

# GageSuite® User Guide

More features, more flexibility, more control of your gage management

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# Overview of GageSuite®

## **What is GageSuite®?**

GageSuite® is Cross Precision Measurement award-winning, cloud-based calibration management software. Through extensive customization of Oracle's NetSuite CRM/ERP system, we have created the most comprehensive and user-friendly equipment management system on the market. It is available to all of Cross's customers 24 hours a day, 7 days a week and it is free.

GageSuite® provides instant access to the list of equipment that Cross calibrated for you, including last calibration date and due date. It also contains the complete calibration history for each piece of equipment in real time.

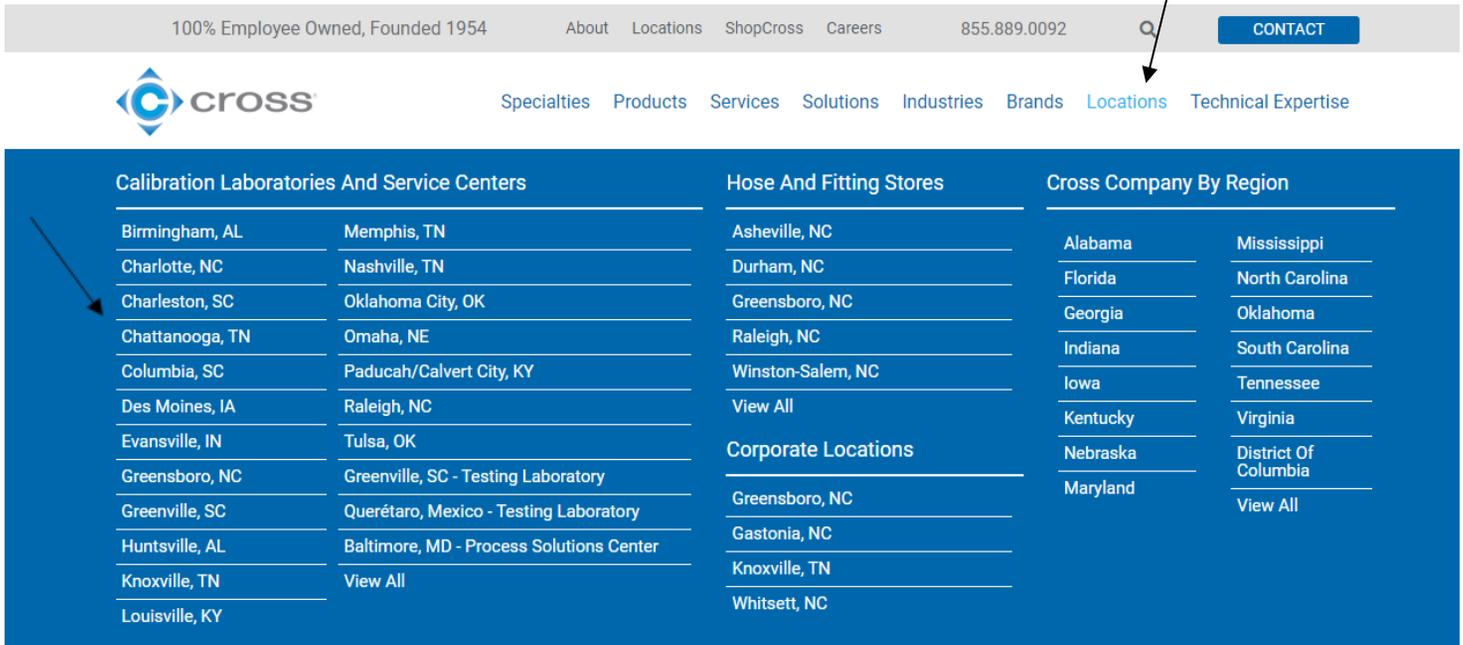
With just a few clicks from the home page, you can pull up the PDF of any calibration certificate that Cross has ever created for a particular piece.

GageSuite® does not require users to download any specialized software. In order to access, you simply need to have an internet-enabled PC, smart phone, or tablet.

