

MAST Training: Job Aid

View and Assign Pending Requests



Objective

To provide supervisors with steps on to view and assign pending requests to SSD employees.



Audience

User: Supervisors

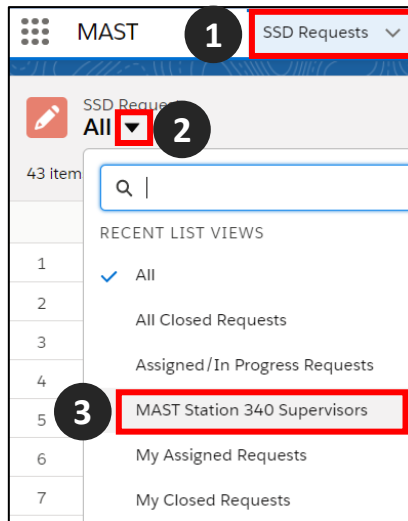
Instructions

Pre-Step: Access the **MAST** Homepage via <https://va.my.salesforce.com/>

1. Click on the **SSD Requests** tab.
2. Click on the **dropdown arrow** under the **SSD Requests** label to the right of the orange pencil.
3. Select the **supervisor queue** for your station (MAST Station 340 for this example) in the dropdown list.

Note: All requests submitted will be listed in this view by SSD Request #.

Note: All requests can be viewed by selecting the **All** queue.



4. Select the **SSD Request** record that user would like to review/assign.

Note: Records can be filtered by multiple fields including record type, severity, and status.

	SSD Requ... ↑ ▾	Assigned To ▾	Record Type
1	R - 0038		Facility Maintenance Request
4	R - 0050		Parking Request
3	R - 0063		Facility Maintenance Request



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5. Review the **selected record** to view.

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Details History Related

General Request Information

Station	340 Albuquerque	Facility	Las Cruces
Record Type	PIV Request	Sub-Category	PIV Issuance
Description	test	Comments	
Severity Level	Medium		

Note: Fields not displaying data (such as In-Progress Date, Assigned Date, On-Hold Date) will be updated once assignment is assigned and in progress, if applicable to the request.

Reporting Information

Submitted Date	9/10/2020	Assigned Date	
In Progress Date		Referred Date	
On-Hold Date		Closed Date	
Elapsed Days		Returned Date	

6. Click the **pencil icon** next to the **Assigned To** field under processing information.
7. Fill in (or type and search for) the SSD Employee the supervisor would like to assign the request to in the **Assigned To** field under **Processing Information**.

Processing Information

Assigned To	6 <input type="text"/>	Due Date	
Status	Submitted	Sub-Status	

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Assigned To

Search People...

Recent People

- Mast Test Station 340 Supervisor
- Anthony Caucci
- Mast Test Station 340 Employee

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- Click on the **Status** drop-down field under processing information.
- Select **Assigned** for the status of the request.

Note: The **Sub-Status** field will automatically adjust to **Pending** once the request is saved in step 9.

Note: Each request will have different aspects of information under processing information depending on the type of request. For example, RMO requests will display the # of bins shredded; however these data fields will not be populated until after the request is processed).

Processing Information

* Status

Assigned

--None--

Draft

Submitted

Assigned

Returned

Closed

- Select **Due Date** for the request to let the assigned employee know when the request is expected to be completed.
- Enter in any comments the user would like to provide to the requester in the free text **Comments to Requestor** field.
- Click inside the **Related Work Order** field to display a pre-populated list of existing work orders. User can alternatively enter in a request number to automatically search for a specific work order.

Processing Information

Assigned To
Mast Test Station 340 Employee

Status
Assigned

Comments to Requestor

Due Date
9/15/2020

Sub-Status
Pending

Related Work Order

- Click **Save** to assign the request to the selected employee.

Cancel Save

Post-Step: There is 1 potential post step.

- Supervisor can reassign requests to include those that have been listed as closed. (Covered in "How to Reassign or Reopen a Request" job aid)

✓ You have completed viewing and assigning requests in MAST!