

E-INFO Guide



E-Info allows our customers to access information directly within our business operations software. With E-Info, our customers can conveniently request service calls, order supplies, enter meter reads, view their account status, and view their equipment.

Customers can log in to our web site by entering the appropriate address in the address field of a browser on a computer with internet access by following these steps:

1. Visit www.goldmps.com
2. Select the customer login link in the upper right hand side of the web page
3. Enter your User Name (email) and password.

If you do not have this it can be obtained by emailing Althea at our administration department: althea_bispham@goldmps.com with your company name.




Gold Business Solutions

791 Bradford Street Phone: (204) 633-9264
Winnipeg, MB R3H 0N2 Fax: (204) 632-1930

Login

User:

Password:

 [Forgot your password?](#) [Click here](#)

For questions about this website contact: don_jolly@goldmps.com



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Your home page will appear with your information should appear as follows:



Gold Business Solutions

791 Bradford Street Phone: (204) 633-9264
Winnipeg, MB R3H 0N2 Fax: (204) 632-1930

Welcome **USER**

[HOME](#) [BACK](#) [PRINT](#) [HELP](#) [LOGOUT](#)

Customer locations

[•Service](#) [•Equipment](#) [•Meters](#) [•Orders](#) [•Account](#)

You are logged in as:

USER NAME
BUSINESS ADDRESS

Customer number:

BUSINESS NAME
BUSINESS ADDRESS

Locations

Choose a location from the following list and press 'Choose location'. This site will then present data filtered by the selected location.

BUSINESS NAME - LOCATION (ADDRESS)

Choose location

For questions about this website contact: don_jolly@goldmps.com



SERVICE SUMMARY

Service call history is available for any equipment assigned to you. This area will show the current pending calls, scheduled calls, dispatched calls, and history. Most importantly, our customers are able to enter service calls by selecting the "enter Service Call" button.

Service summary

[•Service](#) [•Equipment](#) [•Meters](#) [•Orders](#) [•Account](#)

Service summary

Pending calls: 0
Scheduled calls: 0
Dispatched calls: 0
On hold calls: 0
Cleared calls: 0
Invoiced calls: 104
Call history: 104

Find service call: (search by call#, caller, equipment, problem description, etc.)

Go

Enter service call

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SUBMITTING A SERVICE CALL

You would search for your equipment and complete the required fields to successfully submit a service call. Once the information has been reviewed for accuracy, the call is “submitted”. This places the service call directly in to our dispatch software, and is viewed by both the dispatcher and the Technicians who’s territory you are a part of via another module called ‘remote tech’.

Submit service call •Service •Equipment •Meters •Orders •Account

Instructions

There are 3 simple steps to entering a service call

- Step 1: Identify the equipment that requires service
- Step 2: Enter your name, phone number, email, and (optional) customer PO number
- Step 3: Enter a description of the problem you are experiencing with the equipment

Step 1: Identify the equipment that requires service

This is an existing equipment in the system
Equipment: ?
(i.e. Equipment Number, Serial Number, Address, Contact, Phone Number)

This is not an existing equipment in the system
Description: *
Model:
Serial number:

Step 2: Enter your name, phone number, email, and (optional) customer PO number

Name: * **USER NAME**
Phone: * **888-888-8888**
Email: * **username@businessdomain.com**
Customer PO number:

Step 3: Enter a description of the problem you are experiencing with the equipment

