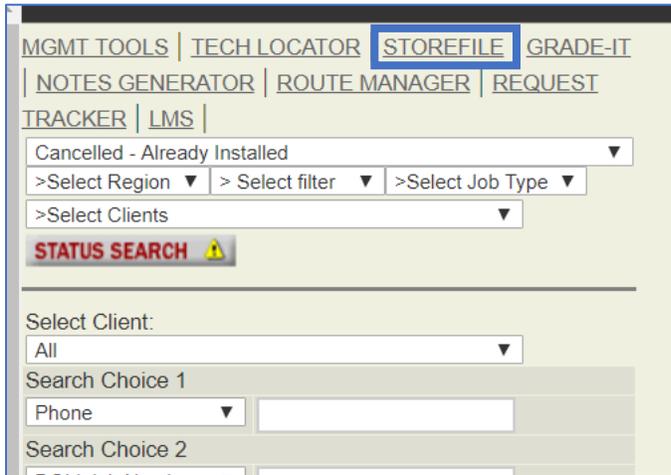


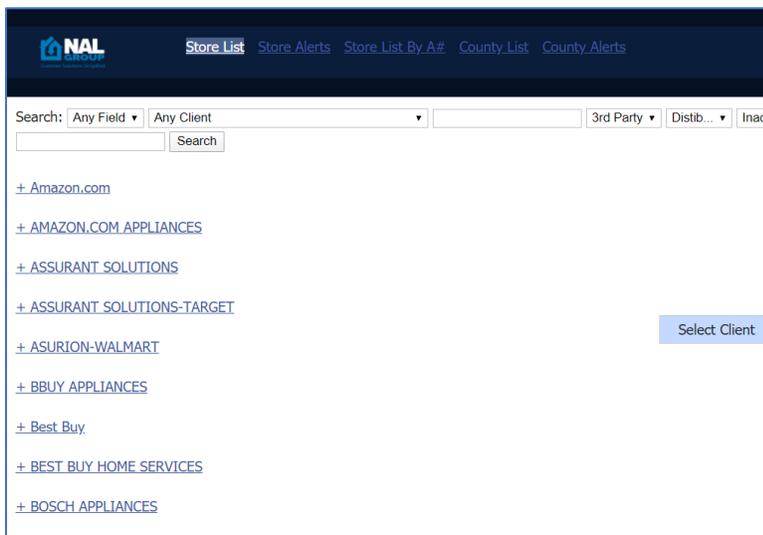
StoreFile: Finding Service Companies

StoreFile is a tool used to look up service companies for clients and it can be accessed from DOLI. The tool is organized by client, and then, by store so we can see which service companies are assigned to each store location.

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 will allow you to click on the client on your order. Make sure you match the client on the order exactly so you can get the correct results, e.g. Best Buy vs BBuy Appliances.



This will open a list of stores for that client. Locate the selling store (found by clicking the client link on the DOLI job). You can use **Ctrl+F** to search the page for the store number.

For each store, there are fields for Primary, Secondary and Tertiary Service Companies. Not all positions will be filled for all store. The number of store service companies is based on the volume of jobs out of that store (See below).

StoreFile: Finding Service Companies

+ [BBUY APPLIANCES](#)

