

# ROSS Customer Web Request Procedures

## Overview

Crescent's work order tracking system, ROSS (Responsive On-Site Solutions), allows Crescent customers to perform various work request activities conveniently via the internet. The three primary activities that can be performed are:

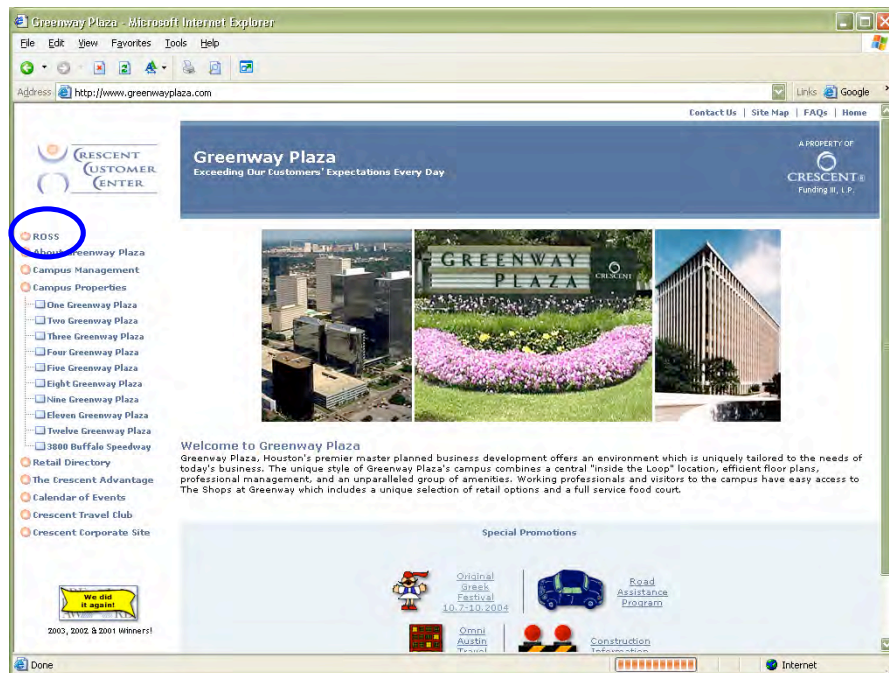
1. **Reviewing Open Work Requests** - At a quick glance, customers can view the status and detail information on all current work requests submitted to Crescent.
2. **Requesting Work** - From one easy-entry screen, customers can submit requests for work directly into ROSS.

*Please note: Requests submitted via ROSS are monitored and work performed during normal business hours; in addition, it is for non-emergency work requests only. (So, please call us in emergency situations).*

3. **Searching Work Request History** - Customers are able to search and review information on all current and historical work requests submitted to Crescent.

