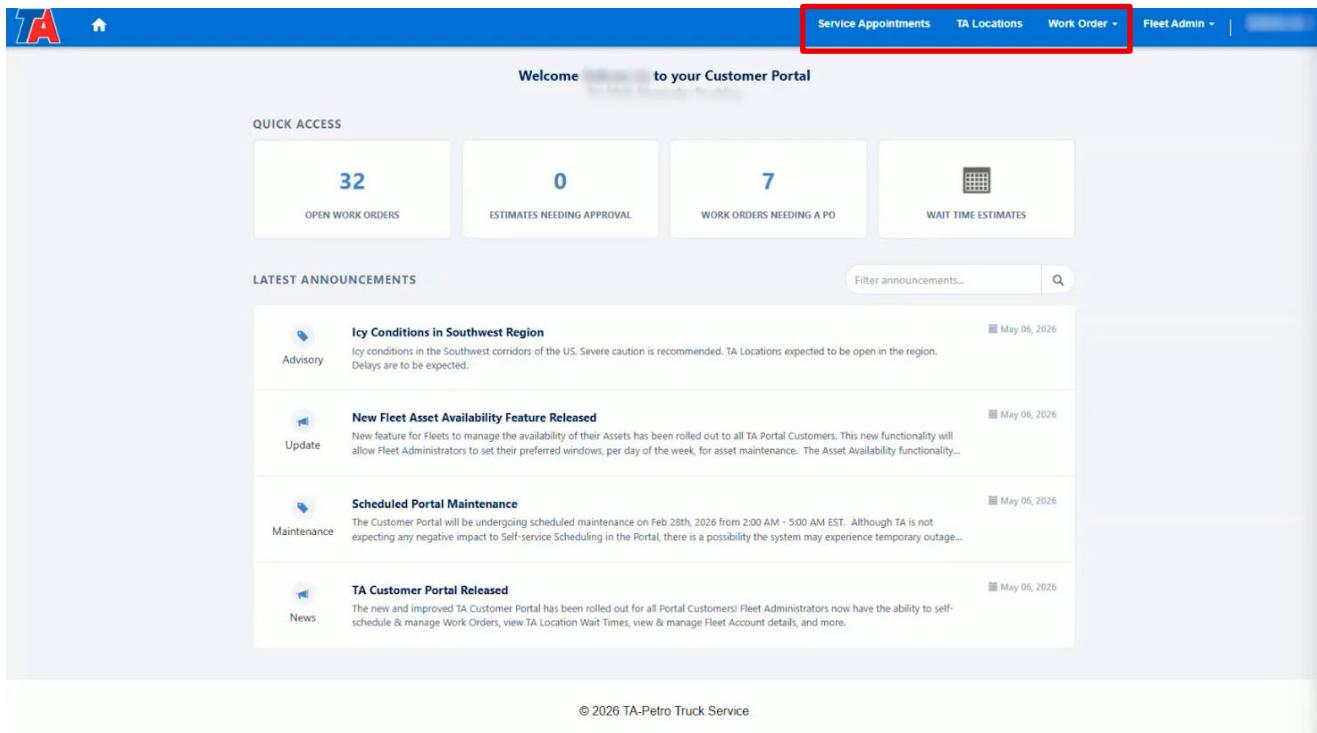


This guide shows Fleet Managers and Fleet Delegates how to book a service appointment for a fleet asset through the eShop 2.0 portal, then track that work order through its lifecycle. You can start a booking three different ways: from the **Service Appointments** page, from the **TA Locations** map view, or by going directly to the **Service Request** page.

