

# Engineering Response Desk Portal

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REVIEWER/ ASSIGNER/ ADMIN/ REPORTS  
USER GUIDE

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MARYLAND PORT  
ADMINISTRATION

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## Engineering Response Desk Portal

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The Engineering Response Desk Portal was designed to provide a convenient, centralized system that allows users to file service requests and reviewers to monitor, address, and respond to those requests.

### Access

To access the Engineering Response Desk Portal, open an internet browser on your device and enter the following URL:

<http://mpawtceng1:84/ERDPortal>

## Reviewer Role

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The following sections will detail the layout, tools, and functions of the application for **Reviewers**.

### ERDP Application Tabs

At the top of the page are tabs the Reviewer can access to utilize different functions within the application. The main tabs for Reviewers are **Reviews** and **Requests**. If a Reviewer has credentials to access other roles and functionalities, such as **Task Assigner**, **Admin**, and **Report Viewer**, they will be located at the top of the page, otherwise these will be hidden from view.



When a Reviewer logs-in and accesses the Engineering Response Desk Portal, they will be presented with the **Reviews** tab displaying their **Requests for Review**. This is a list of all requests that they are assigned to. The Reviews tab is composed of the **Search Panel**, and the list of **Requests for Review** below.

# Engineering Response Desk Portal User Guide

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The screenshot shows the 'Engineering Response Desk Portal' interface. At the top, there is a navigation bar with the MDOT logo and the user name 'Matthew Berry'. Below this is a 'Requests for Review' section with tabs for 'Reports', 'Admin', 'Assignment Rules', 'Assignments', 'Reviews', and 'Requests'. A search panel is visible below the tabs. The main content area displays a table of 13 requests, all with a status of 'Assigned'.

ER No.	Request Date	Requester	Task Description	Dept.	Location	Category	Engineering Task Manager	Status	Completion Date
<a href="#">18-0074</a>	10/3/18	Grace Ai	test			MU	Grace Ai, John Shiu, Matthew Berry	Assigned	
<a href="#">18-0073</a>	10/3/18	Viji Requestor				MU	Grace Ai, John Shiu, Matthew Berry	Assigned	
<a href="#">18-0072</a>	10/3/18	Grace Ai	test new			MU	Grace Ai, John Shiu, Matthew Berry	Assigned	
<a href="#">18-0071</a>	10/3/18	Grace Ai				MU	Grace Ai, John Shiu, Matthew Berry	Assigned	
<a href="#">18-0070</a>	10/3/18	Viji Requestor				MU	Grace Ai, John Shiu, Matthew Berry	Assigned	
<a href="#">18-0069</a>	10/3/18	Viji Requestor				MU	Grace Ai, John Shiu, Matthew Berry	Assigned	
<a href="#">18-0068</a>	10/3/18	Viji Requestor				MU	Grace Ai, John Shiu, Matthew Berry	Assigned	
<a href="#">18-0067</a>	10/3/18	Viji Requestor				MU	Grace Ai, John Shiu, Matthew Berry	Assigned	
<a href="#">18-0066</a>	10/3/18	Viji Requestor				MU	Grace Ai, John Shiu, Matthew Berry	Assigned	
<a href="#">18-0065</a>	10/3/18	Viji Requestor				MU	Grace Ai, John Shiu, Matthew Berry	Assigned	
<a href="#">18-0064</a>	10/3/18	Viji Requestor				MU	Grace Ai, John Shiu, Matthew Berry	Assigned	
<a href="#">18-0063</a>	10/3/18	Viji Requestor				MU	Grace Ai, John Shiu, Matthew Berry	Assigned	

### ‘Reviews’ Tab:

The Reviews tab displays all requests that the Reviewer is responsible to oversee. From this page, users can check the status of a request, edit a request’s information, or create a new request.

There are three classifications for requests:

- General requests submitted without any indicators
- **Flagged** requests indicate a request that is **High Priority**
- **Highlighted** requests indicate requests that are **Overdue**

The **Request for Reviews** list consists of these fields:

ER No.	Request Date	Requester	Task Description	Dept.	Location	Category	Engineering Task Manager	Status	Completion Date
--------	--------------	-----------	------------------	-------	----------	----------	--------------------------	--------	-----------------

- **ER No.** – Displays the ER No. for that specific request. This is auto-generated when a new request is created and is hyperlinked for access to this request’s details page.
- **Request Date** – Displays the date the request was created.
- **Requester** – Displays the name of the requester.
- **Task Description** – Displays a description of the request.
- **Department** – Displays the department associated with the request.
- **Location** – Displays the spatial location associated with the request.
- **Category** – Displays the category of the request.
- **Engineering Task Manager** – Displays the Task Manager(s) assigned to that request.
- **Status** – Displays the status of the request.
- **Completion Date** – Displays the date the request was completed.

### Searching for Requests

Below the tabs at the top of the ERDP, is the Search Panel. In this panel, Reviewers can search for Requests, either assigned to them or submitted by them (depending on the active tab) by entering keywords into the Search Panel.

- Select either the **Reviews** tab or **Requests** tab to begin searching for requests.
  - **Reviews tab** – shows a list of all submitted requests the reviewer is assigned to.
  - **Requests tab** – shows a list of all requests the reviewer has submitted.
- To access the Search Panel to filter request results, click **anywhere** on the Search Panel.

#### Q Search Panel

To search for a specific request, open the search panel by clicking anywhere in the search panel header.

- The search panel will expand offering different filter fields to narrow the search results.

