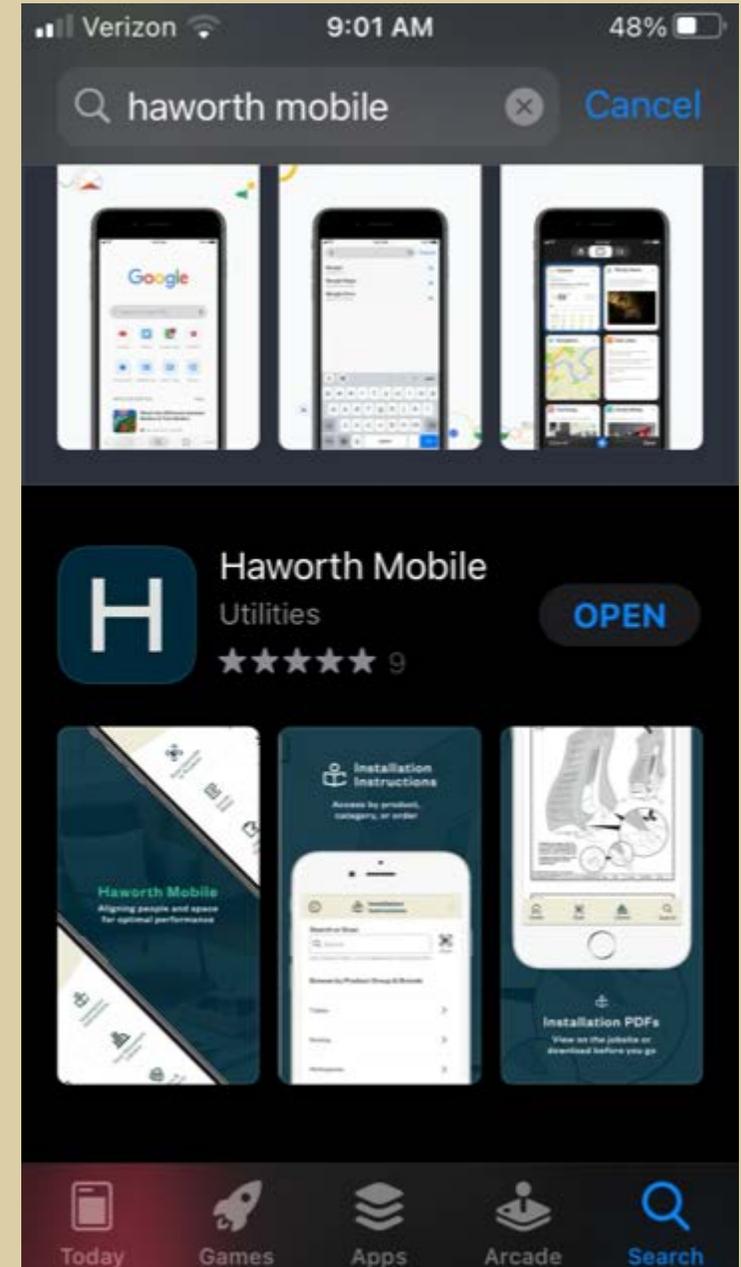


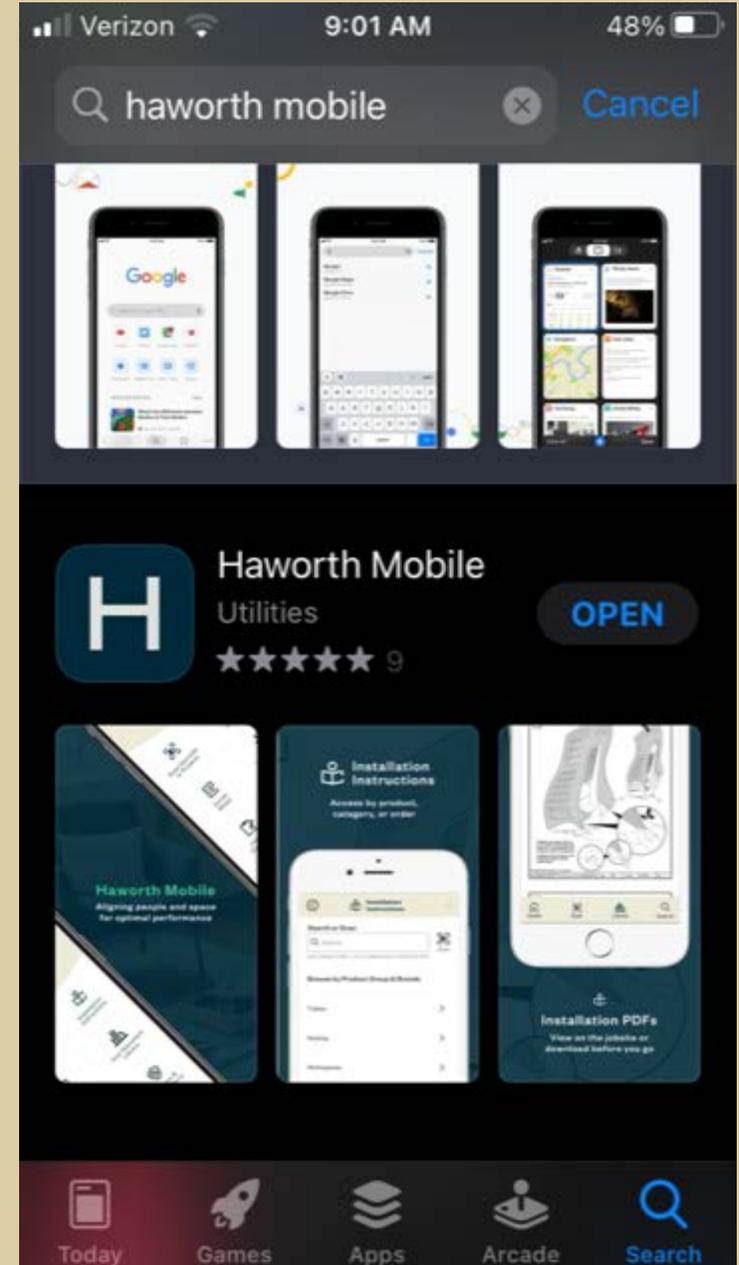
Haworth Mobile 5.0.9

- The Haworth Mobile app 5.0.9 release is now available for download in the Apple App store and Google Play, for your IOS or Android device.
- Delivery receipt functionality was updated in the latest release



