



# GUIDE FOR CUSTOMERS

The new CNC Factory website now makes it easier to:

- Save quotations
- Follow the warranty expiry dates of your purchased machines
- Get the latest CNC Factory bulletins & resources

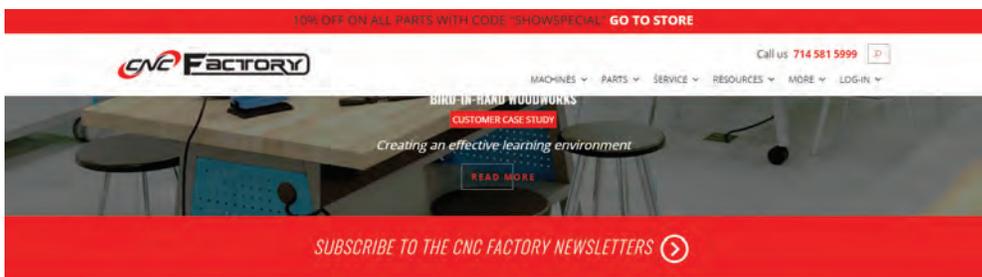
## Getting Started: Setting up a Customer Account

This shows the interface for the **desktop** version. Some items may look different on tablet or mobile.

### 1. Open your browser to **www.cncfactory.com**



Under the LOG-IN Menu, click on “Customer”.

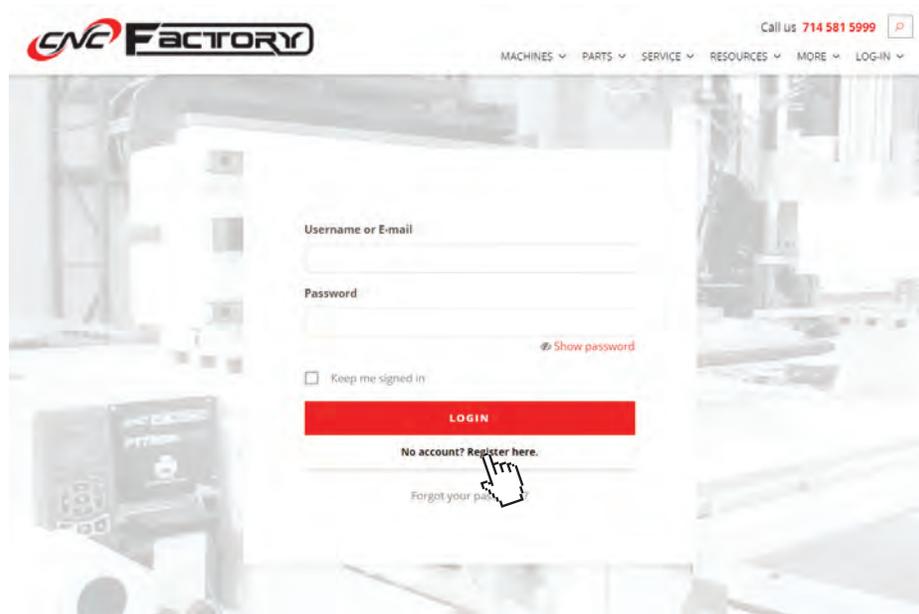


**OR**  
In the footer, under CUSTOMERS, click on “Create a CNCFactory.com Account”.

<b>GET STARTED</b> Know what to ask when CNC Shopping Router Comparison Chart See Machines in Action Shop Parts	<b>MACHINES</b> <b>CNC Routers</b> Viper XP Sidevinder XPR Python XPR <b>CNC Insertion</b> Scorpion LDR Scorpion X Scorpion Sidekick <b>Edgehandlers</b> Badger 3600 Badger 4600 Badger 5600	<b>Thermofoil Press</b> Cyclone 4898 <b>Vacuum Pumps</b> V300 <b>Mover</b> Return Conveyor Robotic Arm	<b>SERVICE</b> <b>Financing</b> Sales Hotline Create a Tech Ticket Open Knowledge Center Support	<b>RESOURCES</b> Download Center CNC Tech CNC Factory in the news	<b>COMPANY</b> About Us Careers Terms of Use Privacy Policy	<b>CUSTOMERS</b> Create a CNCFactory.com Account
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2. Once this screen appears, click on the “No account? Register here.” button.



