

## Instructions for Creating a Support Request in ACE Interface

1. Choose 'Support' from the main menu.
2. Choose 'Add New Support Request'.

The screenshot shows the ACE Interface with the 'SUPPORT' menu item circled in red. Below the navigation bar, the 'My Support Requests' section is visible, featuring a search bar and a table of support requests. The table has columns for Case ID, Company Name, Product Name, Raised On, Question, Status, View History, and Actions. A red circle highlights the 'Add New Support Request' button in the top right corner of the table.

Case ID	Company Name	Company Name	Product Name	Raised On	Question	Status	View History	Actions
866	Tom Burke Rep			9/19/2016	Need help with drawing and pricing	Problem resolved		
867	Tom Burke Rep		Pump Accessory Replacement Package	9/19/2016	test	Problem resolved		
868	Tom Burke Rep		Pump Accessory Replacement Package	9/19/2016	test	Problem resolved		
869	Tom Burke Rep			9/21/2016	Drawing and pricing assistance	Problem resolved		
891	Tom Burke Rep		Miscellaneous	10/11/2016	test	Problem resolved		
894	Tom Burke Rep			10/13/2016	Test	Problem resolved		
896	Tom Burke Rep		Miscellaneous	10/19/2016	test	Problem resolved		
905	Tom Burke Rep		Miscellaneous	10/25/2016	test layout support	Resolved itself		
911	Tom Burke Rep		Miscellaneous	11/1/2016	test	Resolved itself		
919	Tom Burke Rep		2005	11/17/2016	test freight quote	Problem resolved		
923	Tom Burke Rep		Miscellaneous	11/29/2016	test	Resolved itself		
935	Tom Burke Rep		Pikt Switch - CRV 4-40	5/19/2017	test	Problem resolved		
936	Tom Burke Rep		Pikt Switch - CRV 4-40	5/19/2017	test	Problem resolved		
960	Tom Burke Rep		Pikt Switch - CRV 4-40	6/14/2017	need freight	Problem resolved		
961	Tom Burke Rep		Miscellaneous	6/19/2017	need layout assistance	Problem resolved		
979	Tom Burke Rep		Pikt Switch - CRV 4-40	7/5/2017	help	Problem resolved		
983	Tom Burke Rep		Pikt Switch - CRV 4-40	7/19/2017	Switch	Problem resolved		
987	Tom Burke Rep		Rapid	7/27/2017	test	Problem resolved		
990	Tom Burke Rep		Miscellaneous	8/7/2017	test-need help	Problem resolved		
993	Tom Burke Rep		Miscellaneous	8/20/2017	test	Problem resolved		

3. Open the dialog box for 'Issue Type' and choose 'Other type of questions'. For 'Product Name', click on the blue box.

The screenshot shows the 'Customer Support Request Form' with the 'Issue Type' dropdown menu open. The 'Other type of questions' option is selected and circled in red. A blue box is also circled in red next to the 'Product Name' field.

