

This *Retail Guide* is to be used by the following locations:

- Retail Facilities and their Career Centers
- Refer to Store Listing for specific locations

All other facilities should follow the *Corporate Guide*

## WORK ORDER ENTRY TIPS & CONSIDERATIONS

- 1) Example Emergencies:
  - a. Plumbing leak, resulting in bathroom flooding, broken window, any health/safety related issues
- 2) Create a Work Order ticket for each unique issue. **Do not bundle requests.**
- 3) Be as **detailed** as possible. Examples of how more details can help us:
  - a. Number of light bulbs out/requiring replacement
  - b. Descriptive location of the needed repair (ex: Room 123, Janitor's Closet)
  - c. Attaching a photo to the Work Order after you submit your request
- 4) Please **do not create a duplicate request** to follow up on an existing request. Instead, use the View Work Orders search function, or email [goodwill@emcorgroup.com](mailto:goodwill@emcorgroup.com) to follow up about the original request. Include the original work order number in your email.



# EMCOR SCOPE OF SERVICES (VIA)

Fire Protection	General Building Maintenance	Plumbing
Fire Alarm Panels	HVAC	Plumbing Systems, Leaks
Fire Sprinkler Systems	Window / Glass Repair	Drinking Fountains (Wall-Mounted)
Fire Extinguishers	Wall and Floor Repairs	Water Heaters
Safety	Painting / Minor Carpentry	Backflow Preventers
General Safety	Door and Door Hardware / Lock Repair	Miscellaneous
Emergency Eyewash	Safes / Vaults / Rekeying	Dock Equipment / Overhead Doors
Electrical	Signage	Pest Control
Interior / Exterior Lighting	Concrete / Parking Lots / Sidewalks	Landscaping
Emergency Lighting / Exit Signs	Fencing / Gates	Scent Machines
General Electrical	Roofing / Awnings / Gutters / Downspouts	Big Joe / Walkie Stacker
Photocells	Shelving / Furniture	Fleet Maintenance
Power Outages	Kitchen Appliances, Refrigerators	Trash Compactors
	Asphalt Paving / Re-Striping	Water Coolers (Quench)
	Pressure Washing	Scrubber / Sweeper Maintenance

# REQUESTS FROM GOODWILL ADMIN TEAM

- 1) For help with **Printers/Registers/Robart or Security Cameras**
  - a. [Complete an IT work order.](#)
- 2) For help with **Alarms Codes or Alarm Bypass**
  - a. [Complete the alarm codes request form.](#)
- 3) For any **Organization-Branded Signage**
  - a. [Complete a Marketing work order.](#)
- 4) For **Pepsi Coolers Maintenance**
  - a. Please contact Pepsi Customer Service at 877-772-7845.
- 5) For **Big Joe/Walkie Stacker/Toyota Lift Maintenance**
  - a. Call 610-549-1323 to open an Emergency Work Order. Include the serial number and (if applicable) attach a photograph of the plate associated with the item in need of maintenance.
- 6) For **Toilet Paper/Paper Towel/Hand Dryers**
  - a. The store will first place a purchase order. Once the item has arrived, submit an EMCOR Via Work Order, and EMCOR will install the item(s) on their next visit.

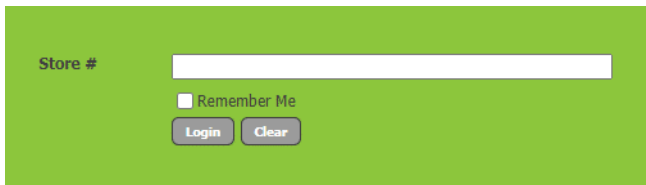


# CREATING REQUESTS THROUGH EMCORVIA

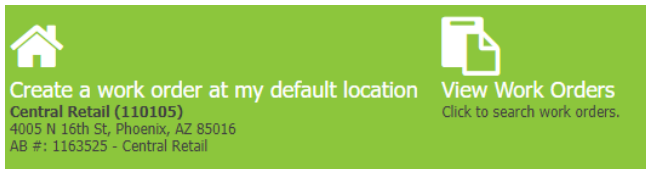
1. Emergency WOs – All Emergency Work Orders should be called in to **610-549-1323**.

2. Navigate to the EMCORVia Request page:  
<https://iwms.emcor.net/cwoe/Login.aspx?token=aa6f416190ed0424fcc86393f41477d9>

3. The Login page will request your 6-digit Store #. Reference the [Store # Listing](#) at the bottom of this document for your Store #.