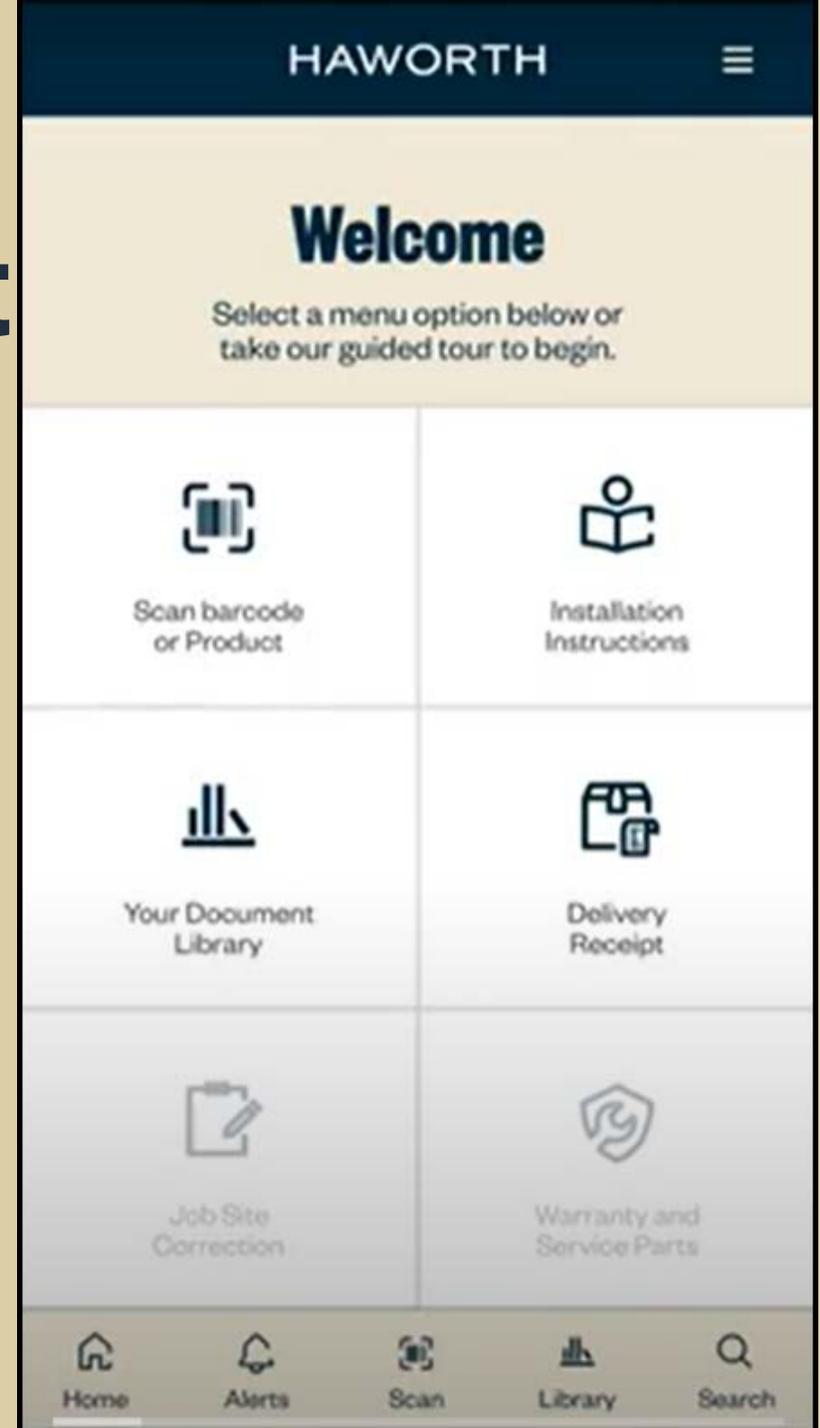
Haworth Mobile 5.0.9

- Improvements to existing functionality
 - Search and sort
 - Product receipt (especially manual receipt)
- New functionality
 - Record product damage
 - Record truck loading issues
 - Start a service notification within the app
 - Data viewable in Lynx
- Future functionality
 - Job corrections
 - Product receipt using Bluetooth scanners



Haworth Mobile Delv. Receipt

- Delivery receipt provides the ability to:
 - Track your deliveries
 - Receive deliveries via either QR/bar code scan or manual receipt
 - Record any truck loading issues
 - Record freight or product damage
 - Record missing cartons
 - Submit a service notification to Haworth with all associated documentation



Improved search/Sort

- Search on dealer PO, Lynx ID, Delivery number
 - Note: the first 100 deliveries are shown in the app. If you have more than 100 deliveries then you may need to use the search functionality
- Sort deliveries based on delivery date, delivery number or dealer PO. In ascending or descending order

