



AMSEC'S SUPPLIER 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.

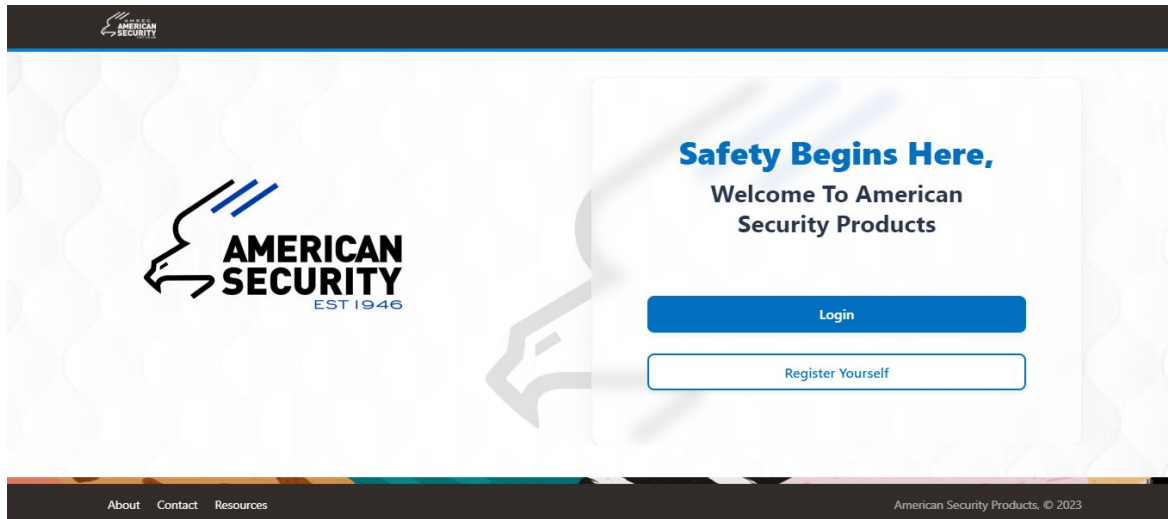


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1. Access – Login/Registration



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 Required

Last Name Required

Email Required

Phone Required

Account Key ? 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 AMSECs Service Support team via e-mail accountinfo@amsecusa.com.



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 for each employee within your company that receives AMSEC work orders. Once registered, you will not be prompted to register again.



2. Main Dashboard

The screenshot shows the user interface for Jonathan McKenzie. It includes a navigation bar with 'Bidding Requests', 'Work Orders', and 'My Claims'. Below the navigation is an 'Advanced Search' toggle. The main content is a table with 8 rows of bidding requests.

#	Bidding Line Name #	FST Bidding Status	Bidding Start Date	Bidding End Date	Labour Cost	Trip Cost
1	FSTBID-000731-240319	Bidding Accepted	Mar 19, 2024, 12:21 AM	Mar 19, 2024, 3:21 AM	\$300.00	\$20.00
2	FSTBID-000725-240318	Closed	Mar 18, 2024, 6:08 AM	Mar 18, 2024, 9:08 AM	\$500.00	\$20.00
3	FSTBID-000722-240318	Closed	Mar 18, 2024, 12:17 AM	Mar 18, 2024, 3:17 AM	\$500.00	\$200.00
4	FSTBID-000719-240318	Closed	Mar 17, 2024, 8:52 PM	Mar 17, 2024, 11:52 PM	\$700.00	\$100.00
5	FSTBID-000715-240315	Closed	Mar 15, 2024, 3:40 AM	Mar 15, 2024, 6:40 AM	\$200.00	\$100.00
6	FSTBID-000712-240315	Closed	Mar 15, 2024, 3:28 AM	Mar 15, 2024, 6:28 AM	\$100.00	\$50.00
7	FSTBID-000707-240315	Closed	Mar 15, 2024, 3:17 AM	Mar 15, 2024, 6:17 AM	\$21.00	\$2.00
8	FSTBID-000704-240315	Closed	Mar 15, 2024, 3:13 AM	Mar 15, 2024, 6:13 AM	\$432.00	\$21.00

To view this Main Dashboard on your mobile device, you will need to turn the mobile device being used to Landscape Mode.