\*Note: New Customers will have full functionality of GageSuite® once equipment has been calibrated

## How do I access GageSuite®?

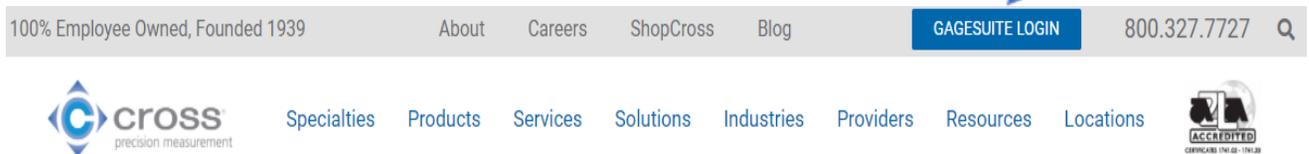
To access the system, simply visit crossco.com. Hover over Locations and slide your mouse down to one of the calibration labs in your area, listed to the left.



The screenshot shows the top navigation bar of the crossco.com website. The main navigation menu includes: 100% Employee Owned, Founded 1954; About; Locations; ShopCross; Careers; 855.889.0092; CONTACT. A search icon is also present. Below the navigation bar is the cross logo and a secondary menu with: Specialties; Products; Services; Solutions; Industries; Brands; Locations; Technical Expertise. The 'Locations' menu is open, displaying three columns of links:

- Calibration Laboratories And Service Centers**
  - Birmingham, AL
  - Charlotte, NC
  - Charleston, SC
  - Chattanooga, TN
  - Columbia, SC
  - Des Moines, IA
  - Evansville, IN
  - Greensboro, NC
  - Greenville, SC
  - Huntsville, AL
  - Knoxville, TN
  - Louisville, KY
  - Memphis, TN
  - Nashville, TN
  - Oklahoma City, OK
  - Omaha, NE
  - Paducah/Calvert City, KY
  - Raleigh, NC
  - Tulsa, OK
  - Greenville, SC - Testing Laboratory
  - Querétaro, Mexico - Testing Laboratory
  - Baltimore, MD - Process Solutions Center
  - View All
- Hose And Fitting Stores**
  - Asheville, NC
  - Durham, NC
  - Greensboro, NC
  - Raleigh, NC
  - Winston-Salem, NC
  - View All
  - Corporate Locations**
    - Greensboro, NC
    - Gastonia, NC
    - Knoxville, TN
    - Whitsett, NC
- Cross Company By Region**
  - Alabama
  - Florida
  - Georgia
  - Indiana
  - Iowa
  - Kentucky
  - Nebraska
  - Maryland
  - Mississippi
  - North Carolina
  - Oklahoma
  - South Carolina
  - Tennessee
  - Virginia
  - District Of Columbia
  - View All

Click on GageSuite Login.



The screenshot shows the top navigation bar of the crossco.com website. The main navigation menu includes: 100% Employee Owned, Founded 1939; About; Careers; ShopCross; Blog; GAGESUITE LOGIN; 800.327.7727; Q. The 'GAGESUITE LOGIN' button is highlighted in blue. Below the navigation bar is the cross logo with the tagline 'precision measurement', a secondary menu with: Specialties; Products; Services; Solutions; Industries; Providers; Resources; Locations; and an ACCREDITED logo.

Once you have arrived at the customer center page, please click on the link in the left-hand menu to login to access your account.

Enter your email that you registered with and the default password given.

After the successful login, be sure to bookmark the new page for future quick access.

# Basic Functionality

## Logging in for the first time

Once you have logged in, you will arrive at the GageSuite® customer portal dashboard.

The screenshot shows the GageSuite customer portal dashboard. At the top left is the logo for 'cross precision measurement'. At the top right are links for 'Help' and 'Gagesuite Test Company' with the text 'Cross Precision Measurement - Cross C'. Below the logo is a dark blue navigation bar with a home icon and the text 'GageSuite'. The main content area is titled 'Home' and contains several sections:

- Welcome**: A message stating 'You are logged in as a customer of Cross Precision Measurement. Gagesuite Test Company.'
- Settings**: A list of links including 'Set Preferences', 'Campaign Subscription Center', 'Change Email', and 'Change Password'.
- Quick View**: A summary of key performance indicators (KPIs) with a 'Hide KPIs' toggle. The data is as follows:

