

ENTERING A WORK REQUEST/SERVICE REQUEST

We are implementing a new faster, more convenient and customer-focused method of requesting services from the DFAS Fleet Management team. Please follow the easy steps below to submit a work request.

- 1) Visit <http://dfaffapp/infocenter> from any *city-connected* computer. You will see this screen: Click on WR/SR

AssetWORKS

Home WR/SR

User ID:

Password:

Login

Forgot Password?

Time

Welcome

FAWeb Modules
Welcome to the FAWeb Production Site - FA/IC v14.0.5

End-of-month processing takes place on the **first business day of the month**. It usually starts between 7:00am and 8:00am and takes about 45 minutes.
Thank you for your understanding.

******* NOTICE *******

The New 14.0.5 version of FAWeb is up and running.

- 2) *You are asked to identify yourself to the system.* Please enter your NAME, PHONE NUMBER and EMAIL ADDRESS and then click <NEXT>.

Report a Problem Online

Use this form to report problems and safety concerns. If this is an emergency please call 911.

1 WHO
are you?

2 WHERE
is the problem?

3 WHAT
is the problem?

Who are You?

Please identify yourself so that we can get back to you if we have any questions or need more information.

Reporting Source

▼ General Public (Guest)

Please consider leaving us your name and contact information (your information will be kept confidential, and we will not share it with anyone).

Name

Phone Number

Email Address

Cancel

Back

Next 

- 3) *Next, the system needs your Equipment ID.* Enter the equipment ID in the area next to “Search for Asset ID” button then press the <TAB> button. It will return the equipment information below so you can verify that it is correct. It will also display any existing work request or service requests so you can ensure that your issue has not already been reported.

Report a Problem Online

Use this form to report problems and safety concerns. If this is an emergency please call 911.

1 WHO
are you? ✓

Where is the Problem?

Please identify where the problem is and what asset or piece of equipment it affects.

2 WHERE
is the problem?

Option A: Enter the Asset ID or Search for one.

Search for Asset ID Clear

15152102 1GCNCPEC5FZ297604 2015 CHVRL 1500 1/2 TON PU WHITE 2015 CHEVROLET 1500 PICKUP

Asset Type ASSET Asset Category AVIATION - AVIATION ASSETS

Station Location Repair Location AVI - AVIATION

No problems currently reported for this asset

Cancel

Back

Next 

Once this is complete, click <NEXT>

- 4) *Next, click the <...> button next to Symptom Code.* You will see this list of *symptoms*. *Note that your symptom list will be dependent on what department the equipment number previously entered belongs to.* Select your symptom from the list.

AssetWORKS GMT-6

Home WR/SR

Report a Problem Online

Use this form to report problems or safety concerns.

1 WHO are you? ✓

2 WHERE is the problem? ✓

3 WHAT is the problem?

What is the Problem?

Please choose a symptom code that best fits the problem

Symptom Code

Priority Code ...

Describe the Problem

(Optional) Photos/Files

Symptom Starts with: 6 item(s) found

E F G O P R

And contains:

Symptom	Name
EMISSION	EMISSION TEST
FUEL ISSUE (VIB)	FUEL ISSUE - VIB
GLASS	UNIT NEEDS ANY GLASS REPAIR
OTHER	ANYTHING NOT ON LIST
PM	UNIT NEEDS A PM SERVICE
REPAIR	NEEDS REPAIR-NO VIB, GLASS, EMIS

Page 1 of 1

- 5) **Describe the problem in the space provided.** Please enter in comments about the repair that would be helpful to the technician. Be as descriptive as you can in providing details that will allow us to address all of the issues the unit may be having. You may also optionally include a photo if you so desire. Click <Finish> to complete your request.

Report a Problem Online

Use this form to report problems and safety concerns. If this is an emergency please call 911.

1 WHO are you? ✓

2 WHERE is the problem? ✓

3 WHAT is the problem?

What is the Problem?

Please choose a symptom code that best fits the problem, and describe the problem in your own words.

Symptom Code ... INOPERABLE

Priority Code ...

Describe the Problem



(Optional) Photos/Files



Cancel

Back

Finish 

- 6) If you don't know the equipment ID, don't worry – you can search for it. Enter what you do know about the equipment followed by a percent sign and then click the <Search for Asset ID> button.

Report a Problem Online

Use this form to report problems and safety concerns. If this is an emergency please call 911.

1 WHO are you? ✓

Where is the Problem?

Please identify where the problem is and what asset or piece of equipment it affects.

2 WHERE is the problem?

Option A: Enter the Asset ID or Search for one.

Search for Asset ID 1515%

3 WHAT is the problem?

Option B: If Asset ID is unknown or uncertain, please describe the asset to the best of your ability.

What Kind of Asset is it:

Asset Type

Asset Category

Asset is Located Near this Address:

Address

Address line 2

City

State / Province

Describe the asset or equipment (please be specific) [Show Examples](#)

Cancel

Back

Next

NOTE: In this example, it will return all equipment in which “1515” appears at the beginning of any of the search fields from the drop down (if you click it) on the left side of the screen (highlighted in yellow). Select your equipment number by clicking on it.

AssetWORKS

Home WR/SR

Report a Problem

Use this form to

- 1 WHO are you?
- 2 WHERE is the problem?
- 3 WHAT is the problem?

GMT-6

Choose an Asset

Asset Category Add Filter Clear 1515% Search

e.g. Truck or Tr_ck or T%k or T_%k

Asset Category

- Asset ID
- Asset Number
- Asset Type
- Color
- Dept Code
- Equipment Type
- Lifecycle status code
- Maint Class
- Manufacturer
- Marker From
- Marker To
- Model
- Repair Location
- Segment
- Serial Number
- Work orders allowed
- Year

Equipment Type

15-CHVRL-1500: 3

15-FORDX-F250 4X4 XC: 1

Lifecycle status code

A: 4

Maint Class

1521: 2

1532: 1

1548: 1

Manufacturer

CHVRL: 3

FORDX: 1

Model

1500: 1

1500 1/2 TON PU: 2

F250 4X4: 1

Repair Location

AVI: 3

EG: 1

Work orders allowed

Showing 4 of 4 List Table

	15152101	2015 CHVRL 1500 1/2 TON PU ASSET 2015 CHEVROLET 1500 PICKUP
	15152102	2015 CHVRL 1500 1/2 TON PU ASSET 2015 CHEVROLET 1500 PICKUP
	15154801	2015 CHVRL 1500 ASSET CHEVROLET 1500 K-9 UNIT
	15153201	2015 FORDX F250 4X4 ASSET 2015 FORD F250 4X4 EXTENDED CAB

Cancel Back Next

You will be returned to the previous screen so you can verify the equipment number and ensure that you are not entering a duplicate request. Click <Next> to continue.