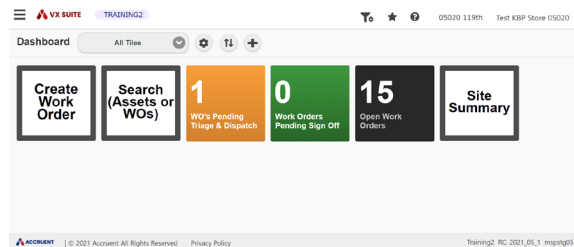


## Parts Town Ordering Process via vxMaintain Work Order:

To order any replacement parts through Parts Town, create a WO (Work Order) or Linked WO to Parts Town for parts that are required for any asset tagged items. A Normal WO can be created if you're replacing the part yourself, and a Linked WO should be created if you're ordering a part that is needed by a Service Provider to complete a repair.



1. **Create Normal Work Order** by clicking on the “Create Work Order” tile in Dashboard view.

**CREATE WORK ORDER**  
COMPLETE THE REQUIRED FIELDS TO RAISE A WORK ORDER FOR SERVICE

Asset Tag

**+ Asset Detail**

Site

**+ Site Layout**

Department

Category

Subcategory

Asset Type

Problem Type

Priority

Problem Description

Upload Document  No file chosen

Requestor

WO Type  Normal  Estimate  Quote

**+ Assigned Provider**

Alternate Provider

2. **Select site location number:** Type in 4 or 5-digit site number in amber colored box and selecting location once it shows up in drop down below (remember that all KFC locations have a “0” in front of the last 4-digits of the restaurant number – ie: G135020 is 05020 in vx)

**CREATE WORK ORDER**  
COMPLETE THE REQUIRED FIELDS TO RAISE A WORK ORDER FOR SERVICE

Asset Tag

+ Asset Detail

Site

05020 119th

+ Site Layout

3. **Select asset tag on item that work order is being created for:**

**A.** Click on “Search” button

**CREATE WORK ORDER**  
COMPLETE THE REQUIRED FIELDS TO RAISE A WORK ORDER FOR SERVICE

Asset Tag    **2A**

+ Asset Detail

Site

+ Site Layout

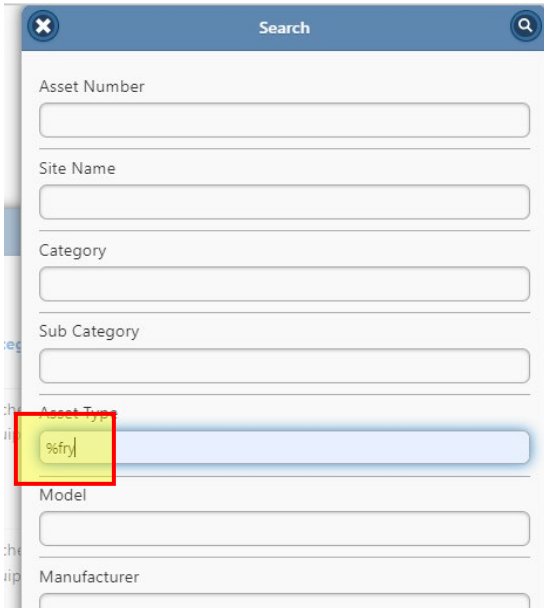
**B.** The asset list for this location will appear. Click on the “Filter” button.

