

How a Work Order Flows Through the System

This guide explains the journey a work order takes inside the eShop 2.0 portal — from the moment it is created, through scheduling, estimate approval, purchase orders, active service, and finally completion. For each stage, it shows **where** in the portal you can find and track that work order.

** A work order does not always pass through every stage. Whether it stops at the estimate or purchase-order stage depends on the services involved and your fleet's authorization settings.*

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

Where Your Work Orders Live: Portal Home Page

STARTING POINT

When you log in as a Fleet Manager or Fleet Delegate, you land on the **News and Announcements** home page. The **Quick Access** tiles at the top are shortcuts to the four areas where work orders are tracked throughout their lifecycle.

1. Review the **Open Work Orders** tile — total of all work orders currently in progress across their stages.
2. Use **Estimates Needing Approval**, **Work Orders Needing a PO**, and **Wait Time Estimates** to jump straight to a specific stage.

Service Appointments TA Locations Work Order Fleet Admin

Welcome [blurred] to your Customer Portal

QUICK ACCESS

Count	Category
262	OPEN WORK ORDERS
8	ESTIMATES NEEDING APPROVAL
23	WORK ORDERS NEEDING A PO
	WAIT TIME ESTIMATES

LATEST ANNOUNCEMENTS

Filter announcements...

- Icy Conditions in Southwest Region** (Advisory) May 06, 2026
Icy conditions in the Southwest corridors of the US. Severe caution is recommended. TA Locations expected to be open in the region. Delays are to be expected.
- New Fleet Asset Availability Feature Released** (Update) May 06, 2026
New feature for Fleets to manage the availability of their Assets has been rolled out to all TA Portal Customers. This new functionality will allow Fleet Administrators to set their preferred windows, per day of the week, for asset maintenance. The Asset Availability functionality...
- Scheduled Portal Maintenance** (Maintenance) May 06, 2026
The Customer Portal will be undergoing scheduled maintenance on Feb 28th, 2026 from 2:00 AM - 5:00 AM EST. Although TA is not expecting any negative impact to Self-service Scheduling in the Portal, there is a possibility the system may experience temporary outage...
- TA Customer Portal Released** (News) May 06, 2026
The new and improved TA Customer Portal has been rolled out for all Portal Customers! Fleet Administrators now have the ability to self-schedule & manage Work Orders, view TA Location Wait Times, view & manage Fleet Account details, and more.

