



**Home Buyers Resale
Warranty CorporationSM**

Contractor Online User Manual



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Warranty CorporationSM**

Dear Service Provider,

The following manual outlines step-by-step instructions of *the most common tasks* within of HBRWC's "Contractor Online" web application.

You may find this manual more useful once you have registered on the web site to use the program (*instructions on how to register found on page 3 of this manual*) and have had a chance to look through each of the available screens. Once you have determined which task you wish to complete, refer to that specific topic in the manual as outlined in the Table of Contents.

If at any point you need assistance using the application, please contact HBRWC's Service Network Administration at 1-888-886-4802 and an SNA associate can assist you.

Thank you,

Service Network Administration

2-10 HBRWC



Home Buyers Resale
Warranty CorporationSM

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Register Now

To get started on Contractor Online register your company at <https://secure.2-10.com/ContractorOnline/>. During the initial registration you will create a user name for your company's Administrator. The Administrator can perform any action on behalf of your company after logging in.

1. Click on **Register Now**.
2. Enter your Contractor Number (GPID) and phone number.
 - Don't know your GPID? You can locate your 10 digit GPID on the bottom remit piece of your check stub under vendor. You can also call Service Network Administration at 1-888-886-4802.
3. Click **Lookup** and your company's information will appear below.
4. Once you confirm this information is correct click **Continue**.
5. Read the Terms & Conditions. Click **I Agree** at the bottom then continue by selecting **Next**.
6. You are now ready to sign up for your new account. Enter all information for your personal profile. This also includes setting up your user name and password.
7. Your account has now been created. Click **Continue** to access your account.

Logging in

Once registered, you can log in to your account at <https://secure.2-10.com/ContractorOnline/>.

1. Enter your User Name and Password.
2. Click **Log In** to continue.
 - Click **Forgot Password** if you cannot remember your password. You will be prompted to answer your Security Question. If answered correctly, a new password will be emailed to your email address on file.

My Home

Your home page contains all your profile, company and user information. As an Administrator, you have the ability to edit any information on this page. To edit, simply click **Edit** in the group that you wish to edit. A new screen will appear allowing you to edit the information. Please note *Online Users* have limited access to editing these fields, *Administrators* have full access

My Home :: My Work Orders :: Work Order Search :: My Purchase Orders :: Purchase Order Search :: Price Guide :: My Statement :: Feedback

My Home

From this page you can edit your personal profile including contact information, view your work order queue or view information about your company. To view work orders from the last 30 days go to the [My Work Orders](#) page, otherwise you can find older work orders by using the [Work Order Search](#) page.

- My Profile	- My Company
User Name: KingHarry	Company Name: King Harry Mechanical
Name: Harry Kopp	Email Address: snacorrespondence@2-10.com
Email Address: hkopp@2-10.com	Office Phone: (888) 886-4802
Work Phone: (720) 747-6157	Fax:
Cell Phone:	Address: 10375 E Harvard Ave Ste 100 Denver, CO 80231
Fax:	Billing Address: 10375 E Harvard Ave Ste 100 Denver, CO 80231
Service Address: 10375 E Harvard Ave Denver, CO 80231	Dispatch Method: Email - snacorrespondence@2-10.com
edit...	edit...
- Mobile Access	- My Users
You currently do not have mobile access configured. To set-up mobile access click add	add... BMoore
	Add User

My Profile

This section has all the personal information for the user currently logged on. Administrators and Online Users can edit their contact information, address, password and security question.

My Company

This section has all your company's information listed. Only the Administrator can edit the company's email address, phone numbers, fax number and address. You can also change your dispatch method to **Email** (*HBW's Preferred method*) or fax. **Note:** Online Users CANNOT edit this information, only Administrators.

Mobile Access

You have to set up your mobile access. Enabling this function will allow you to access our mobile site and update work order service status (WOSS) from your phone.

My Users

The Administrator can register additional users to your account. Each user is required to have their own unique username and password. To create a new user, click **Add User** and follow create user name and password directions. The new user can be an Administrator or Online User.

- **Administrator**

The Administrator can perform any action on behalf of your company. They may add, remove or edit users for the company, edit company contact information, manage work orders, submit invoices, as well as see pricing and billing information. This is typically an office admin, accountant, business owner or partner.