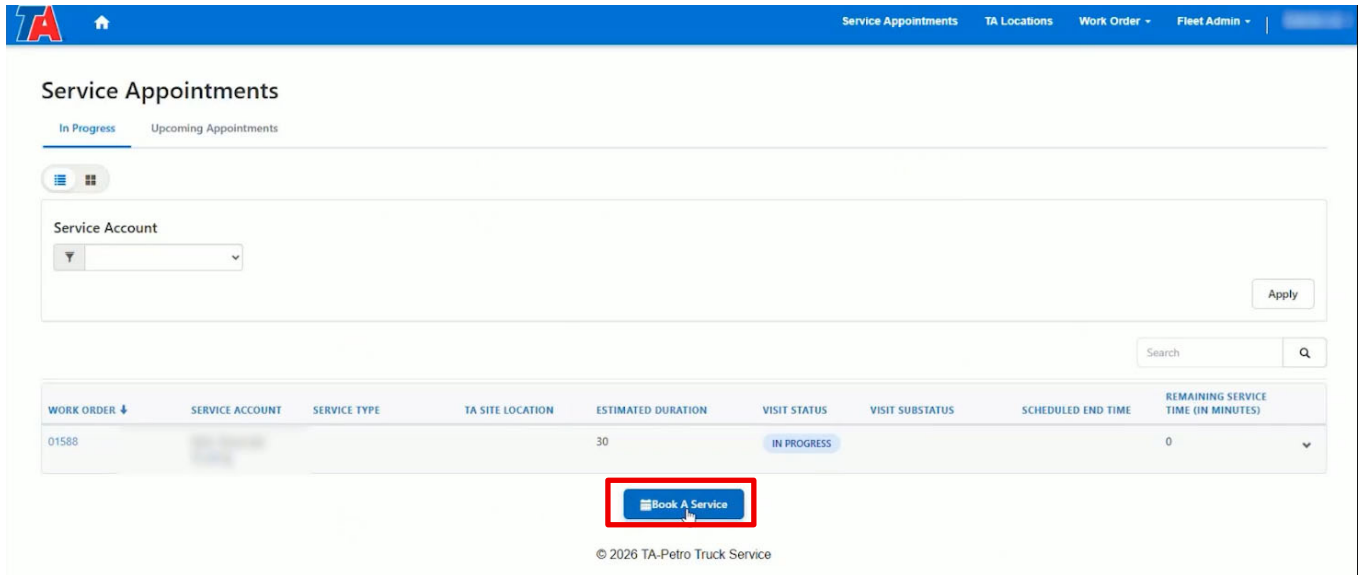
Note: Portions of application pages are grayed/blurred out to conceal and protect identities.

Getting to the Booking Page

1. Log in to the **Customer Portal** as a Fleet Manager or Fleet Delegate. From the top navigation bar you can reach a booking three ways: open the **Service Appointments** page and click the **Book a Service** button, open **TA Locations** to use the map view, or open the **Work Order** menu, **Service Request** page directly.



- If you start from **Service Appointments**, use the **Book a Service** button.



