



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

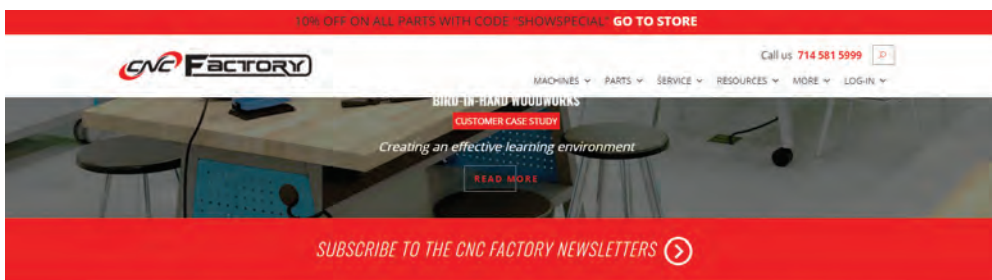
Getting Started: Setting up a Customer Account

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

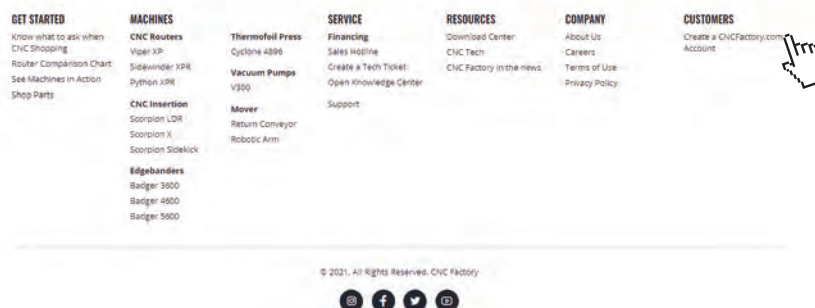
1. Open your browser to **www.cncfactory.com**



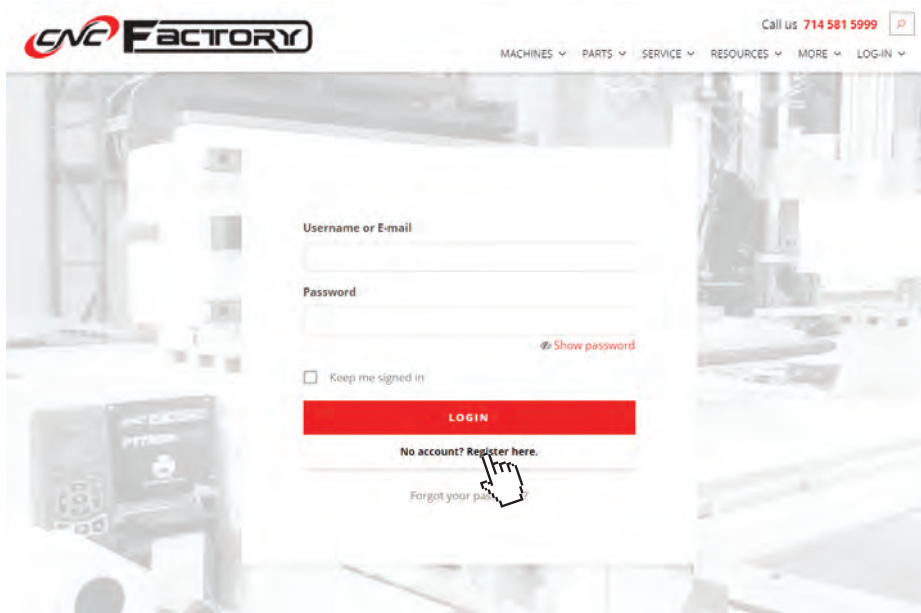
Under the LOG-IN Menu, click on “Customer”.



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



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 reseting/deleting your account.

