



General Services  
Web Portal Help Guide  
AAA Property Services

Supporting you every step of the way

**April 2013**

# Learn About....

- Logging into the AAA Web Portal
- Services provided by AAA Properties Services
- Route Maintenance Program
- Creating a Service Request
- Reviewing Service Tickets (open/closed)
- Reviewing a Calendar of Scheduled Services
- Creating a Bid Request
- Submitting Comments and Complaints
- Reporting Afterhours Emergencies

# Logging into the AAA Web Portal



**Step #1: Locate the AAA Property Services link on Sundial at:**

[Reference Center/Applications & Tools/](#)  
[General Services/Facilities Service Requests](#)

**Step #2: 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.**



Welcome. Please Log In

Email:



Password:

Login

[Forgot Password?](#)

# Services Provided by AAA Property Services



**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**

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

# Route Maintenance

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, three-ring binder at each location where Route Maintenance inspections occur. General repair items should be logged into the Facility Log and the technician will complete during the monthly service. Additionally, the technician will review the inspection report with onsite management advising on any issues that need submitted as either a Service Request or Bid Request.

**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.**

# Creating a Service Request

## Step #1



Rabobank

Service Requests are used to request non-emergency repairs.

**Step #1: Select "Service" then "Create Service Request"**

Service

Create Service Request

Service Board

Schedule of Services

Bid Request

Site Management

My Profile

FAQ / Help

Submit a Comment / Complaint

Log Out

Go To Bottom ☐ Hide

Job #	Priority	Status Code	Service Location	Region
	Priority Level	Status Code		Central Valley
310978	3 to 5 Days	Complete	RB1162	Central Valley
310977	3 to 5 Days	Complete	RB1162	Central Valley
310976	3 to 5 Days	In Progress	RB1162	Central Valley
310839	3 to 5 Days	Complete	RB1162	Central Valley
310782	3 to 5 Days	Complete	RB1162	Central Valley
310688	3 to 5 Days	Complete	RB1162	Central Valley
310687	3 to 5 Days	Dispatch	RB1162	Central Valley
310686	3 to 5 Days	Complete	RB1162	Central Valley
310542	3 to 5 Days	Complete	RB1162	Central Valley
310541	3 to 5 Days	Complete	RB1162	Central Valley

# Creating a Service Request

## Step #2



**Step #2: Input the requested information into each field, then select "Create Ticket." Once completed, an automated email will be forwarded to you.**

AAA Property Services Customer Portal - Windows Internet Explorer

https://aaahelp.aapropertyservices.com/createdit3.asp

AAA Property Services Customer Portal

Emergency Number  
AAA Property Services (1-877-722-2435)  
1-877-TAAAHHELP  
(1-877-722-2435)

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 the emergency phone number and creating a service ticket

**Service**

- Create Service Request
- Service Board

**Schedule of Services**

**Bid Request**

**Location Management**

**User Management**

**My Profile**

**FAQ / Help**

**Submit a Comment / Complaint**

**Log Out**

**AAA Service Request**

Please Note, All Fields Are Required Unless Otherwise Noted.

Edit - Will Erase Request

Company Name: Rabobank Service Location: RB1101

Address Line 1: 1494 Main Street Address Line 1: 1448 Main Street

Address Line 2: Address Line 2: BRANCH

City: El Centro City: El Centro

State: CA State: CA

Zipcode: 92243 Zipcode: 92243

Region: MidCentral Coast Region: Imperial Valley

(Optional) Customer PO#:

Cost Center#:

Requestor: Lisa Twomey Service Category: Please Choose

Phone Number: 7604168019 Priority Level: 3 to 5 Days

After Hours Phone Number: 7606461553

Problem Summary:

Problem Details: Please describe the nature of your request with as much detail as possible and provide any contact information we'll need to coordinate onsite access:

Back Create Ticket

11/30/2012 12:27 PM

Done

Internet | Protected Mode: Off

100%

12:27 PM  
11/30/2012

# Reviewing Service Tickets Open and Closed



Rabobank

Once you log into the AAA web portal, the Service Board is the first screen.  
This details all service requests for your location.



