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.
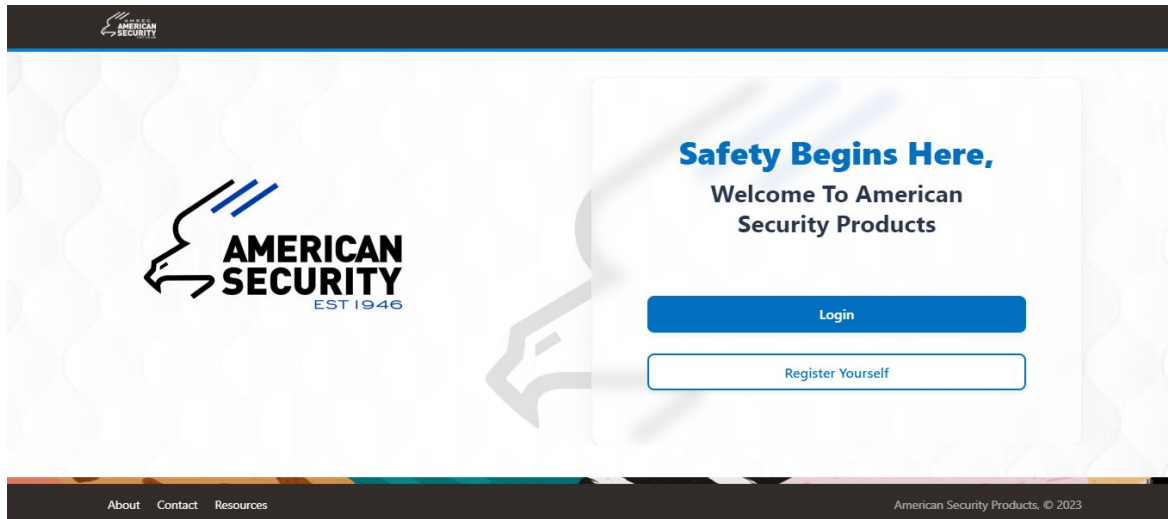
We look forward to serving you with excellence.

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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
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

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

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

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

This page displays the details for a specific work order, number 0000027023, which is associated with the customer. The work order is for a "SMART SAFE, LQ W/2 SNGL NR R 1200" product.

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

The page is divided into several sections:
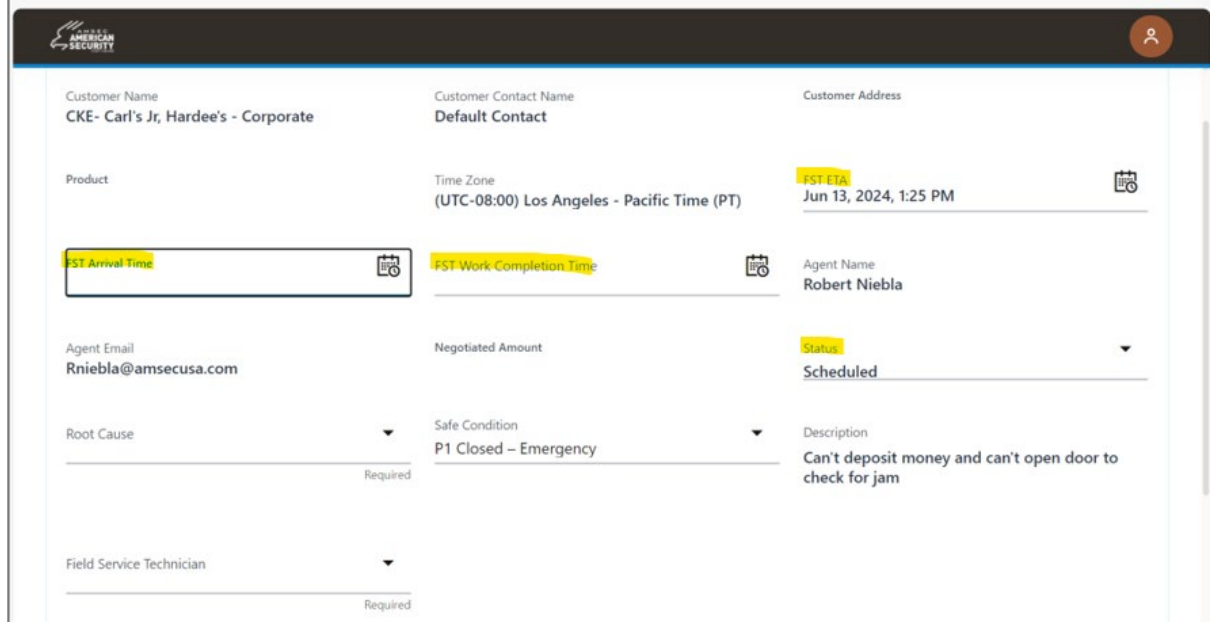
- **Customer Information**
  This section shows the customer name, contact name, address, and other relevant details.
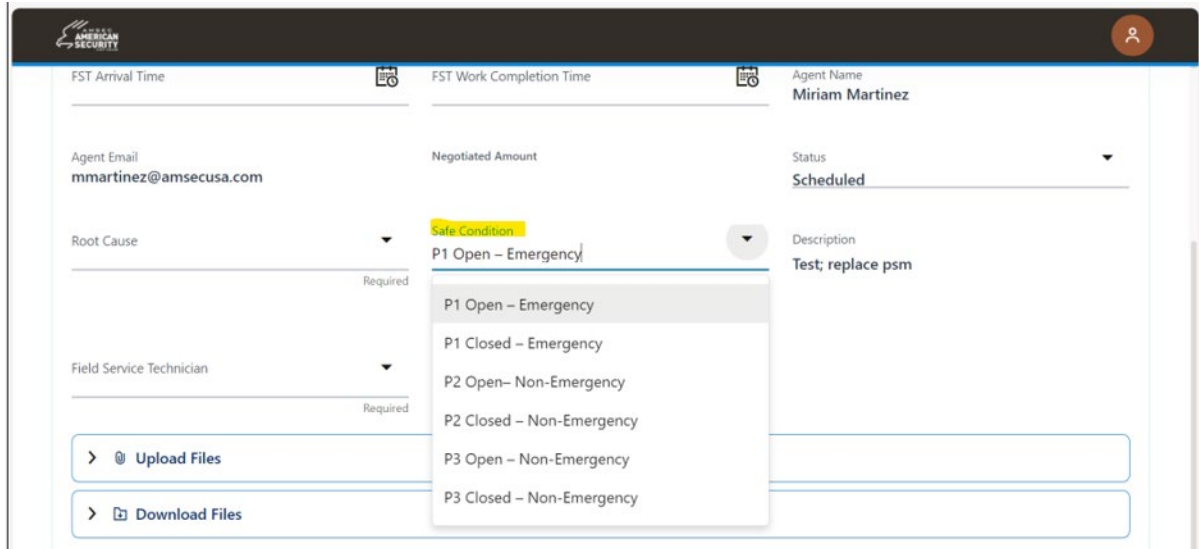
- **Work Order Details**
  This section includes information such as the work order start time, completion time, and status, which in this case is "Scheduled".

