

# 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.

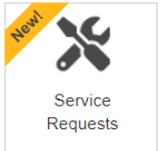
**Resolved** – Parker resolution provided, pending closure.

**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.*

Thank you for contacting Parker. This automatic reply is to let you know we received your message. A member of our support team will get back to you with a response as quickly as possible. If you have any additional information that you think will help us to assist you, please feel free to respond by replying this email or forwarding to [pld.support@support.parker.com](mailto:pld.support@support.parker.com). Please do not delete the [\(SR00008688987#\)](#) shown below, when responding. This ensures all messages are linked to this service request.

We appreciate your business.  
 Service Request Details  
 Service Request Number: **SR00008688987**  
 Subject: Service Request Test  
 Requested by: Parker Customer  
 Parker Customer Support

**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

Customer Care Representative: Thomas Stumpf

Date Created: December 8, 2020 7:14 AM

Primary Contact: Volker Krieger

Last Updated: January 13, 2021 9:32 AM

Assigned To: Margaret Matthews

Account Name: KOHLER GMBH

Category: Order; Change; Cancel

Customer Ref#: B000038568

Queue: EME-PSC-DACH-DDS

Subject: Test Stornierung

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...

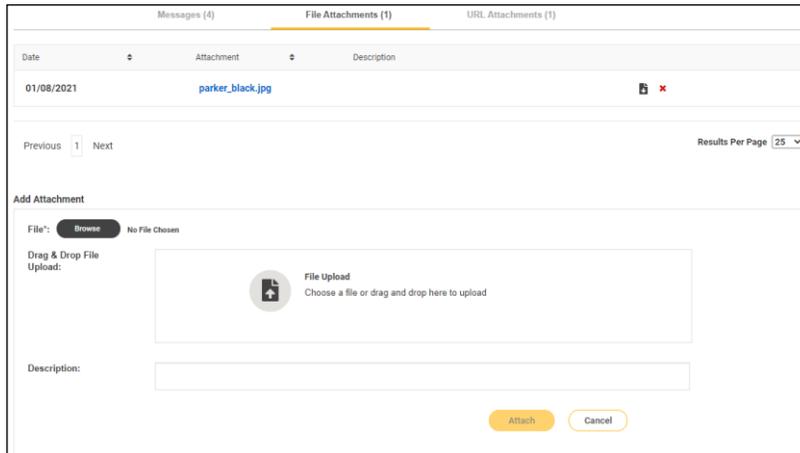
Send

## 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.*



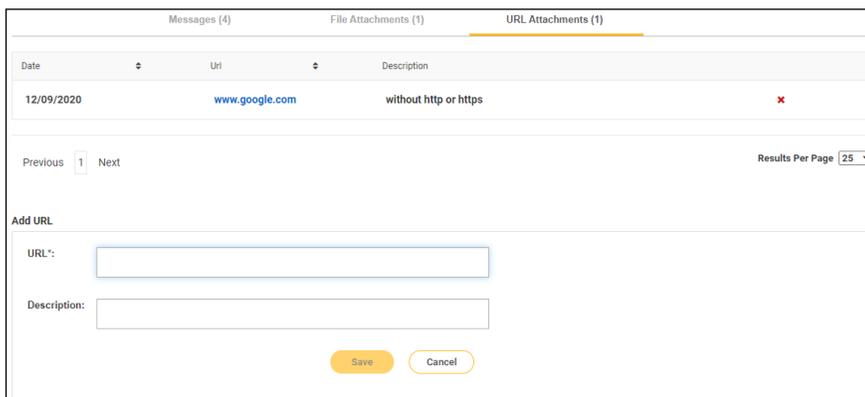
The screenshot shows the 'File Attachments (1)' tab. At the top, there are three tabs: 'Messages (4)', 'File Attachments (1)', and 'URL Attachments (1)'. Below the tabs is a table with columns for 'Date', 'Attachment', and 'Description'. A single row is visible with the date '01/08/2021', the attachment name 'parker\_black.jpg', and a red 'x' icon. Below the table are navigation links for 'Previous' and 'Next', and a 'Results Per Page' dropdown set to '25'. Underneath is the 'Add Attachment' section, which includes a 'File\*' label, a 'Browse' button, and the text 'No File Chosen'. There is a 'Drag & Drop File Upload:' area with a 'File Upload' icon and the instruction 'Choose a file or drag and drop here to upload'. Below this is a 'Description:' text input field. At the bottom right of the form 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 (1)' tab. At the top, there are three tabs: 'Messages (4)', 'File Attachments (1)', and 'URL Attachments (1)'. Below the tabs is a table with columns for 'Date', 'Url', and 'Description'. A single row is visible with the date '12/09/2020', the URL 'www.google.com', and the description 'without http or https', followed by a red 'x' icon. Below the table are navigation links for 'Previous' and 'Next', and a 'Results Per Page' dropdown set to '25'. Underneath is the 'Add URL' section, which includes a 'URL:' label and an empty text input field. Below that is a 'Description:' label and an empty text input field. At the bottom right of the form are 'Save' and 'Cancel' buttons.