This page is part of the FST American Security system, and it is a dashboard for a user. The dashboard provides three main sections:

- Bidding Requests**
This section displays a table of all the bidding requests that user has made. Each row in the table represents a specific bidding request, showing details such as the bidding line name, the bidding status, the start and end dates of the bidding, the labor cost, and the trip cost.
- Work Orders**
This section (not shown in the current screenshot) would display a list of work orders that the user has placed.
- My Claims**
This section (not shown in the current screenshot) would display any claims that user has made.
- Advanced Search**

The screenshot shows the 'Advanced Search' toggle which is turned on. Below it is a search interface with two input fields: 'Bidding Line Name' and 'Bidding Status'. To the right of these fields is a blue 'Search' button and a 'Clear Filters' button.

The table in the Bidding Requests section can be further filtered using the "Advanced Search" toggle at the top of the page. This allows users to search and sort the bidding requests based on various criteria, such as the bidding line name and status. This dashboard provides user with a centralized location to manage their bidding requests, work orders, and claims within the American Security system.



3. Bidding Request

When AMSEC sends out a Service Request for bidding, the below is an example of the e-mail that will be received regarding the Bidding Request.

Subject: New Bidding Request from American Security (FSTBID-001271-240619)

This message comes from an external organization. Be careful of embedded links.

Hi Test Manager04,

A new bidding request (FSTBID-001271-240619) has been created by American Security for your organization. If you have access to our Customer Portal, then please click on the link below to navigate to the Bid. Otherwise, please contact us

[Navigate to Bid \(Requires Customer Portal Access\)](#)

Thanks,
AMSEC Admin Team

All bidding requests close after 3 hours of no activity.



4. Bidding Request Detail Page

Bidding Request # FSTBID-000731-240319

Bidding Number FSTBID-000731-240319	Bidding Status Bidding Accepted	Customer Name Central and 53rd - Fridley
Customer Address 5300 Central Ave NE, FRIDLEY, MN 554212626	Bidding Start Date Mar 19, 2024, 12:21 AM	Bidding End Date Mar 19, 2024, 3:21 AM

Bidding Description
TEST

Bidding Costs

	AMSEC Suggested Estimate	Technician Estimate
Labor Cost	\$300.00	\$300.00
Trip Cost	\$20.00	\$20.00
Total	\$320.00	\$320.00

Comments

Your Comments

Comment History

Comment History

[Back](#)

This page displays the details of a specific bidding request with the ID FSTBID-000731-240319. At the top, you will see the customer's name and the bidding start and end dates of March 19, 2024.

The main section of the page is divided into two parts:

- **Bidding Costs:**
This section shows the AMESC Suggested Estimate and the Technician Estimate for the labor cost, trip cost, and total cost. The technician estimate is shown in green, indicating that this is the approved or recommended cost estimate. Double Click in the "green" areas to submit a different amount, if needed.
- **Comments:**
This section allows the user to add any comments or notes related to this bidding request. Below the comments section, there is a "Comment History" area, which would display any previous comments or updates made to this bidding request.

The overall layout and design of the page aims to provide a clear and organized view of the bidding details, making it easy for the user to understand the costs, review the technician's estimate, and add any necessary comments.



5. Bidding Status

Bidding Accepted

When a Bid is accepted, meaning you win the bid, the below is an example of the e-mail that you would receive. It is the work order that has been sent to you for service.

Subject: Work Order Created for Your Organization CPI

This message comes from an external organization. Be careful of embedded links.

Hi CPI,

Greeting from **American Security Safes**.

A new work order has been created for you. Below are the details:

Work Order # : 0000036321
Customer Name : Central and 53rd - Fridley
Customer Address :
Description : Bill Reader Cassette Not Found / Seated Properly

If you have access to our customer portal, please click on the link below:

[Navigate to Work Order \(Requires Customer Portal Access\)](#)

Thanks,
AMSEC Admin Team

Bidding Not Accepted

If a Bid has not been accepted, the below is an example of the e-mail you that would receive if a Bid is not being accepted.

