AppXtender FAQ

AppXtender/Documentum is a tool with Raypak that will assist you in finding assembly photos, boiler database and reporting.

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How to get an account

1. Send an email to your Regional Sales Manager requesting access. If you need more than 1 account per customer, please include the reason in the email. If you're unsure of who your sales representative is, please call Partner Services 805.278.5300
   NOTE: Account creation can take up to 2 business days

How to login

1. URL to login is https://ax.raypak.com
   a. Use username and password that was provided to you and click "Sign In"

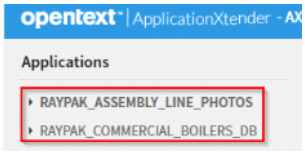


If you're unable to login for any reason, please email ax.support@raypak.com with a brief description of your issue

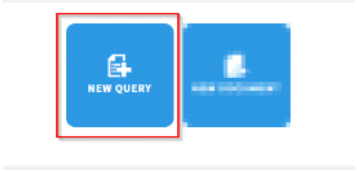
How to search
NOTE: *When searching, if you do not receive any results, please email partner services at ax.support@raypak.com or call them at 805 .278.5300 with the serial number you tried to search with and received 0 results.*

To view Assembly line photos or Commercial Boilers DB:

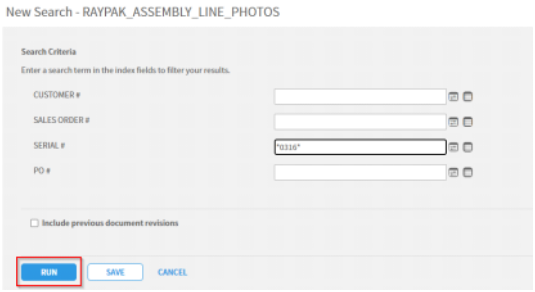
1. Click "RAYPAK_ASSEMBLY_LINE_PHOTOS" or "RAYPAK_COMMERCIAL_BOILERS_DB"



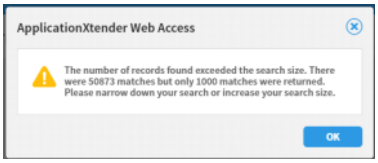
2. Click "NEW QUERY"



3. Enter the term you wish to search and click "Run".
   a. **CUSTOMER#**: Do not search via this field
   b. **SALES ORDER#**: This will either be the C# or the more current SO# that starts with 40111xxxxxxx
   c. **SERIAL#**: Serial number of unit searching for
   d. **PO#**: Input PO# wish to search for. If you receive a "No Documents Found" popup, this may be due to a duplicate PO number found in our system. Please search by SERIAL# or SALES ORDER#.
   NOTE: *It is recommended to only fill in one field to use to search*
   SERIAL# is the preferred field to search by
   *You may add *'s to any search field to help find that sequence. EX: *0316**



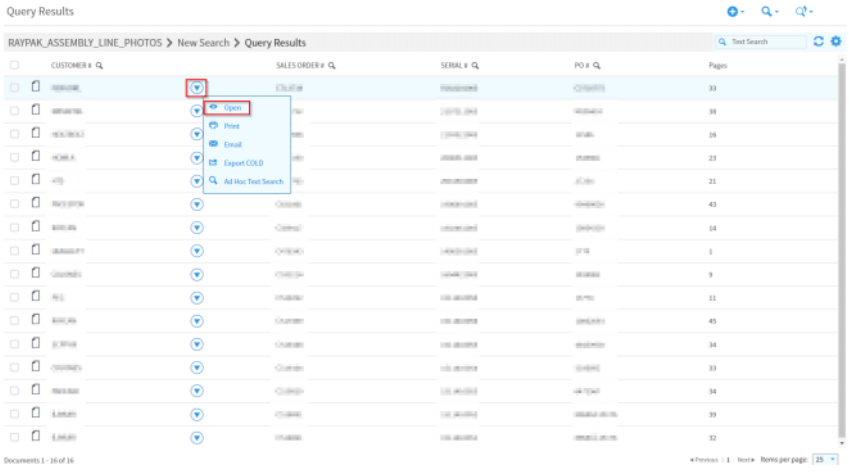
i. If you receive the following pop-up, you may click OK. It is just informing you that the records found exceeded the search size and that you need to narrow do wn your search as it will only show 1000 results.