How can we help?  
\* Required Fields

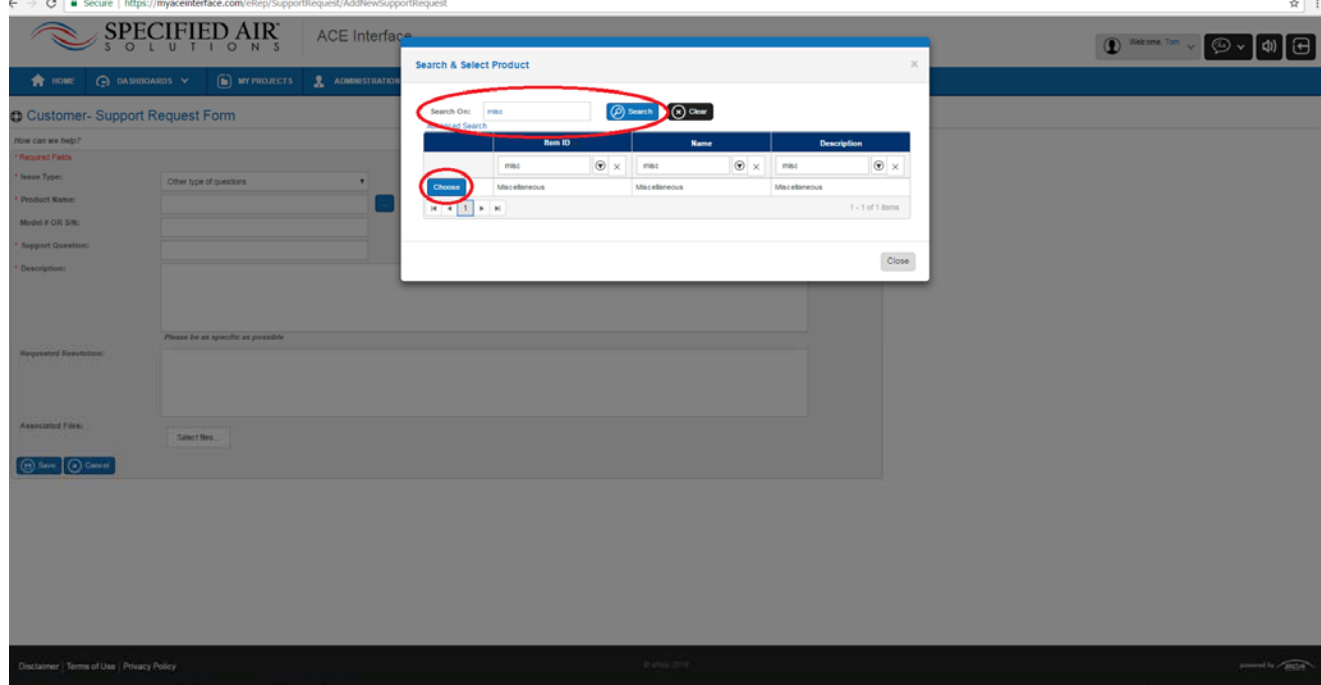
- Issue Type: Other type of questions
- Product Name: [Blue Box]
- Product Brand: [Field]
- Model # OR SK: [Field]
- Support Question: [Field]
- Description: [Field]

Requested Resolution: [Field]

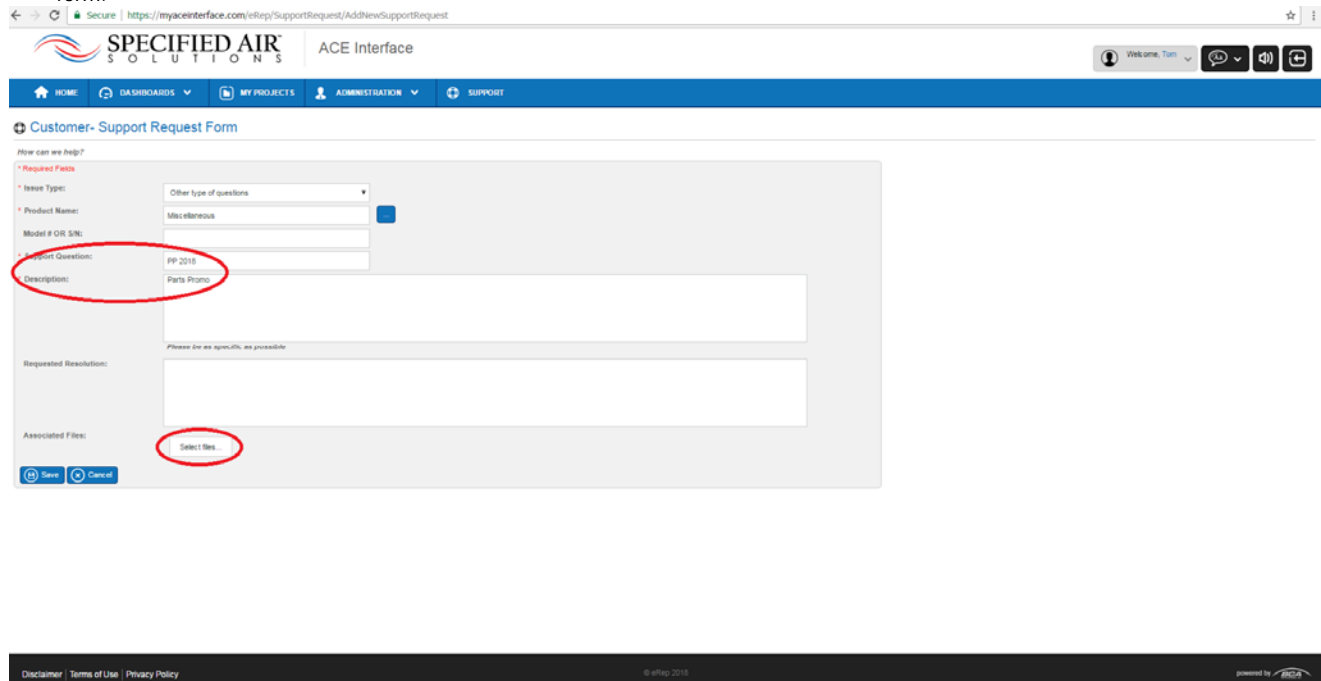
Associated Files: [Select File]