Search or Scan to add a BOL

Purchase Order #, Lynx ID, BOL #, Delivery #

Sort BOLs  

Choose a sort option

 **Delivery Date**

 **BOL Status**

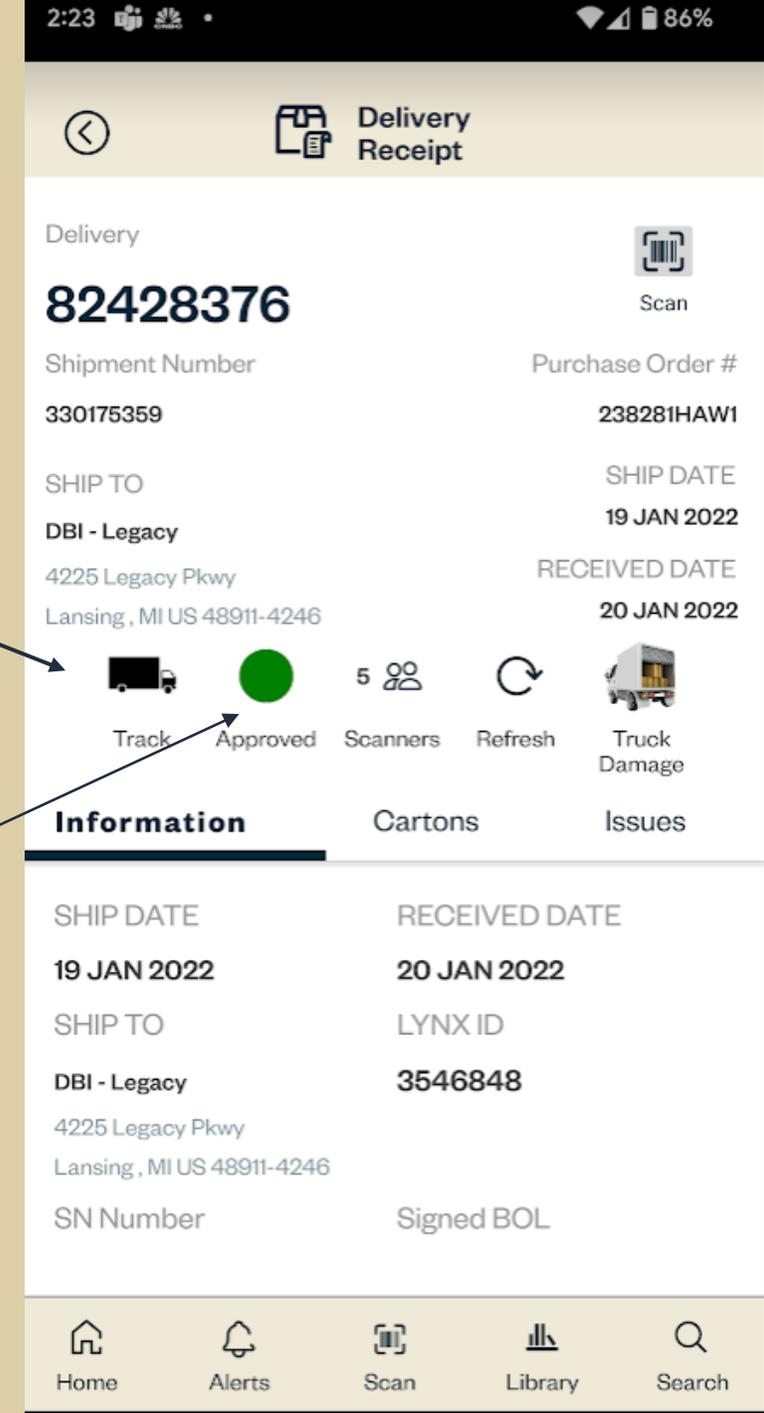
 **BOL Number**

 **PO Number**



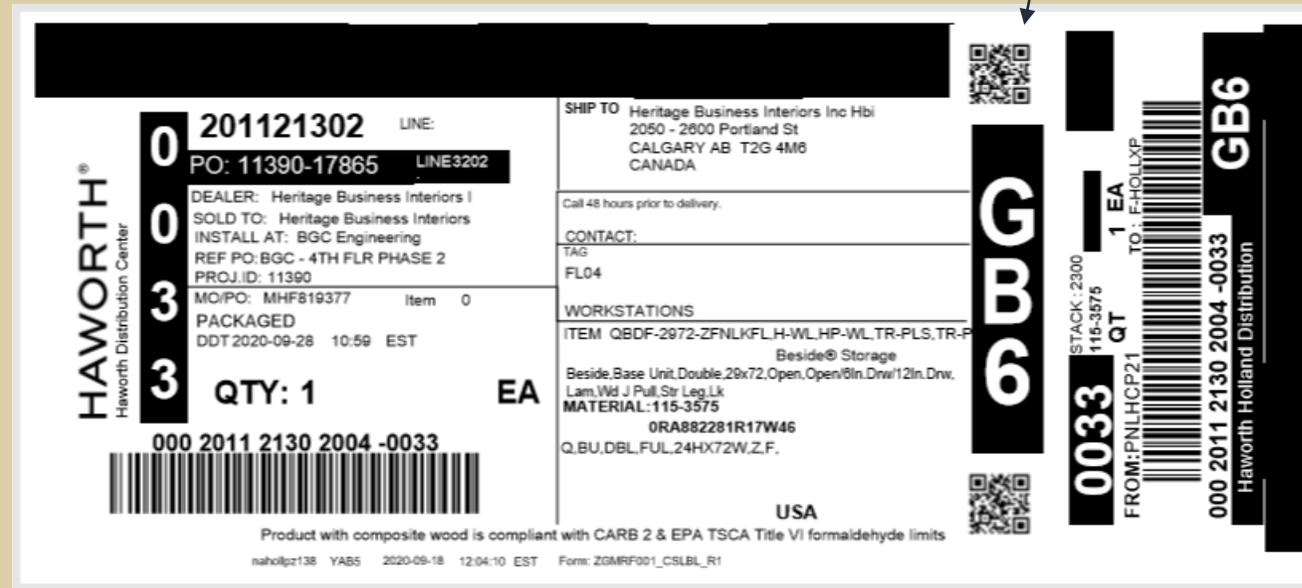
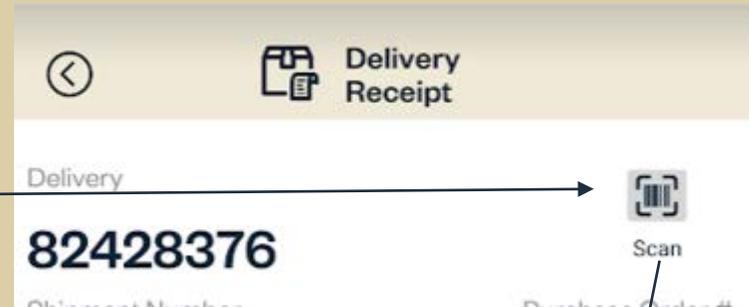
Freight Tracking/Status

- Truck Icon displayed if tracking data available
- Click on Truck Icon to view tracking details from Fedex, UPS, ZIP Logistics or Four Kites (carrier tracking).
- Status displays current delivery status (New, Active, Approved) and color coded so you can easily see if there are any issues (Green – No issues, Red – Issues with either truck loading, carton damage or freight damage, Yellow for missing cartons).



