



BEST PRACTICE



Propane Tank Maintenance

FOR ALL FARMS

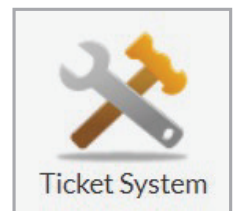
► Propane Tank Maintenance

Starting July 8th, 2024, all propane tank **repairs and maintenance issues must be submitted via Tools**. Repairs will be transitioning from the Warehouse team to the Maintenance team.

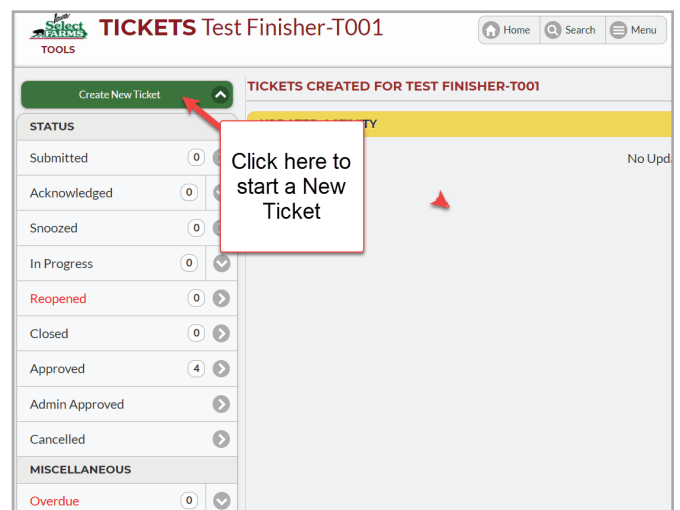
This will impact repairs only and will not affect the schedule or delivery of the propane.

If you have an issue with a propane tank:

1. Go to your site home page on Tools or the site you want to make a ticket for and click on **Ticket System Icon**.



2. From here, you will be in the ticket system for your site; click on **Create New Ticket**.



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Iowa Select Farms

3. A menu will come up for which department you want to create a ticket for. In this example, click on **Maintenance**.

WHICH DEPARTMENT?		
Alarms	i	>
Environmental Services	i	>
IT Help Desk	i	>
Maintenance	i	>
Production Well Being Training	i	>
Special Projects	i	>
TAPS	i	>
Ventilation and Filtration	i	>

4. The next screen will open a blank Maintenance ticket. In the screenshot below, use the numbered steps to fill out your ticket.

The screenshot shows a 'Ticket For:' form with the following fields and instructions:

- 1** **Ticket For:** Click to find Site, Person, Truck, Trailer or Generator. (Includes a pencil icon for search and an 'Include Me On Mailing List' toggle set to 'No').
- 2** **Location on Site or Barn:** Enter the location of the site or barn where the problem is. (Includes a search icon and a link to 'Location on Site or Barn (in English)').
- 3** **Long Description:** Enter in a good description of the problem and any information that can help the technician understand the issue and what he needs before coming to the site. (Includes a link to 'Long Description (in English)').
- 4** **Describe Any Parts Available On Farm:** Check this box if you have parts on site that will be needed to resolve the problem. Then, enter what those parts might be. This will help your technician be prepared.
- 5** **Ticket Categories:** Check the box for the correct category to which this issue pertains. If you are not sure, your technician can fill in later. (Categories include: Pos filter fans, Power wash, Preventive Maintenance, ☒ Propane - Repairs Needed, pvc water parts, Recharge systems, Scrapers, and a 'New Category' button).
- 6** **Priority Level:** Select the correct Level regarding the importance of the ticket for the site and pigs. If you are unsure, call your supervisor. (Options: Level 1 - 1 day to complete (selected), Level 2 - 2 days to complete, Level 3 - 30 days to complete, Level 4 - Special Projects or Closeouts - No Due Date). A warning note states: 'Have you placed a call to your supervisor for this issue? All level 1 tickets require a call to supervisor'.
- 7** **Requested Start Date:** Put the correct date for when the technician can show up to work on the problem. This can help with scheduling for the technician. (Includes a search icon and a 'Requested End Date' field).
- 8** **Save:** Click on Save to submit the ticket. (A green 'Save' button is at the bottom of the form).

This impacts repairs only! This will not affect the schedule or delivery of the propane!