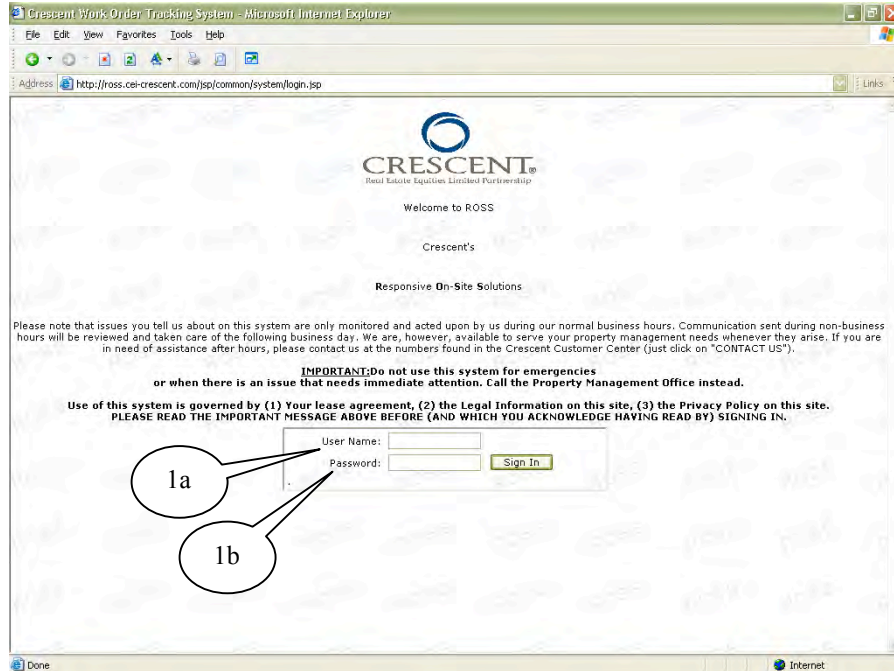
## Log in to ROSS

From the main property web site, click the **ROSS** link to launch the ROSS website



1. Enter username and password, then click "Sign In" button (or press Enter on your keyboard)
  - a. Username = Your assigned customer username
  - b. Password = Your assigned password

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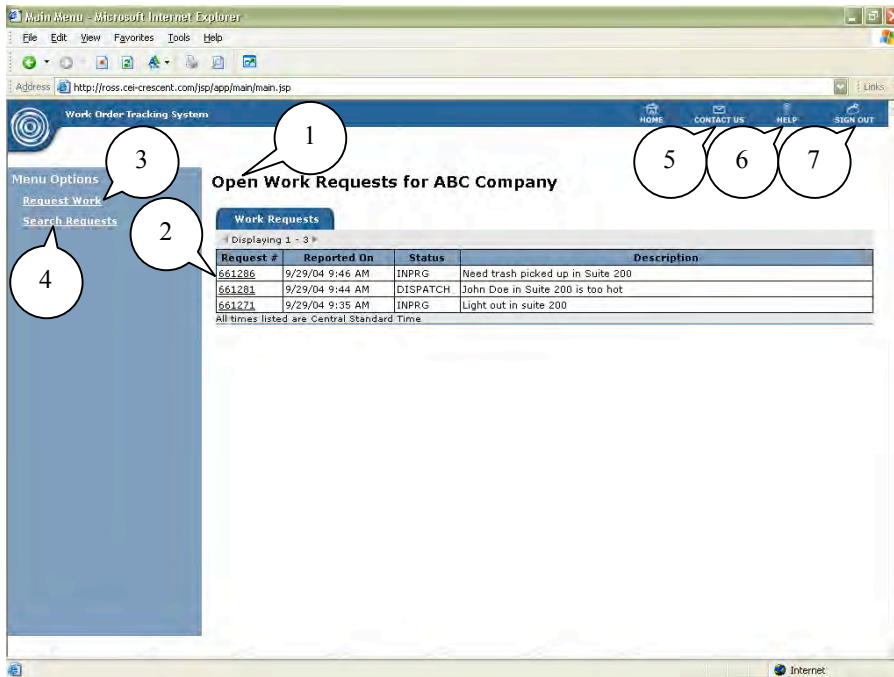
The home page lists all active work orders for your company.

From this page you can:

1. See all of your open work request
  - Open/Active work request status:
    - RECVD – work request has been received/entered
    - DISPATCH – work request has been assigned
    - INPRG – work request has been acknowledged by individual assigned
    - COMPLETE – work requested has been completed
2. Review a specific open work request
3. Go to the Request Work page
  - To input a request for work
4. Go to the Search Requests page
  - To search all work requests
    - Open/Active work requests and Closed work requests
      - CLOSE – no further comments/action required, work request archived
      - CANCEL – work request has been cancelled
5. E-mail system administrators about problems with the website
6. Look at a help file