Subject: Bid # FSTBID-001270-240619 was closed.

This message comes from an external organization. Be careful of embedded links.

Hi CPI FST,

The bid FSTBID-001270-240619 has been closed. Unfortunately, you did not win this bid. But please keep an eye out for more emails from us for more opportunities.

Thanks,
AMSEC Admin Team



6. Work Order Assigned to Supplier

E-mail Received When Work Order is Assigned

The below is an example of an e-mail that you will receive when an AMSEC work order is assigned to your company

Subject: Work Order Created for Your Organization McKenzie's Locksmiths

This message comes from an external organization. Be careful of embedded links.

Hi McKenzie's Locksmiths,

Greeting from **American Security Safes**.

A new work order has been created for you. Below are the details:

Work Order # : 0000036203

Customer Name : Central and 53rd - Fridley

Customer Address :

Description :

If you have access to our customer portal, please click on the link below:

[Navigate to Work Order \(Requires Customer Portal Access\)](#)

Thanks,
AMSEC Admin Team

The above link, included on the e-mail, will take you to the login screen and once you login the below Work Order Dashboard will appear.

7. Work Order Dashboard

Welcome, Jonathan McKenzie

Bidding Requests Work Orders My Claims

Advanced Search

#	Work Order #	Status	Description	Product	Customer Name	Contact Name	Creation Date
1	0000027023	Scheduled		SMART SAFE, 1D W/2 SINGL NR & 1200	BOB'S STORES		2024 04 16 13:57:26
2	0000027022	Scheduled		SMART SAFE, 1D W/2 SINGL NR & 1200	BOB'S STORES		2024 04 16 13:42:46
3	0000027021	Scheduled		SMART SAFE, 1D W/2 SINGL NR & 1200	BOB'S STORES		2024 04 16 13:38:34
4	0000027019	Scheduled		SMART SAFE, 1D W/2 SINGL NR & 1200	BOB'S STORES		2024 04 16 10:57:27
5	0000027018	Scheduled		SMART SAFE, 1D W/2 SINGL NR & 1200	BOB'S STORES		2024 04 16 10:55:37
6	0000027017	Scheduled		SMART SAFE, 1D W/2 SINGL NR & 1200	BOB'S STORES		2024 04 16 10:53:26
7	0000024034	Complete		BR3119 ALL IN ONE W/CWII & INT PS	CKE RESTAURANTS HOLDINGS, INC.		2024 03 08 17:42:11
8	0000027011	Complete	Open Door Issue - Service Billing	SMART SAFE, 1D W/2 SINGL NR & 1200	BOB'S STORES		2024 04 16 08:22:30
9	0000027010	Complete	Close Door Issue - Service Billing	SMART SAFE, 1D W/2 SINGL NR & 1200	BOB'S STORES		2024 04 16 08:12:09
10	0000027008	Scheduled	Open Door problem	SMART SAFE, 1D W/2 SINGL NR & 1200	BOB'S STORES		2024 04 15 08:34:35

Navigation: ⏪ ⏩

This page is the Work Order Dashboard of the American Security system, accessed by the suppliers. It displays a comprehensive table of all the work orders associated with your account.

The table includes the following columns:

- **Work Order #**
The unique identifier for each work order.
- **Status**
The current status of the work order, such as "Scheduled".
- **Description**
A brief description of the work order.
- **Product**
The product or service related to the work order.
- **Customer Name**
The name of the customer associated with the work order.
- **Contact Name**
The name of the contact person for the work order.
- **Creation Date**
The date the work order was created.

The table can be easily navigated and filtered using the "Advanced Search" toggle at the top of the page. This allows the user to search and sort the work orders based on various criteria, such as work order number, product, customer name.



