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About TMA iServiceDesk v6.1.3

Welcome to TMA iServiceDesk

TMA iServiceDesk is TMA's web-enabled interface that provides a user-friendly web forum to submit, query, and report on work requests. Requesters can be kept informed via e-mail or can query the status of their request or work order throughout the entire process.

Additional functionality of TMA iServiceDesk includes the following:

- Submit work requests
- List open and complete work orders
- Query for selected work requests and work orders
- Check status of work requests and work orders
- Post a user-defined facility news page
- Display emergency procedures and links to other sites
- Submit material requests via a standardized material request form including the ability for the user to designate where materials are to be delivered
- Access an online catalog of supplies and materials
- Access, complete, and submit client satisfaction surveys for in-house technicians or contractors *
- Submit project requests *
- Submit key requests
- Run selected reports directly from the browser without having to log in to the TMA application
- Make use of single user ID and Password (LDAP)

By using TMA iServiceDesk's open and modifiable HTML, you can create custom pages. iServiceDesk provides users with the ability to publish selected data to thousands of end users or clients at one facility or around the world.

* TMA Enterprise only

On the main TMA iServiceDesk page, select **Catalog Search** under the **Material Request** header to begin your Central Stores order.

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Inventory Query

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Select Part Type:
OFFICE SUPPLIES >>

- OR -

Enter Part Code or SKU Code: (i.e. ABC-001)
>>

- OR -

Enter Part Description: (i.e. fitting)
>>

From here, you have several search options. The first is by **Part Type**, where you can select broad categories and see a complete list of items under that specific 'type'.

Next is by **Part Code**. So if you know the Central Stores stock item number for commonly ordered items (i.e. standard white copy paper is 6925021), you can type it in here and click the double arrow button to pull it up.

If there are problems contact
Central Stores at (715) 346-4500

Last is by **Part Description**. You can type in a descriptor (i.e. Paper, Kleenex, Labels, etc.) and get a list of items that contain that word. This is the best option for finding the majority of items, and is the method we will be using in this walkthrough.

Select Part Type: OFFICE SUPPLIES [v] [x]

- OR -

Enter Part Code or SKU Code: (i.e. ABC-001) [x]

- OR -

Enter Part Description: (i.e. Printing) [x]

paper [x]

1. Once you've typed in the description and clicked the double arrow button...

2. ...A list of results containing that part descriptor will pop up. It shows the Central Stores stock item number, the full description of the part, and the amount current available in stock. Click the Part Code (AKA the Central Stores stock item #) of the correct item you wish you order.

University of Wisconsin-Stevens Point

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Filtered by **paper**

Part Code	Description	Avail
1110022	VAC BAGS, PAPER PK 10 GR# 3ZJH8	15
1116012	TOILET PAPER/TISSUE, JUMBO XLARGE 2-PLY	103
1116014	TOILET PAPER/TISSUE, SOFPULL CENTERPULL	8
1116070	PAPER TOWEL ROLL, CORMATIC (6/CASE)	120
4123056	SANDPAPER 80 GRIT	47
6925015	COPY PAPER, TAN 8.5"x11" 20# MULTIPURPOSE	54
6925017	COPY PAPER, ORCHID 8.5"x11" 20# MULTIPURPOSE	23
6925020	COPY PAPER, IVORY 8.5"x11" 20# MULTIPURPOSE	128
6925021	COPY PAPER, WHITE 8.5"x11" 20# MULTIPURPOSE	3369
6925022	COPY PAPER, BLUE 8.5" x 11" 20# MULTIPURPOSE	74
6925023	COPY PAPER, YELLOW 8.5" x 11" 20# MULTIPURPOSE	69
6925024	COPY PAPER, GREEN 8.5" x 11" 20# MULTIPURPOSE	59
6925025	COPY PAPER, PINK 8.5" x 11" 20# MULTIPURPOSE	45
6925026	COPY PAPER, BUFF 8.5" x 11" 20# MULTIPURPOSE	25
6925027	COPY PAPER, GOLD 8.5" x 11" 20# MULTIPURPOSE	24
6925028	LEGAL SIZE COPY PAPER, WHITE 8.5"x14" 20# MULTIPURPOSE	493
6925049	WRAPPING PAPER, BROWN 18" ROLL 40#	3
6925050	WRAPPING PAPER, BROWN 24" ROLL 50#	8
6925051	WRAPPING PAPER, BROWN 30" ROLL 50#	9
6925054	WRAPPING PAPER, WHITE 36" ROLL 40#	11
6925090	COPY PAPER, WHITE 11"x17" 20# MULTIPURPOSE	242
6925120	COPY PAPER, SALMON 8.5" x 11" 20# MULTIPURPOSE	22
6925188	COPY PAPER, TERRA GREEN 8.5" x 11" 60# MULTIPURPOSE	3
6925190	COPY PAPER, LIFT-OFF LEMON 8.5" x 11" 60# MULTIPURPOSE	6
6925192	COPY PAPER, COSMIC ORANGE 8.5" x 11" 60# MULTIPURPOSE	14
6951208	FIBER PAPER, 1/8" THICK X 24" WIDE 007036-PAPR-M-EACH	52
6951210	FIBER PAPER, 1/16" THICK X 24" WIDE 007037-PAPR-M-EACH	22
6951212	THINFIRE SHELF PAPER 41" WIDE	78

