

# GLOBAL CRUISE QUICK GUIDE

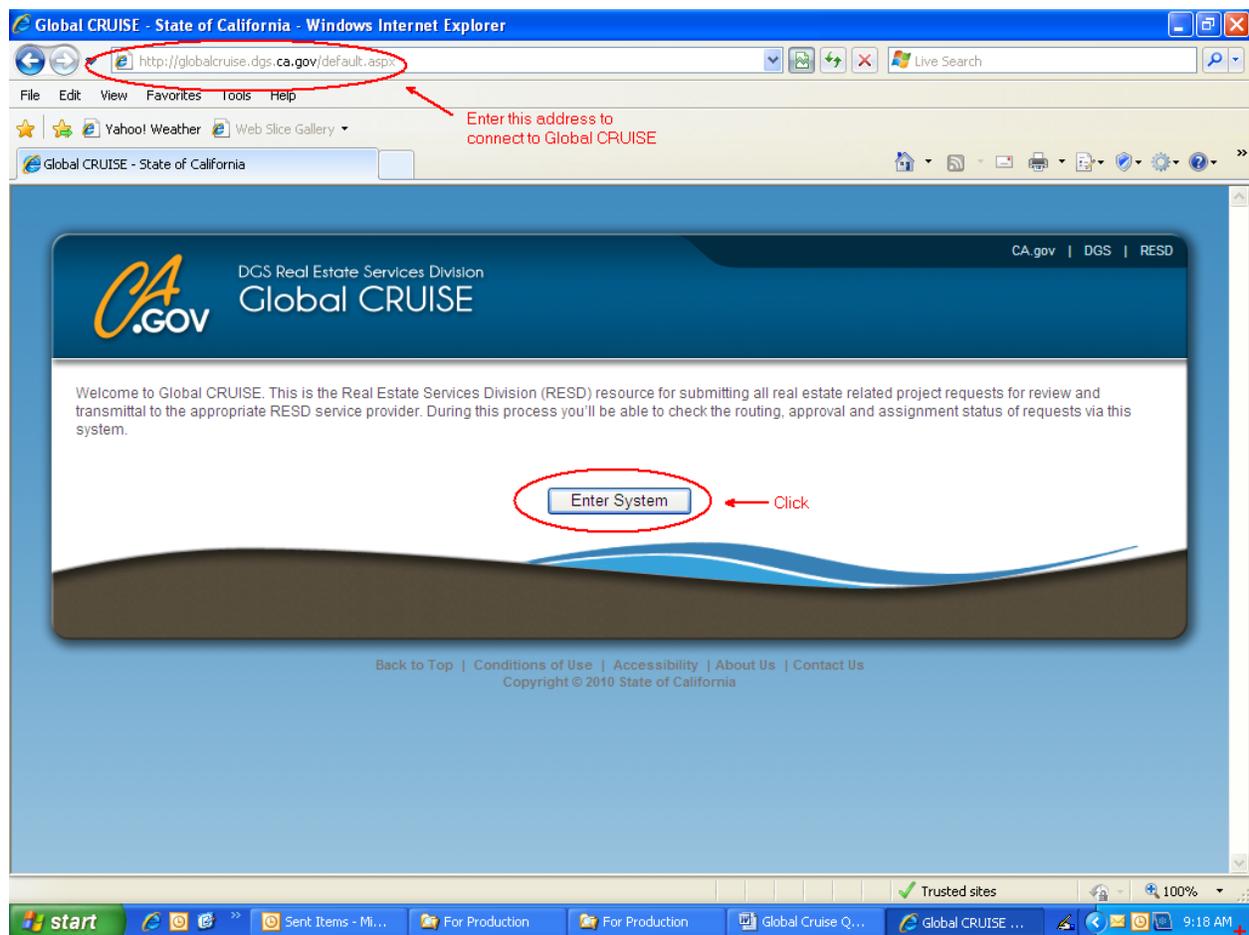
## Instructions for RESD Branch Catchers (BC)

Welcome to Global CRUISE. This Quick Guide introduces some of the basic features of Global CRUISE and, beginning on page 6, demonstrates how a Branch Catcher receives project setup information from Customer Services Managers and Service Providers. It also shows how a Branch Catcher broadcasts staff assignments to key members and other interested parties when project setup is complete. If you need help with Global CRUISE, click Contact Us for Customer Services Manager contact information. Contact Us is located under HELP on the Main Menu.

**ACCESS THE GLOBAL CRUISE SITE:** Via the link on an email alert or at <http://globalcruise.dgs.ca.gov>

- Click the Enter System button.

👉 RESD employees are not required to enter a password. You are automatically logged in when you click the Enter System button.



# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Branch Catchers (BC)

### GETTING STARTED

Before performing the Branch Catcher functions in Global CRUISE, take a moment to go over some of the features of the Global CRUISE workspace so you can effectively navigate the system.

The HOME page (also referred to as your Dashboard) contains three grids to help you manage your requests:

**BC POOL** – The BC Pool contains requests forwarded from RPMs that require project setup. All BCs receive an email alert when a request is forwarded to the BC Pool. BCs claim the requests for their assigned Branch(es) or Section(s).

**PENDING** – The Pending grid displays requests that require your action:

- Requests that you claimed from the BC Pool.
- Requests routed to you by another user that require your action.
- Requests you routed to another user that the recipient has not yet claimed. The request will remain in your Pending grid until the recipient claims it.

**TRACKING** – The Tracking grid contains requests you are monitoring:

- Requests for which you requested staff assignments from a SP Assigner. The requests immediately move from your Pending to your Tracking grid when staff assignments are requested.
- Requests you routed to another user (other than SPs). The request automatically moves from your Pending to your Tracking grid after the recipient claims it.
- Requests that you added to your Tracking grid. To add a request to your Tracking grid, use one of the following options:
  - ♦ **Click ID** to view a request, and then **click Track on the Request Menu**.
  - ♦ From the Search Results grid, **click the Track/Remove icon** for the request you want to add.

 *To remove a request from your Tracking grid, click the Track/Remove icon for the request you want to remove. Within a request, click Remove Tracking on the Request Menu.*

# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Branch Catchers (BC)

The screenshot shows the Global CRUISE website interface. At the top, there is a navigation bar with 'HOME', 'REQUEST', 'ANNOUNCEMENTS', 'USERS', 'HELP', and 'LOG OUT'. Below this is an 'Announcements' section with a 'Welcome to Global CRUISE!' message dated 7/21/2011. The main content area features a table titled 'BC Pool' circled in red. The table has columns for ID, Routing Histo, Claim, Branch/Section, Date Sub, Agency, Request Type, and City. One row is visible with ID 68, dated 8/12/2011, from Real Estate Services, with a request type of 'Sustainable or Resou'. An 'Export to Excel' button is located to the right of the table header.

ID	Routing Histo	Claim	Branch/Section	Date Sub	Agency	Request Type	City
68				8/12/2011	Real Estate Services	Sustainable or Resou	

The screenshot shows the Global CRUISE website with two tables. The first table, titled 'Pending' (circled in red), has columns for ID, Routing Histo, Date Sub, Agency, Request Type, City, County, and Current Owner. It contains three rows of data. Below this table is a pagination control showing 'Page: 1 of 1' and 'Page size: 3'. The second table, titled 'Tracking' (circled in red), has columns for ID, Routing Histo, Date Sub, Agency, Request Type, City, County, and Status. It contains three rows of data, all with a status of 'Pending'.

