

ION Request in ITWorks

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grupobimbo.service-now.com/ess/home.do

★

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⚙️

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⋮

Apps

Welcome to GB-on

ION

ION-Admin

Azure

Users - Microsoft A...

DSDE – Order Lead...

PUG - Home

ITworks - Support

MicroStrategy

Concur

Qlik Sense Hub

»

Account Settings ▾

Welcome, **Chuck Grandy** | [Logout](#)

Search 🔍

Language

English ▾

🔄

ITworks

Grupo BIMBO Self Service Portal

Home

Get Help

Request IT Services

Knowledge

?

Get Help

Submit Incident.

» Business Application Issues

» Software Issues

» Hardware Issues

» Network Issues

» Telecommunication Issues

» Mobile Support 1-855-218-1613

» Fax2Mail Support 1-866-323-9707

» Fax2Mail Support Email

» Zoom Support Email

» Bimbo Frozen - Oracle R12 Issues

» Bimbo Frozen - Oracle Password Reset

» Bimbo Frozen - MAXIMO Password Reset

To report critical issues call 855-218-1613

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Request IT Services

Business Application Access,
Hardware, Other Services

» Existing User

» On-Boarding New User

» Smartphone/Cell Phone Orders

» IT Project Requests

» ITworks Change Requests

» BBU Guest Wifi Access

💡

Knowledge

Search the Knowledge Base

» View my tickets

» ITworks Navigation Guide

» ITworks Training Video Channel

» Mobile Devices - User Guidelines

» Zoom Help Center

» Zoom User Guide

» Lexmark Managed Print Services

» IT Consumption & Compliance Policies

» How to Assign Delegates

Start by select Existing User under Requesting IT Services even if it is for a new user.

Bimbo Bakeries Proprietary Information

1

ION Request in ITWorks

When you start the request, it should have your information populated as the person needing the request. Clicking on More information under “Expand on the user’s information to review for accuracy” will contain your email and phone numbers that are listed in the Active Directory.

Existing User

Use this form to request application access or other IT services. Use On-Boarding New User form if new user does not have an AD account.

* Person Needing Request

▼ More information

If submitting on behalf of another user please use search feature.

Chuck Grandy

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Expand on the users information details to review for accuracy.

▶ More information

+ User's information Details

* Select User Type from list below that best describes the Person Needing Request

☒ Full Time Employee

☐ Consultant

Under “User’s information Details” Select Full Time Employee for RSP or Sales Leader, or Independent Operator for IBP.



ION Request in ITWorks

☐ Web Order Customer

* Will this request require the purchase of hardware or software?

▼ More information

Items such as Software installs and Hardware requests may require purchases to be made. You will need an oracle code to proceed with your request. The Oracle charge to code can be found in the Concur Expense reporting tool or by contacting the local purchasing agent.

☐ Yes

☒ No

What IT Service(s) are being requested for the Existing User?


► More information

☒ Access to Business Applications

☐ Hardware Requests

☐ Other IT Services

Complete Request Form

 Response time(ms): 3348, Network: 18, server: 866, browser: 2464

▼

When selecting Full Time Employee, answer No to hardware or software purchase.

Next click on the + next to Access to Business Applications.