Select an asset

Columns   17 20

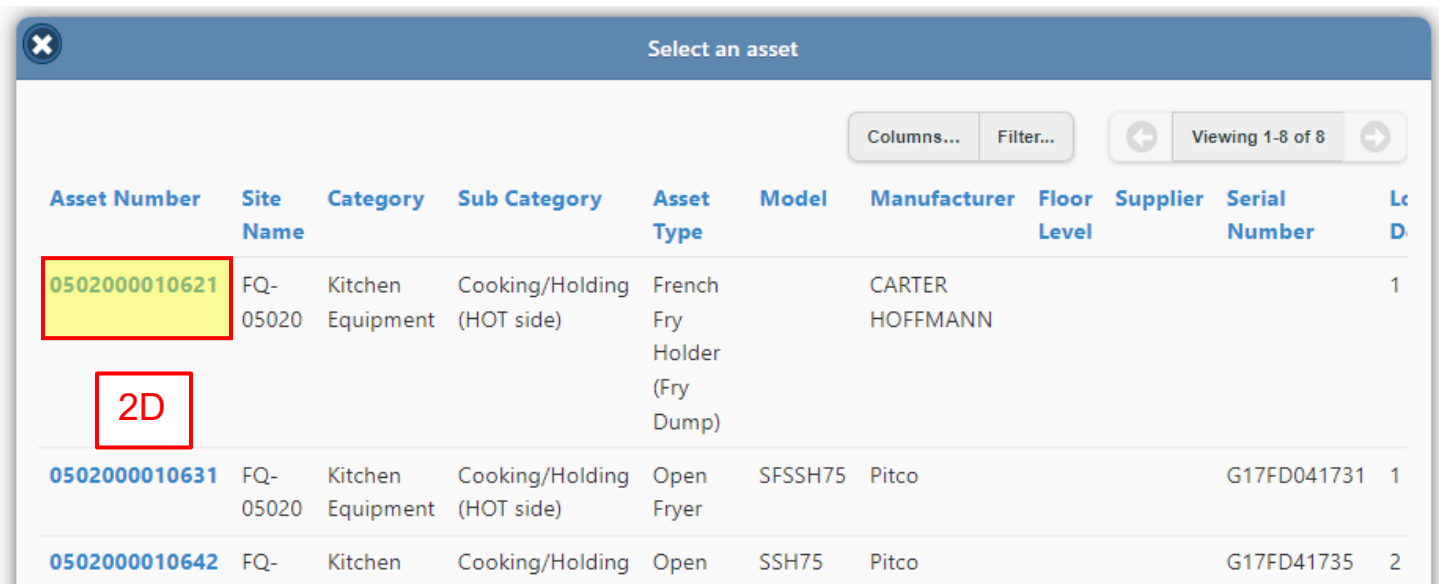
Asset Number	Site Name	Category	Sub Category	Asset Type	Model	Manufacturer	Floor Level	Serial Number
<a href="#">0502000010571</a>	05020	Kitchen Equipment	Cooking/Holding (HOT side)	Half Holding Cabinet (Chicken Cabinet)	AHC-993	Henny Penny		DK1209415
<a href="#">0502000010582</a>	05020	Kitchen Equipment	Cooking/Holding (HOT side)	Half Holding Cabinet (Chicken Cabinet)	AHC-993	Henny Penny		DK1209405
<a href="#">0502000010591</a>	05020	Kitchen Equipment	Cooking/Holding (HOT side)	2 x 2 Warming Drawer	DHB2PT-33KFCB	PRINCE CASTLE		GMGK202792
<a href="#">0502000010601</a>	05020	Kitchen	Cooking/Holding	Risotto	MARK V.	Ridgnett		072517CT058

- C. The search box will appear and type in the following: % sign and brief description of the item you're looking for, then hit Enter. This will look like "%fry" in the "Asset Type" box and it will pull all items with the name "Headset" in it. This will narrow your search to only a few items.



A screenshot of a search form titled "Search". The form contains several input fields: "Asset Number", "Site Name", "Category", "Sub Category", "Asset Type", "Model", and "Manufacturer". The "Asset Type" field is highlighted with a red box and contains the text "%fry". To the left of the "Asset Type" field, there is a red box containing the text "2C".

- D. Once you hit Enter, the search will generate a list of items with the name "fryer" in it. From there, select the asset you want for the work order for by clicking on the correct blue colored asset number.



A screenshot of a table titled "Select an asset". The table has the following columns: Asset Number, Site Name, Category, Sub Category, Asset Type, Model, Manufacturer, Floor Level, Supplier, Serial Number, and Location. The first row is highlighted with a red box around the "Asset Number" cell, which contains the value "0502000010621". To the left of this row, there is a red box containing the text "2D".

