

MyParker Portal Service Requests

Distributor Quick Reference Guide

The Service Request application in MyParker Portal provides the ability to view current Service Requests (SRs) from Oracle Engagement Cloud (OEC) and the Parker Service Desk for you or those at your Company location. Four tabs are available with the service request list views:

- **My Open Service Requests** lists all service requests in New, In Progress, Waiting, Waiting Internal, or Customer Update status where you are the contact.
- **My Service Requests** lists service requests in all statuses where you are the contact.
- **All Open Service Requests** lists all service requests for your company in New, In Progress, Waiting, Waiting Internal, or Customer Update status.
- **All Service Requests** lists all service requests for your company in all statuses.

Service Request Status Definitions

New / Open - Awaiting assignment to a Customer Care Representative or review by assignee.

In Progress / Work In Progress / Extended Research - Assigned to a Parker resource seeking resolution.

Customer Update - Additional message has been sent by the customer.

Waiting Internal or Awaiting Approval / Parent Resolution or Pending Change - Parker is waiting on internal assistance.

Waiting or Awaiting Customer - Pending customer input.

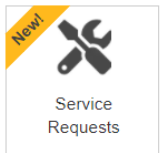
Resolved - Parker resolution provided, pending closure.

Closed - Archived, editing is disabled.

Sign on to MyParker Portal

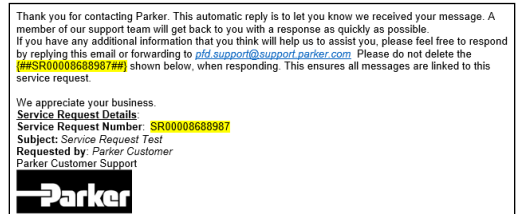
- Access the MyParker Portal button from the parker.com homepage or click <https://my.parker.com> to bring up the sign on screen.
- Use your MyParker Portal email and password to sign on.
- Click the Service Request icon (right) to bring up the Service Requests List screen (shown in next section).

If you do not see the Service Requests icon or have issues signing onto MyParker, contact your MyParker Distributor Administrator.



Search for Service Requests

- If the list of SRs is long, then you can search for a specific inquiry. Type the full SR number in the Search bar and click **Search** to locate your SR.
Your SR number can be found in the confirmation email subject (for example, SR00008688987) and in the highlighted areas of the email (right).
- Click the arrows next to the column to sort by the values in that column.
The default view is sorted by the Last Updated Date, descending.



Service Requests

Home > Service Requests

My Open Service Requests (0) My Service Requests All Open Service Requests (3) All Service Requests

Search By Service Request Number [Advanced Filter](#) [Reset](#)

All Open Service Requests

Service Request Number	Date Created	Last Updated	Assigned To	Status	Subject
SR00008688987	12/08/2020	01/13/2021	Margaret Matthews	CUSTOMER UPDATE	Test Stornierung
SR0000853119	11/04/2020	01/07/2021		CUSTOMER UPDATE	TEST (JANINE TEPEL) WG Ticket: JTEL-BS09JE RFO zu SR# 1-15633838466 Kohler
SR0000821090	09/23/2020	11/11/2020		NEW	Test

Previous 1 Next Results Per Page 25

Subject: Search Any Subject

Category: Select Any Category

Status: Select Any Status

Creation Date Start: mm/dd/yyyy

Creation Date End: mm/dd/yyyy

Advanced Filter

To search by fields other than the SR Number, use the advanced filter option.

1. Click [Advanced Filter](#) to bring up the available fields.
2. Select a value or type text in the selected field(s) and click **Filter**.
3. To reset the filter values click [Reset](#) next to the Search bar.

View Service Request Details

- Click any SR number to view the details of the inquiry.
The example below shows an OEC SR; the Parker Service Desk SRs will look slightly different.
- Use the [Back to Service Requests](#) link to return to the Service Request List screen.