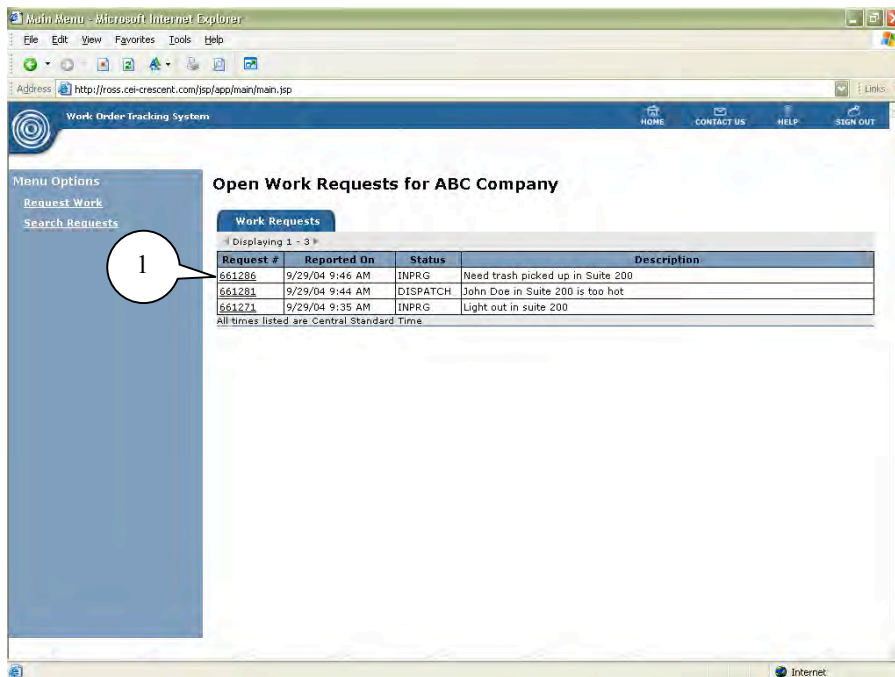
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## 7. Log off of the website



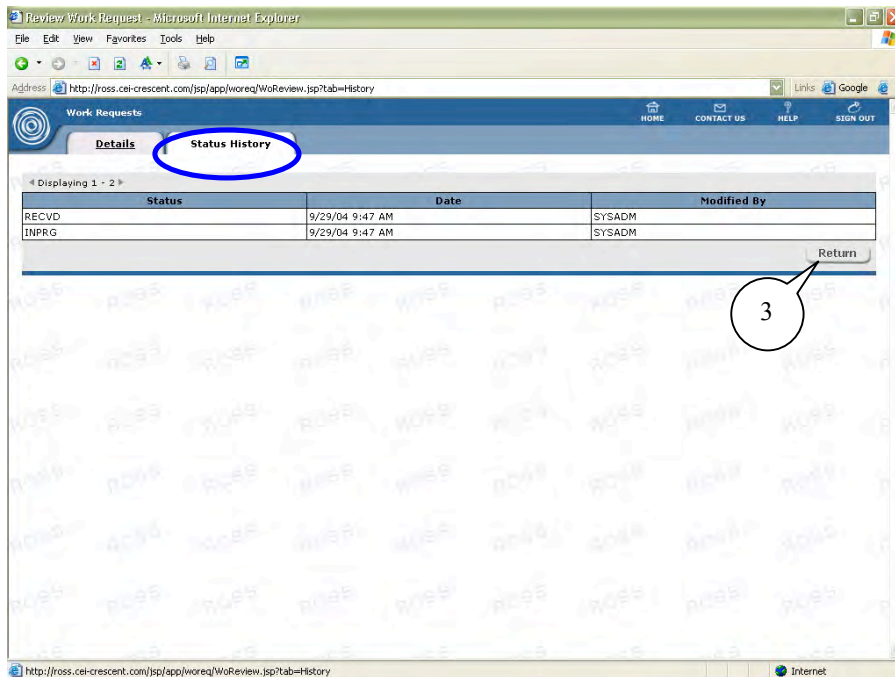
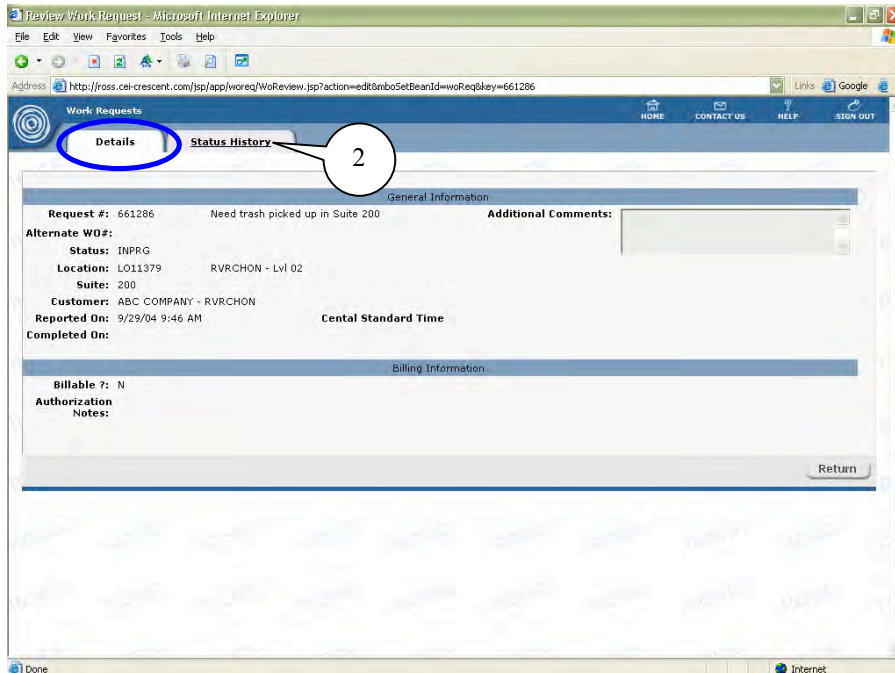
### Review Open Work Orders