[Save] [Cancel]

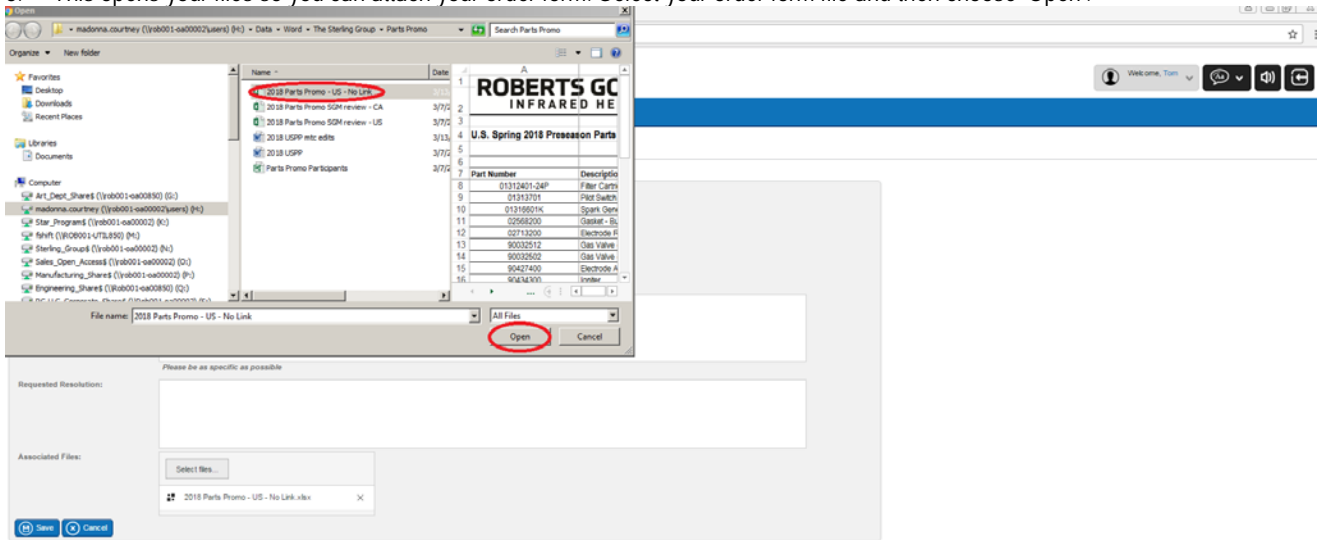
4. Type 'misc' in the 'Search On' box and select 'Search', 'Miscellaneous RG' will appear, then select 'Choose'.



