



Office Max/Office Depot Store Training



Service Desk

Starting on June 28th the Service Desk can be accessed through Office Depot's Store Portal by selecting FacilitySource in Quick Links; prior to June 28th it can be accessed via <https://sa.officedepot.com/secureauth60>

Select the FacilitySource hyper link to be taken to the log in page.

The screenshot displays the Office Depot Store Portal interface. At the top, it says "Office DEPOT STORE PORTAL" and "Welcome Kimberly Doyle". Below the header is a navigation menu with links like Home, Huddle Notes, Store Experience, etc. The main content area is divided into several sections: "ODP QUOTE", "QUICK LINKS", "MY LINKS", "SUBMIT YOUR QUESTIONS", "COMMUNICATIONS", "INFORMATION CENTER", and "TASK MANAGEMENT". In the "QUICK LINKS" section, the "Facility Source" link is highlighted with a red box. An arrow from the text box on the left points to this link.

Landing Page



Office DEPOT. Maintenance Portal

Select, Request New Repair
to create a new Work Order



**Request
Repair**

**View Open
Tickets**

**View Repair
Calendar**

**Send
Feedback**

**Reference
Materials**

**Request
History**

**Create Fixture
Request**

Announcements

5

2

Request New Repair -Request New Work Order

Office DEPOT. OfficeMax

fmPilot²

SKeck | [Service Desk](#) | [Logout](#)

Work Order Number

Workorder Reporting

[Return to List](#)



Overview | Schedule | Comments

Save Next

Request

* Department: MAINTENANCE
* Request Type: ROOFING
* Request Code: MINOR ROOF LEAK REPAIR
* Work Type: Work Order
* Service Location: CASHWRAP/REGISTER
* Priority: MEDIUM

Vendor

* Vendor ALL AMERICAN FACILITY MAINTENANCE 954-322-9909

Location

* Number: 000037
Location Name: 000037
Address: 7111 KINGSTON PIKE
KNOXVILLE TENNESSEE 37919
Phone: 865-558-6024

Contacts

* Requesting Contact: Susan Keck
Alternate Contact:

Description

We are experiencing a single roof leak at the cash register in the front of the store. This issue only occurs when it rains and has been going on for 2 days. This is a non-emergency work order.

Save Next

1. Request Work Order screen defaults to the store user who requested the repair

2. Make sure you add a detailed description

3. Choose Department, Request Type, Request Code, Service Location, & Priority

4. Click on save to create your Work Order

Review Existing Work Orders



You can View/Modify Open Requests

Office DEPOT. Maintenance Portal

The screenshot displays a grid of buttons for the Office DEPOT Maintenance Portal. The buttons are arranged in three rows and three columns. The 'View Open Tickets' button is highlighted with a blue circle containing the number 5. The 'Announcements' button is highlighted with a blue circle containing the number 2. A callout box on the left points to the 'View Open Tickets' button.

Request Repair	View Open Tickets 5	View Repair Calendar
Send Feedback	Reference Materials	Request History
Create Fixture Request	Announcements 2	

View/Modify Open Request -List of Open Work Orders

Work Order Number

Workorder Reporting

Filter > Export > Display Status >

Click "Submit Query" to submit filters and trigger search operation.











Work Order Status	WO#	Location Number	Request Type
<input type="checkbox"/>	WO # 150907-008	000907 SEATTLE, WA	DOORS INTERIOR AUTO DOOR REPAIR
<input type="checkbox"/>	WO # 150907-012	000907 SEATTLE, WA	FIRE FIRE EXTINGUISHER ISSUE
<input type="checkbox"/>	WO # 150907-005	000907 SEATTLE, WA	EQUIPMENT BAILER REPAIR

View/Modify Open Requests
Displays a list of open Work Orders. Selecting one of the hyper-links will allow you to view additional details about the open request

View/Modify Open Request-Hotlist















To add an item to your Hotlist, select the chili pepper icon. This will add the Work Order to a special list you can view when needed.

<input type="checkbox"/> WO # WEB-500071	    	Location: 000907 SEATTLE, WA
Created: 4/1/2015 12:10:25 PM	Priority: HIGH	Request Type: ENERGY MANAGEMENT
Updated: 5/8/2015 3:36:53 AM	Status: REC	Request Code: ENERGY MANAGEMENT
ETA: 4/2/2015 12:10:14 PM PDT	WT: LLSH	
<input type="checkbox"/> WO # WEB-500070	    	Location: 000907 SEATTLE, WA
Created: 4/1/2015 8:32:23 AM	Priority:	Request Type: ENERGY MANAGEMENT
Updated: 4/1/2015 8:32:23 AM	Status: REC	Request Code: ENERGY MANAGEMENT- OMX
ETA: 5/1/2015 8:32:23 AM PDT	WT: WO	

View/Modify Open Request – Attachments













Select the Attachment (Paper Clip) icon to view any attachments on the Work Order