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

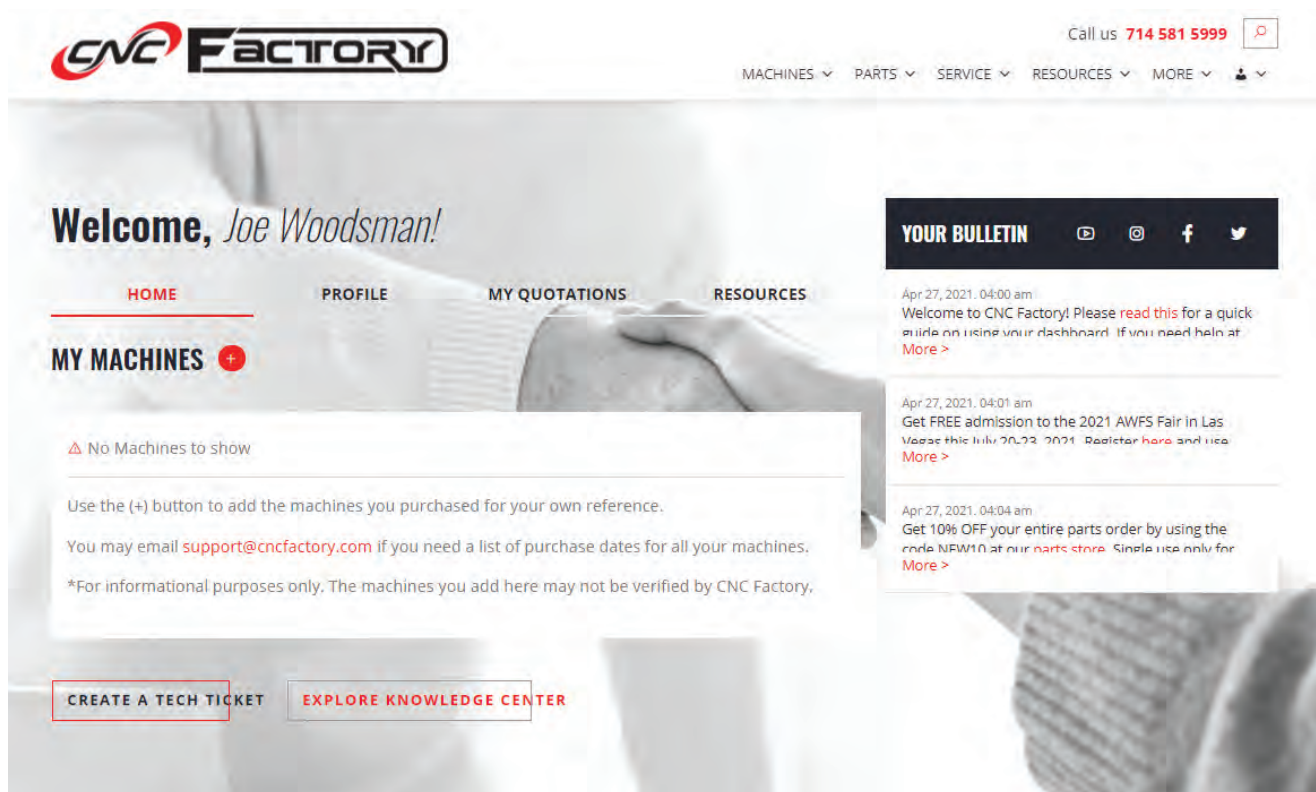
I want to subscribe to newsletters only

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

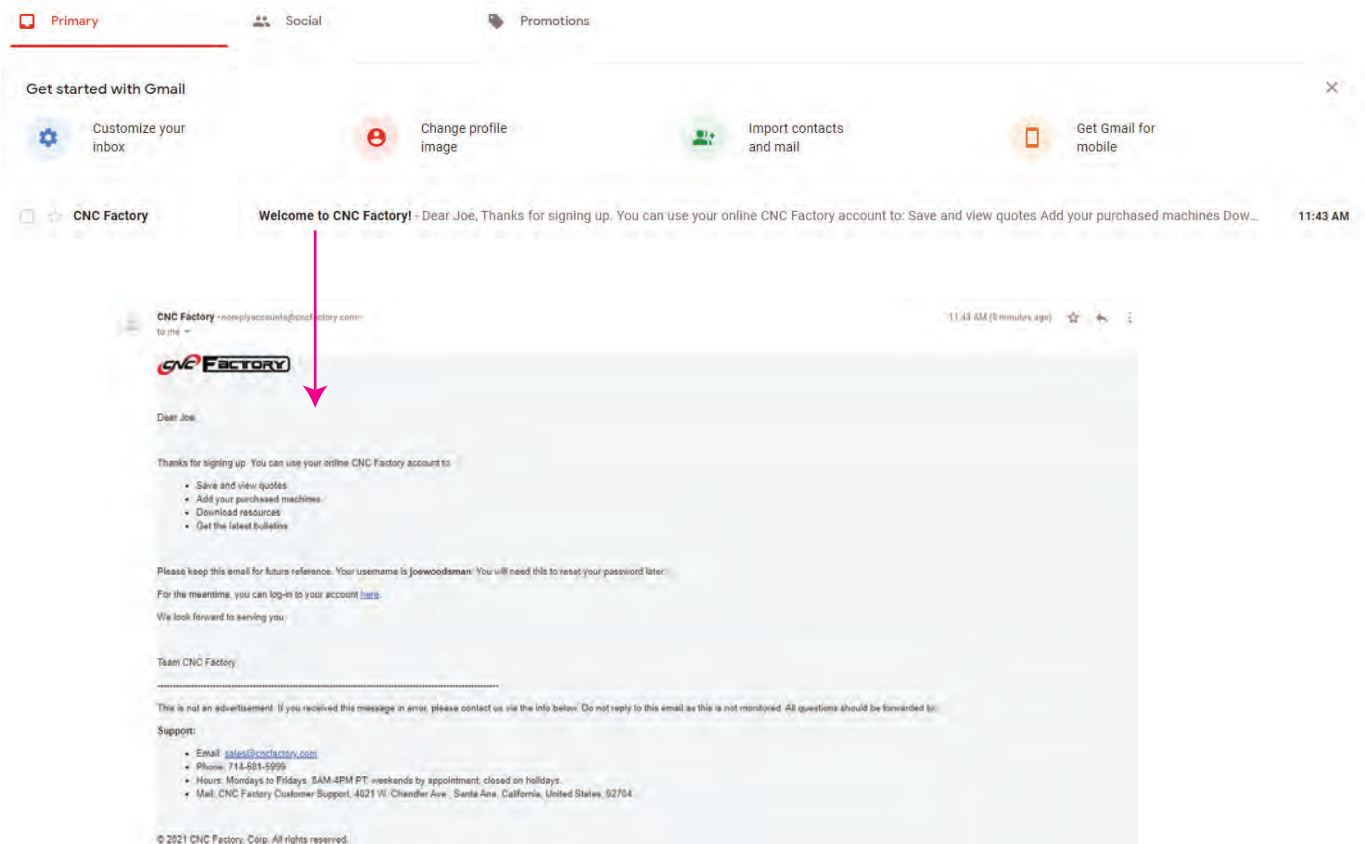
I want to create a CNCFactory.com account (recommended for clients)

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 is the CNC Factory logo. To the right is a contact number 'Call us 714 581 5999' and a search icon. Below the logo is a navigation bar with tabs: HOME, PROFILE, MY QUOTATIONS, and RESOURCES. The HOME tab is active. Below the tabs is a section titled 'MY MACHINES' with a red '+' button. Below this is a message: 'No Machines to show'. Below that is a text block: '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 are two buttons: 'CREATE A TECH TICKET' and 'EXPLORE KNOWLEDGE CENTER'. On the right side of the dashboard is a 'YOUR BULLETIN' section with three bulletins. Each bulletin has a timestamp, a title, a description, and a 'More >' link. The first bulletin is about a quick guide. The second is about a free admission to the 2021 AWFS Fair. The third is about a 10% discount on parts orders. At the bottom right of the dashboard are social media links for YouTube, Instagram, Facebook, and Twitter.

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.