The screenshot shows the 'Engineering Response Desk Portal' interface. At the top, there are navigation tabs: Reports, Admin, Assignment Rules, Assignments, Reviews, and Requests. The 'Requests' tab is active. Below the tabs is a 'Search Panel' with a header that says 'To make the search panel, click anywhere in the panel header'. The search panel contains several filter fields: ER No. (text box), Location (dropdown menu set to 'All'), Request Date (date picker set to 'yyyy-mm-dd'), Status (dropdown menu set to 'Assigned'), Department (dropdown menu set to 'All'), Requester (dropdown menu set to 'All'), Task Manager (text box), Category (dropdown menu set to 'All'), Completion Date (date picker set to 'yyyy-mm-dd'), Contract No. (text box), and High Priority (checkbox). At the bottom of the search panel are 'Search' and 'Reset' buttons.

- Using the text boxes and drop-down menus, fill in as much information about the desired request as possible.
- When the Panel is filled out, click the Search button at the bottom of the panel.
- The search results will appear below the Search Panel in the list.
- Click on the desired request's hyperlinked ER No. to see more information about the request.

### Viewing a Request's Details Page

- To view a request's details page, the user can scroll through the Requests for Review list or use the Search Panel to navigate and find a specific request.
- Once the request has been found, click on the **ER No.** hyperlink.

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ER No.	Request Date
<a href="#">18-0078</a>	10/3/18
<a href="#">18-0045</a>	10/1/18
<a href="#">18-0043</a>	9/28/18

- The Request's details page will load.

The screenshot displays the 'Engineering Response Desk Portal' interface. At the top, the user 'Matthew Berry' is logged in. The main header shows 'Request Number: 18-0074'. On the left, a sidebar contains navigation tabs: General, Comments, Documents, Contacts, Contracts, Links, Reviewers, and Location. The 'General' tab is active, showing a form with the following fields: ER No. (18-0074), Task Manager (Grace Ai, John Shiu, Matthew Berry), Status (Assigned), High Priority (checkbox), Location (Other), Request Date (2018-10-03), Requester (Grace Ai), and Department (Communications). Below these are text areas for Description (test) and Notes (test edit). At the bottom, there are 'Complete Request' and 'Close' buttons.

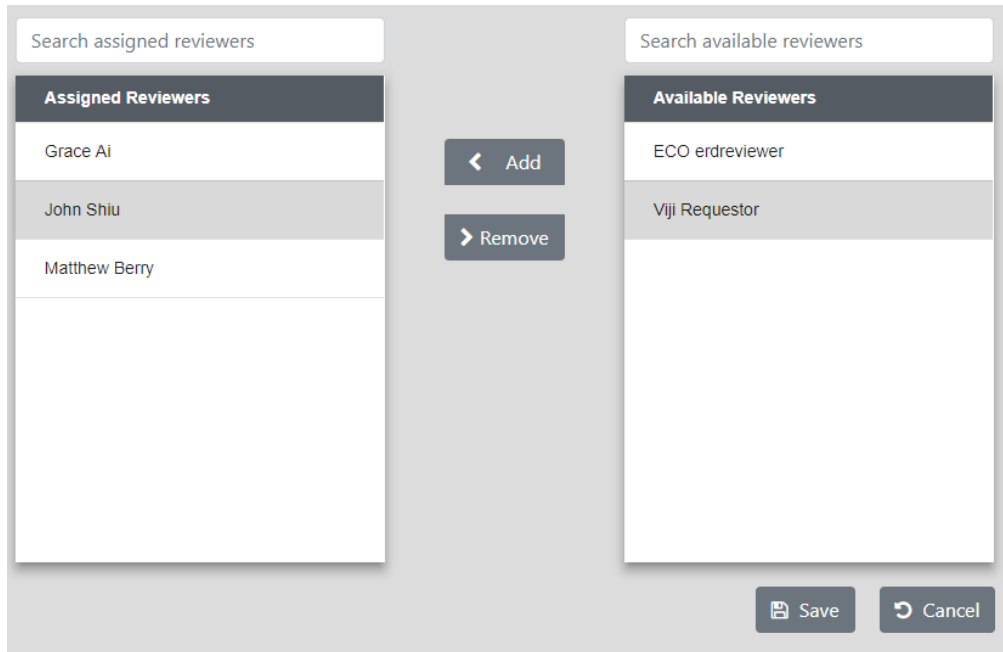
\*See **Page 9**, under the Requester Role, for details on how to update and edit the fields in the Side-Tabs.

### Adding/Removing a Reviewer to/from a Request

A reviewer has the option to add additional reviewers to a specific request.

- Open a request's details page and select the **Reviewers** side-tab on the left-hand side of the page.

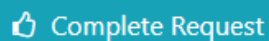
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- Users can either scroll through the list of **Assigned Users** or **Available Users** or use the Search box at the top of the lists to narrow down results.
- Once they have found the Reviewer they wish to assign to or remove from the request, they can select the name in the list and click the **Add** button or **Remove** button. This will move the selected Reviewer to the correct list.
- Click **Save** to save the changes.

### Completing a Request

Once a reviewer has reviewed and resolved a request they are assigned to, they can complete the request by clicking the **Complete Request** button at the bottom of the Request Page.



- A pop-up message will appear asking for confirmation on **completing** the request.
- Click **Yes** to complete or **No** to Cancel.

### Complete Request Confirmation



Are you sure you want to complete this request?