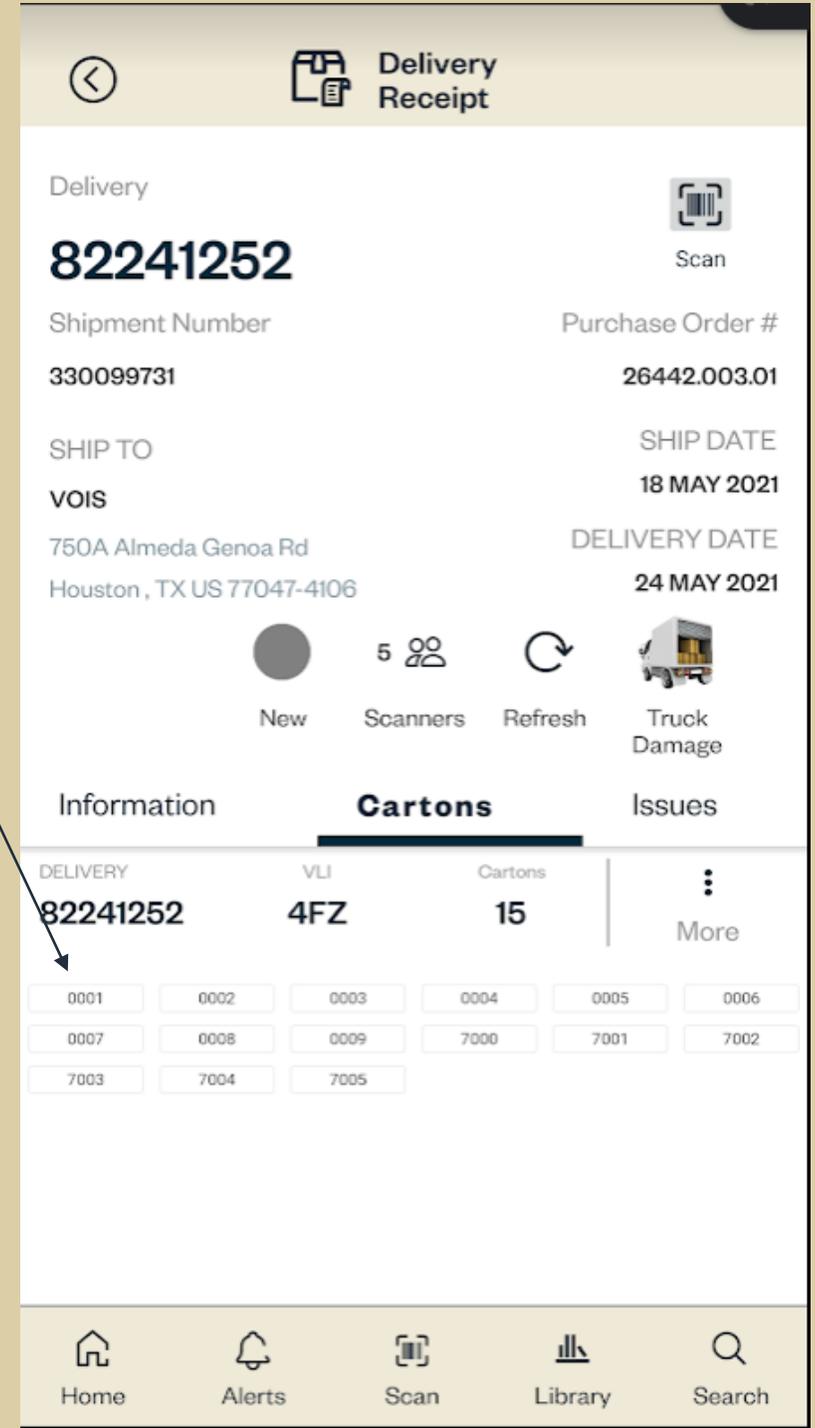
Receiving via QR Code/Linear bar code

- Scan QR code to receive carton



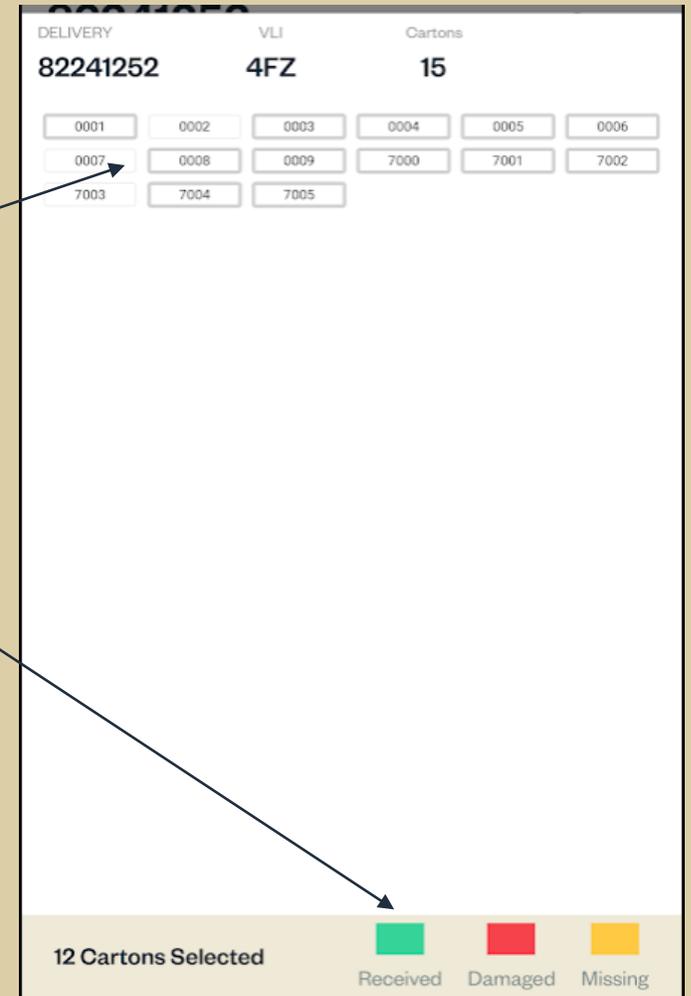
Manual Receiving

- Long click on a carton to bring up manual receipt



Manual Receiving

- Select one or more than one carton
- Then mark as Received(green), Damaged(red) or Missing(yellow)
- Cartons are shown in the appropriate color and with strikethrough or underline as appropriate



Recording product damage

Scan 2nd time to record freight or product damage

- Record which shippable items were damaged and how many were damaged
- Take up to three pictures of the issue
- Add text describing the issue

System displays cartons with damage in Red, Cartons that have not been received are in White. Any cartons that have not been received after BOL approval will be marked as missing (yellow).

Delivery Number: 189805026
 PO NUMBER: APITEST2
 CARTON: 7015
 STATUS: Active
 VLI: DCB
 Shipment Number: 3100024081
 SHIP DATE: 19 OCT 2021
 RECEIVED DATE: 02 DEC 2021

