance Deadline:** 05/10/2017 12:21:13 CST

**Onsite Response Customer By:** 05/11/2017 11:21:00 CST

**Planned Date:**

Please click [here](#) to view your work order and ACCEPT or REJECT.

**Account:** REILY FOODS BUNNSERVE

**Location:** SERRANOS MEXICAN GRILL

**Street:** 2915 DAVEWARD DRIVE

**City:** CONWAY

**State:** AR

**Zip:** 72034

**Contact:** JUAN or CHRISTINA

**Contact Phone:** 501-358-6763

**Location Phone:** 9039480694

**Hours of Operation:** 11 AM - 10 PM

Below is the Parent Work Order detail:

Work Order#	Order Type	P.O. #	Serial #	Product Description	Machine Location	NTE
WO-00286591	Warranty		TU00290693	TB3Q,29.0 W/RDY LT-BASE CVR& DVTR(REILY)	DRINK STATION	250.0
<b>Problem Description:</b> PER REILY SALES ... EVALUATE UNIT FOR REPLACEMENT ... UNIT WAS INSTALLED AUG. 2016 BUT HAS HAD TWO SERVICE CALLS... JAN. 2017 and APRIL 2017 ... TECH HAS HAD TO REPLACE TANK VALVE AND THERMOSTAT... ALERT BUNNserve IF UNIT NEEDS REPLACED						

Click the link to be taken to the work order in BSP where you can manage your work order:

- Accept Work order
- Reject Work order
- Check In
- Check Out (Completion Details)
- Submit your claim

# BUNNserve Work Order Management Portal Login Screen

To access this page, you have to log in to Partner Community.

Username

Password

Log In

Remember me

[Forgot Your Password?](#)

BUNN employee? [Log In](#)

When you click the link, you will be asked to login to BSP. We recommend that you check the “Remember Me” option to make logging in easier in the future. If you use the remember me option, the username will be remembered by the system. You can also have Google Chrome save your password and then all you have to do is click **Log In** without typing any information.

These are the new smart buttons that will help you manage your BUNNserve work order. These buttons are “Smart” in that they will not appear unless you have completed the appropriate steps to make them show up. As an example, you will only see Accept and Reject when you click on a work order for the first time. Once you have accepted it, then the button for Start Travel and Check In will be available.



Use these buttons to **Accept** or **Reject** the work order. If you **Reject** the work order, you will be asked for a Reason. Once you click **Accept**, you will be asked for your ETA.

Click this button to notify us that you have started travel to the location.

Click this button to “timestamp” your onsite time. Once you click the button, it will load the current date and time and all you have to do is hit SAVE.

Click “Check Out” to Resolve the work order **or** to let us know that you have left the site, and it is still needing a return visit. If you indicate that the work is not completed, you will be asked for your “Return Visit ETA”

Used to print off a PDF of the Field Service Report.

Use this button to Submit your claim to BUNN. This is the replacement for the old Service Power system. The button will hidden until the work order has been resolved.



## Accepting A Work Order

Accept Work Order -- WO-00313619 -- Parent

Cancel

Save

### Work Order Information

Order Type Service

NTE plus Concessions \$500.00

Problem Description WHERE THE CLEANING TABLETS GO, ITS FREEZING UP AND HAS ICE THERE.  
CAN STILL SERVE DRINKS

Onsite SLA 11/10/2017 9:32 AM

Installed Product (SN)

Planned Date

Product BW3 CTMC\_BASE

Priority URGENT 24-HR RESPONSE

ETA Date Time  [ 11/9/2017 9:35 AM ]

Calendar widget showing November 2017. The date 9 is highlighted. The widget includes navigation arrows, month/year dropdowns, and a 'Today' link.

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Once you click the 'Accept WO' button you will be taken to this page where you will be asked for your ETA for this work order. You can see off to the right what the "SLA Deadline" is for being onsite for this work order. If there is a planned date, it would be listed under the Onsite SLA.



## Rejecting a Work Order

Reject Work Order -- WO-00286591 -- Parent

Cancel Save

▼ Work Order Information

Tech Declined Reason	--None--
Order Status	--None--
Problem Description	Can't Meet Required Time Customer Requested SA Not Available for Service Non BUNN Equipment Not Trained Recall Refused SA Attached to Site Site Too Far Special Project/Out of Area Vacation/Personal Time Working Nights Workload No Response
Onsite Response Internal By	UNIT I
Planned Date	6 BUT
Assigned Tech	id APR AND T LACED

From WO email:

Onsite Response Customer By: 05/11/2017 11:21:00 CST

If you click the “Reject WO” button you will be taken to this page where you will be required to provide a reason why you are rejecting the work order. If you are rejecting the work order because you are unable to be onsite prior to the “Onsite Response Customer By” on the email, we would recommend you contact BUNNserve Dispatch and let them know when you will be able to make it and see if they want to keep the work order with you or reassign it.



## Technician “Check In”

Technician Check In for Parent WO-00313619

Cancel Save

▼ Log Onsite

Actual Onsite Response  [ 11/9/2017 10:11 AM ]

▼ Dates

Actual Initial Response (Dispatch)

▼ Work Order Information

Order Type ?

