

Welcome to the Change Request Guide

To access this use the navigation panel and navigate to the "amazon change request" or "change request" section depending on the version of the client portal you are on.

Below is an image containing the form for the change request in its entirety.

The screenshot shows the 'New Amazon Change Request Form' in the First Travel Solutions portal. The form includes the following fields:

- Change Request Type: -- Please Select--
- Region: -- Please Select--
- Other Region (if applicable): [Text input field]
- Change Requested By: Tester
- Contact Email: Tester@FTSTech.com
- Contact Number: [Text input field]
- Commercial Impact: -- Please Select--
- Decision Level: [Orange bar]
- SLA (days): [Orange bar]
- Description of proposed change: [Text input field]
- Route (if applicable): [Text input field]
- Service Start Time (if applicable): HH MM
- Further info: [Text input field]

A 'Submit Change Request' button is located at the bottom of the form. The footer of the page includes a 'Support' link and the text: '© First Travel Solutions - site developed by Ginn Consultancy Ltd'.

Change Request Type

Please select the drop down menu and select the change request type you wish to proceed with.

This image shows a close-up of the 'Change Request Type' dropdown menu. The menu is open, displaying the following options:

- Please Select--
- Please Select--
- Timetable Alteration
- Route addition
- Route reduction
- Route alteration
- Capacity reduction
- Technology changes
- Vehicle/operator changes

Region

Please select the drop down menu and select the Region for this change request, if the region is not on this menu please select other and proceed to the next section.

Region	-- Please Select--
Other Region (if applicable)	-- Please Select--
Change Requested By	BX1 Rugby
Contact Email	BHX3 Daventry
Contact Number	BHX4 Coventry
Commercial Impact	BHX5 Rugby
Decision Level	BHX7 Hinckley
	BRS1 Bristol
	CWL1 Swansea
	LBA9 Leeds
	LCY2 Tilbury
	LCY3 Dartford
	LCY8 Rochester
	LTN1 Bedford
	LTN2 Hemel Hempstead
	MAN1 Manchester Airport
	MAN2 Warrington
	Other

Other Region

This section is to be filled if the previous choice was "other" to the region. To fill simply type the name of the region in its entirety within this section and proceed to the next section.

Other Region (if applicable)	<input type="text"/>
	<i>Please leave blank unless other region is selected</i>

Change Requester

Enter the name of the requester (your name) here.

Change Requested By	Tester
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Contact Email

Enter the Email address of the requester here (your email address).

Contact Email	Tester@FTSTech.com
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Contact Number

Please enter the contact number for the requester in this section making sure to double check.

Contact Number	+447557712345
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Commercial Impact

Please select the drop down and choice from the 2 options listed for commercial impact.

Commercial Impact	-- Please Select--
	-- Please Select--
	<10%
	=>10%

Decision Level and SLA Terms

These sections will autofill based on the previous sections. if they have not updated this may be due to a "other" region being selected.

Decision Level	Site
SLA (days)	8

Change Description

Please enter a concise description of the current change request.

Description of proposed change	
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Route

Please enter the change request route.

Route (if applicable)	
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Service Start Time

Please select the dropdown menus and select a start time for the service.

Dropdown "HH" is for the hour of the day the service is to begin.

Dropdown "MM" is for the minutes of the hour the service is to begin.

Example:

"HH" Selected 10

"MM" Selected 15

Start time would be 10:15.

Service Start Time (if applicable)	HH ▾	MM ▾
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Further Information

If the change request requires further information please enter that here.

Further Info

Submit Change Request