

ASHLEY DIRECT REPLACEMENT PARTS

**CREATE MY PARTS ORDER
CHECK MY PARTS ORDERS**

A screenshot of the AshleyDirect web application interface. The top navigation bar includes the AshleyDirect logo, a menu icon, a 'Workbench' tab, and user information 'Mara Ransom' with a dropdown arrow. Below the navigation bar, there is a search bar labeled 'Search Menu Items' and a 'PO Quick Search...' field. A red box highlights a button labeled 'CLICK HERE TO SELECT ACCOUNT' in the top right corner. The main content area features a 'Site News' section with several news items dated from 10/13/2016 to 11/23/2016. Below the news section, there are tabs for 'Customers', 'Marketing Specialists', and 'Customer Service'. The bottom section contains buttons for 'Product Catalog', 'Product Drawings', and 'Create Mv Parts Order'. On the right side, there is a 'Communications' section with a prompt 'Please select a customer' and a summary of account balances: 'OPEN ORDERS (USD) \$0', 'OPEN INVOICES/CREDITS (USD) \$0', and 'YTD INVOICES/CREDITS (USD) \$0'. A classical building icon is also visible next to the balance summary.

When logging into AshleyDirect, your account number should auto populate in the upper right corner of the screen. If you have options of several accounts and/or ship-to's, you may be prompted to update as you are working in that particular customer.

CREATE MY PARTS ORDER

The screenshot shows a web application interface with a top navigation bar containing three tabs: 'Customers', 'Marketing Specialists', and 'Customer Service'. The 'Customer Service' tab is active. Below the tabs, there is a main content area divided into two columns. The left column contains a list of links: 'Product Catalog', 'Product Drawings', 'Create My Parts Order' (highlighted with a red box), 'Delivery Status', 'Trip Summary', 'Check On My Order', and 'In-Route Orders'. The right column contains a list of links: 'Communications', 'Receiving Contact', 'Receiving Hours', and 'Business Calendar (mm/dd/yyyy)'. Each link in the right column is followed by a placeholder text: 'Please select a customer' for 'Communications', 'Please select a specific Customer/ShipTo' for 'Receiving Contact', 'Please select a customer' for 'Receiving Hours', and 'Please select a customer' for 'Business Calendar (mm/dd/yyyy)'.

Customers	Marketing Specialists	Customer Service
<div>Product Catalog</div> <div>Product Drawings</div> <div>Create My Parts Order</div> <div>Delivery Status</div> <div>Trip Summary</div> <div>Check On My Order</div> <div>In-Route Orders</div> <div>No data to display at this time</div>		
<div>Communications</div> <div>Please select a customer</div> <div>Receiving Contact</div> <div>Please select a specific Customer/ShipTo</div> <div>Receiving Hours</div> <div>Please select a customer</div> <div>Business Calendar (mm/dd/yyyy)</div> <div>Please select a customer</div>		

To place a new parts order, simply click on the "Create My Parts Order" link. This will take you to the Replacement Parts Order Entry page.

Replacement Parts Order Entry

Account/Shipto for this Order: 700/10 [Change](#)

Wednesday, November 23, 2016

Shipping Address

Shipping Name: *

Apt., Suite, DBA, ...:

Number and Street: *

City: *

State: *

Zipcode: *

Country: *

Contact Name: *

Phone: *

Fax:

Email:

* Indicates required field.

Order Header Information

Customer Number:

BillTo Name:

PO #: *

Order Detail Information

[Add to Order](#)

[Review Order](#)

[Save for Later](#)

[Discard Order](#)

Website Information

Populate as many fields as possible. This gives us the best information to move the order through the system quickly and accurately. In this new version of RP Order Entry, the PO field will auto populate with a number. This can be changed if desired. Also, you have the ability to include your consumer email address, if applicable.

Replacement Parts Order Entry

Customer Information

Bill to: (700) ASHLEY FURN HELP DESK PO#: 401397 Ord By: fax Phone: 9	Ship to: (10) ASHLEY TEST ACCOUNT ONE ASHLEY WAY. ARCADIA, WI 54612 USA
---	--

Under Warranty:

Model Number:

Serial Number:

Please provide at least one if no serial number

Order Number:

Invoice Number:

Lookup Serial

Find Parts

Add Parts to Order

Cancel

When placing an order, you will select YES or NO for warranty. Then enter your Model number and warranty information. As previously, you are still able to provide any of the warranty information such as Invoice Number, Order Number or Serial Number; however, now you can click on 'Lookup Serial' prior to 'Find Parts'. This will then auto populate all warranty fields, giving our quality teams more accurate information as well as protecting you from over ordering for the same item. You can also simply click on "Lookup Serial" with no warranty provided, and do further searches....

