

SOP - 7-Eleven - Ticket Handling – Hot/Cold Store Request for Service



Purpose

The purpose of this document is to guide the BSS through the process of providing diagnostics to Service Providers for a store complaint related to HVAC (aka Reactive Ticket).

Notes:

If store personnel feel discomfort in the store that they believe to be related to HVAC or EMS, they submit a “Request for Service” ticket in 7Help’s system. At that time, the RFS is automatically sent to two places: Service Provider and to Engie. The ticket will populate in Verisae and can be found by searching All Work Orders and filtering out status (NEW) and priority (ASSIGNED) as shown below.

Sites Call Center Service Asset Types Service Providers Reports Energy												
WO Outstanding WO Assignments Web Service Errors All Work Orders WO Administration PPM Schedules External Work Orders												
All Work Orders												
Action Date: Unfiltered Date Range: Unfiltered WO Type: Unfiltered Provider Type: Unfiltered												
WO #	External Reference #	Status	Tagged	Open Links	Date Opened	Site Name	Site Description	Service Provider	Provider Invoice #	WO Type	Priority	Work Order Name
		Assigned									New	
44456827	96103618	Assigned		0	03/16/2017	32332	32332-Hanover, MO	7-11 Facility Maintenance		Normal	New WO	Temperature below 60 F - P1
44456506	96102308	Assigned		0	03/16/2017	26684	26684-El Centro, CA	7-11 Facility Maintenance		Normal	New WO	Temperature below 60 F - P1
44456283	96101508	Assigned		0	03/16/2017	36478	36478-New York, NY	7-11 Facility Maintenance		Normal	New WO	Temperature below 66 F or above 76 F - P2
44456126	96101098	Assigned		0	03/16/2017	32949	32949-Clifton, NJ	7-11 Facility Maintenance		Normal	New WO	Temperature below 66 F or above 76 F - P2
44456087	96100978	Assigned		0	03/16/2017	11235	11235-Shirley, NY	7-11 Facility Maintenance		Normal	New WO	Temperature below 66 F or above 76 F - P2
44456026	96100698	Assigned		0	03/16/2017	37531	37531-Bellmore, NY	7-11 Facility Maintenance		Normal	New WO	Temperature below 60 F - P1

Procedure

- 1) SERVICE LEVEL AGREEMENT: SLA is 1-hour for reactive store complaint tickets – The Engie BSS is responsible for checking ticket history, performing diagnostics, and entering diagnostics into the existing 7Help Ticket.
- 2) SEARCH 7HELP FOR RELATED TICKETS: (See 7Help Ticket Search SOP)
 - a. ALREADY AN OPEN TICKET: Cancel the Verisae ticket as a duplicate (See Ticket Cancellation SOP)
 - b. HVAC LEAK OR NOISE: Simply update the Verisae priority to match the ticket priority. There is no need to diagnose these.
 - c. ISSUE WITH SETTINGS/PROGRAMMING that can be wholly resolved remotely, cancel the Verisae ticket as Avoided Truck Roll (See Ticket Cancellation SOP)
 - d. PROBLEM TYPE AND DESCRIPTION DO NOT MATCH logically, close the ticket with action code Incorrect PUC.

Status	Service Complete
Problem Description	Joshua/SM Called to report alarm is currently going off, fire department was unable to cleared alarm, spoke to security, security provider advice to have smoke detectors on the roof checked, possible HVAC sensor
Problem Type	Major leaking inside store - P1

- e. If there are no open tickets in 7Help’s system, continue with this SOP. The recall process does not apply to reactive tickets.
- 3) ADD DIAGNOSTIC TO THE 7HELP TICKET: Copy/paste the diagnostic into the 7Help Ticket using the Post

DetailsResolutionFinancialSchedule*Vendor DetailsVendor

Work Notes

Work Notes

Post

Work Notes function.

- 4) ADD DIAGNOSTIC TO THE ACCRUENT TICKET: Use the Edit Reported Problem function to add diagnostic and update priority (match priority to the original priority) as shown below. All highlighted fields are required

before you will be able to Apply Edit.

Edit Reported Problem for Work Order #50865729

Current Values		New Values	Barcode Search
Asset Tag			Search
Category	HVAC	HVAC	
Subcategory	Heating/Air Conditioning HVAC	Heating/Air Conditioning HVAC	
Location	Other	Other	
Location Details		711	
Space			
Asset Status	Not Working	Not Working	Assigned Provider
Priority	New WO	P1	7-11 Facility Maintenance
Problem Type	Temperature below 60 F - P1	Temperature below 60 F - P1	New Responsible Provider
Problem Description	Per Abdul : heater : Store heater is not working it is cold in here.	PROBLEM: Hot Store REMOTE FINDINGS: RTU1 compressor is not engaging and looks to have tripped on low pressure (55 PSI) on 7/15. No pattern of this behavior prior. RTU2 outside air sensor is also offline. TECHNICIANS: There is no need to provide Engle with status updates while work is still being performed. Please contact Engle (855-298-7617) to verify	7-11 Facility Maintenance 10 Columbus Blvd Hartford, CT 06106 Phone: (860) 466-7642 Fax: E-mail: 7-11@ecova.com
Reason for edit	Diagnostic		NO CONTRACT Apply Edit Only

