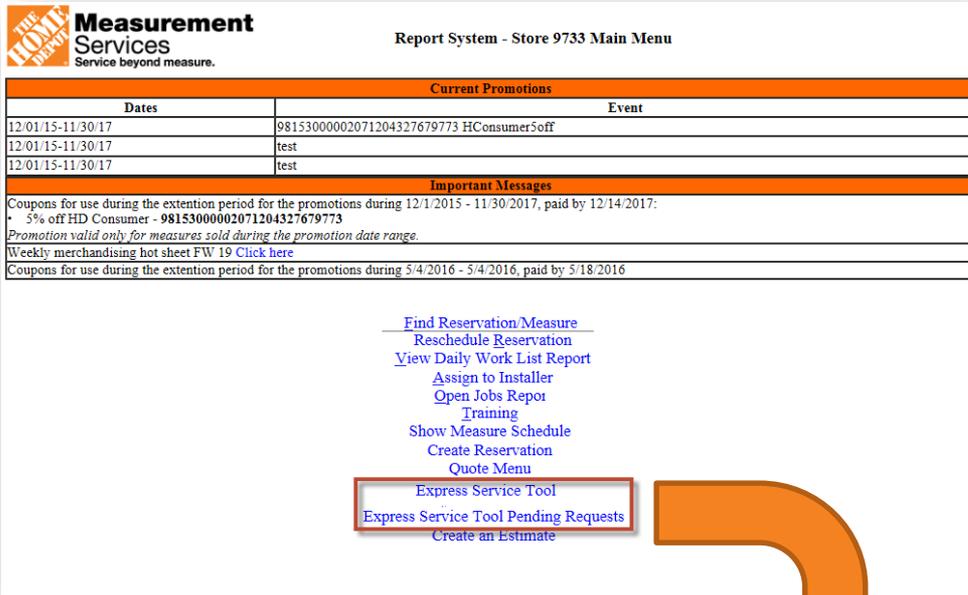


NEW HDMS Express Service – Quick Help

November, 2017



HDMS New Express Service Tool



Measurement Services
Service beyond measure.

Report System - Store 9733 Main Menu

Current Promotions	
Dates	Event
12/01/15-11/30/17	98153000002071204327679773 HConsumer5off
12/01/15-11/30/17	test
12/01/15-11/30/17	test

Important Messages

Coupons for use during the extension period for the promotions during 12/1/2015 - 11/30/2017, paid by 12/14/2017:
• 5% off HD Consumer - 98153000002071204327679773
Promotion valid only for measures sold during the promotion date range.

Weekly merchandising hot sheet FW 19 [Click here](#)

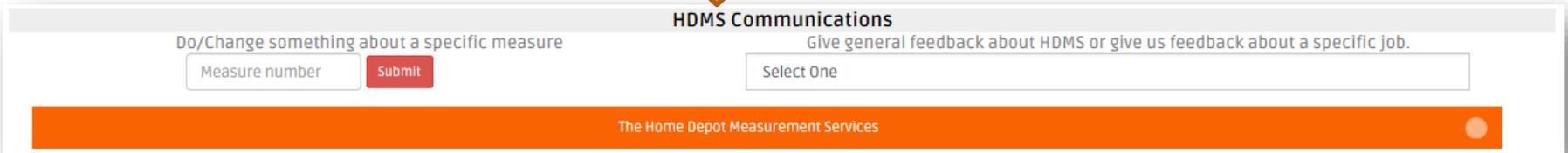
Coupons for use during the extension period for the promotions during 5/4/2016 - 5/4/2016, paid by 5/18/2016

- [Find Reservation/Measure](#)
- [Reschedule Reservation](#)
- [View Daily Work List Report](#)
- [Assign to Installer](#)
- [Open Jobs Report](#)
- [Training](#)
- [Show Measure Schedule](#)
- [Create Reservation](#)
- [Quote Menu](#)
- [Express Service Tool](#)
- [Express Service Tool Pending Requests](#)
- [Create an Estimate](#)

You can now make changes to a customer orders without calling HDMS. Before you call, give this new tool a try!

The new HDMS Express Service tool replaces the HDMS Store Feedback tool. It can be found on the landing page of the HDMS Application.