8. Work Order Detail Page

Work Order# 000027023

Customer Name BOB'S STORES	Customer Contact Name	Customer Address 160 CORPORATE CT, MERIDAN, CT, 06450
Product SMART SAFE, 1D W/2 SNGL NR & 1200	Time Zone (UTC-08:00) Los Angeles - Pacific Time (PT)	FST ETA
FST Arrival Time	FST Work Completion Time	Agent Name
Agent Email	Negotiated Amount	Status Scheduled
Root Cause	Safe Condition P1 Open - Emergency	Description
Field Service Technician		

Upload Files

Download Files

Save FAQ Cancel

This page displays the details for a specific work order, number 000027023, which is associated with the customer. The work order is for a "SMART SAFE, LQ W/2 SNGL NR R 1200" product.

To view Work Orders on your mobile device, you will need to turn the mobile device being used to Landscape Mode.

The page is divided into several sections:

- **Customer Information**

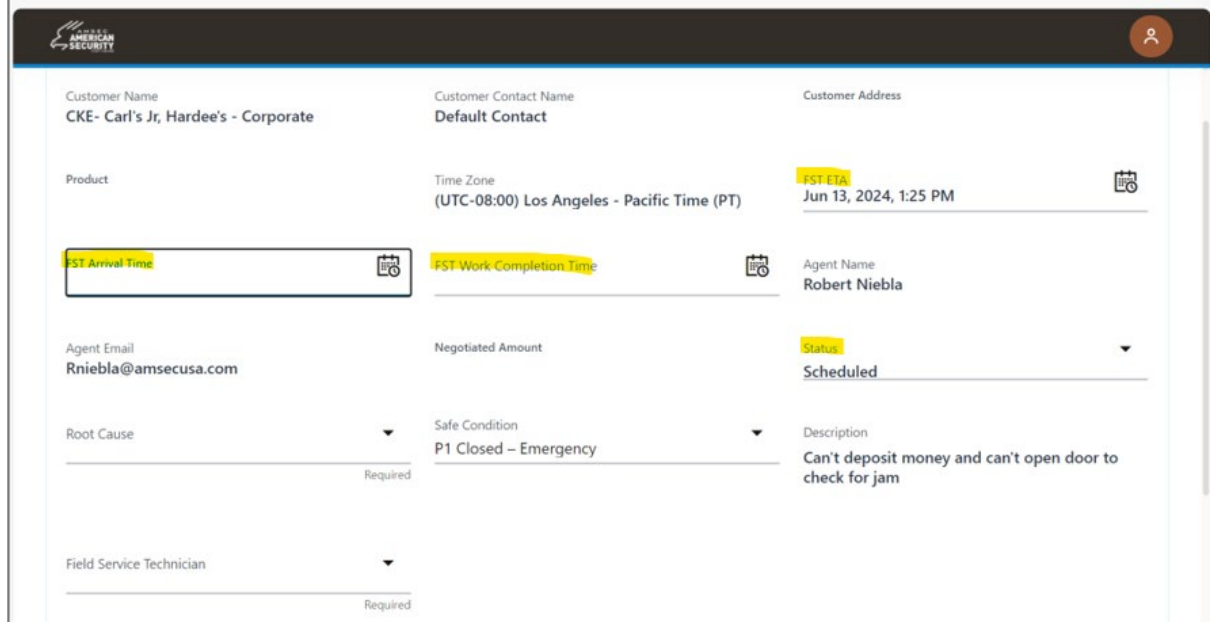
This section shows the customer name, contact name, address, and other relevant details.

Work Order# 000036183

Customer Name Lewis & Las Posas	Customer Contact Name	Customer Address 4511 Las Posas Road, Camarillo, CA, 930102525
Product	Time Zone (UTC-08:00) Los Angeles - Pacific Time (PT)	FST ETA
FST Arrival Time	FST Work Completion Time	Agent Name Miriam Martinez
Agent Email mmartinez@amsecusa.com	Negotiated Amount	Status Scheduled
Root Cause	Safe Condition P1 Open - Emergency	Description Test; replace psm
Field Service Technician		