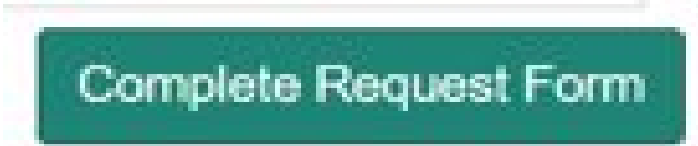


ION Request in ITWorks

<input type="checkbox"/>	Central Database
<input type="checkbox"/>	Citrix On-Line Client 12.3.0.8
<input type="checkbox"/>	COLD RMS
<input type="checkbox"/>	Connect Backup/PC Agent
<input type="checkbox"/>	Data Loader Win7
<input type="checkbox"/>	Disable User Access to IT Systems for Non BBU Associate
<input type="checkbox"/>	DeLorme Street Atlas USA (Can be used with Win10 systems)
<input type="checkbox"/>	DSD Excellence
<input type="checkbox"/>	DW IPVMS-Spectrum
<input type="checkbox"/>	EDI
<input type="checkbox"/>	Entitlement/Birdie Access
<input type="checkbox"/>	Essbase/Smartview
<input type="checkbox"/>	ExacqVision
<input type="checkbox"/>	Fax2Mail - Toll Free number
<input type="checkbox"/>	FileMaker Pro Advanced
<input type="checkbox"/>	FutureSQC
<input type="checkbox"/>	GB Talent
<input type="checkbox"/>	HP Remote Rescue
<input type="checkbox"/>	HP Virtual Rooms Support Tool
<input type="checkbox"/>	Igor Pavlov 7zip 9.25
<input type="checkbox"/>	Internet Explorer 11
<input checked="" type="checkbox"/>	ION
<input type="checkbox"/>	IPM Shop Floor Assistant
<input type="checkbox"/>	IpSwitchWSFTP (with pre-req)
<input type="checkbox"/>	Java 7 Update 51
<input type="checkbox"/>	Java(TM) 6 Update 31 GB-CB
<input type="checkbox"/>	Jira
<input type="checkbox"/>	JDA Space Planning 9.1.0.7 w .NET

Look for ION in the list and check the box.

Scroll either to the top or bottom and select "Complete Request Form" button.



ION Request in ITWorks

ION

ION Request

Intelligent Ordering Network

Front line uses this application to order product for their routes.

Provide Full Name of End User Requesting Change

AD (Active Directory) Account for the user

End User Phone Number

End User Email Address

End User's Manager's Name

End User's Managers Phone Number

End User's Managers Email Address

This Item

Quantity

1

▼

Delivery time

5 Days

The next screen will appear. Begin by validating the information for requestor.



ION Request in ITWorks

Person Needing Request, if different from requester

▶ More information

* Best contact phone number for this Request if we need to reach you.

▶ More information

Cell

▼

* Is this request for multiple users?

No

▼

* Name of ION user (First, Last)

▼ More information

Please enter FULL legal name

John Doe

* What type of User maintenance are you requesting

▶ More information

ADD

▼

* Please select the Business Unit involved

▶ More information

Central

▼

* Effective Date

▶ More information

2021-04-18

A different person can be designated to receive the request here. That person must already have an @grupobimbo.com Active Directory set up. Next provide how to be contacted.

A request for one or multiple user can be selected. Starting with "no" for a single request the following questions will appear.

1. FULL legal name (First and Last) of the user. This is not asking for an IBPs business name.
2. Is this an "ADD, CHANGE, or DELETE"? Starting with the "ADD".
3. Which Business Unit (East, Central, West)
4. Effective date, please select a Sunday date.

ION Request in ITWorks

* Sales Center Name

▼ More information

Enter the SC

Garland

* What is the User's Job Title?

RSP

* What is the New User's Phone number? (Include area code)

214-555-1212

* What is the 2-Digit Market Number?

► More information

TEXAS-TX-84

* What is the route number or sale center number(s) the new user needs to access?

0121

* What is the address for the Sales Center the user is assigned?

▼ More information

Include Street Address, City, State, Zip, Country for each Sales Center

2855 Marquis Dr. Garland, TX 75042

Additional Comments

5. Sales Center name
6. Job Title "RSP, IBP, Sales Leader, Admin, Route Alternate, Planner"
7. User's phone number For non-IBP this can be the SC number or MSL/OSL's number
8. Select the BUSS environment from the list
9. Enter the route number(s) needed for access. If the user is an RSS or extra person list all SC numbers that they will need access to all routes within.
10. Enter the SC address. For RSS "Route Alternate" use the SC address that is their primary SC.
11. Comments are available if special requirements are needed.

ION Request in ITWorks

Questions asked if Change is selected.

* What is the User's Job Title?

RSP

▼

* What is the Azure AD User name?

* What is the 2-digit Market number ID?

* Change FROM Route number

* Change TO Route number

Additional Comments

Attach a file (0)

Both Change and Delete require the user's Login name (IE john.doe@om.bbuconnect.com)

Whether it is an add, change, or delete the "Checkout" button is selected to submit.

Questions asked if Delete is selected.

* Sales Center Name

▼ More information

Enter the SC

Garland

* What is the User's Job Title?

RSP

▼

* What is the Azure AD User name?