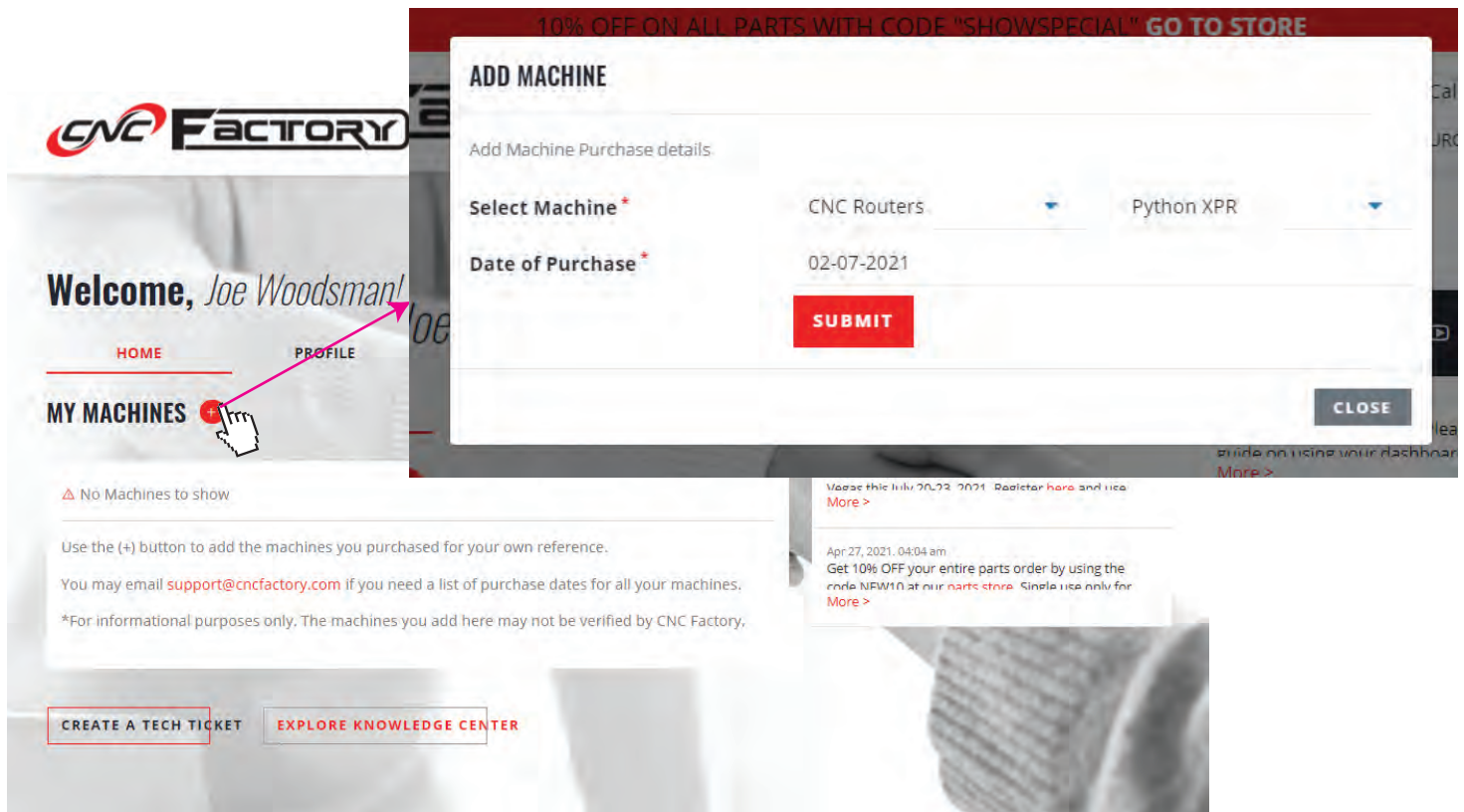
Click here if you
need a copy of
this guide.

