

Track your spindle

Why ask when all information is available in real time?

"Track your spindle" is our future-oriented tracking tool and gives you an insight into our work.

more



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20

Spindeldoctor



Track your spindle

From the arrival of your spindle to the diagnosis and acceptance after successful repair, **every step is documented including photos**. The data is entered into our system **in real time** and can be called up by you at any time. This allows you to follow repair processes and deadlines and also gives you direct access to diagnostic reports that are made available for **download**.

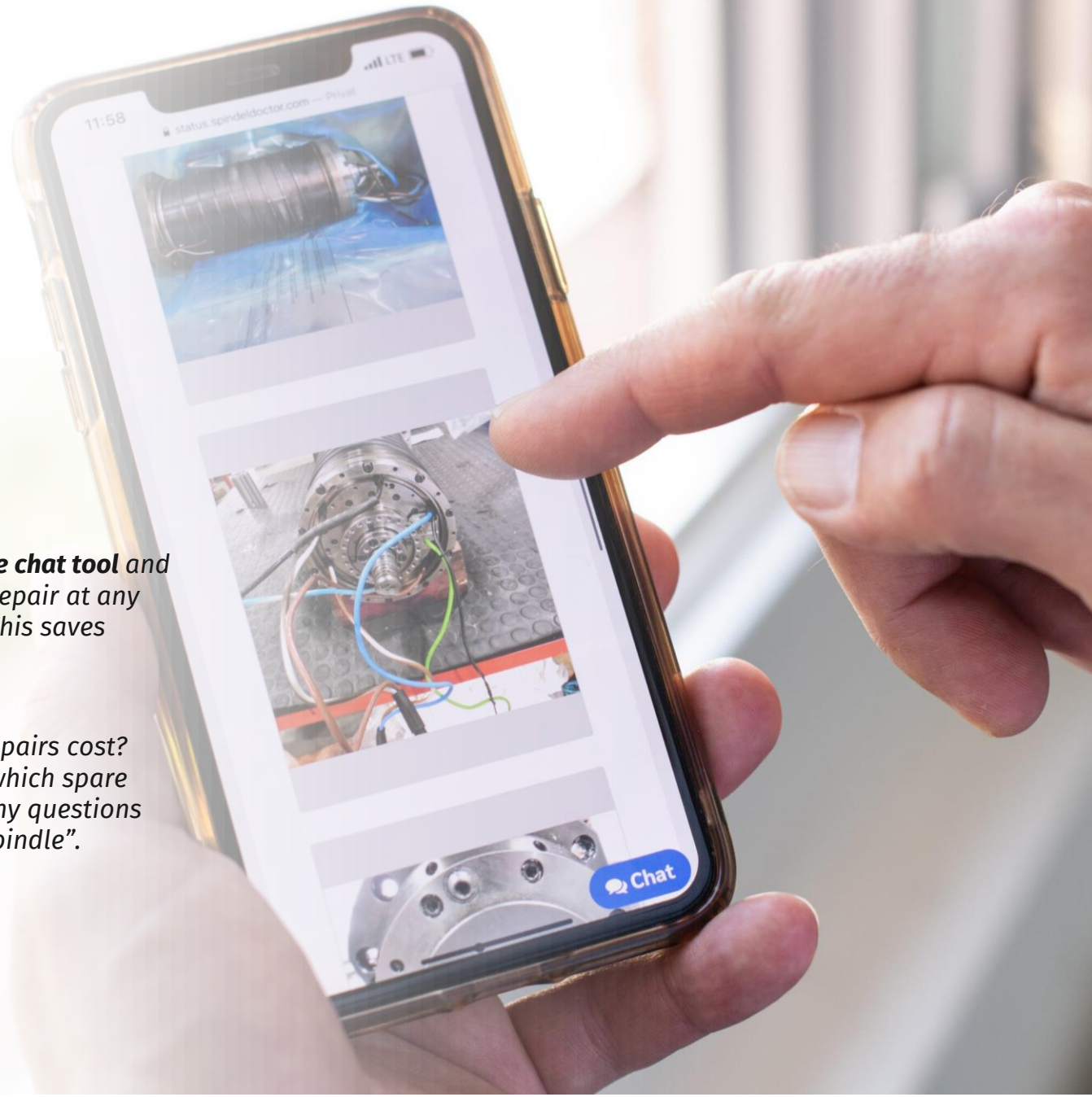
This of course applies to all **commercial** and **organisational documents**. You can download for example your **invoice** or **proof of delivery** from the Download Center.



Track your spindle

We go one step further and have combined “Track your spindle” with a **live chat tool** and a **ticket system**. In concrete terms, this means that you can influence the repair at any time and our experts will be happy to answer your questions in the chat. This saves questions and ensures **faster and more satisfactory results**.

You will find all your orders in your **customer account**. What did my last repairs cost? When does my warranty end and when is the next maintenance due with which spare parts? Look directly into your customer account. We don't want to leave any questions unanswered and want to support you around the clock with “Track your spindle”.