<input type="checkbox"/> WO # WEB-500027	     	Location: 000907 SEATTLE, WA
Created: 3/13/2015 6:37:05 AM	Priority: EMERGENCY	Request Type: SC: BATTERY & CHARGERS
Updated: 3/20/2015 9:03:37 AM	Status: REC	Request Code: SC: BATTERY & CHARGERS
ETA: 3/20/2015 2:03:21 AM PDT	WT: DKST	
<input type="checkbox"/> WO # PM-0600011	     	Location: 000907 SEATTLE, WA
Created: 3/12/2015 12:39:49 PM	Priority: MEDIUM	Request Type: DOORS
Updated: 5/4/2015 7:27:22 AM	Status: CAN	Request Code: DOOR PM
ETA: 3/16/2015 12:39:39 PM PDT	WT: PM	

View Modify Open Request -Request Dates













Select the Request Dates icon
'Calendar' to view Target
& Scheduled dates

<input type="checkbox"/> WO # WEB-500027	    	Location: 000907 SEATTLE, WA
Created: 3/13/2015 6:37:05 AM	Priority: EMERGENCY	Request Type: SC: BATTERY & CHARGERS
Updated: 3/20/2015 9:03:37 AM	Status: REC	Request Code: SC: BATTERY & CHARGERS
ETA: 3/20/2015 2:03:21 AM PDT	WT: DKST	
<input type="checkbox"/> WO # PM-0600011	    	Location: 000907 SEATTLE, WA
Created: 3/12/2015 12:39:49 PM	Priority: MEDIUM	Request Type: DOORS
Updated: 5/4/2015 7:27:22 AM	Status: CAN	Request Code: DOOR PM
ETA: 3/16/2015 12:39:39 PM PDT	WT: PM	

View/Modify open Requests - View Information













Select the Show Information icon 'i bubble' to display key information & comments related to the Work Order

<input type="checkbox"/> WO # WEB-500027	    	Location: 000907 SEATTLE, WA
Created: 3/13/2015 6:37:05 AM	Priority: EMERGENCY	Request Type: SC: BATTERY & CHARGERS
Updated: 3/20/2015 9:03:37 AM	Status: REC	Request Code: SC: BATTERY & CHARGERS
ETA: 3/20/2015 2:03:21 AM PDT	WT: DKST	
<input type="checkbox"/> WO # PM-0600011	    	Location: 000907 SEATTLE, WA
Created: 3/12/2015 12:39:49 PM	Priority: MEDIUM	Request Type: DOORS
Updated: 5/4/2015 7:27:22 AM	Status: CAN	Request Code: DOOR PM
ETA: 3/16/2015 12:39:39 PM PDT	WT: PM	

View/Modify Open Requests -Print Work Order



Select the Print Work Order icon
'Printer icon' to print the details of
the Work Order

<input type="checkbox"/> WO # WEB-500027	    	Location: 000907 SEATTLE, WA
Created: 3/13/2015 6:37:05 AM	Priority: EMERGENCY	Request Type: SC: BATTERY & CHARGERS
Updated: 3/20/2015 9:03:37 AM	Status: REC	Request Code: SC: BATTERY & CHARGERS
ETA: 3/20/2015 2:03:21 AM PDT	WT: DKST	
<input type="checkbox"/> WO # PM-0600011	    	Location: 000907 SEATTLE, WA
Created: 3/12/2015 12:39:49 PM	Priority: MEDIUM	Request Type: DOORS
Updated: 5/4/2015 7:27:22 AM	Status: CAN	Request Code: DOOR PM
ETA: 3/16/2015 12:39:39 PM PDT	WT: PM	

View Modify Open Request - Surveys



WO# WEB-501140		Location: 0236 SUNRISE, FL
Created: 8/26/2013 2:43:16 PM	Priority: Standard	Request Type: BLIND CUTTER
Updated: 9/18/2013 11:10:47 AM	Status: PVINV	Request Code: BLIND CUTTER REPAIR
ETA: 8/26/2013 3:47:00 PM EST	WT: WO	
Equipment:		
WO# WEB-501024		Location: 0236 SUNRISE, FL
Created: 8/23/2013 7:43:18 AM	Priority: Standard	Request Type: CART CORRAL
Updated: 8/25/2013 3:04:44 PM	Status: PVINV	Request Code: CART CORRAL REPAIR
ETA: 8/26/2013 7:42:36 AM EST	WT: WO	
Equipment:		

The 'green check' signifies a survey has been completed..

The red question mark signifies a survey is required.

