



Customer Reporting System



Introduction

- How to use the Customer Reporting System



Agenda

- Request Entry
- Open Requests
 - Viewing
 - Updating
- Inquiry
- Completed Requests
- Logging Out



Vocabulary Page 1

- Glossary of terms
- Severity
- Request Status



Vocabulary Page 2

- Request Status (continued)



The Systems House, Inc.

Customer Reporting System

Login	<input type="text"/>
Password	<input type="password"/>
<input type="button" value="Login"/>	

You must login to be able to access our Customer Reporting System.
If you do not have a login then please contact custserv@tshinc.com

Forgot your password? Email us custserv@tshinc.com

Phone (973) 777-8050 ● Fax (973) 777-3063



NOTE: This Site works best with Microsoft Internet Explorer 5.0 or greater.

To download the latest version of IE5, please go to Microsoft.com

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Problems? Click here to email the Webmaster



Customer Reporting System

Requests

Inquiry

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Log Out

Welcome **JANE SMITH**

Please select an option from the menu bar above.

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Customer Reporting System - Entry

[Requests](#)[Inquiry](#)[Help](#)[Log Out](#)

Please fill in Request Form below :

*Required information is **highlighted**.*

Request# 000214 **Entry Date** 08/28/02 **Open**

Customer LEESAR HEALTH TRUST

Contact JANE SMTH

Phone 973-777-8050 **Ext.** 123

FAX# 973-777-1483

Email jane@tshinc.com

Mod/Problem Mod Problem

Severity Low

Status Received

Quote Required No Yes

Customer Priority

Date Required 8/28/2002

Department PURCHASING

Menu Path 7.2

System Area Purchasing

Description of Problem:

Trying to maintain a purchase order and the system is saying that it is locked. The purchase order number is 01123456.



Customer Reporting System - Entry

[Requests](#)[Inquiry](#)[Help](#)[Log Out](#)

Please fill in Request Form below :

*Required information is **highlighted**.*

Request# 000214 **Entry Date** 08/28/02 **Open**

Customer LEESAR HEALTH TRUST

Contact JANE SMTH

Phone 973-777-8050 **Ext.** 123

FAX# 973-777-1483

Email jane@tshinc.com

Mod/Problem Mod Problem

Severity Low

Status Received

Quote Required No Yes

Customer Priority

Date Required 8/28/2002

Department PURCHASING

Menu Path 7.2

System Area Purchasing

Description of Problem:


Trying to maintain a purchase order and the system is saying that it is locked. The purchase order number is 01123456.

Quote Required


No Yes

Customer Priority

Date Required

8/28/2002 


Department

PURCHASING 

Menu Path

7.2

System Area

Purchasing 

Description of Problem:

Trying to maintain a purchase order and the system is saying that it is locked. The purchase order number is 01123456.

Special Instructions:

Comments:

Submit

Reset

Return to Open Requests



Customer Reporting System - Update

[Requests](#)[Inquiry](#)[Help](#)[Log Out](#)

Please fill in Request Form below :

Required information is **highlighted**.

Request# 000214 **Entry Date** 08/28/02 **Updated** 08/28/02 **Open**

Customer LEESAR HEALTH TRUST

Contact JANE SMITH

Phone 973-777-8050 **Ext.** 123

FAX# 973-777-1483

Email jane@tshinc.com

Mod/Problem Mod Problem

Severity Low

Status Support

Quote Required No Yes

Customer Priority

Date Required 08/28/02

Department PURCHASING

Menu Path 7.2

System Area Purchasing

Date Promised

Assigned To 100178

Description of Problem:

Comments:

Date	Init	Comment
08/28/02	FS	assigned to support

Additional Comments:

Resolution:

Call 19436 has been placed into Support Queue at 01:08:29pm on 28 AUG 02

Completion Date By

Attached File

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Customer Reporting System - Inquiry

Requests

Inquiry

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Request Number:

Department:

Problem Description:

Problem Resolution:

Request Status:

Entry Date Range: **Enter each date using the MM/DD/YY or MM/DD/YYYY format.**
You may also select a date value by clicking on the Calendar button.

Starting Date: 

Ending Date: 

Sort By:

Items per page:



Customer Reporting System - Search Results

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1 Item was found that matched your search criteria.

Sort By:

Items per page:

Click on a Request Number to view detail request information.

Request#	Entry Date	Reqd Date	Description	Status
000135	08/19/02	08/19/02	Trying to maintain a purchase order and the system is saying that it is locked. The purchase order number is 01123456.	Received

1 Items

Page 1 of 1



Customer Reporting System - Update

Request# 000214 **Entry Date** 08/28/02 **Updated** 08/28/02 **Closed**

Customer LEE SAR I HEALTH TRUST
Contact JANE SMITH
Phone 973-777-8050
Phone Ext. 123
Fax 973-777-1483
Email jane@tshinc.com
Mod/Problem Problem
Severity Low
Status Completed
Quote Required No
Customer Priority
Date Required 08/28/02
Department PURCHASING
Menu Path 7,2
System Area Purchasing
Date Promised
Assigned To Rachel M .Johnsen

Description of Problem:

Trying to maintain a purchase order and the system is saying that it is locked. The purchase order number is 01123456.

Special Instructions:

Comments:

Date	Init	Comment
08/28/02	FS	assigned to support
08/28/02	FS	Completed, see resolution

Resolution:

Call 19436 has been placed into Support Queue at 01:08:29pm on 28 AUG 02 I unlocked the purchase order.

Completion Date 08/28/02 **By** rmj

Attached File



Customer Reporting System

Requests

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Log Out

Welcome MRS JANE SMITH

Please select an option from the menu bar above.

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Where to Get More Information

- For a new login, forgotten password, or additional help, please email custserv@tshinc.com.
- To contact support call 973-777-8050 or fax 973-777-3063.
- To access the The System's House website the address is: www.tshinc.com.