

This is the start step of the case process and occurs when a customer calls in and reports a fuel claim. It will be performed by Guest Relations and will present a screen similar to the following:

The screenshot shows a web form titled "Fuel Complaint". The form is divided into several sections:

- Header:** "Fuel Complaint" in a large, bold, italicized font.
- Guest Information:** Fields for "Complaint Id", "Name", "Guest Address", "Guest Email", and "Guest Phone".
- Purchase Details:** Fields for "Store Id", "Date Of Purchase" (with a calendar icon), "Cost Of Purchase" (pre-filled with "\$0.00"), "Number Of Gallons" (pre-filled with ".00"), and "Comments".
- Vehicle Details:** Fields for "License Number", "Make", "Model", and "Year".
- Guest Address:** Fields for "Street", "City", "State", and "Zip".
- Footer:** A blue "Submit" button.

Once entered, these details will be saved in the case variable called "fuelComplaint". The state will also transition to "STATE_CREATED".