

# “My Taylor” User Guide

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**My Taylor** is a web portal for Taylor UK customers to view details of their Taylor UK account, and associated products and services available from Taylor UK.

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## Login and Navigation

**My Taylor** is available at: <https://mytaylor.uk>



Upon landing at **My Taylor** you are invited to “register” for an account or “login” to an existing account. In order to maintain the level of service our customers expect from Taylor UK, the products and services delivered via the portal are only available to registered Taylor customers.

To register for an account click the **Register** button and fill in the registration form:

Company Name	<input type="text"/>
Address	<input type="text"/>
Contact Name	<input type="text"/>
Telephone No.	<input type="text"/>
Email Address	<input type="text"/>
Model No.	<input type="text"/>
Serial No.	<input type="text"/>
<input type="button" value="Register"/>	

We need to know who you are and details of at least one item of Taylor UK equipment you own / operate. Your registration will need to be reviewed by our sales team so the process is not instant, but once an account has been set up for you you'll receive email confirmation along with a password you can use to login.

If you have already registered go straight to the Login screen by clicking the **Login** button on the home page:

Email

Password

Login

Forgot Password

Enter your Email address and Password and click **Login**.

If you've forgotten your password click the **Forgot Password** button:

Email Address

Reset

Enter the email address you have registered with us and we will send a new password to this address. You can change the password to something else once you're logged in.

If you can't remember the email address assigned to your account, or are not sure whether you have an account, please contact Taylor UK on the numbers provided on the [Contact](#) page.

Once logged in additional options appear in the navigation bar at the top of the page:

Home

Account

Profile

Alerts

Shop

Logout

<b>Home</b>	Return to the Home page.
<b>Account</b>	Update your website account including changing your password.
<b>Profile</b>	View details of your Taylor UK account including sub-accounts (if applicable), equipment in your estate, Service worked carried out on equipment in your estate, and details of your Service Contracts.
<b>Alerts</b>	Set up email alerts to be sent to you when Service work is scheduled against equipment in your estate, including notification that a Service Technician is on way or has arrived at site.
<b>Shop</b>	Order from a range of self-fit parts, 24 hours a day, 365 days a week and view your open Sales Orders and historical Sales Invoices.
<b>Logout</b>	Log out of the <b>My Taylor</b> website and return to the Home page.

## Account

From the Account page you can update your registered email address and telephone number, and change your password.

Name	<input type="text" value="Fred Bloggs"/>
Email Address	<input type="text" value="fred@bloggs.co.uk"/>
Telephone	<input type="text" value="01234 567890"/>
Password	<input type="password"/>
Confirm Password	<input type="password"/>
<div><input type="button" value="Update"/><input type="button" value="Cancel"/></div>	

Note: The Email Address entered here is the primary address associated with your account, and is the one we will use if you ever forget your password and need it to be reset.