Information | **Issues**

ISSUE: Product Damage
 SCANNER: James Posey
 Product: LX Ext, Pol
 Quantity: 1

+ ADD AN ADDITIONAL PRODUCT

IMAGES
 ATTACH PHOTO

DESCRIPTION OF DAMAGE
 test

SUBMIT

Home Alerts Scan Library Search



Recording product damage

System displays cartons with damage in Red, Cartons that have not been received are in White. Any cartons that have not been received after BOL approval will be marked as missing (yellow).

Delivery  Scan

82241252

Shipment Number Purchase Order #
 330099731 26442.003.01

SHIP TO SHIP DATE
 VOIS 18 MAY 2021

750A Almeda Genoa Rd RECEIVED DATE
 Houston, TX US 77047-4106 26 JAN 2022


Active


5 Scanners


Refresh


Truck Damage

Information
Cartons
Issues

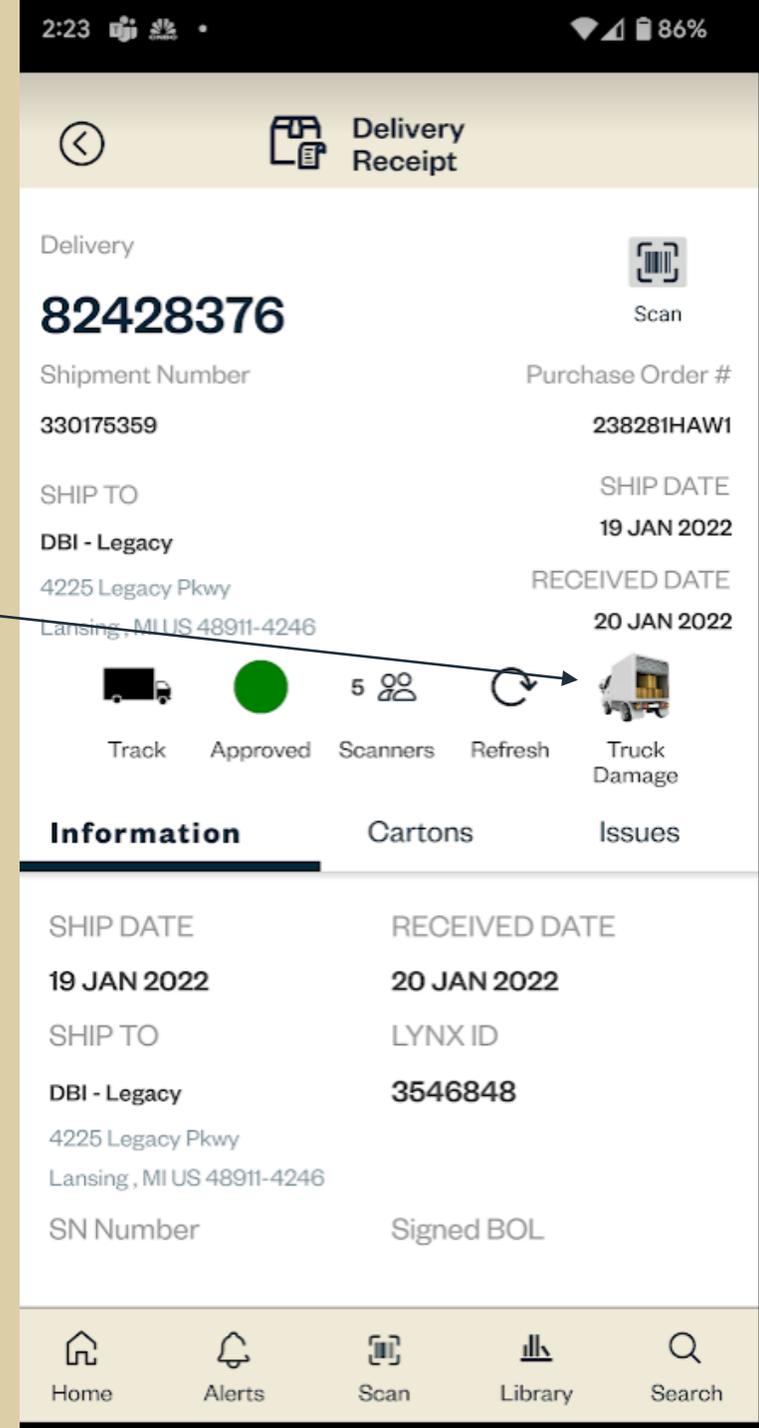
DELIVERY	VLI	Cartons	
82241252	4FZ	15	⋮ More
0001	0002	0003	0004
0005	0006	0007	0008
0009	7000	7001	7002
7003	7004	7005	



Truck load issues

- Click on Truck Damage Icon
- Select No-Capture Photo if there are issues with how the truck was loaded.