ID	Routing Histo	Date Sub	Agency	Request Type	City	County	Current Owner
35		7/26/2011	Employment Developr	Special Repair Study	West Sacramento	YOLO	Test_GC_BC,
62		8/11/2011	Real Estate Services I	Lease Renewal	SACRAMENTO	SACRAMENTO	Test_GC_BC,
89		8/19/2011	Real Estate Services I	Sustainable or Resource Ef			Test_GC_BC,

ID	Routing Histo	Date Sub	Agency	Request Type	City	County	Status
14		7/20/2011	Real Estate Services I	Relinquishment of DG	SACRAMENTO	SACRAMENTO	Pending
25		7/22/2011	Real Estate Services I	Infrastructure Study	SACRAMENTO	SACRAMENTO	Pending
34		7/26/2011	Real Estate Services I	Infrastructure Study	Disney	MERCED	Pending

# GLOBAL CRUISE QUICK GUIDE

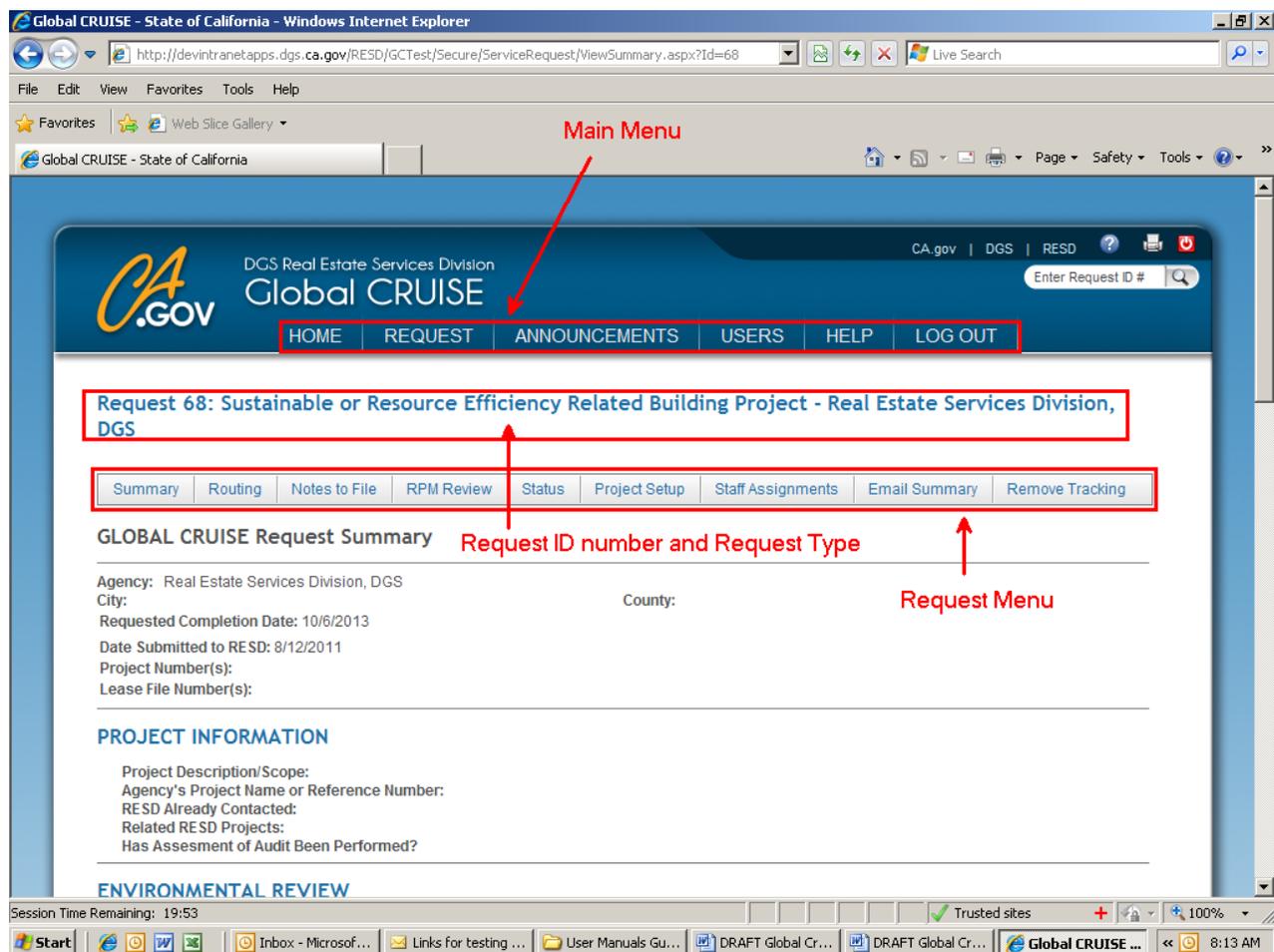
## Instructions for RESD Branch Catchers (BC)

### MENUS

Global CRUISE utilizes three different menus to access various functions:

- **Main Menu (HOME, REQUEST, ANNOUNCEMENTS, USERS, HELP AND LOG OUT):** Located directly under the Global CRUISE header, this menu provides access to your dashboard as well as functions to search for a request, manage user accounts, display announcements and obtain help documentation.
- **Request Menu (Claim, Summary, Routing, Status, Notes to File, Staff Assignments and Track):** This menu is displayed when viewing a request and provides functions and commands to view, route, change status, or define project setup information for a specific request.

 *When viewing a request, the Request ID, Request Type, Agency and County are displayed between the Main Menu and the Request Menu to identify the request.*



# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Branch Catchers (BC)

- **Left Navigation Menu:** When viewing the information entered by customers, this menu appears on each step (page) and displays a list of the sequential steps required to complete the request. The list of steps is displayed in two colors and fonts:
  - ♦ **Blue** indicates **steps** that have already been completed. You may revisit any step that is a blue link in the Left Navigation Menu at any time should you need to review the data entered.
  - ♦ **Black** indicates steps that have not been completed. However, all steps should be completed before a request is submitted to RESD.
  - ♦ **Italic** designates the step you are currently viewing.

👉 *Each step in a request consists of a question or group of related questions.*

The screenshot displays the Global CRUISE web application interface. The browser title is "Global CRUISE - State of California - Windows Internet Explorer". The URL is "http://devintranetapps.dgs.ca.gov/RESD/GCTest/Secure/ServiceRequest/Steps/ProjectInformation.aspx?k...". The page header includes the "CA.GOV" logo, "DGS Real Estate Services Division", and "Global CRUISE". The navigation menu includes "HOME", "REQUEST", "ANNOUNCEMENTS", "USERS", "HELP", and "LOG OUT". The main content area is titled "Request 14: Relinquishment of DGS-Owned Space - Real Estate Services Division, DGS - SACRAMENTO COUNTY". Below the title is a navigation bar with tabs: "Summary", "Routing", "Notes to File", "Status", "Project Setup", "Address Lookup", "Staff Assignments", "Email Summary", and "Remove Tracking". The left navigation menu is highlighted with a red box and contains the following items: "Begin Request", "Project Information", "Project Contact", "Existing Lease", "Current/Project Location", "Project Funding", "Assignment Termination Date", "Justification", "General Comments", "Attach Documents", and "Select Approver". The "Project Information" item is italicized. Red arrows point from the text "Left Navigation" to the navigation bar and from "Project Information" to the "Project Information" item in the left navigation menu. Another red arrow points from the text "Italic to show current step" to the italicized "Project Information" item in the left navigation menu. The main content area contains the following form fields: "What is the project description/scope of this request?" (text area), "Is there a project name or reference number that your agency refers to for this project?" (text area), and "Requested Completion Date:" (date field) with the value "7/29/2011". The "Explanation:" field is also present.