- **Online User**

Online Users have limited access. They may manage their own user profile information, make work order status changes and add job codes. They may not see pricing information, change company contact info, manage user accounts or other administrative functions. This role is designed for field technicians and general office staff.

At the top of your home page are links to other pages that help you manage your work orders.

My Work Orders

This section allows you to view and manage your current work orders within the last 30 days. You may sort this list by status and may view the work order details by clicking on a **Work Order Number (WO #)** from the list as shown below. The My Work Orders page shows you the WO #, homeowner name, homeowner address, work order status, invoiced amount and invoice status. If the work order you are looking for is older than 30 days or is not in the list, use the **Work Order Search** page to find it.

Contractor Online Login → My Home → My Work Orders

My Home :: My Work Orders :: Work Order Search :: My Purchase Orders :: Purchase Order Search :: Price Guide :: My Statement :: Feedback

Manage Work Orders

From this page you can manage your current work orders form within the last 30 days. You may filter this list by status if you choose and may view the work order details by clicking on a **Work Order Number** from the list. If the work order you are looking for is older than 30 days or is not in the list, use the [Work Order Search](#) page to find it.

– My Work Orders (Past 30 Days) –

WO #	Homeowner	Address	Status	Dispatched	Invoiced \$	Invoice Status
3101025	Robert Jose	707 Jefferson St	Work Complete	7/11/2009		
3101153	Natasha Barkins	12 Applegate Ct	Dispatched	7/11/2009		
3101766	FAY & NORMAN WARD	1821 KENSINGTON DR	Work Complete	7/13/2009		
3101424	Gregory Hope	30 PRIVETT PARK DR	Work Complete	7/12/2009		
3102030	Kris Goldman	8 Havenwood Ln	Work Complete	7/13/2009	\$21.00	Approved
3102036	Nathan Howell	1109 N Polk St	Work Complete	7/13/2009	\$21.00	Approved
3102160	Rebecca Esch	5500 SOUTHWOOD RD	Dispatched	7/13/2009	\$0.00	N/A

Click here for more details

Click here to filter by status

Note: You can also sort work orders by clicking on the heading. For example, to see all work orders arranged by dispatched date in ascending or descending order click on the **dispatched** heading as shown below.

– My Work Orders (Past 30 Days) –

WO #	Homeowner	Address	Status	Dispatched	Invoiced \$	Invoice Status
3064484	Diane Cruseturner	265 VALLEY CLUB CIR	Work Complete	6/13/2009	\$0.00	N/A
3065015	Shawn Holland	3408 Rushwood Cv	Work Complete	6/14/2009	\$78.00	Approved
3065531	Keith Sutton	2112 Hinson Rd Apt 11	Work Complete	6/15/2009	\$250.00	Ready for Batch

Click here to sort by Dispatched

Once you click on the work order number you may view the claim details such as claim date, priority, system, status, trip fee, deductible, call-in limit, homeowner contact information and warranty coverage details as shown below.

View Work Order Details - 3101025

Using the **Change** link below you may change the work order service status for this work order or simply view the homeowner, property and work order details. Dates are all displayed in Mountain Standard Time (MST).

- Work Order Details

Contract Number: 5845353 C C24C-Closing
Claim Date: 7/11/2009 2:07:47 PM MST
Effective Date: 12/12/2008 7:41:23 PM
Dispatch Type: Original
Priority: Low
System: Central Air Conditioning - Freon Split System
Status: Work Complete
Brand: n/a
Model: n/a
Trip Fee: \$0.00
Deductible: \$75.00
Call-In Limit: \$350.00
Dispatched Date: 07-11-2009

NOTICE: **Customer Has Supreme Coverage**
Customer Has No Platinum Coverage
Customer Has No Enhanced Coverage

Notes: Caller:----- Mr. Jose
Problem:----- Up stairs system not cooling.
Additional Notes:-----
of Units in Home (Location of Affected unit):-----2
Is this Central A/C:----- No
When was failure noticed:-----2 weeks ago
Temperature Outside:-----

Attn: Service Provider
When providing service on air-conditioning claims/Heat Pump, please obtain the following information to all related equipment to this claim as applicable. Please have this information available to the Authorization Department at the time of authorization.

