

SYRACUSE GLASS WEBCENTER FIRST PHASE

These functions can be performed using the webcenter software:

- 1/ CHECK THE STATUS OF OPEN ORDERS
- 2/ REFER TO OR PRINT CLOSED/BILLED ORDERS
- 3/ REFER TO OR PRINT QUOTATIONS
- 4/ REVIEW PURCHASING HISTORY

TO LOG IN: Go to our home page www.syracuseglass.com. Click on “SGC Customer Login” at the bottom of the left hand column. Enter username and pass word supplied by your sales rep., and click on “SIGN IN”.

The usernames and logins are company rather than user specific. We encourage you to keep this information confidential, and to change your password periodically to keep unauthorized users from accessing your information.

TO CHANGE PASSWORD: After logging in, click on “MY LOGIN” on the top right And follow instructions there.

1/ CHECKING THE STATUS OF OPEN ORDERS: Log in. The first screen to appear, called the “DASHBOARD” will appear. It lists all open orders. If you have a lot of open orders, click on the little button that looks like a “sergeant stripe” in the upper right hand corner, and the window will get bigger, allowing you to look at a larger number of open orders.

The checkmarks show how far along the order is at this moment: Received, In Process, In Production, Complete, or Shipped. To get more detail, click on the order number. This brings up all that specific order’s items. If you see the words “Production Status” under the “comments” section, click on “Production Status”, and you’ll see more detail. If you click on the “status” for the individual line item, you’ll see the history of its progress to this point.

Why use this? This information is “real time” available 24/7. 1/ To make sure that we got your order. 2/ To check the order’s accuracy (like using the written acknowledgement). 3/ To check the status of a critical order – if we break the glass at night during loading, you’d see that before we’d call you with that bad news in the morning. 4/ To see if you can change or cancel an order without any charges. Orders that are Received or In Process status are generally able to be cancelled or changed (special orders excluded), but In Production orders have been released for cutting, so at a minimum we would need to charge for the cut glass.

2/ REFERING TO OR PRINTING CLOSED/BILLED ORDERS: If you have the order number or customer reference number or your purchase order number, at the dashboard screen, click on the work “search” , then click on the “orders” tab. Key in the information you have.

You can also, from the dashboard screen, click on “orders”, then “orders history”. Using this method, you can look at all orders over a specified period of time. One month comes up as a default, but that can be changed. Click “complete orders” tab, then click “submit”, and you’ll see all the orders for that date range, as well as their PO numbers, customer reference numbers, and dollar amounts.

Why use this? 1/ To print or review a lost invoice after business hours, or when away from the office. 2/ To refer to a previous order to place a new order – to quickly determine glass makeup, size, etc.

3/ REFERING TO OR PRINTING QUOTATIONS:

From the dashboard screen, click on “orders”, then “order history”, then enter a date range (the last month comes up by default), then click on the work “type” twice, which sorts out all quotes to the top of the list.

You’ll see all our quotes – quote numbers, dates, customer reference information and dollar amount.

Why use this? 1/ To print or review a lost quotation. 2/ To access a quotation away from the office.

4/ TO REVIEW PURCHASING ACTIVITY: From the dashboard screen click on “orders” , then “purchase history”, then select a date range (the last month is the default), then click “orders”. Orders in that date range are displayed, from largest to smallest, with order number, PO number, sq. footage, dollar amount, and percent of total purchases. Click on order numbers for order item details.

Click on “parts” to see purchasing activity by item (like tempered insulating glass).

These are the features that we are ready to offer at this time. We encourage you to explore the software. Additional capabilities that we can share at a later date require more training than these relatively easy features listed above. These features will be available at a later time:

1/ Customer Generated Quotations – for “day to day” products, with pricing that correspond to our price schedules.

2/ Customer Order Entry – ability to enter orders and track them directly.

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Flat Glass Products - Tempering
Insulating - Beveling - Edgework
All-Glass Doors - Shower Enclosures
StoreFront and Curtain Wall Systems
Aluminum Entrances

3/ Using Our Software for End Customer Quotation – based on a Customer specified mark up over our prices, creating quotations and printing them with Customer business logos, and maintaining them in a database for follow up.

These features require more training, and a little more development on our part. Your sales rep will show you a couple examples of entering a simple order or quotation.

If you have an interest in using these advanced features, feel free to explore the software, create some quotes and orders, and keep your sales rep. posted about your thoughts, progress, and suggestions. We'll let you know when we're ready to offer these features.

Thank you for your attention, and for trying our software!