

SupplyPro Mobile App

User Guide



1.14.15

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Contact Customer Care

Support for this product is available from the Customer Care Center and online.

Telephone	877-508-2547
After Hours Telephone	877-508-2547 or 972-728-8180
Hours	You can reach the Customer Care Center Monday through Friday, 7 a.m. to 7 p.m., Central Standard Time.
Email	support@hyphensolutions.com
Mail	Hyphen Solutions™, Ltd. 16479 N Dallas Parkway #400 Addison, TX 75001
Hyphen Solutions, Ltd.	For more information about Hyphen Solutions or the other products offered by Hyphen Solutions, visit our web site www.hyphensolutions.com or call 800-To-Build (800-862-8453).

Using This Guide

This training guide contains information and step-by-step procedures for using this application. This document is written for users with familiarity of the application's interface. For questions beyond the scope of this document, contact the Customer Care Center.

1 Downloading the App

SupplyPro Mobile App

Objectives

After reading this chapter, you should have a basic understanding of:

- Downloading and opening the SupplyPro mobile App.

Introduction

Hyphen Solutions' SupplyPro works in tandem with BuildPro or SupplyLink to create better communication between trade partners and superintendents or construction managers. SupplyPro allows suppliers and trades to view job schedules in real-time, receive prompt and accurate schedule and change notifications, view purchase order information, access job documents and enables quick and reliable payment of invoices.

Expectations

The SupplyPro mobile app is not a replacement for the online version. It is a supplement intended for use on the job site where other devices may be cumbersome. It is designed to do quick things quick. This portable version of SupplyPro enables you to have instant access to Orders and Defects. While the SupplyPro mobile app does not contain all functionalities of the online version, it does allow suppliers and trades to perform a subset of the most important functionalities such as:

- Accept Orders
- Complete Orders
- View Order Details
- View Order Notes
- View Day Calendar
- View Defect List
- View Defect Details
- Mark Defects as Repaired

Note: The mobile app is not designed to perform administrative actions such as adding users, adding jobs, or reporting. These functionalities can be managed using the web version of BuildPro.

Downloading the SupplyPro Mobile App


The SupplyPro mobile app may be installed on iPhone or Android phones only. It may also be installed on a tablet.

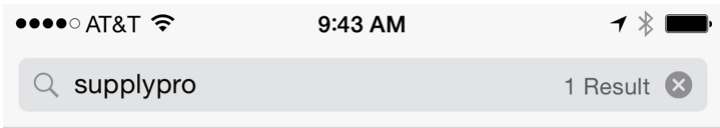
Note: There is no difference in functionality between the iPhone and Android apps.

iPhone

To install the iPhone version of SupplyPro, open the App Store by tapping the icon on your phone.  Search for SupplyPro.

You may also use the following link from your device: <https://appsto.re/us/DkD13.i>

Tap the GET button. Then tap the INSTALL button. Once the app has installed, tap the  icon and the login page appears. See Chapter 2 for help logging in.



SupplyPro
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GET

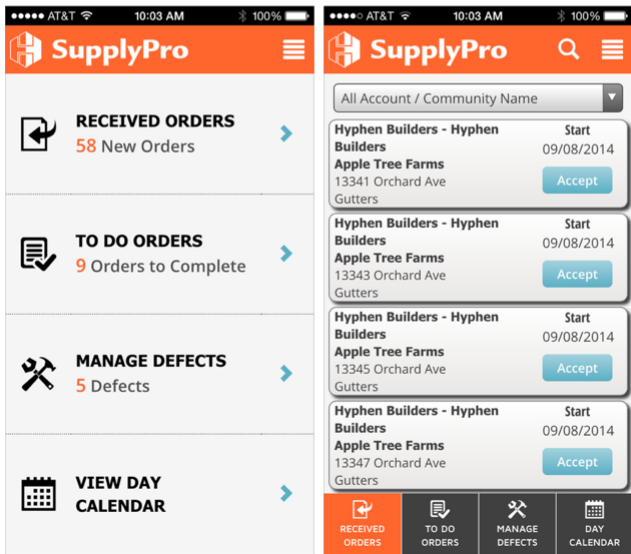


FIGURE 1. Apple App Store

Android

To install the Android version of SupplyPro mobile, go the Google Play Store by tapping the Play Store icon on your tablet.



Search for SupplyPro.

Click the INSTALL button. Once the app has installed, tap the  icon from your tablet and the login page appears. See Chapter 2 for help logging in.