Search Serial Number

Search Options

Model Number: D553-02

Order Number:

PO Number:

From Date:

05/27/2016

To Date:

11/23/2016

Trip Number:

Invoice Number:

Search

Cancel

Search Results

Serial #	Invoice Date	Delivery Date	Trip #	Order #	Invoice #	PO #
----------	--------------	---------------	--------	---------	-----------	------

The "Search Serial Number" screen allows you to narrow your search for serial #'s in additional manners. You can provide an original PO Number that your customer was given at original sale, a date range, an order number, or even a trip number and invoice number. Clicking "search" after your information is keyed in, will return a list of options to choose from.

Search Serial Number

Search Options

Model Number: D553-02

Trip Number:

Order Number:

Invoice Number:

PO Number:

Search Cancel

From Date: 05/27/2016

To Date: 11/23/2016

Search Results

Page 1 of 3 [Next](#)

Serial #	Invoice Date	Delivery Date	Trip #	Order #	Invoice #	PO #
558601465833	11/21/2016	11/28/2016	12505	C491309	698983	10066066
558601465834						
n/a	11/21/2016	11/26/2016	12505	C635995	698998	10067009
558601465833	11/19/2016	11/24/2016	10405	C491309	683829	10066066
558601465834						
n/a	11/19/2016	11/24/2016	10405	C502262	683832	10066191
n/a	11/19/2016	11/24/2016	10405	C553762	683840	10066531
n/a	11/19/2016	11/24/2016	10405	C601743	683848	10066820
n/a	11/19/2016	11/24/2016	10405	C635995	683865	10067009
n/a	11/19/2016	11/24/2016	11388	C601743	679857	10066820

Here you will select the serial number that most fits the item you are needing parts for. Please note, that if a serial number is used more than once and multiple items add up to over 50% of the unit cost, the serial # will be "grayed" out and you will not be allowed to use that serial number again.

Replacement Parts Order Entry

Customer Information

Bill to: [REDACTED] Ship to: [REDACTED]

Under Warranty: Yes

Model Number: D553-02

Serial Number: 558601465833

Please provide at least one if no serial number

Order Number: C491309

Invoice Number: 698983

Lookup Serial

Find Parts

Add Parts to Order

Cancel

ries, Inc.

Website Information

Whether you did a search for warranty information (Lookup Serial) or manually entered warranty information, this is the result you will see when all fields are populated. From here you can click on the "Find Parts" button.

<p>Under Warranty: Yes ▾</p> <p>Model Number: D553-02</p> <p>Serial Number: <input type="text" value="558601465833"/></p> <p>Please provide at least one if no serial number</p> <p>Order Number: <input type="text" value="C491309"/></p> <p>Invoice Number: <input type="text" value="698983"/> Lookup Serial</p> <p>Find Parts</p>	<p>Model Cost: 95.00</p> <p>Parts Origin: AFI (1)</p> <p>Model Information</p> <p>Product Drawing Instructions</p> <p>Defect Information</p> <p>Defect: --- Make a Selection --- ▾</p> <p>Location: --- Make a Selection --- ▾</p>
---	--

Parts Listing

The following screen will provide links to product drawings and instructions. Defect and Location Information will also need to be selected here.

Parts Listing

Ref	Qty	Part Number	# Used	Description	In Stock	Price	Ext Price
1	<input type="text"/>	R43911	1	Cushion(w/Frame)TH(H=75mm) Fabric	DELAYED	29.25	
2	<input type="text"/>	R15138	2	FRONT LEG (L = 418MM) WOOD	DELAYED	5.63	
5	<input type="text"/>	R15141	1	BACK ASSEMBLY (W/CUSHION)	DELAYED	33.75	
6	<input type="text"/>	R15105	8	INSERT (5/16IN x 25MM) METAL	DELAYED	1.00	
7	<input type="text"/>	R15106	2	INSERT (5/16IN X 20MM) METAL	DELAYED	1.00	
8	<input type="text"/>	R15119	1	HARDWARE PACK METAL	DELAYED	2.25	
						* Subtotal (USD)	

*** Prices Subject to Change - Subtotal does not include freight**
Pillows (and associated charges) are charged regardless of warranty status

Under Parts Listing, select the parts needed to repair the item. Please note, a change is that you CAN purchase up to 5 more of one line item on a non warranty order. Example, if your customer would like 5 more pillows on a sofa that only includes 2, you will have the ability to order up to 7 pillows at a charge (not under warranty).