1. Click on a Request # in the Work Requests table to view the details of a particular work request.



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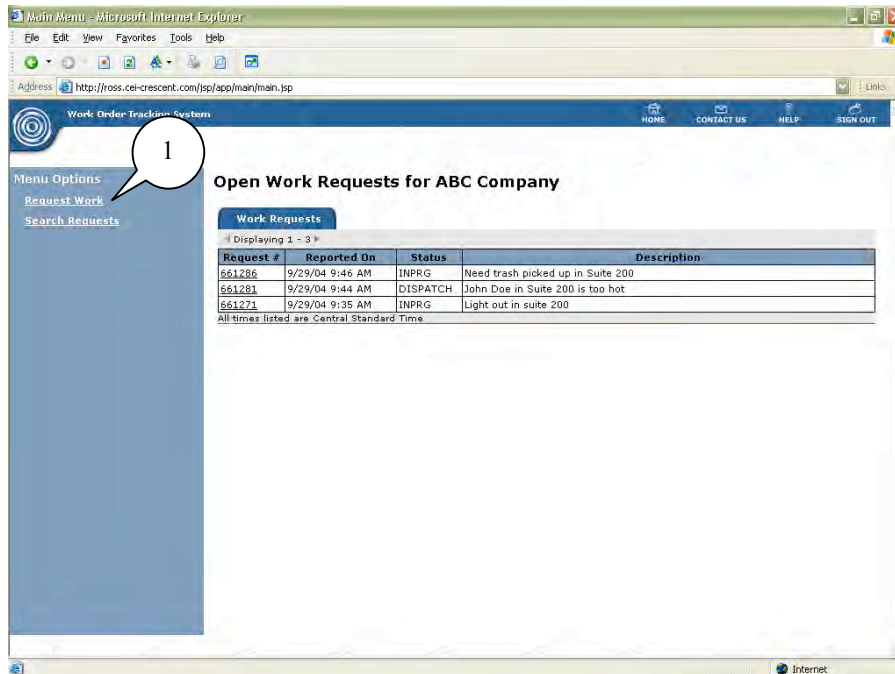
2. Click on the **Status History** tab from the Details screen of the selected work request to view the status history of the displayed work request
3. Click the **Return** button to return to the home page



# ROSS Customer Web Request Procedures

## Request Work

1. Click on **Request Work** from the Menu Options along the right section of the opening screen.



2. The **Add Work Request** screen will appear, and the following fields will auto-populate (automatically fill-in): Customer, Customer Rep Phone, and Date/Time Reported.
3. Enter the **Work Request Type** (*WR* for work requests)
4. Enter a short, but detailed description and the specific location of the work being requested in the *Work Order Description & Location* field. The description should answer the questions: Who? What? Where? (e.g. “John Doe is cold in suite 1400”, or “The north side of suite 200 is hot”).
5. (Optional) Enter the contact person name and appropriate information in the *Work Order Contact* fields.

