

Parts Requests

User Guide

Request parts and materials from the field — your manager gets notified instantly and can track fulfillment.

Quick Reference

Command: /parts

Urgency: Normal, urgent, or emergency

Tracking: Pending → ordered → delivered

Access: Team members on an active subscription

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1. Getting Started

The /parts command lets you request materials and equipment from the field. Instead of calling the office or sending text messages that get lost, each request is tracked with a status that both you and your manager can see.

Send /parts to create a new request. The bot walks you through describing what you need, how many, and how urgently you need it.

Tip: Check your vehicle stock before requesting parts. Use /stock to see what you have on hand — the part you need might already be in your truck.

2. Requesting Parts

To submit a parts request:

- Send /parts to begin
- Describe the part — include model number, brand, and specifications
- Enter the quantity needed
- Select the urgency level (normal, urgent, or emergency)
- Add an optional note (e.g., "for tomorrow's 8 AM job at 123 Main St")
- Confirm and submit — your manager is notified immediately

Note: Be specific in your description. "HES 1006 electric strike, 12/24 VDC, fail-secure" is much better than "electric strike" — it prevents the wrong part from being ordered.

3. Urgency Levels

Each request has an urgency level that helps your manager prioritize:

Normal	Standard lead time — next order cycle or scheduled delivery
Urgent	Needed within 24-48 hours — may require expedited shipping
Emergency	Job is stopped — technician cannot proceed without this part

Use emergency sparingly and only when work is truly blocked. Overusing emergency status reduces its effectiveness for the entire team.

Tip: If a job is stopped due to a missing part, also update the job status so your manager knows the schedule impact.

4. Manager Notification

When you submit a parts request, your manager receives a notification that includes all the details you provided. The manager can:

- Acknowledge the request — marks it as seen
- Order the part — updates status to "ordered" with an ETA
- Fulfill from existing stock — marks as ready for pickup or delivery
- Deny with a reason — if the part is not available or not approved

You receive a notification each time the status changes, so you always know where your request stands.

5. Quick Reference

- Send `/parts` to create a new parts request
- Include model numbers and specifications for accuracy
- Set urgency: normal, urgent, or emergency
- Your manager is notified instantly
- Track status: pending → ordered → delivered
- Check `/stock` first — you might already have the part