



Eakes
office solutions

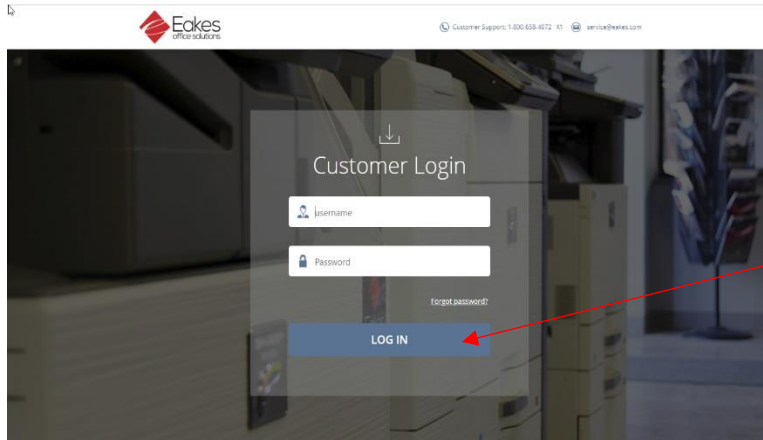
einfo Customer Instruction Booklet

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How to Place a Service Call

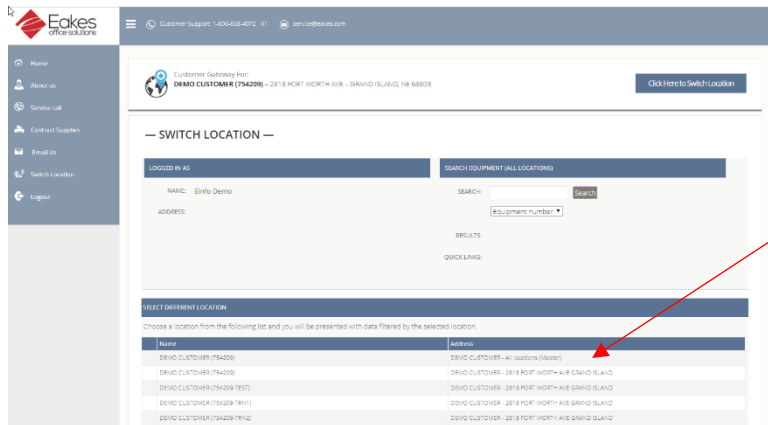
1) **Login:** On the Login screen, enter your Username and Password. Click the Login button.



Login Button

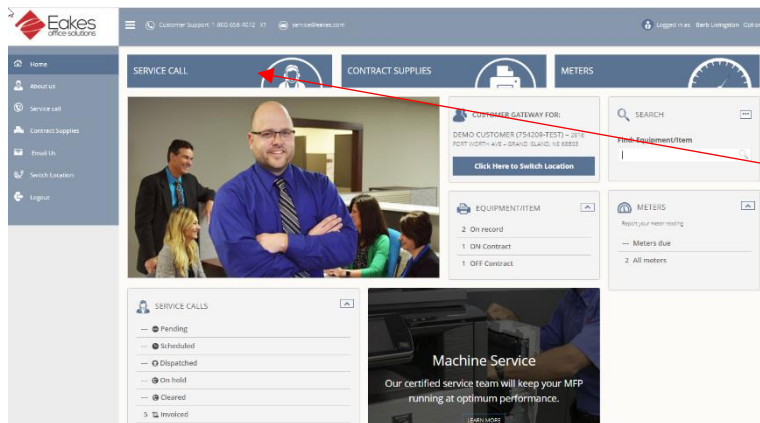
2) **Note:** If you do not have multiple locations, please skip to step 3.

Choose Location: To see equipment in all departments, choose the Master Account from the list, or choose a specific location to only see their equipment.



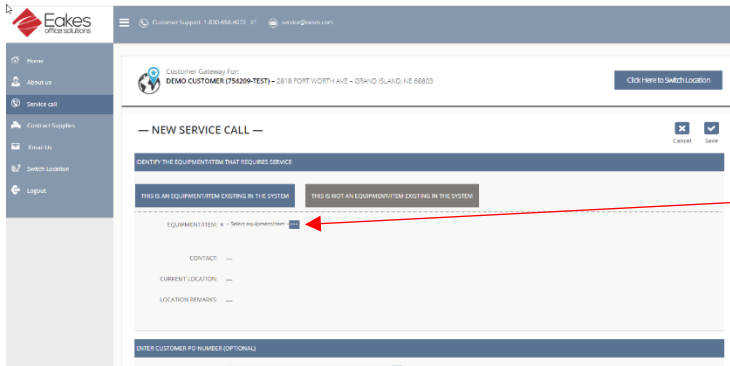
Master Account

3) **Click on the New Service Call Button:** On the Dashboard screen, click on the Service Call button.



