



J.W. SPEAKER PORTAL GUIDE

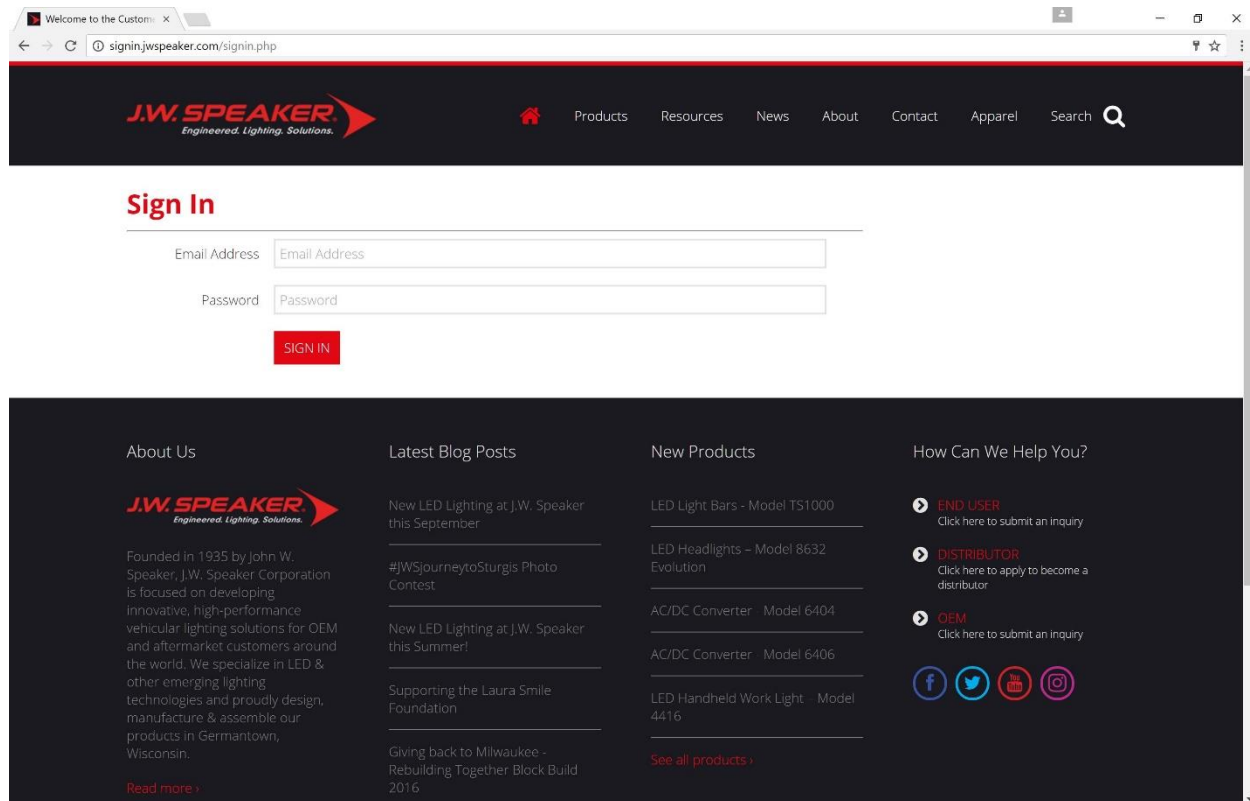
DRIVEN.
TO SEE MORE.

Updated November 2017


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Sign In Page



Steps to Signing In:

1. Go to <http://signin.jwspeaker.com>.
2. Enter the email and password set up for you in the corresponding input fields.
3. Click the "Sign In" button () when your information is correct.

Steps to Signing Out:

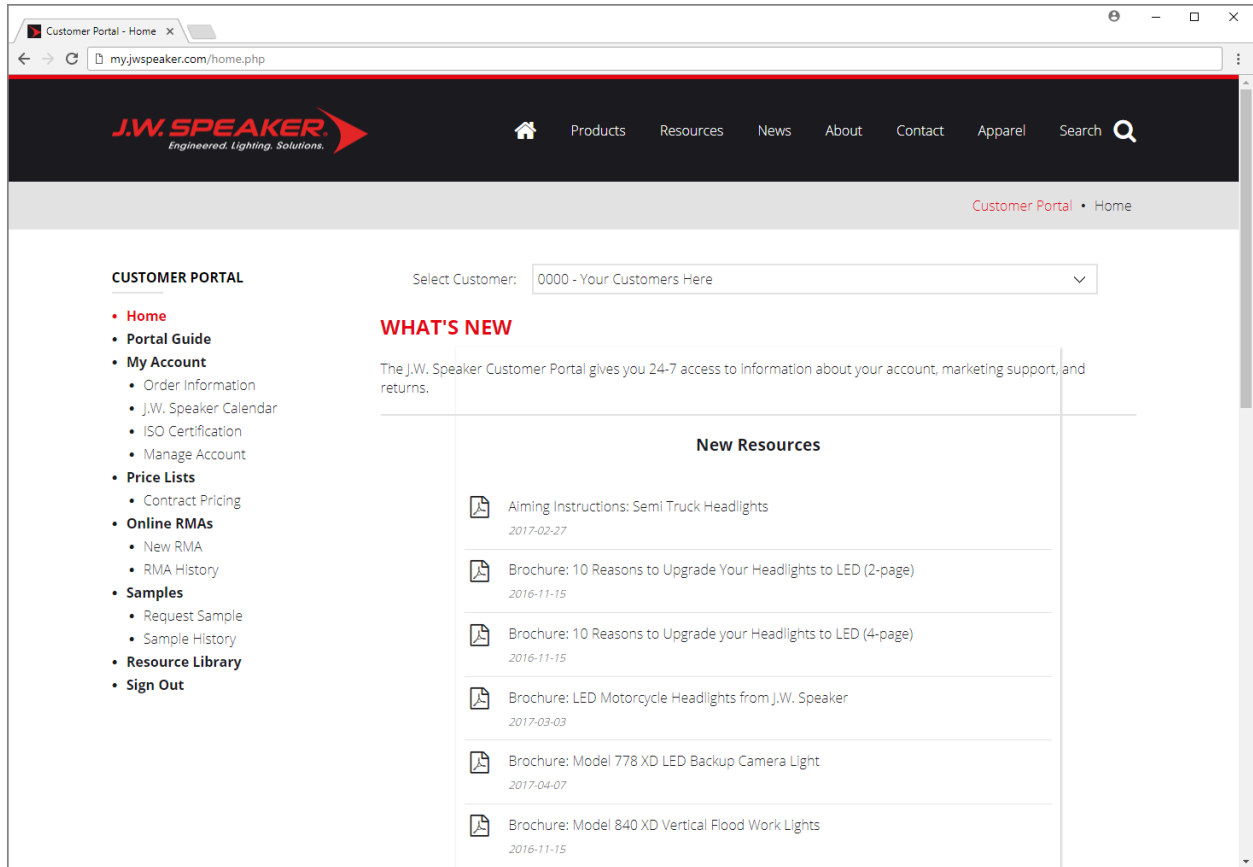
1. Click the "Sign Out" option in the menu on the left-hand side of the page ().

Troubleshooting:

If you are having troubles with signing into the site follow these steps:

1. Contact your Customer Service Representative to ensure you have the correct sign in credentials.
2. Have them reset your password and try the new sign in credentials.

Home Page



The screenshot shows the J.W. Speaker Customer Portal Home Page. The browser address bar displays "my.jwspeaker.com/home.php". The page features a dark navigation bar with the J.W. Speaker logo and a menu including "Products", "Resources", "News", "About", "Contact", "Apparel", and "Search". Below the navigation bar, a "Customer Portal" breadcrumb is visible. The main content area is divided into a left sidebar and a main content area. The sidebar, titled "CUSTOMER PORTAL", lists various navigation options: Home, Portal Guide, My Account (with sub-items: Order Information, J.W. Speaker Calendar, ISO Certification, Manage Account), Price Lists (with sub-item: Contract Pricing), Online RMAs (with sub-items: New RMA, RMA History), Samples (with sub-items: Request Sample, Sample History), Resource Library, and Sign Out. The main content area includes a "Select Customer:" dropdown menu set to "0000 - Your Customers Here". Below this is a "WHAT'S NEW" section with a brief introductory text. A "New Resources" section follows, listing six documents with their titles and dates: "Aiming Instructions: Semi Truck Headlights" (2017-02-27), "Brochure: 10 Reasons to Upgrade Your Headlights to LED (2-page)" (2016-11-15), "Brochure: 10 Reasons to Upgrade your Headlights to LED (4-page)" (2016-11-15), "Brochure: LED Motorcycle Headlights from J.W. Speaker" (2017-03-03), "Brochure: Model 778 XD LED Backup Camera Light" (2017-04-07), and "Brochure: Model 840 XD Vertical Flood Work Lights" (2016-11-15).