Description: *

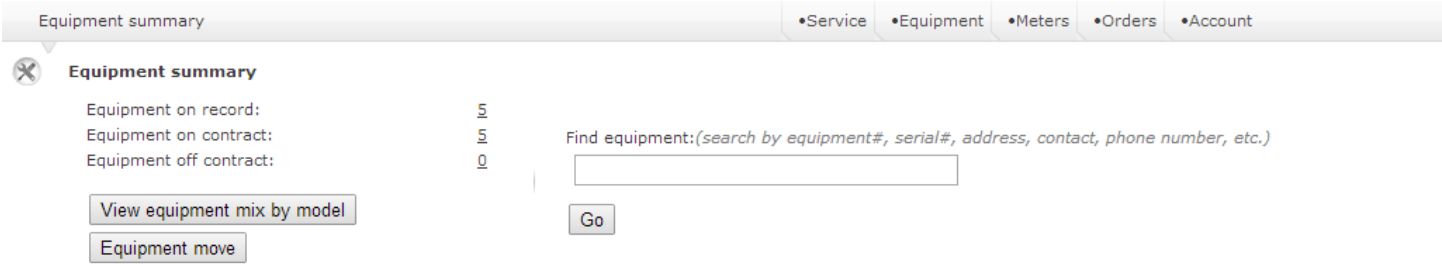
* Required fields

Continue

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EQUIPMENT SUMMARY

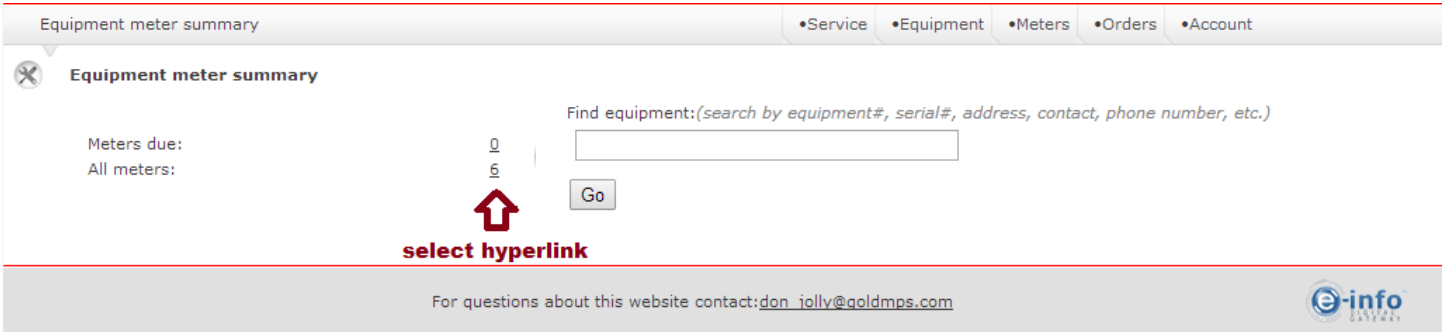
The equipment summary section provides a complete list of current equipment assigned to them, including records of what's on and off contract.



The screenshot shows the 'Equipment summary' page. At the top, there is a navigation bar with tabs for 'Equipment summary', 'Service', 'Equipment', 'Meters', 'Orders', and 'Account'. Below the navigation bar, the page title is 'Equipment summary'. On the left side, there are three labels: 'Equipment on record:', 'Equipment on contract:', and 'Equipment off contract:'. To the right of these labels are three small icons representing different equipment types. Below these labels are two buttons: 'View equipment mix by model' and 'Equipment move'. On the right side of the page, there is a search box with the text 'Find equipment:(search by equipment#, serial#, address, contact, phone number, etc.)' and a 'Go' button below it.

EQUIPMENT METER SUMMARY

The equipment meter summary section indicates the meter readings that are currently due as well as past meter reading history associated with each piece of equipment. It also allows the user to enter the current meter readings for their machine any time and automatically updates our billing module with this data.



The screenshot shows the 'Equipment meter summary' page. At the top, there is a navigation bar with tabs for 'Equipment meter summary', 'Service', 'Equipment', 'Meters', 'Orders', and 'Account'. Below the navigation bar, the page title is 'Equipment meter summary'. On the left side, there are two labels: 'Meters due:' and 'All meters:'. To the right of these labels are two small icons representing different equipment types. Below these labels is a red arrow pointing upwards, with the text 'select hyperlink' below it. On the right side of the page, there is a search box with the text 'Find equipment:(search by equipment#, serial#, address, contact, phone number, etc.)' and a 'Go' button below it. At the bottom of the page, there is a footer with the text 'For questions about this website contact: don_jolly@goldmps.com' and the 'e-info' logo.

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Meters •Service •Equipment •Meters •Orders •Account

[Continue](#)

Enter meter readings

Equipment: NM01 Serial number: ABCD8D888 Item / Description: 1102LL2US0 / TASKalfa 3500i Make / Model: KYOCERA / TASKalfa 3500i	Contact: KIM Phone: 888-888-8888 Location: Customer number: NAM010 BUSINESS NAME LOCATION (ADDRESS)
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Meters: *Date:

Last reading date	Last reading	Meter type	New reading
Jun 23, 2014	96699	B\W: <input type="text"/>	

Equipment: NM02 Serial number: BACD9D999 Item / Description: 1102LC2US2 / TASKalfa 5550ci(AK) Make / Model: KYOCERA / TASKalfa 5550ci(AK)	Contact: JOE Phone: 888-888-8888 Location: Customer number: NAM010 BUSINESS NAME LOCATION (ADDRESS)
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Meters: *Date:

Last reading date	Last reading	Meter type	New reading
Jun 23, 2014	500468	B\W: <input type="text"/>	
Jun 23, 2014	17535	Color1: <input type="text"/>	
Jun 23, 2014	9885	Color2: <input type="text"/>	
Jun 23, 2014	3649	Color3: <input type="text"/>	

