



AMSEC'S CUSTOMER SERVICE PORTAL



Dear:

AMSEC is excited to introduce our new Service Management System to enhance service experience.

We understand the importance of seamless operations and superior customer support. Our new Service Management System aims to elevate your AMSEC experience by providing you visibility through a single point of access to monitor your assets, service requests and status.

Please review the attached process and execute the registration/login by July 19, 2024.

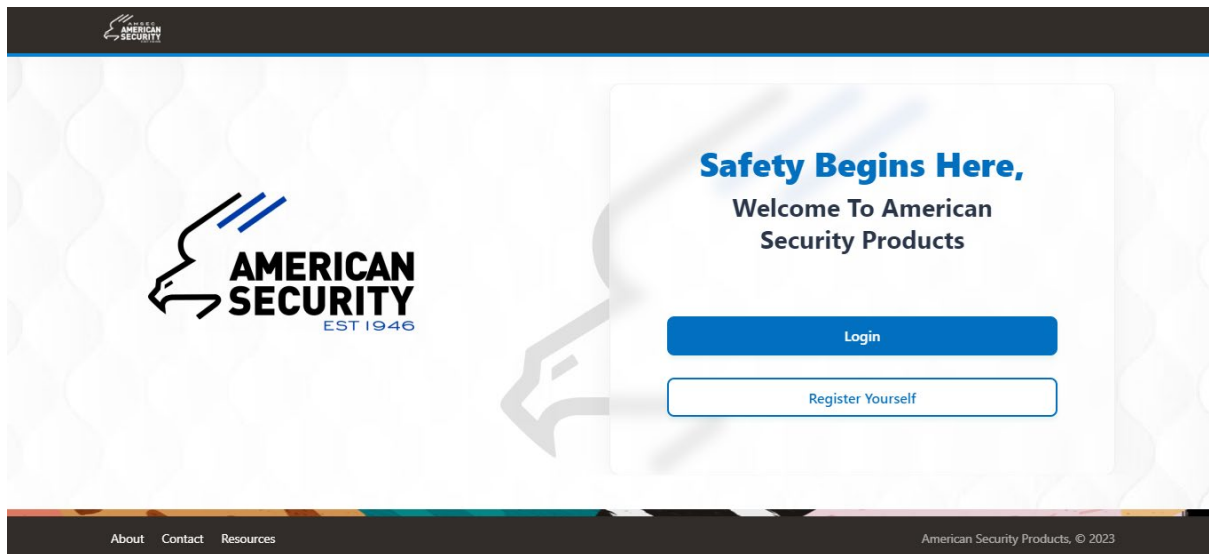
We look forward to serving you with excellence.



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1. Access - Login/Registration



This is the login/registration page for American Security Products' online portal, allowing both existing and new users to access the company's services.

If the user clicks on the "**Register Yourself**" button on this login/registration page, it will take them to a registration or sign-up page.

Self-Registration

First Name	<input type="text"/>	Required
Last Name	<input type="text"/>	Required
Email	<input type="text"/>	Required
Phone	<input type="text"/>	Required
Account Key	<input type="text"/>	 Required



Self-Registration

First Name
Lock

Last Name
Safe

Email
cpicafst@yopmail.com

Phone
951-123-4567

Account Key
123456



Submit

Back

This is the self-registration page for the American Security Products portal, allowing new users to create an account by entering their name, email, phone, and an account key.

To get your account key, please reach out to AMSEC's Service Support team via e-mail address accountinfo@amsecusa.com.

You can also find your account key listed on an AMSEC invoice in the upper right-hand corner. It would be the customer # as shown below:

Invoice	0001294746
Sales Order	BB
Case #	
Customer	103475
Date	06/18/2024



If the user clicks on the "Login" button on this login/registration page, it will take them to the login page.