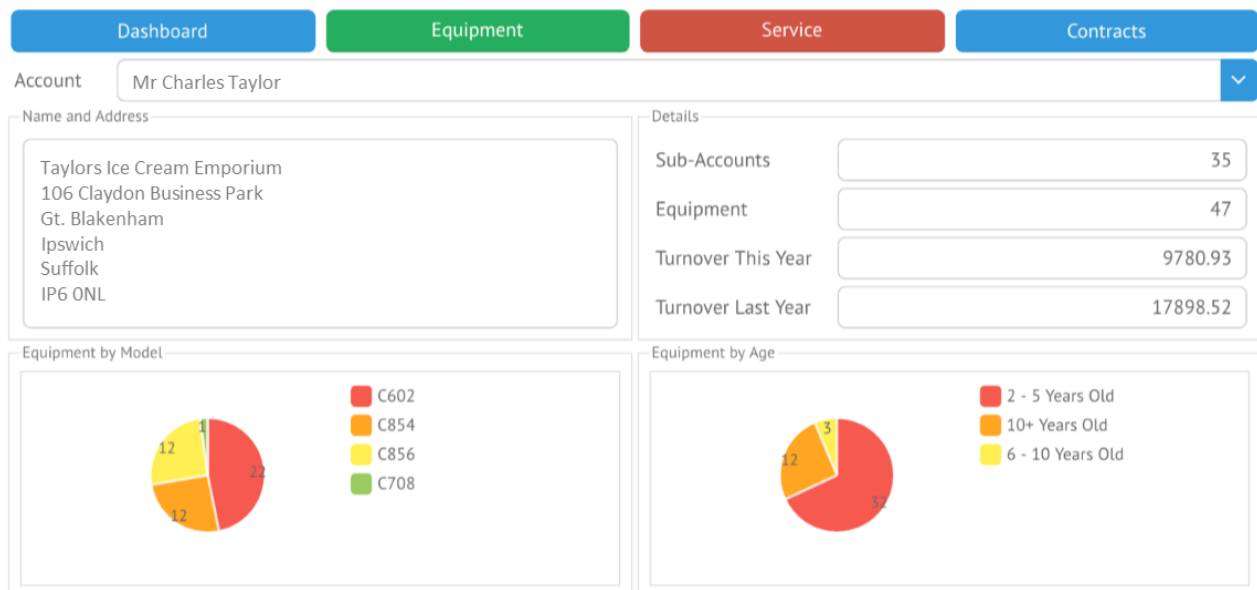
When entering a new password you are required to enter it twice to ensure you get it right. Please be advised however that passwords are stored in an encrypted form in our database, so only you know what it is. Taylor UK will not be able to tell you what password you've used, hence the need to generate a new one if you forget it.

## Profile

The Profile section provides a comprehensive view of your Taylor UK account and the equipment you have purchased from us, or which Taylor UK service for you. This section is split into several sub-sections as follows:

## Dashboard

This screen displays some information about your account.



The primary account associated with your login email address is displayed, together with a count of the number of sub-accounts associated with your primary account, number of machines you have, and information relating to service calls raised against those machines.

If you have sub-accounts you can switch between them using the drop-down option at the top, which will reload the page with the chosen sub-account active.

## Equipment

The Equipment screen displays Taylor UK supplied or serviced equipment in your estate.


DashboardEquipmentServiceContracts

AccountMr Charles Taylor

Name and Address

Taylor's Ice Cream Emporium  
106 Claydon Business Park  
Gt. Blakenham  
Ipswich  
Suffolk  
IP6 0NL

Equipment by Model



- C602
- C854
- C856
- C708

Equipment

Model	Serial	Site	Location	Installed
C602/3 (NO DISPENSE)	M7061234	TAYLOR (STORE 01)	IP6 1SW	29/11/2017
C602/3	M7061235	TAYLOR (STORE 02)	IP6 3PO	28/06/2017
C854	M7061236	TAYLOR (STORE 03)	IP6 4LK	27/06/2017
C854	M7061237	TAYLOR (STORE 04)	IP6 9LG	27/06/2017
C856	M7061238	TAYLOR (STORE 05)	IP4 7SD	27/06/2017
C856	M7061239	TAYLOR (STORE 06)	IP3 OSF	27/06/2017
C854	M7061210	TAYLOR (STORE 06)	IP5 3SF	02/06/2017
C854	M7061211	TAYLOR (STORE 08)	IP1 9OH	02/06/2017
C856	M7061212	TAYLOR (STORE 09)	IP2 7UH	02/06/2017
C856	M7061213	TAYLOR (STORE 010)	IP9 6TD	02/06/2017

<< < 1 2 3 4 5 > >>

As with the previous screen you can reload the page for any given sub-account by selecting the sub-account from the drop-down list, and you can filter the list of equipment displayed by entering relevant key words in the filter boxes in the column headings.

Click on a machine in the list to view detailed information about that machine, including whether it's covered by warranty or contract, and if so when that coverage expires, and to see a complete list of all the Service work carried out on that machine.

## Machine Detail

The Machine Detail page shows the site address at which the machine is located, the Model and Serial number of the machine, when it was installed and whether it's covered by a Warranty or Contract, and if so when it expires.

