



AAA Companies Web Portal Help Guide

Supporting you every step of the way

Learn About....

- Logging into the AAA Web Portal
- Services provided by AAA Properties Services
- Route Maintenance Program
- Creating a Service Request
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- Reviewing a Calendar of Scheduled Services
- Creating a Bid Request
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- Questions?

Logging into the AAA Web Portal



- **Access to AAA Property Services Portal:** <https://rabobank.assetsaaa.com/>.
- **Locate the AAA Property Services link on Sundial at:**
[Reference Center/Applications & Tools/General Services/Facilities Service Requests](#)
- **To access the AAA Web Portal, enter your email address and password.**
- **For initial user set-up, contact AAA Property Services at (800) 892-4784. Prior approval from your supervisor is REQUIRED.**

Services Provided by AAA Property Services



Services in **red** may be included in monthly route maintenance inspections

Afterhours Emergency Response

Appliance Repairs

ATM Cleaning

Construction Services

Currency Counter Equipment & Repairs

Door and Gates Repairs

Electrical Work

Elevator Maintenance & Repairs

Encoders Equipment & Repairs

Fire Safety & Extinguishers

Flooring Repairs & Installations

Furniture Moving

Glass Repairs/Replace & Clean-Up

Handyman Repairs

HVAC Repairs & Services

Interior Cleaning/Janitorial

Landscaping

Lighting & Bulb Replacement

Music Services

Painting Services & Touch-ups

Parking Lot Striping

Pest Control

Plumbing Repairs & Emergency Work

Power Washing/Window Cleaning

Roof Repairs & Leaks

Sign Lighting & Maintenance

Water Backflow Testing

Water Purification Systems

Route Maintenance

IMPORTANT NOTE: Route Maintenance should be used as a first step to resolving any facility issue. The cost of minor repairs and services is included within the Route Maintenance service fee. There are additional fees for Service Requests.

Most locations have monthly route maintenance inspections. During these inspections, the AAA Property Services technician will inspect the following:

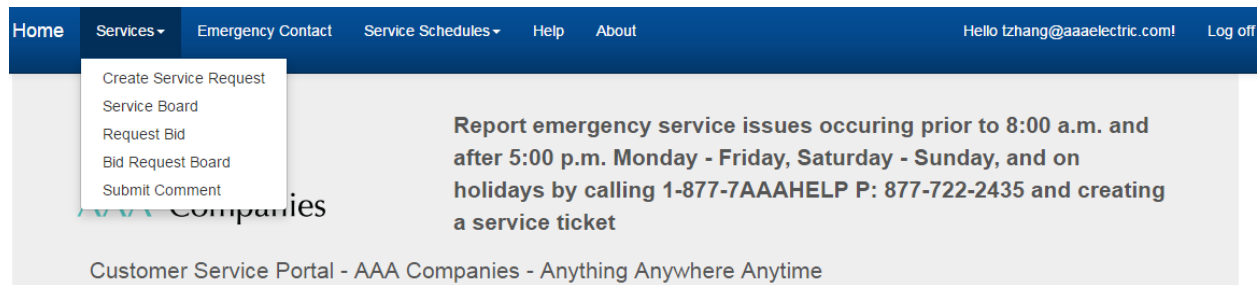
- Lighting & Electrical Systems
- Plumbing
- Cables
- Door and Hardware Systems
- Furniture
- Flooring
- Wall Coverings
- Graffiti
- ATM Cleaning
- Ceiling
- Fire Extinguishers /Fire, Life & Safety Systems
- Janitorial
- Parking Lot
- Roof Inspections

A complete description of services is located in the front sleeve of the Facility Log, the three-ring binder located at each site. General repair items should be logged into the Facility Log or the portal by selecting the "Next Route Maintenance" as the service request priority level, and the technician will complete the request during the monthly service as time permits. Additionally, the technician will review the inspection report with a designated onsite staff and advise of any issues that need submitted as either a Service Request or Bid Request.

Creating a Service Request



Under “**Services**”, select “**Create Service Request**”



Complete the request form then select “**Create**”

Important Note: For priority level, please note “Emergency” or “Next Day” priority levels are a premium fee. When possible, select “Next Route Maintenance” as the priority.

Reviewing Service Tickets Open and Closed



Under “**Services**”, select “**Service Board**”

Home

Services ▾

Emergency Contact

Service Schedules ▾

Help

About

Hello tzhang@aaaelectric.com!

Log off

Serv

Create Service Request

Service Board

Request Bid

Bid Request Board

Submit Comment

Edit	Priority ▾	Status ▾	Company ▾	Service Location ▾	Cost Center ▾	Region ▾	City ▾	Service Category ▾	Problem Summary ▾	Date Requested
Edit	Next Day (premium fees)	Open	AAA Property Services Valencia	AAA Property Services Valencia	2222	Southern California	Valencia	Appliances	TEST DEMO ONLY	09/12/2016

Should you want to edit the request, select “**Edit**” located on the left.
Details can be added to the “**Add Details**” section, then select “**Save**”

Edit	Details	Job # ▾	Priority ▾	Status ▾	Company ▾	Service Lo
Edit	Details	325163	Next Day (premium fees)	Open	AAA Property Services Valencia	AAA Proper Services Va

Creating a Bid Request



Under “**Services**”, select “**Request Bid**”

A screenshot of the AAA Companies website. The top navigation bar is dark blue with links: Home, Services (dropdown), Emergency Contact, Service Schedules (dropdown), Help, and About. The 'Services' dropdown menu is open, showing options: Create Service Request, Service Board, Request Bid, Bid Request Board, and Submit Comment. The 'Request Bid' option is highlighted. Below the navigation bar, there is a large grey banner with the text: "Report emergency service issues occurring prior to 8:00 a.m. and after 5:00 p.m. Monday - Friday, Saturday - Sunday, and on holidays by calling 1-877-7AAAHELP P: 877-722-2435 and creating a service ticket". Below this banner, there is a blue button labeled "Learn more »".

