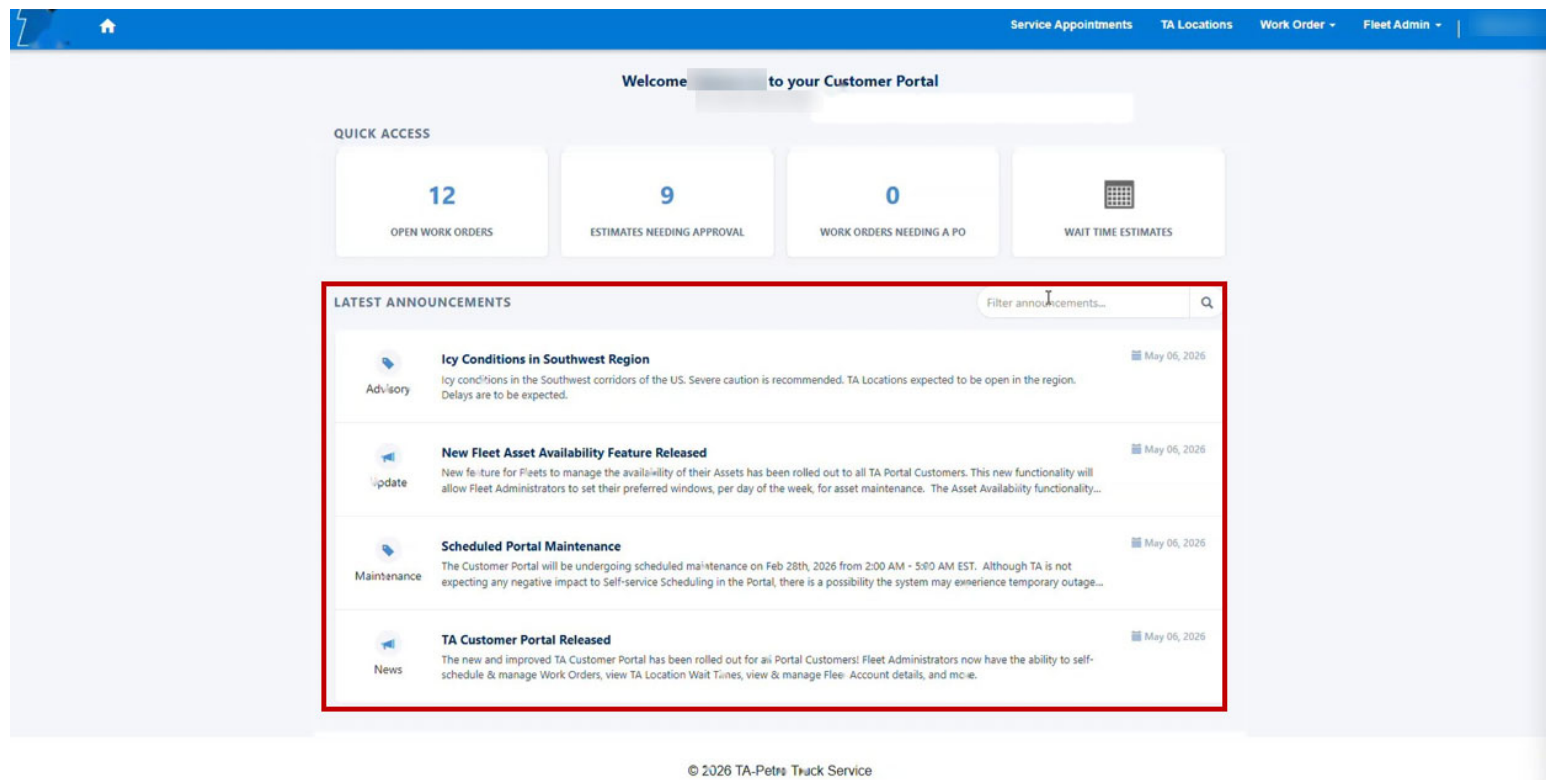


The eShop 2.0 portal lets Fleet Administrators and Delegates manage work orders, service estimates, fleet assets, and account details from a single web interface. This guide walks you through the portal's main navigation, the homepage tiles, and the standard **list view** → **form view** pattern used throughout the portal.