Document truck loading status
Was the truck loaded properly?

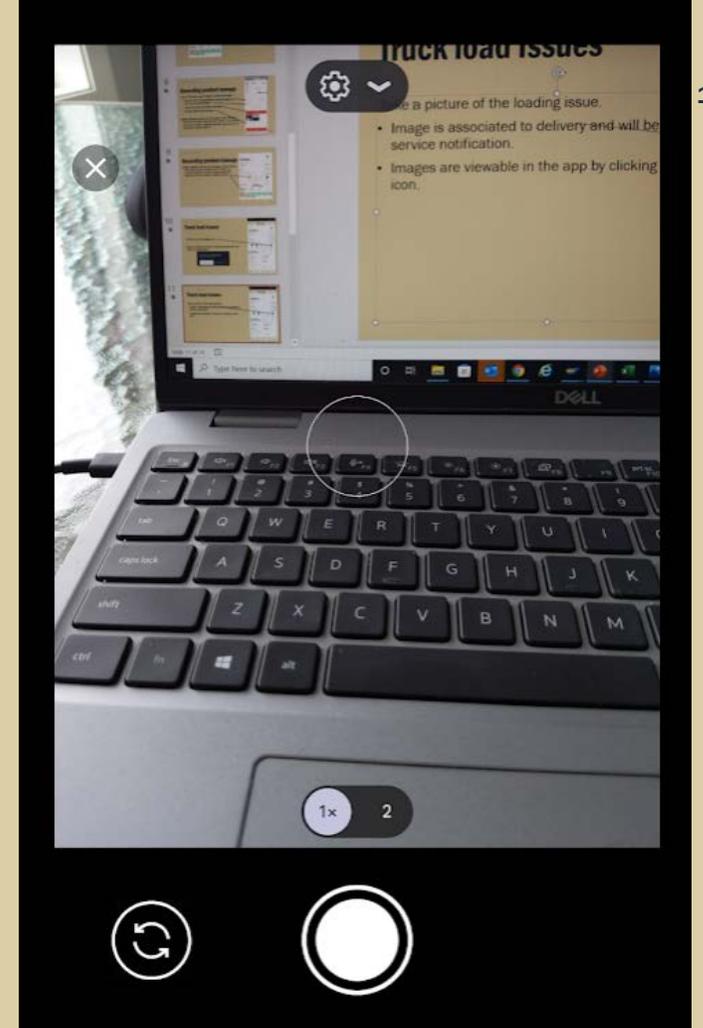


Truck load issues

Take a picture of the loading issue.

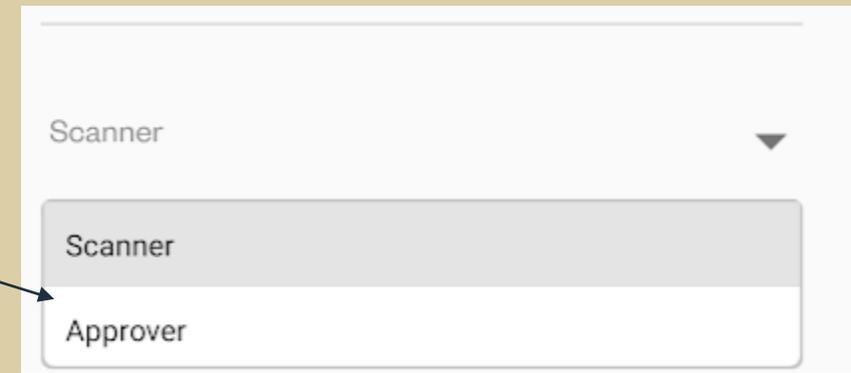
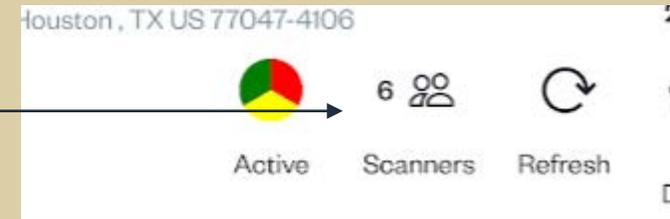
- Image is associated to delivery and will be added to service notification.
- Images are viewable in the Information tab of the delivery – Just click on the icon.

Information	Cartons	Issues
VOIS	3370233	
750A Alameda Genoa Rd Houston, TX US 77047-4106		
SN Number	Signed BOL	
Truck Damage		
		