- **Work Order Details**

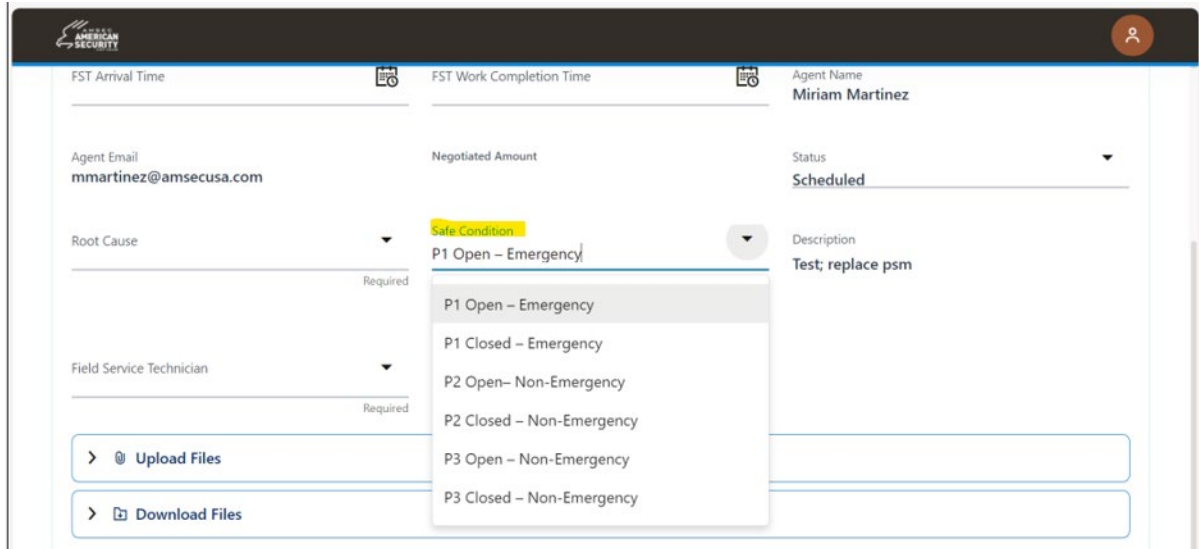
This section includes information such as the work order start time, completion time, and status, which in this case is "Scheduled".



Customer Name CKE - Carl's Jr, Hardee's - Corporate	Customer Contact Name Default Contact	Customer Address
Product	Time Zone (UTC-08:00) Los Angeles - Pacific Time (PT)	FST ETA Jun 13, 2024, 1:25 PM
FST Arrival Time	FST Work Completion Time	Agent Name Robert Niebla
Agent Email Rniebla@amsecusa.com	Negotiated Amount	Status Scheduled
Root Cause	Safe Condition P1 Closed - Emergency	Description Can't deposit money and can't open door to check for jam
Field Service Technician		

- **Site Conditions**

This section indicates that the work order is for a "P1 Open - Emergency" situation.