# GLOBAL CRUISE QUICK GUIDE

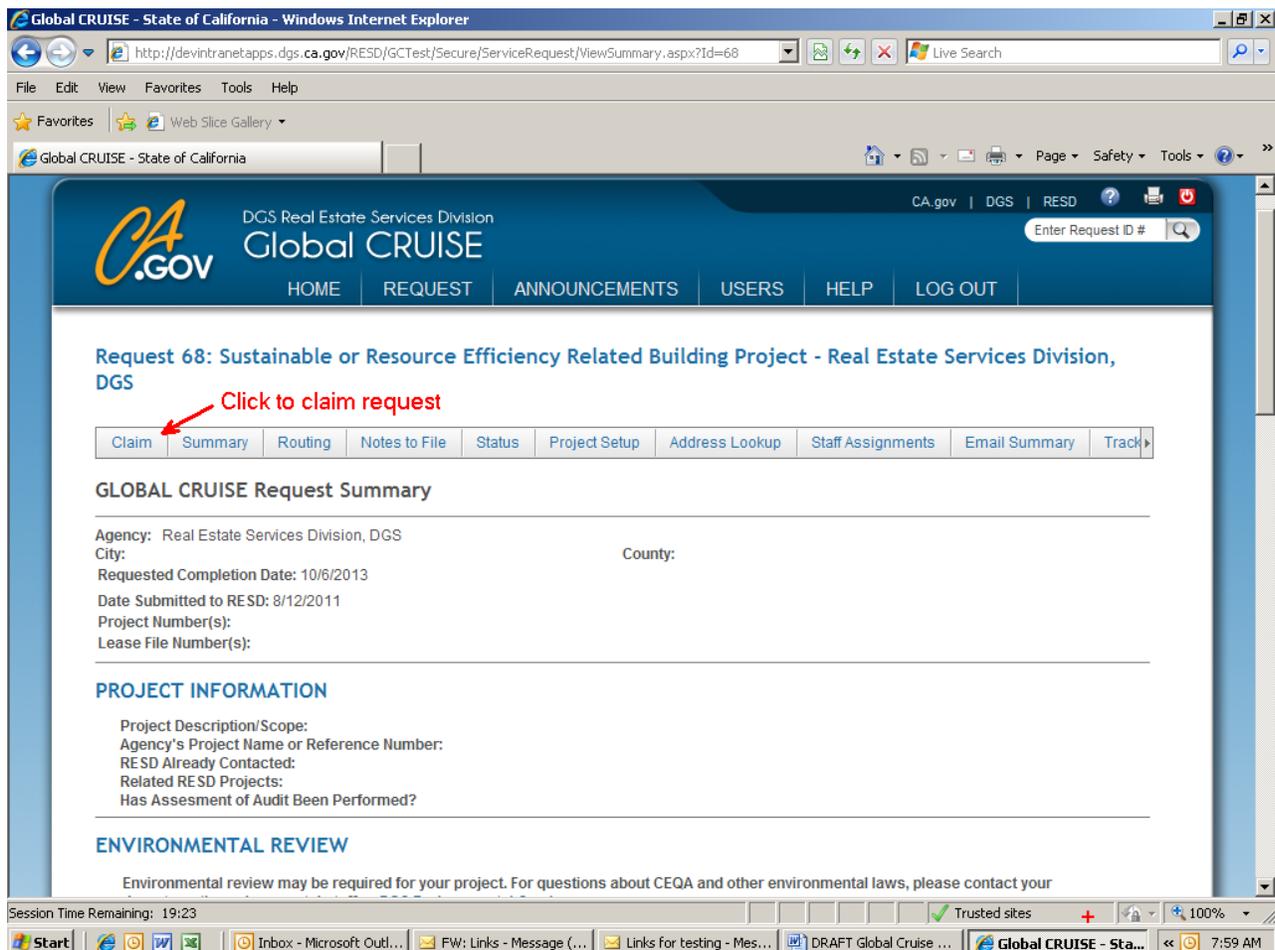
## Instructions for RESD Branch Catchers (BC)

### CLAIM A REQUEST

To enter the system and claim a request from the BC Pool, use one of the following options:

- If you click a link in an email alert, the request Summary will be displayed. **Click Claim on the Request Menu** to claim the request.
- If you use the web address to enter the system, you will see your HOME page (Dashboard). From the BC Pool, **click the ID** for the request you want to view, and the Summary will be displayed. **Click Claim on the Request Menu** to claim the request.
- If you use the web address to enter the system, you will see your HOME page (Dashboard). Use the scroll bar to view the Branch/Section assigned for any requests in the BC Pool. **Click the Claim icon in the BC Pool grid**, if you want to claim the request without viewing it first.

 *The request will automatically move from the BC Pool to your Pending grid after you claim it.*



The screenshot shows a web browser window displaying the Global CRUISE application. The browser title is "Global CRUISE - State of California - Windows Internet Explorer". The address bar shows the URL: <http://devintranetapps.dgs.ca.gov/RESD/GCTest/Secure/ServiceRequest/ViewSummary.aspx?Id=68>. The page header includes the CA.GOV logo, "DGS Real Estate Services Division", and "Global CRUISE". A search bar contains "Enter Request ID #". The navigation menu includes "HOME", "REQUEST", "ANNOUNCEMENTS", "USERS", "HELP", and "LOG OUT". The main content area displays "Request 68: Sustainable or Resource Efficiency Related Building Project - Real Estate Services Division, DGS". Below the title is a navigation menu with buttons: "Claim", "Summary", "Routing", "Notes to File", "Status", "Project Setup", "Address Lookup", "Staff Assignments", "Email Summary", and "Track". A red arrow points to the "Claim" button with the text "Click to claim request". Below the navigation menu is the "GLOBAL CRUISE Request Summary" section, which includes fields for Agency, City, Requested Completion Date, Date Submitted to RESD, Project Number(s), and Lease File Number(s). The "PROJECT INFORMATION" section includes fields for Project Description/Scope, Agency's Project Name or Reference Number, RESD Already Contacted, Related RESD Projects, and Has Assessment of Audit Been Performed?. The "ENVIRONMENTAL REVIEW" section includes a note: "Environmental review may be required for your project. For questions about CEQA and other environmental laws, please contact your". The browser status bar shows "Session Time Remaining: 19:23" and "Trusted sites". The taskbar at the bottom shows several open applications, including "Inbox - Microsoft Out...", "FW: Links - Message (...)", "Links for testing - Mes...", "DRAFT Global Cruise ...", and "Global CRUISE - Sta...". The system clock shows "7:59 AM".

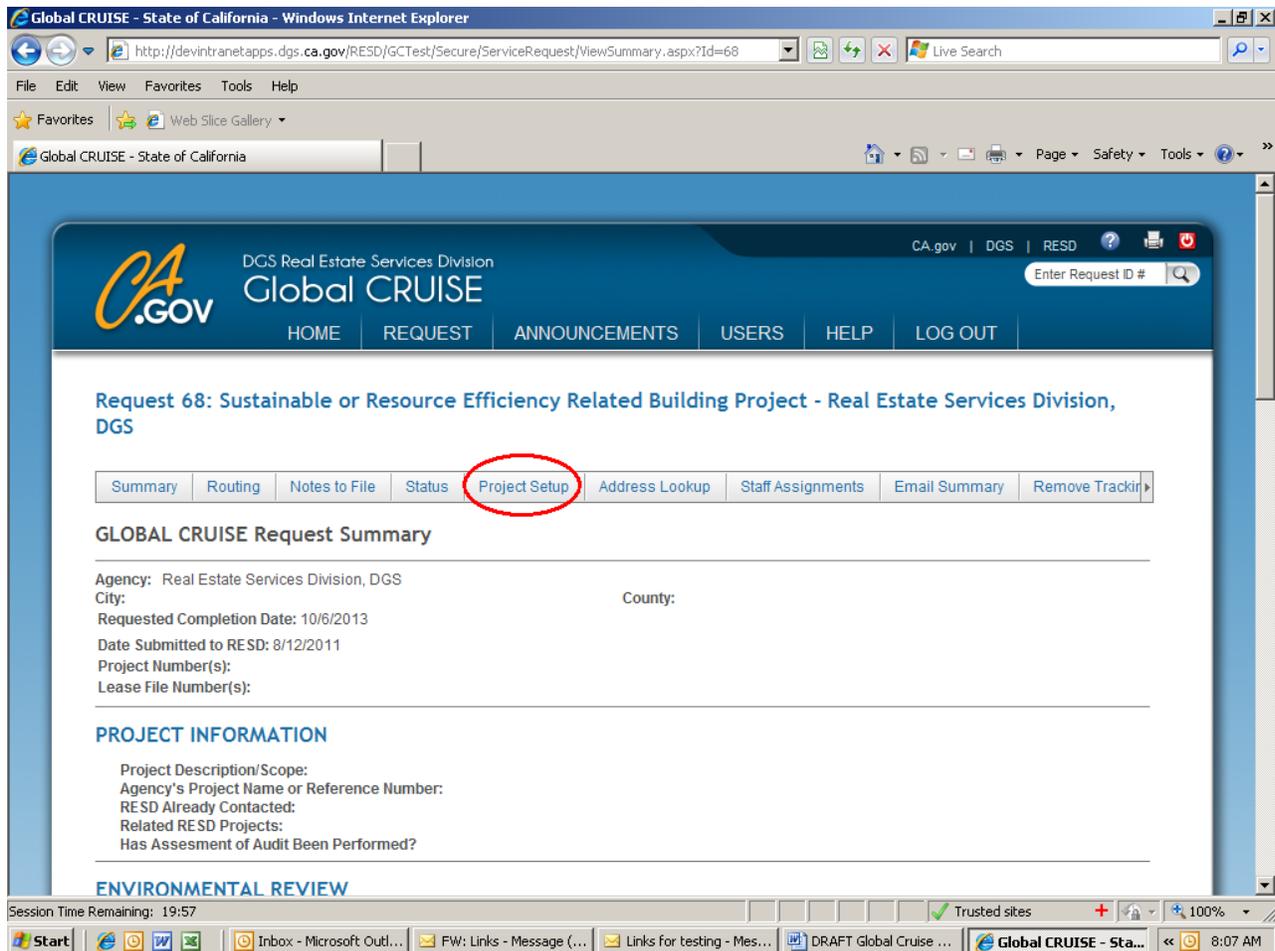


# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Branch Catchers (BC)

### INITIATE PROJECT SETUP

1. From within a request, **click Project Setup from the Request Menu** to display the Project Setup page.



2. On the Project Setup page, view the project address(es) for the request in the first grid. Scroll down the page to view the projects identified for the request.

