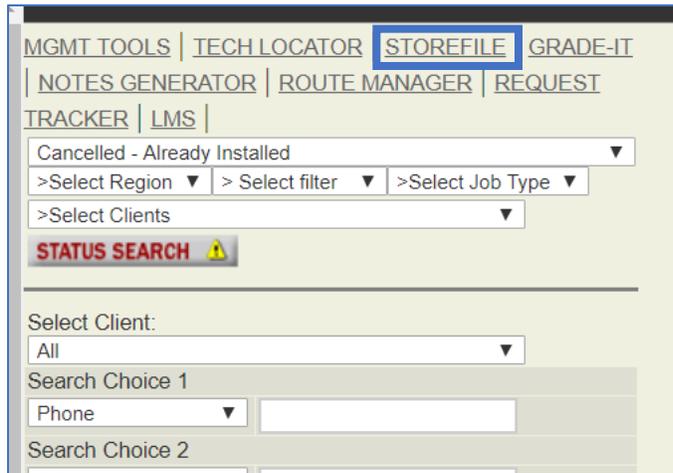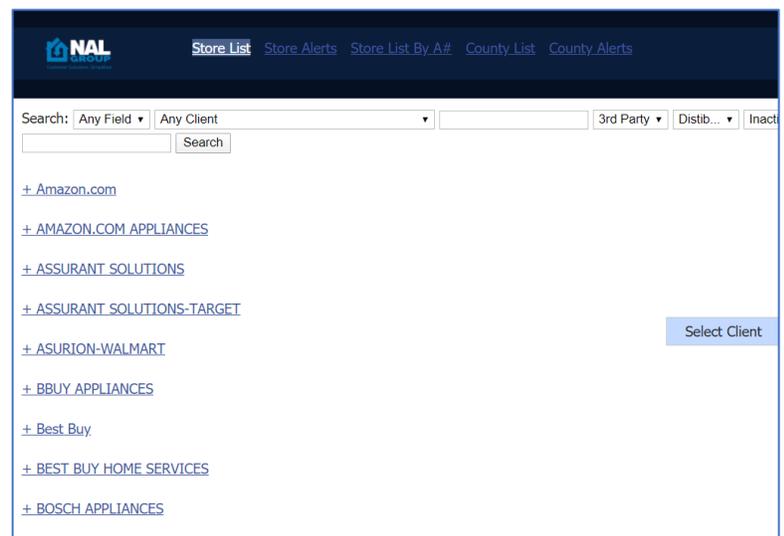# StoreFile: Finding Service Companies

StoreFile is a page used to look up service companies for clients and it can be accessed from DOLI. The page is organized by client, and then, by store so we can see which companies are assigned as Primary and Secondary. There is also a function in StoreFile that allows you to see who performed orders for that store in the past.

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. For example, if the client link under the navigation bar says "BBY Appliances," then you need to find that in StoreFile.

After you have found the correct client, click on the client name in StoreFile and this will open a list of stores for that client. You will need to find the selling store listed on the order by clicking on the client name link listed below the DOLI Navigation Bar in Quadrant 3. To find the store number in the list; you can use **CTRL+F** to find the store number quickly.