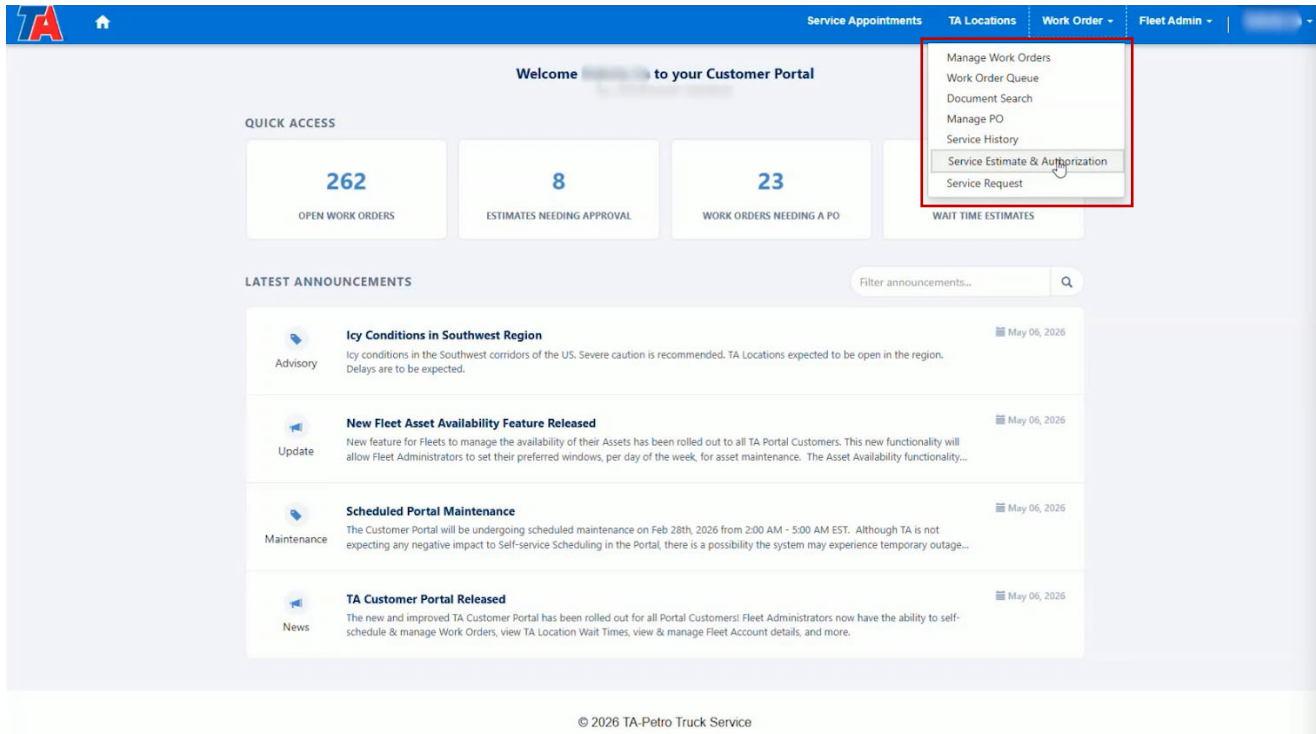
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Customer Portal home page — four Quick Access tiles each open a different stage of the flow.

Navigating to Any Stage: Work Order Menu

You can reach every work order view from the **Work Order** menu in the top navigation bar. This is the alternative to the Quick Access tiles, and gives you the full list of pages.

1. Click **Work Order** in the top-right navigation bar.
2. From the dropdown, choose the page for the stage you want: **Manage Work Orders**, **Manage PO**, **Service History**, or **Service Estimate & Authorization**.