NOTE:

- + By clicking on the **green check mark** you can view the survey results
- + By clicking on the **red question mark** you can view the survey results





Submit a Survey

CSSurvey - Customer Survey

Save Cancel

Enter the survey feedback & any comments & click the save button

- Did the Service Provider arrive to your store in a timely manner?
 Excellent Very Good Good Average Poor
- Did the Service Technician check in with the MOD (manager on duty) prior to starting work?
 Excellent Very Good Good Average Poor
- Was the Service Technician dressed in a clean and professional uniform?
 Excellent Very Good Good Average Poor
- Was the Service Technician professional in manner?
 Excellent Very Good Good Average Poor
- Was the quality of work to your satisfaction?
 Excellent Very Good Good Average Poor
- Did the Service Technician leave the work area clean and free of debris?
 Excellent Very Good Good Average Poor
- What was your overall satisfaction with the repair process?
 Excellent Very Good Good Average Poor
- If you answered No to any of the above questions, would you like to be contacted by Building Services?
 Excellent Very Good Good Average Poor
- Do you have any other comments you would like to provide about the service technician?



View/Modify Open Requests - Request Details













Select the Request Details icon 'D bubble' to see the details associated to the Work Order

<input type="checkbox"/> WO # WEB-500027		Location: 000907 SEATTLE, WA
Created: 3/13/2015 6:37:05 AM	Priority: EMERGENCY	Request Type: SC: BATTERY & CHARGERS
Updated: 3/20/2015 9:03:37 AM	Status: REC	Request Code: SC: BATTERY & CHARGERS
ETA: 3/20/2015 2:03:21 AM PDT	WT: DKST	
<input type="checkbox"/> WO # PM-0600011		Location: 000907 SEATTLE, WA
Created: 3/12/2015 12:39:49 PM	Priority: MEDIUM	Request Type: DOORS
Updated: 5/4/2015 7:27:22 AM	Status: CAN	Request Code: DOOR PM
ETA: 3/16/2015 12:39:39 PM PDT	WT: PM	

View/Modify Open Requests - Related Work Orders



Select the Related Work Orders icon 'Three Red Dots' icon to see a list of other Work Orders related to this request

<input type="checkbox"/> WO # WEB-502542 Created: 2/9/2015 7:00:00 PM Updated: 5/5/2015 10:11:20 AM ETA: 2/15/2015 7:00:00 PM CDT	    	Priority: MEDIUM Status: COMP WT: WO	Location: 002247 PEWAUKEE, WI Request Type: FIRE Request Code: BACK FLOW ISSUE Vendor: SMS Assist - Floor Care (SMS60612IL)	DNE: USD 1000.00 Quote 1: None Quote 2: None Invoice: None
<input type="checkbox"/> WO # WEB-502540 Created: 1/19/2015 6:00:00 PM Updated: 5/5/2015 9:11:20 AM ETA: 3/24/2015 6:00:00 PM MDT	    	Priority: EMERGENCY Status: COMP WT: WO	Location: 002165 PARKER, CO Request Type: GENERAL REPAIRS Request Code: VCT FLOORING REPAIR Vendor: SMS Assist - Floor Care (SMS60612IL)	DNE: USD 3109.17 Quote 1: None Quote 2: None Invoice: None

View/Modify Open Requests – Adding Comments

1. Select the Work Order Number link to open the Work Orders details page

Work Order Summary Card for **WEB-500071**. The card includes a checkbox, a pencil icon, a calendar icon, an information icon, a printer icon, and a refresh icon. It lists the following details: Location: 000907 SEATTLE, WA; Request Type: ENERGY MANAGEMENT; Request Code: ENERGY MANAGEMENT. Metadata includes: Created: 4/1/2015 12:10:25 PM; Updated: 5/8/2015 3:36:53 AM; ETA: 4/2/2015 12:10:14 PM PDT; Priority: HIGH; Status: REC; WT: LLSH.

2. From the Work Orders details page, click on the comments link

Office DEPOT OfficeMax fmPilot 2 interface. The page shows work order details for **WEB-500071** with a status of **Received**. A search bar is present at the top. Navigation tabs include Overview, Schedule, and Comments. The Comments tab is highlighted with an arrow. Other elements include a 'Return to List' link, utility icons, and 'Save' and 'Next' buttons.

View/Modify Open Requests - Add Comments and Emailing Through Work Order

3. From the Work Orders details 'Add' comments in the 'comment box' then click save.

This actions will save your comments in the Work Order

The screenshot shows the Office DEPOT OfficeMax fmPilot2 interface. At the top, there's a search bar for Work Order Number and a search button. The main header displays 'Office DEPOT OfficeMax' and 'fmPilot2' with a user ID 'ODS00907' and links for 'Service Desk', 'Home', and 'Logout'. Below the header, the work order 'WEB-500071' is shown with a 'Received' status. There are navigation tabs for 'Overview', 'Schedule', and 'Comments', with 'Comments' being the active tab. An 'Add Comment' button is visible at the bottom left of the main content area. On the right side, there are icons for 'Return to List', a hand, a printer, and a save icon, along with 'Save' and 'Previous' buttons.

