

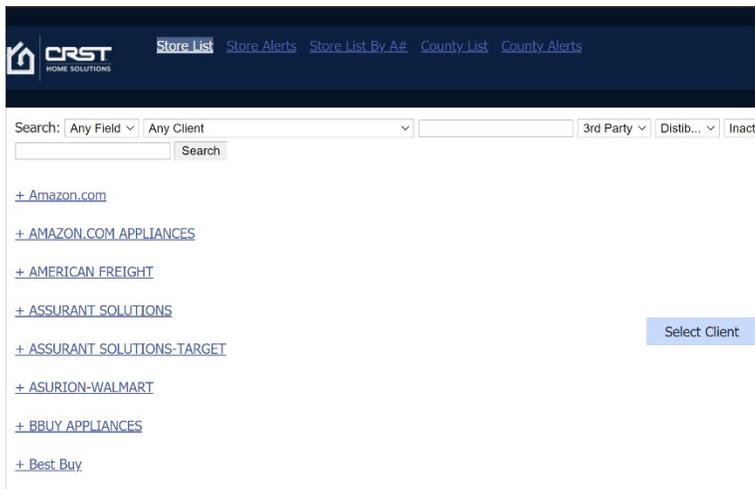
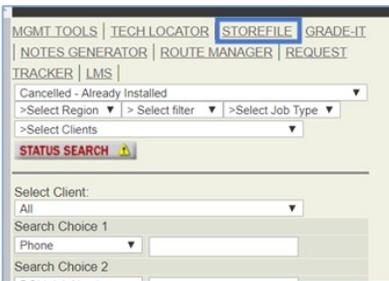
StoreFile

Primary Model

CRST Home Solutions uses the primary model, which assigned a specific service company or companies to each store as primary providers. These providers perform maintain good relationships with their assigned stores, have a deeper understand of the client-specific policies, and handle the majority jobs for their stores. Market Managers will use StoreFile to maintain accurate primary assignments.

StoreFile

To access StoreFile, click on the link at the top of Quadrant 1 that says “StoreFile.”



After you click the link in DOLI, a new window will open that displays a list of clients. Choose the client that matches the client on your DOLI job.

After you choose a client, StoreFile displays a list of stores for that client. Primaries are determined by Selling Store, so use the client link on the order determine the selling store. Once found, click on the store number.

For each store, there are fields for Primary, Secondary and Tertiary Service Companies; however, not all positions will be filled for every store. If you look at the picture below, you can see how some stores have one

service company, others have two service companies and others have all three filled with companies.

Store #	Primary Appliance	Secondary Appliance	Tertiary Appliance
0			
4	(A502619) MAISON FIXTURE INSTALLATION &AM...		
5			
6			
7			
8	(A502619) MAISON FIXTURE INSTALLATION &AM...		
9			
10			
11			
12			
13	(A98245) 7TH AVENUE APPLIANCE	(A501422) AMAZING HANDYMAN SERVICES	(A82792) BUILD IT GUYS
14	(A85501) KUEHN ENTERPRISES		
15			
16	(A93478) ELITE HOME SERVICES		
17	(A114508) DS APPLIANCE REPAIR	(A123947) PRAIRIESONS INC	

Assigning a Service Company to a Primary Position

It is our goal to have a primary provider assigned to each active store. Market Managers will be responsible for choosing a company that is a good fit. Market Managers should look for existing companies that have good NPS scores and can accept the jobs for the base rate without too many trip charges. It isn't helpful to have all the jobs covered, but to pay a trip charge on every job out of that store.

If you need to use a newly active company, it is important to have that company run some test jobs before you assign them to the position to ensure their understanding of the client-specific processes.

Once you have chosen a servicer, discuss with them the stores they can cover. Make sure they understand they are expected to service the jobs in a 35 miles radius of any stores they agree to cover without any additional mileage fees.

To assign the company in StoreFile:

1. Click on the store number
2. In the position you are filling, click on the existing primary or the "Add Installer" link.
3. Enter the A# of the new primary and click cylinder to save your changes.
4. Enter notes in the provided field and save your changes.