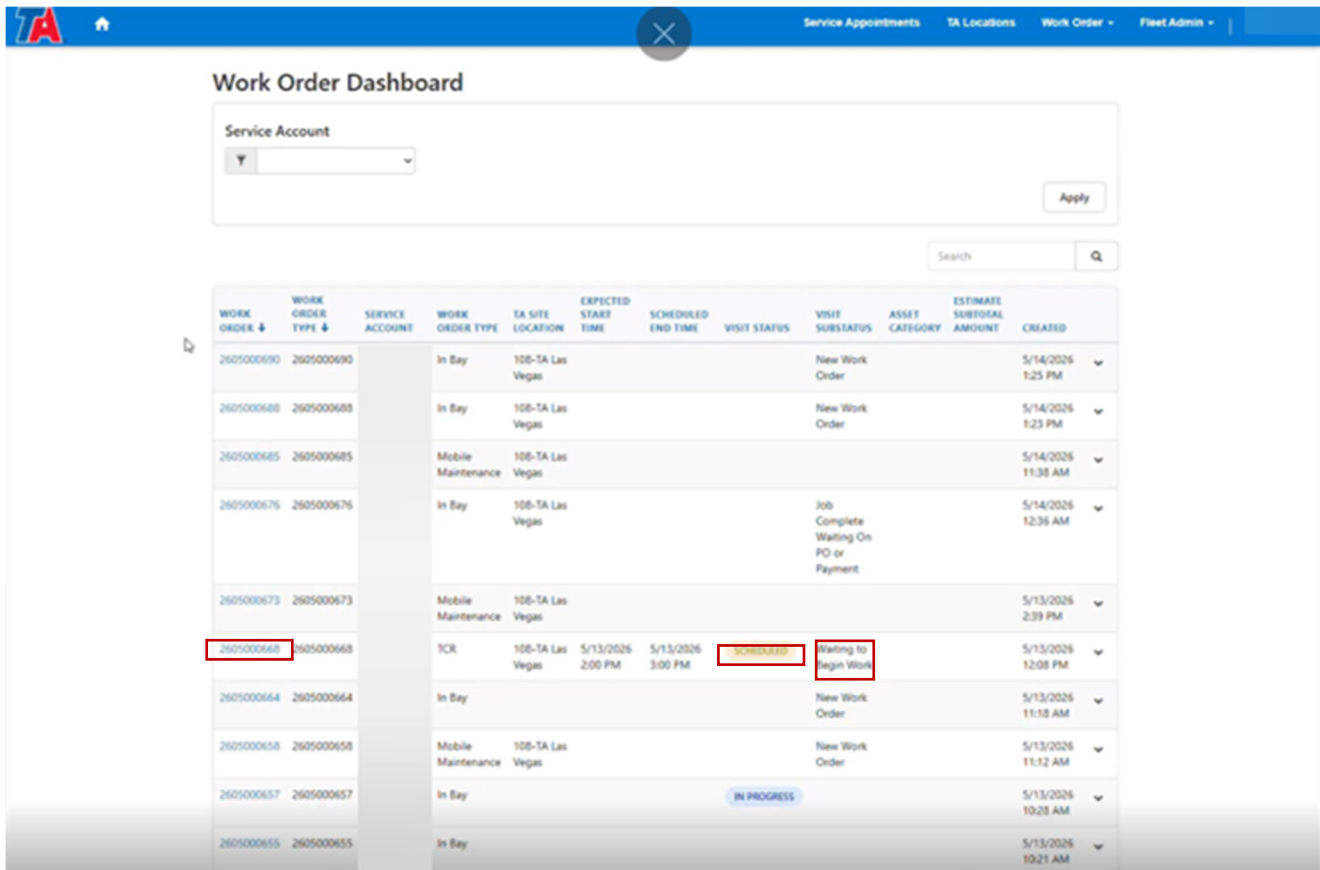
Work Order menu opens the full list of work order pages.

Stage 1 — Work Order Dashboard (All Open Orders)

CREATED · SCHEDULED · IN PROGRESS

The **Manage Work Orders** page is a dashboard of every open work order on your account — those just **created**, **scheduled**, and **in progress**. The **Visit Status** and **Visit Substatus** columns tell you exactly where each order is in its journey.

1. Read the **Visit Status** column (e.g., **Scheduled**, **In Progress**) to see the stage.
2. Read the **Visit Substatus** column (e.g., **New Work Order**, **Waiting to Begin Work**) for finer detail.
3. Click any **Work Order** number to drill into its full details.



WORK ORDER	WORK ORDER TYPE	SERVICE ACCOUNT	WORK ORDER TYPE	TA SITE LOCATION	EXPECTED START TIME	SCHEDULED END TIME	VISIT STATUS	VISIT SUBSTATUS	ASSET CATEGORY	ESTIMATE SUBTOTAL AMOUNT	CREATED
2605000690	2605000690		In Bay	108-TA Las Vegas				New Work Order			5/14/2026 1:25 PM
2605000688	2605000688		In Bay	108-TA Las Vegas				New Work Order			5/14/2026 1:23 PM
2605000685	2605000685		Mobile Maintenance	108-TA Las Vegas							5/14/2026 11:38 AM
2605000676	2605000676		In Bay	108-TA Las Vegas				Job Complete Waiting On PO or Payment			5/14/2026 12:36 AM
2605000673	2605000673		Mobile Maintenance	108-TA Las Vegas							5/13/2026 2:39 PM
2605000668	2605000668		TOR	108-TA Las Vegas	5/13/2026 2:00 PM	5/13/2026 3:00 PM	SCHEDULED	Waiting to Begin Work			5/13/2026 12:08 PM
2605000664	2605000664		In Bay					New Work Order			5/13/2026 11:18 AM
2605000658	2605000658		Mobile Maintenance	108-TA Las Vegas				New Work Order			5/13/2026 11:12 AM
2605000657	2605000657		In Bay				IN PROGRESS				5/13/2026 10:28 AM
2605000655	2605000655		In Bay								5/13/2026 10:21 AM