Equipment: NM03 Serial number: DABC1D111 Item / Description: 1102GR2US0 / KM-5050 DIGITAL COPIER Make / Model: KYOCERA / KM5050	Contact: BILL Phone: 888-888-8888 Location: Customer number: NAM010 BUSINESS NAME LOCATION (ADDRESS)
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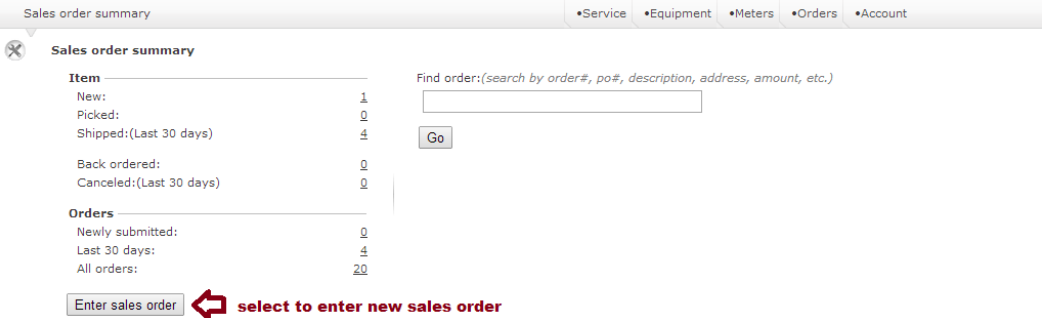
Meters: *Date:

Last reading date	Last reading	Meter type	New reading
Jun 13, 2014	459179	Total Count: <input type="text"/>	

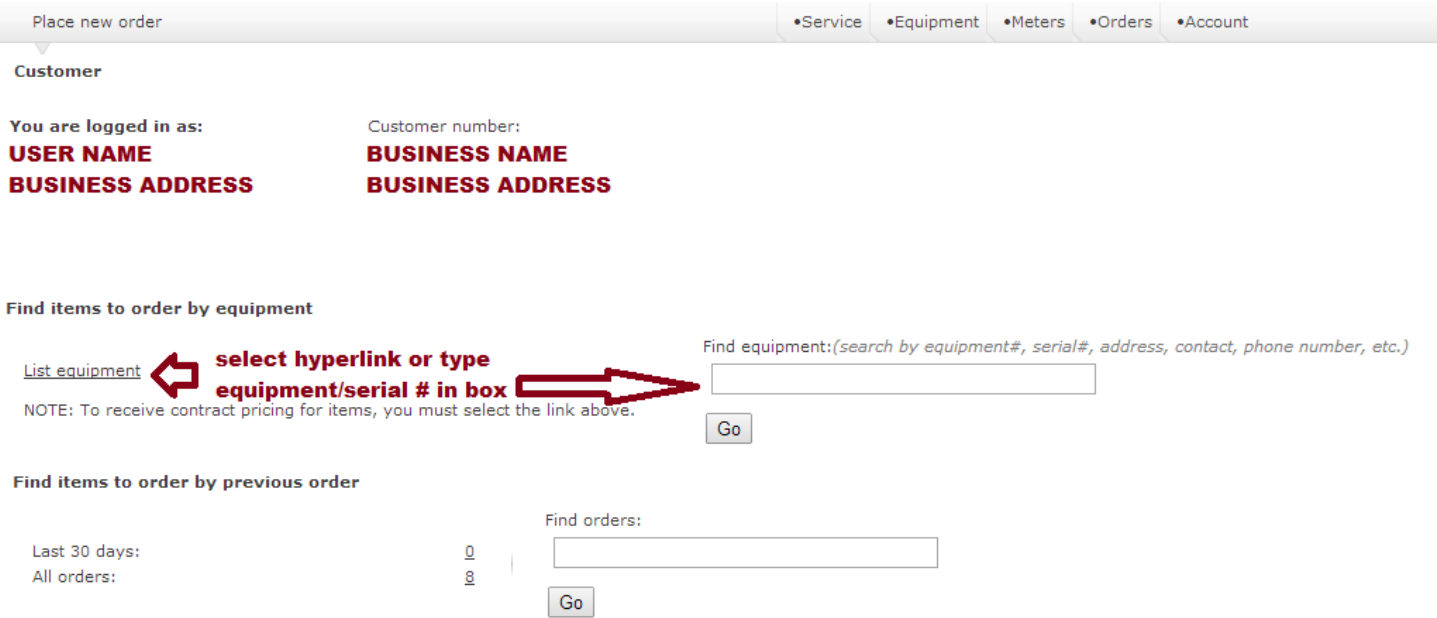
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SALES ORDER SUMMARY

The sales order summary allows users to create a new toner or supply order and view past order history. The system is designed to provide current information as to the order status (Ordered, shipped, backordered, etc).



