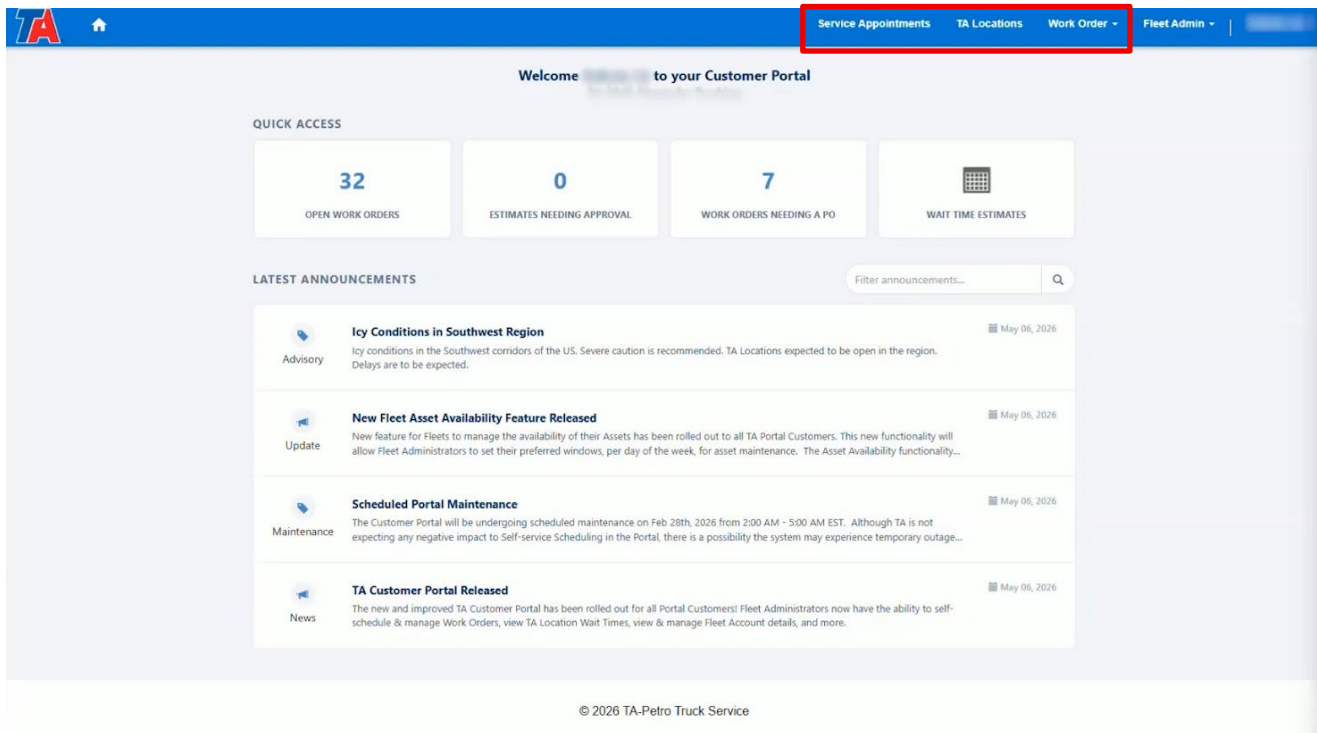


This guide shows Fleet Managers and Fleet Delegates how to book a service appointment for a fleet asset through the eShop 2.0 portal, then track that work order through its lifecycle. You can start a booking three different ways: from the **Service Appointments** page, from the **TA Locations** map view,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