Work Order Dashboard — Visit Status and Visit Substatus columns show each order's stage.

Reading an Individual Work Order's Status

Clicking into a work order opens its detail form. Every work order form in the portal shows the relevant **Visit Status** and **Visit Substatus**, along with products and services, attached documents, and comments from you, the fleet, or TA staff such as TSAs and technicians.

The screenshot displays the 'Work Order Overview' page in the eSHOP 2.0 portal. The 'Work Order Details' section contains the following information:

WORK ORDER NUMBER 202009048	SERVICE ACCOUNT 202009048	WORK ORDER TYPE TOR	FLEET AUTHORIZATION Fleet Authorized
VISIT STATUS Scheduled	VISIT SUBSTATUS Waiting to Begin Work	PRIMARY INCIDENT TYPE ---	CREATED ON 5/13/2020 12:00 PM
TIME WINDOW START ---	TIME WINDOW END ---	EXPECTED START TIME 5/13/2020 2:00 PM	SCHEDULED END TIME 5/13/2020 3:00 PM
ACTUAL DURATION ---			

Below the details is the 'Purchase Order Details' section:

PURCHASE ORDER ID ---	PURCHASE ORDER ID CONFIRMATION ---	PURCHASE ORDER REQUIRED ☒ No ☐ Yes
--------------------------	---------------------------------------	--

The 'Work Order Comments' section includes a table with the following data:

WORK ORDER	WORK ORDER STATUS	COMMENT	AUTHOR	COMMENT CREATED	WO STATUS ELAPSED TIME
202009048	New Work Order	test	TSS DING Service DEP-1	5/13/2020 12:00 PM	

A blue 'Add Comments' button is located to the right of the comments table. The footer indicates '© 2020 TA-Petro Truck Service'.

Work order overview displays the Visit Status and Visit Substatus fields.

* Use the comments area on this form to see notes sent by TA technicians or TSAs, and to add your own.

Stage 2 — Estimates Needing Your Approval

ESTIMATE · NEEDS CUSTOMER APPROVAL

Some work orders pause until your fleet acts. The **Estimates Needing Approval** tile and the **Service Estimate & Authorization** page list work orders that require your attention — typically **approving** or **reviewing** line items that TA has added.

1. Open the **Service Estimate & Authorization** page to see all work orders with a substatus of **Estimate Needs Customer Approval**.
2. Click a work order to review its line items.

Service Estimate & Authorization

[All Work Orders](#) [My Assigned Work Orders](#)

Service Account

Apply

Search

WORK ORDER	SERVICE ACCOUNT	TA SITE LOCATION	VISIT SUBSTATUS	EXPECTED START TIME	SCHEDULED END TIME	ESTIMATED TOTAL	CUSTOMER ASSIGNEE	CREATED ON
2605000656			Estimate Needs Customer Approval					5/13/2026 10:27 AM
2605000637		106-TA Las Vegas	Estimate Needs Customer Approval (Re-Auth)					5/13/2026 7:45 AM
2605000635		106-TA Las Vegas	Estimate Needs Customer Approval (Re-Auth)	5/13/2026 10:00 PM	5/13/2026 11:00 PM	\$262.86		5/13/2026 7:06 AM
2605000631		106-TA Las Vegas	Estimate Needs Customer Approval	5/13/2026 7:30 AM	5/13/2026 8:30 AM			5/13/2026 6:22 AM
2605000621		106-TA Las Vegas	Estimate Needs Customer Approval (Re-Auth)	5/12/2026 1:20 PM	5/12/2026 2:20 PM	\$1,346.40		5/12/2026 1:12 PM
2604000329		106-TA Las Vegas	Estimate Needs Customer Approval					4/29/2026 7:43 AM
2604000326		106-TA Las Vegas	Estimate Needs Customer Approval					4/28/2026 12:06 PM
00097			Estimate Needs Customer Approval (Re-Auth)					1/6/2026 12:35 AM