Service Appointments

In Progress Upcoming Appointments

Service Account

Apply

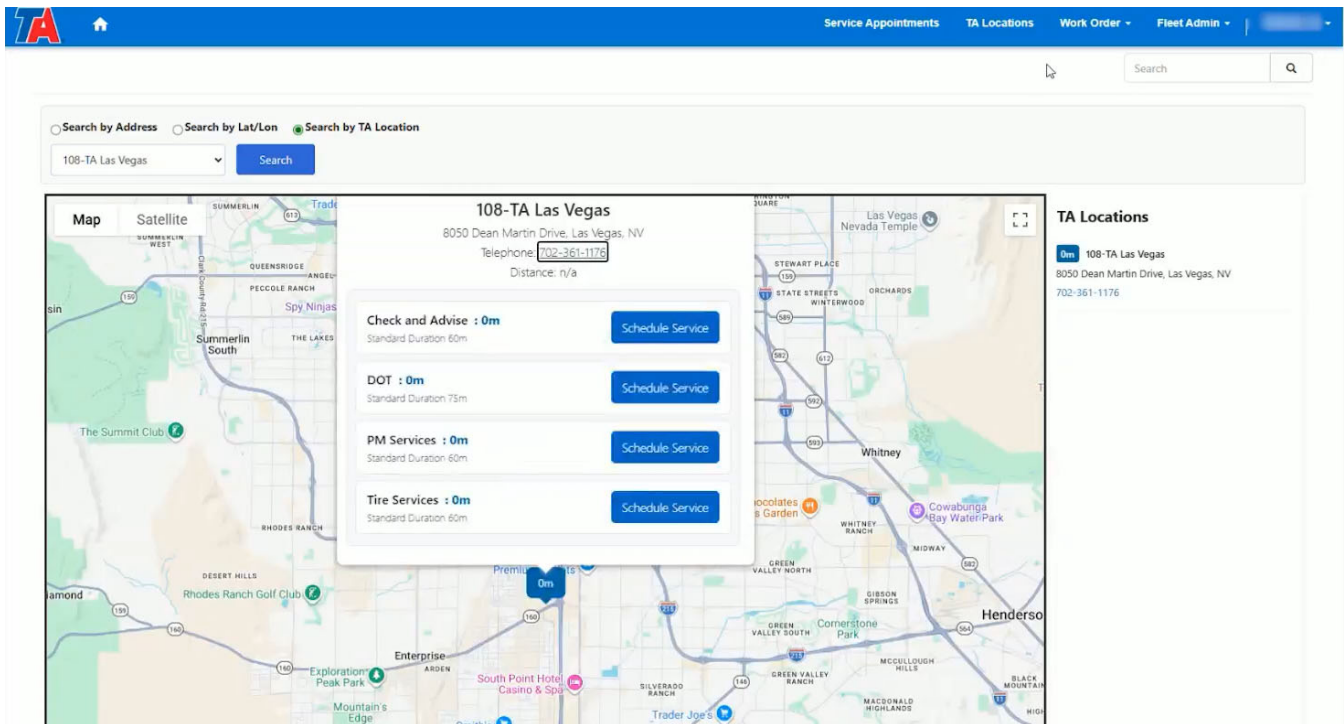
Search

WORK ORDER	SERVICE ACCOUNT	SERVICE TYPE	TA SITE LOCATION	ESTIMATED DURATION	VISIT STATUS	VISIT SUBSTATUS	SCHEDULED END TIME	REMAINING SERVICE TIME (IN MINUTES)
01588				30	IN PROGRESS			0

Book A Service

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- If you start from **TA Locations**, search for a location, review its wait time, and select it. The location you choose is carried forward and pre-populates the **TA Location** field on the Service Request form.



TA Locations

Search by Address Search by Lat/Lon Search by TA Location

108-TA Las Vegas Search

108-TA Las Vegas
8050 Dean Martin Drive, Las Vegas, NV
Telephone: 702-361-1176
Distance: n/a

Check and Advise : 0m
Standard Duration 60m **Schedule Service**

DOT : 0m
Standard Duration 75m **Schedule Service**

PM Services : 0m
Standard Duration 60m **Schedule Service**

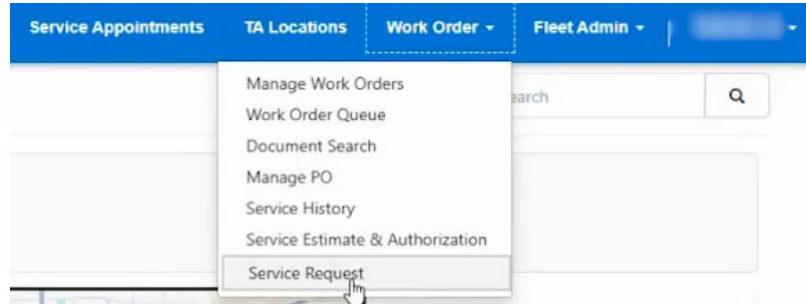
Tire Services : 0m
Standard Duration 60m **Schedule Service**

TA Locations

0m 108-TA Las Vegas
8050 Dean Martin Drive, Las Vegas, NV
702-361-1176

Completing the Service Request

4. Go directly to the Service Request page using the **Work Order** menu.



5. On the **Service Request** page, complete every required field (each is marked with a red asterisk): **Accounts**, **Service**, **TA Location**, **Work Order Type**, **Payment Type**, and **Asset**.

**If you belong to a multi-company / parent-child account, you will see both your account and the child account(s). Some fields update when you change the account, so confirm your selections after switching accounts.*

A screenshot of the 'Service Request' form in the eSHOP 2.0 application. The form is titled 'Service Request' and includes a blue informational banner at the top stating: 'To schedule a service request appointment, all fields are required except file uploads. For questions related to your request, please contact the service center location handling your service.' The form contains several required fields marked with a red asterisk: 'Accounts *', 'Service *', 'TA Location *', 'Work Order Type *', 'Payment Type *', 'Asset *', 'Calendar *', and 'Select Time *'. There are also sections for 'Selected TA Site Location Details', 'Selected Asset Details', 'Location Availability', 'Upload Images' (with a 'Choose Files' button and a note that no file is chosen), and 'Work Order Comments *' (with a text area for comments). A 'Search' button is located below the 'Calendar' field. The footer of the page indicates '© 2026 TA-Petro Truck Service'.