ESVS > Quick Links > Applications > THD Measure Service – Associate



HDMS Communications

Do/Change something about a specific measure

Give general feedback about HDMS or give us feedback about a specific job.

Measure number

Select One

The Home Depot Measurement Services



Express Service Tool – How to Use

Begin by entering a measure number (on the left) or selecting General Feedback (on the right)

The screenshot shows the 'HDMS Communications' header. Below it, there are two main options. The left option is 'Do/Change something about a specific measure', which includes a text input field for 'Measure number' and a red 'Submit' button. The right option is 'Give general feedback about HDMS or give us feedback about a specific job.', which includes a dropdown menu labeled 'Select One'. Below the form is an orange banner with the text 'The Home Depot Measurement Services' and a small orange circle on the right side. Two large orange arrows point downwards from the 'Measure number' input and the 'Select One' dropdown to the text below.

Entering a **Measure Number** reveals options specific to that job

From this option you can:

- ✓ Change customer information
- ✓ Request a product or labor change
- ✓ Request that HDMS call a customer
- ✓ Reschedule a measure

Selecting **General Feedback** allows you to give feedback about a specific customer order or anything

From this option you can:

- ✓ Feedback about a specific job or customer
- ✓ General feedback about HDMS or a specific part of the HDMS process



Express Service Tool – Viewing Pending Requests

Measurement Services
Service beyond measure.

Report System - Store 9733 Main Menu

Current Promotions	
Dates	Event
12/01/15-11/30/17	98153000002071204327679773 HConsumer5off
12/01/15-11/30/17	test
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Important Messages

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Weekly merchandising hot sheet FW 19 [Click here](#)

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- Express Service Tool**
- Express Service Tool Pending Requests**
- [Create an Estimate](#)

To view the requests that you've made, click on "Express Service Tool Pending Requests from THD Measure Service Associate Main Menu.

HDMS Pending Requests.

Measure #	Date/Time	Associate Name	Order Number	Floor Type	Request Type
11962325	10/24/2017 2:06:01 PM	Anonymous User	2	CPT Only	
0	10/24/2017 10:03:04 AM	sap6164	0	CPT Only	General Feedback
11962375	10/23/2017 5:00:04 PM	sap6164	0	CPT Only	Change job details

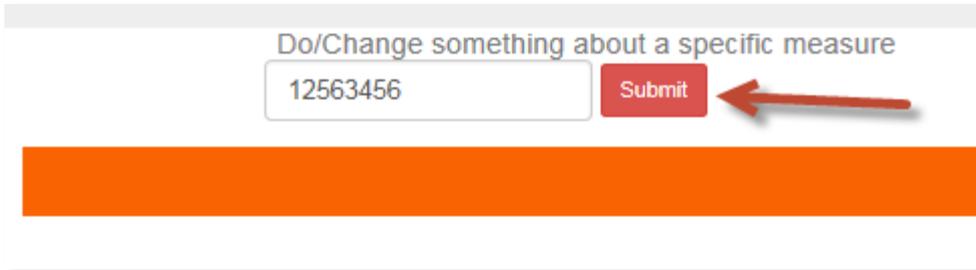


Requests will show on the report until they are completed. Once your request has been processed Please allow 30 minutes for your request to be completed. HDMS will update the order once complete.



Express Service Tool – Do/Change Something About a Specific Measure

1. Start by entering a measure number on the main page of Express Service Tool



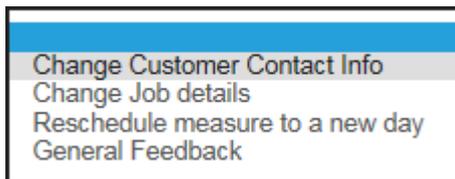
Do/Change something about a specific measure

12563456

The new tool will show you options relevant to the current stage of your job. If it's pre measure, it will show you options for a job that hasn't been measured. If it's a post measure job, it will show options for a job that's already been measured.