3. You will then be asked to provide the following information:

**Username**  
joewoodsman

**First Name**  
joe

**Last Name**  
Woodsman

**E-mail Address**  
joewoodsman101@gmail.com

**Password**  
.....

**Confirm Password**  
.....  
[Show password](#)

- Must be atleast 8 Characters.
- Must have 1 Uppercase letter, 1 Lowercase letter & 1 Number.

**Join as:**  
Choose account type

**REGISTER**

If you already have an account, log-in here.

Once set, this cannot be changed without resetting/deleting your account.

In the “Join as” dropdown, choose: “I want to create a CNCFactory.com account”.

Choose account type

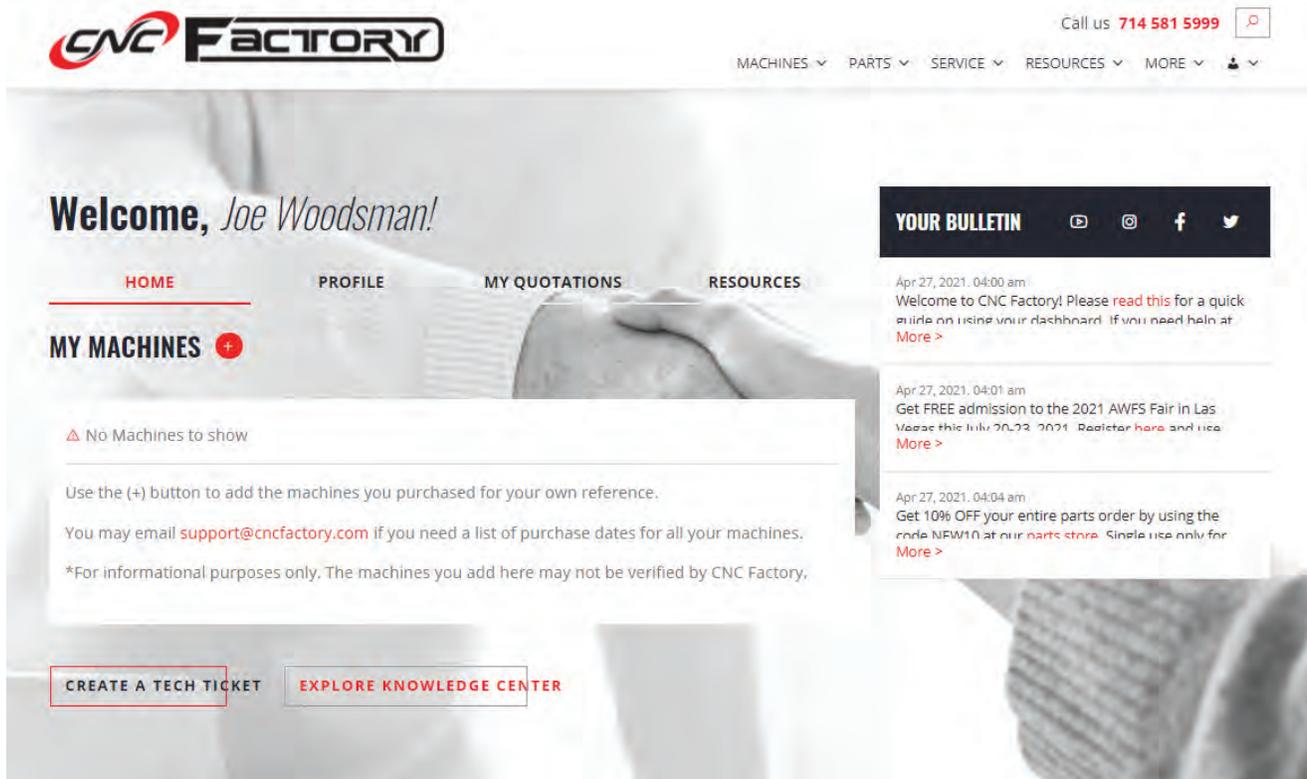
I want to subscribe to newsletters only

I'm a CNC Sales Agent (may need later verification by admin)