*Please note: If you are the Customer Representative, although your name does not appear on the screen, it is automatically associated with your record in our database. You do not need to enter your name in the Work Order Contact Name & Phone field unless otherwise directed by your own company manager, or property manager.*

6. (Optional) Enter any non-essential supporting information in the *Additional Comments* field.  
*Please note: The information entered into this field is not conveyed to any wireless device, so please make sure the information input in this field is for support or comments only.*
7. Click the **Submit** button to send the work request to the Crescent Work Order Tracking system. (A message will appear confirming your submission.)

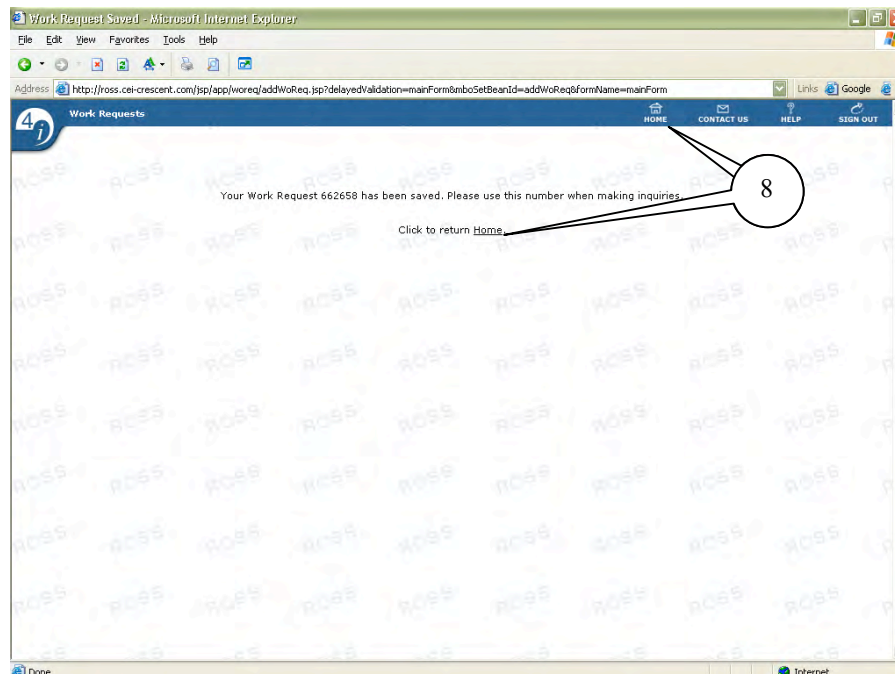
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1. Enter Work Request type 2. Enter a description and location of the problem or work needed in the Work Order Description field; 3. Enter contact person name and phone number in the Work Order Contact field; 4. Enter the contact person's e-mail address (if available); 5. Enter any supporting information in the additional comments field; 6. Click Submit when the work request is ready. You may want to note the request number for future reference. PLEASE NOTE THAT ALL TIMES LISTED ARE IN CENTRAL STANDARD TIME

Create Work Request

Request # : 662012  
Customer : ABC COMPANY  
Customer Rep Phone : 214-555-1212  
Date Time Reported : 9/30/04 10:30 AM  
Work Request Type : WR (WR= Work Request)  
Work Order Description and Location : The south side of suite 200 is hot  
Work Order Contact & Phone :  
Work Order Contact Email Addr :  
Additional Comments :  
Submit Cancel