Record Type Name [Today](#)

▼ Location

◀ November ▶ 2017 ▼

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

Clicking on this button just “time-stamps” the work order with the current date and time of when you arrived. If the technician is managing this work order from the site, this is helpful in that they do not need to type in dates and times. All they have to do is hit save.



# Technician “Check Out”

Technician Check Out for Parent WO-00313619

[Child Work Orders](#) | [Work Details](#)

## Work Order Header

Readings required for this Product

<b>Work Order Information</b>			
Location Name	NEIMAN MARCUS @ DALLAS (FS)	Order Type	Service
Verified SN	<input type="text" value="BW-114470"/>	Verified	<input checked="" type="checkbox"/>
Verified Model	<input type="text" value="B&amp;W3 Espresso"/>		
Actual Onsite Response	<input type="text" value="11/9/2017 9:50 AM"/> [ 11/9/2017 10:13 AM ]	Actual Restoration	<input type="text"/> [ 11/9/2017 10:13 AM ]
Repair Code	<input type="text" value="REPLACED MECHANICAL PART"/>	Work Status	<input type="text" value="Completed"/>
Number of Trips (f)	<input type="text" value="1"/>	Asset Tag	<input type="text"/>
Notes	<input type="text" value="REPLACED STEAM WAND HANDLE"/>		
Service Signed By (First AND Last Name)	<input type="text" value="Troy Miller"/>	Further Action or Follow-up with the Customer is required by BUNN for complete resolution	<input type="text" value="No"/>

On this screen you will fill in details about the repair.

- serial number and model of the machine and then check “Verified”
- Repair Code
- Dates and times you were onsite and when unit was repaired (restored)
- Repair notes
- Who signed for the work
- Asset Tag (if required)
- Indicate if BUNN needs to follow up with the customer for complete resolution



## Enter Readings

Number of Trips (f) 1

Notes REPLACED STEAM WAND HANDLE

Asset Tag

Service Signed By (First AND Last Name) Troy Miller

Further Action or Follow-up with the Customer is required by BUNN for complete resolution No

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**Enter Readings**

▼ Readings

Verified SN BVV-114470

Shot Count 12,334

Software Version CTMC SBUX Ep 1.40E-CF V2.1L

Cleaning Count 12

If any readings are required for the machine that is being repaired, the readings section will show up on the Check Out screen and this message (below) will appear at the top of the page. Shot count is probably the most common reading that is required. If there are no readings required for this work order, this section will not appear. Other examples of readings are “Cleaning Count”, “Brix Reading”, “Software Version”, “Water Hardness”, etc.

Readings required for this Product





## Installation Work Orders- QUALITY QUESTIONS

### Quality Sections

Any quality issues at time of install?

Cosmetic issues?

Missing parts or accessories?

Service Manual Insufficient?

Warranty Issues?

Equip shipped by BUNN or already onsite?

Further Explanation

manual fill valve would not shut off

If the work order is an Installation work order, then the Quality Questions will be displayed on the check out screen as well.

The questions are simple and are required for us to track out-of-box quality. Please use these fields to log any quality issues that you observe so that we can use the feedback to help prevent future out-of-box issues.



## Logging Parts, Labor & Travel Quantities

**Parts**

Delete	Part Line	Part	Product Number	Qty	MFG Code Date	RMA Status
Delete	WL-00698709	HANDLE, STEAM WANI	50921.0001	1.0000		Part Does Not Require Return

Add Part

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**Labor**

Delete	Labor Line	Payable Rate (per unit)	Qty	Payable Line Price	Service Rates	Max Claim Calc	Vendor Rate Code
Delete	WL-00698710		1.0000		--None--		

Add Labor

---

**Travel**

Delete	Travel Line	Travel Zone	Service Rates	Payable Price Per Unit	Qty	Payable Line Price	Max Claim Calc
Delete	WL-00698711	Hourly	Regular		1.0000		

Add Travel

It is now possible to add Parts, Labor and Travel demands from the Check Out screen. On this screen, there are no dollars displayed and it is not required for 3<sup>rd</sup> party service providers to do this. We have added this functionality for our own BUNN technicians so that they can do all of this from the location. We are just extending this ability to our Service Providers as well as a convenience.

## Visibility of Buttons -Troubleshooting



The **ACCEPT** Button will always be visible. If you have to change your ETA on a work order, just click the **ACCEPT** button again and change your ETA.

The **START TRAVEL** and **CHECK IN** buttons will be visible after the work order is Accepted. If you do not see this button, click the **ACCEPT** button and enter in your ETA.

The **REJECT** Button will be visible until you Accept the work order. Once you Accept the work order, the **REJECT** button will disappear. If you have to turn back a work order after Accepting it, please contact the BUNNserve call center to discuss the rejection.

This Button is only visible after you have checked out and the order status is Resolved . If this button is not visible, hit the **CHECK OUT** button and resolve the work order.

The **CHECK OUT** button will be visible after you have Checked in. Even if you did not check in while at the location, you will still need to hit the **CHECK IN** button to log what time you initially got onsite. This will be used to measure your onsite arrival against the SLA that the customer requires.

Used to print off a PDF of the Field Service Report. This Button is always Visible.