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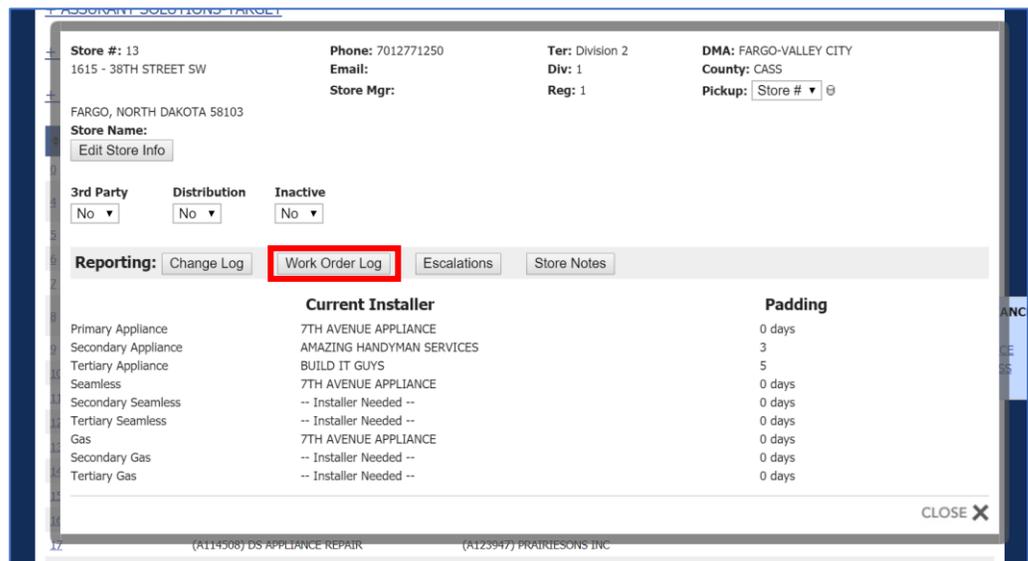
Store #	Primary Appliance	Secondary Appliance	Tertiary Appliance
0			
4	(A502619) MAISON FIXTURE INSTALLATION &AM...		
5			
6			
7			
8	(A502619) MAISON FIXTURE INSTALLATION &AM...		
9			
10			
11			
12			
13	(A98245) 7TH AVENUE APPLIANCE	(A501422) AMAZING HANDYMAN SERVICES	(A82792) BUILD IT GUYS
14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

\+ BBUY APPLIANCES

These companies are within the area of the store and work orders for that store. Generally, the primaries' area is within 40 miles from the store and the secondary/tiertiary areas are 40 miles from their starting locations to the store. You will use the A# listed to look up the contact information in SMT.

Accessing the Work Order Log

The Work Order log is a tool in StoreFile that lists the past jobs out of that store. This information includes the service companies that performed those jobs. In some cases there may not be a store assigned company or all of the store assigned companies may decline the job, that doesn't mean there aren't any other options. If you click on the store number link, a new window will open within the StoreFile screen. From this screen, you can
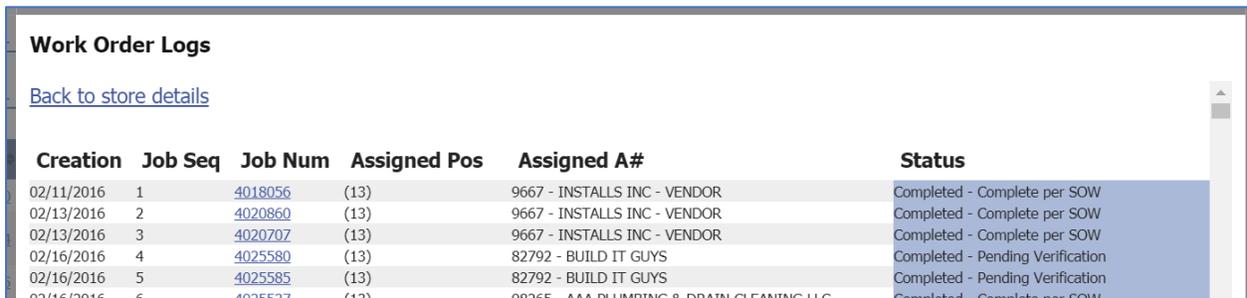
	Current Installer	Padding
Primary Appliance	7TH AVENUE APPLIANCE	0 days
Secondary Appliance	AMAZING HANDYMAN SERVICES	3
Tertiary Appliance	BUILD IT GUYS	5
Seamless	7TH AVENUE APPLIANCE	0 days
Secondary Seamless	-- Installer Needed --	0 days
Tertiary Seamless	-- Installer Needed --	0 days
Gas	7TH AVENUE APPLIANCE	0 days
Secondary Gas	-- Installer Needed --	0 days
Tertiary Gas	-- Installer Needed --	0 days

Store #: 13
1615 - 38TH STREET SW

FARGO, NORTH DAKOTA 58103
Store Name:
Edit Store Info

Phone: 7012771250
Email:
Store Mgr:

Ter: Division 2
Div: 1
Reg: 1

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

3rd Party: No
Distribution: No
Inactive: No

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

CLOSE

see a button for **"Work Order Log."** See the button on the image to the right. When you click on that button, a new screen will open to allow you to access the Work Order Logs for that store.

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. **However, you will need to review SMT to make sure they are still Active companies.** Review the dates and statuses carefully in the log. You will use the "Assigned A#" column to find the service company in SMT.

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 SMT to find the authorized contact and the company contact information.

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