

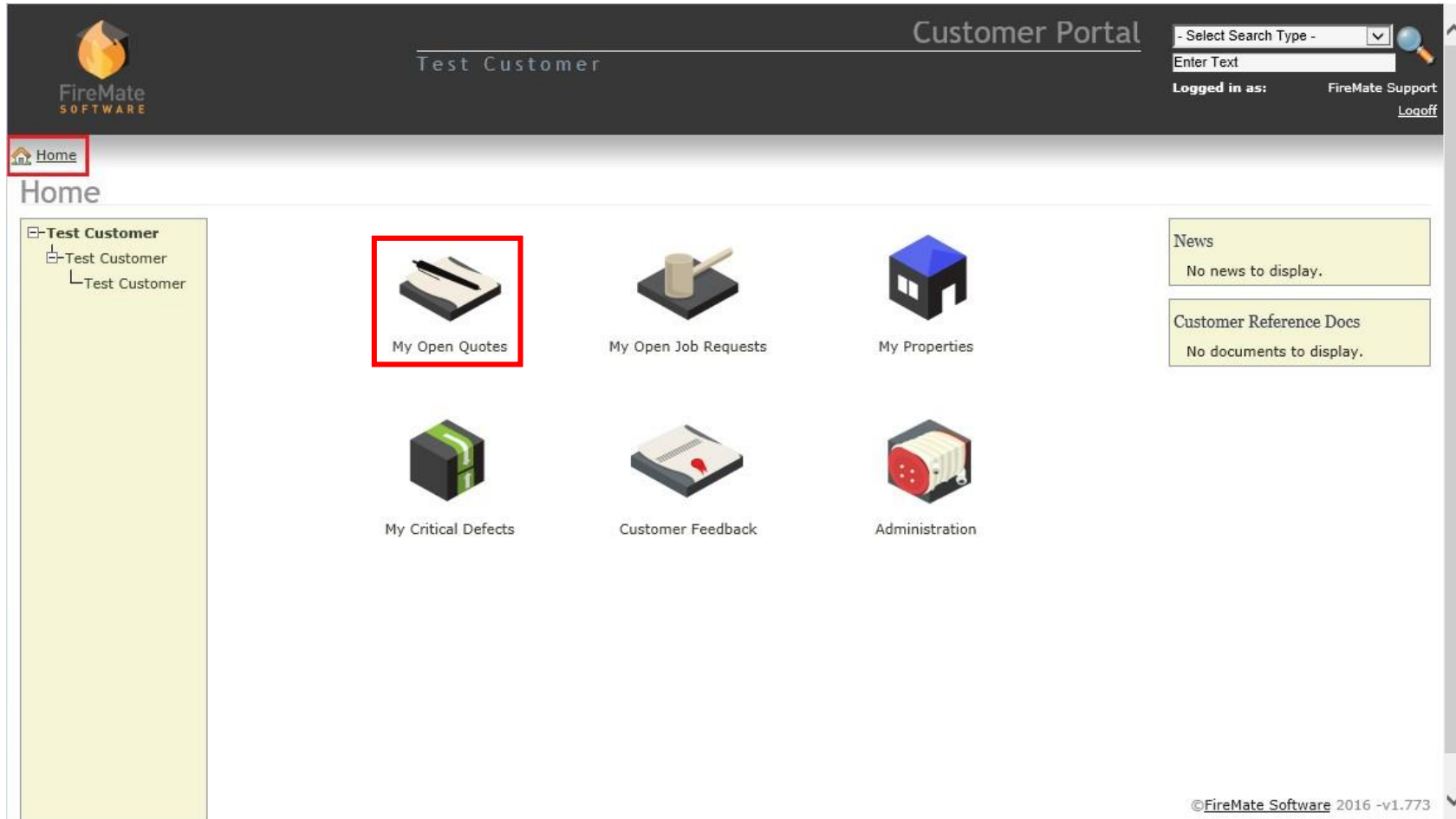


Fire Service Professionals FireMate Software

Customer Portal



When you log into the Portal it takes you to the home screen. You can see your Properties on the left hand side. If you want Property specific information, click on the Property Name on the left. The home screen is a collective of all Quotes/Jobs/Defects. Click on the images to view these. You can return to the home screen at any time by clicking on the “Home” button.





You can filter on most search results. Click on the arrows to open the item.

The screenshot shows the FireMate Customer Portal interface. At the top, there is a navigation bar with the FireMate logo, the text "Test Customer", and "Customer Portal". On the right side of the navigation bar, there is a search bar with a dropdown menu for "Select Search Type", a search input field with the placeholder "Enter Text", and a search icon. Below the search bar, it says "Logged in as: FireMate Support" and a "Logoff" link.

Below the navigation bar, there is a "Home" link and a section titled "My Open Quotes". Under this section, there is a "Filters" box with a red border. The filters include:

- Quote ID:
- Quote Start:
- Won/Lost Start:
- Region:
- Quote Status:
- Quote End:
- Won/Lost End:
- Zone:

A "Filter" button is located at the bottom right of the filters box.