American Security Safes

Customer Portal Login

Identity domain ⓘ

User Name

User name or email

Password

Password

[Forgot Password?](#)

Sign In

[Need help signing in?](#)



American Security Safes

Customer Portal Login

Identity domain ⓘ

User Name

cpicafst@yopmail.com

Password

[Forgot Password?](#)

Sign In

[Need help signing in?](#)

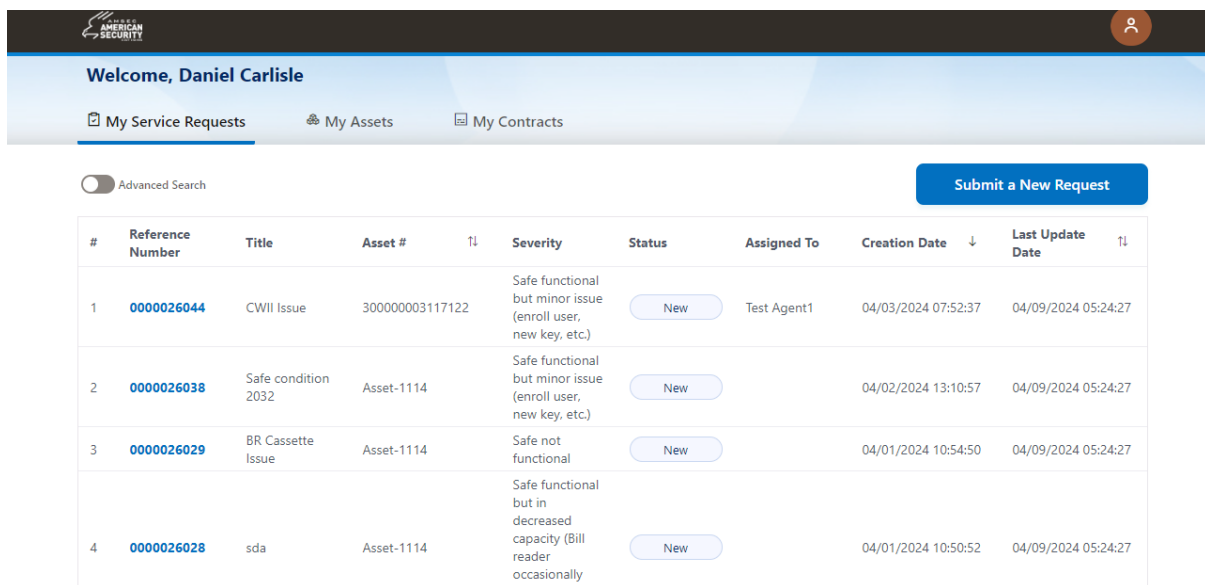
This is the login page for American Security Products, where users can enter their username/email and password to access their accounts. It includes options to reset a forgotten password and get help signing in.

This is a one-time registration and once registered, you will not be prompted to register again.

2. Customer Dashboard

At the top of the page, there are three tabs: **"My Service Requests"** (currently active), **"My Assets,"** and **"My Contracts."** These tabs allow the user to navigate between different sections of the application to manage their service requests, assets, and contracts.

On the right side, there is an **"Advanced Search"** option and a **"Submit a New Request"** button. The "Advanced Search" feature allows users to filter and search for specific service requests based on criteria such as reference number, severity, or asset. The "Submit a New Request" button provides a way for users to create and submit new service requests.



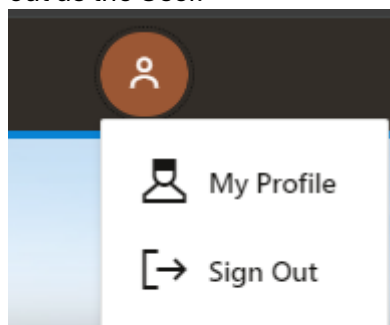
The screenshot shows the user interface for Daniel Carlisle. It includes a header with the AMSEC logo and a user profile icon. Below the header, there is a welcome message and three navigation tabs: "My Service Requests" (active), "My Assets", and "My Contracts". A toggle for "Advanced Search" is visible, along with a "Submit a New Request" button. The main content area displays a table of service requests with the following data:

#	Reference Number	Title	Asset #	Severity	Status	Assigned To	Creation Date	Last Update Date
1	000026044	CWII Issue	300000003117122	Safe functional but minor issue (enroll user, new key, etc.)	New	Test Agent1	04/03/2024 07:52:37	04/09/2024 05:24:27
2	000026038	Safe condition 2032	Asset-1114	Safe functional but minor issue (enroll user, new key, etc.)	New		04/02/2024 13:10:57	04/09/2024 05:24:27
3	000026029	BR Cassette Issue	Asset-1114	Safe not functional	New		04/01/2024 10:54:50	04/09/2024 05:24:27
4	000026028	sda	Asset-1114	Safe functional but in decreased capacity (Bill reader occasionally	New		04/01/2024 10:50:52	04/09/2024 05:24:27

- **User Profile**

The page displays a welcome message with the user's name, indicating a user profile or account management feature.

