

# INTERNET JOB SUBMISSION INSTRUCTIONS

You can now choose to submit your repair requests online simply by visiting our website. Let us know that you are interested in signing up for Internet Job Submission, provide us with a password, and we will set up your account. Once we send you your user id and confirmed password, you can submit repair requests at [www.interstarna.com](http://www.interstarna.com) any time of day, saving time on the phone and ensuring the accuracy of your information. You'll receive e-mail notification that your submission was successful and soon after, an e-mailed ETA on when to expect the vendor.

Once you sign up for Internet Job Submission, you can still decide to submit online or by phone. It's just another convenient, hassle-free option designed with your needs in mind.

Figure 1

Figure 2

## SUBMITTING A REPAIR REQUEST

Select [Enter Dispatch Repair Order](#) and see a page containing all necessary fields for a repair entry. All fields marked with an asterisk are required. Please be as specific and accurate as possible to ensure efficient dispatch and repair. Choose to submit either tire information, type mechanical issue needing to be resolved, or both. Click **submit** and your information will be sent to InterStar dispatchers. Once dispatchers receive your information and dispatch a vendor, an ETA will be e-mailed to you. (See Figure 3)

Figure 3

## VIEWING REPAIRS READY FOR DISPATCH

Select [List Dispatch Orders Entered](#) to see all repairs for your company awaiting vendor assignment. (See Figure 4) This is a complete list of all repairs for your company that are currently reported that have yet to be assigned a vendor. Repair #, identifying information, and date and time are available for each repair.

Repair #	Phone #	Truck Co	City	State	Date	Time	User
* Page automatically updates after 3 minutes							

Figure 4

## LOGGING ON

To submit a repair request online, log onto the InterStar website, [www.interstarna.com](http://www.interstarna.com). Access the **Customer & Vendor** area from the front page by clicking "Go to Login" and entering your user-name and password.

(See Figure 1)

The front page of the Customer & Vendor area allows you to choose from [Enter Dispatch Repair Order](#) (Submitting a repair) or [List Dispatch Orders Entered](#) (View a list of all repairs for your company awaiting vendor assignment.)

(See Figure 2)