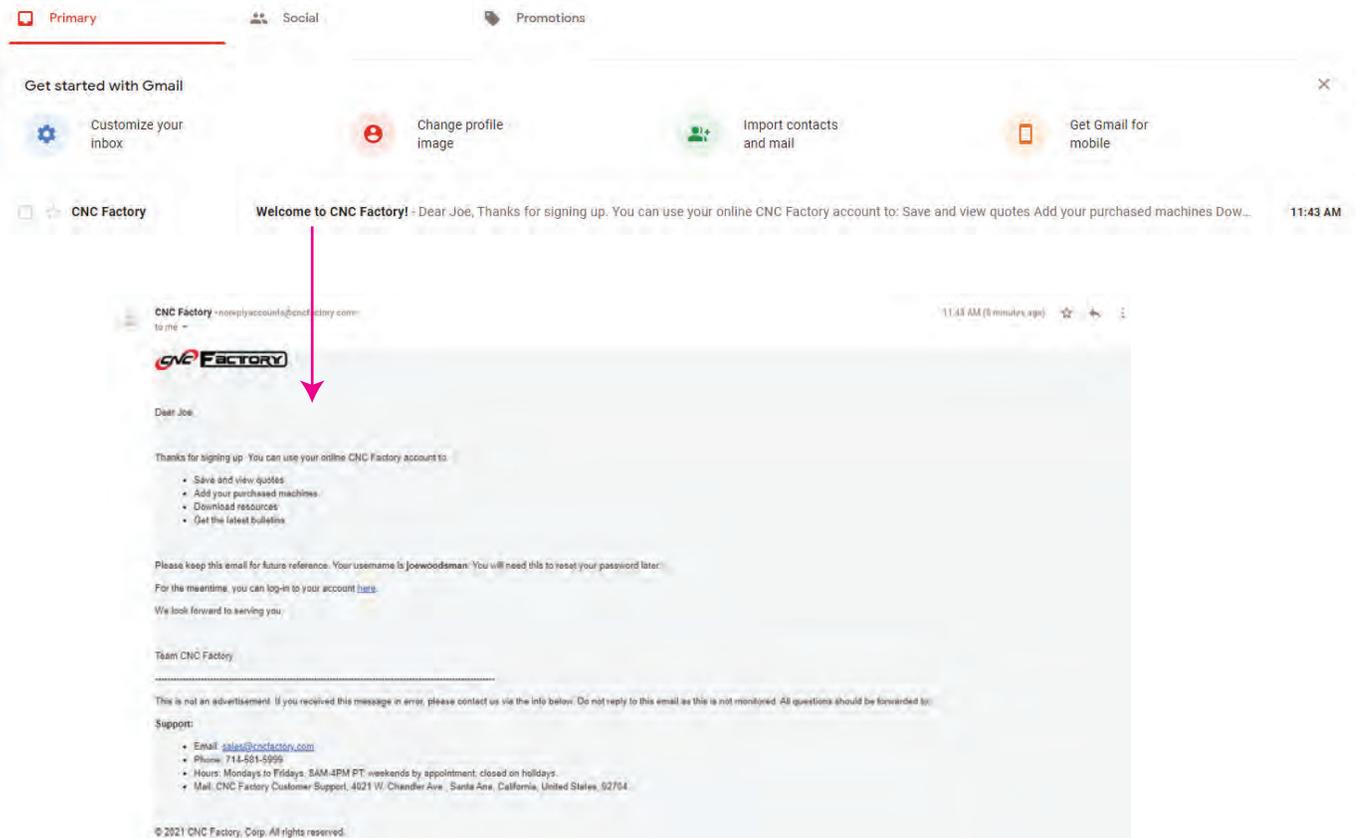
I want to create a CNCFactory.com account (recommended for clients)

Choose account type

4. After clicking the REGISTER button, you will be taken to your Dashboard. We'll get back to this in a bit.



You should also get a Welcome Email upon registration:



We will discuss each tab one-by-one in the next pages.

Home Tab

Profile Tab

My Quotations Tab

Resources Tab

Social Media Links

Log in/Out Options

The screenshot shows the CNC Factory user dashboard. At the top left is the CNC Factory logo. On the right, there is a contact number 'Call us 714 581 5999' and a search icon. Below the logo is a navigation menu with 'MACHINES', 'PARTS', 'SERVICE', 'RESOURCES', and 'MORE'. The main content area features a welcome message 'Welcome, Joe Woodsman!' and a navigation bar with 'HOME', 'PROFILE', 'MY QUOTATIONS', and 'RESOURCES'. The 'HOME' tab is active, showing a 'MY MACHINES' section with a red '+' button. Below this, there is a message: 'No Machines to show. Use the (+) button to add the machines you purchased for your own reference. You may email support@cncfactory.com if you need a list of purchase dates for all your machines. \*For informational purposes only. The machines you add here may not be verified by CNC Factory.' At the bottom, there are two buttons: 'CREATE A TECH TICKET' and 'EXPLORE KNOWLEDGE CENTER'. On the right side, there is a 'YOUR BULLETIN' section with social media icons (YouTube, Instagram, Facebook, Twitter) and three bulletins. The first bulletin is dated 'Apr 27, 2021, 04:00 am' and says 'Welcome to CNC Factory! Please read this for a quick guide on using your dashboard. If you need help at More >'. The second bulletin is dated 'Apr 27, 2021, 04:01 am' and says 'Get FREE admission to the 2021 AWFS Fair in Las Vegas this July 20-22, 2021. Register here and use More >'. The third bulletin is dated 'Apr 27, 2021, 04:04 am' and says 'Get 10% OFF your entire parts order by using the code NEW10 at our parts store. Single use only for More >'. Red dashed lines connect the labels above to these specific elements: 'Home Tab' to the HOME button; 'Profile Tab' to the PROFILE button; 'My Quotations Tab' to the MY QUOTATIONS button; 'Resources Tab' to the RESOURCES button; 'Social Media Links' to the social media icons; and 'Log in/Out Options' to the user profile icon.

Links to our Zendesk Customer Service Portal

**Bulletin Board**  
For any announcements related to your online account. Member-only discounts/promos are also shown here. Click on [more>] to expand a bulletin.

Click here if you need a copy of this guide.

**Online Knowledge Center**  
Available for Customers with a Zendesk account. Contact [support@cncfactory.com](mailto:support@cncfactory.com) if you have purchased a machine from us and haven't received log-in credentials for your Zendesk account.

## THE HOME TAB

Click on the [+] button to add your machine.

The image shows a screenshot of the CNC Factory website. The top navigation bar includes 'HOME' and 'PROFILE'. The main heading is 'Welcome, Joe Woodsman!'. Below this is a 'MY MACHINES' section with a red '+' button. A modal form titled 'ADD MACHINE' is overlaid on the page. The form contains the following fields:

- Select Machine \***: A dropdown menu with 'CNC Routers' selected.
- Date of Purchase \***: A date field with '02-07-2021' entered.
- SUBMIT**: A red button to submit the form.
- CLOSE**: A button to close the modal.

Below the modal, the 'MY MACHINES' section displays a message: 'No Machines to show'. It also provides instructions on how to add machines and contact support at [support@cncfactory.com](mailto:support@cncfactory.com). At the bottom, there are buttons for 'CREATE A TECH TICKET' and 'EXPLORE KNOWLEDGE CENTER'.

After clicking [SUBMIT], your machine will appear under MY MACHINES.

The image shows a screenshot of the CNC Factory website after a machine has been added. The 'MY MACHINES' section now displays a single entry for a 'PYTHON XPR' machine. The entry includes the following information:

- Machine Name**: PYTHON XPR
- Date of Purchase**: 02-07-2021
- Warranty Expires on**: 02-01-2023

Next to the machine name and purchase date, there are two circular icons: a pencil icon for editing and a trash can icon for deleting the entry. The rest of the website layout, including the navigation bar and footer, remains the same.