One-click on the icon will provide you two options to either go to the 'My Profile' or to Sign out as the User.



- **Service Request Management – My Service Requests**

Ability to view a list of existing service requests with details like reference number, title, asset number, severity, status, assigned person, creation date, and last update date.

- **Asset Management – My Assets**

There is a tab labelled "My Assets," allowing the ability to view and manage assets associated with the user's account.

- **Contract Management – My Contracts**

There is a tab labelled "My Contracts," allowing the ability to view and manage contracts associated with the user's account.

- **Create a new Service Request**

There is a button labelled "Submit a New Request," allows the user to create and submit new service requests.

- **Advanced Search**

An "Advanced Search" option is present, possibly enabling users to search for specific service requests, assets, or contracts using advanced filtering or search criteria.

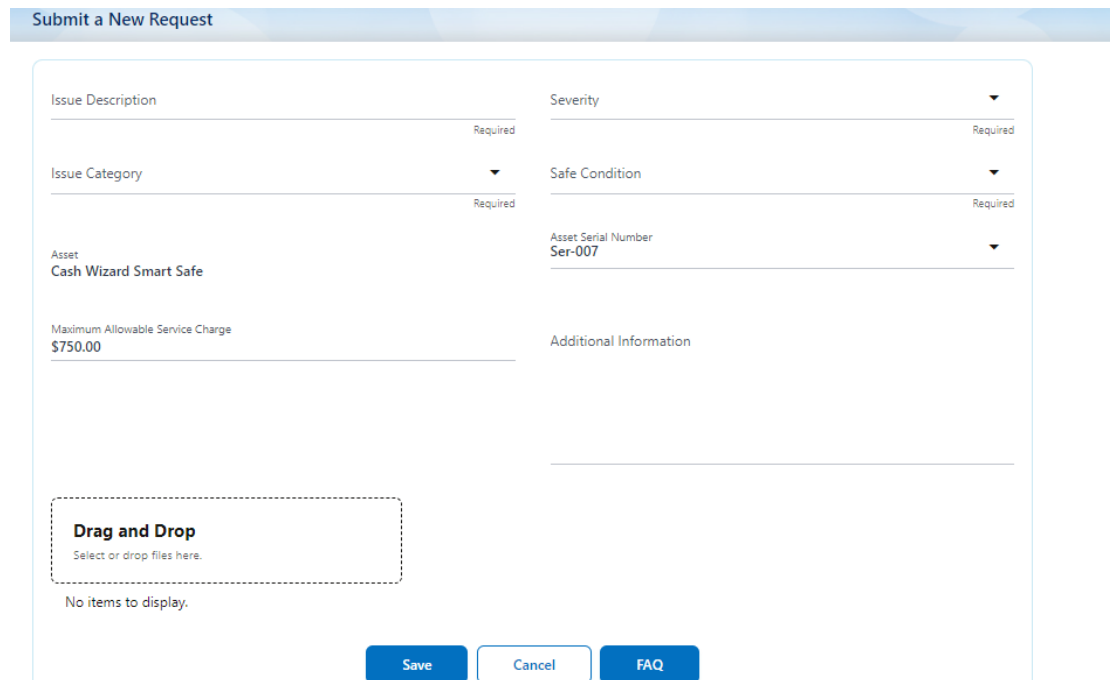


The screenshot shows an "Advanced Search" section. At the top left, there is a toggle switch labeled "Advanced Search" which is turned on. To the right of this is a blue button labeled "Submit a New Request". Below these elements is a search bar with three filter fields: "Reference Number", "Severity" (with a dropdown arrow), and "Asset". At the bottom right of the search bar, there is a blue "Search" button with a magnifying glass icon and a "Clear Filters" button with a trash can icon.