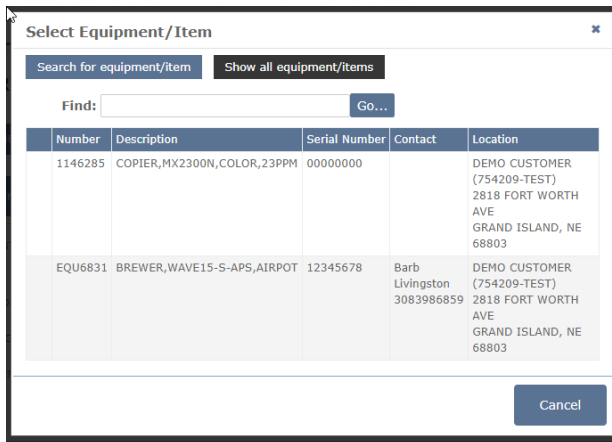
Service Call Button

4) **Select Equipment that needs to be serviced:** On the Service Call screen, click on -Select equipment/item- to choose the equipment that needs service.

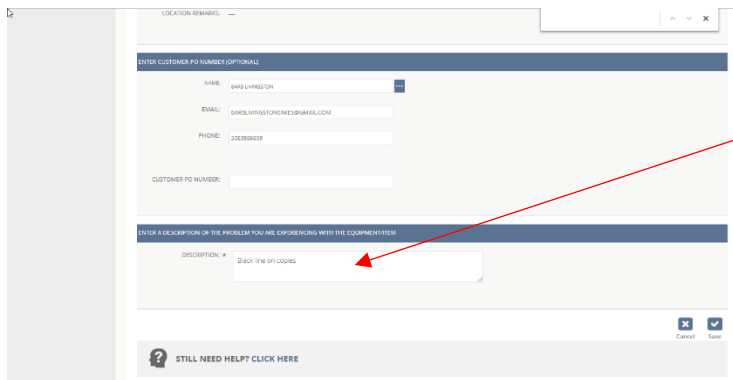


Click here to open the popup with your equipment list

5) Click on the Equipment that needs serviced

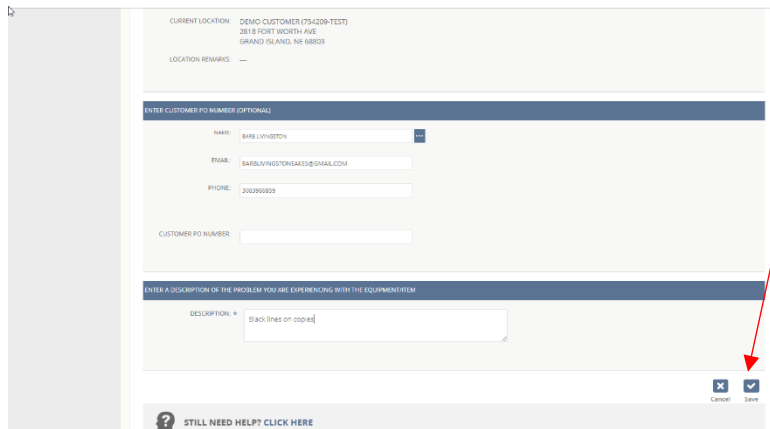


6) **Enter Description:** Enter the issue you are having in the Description box. If the contact person is someone other than you, please include a contact name and phone number in the description.



Type your issue and alt. contact information here

7) **Click Save:** Click the Save button to submit your Service Call.