Yes

No

- Once a request has been marked as **Completed**, the requester will receive an e-mail notification.



## Requester Role

The following sections will detail the layout, tools, and functions of the application for **Requesters**.

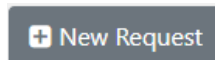
### 'Requests' Tab

The **Requests** tab, identical to the Reviews tab, displays all requests that the **user has submitted**. Requests are ordered by date of submission, from newest to oldest. From this page, users can check the status of a request, edit a request's information, or create a new request.

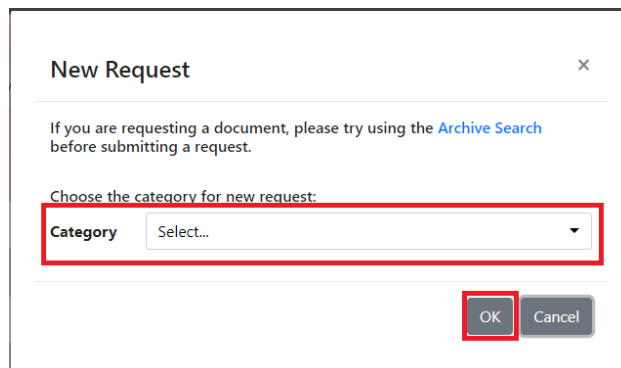
### Creating a New Request

From the My Request List page, the user can click on the **New Request** button to Create a New Request.

- Underneath the Search Panel on the right-side of the page, click on the **New Request** button and the New Request pop-up is displayed.



- This pop-up allows the user to choose the **Category** that closely matches the service request need, from a drop-down menu.
- Make the selection, then click **OK**.

A screenshot of a "New Request" pop-up window. The window has a title bar with "New Request" and a close button (X). Below the title bar, there is a message: "If you are requesting a document, please try using the [Archive Search](#) before submitting a request." Below this message, there is a prompt: "Choose the category for new request:". Underneath the prompt is a dropdown menu labeled "Category" with "Select..." as the current selection. At the bottom right of the pop-up, there are two buttons: "OK" and "Cancel". Red boxes highlight the dropdown menu and the "OK" button.

- The **Create New Request** page will load into the browser.

### Create New Request Page

The New Request Page Contains 7 Side-Tabs for the user to fill out with details about their request.

The screenshot shows the 'Create New Request' page in the Engineering Response Desk Portal. The page has a sidebar with seven tabs: General, Comments, Documents, Contacts, Contracts, Links, and Location. The 'General' tab is selected and highlighted in yellow. The main content area contains a form with the following fields: ER No. (19-0003), Status (New/Unsubmitted), Location (Select...), Requester (Matthew Berry), Task Manager, High Priority checkbox, Request Date (2019-01-24), Department (Select...), Description, and Notes. A 'Save' button is located at the bottom of the form. At the very bottom of the page, there are three buttons: 'Submit for Review', 'Close', and 'Delete'.

- **General** – Contains input fields with basic details regarding the request.
- **Comments** – Contains comment text boxes allowing for a means of communication between requesters and reviewers about specifics of the request.
- **Documents** – Contains a platform to upload documents, drawings, pictures, etc. to the application. This provides a centralized location where these can be accessed and downloaded.
- **Contacts** – Contains a contacts list with contact information of the requester, including Name, Company, E-mail, and Phone number.
- **Contracts** – Contains a list of Contracts supporting the request that users can add to.
- **Links** – Contains a platform for users to upload supporting URL or ProjectWise links detailing a request.
- **Location** – Contains a visual display of the spatial location of the new request.

### Adding General Information

From the **General** tab on the Create New Request page, the user will be able to add the Location, Task Description, Department, and any relevant notes regarding the new request.

- Once all General request information is entered, click **Save**.

**Note:** The Engineering Request number (ER No.), Requester, Task Manager, Request Date, Department, and Status will all be auto-populated and cannot be edited. These text boxes will be greyed out.

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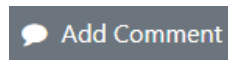
The screenshot shows a form with the following fields and values:

- ER No.: 19-0004
- Status: New/Unsubmitted
- Location: Select...
- Requester: Matthew Berry
- Task Manager: [Empty]
- High Priority:
- Request Date: 2019-01-25
- Department: Select...
- Description: [Empty text area]
- Notes: [Empty text area]

A "Save" button is located at the bottom right of the form.

### Adding Comments

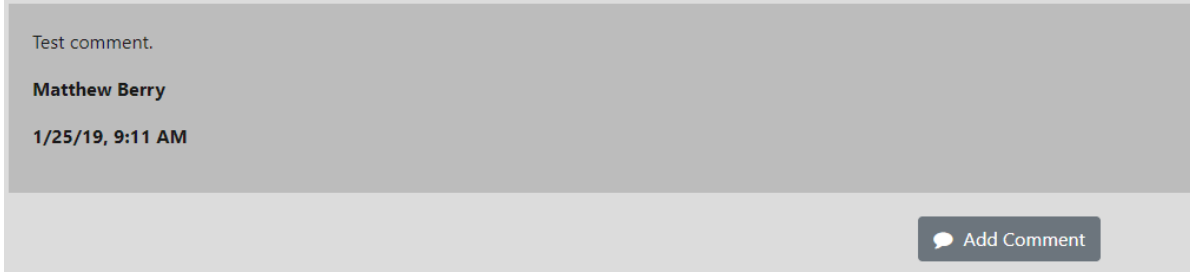
From the **Comments** tab on the New Request Page, users can click on the **Add Comment** button to add a comment.