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

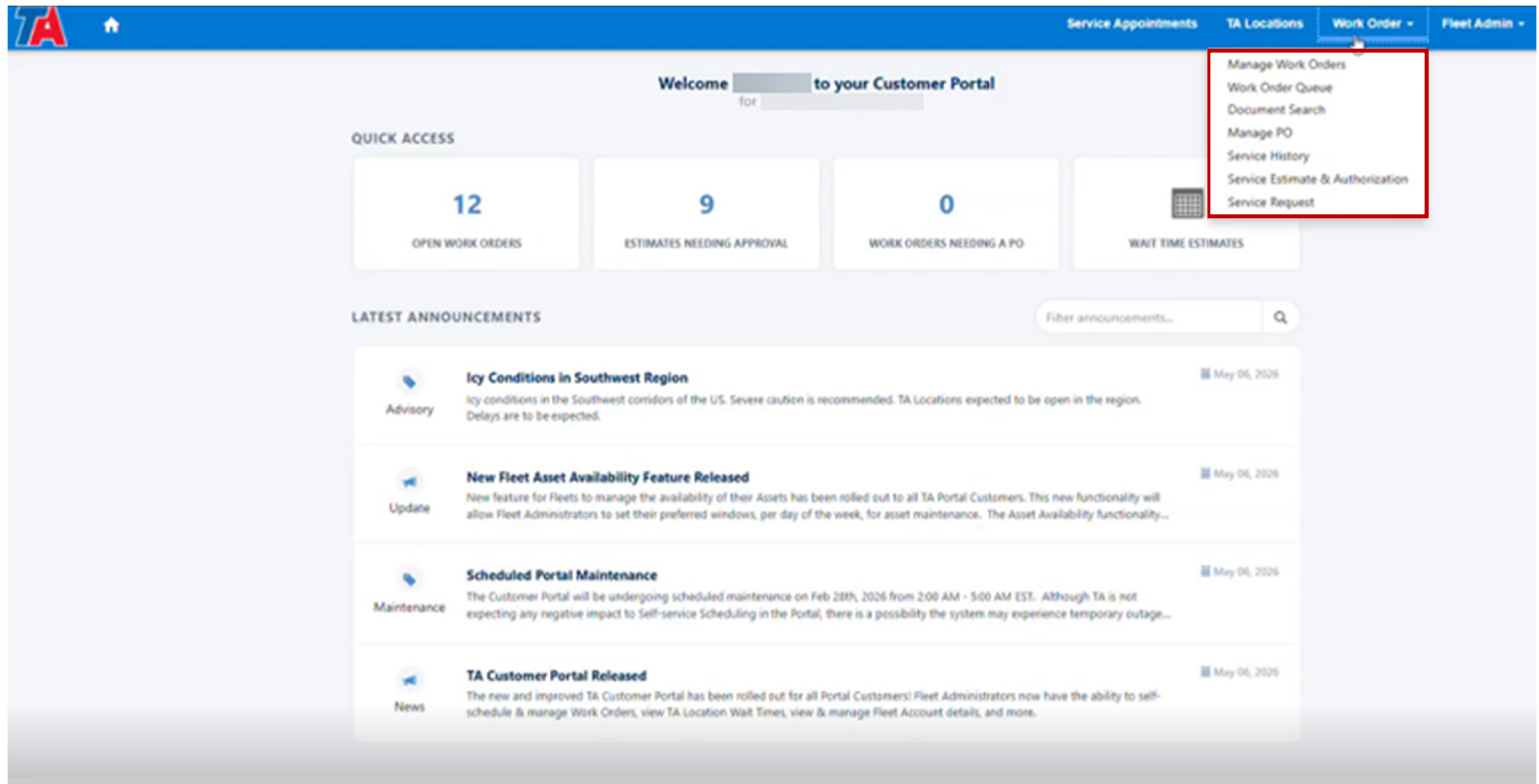
Getting Started

1. After signing in, you arrive at the **News & Announcements** homepage. The **Top Site Navigation** bar runs across the top of every page and is your main menu for moving around the portal.



