About Facilities Service Center

Facilities Service Center is a web-based tool that allows facility occupants to view, create, change, or cancel a service request.

Access Facilities Service Center

- Open Internet Explorer.
- Type in the direct URL to access the work order portal.
- https://basf.thepsc.com

The Facilities Service Center Portal appears.

Log In

Enter the **User Name** and **Password** in the Log In area on the left side of the screen.
- Click the **Log In** button.

New Users

New users register with a registration key to create a user name and password. The registration key is shown on the left side of the Welcome screen, under

1. Type in the registration key 0114BASF and click the **Register** button.
2. Complete the New User registration form.

Enter the name and contact information fields. Note that fields indicated with a red asterisk * are required. Choose your own User Name and password to be used for OVSC (and make a note of this information.)

3. After completing the form, click the **Create User Profile** button.
4. You will see a message that your account has been successfully created.

Now you can log into the Facilities Service Center home page with your new User Name and Password.

If you have questions about access, contact the Wells Fargo Corporate Property Help Desk at 877-861-9211.

**Home Page**

The Home Page displays the current user’s location(s) and open service requests.

- The **Location** drop-down in the upper left portion of this screen defaults to the location that you have selected as your primary location.

![Home Page Example](image)

- If you are associated with an “out of scope location”, select your proper location by using the **Location** drop-down menu. If you are taken to the home page and you only see an out of scope location, you need to select the **Add Location** button and add yourself to the proper location.

- To add items to the location drop-down menu, see “Add a Location” overview on page 6.

- Select another location from the drop-down menu to view Service Requests for another location.

- If applicable, the **Language** drop-down at the bottom of the window will switch the display language.

- The service requests that you have created in the last 30 days are displayed under **My Service Requests**.

  - The **Date Open**, **Request Number**, **Status**, **Description**, **Service Level** and **Location** information is displayed.

  ![My Service Requests](image)

  - Other service requests created in the last 30 days for this location are displayed under **All Service Requests**.

  ![All Service Requests](image)

- View more information about any Service Request by clicking on the **Request Number**. See **Reviewing Your Service Requests** in this guide for more information.

**Creating a Service Request**

- Click the **New Request** button. Note that you can also choose the **Submit** tab to begin a Service Request.

![New Request](image)
The Service Request form displays

- Click the check box at top right of the form to keep the request confidential. Confidential requests do not display on other occupant’s All Service Requests Home Page.
- Complete the Service Request form.
- First, indicate a Service Location. This is where the service is to be performed. If applicable, list the floor and/or cubicle.
- Select a Work Type from the drop-down menu.

The Work Type drop-down menu

- The Category menu items are based on the Work Type selected.

The Category drop-down menu

- Note that the “Available Work Order Types” link provides a review of the entire 3 tier problem code list.

The Common Problem drop-down menu

- The Common Problem menu items are based on the Category selected.

The Common Problem drop-down menu

- Type a detailed Description of the repair needed.
• **Are you the Service Recipient?** If you are creating the request on behalf of another individual, click the "No" button. Contact data entered will be added into the description for reference purposes only.

![Service Recipient Indicator](image)

- Click the **Submit Request** button once the form is complete.

The **Service Request Information** page displays.

- The Service Request information page displays the Request number that has been assigned along with the title, work category and description.
  - Click the **Done** button when complete.

The **Completed Service Request** details page displays.

Three options appear in the bottom right corner of the Service Request Details page.

- Click the **Cancel Request** button if you no longer require service.
- Click the **Add Notes** button if additional detail is required concerning the request.

The **Add Notes** form displays.

- Type notes and click the **Update** button when finished.
- Click **Print Request** to print this Service Request.

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**Reviewing Your Service Requests**

Log in to Facilities Service Center.

Your service requests display at the top of the page.
My Service Requests displays the date the request was opened and the request number that has been assigned to the request. Also listed is the status of the pending request, a detailed description of the request, the service level of the request and the service location.

Scroll down to see All Service Requests

<table>
<thead>
<tr>
<th>Date Opened</th>
<th>Request Number</th>
<th>Status</th>
<th>Description</th>
<th>Service Provider</th>
<th>Service Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>03/12/2012</td>
<td>8140151-1</td>
<td>Dispatched to SvcPro</td>
<td>Please alert End Users to Service</td>
<td>BASF Service Provider</td>
<td>BASF Location</td>
</tr>
</tbody>
</table>

- View more information about any Service Request by clicking on its Request Number.

Request Number

8140151-1

The Service Request details page contains request status and location information in the upper right corner.

Service Request details page

- Display Site Time
- Request Contact: BASF Test User
- Phone Number: N/A
- Date Opened: 03/12/2012 10:40:47 AM
- Status: Dispatched to SvcPro
- Service Level: Normal

When the Display Site Time option is checked, the time a service request was placed appears with the Date Opened.

The Status is indicated by color coding and a description.

