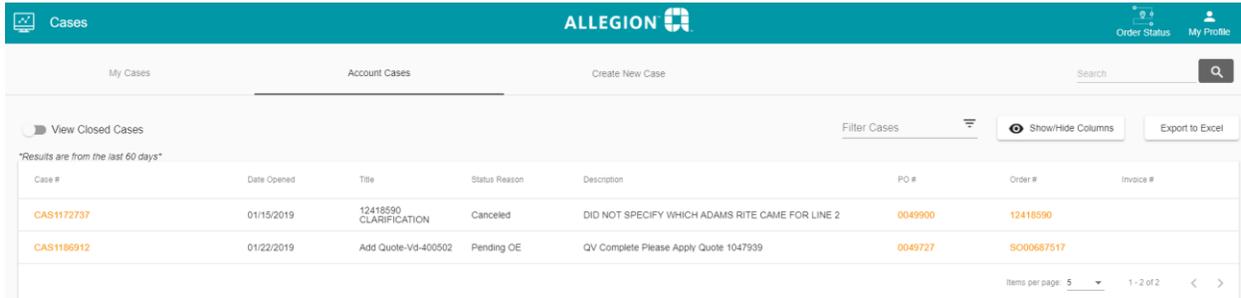


My Cases and Account Cases



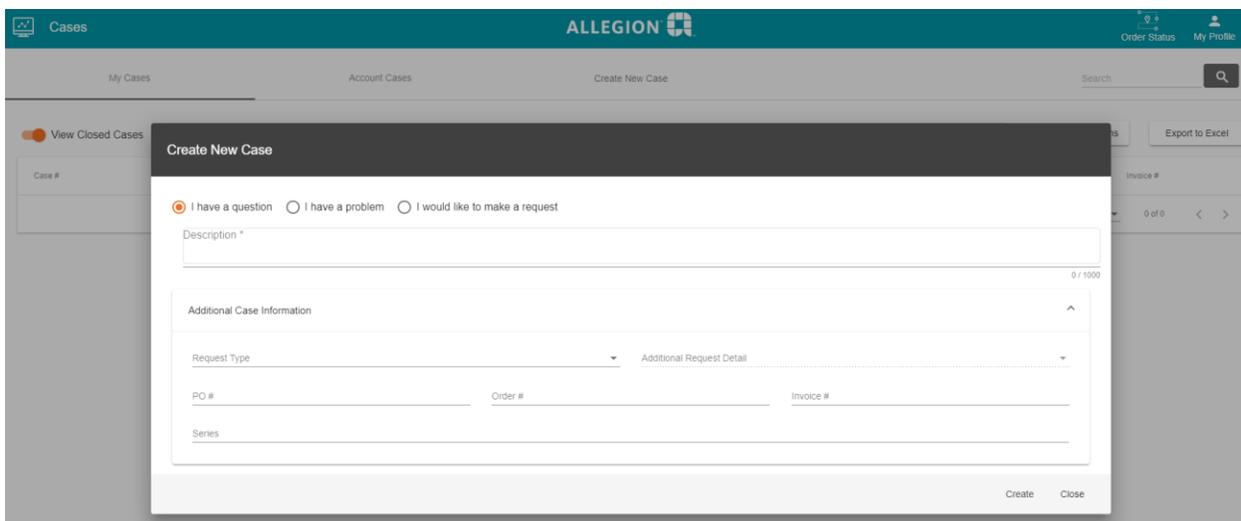
The screenshot shows the 'Cases' application interface. At the top, there are tabs for 'My Cases', 'Account Cases', and 'Create New Case'. Below the tabs, there is a search bar and a 'View Closed Cases' toggle. A table displays a list of cases with columns for Case #, Date Opened, Title, Status Reason, Description, PO #, Order #, and Invoice #. Two cases are visible: CAS1172737 and CAS1186912. The table also includes a 'Filter Cases' dropdown, 'Show/Hide Columns' button, and 'Export to Excel' button. At the bottom right, there is a pagination control showing 'Items per page: 5' and '1 - 2 of 2'.

Case #	Date Opened	Title	Status Reason	Description	PO #	Order #	Invoice #
CAS1172737	01/15/2019	12418590 CLARIFICATION	Cancelled	DID NOT SPECIFY WHICH ADAMS RITE CAME FOR LINE 2	0049900	12418590	
CAS1186912	01/22/2019	Add Quote-Vid-400502	Pending OE	QV Complete Please Apply Quote 1047939	0049727	SO00687517	

The Cases application is available for external users only and it's designed to allow Allegion customers or partners to submit service requests (or "Cases") for the Allegion support team to address. When you first open the Cases app you'll see any cases that you personally have submitted through the app previously. You can quickly see the Description (that will be updated by an Allegion rep when they address it) as well as the case status. You can click into each case to see additional information.

If you choose the Account Cases tab across the top you'll see all cases related to your company that were submitted by any user. You also have the ability to export the data from the list of cases you see and customize which fields appear in your view. There is also functionality to search for a specific case or filter the data in the table by any field. If any cases are related to a specific order or invoice you can click directly into that order or invoice page in the Order Status application.

Create New Case



The screenshot shows the 'Create New Case' form in the Allegion 360 Portal. The form is overlaid on the 'Cases' application interface. It features three radio buttons for case type: 'I have a question' (selected), 'I have a problem', and 'I would like to make a request'. Below these is a 'Description *' text field with a character count of '0 / 1000'. An 'Additional Case Information' section is expanded, showing a 'Request Type' dropdown menu, an 'Additional Request Detail' dropdown menu, and three input fields for 'PO #', 'Order #', and 'Invoice #'. There is also a 'Series' input field at the bottom. The form has 'Create' and 'Close' buttons at the bottom right.

From the Cases application you can also create a new case for the Allegion support team to address. Click on the Create Case menu item and you'll be able to describe the type of case you're submitting and input a description. Those are the only required fields to submit the request, but you can also open up the Additional Information and put in the specific Order or Purchase Order number as well as further clarifying your case type.