 *If more than one project is displayed, click anywhere on a blue bar to expand and view the project setup instructions for the identified project.*

# GLOBAL CRUISE QUICK GUIDE

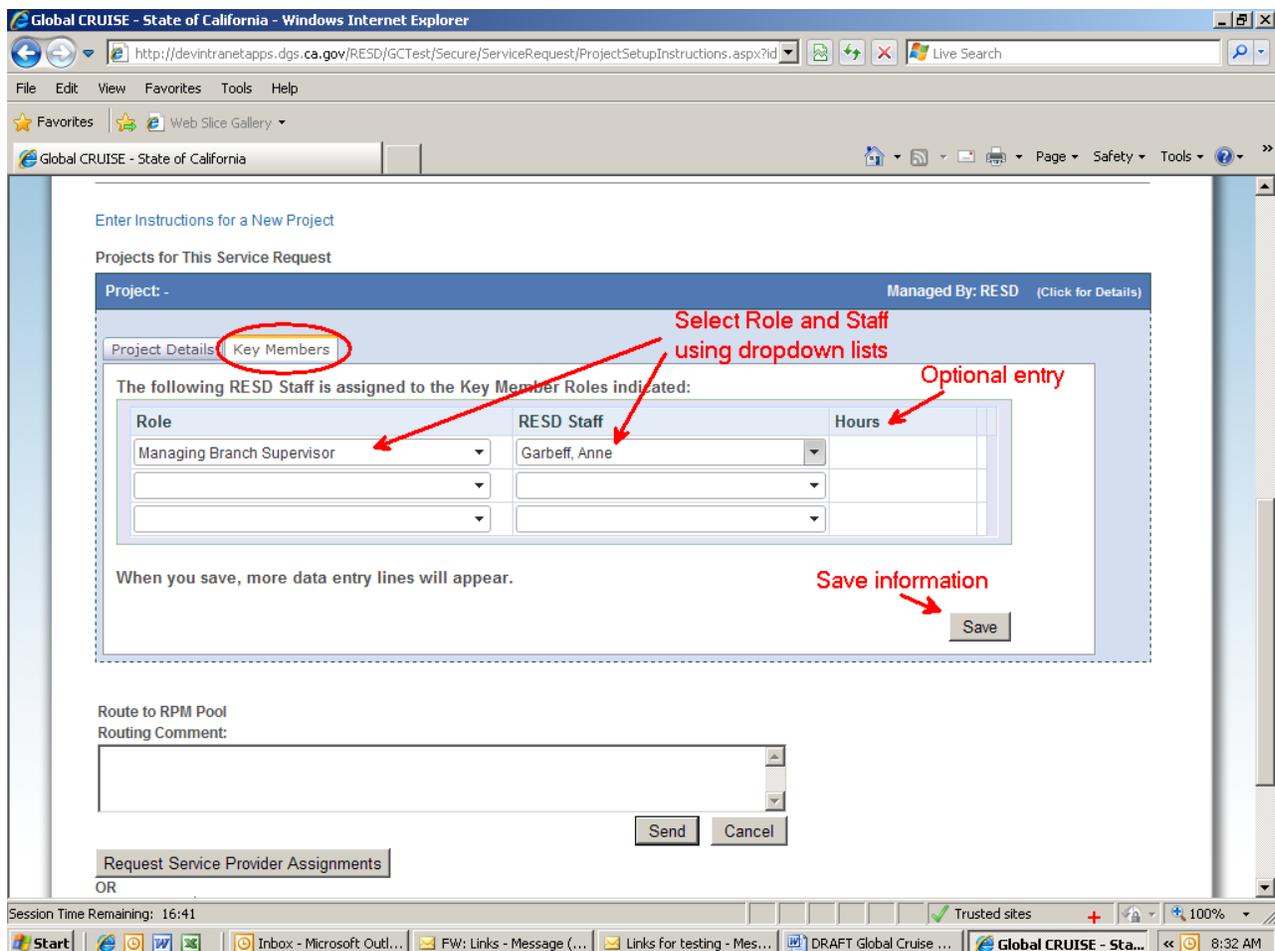
## Instructions for RESD Branch Catchers (BC)

3. Each project contains two tabs – Project Details and Key Members:

- Under the Project Details tab, view the information entered by the CSM. If needed, Branch Catchers can **edit or add to the Project Details**. Click the **Save button** after making changes.
- Under the Key Members tab, add any additional key members to those already entered by the CSM. **Select the Role and RESD Staff from the dropdown lists, and click the Save button.**

Note: Under the Key Members tab, Project Type Code, Intra-Agency Instructions and a link to generate a Form 9 are provided only for RELPS projects. BCs do not utilize these fields.

 A red **X** next to your entries indicates your staff assignments have been saved. Use this icon to delete an entry, if necessary.



The screenshot displays the 'Global CRUISE - State of California' web application in Internet Explorer. The main content area is titled 'Enter Instructions for a New Project' and shows 'Projects for This Service Request'. The 'Project:' section is managed by 'RESD'. Two tabs are visible: 'Project Details' and 'Key Members', with 'Key Members' selected and circled in red. Below the tabs, a message states: 'The following RESD Staff is assigned to the Key Member Roles indicated:'. A table with three columns is shown: 'Role', 'RESD Staff', and 'Hours'. The first row contains 'Managing Branch Supervisor', 'Garbeff, Anne', and an empty 'Hours' field. Red arrows point to the 'Role' and 'RESD Staff' dropdown menus with the text 'Select Role and Staff using dropdown lists'. Another red arrow points to the 'Hours' column with the text 'Optional entry'. A 'Save' button is located below the table, with a red arrow pointing to it and the text 'Save information'. Below the table, a text box for 'Routing Comment:' is visible, along with 'Send' and 'Cancel' buttons. At the bottom, there are links for 'Request Service Provider Assignments' and 'OR'. The Windows taskbar at the bottom shows the system time as 8:32 AM and the date as 10/06/2011.

Role	RESD Staff	Hours
Managing Branch Supervisor	Garbeff, Anne	

# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Branch Catchers (BC)

4. Create the project number in ABMS. In Global CRUISE, enter the **ABMS Project Number** under the **Project Details** tab and click the **Retrieve Information From ABMS** button. The Project Title and Project Scope will be retrieved from ABMS and populated into the request.

Global CRUISE - State of California - Windows Internet Explorer

http://devintranetapps.dgs.ca.gov/RESD/GCTest/Secure/ServiceRequest/ProjectSetupInstructions.aspx?id

File Edit View Favorites Tools Help

Global CRUISE - State of California

Enter Instructions for a New Project

Projects for This Service Request

Project: - Managed By: RESD (Click for Details)

Project Details Key Members

Project Number:  Retrieve Information From ABMS

Project Title:

Project Scope:

Managing Branch/Section: Real Estate Services Division

Project Template: RESD-PSB-DSS-STU1-ARF

Supporting Branches (Optional):

- Real Estate Services Division
- Asset Management Branch
- Building and Property Management Branch
- Green Team
- Professional Services Branch
- Construction Services Section

Project Setup Instructions:

Delete Save

Session Time Remaining: 15:09

Start Inbox - Microsoft Out... FW: Links - Message (... Links for testing - Mes... DRAFT Global Cruise ... Global CRUISE - Sta... 8:18 AM

5. Click **Request Service Provider Assignments** button to request staff assignments for the identified Branch(es) or Section(s). A pop up window opens displaying the Branch(es) or Section(s) that will be alerted to enter staff assignments.