1. Air Handler/Evaporator Coil - Model & Serial # & Manufacture Date
2. Condensing - Model & Serial # and the Manufacture Date
3. Non covered costs for repairing existing units
4. Non covered costs for replacing existing units
5. Cost if contractor would be able to supply & the time frame for installation

*** Did you explain the trade fee and call back time?

(Sahumada) Changed WOSS to "Dispatched"

(Web/qaq611) Changed WOSS to "Work Complete"
[Please indicate date/time job completed here]

- Property Address
707 Jefferson St
Jacksonville, AR 72076-9404

- Homeowner Info
Claim Contact: Robert Jose
Contact Numbers: **Mobile:** (501) 837-5438
Home Phone: (501) 834-0644

Dispatch Guidelines

- Please contact the customer within **2 hours** to schedule an appointment.
- After diagnosing the problem, if the total repair cost will exceed your Call In Limit (as indicated above), you must call the HBW Authorization Department at 1-800-482-4776 to obtain an authorization code prior to performing any repairs.
- If a Trade Fee is listed on this dispatch, it is your responsibility to collect it at the time of service.
- Regarding your Call-in Limit: The Trade Fee is **not** deducted from your total repair cost.
- If repairs are performed that exceed your Call-in Limit without an authorization code, you will not be reimbursed for those repairs.
- You can access your **Contractor Online** account to [obtain authorization](#) (if within your Call-In limit) and submit all invoices online anytime at **2-10.com**.

- Contract Language

AIR CONDITIONING AND HEAT PUMP Standard: • Centrally ducted refrigeration system (includes heat pump): Condensing unit, compressor, liquid and suction line dryers; Motors, valves, coils; Leaks in refrigerant lines; Fuses, breakers, disconnect boxes and wiring; Clearing of condensate drain lines; • Evaporative cooler; Pump, casing; Motor, belts and pulleys; Float-assembly; • Built-in electric wall units; • Multiple units; • Thermostats; • 13-SEER: For units below 13-SEER and when repair/replacement of failed covered equipment is not available at the current SEER rating, repair/replacement will be performed

From here, you are able to update and manage each work order. You can change the work order status, authorize claims (if under call in limit), order parts and submit your invoice.

Work Order Service Status (WOSS)

1. Click on the WO # to view the claim details (as show on page 3).
2. Click on **Change Status** located on the right of the current status.
Status: [Work Complete](#) [Change Status](#)
3. WOSS must be completed for each "step" of the job. This is designed to provide a "work-flow" which will help your company update the time-line of a claim's progress to HBRWC through WOSS updates. Once the status has been selected in the first step, you can then move on to update the next step. The statuses underlined below will allow you to move on to the next step. **UPDATING WOSS IS REQUIRED**
 - Step 1
 - Customer Canceled
 - **Dispatch Accepted**
 - Dispatch Declined
 - Step 2
 - Appointment Not Set
 - **Appointment Set**
 - Customer Cancelled
 - Dispatch Declined
 - Step 3
 - Appointment Set
 - Customer Cancelled
 - Dispatch Declined
 - **Service Initiated**
 - Sub Status:
 - **Parts Ordered – SP Supplied**
 - Parts Ordered – Direct Supply
 - Customer Not Home
 - 2nd Appointment Needed
 - Diagnosis Done/Still Open
 - Other
 - Work Complete
 - Step 4
 - Customer Cancelled
 - Dispatch Declined
 - **Service Initiated**
 - Sub Status:
 - Parts Ordered
 - Customer Not Home
 - 2nd Appointment Needed
 - Diagnosis Done/Still Open
 - Other
 - **Work Complete** (allows invoice submission, can be selected in Stage 3 & 4)
 - Submit invoice

My Home :: My Work Orders :: Work Order Search :: My Purchase Orders :: Purchase Order Search :: Price Guide :: My Statement :: Feedback

[View Work Order](#) :: [Work Detail & Invoice](#) :: [Bill Of Materials](#)

View Work Order Details - 1847044

Using the **Change** link below you may change the work order service status for this work order or simply view the homeowner, property and work order details. Dates are all displayed in Mountain Standard Time (MST).