Asset Number	Site Name	Category	Sub Category	Asset Type	Model	Manufacturer	Floor Level	Supplier	Serial Number	Location
0502000010621	FQ-05020	Kitchen Equipment	Cooking/Holding (HOT side)	French Fry Holder (Fry Dump)		CARTER HOFFMANN				1
0502000010631	FQ-05020	Kitchen Equipment	Cooking/Holding (HOT side)	Open Fryer	SFSSH75	Pitco			G17FD041731	1
0502000010642	FQ-	Kitchen	Cooking/Holding	Open	SSH75	Pitco			G17FD41735	2

- E. Once the correct asset tag is selected, it will populate asset information in the Create Work Order screen

The screenshot shows the 'CREATE WORK ORDER' form. The 'Asset Tag' field is highlighted with a red box and contains the value '0502000010621'. Below it, the 'Asset Detail' section shows the 'Site' field with the value 'FQ-05020'. The 'Site Layout' section is also visible. The 'WO Type' section has 'Normal' selected. The 'External Information' section has 'Lease Information' and 'Project Information' expandable. The 'Department' dropdown menu is open, showing 'Kitchen' selected. Other dropdowns for 'Category' (Kitchen Equipment), 'Subcategory' (Cooking/Holding (HOT side)), and 'Asset Type' (French Fry Holder (Fry Dump)) are also visible. The 'Location Details' field contains the value '1'.

- F. Fill out the remaining fields including Work Order Type, Problem Type, Priority, Problem Description, Upload Document (if you have anything to upload), Alternate Provider.

The screenshot shows the 'CREATE WORK ORDER' form with the following fields filled out: 'WO Type' (Normal), 'External Information' (Lease Information, Project Information), 'Department' (Kitchen), 'Category' (Kitchen Equipment), 'Subcategory' (Cooking/Holding (HOT side)), 'Asset Type' (French Fry Holder (Fry Dump)), 'Location Details' (1), 'Problem Type' (P3 - Medium (2 days onsite)), 'Priority' (P3 - Medium (2 days onsite)), 'Problem Description' (empty), 'Include in Asset Spend' (Yes), 'Upload Document' (Choose Files, No file chosen), 'Requestor' (Brad Shaw), and 'Assigned Provider' (empty). Red arrows point to the 'Problem Type', 'Priority', 'Problem Description', 'Include in Asset Spend', and 'Assigned Provider' fields.

**WO Type:** Select Normal or Estimate (we do not use the Quote option). Estimate will require that an estimate be provided and approved before work starts.

**Problem Type:** Select “Parts Only” from drop-down menu.

WO Type: Normal | Estimate | Quote

External Information

Department

Category

Subcategory

Asset Type

Location Details

Problem Type: **Parts Only**

**Priority:** Select timing of how quick you would like the service provider to respond from the drop-down options

- P1-Emergency – This will be Overnight Shipping as long as the part is in stock (Cost is \$25.00)
- P2-High – This will be 2nd Day Air as long as the part is in stock (Cost is \$15.00)
- P3- Medium – This will be Ground Shipping as long as the part is in stock (Cost is \$8.80)

Priority: **P1 - Emergency (3 hours onsite)**

Problem Description

Include in Asset Spend

Upload Document

**Problem Descr:** Type in the part number and description of the part/s you need shipped. You can get this information by looking at their website to get needed information.