Emergency Number  
1-877-7AAAHELP  
(1-877-722-2435)

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 the emergency phone number and creating a service ticket

Service

Schedule of Services

Bid Request

Site Management

My Profile

FAQ / Help

Submit a Comment / Complaint

Log Out

SERVICE BOARD

Rabobank

Go To Bottom

☐ Hide Completed Jobs

☐ Hide Recurring Jobs

☐ Hide Dispatched Jobs

☐ Hide In Progress Jobs

☐ Hide Accepted Jobs

☐ Hide Open Jobs

Save Reset

Job #	Priority	Status Code	Service Location	Region	City	Service Category	Problem Summary	Date Requested	Date Dispatched	Date Completed	Service Provider	Customer PO#
	Priority Level	Status Code		Central Valley	Hanford	Service Category						
310978	3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Pest Control	pigeon	11/7/2012	11/9/2012	11/9/2012	san joaquin-nb	-N/A-
310977	3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Signs	Flag Poll Lockbox	11/7/2012	11/7/2012	11/7/2012	-N/A-	-N/A-
310976	3 to 5 Days	In Progress	RB1162	Central Valley	Hanford	HVAC Air / Heat	AltM Kiosk	11/7/2012	-N/A-	-N/A-	EMCOR-48386	-N/A-
310839	3 to 5 Days	Complete	RB1162	Central Valley	Hanford	EQ-Copier/Printer/Fax/MFP	paper Jamming	10/29/2012	11/8/2012	11/8/2012	xltech-nb	-N/A-
310782	3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Roof Repair / Leaks	pigeon droppings	10/23/2012	10/26/2012	10/26/2012	aaa-08	-N/A-
310688	3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Flooring	bathrooms floors	10/16/2012	10/30/2012	10/30/2012	ABLE-47835	-N/A-
310687	3 to 5 Days	Dispatch	RB1162	Central Valley	Hanford	Signs	lock box for flag poll and flag needed	10/16/2012	11/29/2012	-N/A-	aaa-04	-N/A-
310686	3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Landscaping	fertilizer for grass	10/16/2012	10/17/2012	10/17/2012	RON5-47834	-N/A-
310542	3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Lighting	Lighting	10/5/2012	10/5/2012	10/5/2012	STAN VIERRA-47597	-N/A-
310541	3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Pest Control	Pigeons	10/5/2012	10/30/2012	10/30/2012	SAN JOAQUIN-47596	-N/A-
310226	3 to 5 Days	Complete	RB1162	Central Valley	Hanford	HANDYMAN REPAIRS	Need lockbox for flag pole	9/12/2012	10/23/2012	10/23/2012	aaa-34	-N/A-
310174	3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Lighting	light for flag poll	9/6/2012	10/15/2012	10/15/2012	STAN VIERRA-46912	-N/A-
309867	3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Signs	Parking lots signs	8/9/2012	8/30/2012	8/30/2012	aaa-04	-N/A-



# Reviewing Calendar of Scheduled Services



The calendar shows route maintenance and HVAC servicing schedules for all locations.

Service			
Schedule of Services	Go To Bottom		
- Maintenance Calendar - HVAC Calendar	Job #	Priority	
Bid Request	<input type="text"/>	Priority Level	
Location Management	311413		3 to 5 Days
User Management	311412		3 to 5 Days
My Profile	311411		3 to 5 Days
FAQ / Help	311410		3 to 5 Days
Submit a Comment / Complaint	311410		3 to 5 Days
Log Out	311409		3 to 5 Days

# Creating a Bid Request

## Step #1



### Step #1: Select "Request Bid"

Service	SERVICE BOARD											
Schedule of Services	Go To Bottom <input type="checkbox"/> Hide Completed Jobs <input type="checkbox"/> Hide Recurring Jobs <input type="checkbox"/> Hide Dispatched Jobs <input type="checkbox"/> Hide In Progress Jobs <input type="checkbox"/> Hide Active											
Bid Request	<div> <input type="text"/> # <input type="text"/> </div>											
- Request Bid	<div> <input type="text"/> Priority <input type="text"/> Status Code <input type="text"/> Service Location <input type="text"/> Region <input type="text"/> City <input type="text"/> Service Category <input type="text"/> Problem Summary <input type="text"/> Date Requested <input type="text"/> Date Dispatched <input type="text"/> Date Completed         </div>											
- Bid Request Board	<div> <input type="text"/> Priority Level <input type="text"/> Status Code <input type="text"/> Region <input type="text"/> Service Category         </div>											
My Profile	311042		3 to 5 Days	Open	RB1162	Central Valley	Hanford	Door / Gate Repair	Teller Line Gate	11/14/2012	-N/A-	-N/A-
FAQ / Help	310978		3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Pest Control	pigeon	11/7/2012	11/9/2012	11/9/2012
Submit a Comment / Complaint	310977		3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Signs	Flag Poll Lockbox	11/7/2012	11/7/2012	11/7/2012
Log Out	310976		3 to 5 Days	In Progress	RB1162	Central Valley	Hanford	HVAC Air / Heat	Atm Kiosk	11/7/2012	-N/A-	-N/A-
	310839		3 to 5 Days	Complete	RB1162	Central Valley	Hanford	EQ-Copier/Printer/Fax/MFP	paper Jamming	10/29/2012	11/8/2012	11/8/2012
	310782		3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Roof Repair / Leaks	pigeon droppings	10/23/2012	10/26/2012	10/26/2012
	310688		3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Flooring	bathrooms floors	10/16/2012	10/30/2012	10/30/2012
	310687		3 to 5 Days	Dispatch	RB1162	Central Valley	Hanford	Signs	lock box for flag poll and flag needed	10/16/2012	11/29/2012	-N/A-
	310686		3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Landscaping	fertilizer for grass	10/16/2012	10/17/2012	10/17/2012
	310542		3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Lighting	Lighting	10/5/2012	10/5/2012	10/5/2012
	310541		3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Pest Control	Pigeons	10/5/2012	10/30/2012	10/30/2012