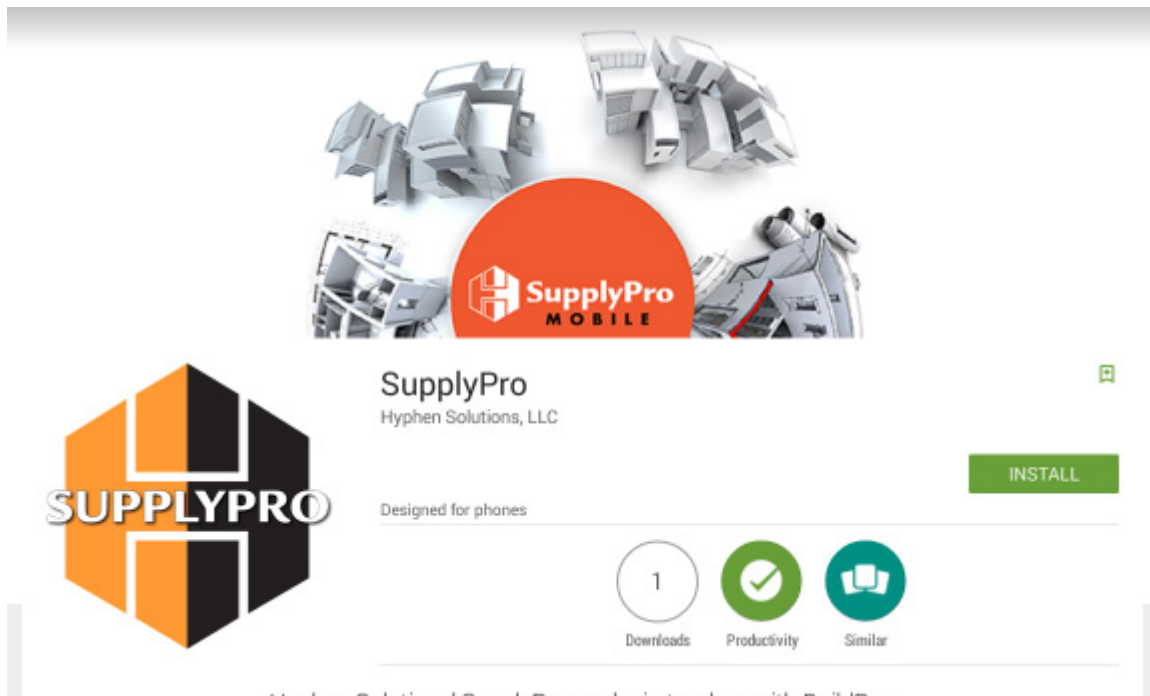


FIGURE 2. Play Store

Adding Users in SupplyPro

SupplyPro allows an administrator role to add new users. When adding new users you will notice a new setting labeled **Mobile Type**. This setting determines if the user may access SupplyPro via the mobile app.

There are 3 choices in the Mobile Type filter:

1. Mobile On - This is the default. This allows the user to access the mobile app.
2. Mobile Off - This does not allow the user to access the mobile app.
3. Mobile Only - This allows the user to only access SupplyPro via the app.

Note: NOTE: IF YOUR SUPPLYPRO ACCOUNT IS BILLED BASED ON THE NUMBER OF ACTIVE USERS, **YOU WILL NOT BE BILLED FOR USERS WHO HAVE THE MOBILE TYPE FILTER SET TO MOBILE ONLY.**

Conclusion

After successfully downloading the SupplyPro mobile application, you are ready to login. For details on logging in, see Chapter 2.



Login and Navigation


SupplyPro Mobile App

Objectives

After reading this chapter, you should have a basic understanding of:

- Logging in to the SupplyPro mobile app.
- Navigating the app.

Login

Tap the SupplyPro icon  on your phone to open the app. Tap the User ID field and enter your User ID. Then tap the Password (or use the "next" arrow) to enter your password. This will be the same User ID and Password used when logging in to the website. Tap the Remember Me box to have the app remember your User ID. Tap the Login button.

If you forgot your password, tap the Forgot Password button. If you are currently not a SupplyPro customer, tap the Not a Customer button to sign up.

Note: Passwords are not remembered or stored on the device. Only your User ID is remembered. If you log out, your User ID will not be remembered.

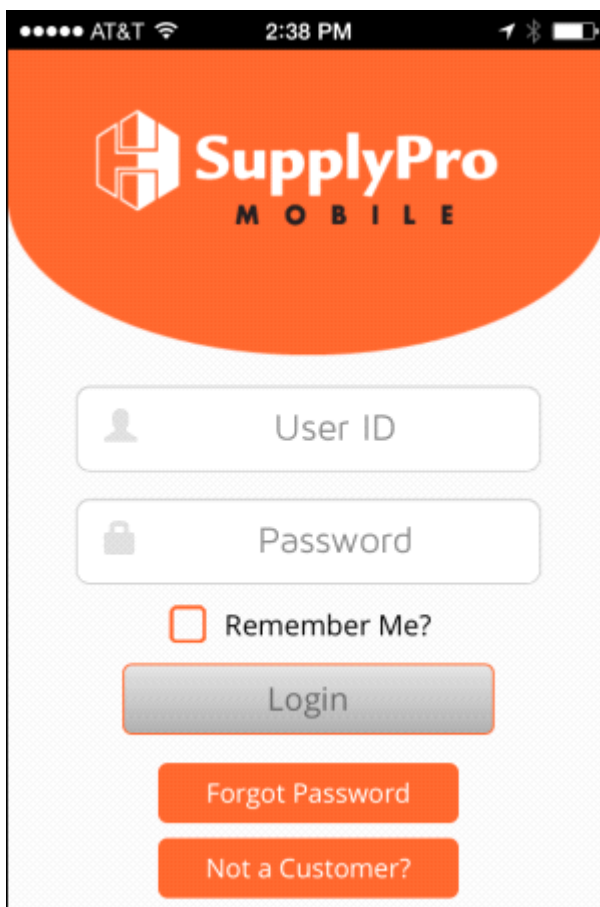


FIGURE 1. Login Screen

Note: If you background the app (leave the app to open another app) you will not have to login again when you return. Once logged in, you do not have to login again for an entire day unless you completely close the app. All users must login again after midnight Central time.

Note: By default, all SupplyPro users have access to the SupplyPro app. As a SupplyPro Admin with access to user settings, you may limit which users have access. Go to the Manager tab (online version of SupplyPro). Click the User Manager link. Then click a User Name. Use the Mobile Type setting to determine who may use the app. Mobile Off means the user may not login to the app.

Mobile Only allows you to setup a user with ability to login via the app only; and not online. You will not be billed for users who are Mobile Only if your billing is per user.

Home Page and Navigation

Upon successful login, the Home page will appear. Use the Home page to quickly access orders, manage defects, or view your Day Calendar. The Home page contains 4 navigation items:

- RECEIVED ORDERS - Tap this item to view a list of newly received orders from BuildPro. This is the Received Orders page in SupplyPro. The number next to this item indicates how many New Orders you have.
- TO DO ORDERS - Tap this item to view a list of orders you have accepted. This is the To Do Orders page in SupplyPro. The number next to this item indicates how many Orders to Complete you have.
- MANAGE DEFECTS - If your company does not use the Inspections/Defects functionality, this item will be disabled. Tap this item to view a list of Defects to be repaired. This is the Defect List page in SupplyPro. The number next to this item indicates how many Defects you have to repair.
- VIEW DAY CALENDAR - Tap this item to view a list of orders by day. This is the Order Calendar page in SupplyPro.