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Service Estimate & Authorization — orders awaiting customer approval.

Inside a record, line items appear with a status of **Approved** or **Pending Approval**. Review the pending items, select the ones you authorize, then click **Submit Estimate**.

Service Estimate and Authorization

Service Estimate & Authorization | Work Order Documents

Work Order Details

WORK ORDER NUMBER *	SERVICE ACCOUNT *	WORK ORDER TYPE *	FLEET AUTHORIZATION
2605000621		Mobile Maintenance	Fleet Authorized
VISIT STATUS	VISIT ROLLUP SUBSTATUS	EXPECTED START DATE TIME	SCHEDULED END TIME
Scheduled	Estimate Needs Customer Approval (Re-f	5/12/2026 1:20 PM	5/12/2026 2:20 PM
CUSTOMER ASSIGNEE	ACTUAL DURATION	PRIMARY INCIDENT TYPE	CREATED ON
---		---	5/12/2026 1:12 PM

Products and Services

Refresh

Status	Description	Qty	Est Duration	Est Total Amount
☐	2605000621-1 (1)WASH CASTROL OIL ONLY (3 pending)			
☒ Approved	REFLECTIVE STRIP SAFETY TAPE			18.40
☒ Approved	LHT ARMORSTEEL 285/75R24.5			1061.60
☐ Pending Approval	ENVIRONMENTAL FEE	2		18.40
☐ Pending Approval	FEDERAL EXCISE TAX	2		9.20
☐ Pending Approval	Tire Disposal fee - NV	2		1.84
☒ Approved	GENERAL LABOR	1	90	136.50

Page 1 of 1

Submit Estimate

Service Estimate

Line-item statuses (Approved / Pending Approval) and the Submit Estimate button.

* Once you approve and submit, the work order returns to TA, who can then schedule it and begin work.

Technician Visibility — Service Appointments Page

IN PROGRESS · UPCOMING

The **Service Appointments** page is a place to track status and see what TA technicians are doing. The **In Progress** tab shows orders TA has actively started; the **Upcoming Appointments** tab shows orders that are scheduled but not yet started.

1. Open the **In Progress** tab to see every order with a visit status of **In Progress** — meaning TA has begun the work.
2. Switch to **Upcoming Appointments** for scheduled-but-not-yet-started orders.
3. Click any order to drill into its work order details, including asset details, payment, and documents.

The screenshot displays the 'Service Appointments' page. At the top, there's a navigation bar with 'Service Appointments', 'TA Locations', 'Work Order', and 'Fleet Admin'. Below this, the 'Service Appointments' title is shown with a close button. Two tabs are visible: 'In Progress' (selected) and 'Upcoming Appointments'. A red box highlights these tabs. Below the tabs is a 'Service Account' dropdown menu with an 'Apply' button. A search bar is located on the right. The main content is a table of service appointments.