# Creating a Bid Request

## Step #2



**Step #2: Input information into each field then select "Submit Bid Request." Once completed, an automated email will be forwarded to you.**

AAA Property Services Customer Portal - Windows Internet Explorer

https://aaahelp.aaapropertyservices.com/createBid.asp

AAA Property Services Customer Portal

Emergency Number  
AAA Property Services ( 1-877-7AAAHELP  
1-877-722-2435 )

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 the emergency phone number and creating a service ticket

**Service**

**Schedule of Services**

**Bid Request**

**Location Management**

Add Location  
Sites & Locations  
Upload Site List

**User Management**

My Profile  
FAQ / Help  
Submit a Comment / Complaint  
Log Out

**AAA Bid Request**

Please Note, All Fields Are Required.

Company Name: Rabobank Service Location: RB1101

Address Line 1: 1494 Main Street Address Line 1: 1448 Main Street

Address Line 2: Address Line 2: BRANCH

City: El Centro City: El Centro

State: CA State: CA

Zipcode: 92243 Zipcode: 92243

Region: MidCentral Coast Region: Imperial Valley

Who Should We Contact? Rafael Galvan Priority Level: Next Week

Phone Number: 7603373208 After Hours Phone Number: 7602226460

Request Summary:

Request Details: Please describe the nature of your request:

Back Submit Bid Request

11/30/2012 12:38 PM

Done

Internet | Protected Mode: Off

100%

12:38 PM  
11/30/2012

# Submitting Comments and Complaints

## Step #1



### Step 1: Select "Submit a Comment/Complaint."

Service	SERVICE BOARD							
Schedule of Services	Go To Bottom <input type="checkbox"/> Hide Completed Jobs <input type="checkbox"/> Hide Recurring Jobs <input type="checkbox"/> Hide Dispatches							
Bid Request	Job #	Priority	Status Code	Service Location	Region	City	Service Category	Problem
My Profile		Priority Level	Status Code		Region		Service Category	
FAQ / Help								
Submit a Comment / Complaint	311043	3 to 5 Days	Open	RB1162	Central Valley	Hanford	Door / Gate Repair	Teller L
Log Out	310978	3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Pest Control	pigeon
	310977	3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Signs	Flag Po
	310976	3 to 5 Days	Dispatch	RB1162	Central Valley	Hanford	HVAC Air / Heat	Atm Ki
	310839	3 to 5 Days	Complete	RB1162	Central Valley	Hanford	EQ-Copier/Printer/Fax/MFP	paper J
	310782	3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Roof Repair / Leaks	pigeon
	310688	3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Flooring	bathro
	310687	3 to 5 Days	Dispatch	RB1162	Central Valley	Hanford	Signs	lock bo poll an need
	310686	3 to 5 Days	Complete	RB1162	Central Valley	Hanford	Landscaping	fertilizer

# Submitting Comments and Complaints

## Step #2



**Step #2: Input information into each field then select "Submit".**

<b>Service</b>	<p><b>Please use this form to tell us how we're doing</b></p> <p>Please Tell Us How We're Doing <input type="button" value="Please Choose ▼"/></p> <p>Comments: <input type="text"/></p> <p><input type="button" value="Submit"/> <input type="button" value="Reset"/></p>
<b>Schedule of Services</b>	
<b>Bid Request</b>	
<b>My Profile</b>	
<b>FAQ / Help</b>	
<b>Submit a Comment / Complaint</b>	
<b>Log Out</b>	



# **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)**

***Note that additional service fees are charged by  
AAA for emergency repair reporting.***