Equipment List

Machine Details

Order Parts

Request Service

Site Address

Account

CT0123

Taylor's Ice Cream Emporium

106 Claydon Business Park

Gt. Blakenham

Ipswich

Suffolk

IP6 0NL

Details

Model

C708/3A

Text

415V 50Z 3PH

Serial

M7061239

Installed

26/05/2017

Coverage

Contract - Standard

Expires

25/05/2019

Invoice

745720

Service Calls

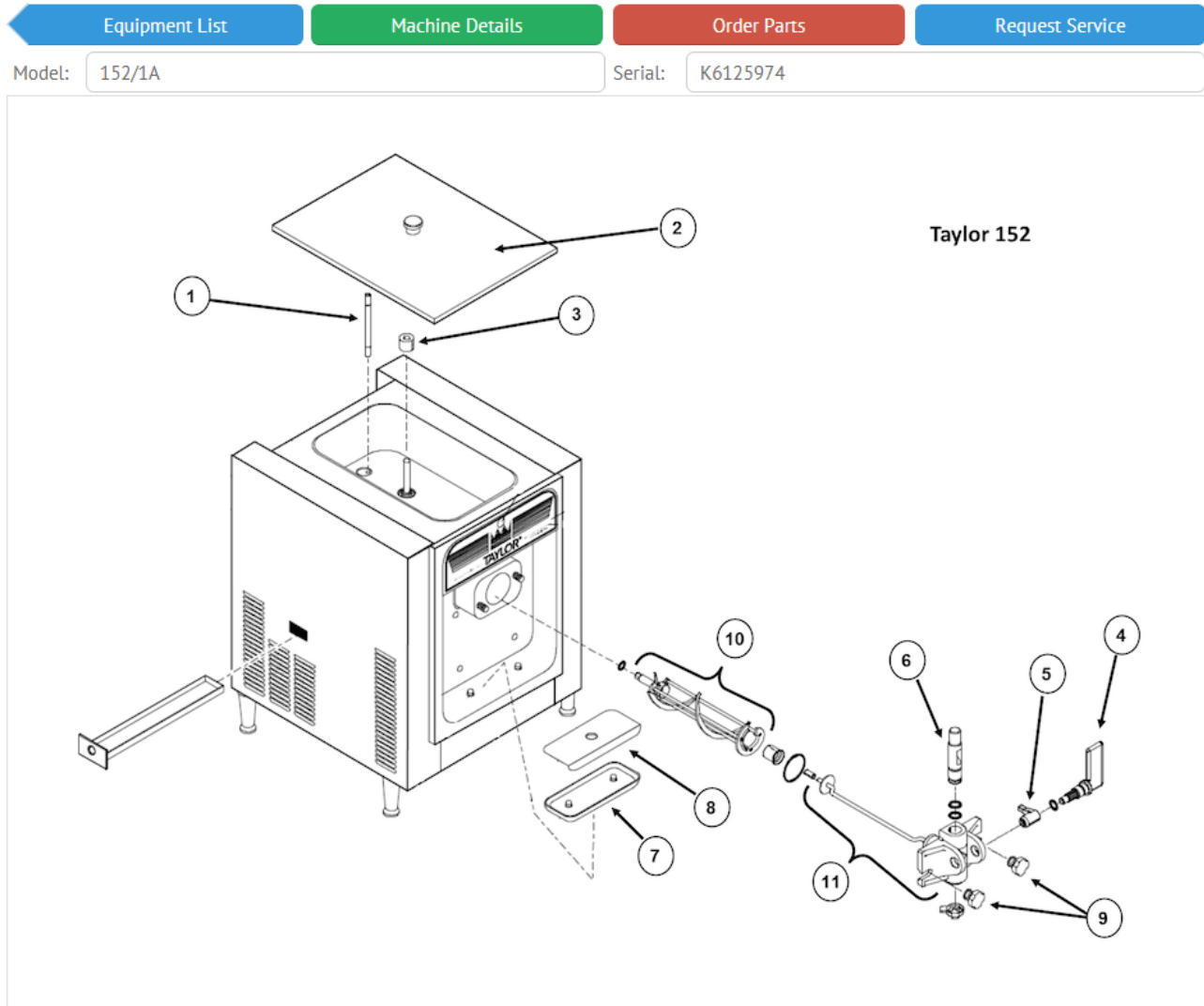
Number	Date	Type	Status
365882	08/06/2018	Maintenance	In Progress
355798	04/01/2018	Breakdown	Closed

Below the machine details is a list of Service Calls Taylor UK have made to this machine, including all open and completed calls.