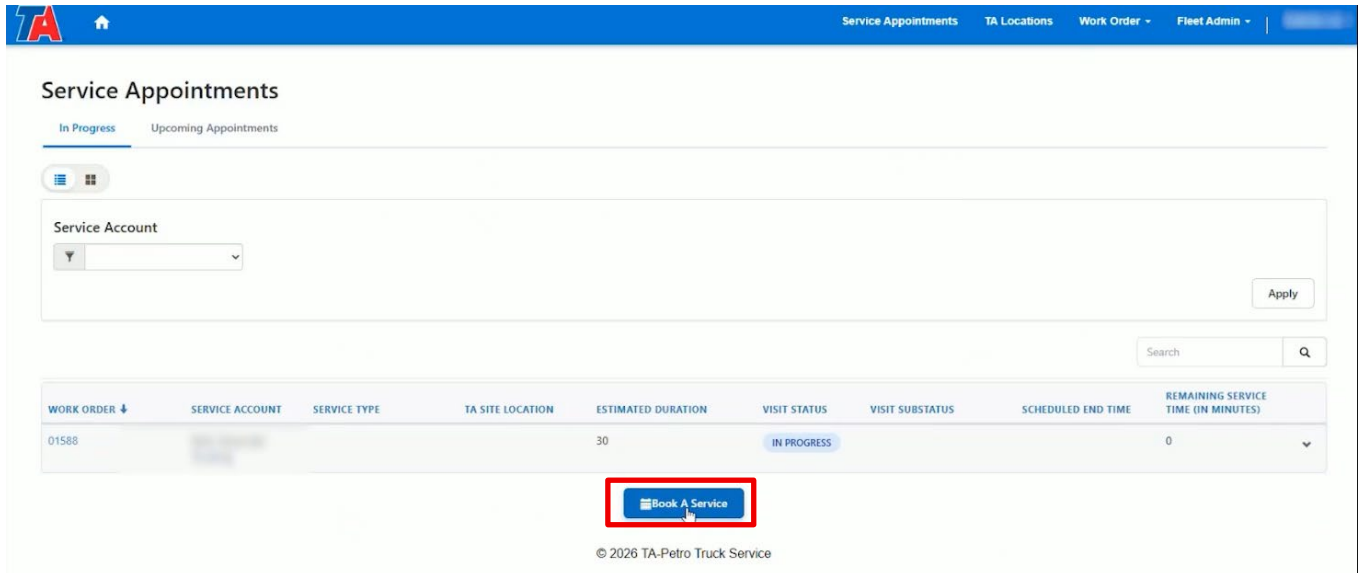
Note: Portions of application pages are grayed/blurred out to conceal and protect identities.

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.