On This Page:

- Links to the Latest Resources
- Link to Site Instructions

Order Information Page

The screenshot shows a web browser window with the URL `my.jw-speaker.com/orderinfo.php`. The page features the J.W. Speaker logo and a navigation menu with links for Products, Resources, News, About, Contact, Apparel, and Search. Below the navigation is a breadcrumb trail: `Customer Portal > Order Information`. On the left, a 'CUSTOMER PORTAL' sidebar lists various options like Home, Portal Guide, My Account (with Order Information selected), Price Lists, Online RMAs, Samples, Resource Library, and Sign Out. The main content area includes a 'Select Customer' dropdown menu showing '0000 - Your Customers Here'. Below this is a 'Search Criteria' section with a detailed instruction: 'Fill in the desired fields below to search for past and current orders. All fields are not required. This search will provide you with order information within the Speaker database. This can contain ship dates, status, order history, etc. An example of using the date range would be: Start Date 8/1/2016 End Date 9/1/2016. This will display all orders submitted within that time frame. Please note that we only maintain the last 6 month of order information on this site. Should you need something from farther back, please contact your Customer Service Representative.' The search criteria form contains four input fields: 'Start Date' (placeholder: mm/dd/yyyy), 'End Date' (placeholder: mm/dd/yyyy), 'PO Number', and 'JWS Customer Order Number' (placeholder: CO Number). A red 'SEARCH' button is positioned below the fields.

On This Page:

- Past and current order information
- Export filtered orders


Steps to Viewing Orders:

1. Fill out at least one of the search criteria to filter your orders by (Start Date, End Date, PO Number, or JWS Customer Order Number).

This is a close-up of the search criteria form. It features four input fields stacked vertically: 'Start Date' with a placeholder of 'mm/dd/yyyy', 'End Date' with a placeholder of 'mm/dd/yyyy', 'PO Number', and 'JWS Customer Order Number' with a placeholder of 'CO Number'. A red 'SEARCH' button is located at the bottom center of the form.

Please note that we only maintain the last 6 month of order information on this site.

Should you need something from farther back, please contact your Customer Service Representative.

2. Click the "Search" button ().
3. All of the results will appear.
4. To change the search criteria, click the "Revise Search Criteria" link ([REVISE SEARCH CRITERIA](#)) and re-fill out the form with the changed criteria.

Steps to Sorting Orders:


This table containing your filtered orders is sortable (alphabetically and numerically) via all of the columns. To sort this table follow these steps:

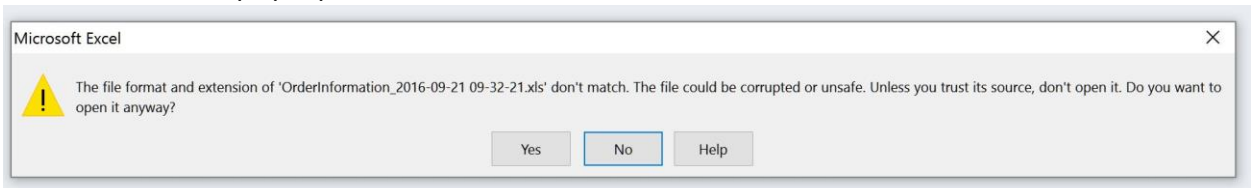
1. Choose the single column you are **sorting by (PO Number, JWS Order Number, Item Description, or Your Price)**.
2. Click on the bolded header once to sort the contents in descending order.
3. Click a second time on the same bolded header to sort the contents in ascending order.
4. Click on a different bolded header to switch the sorting to that column.
You may only sort by one column at a time.

Steps to Viewing Detailed Order Information

1. Find the order you wish to view more information on.
2. Hover over and click the PO Number or JWS Order Number column of the corresponding order.
3. A pop-up will appear with the detailed information. ()
4. Click the "Close" button () to close the pop-up and return to your filtered orders.

Steps to Exporting Results

1. Follow the steps above to view orders you wish to export.
2. Click the "Export to Excel" button ().
3. An error box will pop-up



Click "Yes" () and view content in Excel.