4. To email your comments through a Work Order:

Enter your comments in the comment box then click on the 'Save and Email'

Email: OfficeDepot@Facilitysource.com & click 'Send'

This action will send your comment to the Office Depot maintenance representative

The screenshot shows a popup window titled 'CommentsSendEmail' with the URL 'http://staging.fmpilot2.com/WorkOrder/Popup/CommentsSendEmail.aspx?Commen'. It contains an email composition form. The 'To:' field is populated with 'OfficeDepot@Facilitysource.com' and has a search button and a link to 'Associated Users'. The 'Subject:' field is 'WO: WEB-500071 - 000907 - ENERGY MANAGEMENT - P24'. The 'Body:' field contains the text 'Test'. At the bottom, there are 'Send' and 'Cancel' buttons.

The screenshot shows a popup window titled 'CommentsAddComme' with the URL 'http://staging.fmpilot2.com/WorkOrder/Popup/CommentsAddComme'. It contains a form for adding a comment to a work order. The 'Work Order #' is 'WEB-500071'. Under 'Readable By:', there are three checked checkboxes: 'FS', 'Vendor', and 'Portal/Manager'. The 'Subject:' field is 'WO: WEB-500071 - 000907 - ENERGY MANAGEMENT - I'. The 'Comment:' field contains the text 'Test'. At the bottom, there are 'Cancel', 'Save', and 'Save & Email' buttons.



Office DEPOT. Maintenance Portal

**Request
Repair**

**View Open
Tickets**

**View Repair
Calendar**

**Send
Feedback**

**Reference
Materials**

**Request
History**

**Create Fixture
Request**

Announcements

To select the open request in a calendar format, click on View Repair Calendar



View Calendar - Initial View

Office DEPOT OfficeMax

fmPilot²

ODS00907 | [Service Desk](#) | [Home](#) | [Logout](#)

Work Order Number Workorder ▾ Reporting ▾

April - May, 2015							Day	Month
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
April 26	27	28	29	30	May 01	2		
					8:21 AM WEB-500068 8:32 AM WEB-500070			
3	4	5	6	7	8	9		
10	11 5:00 PM WEB-502600 FIXTURE SALES	12	13	14	15	16		
17	18	19	20	21	22	23		
24	25 12:10 PM WEB-500071 ENERGY MANAGEMENT	26	27	28	29	30		

Select the Work Order number hyperlink to view the Work Order

Note: The Work Order appears in the calendar depending on its 'Start Date'

View repair Calendar - link details



Clicking on a Work Order link from the calendar view, takes you to the Work Order details.

Office DEPOT OfficeMax

fmPilot²
ODS00907 | Service Desk | Home | Logout

Work Order Number Search

Workorder Reporting

WEB-500068 In Progress [Return to List](#)

Description test

Overview **Schedule** Comments

Location

* Number 000907

Location Name 000907
Address 13501 AURORA AVENUE NORTH
SEATTLE WASHINGTON 98133
Phone 206-364-2404

Request

* Department MAINTENANCE
* Request Type DOORS
* Request Code
* Work Type Work Order
* Service Location STOCKROOM
* Priority