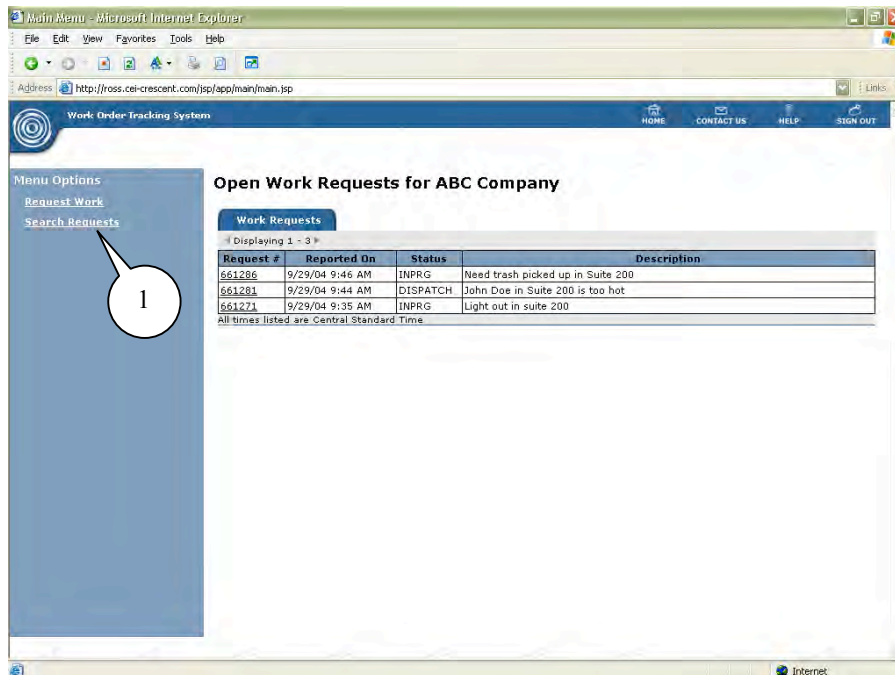
8. Click **Home** to return to the home screen. (The new work request should now appear in the Open Work Requests table.)



# ROSS Customer Web Request Procedures

## Review All Current and Historical Work Orders

1. Click on **Search Requests** from the Menu Options along the left section of the home screen. (The Search screen will appear.)



2. Enter the desired search criteria in the field provided
  - a. Request# - enter the work request number in the field provided
  - b. Report Date – select date from calendar
  - c. Status – enter status in the field provided
3. Click the **Find** button. (All work requests matching the selected criteria will be displayed in the Search Results table.)
4. Click on a **Request #** in the Search Results table to view the details of a particular work request
5. Repeat with another search or click **Return** to return to the home page

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Use this screen to search your work requests. Click on a request number to display its details. Search results are listed in descending date order.

Search

Request #:  2a

Reported Date:  2b

Reported By: ABC COMPANY - RVRCHON

Status:  2b

Return Find 3

4

5

Search Results


Displaying 1

Request	Description	Reported Date	Location	Status
662658	The north side of suite 200 is hot	9/30/04 4:02 PM	LO11379	RVRCHON - Lvl 02 RECVD
661286	Need trash picked up in Suite 200	9/29/04 9:46 AM	LO11379	RVRCHON - Lvl 02 INPRG
661281	John Doe in Suite 200 is too hot	9/29/04 9:44 AM	LO11379	RVRCHON - Lvl 02 DISPATCH
661271	Light out in suite 200	9/29/04 9:35 AM	LO11379	RVRCHON - Lvl 02 INPRG
592266	flickering can in 1st floor LRR little mac	5/6/04 10:58 AM	LO11378	RVRCHON - Lvl GROUND CLOSE
584216	BAD SMELL - SUITE 280, 200 & 320	4/20/04 5:42 PM	LO11378	RVRCHON - Lvl GROUND CLOSE

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## *Quick-Enter Cheat Sheet*

Print and cut out the instructions below to have a quick and handy reference on how to request work via ROSS.



**Input a work order**

Type in your **username** and **password**

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Click **Sign In** button

Click **Request Work** link

Fill in "**WR**" in **Work Request Type** field

Fill in **Work Order Description** and **Location** field. (Example: John Doe is hot in Suite 1600)

Click **Submit**