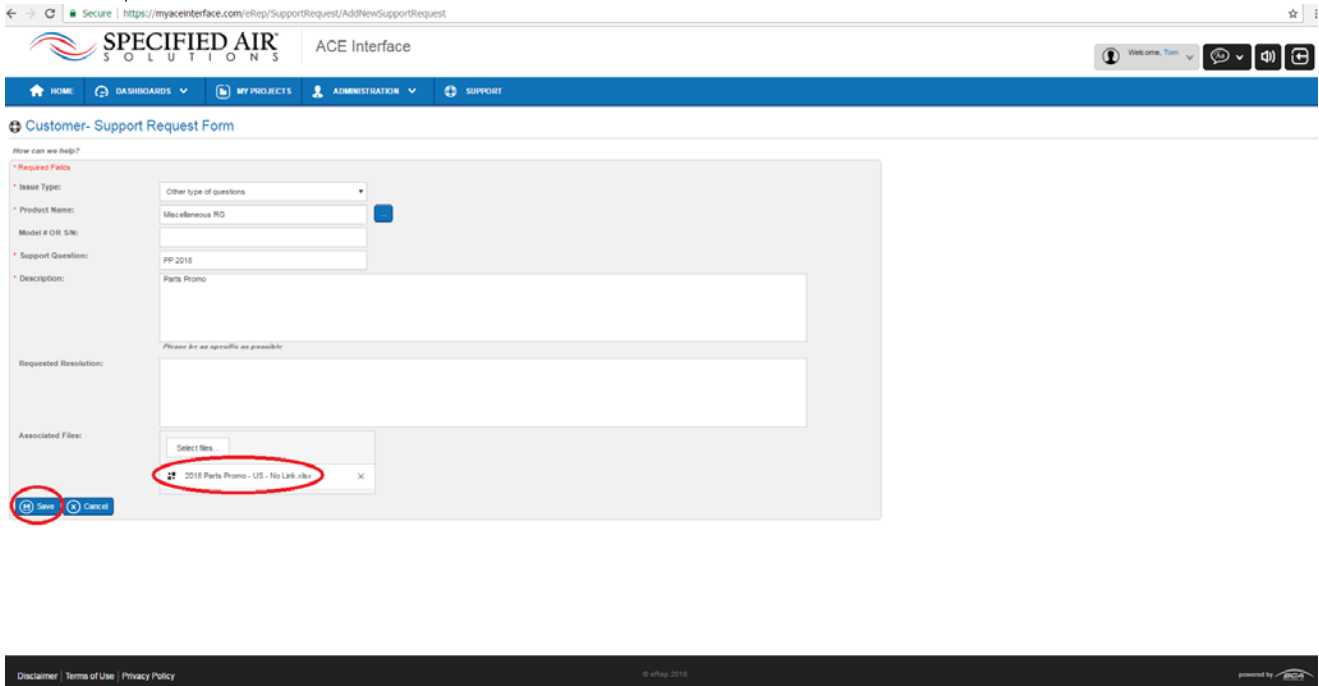
5. Type 'PP 2018' in the 'Support Question' box and 'Parts Promo' in the 'Description' box. Click 'Select files' to attach your order form.



6. This opens your files so you can attach your order form. Select your order form file and then choose 'Open'.



7. The file name will appear in the 'Associated Files' section, then choose 'Save'. The program will ask you to confirm that you want to save, click 'Yes'.



8. The Support Request will be processed by the factory. Automatic emails will be sent every time the Support Request is updated. The emails will come from [support@myaceinterface.com](mailto:support@myaceinterface.com).
9. Orders will be entered by the factory. Automatic emails will be sent every time the order is updated. The emails will come from [support@myaceinterface.com](mailto:support@myaceinterface.com).
10. View Orders and Support Requests via the 'Customer Information' screen which is accessed by the 'Administration' menu item and 'User Administration'. Check the status of Orders and Support Requests by clicking on the magnifying glass.

The screenshot displays the 'SPECIFIED AIR SOLUTIONS ACE Interface' for a user named 'Tom Burke Rep'. The 'ADMINISTRATION' menu is circled in red, and the 'Customer Information' sub-menu is also circled. The interface shows customer details for 'Tom Burke Rep' and a 'Sales for last 12 months' chart. Below this, a navigation bar includes 'Support Requests' and 'Orders', both circled in red. A search bar is present above a table of orders. The table has columns for 'Order Name', 'Relating To Quote', 'Product Type', 'Created By', 'Created On', 'Last Modified', 'Order Total', and 'Actions'. The first row of the table is circled in red, and a magnifying glass icon in the 'Actions' column of that row is also circled in red.

Order Name	Relating To Quote	Product Type	Created By	Created On	Last Modified	Order Total	Actions
2018 test Feb 21- 1	8502		sc.outertom@sympatico.ca	2/21/2018	2/21/2018	69.6903	
Test 6 Feb 2018-B- 1- 1	8119		sc.outertom@sympatico.ca	2/6/2018	2/7/2018	3772.5337	
2018 test jan 29- 1	7914		sc.outertom@sympatico.ca	1/29/2018	1/29/2018	58.9845	
2018 Jan 12- 1	6490		sc.outertom@sympatico.ca	1/12/2018	1/12/2018	947.6328	
2018 Jan 11- 1	6448		sc.outertom@sympatico.ca	1/11/2018	1/11/2018	1018.1246	
2018 Jan 10- 1	6397		sc.outertom@sympatico.ca	1/10/2018	1/10/2018	730.1274	
2018 Test Jan 10b- 1	6424		sc.outertom@sympatico.ca	1/10/2018	1/10/2018	834.0687	
2018 Test Jan 5- 1	6322		sc.outertom@sympatico.ca	1/8/2018	1/8/2018	569.3125	
2018 Jan 5a- 2- 1	6325		sc.outertom@sympatico.ca	1/8/2018	1/8/2018	12377.4131	
2018 Test Jan 5b- 1	6293		sc.outertom@sympatico.ca	1/5/2018	1/5/2018	1227.4211	