To edit your entry

To delete your entry

This automatically computes for your machine's warranty expiration date.

**Important:** These are for your information only and will not be verified by CNC Factory. The warranty date shown is as accurate as the date of purchase you put in.

## THE PROFILE TAB

Contains controls for your Account Settings. Here you can:

- **Update your name & email**

Usernames can only be changed by the site admin. If you need to change this, we will need to reset your account. Contact us at 714-581-5999 to reset your account.

- **Change your password**
- **Edit privacy settings**

The screenshot shows a user profile page for Joe Woodsman. At the top, it says "Welcome, Joe Woodsman!". Below this is a navigation bar with "HOME", "PROFILE" (highlighted), "MY QUOTATIONS", and "RESOURCES". The main content area is titled "Account" and contains the following fields:

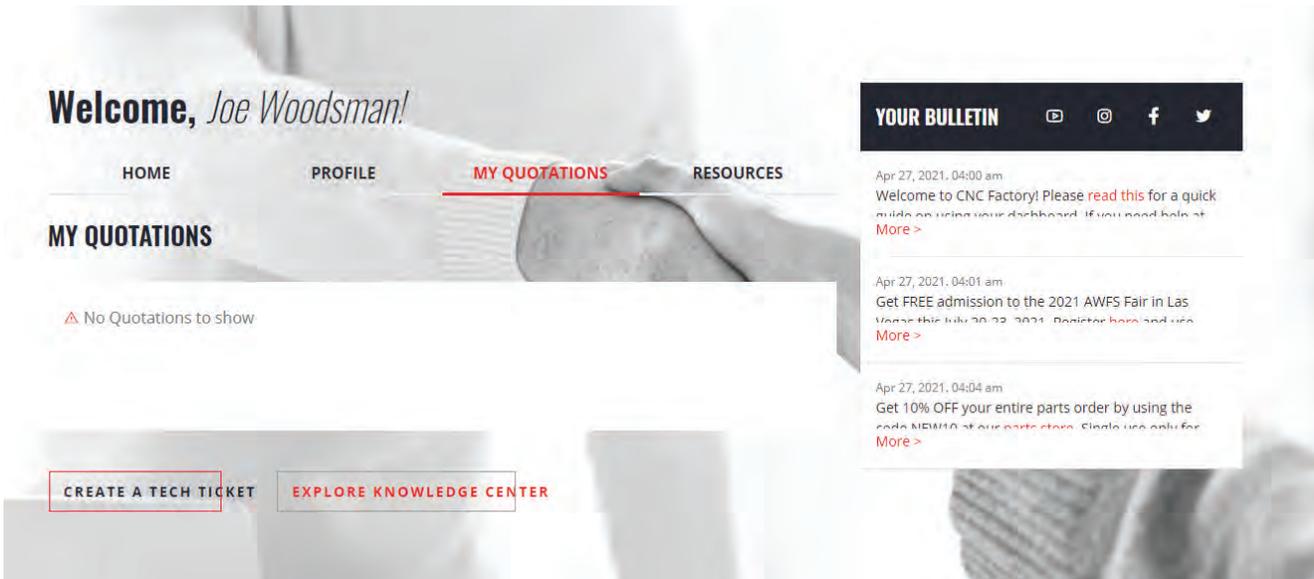
- Username:** joewoodsman
- First Name:** joe
- Last Name:** Woodsman
- E-mail Address:** joewoodsman101@gmail.com

Below the fields is a red "UPDATE ACCOUNT" button. At the bottom of the page, there are two buttons: "CREATE A TECH TICKET" and "EXPLORE KNOWLEDGE CENTER". On the right side, there is a "YOUR BULLETIN" section with three items:

- Apr 27, 2021, 04:00 am: Welcome to CNC Factory! Please [read this](#) for a quick guide on using your dashboard. If you need help, at [More >](#)
- Apr 27, 2021, 04:01 am: Get FREE admission to the 2021 AWFS Fair in Las Vegas this July 20-23, 2021. Register [here](#) and use [More >](#)
- Apr 27, 2021, 04:04 am: Get 10% OFF your entire parts order by using the code NEW10 at our [parts store](#). Single use only for [More >](#)