**Note:** Comments can be added at any time throughout the lifecycle of a request, however, **if a comment is added after the request has been submitted, the request's due date will be reset.**

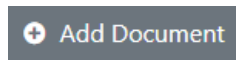
The dialog box is titled "Add Comment" and has a close button (X) in the top right corner. It contains a text input field with the text "Test comment" and a cursor. At the bottom, there are two buttons: "OK" and "Cancel".

- Click **OK**. The comment will be posted to the comment wall with the time and date stamp.



### Adding Documents

From the **Documents** tab on the New Request Page, users can click on the **Add Document** button and the Add Document pop-up is displayed.



From here, the user can browse to the location of their document and add it to the request along with a brief description of the document for reference.




Add Document x

Document testDoc1.docx Browse

Description Test document

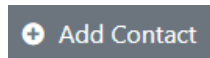
OK Cancel

- Click **OK**. The document will be added to the Document list.

Documents	Description	User	Date	
 testDoc1.docx	Test document	Matthew Berry	1/25/19	 

### Adding Contacts

From the **Contacts** tab on the New Request Page, users can click on the **Add Contact** button and the Add Contact pop-up is displayed.



From here, the user can select their Contact information from a dropdown menu.

A modal window titled "Add Contact" with a close button (x) in the top right corner. It features a "Name" label followed by a dropdown menu containing the text "select...". To the right of the dropdown is a plus sign (+) icon. At the bottom of the form are two buttons: "OK" and "Cancel".

If their contact information is not available from the menu because they are a new requester, they will need to click the plus/add (+) button next to the drop-down menu to Add a new Contact. The Add New Contact pop-up will appear where the user can enter the Name, Company, E-mail, and Phone number of the new contact which will then add this requester to the Contacts database for future requests.

A modal window titled "New Contact" with a close button (x) in the top right corner. It contains five input fields, each with a label to its left: "First Name" (value: Jim), "Last Name" (value: John), "Company" (value: ECO), "E-mail" (value: jj@eco.com), and "Phone" (value: 4101112222). The "Phone" field is highlighted with a blue border. At the bottom of the form are two buttons: "OK" and "Cancel".

- Click **OK**. The new contact will then appear in the Add Contacts pop-up.

**Add Contact** x

Name Jim John - jj@eco.com +

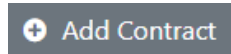
OK Cancel

- Click **OK** in the Add Contacts pop-up and the new contact will appear in the Contacts list.

Name	Company	E-mail	Phone #		
Jim John	ECO	jj@eco.com	4101112222		

### Adding Contracts

From the **Contracts** tab on the New Request Page, users can click on the **Add Contract** button and the Add Contract pop-up is displayed.



From here, the user can enter in a Contract Number supporting the request.

**New Contract** x

Contract # 123456

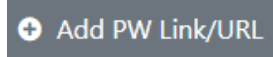
OK Cancel

- Click **OK**. The contract number will be added to the Contracts list.

Contracts
123456

### Adding Links

From the **Links** tab on the New Request Page, users can click on the **Add Link** button and the Add Link pop-up is displayed.



From here, the user can copy a hyperlink into the link textbox and a description of the link giving more information on the request into the Description textbox.

A pop-up window titled "Add URL Link" with a close button (X) in the top right corner. It contains two input fields: "URL Link" with the value "www.google.com" and "Description" with the value "Search Engine". At the bottom right, there are two buttons: "OK" and "Cancel".

URL Link	Description
www.google.com	Search Engine

- Click **OK**. The link will be added to the URL links list.

A table showing a list of URL links. The table has two columns: "URL Links" and "Description". The first row contains "www.google.com" and "Search Engine". There are edit and delete icons to the right of the description.

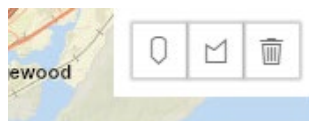
URL Links	Description
www.google.com	Search Engine

### Adding Location

From the **Location** tab on the New Request Page, users can click on the Edit Location button and the Edit Location pop-up is displayed.



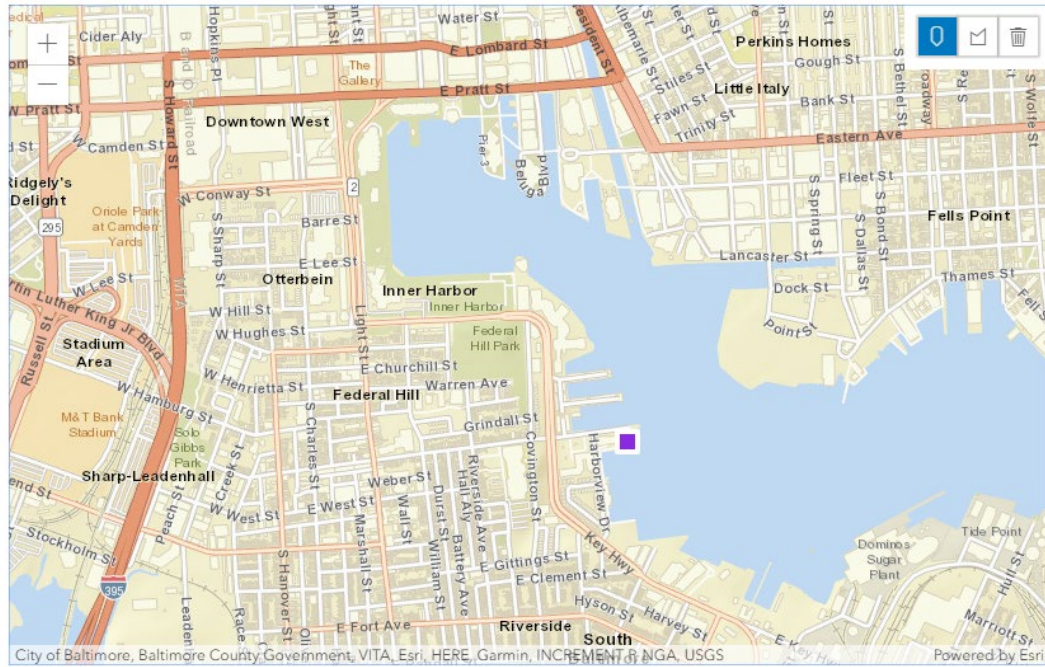
From here, the user can click the Pin or Polygon Shape to either drop a point or polygon to mark the requests spatial locations on the map.