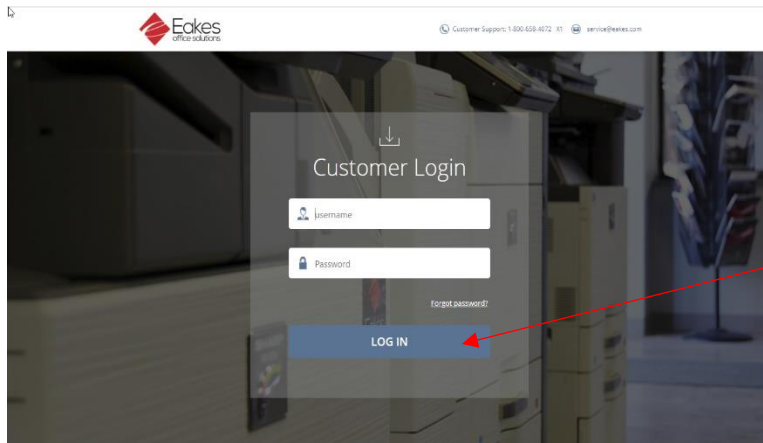
The screenshot shows a web form for creating a service call. At the top, it displays the current location: "COUNTO CUSTOMER (77439-1237)", "2518 FORT WORTH AVE", and "GRAND ISLAND, NE 68803". Below this is a section for customer information with fields for NAME (BARB LIVINGSTON), EMAIL (BARBLIVINGSTON@GMAIL.COM), PHONE (2023606529), and CUSTOMER PO NUMBER. A description field contains "[Back] lines on copier". At the bottom right of the form, there are "Cancel" and "Save" buttons. A red arrow points from the text "Click here to save your information" to the "Save" button.

Click here to save your information

SERVICE CALL COMPLETE

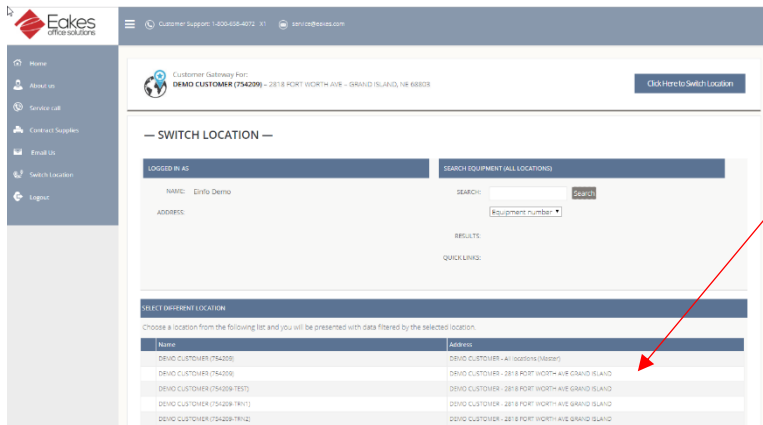
How to Place a Contract Supply Order

1) **Login:** On the Login screen, enter your Username and Password. Click the Login button.



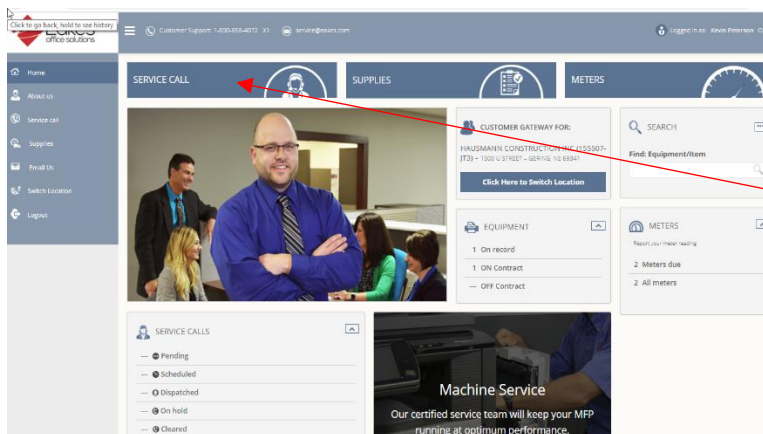
Login Button

2) **Note:** If you do not have multiple locations, please skip to step 3.
Choose Location: Select the location for which you need to order supplies.



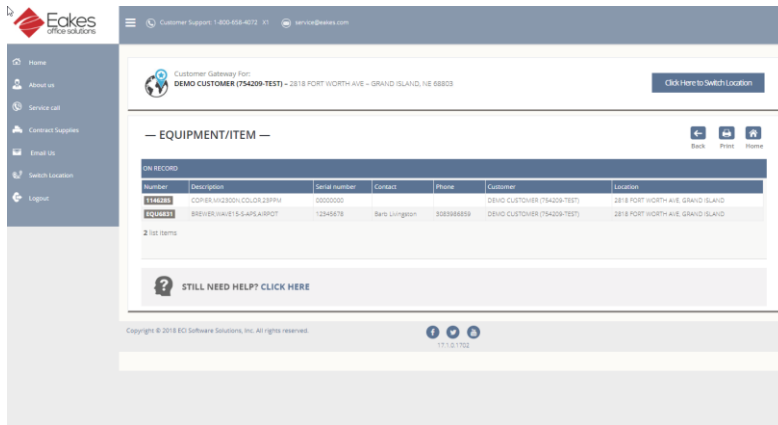
Choose Location

3) **Click on the Supplies Button:** On the Dashboard screen, click on the Equipment button.