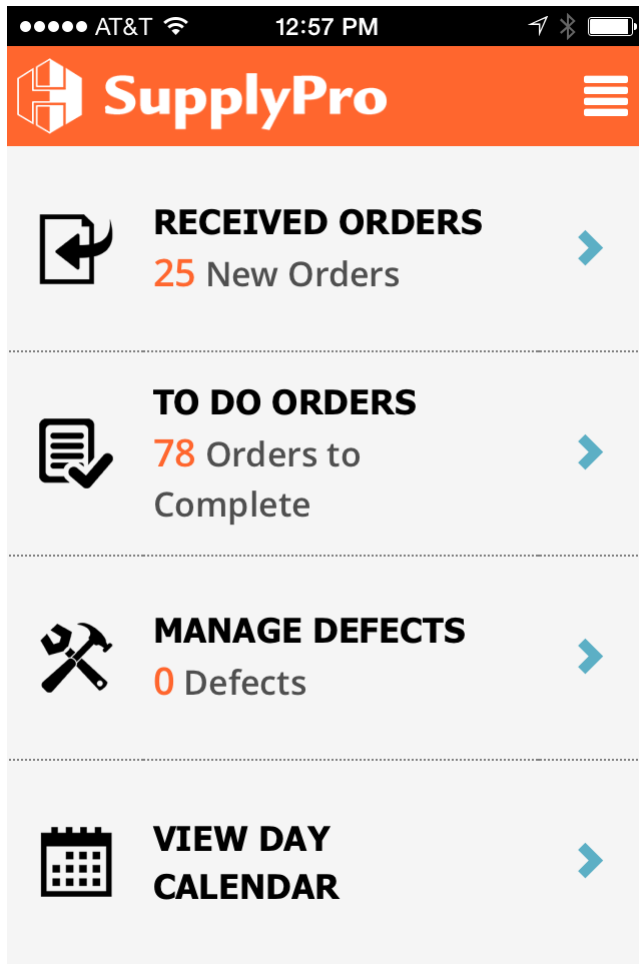


FIGURE 2. Home Page

Outage Messages

Messages regarding upcoming outages (times when SupplyPro will be unavailable) will be displayed after logging in.

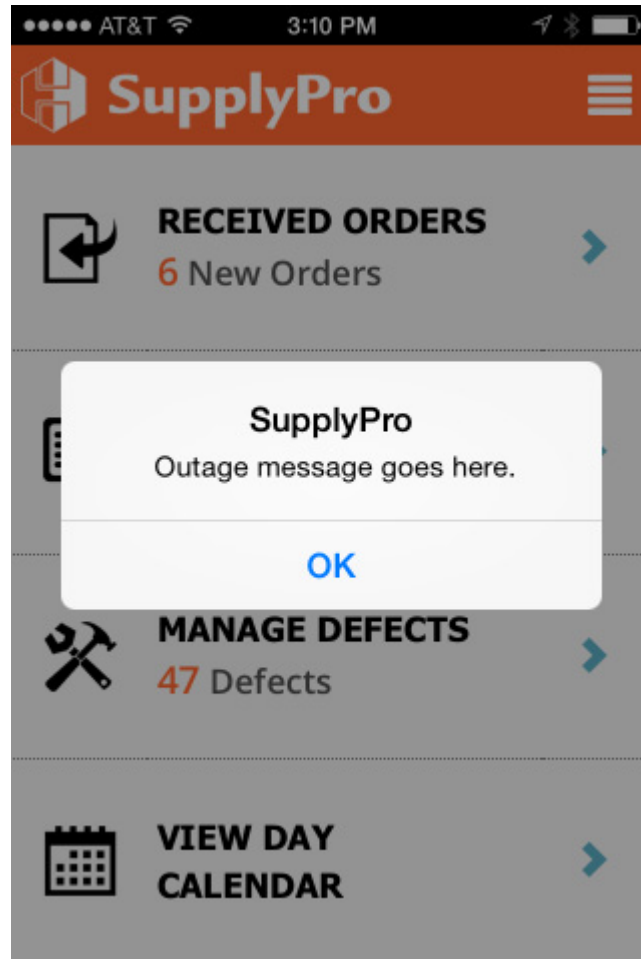


FIGURE 3. Outage Messages

Menu

Tap the Menu icon in the upper right corner to access the Home page, set Preferences, view a Help video, or Logout.



FIGURE 4. Menu Icon

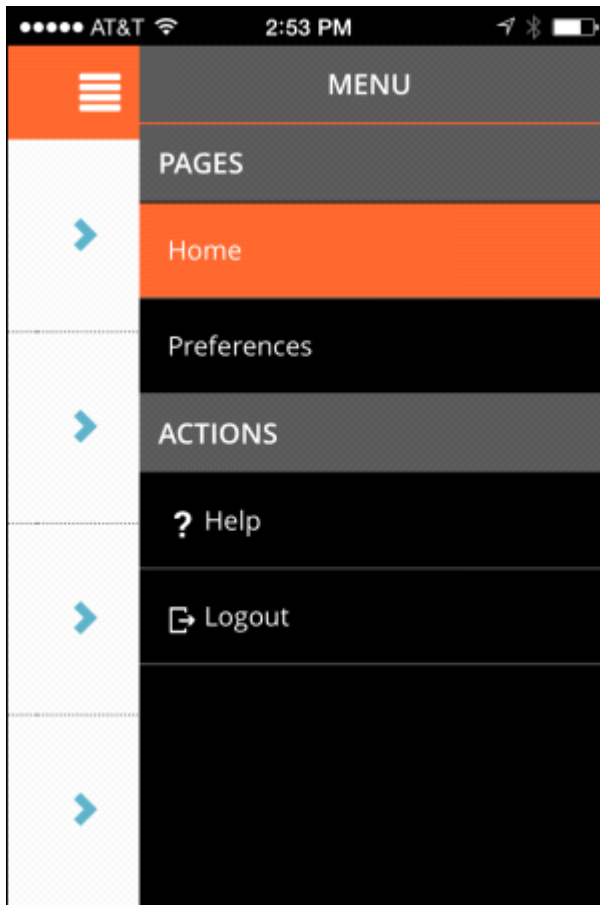


FIGURE 5. Menu

Tap the Menu icon again to close it.