Apply Edit

Cancel

QUICK REFERENCE CHECKLIST

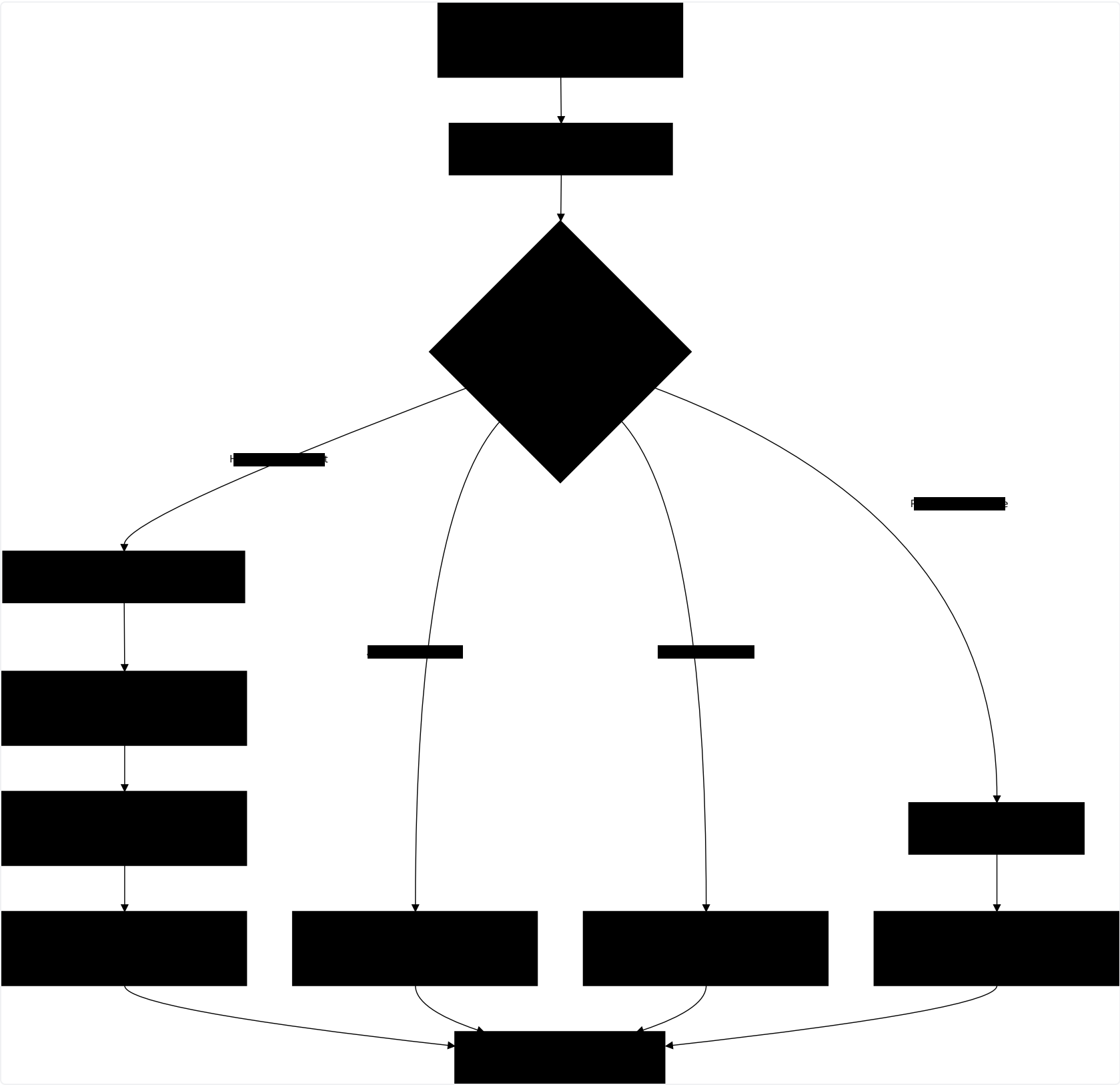
- Available tickets found in Service > All Work Orders
- Cancel or close as Incorrect PUC whenever possible
- Add diagnostic to 7Help ticket using post Work Note function
- Add diagnostic to Accruent ticket using Edit Reported Problem function
- No recalls for reactive tickets.

Process Map

undefined

undefined

undefined



SOP - 7-Eleven - Ticket Handling – Hot_Cold Store Request for Service.drawio

Editable Mermaid Diagram

Revision History

Version	Date	Author	Changes Made
1.0	[03/13/26]	Isaac T.	Initial draft
1.1	[MM/DD/YY]	[Author Name]	[Description of changes]

Approval

Approved by: [Name and Title]

Date: [MM/DD/YY]