



# TIMBERWOLF

## FIREWOOD PROCESSING EQUIPMENT

# DEALER PORTAL

Welcome to Timberwolf Firewood Processing Equipment's Dealer Portal! The Dealer Portal is an all-in-one ordering and inventory management system that streamlines your wholesale experience.

With our Dealer Portal, you will be able to order stock and pre-sold units, immediately see dealer costs, find the retail price right for you by adjusting your margins, better estimate shipping arrivals, see the inventory of other Timberwolf dealers, and ultimately sell more Timberwolf products without extra effort.

## *Why?*

The outdoor machine industry is a busy one, with customers always wanting more and manufacturers struggling to keep up. We are busy making machines and you are busy selling them, so managing things like shipping dates, lead times, and new inventory can be tough.

The solution? Timberwolf's Dealer Portal.

With Timberwolf's Dealer Portal, you will be able to add Timberwolf machines to your inventory with a few clicks, easily stay up to date with price changes and lead times, simply register warranties for new machines, and quickly point customers in the right direction with our downloadable price/specifications sheets.

Additionally, we anticipate that the Dealer Portal will increase our dealers' sales, since Timberwolf will be significantly reducing its direct sales. When a customer submits a quote on a Timberwolf machine they will be directed to the nearest dealer, resulting in a sale for said dealer.

Ultimately, this portal will improve the dealer/manufacturer relationship by eliminating unnecessary communication that costs precious time, which is better spent satisfying customer needs.

Now, let's take an in-depth tour of the Dealer Portal.



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## ***Build & Order***

To log into the Dealer Portal, enter the following URL: <https://portal.timberwolfequip.com/portal/>. Then enter your email and the password you have been assigned. You will be directed to the “Overview” page. Here you can see the Timberwolf inventory on you lot, important announcements and dealer resources, like lead times, owner’s manuals, and equipment brochures.

On the left of your screen you will see several “Dealer Tools.” Select “Build & Order.”

In the “Build & Order” tab, dealers will find options to start a new quote, see saved quotes and templates, see your order history, and download price sheets. For now, we will focus on the “Start New Quote” tab.

When you select the “Start New Quote” tab, you will see all the Timberwolf machines currently in production. The machines can be filtered by series. Now, select the machine you want to purchase.

For example, if you click on the TW-2, you will be brought to a page that lists the machine’s base price, specifications, options, custom dealer options, and dealer discounts. Here you can select specific options and receive your discount.

In the window on the right of the screen with a rendering of the machine, you can choose to see the dealer cost, retail cost, internet listing, and MSRP. With the “Retail” tab, you can adjust your margins to see your potential profit and determine what price you will list the machine at.

Before placing your order, dealers can add custom build notes and additional notes.

From here dealers may save the order to come back to, save the template for future orders, or download and print PDFs that show the machine specs, options, and price, before placing your order.

Once you click “Place Order,” you will have to choose between “Stock” or “Presold” inventory type, as well as your payment method. Choose “Stock” if you will be adding the machine to your lot and “Presold” if a customer has already bought the machine and will be picking it up from your dealership.

That’s all; the order has been placed. The order you placed will now be available in your inventory if the unit you’ve ordered has a serial number (see “Inventory” tab). If the order does not have a serial number, select “Order History” in the “Build & Order” drop-down tab to see your order.



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### *Inventory*

The “Inventory” tab is where dealers can display the Timberwolf products on their lot. Dealers may see the inventory of other Timberwolf dealers by visiting the “Available Inventory” page at [www.timberwolfequip.com/pages/available-inventory](http://www.timberwolfequip.com/pages/available-inventory).

You will find that all of your current Timberwolf inventory is already listed. If the inventory you see has already been sold or is incorrect in anyway, mark the status as “Sold/Not Delivered” and/or notify Timberwolf via [sales@timberwolfequip.com](mailto:sales@timberwolfequip.com).

Once you submit a new quote through the Dealer Portal, that machine will automatically be added to your inventory if the unit has a serial number.

Once a machine from your inventory has been purchased, you will list it as “Sold” under your “Inventory” tab.

### *Order History*

Now, let’s see your order history. After placing an order you will see a “View Order History” option next to “Start Another Order” and “Copy To New Order.” From the homepage, you may select the “Build & Order” drop-down tab, then select “Order History.”

Once on the “Order History” page, you will see your orders listed by order number. You can see each order’s serial number, model name, when it was last updated, the production start date, estimated delivery date, and order status.

To the far right of each column, you will find options to see the order details, copy to a new order, edit your order, and download spec sheets with optional pricing variations.

Now, with only a few clicks, you can figure out the status of your order(s) and share it with customers via a downloadable and printable PDF.



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### ***Save Quotes & Templates***

If you plan on ordering the same machine multiple times, you can save your quote as a template before placing your order. You can find your saved templates in the “Build & Order” drop-down tab by clicking “Saved Templates.”

Here dealers will find saved quote templates, so all you have to do is click and place your order.

If you don't have time to submit a quote, you can save it by clicking “Save.” The quote can then be found in the “Build & Order” drop-down menu by clicking “Saved Quotes.”

### ***Download Price Sheets***

After placing an order, you can download a price sheet that will show the model's specifications, the specific order options, and can show dealer costs, internet pricing, MSRP, or no pricing at all.

These sheets can be provided to customers at the time of their order, or they can be distributed to prospective customers that need time for their decision and want to consider all the options. Simply download and print a price sheet.

### ***Dealer Resources***

The “Dealer Resources” tab shows important announcements, lead times, and other applicable information, like operator's manuals and equipment brochures.



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### ***Warranty Registration***

Clicking on the “Warranty Registration” tab will take you to your existing warranty registrations. To add a new warranty registration click “New Registration” in the top right corner.

From here you have to locate the serial number for the machine you wish to register a warranty for. Note that you can only register serial numbers that exist in your inventory or have previously been registered.

After you have entered the serial number you will be brought to a new warranty registration form that takes less than a minute to complete. Dealers can also transfer an existing warranty to a new customer once the machine has been sold.

### ***Adding Your Team Members***

Multiple individuals may be given access to the Dealer Portal. Click the “Dealership Settings” drop-down tab then select “Dealership Logins.” Then select “New Dealer User” in the top right corner.

You will be brought to a form that asks for the new user’s first and last name, email address, and password. Ensure that “Dealeruser Status” is marked “ON.”

Below you will be able to grant and restrict the permissions of the new user. When you are finished simply click “Save.”