Preferences

There are two Preferences that can help when using the app:

1. Default Account / Community for Orders - Use this Preference when accessing the Accept Orders or Complete Orders pages. These pages will default to the chosen Account and Community when you access them.
2. Default Account / Community for Defects - Use this Preference when accessing the Manage Defects page. This page will default to the chosen Account and Community when you access it.

Note: Be sure to tap the Save button after you have selected Preferences. You may select one or both Preferences; or leave them to choose which Account and Community when accessing the Order and Defect pages.

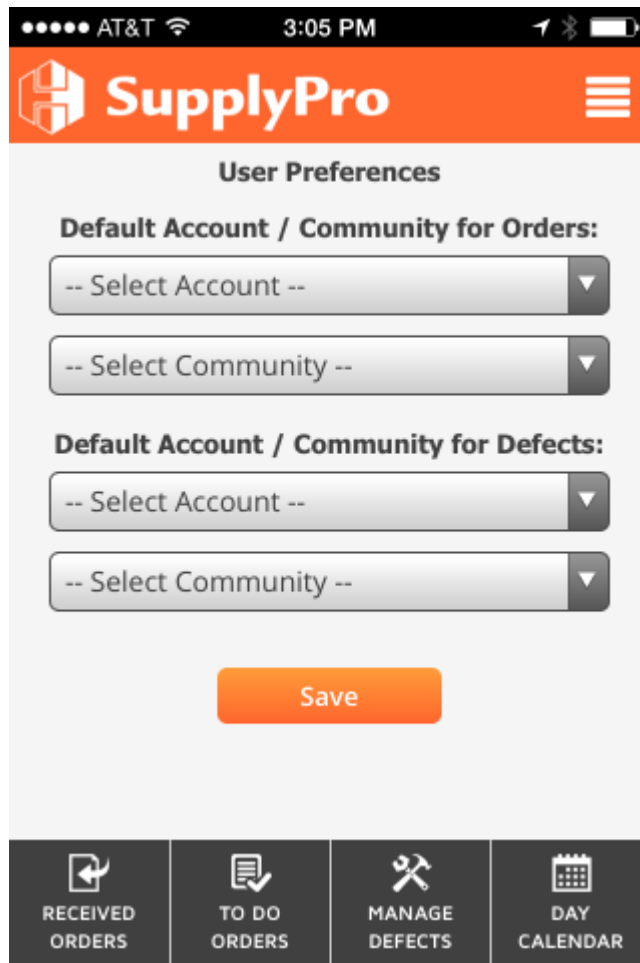


FIGURE 6. Preferences

Logout

Tap Logout to log out of the app. If you chose Remember Me when logging in, your User ID will no longer be remembered. Passwords are never saved or stored on your device.

Bottom Navigation

After navigating away from the Home page, use the Bottom Navigation system to access the 4 main pages. To get back to the Home page from one of the 4 main pages, use the menu icon in the upper right corner of the app.

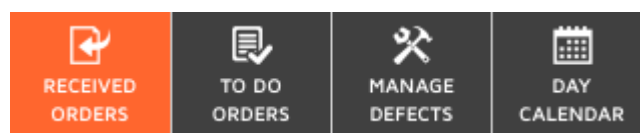


FIGURE 7. Bottom Navigation

Search

When you access one of the list pages (Accept Orders, Complete Orders, or Manage Defects) a magnifying glass icon will appear at the top of the application. Tap the icon to reveal the Search Box. You may type part or all of the Builder, Community, Job Address, Task Name, or Date. As you type the list of Orders (or Defects) will narrow. Tap the X in the Search Box to clear the search. Use the up arrow next to the Search Box to close it.

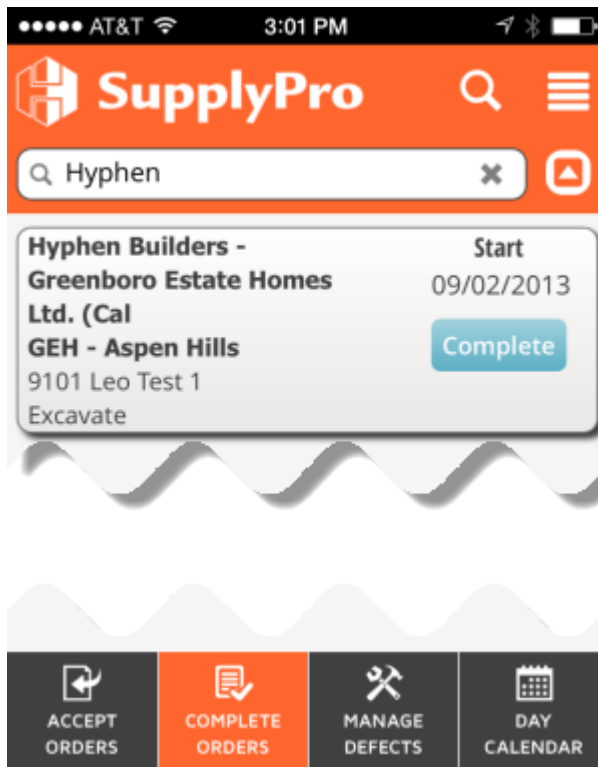


FIGURE 8. Search

Conclusion

If you forgot your password, tap the Forgot Password button on the Login page. After navigating away from the Home page, use the bottom navigation. To return to the Home page, tap the Menu icon and choose Home.



Managing Orders

SupplyPro Mobile App

Objectives

After reading this chapter, you should have a basic understanding of:

- Accepting Orders
- Completing Orders
- Viewing the Day Calendar
- Viewing Order Details

Accepting an Order

The RECEIVED ORDERS page displays a list of newly received orders from BuildPro. Use the Account/Community filter at the top to filter by one Account and Community. Scroll the list by dragging it up or down. Each order displays the following information:

- Builder - Name of the Builder who sent the order.
- Community - Name of the Community associated to the order.
- Job Address - Physical address of the Job location.
- Task Name - Name of the task/order.
- Start - Date to begin work or deliver materials.
- Button to Accept the Order.

