

## CMS HELP DESK Call In Information

**(213) 241-3388**

**Managers, please have the following information available when calling the help desk:**

- a. Name of school: \_\_\_\_\_
- b. Location Code: \_\_\_\_\_
- c. Phone Number: (\_\_\_\_) \_\_\_\_\_
- d. Caller Name/title: \_\_\_\_\_
- e. Description of the problem:
- f. What were you doing when problem occurred?
- g. Date of the issue: \_\_\_\_\_
- h. If issue is regarding a food order:
1. Date of the order: \_\_\_\_\_
  2. Copy of the receiver
  3. Copy of the shopping list highlighting the item in question
- i. If issue is Hardware/software issue:
1. Serial number of computer/printer: \_\_\_\_\_
  2. Version of One Source software: \_\_\_\_\_
- j. For issues regarding the recipe yields, we need:
- i. the recipe number: \_\_\_\_\_
  - ii. item stock number: \_\_\_\_\_
  - iii. description of the problem: