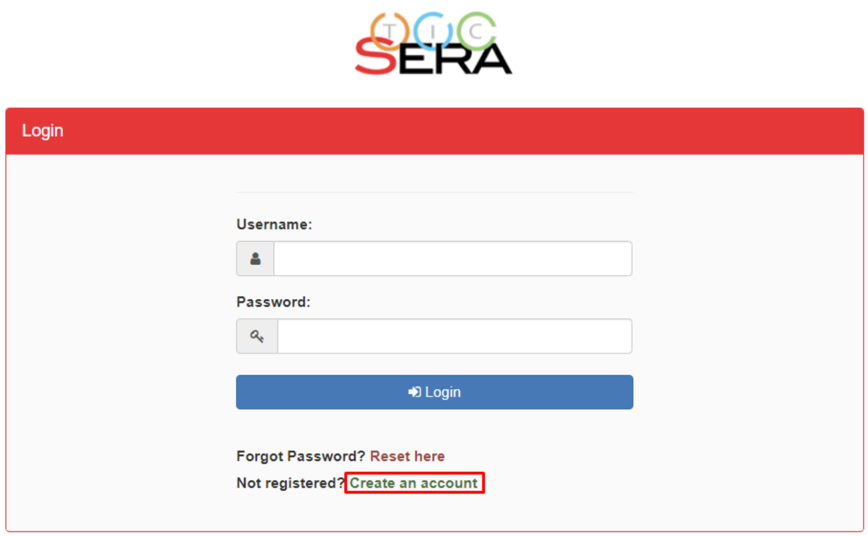
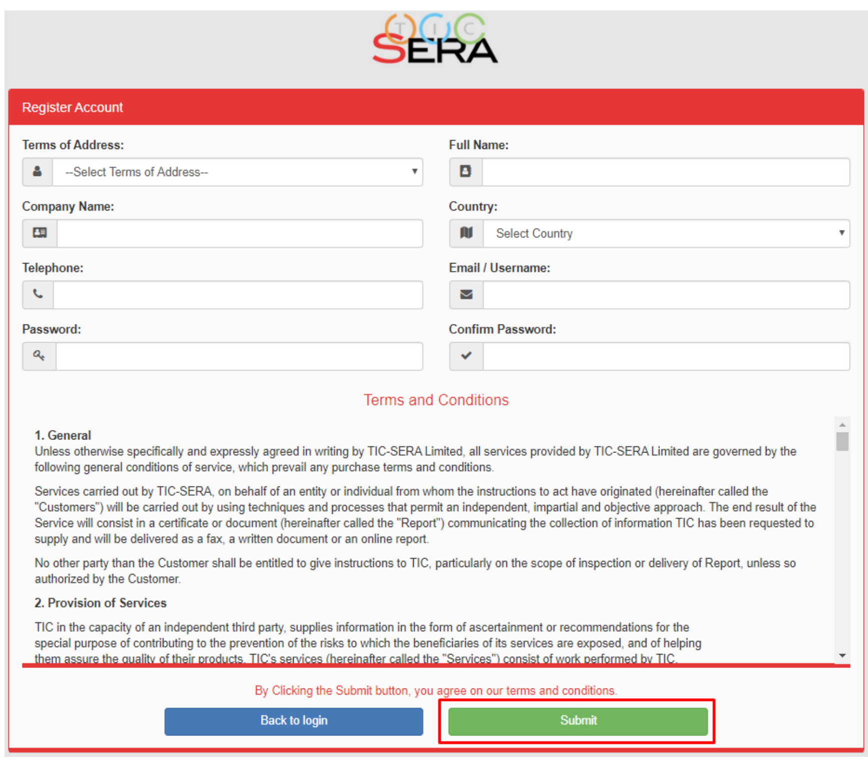
Registration as new client:

1. **<u>Registration / Activation</u>** – When you open tic-service.company/tic-sera-login in the browser. The following screen will appear, please click the Create an account.



1.1 Please kindly fill up the information needed, after you fill up please read the Terms and Condition then press the **<u>Submit</u>** button.



1.2 You will get an email like this on your personal email. Then please click the <u>Activate</u> button

Verify Your Email Address: [redacted]

This message is automatically generated.
Thank you for signing up at TIC-SERA.

Use your email address ([redacted]) and password to login to our website.
Please click the link below to activate your account.

Activate

You can also copy the link below and Paste it in your browser's address bar if the above button doesn't work.
Copy and paste this link to your browser
https://tic-service.company/activate/AcN0QNQTlZpsR2jNuU9RKg728FUSKLR9MgI

Should you have any questions, you can reach us at booking@t-i-c.asia
We look forward to give you the best services we could provide.

Thanks and Best Regards,
TIC-SERA

1.3 After you click the Activate button, you will not able to log in to our Dashboard. Please wait for the email of our Admin. But you will get an email like this, just to know that your request has been checking and evaluating of our team.

Dear [redacted]

Thank you for registering with our online booking! Our team is now checking and evaluating your account, you will received an email response soon once your account has been approved / activated.

Thanks and Best Regards,
TIC-SERA

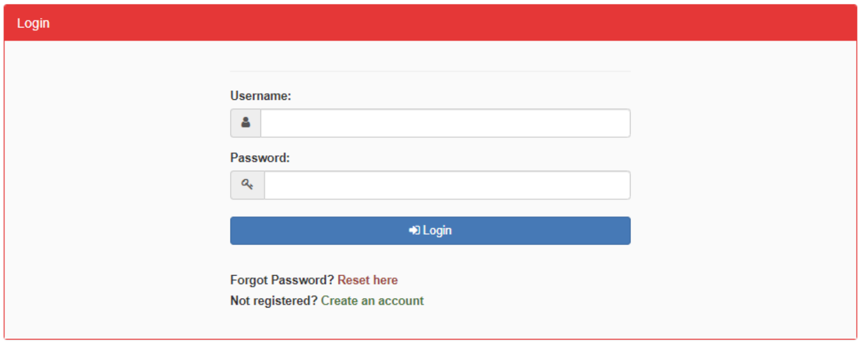
1.4 Please wait for the email that your account has been activated. When your account is already activated you will get an email like this

Dear Ms [redacted].

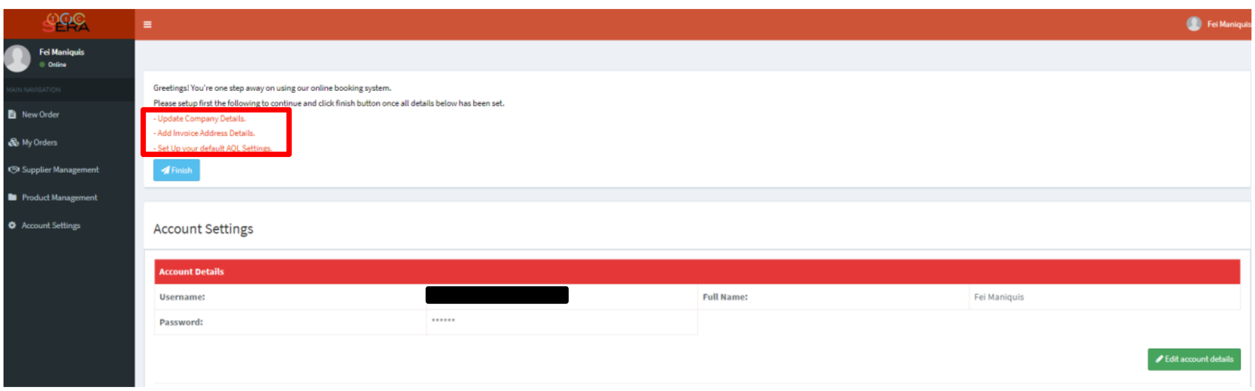
Greetings! Your account has now activated. You may now login to our online booking through this link.

Thanks and Best Regards,
TIC Team

2. **Log in** – Please enter your username: and password:

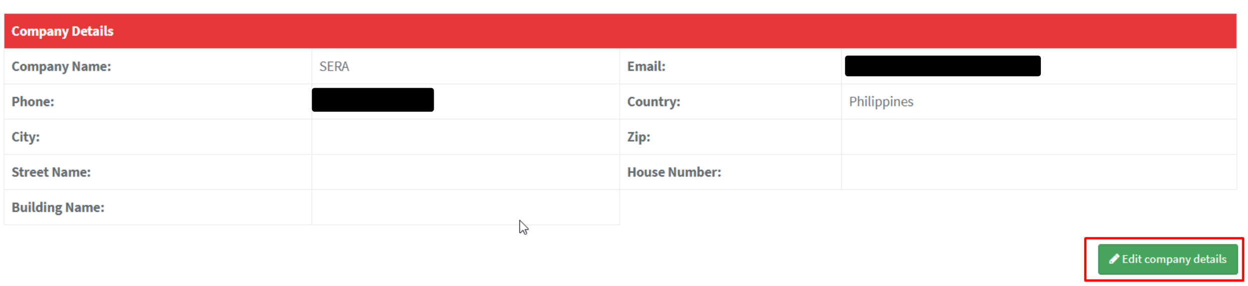


3. **Account settings** – when you press the log in button, the following screen will appear. Please kindly follow the steps.



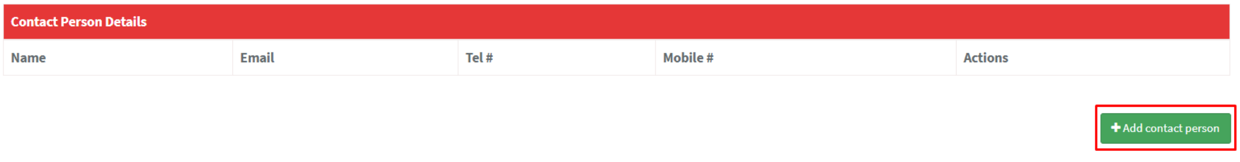
3.1 Kindly set up first the following:

a. Update Company Details



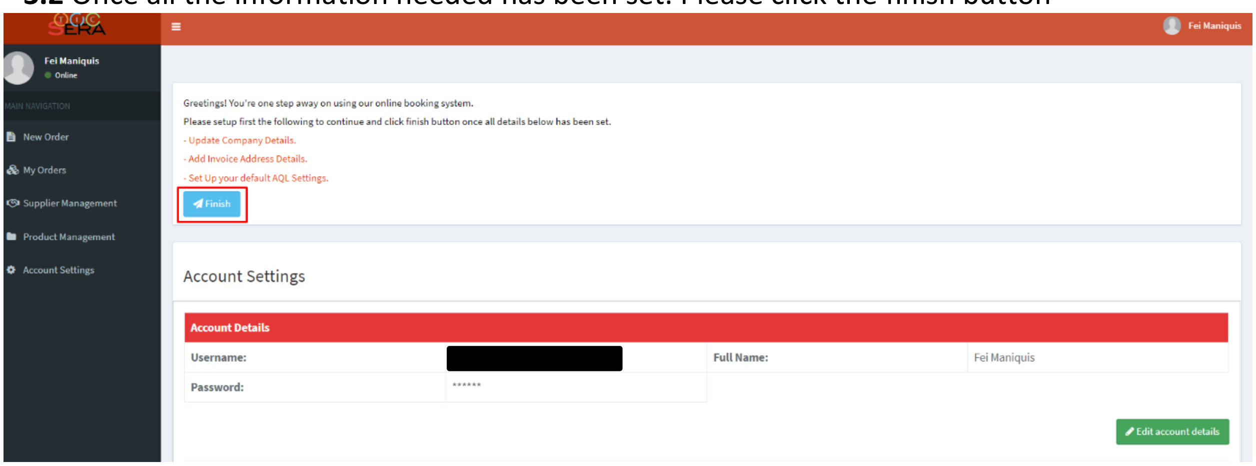
b. Add Invoice Address Details

c. Contact Person details

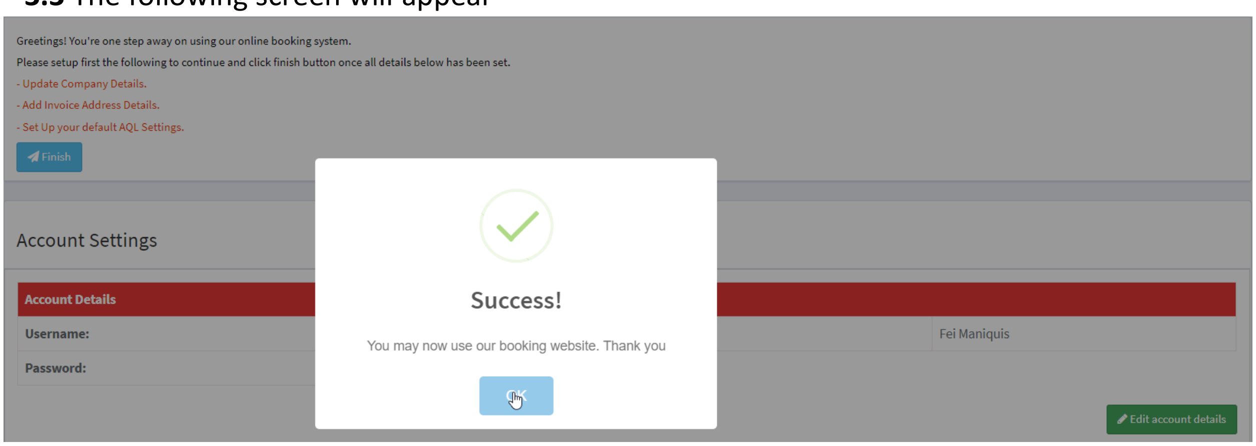


d. Set up your default AQL Settings

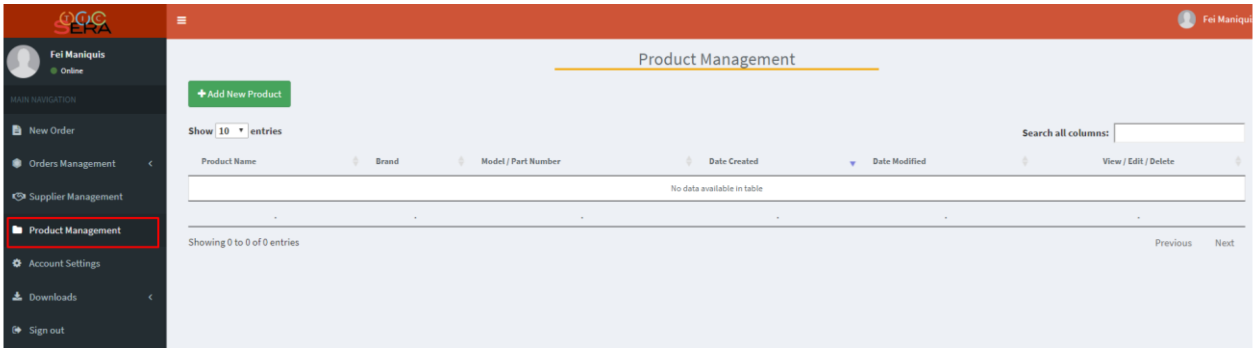
3.2 Once all the information needed has been set. Please click the finish button