Global CRUISE - State of California - Windows Internet Explorer

http://devintranetapps.dgs.ca.gov/RESD/GCTest/Secure/ServiceRequest/ProjectSetupInstructions.aspx?id

File Edit View Favorites Tools Help

Global CRUISE - State of California

Project: - Managed By: RESD (Click for Details)

Project Details Key Members

The following RESD Staff is assigned to the Key Member Roles indicated:

Role	RESD Staff	Hours
Managing Branch Supervisor	Garbett, Anne	

When you save, more data entry lines will appear.

Save

Route to RPM Pool  
Routing Comment:

Send Cancel

Request Service Provider Assignments

OR  
Broadcast

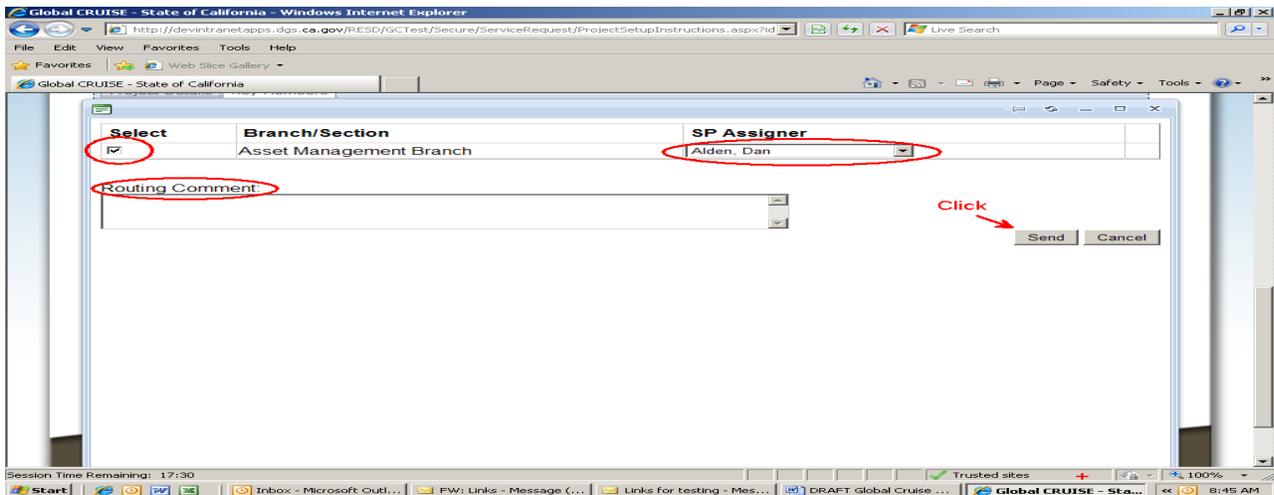
Session Time Remaining: 19:14

Start Inbox - Microsoft Out... FW: Links - Message (... Links for testing - Mes... DRAFT Global Cruise ... Global CRUISE - Sta... 8:38 AM

## GLOBAL CRUISE QUICK GUIDE

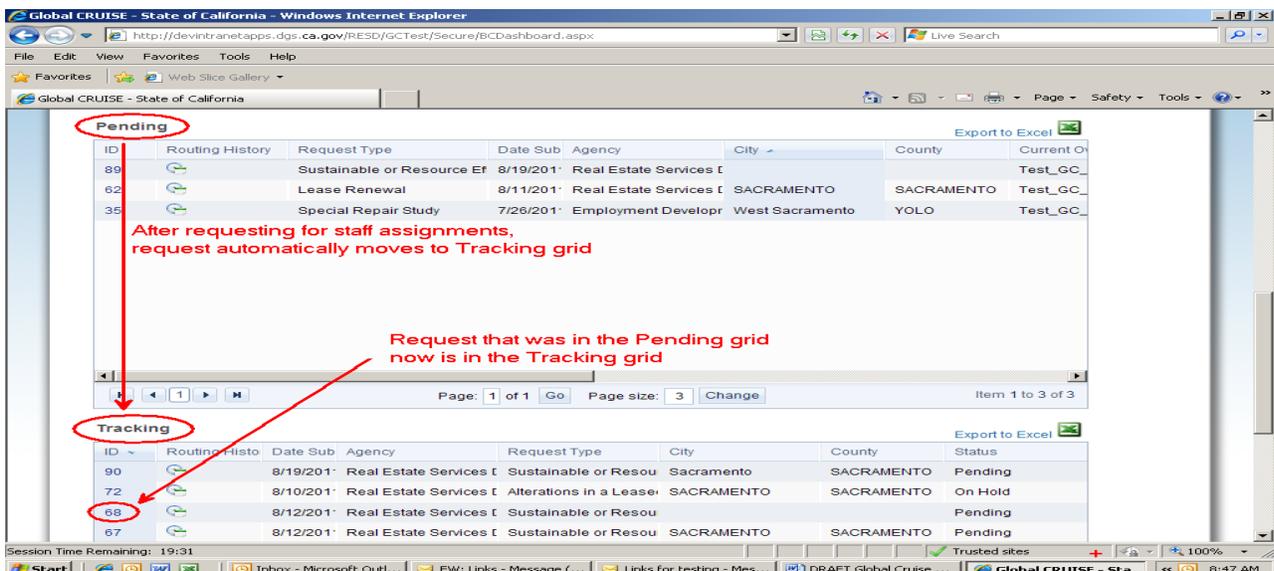
### Instructions for RESD Branch Catchers (BC)

- The Checkbox under the word Select indicates that the Branch(es) or Section(s) has been selected to receive an email alert. Uncheck if necessary.
- **From the dropdown list, choose the assigner (manager) for the Branch(es) or Section(s).** This identified assigner will receive an email alert requesting staff assignments.
- **Enter an optional Routing Comment and click Send.** A confirmation will display that the request for staff assignments has been sent.



*Hand icon* The request will immediately move from your Pending to your Tracking grid when staff assignments are requested. The Assignment Status on your Tracking Grid will display SP Assignments Requested.

**Note:** Some Branch Catchers have an alternate method and will not use Global CRUISE to request Service Provider assignments.



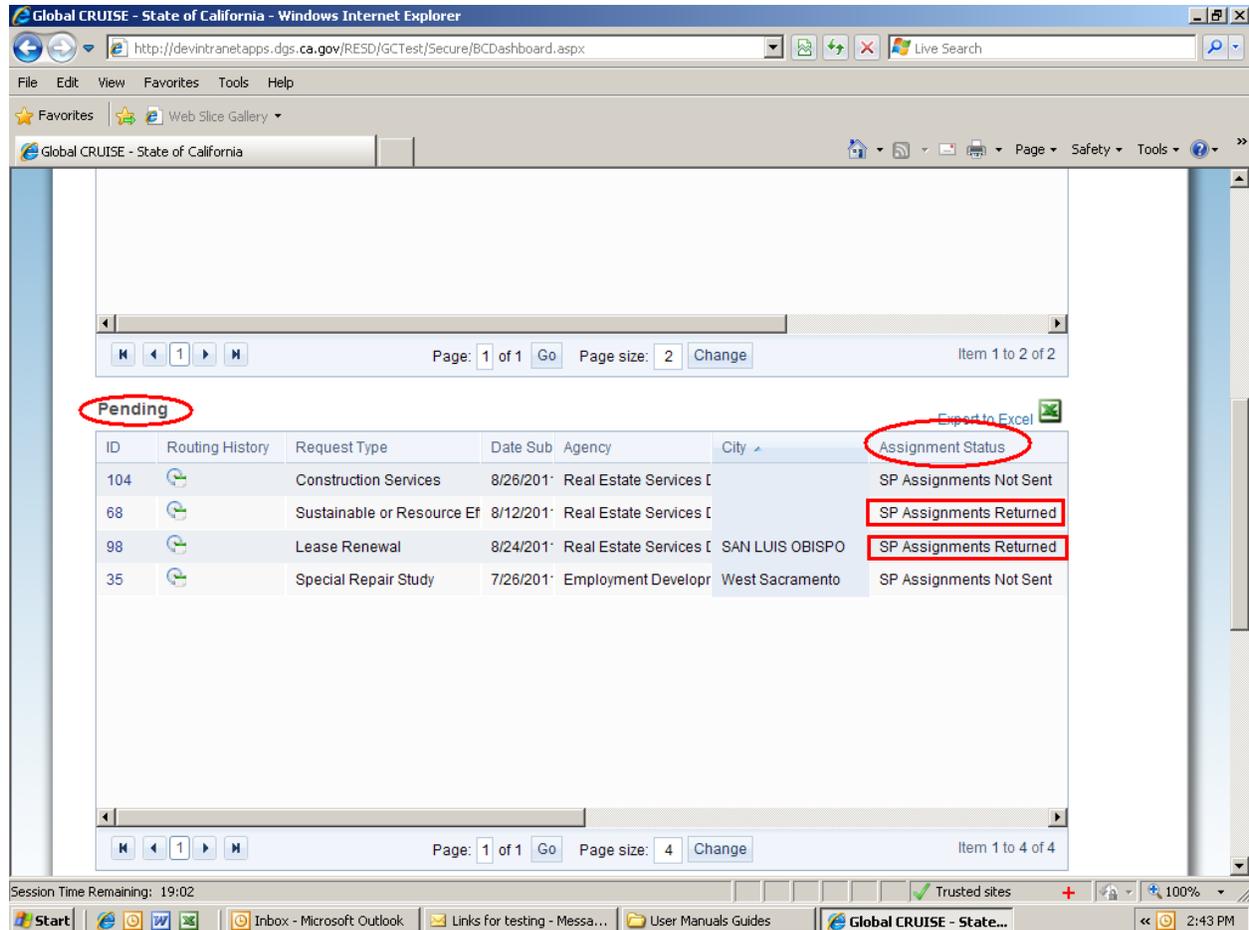
# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Branch Catchers (BC)