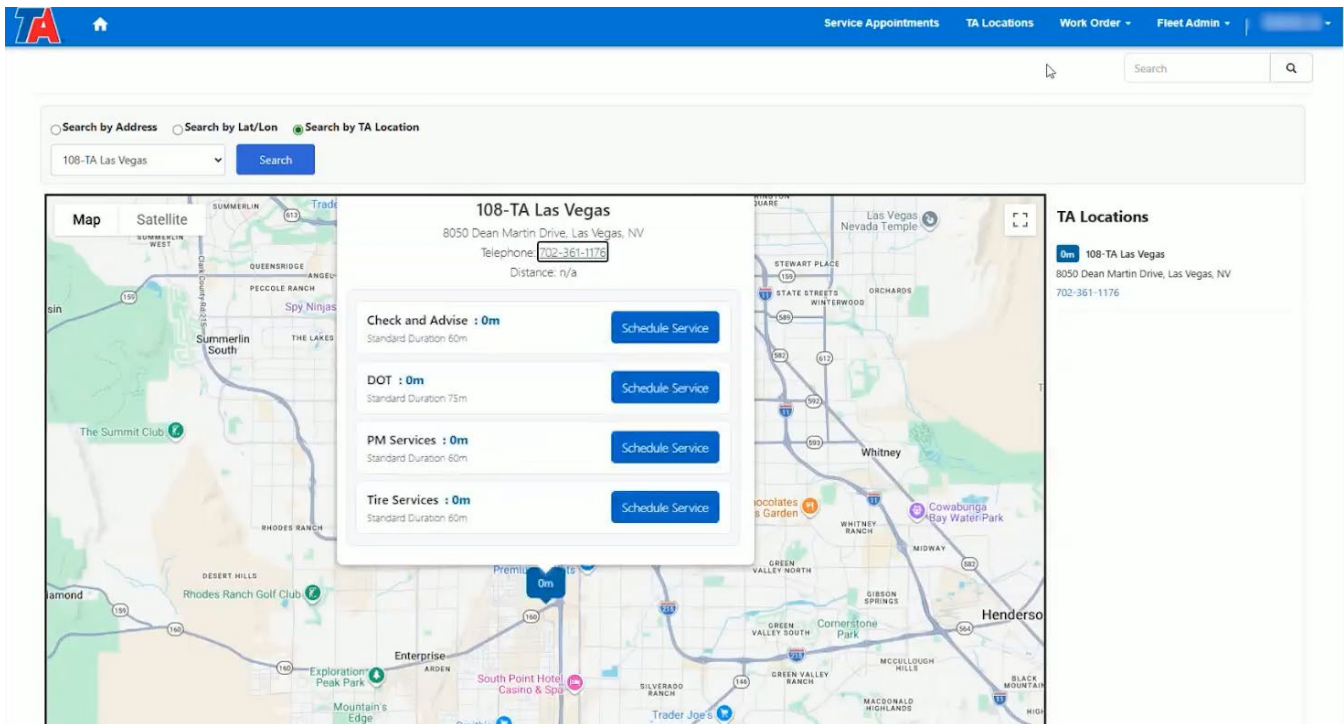


The screenshot shows the 'Service Appointments' page. At the top, there's a navigation bar with 'Service Appointments', 'TA Locations', 'Work Order', and 'Fleet Admin'. Below the navigation bar, there's a 'Service Account' dropdown menu and an 'Apply' button. A search bar is also present. The main content area displays a table of service appointments. A red box highlights the 'Book A Service' button.

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

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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.



The screenshot shows the 'TA Locations' page. At the top, there's a navigation bar with 'Service Appointments', 'TA Locations', 'Work Order', and 'Fleet Admin'. Below the navigation bar, there's a search bar and a dropdown menu for 'Search by Address', 'Search by Lat/Lon', and 'Search by TA Location'. The main content area displays a map of Las Vegas, NV, with a red box highlighting the 'Book A Service' button. The map shows the location of 108-TA Las Vegas at 8050 Dean Martin Drive, Las Vegas, NV. The page also displays a list of TA locations on the right side.

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

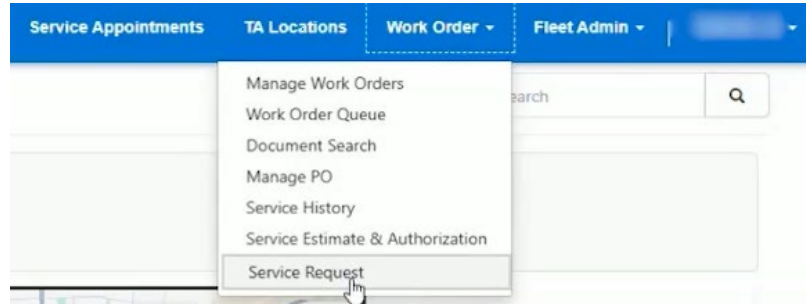
Tire Services : 0m
Standard Duration 60m
Schedule Service

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 sections with required fields marked with a red asterisk (*):

- Accounts ***: A dropdown menu.
- Service ***: A dropdown menu labeled 'Select Service'.
- TA Location ***: A dropdown menu labeled 'Select TA Location'.
- Selected TA Site Location Details**: A section for location details.
- Work Order Type ***: A dropdown menu labeled 'Select Work Order Type'.
- Payment Type ***: A dropdown menu labeled 'Select Payment Type'.
- Asset ***: A dropdown menu labeled 'Select Asset'.
- Selected Asset Details**: A section for asset details.
- Calendar ***: A date input field showing '2026-05-18'.
- Select Time ***: A section for selecting a time slot.
- Available Time Slots**: A section for available time slots.
- Upload Images**: A section with a 'Choose Files' button and text: 'No file chosen. You can upload multiple images (PNG, JPG, JPEG only)'.
- Work Order Comments ***: A text area labeled 'Enter comments here...'.

The form also includes a 'Search' button and a 'Location Availability' section. At the bottom, there is a copyright notice: '© 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 blurred selection.
- Service ***: A dropdown menu with 'Check and Advise' selected.
- TA Location ***: A dropdown menu with '108-TA Las Vegas' selected.
- Selected TA Site Location Details**: Displays '8050 Dean Martin Drive, Las Vegas, NV, USA, 89139'.
- Work Order Type ***: A dropdown menu with 'In Bay' selected.
- Payment Type ***: A dropdown menu with 'ACCESS' selected.
- Asset ***: A dropdown menu with a blurred selection.
- Selected Asset Details**: Displays 'Truck 4 | [blurred]'.
- Calendar ***: A date picker showing '2026-05-18'. Below it, the time zone is '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 'Choose Files' button and text: 'No file chosen. 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 AppointmentsTA LocationsWork OrderFleet 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 (12:49 PM)