Note: Certain types of requests (e.g., ERA, mobile maintenance) may require the Lat(itude)/Lon(gitude) of the service location.

6. Click **Search**. The available time slots load in your time zone for the selected **Calendar** date.

The screenshot displays the 'Service Request' form in the eSHOP 2.0 interface. The form is titled 'Service Request' and includes a note: 'To schedule a service request appointment, all fields are required except file uploads. For questions related to your request, please contact the service center location handling your service.'

The form is organized into several sections:

- Accounts ***: A dropdown menu showing a selected account.
- Service ***: A dropdown menu showing 'Check and Advise'.
- TA Location ***: A dropdown menu showing '108-TA Las Vegas'.
- Selected TA Site Location Details**: Displays '8050 Dean Martin Drive, Las Vegas, NV, USA, 89139'.
- Work Order Type ***: A dropdown menu showing 'In Bay'.
- Payment Type ***: A dropdown menu showing 'ACCESS'.
- Asset ***: A dropdown menu showing a selected asset.
- Selected Asset Details**: Displays 'Truck 4 | [Asset ID]'.
- Calendar ***: A date picker showing '2026-05-18'. Below it, the time zone is listed as 'America/Los_Angeles (12:48 PM)'. A red box highlights the **Search** button.
- Location Availability**: Lists availability for the selected date: Sun: 10:00 PM - 10:00 PM & 10:00 PM - 10:00 PM (PDT), Mon: 24 hrs, Tue: 24 hrs, Wed: 24 hrs, Thu: 24 hrs, Fri: 24 hrs, Sat: 24 hrs.
- Upload Images**: A section with a 'Choose Files' button and the text 'No file chosen'. Below it, a note states: 'You can upload multiple images (PNG, JPG, JPEG only)'.
- Select Time ***: A section titled 'Available Time Slots' showing a grid of time slots. The first slot, '01:00 PM', is highlighted in blue. Other slots include 01:30 PM, 02:00 PM, 02:30 PM, 03:00 PM, 03:30 PM, 04:00 PM, 04:30 PM, 05:00 PM, 05:30 PM, 06:00 PM, 06:30 PM, 07:00 PM, 07:30 PM, 08:00 PM, 08:30 PM, 09:00 PM, 09:30 PM, 10:00 PM, 10:30 PM, 11:00 PM, and 11:30 PM.
- Work Order Comments ***: A text area with the placeholder 'Enter comments here...'.

At the bottom of the page, the copyright notice '© 2026 TA-Petro Truck Service' is displayed.

7. Select your preferred **Time Slot**. Enter your **Work Order Comments** (this field is required to submit the work order). If needed, attach a file using **Choose Files** under **Upload Images**.



Service AppointmentsTA LocationsWork Order -Fleet Admin -

Service Request

To schedule a service request appointment, all fields are required except file uploads. For questions related to your request, please contact the service center location handling your service.

Accounts *


Service *
Check and Advise 

TA Location *
108-TA Las Vegas 

Selected TA Site Location Details
8050 Dean Martin Drive, Las Vegas, NV, USA, 89139

Work Order Type *
In Bay 

Payment Type *
ACCESS 

Asset *


Selected Asset Details
Truck 4 | 

Calendar *
2026-05-18
Time zone: America/Los_Angeles (12:48 PM)


Select Time *

Available Time Slots

01:00 PM	01:30 PM	02:00 PM	02:30 PM	03:00 PM
03:30 PM	04:00 PM	04:30 PM	05:00 PM	05:30 PM
06:00 PM	06:30 PM	07:00 PM	07:30 PM	08:00 PM
08:30 PM	09:00 PM	09:30 PM	10:00 PM	10:30 PM
11:00 PM	11:30 PM			

Location Availability
Sun: 10:00 PM - 10:00 PM & 10:00 PM - 10:00 PM (PDT)
Mon: 24 hrs
Tue: 24 hrs
Wed: 24 hrs
Thu: 24 hrs
Fri: 24 hrs
Sat: 24 hrs

Upload Images
 No file chosen
You can upload multiple images (PNG, JPG, JPEG only)

Work Order Comments *

Enter comments here...