Change scanner role to approver

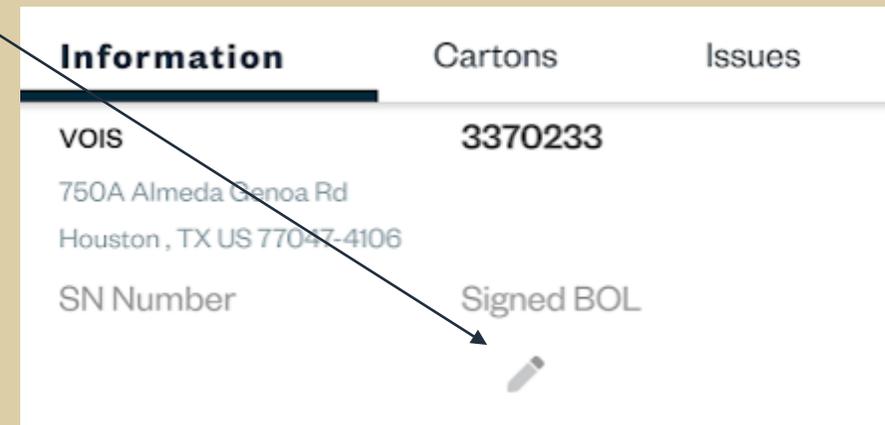
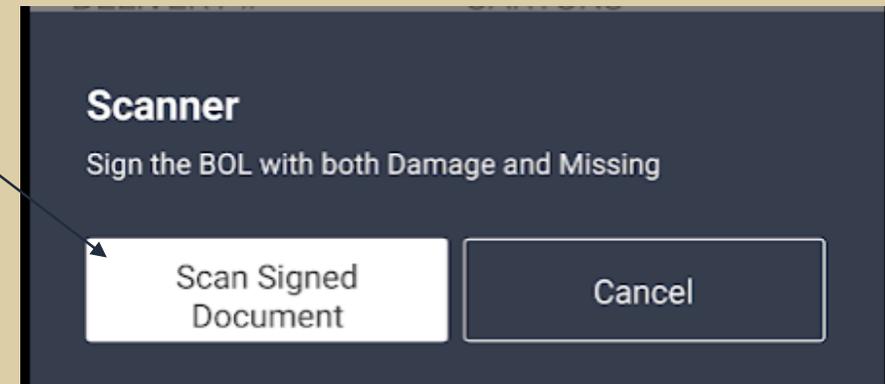
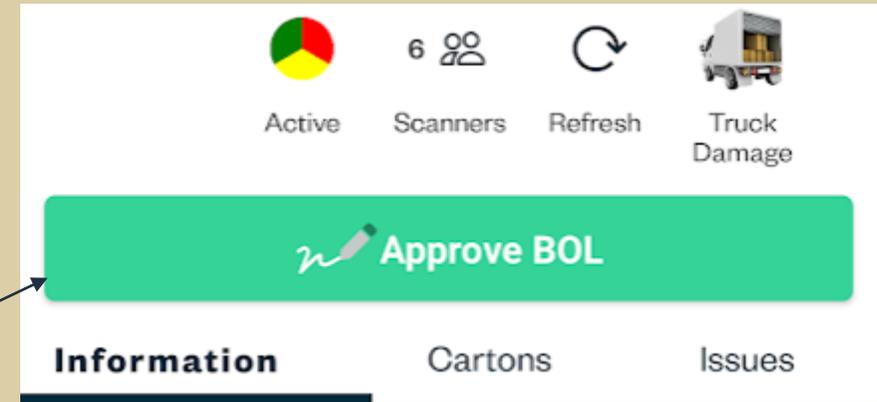
- Click on Scanners in delivery
- Click on the scanner whose role you want to change to “Approver”
- Change role to “Approver”
- *If you are changing your role – you will need to exit the delivery and then reselect the delivery to update the role assignment.*



BOL Approval – Signed BOL

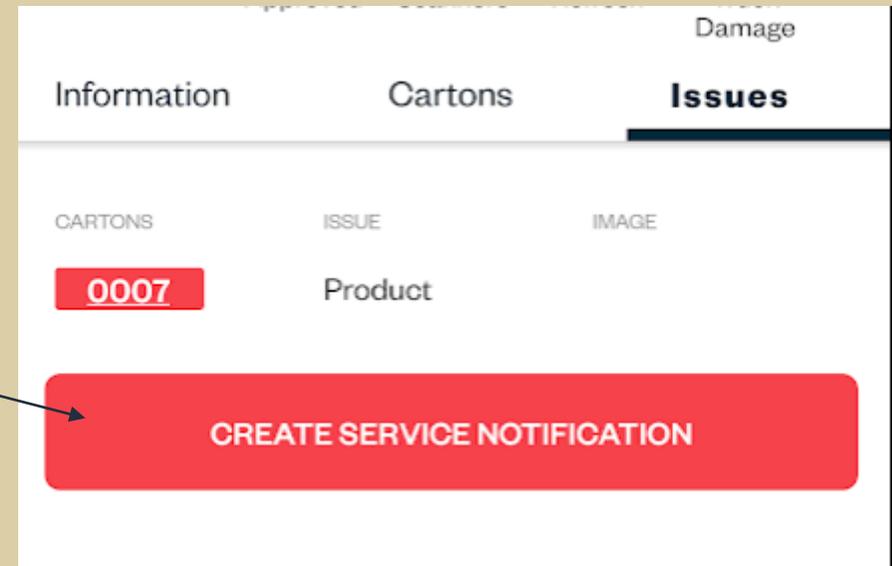
A picture of the signed BOL is required if there is any freight/product damage or missing cartons.

- Click on Approve BOL (you must have approver role)
- Camera will be activated if picture of BOL is required
- Image is viewable within the app by clicking on the icon.
- BOL approval is required before Service Notification can be created.



Service Notification Creation

- Validate that all cartons with product issues have been recorded correctly by clicking on the carton and then reviewing the data in the carton issues tab
- Click on Delivery Issues tab
- Click on Service notification create button



Service Notification Creation

- Service notification(SN) will be created and the SN number will be displayed.
- The images and associated product data will be loaded to Lynx and attached to the SN number.
- The dealer order admin can review the SN and add the appropriate service parts, ship to, etc. before submitting the SN to the Haworth corrections team.

Information	Cartons	Issues
SHIP TO	LYNX ID	
PMC Commercial Interiors	2028071	
101 W Worthington Ave Charlotte , NC US 28203		
SN Number	Signed BOL	
2034942		



Lynx – Service Notifications

Service notification is created in “Review Request” status so you can edit the SN.