Invoice Number: 000000 Lookup Serial

Find Parts

www.ashleydirect.com says:

Quantity is greater than allowed; it has been reduced to an acceptable amount.

OK

Parts Listing

Ref	Qty	Part Number	# Use		Price	Ext Price
1	<input type="checkbox"/>	R43911			25	
2	<input type="checkbox"/>	R15138		2 FRONT LEG (L = 418MM) WOOD	5.63	
5	<input type="checkbox"/>	R15141	1	BACK ASSEMBLY (W/CUSHION)	33.75	
6	<input checked="" type="checkbox"/>	R15105	8	INSERT (5/16IN x 25MM) METAL	1.00	
7	<input type="checkbox"/>	R15106	2	INSERT (5/16IN X 20MM) METAL	1.00	
8	<input type="checkbox"/>	R15119	1	HARDWARE PACK METAL	2.25	
					* Subtotal (USD)	0.00

* Prices Subject to Change - Subtotal does not include freight

If the item is under warranty and you attempt to order more than the number used, you will receive a warning when trying to do so.

If ordering mech that exceeds unit warranty, this is when you would change the charges to WARRANTY as the system now sees the RP being requested.

Once you have ordered all the parts needed, click on "Add Parts to Order".

Replacement Parts Order Entry

Account/Shipto for this Order: 8888400/473 [Change](#)

Wednesday, November 23, 2016

Shipping Address

Shipping Name: *

Apt., Suite, DBA, ...:

Number and Street: *

City: *

State: *

Zipcode: *

Country: *

Contact Name: *

Phone: *

Fax:

Email:

* Indicates required field.

Order Header Information

Customer Number:

BillTo Name:

PO #: *

Shipping Method:

Order Detail Information

[Edit Order](#)

Model	Part #	Description	Qty	Warranty	Ext. Price (USD)	Delete
D553-02	R15105	INSERT (5/16IN x 25MM) METAL	8	Y	0.00	<input type="checkbox"/>
					* Subtotal (USD)	0.00

* Prices Subject to Change - Subtotal does not include freight
Pillows (and associated charges) are charged regardless of warranty status

[Review Order](#)
[Save for Later](#)
[Discard Order](#)

This is your confirming page. You are able to update a consumer address, edit replacement part items on the order, and delete line items. Once everything is correct, click on Review Order. If you would like to save the order and continue later click on Save for Later. You can also delete the order by clicking on Discard Order.

When entering an order you may receive an alert that states your order will be reviewed by the Parts Department. This may happen if there is a question regarding an address validation or a quantity requested.

Ashley Parts Department will receive an alert to review your order. If we have questions on the order we will contact the person placing the order. If we can complete and allow the order to submit, we will do that as well.

Suggested process on any orders that have been sent through for review would be to select "Check my Parts Order" the following day or later in the day for order number updates.

Confirm Replacement Parts Order

Customer Information

Ship To:

Company: ASHLEY TEST ACCOUNT

Country: USA

Address: 1 ASHLEY WAY

Phone: 800-477-2222

City/State/Zip: ARCADIA, WI 54612-1218

Fax:

Comments:

Email:

Order Information

PO#: 401966

Ordered By: TEST

Ship By: Ground

Bill For: No Charge

Warehouse: ARCADIA

Primary Defect: BROKEN WELD

Primary Location: BACK

Item Information

Item Number: D553-02

Serial #: 558601465833

Order Number: C491309

Invoice Number: 698983

Parts

Model	Part #	Description	Qty	Warranty	Ext. Price (USD)
D553-02	R15105	INSERT (5/16IN x 25MM) METAL	8	Y	0.00
					Subtotal (USD): 0.00

Submit Order

Cancel

Last chance page. Submit the order if all is accurate, or cancel all together.