Additional Comments

Attach a file (0)



ION Request in ITWorks

< Shopping Cart

Complete Request Form

Checkout

Select IT Services ✓

Complete Request Form ✓

Checkout

Are the contents of your cart correct? Please double check the items and remove and edit where appropriate

	Item	Order guide	Delivery Time	Price (ea.)	Quantity	Total
<div>Delete</div> <div>Edit</div>	ION	IT Services	5 Days		1	-
					Total	-

Complete Request Form

Checkout

Response time(ms): 2651, Network: 1764, server: 390, browser: 497

▼

Once “Checkout” is selected this screen appears. From here the request can be deleted or edited before final submission. Select “Checkout” again if the request is correct.



ION Request in ITWorks

* Best contact phone number for this Request if we need to reach you.

► More information

Cell

▼

* Is this request for multiple users?

Yes

▼

Please complete the form for multiple users and attach to request.

▼ More information

Save document to desktop, add data needed, save. Then upload the form to this request.

* Please select the Business Unit involved

► More information

-- None --

▼

Additional Comments

Attach a file (0)

If the request is for multiple user a form is utilized to complete the request.

Click on “Save document to desktop, add data needed, save.” to access the form.

ION Request in ITWorks

gbconnect.sharepoint.com/x:/r/sites/salesext/dsdeolt/_layouts/15/Doc.aspx?sourcedoc=%7B9E414626-5661-4BD3-B0A5-52E2724E6C17%7D&file=I...

Apps Welcome to GB-on ION ION-Admin Azure Users - Microsoft A... DSDE - Order Lead... PUG - Home ITworks - Support MicroStrategy Concur

Excel ION Multi User Form_Final 02222021 Search (Alt + Q)

File Home Insert Page Layout Formulas Data Review View Automate Help Open in Desktop App Viewing Share Comments

Undo Paste Clipboard Font Alignment Number Tables Cells Editing Analyze Data Analysis

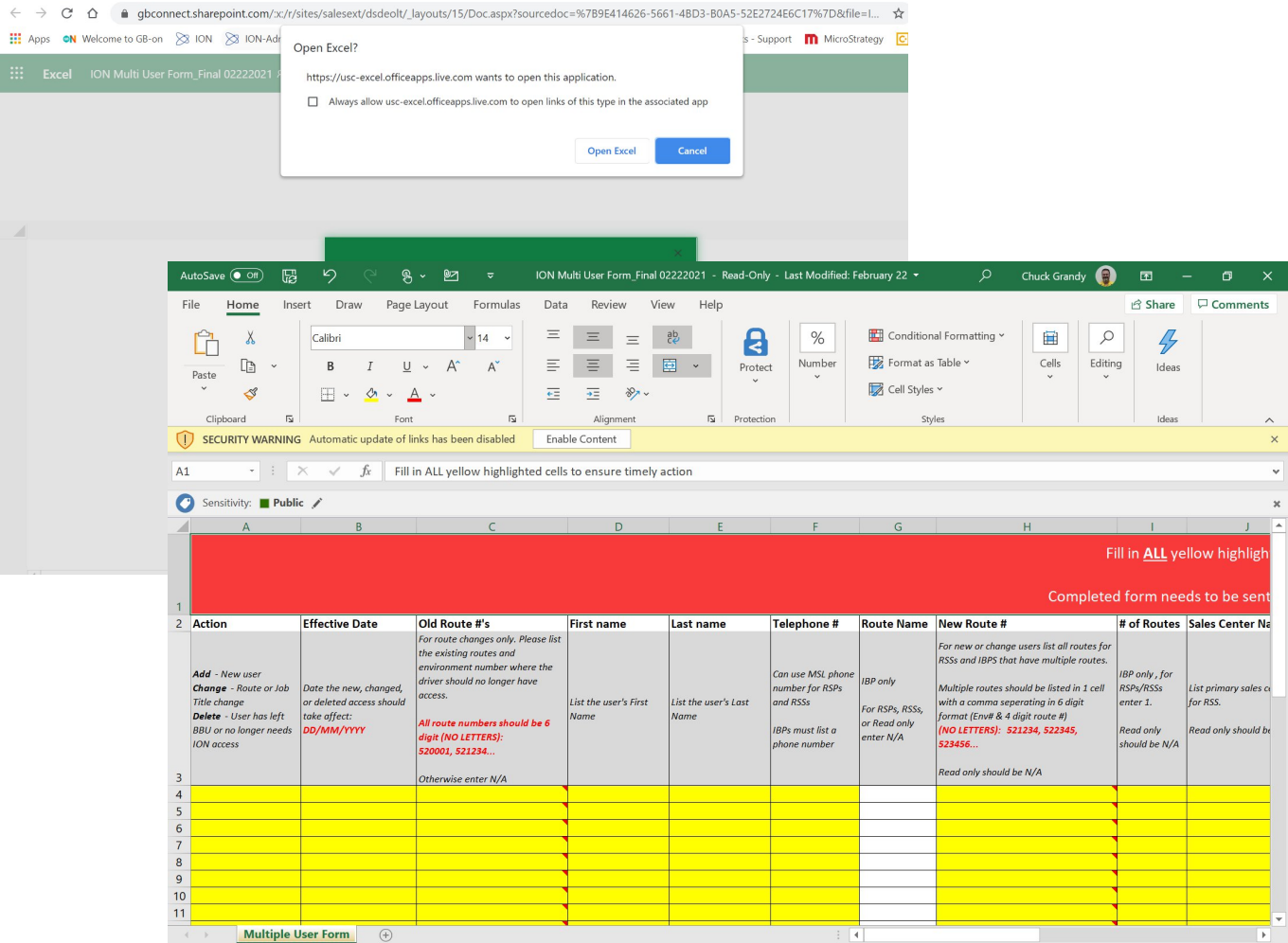
A1 Fill in ALL yellow highlighted cells to ensure timely action