How to use "Track your spindle"

Basically, there are two variants of the "Track your spindle" module:

- Full access to documents, reports, order overviews, etc.
- Restricted access to one particular order

How to use “Track your spindle”

Restricted access: The customer only needs to authenticate with the postal code to obtain details of a specific order

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zuletzt aktualisiert 10.07










To get further information, please type in your ZIP-Code






PLZ

ABSENDEN

How to use “Track your spindle”

DASHBOARD  ORDERS  BELEGE  ACCOUNT  LOGOUT  

MY NEWEST ORDERS

NO.	SPINDLE	DATE	STATUS	
24124	CS/HSKA063/021W/180F-0565 <i>CyTec Zylindertechnik GmbH</i>	15.07.2020	Production	
23938	CS/HSKA063/021W/180F-0742 <i>CyTec Zylindertechnik GmbH</i>	15.06.2020	Shipping	
23921	HVC 230E-S-10-1/12-5F-ISO-B40 <i>Step-Tec AG</i>	09.06.2020	Assembly	
23957	DMS 100.46.4.FHS/F HSK.615.951 <i>Franz Kessler GmbH</i>	06.06.2020	Acceptance final	
23930	DMS 100.46.4.FDS 18 K 602.257 <i>Franz Kessler GmbH</i>	02.06.2020	Production	

ORDER OVERVIEW

CONTACT US

You have questions about your order?


CONTACT US

ABOUT US

COMPANY

SERVICES & SOLUTIONS

CONTACT US

 Chat

- **Full access:** The customer has to register once via the registration link and define username and password. Then he gets access to all his orders.

How to use “Track your spindle”

The orders can be searched by operation number or by spindle type.

In the future, this view will also show how long the warranty for the individual order is still valid and when the next maintenance is due.

MY ORDERS



NO.	SPINDLE	DATE	STATUS	
24124	CS/HSKA063/021W/180F-0565 <i>CyTec Zylindertechnik GmbH</i>	15.07.2020	Production	
23957	DMS 100.46.4.FHS/F HSK.615.951 <i>Franz Kessler GmbH</i>	06.06.2020	Acceptance final	

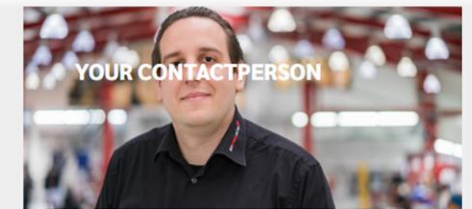
CONTACT US

You have questions about your order?

[CONTACT US](#)

How to use “Track your spindle”

MY ORDER					
ORDER		MACHINE		SPINDLE	
Order No.	23746	Title	KX 10	Title	HCS230-24000/45
Date	17.04.2020	Manufacturer	HURON GmbH	Manufacturer	GMN GmbH
				RPM	24000 U/min.
				Grease	Öl/Luft
				Schnittstelle	HSK 63 A



YOUR CONTACTPERSON

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In the overview for each individual order, the most important data is recorded first of all .
Likewise, the customer advisor is always displayed with all contact details in order to establish quick personal contact.



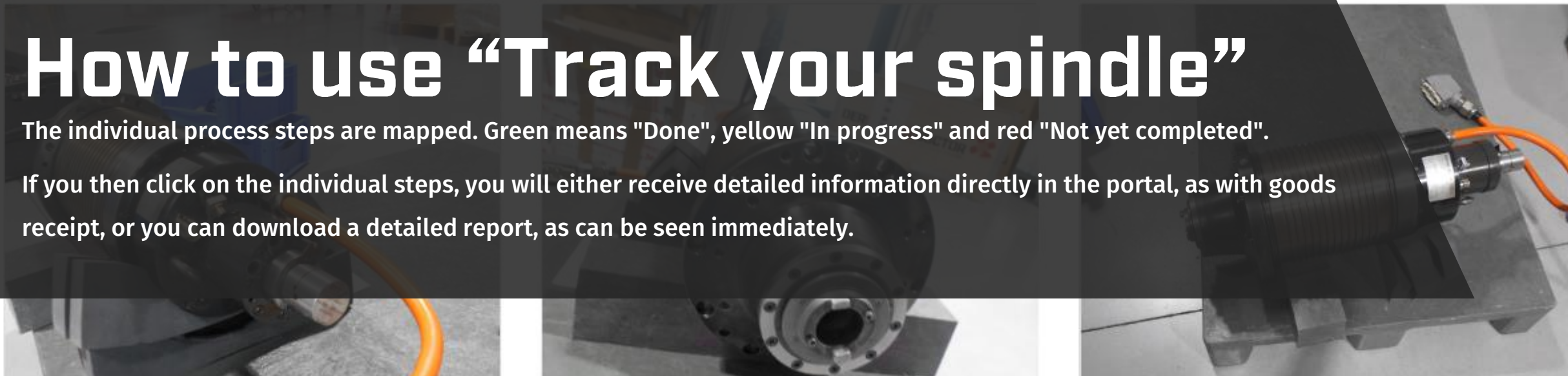
INTAKE 17.06.2020

Date	17.06.2020	Gesamtbild	<input type="checkbox"/> good condition	Missing parts	<input type="checkbox"/> Nutensteine	Prüfhülse	<input type="checkbox"/>
Transportation	medium Spindeldoctor-Box		<input checked="" type="checkbox"/> dirty		<input type="checkbox"/> Plug/cable	Maschinen-	<input type="checkbox"/>
Delivery condition	assembled		<input type="checkbox"/> rusted		<input type="checkbox"/> Drehdurchführung	dokumentation	
Old parts of the order	not available		<input type="checkbox"/> damaged		<input type="checkbox"/> Spannzange		
					<input type="checkbox"/> Screws		