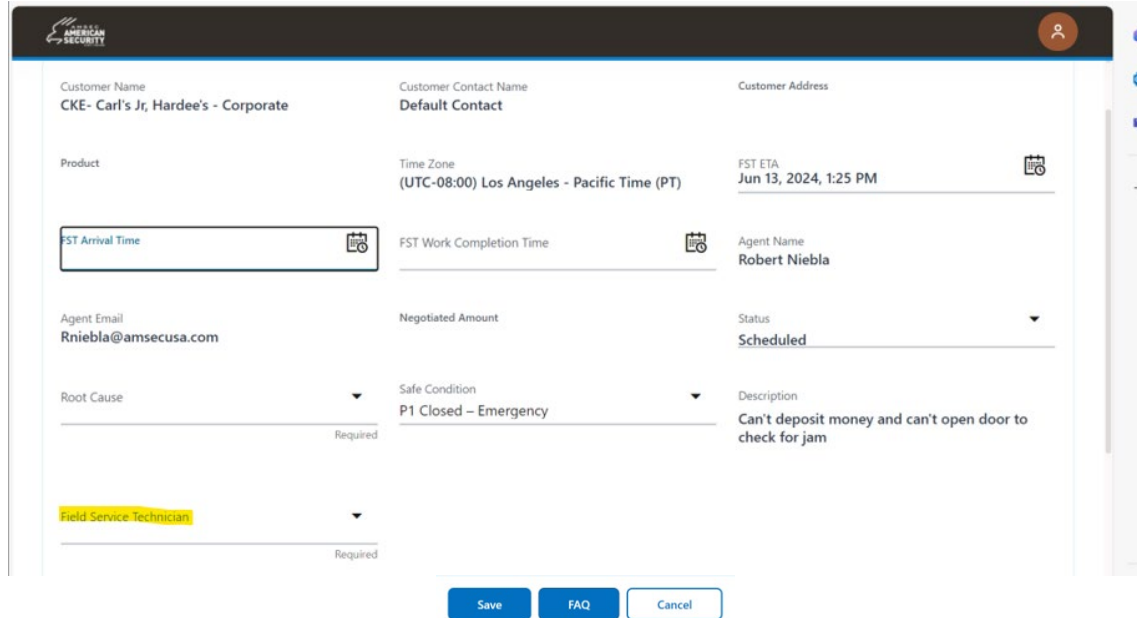


FST Arrival Time	FST Work Completion Time	Agent Name Miriam Martinez
Agent Email mmartinez@amsecusa.com	Negotiated Amount	Status Scheduled
Root Cause	Safe Condition P1 Open - Emergency	Description Test; replace psm
Field Service Technician		

- > @ Upload Files
- > 📄 Download Files

- **Field Service Technician**

This section displays the name of the field service technician assigned to this work order.



The screenshot shows a web form for managing a work order. At the top, the AMSEC logo is visible. The form is organized into several sections:

- Customer Information:** Customer Name (CKE- Carl's Jr, Hardee's - Corporate), Customer Contact Name (Default Contact), and Customer Address.
- Product and Time Zone:** Product field, Time Zone (UTC-08:00) Los Angeles - Pacific Time (PT), and FST ETA (Jun 13, 2024, 1:25 PM).
- Scheduling:** FST Arrival Time (input field with calendar icon), FST Work Completion Time (input field with calendar icon), and Agent Name (Robert Niebla).
- Agent Information:** Agent Email (Rniebla@amsecusa.com), Negotiated Amount, and Status (Scheduled).
- Work Order Details:** Root Cause (Required), Safe Condition (P1 Closed – Emergency), and Description (Can't deposit money and can't open door to check for jam).
- Field Service Technician:** A dropdown menu labeled "Field Service Technician" (Required) is highlighted in yellow.

At the bottom of the form, there are three buttons: "Save", "FAQ", and "Cancel".

The bottom of the page has two additional sections:

- **Upload Files**
This allows the user to upload any relevant files or documents related to this work order.
- **Download Files**
This allows the user to download any files associated with the work order.
- **Save**
This button allows the user to save any changes or updates made to the work order details on this page. This could include updating the status, site conditions, technician assignment, or any other editable fields.
- **FAQ**
This button likely provides access to a frequently asked questions (FAQ) section, where the user can find additional information or guidance related to work order management within the American Security system.
- **Cancel**
This button allows the user to cancel any unsaved changes and revert the work order details back to their previous state.



9. My Claims Dashboard

Welcome, Jonathan McKenzie

Bidding Requests Work Orders **My Claims**

Advanced Search Submit a Claim

#	Invoice #	Total Cost	Work Order #	Submission Date	Status
1	AP-INV-240416-000163	\$229.00	0000027011	2024 04 16 08:27:38	Approved
2	AP-INV-240416-000162	\$199.00	0000027010	2024 04 16 08:19:14	Approved
3	AP-INV-240412-000160	\$300.00	0000026180	2024 04 12 12:50:42	Submitted
4	AP-INV-240412-000159	\$300.00	0000026179	2024 04 12 12:47:18	Submitted
5	AP-INV-240412-000158	\$400.00	0000026178	2024 04 12 12:43:22	Submitted
6	AP-INV-240412-000157	\$200.00	0000026177	2024 04 12 12:39:30	Submitted
7	AP-INV-240412-000155	\$429.00	0000026174	2024 04 12 09:53:07	Approved
8	AP-INV-240411-000152	\$299.00	0000026156	2024 04 11 08:08:56	Submitted
9	AP-INV-240411-000151	\$200.00	0000026155	2024 04 11 08:03:43	Submitted
10	AP-INV-240411-000150	\$179.00	0000026154	2024 04 11 07:58:14	Submitted

This page is part of the American Security system and represents the "My Claims" Dashboard for the user. The main purpose of this page is to allow the user to view and manage any claims he has submitted.

