

Who Can get Help

- ❖ Any direct customer of JELD-WEN can receive support from the Quick Quote Technical Support team or the Partners Tech support team.
- ❖ JELD-WEN employees, customer service representatives and salesmen may contact Quick Quote Technical Support or Partners Tech Support.
- ❖ Dealers or others using Quick Quote that do not have a direct relationship with JELD-WEN can receive limited assistance through Quick Quote Tech support for technical problems or errors. License files and software updates will not be sent to non-direct customers. Non direct customers cannot access the Partners Portal for software updates. All updates for non-direct customers will be managed through the 2-Step distributor or a JELD-WEN salesman.

How to get help

Type of support needed	Who to Contact
Product questions- how to configure an item, available options, pricing	Customer Service or Call Center
Quick Quote Technical Problems/errors, installation problems	Quick Quote Technical Support
Problems with accessing updates on the Partners Portal.	Partners Portal Support
Special Requests for licenses. 2-step licenses, 'order center' licenses, etc.	Quick Quote Technical Support
Software and/or Catalog updates or license file issues for Quick Quote users who are not JELD-WEN customers.	Your Distributor of JELD-WEN products or a JELD-WEN salesman

Quick Quote Technical Support Requests

To send an e-mail to Quick Quote Technical support from within the Quick Quote program follow these steps.

- ❖ Start the Quick Quote program.
- ❖ Select "Help" from the menu. Then select "Tech Support", then "Send an e-mail to JELD-WEN Quick Quote Tech Support"

Using this method will automatically attach several files to the e-mail that will help the Tech support group to diagnose the problem. Be sure to include a description of the problem or question in the body of the e-mail.

If you cannot start Quick Quote then send an e-mail directly to QuickQuoteSupport@JELD-WEN.com or call 1-888-409-2857.

Partners Portal

Quick Quote Updates are available on the Partners' Portal. <https://partnersportal.JELD-WEN.net>

- ❖ Go to the Quick Quote page to find updates for the Quick Quote program and catalogs.
- ❖ Follow the instructions found on this page to download updates.
- ❖ License files should also be downloaded from this page.

To get help with access to the Partners' Portal, e-mail PartnersTechSupport@JELD-WEN.com

License Files

- ❖ In most cases, license files should be downloaded from the Partners' Portal
- ❖ 2-Step distributors may request special license files for their dealers that will be using Quick Quote. These license files will allow the dealer to quote products but will not allow transferring of Orders to JELD-WEN. Contact Quick Quote Support to request a '2-Step' license.
- ❖ If a customer is buying some product types direct from JELD-WEN and other product types through distribution, the license file can be managed through the Partners Portal. Coordinate these license files through Quick Quote Support.
- ❖ "Order Center" license files that allow a central buying office to place orders to JELD-WEN using several different customer numbers (for each store or location) must be requested through Quick Quote Support