Distribution Inactive

Change Log Work Order Log Escalations Store Notes Day Of Week

Current Installer

(A504335) HOME REPAIR MEDICS

[Add Installer --](#)

Add Installer

Removing a Service Company from a Primary Position

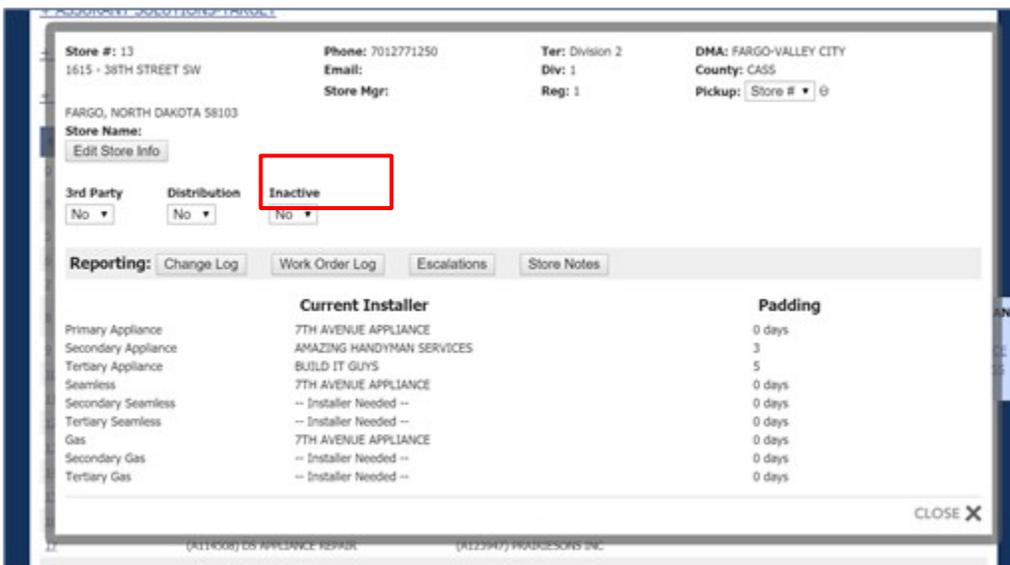
To remove the company in StoreFile:

1. Click on the store number, which pull up the store info page.
2. Click on the **X** next o the service company
3. Enter notes in the provided field and save your changes.

Accessing the Work Order Log

The Work Order Log tool in StoreFile lists the past jobs out of that store, including the companies that performed those jobs. When searching for job coverage, service companies who performed work out of that store in the past can be contacted to see if they can help with coverage requests.

To view the Work Order Log, click on the store number and it will open the store information. Click on the Work Order Log button to view the list of jobs for that store.



Store #: 13
1615 - 38TH STREET SW
FARGO, NORTH DAKOTA 58103

Phone: 7012771250
Email:
Store Mgr:

Ter: Division 2
Div: 1
Reg: 1

DMA: FARGO-VALLEY CITY
County: CASS
Pickup: Store # ▾

Store Name:
Edit Store Info

3rd Party: No ▾
Distribution: No ▾
Inactive No ▾

Reporting: Change Log | **Work Order Log** | Escalations | Store Notes

	Current Installer	Padding
Primary Appliance	7TH AVENUE APPLIANCE	0 days
Secondary Appliance	AMAZING HANDYMAN SERVICES	3
Tertiary Appliance	BUILD IT GUYS	5
Seamless	7TH AVENUE APPLIANCE	0 days
Secondary Seamless	-- Installer Needed --	0 days
Tertiary Seamless	-- Installer Needed --	0 days
Gas	7TH AVENUE APPLIANCE	0 days
Secondary Gas	-- Installer Needed --	0 days
Tertiary Gas	-- Installer Needed --	0 days

CLOSE X

Work Order Logs

[Back to store details](#)

Creation	Job Seq	Job Num	Assigned Pos	Assigned A#	Status
02/11/2016	1	4018056	(13)	9667 - INSTALLS INC - VENDOR	Completed - Complete per SOW
02/13/2016	2	4020860	(13)	9667 - INSTALLS INC - VENDOR	Completed - Complete per SOW
02/13/2016	3	4020702	(13)	9667 - INSTALLS INC - VENDOR	Completed - Complete per SOW
02/16/2016	4	4025580	(13)	82792 - BUILD IT GUYS	Completed - Pending Verification
02/16/2016	5	4025585	(13)	82792 - BUILD IT GUYS	Completed - Pending Verification
02/16/2016	6	4025532	(13)	08265 - AAA PLUMBING & DRAIN CLEANING LLC	Completed - Complete per SOW

The Work Order Log is organized with the oldest orders at the top and the newest orders at the bottom. The most recent orders may be the best options since they are more likely to still be part of our network and familiar with work. It is important to remember that you will need to check in DOLI/SMT to see if a company is still active in the network and also to find the servicer's contact information.