The image shows an advanced search section with filters for reference number, severity, and asset. It has options to search or clear the applied filters.

3. Submitting a New Service Request

On the right-top corner of the customer dashboard is a **“Submit a New Request”** button which upon clicking will open the new screen below, where you can create a new service request.



The screenshot shows a web form titled "Submit a New Request". The form is divided into two columns. The left column contains: "Issue Description" (Required), "Issue Category" (Required), "Asset" (Cash Wizard Smart Safe), and "Maximum Allowable Service Charge" (\$750.00). The right column contains: "Severity" (Required), "Safe Condition" (Required), "Asset Serial Number" (Ser-007), and "Additional Information". At the bottom left, there is a "Drag and Drop" area with the text "Select or drop files here." and "No items to display.". At the bottom center, there are three buttons: "Save", "Cancel", and "FAQ".

- Issue Description**
 This is a required field where the user can enter a description or details about the issue they are reporting.
- Severity**
 This is a required dropdown menu where the user can select the severity level of the issue.
- Issue Category**
 This is another required dropdown menu where the user can choose the relevant category for the issue.
- Asset**
 This section displays the asset information, in this case, "Cash Wizard Smart Safe" with an asset number "Ser-007".
- Maximum Allowable Service Charge**
 This field shows a maximum service charge amount that a company has defined. The charge for service cannot exceed this value without authorization from a specified customer contact.
- Additional Information**
 This is a text area where the user can provide any additional information or notes regarding the issue.



- **Drag and Drop**

This section allows the user to drag and drop files, pictures or attachments relevant to the service request. (i.e. proof of purchase, pictures of safe, claims pictures, etc.)

- **Save, Cancel, and FAQ buttons**

These buttons allow the user to save the new service request, cancel the operation, or access frequently asked questions (FAQ) related to the application.

Once the service request is created, it will be stored in the Service Management system.

The layout and fields on this screen are designed to capture all the necessary information for creating a new service request, including issue details, severity, category, associated asset, and any additional files or notes.

4. Service Request Dashboard

My Service Requests My Assets My Contracts									
<input type="checkbox"/> Advanced Search Submit a New Request									
#	Reference Number	Title	Asset #	↑↓	Severity	Status	Assigned To	Creation Date ↓	Last Update Date ↑↓
1	0000026044	CWII Issue	300000003117122		Safe functional but minor issue (enroll user, new key, etc.)	New	Test Agent1	04/03/2024 07:52:37	04/09/2024 05:24:27
2	0000026038	Safe condition 2032	Asset-1114		Safe functional but minor issue (enroll user, new key, etc.)	New		04/02/2024 13:10:57	04/09/2024 05:24:27
3	0000026029	BR Cassette Issue	Asset-1114		Safe not functional	New		04/01/2024 10:54:50	04/09/2024 05:24:27
4	0000026028	sda	Asset-1114		Safe functional but in decreased capacity (Bill reader occasionally jams, printer issue, etc.)	New		04/01/2024 10:50:52	04/09/2024 05:24:27
5	0000026027	Safe Attachments Test	Asset-1114		Safe functional but in decreased capacity (Bill reader occasionally jams, printer issue, etc.)	New	Test Agent1	04/01/2024 10:49:54	04/16/2024 04:51:51

This is the "My Service Requests" view, which displays a table listing all the service requests associated with the logged-in user. The table includes the following columns:

- **Reference Number**
A unique identifier assigned to each service request.
- **Title**
A brief description or title of the service request.
- **Asset #**
The asset number or identifier of the asset/equipment related to the service request.
- **Severity**
The severity level of the issue, such as "Safe functional but minor issue," "Safe not functional," or "Safe functional but in decreased capacity."
- **Status**
The status of the service request, e.g., "New" in this case.
- **Assigned To**
The name or identifier of the person or team assigned to handle the service request.
- **Creation Date**
The date and time when the service request was created.
- **Last Update Date**
The date and time when the service request was last updated.

