

Welcome to Remedyforce Self Service - COM Requests

Step 1. You will be directed to log in to Remedyforce when clicking on 'Request a COM' in the website

Step 2. ~Select Request a Service

Home Service Requests 

Enter keywords to search Search 

 **Request a Service**
Submit a request for a product or service that you want from the list of available service requests.

Step 3. ~Select COM Form

Categories

- ▷  Account Administration
- ▷  Accounting
- ▷  **COM Form**
- ▷  ERP Data
- ▷  Facilities
- ▷  Hardware
- ▷  Inquiry
- ▷  Order Change
- ▷  Quality
- ▷  Quote/OE Error
- ▷  Software Operating System
- ▷  Software SAP
- ▷  Transportation
- ▷  T... tions

Step 4. ~Select applicable COM Request Form

Service Requests: COM Form

-  **1a. COM Quick Code**
Check the Surface Collections website to review current Color & Product Availability. <https://surfaces.haworth.com/surface-search>
-  **1b. COM - Haworth - Seating Upholstery Request**
-  **1c. COM Vertical Fabrics Request**
-  **1d. COM - Haworth Health - Upholstery Request**
-  **1e. COM Wall Covering Request**
This request requires twelve (12) yards of material for testing.
-  **1f. COM Laminate Request**
This request requires two (2) sample chips for evaluation. (Haworth Branded Products Only)
-  **1g. COM Wood Stain Request**
-  **1h. COM Paint on Metal Request**
This request requires one (1) color sample for matching, and a Purchase Order for \$200. (Haworth Branded Products Only) Attach PO to thi...
-  **1i. COM Paint on Wood Request**
This request requires one (1) color sample for matching, and a Purchase Order for \$200. (Haworth Branded Products Only) Attach PO to thi...
-  **1j. COM Furniture Glass Request**
This request is for Back Painted Glass only. This request requires one (1) color sample for matching, and a Purchase Order for \$200. At...
-  **1k. COM Walls Glass Request**

Step 5. Fill out form and SUBMIT

(for additional instruction, reference the COM Request Type Guideline pages)

New Features

Home Service Requests 

Enter keywords to search

Search



Request a Service

Submit a request for a product or service that you want from the list of available service requests.



View Tickets and Requests

View the status of the tickets and service requests.

View Tickets and Request

~ You now have the ability to view your COM Requests (open & closed) in Remedyforce

~Select View Tickets and Requests

~ Attachments can be added to your request, at the time you submit the request or when viewing your tickets

~ Client Notes can be added to your request

* Client Notes can be added to your request after it's submitted. We encourage you to use this option when you have questions about your request (OPEN requests only). The COM Team can also send you a note.

(You will have to view your tickets to check for notes added by a COM Team member. No notification is sent)

~ In efforts to ensure quick responses to any inquiries you may have, please note the following tips.

* Please refrain from reopening requests. You can contact us at com-info@haworth.com regarding any past requests.

* For Lynx errors submit a Remedyforce ticket to Customer Service.