- Work Order Details -

Contract Number:	3163606 R 101-Renewal9
Claim Date:	6/21/2006 2:38:41 AM MST
Effective Date:	4/16/2006 6:00:00 AM
Dispatch Type:	Additional
Priority:	Low
System:	Appliances - Dishwasher
Current Status:	Appointment Set
Status:	<input type="text" value="Service Initiated"/> <input type="button" value="Update"/> <input type="button" value="Cancel"/>
SubStatus:	<input type="text" value="Parts Ordered - SP Supplied"/>
Parts ETA - SP Supplied Date:	<input type="text" value="12/8/2009"/>
Notes:	<div style="border: 1px solid #ccc; padding: 5px;"> <p>MST </p> <p>[Please enter the parts that have been ordered]</p> </div>
Brand:	<input type="text" value="unknown"/>
Model:	<input type="text" value="unknown"/>
Trip Fee:	\$0.00
Deductible:	\$50.00
Call-In Limit:	\$0.00
Dispatched Date:	06-21-2006

[Customer Has No Supreme Coverage](#)
[Customer Has No Platinum Coverage](#)
[Customer Has No Enhanced Coverage](#)

- Each selection has different fields required to be filled out. For example, selecting “Parts Ordered–SP Supplied” allows you to enter part ETA and notes.
 - Please Note: Parts ETA is the expected date of the part as given by YOUR supplier.
4. Click **Update** to save changes.
 - The status updates are automatically displayed in our claim notes, eliminating the need to call in with routine updates any longer.
 5. You can go back and update part ETA after you have updated the part status, if needed.
 - ETA date will be located above the status, as shown below, once the Parts Ordered status has been selected.
 - Click update to save changes.

[View Work Order](#) :: [Work Detail & Invoice](#) :: [Bill Of Materials](#)

View Work Order Details - 2278373

Using the **Change** link below you may change the work order service status for this work order or simply view the homeowner, property and work order details. Dates are all displayed in Mountain Standard Time (MST).

- Work Order Details -

Contract Number:	3620741 C H67B-Closing
Claim Date:	7/11/2007 11:37:34 AM MST
Effective Date:	4/30/2007 6:38:30 PM
Dispatch Type:	Original
Priority:	Low
System:	Plumbing System - Faucets
ETA Date:	7/27/2007 Update ETA
Status:	Service Initiated - Parts Ordered - SP Supplied Change Status
Brand:	unsure
Model:	unsure
Trip Fee:	\$0.00
Deductible:	\$45.00
Call-In Limit:	\$300.00
Dispatched Date:	07-11-2007
NOTICE:	Customer Has Supreme Coverage Customer Has No Platinum Coverage

6. WOSS update for HBW supplied parts.

- When HBW supplies parts the WOSS is automatically updated on COL to “Parts Ordered – HBW Supplied” as seen below.
- Default part ETA is five days. The purchasing dept will confirm and update the part ETA the following business day (after PO has been placed) to show the correct ETA.
- *Do not give the homeowner the default 5 day ETA. Please wait one business day for the true ETA to be displayed.*

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[View Work Order](#) :: [Work Detail & Invoice](#) :: [Bill Of Materials](#)

View Work Order Details - 322282

Using the [Change](#) link below you may change the work order service status for this work order or simply view the homeowner, property and work order details. Dates are all displayed in Mountain Standard Time (MST).

- Work Order Details -

Contract Number: 5922005 C C24C-Closing
Claim Date: 11/19/2009 3:39:19 PM MST
Effective Date: 3/3/2009 7:16:54 PM
Dispatch Type: Original
Priority: Low
System: Gas/Elec Heating System - Heating System Gas
ETA Date: No ETA Date
Status: Service Initiated - Parts Ordered - HBW Supplied [Change Status](#)
Brand: Rudd
Model: n/a
Trip Fee: \$0.00
Deductible: \$50.00
Call-In Limit: \$350.00
Dispatched Date: 11-19-2009
NOTICE: [Customer Has Supreme Coverage](#)
[Customer Has No Platinum Coverage](#)
[Customer Has No Enhanced Coverage](#)

Claim Authorization

1. Click on the WO # to view the claim details (as show on page 4).
2. Click the “Work Detail & Invoice” link at the top
 - On this page, you can authorize the claim if the total cost is UNDER YOUR CALL IN LIMIT. Please refer back to the **View Work Order** page or your dispatch to identify your call in limit for the claim.