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8. Note the **Service Expires In** countdown at the bottom of the page. When it reaches **0:00**, click **Search** again to refresh the time slots. Validate the request summary — location, service, work order type, date, and time — then click **Book Appointment**.

**If the timer expires before you book, your reserved slot is released. Simply search again to pick a new time.*

[Service Appointments](#)
[TA Locations](#)
[Work Order](#)
[Fleet Admin](#)

Service Request

To schedule a service request appointment, all fields are required except file uploads. For questions related to your request, please contact the service center location handling your service.

Accounts *

Service *

TA Location *

Selected TA Site Location Details
 8050 Dean Martin Drive, Las Vegas, NV, USA, 89139

Work Order Type *

Payment Type *

Asset *

Selected Asset Details
 Truck 4 |

Calendar *

Time zone: America/Los_Angeles (12:49 PM)

Location Availability
Sun: 10:00 PM - 10:00 PM & 10:00 PM - 10:00 PM [PDT]
Mon: 24 hrs
Tue: 24 hrs
Wed: 24 hrs
Thu: 24 hrs
Fri: 24 hrs
Sat: 24 hrs

Upload Images
 No file chosen
You can upload multiple images (PNG, JPG, JPEG only)

Select Time *
Available Time Slots

01:00 PM	01:30 PM	02:00 PM	02:30 PM	03:00 PM
03:30 PM	04:00 PM	04:30 PM	05:00 PM	05:30 PM
06:00 PM	06:30 PM	07:00 PM	07:30 PM	08:00 PM
08:30 PM	09:00 PM	09:30 PM	10:00 PM	10:30 PM
11:00 PM	11:30 PM			

Work Order Comments *

LOCATION
 108-TA Las Vegas

SERVICE:
 Check and Advise

WORK ORDER TYPE
 In Bay

REQUEST DATE
 2026-05-18

REQUEST TIME
 at 02:00 PM

SERVICE EXPIRES IN
 (04:24)

9. The system will take a few moments to review the entered details and create the Work Order. A **Success** message confirms that your appointment has been scheduled. Click **OK**.

The screenshot displays the eSHOP 2.0 Self-Service Scheduling interface. A blue header bar at the top contains the TA logo, a home icon, and navigation links: Appointments, TA Locations, Work Order, and Fleet Admin. A white modal window titled "Success" is centered on the screen, displaying the message "Your appointment has been scheduled." with an "OK" button. The background interface is titled "Service Request" and includes several sections: "Accounts" with a dropdown menu, "Service" with a "Check and Advise" button, "TA Location" with a dropdown menu, "Selected TA Site Location Details" showing "8050 Clear Stream Drive, Las Vegas, NV 89123-2015", "Work Order Type" with a dropdown menu, "Payment Type" with a dropdown menu, "Asset" with a dropdown menu, "Selected Asset Details" showing "Truck #1", "Calendar" showing "2026-05-18" and "Time zone: America/Los_Angeles (UTC-07:00)", "Location Availability" showing "Sun: 10:00 PM - 10:00 PM & 10:00 PM - 10:00 PM (EDT)", "Mon: 24 hrs", "Tue: 24 hrs", "Wed: 24 hrs", "Thu: 24 hrs", "Fri: 24 hrs", "Sat: 24 hrs", "Upload Images" with a "Choose File" button, and "Work Order Comments" with a text area containing "Las Vegas - Check and Advise for Truck #1". A "Scheduling service appointment..." message is displayed over the time selection grid. The footer shows "© 2026 TA-Petro Truck Service". At the bottom, a summary bar displays: "LOCATION: 108-TA Las Vegas", "SERVICE: Check and Advise", "WORK ORDER TYPE: In Bay", "REQUEST DATE: 2026-05-18", "REQUEST TIME: at 02:00 PM", "SERVICE EXPIRES IN: (03:49)", and a "Book Appointment" button.

Success

Your appointment has been scheduled.