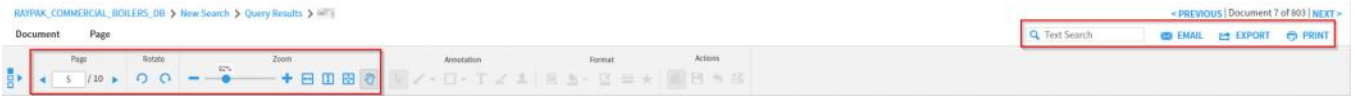
i. If you receive the following pop-up and are certain there should be results, email ax.support@raypak.com with a brief description of your issue and search



4. Double click the line or click on the blue icon and click "Open", to view information relating to your search term.

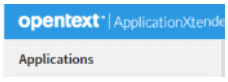


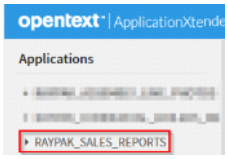
5. From the results screen, you can:
   a. View other pages
   b. Rotate
   c. Zoom In/Out
   d. Search
   e. Email
   f. Export
   g. Print



To view sales reports

1. Click "RAYPAK_SALES_REPORTS"



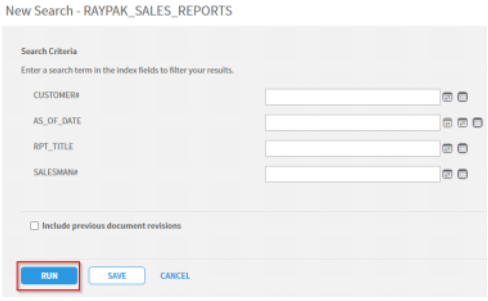


2. Click "NEW QUERY"

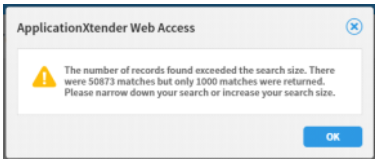


3. Enter the term you wish to search and click "Run".
   a. **CUSTOMER#**: Do not search via this field
   b. **AS_OF_DATE**: Pick a start date. A report will be generated from the start date until current
      i. Dates that reports are available within the system, go up to 7/2022. For dates after, please contact your Regional Sales Mana ger
   c. **RPT_TITLE**: Search by title of the report
      i. You may add *'s to help find that sequence. EX: *customer*
   d. **SALESMAN**: Search by salesman number

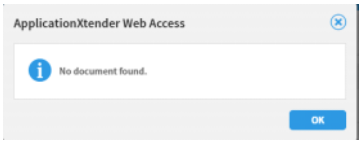
   NOTE: *It is recommended to only fill in one field to use to search*
   AS_OF_DATE is the preferred search field



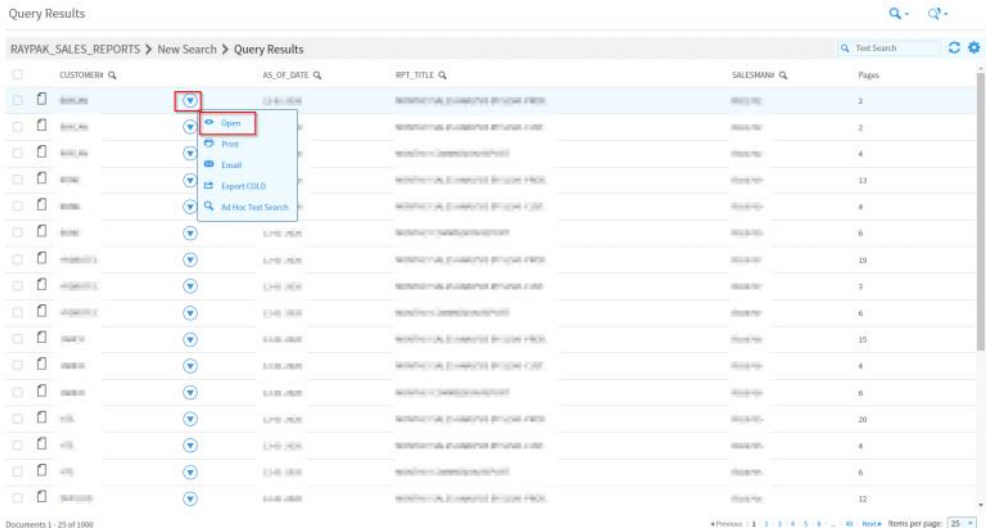
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