Note: An orange note icon next to the Task/Order Name indicates there are unread notes. Tap the order and scroll to the Order Notes section to view them.

Use the Accept button to quickly accept the order. The Accept button will then be disabled and a green confirmation message will appear at the bottom of the page. Tap the 'X' on the message to clear it; or it will disappear after 5 seconds. To ensure app performance, the RECEIVED ORDERS page does not refresh when you accept an order. To manually refresh this page, tap the RECEIVED ORDERS navigation item at the bottom of the page (highlighted orange to indicate you are on this page). Orders that have been accepted will be removed from this page. They may now be found on the TO DO ORDERS page.

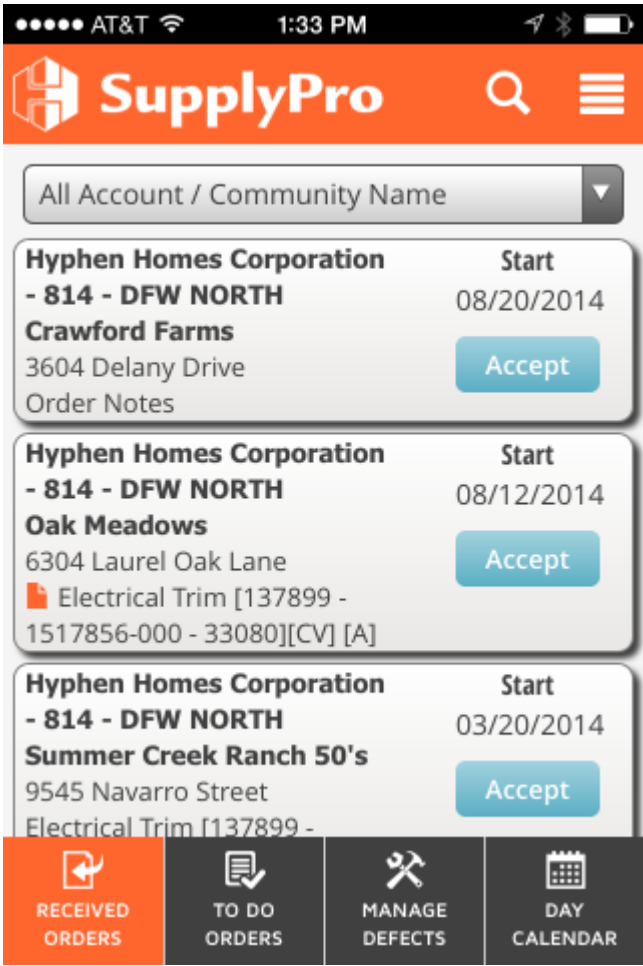


FIGURE 1. Received Orders

Order Detail Page

Tap an individual order to view its details. The Order Detail page is divided into 4 sections:

Order Detail - This section displays the Task (order name), PO Number, Start Date, and End Date.

Job Detail - This section displays Account Name, Job Address, Lot/Block, and Plan/Elevation/Swing.

Order Notes - This section displays all order notes and the date they were created.

Line Items - This section displays line items contained in the order. Line Item detail such as SKU, SKU Description, and Quantity are shown.

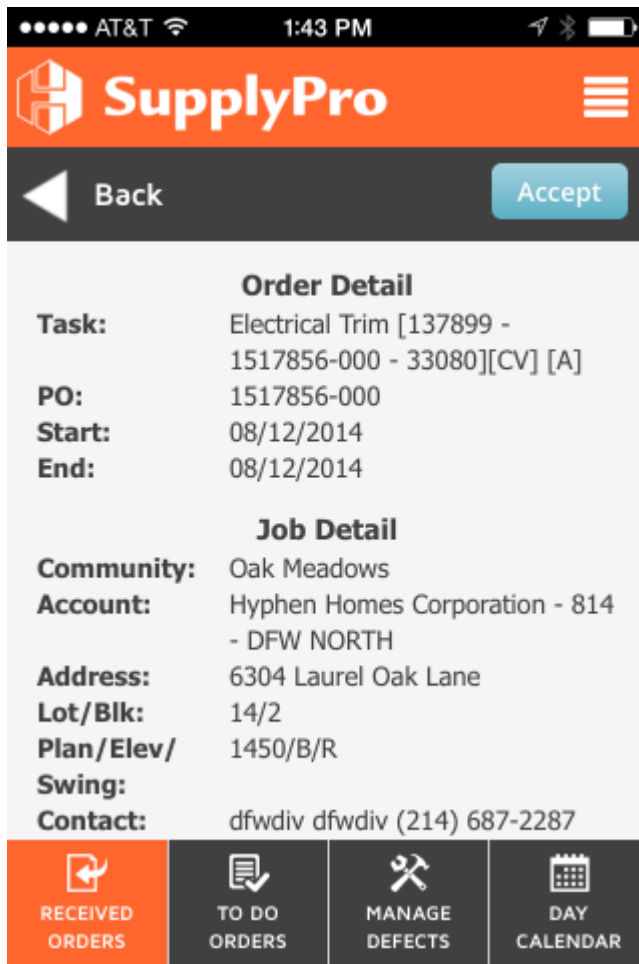


FIGURE 2. Order Detail (Accepting an Order)

Drag the Order Detail page up or down to scroll and see more information.

Tap the Accept button at the top of the page to accept the order. The Accept button will then be disabled and a green confirmation message will appear at the bottom of the page. Tap the 'X' on the message to clear it; or it will disappear after 5 seconds. Use the Back button to go back to the ACCEPT ORDERS page or use the Bottom Navigation system to navigate to other pages of the app.

Completing an Order

The TO DO ORDERS page displays a list of orders you have accepted. Use the Account/Community filter at the top to filter by one Account and Community. Scroll the list by dragging it up or down. Each order displays the following information:

- Builder - Name of the Builder who sent the order.
- Community - Name of the Community associated to the order.
- Job Address - Physical address of the Job location.
- Task Name - Name of the task/order.
- Start - Date to deliver materials or begin performing labor.
- Button to Complete the order.

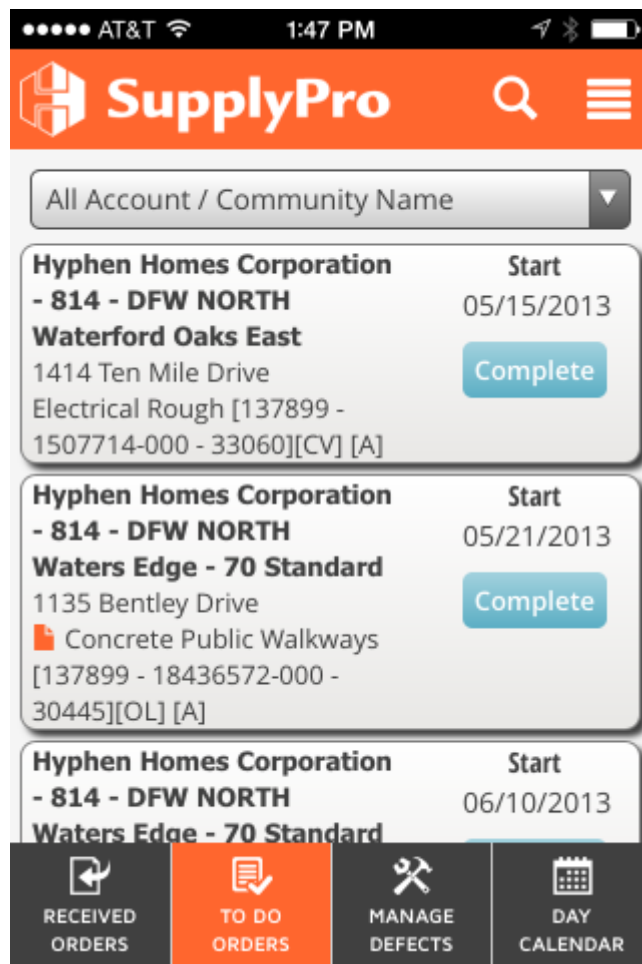


FIGURE 3. To Do Orders Page

Note: an orange note icon next to the Task/Order Name indicates there are unread notes. Tap the order and scroll to the Order Notes section to view them.

Use the Complete button to quickly complete the order. The Complete button will then be disabled and a green confirmation message will appear at the bottom of the page. Tap the 'X' on the message to clear it; or it will disappear after 5 seconds. To ensure app performance, the TO DO

ORDERS page does not refresh when you accept an order. To manually refresh this page, tap the TO DO ORDERS navigation item at the bottom of the page (highlighted orange to indicate you are on this page). Orders that have been completed will be removed from this page.

Order Detail Page

Tap an individual order to view more details. The Order Detail page is divided into 4 sections:

- **Order Detail** - This section displays the Task (order name), PO Number, Start Date, and End Date.
- **Job Detail** - This section displays Account Name, Job Address, Lot/Block, and Plan/Elevation/Swing.
- **Order Notes** - This section displays all order notes and the date they were created.
- **Line Items** - This section displays line items contained in the order. Line Item detail such as SKU, SKU Description, and Quantity are shown.

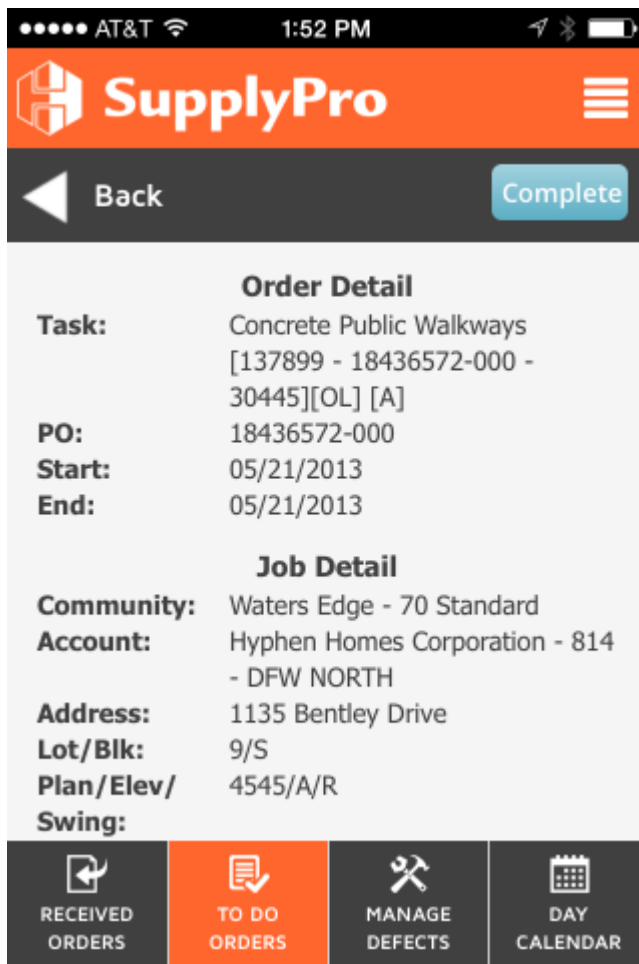


FIGURE 4. Order Detail (Completing an Order)

Drag the Order Detail page up or down to scroll and see more information.

Tap the Complete button at the top of the page to complete the order. The Complete button will then be disabled and a green confirmation message will appear at the bottom of the page. Tap the 'X' on the message to clear it; or it will disappear after 5 seconds.

Use the Back button to go back to the TO DO ORDERS page or use the Bottom Navigation system to navigate to other pages of the app.

View Day Calendar

The VIEW DAY CALENDAR page displays a list of Orders by day. Tap the View Day Calendar menu item from the Home page. The default date is "today's date". Use the Date Picker at the top to navigate to another day. You may use the arrows (left or right) of the date to advance to the previous or next day. Tap an individual Order to view more detail. The Order Detail page will be displayed. You may also tap the Accept or Complete button to accept or complete the Order.

