

# BUNN to unveil 'refreshed' partner portal

The refreshed partner portal will modernize the partner experience and allow for future growth

In the coming weeks BUNN will be rolling out a 'refreshed' version of the partner portal. All the features service providers use today will remain but with a more modern look and feel. Behind the scenes an improved architecture firms up the product and allows for continued improvement in the years to come.

Enhanced Look/Feel Immediately	Future Enhancements Planned
<ul style="list-style-type: none"><li>• Page Layouts</li><li>• WO Actions (flows)</li><li>• Dashboards</li><li>• Reports</li><li>• Menus</li></ul>	<ul style="list-style-type: none"><li>• Claim Submit Page</li><li>• Concession Submit Page</li><li>• Warranty Claim Submittal</li></ul>

While the portal may initially look dramatically different, the how-to for service providers remains incredibly similar to the prior version. The work order layout has been refreshed with modern architecture that allows the flows (Accept, Update ETA, Quick Close, Create Return Trip) to be launched directly from the page (right side) instead of needing to open in a new window. This enhanced architecture will allow BUNN to make future updates to streamline the processes, eliminate clicks, and modernize the Claim Submittal, Concession Submittal, and Warranty Submittal pages and processes.

*The next several pages highlight changes you'll see at the conclusion of the refresh.*


**Dashboard**  
**SP Dashboard**

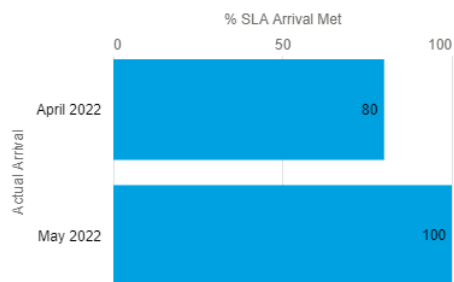
As of Jul 19, 2022, 9:50 AM-Viewing as Service Provider

Simplified menu with  
only necessary linksImproved search with  
autocomplete results

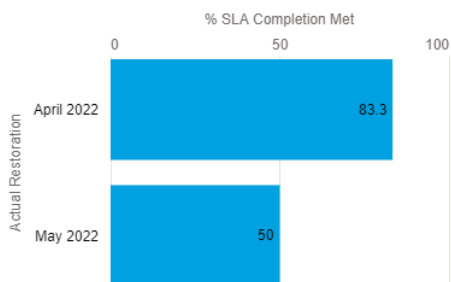
Refresh



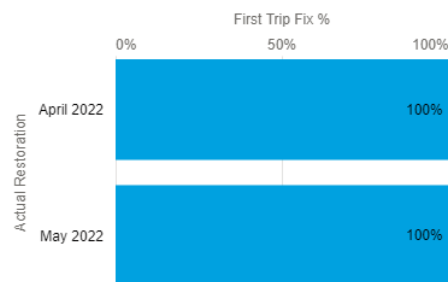
## Arrival SLA - Goal 85%

[View Report \(Arrival SLA - Goal 85%\)](#)

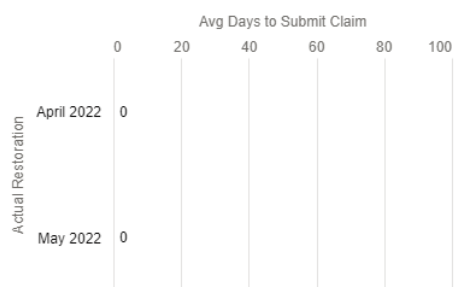
## Completion SLA - Goal 85%

[View Report \(Completion SLA - Goal 85%\)](#)

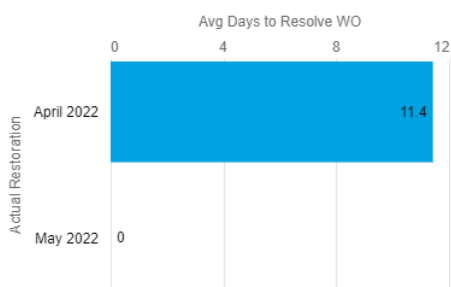
## First Time Fix - Goal 90%

[View Report \(First Trip Fix / Avg Days to Resolve\)](#)

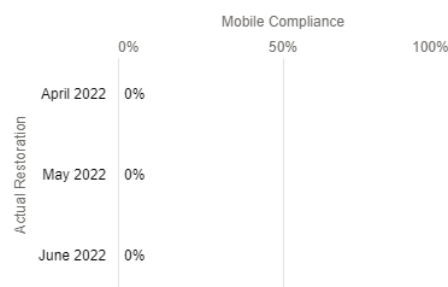
## Avg Days to Submit Claim - Goal &lt; 5 Days

