HOW TO ENTER A WORK ORDER VIA THE CUSTOMER PORTAL

1. Log in using your account number and password provided.

FFR Customer Portal

Please enter your account # and password to enter

Account # xxxxx
Password ********

Log in

2. Once the portal is open, you will see this screen (personalized of course).

FFR Customer Portal

Customer Info & History

Welcome,

Attn:

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

[   ] Search   ▪

Locations

[   ] Search

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

3. Find the customer you wish to add a work order for. You can search for that customer by name, address, etc.

**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.

Locations

crews [   ] Search

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 WHIPBY 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

4. If you click on the customer name (i.e. Crews, Delmus), the info and history is displayed. Clisk on "Service Request (this address)" to add the new work order.

Location Info & History

CREWS, DELMUS
213 BRACKENFERN WAY
KINGSLAND, GA 31548

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

Jobs

#	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 [5/27/2013] [Update]

5. If you are sure about the customer info, enter it in the search box. Once the customer information is found, click on "Service Request".

FFR Customer Portal

Customer Info & History

Welcome, ▮▮▮▮▮▮

Attn: ▮▮▮▮▮▮▮▮

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

[_____] [Search]

Click here to enter a new work order for this customer.

Locations

[delmus crews] [Search]

Location #	Address	City	State	Postal	Contact	Phone		Actions
CREWS, DELMUS	213 BRACKENFERN WAY	KINGSLAND	GA	31548	DELMUS CREWS	912-729-7725	View Jobs	Service Request

6. Once you click to add a service request, the service request form appears. Enter information into all fields for each product\piece needing repair.

New Service Request

Consumer:	DELMUS CREWS	NO CUSTOMER INFORMATION CAN BE CHANGED FROM HERE ... GO TO "UPDATE CONTACT INFO"ON THE INFO & HISTORY PAGE.
Address 1:	213 BRACKENFERN WAY	
Email:	PLEASE PROVIDE AN EMAIL ADDRESS	
City:	KINGSLAND	
State:	▼ Zip: 31548	
Phone 1:	912-729-7725	CHECK CUSTOMER INFO
Phone 2:	PLEASE PROVIDE AN ALTERNATE NUMBER	
Phone 3:		

NAME OF DEALER/STORE: ▉

BILL TO: ▉ ▼

BILLING REF. NO:

REQUESTED BY: ▉ ▼

NAME:

EMAIL:

PHONE (WITH AREA CODE):

Enter ALL information
1. Bill to: Who is to be invoiced for this service?
2. Internal Reference Number
3. Who is requesting the service:
   a. Select from Drop down list.
   b. If name isn't there, select "Enter new info" and add name, email address & phone number.

PRODUCT INFORMATION #1

ITEM:	SELECT FROM DROP DOWN	▼
FACTORY	MANUFACTURER	DELIVERY DATE: IF OVER 1 YEAR, WO IS PAYING
STYLE/MODEL:		FABRIC/LEATHER #:
SN/ID:		ACK/INV #: IF NO SN, MUST HAVE INV FROM MANUFACTURER
PROBLEM 1:	SELECT FROM DROP DOWNS	▼
PROBLEM 2:	"	▼
PROBLEM 3:	"	▼
OTHER PROBLEM:	ENTER FREE TEXT - BE SPECIFIC	

7. If this is the first time we will be going to this customer's home, click "Service Request (new address)" on the Customer portal Home page.

FFR Customer Portal

Customer Info & History

Welcome, ▉

Attn: ▉
▉

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

[ ] Search ▪

Locations

[ ] Search

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

8. The service request from will open with no customer information. Please enter customer name last name first and please be sure to provide an email address and swell as an alternate contact number.

New Service Request

Consumer: _____ _____ (Last, First) **PLEASE MAKE SURE CUSTOMER NAME IS ENTERED LAST NAME THEN FIRST NAME.**
Address 1: _____
Email: _____
City: _____
State: [▼] Zip: _____
Phone 1: _____
Phone 2: _____
Phone 3: _____

9. When finished entering all customer and product information, click Submit at the bottom of the page.

PRODUCT INFORMATION #3
ITEM: _____ [▼]
FACTORY _____   DELIVERY DATE: _____
STYLE/MODEL: _____   FABRIC/LEATHER #: _____
SN/ID: _____   ACK/INV #: _____
PROBLEM 1: _____ [▼]
PROBLEM 2: _____ [▼]
PROBLEM 3: _____ [▼]
OTHER PROBLEM: _____

PRODUCT INFORMATION #4
ITEM: _____ [▼]
FACTORY _____   DELIVERY DATE: _____
STYLE/MODEL: _____   FABRIC/LEATHER #: _____
SN/ID: _____   ACK/INV #: _____
PROBLEM 1: _____ [▼]
PROBLEM 2: _____ [▼]
PROBLEM 3: _____ [▼]
OTHER PROBLEM: _____

[Submit]   [Cancel]

10. This message will appear. Click OK.

The page at wintac.fastfurniturerepair.com says: ✕

***IF REPAIR Is DEEMED NOT WARRANTABLE, THE ENTITY
SUBMITTING THE SERVICE REQUEST WILL BE RESPONSIBLE
FOR PAYMENT***

[**OK**]   [Cancel]

11. If not all information was submitted, this message will appear at the top of the page …

New Service Request

Please enter all required fields marked with an asterisk (*) to proceed.

Consumer: DELMUS CREWS   (Last, First)
Address 1: 213 BRACKENFERN WAY

… and the asterisks will be to the right of the missing information.

PRODUCT INFORMATION #1

ITEM: ▼ *
FACTORY   * DELIVERY DATE: *
STYLE/MODEL: * FABRIC/LEATHER #:   *
SN/ID: ACK/INV #:
PROBLEM 1:   ▼
PROBLEM 2:   ▼
PROBLEM 3:   ▼
OTHER PROBLEM:

12. Once missing information is entered, click submit again. The work order is immediately available to you via the customer portal by finding the customer and clicking on the appropriate work order number.

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