Contacts

* Requesting Contact STORE 00907
Alternate Contact

Vendor

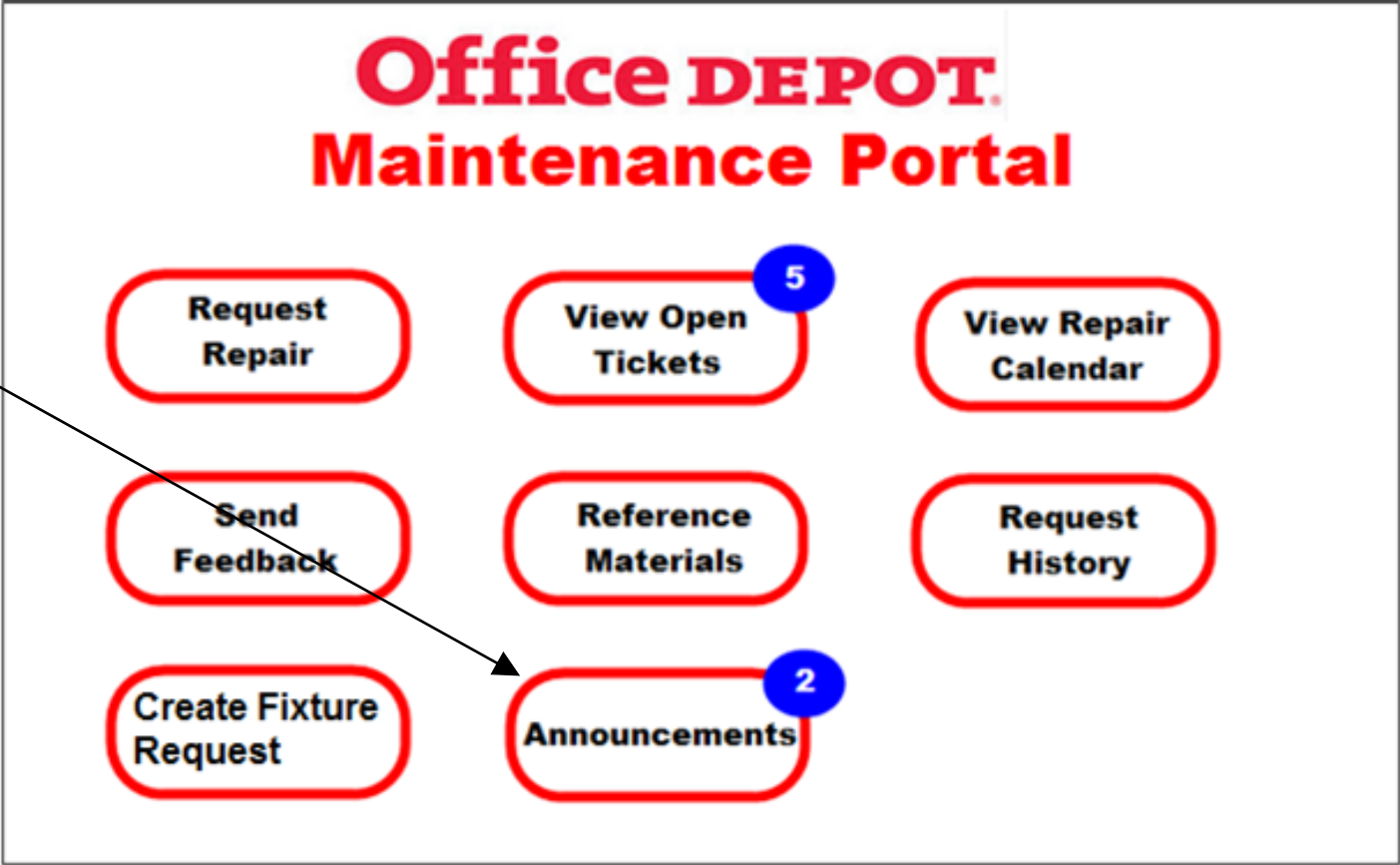
* Vendor ALL AMERICAN FACILITY MAINTENANCE

* Description

test



Announcements will display important messages to the stores



Announcements



Announcements display key information to be communicated to stores

Announcements

Announcement Title	Announcement Text	Posted Date	Expiration Date
Severe Thunderstorm	Severe thunderstorms are likely for all locations in the central Florida area. These storms have been known to contain heavy winds and hail.	05/08/2015	05/23/2015





Office DEPOT. Maintenance Portal

Request
Repair

View Open
Tickets ⁵

View Repair
Calendar

Send
Feedback

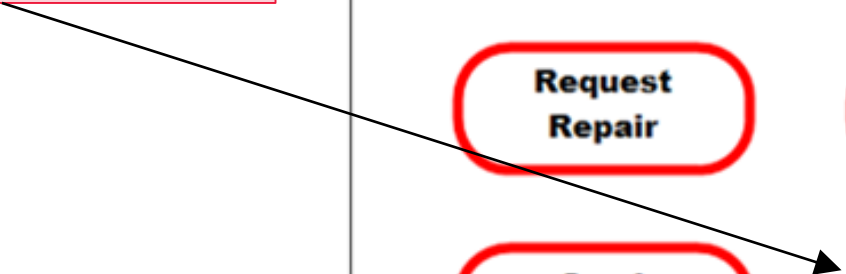
Reference
Materials

Request
History

Create Fixture
Request

Announcements ²

Reference Materials will display documents & videos.



Reference Materials

- List of documents for store reference
 - User have the ability to download files when necessary
 - Files can be specific to certain users or regions

Office DEPOT. OfficeMax

Work Order Number Search

fmPilot²

ODS00907 | [Service Desk](#) | [Home](#) | [Logout](#)

Workorder Reporting

Reference Materials

Documents Upload

Attachment Name	Date Created	Expiration Date	Assigned Hierarchy	File
Performance Tool - Landing Page	05/08/2015	05/29/2015	• L:000838 • H:CORPORATE	View File



Office DEPOT. Maintenance Portal

**Request
Repair**

**View Open
Tickets**

5

**View Repair
Calendar**

**Send
Feedback**

**Reference
Materials**

**Request
History**

**Create Fixture
Request**

Announcements

2

Any time you want to look at the stores previous Work Order history, select, 'Request History'

Viewing Request History



Request History

This view displays all Work Orders for the location within the last the 30 days

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Work Order Number Workorder Reporting

Filter > Export > Display Status > Submit Query Clear Filters More Options Save ? Show per page: 25

Click "Submit Query" to submit filters and trigger search operation.

