

HOW TO LOOK UP SERVICE HISTORY FOR A CUSTOMER IN FFR PORTAL

1. Log in using your account number and password provided.
2. Once the portal is open, you will see this screen (personalized of course).

FFR Customer Portal

Customer Info & History

Welcome, [REDACTED]

Attn: [REDACTED]

Actions: [Service Request \(new address\)](#), [Logout](#)

[Home / Locations](#) | [All Jobs](#) | [Locations](#)

Click one of the tabs above to review information for all sites, or select a location below to review information for a specific location.

Find Job by Reference Number

Locations

Location #	Address	City	State	Postal	Contact	Phone	Actions
<Please enter search criteria to view locations.>							

3. There are 2 ways to search for customers;
 - A. Enter a reference (claim) number in the search box, and then click the reference number;

FFR Customer Portal

Customer Info & History

Welcome, [REDACTED]

Attn: [REDACTED]

Actions: [Service Request \(new address\)](#), [Logout](#)

[Home / Locations](#) | [All Jobs](#) | [Locations](#)

Click one of the tabs above to review information for all sites, or select a location below to review information for a specific location.

Find Job by Reference Number

107937

Found a job with reference number [107937](#).



Locations

Location #	Address	City	State	Postal	Contact	Phone	Actions
<Please enter search criteria to view locations.>							

B. Enter a customer's name, part of a name, part of an address, phone number, etc. in the Locations box;

FFR Customer Portal

Customer Info & History

Welcome, [REDACTED]

Attn: [REDACTED]

Actions: [Service Request \(new address\)](#), [Logout](#)

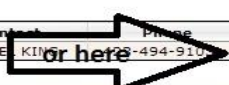
[Home / Locations](#) [All Jobs](#) [Locations](#)

Click one of the tabs above to review information for all sites, or select a location below to review information for a specific location.

Find Job by Reference Number

Locations

Location #	Address	City	State	Postal	Contact	Phone	Actions
KING, MICHAEL	187 EAST CHARLTON ROAD	LA FOLLETTE	TN	37766	MICHAEL KING	615-494-9100	View Jobs Service Request



**If you are unsure of the exact customer and just have partial data, enter something and the search will provide information on any record with that search criteria; below, "crews" is the search data. The system brought up both customer names and a street with that name in it. Click the customer name you desire to open the job page. For example, Crews, Delmus;

Locations

Location #	Address	City	State	Postal	Contact	Phone	Actions
BENTON, JENNIFER	5805 CREWS LAKE ROAD	LAKELAND	FL	38813	BENTON, JENNIFER	813-495-3053	View Jobs Service Request
CREWS, MATT	117 WHIPY ROAD	IRMO	SC	29063	CREWS, MATT	803-466-6909	View Jobs Service Request
CREWS, DELMUS	213 BRACKENFERN WAY	KINGSLAND	GA	31548	DELMUS CREWS	912-729-7725	View Jobs Service Request

This is what is produced if the customer has multiple jobs in our system.

Location Info & History

CREWS, DELMUS
213 BRACKENFERN WAY
KINGSLAND, GA 31548

Actions: [Back to Customer Page](#), [Update Contact Info](#), [Service Request \(this address\)](#), [Logout](#)

#	Ref. #	Type	Location	Request	Requested By	Start	Priority	Dispatch Status	Job Status
48244	108468	Work Order	CREWS, DELMUS	1 - RECL SOFA - ***CUSTOMER HAS PARTS*** INSTALL RSF HANDLE	COURTNEY HAMPSHIRE	6/2/2014	Parts Install	Confirmed	Scheduled
46174	108468	Work Order	CREWS, DELMUS	Submitted by SHARON 5/9/2014 9:32 AM1 - RECL SOFA - 5608468926 - THE MECHANISM HAS BROKEN ON THE RSF RECLINER 5/14/2014 - DANNY NOTES: PC1 - RSF HANDLE IS BROKEN IN HALF, MECHANISM ON RSF IS NOT BROKEN, ONLY HANDLE. 5/14/2014 - DANNY PARTS: PC1 - HANDLE	ROSE KREIGER	5/14/2014	Inspection	Confirmed	Closed
26258	100480	Service Call	CREWS, DELMUS	Submitted by SHARON 12/27/2013 5:07 PM1 - RECL SOFA - 5600480926 - THE LEATHER IS RUBBING ON THE RAIL OF THE RECLINER WHEN YOU CLOSE IT - THE FOOTREST IS NOT OPENING STRAIGHT OUT - THERE IS A HOLE IN THE LEATHER NOW		1/17/2014	1st Time Complete	Confirmed	Closed

Status Filter: [All](#), [Scheduled](#), [Closed](#)

Hide Records Before

If you click on the customer name, job number or on the reference number, the individual job page looks like this;

FFR Customer Portal

Close

Work Order # 45065

Service Site:
MICHAEL KING
KING, MICHAEL
187 EAST CHAPMAN ROAD
LA FOLLETTE, TN 37766

Billed To: [REDACTED]

Requested By: [REDACTED]

Technician Notes:

- 5/21/2014 11:04:02 AM SABINA--
K FOR KAREN
- 5/21/2014 10:38:45 AM LEIGH--
UPDATED - PUT IN B STATUS
- 5/20/2014 5:31:28 PM TNROBERT--
I HAVE NOT HAD INTERNET CONNECTION SINCE 10:58 AM END TIME FOR WORK ORDER 45065 IS 12:30 PM
- 5/4/2014 10:11:32 AM JOHNK--MOVED TO TNROBERT
- 5/1/2014 2:00:49 PM PATSY-- SPK MICHAEL CONF ADD - CONF 5/20 W/JEFF PLZ CALL WITH TIME

Attachments

Attachment Name	Note
rptWorkOrders.pdf	
1400597939781.jpg	OVER ALL
056.jpg	Uploaded by Robert Hilliker on 5/20/2014 5:00:23 PM
059.jpg	TA
061.jpg	REAR FRAME FREE SEAT RIGHT FRONT CORNER
062.jpg	ONE SEAT SPRING CAME LOOSE
063.jpg	REAR CORNER BRACKET WITH NEW REPLACEMENT
068.jpg	NEW SCREWS IN FSF SEAT FRAME
070.jpg	LOOSE SEAT SPRING REATTACHED
073.jpg	FIXED SEAT FRAME
069.jpg	REPAIR COMPLETE
075.jpg	SIGNATURE
076.jpg	

Add Attachment

[Download as Acrobat PDF](#)

Arrows pointing to: **JOB DATE**, **APPT STATUS**, **INTERNAL NOTES**, **CLICK TO VIEW PICTURES**, **ADD PICS**, **TO PRINT TECH REPORT**

Please see the arrows above for explanation of what to find.

To view the complete tech report, click on "Download as Acrobat PDF". Once downloaded, click to view.

To view a picture, click on the individual one and this screen will come up,

FileName	Size
1400073446622.jpg	44847

Download Close Delete

click download and the picture will open.

IF YOU HAVE ANY QUESTIONS OR SUGGESTIONS, PLEASE DON'T HESITATE TO CONTACT US.