- Click the **+** or **-** buttons at the top left of the Edit Location pop-up or the mouse wheel to zoom in or out of the map.

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Edit Location



OK Cancel

- Click **OK**. The point or polygon will display on the map to mark the general location of the request.

**Submitting Requests for Review**

Once the user has completed filling out all New Request details and fields, they can choose to **Submit for Review, Close** or **Delete**.



**Submit for Review** – Completes the New Request. The Status will be either **Submitted** or **Assigned** and will be added as the first entry in the My Requests List ready for review.

- A pop-up message will appear asking for confirmation on **submitting** the request.
- Click **Yes** to Submit or **No** to Cancel.

Submit Request Confirmation

Are you sure you want to submit this request?

Yes No



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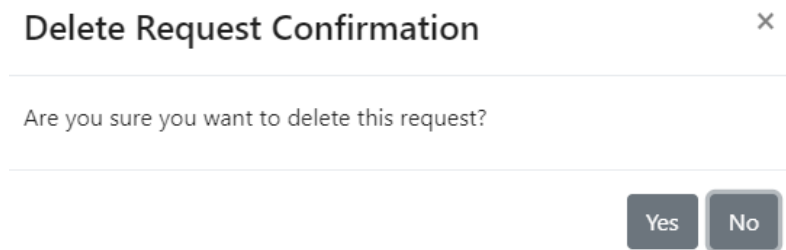
- The **Create New Request** page will close and the **My Request List** will appear.

**Close** – Saves all details and field information for the new request and can be accessed, edited, and submitted later. The Status will be **New/Unsubmitted** and will be added to the My Requests List where it can be accessed.

- The **Create New Request** page will close and the **My Request List** will appear.


**Delete** – Deletes all field information and details filled out for the New Request.

- A pop-up message will appear asking for confirmation on **deleting** the request.
- Click **Yes** to Submit or **No** to Cancel.



- The **Create New Request** page will close and the **My Request List** will appear.

### Downloading Documents

From the Documents tab, users can click on the Download icon (  ) next to a document in the Documents list and choose the folder location where they want to download the document(s) to.

### Editing a Submitted Request

If the user needs to **edit** or **add details to a previously submitted request**, they can:

- Select the request's **ER No.** from the **My Requests List** in the **Requests** tab. The Request page will appear.
- Select the **Unlock for Editing** button at the bottom of the page.



- A pop-up message will appear asking for confirmation on **editing** the request.

**Note: If any Edits are made after the original request has been submitted, then the due-date for that request is reset.**

- Click **Yes** to proceed or **No** to Cancel.

### Edit Request Confirmation



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Any fields resubmitted for editing will reset the request's due-date.

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Yes

No

## Assigner Role

The following sections will detail the layout, tools, and functions of the application for the **Assigner** role.

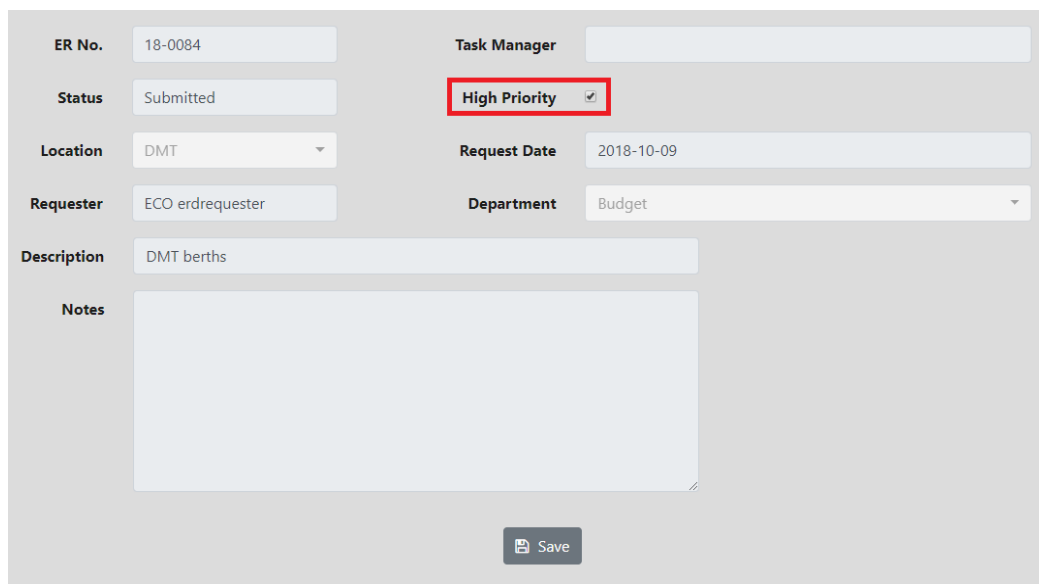
### 'Assignments' Tab

The Assignments tab displays a list of **Requests for Assignment**. These are **all requests that have been submitted** but **haven't been assigned to a reviewer**.