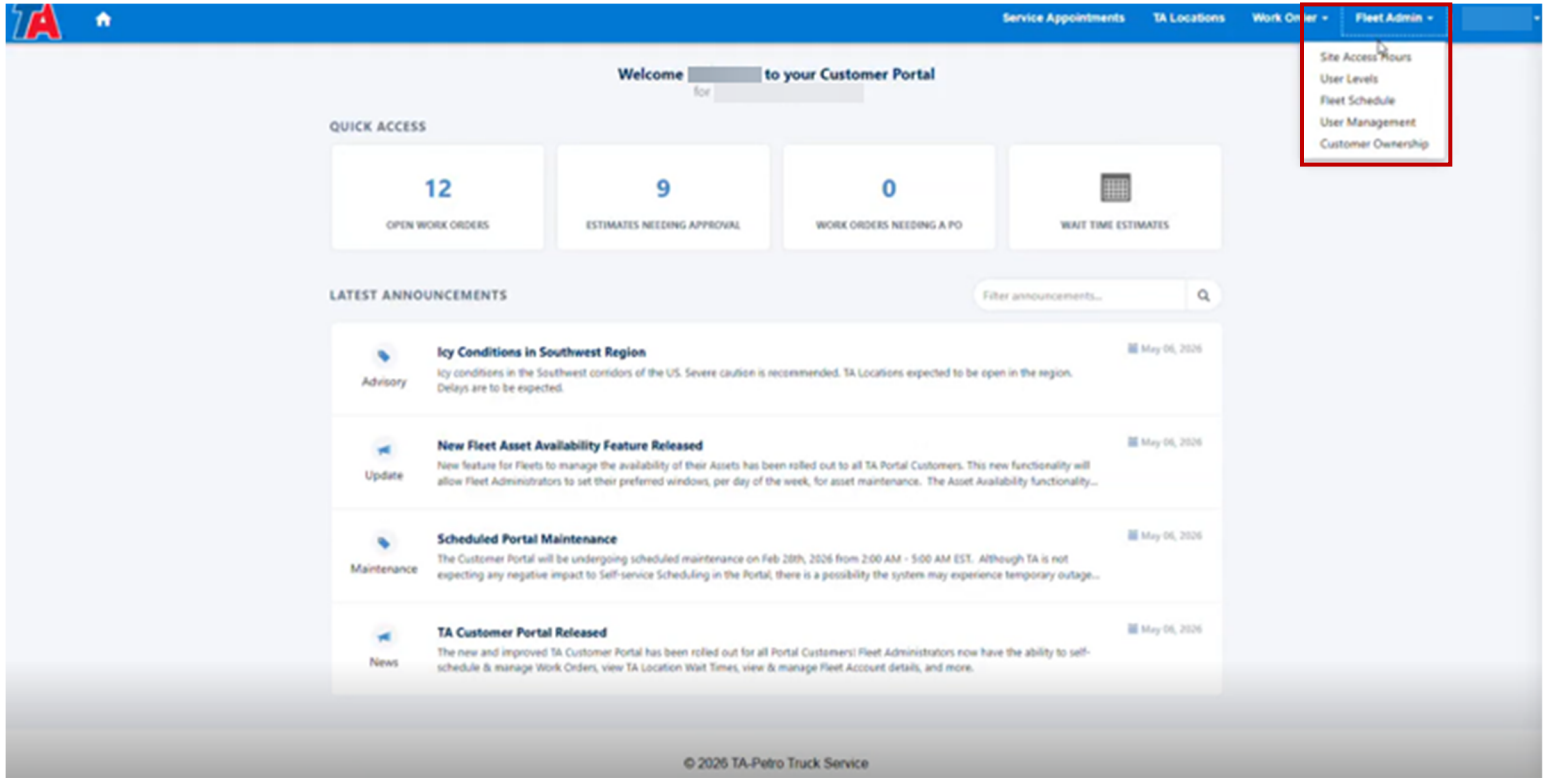
Top navigation bar is visible on every page in the portal.

2. Click **Work Order** in the top navigation to open the work-order menu. This dropdown contains pages for managing your work orders, including **Manage Work Orders**, **Work Order Queue**, **Document Search**, **Manage PO**, **Service History**, **Service Estimate & Authorization**, and **Service Request**.