Online Knowledge Center

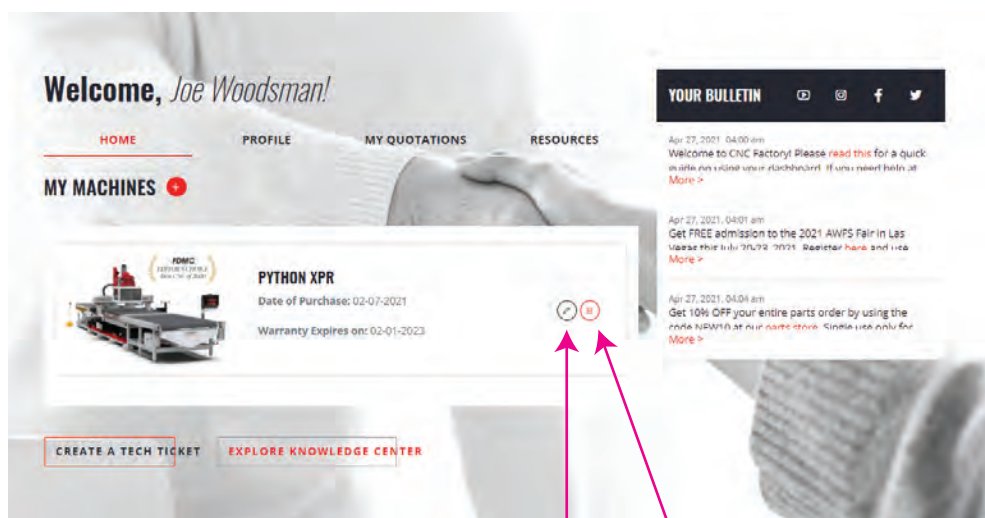
Available for Customers with a Zendesk account.
Contact support@cncfactory.com if you have
purchased a machine from us and haven't received log-in
credentials for your Zendesk account.

THE HOME TAB

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



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



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'. The page has a navigation bar with 'HOME', 'PROFILE' (highlighted), 'MY QUOTATIONS', and 'RESOURCES'. The main content area is titled 'Welcome, Joe Woodsman!' and contains a form for updating account information. The form includes fields for Username (joewoodsman), First Name (Joe), Last Name (Woodsman), and E-mail Address (joewoodsman101@gmail.com). There are icons for Account, Password, and Privacy settings. A red 'UPDATE ACCOUNT' button is at the bottom of the form. On the right, there is a 'YOUR BULLETIN' section with three items: a welcome message, a free admission offer for the 2021 AWFS Fair, and a 10% off coupon code. At the bottom, there are two buttons: 'CREATE A TECH TICKET' and 'EXPLORE KNOWLEDGE CENTER'.

Welcome, *Joe Woodsman!*

HOME PROFILE MY QUOTATIONS RESOURCES

Account

Username
joewoodsman

First Name
Joe

Last Name
Woodsman

E-mail Address
joewoodsman101@gmail.com

UPDATE ACCOUNT

CREATE A TECH TICKET EXPLORE KNOWLEDGE CENTER

YOUR BULLETIN

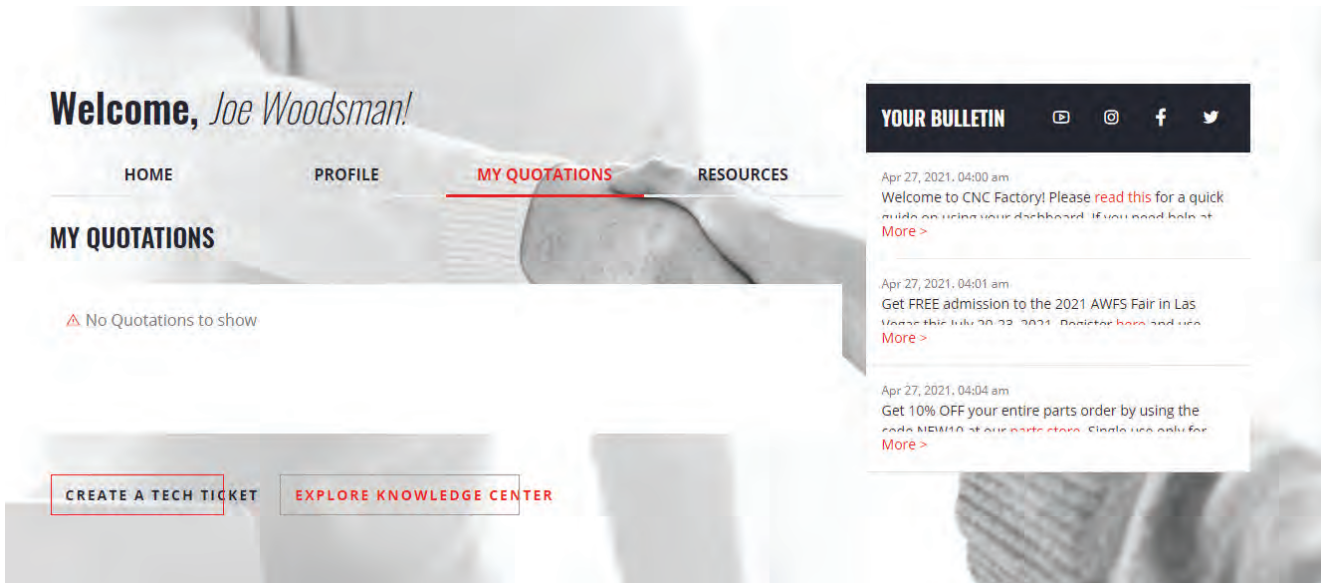
Apr 27, 2021, 04:00 am
Welcome to CNC Factory! Please [read this](#) for a quick guide on using your dashboard. If you need help at [More >](#)

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 >](#)

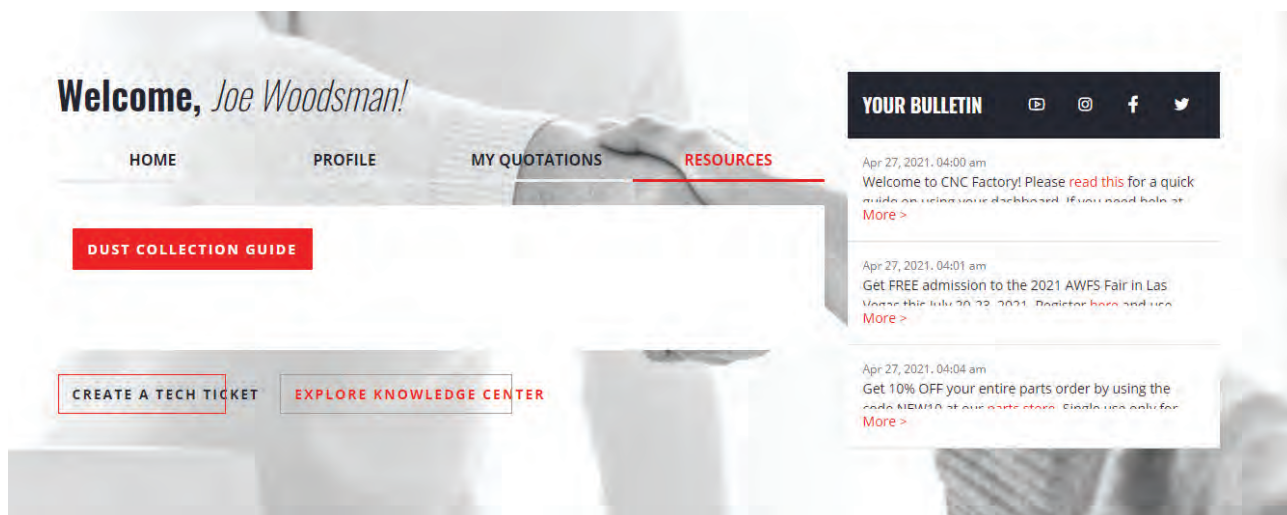
MY QUOTATIONS TAB

- 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.