Complete the form then select “**Create**”

Create

How can we help you? Please create a new Bid Request.

A screenshot of the 'Create' form for a Bid Request. The form has a light blue header with the title 'Create' and the subtitle 'How can we help you? Please create a new Bid Request.' Below the header, there are several input fields: 'Who should we contact?' (text input), 'Phone' (text input), 'Priority Level' (dropdown menu with 'Please Choose' selected), 'Request Summary' (text input), and 'Request Details' (large text area). At the bottom right of the form is a 'Create' button.

Submitting Comments



Under “**Services**” select “**Submit Comment**”

A screenshot of the AAA Companies website. The top navigation bar is dark blue with links: Home, Services (with a dropdown arrow), Emergency Contact, Service Schedules (with a dropdown arrow), Help, and About. On the right of the bar, it says "Hello tzhang@aaaelectric.com!" and "Log off". The "Services" dropdown menu is open, showing options: Create Service Request, Service Board, Request Bid, Bid Request Board, and Submit Comment. Below the navigation bar, there's a light gray section with the text: "Report emergency service issues occurring prior to 8:00 a.m. and after 5:00 p.m. Monday - Friday, Saturday - Sunday, and on holidays by calling 1-877-7AAAHELP P: 877-722-2435 and creating a service ticket". At the bottom of this section, it says "Customer Service Portal - AAA Companies - Anything Anywhere Anytime".

Complete the form, then select “**Create**”.
Facilities Department reviews these monthly.

Submit A Comment

Please use this form to tell us how we're doing

Rate us on how we're
doing

Please Choose

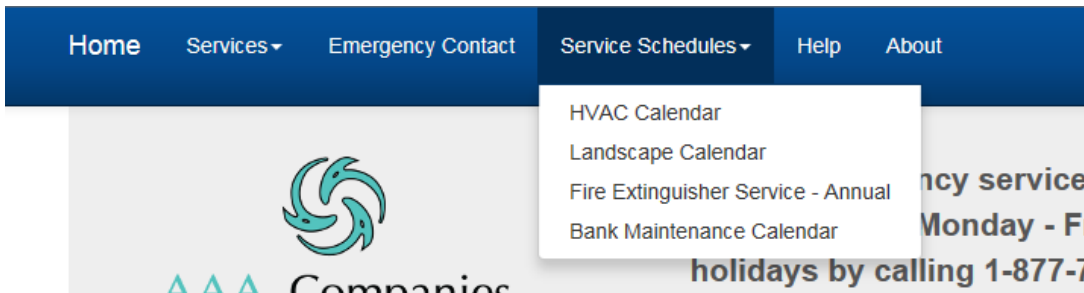
Comments

Create

Calendar of Scheduled Services



A list of all scheduled services can be found under “**Service Schedules**”



Quality Assurance Forms



Onsite staff will be asked to complete the below Quality Assurance Forms for janitorial monthly and landscaping quarterly. Any general concerns/complaints or unsatisfactory service levels should be reported on this form. AAA Property Services will follow up on each unfavorable report. A copy of the contracted *Scope of Work* for each service is posted onsite in the janitor closet.

Quality Assurance Form - Landscaping		
Customer:	RABOBANK	
Site Address:		
Inspection Date:		
Inspected By:		
Grades: (S)atisfactory, (N)eeds improvement, (P)oor		
AREA	GRADE	COMMENTS
Landscaping areas kept neat and clean		
Plants/trees maintained		
Parking lot kept clean		
Sidewalks kept clean		
ATM wiped cleaned		
Color changed as required		
Garbage cans emptied		
Weeds removed		
Trees trimmed		
Lawns mowed		
Mulch kept up		
Irrigation maintained		
Is the contract scope of work posted: YES () NO () Where? _____		
Do the sidewalks need pressure washing: YES () NO ()		
Are any improvements outside of the scope of work required: YES () NO ()		
<i>I agree, by signing below, that the assessment of landscape services is true and accurate. If extras are noted above I am aware that they need to be entered in the portal for the work to be completed.</i>		
Signature (Branch Manager or Customer Service Manager):		

Quality Assurance Form Janitorial		
Customer:	RABOBANK	
Site Address:		
Inspection Date:		
Inspected By:		
Grades: (S)atisfactory, (N)eeds improvement, (P)oor		
AREA	GRADE	COMMENTS
Lobby/Entrances:		
Teller Area:		
Hallways:		
Offices:		
Restrooms:		
Lunchroom:		
Elevator:		
Stairways:		
Janitor's Closet:		
Vault/Locked Rooms:		
Conference Room:		
ATM Cleaning:		
Is the contract scope of work posted in the janitor's closet: YES () NO ()		
Do the sidewalks need pressure washing: YES () NO ()		
Do the carpets need cleaning: YES () NO ()		
Do the windows need cleaning: YES () NO ()		
<i>I agree, by signing below, that the assessment of janitorial services is true and accurate. If extras are noted above I am aware that they need to be entered in the portal for the work to be completed.</i>		
Signature (Branch Manager or Customer Service Manager):		



Reporting Afterhours Emergencies

To report emergency service issues

**Before 8:00 a.m. or after 5:00 p.m.
Monday-Friday**

OR

Saturday, Sunday and Holidays

**877-7AA-AHELP
(877-722-2435)**

Emergency repairs are a premium fee

***Make sure to leave your name and contact
information when leaving an afterhours
message***

Questions?



If you have any facility related questions,
please email the department at

l.us.rna.GSDFacilities@Rabobank.com