J.W. Speaker Calendar

This is a listing of our current fiscal year's holidays and when our offices are closed.



2016 Fiscal Year Holiday Schedule

November 15

S	M	T	W	T	F	S
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					

11/26 – Thanksgiving
11/27 – Day After Thanksgiving

December 15

S	M	T	W	T	F	S
		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		

12/24 – Christmas Eve
12/25 – Christmas Day
12/31 – Discretionary Day #1

January 16

S	M	T	W	T	F	S
					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						

1/1 – New Year's Day

February 16

S	M	T	W	T	F	S
	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					

March 16

S	M	T	W	T	F	S
		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		

3/25 – Good Friday

April 16

S	M	T	W	T	F	S
					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

May 16

S	M	T	W	T	F	S
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				

5/30 – Memorial Day

June 16

S	M	T	W	T	F	S
			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		

July 16

S	M	T	W	T	F	S
					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						

7/4 – Independence Day
7/5 – Discretionary Day #2

ISO Certification

This is an ISO Certification available for download.



CERTIFICATE OF REGISTRATION

Certificate Number: **2008-0635**

This is to certify that the Quality system of:

**J.W. SPEAKER CORPORATION
FREISTADT AND WHITNEY FACILITIES**

**N120 W19343 FREISTADT ROAD
GERMANTOWN
53022
WISCONSIN
USA**

Is registered as complying with the requirements specified in:

ISO 9001:2008

Within the scope (For which VCA is accredited):

The design and manufacturing of lighting systems for a variety of industries including vehicular lighting products for both JW Speaker standard product and Original Equipment Manufacturers. Exclusions to the system are the advanced research and advanced marketing functions. Service and Repair of products are not within the scope of this business as J.W. Speaker does not perform field servicing or repair for our product lines.

Manage Account Page

The screenshot shows a web browser window with the URL `my.jwspeaker.com/account.php`. The page header features the J.W. SPEAKER logo and a navigation menu with links for Products, Resources, News, About, Contact, Apparel, and Search. Below the header, the page title is "Customer Portal • My Account".

The main content area is titled "Manage Account Contact" and includes a "Select Customer:" dropdown menu with the value "0000 - Your Customers Here". Below this, a message states: "Below is a list of your Customer Service Rep, and Sales Manager. Please use these as a resource for communication within."

The page contains three contact information sections, each with input fields for Name, Email, and Phone Number:

- My Contact Information:** Name: Test Tester, Email: test@test.com, Phone Number: 123-123-1234
- My Customer Service Contact Information:** Name: Terri, Email: gessnert@jwspeaker.com, Phone Number: 262-532-2102
- My Sales Contact Information:** (Fields are partially visible at the bottom of the page)

On This Page:


- Your Contact Information
- Your J.W. Speaker Customer Service Contact Information
- Your J.W. Speaker Sales Contact Information
- Reset Your Password
- Send Feedback to Your J.W. Speaker Customer Service Contact

Steps to Resetting Your Password:

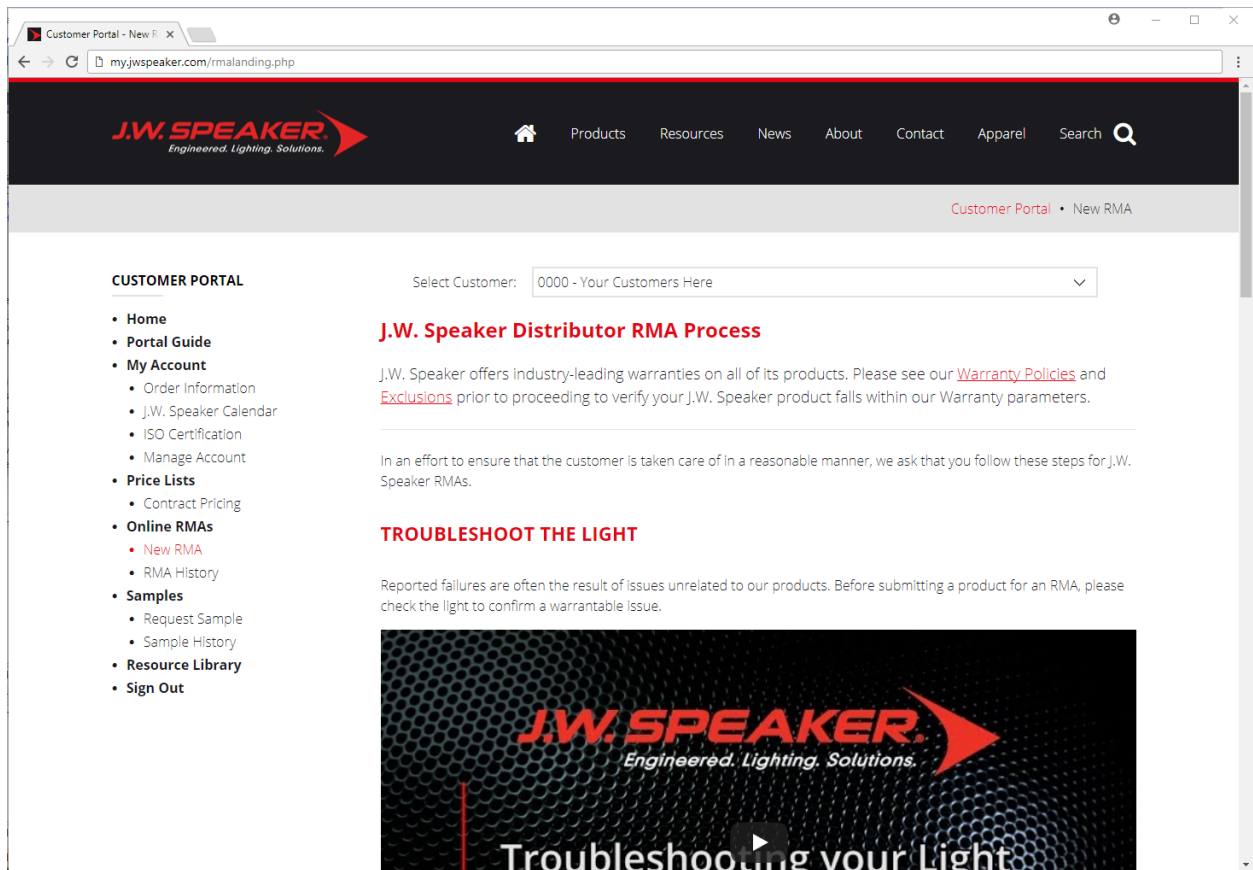
1. Confirm your email, set a new password, and confirm your new password.
2. Click the "Reset Password" button (**RESET PASSWORD**).
3. You will see a message at the top of the page confirming your password has been reset.
4. Use this new password going forward.

Steps to Send Feedback:

Should you need to change your contact information or would like to send feedback about your experience on the site, follow these steps:

1. Fill out your name, email, and message you wish to send.
2. Click the "Send Feedback" button ().
3. You will see a message at the top of the page confirming your feedback has been sent.
4. This information will be sent to your J.W. Speaker Customer Service Representative.

New RMA Page



On This Page:

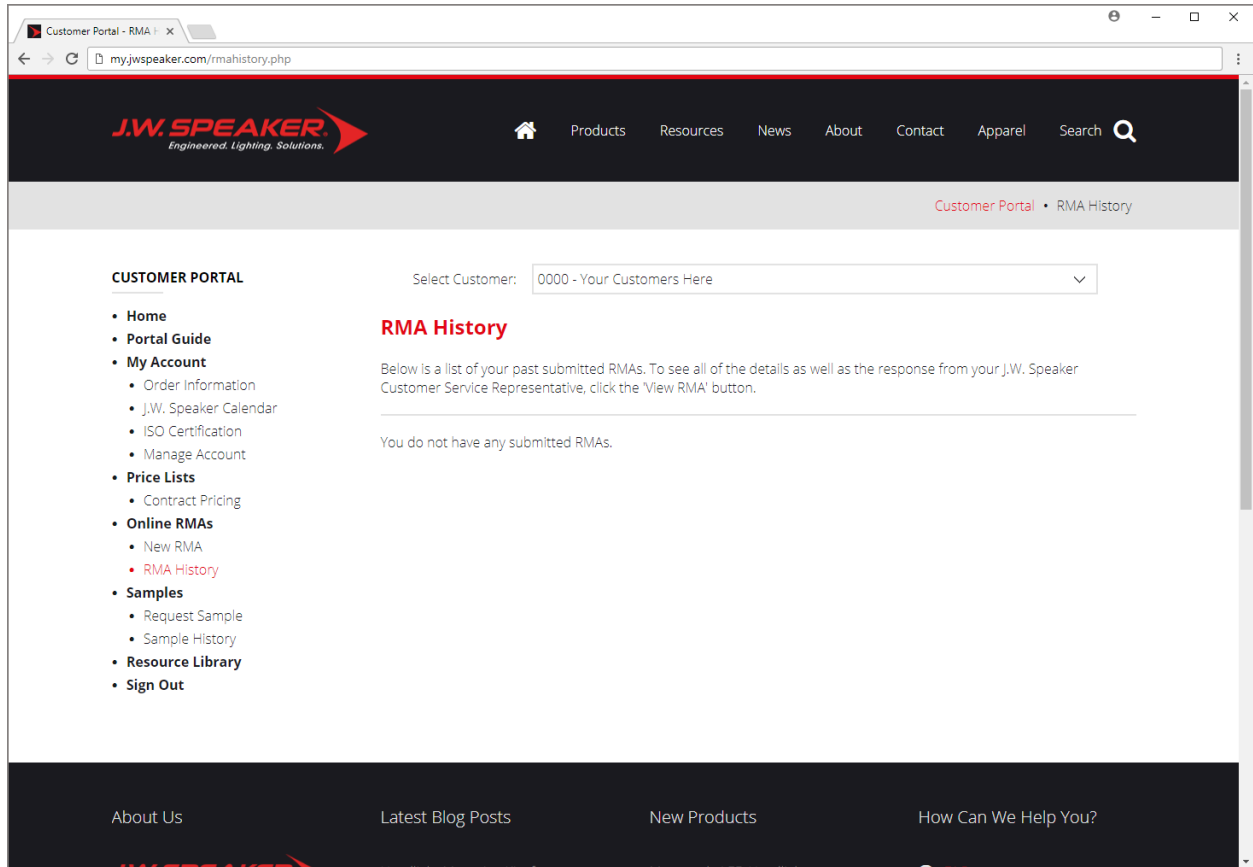
- RMA Qualifications
- Form to Enter New RMA

Steps to Entering an RMA:

1. Review the J.W. Speaker Return Merchandise Authorization (RMA) Process. If your situation meets this RMA requirements, click on the "Start RMA Form" button (**START RMA FORM**).
2. Fill out the Contact Information section (this is the person who will receive RMA status updates and questions) and click the "Add Line Information" button (**ADD LINE INFORMATION**) to continue.
3. Fill out the fields under Part Information and Application Information (note the red stars for required fields) and attach any necessary related files.

4. If any other lines need to be added, click the “Add Another Line” button (**ADD ANOTHER LINE**) and repeat step 4 and 5 until all information is entered.
5. If no other lines need to be added, click the “Review RMA” button (**REVIEW RMA**) to review all line information and contact information.
6. Review all information ensuring it is entered correctly. If it is not, click the “Edit Line” button (**EDIT LINE**) to go back and edit the individual line information or the “Delete Line” button (**DELETE LINE**) to completely delete the corresponding line information.
Please note all of your RMA information at this point has not been submitted for review yet.
7. After review all the information ensuring correctness, click the “Submit RMA” button (**SUBMIT RMA**) to fully submit your RMA for review.
8. Your Customer Service Representative will review the RMA and respond within two business days.


RMA History Page



On This Page:

- All Submitted RMAs

Steps to Viewing a Submitted RMA:

1. Find the RMA you wish to view full information.
2. Click the corresponding "View RMA" button ().
3. Note if the RMA has been accepted, you will have an RMA number assigned and the response instructions will appear at the beginning of each line.
4. To view a different RMA, click the "Back to RMA History" button or "RMA History" menu option and follow steps 1 and 2.

New Sample Request Page

Customer Portal - New S x

my.jw-speaker.com/sampleform.php

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Products Resources News About Contact Apparel Search

Customer Portal • New Sample Request

CUSTOMER PORTAL

- Home
- Portal Guide
- My Account
 - Order Information
 - J.W. Speaker Calendar
 - ISO Certification
 - Manage Account
- Price Lists
 - Contract Pricing
- Online RMAs
 - New RMA
 - RMA History
- Samples
 - Request Sample
 - Sample History
- Resource Library
- Sign Out

Request Sample

Please complete the following form to request product samples. Once submitted, your Account Manager will review and must approve your request in order for the process to begin.