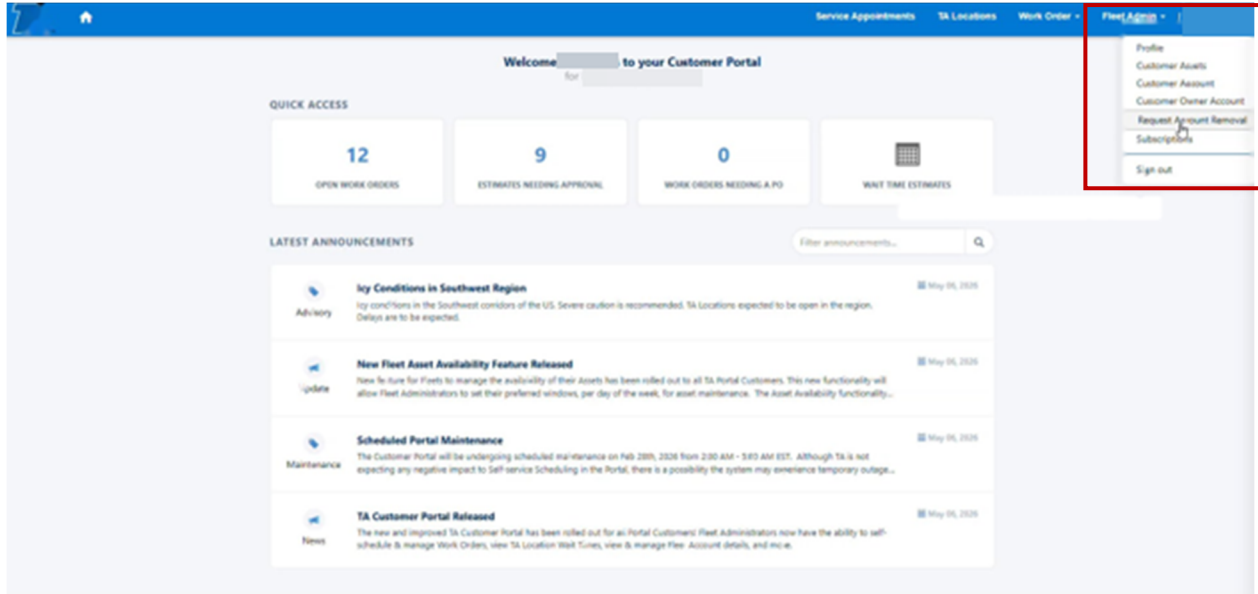
Work Order dropdown lists all work-order related pages.

3. Click **Fleet Admin** in the top navigation to open the Fleet Administrator menu. This dropdown contains pages related to Fleet Administrator duties, including **Site Access Hours**, **User Levels**, **Fleet Schedule**, **User Management**, and **Customer Ownership**.



Fleet Admin dropdown contains pages for fleet-administrator duties.

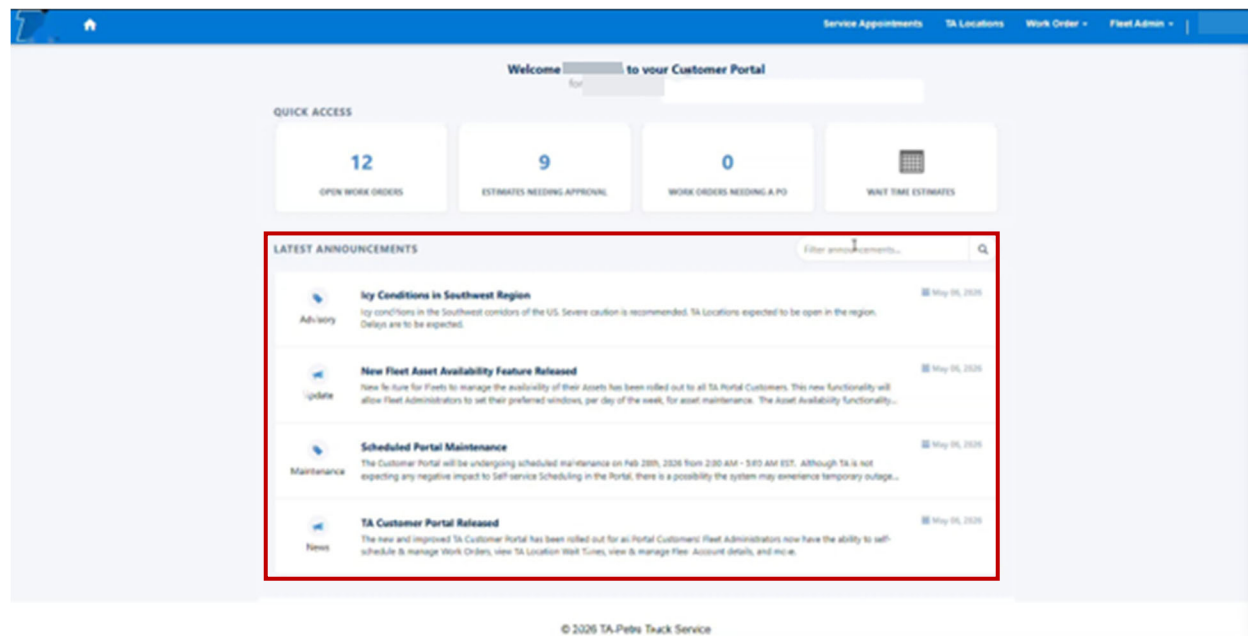
4. Click **your name** in the upper-right corner to open the profile menu. From here you can access **Profile**, **Customer Assets**, **Customer Account**, **Customer Owner Account**, **Request Account Removal**, and **Subscriptions** for notifications. You can also **Sign out** of the portal from here.



