

How to Open a Service Request

This document is to assist you in opening a service request on a unit that needs scheduled or unscheduled maintenance. Please follow the steps below and let us know if we can assist you further.

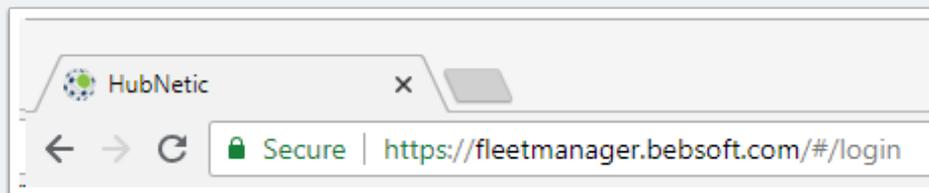
Thank you,

Your HubNetic Support Team

Navigate to the HubNetic website

It is recommended that you use Google Chrome

<https://fleetmanager.bebsoft.com>

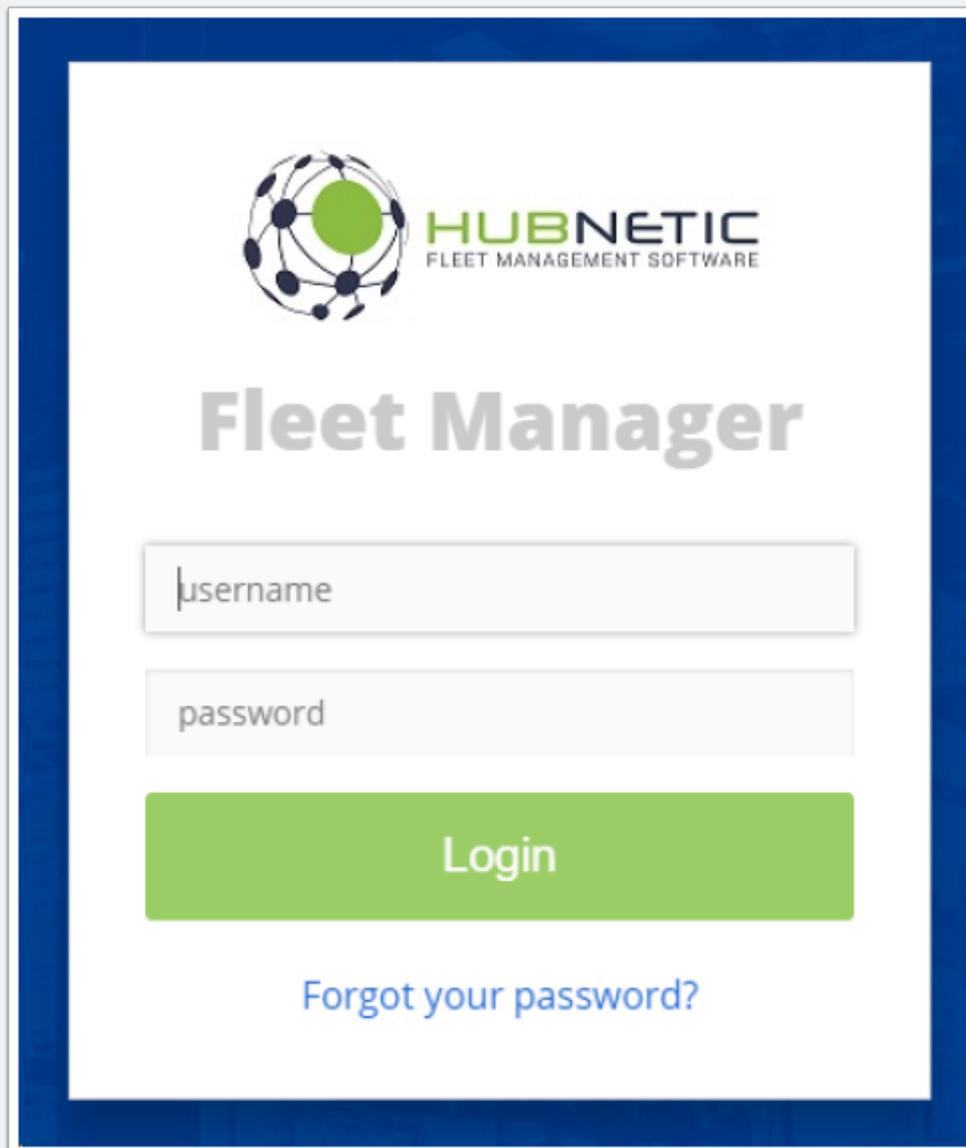


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Login

If you do not have a login, please contact us:

- 1-833-HubNetic (482-6384)
- support@hubnetic.com

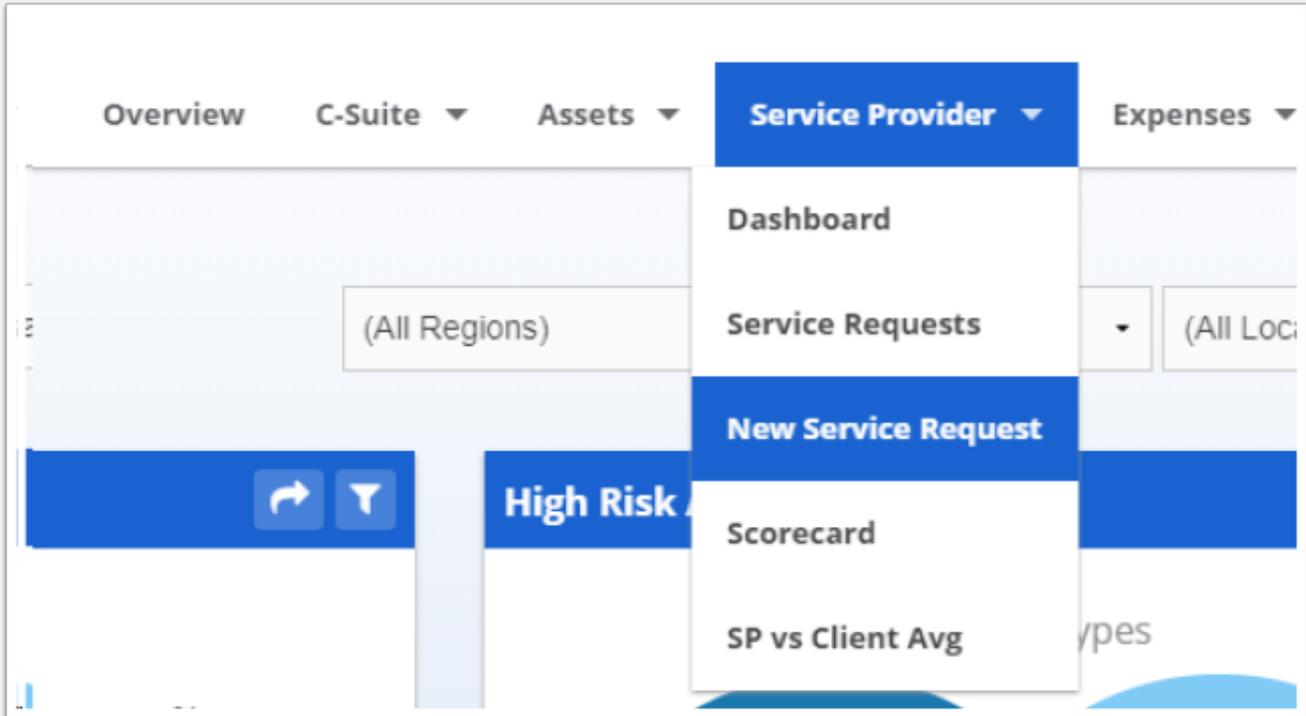


The image shows a screenshot of the HubNetic Fleet Manager login interface. At the top, there is the HubNetic logo, which consists of a globe icon with a green center and the text "HUBNETIC FLEET MANAGEMENT SOFTWARE". Below the logo, the text "Fleet Manager" is displayed in a large, bold, grey font. Underneath, there are two input fields: the first is labeled "username" and the second is labeled "password". Below these fields is a prominent green button with the text "Login" in white. At the bottom of the login area, there is a blue link that says "Forgot your password?". The entire login form is enclosed in a blue border.

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Navigate to 'New Service Request'

Once you login, hover of 'Service Provider' and a sub-menu will appear. Once that sub-menu appears, select 'New Service Request'



Complete 'New Service Request' Form

- Asset Location is your location
- Asset Tag
 - This field helps you search by Asset Tag, Make, Model or Serial Number for your convenience
- Service Provider Location
 - Based off your location's preferences you will have at least one service provider to select based on which asset you select

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- Description of Service Request
 - Please provide as much detail as possible for your service provider to be quick and efficient to get your unit back up and running.
- Urgent
 - Click the urgent button if your service needs to be prioritized as such to your service provider

The image displays two screenshots of a web form titled "New Service Request".

Top Screenshot: Shows the form with the following fields:

- Date: 12/05/2017
- Asset Location *: (empty dropdown)
- Asset Tag *: (empty text field)
- Not To Exceed *: (empty text field)
- Service Provider Location *: (empty dropdown)
- Description of Service Request *: (empty text area, 1000 characters remaining)
- Urgent?: (toggle switch, currently off)

Bottom Screenshot: Shows the form with the following fields:

- Date: 12/05/2017
- Asset Tag: 24
- Serial Number: 69500
- Year: 2003
- Make: Toyota
- Model: 7FGU25
- Location: Portland
- Asset Location *: Portland
- Asset Tag *: 24 - Toyota - 7FGU25 - 69500
- Not To Exceed *: \$750.00
- Service Provider Location *: Toyota Lift North West - Clackamas, Oregon, 97015
- Description of Service Request *: Unit keeps dying (984 characters remaining)
- Urgent?: (toggle switch, currently on)

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Submit

- Once you submit your service request you will get a notification that it was successfully submitted and a reference number is provided.
- You can either select 'Return' and it will go back to the previous page you were on OR
- You can select 'New Service Request' to submit a new service request.