### FINALIZE PROJECT SETUP

1. When the SP Assigner(s) has completed their assignments, the Branch Catcher receives an email alert, and the request moves from your Tracking to your Pending grid. The Assignment Status displays as SP Assignments Returned.

 *If a request has multiple SP Assigner(s), the Branch Catcher is notified when all SP Assigners have completed their assignments.*



The screenshot shows a web browser window displaying the 'Global CRUISE - State of California' application. The main content area shows a 'Pending' grid with the following data:

ID	Routing History	Request Type	Date Sub	Agency	City	Assignment Status
104		Construction Services	8/26/2011	Real Estate Services I		SP Assignments Not Sent
68		Sustainable or Resource Ef	8/12/2011	Real Estate Services I		SP Assignments Returned
98		Lease Renewal	8/24/2011	Real Estate Services I	SAN LUIS OBISPO	SP Assignments Returned
35		Special Repair Study	7/26/2011	Employment Developr	West Sacramento	SP Assignments Not Sent

The 'Assignment Status' column is circled in red, and the 'SP Assignments Returned' entries are also circled in red. The 'Export to Excel' button is visible in the top right corner of the grid.

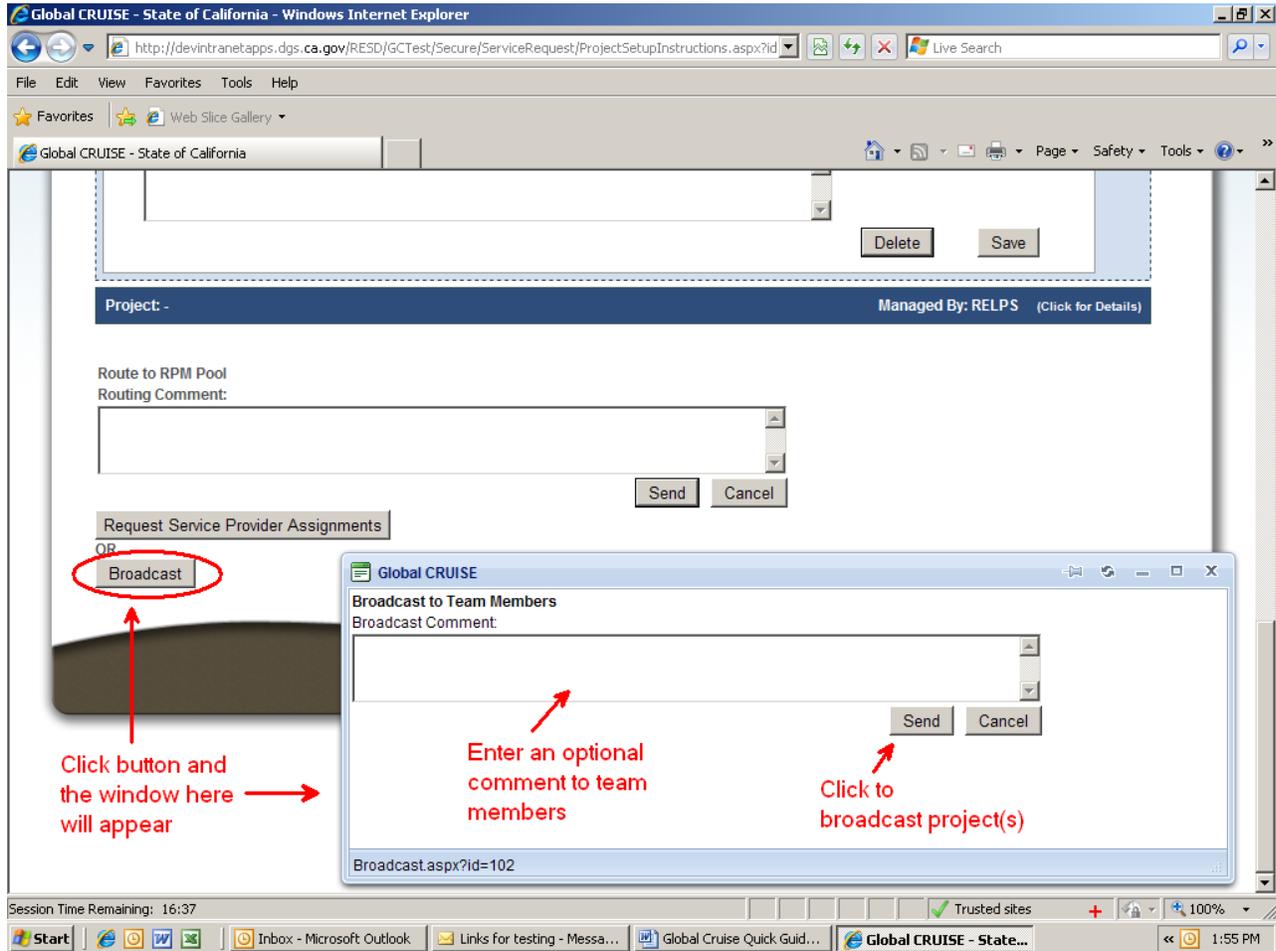
2. On your Pending grid, **Click ID** to view the request Summary. Then, from the Request Menu, **click Project Setup** to view staff assignments entered under the **Project Details** tab. Enter the staff assignments into ABMS and open tasks as appropriate.
3. From the Request Menu, **click Staff Assignments** to preview the Staff Assignments prior to broadcast. The Staff Assignments page displays the project information that was entered into ABMS.

 *Key Members and Project Details entered into ABMS override those in Global CRUISE.*

## GLOBAL CRUISE QUICK GUIDE

### Instructions for RESD Branch Catchers (BC)

4. If the project(s) is ready to broadcast, **click the Broadcast button, enter an optional comment and click Send to confirm.** An email alert is broadcast to all key members and interested parties notifying them that the project has been assigned. The optional comment displays in the email alert and in the Routing History.



 *The request will move from the BC's Pending to their Tracking grid after Broadcast.*

**Note:** If a subsequent broadcast is required, change the request status from Assigned to Pending before making corrections and repeating the broadcast.