4. The next screen will have two options:
- 1) [Create Work Order for My Default Location](#)
  - 2) [View Work Orders](#)



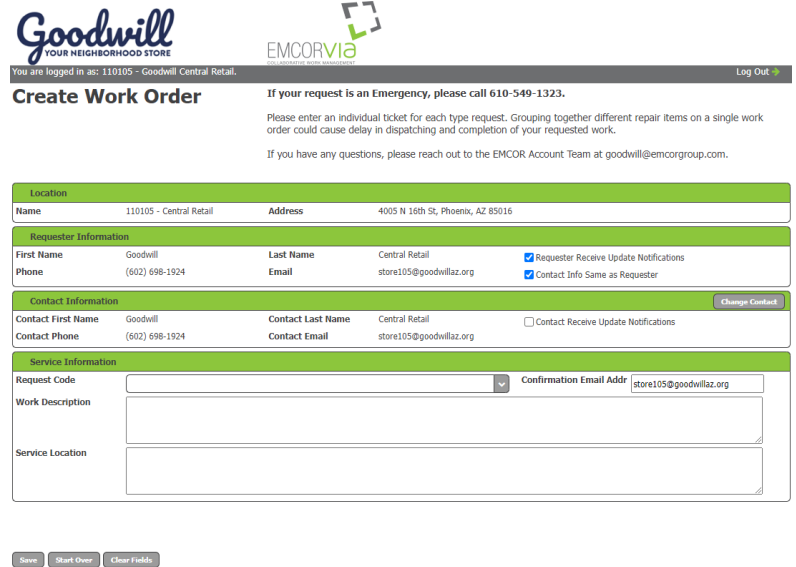
5. Click [Create a Work Order at My Default Location](#)

6. Enter Work Order information

**Request Code** (Required) – Please select the code most applicable to the request. This is an auto-fill field, which will help you filter by key words such as plumbing, fire, etc.

**Work Description** (Required) – Enter a descriptive summary of the required work.

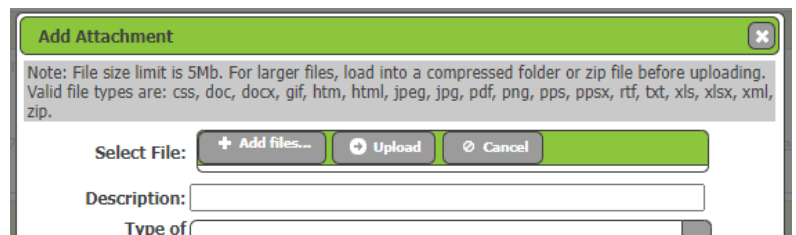
**Service Location** (Optional) – Additional location information to help the service provider.



7. After completing all required fields click [Save](#) to submit your work order. Once submitted, you will be given a Work Order #. You can select this number to view additional information. Your store email account will also receive an email notification with the Work Order information.

8. To **View** existing Work Orders, click [View Work Orders](#) from the Home Page. Type in the WO# into the **Work Order #** field and click [Select](#), or search all existing WOs. Here you can see Status, Priority Code, Remarks, upload Attachments, and more.

9. To **Add an Attachment**, navigate to [View Work Orders](#) and Search for work orders. Click [Select](#) to open the desired Work Order. Expand the dropdown under **Attachments** and click [Add](#). You will be able to add files, input a description, and indicate the type of attachment. Click [Upload](#).






# TIP CARD

**EMERGENCY Work Order Requests**  
 Call in all Emergency Work Orders to 610-549-1323

**NON-EMERGENCY Work Order Requests**  
 Submit non-emergency requests through the Customer Work Order Entry (CWOE) portal:  
<https://iwms.emcor.net/cwoe/Login.aspx?token=aa6f416190ed0424fcc86393f41477d9>

**All Other Requests**  
 Please utilize the email account [goodwill@emcorgroup.com](mailto:goodwill@emcorgroup.com)  
 for asking general questions, inquiring the status of a WO, or escalating a service issue.

Priority	On-Site Response Time	Priority Description
1 – Emergency	4 Hours	Immediate risk to personal safety or security, business continuity, major asset integrity, or the environment.
2 – Routine	Next Scheduled Visit	No discernable impact to daily activities, or staff/customer welfare.
A – Planned	30 Days	Work subject to planning requirements and/or a programmed start date, preventive maintenance, etc.



## STORE # LISTING

Store #	Location Name	Address	City	St
110048	Dunlap2	9201 N 29th Ave	Phoenix	AZ
110071	Thomas 2	3130 E Thomas Rd	Phoenix	AZ
110105	Central Retail	4005 N 16th St	Phoenix	AZ
140205	Central Career Center	4005 N 16th St	Phoenix	AZ
110039	Oak	2441 N Scottsdale Rd	Scottsdale	AZ
110042	Redesign 101	8679 W Ludlow Dr, #5	Peoria	AZ
110045	Rittenhouse	21437 S Ellsworth Rd	Queen Creek	AZ
110046	Cotton	15190 N Cotton Ln	Surprise	AZ
110047	Ocotillo	2825 E Ocotillo Rd	Chandler	AZ
110049	Queen Creek	2880 S Alma School Rd, #1	Chandler	AZ
110050	Signal Butte	10860 E Guadalupe Rd	Mesa	AZ
110055	19th Ave	18631 N 19th Ave, #133	Phoenix	AZ
110057	Raintree	8053 E Raintree Dr	Scottsdale	AZ
110058	Olive	5080 W Olive Ave	Glendale	AZ
110059	West Camelback	10005 W Camelback Rd	Phoenix	AZ
110060	Cactus	12010 N 32nd St	Phoenix	AZ
110061	61st Ave	6161 W Bell Rd	Glendale	AZ
110062	75th Avenue Retail	2929 N 75th Ave	Phoenix	AZ
140262	75th Avenue Career Center	2929 N 75th Ave	Phoenix	AZ
110063	Country Club	1046 S Country Club Dr	Mesa	AZ
110064	91st Ave	9000 W Northern Ave	Glendale	AZ
110065	South Mountain Retail	1980 W Baseline Rd, #120	Phoenix	AZ
140265	South Mountain Career Center	1980 W Baseline Rd, #120	Phoenix	AZ
110066	Thunderbird Sq	14202 N Scottsdale Rd	Scottsdale	AZ
110067	Dysart	5116 N Dysart	Litchfield Park	AZ



110069	McClintock	1546 E Southern Ave	Tempe	AZ
110070	Palisades	13757 N Fountain Hills Blvd	Fountain Hills	AZ
110072	Grandview	5836 W Camelback Rd	Glendale	AZ
110073	McDowell	2665 N Power Rd	Mesa	AZ
110074	Grand Ave	8517 NW Grand Ave	Peoria	AZ
110075	7th Street	13226 N 7th St	Phoenix	AZ
110076	Buckeye	711 S Watson	Buckeye	AZ
110078	Camelback2 Retail	1625 W Camelback Rd, #108	Phoenix	AZ
140278	Camelback2 Career Center	1625 W Camelback Rd, #108	Phoenix	AZ
110079	Pebble Creek	15433 W McDowell Rd	Goodyear	AZ
110080	48th & Baseline	2700 W Baseline Rd, #111	Tempe	AZ
110081	Crossings	3636 W Southern Ave, #152	Phoenix	AZ
110083	Riggs & AZ Ave	25410 S Arizona Ave	Chandler	AZ
110084	43rd Ave	4147 W Thunderbird Ave	Phoenix	AZ
110087	Melrose	725 W Indian School Rd, #116	Phoenix	AZ
110088	Foothills	4940 E Ray Rd, #50	Phoenix	AZ
110089	Sundome	19109 RH Johnson Blvd	Sun City West	AZ
110092	University	1900 E University Dr	Mesa	AZ
110093	7th Ave & Bell	17037 N 7th Ave	Phoenix	AZ
110094	99th Ave	2933 S 99th Ave	Tolleson	AZ
110095	Priest	7850 S Priest Dr	Tempe	AZ
110096	El Mirage	13055 W Thunderbird Rd	El Mirage	AZ
110097	Pinnacle Peak	23425 N 39th Dr, #101	Phoenix	AZ
110098	Higley	4570 S Higley Rd	Gilbert	AZ
110102	Union Hills	710 E Union Hills Dr	Phoenix	AZ
110106	67th Ave Retail	6750 W Peoria Ave	Peoria	AZ
140233	67th Ave Career Center	6750 W Peoria Ave	Peoria	AZ
110109	Surprise	14063 W Grand Ave	Surprise	AZ
110110	Happy Valley	1565 W Happy Valley Rd	Phoenix	AZ
110113	Idaho	185 W Apache Trail	Apache Junction	AZ
110119	Greenway	3202 E Greenway Rd	Phoenix	AZ