Your Contact Information

*Contact Name

*Contact Phone

*Contact Email

Ship To

*Company

*Attention of

*Address

*City




*Country

On This Page:

- Form to Enter New Sample Request

Steps to Entering a Sample Request:

1. Fill out the Contact Information section and Ship To section with all the pertinent information. Then click the “Add Line Information” button (**ADD LINE INFORMATION**) to continue.
2. Fill out the fields paying attention to the red stars for required fields.
3. If any other lines need to be added, click the “Add Another Line” button (**ADD ANOTHER LINE**) and repeat step 2 and 3 until all information is entered.
4. If no other lines need to be added, click the “Review Request” button (**REVIEW REQUEST**) to review all line information and contact information.

5. Review all information ensuring it is entered correctly. If it is not, click the “Edit Line” button () to go back and edit the individual line information or the “Delete Line” button () to completely delete the corresponding line information.
Please note all of your Sample Request information at this point has not been submitted for review yet.
6. After reviewing all the information ensuring correctness, click the “Submit Sample Request” button () to fully submit your Sample Request for review.
7. We will review and submit your Sample Request within two business days.

Sample History Page

The screenshot shows the J.W. Speaker Customer Portal. The header includes the J.W. Speaker logo and navigation links: Home, Products, Resources, News, About, Contact, Apparel, and Search. The breadcrumb trail reads 'Customer Portal > Sample History'. The main content area is titled 'Sample Request History' and contains a table with the following data:

Sample Number	Phone	Email	Submitted Date	Num of Lines	
46	1234567899	test@jwspeaker.com	08/24/2017	1	VIEW SAMPLE

The sidebar on the left lists the following 'CUSTOMER PORTAL' options: Home, Portal Guide, My Account (Order Information, J.W. Speaker Calendar, ISO Certification, Manage Account), Price Lists (Contract Pricing), Online RMAs (New RMA, RMA History), Samples (Request Sample, Sample History), Resource Library, and Sign Out. The footer contains links for About Us, Latest Blog Posts, New Products, and How Can We Help You?

On This Page:

- All Submitted Sample Requests

Steps to Viewing a Submitted Sample Request:

1. Find the RMA you wish to view full information.
2. Click the corresponding "View Sample" button ([VIEW SAMPLE](#)).
3. To view a different Sample Request, click the "Back to Sample History" button ([BACK TO SAMPLE HISTORY](#)) or "Sample History" menu option and follow steps 1 and 2.

Resource Library Page

Customer Portal - Resource Library

myjwspeaker.com/resource.php

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Home Products Resources News About Contact Apparel Search

Customer Portal • Resource Library

CUSTOMER PORTAL

- Home
- Portal Guide
- My Account
 - Order Information
 - J.W. Speaker Calendar
 - ISO Certification
 - Manage Account
- Price Lists
 - Contract Pricing
- Online RMAs
 - New RMA
 - RMA History
- Samples
 - Request Sample
 - Sample History
- Resource Library
- Sign Out

Select Customer: 0000 - Your Customers Here

Resource Library

The Resource Library contains a variety of different educational and marketing tools for you to use. By default, all of the resources are visible to you, but you can refine the results by entering a 'Resource Name' and/or filtering by 'Resource Type'.

Resource Name:

Resource Type: PDF Video Link Blog

SEARCH

Aiming Instructions: Semi Truck Headlights
Semi Truck Headlight Aiming Instructions from J.W. Speaker, including High/Low beam headlights and High beam only headlights. PDF available for download.

Brochure: 10 Reasons to Upgrade Your Headlights to LED (2-page)
The perfect balance of form and function. Superior visibility has never looked so good. The purpose of this brochure is to identify the top 10 advantages of upgrading to LED [...]

Brochure: 10 Reasons to Upgrade your Headlights to LED (4-page)
LED headlights have become increasingly popular in recent years because of the many advantages they hold over bulb-based lights. While the initial purchase price is generally higher, a good LED [...]

On This Page:

- Digital Assets
- Marketing Materials
- Business Documents

Steps to Searching:

1. Type a word or phrase expected to be in the documents you are searching for. For instance if you are searching for materials on a particular model, search by the model number. In addition, you may refine your search down to the type of document as well by checking the corresponding resource type option.
2. Click the "Search" button to start your search.
3. Look at the results and find the resource you were searching for. Click on the title of the resource to view it or download the document (this is type dependent).