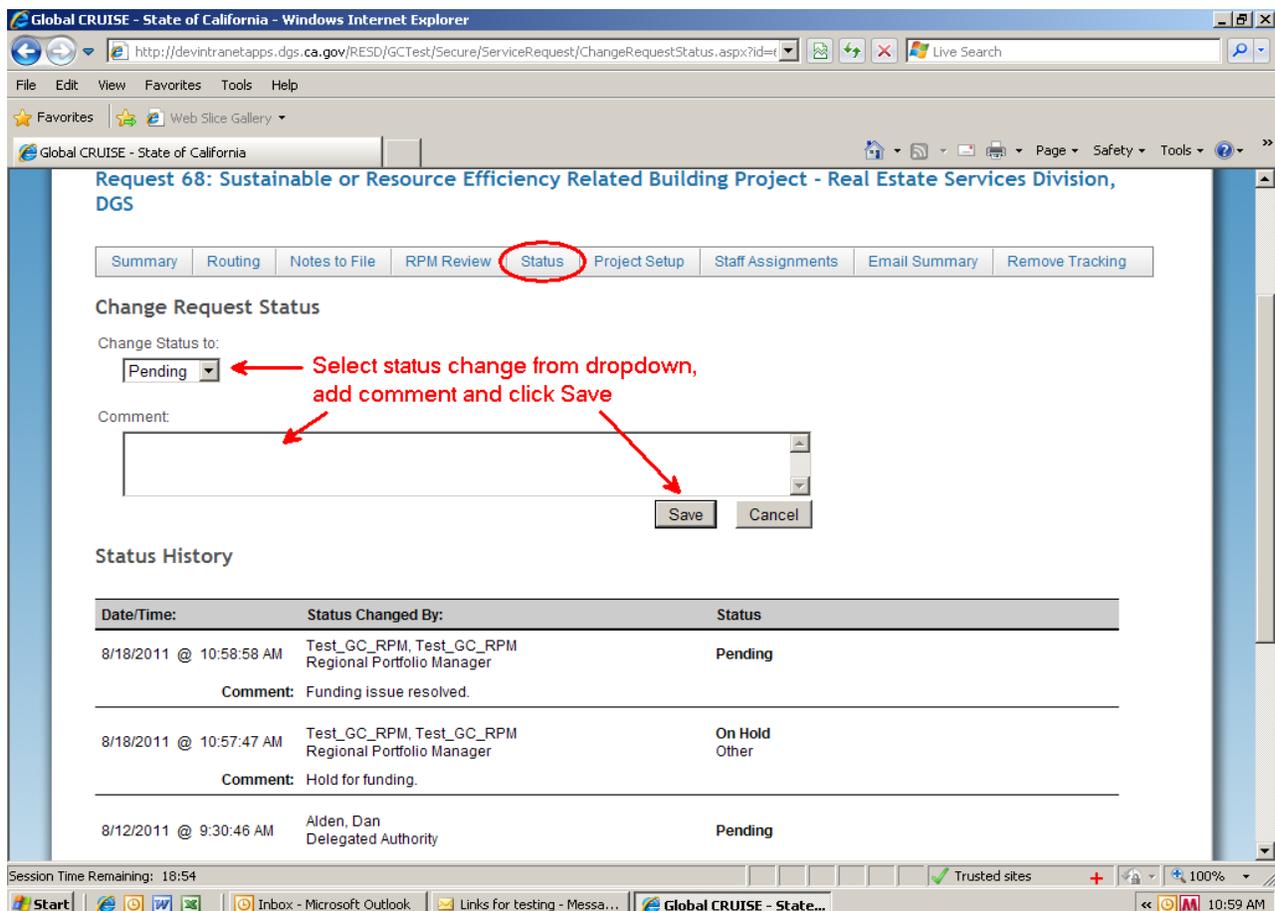
# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Branch Catchers (BC)

### CHANGE REQUEST STATUS

1. From within a request, **click Status on the Request Menu**. The Change Request Status page will be displayed.
2. **Select a status** from the dropdown list under “**Change Status to:**”.
3. **Select a Hold Category** to place a request on hold.
4. **Enter a comment** describing the reason for the change of status.
5. **Click the Save button**.
6. The new status is displayed in Status History directly under Change Request Status.
7. Key members are sent an email alert of the status change.

 *The request will display in your Tracking grid if it was placed On Hold, Canceled or Deleted. The request will display in your Pending grid if it was placed in Pending status.*



Request 68: Sustainable or Resource Efficiency Related Building Project - Real Estate Services Division, DGS

Summary Routing Notes to File RPM Review **Status** Project Setup Staff Assignments Email Summary Remove Tracking

Change Request Status

Change Status to:  
Pending *← Select status change from dropdown, add comment and click Save*

Comment  
*←*

Save Cancel

Status History

Date/Time:	Status Changed By:	Status
8/18/2011 @ 10:58:58 AM	Test_GC_RPM, Test_GC_RPM Regional Portfolio Manager	Pending
Comment: Funding issue resolved.		
8/18/2011 @ 10:57:47 AM	Test_GC_RPM, Test_GC_RPM Regional Portfolio Manager	On Hold Other
Comment: Hold for funding.		
8/12/2011 @ 9:30:46 AM	Alden, Dan Delegated Authority	Pending

# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Branch Catchers (BC)

### QUICK SEARCH

To find a single request, use the Quick Search field located in the top right-hand corner of the screen. **Enter the request ID number and click the magnifying glass icon.** The request Summary will be displayed.

The screenshot shows the Global CRUISE web application interface. At the top, there is a navigation bar with the CA.GOV logo and the text "DGS Real Estate Services Division Global CRUISE". The navigation bar includes links for HOME, REQUEST, ANNOUNCEMENTS, USERS, HELP, and LOG OUT. In the top right corner, there is a search field labeled "Enter Request ID #" with a magnifying glass icon. Two red arrows point to this search field, with a red text box next to them that says "Enter ID and click to find request".

Below the navigation bar, there is an "Announcements" section with a "Welcome to Global CRUISE! - 7/21/2011" message. Below that, there is a "BC Pool" section with an "Export to Excel" button. A table is displayed with the following columns: ID, Routing Histo, Claim, Date Sub, Agency, Branch/Section, Request Type, and City. The table contains the text "No records to display."

The bottom of the screenshot shows the Windows taskbar with the Start button, several open applications (Inbox - Microsoft Outlook, Global Cruise Quick Guid..., Global CRUISE - State...), and the system tray showing the time as 1:14 PM.

# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Branch Catchers (BC)

### SEARCH FOR A REQUEST

1. From any page, **hover your cursor over REQUEST on the Main Menu, and click Search.** You will be redirected to the Search for Service Requests page.
2. **Enter search criteria** in one or more fields. Additional fields are available under the More Search Options link.
3. **Click the Search button.** The results display in the Search Results grid at the bottom of the page.
4. To view a request, **click the ID** for the request you want to see.
5. To add a request to your Tracking grid, **click Tracking on the Request Menu.** From the Search Results grid, **click the Track/Remove icon** for the request you want to add.

Global CRUISE - State of California - Windows Internet Explorer

http://devintranetapps.dgs.ca.gov/RESD/GCTest/Secure/SPDashboard.aspx

File Edit View Favorites Tools Help

Global CRUISE - State of California

CA.gov | DGS | RESD

Enter Request ID #

HOME REQUEST ANNOUNCEMENTS USERS HELP LOG OUT

Search

Generate Blank Request (Click to Show/Hide)

Welcome to Global CRUISE! - 7/21/2011

Have fun creating CRUISE requests and checking out the features of the new Global CRUISE. Refer to the 'Quick Guide' for help creating requests and the 'Testing Features' document for more detailed info on the Read More...

Pending Export to Excel

ID	Routing Histo	Request Type	Date Submitted	Agency	City	County	Branch Catcher
95		Agency Master Plan	8/22/2011	Real Esta	SACRAMENTO	SACRAMENTO	Test_GC_BC, Test_Gi
92		Delegation for Alteratic	8/19/2011	Real Esta	SACRAMENTO	SACRAMENTO	Test_GC_BC, Test_Gi
90		Sustainable or Resou	8/19/2011	Real Esta	Sacramento	SACRAMENTO	Test_GC_BC, Test_Gi
68		Sustainable or Resou	8/12/2011	Real Esta			Test_GC_BC, Test_Gi
34		Infrastructure Study	7/26/2011	Real Esta	Disney	MERCED	Test_GC_BC, Test_Gi

Session Time Remaining: 19:56

Trusted sites

100%

Start | Inbox - Microsoft Ou... | Links for testing - Me... | GC ID: 96 Has Been ... | DRAFT Global Cruise ... | Global CRUISE - St... | 2:46 PM

# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Branch Catchers (BC)

Global CRUISE - State of California - Windows Internet Explorer

http://devintranetapps.dgs.ca.gov/RESD/GCTest/Secure/ServiceRequest/Search.aspx

CA.gov | DGS | RESD

Enter Request ID #

### Search For Service Requests

Enter one or more fields to find request(s).

Request ID:

Project Number:

Request Type:

Agency:

Billing Code:

Street Address:

City:

County:

State:

Zip Code:

[More Search Options](#) (Click to Show/Hide)

Enter information for search

Click for more options

# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Branch Catchers (BC)

### ALTERNATE ROUTING

This feature is used when a Global CRUISE user needs to route a request outside of the regular process flow; for example, when a BC needs to route a pending request to another BC.