WORK ORDER	SERVICE ACCOUNT	INCIDENT TYPE	TA SITE LOCATION	ESTIMATED DURATION	VISIT STATUS	VISIT SUBSTATUS	SCHEDULED END TIME	REMAINING SERVICE TIME (IN MINUTES)
2605000657			108-TA Las Vegas	30	IN PROGRESS			0
2605000440			108-TA Las Vegas	30	IN PROGRESS	Waiting to Begin Work	5/14/2026 2:00 PM	30
2604000082				30	IN PROGRESS	New Work Order		0
01643			108-TA Las Vegas	30	IN PROGRESS			0
01639			108-TA Las Vegas	30	IN PROGRESS			0
01222		Check and Advise	108-TA Las Vegas	20	IN PROGRESS			0
01171		Check and Advise	108-TA Las Vegas	20	IN PROGRESS			0
00864		Check and Advise	150-TA Dallas South	0	IN PROGRESS			0
00844		Check and Advise	150-TA Dallas South	20	IN PROGRESS			0
00234		DOT	322-Petro Atlanta	75	IN PROGRESS	Working	4/22/2026 3:45 AM	0

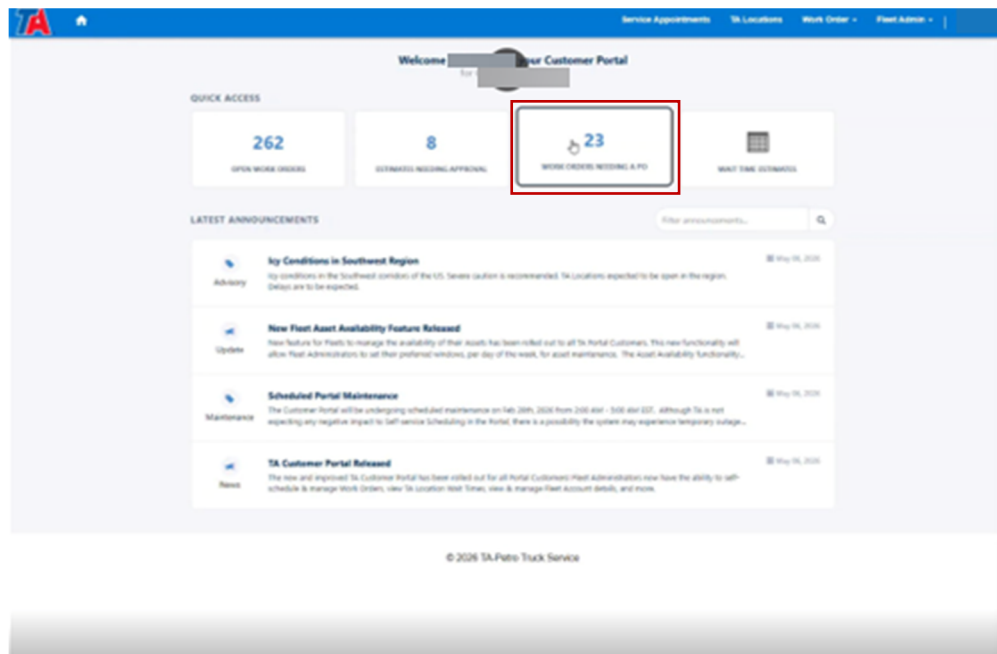
At the bottom of the page, there is a 'Book A Service' button.

Service Appointments — In Progress and Upcoming Appointments tabs.

Stage 3 — Work Orders Needing a Purchase Order

WAITING ON PO OR PAYMENT

After work is done, some orders reach a purchase-order stage. The **Work Orders Needing a PO** tile takes you to the **Manage Purchase Orders** page, which lists every order at the substatus **Waiting On PO or Payment**.



Work Orders Needing a PO Quick Access tile.

On the list, you can see which orders require a purchase order and whether a PO number has already been submitted. Click any work order to open its dedicated purchase-order form.

The screenshot displays the 'Manage Purchase Orders' page. At the top, there's a filter for 'Service Account' and a search bar. Below this is a table listing work orders. The table has the following columns: WORK ORDER, SERVICE ACCOUNT, TA WITH LOCATION, VISIT INFORMATION, PO, PURCHASE ORDER ID, ESTIMATED DOLLARS, CREATED ON, and CUSTOMER ACCOUNT. The row for work order 2470000401 is highlighted with a red rectangular box.

