

# 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

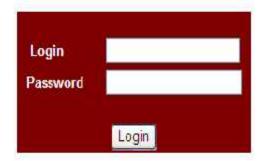


# Vocabulary Page 2

Request Status (continued)



### **Customer Reporting System**



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@tshirc.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



Requests Inquiry Help Log Out

#### Welcome JANE SMITH

Please select an option from the menu bar above.

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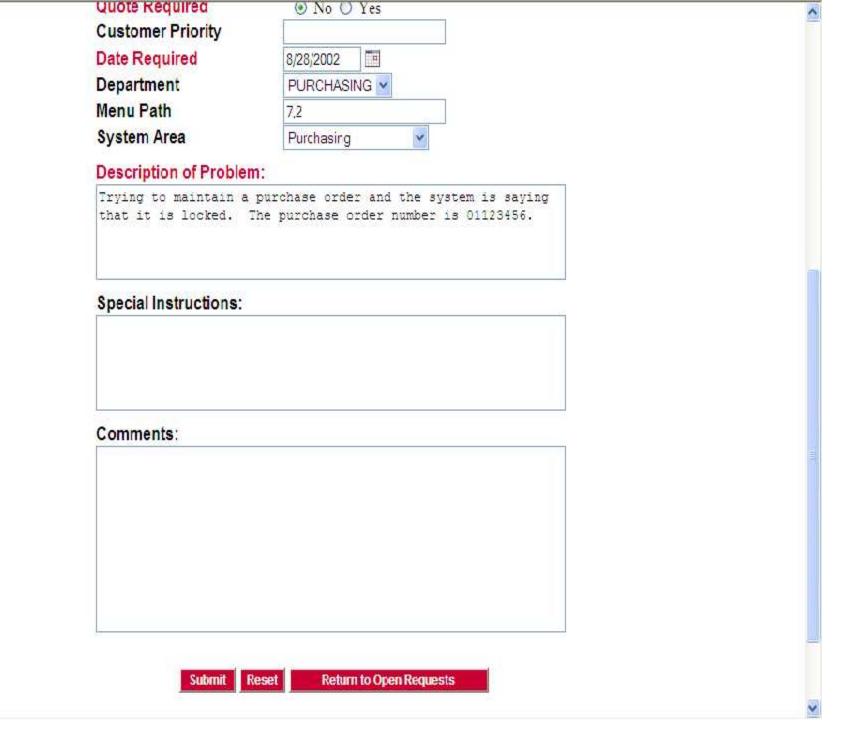
## Customer Reporting System - Entry

Requests	Inquiry	Help	Lo	g Out
Please fill in l	Request For	m below :		
Required inform	nation is <mark>highli</mark>	ghted.		
Request# 0002	214 Entry D	ate 08/28/02	Open	
Customer	LE	ESAR HEA	LTH TRUST	
Contact	JA	NE SMTH		
Phone	97	3-777-8050	Ext. 123	
FAX#	97	3-777-1483		
Email	ja	ne@tshinc.com	1	
Mod/Problem	-	Mod @ Pr	cblem	
Severity	L	ow v		
Status	100	eceived		
Quote Require		No O Yes		
Customer Prior	- S	00/0000		
Date Required	-	28/2002		
Department		URCHASING	Y	
Menu Path	7.			
System Area	Р	urchasing	~	
Description of	Problem:			
Trying to main that it is loc				



## Customer Reporting System - Entry

Requests	Inquiry	Help	Lo	g Out
Please fill in l	Request For	m below :		
Required inform	nation is <mark>highli</mark>	ghted.		
Request# 0002	214 Entry D	ate 08/28/02	Open	
Customer	LE	ESAR HEA	LTH TRUST	
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Phone	97	3-777-8050	Ext. 123	
FAX#	97	3-777-1483		
Email	ja	ne@tshinc.com	1	
Mod/Problem	-	Mod @ Pr	cblem	
Severity	L	ow v		
Status	100	eceived		
Quote Require		No O Yes		
Customer Prior	- S	00/0000		
Date Required	-	28/2002		
Department		URCHASING	Y	
Menu Path	7.			
System Area	Р	urchasing	~	
Description of	Problem:			
Trying to main that it is loc				





## Customer Reporting System - Update

Requests	Inquiry	Help	Log Out
Please fill in Req	uest Form below :	ř.	
Required information			
Request# 000214	Entry Date 08/28/0	)2 <b>Updated</b> 08/2	28/02 <b>Open</b>
Customer	LEESAR HE	ALTH TRUST	
Contact	JANE SMITH	33	
Phone	973-777-8050	Ext. 123	
FAX#	973-777-1483		
Email	jane@tshinc.co	ım	
Mod/Problem	○ Mod ⊙ I	Problem	
Severity	Low	<b>v</b>	
Status	Support		
Quote Required	⊚ No ○ Ye	es	
Customer Priority	TENERAL DE	7	
Date Required			
Department Department	PURCHASING		
Menu Path	7,2		
System Area	Purchasing	~	
Date Promised			
Assigned To	100178		
Description of Prob	lem:		

Date	Comment				
08/28/02	-	assigned to support			
Additional	Comr	nents:			
	the Control	Section (Edited) to			
but- turnous at the control of	1500				
Resolution					
Call 19436 on 28 AUG		been placed into Support Queue at 01:08:29pm			
Completion	n Date	Ву			
		-/-			
Attached F	ile				
		Update & Email Email to Others Reset			
		ADDITION AND ADDITION ADDITION AND ADDITION			
		Return to Open Requests			
		Back to Top			
		The second secon			



### **Customer Reporting System - Inquiry**

Requests	Inquiry	Help	Log Out
Request Number:	(I) (I)		
Department:			
Problem Description:			
Problem Resolution:			
Request Status:	All Requests		
Entry Date Range:			D/YY or MM/DD/YYYY format. by clicking on the Calendar button.
Starting Date:			
Ending Date:			
Sort By:	RequestNumber v		
Items per page:	10 🕶		
	Se	earch Reset	
Conveight	© 2002 The Systems	House Inc Buckleye	2 Olivi lana va amail the Welmarton



### Customer Reporting System - Search Results

Log Out Requests Inquiry Help

1 Item was found that matched your search criteria.

Sort By: Request#

GO

Items per page: 10 💌

GO

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

Page 1 of 1 1 Items

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#### Customer Reporting System - Update

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

Customer LEESAR HEALTHTRUST

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 Lunlocked the burchase order.

Completion Date 08/28/02 By rmj

Attached File



### **Customer Reporting System**

Requests Inquiry Help 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.