Below the filters, there is a table with the following columns: Quote ID, Quoted Date, Won/Lost Date, Created By, Status, and Property. The table contains one row with the following data:

Quote ID	Quoted Date	Won/Lost Date	Created By	Status	Property
1	30/08/16		FireMate Support	With Client	Test Customer

Below the table, it says "1 Quotes Matched" and "Page: 1 of 1 Pages".

At the bottom right of the page, there is a copyright notice: "©FireMate Software 2016 -v1.773".

Quotes can be approved or rejected from the customer portal, notifying FSP. Please note, total cost amounts that are stated are not inclusive of GST. It is preferred to accept quotes by emailing the signed quotation to reception@fsp.com.au

If accepting a quote through the portal please state an order number and send a separate email acceptance to reception@fsp.com.au

If rejecting a quote through the portal please provide a reason in the field.

The screenshot shows the FireMate Software Customer Portal interface. At the top, there is a navigation bar with the FireMate Software logo, the user name 'Test Customer', and the title 'Customer Portal'. A search bar and login information are also visible.

The main content area is titled 'My Open Quotes'. It features a 'Filters' section with input fields for Quote ID, Quote Start, Won/Lost Start, Region, Quote Status, Quote End, Won/Lost End, Zone, and a 'Filter' button. Below the filters is a table of quotes:

Quote ID	Quoted Date	Won/Lost Date	Created By	Status	Property
1	30/08/16		FireMate Support	With Client	Test Customer

Below the table, it indicates '1 Quotes Matched' and 'Page: 1 of 1 Pages'.

The 'Quote Details (ID: 1)' panel is expanded, showing the following information:

- Description:** Defects found during RA 1 & 2
- Quoted Date:** 30/08/2016
- Expiry Date:** 29/09/2016
- Total Cost:** \$550.00
- Won/Lost Date:**
- Created By:** FireMate Support
- Quote Status:** With Client

The 'Quote Items' section contains a table with the following data:

ID	SE Type / Equipment Type	Detection Date	Type
1	Portable Fire Extinguishers, Fire Hose Reels & Fire Blankets / Fire Blanket 1.2m x 1.8m	30/08/16	Defect
2	Portable Fire Extinguishers, Fire Hose Reels & Fire Blankets / 2.5KG AB(E) DCP Extinguisher	30/08/16	Defect
3	Exit & Emergency Lighting / Exit Light	30/08/16	Defect

Below the table, it indicates '3 Quote Items Matched' and 'Page: 1 of 1 Pages'. At the bottom of the details panel, there are buttons for 'Reject All' and 'Approve All'. A 'Pre-View' button is also visible at the bottom right of the page.

©FireMate Software 2016 -v1.773



When you select the Property on the left, you can view all things specific to that Property. You can preview reports from here also. To view the Property details, click on “Property Details”.

The screenshot shows the FireMate Customer Portal interface. At the top left is the FireMate logo. The page title is "Customer Portal" and the current user is "Test Customer". A search bar is located at the top right with a dropdown menu for "Select Search Type" and a search icon. Below the search bar, it says "Logged in as: FireMate Support" with a "Logout" link. The main navigation area includes a breadcrumb trail: "Home" > "Current Property: Test Customer". On the left, a sidebar menu shows "Test Customer" expanded, with "Test Customer" selected. The main content area is titled "Home (Property) - Property Details". A secondary navigation bar contains "Home", "Service Requests", "Defects", "Quotes", "Invoices", and "Reports". The main content area features several icons for "Service Requests", "Defects", "Annual Compliance", "Request Technician", "Quotes", and "Invoices". On the right side, there are two informational boxes: "News" (No news to display) and "Customer Reference Docs" (No documents to display). The footer contains the copyright information: "©FireMate Software 2016 -v1.773".



You can update Contact Details in here.

The screenshot shows the FireMate Customer Portal interface. At the top, there is a navigation bar with the FireMate logo, the text "Test Customer", and "Customer Portal". On the right side of the navigation bar, there is a search dropdown menu with the text "- Select Search Type -", a search input field with the placeholder "Enter Text", and a search icon. Below the search bar, it says "Logged in as: FireMate Support" and a "Logout" link.

On the left side, there is a sidebar menu with a "Home" link and a tree view showing "Test Customer" expanded to "Test Customer".

The main content area is titled "My Properties - Manage Property". Below the title, there are three tabs: "Customer", "Contract", and "Property". The "Property" tab is selected and highlighted with a red box.

Under the "Property" tab, there is a "Property Details" section with the following information:

- Name:** Test Customer
- Region:** Wagga Wagga
- Zone:** Koorungal
- Address 1:** 1 Pretend Street
- State:**
- Post Code:** 2650
- Address 2:**
- City:** Wagga Wagga

Below the property details, there are two tabs: "Contacts" and "Attachments". The "Contacts" tab is selected.

Under the "Contacts" tab, there is a "Contact List" section with an "Add New" button. The contact list is a table with the following columns: "Contact Type", "First Name", "Last Name", "Contact Position", "Phone", and "Mobile".

Contact Type	First Name	Last Name	Contact Position	Phone	Mobile
Operations	FireMate	Support	Portal User	07 3107 1694	

Below the table, there is a summary: "1 Contacts" and a pagination control: "Page: 1 of 1 Pages".

At the bottom right of the page, there is a copyright notice: "©FireMate Software 2016 -v1.773".