Action	Lynx ID	Transaction Type	Status
All	<input type="text"/>	All	All
	2034942	Service Notification	Review Request

Attachments from delivery receipt attached to SN

Attachments

**(note) For faster processing, please reply to your Remedyforce email (from HaworthCustomerCare) to notify Order Services regarding any newly added files.*

Instructions:

Select File to Attach:

Attachment Options: Attachment Type: PO Other

Description:

Attached Purchase Order and Other Files				
Delete	File Name	File Description	Attached By	Attach Date
Attachment Type: Other; Count: 7				
	82117355-7001-2_20220104-084241.jpg	82117355-7001-2_20220104-084241.jpg		01/07/2022 8:12 AM
	82117355-7001-3_20220104-084241.jpg	82117355-7001-3_20220104-084241.jpg		01/07/2022 8:12 AM
	82117355-7001-5_20220104-084700.jpg	82117355-7001-5_20220104-084700.jpg		01/07/2022 8:17 AM
	82117355-BOLAP-1_20220104-085107.jpg	82117355-BOLAP-1_20220104-085107.jpg		01/07/2022 8:27 AM
	82117355-DELVISS-1_20220104-084911.jpg	82117355-DELVISS-1_20220104-084911.jpg		01/07/2022 8:29 AM
	82117355-DELVISS-1_20220104-085106.jpg	82117355-DELVISS-1_20220104-085106.jpg		01/07/2022 8:29 AM
	82117355-DELVISS-1_20220104-085107.jpg	82117355-DELVISS-1_20220104-085107.jpg		01/07/2022 8:30 AM



Lynx – Service Notifications

Original line number details/qty's added to SN

Dealer enters the balance of the data including replacement part and submits to corrections team for final approval

Service Notification Issue Line

Original Part Details

Haworth Line #: 200	Lynx Line #: 20	<input type="checkbox"/> Labor Only
Quantity: 4		
Catalog #: 45-489-026		
Catalog Description: Ergotron, LX Dual Direct Arm		
Ship to #: 3L090	Ship to Name: PMC Commercial Interiors View Address	
Original Manufacturing Date:	Delivery Date:	
Location Label:	Installation Tag:	Packaging Tag:
	General Tag:	

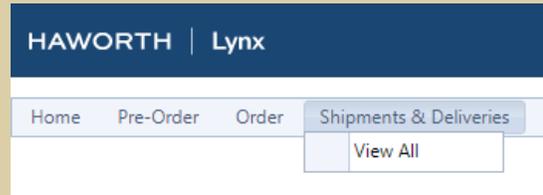
Replacement Part Details

Haworth Line #:	Lynx Line #: 10	
Quantity: * 1	<input type="checkbox"/> Product Assistance Needed	
Catalog #: *		
Catalog Description:		
What Is Wrong?:	Select	Cause Code: Select
Problem Description: * Broken - Ergotron, LX Dual Direct Arm		
Default Ship To:	Requested Delivery Date Type: Best Available	
Ship to #:	Ship to Name:	Requested Delivery Date:
	View Address	
Location Label:	Installation Tag:	Packaging Tag:

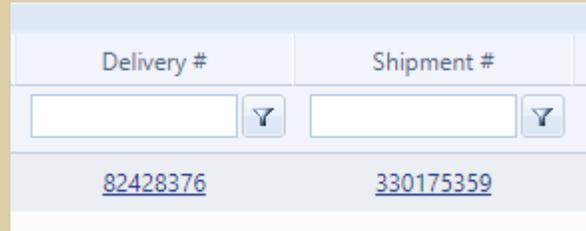


Lynx – Delivery data

Delivery data can be viewed within the shipment and deliveries data in Lynx



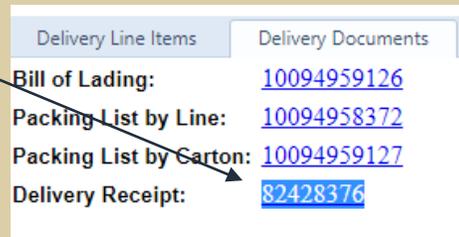
Click on either shipment or delivery number



Click on document



Click on Delivery receipt hyperlink



Lynx – Delivery data

Delivery Status, dates and times are displayed

Shipment status is displayed

Any associated images can be viewed by clicking the image icon in the upper right corner.

Delivery Line Items | Delivery Documents

Bill of Lading: [10094959126](#)

Packing List by Line: [10094958372](#)

Packing List by Carton: [10094959127](#)

Delivery Receipt: [82428376](#)

Delivery Receipt Information

Delivery Receipt Summary

BOL Approver: Mike Kuch Total Delivery Time: 0h 0m Truck Loaded:

Total Carton: 20 Missing Carton: 0 Freight Damage: 0 Product Damage: 0

Shipment Status: **Receipt Complete** Service Notification:

Carton	Status	Delivery Date	Delivery Time	User
7002	Received	1/19/2022	4:06 PM	Mike Kuch
7003	Received	1/19/2022	4:06 PM	Mike Kuch
7004	Received	1/19/2022	4:06 PM	Mike Kuch
7005	Received	1/19/2022	4:06 PM	Mike Kuch
7006	Received	1/19/2022	4:06 PM	Mike Kuch
7007	Received	1/19/2022	4:06 PM	Mike Kuch
7008	Received	1/19/2022	4:06 PM	Mike Kuch
7009	Received	1/19/2022	4:06 PM	Mike Kuch
7010	Received	1/19/2022	4:06 PM	Mike Kuch
7012	Received	1/19/2022	4:06 PM	Mike Kuch
7013	Received	1/19/2022	4:06 PM	Mike Kuch
7014	Received	1/19/2022	4:06 PM	Mike Kuch
7015	Received	1/19/2022	4:06 PM	Mike Kuch
7016	Received	1/19/2022	4:06 PM	Mike Kuch
7017	Received	1/19/2022	4:06 PM	Mike Kuch
7018	Received	1/19/2022	4:06 PM	Mike Kuch
7019	Received	1/19/2022	4:06 PM	Mike Kuch
7020	Received	1/19/2022	4:06 PM	Mike Kuch
7021	Received	1/19/2022	4:06 PM	Mike Kuch

Next – Job correction functionality

Enable Job corrections for hidden damage, missing parts or appearance issues via the mobile app.

Similar functionality to delivery receipt with ability to record issues in the field via the app and then create the service notification with all attachments.



Next – Bluetooth scanning capability

Enable faster product receipt via the use of Bluetooth scanners

- Can be used with iPads or Surfaces
- Faster scanning vs. using the phone for scanning.
- Phone will be used to record any damage issues



**Download Haworth Mobile today from
Google Play or the  Apple App Store**

**Please send any questions to
onetouch@haworth.com**