	A	B	C	D	E	F	G	H	I	J
1		Fill in ALL yellow highlighted cells to ensure timely action								
2		Completed form needs to be sent to: IO								
3	Action	Effective Date	Old Route #'s	First name	Last name	Telephone #	Route Name	New Route #	# of Routes	Sales Center Name
4	Add - New user Change - Route or Job Title change Delete - User has left BBU or no longer needs ION access	Date the new, changed, or deleted access should take affect: DD/MM/YYYY	For route changes only. Please list the existing routes and environment number where the driver should no longer have access. All route numbers should be 6 digit (NO LETTERS): 520001, 521234... Otherwise enter N/A	List the user's First Name	List the user's Last Name	Can use MSL phone number for RSPs and RSSs IBPs must list a phone number	IBP only For RSPs, RSSs, or Read only enter N/A	For new or change users list all routes for RSSs and IBPs that have multiple routes. Multiple routes should be listed in 1 cell with a comma seperating in 6 digit format (Env# & 4 digit route #) (NO LETTERS): 521234, 522345, 523456... Read only should be N/A	IBP only , for RSPs/RSSs enter 1. Read only should be N/A	List primary sales center for RSS. Read only should be N/A
5										
6										
7										
8										
9										

Multiple User Form

The form will open in a browser, select "Open in Desktop App".

ION Request in ITWorks



Select "Open Excel".
Save a copy to your computer or tablet.
Select "Enable Content" to begin entering data.
Fill out the form completely following the instructions in the header of each column.
Columns A through R must have complete data.
Save the copy with the entered data.

ION Request in ITWorks

* Best contact phone number for this Request if we need to reach you.

► More information

Cell

▼

* Is this request for multiple users?

Yes

▼

Please complete the form for multiple users and attach to request.

▼ More information

Save document to desktop, add data needed, save. Then upload the form to this request.