Apt., Suite, DBA, ...:

Number and Street: *

City: *

State: *

Zipcode: *

Country: *

Contact Name: *

BillTo Name:

PO #: *

Shipping Method:

Order Completed

Your order has been successfully submitted. Your Ashley Order (Acknowledgement) Number is: 0970511.

[Close Window](#) [Create a New Order](#)

Order Detail Information [Edit Order](#)

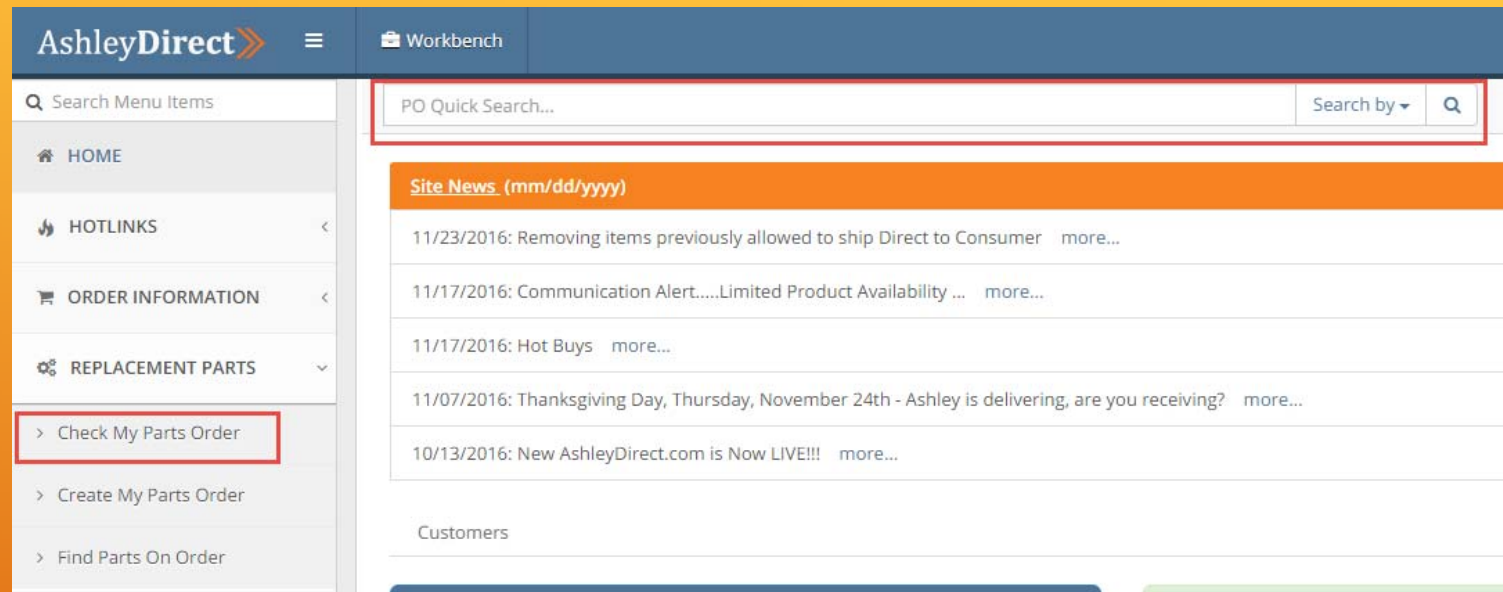
Model	Part #	Description	Qty	Warranty	Ext. Price (USD)	Delete
D553-02	R15105	INSERT (5/16IN x 25MM) METAL	8	Y	0.00	<input type="checkbox"/>
					* Subtotal (USD)	0.00

* Prices Subject to Change - Subtotal does not include freight

Pillows (and associated charges) are charged regardless of warranty status

[Review Order](#) [Save for Later](#) [Discard Order](#)

Once the order is submitted, an order number will be returned. From here you have the option to close the window or create another replacement part order.