WORK ORDER	SERVICE ACCOUNT	TA WITH LOCATION	VISIT INFORMATION	PO	PURCHASE ORDER ID	ESTIMATED DOLLARS	CREATED ON	CUSTOMER ACCOUNT
TESTING-1		108-TA Las Vegas	Job Complete	No		\$207.52	4/21/2024 3:01 PM	
2470000476		108-TA Las Vegas	Job Complete	No			5/14/2024 12:35 AM	
2470000401		10-TA Gary	Tech Visit - Working On PO or Payment	No		\$0.00	5/15/2024 11:16 AM	
2470000402		108-TA Las Vegas	Job Complete	No		\$217.52	5/15/2024 11:15 AM	
2470000428		104-TA Southington	Working On PO or Payment	No		\$247.40	5/15/2024 11:00 AM	
2470000428		104-TA Southington	Job Complete	No		\$256.52	5/15/2024 5:04 AM	
2470000407		108-TA Las Vegas	Working On PO or Payment	No			5/15/2024 2:45 PM	
2470000477		108-TA Las Vegas	Job Complete	No		\$0.00	5/15/2024 9:39 AM	
2470000440		108-TA Las Vegas	Job Complete	No			5/15/2024 1:11 AM	
2470000426		108-TA Las Vegas	Job Complete	No			5/15/2024 9:45 AM	

Manage Purchase Orders — Visit Substatus, PO Required, and Purchase Order ID columns.

TA

Service AppointmentsTA LocationsWork OrderFleet Admin

Manage Purchase Order

Instructions

Enter Purchase Order ID and Confirmation, if required, and submit.

Work Order Details

WORK ORDER NUMBER
1000000000

SERVICE ACCOUNT
[REDACTED]

WORK ORDER TYPE
In Bay

FLEET AUTHORIZATION
Fleet Authorized

VISIT STATUS
Scheduled

VISIT SUBSTATUS
Waiting On PO or Payment

TIME WINDOW START

TIME WINDOW END

CUSTOMER ASSIGNEE

ACTUAL DURATION
[REDACTED]

PRIMARY INCIDENT TYPE

TECHNICIAN STATUS
WORKING STATUS

There are no records to display.

Service Estimate

ESTIMATED LABOR
\$0.00

ESTIMATED PARTS
\$247.40

ESTIMATED ENVIRONMENTAL TAX
\$0.00

ESTIMATED DISCOUNT
\$25.32

ESTIMATED NEW TIRES
\$0.00

ESTIMATED OIL
\$0.00

ESTIMATED TRADE IN

ESTIMATED TAXABLE
\$247.40

ESTIMATED USED TIRES
\$0.00

ESTIMATED TOTAL
\$247.40

ESTIMATED NET
\$247.40

PRIMARY CUSTOMER ASSET
[REDACTED]