Click on a Call to see details of that Call (see page 14)

## Order Parts

You can order from a range of self-fit parts for this machine by clicking the **Order Parts** button.




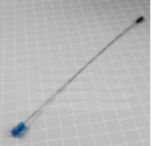






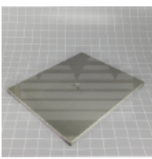
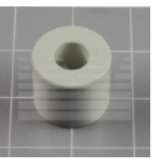
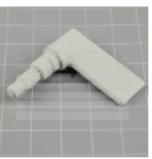
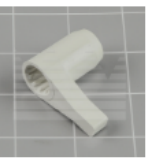
The top half of the screen shows a diagram of the machine with the parts available labelled. These parts are deemed “self-fit” parts, which means an operator should be able to replace themselves. There are of course many other parts available for any given machine but these require replacement by a Taylor certified Service Technician and as such are not available for purchase from the **My Taylor** web portal.

The lower half of the screen displays the parts available for this machine. Each one shows the Part No. of the item, an image of the item where available. Items that are not available from stock are not available to purchase and you will not see a “Buy Now” button for them.

**Note: the price displayed is your price, complete with all applicable discounts.**



Search

<p>(0) 13071</p>  <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <div style="background-color: black; color: white; padding: 2px 5px;">£</div> <div style="display: flex; align-items: center;"> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">-</div> <div style="background-color: white; border: 1px solid #2196F3; padding: 2px 5px;">1</div> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">+</div> </div> </div> <div style="background-color: #f44336; color: white; padding: 2px 5px; border-radius: 3px;">Buy Now</div> <p style="text-align: center;">111</p> <p>Shell Bearing Brush (Black)</p> </div>	<p>(0) 13072</p>  <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <div style="background-color: black; color: white; padding: 2px 5px;">£</div> <div style="display: flex; align-items: center;"> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">-</div> <div style="background-color: white; border: 1px solid #2196F3; padding: 2px 5px;">1</div> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">+</div> </div> </div> <div style="background-color: #f44336; color: white; padding: 2px 5px; border-radius: 3px;">Buy Now</div> <p style="text-align: center;">93</p> <p>Small Brush (double ended)</p> </div>	<p>(0) 13073</p>  <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <div style="background-color: black; color: white; padding: 2px 5px;">£</div> <div style="display: flex; align-items: center;"> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">-</div> <div style="background-color: white; border: 1px solid #2196F3; padding: 2px 5px;">1</div> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">+</div> </div> </div> <div style="background-color: #f44336; color: white; padding: 2px 5px; border-radius: 3px;">Buy Now</div> <p style="text-align: center;">35</p> <p>Medium Brush (Blue)</p> </div>	<p>(0) 23316</p>  <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <div style="background-color: black; color: white; padding: 2px 5px;">£</div> <div style="display: flex; align-items: center;"> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">-</div> <div style="background-color: white; border: 1px solid #2196F3; padding: 2px 5px;">1</div> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">+</div> </div> </div> <div style="background-color: #f44336; color: white; padding: 2px 5px; border-radius: 3px;">Buy Now</div> <p style="text-align: center;">95</p> <p>Large Brush (Blue)</p> </div>
<p>(0) 23348</p>  <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <div style="background-color: black; color: white; padding: 2px 5px;">£</div> <div style="display: flex; align-items: center;"> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">-</div> <div style="background-color: white; border: 1px solid #2196F3; padding: 2px 5px;">1</div> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">+</div> </div> </div> <div style="background-color: #f44336; color: white; padding: 2px 5px; border-radius: 3px;">Buy Now</div> <p style="text-align: center;">8</p> <p>Small White Bucket</p> </div>	<p>(0) 47518</p>  <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <div style="background-color: black; color: white; padding: 2px 5px;">£</div> <div style="display: flex; align-items: center;"> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">-</div> <div style="background-color: white; border: 1px solid #2196F3; padding: 2px 5px;">1</div> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">+</div> </div> </div> <div style="background-color: #f44336; color: white; padding: 2px 5px; border-radius: 3px;">Buy Now</div> <p