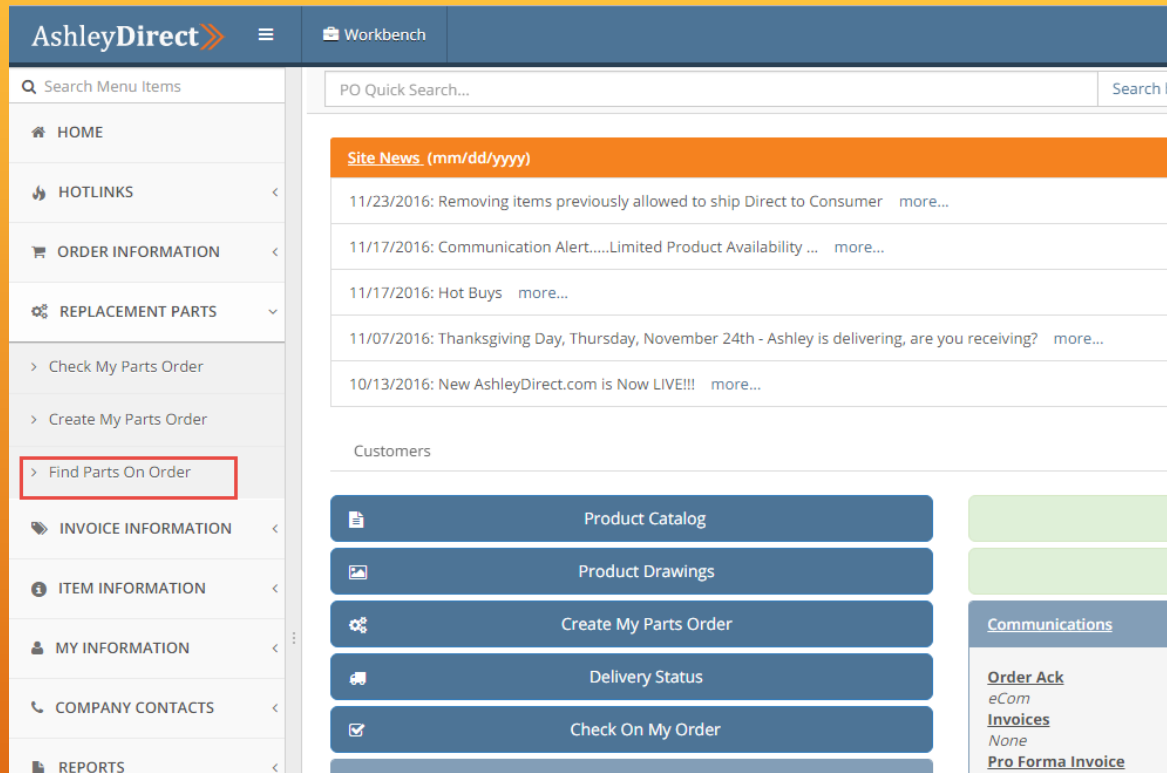
When needing to find an order, you can either use the Quick Search with the RP Order # or Check My Parts Order.

The screenshot shows a web form titled "Check My Parts Order". Below the title is a section labeled "Select Options:". Under this section, there are two input fields: "Order Number:" and "PO Number:". Below these fields are four radio buttons: "All", "Cancelled", "Open" (which is selected), and "Shipped". To the right of the radio buttons are two buttons: "Get Orders" and "Export to Excel".

In the Check My Parts order screen, you have the option to search by ALL RP orders, Cancelled, Open or Shipped.

This screenshot shows the same "Check My Parts Order" form but with additional features. Above the "Order Number:" and "PO Number:" fields, there is a "Show Orders Between:" section with two date pickers: "10/24/2016" and "11/23/2016". The "All" radio button is now selected. The "Get Orders" and "Export to Excel" buttons are highlighted with red rectangular boxes. The "Export to Excel" button is also highlighted with a red rectangular box.

You also have the ability to Export any results to Excel, if needed.



Another great option now for RP is utilizing the “Find Parts On Order” option under Hotlinks/Order Replacement Parts. This tool gives you several options and opportunities for reporting...

Find Parts on Order			
Company	ASHLEY FURNITURE INDUSTRIES, INC. ▼		
Customer #	██████	Shipto #	██████
RP Order #		Purchase Order #	
Serial #		Model #	
Part #			
Order Dates Between	10/24/2016 ▼	and	11/23/2016 ▼
<input checked="" type="radio"/> Completed <input type="radio"/> Not Completed			
Search Orders Clear Form Export to Excel Show All Rows			

[Website Information](#)

On Find Parts on Order page you have the ability to search by RP Order #, Purchase Order #, Serial #, as well as Model # and Part #!!! This will be a very helpful tool when tracking your customers or recurring incidents. As you can see, there are many options to choose from!!