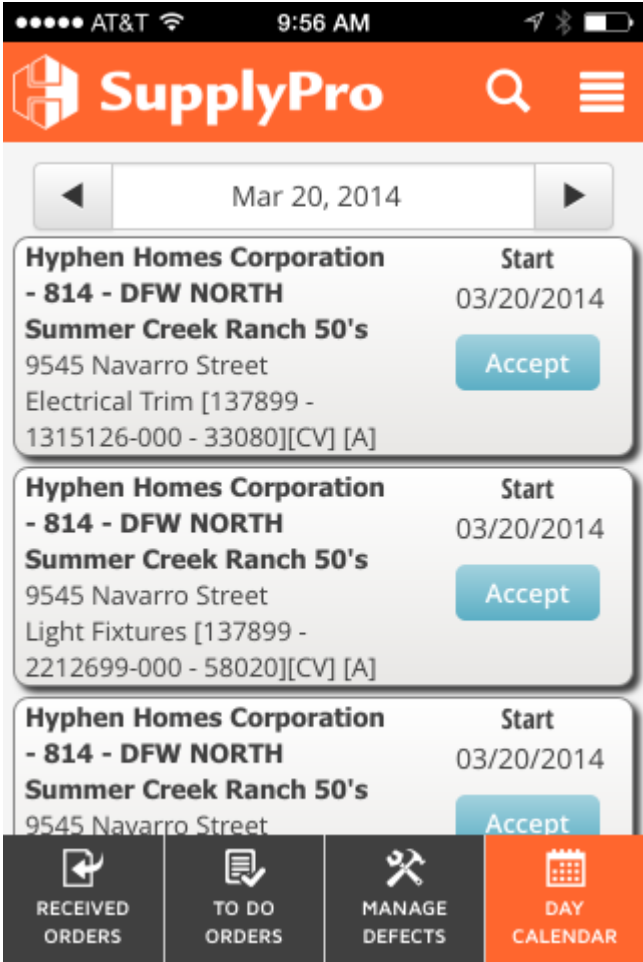


FIGURE 5. Day Calendar

Order Detail Page

Tap an individual order to view more details. The Order Detail page is divided into 4 sections:

- **Order Detail** - This section displays the Task (order name), PO Number, Start Date, and End Date.
- **Job Detail** - This section displays Account Name, Job Address, Lot/Block, and Plan/Elevation/Swing.
- **Order Notes** - This section displays all order notes and the date they were created.
- **Line Items** - This section displays line items contained in the order. Line Item detail such as SKU, SKU Description, and Quantity are shown.

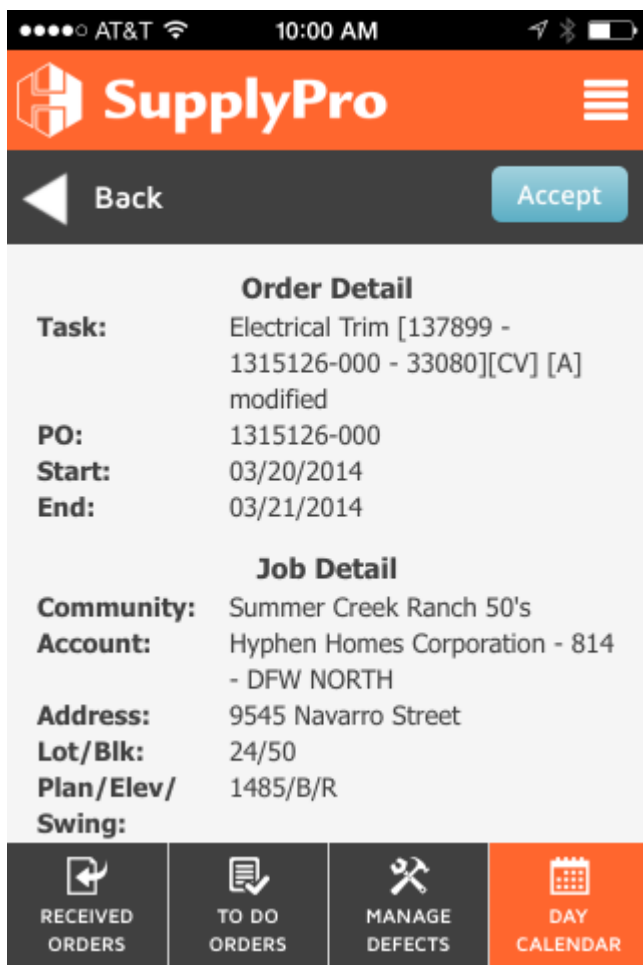


FIGURE 6. Order Detail (Day Calendar)

Drag the Order Detail page up or down to scroll and see more information.

Tap the Accept or Complete button at the top of the page to accept or complete the order. The button will then be disabled and a green confirmation message will appear at the bottom of the page. Tap the 'X' on the message to clear it; or it will disappear after 5 seconds.

Use the Back button to go back to the View Day Calendar page or use the Bottom Navigation system to navigate to other pages of the app.

Conclusion

Use the Home page or bottom navigation system to quickly access orders:

- RECEIVED ORDERS - New orders from your BuildPro builders. Accept these orders to send acknowledgment to BuildPro.
- TO DO ORDERS - Orders you have accepted and need to deliver materials or perform labor. Complete these orders when the materials have been shipped or work performed.
- MANAGE DEFECTS - These are punch list items from your builders. After these items have corrected, tap the Repair button to send an update to BuildPro.
- VIEW DAY CALENDAR - Use the Day Calendar to view orders (Received or To Do) based on the date they should be fulfilled.

4 **Managing Defects**

SupplyPro Mobile App

Objectives

After reading this chapter, you should have a basic understanding of:

- Viewing Defects
- Marking Defects as Repaired

Managing Defects

The MANAGE DEFECTS page displays a list of punch list items from builders. Use the Account/Community filter at the top to filter by one Account and Community. Scroll the list by dragging it up or down. Each defect displays the following information:

- Builder - Name of the Builder who sent the defect.
- Community - Name of the Community associated to the defect.
- Job Address - Physical address of the Job location.
- Defect Description - Description of the defect.
- Due Date - Date the defect should be repaired.
- Button to mark the defect repaired.

