Background

The OFR (Online Fleet Service Requests) product for PubWorks provides a way to record demand maintenance for fleet vehicles into the PubWorks Fleet Service Requests module using a webpage.

How to create a fleet service request using PubWorks OFR:

Entering Fleet Service Request Information

1. Open the URL provided to you in your preferred web browser.
2. Fill out the submitters contact information.
3. Fill out which piece of equipment is needing service.
4. Assignee is greyed out if a default is setup in PubWorks Fleet Service Request Settings.
5. Provide the reason for service.
6. Current odometer of selected equipment.
7. Provide a detailed description of the issue.
8. Check the box to receive email notifications of status change.
    a. Only works if email addresses is provided in step 2 and PubWorks Fleet Service Requests has been setup to auto generate email notifications.
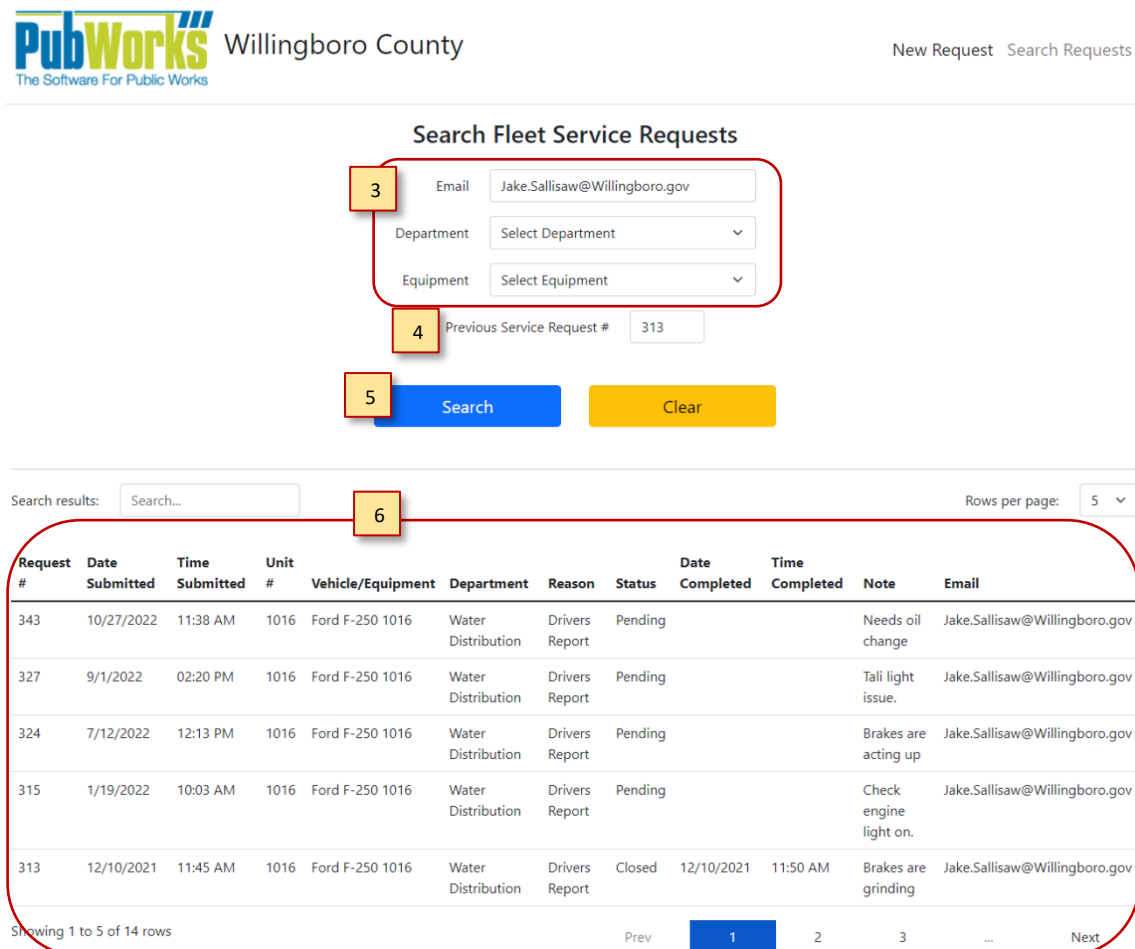9. Click Submit to send the fleet service request to PubWorks.

Notes: Any fields highlighted in yellow are required. These required fields are defined in PubWorks Fleet Service Request Settings. If no email is entered, the submitter will not receive an email confirming service request creation.

How to search for fleet service requests using PubWorks OFR:

If you don't see the option to search, it most likely has been disabled by request.

1. Open the URL provided to you in your preferred web browser.
2. Click on "Search Requests" in the top right corner or within the menu button.
3. Fill out at least one of the following.
   a. Email address of submitter.
   b. Department for the Equipment
   c. Equipment.
4. Enter a previous service request number to verify proof of an existing fleet service request in PubWorks.
5. Click on Search
6. If a fleet service request matches the information above to a record in PubWorks, all the fleet service requests containing the information above will be shown on the page.

Willingboro County

New Request   Search Requests

Search Fleet Service Requests

3	Email	Jake.Sallisaw@Willingboro.gov
	Department	Select Department
	Equipment	Select Equipment

| 4 | Previous Service Request # | 313 |

| 5 | Search | Clear |

Search results: [Search...]   Rows per page: [5 ▾]

Request #	Date Submitted	Time Submitted	Unit #	Vehicle/Equipment	Department	Reason	Status	Date Completed	Time Completed	Note	Email
343	10/27/2022	11:38 AM	1016	Ford F-250 1016	Water Distribution	Drivers Report	Pending			Needs oil change	Jake.Sallisaw@Willingboro.gov
327	9/1/2022	02:20 PM	1016	Ford F-250 1016	Water Distribution	Drivers Report	Pending			Tali light issue.	Jake.Sallisaw@Willingboro.gov
324	7/12/2022	12:13 PM	1016	Ford F-250 1016	Water Distribution	Drivers Report	Pending			Brakes are acting up	Jake.Sallisaw@Willingboro.gov
315	1/19/2022	10:03 AM	1016	Ford F-250 1016	Water Distribution	Drivers Report	Pending			Check engine light on.	Jake.Sallisaw@Willingboro.gov
313	12/10/2021	11:45 AM	1016	Ford F-250 1016	Water Distribution	Drivers Report	Closed	12/10/2021	11:50 AM	Brakes grinding	Jake.Sallisaw@Willingboro.gov

Showing 1 to 5 of 14 rows   Prev   1   2   3   ...   Next

Questions? Comments?
Please contact us directly:
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