Profile menu holds your account settings and the Sign-out option.

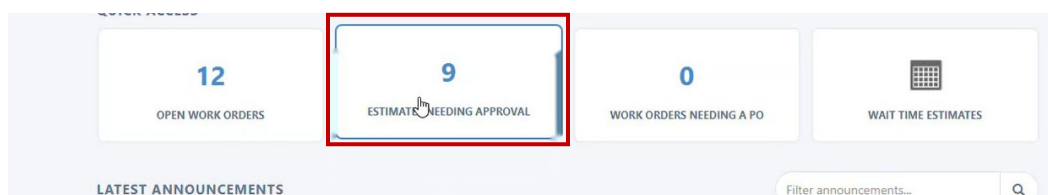
Homepage: News & Announcements

5. The homepage shows a row of **Quick Access** tiles at the top and a list of **Latest Announcements** below. Each tile is a clickable shortcut that navigates you to the matching page.



Quick Access tiles (top) act as shortcuts; announcements (bottom) keep you informed.

6. For example, clicking the **Estimates Needing Approval** tile takes you to the **Service Estimate & Authorization** page where those records are listed.



Hover or click a tile to navigate to its related page.

Standard Pattern: List View → Form View

* Most pages in the portal follow the same pattern: a list view of records, with hyperlinks that drill down into a detailed form view for the selected record.

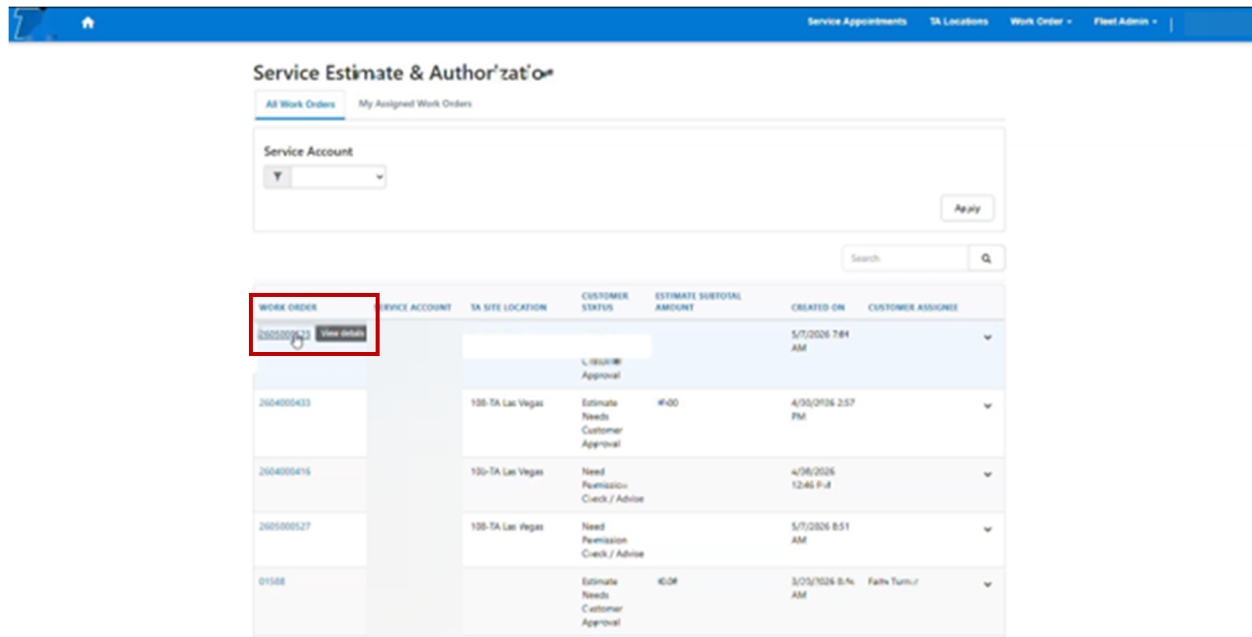
- When you open a page like **Service Estimate & Authorization**, you start on a **list view** of records. Use the tabs at the top (for example, **All Work Orders** and **My Assigned Work Orders**) to filter the list. Click the hyperlinked record number to open its details.