### Marking a Request as High Priority


Assigner's are the only ERDP user's that can mark a newly submitted request as a **High Priority** request.

- In the **Requests for Assignment** list, click on the request's **ER No.** to open the request's details page.
- In the General side-tab tab there is a High Priority checkbox.
- Click this checkbox to mark this request as a High Priority request.



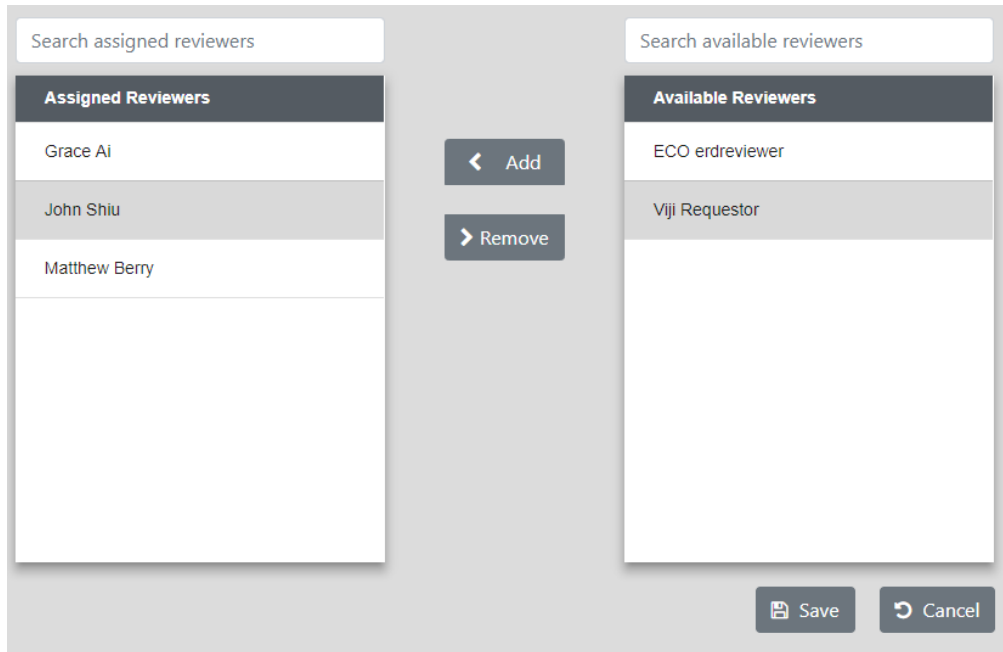
The screenshot shows a form for editing a request. The fields are as follows:

ER No.	18-0084	Task Manager	
Status	Submitted	High Priority	<input checked="" type="checkbox"/>
Location	DMT	Request Date	2018-10-09
Requester	ECO erdrequester	Department	Budget
Description	DMT berths		
Notes	<div style="border: 1px solid #ccc; height: 80px;"></div>		
<input type="button" value="Save"/>			

- Click **Save**. This will **Flag** (  ) this request in the reviewers **Requests for Review** list letting them know this is a High Priority request.

**Adding/Removing a Reviewer to/from a Request.**

- Open a request’s details page and select the **Reviewers** side-tab on the left-hand side of the page.



- Users can either scroll through the list of **Assigned Users** or **Available Users** or use the Search box at the top of the lists to narrow down results.
- Once they have found the Reviewer they wish to assign to or remove from the request, they can select the name in the list and click the **Add** button or **Remove** button. This will move the selected Reviewer to the correct list.
- Click **Save** to save the changes.

### 'Assignment Rules' Tab

In the Assignment Rules tab the assigner can **auto-assign a request Category to a Reviewer or Reviewers**. This will make it so that when a new request has been submitted, the Reviewers assigned to that request **Category will be auto-assigned and notified**.

### Auto-assigning a Request Category to a Reviewer(s)

The screenshot shows a user interface for assigning reviewers to a request category. At the top, there is a 'Category' dropdown menu currently set to 'General Research Request'. Below this are two columns: 'Assigned Reviewers' on the left and 'Available Reviewers' on the right. The 'Assigned Reviewers' list is currently empty. The 'Available Reviewers' list contains five names: ECO erdreviewer, Grace Ai, John Shiu, Matthew Berry, and Viji Requestor. Between the two lists are two buttons: 'Add' (with a left-pointing arrow) and 'Remove' (with a right-pointing arrow). At the bottom right of the interface are two buttons: 'Save' (with a floppy disk icon) and 'Cancel' (with a circular arrow icon).

- Assigners can select the **Category** they want to auto-assign Reviewers to from the Category drop-down list
- Next, scroll through the list of **Assigned Reviewers** or **Available Reviewers** or use the Search box at the top of the lists to narrow down results.
- Once they have found the Reviewer they wish to assign to or remove from the request category, they can select the name in the list and click the **Add** button or **Remove** button. This will move the selected Reviewer to the correct list.
- Click **Save** to save the changes.
- This will auto-assign all new requests under a given Category to the(se) Reviewer(s)

## Administrator Role

The following sections will detail the layout, tools, and functions of the application for the **Administrator** role.