Metric	Current Value
Outstanding Balance	\$0
Outstanding Orders	\$21,712
Open Cases	0
Open Quotes	0
- Transaction Search**: A section for searching transactions.
- Customer Center - Home Links**: A central hub for various actions, categorized into:
  - Billing**: Make a Payment, Print a Statement, See A/R Register, See All Transactions
  - Orders**: See Orders, See Quotes, See Items Ordered
  - Support**: Contact Support, See Support Cases, Edit Your Profile
  - GageSuite User Guide**: Troubleshooting & Navigation
  - CRF Link**: Customer Requirements Form
  - Custom**: Line Call
  - Equipment**: View your equipment here
  - Search By**: Adjusted Equipment, Passed Equipment, Failed Equipment, Certification Number
  - Cross Quality Helpdesk**: Contact Quality Helpdesk

To change your password, click on the link on the left in the Settings menu.

**Please note:** If you have multiple sites and change your password, you will not be able to see all your locations and will require a reset. (see next page)

**cross** precision measurement

Help Gagesuite Test Company  
Cross Precision Measurement - Cross C

**GageSuite**

### Home

#### Welcome

You are logged in as a customer of Cross Precision Measurement. Gagesuite Test Company.

#### Settings

- Set Preferences
- Campaign Subscription Center
- Change Email
- Change Password

#### Quick View

Hide KPIs

Outstanding Balance	
Current	\$0
Outstanding Orders	
Current	\$21,712
Open Cases	
Current	0
Open Quotes	
Current	0