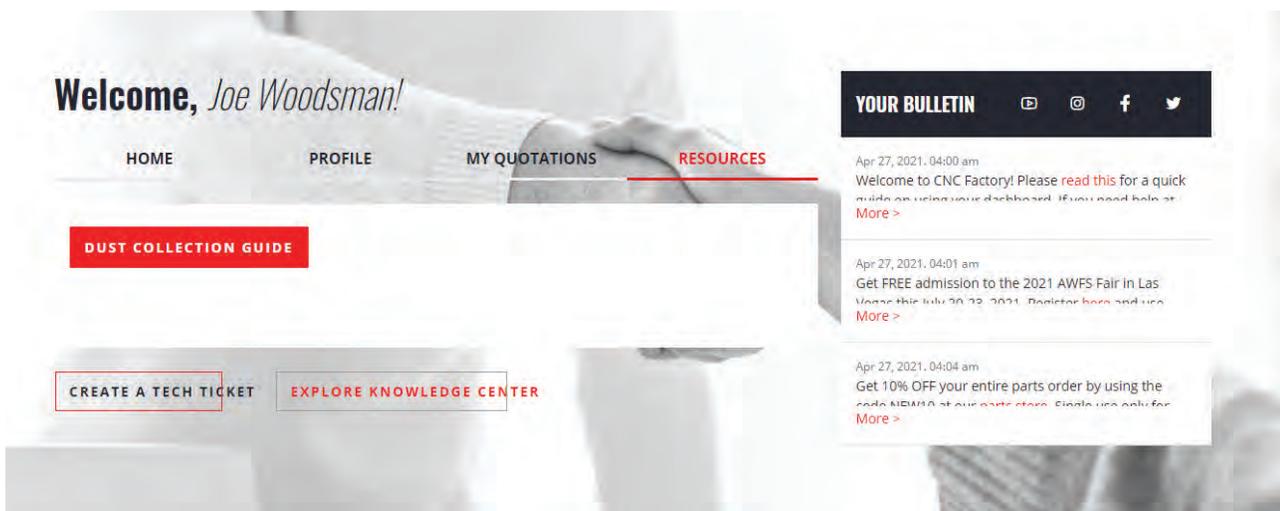
## MY QUOTATIONS TAB

- Stores all quotes you build from the Build Your Own sections from the machine product pages.
- Allows you to edit/delete quotes.



## RESOURCES TAB

- Contains the latest videos, brochures, and other media for Customers only.

