

# Jaymar

## Jaymar – After-sales Portal

User Guide

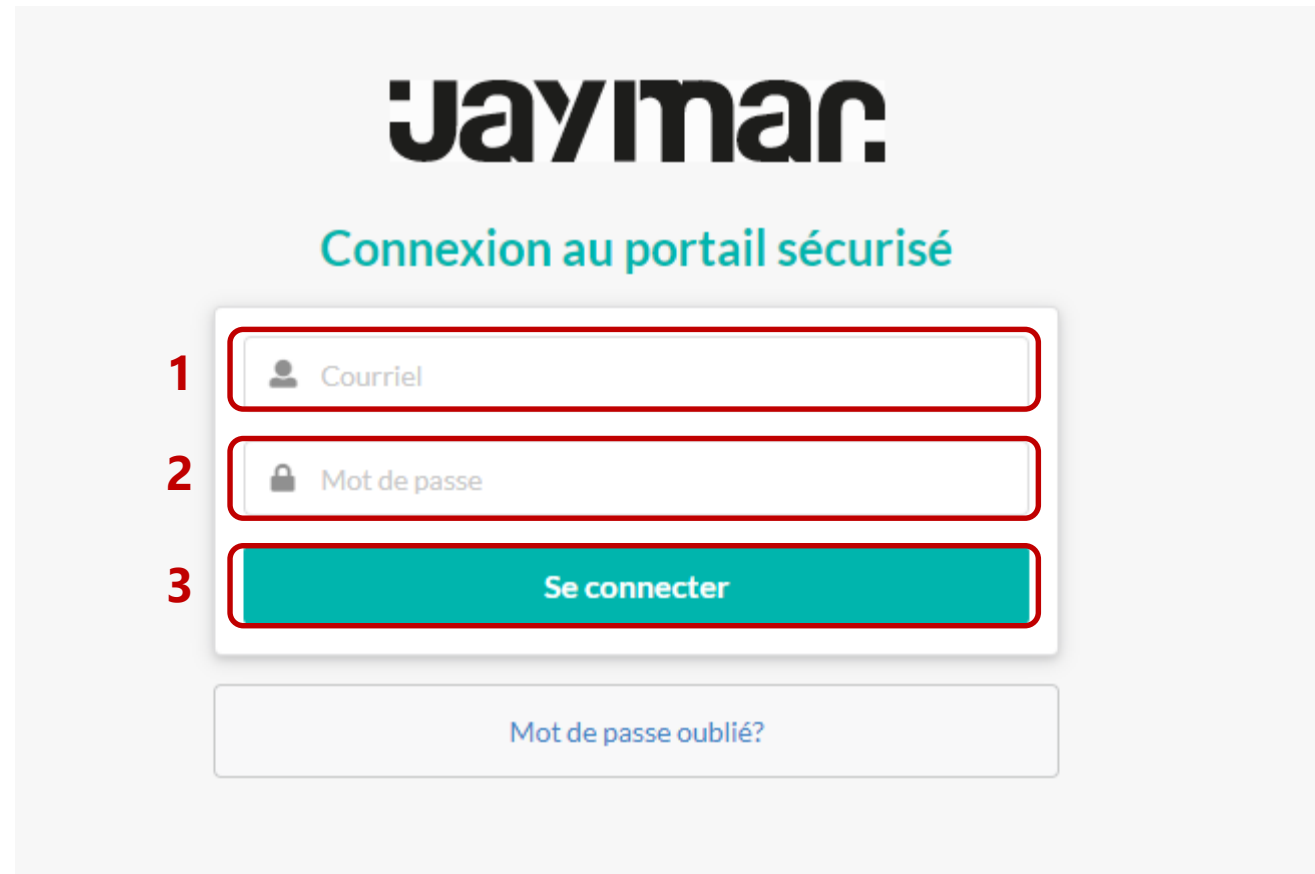
## — To access the After-sales portal

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- To access the After-sales Portal, enter the following address in your Internet browser
  - <https://sav.ariv.ca/>
- To obtain a username and password
  - Contact Sylvain Morissette at Jaymar at the following address : [sylvain.morissette@jaymar.ca](mailto:sylvain.morissette@jaymar.ca)

# — To access the After-sales portal

*Connection to the After-sales Portal*



The screenshot shows the login page for the Jaymar After-sales Portal. At the top, the Jaymar logo is displayed in a bold, black, sans-serif font. Below the logo, the text "Connexion au portail sécurisé" is written in a teal color. The login form consists of three main elements, each highlighted with a red border and a red number: 1. A text input field for the email address, labeled "Courriel" with a person icon. 2. A text input field for the password, labeled "Mot de passe" with a lock icon. 3. A teal button with the text "Se connecter". Below these fields is a link for "Mot de passe oublié?" (Forgot password?).