style="text-align: center;">561</p> <p>Regular Lube</p> </div>	<p>(0) X31167</p>  <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <div style="background-color: black; color: white; padding: 2px 5px;">£</div> <div style="display: flex; align-items: center;"> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">-</div> <div style="background-color: white; border: 1px solid #2196F3; padding: 2px 5px;">1</div> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">+</div> </div> </div> <div style="background-color: #f44336; color: white; padding: 2px 5px; border-radius: 3px;">Buy Now</div> <p style="text-align: center;">6</p> <p>Tune-Up Kit (O'Rings / Blades)</p> </div>	<p>(1) 35819</p>  <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <div style="background-color: black; color: white; padding: 2px 5px;">£</div> <div style="display: flex; align-items: center;"> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">-</div> <div style="background-color: white; border: 1px solid #2196F3; padding: 2px 5px;">1</div> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">+</div> </div> </div> <div style="background-color: #f44336; color: white; padding: 2px 5px; border-radius: 3px;">Buy Now</div> <p style="text-align: center;">7</p> <p>Mix Feed Tube</p> </div>
<p>(2) X48690</p>  <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <div style="background-color: black; color: white; padding: 2px 5px;">£</div> <div style="display: flex; align-items: center;"> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">-</div> <div style="background-color: white; border: 1px solid #2196F3; padding: 2px 5px;">1</div> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">+</div> </div> </div> <div style="background-color: #f44336; color: white; padding: 2px 5px; border-radius: 3px;">Buy Now</div> <p style="text-align: center;">1</p> <p>Hopper Cover / Lid</p> </div>	<p>(3) X39690</p>  <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <div style="background-color: black; color: white; padding: 2px 5px;">£</div> <div style="display: flex; align-items: center;"> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">-</div> <div style="background-color: white; border: 1px solid #2196F3; padding: 2px 5px;">1</div> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">+</div> </div> </div> <div style="background-color: #f44336; color: white; padding: 2px 5px; border-radius: 3px;">Buy Now</div> <p style="text-align: center;">21</p> <p>Mix Level Float</p> </div>	<p>(4) 24762</p>  <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <div style="background-color: black; color: white; padding: 2px 5px;">£</div> <div style="display: flex; align-items: center;"> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">-</div> <div style="background-color: white; border: 1px solid #2196F3; padding: 2px 5px;">1</div> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">+</div> </div> </div> <div style="background-color: #f44336; color: white; padding: 2px 5px; border-radius: 3px;">Buy Now</div> <p style="text-align: center;">12</p> <p>Draw Handle</p> </div>	<p>(5) 24761</p>  <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <div style="background-color: black; color: white; padding: 2px 5px;">£</div> <div style="display: flex; align-items: center;"> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">-</div> <div style="background-color: white; border: 1px solid #2196F3; padding: 2px 5px;">1</div> <div style="background-color: #2196F3; color: white; padding: 2px 5px;">+</div> </div> </div> <div style="background-color: #f44336; color: white; padding: 2px 5px; border-radius: 3px;">Buy Now</div> <p style="text-align: center;">16</p> <p>Arm Valve Lifter</p> </div>

<<

<

1

2

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You can increase / decrease the quantity you require using the plus and minus buttons either side of the quantity figure, but you can't order more than we have in stock

The number in brackets before the Part No. refers to the label on the machine diagram above. Certain parts, such as brushes, are not shown on the diagram as they are not directly attached to the machine.

Clicking the **Buy Now** button will add the item to your shopping "basket" and you will see this message:

Thank you

---

13071 added to Basket

View Basket

Continue Shopping

You can either stay on this screen by clicking the **Continue Shopping** button, or click the **View Basket** button to complete your purchase.

### Shopping Basket

You can view your basket at any time (once it contains some items) by clicking the **Basket** icon at the top of the screen or selecting **Shop -> Basket** from the top navigation menu. You are also offered the option of viewing your basket each time you add something to it.