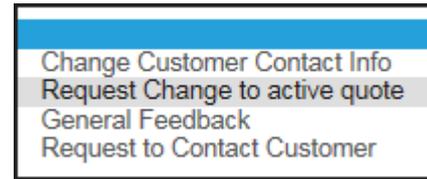
2. Select the option you want

Pre Measure Options



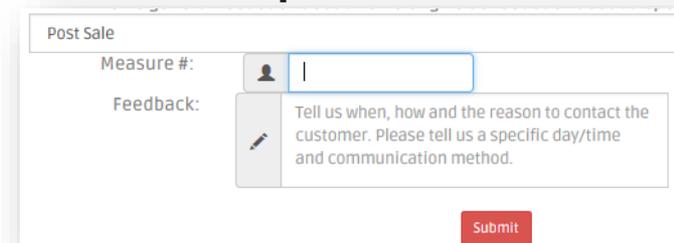
- Change Customer Contact Info
- Change Job details
- Reschedule measure to a new day
- General Feedback

Post Measure Options



- Change Customer Contact Info
- Request Change to active quote
- General Feedback
- Request to Contact Customer

Post Sale Options



Post Sale

Measure #:

Feedback:

Tell us when, how and the reason to contact the customer. Please tell us a specific day/time and communication method.



Express Service Tool – Do/Change Something About a Specific Measure

3. Perform your change or complete your request

3b. Change Customer Contact Info

Use this to change customer address, name, phone, or email

- ✓ Available for pre measure jobs
- ✓ Available for post measure jobs

HDMS Communications

Do/Change something about a specific measure

11962370

What would you like to do:

Please review the customer information below and edit ONLY the fields you wish to change.
Fields left blank will not be updated.

Customer Information:

Measure	First Name	Last Name	Home Phone	Cell Phone	Bus Phone	Best Phone	Address
11962370	Shantanu	Harvey	(248) 894-6965	(288) 989-8989		(248) 488-8888	25900 Greenfield Rd

First Name Last Name Home Phone Cell Phone

Best Phone Address City State

Zip Code E-mail

Express Service Tool – Do/Change Something About a Specific Measure

3b. Change job details

Use this option to communicate changes to a customer's order like a new SKU or additional rooms before the measure. This helps ensure your customer's order is built correctly.

- ✓ Available for jobs not yet measured

HDMS Communications

Do/Change something about a specific measure

11962370

What would you like to do:

LDAP Id/My Apron Id:

Feedback:



Express Service Tool – Do/Change Something About a Specific Measure

3c. Reschedule measure to new day

This options launches a calendar where you can select a new measure day for a customer

- ✓ Available for jobs not yet measured

Choose a Measure Appointment

December 2016 - January 2017

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Your Appointment Date
December 30, 2016
08:00 AM-05:00 PM

[Click for More Appointments](#) Click for additional appointment availability
Select **green** dates for available appointments.



Express Service Tool – Do/Change Something About a Specific Measure

3d. General Feedback

Allows you to give feedback to HDMS about a specific job, about a specific part of the HDMS process or about HDMS in general

- ✓ Available for jobs not yet measured
- ✓ Available for jobs that have been measured
- ✓ Available for jobs that have already been sold

The screenshot shows a web form titled "Do/Change something about a specific measure". At the top, there is a text input field containing "11962370" and a red "Submit" button. Below this, the form asks "What would you like to do:" and has a dropdown menu with "General Feedback" selected. The next field is "LDAP Id/My Apron Id:" with a dropdown menu containing "exp1234". Below that, "Feedback topics:" has a dropdown menu with "Feedback" selected. The "Feedback:" section features a large text area with a pencil icon and the placeholder text "Comments". A red "Submit" button is located at the bottom right of the form.



Express Service Tool – Do/Change Something About a Specific Measure

3e. Request change to active job

Allows you to request SKU, labor options or recalc for a specific job. Start by selecting the quote you wish to change. Enter new sku and describe your labor and recalculation changes

- ✓ Available for jobs that have been measured

Step 1: Enter your LDAP (MyApron ID)

Do/Change something about a specific measure

What would you like to do:

LDAP Id/My Apron Id:

11962324

Request Change to activ

gmh5411



Express Service Tool – Do/Change Something About a Specific Measure

Step 2: Select the quote you wish to base your changes on. HDMS needs to know which quote to base your changes on to ensure it's accurate. On the next screen, you will be able to select a new SKU and labor options.