# 2.0 Portal features for retailers

Choose your language

The screenshot displays the Jaymar portal dashboard. On the left is a navigation sidebar with the Jaymar logo, a search bar for service calls, and menu items for Dashboard, After-sales service, Create service call, Service calls, and History. The main content area is titled 'Dashboard' and includes two primary actions: 'Create a new service call' and 'Create from a PDF document'. Below these is a section for 'Recent service calls' which is currently empty, displaying the message 'No service calls'. In the top right corner, there is a notification bell, a language dropdown menu set to 'EN' (highlighted with a red box and the number '1'), and a user profile icon.

## 2.0 Portal features for retailers

Create a new service call and add photos to it

The screenshot displays the Jaymar retailer portal dashboard. On the left, a sidebar contains the Jaymar logo, a search bar for service calls, and a navigation menu. The 'Dashboard' option is highlighted with a red box and a red '1'. Below it, the 'After-sales service' menu is expanded, showing 'Create service call', 'Service calls', and 'History'. The main dashboard area features a 'Dashboard' header with a home icon and the text 'See a quick overview of your service calls.' Below this are two primary action cards: 'Create a new service call' (with a telephone icon) and 'Create from a PDF document' (with a PDF icon). The 'Create a new service call' card includes a description and a blue 'Create' button, which is highlighted with a red box and a red '2'. The 'Create from a PDF' card includes a description and a light blue 'Create from PDF' button. At the bottom, a 'Recent service calls' section displays a message: 'No service calls. Your recent and ongoing service calls will be displayed here.'

**Jaymar.**

Search service call

[Advanced search](#)

**1** [Dashboard](#)

[After-sales service](#)

- Create service call
- Service calls
- History

**Dashboard**  
See a quick overview of your service calls.

**Create a new service call**  
Create a service call to notify our customer service about a problem with your Jaymar product.

**2** [Create](#)

**Create from a PDF document**  
Create a service call from a PDF document generated by a third-party tool, such as Meublex.

[Create from PDF](#)

**Recent service calls**

**No service calls**  
Your recent and ongoing service calls will be displayed here.

## 2.0 Portal features for retailers

Create a new service call and add photos to it - more

The screenshot shows the 'Create a new service call' form in the Jaymar portal. The form is divided into four steps: Order, Your information, Customer, and Problem. The 'Order' step is currently active and highlighted. It contains two input fields: 'Your order\*' and 'Your reference number'. A red box highlights the 'Your order\*' field, with a red '1' next to it. Another red box highlights the 'Your reference number' field, with a red '2' next to it. A third red box highlights the 'Next' button at the bottom right, with a red '3' next to it. The 'Next' button is blue with white text. The Jaymar logo is in the top left, and there are navigation icons in the top right. A search bar is also visible in the top left.

**Jaymar**

Search service call   [Advanced search](#)

Dashboard

After-sales service

Create service call

Service calls

History

**+ Create a new service call**  
Create a service call to notify our customer service about a problem with your Jaymar product.

**Order** Enter the order information

**Your information** Enter your contact information

**Customer** Enter the customer contact information

**Problem** Describe the problem

**Order information**  
Enter your Jaymar bill number to help us retrieve the information about your Jaymar product.

Your order\*

Your reference number

# 2.0 Portal features for retailers

Create a new service call and add photos to it - more



Search service call    
[Advanced search](#)

## + Create a new service call

Create a service call to notify our customer service about a problem with your Jaymar product.



### Your contact information

Please provide your information in case we need to contact you for additional information.

Your name \* **1**

Your email \* **2**

Your phone number \* **3**

**4**

# 2.0 Portal features for retailers

Create a new service call and add photos to it - more



Search service call

[Advanced search](#)

- Dashboard
- After-sales service
  - Create service call**
  - Service calls
  - History

## + Create a new service call

Create a service call to notify our customer service about a problem with your Jaymar product.

- Order**  
Enter the order information
- Your information**  
Enter your contact information
- Customer**  
Enter the customer contact information
- Problem**  
Describe the problem

### Customer information

Provide the contact information for the customer that is having the issue.

Customer name

Address

City  Zip/Postal code

Canada  Quebec

Main phone number  Other phone number

1

2



# 2.0 Portal features for retailers

Create a new service call and add photos to it - more



Search service call

[Advanced search](#)

- Dashboard
- After-sales service
  - Create service call**
  - Service calls
  - History

### + Create a new service call

Create a service call to notify our customer service about a problem with your Jaymar product.

**Order**  
Enter the order information

**Your information**  
Enter your contact information

**Customer**  
Enter the customer contact information

**Problem**  
Describe the problem

**Problem information**  
Describe in a few words the problem with your Jaymar product. You can also attach pictures of the affected parts.

Problem description \*

1

**Pictures of the affected parts**  
Take and upload pictures of the affected parts of your product to help our customer service identify the problem.

2

Select one or more files from your device. \*

**Upload Pictures**

OR

If pictures are not required for this service call, please check the box below.

Pictures not required

3

# 2.0 Portal features for retailers

View the status of the service calls created (open, in process, in repair, etc.)