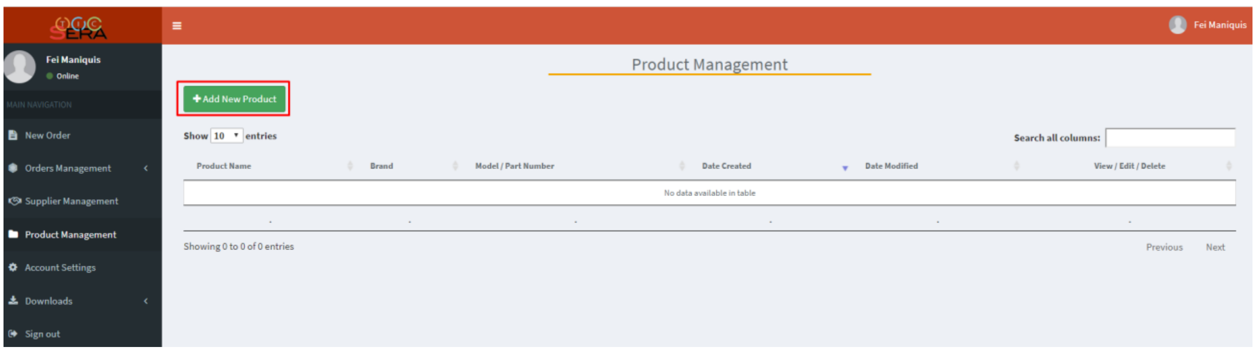
3.3 The following screen will appear



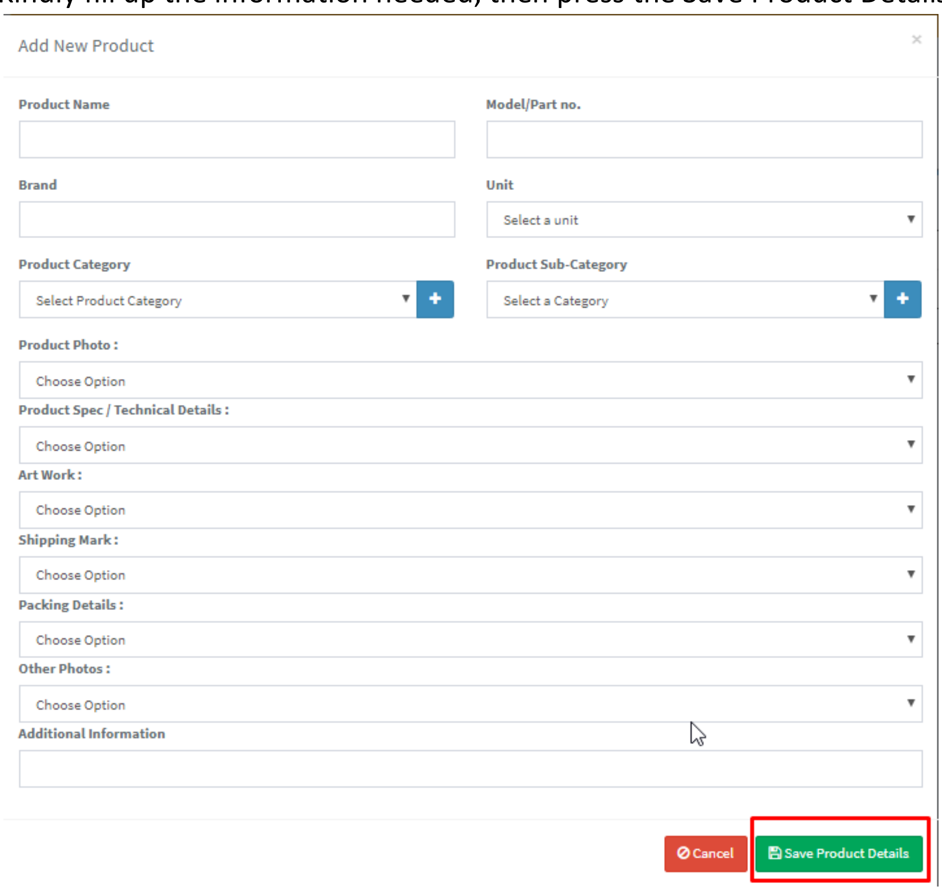
4. Product Management



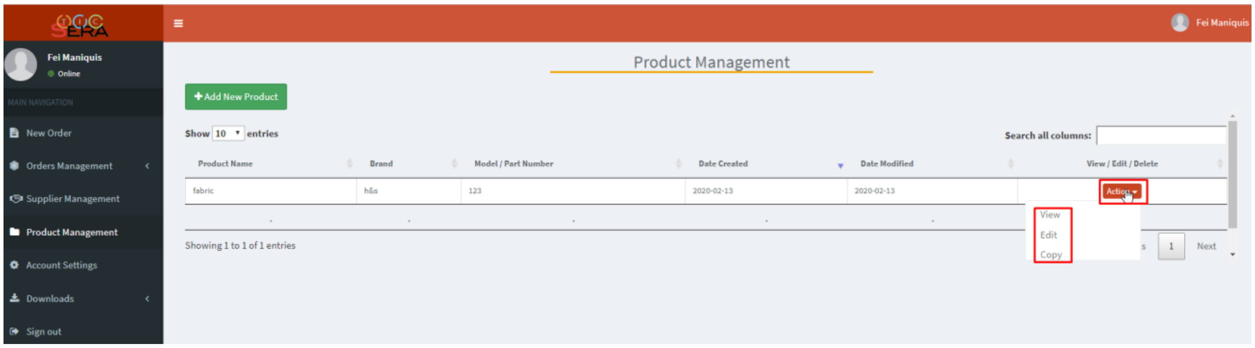
4.1 Select the Add new product



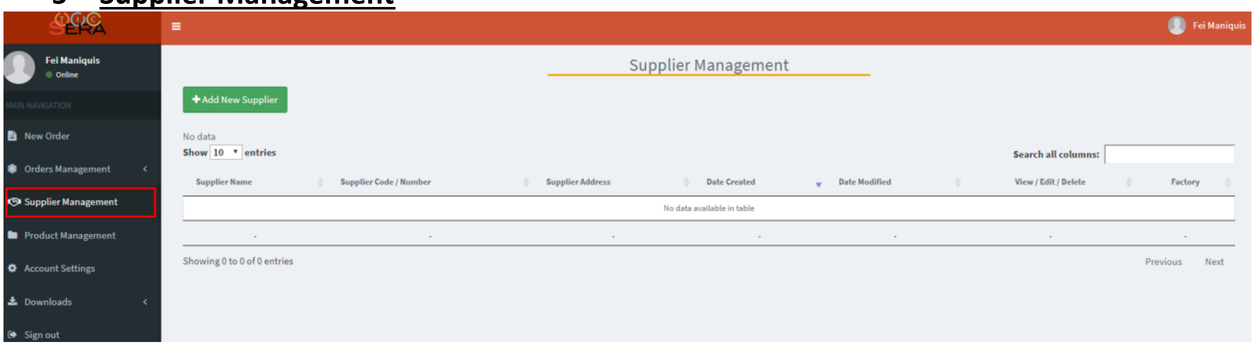
4.2 Kindly fill up the information needed, then press the Save Product Details



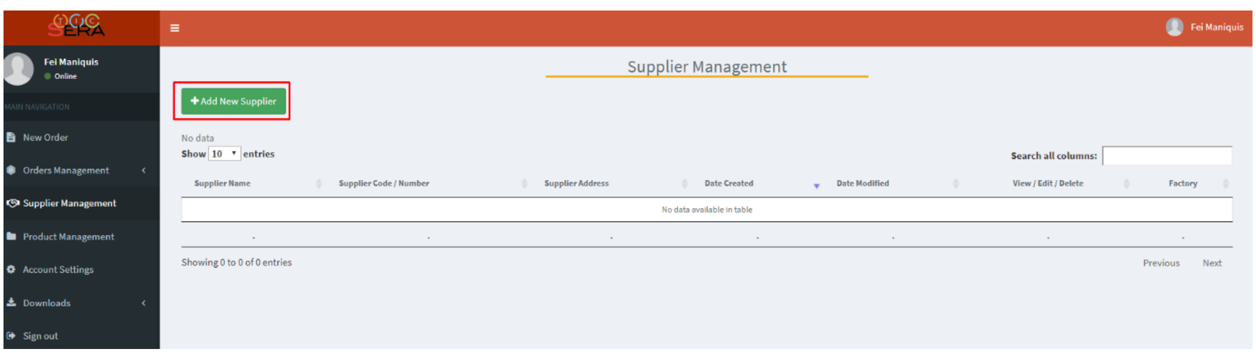
4.3 If you want something to view, edit or delete with the product you input. Kindly select this button.



5 Supplier Management

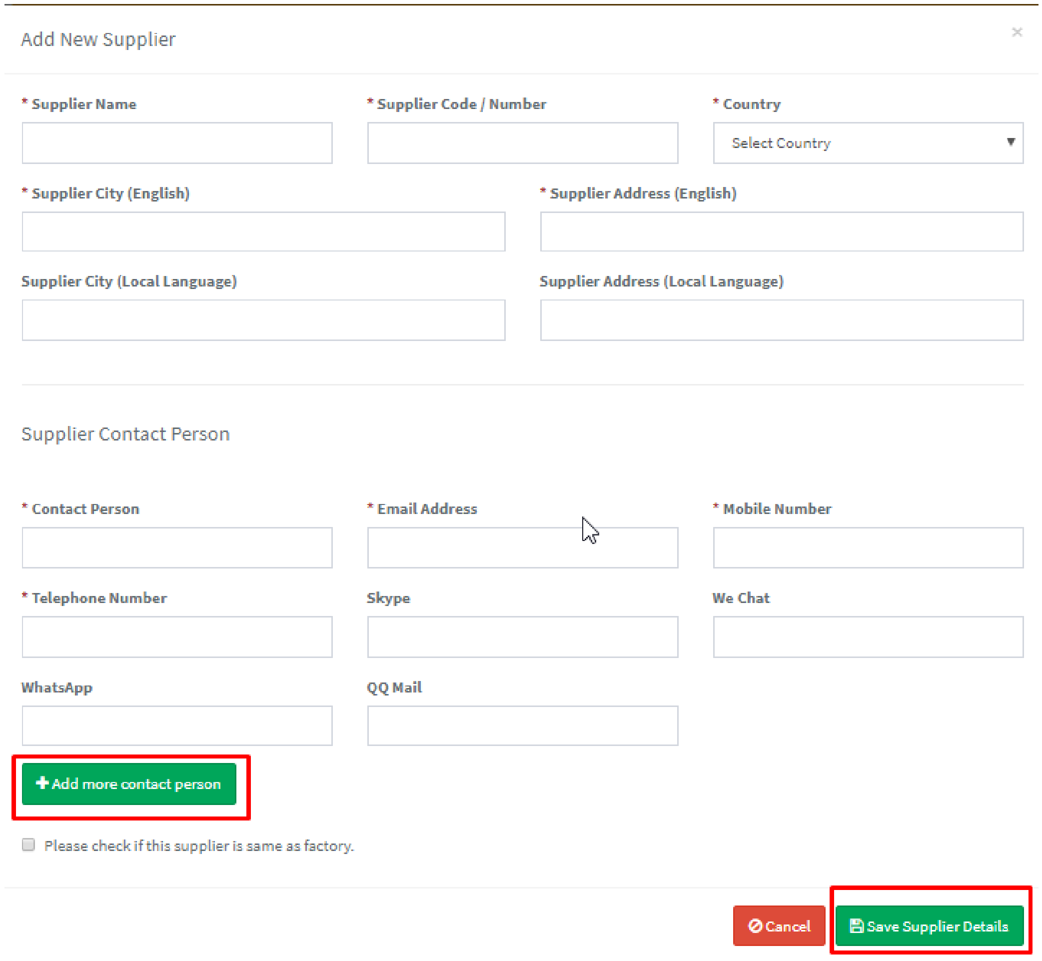


5.1 Select the Add new Supplier

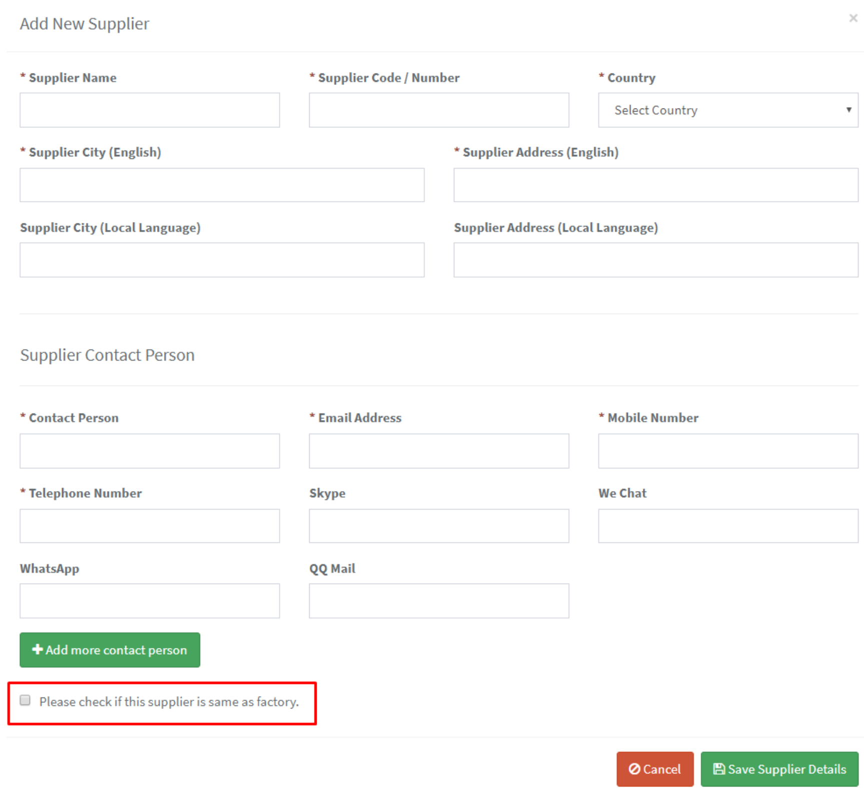


5.2 Kindly fill up the information needed, then press the Save supplier Details.

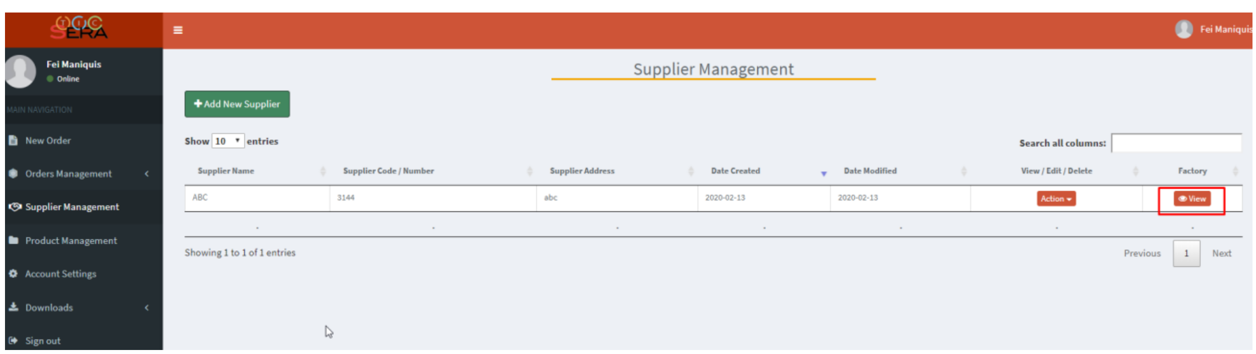
5.3 In case you want to add new contact person, please press the button Add new contact person



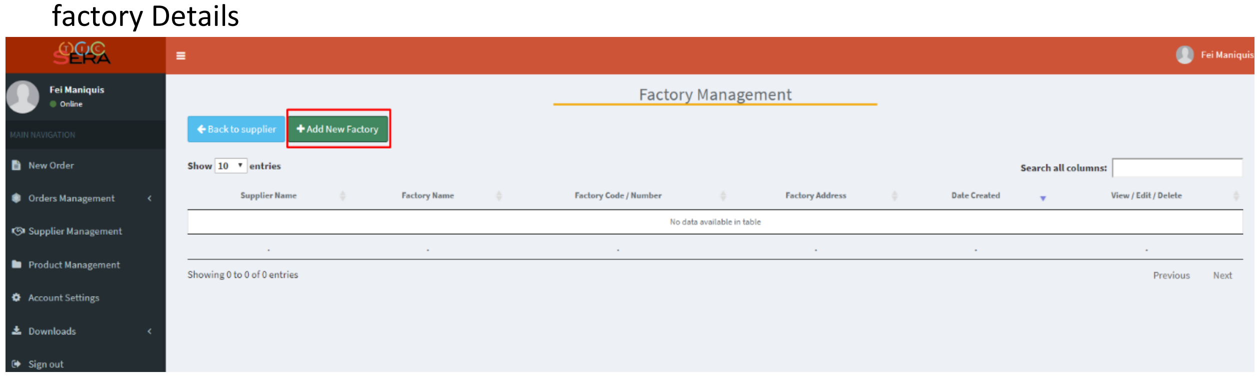
5.4 If the supplier and factory is same, please click this button.



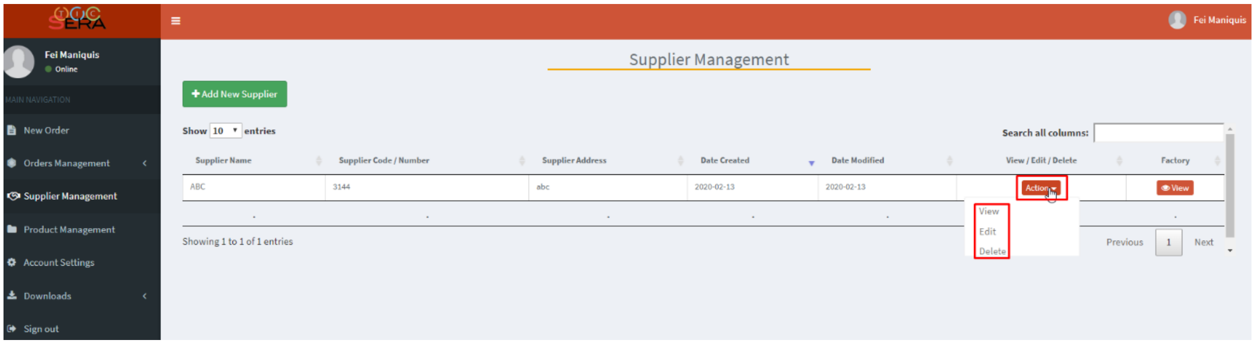
5.5 But if the supplier and factory is not same, please go to view button



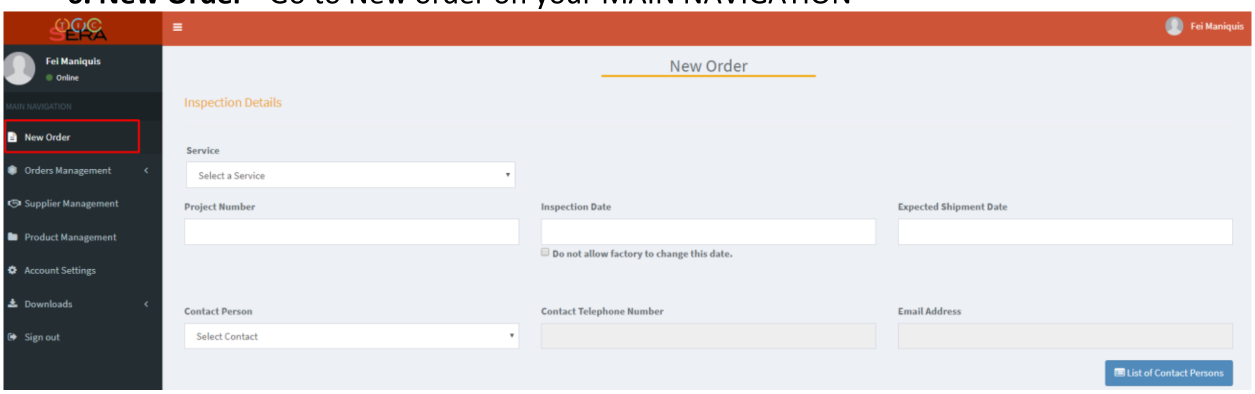
5.6 Please click the Add New Factory, then fill up the information needed and click the Save factory Details



5.7 If you want something to View/Edit/Delete, on your supplier and factory you will see the action button, please kindly click that button.



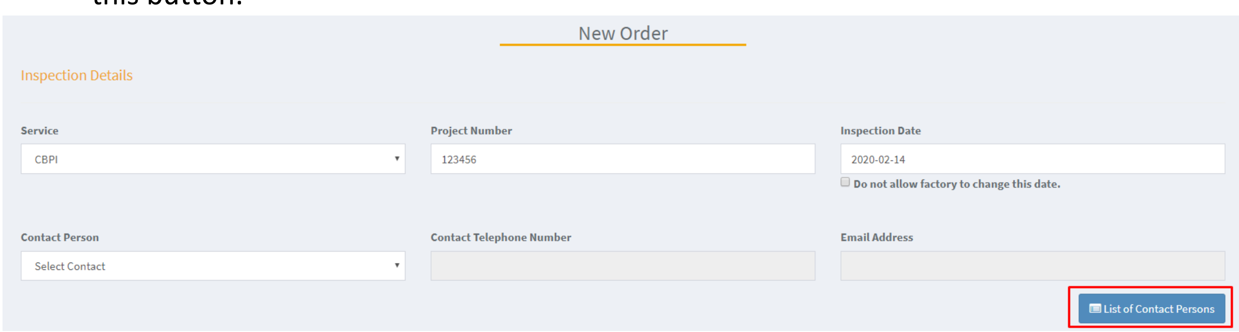
6. New Order - Go to New order on your MAIN NAVIGATION



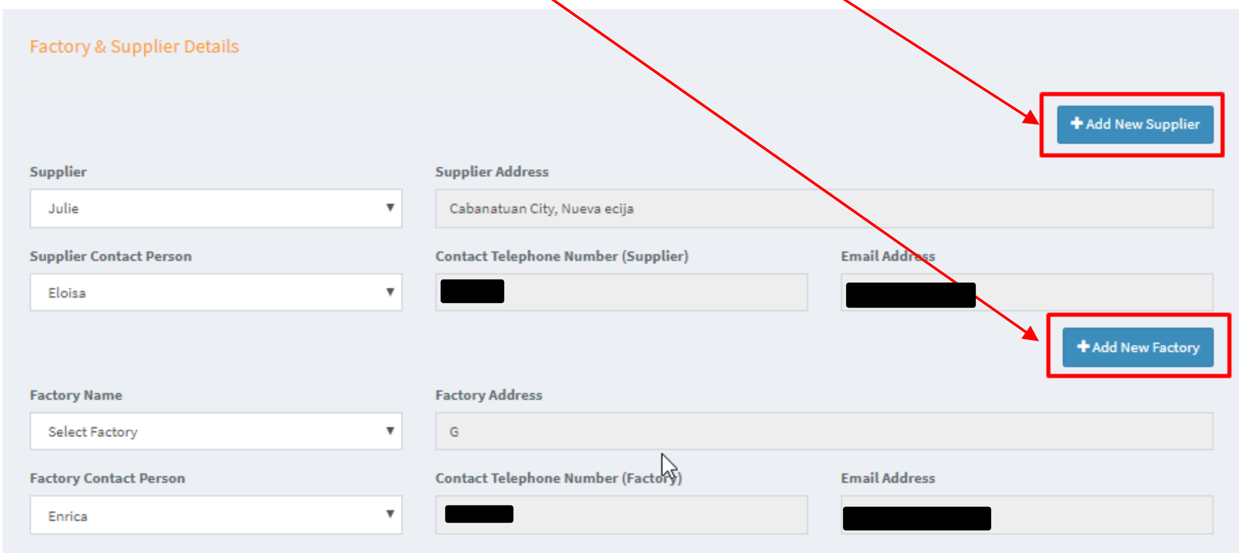
6.1 Kindly fill up the all information needed for the successful request inspection.

6.1.1 Inspection details – Kindly fill up the information needed.

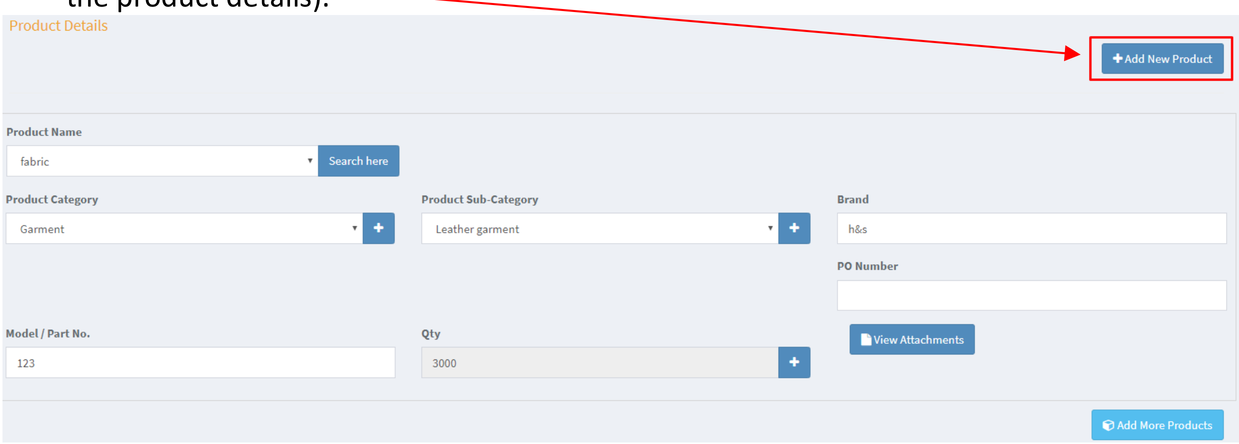
In case you want something to update the detail of your contact person, kindly press this button.



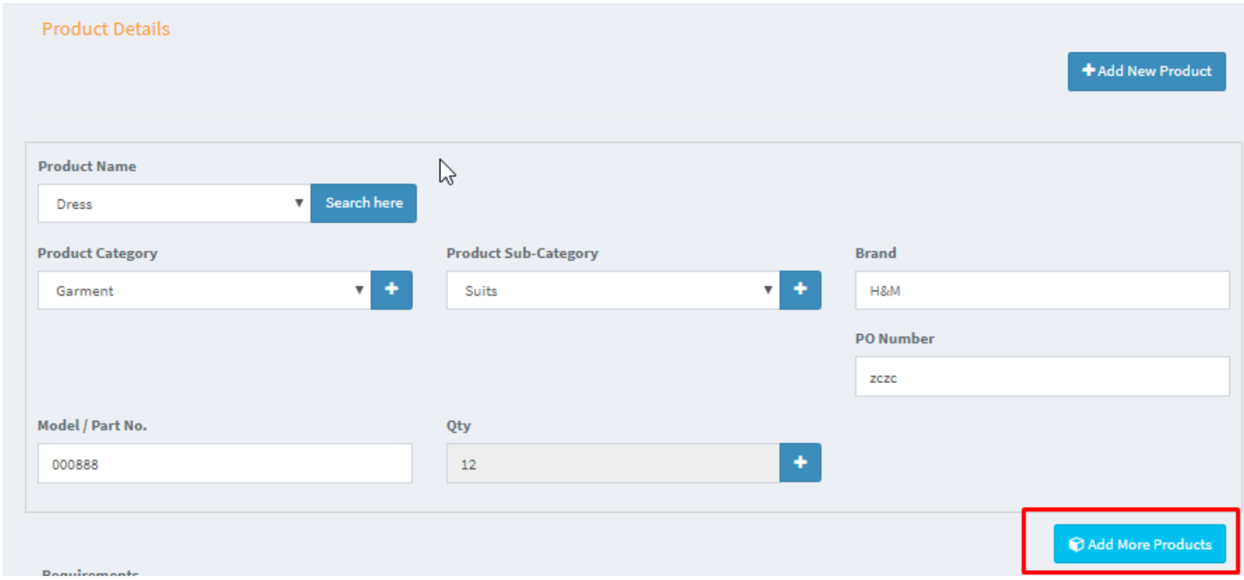
6.1.2 Factory & Supplier Details – Kindly fill up the information needed.
In case you want to Add new Factory or Add new Supplier kindly select this button as you can see below.



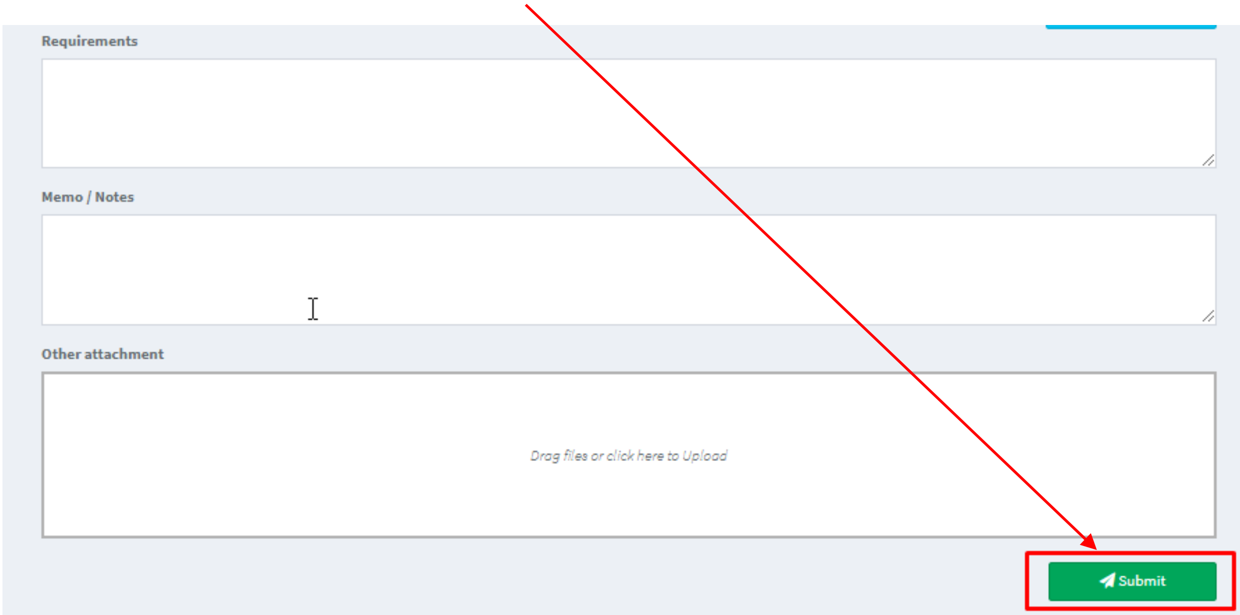
6.1.3 Product Details – Kindly fill up the information needed; in case you want to Add new Product please select this button. (But if the service is CBPI there's no need to fill up the product details).



- **For add more product,** in case your product is more than one. Kindly select this button to Add More Product.



- For **<u>Requirements</u>**, **<u>Memo / Notes</u>** and **<u>Other attachments,</u>** please kindly fill up the information needed. Then kindly select the <u>Submit button.</u>



7. The booking team will receive your inspection request, and we'll process right away.

7.1 After reviewing all the details, the booking team we'll come back to you if the Inspection is Confirmed and released or maybe just a little bit question for the confirmation.

Dear [redacted]

Thank you for booking with us, our booking team is now reviewing your inspection details below and you will get a response shortly.