Upon selection, the following page is generated:





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If "list equipment" is selected, all equipment on account should be displayed:

select appropriate equipment

Order by equipment model				•Service	•Equipment	•Meters	•Orders	•Account
Equipment								
Number / Item	Description / Serial number	Contact / Phone	Location					
EQ100988 1102GR2US0	KM-5050 DIGITAL COPIER ABCD8D888	KIM 888-888-8888	Customer number: SMI000 ST. AMANT INC. 440 RIVER RD WINNIPEG, MANITOBA R2M 3Z9					
EQU11406 1102LC2US2	TASKalfa 5550ci(AK) BACD9D999	JOE 888-888-8888	Customer number: SMI000 ST. AMANT INC. 440 RIVER RD WINNIPEG, MANITOBA R2M 3Z9 Remarks: COLLETTE , 256-2310					
EQU11840 1102LL2US0	TASKalfa 3500i CABD1D111	BILL 888-888-8888	Customer number: SMI000 ST. AMANT INC. 440 RIVER RD WINNIPEG, MB R2M 3Z9					
EQU11841 1102LH2US2	TASKalfa 5500i(AK) DABC2D222		Customer number: SMI000 ST. AMANT INC. 440 RIVER RD WINNIPEG, MANITOBA R2M 3Z9					

Once the specific equipment is selected, enter the quantity of each supply required.

Order by equipment model						•Service	•Equipment	•Meters	•Orders	•Account
Equipment										
Number / Item	Description / Serial number	Contact / Phone	Location							
EQU11406 1102LC2US2	TASKalfa 5550ci(AK) ABCD8D888		Customer number: NAM010 BUSINESS NAME BUSINESS ADDRESS							
Qty	Unit	Item	Description	Category	Price					
<input type="text"/>	EA	1902LC0UN0	WT-860 Waste Toner Bottle (3050ci/3550ci/4550ci/5550ci)	Supply	\$0.00					
<input type="text"/>	EA	1903NB0UN0	SH-12 (STAPLE CARTRIDGE) DF-790 FINISHER	Supply	\$\$\$	← if on contract, supplies are \$0, except for staples and transparencies				
<input type="text"/>	EA	1T02LC0US1	TK-8507K (4550ci/5550ci/4551ci/5551ci)	Supply	\$0.00					
<input type="text"/>	EA	1T02LCAUS0	TK-8507Y (4550ci/5550ci/4551ci/5551ci)	Supply	\$0.00					
<input type="text"/>	EA	1T02LCBUS0	TK-8507M (4550ci/5550ci/4551ci/5551ci)	Supply	\$0.00					
<input type="text"/>	EA	1T02LCCUS0	TK-8507C (4550ci/5550ci/4551ci/5551ci)	Supply	\$0.00					
<input type="button" value="Add to Order"/>										



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After adding the appropriate quantities to the order, make any necessary changes to the order or shipping information, then submit the order.

Confirm order •Service •Equipment •Meters •Orders •Account

Bill to: Customer number: **NAM010**
BUSINESS NAME
BUSINESS ADDRESS

Ship to: [Change ship to](#) **can edit the shipping address**
Customer number: **NAM010**
BUSINESS NAME
BUSINESS ADDRESS

PO number: * **must enter some PO reference #** Ordered by: * **USER NAME** Email: * **USER@BUSINESSDOMAIN.COM**

Qty	Item	Description	Price	Total
1	1902LC0UN0	WT-860 Waste Toner Bottle (3050ci/3550ci/4550ci/5550ci)	\$0.00	\$0.00
2	1T02LCAUS0	TK-8507Y (4550ci/5550ci/4551ci/5551ci)	\$0.00	\$0.00

Comments:
 enter any specific instructions, e.g. ATTN: BILL, deliver to 4th floor, warehouse door, etc.

* Required fields

Total [Recalculate](#)
Sub total: \$0.00
Applicable freight and tax will be added.

ACCOUNT HISTORY

The account history summary will provide detailed information regarding their account. Current and past invoices are available for viewing along with information relating to their account status, current balance, and credit limit amounts. This includes the last 12 months of history for the e-info user.

Account summary •Service •Equipment •Meters •Orders •Account

Account summary

Invoices:(Last 30 days) 3
Invoice history: 46

Account status: Active
Current balance: \$483.76
Credit limit: \$40,000.00

Find invoice:(search by invoice#, po#, description, amount, etc.)