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Filtered by **6925021 - COPY PAPER, WHITE 8.5"x11" 20# MULTIPURPOSE**

SKU Code	Warehouse	Available
6925021-002	General Central Stores	3368

The part has now been filtered out from the search result list. Click the item number again.

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Part Code: 6925021-002
Description: COPY PAPER, WHITE 8.5"x11" 20# MULTIPURPOSE
Oty Avail: 3368
Bin Number: WALL
Unit Cost*: 3.4440

Order Quantity:






*Price and availability are subject to change without notification.



Part information is provided in real time and is assumed to be true. Please contact at (715) 346-4219 for more information.

On the resulting page, you will see once again the Part Code, full description, quantity available, as well as the price per unit (which is accurate, as it is pulled straight from our live inventory system.)

Enter the amount you'd like to order (in this case, 10 reams of paper, which is 1 full case) and click **Add To Cart**.

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Item has been added to your cart


View Your Cart
Search for Parts
Checkout

Once you've added the part to your cart, you will be given the option to **View Your Cart**, if you want more than one item you can **Search for Parts** again, or you can click **Checkout** to complete your order.

In this example, we will be choosing to **Checkout** at this point.

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Please select your Facility:

MAIN CAMPUS	>>
AQUA CULTURE	
CWES	
MAIN CAMPUS	
MONTELLO	
TREE HAVEN	

You will be prompted to select your Facility from a drop-down list. Academic departments should select **MAIN CAMPUS**.

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Please select your Building:

MAINTENANCE AND MATERIEL








GEORGE STIEN BUILDING
GROUNDS\OUTDOORS
HANSEN HALL
HEALTH ENHANCEMENT CENTER
HEC METAL STORAGE BUILDING
HYER HALL
KNUTZEN HALL
MAINTENANCE AND MATERIEL
METAL SERVICES BUILDING
NEALE HALL
NELSON HALL
NOEL FINE ARTS CENTER
NORTH CHILLER PLANT
OLD MAIN
PRAY-SIMS HALL
PREFAB STEEL BUILDING
PRESS BOX
RADIO STATION TOWER
RADIO STATION TRANSMITTER
REC.FIELD.STORAGE



You will be prompted to select your **Building** from a drop-down menu.

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Final Checkout

Name:	<input type="text" value="Eva Hathaway"/>
Phone #:	<input type="text" value="715-346-3897"/>
E-mail Address:	<input type="text" value="ehathawa@uwsp.edu"/>
Multiple emails allowed (ex: spointer@uwsp.edu; point@uwsp.edu)	
Department:	<input type="text" value="Central Stores Revolving 136"/>
Account #:	<input type="text" value="155150"/>
Delivery To:	<input type="text" value="170 M&M Building"/> (ex: MAIN 102)
Comment:	<input type="text"/>
<input type="button" value="Submit"/>	

*Price and availability are subject to change without notification.

Fill out the required fields on the **Final Checkout** page. The department can be selected from a drop-down menu; all other fields must be manually entered.

Having a room number and building name in the **Deliver To** field insures accurate delivery by the Central Stores student staff.

The **Comment** field can be used to type any other notes or questions, just as with the previous Central Stores ordering system. Once completed, please click the **Submit** button.

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Current Status: Pending
Department: Central Stores Revolving 136
Sales Order #:
Requester: Eva Hathaway
Order Date:
Request Date: 06/10/2015
Ship To: MAINTENANCE AND MATERIEL
Required Date:
Comments:

Part Code	Description	Unit Cost*	Qty	Unit
6925021-002	COPY PAPER, WHITE 8.5"x11" 20# MULTIPURPOSE	3.4440	1.00	RM
Total Parts			1	\$3.444

*Price and availability are subject to change without notification.

Important

Material Request information is provided in real-time and is subject to approval.

The final page shows your complete order information, as well as your **Material Request Number**. Thank you for reading about the new Central Stores ordering system, and please contact us at extension 4500 if you have any questions!