Redirect me to Dashboard

Inspection Details

Client	SERA
Project Client Number	123456
Inspection Service	CBPI - No Serial
Inspection Date	2020-02-14

Factory Details

Factory Name :	[redacted]
Factory Address :	[redacted]
Factory Address (Local) :	DEF
Factory Contact :	JULIE
Factory Contact Person # :	[redacted]
Factory Contact Person # :	[redacted]
Factory Contact Email :	[redacted]

Other Details

Requirements :	TEST
Memo / Notes :	TEST

Thanks and Best Regards

7.2 When your inspection request is confirmed and released, you will get an email like this.

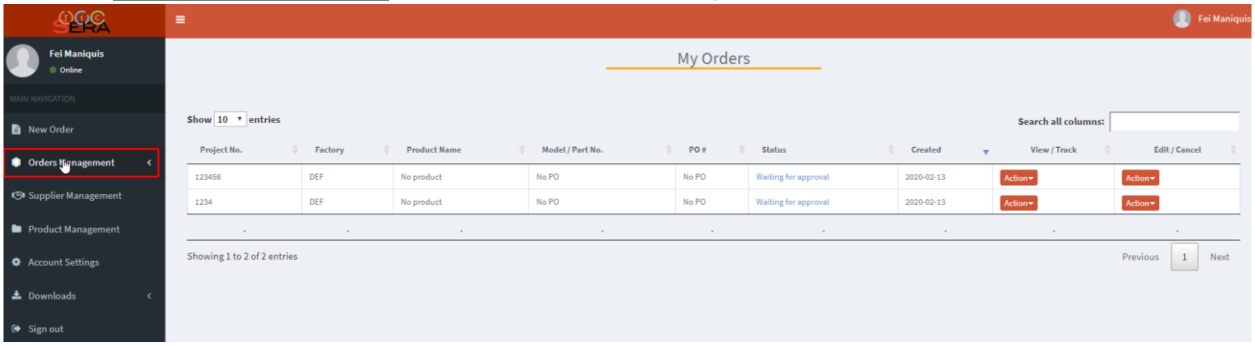
Dear [redacted]

Your booking is confirmed and released on 2020-02-14 at [redacted] We'll send the report once finished.

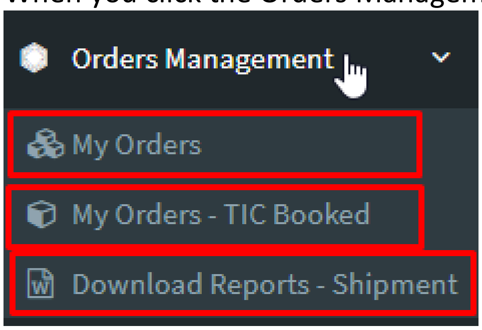
Thanks for your trust and good cooperation.

Your sincere,
TIC Team

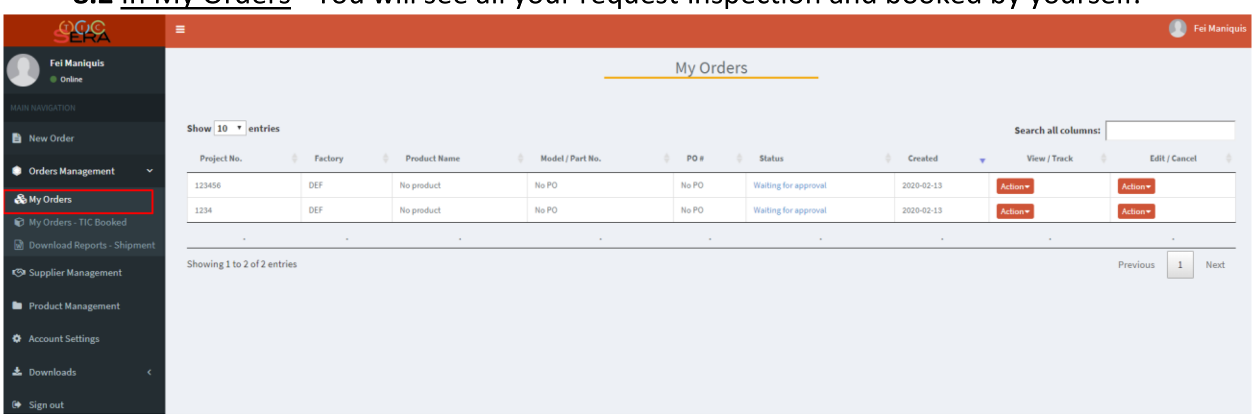
8. <u>Orders Management</u> – Click the Orders Management



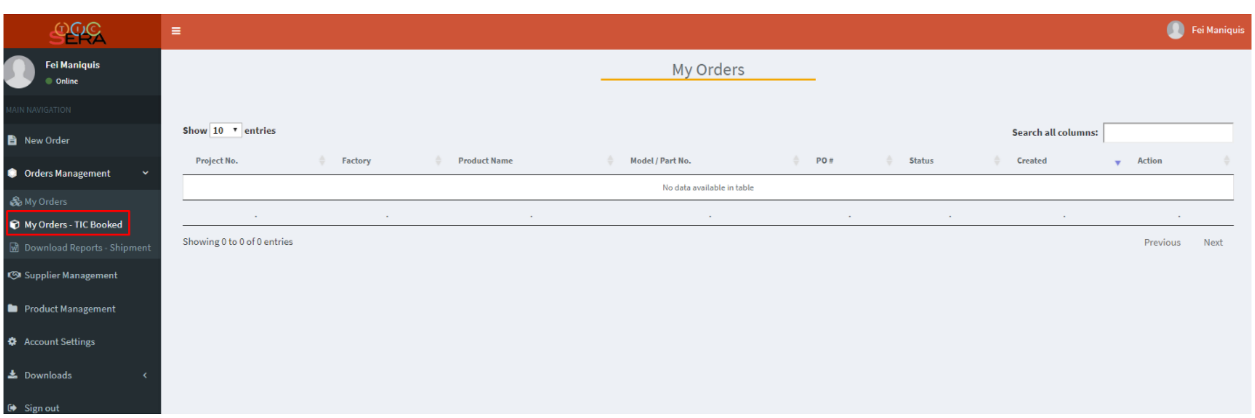
8.1 When you click the Orders Management you will see these three icons.



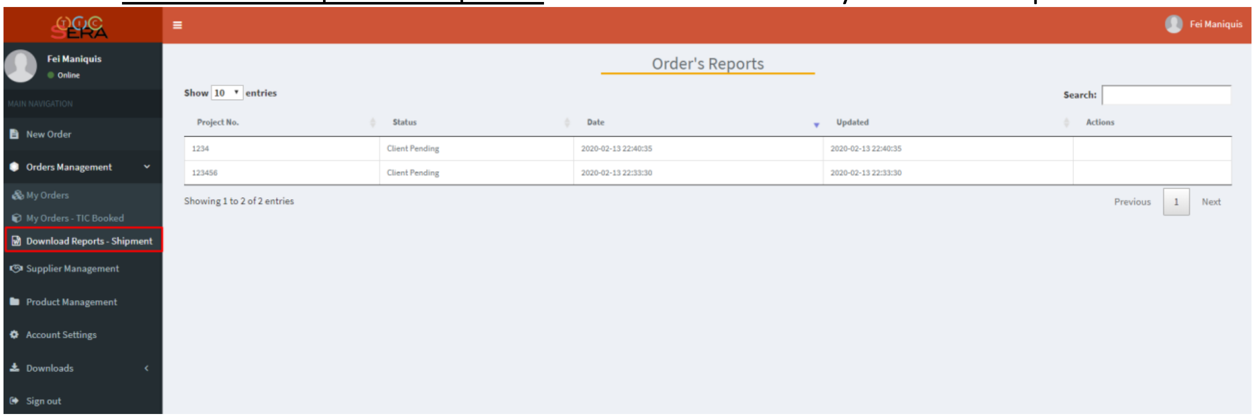
8.2 <u>In My Orders</u> - You will see all your request inspection and booked by yourself.



8.3 <u>In May Orders – TIC Booked</u> – You will see all your request inspection and booked by TIC.



8.4 <u>In Download reports – Shipment</u> – You will see here all your order's report.



9. When the inspection is done, our team will review your inspection report. To make sure all details and information are in the report. When we finish reviewing your report, we will send it right away.

9.1 When we already send your report, you will receive an email.
You can download it directly by using the link below,

Download Report for Report Number: [redacted]

Hi [redacted],

The Inspection Report has been uploaded, you can now check it on our online booking using the link below. Please kindly also confirm your shipment.