If you're not sure which quote you want to use, click here to preview the quotes



Customer Information

Measure Number	First Name	Last Name	Phone Number	Address	View Job in new Window
11962324	Shantanu	Panvalkar	(248) 351-3636	17549 White Pine Ct	11962324

*Please choose the quote you wish to modify by clicking on the quote ID.
Once your selection has been made, you will be able to enter material and labor change requests.
recalculation*

Select the quote you wish to modify by clicking here. This will bring you to the next screen



Active Quotes

Quote Version	Quote Date	Expire Date	Created By	Calc Date Time	Quote Comments
8479633	8/17/2017 12:22:31 PM	8/22/2017	wwiseman	8/8/2017 11:18:58 AM	
8479625	8/8/2017 11:25:34 AM	8/22/2017	testuser	8/8/2017 11:18:58 AM	test comment
8479624	8/8/2017 11:22:20 AM	8/22/2017	testuser	8/8/2017 11:18:58 AM	test comment

Current Quote=>



Express Service Tool – Do/Change Something About a Specific Measure

Step 3: Describe your product change. If you don't wish to change the product, proceed to the next step

Do/Change something about a specific measure

Measure number

Carpet name: **Morningside**
View Product Images/Color

View product images

Please click on Measure # to view the current quote
Please enter full sku number including dashes as follows
000-000 or 0000-000-000

Material for Line item 1

Change SKU to:

Enter new SKU here

Labor options:

Recalc/Floor Plan Changes:

Special Instructions:

Change Color/Style to:

View available changes

Change PAD to:

View/select available padding or underlayment



Express Service Tool – Do/Change Something About a Specific Measure

Step 3: Describe your labor changes

Do/Change something about a specific measure

Measure number

Carpet name: **Morningside**
[View Product Images/Color](#)

Please click on Measure # to view the current quote
Please enter full sku number including dashes as follows
000-000 or 0000-000-000

Change Color/Style to:

Change PAD to:

Material for Line item 1

Change SKU to:

Labor options:

Recalc/Floor Plan Changes:

Special Instructions:

Describe any changes to labor here. Example: Please remove the furniture charges, customer will be moving all specialty items

Describe any changes to the floorplan here. Example: Please remove bedroom 1 from quote.

Describe any special requests here. Example: Customer wants quote emailed right away!



Express Service Tool – Do/Change Something About a Specific Measure

Step 4: Submit your changes. Please allow 30 minutes for HDMS to make the adjustments and send the quote back to you.

Do/Change something about a specific measure

Measure number

Carpet name: Morningside
[View Product Images/Color](#)

Change Color/Style to:

Please click on Measure # to view the current quote
Please enter full sku number including dashes as follows
000-000 or 0000-000-000

Change PAD to:

Material for Line item 1

Change SKU to:

Labor options:

Recalc/Floor Plan Changes:

Special Instructions:

Click here 



FAQs

Q:	Can I still submit the same type of requests that I used the Feedback Tool for?
A:	Yes, the same types requests are supported in this new tool. Try entering a measure number and look at the available options. If you don't see an option that's relevant to you, use the General Feedback function.
Q:	Why not just call HDMS like we always do?
A:	This new tool should be faster. It will help you get your changes done quickly. Also, it helps ensure that HDMS can answer every customer phone call.
Q:	How fast will my requests be completed?
A:	Customer information changes and reschedules are handled automatically. You'll see those changes reflected in the system right away. All others are 30 minutes or less!
Q:	Can I use the tool to give feedback about a measure that's sold?
A:	Yes, you can.
Q:	Should I use this tool to submit ideas about how to improve the process?
A:	Yes, please do. We value your feedback and review each and every request that comes in.
Q:	How do I know my changes were completed?
A:	After making a request, you'll see the request in the "Express Service Tool Pending Request Menu." Once the request is complete, the job will no longer be on the "Express Service Tool Pending Request Menu." Additionally, you'll see the changes completed on the job in the HDMS system
Q:	Why can't I change customer information once a job is sold?
A:	After the jobs are sold, HDMS can't update the customer information and pass it along to the installer. If customer information changes after a job is sold, you need to call your Service Provider.