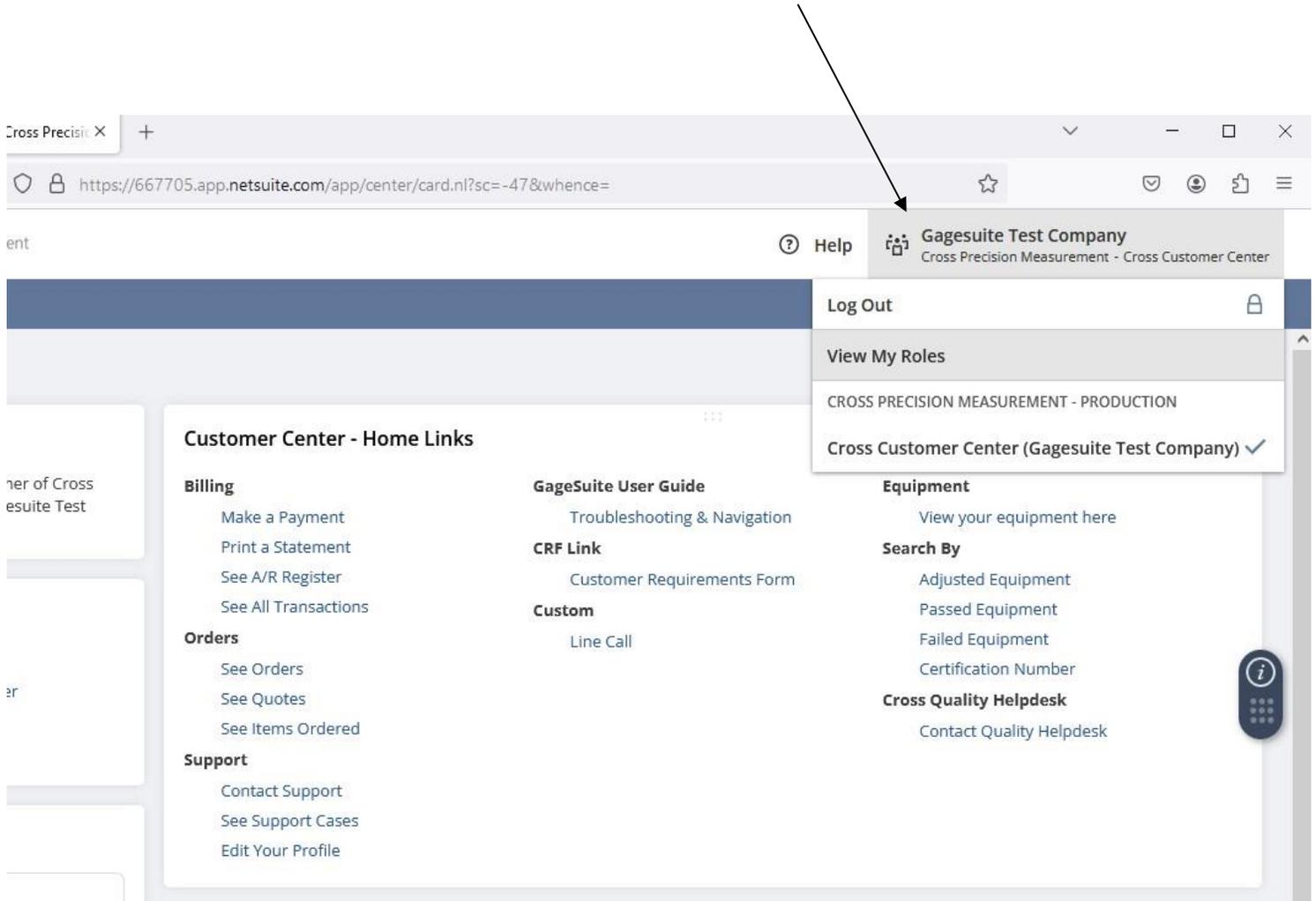
#### Transaction Search

#### Customer Center - Home Links

- Billing**
  - Make a Payment
  - Print a Statement
  - See A/R Register
  - See All Transactions
- Orders**
  - See Orders
  - See Quotes
  - See Items Ordered
- Support**
  - Contact Support
  - See Support Cases
  - Edit Your Profile
- GageSuite User Guide**
  - Troubleshooting & Navigation
- CRF Link**
  - Customer Requirements Form
- Custom**
  - Line Call
- Equipment**
  - View your equipment here
- Search By**
  - Adjusted Equipment
  - Passed Equipment
  - Failed Equipment
  - Certification Number
- Cross Quality Helpdesk**
  - Contact Quality Helpdesk

**Do Not Change** Password if you have **multiple sites** under the same login.

You can choose which site to view by hovering over the company name in the top right of your screen.



# Quick Views

**\*\*Please note that the “make a payment” tab is currently not available\*\***

**cross** precision measurement

Help Gagesuite Test Company  
Cross Precision Measurement - Cross C

GageSuite

## Home

### Welcome

You are logged in as a customer of Cross Precision Measurement. Gagesuite Test Company.

### Settings

- Set Preferences
- Campaign Subscription Center
- Change Email
- Change Password

### Quick View

Hide KPIs

Outstanding Balance	Current	\$0
Outstanding Orders	Current	\$21,712
Open Cases	Current	0
Open Quotes	Current	0

### Transaction Search

### Customer Center - Home Links

- Billing**
  - Make a Payment
  - Print a Statement
  - See A/R Register
  - See All Transactions
- Orders**
  - See Orders
  - See Quotes
  - See Items Ordered
- Support**
  - Contact Support
  - See Support Cases
  - Edit Your Profile
- GageSuite User Guide**
  - Troubleshooting & Navigation
- CRF Link**
  - Customer Requirements Form
- Custom**
  - Line Call
- Equipment**
  - View your equipment here
- Search By**
  - Adjusted Equipment
  - Passed Equipment
  - Failed Equipment
  - Certification Number
- Cross Quality Helpdesk**
  - Contact Quality Helpdesk

Here you will see a Quick View Menu of what is currently outstanding. If you click on “current,” it will take you to the Accounts Receivable Register.