Problem Type: **Parts Only**

Priority: **P1 - Emergency (3 hours onsite)**

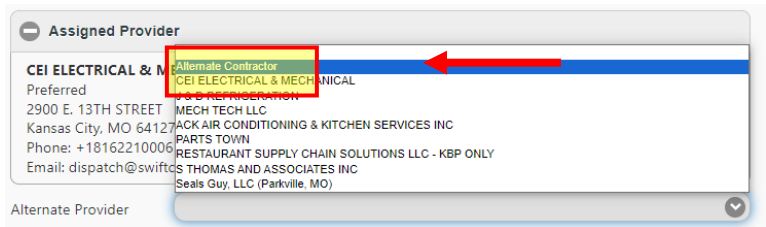
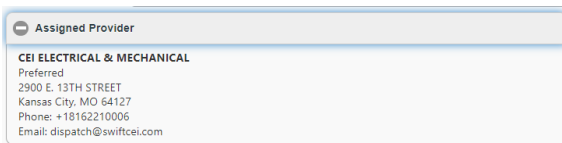
Problem Description: **Need part number 2378-987  
Please ship OVERNIGHT**

Include in Asset Spend:  Yes

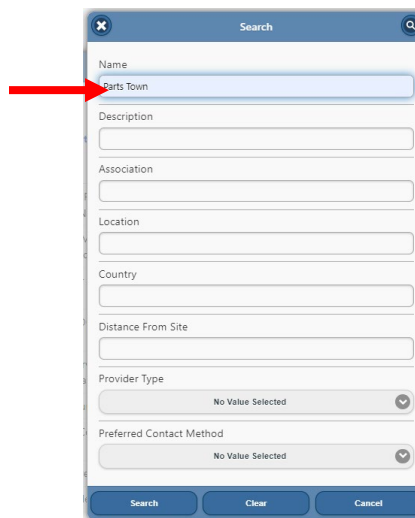
Upload Document:  No file chosen

**Upload Document:** Click “Choose Files” if you want to upload a support document. This will prompt you to select a file from your computer.

**Alternate Provider:** Click the “Assigned Provider + button” to see if a service provider is currently selected for this work order. If one is not assigned and / or you want to change to a different service provider, select “Alternate Contractor” from the drop-down menu.



This will populate a full provider list and you can filter the same way you did for the asset tag and select the provider of choice.



**G.** It is imperative that you pick Parts Town so the work order will be sent to them for processing.

- H. Once all Amber colored fields are completed (filled out), the “Save” button in the bottom left will become solid and you click “Save” to complete the work order.

Requestor: Brad Shaw

**Assigned Provider**

**PARTS TOWN**  
1200 Greenbriar Drive  
Addison, IL 60101  
Phone: (800) 438-8898  
Email: chains@partstown.com

Alternate Provider: Alternate Contractor

Save Cancel 2H

- I. Once Save is selected, you may get a “Duplicate Work Orders Found” screen pop up. This is notifying you that there are similar work orders created which allows you to confirm this is not a duplicate. In majority of cases, the same work order request has not been created. If this is the case, select “Create Work Order”

Duplicate Work Orders found

WO #	Created	Status	Provider	Type	Problem Type	Space	Completed	Recall	Watching	Watching
<a href="#">64425871</a>	04/07/2022	Pend.	HM ELECTRONICS, INC. - KBP ONLY	Normal	Replacement			N/A	Watch	Add / Remc

Create Work Order 2H Cancel

- J. When new Work Order is created, you will get the below screen providing the new Work Order number created. Click “OK” in bottom left of screen to complete process.

New Work Order Created

Work Order # 64434532 Created

OK Navigate To Work Order



As with any other Parts Town order (regardless of how you've ordered in the past) you'll receive confirmation on the order or possibly an e-mail with any issues they run across. All correspondence will be the same as you've gotten in the past, regardless how the order was placed.

The only exception to the above process, is when you need to order something in the "Smallwares" category! These are items such as oil filters, utensils, or anything else that's not related directly to the repair of a tagged asset. These items get charged directly to the stores expense account and will be taken out of the operating expense budget. If you need an item like this, you can still place the order via on-line order or phone order (you cannot do a WO order since it's not associated with any particular tagged asset). If doing so via On-line order, please put "Smallwares" in the "PO" section of the order form. If ordering via phone order, please tell the representative that the PO number is "Smallwares". This process should be used **ONLY** when a "Smallwasres" order is placed.