Use the Repair button to quickly mark the defect as repaired. The Repair button will then be disabled and a green confirmation message will appear at the bottom of the page. Tap the 'X' on the message to clear it; or it will disappear after 5 seconds. To ensure app performance, the MANAGE DEFECTS page does not refresh when you mark a defect repaired. To manually refresh this page, tap the MANAGE DEFECTS navigation item at the bottom of the page (highlighted orange to indicate you are on this page). Defects that have been repaired will be removed from this page.

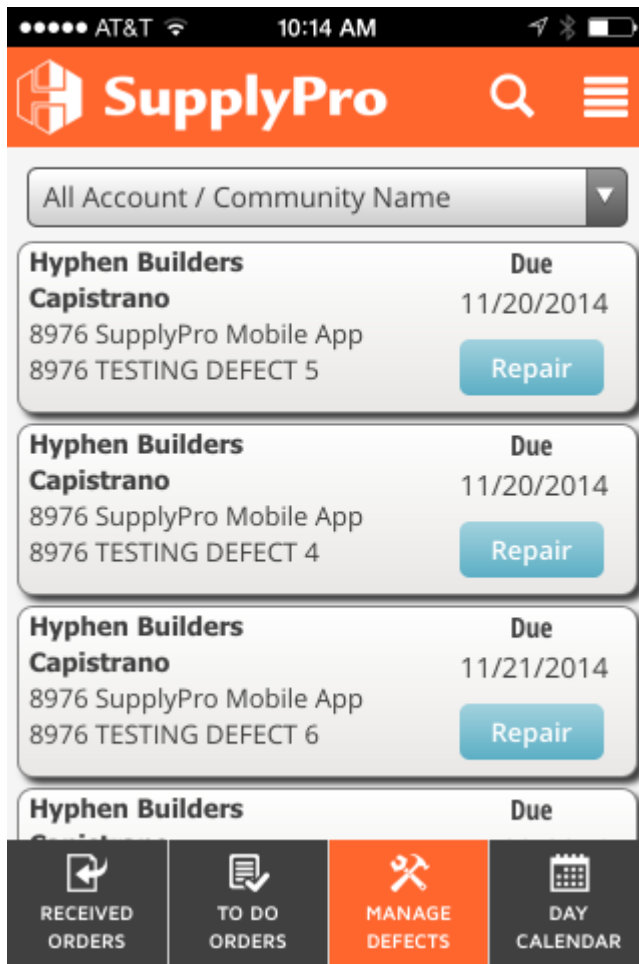


FIGURE 1. Manage Defects Page

Defect Detail Page

Tap an individual defect to view more details. The Defect Detail page is divided into 3 sections:

- **Defect Detail** - This section displays the Account Name, Community Name, Job Address, Task Name, Location, Category, Sub Category, Description, Priority, and Due Date of the defect.
- **Defect Pictures** - If a defect has pictures, the number of pictures will be displayed in front of the label in a red circle. A button labeled View Pictures will also be displayed. Tap this button to view the picture gallery. Drag the gallery to view all pictures. Tap an individual picture to view a larger version. Use a spreading or pinching motion with your fingers to zoom in or out of the image. Tap the Done button in the lower left corner to close the picture. Use the Back button to go back to the Defect Detail page.
- **Defect Notes** - Defect notes are displayed in this section.

Drag the Defect Detail page up or down to scroll and see more information.

Tap the Repair button at the top of the page to mark the defect repaired. The Repair button will then be disabled and a green confirmation message will appear at the bottom of the page. Tap the 'X' on the message to clear it; or it will disappear after 5 seconds.

Use the Back button to go back to the MANAGE DEFECTS page or use the Bottom Navigation system to navigate to other pages of the app.

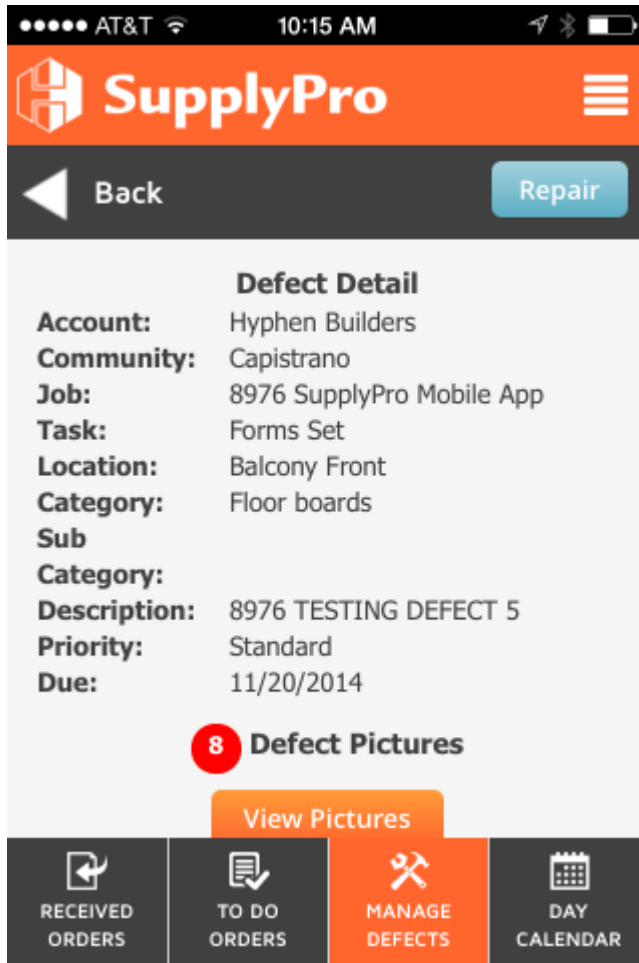


FIGURE 2. Defect Detail Page

Conclusion

Use the MANAGE DEFECTS page to view a list of punch list items from your builder. Tap an individual defect to view details and pictures. Tap the Repair button when the defect has been repaired.