TA SITE LOCATION
104 TA Southampton

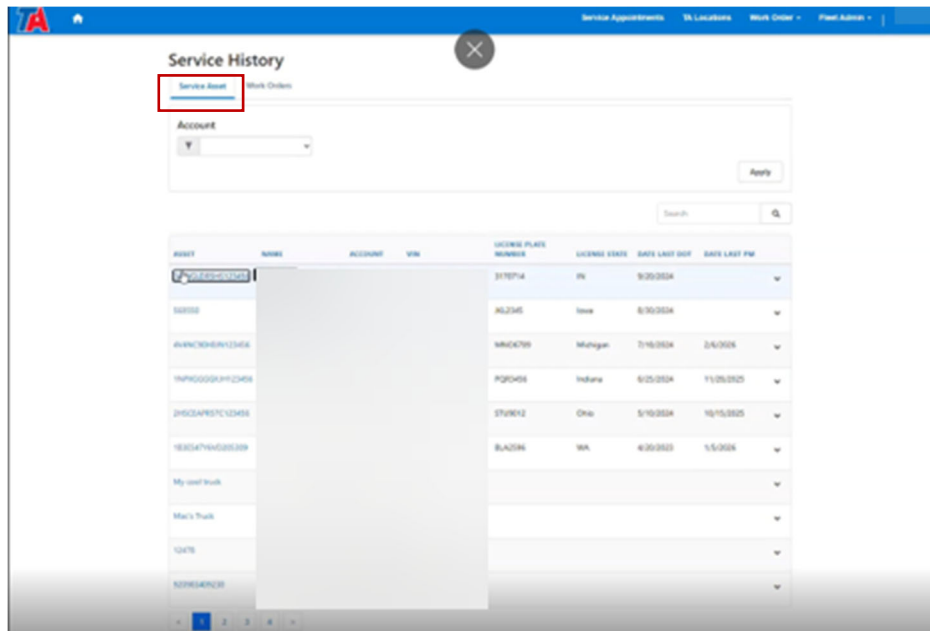
Dedicated purchase-order form shows the order's Visit Status and Visit Substatus.

Stage 4 — Completed Work Orders in Service History

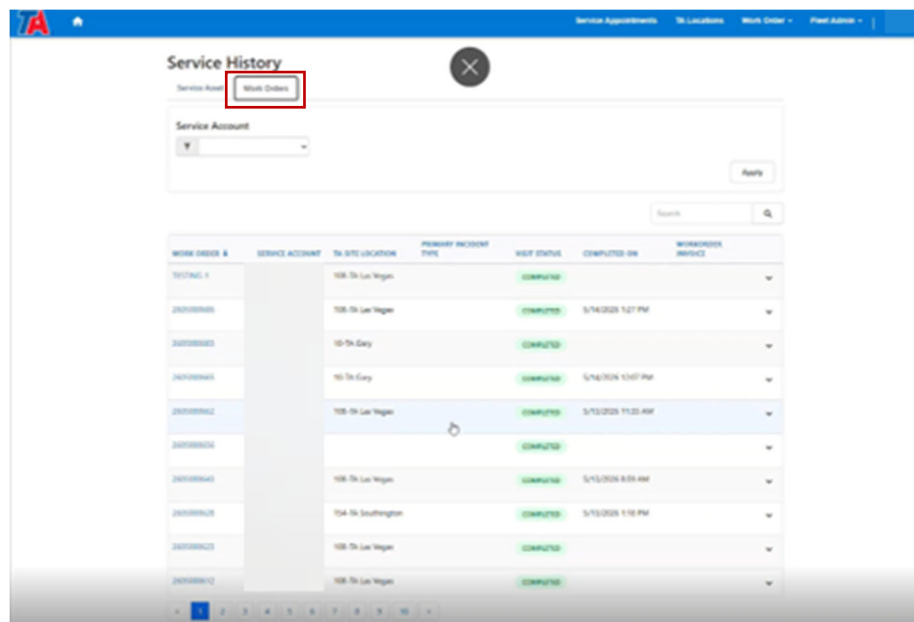
COMPLETED

Once a work order is closed as completed, it moves to the **Service History** page. You can view completed orders two ways: in the context of an individual **asset**, or as a full **list** of completed work orders.

1. On the **Service Asset** tab, click an asset to see all completed work orders for that vehicle (listed at the bottom of the asset record).
2. On the **Work Orders** tab, see every completed work order for your fleet, with the date each was completed.
3. Drill into any record to view the full details of the work that was performed.



Service History — Service Asset tab lists fleet assets and their completed work.



Service History — Work Orders tab lists all completed orders with completion dates.

Summary

Managing work orders in the portal centers on the **Work Order Dashboard** and the individual pages tied to each status: the **estimate** phase, the **purchase order** phase, and the **Service History** view once work is completed. Knowing which page maps to which stage lets you track any work order from creation through completion with confidence.