**NOTE: DELIVERY IS TO UK MAINLAND ONLY**

**Invoice Address**

**Bill To** Mr Charles Taylor ▼

Taylor's Ice Cream Emporium  
106 Claydon Business Park  
Gt. Blakenham  
Ipswich  
Suffolk  
IP6 0NL

**Delivery Address (if different)**

**Deliver To** TAYLOR (STORE 01) ▼

Taylor's Ice Cream Emporium (STORE 01)  
103 Claydon Business Park  
Gt. Blakenham  
Ipswich  
Suffolk  
IP6 0NL

Your Order No. 12345

Email fred@bloggs.co.uk

Contact Name \* Fred Bloggs

Telephone \* 01234 567890

Part No.	Description	Quantity	Available	Each	VAT	Total
23348	Small White Bucket	1.00	8.00		20%	
47518	Regular Lube	1.00	561.00		20%	

Delivery is estimated for Friday 10th August 2018

Goods Total	
Delivery Charge	
Sub-Total	
VAT	
<b>Total</b>	

Empty Basket
Save Basket
Checkout

**NOTE: DELIVERY CHARGE IS NON-REFUNDABLE, ANY RETURNED ITEMS WILL BE SUBJECT TO A RE-STOCKING FEE**

Note: pricing data has been removed from this screenshot for the purposes of this guide.

Your default invoice and delivery addresses are selected, and your name, email address and telephone number copied from your **My Taylor** account.

You can choose an alternative invoice address (if more than one is available) and delivery address by choosing from the respective drop-down lists. You can also choose the option **Add a Delivery Address** from the drop-down **Deliver To** list and enter a new Delivery address (which will then be saved against your account and available as a selectable delivery address next time).

You can change the pre-entered Contact Name and Telephone number, but you must provide one or both so we can contact you if there is a problem with your order.

You can edit the quantity you require directly from this screen, simply click into the quantity box against the item you wish to edit and change the quantity. The page will be immediately recalculated.

If you set any item's quantity to zero it will be removed from the list. If you set all item's quantities to zero the basket will be emptied completely.

An estimated delivery date is displayed (usually next working day), and on Fridays you will be offered the option of a Saturday delivery, at extra cost, or a Monday next week delivery.

You can save the selections you've made on this screen by clicking the **Save Basket** button at the bottom, or empty it in one go by clicking the **Empty Basket** button.

If you're happy to continue with the order click the **Checkout** button.

### Checkout

Amount to Pay

50.21

Payment Method

☐ On Account ☒ Card Payment

\* we will only use this card for this transaction, your card details will not be saved \*

Card Type

VISA

Card Number

4111111111111111

Expiry Date

06/19

Security Code

123

☒ I / we agree to Taylor UK's Terms & Conditions

Return to Basket

Terms & Conditions

Confirm Order

If your account has sufficient credit you can charge the goods to your account, and the **On Account** option will be selected (and the card detail fields shown above will be hidden). If you do not have sufficient credit you will not be offered the choice and will need to provide Debit / Credit card details.

**Note: Taylor UK will only use your card details for this transaction, they are not recorded anywhere in Taylor UK's systems or databases.**

You will also need to agree to Taylor UK's Terms and Conditions, a copy of which can be viewed / downloaded as a PDF document by clicking the **Terms & Conditions** button.

Once you click the **Confirm Order** button an order will be entered into the Taylor UK ordering system and the goods picked for despatch at the earliest opportunity. Currently Taylor UK operate a despatch service Monday – Friday. Goods are not despatched at a weekend or on Bank Holidays.

### Request Service

From the **Machine Detail** screen you can request a service visit from Taylor UK by clicking the **Request Service** button and filling in a form:

<b>Site Address</b>		<b>Model</b>	430/1A-FB
<b>Account</b>	Mr Charles Taylor	<b>Text</b>	240V 1PH AIRCOOLED
Taylors Ice Cream Emporium 106 Claydon Business Park Gt. Blakenham Ipswich Suffolk IP6 0NL		<b>Serial</b>	M5112874
		<b>Installed</b>	17/11/2016
		<b>Coverage</b>	Warranty - US
		<b>Expires</b>	16/11/2017
<b>Contact Name</b>			
<b>Telephone</b>			
<b>Email</b>			
<b>Your Reference</b>			
describe the problem with this machine			
Request Service			

You must provide a Contact Name and Telephone number (so Taylor UK can call you back if need be) and a description of the problem you're having with the machine.