Click here to get to the authorizations page

[View Work Order](#) :: [Work Detail & Invoice](#) :: [Bill Of Materials](#)

View Work Order Details - 3070086

Using the [Change](#) link below you may change the work order service status for this work order or simply view the homeowner, property and work order details. Dates are all displayed in Mountain Standard Time (MST).

- Work Order Details -

Contract Number: 5581999 C C35B-Closing
Claim Date: 6/18/2009 7:18:23 AM MST
Priority: Low
System: Central Air Conditioning - Freon Split System
Status: Dispatched [Change Status](#)
Brand: n/a
Model: n/a
Trip Fee: \$0.00
Deductible: \$75.00
Call-In Limit: \$350.00
Dispatched Date: 06-18-2009
NOTICE: [Customer Has Supreme Coverage](#)
[Customer Has No Platinum Coverage](#)
[Customer Has No Enhanced Coverage](#)

Notes: Caller:----mr homeowner
Problem:----the upstairs unit is not cooling
Additional Notes:----call the homeowner at 501-351-1062
of Units in Home (Location of Affected unit):----2 upstairs

3. Add the appropriate job codes for the claim. To add job codes, click on **Cost +** as shown below.

Work Detail & Invoice - 3028120 (Pending Submission)

King Harry Mechanical
10375 E Harvard Ave
Ste 100
Denver, CO 80231

Work Order #: 3028120

Home Buyers Resale Warranty Corporation
Property Address
10735 DEXTER DR
DENVER, CO 80233-4552

Authorization Code: N/A
Primary Homeowner: Kelli Foster
Secondary Homeowner:

Add Non-Covered Charge (+)

SKU	Item Description	Cost	
2521150020114	HBW Supplied Condensing Unit and Evaporator Coil (1.5 to 3.5 Ton) <small>This is a HBW Supply Job Code. If this is the intended job code, ignore this message, otherwise delete this job code and use a Direct Supply Job Code instead.</small>	\$380.00	X
2511187020056	HBW Supplied Blower Motor <small>This is a HBW Supply Job Code. If this is the intended job code, ignore this message, otherwise delete this job code and use a Direct Supply Job Code instead.</small>	\$48.00	X
2514188020001	Service Call - HVAC	\$48.00	X

Sub Total: \$456.00
Homeowner's Amount: (\$0.00)
Adjustments: \$0.00
Payee Concessions: \$0.00
Deductible: (\$55.00)
Total: \$401.00

You will not be able to submit this invoice until the work order status indicates **Work Complete**.
To update the work order service status please click [here](#).
Please Refer to your Price Guide for Pricing Rules.

Get Authorization

Click here to add job codes (points to Cost +)

Click here to delete job (points to X)

Deductible automatically deducted (points to Deductible)

4. A new window will appear. If you know the job code, you can enter it into the job code field. If not, click on magnifying glass as shown below.

Step 1 of 2 - Enter Job Code

Add Work Item - Enter Job Code

In the field below, enter the job code for the work item you wish to add or select one or more from your favorites list. If you do not know the job code for the work item, click the icon next to the field in order to search for the job code.

Job Code **Add to Favorites**

Click here to add job code to favorites (points to Add to Favorites)

★ Favorites

You may select one by clicking the associated link, or check one or more then click **Next**.

- [20001 Service Call - HVAC](#) X
- [20002 Service Call - After Hours - HVAC](#) X
- [20049 Blower Motor 1/3 HP](#) X
- [20085 Control Board](#) X
- [20070 24V Transformer](#) X

Click "Next" to continue (points to Next button)

Cancel Next

5. Use the search fields to find a job code with all or part of the job code or name. You may also narrow your search by system. Click **Search** to query the price guide. Click **Cancel** to go back.
6. Click on the appropriate job code once identified. This will bring you back to the first screen and the job code number will populate in the job code box.
7. To save the job code in your favorites, check the **Add to Favorites** box before clicking **Next** to continue.
 - The next time you go to add a job code it will be listed under Favorites on the first screen.
 - To select a job code in **Favorites** check those that apply and click **Next** to continue.
8. Enter as many details as possible including Model and Serial number, brand and notes.
 - You can decrease the job code price if you wish, but you cannot increase it.
 - **You can cancel out of this item by clicking Cancel.**