The screenshot displays the 'Service Estimate & Authorization' page. At the top, there are navigation tabs: 'Service Appointments', 'TA Locations', 'Work Order', and 'Fleet Admin'. Below the tabs, there are two main tabs: 'All Work Orders' (highlighted with a red box) and 'My Assigned Work Orders'. Below these tabs is a 'Service Account' dropdown menu with a search icon and an 'Apply' button. A search bar is also present. The main content area is a table with the following columns: 'WORK ORDER', 'SERVICE ACCOUNT', 'TA SITE LOCATION', 'CUSTOMER STATUS', 'ESTIMATE SUBTOTAL AMOUNT', 'CREATED ON', and 'CUSTOMER ASSIGNED'. The table contains five rows of data. The first row has a work order number '2604000433' and a status of 'Estimate Needs Customer Approval'. The second row has a work order number '2604000433' and a status of 'Estimate Needs Customer Approval'. The third row has a work order number '2604000433' and a status of 'Need Permission Check / Advise'. The fourth row has a work order number '2604000433' and a status of 'Need Permission Check / Advise'. The fifth row has a work order number '01108' and a status of 'Estimate Needs Customer Approval'.

WORK ORDER	SERVICE ACCOUNT	TA SITE LOCATION	CUSTOMER STATUS	ESTIMATE SUBTOTAL AMOUNT	CREATED ON	CUSTOMER ASSIGNED
2604000433		100-TA Las Vegas	Estimate Needs Customer Approval		5/7/2026 7:04 AM	
2604000433		100-TA Las Vegas	Estimate Needs Customer Approval	40.00	4/30/2026 2:57 PM	
2604000433		100-TA Las Vegas	Need Permission Check / Advise		4/30/2026 12:46 PM	
2604000433		100-TA Las Vegas	Need Permission Check / Advise		5/7/2026 8:51 AM	
01108			Estimate Needs Customer Approval	17.00	5/31/2026 8:44 AM	Felix Turner

Tabs filter the list; hyperlinks open the detailed form for a single record.

8. Hovering over a hyperlinked record number shows a **View details** tooltip. Click the hyperlink to drill down into that record's detailed form.



Hyperlinks in any list view open the detailed form for that record.

9. Once you are on the detailed form, you may see **tabs** within the form itself (for example, **Service Estimate & Authorization** and **Work Order Documents**). Click a tab to switch between views of the same record.

10. You can return to the **News & Announcements** homepage at any time by clicking the **Home** button (house icon) in the top-left of the navigation bar.

The screenshot displays the 'Service Estimate and Authorization' page in the eSHOP2.0 portal. The top navigation bar features a home icon (house) and a 'TA' logo, both highlighted with red boxes. The main content area shows a 'Service Estimate and Authorization' header with tabs for 'Service Estimate & Authorization' and 'Work Order Documents'. Below this is a 'Work Order Details' section with fields for Work Order Number (2605000523), Service Account, Work Order Type (Mobile Maintenance), Fleet Authorization (Fleet Authorized), Visit Status, Customer Status (Estimate Needs Customer Approval), Primary Incident Type, Created On (5/7/2026 7:01 AM), Customer Assignee, Process Type (Estimate/Actual), and Actual Duration. A 'Products and Services' table below shows one item: '2605000523-1 (Credit and Advice) (2 pending)'. The page footer includes a 'Submit Estimate' button and pagination information.

Home button is always in the top-left of the navigation bar.

* Portal navigation is driven by the top site navigation, the homepage tiles, and the standard list → form pattern used throughout. Once you learn this pattern on one page, it works the same way across the whole portal.