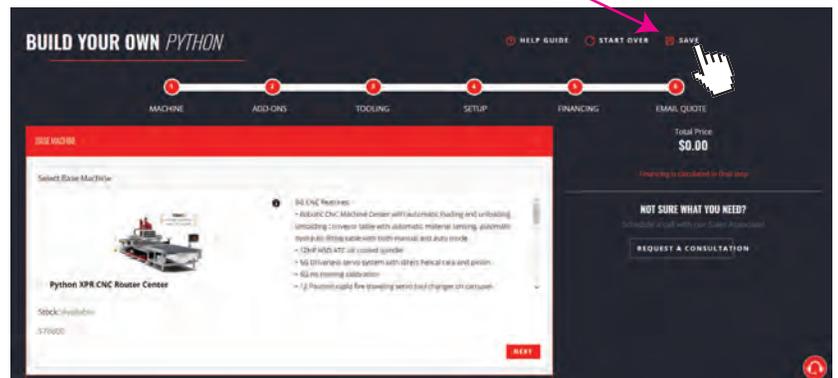


# back to MY QUOTATIONS

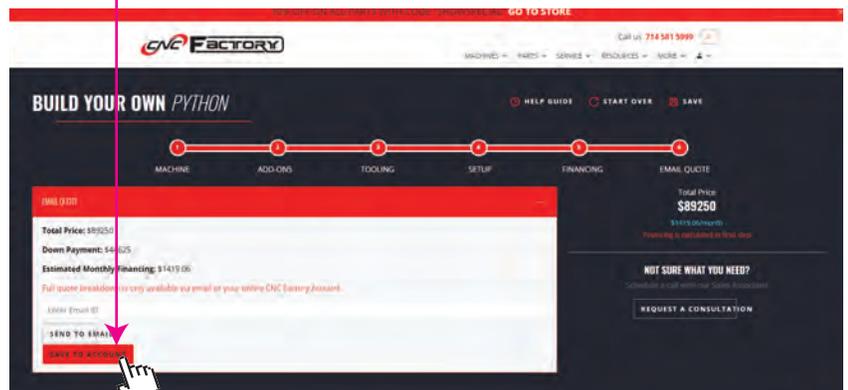
When you go on any our our machine pages, most of them will have a BUILD YOUR OWN feature where you can make your own quotations.

You will have the option to save your quotations via 2 ways:

1. By clicking on the SAVE button.



2. At the final step of the quotation (Step 6), when you enter your email and click [SAVE TO ACCOUNT].



Once you save a quotation, they will appear in your MY QUOTATIONS Tab.

### UPDATE QUOTATION

<b>BASE MACHINE</b>	
<input checked="" type="radio"/> Python XPR CNC Router Center	\$76800
<b>TABLE SIZE</b>	
<input type="radio"/> 4' x 8'	\$0
<input type="radio"/> 4' x 10'	\$1800
<input type="radio"/> 5' x 10'	\$3800
<input type="radio"/> 5' x 12'	\$5800
<input type="radio"/> Custom	Call for pricing.
<b>GANTRY HEIGHT</b>	
<input type="radio"/> Custom	Call for pricing.
<b>POWER</b>	
<input type="radio"/> 3-phase	\$0
<input type="radio"/> Single phase conversion	\$1200
<b>SOFTWARE</b>	
<input type="radio"/> VCarve CNC Professional	\$0
<input checked="" type="checkbox"/> KCD Commander (6-month trial, approval required)	\$0
<b>UPGRADES</b>	
<input type="checkbox"/> 9-Position Drill Block	\$5900
<input checked="" type="checkbox"/> 4-Port Marking Block	\$3200
<input checked="" type="checkbox"/> V300 Vacuum Pump	\$6900
<input type="checkbox"/> Mister Kit	\$495
<input type="checkbox"/> Robotic Label Printing & Application	\$8900
<input type="checkbox"/> Horizontal Side Spindle	\$5600
<input type="checkbox"/> 4th Axis on Spindle	Call for pricing.
<input type="checkbox"/> Aggregate Head Rotary on Spindle	Call for pricing.
<b>CABINET TOOLING KITS</b>	
<input type="checkbox"/> Start Up Tooling Kit	\$1500
<input type="checkbox"/> Cabinets & Drill Block Tooling Kit	\$1875
<b>MARKING TOOL</b>	
<input type="checkbox"/> Deluxe Vision Marking Set	\$679
<input type="checkbox"/> Marking Pod	\$91
<b>ACCESSORIES</b>	
<input type="radio"/> Oil bits recycling box	Call for pricing.
<b>SHIPPING</b>	
<input type="radio"/> Ground shipping to Continental USA	Call for pricing.
<input checked="" type="radio"/> Ground shipping to nearest port if outside Continental USA	\$550
<input type="radio"/> Ground shipping to Mexico and Canada	Call for pricing.
<input type="radio"/> No shipping	
<b>INSTALLATION</b>	
<input type="checkbox"/> 2-day installation and training	\$3500
<input type="checkbox"/> Additional day of training	\$1000
<b>FINANCING</b>	
<input type="radio"/> CNC Factory Easy Pay Financing	
<input type="radio"/> 3rd Party Financing	
<input type="radio"/> No Financing	
<b>TOTAL</b>	
	<b>Total Price</b> \$87450
Send now: <input checked="" type="radio"/> No <input type="radio"/> Yes	
<input type="button" value="UPDATE"/>	

Clicking on the EDIT button lets you view your saved quote and update it of any changes.

Clicking on the DELETE button lets you delete your quote permanently.

### DELETE QUOTATION

Are you sure you want to delete quotation for "Python XPR CNC Router Center"?