* Please select the Business Unit involved

► More information

-- None --

▼

Additional Comments

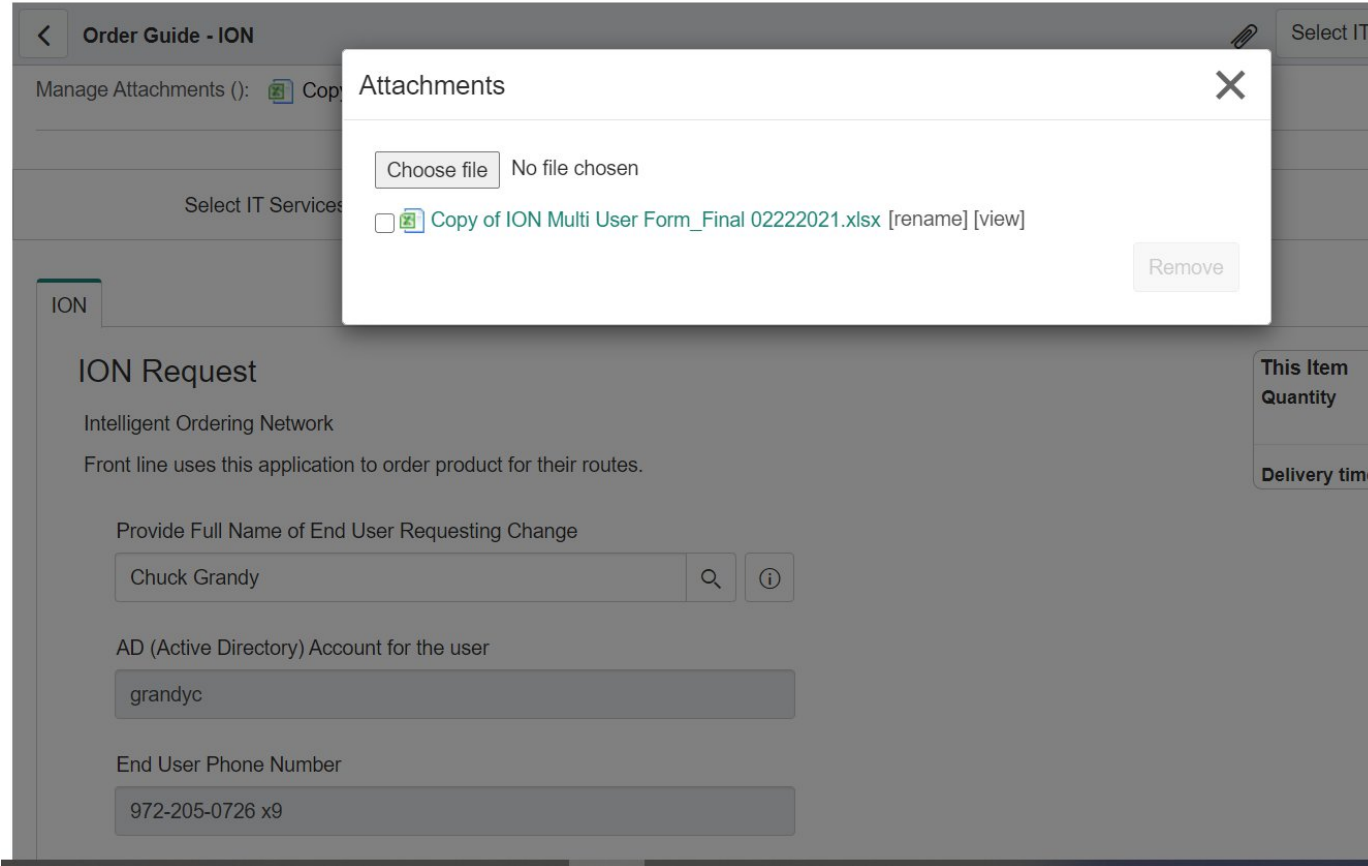
Attach a file (0)

Select the Business Unit (East, Central, West)

Add comments if needed.

Select “Attach a File”.

ION Request in ITWorks



The screenshot shows the 'Order Guide - ION' interface. A modal dialog titled 'Attachments' is open, displaying a file selection interface. The dialog has a 'Choose file' button, a 'No file chosen' status, and a list of files. One file is listed: 'Copy of ION Multi User Form_Final 02222021.xlsx' with options to '[rename]' and '[view]'. A 'Remove' button is at the bottom right of the dialog. The background form is titled 'ION Request' and includes the following fields:

- Manage Attachments ():** [Icon] Copy
- Select IT Services**
- ION Request**
 - Intelligent Ordering Network
 - Front line uses this application to order product for their routes.
 - Provide Full Name of End User Requesting Change
 - Chuck Grandy
 - AD (Active Directory) Account for the user
 - grandyc
 - End User Phone Number
 - 972-205-0726 x9
- This Item**
 - Quantity
 - Delivery time

Scroll to the top and find the Attachments box. Select "Choose file", select the file saved on your computer or tablet, and attach. Once attached it will be listed as seen in the screen shot. Click on the X in the upper right and proceed to "Checkout" as described before.