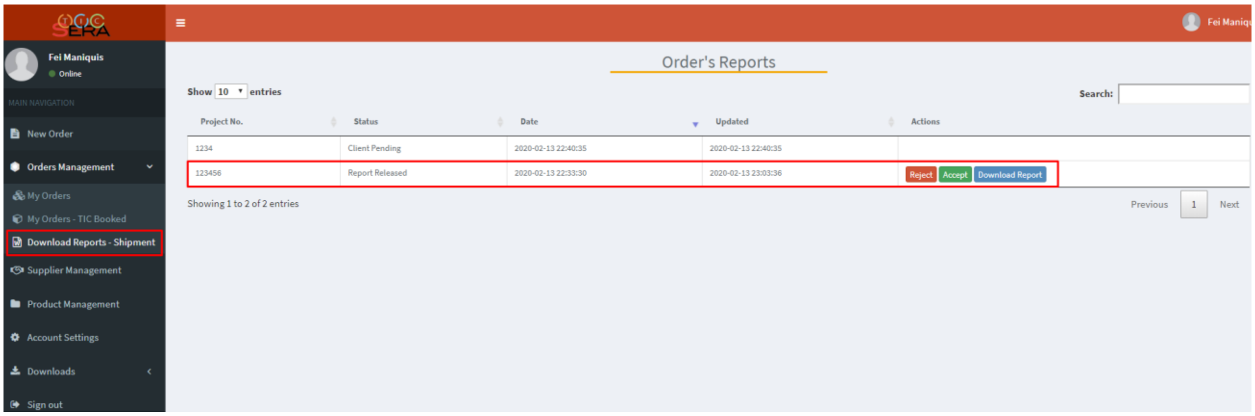
- Reference Number : [redacted]
- Factory : [redacted]
- Inspection Date : February 05, 2020
- Download Link : [Download as zip]()

MY ACCOUNT

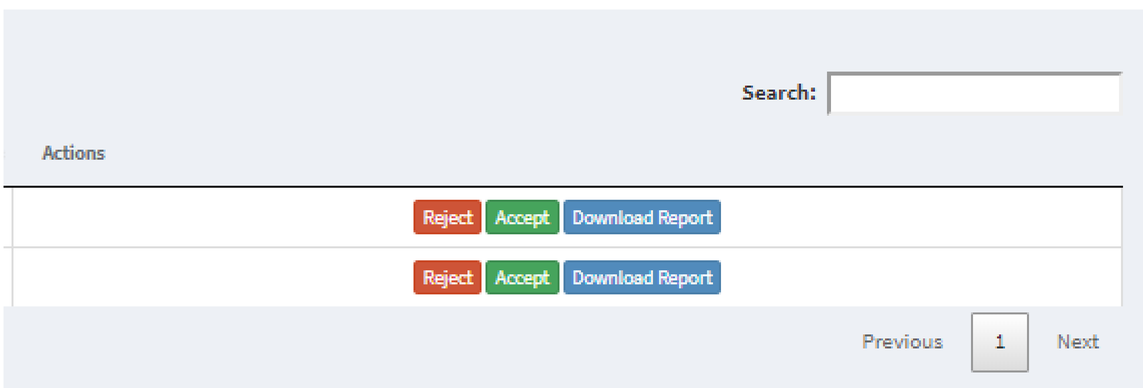
Thanks and Best Regards,

[redacted]

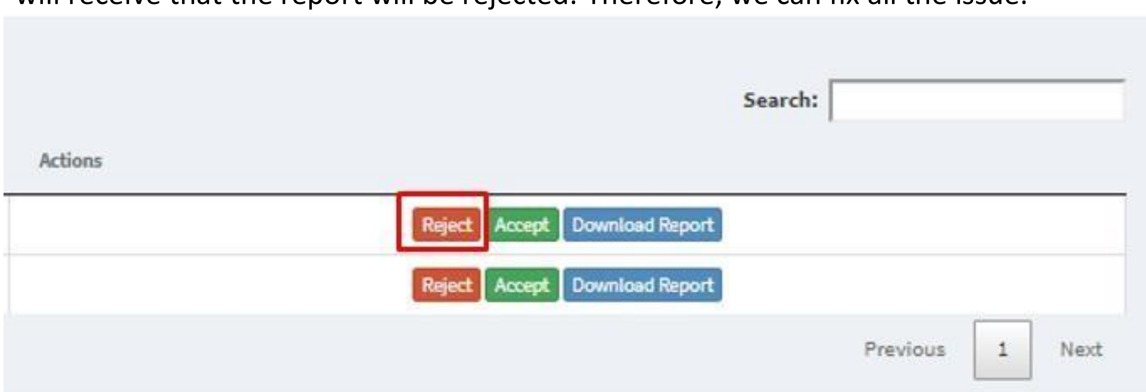
9 .2 Or you can click the MY ACCOUNT button, then log in your account.
Go to Orders management after that, go to Download Reports - shipment.
You will see here also the report.



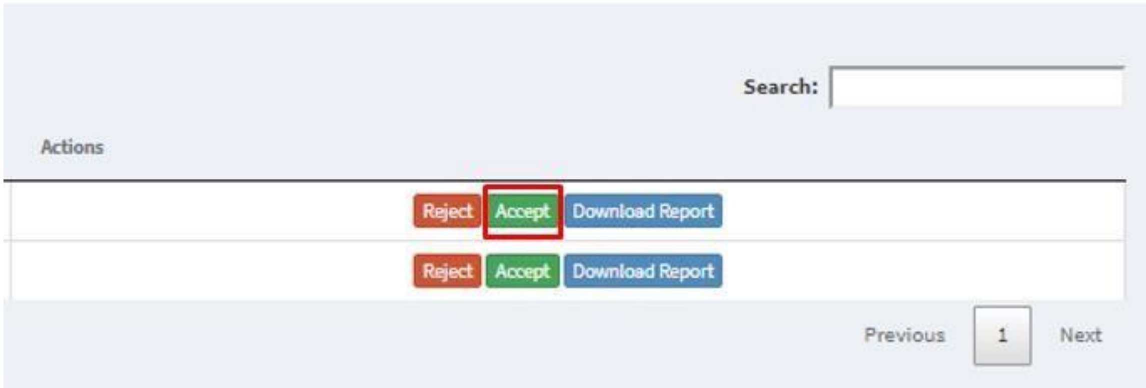
9.3 There is three icons which is reject, accept and download report.



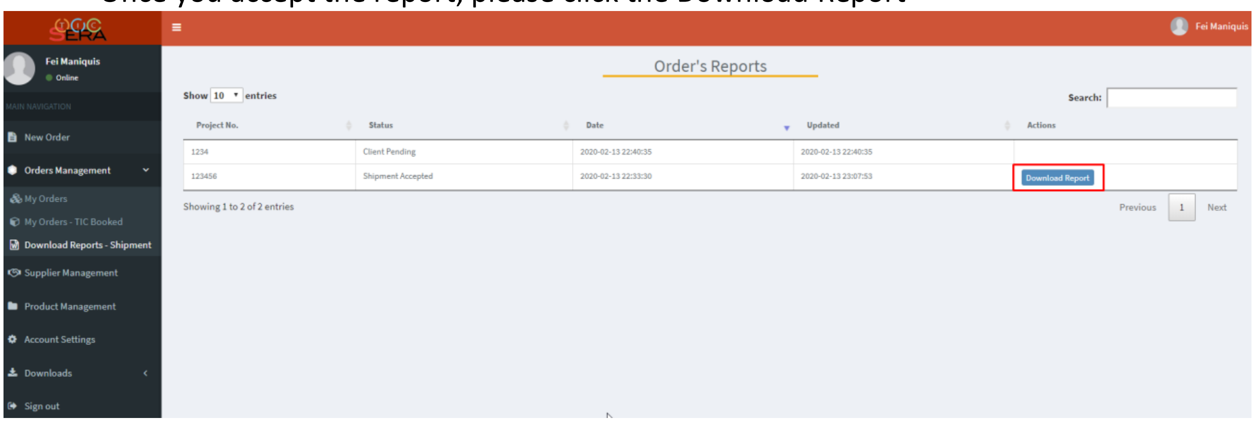
- You can click the Reject button, if you have serious question or comments, our team will receive that the report will be rejected. Therefore, we can fix all the issue.



- You can click the Accept button, just to know that our report will be accepted.
  You can also give us comment or suggestion for you next inspection.



- Once you accept the report, please click the Download Report



--End--