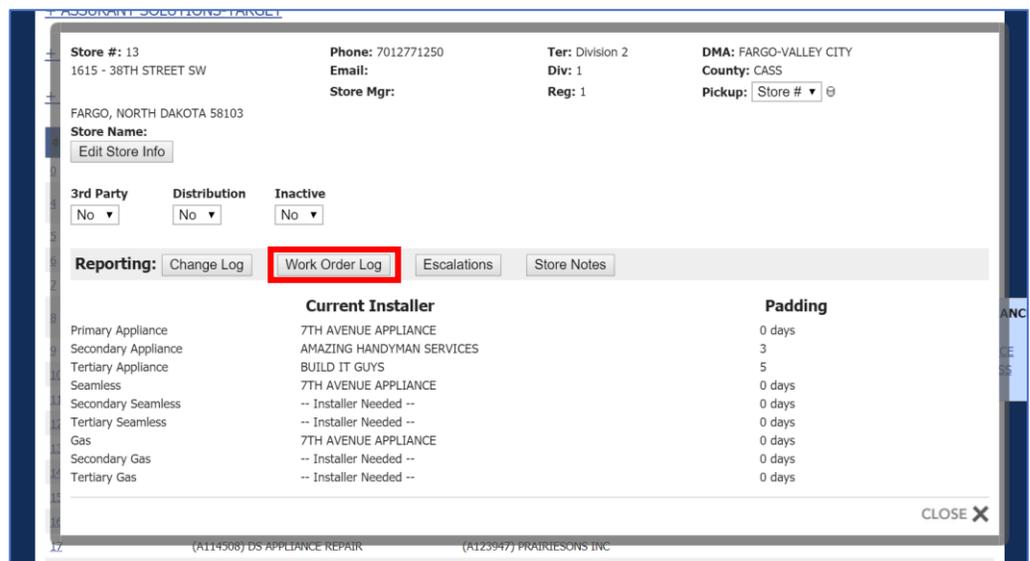
Store #	Primary Appliance	Secondary Appliance	Tertiary Appliance
0			
4	(A502619) MAISON FIXTURE INSTALLATION &AM...		
5			
6			
7			
8	(A502619) MAISON FIXTURE INSTALLATION &AM...		
9			
10			
11			
12			
13	(A98245) 7TH AVENUE APPLIANCE	(A501422) AMAZING HANDYMAN SERVICES	(A82792) BUILD IT GUYS
14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

These store service companies cover jobs within the coverage area for that store - roughly 35 miles from the store to the customer or 20 miles from the store to the customer for Lowe's. Generally, though not always, the store servicers will not need a mileage charge within the coverage area.

Accessing the Work Order Log

The Work Order Log in StoreFile lists the past jobs out of that store. This information includes the service companies that performed those jobs. In some cases, servicers who worked jobs out of that store may be

able to provide coverage when the store assigned service company or companies are not able to assist. To access this tool, click on the store number link and then click the **Work Order Log** in the middle of popup. A new screen will open to allow you to access the Work Order Logs for that store.



The screenshot shows the StoreFile interface for a store. The store information includes:

- Store #: 13
- Address: 1615 - 38TH STREET SW, FARGO, NORTH DAKOTA 58103
- Phone: 7012771250
- Email: [Redacted]
- Store Mgr: [Redacted]
- Ter: Division 2
- Div: 1
- Reg: 1
- DMA: FARGO-VALLEY CITY
- County: CASS
- Pickup: Store # [Dropdown]

The **Reporting** section includes tabs for Change Log, **Work Order Log** (highlighted in red), Escalations, and Store Notes. Below this, the **Current Installer** and **Padding** information is displayed:

Category	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

At the bottom of the popup, there are links for (A114508) DS APPLIANCE REPAIR and (A123947) PRAIRIESONS INC.

StoreFile: Finding Service Companies

The Work Order Log is organized by oldest at the top to most recent orders at the bottom. There is a scroll bar to roll down all of the order. Logically, the most recent orders may be the best options since they worked for us not too long ago. Review the dates and statuses carefully in the log. You will use the “Assigned A#” column to find the service company in DOLI.

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	4020707	(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	4025537	(13)	08265 - AAA PLUMBING & DRAIN CLEANING LLC	Completed - Complete per SOW

What's Next?

After you have the A# for the service company or companies that you would like to contact, you will need to call them. However, the contact information is not listed in StoreFile, so you will need to go to DOLI to find the authorized contact and the company contact information.

Important! Make sure that the service company status in DOLI is **Active** before you call them. If they are not an Active service company, we will not contact them for coverage.