110124	Maricopa	20595 N John Wayne Pkwy, #300	Maricopa	AZ
110125	Anthem	43240 N Black Canyon Hwy	Phoenix	AZ
110127	Sarival	16480 W Yuma Rd	Goodyear	AZ
110134	Goodyear2	390 N Litchfield Rd	Goodyear	AZ
110135	Alma School	930 N Alma School Rd	Chandler	AZ
110137	Ray & Rural	4949 W Ray Rd,#1	Chandler	AZ
110144	Rural	805 E Guadalupe Rd	Tempe	AZ
110145	Dobson	2039 W Guadalupe Rd	Mesa	AZ
110147	Warner	1500 W Warner Rd	Gilbert	AZ
110151	Val Vista	3655 E Southern Ave	Mesa	AZ
110152	Apache Trail	10603 E Apache Trail	Apache Junction	AZ
110153	Ahwatukee	15633 S 32nd St	Phoenix	AZ
110171	Towne Center Retail	1455 E Warner Rd	Gilbert	AZ
110173	Reems	12043 N Reems Rd	Surprise	AZ
110182	Power & Ray	5263 S Power Rd	Mesa	AZ
110185	40th St. & T-Bird	3901 E Thunderbird Rd	Phoenix	AZ
110187	Kyrene	575 W Warner Rd	Tempe	AZ
110188	Buckhorn	6030 E Main St	Mesa	AZ
110189	Metro Retail	3514 W Peoria Ave	Phoenix	AZ
140289	Metro Career Center	3514 W Peoria Ave	Phoenix	AZ
110190	Weber	1290 N Scottsdale Rd	Tempe	AZ
110191	Lake Pleasant	20713 N 83rd Ave	Peoria	AZ
110193	Baseline	2070 S Power Rd,	Mesa	AZ
110195	McKellips Retail	106 E McKellips Rd	Mesa	AZ
140295	McKellips Career Center	106 E McKellips Rd	Mesa	AZ
110197	Pavilions Retail	8959 E Indian Bend Rd	Scottsdale	AZ
140297	Pavilions Career Center	8959 E Indian Bend Rd	Scottsdale	AZ
110198	Greenfield	4412 E University Dr	Mesa	AZ
110201	Jackrabbit	19514 W Indian School Rd	Buckeye	AZ
110204	Cooper	1850 E Chandler Blvd	Chandler	AZ
110205	Gary Store	1495 W Hunt Hwy	San Tan Valley	AZ
110206	Gantzel	40445 N Gantzel Rd	San Tan Valley	AZ



110207	Bethany East	1515 E Bethany Home Rd Suite 160	Phoenix	AZ
110209	Stapley	1036 E Southern Avenue	Mesa	AZ
110056	Wickenburg	2031 W Wickenburg Way	Wickenburg	AZ
110085	Prescott Valley	7620 E Ste Rte 69	Prescott Valley	AZ
110184	Iron Springs Retail	1375 Iron Springs Rd	Prescott	AZ
140238	Iron Springs Career Center	1375 Iron Springs Rd	Prescott	AZ
110200	Willow lake	3155 Lakeview Plaza Lane	Prescott	AZ
110202	Route 66	1416 W Historic Rte 66 Suite 2	Flagstaff	AZ
110208	Milton	701 S Milton Rd	Flagstaff	AZ
110213	Main & Lindsay	2884 E Main St Suite 104	Mesa	AZ
110831	Sedona	166 Coffee Pot Dr	Sedona	AZ
110832	Bullhead City	2670 Hwy 95	Bullhead City	AZ
110833	Havasu Retail	1990 McCulloch Blvd	Lake Havasu City	AZ
140815	Havasu Career Center	1990 McCulloch Blvd	Lake Havasu City	AZ
110834	Flagstaff 1 Retail	4308 E Route 66	Flagstaff	AZ
140813	Flagstaff 1 Career Center	4308 E Route 66	Flagstaff	AZ
110835	Kingman	3320 Stockton Hill Rd	Kingman	AZ
110836	Show Low	4470 S White Mountain Rd	Show Low	AZ
110837	Payson	400 E Highway 260 Ste A-B	Payson	AZ
110838	Fort Mohave	1478 Camino Colorado	Fort Mohave	AZ
110839	Havasu Marketplace	3269 Maricopa Ave, #122	Lake Havasu City	AZ
110841	Cottonwood2	1427 E HWY 89A, Suites A-B	Cottonwood	AZ
110082	SouthGate2 Retail	3096 S 4th Ave	Yuma	AZ
140282	SouthGate2 Career Center	3096 S 4th Ave	Yuma	AZ
110086	Yuma Fortuna	11259 South Frontage Rd, #110	Yuma	AZ
110077	San Luis	582 E Piceno Dr	San Luis	AZ
110210	Van Buren ( <i>coming soon</i> )	310 W Van Buren St	Phoenix	AZ
110212	Glendale ( <i>coming soon</i> )	TBD		AZ
110214	Pinetop ( <i>coming soon</i> )	20 E White Mountain Blvd	Pinetop-Lakeside	AZ
110720	Monocacy	1750 Monocacy Blvd Ste C	Frederick	MD





110721	Patrick Street	1003 Patrick Street	Frederick	MD
110722	Freedom Village	6300 Georgetown Blvd	Sykesville	MD
110723	Hanover Pike	2205 Hanover Pike	Hampstead	MD
110770	Middletown	805 E Main St	Middletown	MD
110772	Westminster	200 Baltimore Blvd	Westminster	MD
110773	Thurmont	202 E Main St	Thurmont	MD
110775	Hampstead	721 Hanover Pike, #101	Hampstead	MD
110779	Walkersville	8425 Woodsboro Pike	Walkersville	MD

