

getconnected

online attachment tool from Union Gas

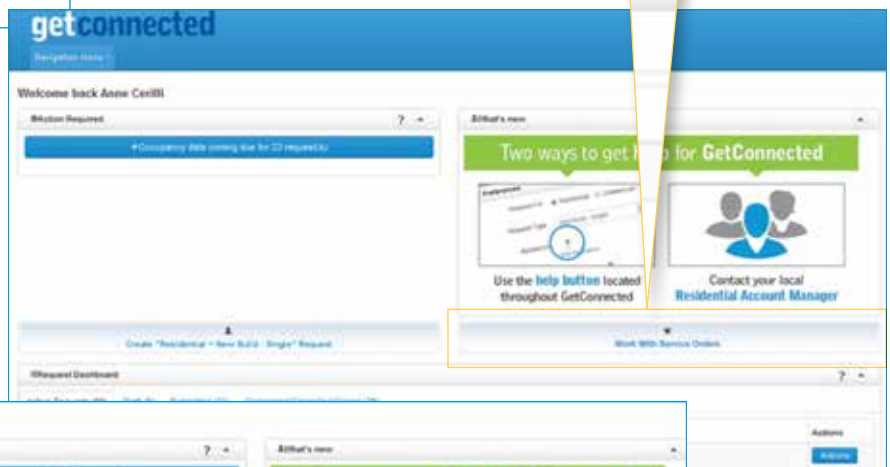
How to Book Five or More Service Orders at the Same Time

GetConnected offers a streamlined method to book multiple service orders at the same time. Use this method to book service orders for five or more properties on the same street or in the same development.

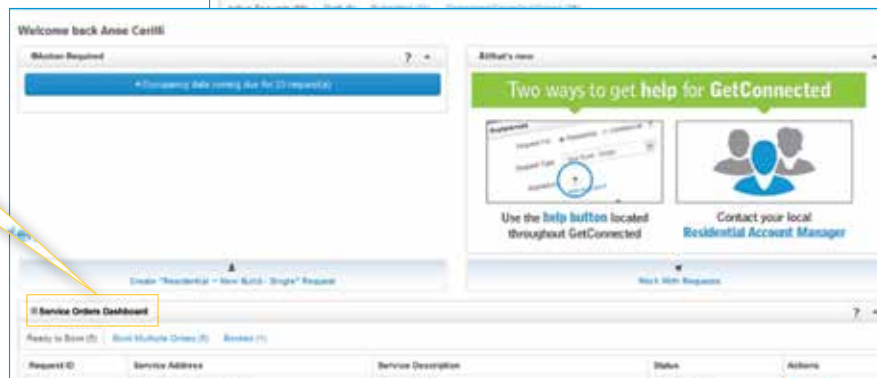
Union Gas will arrange for a service representative to complete all of the service orders in one appointment. When making the booking in GetConnected, you'll have the option to select a date for the work to be completed. A Union Gas planner will contact you in response to confirm that date can be accommodated, or will work with you directly to find an alternative date.

1. Select the **“Work with Service Orders”** button on the GetConnected homepage.

The **“Service Order Dashboard”** will appear below in the place of the usual **“Request Dashboard”** that shows the status of your services in progress.

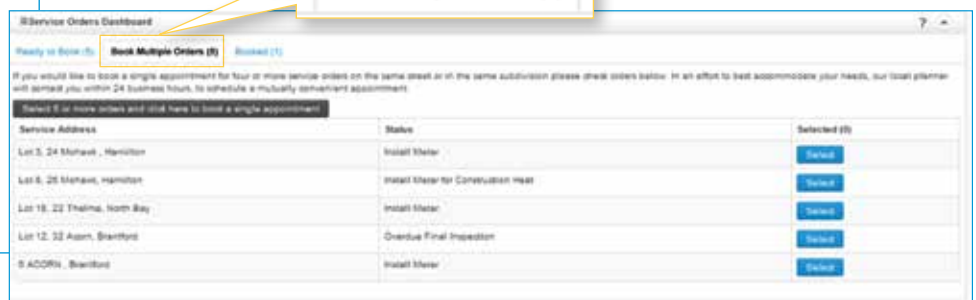


Service Orders Dashboard



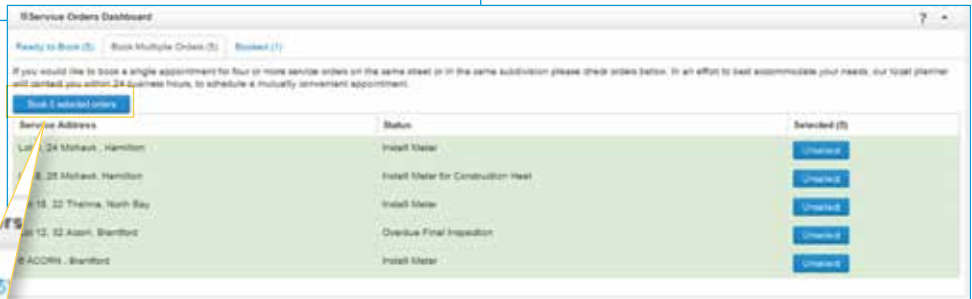
2. Select the **“Book Multiple Orders”** tab. A list of requests will appear that have pending service orders to book. Note - requests must be in **“installed”** status before they will appear here.

Book Multiple Orders (5)



3. Choose the blue **“Select”** button next to each request you’d like to book a service order for. A minimum of five must be selected.

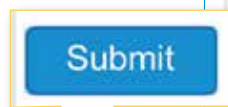
Once five or more requests have been selected, the button at the top of the tab will turn from dark grey to blue. Select the button to proceed.



A new window will open where you can send an email to our Union Gas planners. Our planners will use the information provided to set up an appointment.

4. Confirm or enter the contact name, contact information, and preferred date for the service orders to be completed. Use the comments field if there is any additional information our planners should be aware of.

Select the blue **“Submit”** button to send the information to a Union Gas planner.

A screenshot of the 'Email to a planner' form. At the top, it says '5 service orders was selected'. The form contains several input fields: 'Contact Name' (Joe Smith), 'Best Contact method' (Email), 'Email address' (Joesmith@ontariobuilder.ca), 'Phone Number' ((519) 999-9999), and 'Preferred Date' (30/10/2013). Below these is a 'Comments' text area containing the text 'houses will be open. call above number if need me onsite'. A blue 'Submit' button is located at the bottom right of the form.

5. You will receive an email notification to confirm your order was received. Union Gas will follow-up with the contact to confirm that the preferred date can be accommodated, or to negotiate a new one. The follow-up will be done by email or phone, depending on the **“best contact method”** you supplied and the complexity of the order.

Changing an appointment that has already been submitted

To make changes to service orders that have already been submitted to Union Gas, return to the GetConnected homepage and repeat steps 1-5 above. In your email to the Union Gas planner, indicate which changes you would like to make.