- **Site Conditions**
  This section indicates that the work order is for a "P1 Open - Emergency" situation.
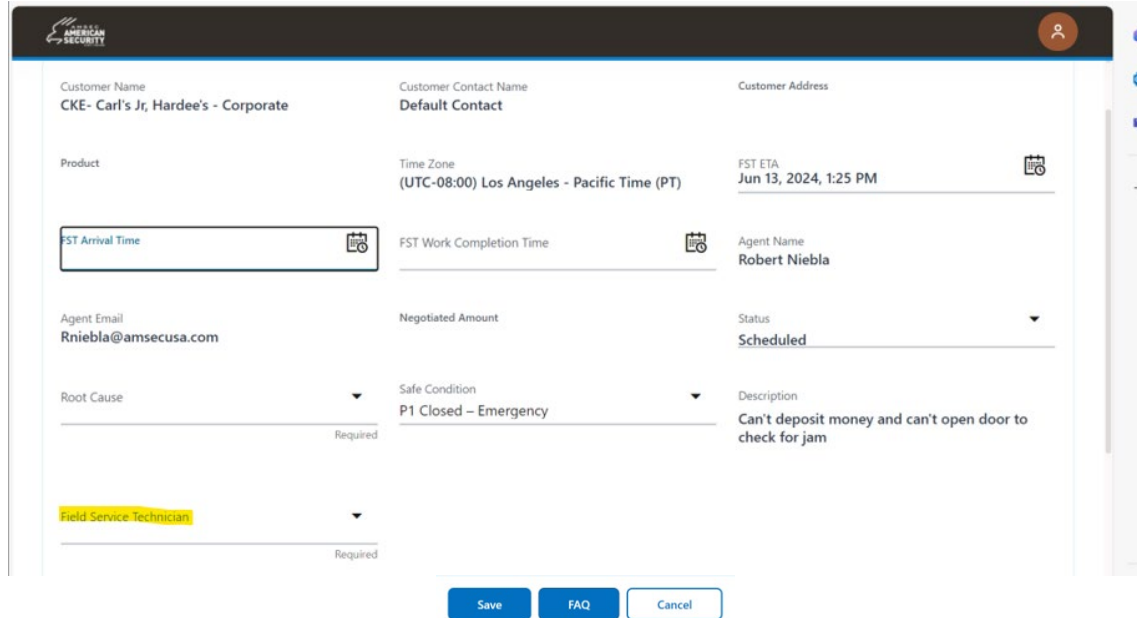
- **Field Service Technician**
  This section displays the name of the field service technician assigned to this work order.

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

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

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

▼ 🗁 Download Files

File Name	↕
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.