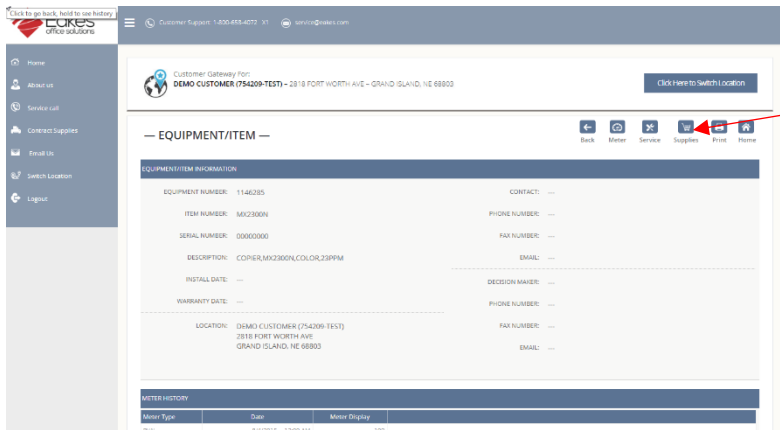


Supplies Button

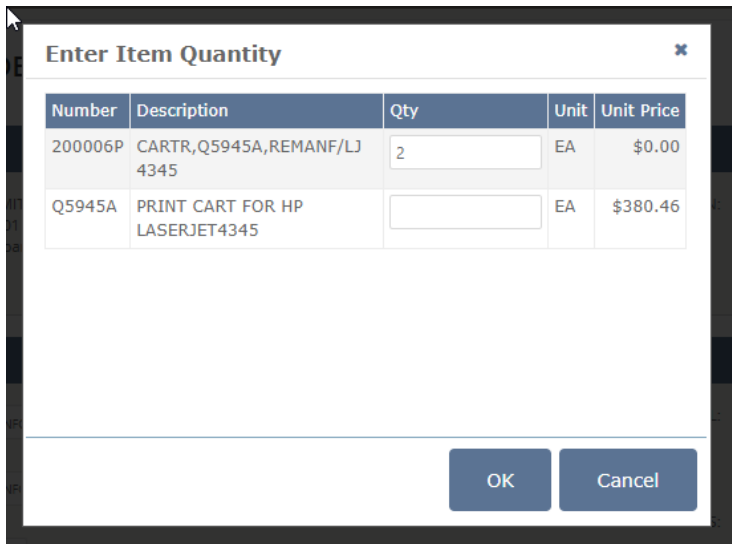
4) Select Equipment that you need supplies for:



5) Click on the Supplies Icon



6) Choose item(s) you need to order: Supplies listed are for the specific model of the Equipment selected. Items with a Unit Price of \$0.00 are the ones included in your specific contract if the supplies are included.



Enter Qty and click OK

7) Click Save to submit your order.

Customer Gateway For:
DEMO CUSTOMER (754209-TEST1) - 2818 FORT WORTH AVE - GRAND ISLAND, NE 68803

Click Here to Switch Location

— NEW SALES ORDER —

Cancel Save

BILL TO SHIP TO

ADDRESS: MMT BUSINESS SOLUTIONS GROUP (141833)
4201 US Highway 281
USBRDARA JA 55922

LOCATION: DEMO CUSTOMER (754209-TEST1)
2818 FORT WORTH AVE
GRAND ISLAND, NE 68803

ORDER INFORMATION ORDER TOTAL

ORDERED BY: ENR SUB TOTAL: \$45.00
(Applicable freight and tax will be added)

ORDERED BY EMAIL: enr

PO NUMBER: ORDER COMMENTS:

ITEMS INCLUDED IN ORDER

Item Number	Description	Quantity	Unit	Price	Extended Price
8201	1042200-3901	1	1042200	\$45.00	\$45.00

Click Save

CONTRACT SUPPLY ORDER COMPLETE