### 'Admin' Tab

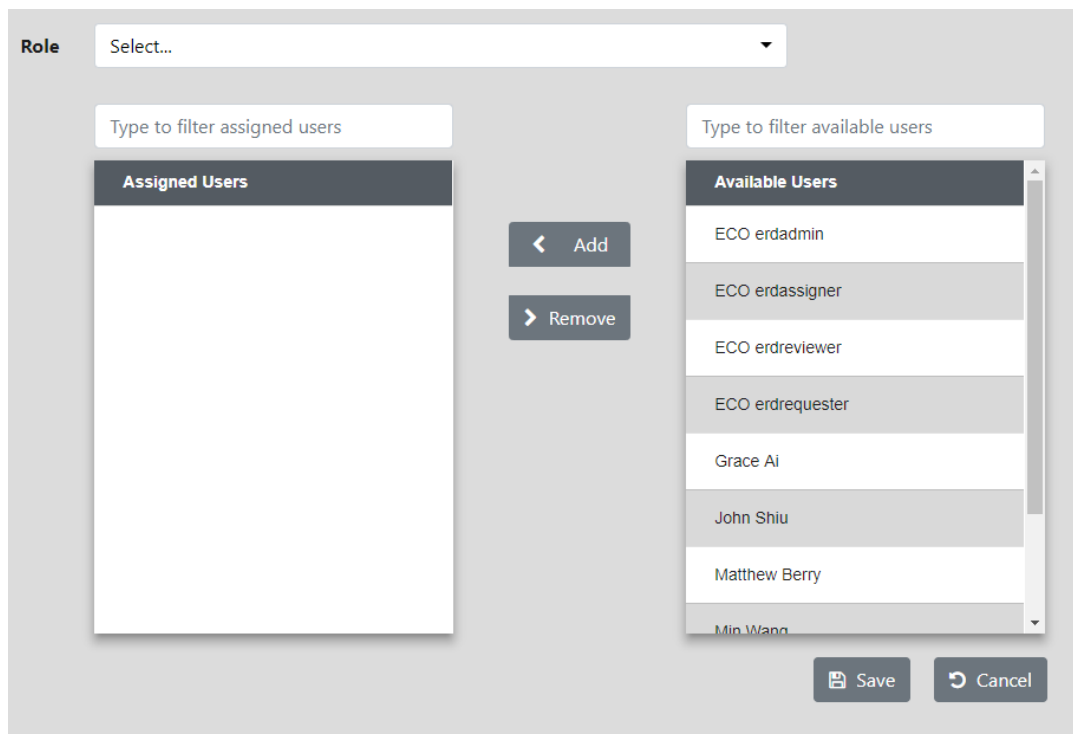
The Admin tab gives the user the ability to assign individual users to roles (Requester, Reviewer, Reports, Assigner, and Administrator), edit Request categories, and Side-Tabs on the Request Details page.



### The 'Admin' tab consists of 3 Side-tabs:

- **Roles** – Allows the administrator to Assign roles to available users.
- **Categories** – Allows the administrator to add a new category for new requests or edit existing data about a request (Name, Code, Due-Date).
- **Side-Tabs** – Allows the administrator to select which Side-Tabs will be available for requesters and reviewers within a certain requests Details Page.

### Assigning User Roles



Maryland Department of Transportation  
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- In the Roles tab, administrators can select the **Role** they want to assign a Reviewer(s) to from the Role drop-down list.
- Next, scroll through the list of **Assigned Users** or **Available Users** or use the Search box at the top of the lists to narrow down results.
- Once they have found the User they wish to assign or remove the role to/from, they can select the name in the list and click the **Add** button or **Remove** button. This will move the selected User to the correct list.
- Click **Save** to save the changes.

This determines who will have access to the 6 available tabs at the top of the ERDP application.

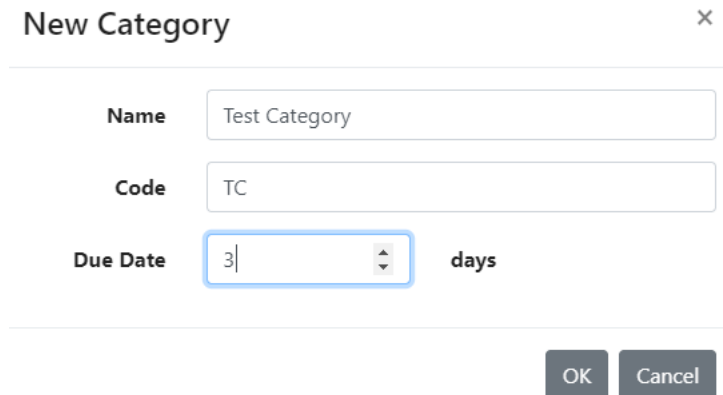
[Reports](#) [Admin](#) [Assignment Rules](#) [Assignments](#) [Reviews](#) [Requests](#)

### Adding New Categories

- In the Categories tab, administrators can click the **Add New Category** button to add a new request category for new requests.

A rectangular button with a dark grey background and white text. It features a small white plus sign icon to the left of the text "Add New Category".

- The **Add Category** pop-up window will appear.
- Enter in the **Name** for the new category, assign a **Code**, and select the number of days the category needs to be completed in **the Due Date** drop-down menu.
- Click **OK** to create or **Cancel** to exit.