OK

Service Request

Accounts *
Check and Advise

Service *
Check and Advise

TA Location *
108-TA Las Vegas

Selected TA Site Location Details
8050 Clear Stream Drive, Las Vegas, NV 89123-2015

Work Order Type *
In Bay

Payment Type *
ACCES

Asset *
Truck #1

Selected Asset Details
Truck #1

Calendar *
2026-05-18
Time zone: America/Los_Angeles (UTC-07:00)

Location Availability
Sun: 10:00 PM - 10:00 PM & 10:00 PM - 10:00 PM (EDT)
Mon: 24 hrs
Tue: 24 hrs
Wed: 24 hrs
Thu: 24 hrs
Fri: 24 hrs
Sat: 24 hrs

Upload Images
Choose File

Work Order Comments *
Las Vegas - Check and Advise for Truck #1

Scheduling service appointment...

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LOCATION: 108-TA Las Vegas
SERVICE: Check and Advise
WORK ORDER TYPE: In Bay
REQUEST DATE: 2026-05-18
REQUEST TIME: at 02:00 PM
SERVICE EXPIRES IN: (03:49)
Book Appointment

Tracking Your Work Order

10. You are returned to the **Work Order Dashboard**, where your new work order appears in **Scheduled** status. Click the **Work Order** number to open it and view its details.

Work Order Dashboard

Service Account: ▼ Apply

Search 🔍

WORK ORDER ↓	SERVICE ACCOUNT	WORK ORDER TYPE	TA SITE LOCATION	EXPECTED START TIME	SCHEDULED END TIME	VISIT STATUS	VISIT SUBSTATUS	ASSET CATEGORY	ESTIMATE SUBTOTAL AMOUNT	CREATED
2605000747	[blurred]	In Bay	108-TA Las Vegas	5/18/2026 2:00 PM	5/18/2026 3:00 PM	SCHEDULED	Waiting to Begin Work			5/18/2026 12:50 PM ▼
2605000692	[blurred]	In Bay	108-TA Las Vegas				New Work Order			5/14/2026 1:31 PM ▼
2605000626	[blurred]	In Bay	108-TA Las Vegas				New Work Order			5/13/2026 5:47 AM ▼
2605000589	[blurred]	In Bay	108-TA Las Vegas				New Work Order			5/11/2026 12:04 PM ▼
2605000576	[blurred]	In Bay	108-TA Las Vegas							5/11/2026 9:00 AM ▼

11. As the work order moves through its lifecycle, use the **Work Order** menu to manage each stage. Use **Manage Work Orders** for day-to-day management, the **Service Estimate & Authorization** page to approve line items during the estimate phase, and **Manage PO** when the completed work needs payment.

[Service Appointments](#)
[TA Locations](#)
[Work Order](#)
[Fleet Admin](#)

[WO Overview](#)
[Products and Services](#)
[Work Order Documents](#)

Manage Work Orders

Work Order Queue

Document Search

Manage PO

Service History

Service Estimate & Authorization

Service Request

WORK ORDER NUMBER *

2605000747

SERVICE ACCOUNT *

WORK ORDER TYPE *

In Bay

FLEET AU

Fleet Aut

VISIT STATUS

Scheduled

VISIT SUBSTATUS

Waiting to Begin Work

Waiting to begin work

PRIMARY INCIDENT TYPE

CREATED ON

5/18/2026 12:50 PM

TIME WINDOW START

TIME WINDOW END

EXPECTED START TIME

5/18/2026 2:00 PM

SCHEDULED END TIME

5/18/2026 3:00 PM

ACTUAL DURATION

Purchase Order Details

PURCHASE ORDER ID:

PURCHASE ORDER ID CONFIRMATION

PURCHASE ORDER REQUIRED

☒ No ☐ Yes

Work Order Comments

Add Comments

WORK ORDER	WORK ORDER STATUS	COMMENT	AUTHOR	COMMENT CREATED ↓	WO STATUS ELAPSED TIME
2605000747	New Work Order	Las Vegas - Check and Advise for Truck 4	TSS D365 Service DEV-1	5/18/2026 12:50 PM	

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12. Once the work order is paid out and moved to **Completed** status, open **Service History** to review your past work orders — either from the asset perspective or as a list of all work orders for your fleet.