The screenshot displays the 'Ongoing service calls' section of the Jaymar portal. On the left, a sidebar contains navigation options: 'Dashboard', 'After-sales service', 'Create service call', 'Service calls' (highlighted with a red box and a red '1'), and 'History'. The main content area features a table of service calls with columns for status, ID, customer, assigned technician, creation date, and last update. A 'Filter' button is located in the top right of the table. The last 'View' button in the table is highlighted with a red box and a red '2'.

	#	Customer	Assigned to	Created	Last updated	
New	2000032	Test Test Bill #504331		2 months ago	a month ago	View
Open	2000030	Antoine Morin Bill #504945	Nathalie Beaulieu	2 months ago	2 months ago	View
New	2000029	Unknown Bill #499544		2 months ago	2 months ago	View
New	2000027	Unknown Bill #503644		3 months ago	3 months ago	View
New	2000023	Solutions ARIV Bill #504144		4 months ago	4 months ago	View
New	2000025	Unknown Bill #504129		4 months ago	4 months ago	View
New	2000024	Robert Tremblay Bill #504144		4 months ago	4 months ago	View
New	2000022	Unknown No bill provided		4 months ago	4 months ago	View
New	2000020	Unknown No bill provided		4 months ago	4 months ago	View

# 2.0 Portal features for retailers

View the status of the service calls created (open, in process, in repair, etc.) - more

The screenshot displays the Jaymar service call portal interface. At the top left is the Jaymar logo. A search bar for service calls is present, with an 'Advanced search' link below it. A sidebar on the left contains navigation options: Dashboard, After-sales service (with a dropdown arrow), Create service call, Service calls, and History. The main content area is titled 'Service call #2000014' and includes a sub-header 'View the details of a service call and track its activity.' The interface is divided into three main sections: 'Contact information', 'Order details', and 'Problem description'. Each section has a 'Modify' button and a pencil icon, both of which are highlighted with red boxes. The 'Contact information' section shows the customer's name (Antoine Morin), phone number (514-804-4894), and address (605 Atwater Avenue, Montreal, QC, Canada H3J 2T8). The 'Order details' section lists two items: '99784-400 MELANIE KING HEADBOARD' and '99905-410 99905 BASE C KING BED BASE WITH LEGS', both with 'Cover: NEXUS CHARCOAL 059'. The 'Problem description' section contains the text 'Il y a un problème avec le cuir.' At the bottom, there are buttons for 'Images & Videos' (0), 'Documents' (1), and 'Reports' (2), with the 'Reports' button highlighted by a red box. A 'View' button is also present next to the 'Reports' button. The top right corner of the page features a notification bell, a language dropdown set to 'EN', and a user profile icon.

## 2.0 Portal features for retailers

View the status of the service calls created (open, in process, in repair, etc.) - more

**Jaymar**

Search service call   [Advanced search](#)

Dashboard

After-sales service

- Create service call
- Service calls
- History

Problem description

Il y a un problème avec le cuir.

Images & Videos **0** Documents **1** Reports **2**

Recent activity [View](#)

2019

- 4 months ago  
The subcontractor 'ALTIMA' performed repairs on the furniture.
  - The subcontractor billed CA\$100.00 for the repairs
  - The subcontractor billed CA\$10.00 for the shipping fees
  - Billed on February 6, 2019
- 4 months ago  
The subcontractor 'ALTIMA' was assigned to this service call.
- 4 months ago  
The Jaymar representative Yan Lachance was assigned to the service call.
- 4 months ago  
The Jaymar's technician Charlie Messina performed repairs on the furniture.  
[View report](#)
- 4 months ago  
The Jaymar's technician Charlie Messina performed repairs on the furniture.  
[View report](#)

# 2.0 Portal features for retailers

View the history of all calls created

The screenshot shows the 'Service calls history' page in the Jaymar portal. The interface includes a search bar, a sidebar with navigation options, and a main table of service call records. The 'History' link in the sidebar is highlighted with a red box and a '1'. The 'View' button for the second record is highlighted with a red box and a '2'.

**Jaymar**

Search service call  [Advanced search](#)

Dashboard

After-sales service

Create service call

Service calls

**History** 1

### Service calls history

View the completed service calls history and their details.

Filter

	#	Customer	Assigned to	Created	Last updated	
	2000007	<b>Antoine Morin</b> Bill #490279	France Cloutier	a year ago	7 months ago	
	2000023	<b>Solutions ARIV</b> Bill #504144		a year ago	a year ago	2
	2000029	<b>Unknown</b> Bill #499544		a year ago	a year ago	
	2000027	<b>Unknown</b> Bill #503644		a year ago	a year ago	
	2000020	<b>Unknown</b> No bill provided		a year ago	a year ago	
	2000021	<b>Antoine Garceau</b> Bill #462238 Reference #MEUBLEX	France Cloutier	a year ago	a year ago	