9. Click **Finish**.
10. Your job code item will now be listed on the Work Detail & Invoice page (see pg 7). Repeat steps 3-7 to add additional job codes to the authorization.
 - **You can remove a job code by clicking on “X” next to the dollar amount.**
11. Once all job codes have been added click **Get Authorization**. Notice that the deductible has automatically been removed from the sub total. The total at the bottom shows what is owed by HBW.

Invoice Submission

1. Claim must be authorized. Please see page 7 on how to authorize a claim.
2. Work order status must indicate **Work Complete**. Please see page 6 for directions on how to change WOSS.
3. Go to **Work Order Detail & Invoice** from the **View Work Order Details** page where you change the WOSS.
4. Click on **Submit an Invoice** to turn in your invoice for payment.
 - You may also choose your own invoice number for your own billing purposes in the field located right above the **Submit an Invoice** button. Otherwise, it will automatically default to the work order number.

Home Buyers Resale Warranty Corporation

Authorization Code: 7849-4532-2064
 Primary Homeowner: DeAnne GREEN
 Secondary Homeowner:

Property Address
 1111 Monroe Ave
 Kansas City, MO 64127-1546

[Add Non-Covered Charge \(+\)](#)

SKU	Item Description	Cost	
2614151010001	Service Call - Appliance	\$80.00	X
2522186020041	Direct Supply Furnace	\$288.00	X
1011170020709	Contractor Fee for the pick-up (Will Call) of HBW Supplied parts and/or equipment from a Supplier <small>This is a HBW Supply Job Code. If this is the intended job code, ignore this message, otherwise delete this job code and use a Direct Supply Job Code instead.</small>	\$25.00	X
1011170020709	Contractor Fee for the pick-up (Will Call) of HBW Supplied parts and/or equipment from a Supplier <small>This is a HBW Supply Job Code. If this is the intended job code, ignore this message, otherwise delete this job code and use a Direct Supply Job Code instead.</small>	\$25.00	X
1011170020709	Contractor Fee for the pick-up (Will Call) of HBW Supplied parts and/or equipment from a Supplier <small>This is a HBW Supply Job Code. If this is the intended job code, ignore this message, otherwise delete this job code and use a Direct Supply Job Code instead.</small>	\$25.00	X

Sub Total: \$423.00
 Homeowner's Amount: (\$0.00)
 Adjustments: \$0.00
 Payee Concessions: \$0.00
 Deductible: (\$75.00)

Total: \$348.00

Your Invoice #: 3028097

5. Click **OK** to proceed or **Cancel** to go back and make changes.
 - No further changes can be made once the invoice has been submitted.
6. Your invoice has now been submitted for payment.
 - You can print a copy of the invoice for your records from this screen by selecting **Print** at the bottom.
 - Invoice statuses are also shown on the **My Work Orders** page. Statuses include:
 - N/A: not submitted
 - Ready for Batch: submitted but not processed yet
 - Approved: processed

My Purchase Orders

From this page you can manage your current purchase orders within the last 30 days. You may sort this list by status and may view the purchase order details by clicking on a **Purchase Order Number (PO #)** from the list as shown below. The “My Purchase Orders” page shows you the PO #, supplier name, homeowner address, status and order date. If the purchase order you are looking for is older than 30 days or is not in the list, use the **Purchase Order Search** page to find it.

[Click here to filter by status](#)

- My Purchase Orders (Past 30 Days)

PO #	Supplier	Property Address	Status
5018421	American Distributors Inc. 4201 S Shackelford Rd, Little Rock, AR	4 Desoto Forest Cv	Ordered
5018499	Carrier Mid-South 3700 W 65th St, Little Rock, AR	11 Bowers Rd	Ordered
5018554	Carrier Mid-South 3700 W 65th St, Little Rock, AR	13811 SAINT MICHAEL DR	Ordered

Status: (all) ▼

(all)

Open

Ordered

On Hold

Cancelled

Closed

Cancellation Requested

Click here for more details →

Once you click on the purchase order number you may view details such as supplier info, customer info, order info, part description, part number and status as shown below.