This page provides a centralized view for users to track and manage their service requests efficiently. The table layout and columns display all the relevant information about each request, allowing users to quickly identify the issue, associated asset, severity, status, and assigned personnel. The navigation tabs and search/submission functionality enhance the user experience by providing easy access to other sections of the application and enabling better organization and retrieval of service requests.

5. Service Request Detail Page

Service Request # 0000026044

Issue Description CWII Issue	Status New	Last Updated 2024-04-09 05:24:27
Severity Safe functional but minor issue (enroll user, ne	Safe Condition Safe door will open normally or is stuck in ope	Issue Category Help finding specific data
Contact Name	Maximum Allowable Service Charge \$750.00	Contact Email
Contact Number	Agent Test Agent1	Product Cash Wizard Smart Safe
Technician Name Arthur C Clarke	Asset Description Cash Wizard Smart Safe	Serial Number Ser-004

Additional Information

> Upload Files

> Download Files

Save
Cancel

This page provides a comprehensive view of a specific service request, allowing you to efficiently handle and monitor the resolution process. Below are the key components:

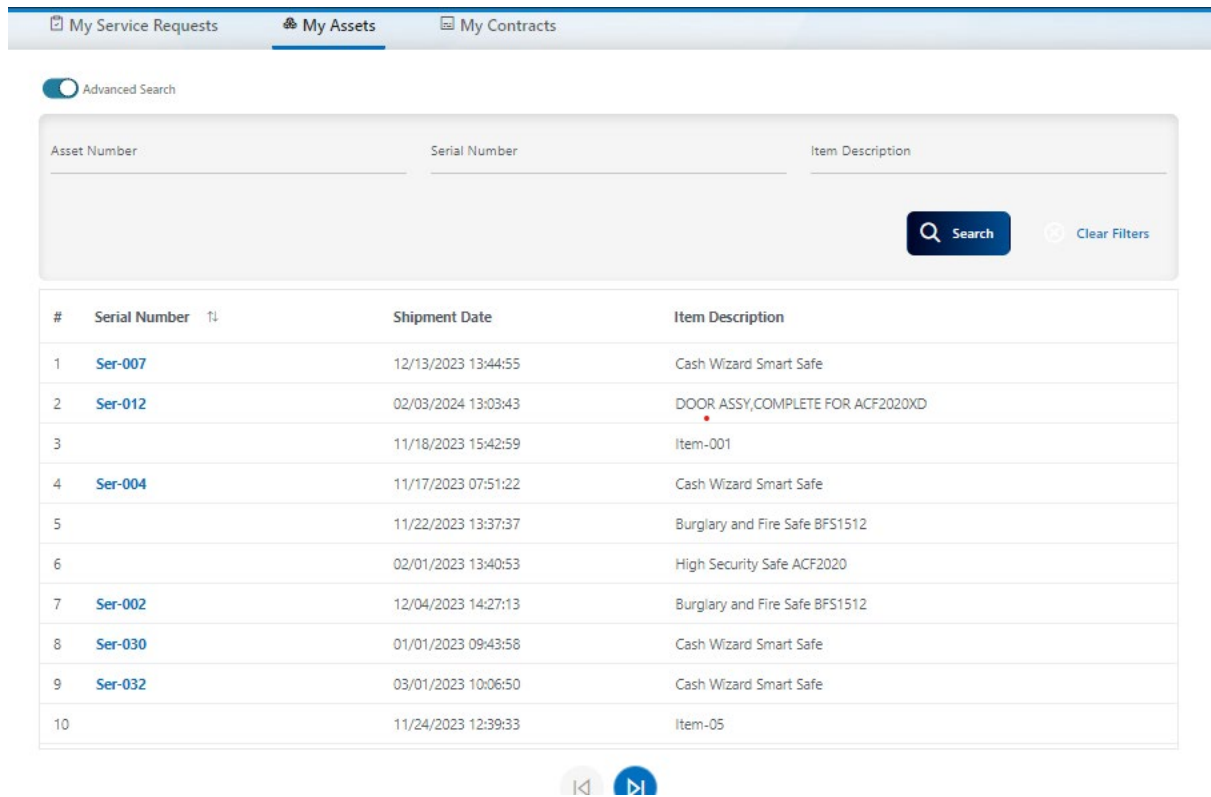
- **Service Request Information**
 - **Service Request ID:** At the top, you'll notice a unique identifier for this specific request. In this case, it's Service Request: #0000026044
 - **Issue Description:** This field briefly describes the issue reported by the user. For this request, it's labelled as "CWII Issue."
 - **Status:** The status of the request is indicated as "New".
 - **Last Updated:** The timestamp shows when the request was last modified or updated.
- **Severity and Issue Details**
 - **Severity Level:** The severity of the issue is categorized as (i.e.) "Safe functional but minor issue (enroll user)". This helps prioritize responses and actions.
 - **Safe Condition:** The condition of the safe involved is specified as "Safe door will open normally or is stuck in open".
 - **Issue Category:** The issue falls under the category of "Help finding specific data".



