

# Partner Portal

UNICOM Engineering’s partner portal is a secure web-based application that provides visibility into the various daily business activities from forecast to delivery of products worldwide. Customers rely on the portal for real-time access to information that facilitates the management of their business and technical support requests.

## Forecasting

As a vital step in securing inventory and driving manufacturing plans to address demand, our Account Managers work with our Project Managers to develop build forecasts (by SKU if possible). Customer forecasts are accessible through the portal for review and evaluation.

## Inventory Management

The Partner Portal is key to managing and tracking manufacturing cycles and inventory levels at UNICOM Engineering’s various plants and depots. The portal provides access to inventory sorted by customer owned, finished goods and Work in Progress (WIP) by location—better enabling customers to commit to sell and ship on time.

Model	Customer Part	Description	Total	Avail	Alloc	Location	
> SYS-ABC100-000	ABC Unit 100	Customer Demo Part	8	7	1	Plano	
▼ SYS-ABC200-000	ABC Unit 200	Customer Demo Part	7	6	1	Canton	
Item Number			Age in Days	0-30	31-60	61-90	91+
▼ SYS-ABC200-000				2	0	0	0
Serial Number			Age in Days	0-30	31-60	61-90	91+
serial_demo				2	0	0	0
> SYS-ABC200-000	ABC Unit 200	Customer Demo Part	26	25	1	Canton	
> SYS-ABC200-000	ABC Unit 200	Customer Demo Part	13	12	1	Plano	

Figure 1: UNICOM Engineering’s finished goods provides customers with a snapshot of their inventory.

## Order & Shipment Tracking

Once an order has been placed, customers can track and report the status of individual shipments. The portal provides valuable information including the carrier, tracking number(s) and associated freight charges. Information can be retrieved by ship date or PO number and results provide information down to the serial number of each part. This level of asset management is critical to customers who use serial numbers and MAC addresses to establish license keys for the software loaded on each device.

## AT A GLANCE

The Portal, available at [www.unicomengineeringportal.com](http://www.unicomengineeringportal.com) allows our customers to access:

- Forecasts
- Inventory and Part Visibility
- Order Information
- Shipment Tracking
- Refurbishment Information
- Operational Reports
- Technical Support Status
- Assets
- Serial Numbers

The following reports are available via the portal:

- Open Order Summary
- Shipment Summary
- RMA Activity
- Detailed RMA Activity

PO#	Cust PO#	Transaction #	Ship to	Status	Request Dt	Promise Dt	Ship Dt
> PO-12301	None	STDINV012345	Acme Auto	Shipped	28-Apr-2016	28-Apr-2016	28-Apr-2016
> PO-12302	None	STDINV012350	State Street Bank	Shipped	28-Apr-2016	28-Apr-2016	28-Apr-2016
> PO-12303	None	STDINV012375	British Airways	Shipped	06-Apr-2016	06-Apr-2016	06-Apr-2016
> PO-12306	None	STDINV012500	Acme Financial Services	Shipped	09-Apr-2016	09-Apr-2016	09-Apr-2016

**Figure 2**

- Order and shipment tracking enables customers to:
- Pro-actively monitor and share shipping information with their customers
  - Plan the deployment of installation and service technicians
  - Obtain proof of shipment for regulatory and audit purposes
  - Initiate invoice processes

## Operational Reports

A series of reports are available to customers via the portal, including Open Order Summary, Shipment Summary, RMA Activity and Detailed RMA Activity reports. In addition to viewing these via the portal, many of these reports are available to be received via an HTML email for users who choose to subscribe to such emails.

## Technical Support

The portal also serves as a repository of support requests, both active and closed. With direct access to the support team, customers can quickly and efficiently report new issues and manage the status of existing requests without delay. Visibility and on-demand access to this team is an invaluable tool in managing deployed solutions.

**ABC Company** UNICOM Engineering Demo

Home Inventory Orders Forecast Reports Profile Tech Support Help

Open Support Requests Closed Support Requests **New Support Request**

*Due to the time sensitive nature of Critical and Major issues those options are not available from this Portal. Please call 1-800-977-4002 or +1 972-673-1300 and speak with your technical support representative.*

Name: ABC Demo **Request Type:** <Select>

Phone: 12345678901 **Priority:** Informational

Mobile: none **TLA Serial#:** [input]

Email: abcdemo@unicomengineering.com **TLA Part#:** [input]

Customer Ref#: [input] **TLA Description:** [input]

Eval/Beta:  DOA:  **Area:** <Select>

**Sub-area:** <Select>

Call Subject: [input]  
100 Characters max (optional)

**Support Request**  
These special characters will be removed upon submission: % & <>

**Initial Description:** [text area]

**Attachments:** Choose File no file selected 2MB max size

Submit

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**Figure 3**

- Customers can quickly and easily:
- Place a new support request
  - View open and closes requests
  - View RMA activity
  - Place and view customer SAT requests

## Refurbishment Program

UNICOM Engineering offers a refurbishment program whereby used inventory can be returned to our facilities, refurbished and restocked for demonstration and evaluations, pilot programs, proof of concepts or other business needs. The portal provides visibility into this inventory as well, allowing customers to view quantities, locations and current condition of that inventory.

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