A qualified Taylor UK Technician will be despatched at the earliest available opportunity.

*Note: although the Customer Support office is open 7 days a week, Taylor UK Technicians operate a reduced service at weekends usually only attending priority jobs, we cannot therefore guarantee a response within a specific time-frame.*

## Service

This screen displays a list of Service Calls raised against the equipment in your estate.

DashboardEquipmentServiceContracts

AccountMr Charles Taylor

Name and Address

Taylors Ice Cream Emporium  
106 Claydon Business Park  
Gt. Blakenham  
Ipswich  
Suffolk  
IP6 ONL

Calls by Type

Breakdown

Maintenance

Service Calls

Number	Date	Site	Type	Open
366314	28/06/2018	TAYLOR (STORE 05)	Breakdown	Closed
365882	08/06/2018	TAYLOR (STORE 03)	Maintenance	Open

As per other screens the list can be filtered and sorted.

Click an entry in the list to load a detailed screen displaying information about that job, including a copy of the Technicians Worksheet, parts fitted and Labour charged, photos taken, date attended etc.

## Call Details

The Call Detail screen displays information about a Service visit attended by a Taylor UK Service Technician.

CALL DETAILS					
Call No.	355798		Type	Breakdown	
Taylors Ice Cream Emporium 106 Claydon Business Park Gt. Blakenham Ipswich Suffolk IP6 0NL			Status	Closed	
			Model	C708/3A	
			Serial	M7020207	
			Invoice	763540	
Open Date	02/01/2018	Due Date	04/01/2018	Done Date	04/01/2018
Recall	Yes	Operator Error	No	Left Working	Yes
NOTES					
SOMETIMES VERY NOISEY AND STOPS DISPENSING ACC:11AM-11PM					
Found bits of paper stuck in the pump. Removed and tested after w2 as machine was locked. Tested with mix inside working fine. Informed customer that there may be more paper in the mix and perhaps they should do a full clean as there was only one day left on the counter before w2 was activated. If using today it will need to go through a heat cycle.					

Details of the site address and machine are included, as well as the type of visit (breakdown or preventative maintenance etc.) and whether the job is still in progress or has been completed.

If the job has been completed and invoiced the Invoice number will be presented and this is a clickable field that will load the Invoice details and allow you to print a copy.

Comments entered by Customer Service when the Call was raised, and comments made by the Service Technician when the job was completed are displayed and, if available, a link to view / download a PDF copy of the Worksheet is displayed at the bottom.

## Contracts

This screen displays a list of Service Contracts you have taken out with Taylor UK.

Dashboard

Equipment

Service

Contracts

Account
Mr Charles Taylor

Name and Address

Taylors Ice Cream Emporium  
106 Claydon Business Park  
Gt. Blakenham  
Ipswich  
Suffolk  
IP6 0NL

Contracts by Type

Contract - Standard

Contracts

Contract	From	To	Site	Location	Type
911274	26/05/2018	25/05/2019	TAYLOR (STORE 04)	IP6 3PO	Contract - Standard
911273	12/05/2018	11/05/2019	TAYLOR (STORE 05)	IP6 1SW	Contract - Standard

The list of Service Contracts can be sorted and filtered as per other lists of this type, and clicking an entry in the list displays a detail screen for the selected Contract.

## Contract Detail

DETAILS

Contract
123987
Opened
26/05/2018

Invoice Address:  
Taylors Ice Cream Emporium  
106 Claydon Business Park  
Gt. Blakenham  
Ipswich  
Suffolk  
IP6 0NL

Site Address:  
Taylors Ice Cream Emporium (STORE 01)  
103 Claydon Business Park  
Gt. Blakenham  
Ipswich  
Suffolk  
IP6 0NL

From
26/05/2018
Frequency
12 Months

To
25/05/2019
Next Due
26/05/2019

Type
Contract - Standard

EQUIPMENT

Model	Serial	Description	Quantity	Price	Value
C708/3A	M7061237	COMPREHENSIVE - STANDARD 1 YEAR CONTRACT IN	12.00		
Total					

The Contract detail screen shows details of the machine covered and the site address at which is located.

