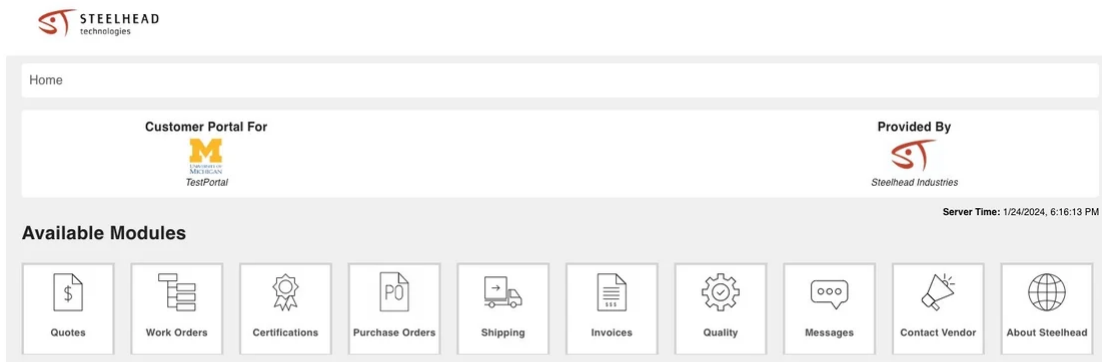


The Weekly Catch

Updated Customer Portal

Boost Customer Engagement and Satisfaction

The new and improved Steelhead Customer Portal will allow your customers to effortlessly access current and historical documents and order information. The Customer Portal now has ten modules available to include. The information can be displayed to show your customer exactly what you want them to see on their own!



Additional features and functionality have been added to the Customer Portal! Give your customers access to their documents and info, the Customer Portal is an excellent DIY service portal for order inquiries.

With the updated portal, customers can see past and current documents that you've sent, including:

- Quotes
- Work Orders, including a new Progress Tracker
- Certs
- Purchase Orders
- Shipping
- Invoices
- Quality Management Documents
- Messages
- Your Company Contact Information



Home > Work Orders > 1057

Work Order

Number:	#001057
Name:	
Purchase Order:	#000523
Deadline:	1/18/2024, 3:39:54 PM
Created:	1/11/2024, 3:39:54 PM

Parts

Part Number	Part Group	Part Number Description	Part Number on WO Details	Progress
		Screw		29%

Stage 1 Stage 2 Stage 3 Stage 4 Inspection Shipping Invoicing

One new feature in the updated Customer Portal is a new visual progress tracker. Stages can be customized and set up to show customers work order progress in real time!

Check out this [video update](#) for a complete description of the new customer portal. Contact us at support@gosteelhead.com with any questions or comments!

Highlighted Updates

Configurable Tables on Part Numbers and Invoices; CSV Exports on Tables

- Part Number and Invoice tables can be customized to show or hide columns
- Quote, Customer, Received Order, Work Order, and Watch Tower table views now include an option to export tables as CSV files

Force Logout Now Available

- Inactive sessions can be timed out either by device or globally for your account
- When a user is active in Steelhead, the timer is reset, preventing logout on active sessions
- Configured in Domain Settings

[VIEW ALL PRODUCT UPDATES](#)

Upcoming Webinars

Want to learn more about Steelhead's software or our latest features and functionality? Look no further than our monthly webinars!



MOVE PARTS NOT PAPER **LIVE DEMO**

Explore industry benchmarks and the plant operating system designed for metal finishers so you can see how you stack up against your competition.



Move Parts, Not Paper Live Demo

Join our brief group demo, hosted in a casual environment with other like-minded attendees to get a high-level understanding of the opportunities within Steelhead's job shop software in addition to how you stack up against your competition.

Register to attend.