A screenshot of a "New Category" pop-up window. The window has a title bar with "New Category" and a close button (X). It contains three input fields: "Name" with the value "Test Category", "Code" with the value "TC", and "Due Date" with a dropdown menu showing "3" and the unit "days". At the bottom right, there are two buttons: "OK" and "Cancel".

New Category <span>×</span>	
Name	Test Category
Code	TC
Due Date	3   days
OK Cancel	

- The new category is added to the Category list.

### Editing Categories

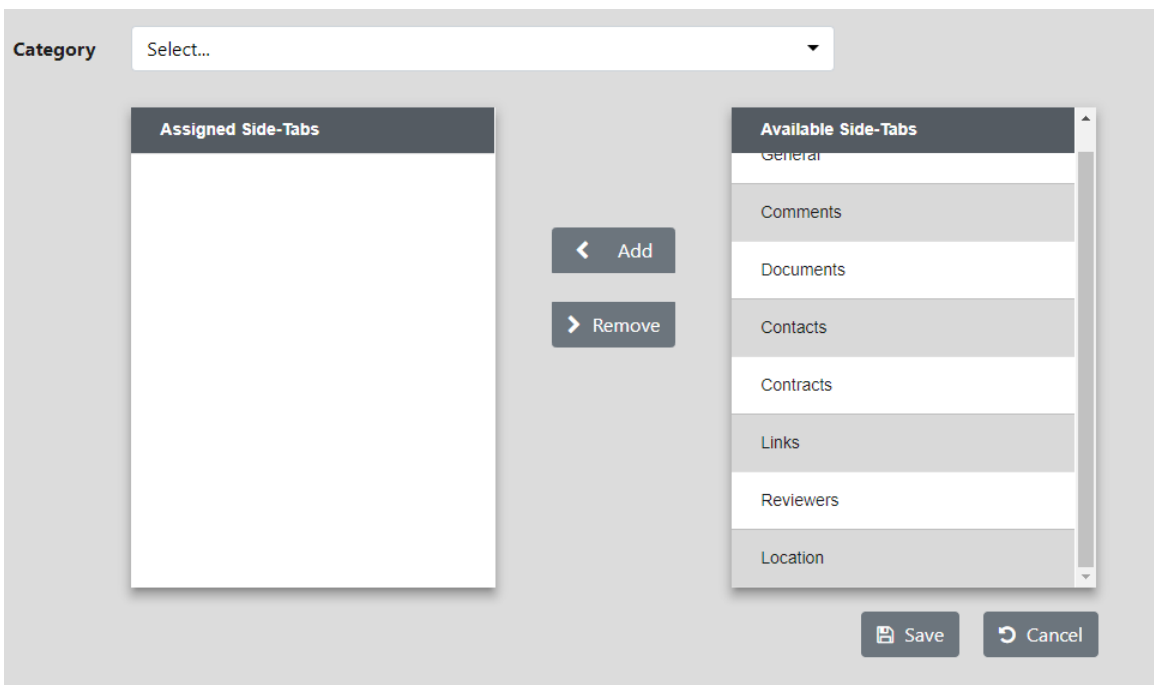
To edit a Category in the Categories list:

- Click the edit pencil (  ) next to the Category to edit.

Category	Code	Due Date	
Cargo Load/Heavy Lift Analysis/Wharf Structure Evaluation	L	2 days	
Contract Administration Request	C	2 days	

- The **Edit Category** pop-up window will appear.
- Edit the changes needed.
- Click **OK** to create or **Cancel** to exit.
- The edited changes will be reflected in the Category list.

### Editing Side-Tabs



- In the Side-Tabs tab, administrators can select the **Category** they want to add or remove certain Side-Tabs to from the Category drop-down list.
- Next, select from the list of **Assigned Side-Tabs** or **Available Side-Tabs** which they want to add or remove from that request categories Details Page.
- Click the **Add** button or **Remove** button. This will move the selected Side-Tab to the correct list.
- Click **Save** to save the changes.
- This will add or remove these Side-Tab(s) to these types of request categories Details Page.



## Reports Role

### 'Reports' Tab

The Reports tab gives the user the ability to generate, review, and print reports.

- Users can select the 5 report options within the Reports tab, or they user can use the **Report Filter** to create their own custom reports by using the filters text and drop-down options.

### Create a Report

- Use the Report side-menu to select what kind of report to generate.
  - **These include:**
    - Requests by Category
    - Requests by Requester
    - Assigned Requests by Reviewer
    - Min/Avg/Max response time by Category
    - Min/Avg/Max response time by Reviewer
- Depending on the type of report selected, the content in the Reports page will change.
- Use the Report Filter at the top of the panel to filter information for the report.
- Click the **View/Print Report** button at the bottom of the Report screen to print.

Report Filter

Request Date: yyyy-mm-dd to yyyy-mm-dd

Requester: All

Reviewer: All

Category: All

Department: All

Generate Report Reset

Requests by Category

Requests by Requester

Assigned Requests by Reviewer

Min/Avg/Max response time by Category

Min/Avg/Max response time by Reviewer

View/Print Report

Category	Code	No Of Requests
Miscellaneous Request	M	25
General Research Request	G	1
Cargo Load/Heavy Lift Analysis/Wharf Structure Evaluation	L	2
Drafting & Printing Services	CAD	3
Information Request	IR	2
Miss Utility Notice	MU	16
Contract Administration Request	C	2