## Alerts

From the **Alerts** screen you can define which accounts / sub-accounts receive email alerts, what sort of alert they receive, and to whom they should be sent.

Type	Account	Name	Email	Alert
Main	TC0123	TAYLOR STORE 01	david@taylor.co.uk	Open / Close Calls Only
Sub	TC0158	TAYLOR STORE 02	robert@taylor.co.uk	All Alerts
Sub	TC0178	TAYLOR STORE 03	sebastian@taylor.co.uk	All Alerts
Sub	TC0198	TAYLOR STORE 09	sara@taylor.co.uk	All Alerts
Update				

You can enter a single email address against any site, or a list of addresses by entering more than one email address separated by a comma, i.e. [me@here.com](#), [you@there.com](#) etc.

Click into the **Email** column in the list to edit that entry, and / or click into the **Alert** column to choose what type of alert to send, then click the **Update** button at the bottom to save your entries.

When a Service Call is raised by Taylor UK an email is sent to each email address recorded against the site where the equipment is installed, similar to this:

### Taylor Service Call Alert

A Taylor Engineer has ARRIVED to attend a Service Call at TAYLOR ICE CREAM (STORE 03) details as follows :-

<b>Job No.</b>	320176
<b>Site</b>	Taylor's Ice Cream Emporium (STORE 01) 103 Claydon Business Park Gt. Blakenham Ipswich Suffolk, IP6 0NL
<b>Telephone</b>	
<b>Contact</b>	
<b>P.O.</b>	
<b>Workcode</b>	Out of Order
<b>Status</b>	In Progress
<b>Model</b>	C602/3
<b>Serial</b>	M7061210
<b>Comments</b>	SUNDAE SIDE COMING OUT RUNNY SITE HAVE CHECKED THE PUMP ACC:8AM-9PM

If you choose **Open / Close Calls Only** you will get an email when the Service Call is raised by Taylor UK and when the Call is completed. If you choose **All Alerts** you will get additional emails to inform you the Service Technician is en-route to site, and when he arrives.



## Shop

### Orders

This screen displays a list of open Sales Orders raised against your account / sub-accounts.

Account Taylor's Ice Cream Emporium ▼

Taylor's Ice Cream Emporium  
 106 Claydon Business Park  
 Gt. Blakenham  
 Ipswich  
 Suffolk, IP6 ONL

#### Orders

Number	Date	Site	Reference
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
677321	18/08/2016	TAYLOR (STORE 05)	
677156	12/08/2016	TAYLOR STORE 02	
676858	02/08/2016	TAYLOR (STORE 02)	

Filter and sort the list as usual, and select any Order to see a detailed view of that Order.

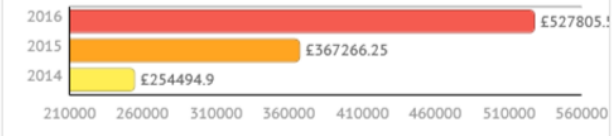
*Note: Spare Parts ordered via **My Taylor** will also appear in this list.*

### Invoices

The Invoices screen lists Invoices / Credits raised against your account.

Account Taylor's Ice Cream Emporium ▼

Name and Address  
 Taylor's Ice Cream Emporium  
 106 Claydon Business Park  
 Gt. Blakenham  
 Ipswich  
 Suffolk, IP6 ONL

Turnover by Year  


Year	Turnover
2016	£527,805.1
2015	£367,266.25
2014	£254,494.9

#### Sales

Type	Number	Date	Site	Reference	Delivery
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Credit	718956	02/08/2016	TAYLOR STORE 02		02/08/2016
Invoice	718922	02/08/2016	TAYLOR (STORE 05)		02/08/2016

Again the screen can be reloaded for a specific sub-account by selecting the sub-account from the drop-down list. The list of Invoices / Credits can be filtered / sorted, and a detailed document displayed by selecting an Invoice / Credit from the list.