How to use “Track your spindle”

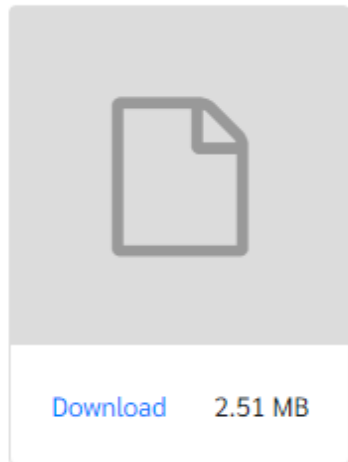
The individual process steps are mapped. Green means "Done", yellow "In progress" and red "Not yet completed".

If you then click on the individual steps, you will either receive detailed information directly in the portal, as with goods receipt, or you can download a detailed report, as can be seen immediately.





DISMANTLING 18.06.2020



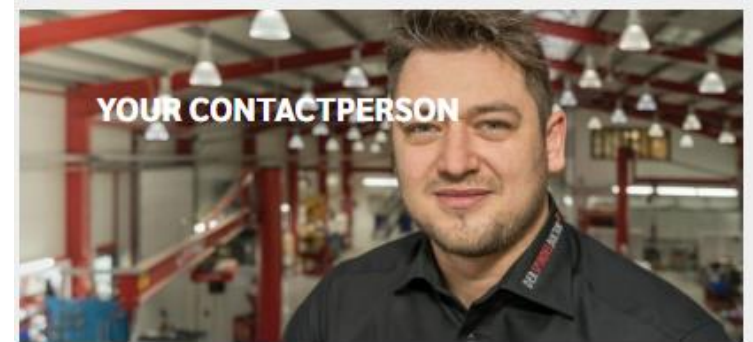
How to use “Track your spindle”

If the amount of information per process step is too extensive to be presented here, the customer can download the full report. Here, for example, the disassembly report, in which all information is listed.

How to use “Track your spindle”

If nevertheless questions should arise that cannot be answered directly via the portal, there are three possibilities.

1. The customer contacts the spindle expert via contact information.
2. The customer opens a ticket for the corresponding topic.
3. The customer contacts us via live chat.



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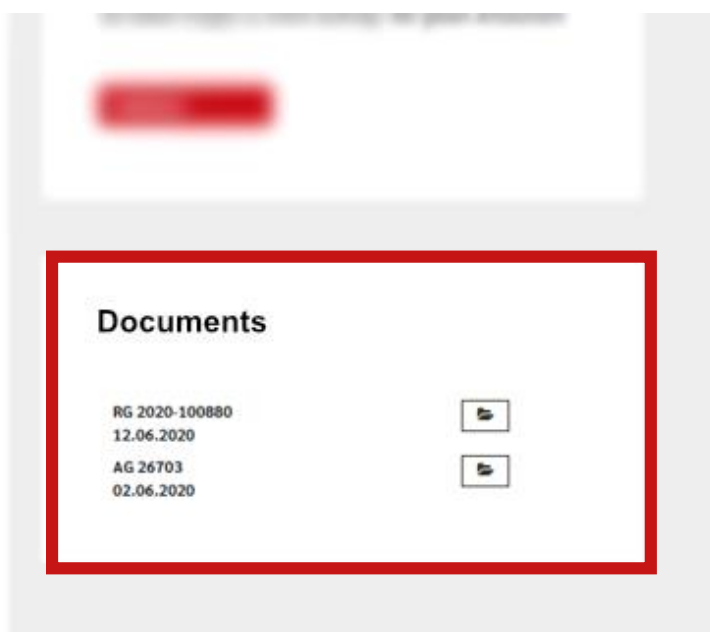
e.krieger@spindeldoctor.de

CONTACT US

You have questions about your order?

CONTACT US

 Chat



How to use “Track your spindle”

Not only the entire process of an order can be viewed here, but also the associated documents can be called up at any time.

ORDER	DATE	TYP	NUMMER	
	28.07.2020	Offer	27063	
	24.07.2020	Offer	27049	
	23.07.2020	Offer	27045	
23930	12.06.2020	Invoice	2020-100880	
23921	09.06.2020	Offer	26753	
	09.06.2020	Offer	26762	
23957	05.06.2020	Offer	26738	
23988	03.06.2020	Offer	26713	
23930	02.06.2020	Offer	26703	
23921	29.05.2020	Offer	26693	

How to use „Track your spindle“

However, the customer can also access all his documents in the "My Documents" overview. In this way, he can also access offers that have not yet been triggered, for example.