Service Request SR0000868987

Home > Service Requests

[back to service requests](#) [Escalate](#)

Status: **CUSTOMER UPDATE**

Date Created: December 8, 2020 7:14 AM

Last Updated: January 13, 2021 9:32 AM

Account Name: KOHLER GMBH

Customer Ref#: B000038568

Subject: Test Stornierung

Customer Care Representative: Thomas Stumpf

Primary Contact: Volker Krieger

Assigned To: Margaret Matthews

Category: Order; Change; Cancel

Queue: EME-PSC-DACH-DDS

Description:
Die Lieferzeit ist überschritten und hat alternativ Artikel bestellt, bitte um Storno

New Message:

Your message here...

[Send](#)

Messages (4) | File Attachments | URL Attachments

Date	Message From	Message
01/08/2021	Margaret Matthews	Why isn't this SR done yet??
01/08/2021	Margaret Matthews	This is really important!

Key Fields/Areas on the Service Request

Subject: Topic of SR; if originated from email, the customer email Subject

Customer Care Representative: Your main contact at the Parker location for the SR.

Primary Contact: Contact at your company for this SR.

Assigned To: Who is currently working on the SR at the Parker location

Queue: Parker location and department code where the SR is currently being processed.

Messages: Messages associated with the SR.

File Attachments: Attachments related to the SR.

URL Attachments: Web links on the SR.

Escalate a Service Request

Escalating an SR notifies the owning location that you request immediate attention to be focused on this SR. Please note you can only escalate OEC SRs.

- Click **Escalate** at the top right corner of the screen.
- Enter any relevant details in the Reason for Escalation box and click **Send**.
- The status of the SR will change to "Customer Update" and a message will be posted for the Parker location responsible for the SR.

Reason for Escalation

Your message here...

[Cancel](#) [Send](#)

Send Messages

To communicate with the Parker location working on the SR, type your message content in the New Message box and click **Send**. Please note you can only send messages on OEC SRs.

The status of the SR will change to "Customer Update" and a message will be posted for the Parker location responsible for the SR.

New Message:

Your message here...

[Send](#)

Add File Attachments

You can only add attachments to the OEC SRs.

- Click the File Attachments tab to view existing files attached to the SR. Click an attachment to open it.
- To add a file, click **Browse** to locate the file on your computer.
- Click **Open** to choose file or drag it to the File Upload area.
- (Optional) Type a description of the file in the Description field.
- Click **Upload**.

The file is added on the File Attachments tab.

The screenshot shows the 'File Attachments' tab selected. At the top, there are three tabs: 'Messages (4)', 'File Attachments (1)', and 'URL Attachments (1)'. Below the tabs is a table with columns: 'Date', 'Attachment', and 'Description'. The table contains one entry: '01/08/2021', 'parker_black.jpg', and a red 'x' icon. Below the table are 'Previous' and 'Next' navigation links, and a 'Results Per Page' dropdown set to '25'. Below the table is the 'Add Attachment' section. It has a 'File*' label, a 'Browse' button, and 'No File Chosen' text. Below this is a 'Drag & Drop File Upload:' area with a large box containing a file upload icon and the text 'File Upload Choose a file or drag and drop here to upload'. Below the upload area is a 'Description:' text field. At the bottom right are 'Attach' and 'Cancel' buttons.

Add URL Attachments

You can only add URL attachments to OEC SRs in the system.

- Click the URL Attachments tab to view any existing URLs attached to the SR.
Click a URL to go to the website.
- Type or paste the URL in the URL field.
- (Optional) Type a description of the website in the Description field.
- Click **Save**.

The URL is added on the URL Attachments tab.

The screenshot shows the 'URL Attachments' tab selected. At the top, there are three tabs: 'Messages (4)', 'File Attachments (1)', and 'URL Attachments (1)'. Below the tabs is a table with columns: 'Date', 'Url', and 'Description'. The table contains one entry: '12/09/2020', 'www.google.com', and 'without http or https' with a red 'x' icon. Below the table are 'Previous' and 'Next' navigation links, and a 'Results Per Page' dropdown set to '25'. Below the table is the 'Add URL' section. It has a 'URL*' label and a text field. Below this is a 'Description:' text field. At the bottom right are 'Save' and 'Cancel' buttons.