Work Order Status	WO#	Location Number	Request Type
<input type="checkbox"/> WO # 150907-008 Created: 2/4/2015 5:00:00 PM Updated: 5/5/2015 8:11:20 AM ETA: 2/4/2015 5:00:00 PM PDT Priority: EMERGENCY Status: COMP WT: WO		000907 SEATTLE, WA Request Type: DOORS Request Code: INTERIOR AUTO DOOR REPAIR	
<input type="checkbox"/> WO # 150907-012 Created: 2/19/2015 5:00:00 PM Updated: 5/5/2015 8:11:20 AM ETA: 4/23/2015 5:00:00 PM PDT Priority: MEDIUM Status: QAPPR WT: WO		000907 SEATTLE, WA Request Type: FIRE Request Code: FIRE EXTINGUISHER ISSUE	
<input type="checkbox"/> WO # 150907-005 Created: 1/18/2015 5:00:00 PM Updated: 5/5/2015 8:11:20 AM ETA: 2/10/2015 5:00:00 PM PDT Priority: HIGH Status: COMP WT: WO		000907 SEATTLE, WA Request Type: EQUIPMENT Request Code: BAILER REPAIR	
<input type="checkbox"/> WO # 150907-009 Created: 2/4/2015 5:00:00 PM Updated: 5/5/2015 8:11:20 AM ETA: 2/12/2015 5:00:00 PM PDT Priority: MEDIUM Status: COMP WT: WO		000907 SEATTLE, WA Request Type: CONSTRUCTION Request Code: INSPECTIONS	
<input type="checkbox"/> WO # 150907-010 Created: 2/4/2015 5:00:00 PM Updated: 5/5/2015 8:11:20 AM ETA: 2/4/2015 5:00:00 PM PDT Priority: EMERGENCY Status: COMP WT: WO		000907 SEATTLE, WA Request Type: FIRE Request Code: FIRE SPRINKLER ISSUE	

If at anytime you wish to provide feedback, select the 'Send Feedback' option

Office DEPOT. Maintenance Portal

**Request
Repair**

**View Open
Tickets**

**View Repair
Calendar**

**Send
Feedback**

**Reference
Materials**

**Request
History**

**Create Fixture
Request**

Announcements

5

2



Send Feedback



Send Feedback

From

user@OfficeDepot.com

To

fmsfeedback@officedepot.com

Subject

Submit

Clear

An email is sent to
fmsfeedback@officedepot.com

Use this feedback form to send general questions & feedback on repair services.

Does not replace the Work Order survey feature that is associated with the vendor performance.

Click the submit button to send your feedback

Creating Filters

Move your cursor over 'filter' & once it drops down select 'User Filters' to create a new custom filter

The screenshot shows the Office DEPOT OfficeMax fmPilot 2 interface. At the top right, it displays 'ODS00907 | Service Desk | Home | Logout' and 'Workorder Reporting'. Below the search bar, there are buttons for 'Submit Query', 'Clear Filters', 'More Options', and 'Save'. A 'Filter' dropdown menu is open, showing 'User Filters' as the selected option. Below the filter menu, there are search filters for 'WO#', 'Location Number', and 'Request Type'. The main content area displays a list of work orders with the following details:

WO #	Created	Updated	ETA	Priority	Status	WT	Location	Request Type	Request Code
150907-008	2/4/2015 5:00:00 PM	5/5/2015 8:11:20 AM	2/4/2015 5:00:00 PM PDT	EMERGENCY	COMP	WO	000907 SEATTLE, WA	DOORS	INTERIOR AUTO DOOR REPAIR
150907-412	2/19/2015 5:00:00 PM	5/5/2015 8:11:20 AM	4/23/2015 5:00:00 PM PDT	MEDIUM	QAPPR	WO	000907 SEATTLE, WA	FIRE	FIRE EXTINGUISHER ISSUE
150907-006	1/18/2015 5:00:00 PM	5/5/2015 8:11:20 AM	2/10/2015 5:00:00 PM PDT	HIGH	COMP	WO	000907 SEATTLE, WA	EQUIPMENT	BAILER REPAIR
150907-009	2/4/2015 5:00:00 PM	5/5/2015 8:11:20 AM	2/12/2015 5:00:00 PM PDT	MEDIUM	COMP	WO	000907 SEATTLE, WA	SOR, CONSTRUCTION	INSPECTIONS
150907-410	2/4/2015 5:00:00 PM	5/5/2015 8:11:20 AM	2/4/2015 5:00:00 PM PDT	EMERGENCY	COMP	WO	000907 SEATTLE, WA	FIRE	FIRE SPRINKLER ISSUE

Creating Filters

Select the 'pencil' icon to edit your filters

Office DEPOT OfficeMax **fmPilot**²
ODS00907 | [Service Desk](#) | [Home](#) | [Logout](#)
Workorder Reporting

Work Order Number Search

Work Order List - User Filters

Group By: [Dropdown] Select / Open a filter: [Dropdown]

Download .xlsx Submit Compound Filter Cancel

Filter name: [Text] Save Publish Clear Save as Default

- Sorting [Pencil Icon]
- Date Ranges [Pencil Icon]
- Work Order Attributes [Pencil Icon]
- Work Orders [Pencil Icon]
- Locations [Pencil Icon]
- Request Type [Pencil Icon]
- Request Code [Pencil Icon]

Creating Filters

Set your filter, select on the 'arrow' to move the filter to selected, then click 'back' to apply more filters.