- **Contact Information**
 - While the contact details (name, number and email) are currently empty. These details can be provided while creating a submit request.
- **Assigned Agent and Product Details**
 - **Assigned Agent:** The agent handling this service request is "Test Agent1". They are responsible for addressing the issue promptly.
 - **Product Name:** The product associated with this request is the "Cash Wizard Smart Safe".
 - **Serial Number:** The specific safe's serial number is "Ser-004".
- **Cost Consideration**
 - **Maximum Allowable Service Charge:** This field indicates the maximum cost that can be incurred for servicing a request; specific to a customer. In this example, this customer has a maximum allowable value of \$750.00 per service request.
- **File Management**
 - You have the option to “upload files” related to this service request. If there are relevant documents or images, you can attach them here.
 - Additionally, you can “download existing files” associated with this request.
- **Buttons**
 - At the bottom right corner, you'll find two buttons:
 - **"Save":** Use this button to save any changes made to the request details.
 - **"Cancel":** Click here to discard any modifications and revert to the original information.

This page streamlines the service request process, ensuring efficient communication, accurate tracking, and timely resolution.

6. My Assets Dashboard



#	Serial Number	Shipment Date	Item Description
1	Ser-007	12/13/2023 13:44:55	Cash Wizard Smart Safe
2	Ser-012	02/03/2024 13:03:43	DOOR ASSY, COMPLETE FOR ACF2020XD
3		11/18/2023 15:42:59	Item-001
4	Ser-004	11/17/2023 07:51:22	Cash Wizard Smart Safe
5		11/22/2023 13:37:37	Burglary and Fire Safe BFS1512
6		02/01/2023 13:40:53	High Security Safe ACF2020
7	Ser-002	12/04/2023 14:27:13	Burglary and Fire Safe BFS1512
8	Ser-030	01/01/2023 09:43:58	Cash Wizard Smart Safe
9	Ser-032	03/01/2023 10:06:50	Cash Wizard Smart Safe
10		11/24/2023 12:39:33	Item-05

The current view is focused on the “My Assets” tab.

Users can perform various actions related to their assets using this tab.

Search Functionality

The “Advanced Search” section allows users to refine their asset search based on specific criteria. Fields available for searching include “Asset Number,” “Serial Number,” and “Item Description”. Users can input relevant information and click the “Search” button to filter their asset list.

Asset Listing Table

A table displays asset information, organized into columns:

- **Serial Number:** Unique identifier for each asset.
- **Shipment Date:** The date when the asset was shipped or received.
- **Item Description:** Brief description of the asset.

Example asset entries:

Ser-007: Cash Wizard Smart Safe, shipped on 12/13/2023 at 13:44:55.

Ser-012: DOOR ASSY/COMPLETE FOR ACF2020XD, shipped on 02/02/2024 at 13:04:43.

Ser-001: An item with the description “item-001,” shipped on 11/18/2023 at 15:24:59.

At the bottom right corner, pagination controls allow users to navigate through multiple pages of asset listings.



This web page serves as a central hub for managing and tracking various assets within your organization.

- **Serial Number:** Each asset is assigned a unique serial number. This identifier helps differentiate assets and ensures accurate tracking.
- **Shipment Date:** This column indicates when the asset was received or shipped. The date format follows MM/DD/YYYY HH:MM:SS.
- **Item Description:** A brief description of the asset, providing insights into its purpose or type (e.g., “Cash Wizard Smart Safe,” “High Security Safe ACF2020,” etc.).

