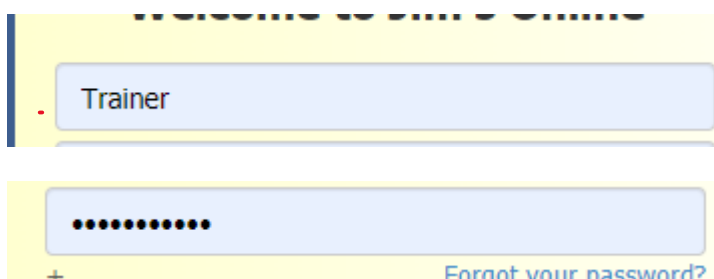


## Jim's Online training

CALL CENTRE: Priority line number **03 8777 8333**

Logging on to Jim's online

jimsonline.net



Your Franchisee code

Your password

LOG IN

# FRONT PAGE (HOME)

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### Your franchise

Code	2DH
Territory	Jims Test & Tag (Melbourne)
Region	Jims Test & Tag Divisional
Started	12-Aug-2009
Status	OK

### Your details

Manager	<input type="text"/>
Mobile	0404 959 595
Email	dave@dave.com
Address	

### Contacts at Jims

**Franchisor:** Mr Neil Welsh - neil@neil.com

**Divisional:** -

**Admin centre:** Melbourne - 03 9780 9840  
cchelp@jims.net

**National:** (613) 9780 9998  
national@jims.net

**Jim:** jim@jims.net

**Franchisee Mentors:** [Find a Mentor](#)  
Under pressure? Need support? Reach out to a Mentor.

**Looking for Work:** [Click here to go to Looking for Work page](#)

**Star Ratings**  
Star Ratings are calculated from

### Work needed

0 - 0 - 0 - 0 - 0 - 0 - 0 - 0

[Change work needed...?](#)

### Compliance

Trailer/Vehicle photos:  
Complaints/Surveys:

### Statistics

<b>Leads:</b>	
- forever	0
- last 30 days	0
<b>Pickups:</b>	
- forever	36
- last 30 days	1
<b>Complaints as a proportion of leads:</b>	
- Since 01 Jan 0001	N/A
<b>Commendations as a proportion of leads:</b>	
- Since 01 Jan 0001	N/A
<b>Star Ratings:</b>	
You don't have any star ratings yet	

## ALL TABS

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## Need to know tabs

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## Good to know tabs

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## Work Requirements/Backboard Work Codes

- A All Suburbs in all of FSE areas (including local, territory & all) + any previous leads.
- H Holidays – No new/previous leads. May receive post dated leads. (only if down to accept them) Do not send chats. Send Do Once for a previous client
- L Local suburbs (including territory) + previous leads
- N No work – no new/previous leads. May receive post dated leads. (only if down to accept them) Do not send chats, send a do once for a previous client
- O 0 Leads – no new leads. Will receive messages from previous customers - ie: reschedule appointment, or to book a new one.
- P Previous Clients only – previous once off or previous regular
- S Sick – No new/Previous leads. May receive post dated leads. (only if down to accept them) Do not send chats. Send Do Once for a previous client
- T Territory + previous leads
- Z Zones – New leads in selected zones + previous leads

**Send Do Once** – If fse is on H or S – send do once jobs for another FSE (this fse will do the job once and no lead fee is charged but original FSE will retain customer)

Please note- You can only change a Franchisee's work requirements for 10 days on A, L, T. Anything else i.e. H, S, O, P, N can be longer at the Franchisee's request and you can action this by going forward to the following week.

### Codes next to FSE Codes

- (s) Suspended – no leads no chats
- (z) Restricted – previous/territory jobs only - cannot pick up unserviced jobs
- (f) Working Franchisor
- (x) FSE no longer with Jims