

# MyService Online Website



Equipment Care

# Secured Website Protecting Your Information



EQUIPMENT CARE - FOODSERVICE EQUIPMENT PARTS & SERVICE

Home

Service

Reports

Customer Log In

USERNAME:

PASSWORD:

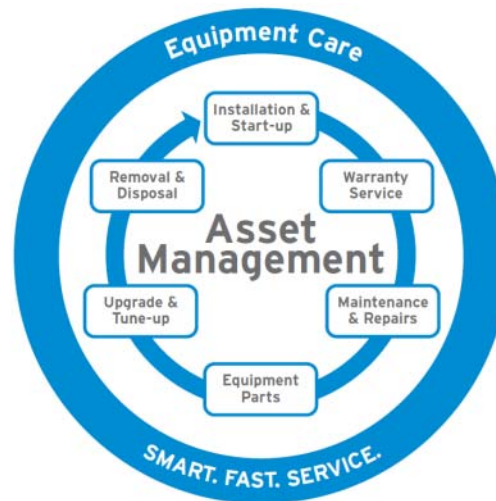
Remember

Forget Password?  
[Click Here](#)

Submit

At Ecolab, we strive to help maintain smooth operations in your kitchen, reduce your operational costs, and protect your invested equipment assets through our innovative solutions and superior service delivered by our exceptional service team.

**We are Everywhere It Matters, in your kitchen.**



# Service Dashboard Helping You Keep Up



EQUIPMENT CARE - FOODSERVICE EQUIPMENT PARTS & SERVICE

Home Service Reports

WELCOME, Customer Name

Help

Log Off

## Service

Summary

Request Service

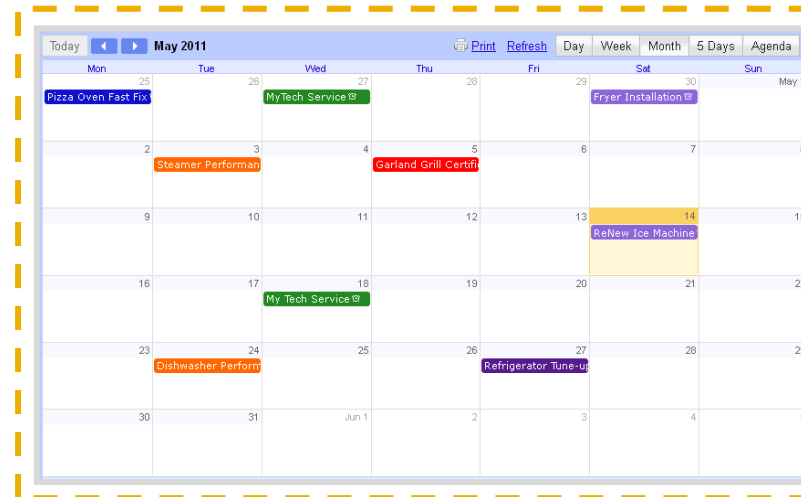
Approve Work Order

## Reports

View Work History

View Open Work Order

Leave Feedback



### Smart Care<sup>SM</sup> Program

Promise to keep you up and running

[Learn More](#)

### My Tech<sup>SM</sup> Program

Having a highly trained professional technician on your staff


[Learn More](#)

### ReNew<sup>SM</sup> Program

Single point solution for EASY removal and NEW installation

[Learn More](#)

# Pre-loaded Location Info For Quick Request

 **EQUIPMENT CARE - FOODSERVICE EQUIPMENT PARTS & SERVICE**

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WELCOME, Customer Name

Service

- Summary
- Request Service
- Approve Work Order

Reports

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- Leave Feedback


Location ID	Name	Address	City	State
3010828	SBUX ARAMARK @ JOHNSON WAX	89 MAIN ST	RACINE	WI

[\[Change Location\]](#)

**Location Notes**

Store Opened: 06/11/2007  
Store Phone: (262)260-2387  
OVERRIDE: YES

# User Friendly Service Request Form

 **EQUIPMENT CARE - FOODSERVICE EQUIPMENT PARTS & SERVICE**

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WELCOME, Customer Name

**Service**

- Summary
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**Reports**

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**Call Date / Time:**  /  CST

**Caller:**   
(First, Last Name/Position or Department)

**Problem Description:**

**Note:**

**Category:**

**Priority:**

# Your Selected Service Priority Drives ETA

**ECOLAB**® EQUIPMENT CARE - FOODSERVICE EQUIPMENT PARTS & SERVICE

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WELCOME, Customer Name Help Log Off

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**Category:** REPAIR

**Priority:** Emergency (4 Hr Response)

Work Order #: **Emergency (4 Hr Response)**  
Urgent (1 Business Day)  
Non Urgent (2 Business Days)  
Planned (Scheduled)

assign  
ed in)

# Real time Service Order Reports

 **EQUIPMENT CARE - FOODSERVICE EQUIPMENT PARTS & SERVICE**

[Home](#) [Service](#) [Reports](#)

**WELCOME, Customer Name**

**Service**

- Summary
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**Reports**

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<b>CALLER:</b>	<input type="text"/>
<b>CREATED BY:</b>	<input type="text"/>
<b>DATE RANGE</b>	<input checked="" type="radio"/> Past Month
<b>Please Select:</b>	<input type="radio"/> Past three months
	<input type="radio"/> Past Year
Call Date <input type="text"/>	<input type="radio"/> From <input type="text"/> to <input type="text" value="5/14/2011"/>

<b>SELECT TRADE/LOCATION</b>	
Trade:	<input type="text" value="BAR EQUIPMENT - MAINTENANCE"/> BAR EQUIPMENT - REPAIR BEVERAGE COOLER BLENDER
Equipment Tag ID:	<input type="text"/>
Location ID:	<input type="text"/> <input type="button" value="Browse"/>
Name:	<input type="text"/>
Address:	<input type="text"/>
City:	<input type="text"/>
State/Province:	All <input type="text"/> Country: All <input type="text"/>
Region:	<input type="text"/>
District:	<input type="text"/>
Store Opened Date:	From: <input type="text"/> To: <input type="text"/>

# Track ALL Your Historical Work Orders



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**Legend:**

- Open Calls
- Calls in Progress
- Pending Confirmation
- Completed Calls
- Invoiced Calls

Customer Name Store Name Caller Location Of Service Phone Number  <u>REFRIGERATION</u> GCS NATIONAL DISPATCH	<b>24375026</b>  <a href="#">View</a>  <a href="#">Notes 05/11/11</a> <a href="#">Attachments&gt;&gt;</a>	5/11/2011 08:55 MST 0 Days 3 Hrs Scott Dyrud	<b>Category:</b> Repair <b>Priority:</b> Emergency (4 hr onsite/24 hr resolution) <b>NTE:</b> 500.00 <b>Problem Code:</b> BOH ICE MACHINE NOT WORKING BOH / Ice Machine / Ice Machine-BOH / BOH Ice Machine Not Working / Ice curtain seems to be frozen in place, also I have turned it off, then back to on twice to force it to start making ice. <b>ExtStatus:</b> Confirmed  <b>Note 2:</b> Satisfactory Feedback provided. Status changed to Completed / Confirmed. Comments: "Great". Created By: Scott Dyrud Date: 5/11/2011 14:06
		fortunion@Customer.com	
		5/11/2011 12:55 MST	
		5/11/2011 12:55 MST	
		5/11/2011 11:47 MST	
		1.8	



SMART. FAST. SERVICE.

We keep you up and running