Functionality and Features

- **Asset Tracking:** Easily locate specific assets by searching for their serial numbers or descriptions.
- **Maintenance Management:** Schedule and track maintenance tasks for each asset.
- **Usage History:** Understand how assets are utilized over time.
- **Depreciation Tracking:** Monitor asset depreciation for financial reporting.
- **Warranty and Contract Information:** Keep track of warranty periods and associated contracts.

7. Asset Details page

Asset Information

Asset Details

Asset Number # Asset-1114

Asset Number Asset-1114	Serial Number Ser-007
Shipment Date 2023-12-13 13:44:55	

Back

The interface delineates into two sections, each dedicated to specific asset particulars:

- **Asset Number:** Designated as 'Asset-1114,' this section displays the unique identifier for the asset.
- **Serial Number:** Identified as 'Ser-007,' this segment showcases the serial number associated with the asset.
- **Shipment Date:** Recorded as '2023-12-13 13:44:55,' this subsection communicates the date and time of asset shipment.

Concluding the page, a prominent blue button labelled 'Back' facilitates user navigation, enabling swift return to the previous interface.

In essence, the 'Asset Details' page offers a succinct overview of asset-specific details, comprising asset and serial numbers, alongside the shipment date.

8. My Contracts Dashboard

Welcome, Daniel Carlisle

[My Service Requests](#)
[My Assets](#)
[My Contracts](#)

Advanced Search

#	Contract Number	Start Date	End Date	Status	Subscription Type
1	21008	02/22/2024	05/22/2024	Draft	Warranty
2		02/21/2024	05/22/2024	Draft	Warranty
3		12/11/2023	12/10/2024	Under Amendment	
4		11/22/2023	01/29/2025	Active	Warranty
5		07/26/2023	11/16/2028	Under Amendment	Warranty

The central part of the page displays a table with contract details.

- **Contract Number:** Sequential contract numbers are listed (e.g., 21008 for the first contract).
- **Start Date:** Indicates when each contract begins.
- **End Date:** Specifies the contract’s end date.
- **Status:** Contracts can be in various states, such as “Draft,” “Under Amendment,” or “Active.”
- **Subscription Type:** Listed contracts have a subscription type of “Warranty.” It can also be Billing Contracts.

At the bottom of the table, there are navigation buttons (“<” and “>”).

These buttons suggest that there might be multiple pages of contracts, allowing users to navigate through their entire contract list.

In summary, the “My Contracts” dashboard provides an organized view of your contracts, making it easy to track contract details, including start and end dates, status, and subscription types.

9. Contracts Details Page

Subscription Number #21008

Start Date 02/22/2024	End Date 05/22/2024
Status Draft	Subscription Type Warranty
Contract # 21008	

Product Description	Serial #	Product #	Product Status	Quantity	Product Start Date	Product End Date	Pricing UOM Code
No data to display.							

[Go Back](#)

Let us look into the Contracts Details Page:

The page is titled "Subscription Number #21008."

Key details about this subscription are as follows

- **Start Date:** The subscription begins on February 22, 2024.
- **End Date:** The subscription is valid until May 22, 2024.
- **Status:** The subscription is currently in a "Draft" state.
- **Subscription Type:** It falls under the category of "Warranty."
- **Contract Number:** The contract associated with this subscription is labelled as 21008

Product Details

Below the subscription information, there is a table with several columns:

- **Product Description**
- **Serial Number**
- **Product Number**
- **Product Status**
- **Quantity**
- **Product Start Date**
- **Product End Date**
- **Pricing UOM Code**

However, in this specific instance, there is no data displayed in the product description section.

At the bottom of the interface, there is a blue button labelled "Go Back." This allows users to navigate to a previous screen or return to a higher-level view.

This page provides essential information about the subscription, including dates, status, and contract number. Currently, the product details section is currently empty.



Thank you for reviewing the AMSEC Service Management System guide.

If you have any questions, please reach out to AMSEC's Service Support team via e-mail address accountinfo@amsecusa.com.