Search

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

Choose Files

 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 *

Las Vegas - Check and Advise for Truck 4

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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
(04:24)

Book Appointment

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 for Appointments, TA Locations, Work Order, and Fleet Admin. A central modal window titled "Success" displays the message "Your appointment has been scheduled." with an "OK" button. The background interface is titled "Service Request" and includes a "Book Appointment" button. Below this, the "Accounts" section shows "108-TA Las Vegas" selected. The "Service" section shows "Check and Advise" selected. The "TA Location" section shows "108-TA Las Vegas" selected. The "Selected TA Site Location Details" section shows "10800 Clean Main Dr., Las Vegas, NV 89115". The "Work Order Type" section shows "In Bay" selected. The "Payment Type" section shows "Access" selected. The "Asset" section shows "Truck 4" selected. The "Selected Asset Details" section shows "Truck 4". The "Calendar" section shows the date "2026-05-18" and the time zone "America/Los Angeles (UTC-07:00)". The "Location Availability" section shows the following schedule: Sun: 10:00 PM - 10:00 PM & 10:00 PM - 10:00 PM (PDT), Mon: 10:00 PM - 10:00 PM (PDT), Tue: 10:00 PM - 10:00 PM (PDT), Wed: 10:00 PM - 10:00 PM (PDT), Thu: 10:00 PM - 10:00 PM (PDT), Fri: 10:00 PM - 10:00 PM (PDT), Sat: 10:00 PM - 10:00 PM (PDT). The "Select Time" section shows a grid of time slots. The "Available Time Slot" section shows a grid of time slots. The "Scheduling service appointment..." text is displayed in the center of the time slot grid. The "Work Order Comments" section shows "Las Vegas - Check and Advise for Truck 4". The footer contains the copyright notice "© 2026 TA-Petro Truck Service".

Success

Your appointment has been scheduled.

OK

Service Request

Book Appointment

Accounts: 108-TA Las Vegas

Service: Check and Advise

TA Location: 108-TA Las Vegas

Selected TA Site Location Details: 10800 Clean Main Dr., Las Vegas, NV 89115

Work Order Type: In Bay

Payment Type: Access

Asset: Truck 4

Selected Asset Details: Truck 4

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 (PDT)

Mon: 10:00 PM - 10:00 PM (PDT)

Tue: 10:00 PM - 10:00 PM (PDT)

Wed: 10:00 PM - 10:00 PM (PDT)

Thu: 10:00 PM - 10:00 PM (PDT)

Fri: 10:00 PM - 10:00 PM (PDT)

Sat: 10:00 PM - 10:00 PM (PDT)

Select Time:

Available Time Slot:

Scheduling service appointment...

Work Order Comments:

Las Vegas - Check and Advise for Truck 4

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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	[REDACTED]	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	[REDACTED]	In Bay	108-TA Las Vegas				New Work Order			5/14/2026 1:31 PM ▼
2605000626	[REDACTED]	In Bay	108-TA Las Vegas				New Work Order			5/13/2026 5:47 AM ▼
2605000589	[REDACTED]	In Bay	108-TA Las Vegas				New Work Order			5/11/2026 12:04 PM ▼
2605000576	[REDACTED]	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](#)

WORK ORDER NUMBER *

2605000747

SERVICE ACCOUNT *

Las Vegas - Check and Advise for Truck 4

WORK ORDER TYPE *

In Bay

FLEET AUTHORITY

Fleet Auth

VISIT STATUS

Scheduled

VISIT SUBSTATUS

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 ID:

PURCHASE ORDER ID CONFIRMATION

PURCHASE ORDER REQUIRED

☒ No
 ☐ Yes

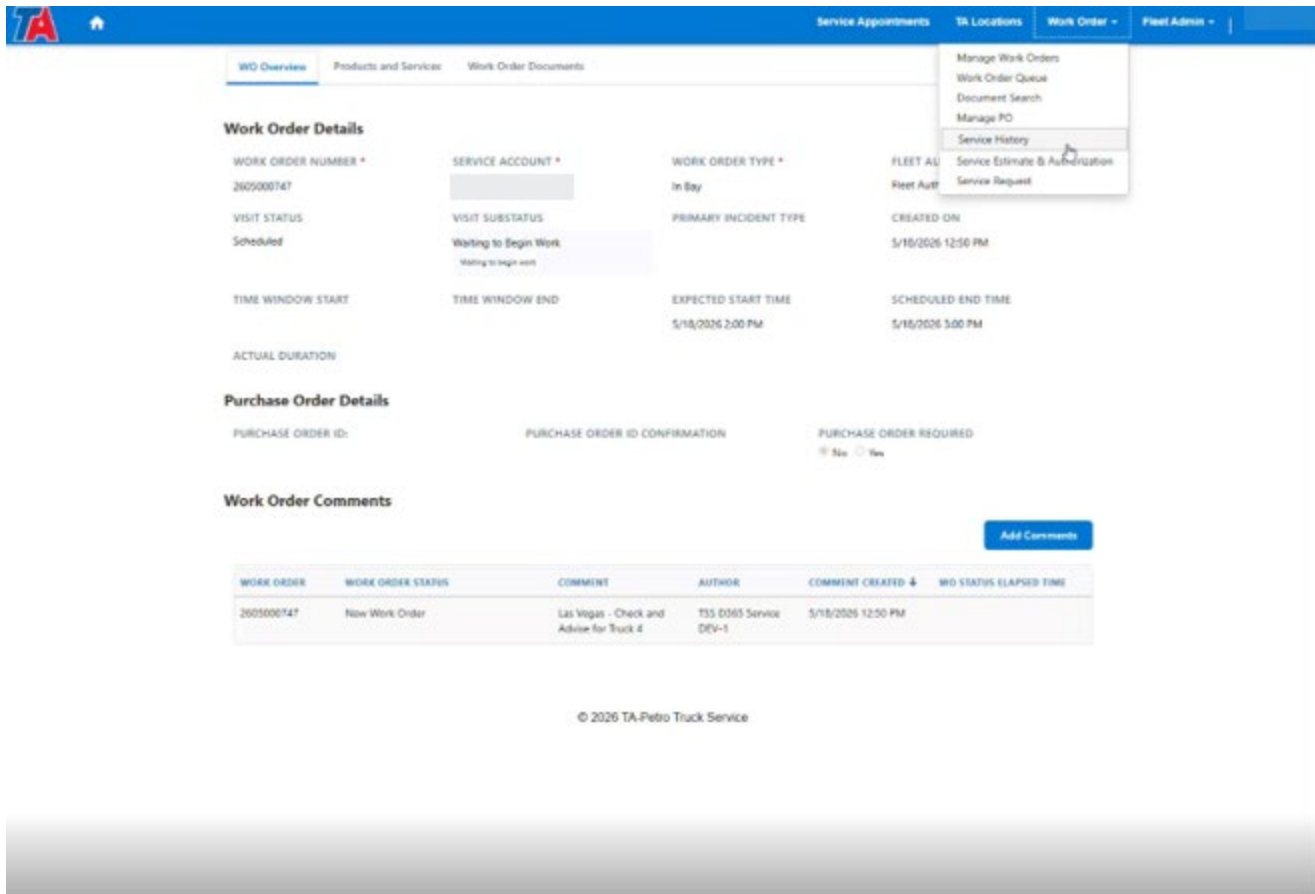
WORK ORDER COMMENTS

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.



The screenshot displays the eSHOP 2.0 interface for a work order. The top navigation bar includes 'Service Appointments', 'TA Locations', 'Work Order', and 'Fleet Admin'. The 'Work Order' dropdown menu is open, showing options: 'Manage Work Orders', 'Work Order Queue', 'Document Search', 'Manage PO', 'Service History' (highlighted), 'Service Estimate & Authorization', and 'Service Request'.

Work Order Details

WORK ORDER NUMBER *	SERVICE ACCOUNT *	WORK ORDER TYPE *	FLEET AU
2605000747		In Bay	Fleet Aut
VISIT STATUS	VISIT SUBSTATUS	PRIMARY INCIDENT TYPE	CREATED ON
Scheduled	Waiting to Begin Work		5/18/2025 12:50 PM
TIME WINDOW START	TIME WINDOW END	EXPECTED START TIME	SCHEDULED END TIME
		5/18/2025 2:00 PM	5/18/2025 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 0065 Service DEV-1	5/18/2025 12:50 PM	

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