[View Report \(First Trip Fix / Avg Days to Resolve\)](#)

## Avg Days to Resolve WO - Goal &lt; 1 Day

[View Report \(First Trip Fix / Avg Days to Resolve\)](#)

## Mobile Compliance - Goal 90%

[View Report \(Mobile Compliance\)](#)

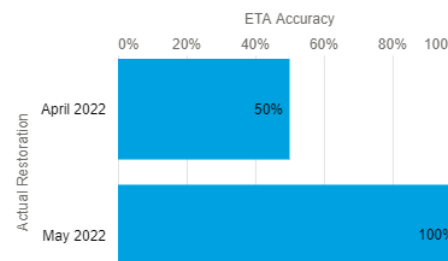
## Open Reactive Work Orders

Due Date Time ↑	Record Count
December 2015	1
April 2016	2
June 2016	1
February 2017	1
July 2017	1
November 2017	1

## Late Work Orders

Due Date Time ↑	Record Count
December 2015	1
April 2016	2
June 2016	1
July 2017	1
November 2017	1
July 2018	1

## ETA Accuracy



The complete SP Dashboard is now available on the Home screen and immediately visible upon logging in. Each chart can be clicked to view the supporting records within the chart.

Warranty Lookup

Create Warranty Claim

Online Learning Center

Quick links to online BUNN resources

# WORK ORDER DETAIL



Home Work Orders Reports Dashboards Warranty Claim

Work Order Search...

Service Provider

Work Order  
WO-13322827

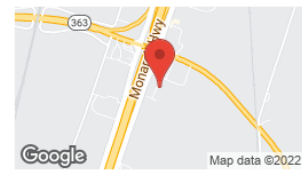
Status: Dispatched  
Work Order Record Type: Parent  
Location Name (f): Location Name  
Address: 0000 Customer Street  
Temple, TEXAS 76501  
UNITED STATES  
Work Type: [Auto Dispatch](#)

[Details](#) [Chatter](#) [Submit Concession](#) [Submit Claim](#)

Parent WO Details

Tabs to access Chatter, Concessions, and Claims can be found here

Location Name (f): Location Name  
Address: 0000 Customer Street  
Temple, TEXAS 76501  
UNITED STATES



Visiting Hours  
[Location Name Hrs](#)

Contact Details

Contact Name  
MOD

Important Dates

Not Before

Planned Date

Arrival Deadline

Status: Dispatched  
Overtime Approved (Parent)

Service Resource Name  
Service Provider

Contact Phone  
000-000-0000

No Later Than

Entitlement: [PLANNED](#)  
Completion Deadline

Buttons for Accepting, Rejecting, Quick Closing and Creating Return Trips have been converted to rich-formatted tabs

[Accept/ETA](#) [Reject](#) [Quick Close](#) [Return Trip](#)

**ACCEPT WORK ORDER**

Click Next to Accept the Work Order and provide an ETA.

Next

Child Work Orders (1)

Work Or...	Status	Asset Na...	Machine L...
<a href="#">WO-1332...</a>	Dispatched	FC000019...	PLEASE RE... <a href="#">View All</a>

Service Appointments (1)

Appoint...	Status	Scheduled...	Scheduled...
<a href="#">SA-484431</a>	Dispatched	12/22/20...	12/22/20... <a href="#">View All</a>

Files (0)

Upload Files

Or drop files

Items related to the Parent Work Order moved from the bottom to the right side of the page for easy access

# REPORTS



Reports

## All Folders

2 items

Search all folders...

New Report



### REPORTS

Recent

Created by Me

Private Reports

All Reports

### FOLDERS

All Folders

Created by Me

Shared with Me

### FAVORITES

All Favorites

The Reports tab and Report Detail both received styling updates, shown here. You may need to tap 'All Reports' or 'All Folders' to locate your desired report.



Report: FSL Work Orders with Milestones  
**Arrival SLA - Goal 85%**



Add Chart



Edit



Total Records

96

<input type="checkbox"/> Actual Arrival ↑	Record Count
<input type="checkbox"/> July 2021	4
<input type="checkbox"/> August 2021	4
<input type="checkbox"/> September 2021	15
<input type="checkbox"/> October 2021	22
<input type="checkbox"/> November 2021	23
<input type="checkbox"/> December 2021	28
<b>Total</b>	<b>96</b>

Row Counts



Detail Rows



Subtotals



Grand Total