**From the Request Menu, click Routing. Under Route Request, select a recipient from the dropdown list and click the Send button.** The recipient will receive an email alert, and the request will be displayed in their Pending grid.

The screenshot displays the Global CRUISE web application interface. The browser window title is "Global CRUISE - State of California - Windows Internet Explorer". The address bar shows the URL: <http://devintranetapps.dgs.ca.gov/RESD/GC/Secure/ServiceRequest/RouteRequest.aspx?id=9>. The page header includes the CA.GOV logo, "DGS Real Estate Services Division", and "Global CRUISE". Navigation links include HOME, REQUEST, ANNOUNCEMENTS, USERS, ADMIN, HELP, and LOG OUT. A search bar for "Enter Request ID #" is present. The main content area shows "Request 9: Executing a Purchase Option - Real Estate Services Division, DGS - SACRAMENTO COUNTY". Below this, there are tabs for Summary, Routing, Notes to File, CSM Review, Status, Project Setup, Address Lookup, Staff Assignments, and Email Summary. The "Route Request" section contains a "Route To:" dropdown menu, a "Routing Comment:" text area, and "Send" and "Cancel" buttons. The "Routing History" section displays a table with the following data:

Date/Time:	From:	To:	Routing
7/28/2011 @ 3:29:52 PM	Pool, CRUISE RPM Regional Portfolio Manager	Melehani, Candace Customer Services Manager	Request Reclaimed

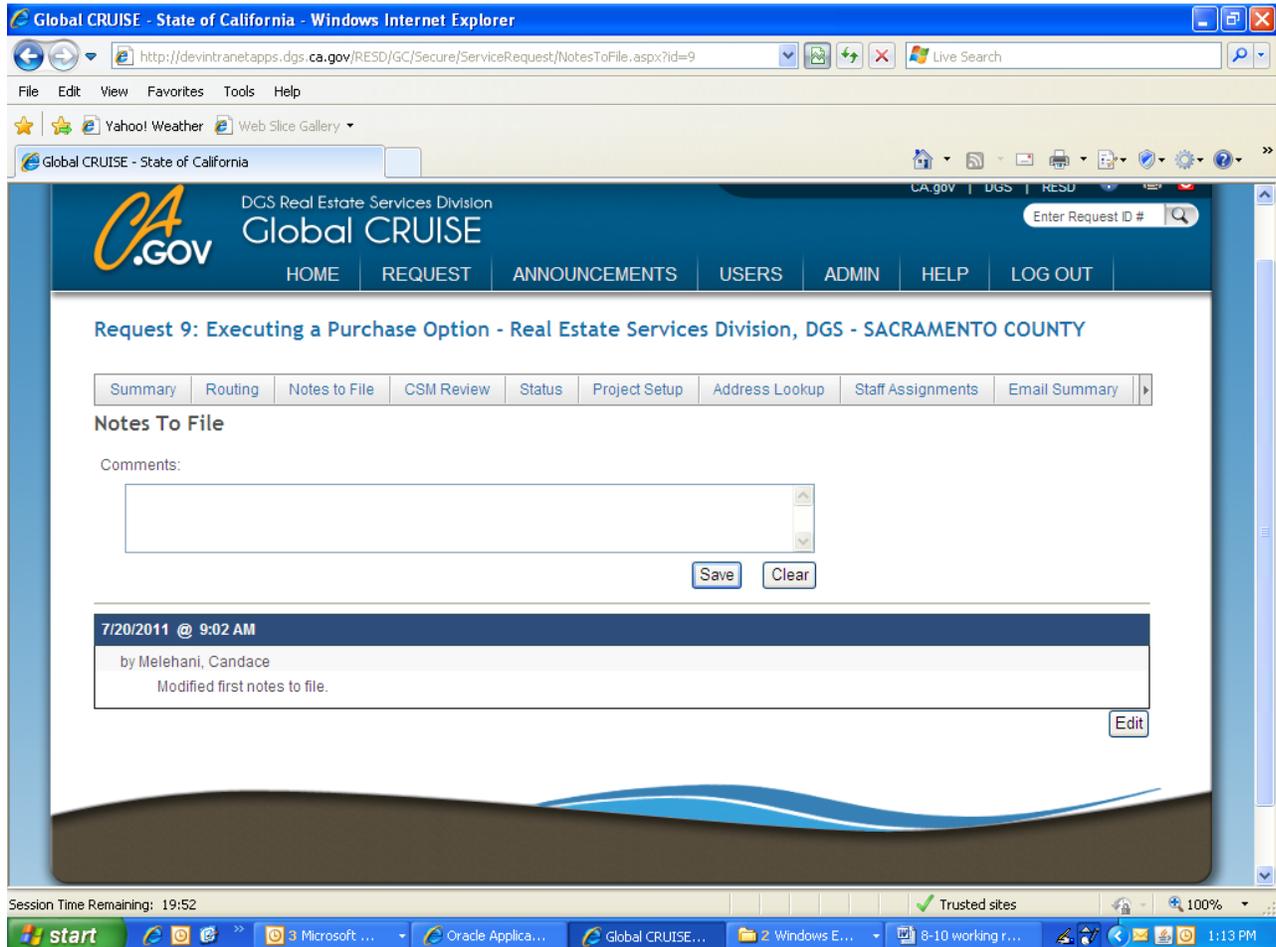
Below the table is a "Comment:" field. The bottom of the page shows the Windows taskbar with the start button, several application icons, and the system tray displaying "Session Time Remaining: 19:50", "Trusted sites", and "1:11 PM".

# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Branch Catchers (BC)

### NOTES TO FILE

From the Request Menu, click Notes to File to add notes to a request or to read other users' notes. RESD's Notes to File are available only to RESD users.



# GLOBAL CRUISE QUICK GUIDE

## Instructions for RESD Branch Catchers (BC)

### CUSTOMIZE GRID FEATURES

These features allow you to manipulate requests in your grids and to customize the layout of the columns.

- **Sort by Column:** Requests within a grid can be sorted by a column. Right click on the column name to see a dropdown list of options that include ascending and descending. Left click to select an option.
- **Resize or Reorder Columns:** Columns can be resized or reordered. Place the cursor left of the column name that you want to reposition. A two-way arrow is for resizing the column. A four-way arrow allows for the column to be moved. Both are done by dragging and dropping while keeping the cursor within the header.
- **Hide or Display Columns:** Select the columns you want to display in a grid. Right click on the column header and select Columns. Select the checkboxes for the column names you want to display.
- **Scroll to View Columns:** Use the horizontal scroll bar to view all columns that are displayed in a grid.
- **Define Grid Page Size:** Define the number of requests to view in a grid using the page size field. You can choose to view all requests in the grid on one page with a vertical scroll bar or you can choose to view multiple pages.

The screenshot shows the Global CRUISE application in Internet Explorer. The main grid displays 'Pending' requests. Red annotations highlight the following features:

- Re-sized column to red entire label:** An arrow points to the 'City' column header, which is wider than the others.
- Re-ordered Request Type column to the right side of Routing History:** An arrow points to the 'Request Type' column, which has been moved from its original position to the right of 'Routing History'.
- Sorted City in ascending order:** An arrow points to the 'City' column, with the text 'Sorted City in ascending order' below it.
- Change number to view more request in grid:** An arrow points to the 'Page size: 3' field in the pagination controls.
- Number of requests in grid:** An arrow points to the 'Item 1 to 3 of 3' text in the pagination controls.

ID	Routing History	Request Type	Date Sub	Agency	City	County	Current O
89		Sustainable or Resource Ef	8/19/2011	Real Estate Services I			Test_GC
62		Lease Renewal	8/11/2011	Real Estate Services I	SACRAMENTO	SACRAMENTO	Test_GC
35		Special Repair Study	7/26/2011	Employment Developr	West Sacramento	YOLO	Test_GC

ID	Routing Histo	Date Sub	Agency	Request Type	City	County	Status
14		7/20/2011	Real Estate Services I	Relinquishment of DG	SACRAMENTO	SACRAMENTO	Pending
25		7/22/2011	Real Estate Services I	Infrastructure Study	SACRAMENTO	SACRAMENTO	Pending
34		7/26/2011	Real Estate Services I	Infrastructure Study	Disney	MERCED	Pending