Work Order Number

Search

Work Order List - User Filters

Date Ranges

Keyword: And ▾ And ▾

+ Advanced Search:

Search

To be selected:

From Date: ▾

To Date: ▾

Date Interval: ▾

Date Type: ▾

Selected:

Work Order Entered Date : Last 30 days

Clear

Back



Creating Filters

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ODS00907 | [Service Desk](#) | [Home](#) | [Logout](#)

Work Order Number Search Your criteria will populate in the box once added. Workorder ▾ Reporting ▾

Work Order List - User Filters

Group By: Select / Open a filter:

Filter name:

Sorting

Date Ranges

Work Order Entered Date : Last 30 days

Work Order Attributes

Work Orders

Locations

Request Type

Request Code

To create a filter for your Hotlist, select the 'pencil' icon on the Work Order attributes

Creating Filters



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Work Order Number Workorder ▾ Reporting ▾

Work Order List - User Filters

Work Order Attributes

Keyword: And ▾ And ▾

Advanced Search:

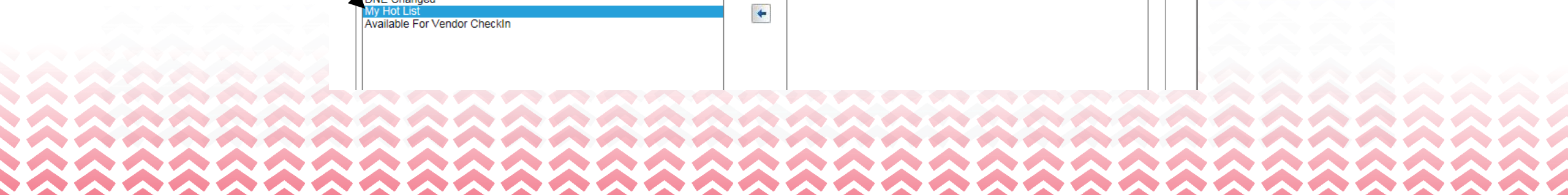
To be selected:

- Is Emergency
- Is Not Emergency
- Is Zero Invoice
- Is Not Zero Invoice
- Is Survey Needed
- Is Not Survey Needed
- PM Work Order
- ETA is missed
- On Site (IVR in without an IVR out)
- Has Attachment
- DNE Changed
- My Hot List**
- Available For Vendor CheckIn

Selected:
My Hot List

Select "My Hot List" & add it to the Selected column by selecting the arrow

Select the back button once the criteria is complete



Creating Filters

The screenshot displays the 'Work Order List - User Filters' interface in the fmPilot 2 system. At the top left, there is a search bar with the text 'Work Order Number' and a 'Search' button. The top right corner features the 'Office DEPOT OfficeMax' logo, the 'fmPilot 2' logo, and navigation links for 'Service Desk', 'Home', and 'Logout'. Below these are dropdown menus for 'Workorder' and 'Reporting'. The main content area has a red header with the title 'Work Order List - User Filters'. Underneath, there are several filter configuration options: 'Group By' with a dropdown, 'Download .xlsx', 'Submit Compound Filter', and 'Cancel' buttons. A 'Filter name' field contains 'My hot List', with 'Save', 'Publish', 'Clear', and 'Save as Default' buttons next to it. Below this are six filter categories: 'Sorting', 'Date Ranges' (with 'Work Order Entered Date : Last 30 days'), 'Work Order Attributes' (with 'My Hot List'), 'Work Orders', 'Locations', 'Request Type', and 'Request Code'. A red callout box at the top center contains the text 'Enter a Filter Name & \"/>The screenshot displays the 'Work Order List - User Filters' interface in the fmPilot 2 system. At the top left, there is a search bar with the text 'Work Order Number' and a 'Search' button. The top right corner features the 'Office DEPOT OfficeMax' logo, the 'fmPilot 2' logo, and navigation links for 'Service Desk', 'Home', and 'Logout'. Below these are dropdown menus for 'Workorder' and 'Reporting'. The main content area has a red header with the title 'Work Order List - User Filters'. Underneath, there are several filter configuration options: 'Group By' with a dropdown, 'Download .xlsx', 'Submit Compound Filter', and 'Cancel' buttons. A 'Filter name' field contains 'My hot List', with 'Save', 'Publish', 'Clear', and 'Save as Default' buttons next to it. Below this are six filter categories: 'Sorting', 'Date Ranges' (with 'Work Order Entered Date : Last 30 days'), 'Work Order Attributes' (with 'My Hot List'), 'Work Orders', 'Locations', 'Request Type', and 'Request Code'. A red callout box at the top center contains the text 'Enter a Filter Name & \"/>

Creating Filters

Office DEPOT. OfficeMax

fmPilot²

ODS00909 | Service Desk | Home | Logout

Workorder Reporting

New
List
Calendar

Select the Work Order 'list' to see the new filter

Work Order Number Search

Work Order List - User Filters

Group By

Select / Open a filter My Hot List

Download .xlsx Submit Compound Filter Cancel

Filter was saved successfully

Filter name: My Hot List Save Publish Clear Save as Default

Sorting

Date Ranges
Work Order Entered Date : Last 30 days

Work Order Attributes
My Hot List

Work Orders

Locations

Request Type

Request Code

http://staging.fmpilot2.com/WorkOrder/WorkOrderList.aspx?ReturnFromWO=Y

Creating Filters

The new filter is displayed in the 'Filter menu'

The screenshot shows the fmPilot 2 web application interface. At the top, there is a search bar for 'Work Order Number' and a 'Search' button. Below this, there are buttons for 'Filter', 'Export', and 'Display Status'. A dropdown menu is open under 'Filter', showing 'My Hot List' (highlighted), 'No Filter', and 'No Filter'. To the right of the filter menu, there are buttons for 'Submit Query', 'Clear Filters', 'More Options', and 'Save', along with a 'Show per page: 25' dropdown. Below the filter menu, there are input fields for 'WO#' and 'Location Number', and a 'Request Type' dropdown. The main content area displays a list of work orders with the following details:

WO #	Created	Updated	ETA	Priority	Status	WT	Location	Request Type	Request Code
WEB-502600	5/4/2015 1:29:46 PM	5/8/2015 7:11:27 AM	5/11/2015 5:00:00 PM PDT	EMERGENCY	INPRG	WO	000907 SEATTLE, WA	FIXTURE SALES	FIXTURE SALES VIA FIXTURE FINDERS
WEB-500071	4/1/2015 12:10:25 PM	5/8/2015 7:11:27 AM	5/25/2015 12:10:00 PM PDT	HIGH	INPRG	LLSH	000907 SEATTLE, WA	ENERGY MANAGEMENT	ENERGY MANAGEMENT
WEB-500070	4/1/2015 8:32:23 AM	5/8/2015 7:11:27 AM	5/1/2015 8:32:00 AM PDT	INPRG	INPRG	WO	000907 SEATTLE, WA	ENERGY MANAGEMENT	ENERGY MANAGEMENT- OMX
WEB-500068	4/1/2015 8:26:43 AM	5/8/2015 7:11:27 AM	5/1/2015 8:21:58 AM PDT	INPRG	INPRG	WO	000907 SEATTLE, WA	DOORS	EMERGENCY EXIT DOOR REPAIR- OMX

Creating Filters

Selecting this filter displays all hotlist items

The screenshot shows a web application interface for managing work orders. At the top, there is a navigation bar with 'Work Order Number' and 'Search' fields. Below this, there are buttons for 'Submit Query', 'Clear Filters', 'More Options', and 'Save', along with a 'Show per page: 25' dropdown. A message states: 'Click "Submit Query" to submit filters and trigger search operation.' The main content area displays a list of work orders with columns for 'Work Order Status', 'WO#', 'Location Number', and 'Request Type'. Each work order entry includes a checkbox, the work order number, creation and update dates, ETA, priority, status, and work type. The work orders listed are:

WO #	Created	Updated	ETA	Priority	Status	WT	Location	Request Type	Request Code
150907-008	2/4/2015 5:00:00 PM	5/5/2015 8:11:20 AM	2/4/2015 5:00:00 PM PDT	EMERGENCY	COMP	WO	000907 SEATTLE, WA	DOORS	INTERIOR AUTO DOOR REPAIR
150907-012	2/19/2015 5:00:00 PM	5/5/2015 8:11:20 AM	4/23/2015 5:00:00 PM PDT	MEDIUM	QAPPR	WO	000907 SEATTLE, WA	FIRE	FIRE EXTINGUISHER ISSUE
150907-005	1/18/2015 5:00:00 PM	5/5/2015 8:11:20 AM	2/10/2015 5:00:00 PM PDT	HIGH	COMP	WO	000907 SEATTLE, WA	EQUIPMENT	BAILER REPAIR
150907-009	2/4/2015 5:00:00 PM	5/5/2015 8:11:20 AM	2/12/2015 5:00:00 PM PDT	MEDIUM	COMP	WO	000907 SEATTLE, WA	SOR: CONSTRUCTION	INSPECTIONS
150907-010	2/4/2015 5:00:00 PM	5/5/2015 8:11:20 AM	2/4/2015 5:00:00 PM PDT	EMERGENCY	COMP	WO	000907 SEATTLE, WA	FIRE	FIRE SPRINKLER ISSUE