Thursday, February 1st



Noon to 12:30 CST

REGISTER NOW



FEBRUARY MASTERCLASS **WEBINAR**

CERTIFICATIONS AND SPECIFICATIONS

 WEDNESDAY, FEBRUARY 21  12:00 CST



Steelhead Masterclass: Digital Certs + Specs

Steelhead Technologies will be showcasing how simple it is to manage digital certs and specs in Steelhead's job shop software. Join us and come ready with your questions. If we have interest and time, we will also showcase the NADCAP Scanner to show how simple it is to leverage Steelhead's cutting-edge technology to save hours in cert management, daily.

Wednesday, February 21st

Noon - 12:45 CST

[REGISTER NOW](#)

Upcoming Events

Powder Coating Week 2024

We are looking forward to hosting demonstrations of Steelhead's plant operating platform on the show floor at Powder Coating Week 2024!

We will also be hosting a dinner on Tuesday, March 12th at 7:00 PM after the exhibition closes for interested folks to meet current Steelhead customers and learn more about their experiences using the platform in a casual setting.

Interested in joining us? Reach out to us today by emailing sales@gosteelhead.com for more information.



March 11-13

Renaissance Orlando at SeaWorld®

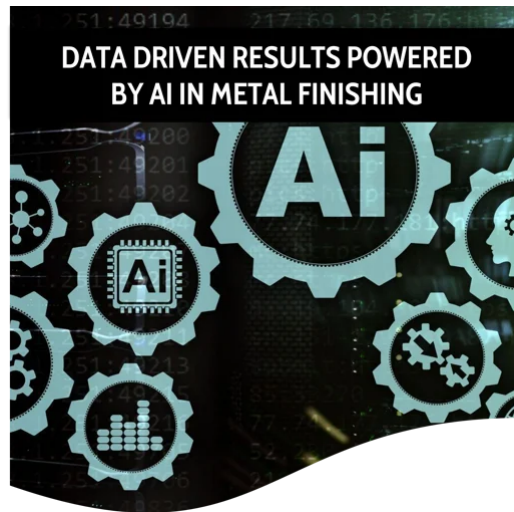
Orlando, FL USA

New Articles

The year ahead brings endless opportunities to job shops with the right perspective and strategy. Learn more in our latest articles:



**WHAT TO EXPECT IN 2024:
DIGITIZE. AUTOMATE. OPTIMIZE.**



Shop Spotlight

Beringer Plating

[Beringer Plating](#), a specialized plating service provider, offering Zinc Plating, Cadmium Plating, Passivation, and various surface treatments, entered the realm of customer success with Steelhead Technologies. Their proactive approach to technological adoption positioned them as an ideal candidate for leveraging Steelhead's capabilities.

**BERINGER PLATING'S
GROWTH POWERED
BY STEELHEAD
TECHNOLOGIES**

Eliminate Duplicate Data Entry
Streamline Operator Training
Save Time to Focus on Training/Quality
Data Visibility



Before Steelhead, Beringer Plating was barraged with siloed systems, causing inefficient quoting, production, shipping, and invoice creation. The absence of an

integrated system led to the recreation of paperwork, resulting in redundant data entry efforts.

Processing information for previous orders was confined to physical filing cabinets, leading to stacks of paper scattered across the plant. The former ERP system was severely limited to creating work order travelers, highlighting the lack of comprehensive integration and a centralized database for critical operational tasks.



Working diligently with Steelhead's deployment team, Beringer quickly experienced significant benefits, including, but not limited to:

- Efficiency with Power Orders
- Workboard Instructions
- Digital Specifications
- Reporting and Insights
- Digital Maintenance Management
- Find Parts and Info in One Click

"...What's great is that double entry is gone. There was so much time in double entry. When you add creating the cert and shipper - it was actually more like triple or quadruple entry." - Cody Weaver, Plant Manager

...read more about their story on our website.

READ THE FULL STORY

PROUD PARTNER OF



Steelhead Technologies, 100 5th Street, Suite 2, Calumet, MI 49913, United States

[Unsubscribe](#) [Manage preferences](#)