The table in the center of the page displays the key information related to each claim, including:

- **Invoice #**
The unique identifier for the invoice associated with the claim.
- **Total Cost**
The total cost amount for the claim.
- **Work Order #**
The work order number linked to the claim.
- **Submission Date**
The date the claim was submitted.
- **Status**
The current status of the claim, such as "Approved", "Submitted", or other relevant states.

The table can be easily navigated and filtered using the "Advanced Search" toggle at the top of the page. This allows the user to search and sort the claims based on various criteria, such as invoice number, total cost, work order number, submission date, and status.

On the right side of the page, there is a "Submit a Claim" button. This feature enables the user to initiate a new claim directly from this page, streamlining the claim submission process.

10. Submitting a new Claim

Submit a New Claim

Invoice Summary	Work Order #	Negotiated Amount
Required	Required	
Total Amount	Technician Invoice Number	

>
📁
Upload Files

Line Items

Add Line Item

	Line Type	Quantity	Unit Cost	Total Line Cost	Shipping Service	Shipping Weight	Delete
▲		1					🗑️

Submit
Cancel

This page is the "Submit a New Claim" section of an insurance or claims processing system. The purpose of this page is to allow users to submit a new claim by providing the necessary information.

Here's a breakdown of the key elements on the page:

- **Invoice Summary**
This section is where the user can enter the total amount of the claim.
- **Work Order**
This is a field where the user can enter a unique identifier or reference number for the work order associated with the claim.
- **Estimated Amount**
This is the field where the user can enter the estimated amount or value of the claim.
- **Upload Files**
This is a button that allows the user to upload any relevant files or documents related to the claim, such as invoices, receipts, or supporting documentation.
- **Line Items**
This section is where the user can add detailed line items for the claim. Each line item includes fields for the "Line Type" (e.g., product, service, labor), "Quantity", "Unit Cost", "Total Line Cost", "Shipping Service", and "Shipping Weight". The user can add multiple line items as needed.
- **Add Line Item**
This button allows the user to add additional line items to the claim.
- **Submit and Cancel buttons**
These buttons allow the user to either submit the completed claim or cancel the process, respectively.



11. My Claims Detail Page

Invoice # AP-INV-240417-000168

Status Submitted	Total Claimed Amount \$319.00
Date Submitted 2024-04-17 12:21:47	Technician/Invoice Number Tech-7845

Download Files	
File Name	TI
No data to display.	

Line Items

Line Type	Quantity	Shipping Weight	Total Line Cost	Unit Cost	Shipping Service
Service	1		200	200	
Shipping	1	More than 7 lbs.	119	119	Next Day Priority
Tax	1		0	20	

[Back](#)

- **Invoice Generation**

This page serves as an invoice, summarizing the details of a supplier's transaction or order. The invoice number, status, supplier information, and total charged amount are all clearly displayed at the top.
- **Download Capability**

The "Download Files" section is currently empty, but this feature was built in to allow suppliers to download any relevant files associated with their order, such as packing slips or shipping labels.

This provides suppliers easy access to important documentation related to their purchase.
- **Line-Item Details**

The "Line Items" section breaks down the individual charges that make up the total cost.

For example, there are line items for "Shipping" and "Tax", each with their own quantity, unit cost, and total line cost.

This level of detail helps suppliers understand how the final amount was calculated.
- **Shipping Information**

The "Shipping" line item includes details about the shipping weight and service level.

This gives suppliers visibility into the shipping specifics for their order.
- **User Experience**

The clean, organized layout and use of clear labels and formatting makes the invoice easy to read and understand for the suppliers.

The "Back" button at the bottom allows suppliers to navigate back to the previous page or order management system.



Thank you for reviewing the AMSEC Service Management System guide.

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