[View Work Order](#) :: [Work Detail & Invoice](#) :: [Bill Of Materials](#)

Purchase Order #: 5018421

<p>- Supplier Info</p> <p>Goodman Distribution American Distributors Inc. 4201 S Shackelford Rd Little Rock, AR 72204-7115 (501) 374-2323</p>	<p>- Customer Info</p> <p>Brenda Howard (501) 993-9062 4 Desoto Forest Cv Little Rock, AR 72212-2354</p>	<p>- Order Info</p> <p>Order Date: 6/25/2009 6:35 PM Order Status: Ordered Delivery Type: Will Call Work Order: 3081569</p>
---	--	--

Order Detail

Qty	Description	Part #	Status
1	Copeland - 2.5 T - 30K - Compressor - Reciprocating - R-22	CR30K6PFV960	Ordered

Price Guide

The Price Guide section is a list of your current pricing guides that are under agreement between your company and HBW. This list includes all the job codes for each repair or replace item. You can review your pricing structure at anytime and print them from this page. Please note that only administrators are able to view this agreement. If you have any questions or concerns about your pricing guide please call your Area Service Manager at 1-888-886-4802.

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[print cover page](#) :: [print a copy](#)

Price Guide for King Harry Mechanical (8/10/2009)

Below is a listing of all of your company's job codes within your price guide. If you have any questions or concerns regarding this information please contact your personal HBW Service Network Administration representative or call us at 1-888-886-4802.

If you have not yet signed off on this price guide, please print, complete and mail the cover page to our Service Network Administration department. The link to open the cover page is at the top of this screen or click [here](#).

Please fax your completed [cover page](#) to (303) 306-2276, ATTN: Crystal Nault.

Appliance - Home

Appliance - Miscellaneous

Job Code	Item Description	Price
10001	Service Call - Appliance (1)	48.00
10002	Service Call - After Hours - Appliance (1)	72.00
10090	Non-Price Guide Item Parts & Labor - Appliance (2)/3)	0.00

My Statement

View all of the payments made to you for the current month. You may also change the dates to view a larger range of payment information.

- **Check #** provided is our check #
- **Amount** is total amount paid on check
- **Associated Work Orders** lists the work orders that were paid under that check. It also lists the amount paid for each work order.

The screenshot shows the 'My Statement' page with a navigation bar at the top containing links: My Home, My Work Orders, Work Order Search, My Purchase Orders, Purchase Order Search, Price Guide, My Statement, and Feedback. The main heading is 'My Statement' in orange. Below it, a text block explains that the page shows payments for the current month and allows for date range selection. There are two date input fields: 'From Date: 08/01/2009' and 'To Date: 08/11/2009', followed by a 'Search' button. A callout box with an arrow pointing to the 'Search' button says 'Click here to choose date range'. Below the search area is a table with the following data:

Date	Check #	Amount	Associated Work Orders
08/07/2009	4200033439	\$783.91	3121104/\$94.08, 3118299/\$171.50, 3124157/\$171.99, 3125692/\$326.34
08/08/2009	4200032911	\$642.88	3121184/\$47.04, 3122769/\$64.68, 3085777/\$144.06, 3118138/\$153.88, 3124829/\$233.24

Arrows point from the text 'W/O #' to the first work order ID in the second row, and from 'Amount Paid' to the amount '\$64.68' in the same row.

My Statement Page is Excel Friendly (copy and paste) for archive purposes

Feedback

We try to provide our partners with the most efficient and state of the art tools possible for doing business with us and are always looking for ways we can improve our site. We value and appreciate your feedback and hope you will take the time to let us know what you think.

The screenshot shows the 'Give us your Feedback' form. It has a navigation bar at the top with links: My Home, My Work Orders, Work Order Search, My Purchase Orders, Purchase Order Search, Price Guide, My Statement, and Feedback. The heading is 'Give us your Feedback' in orange. Below it, a text block explains the purpose of the feedback form. There is a large text area for entering feedback. At the bottom, there is a checkbox labeled 'Email me a copy of this feedback' and a 'Submit' button.