Service Level color coding is: green for normal/dispatched, yellow for solving/in progress, black for routine, blue for urgent, and red for completed/closed.

Searching for a Service Request

You can search using the quick search fields on the Home Page, or by using the Search tab to search on multiple fields.

Do a quick search using the Service Request number:

- Type the Service Request number in the search field.

- Click the Go button.

The Service Request displays in search results

You can also use Advanced Search.

- Click the Search tab in the menu bar across the top of the screen.

The Find a service request page displays.
• Using the drop-down menus and radio button, select the parameters for the search.

• Notice that you can search by a Selected Location or All Assigned Occupant Locations. If you are associated with ten or more locations, you can only select five of the locations using Control-Click. (CTRL-CLK)

• Click the Search button. The Search results appear at the bottom of the screen.

The My Account page displays.

Adding a Location

As a building Occupant, you may need to create service requests for more than one location. To add an existing location to your Facilities Service Center account, follow these steps.

• Click the Add Location button. Find the Add Location button on the Home page below the My Service Requests area on the right side.

• Ensure the Add New Location box is checked.

• From the drop-down lists select the Country, State, City, Building and Location you want to add.

• If you want to make the new location the Primary Location, click the Add as Primary Location check box.

The Search results appear at the bottom of the screen.

Saved Changes Succeeded displays on the My Account page.
Canceling a Service Request

Locate the request to be cancelled on the Home Page or use the Search function.

- Click the Service Request Number to open the Service Request Details page.

    The Service Request page displays.

    • Click the Cancel Request button.

    The Cancel Request page displays.

    • Click the Cancel Request button.

    The Cancel Request Succeeded message displays.

    • Click the Done button.

    The Service Request page displays.

    • The service request appears with a Status of Cancelled.

    • Click the Home tab.

    The Cancelled status displays on the Home page.

Terminology

Service Request – “5037621”
A service request is a general request that occupants create requesting facility or maintenance work.

Work Order – “5037621-1”
A work order is an extension of a service request that is more specific to the requested work. (Multiple work orders can be created from one Service Request.)

Worktype - Indicates a general type of service requested. Example: building interior or building exterior.

Category – Indicates further delineation of the type. Example: plumbing or electrical.

Service Level – Indicates the priority level of the work being requested. Expected Response and Completion times for each request is displayed within the request detail.

- Emergency - Falls under a high priority, anything asset or people threatening, business interruption.
• **Urgent** – Request of a non-emergency nature that will be investigated within one business day.

• **Normal** - Standard service level for a non-emergency request.

• **Routine** - Items that fall out of a standard scope, inquiry for work.

**Status**-

- **Closed (red indicator)** – The work has been completed.
- **Cancelled (red indicator)** – The work no longer needs to be performed.
- **In Progress (gray indicator)** – The work has been acknowledged/responded to by the assigned provider.
- **Dispatched (green indicator)** – The work is in the process of being completed.
- **Solving (yellow indicator)** – The work is in the process of being dispatched.

**For More Information**

Click the Help button or to launch this reference guide to assist with questions. For additional help, contact the Corporate property Help Desk 973-245-6900.

**OVSC Frequently Asked Questions**

Q1. How do I get the site that I need added to my profile?
A. To add a location, Go to My Account, Click Add Location and follow the prompts.

Q2. What hierarchy do I select for my issue?
A. The 3 tier hierarchy is designed to start out very broad and then narrow to be specific. Most of your requests will start with Building Interior or Janitorial/Cleaning. You can also click on the link of Available Work Types to get a PDF file of all the work types for the account.

Q3. What do the different statuses mean on the home screen?
A. **Solving** = Waiting for the call center team to dispatch the request to the service provider. **Dispatched to SvcPro** = Work order has been sent to the service provider. **In Progress** = Work Order has been responded to by the service provider. **Cancelled** = Work order has been cancelled. **Closed** = Work Order has been completed by service provider.

Q4. I don’t see a work order that I created, where did it go?
A. The work order could be close or cancelled. Try search for work orders that are closed on the search page. If you still do not see it and you are certain the work order was created, contact the Corporate Property Help Desk.

Q5. What should I do if my request changes after I have submitted it?
A. Search for your request in, view the Detail and then click Add Notes. You can also cancel the request if needed.

Q6. What should I do if I need to request a service for a site other than where I reside?
A. Click the “Add a Location” button located under your “My Service Request” box and select the appropriate values and save changes. Then you can select the site from your “Location” drop down list when you enter a new request.

Q7. What should I do if I need to have the provider contact me at a different phone number than what is listed in the directory?
A. Include the contact information clearly in the description.

Q8: What shall I do if I have trouble logging on to Facilities Service Center?
A: Call the Wells Fargo Corporate Property Help Desk.

Q9: What will happen if I select the wrong hierarchy?
A: In some cases, your request could be routed to the wrong provider who will re-direct your need to the correct provider or back to the Call Center causing a slight delay in your request.