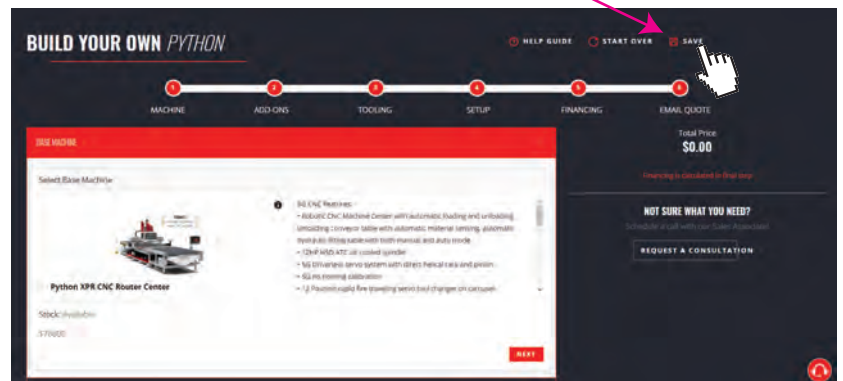
back to MY QUOTATIONS

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

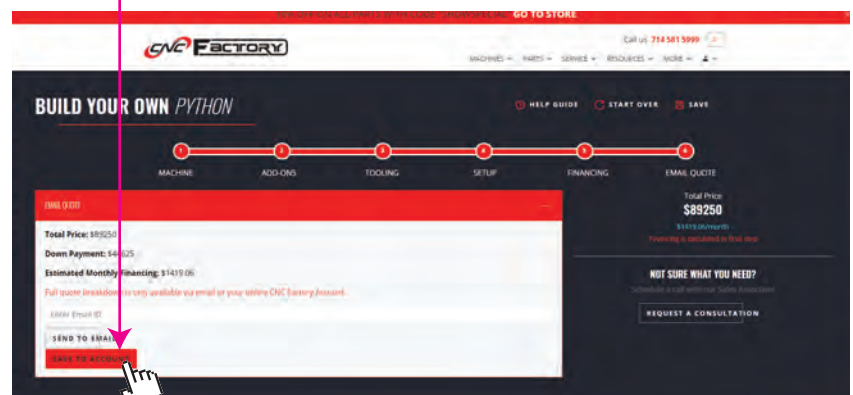


You will have the option to save your quotations via 2 ways:

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.



Welcome, *Joe Woodsman!*

HOME PROFILE **MY QUOTATIONS** RESOURCES





MY QUOTATIONS



Python XPR CNC Router Center
Date of Request: Jul 02, 2021
Status: **Saved for Review**



[CREATE A TECH TICKET](#) [EXPLORE KNOWLEDGE CENTER](#)

YOUR BULLETIN    

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 [MEM10](#) at our [parts store](#). Find us only for [More >](#)

UPDATE QUOTATION

BASE MACHINE
☒ Python XPR CNC Router Center \$76800

TABLE SIZE
☐ 4' x 8' \$0
☐ 4' x 10' \$1800
☐ 5' x 10' \$3800
☐ 5' x 12' \$5800
☐ Custom Call for pricing.

CANTRY HEIGHT
☐ Custom Call for pricing.

POWER
☐ 3-phase \$0
☐ Single phase conversion \$1200

SOFTWARE
☐ VCarve CNC Professional \$0
☒ KCD Commander (6-month trial, approval required) \$0

UPGRADES
☐ 9-Position Drill Block \$5900
☒ 4-Port Marking Block \$3200
☒ V300 Vacuum Pump \$6900
☐ Mister Kit \$495
☐ Robotic Label Printing & Application \$8900
☐ Horizontal Side Spindle \$5600
☐ 4th Axis on Spindle Call for pricing.
☐ Aggregate Head Rotary on Spindle Call for pricing.

CABINET TOOLING KITS
☐ Start Up Tooling Kit \$1500
☐ Cabinets & Drill Block Tooling Kit \$1875

MARKING TOOL
☐ Deluxe Vision Marking Set \$679
☐ Marking Pod \$91

ACCESSORIES
☐ Old bits recycling box Call for pricing.

SHIPPING
☐ Ground shipping to Continental USA Call for pricing
☒ Ground shipping to nearest port if outside Continental USA \$550
☐ Ground shipping to Mexico and Canada Call for pricing
☐ No shipping

INSTALLATION
☐ 2-day installation and training \$3500
☐ Additional day of training \$1000

FINANCING
☐ CNC Factory Easy Pay Financing
☐ 3rd Party Financing
☐ No Financing

TOTAL
Total Price \$87450

Send now: ☒ No ☐ Yes

[UPDATE](#) [CLOSE](#)

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.

DELETIONAL PARTS WITH CODE SHOWS SPECIAL GO TO STORE

DELETE QUOTATION

Are you sure you want to delete quotation for "Python XPR CNC Router Center"? [DELETE](#)

[CLOSE](#)