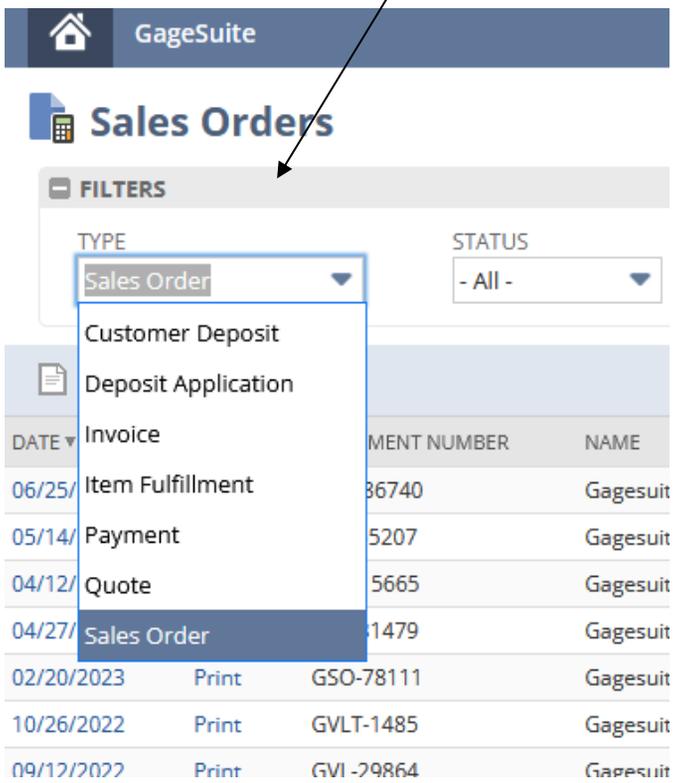
Here under the ARR page you will see “No Data Available” but you may need to verify your Date range and Sort By in how you would like to see the format of the page if anything is current or past due.

The screenshot shows the top navigation bar with the GageSuite logo and the title "Accounts Receivable Register". Below this is a filter section with fields for "DATE" (set to "this month"), "FROM" (02/01/2025), and "TO" (02/28/2025). There is also a "SORT BY" dropdown menu currently set to "date, type, document" and an "OPEN" checkbox. A message box on the right states: "No Data Available. There is no data available for the date/period range selected. Please select a different date/period range or click [Help](#) to read more about this report." Arrows point from the text above to the "No Data Available" message and the filter controls.

You can select from the drop-down menu the following on how you would like to see the data then click “Refresh.”

This close-up shows the "SORT BY" dropdown menu with the following options: "date, type, document", "amount - largest 1st", "amount - smallest 1st", "document #", "order entered", and "date and order". Below the dropdown is a blue "Refresh" button. Arrows point from the text above to the dropdown menu and the "Refresh" button.

Then you can click on “filters” and choose which field you’d like to see.



The screenshot shows the GageSuite interface. At the top is a dark blue header with a home icon and the text "GageSuite". Below this is a section titled "Sales Orders" with a calculator icon. Underneath is a "FILTERS" section with two dropdown menus: "TYPE" and "STATUS". The "TYPE" dropdown is open, showing a list of options: "Sales Order" (selected), "Customer Deposit", "Deposit Application", "Invoice", "Item Fulfillment", "Payment", "Quote", and "Sales Order". The "STATUS" dropdown is set to "- All -". Below the filters is a table with columns: "DATE", "TYPE", "PRINT", "MENT NUMBER", and "NAME". The table contains several rows of data, with the "Sales Order" row highlighted in blue.

DATE	TYPE	PRINT	MENT NUMBER	NAME
06/25/	Item Fulfillment		86740	Gagesuit
05/14/	Payment		5207	Gagesuit
04/12/	Quote		5665	Gagesuit
04/27/	Sales Order		1479	Gagesuit
02/20/2023		Print	GSO-78111	Gagesuit
10/26/2022		Print	GVL-1485	Gagesuit
09/12/2022		Print	GVI-29864	Gagesuit

On this screen you will see the date, Print out the order, Document Number (Ex: Sales order), Status of the order, Tracking number, memo and amount of the order. You also have the option to put it into a spreadsheet or PDF.

**GageSuite**

## Sales Orders

**FILTERS**

TYPE: Sales Order | STATUS: - All - | STYLE: Normal

QUICK SORT: [Dropdown] | TOTAL: 29

DATE	PRINT	DOCUMENT NUMBER	NAME	PO/CHECK NUMBER	STATUS	TRACKING NUMBERS	MEMO	AMOUNT
06/25/2024	Print	GSO-86740	Gagesuite Test Company	testing	Pending Fulfillment			0.00
05/14/2024	Print	RTP-55207	Gagesuite Test Company	ICP CO2 VALIDATION	Pending Billing			0.00
04/12/2024	Print	HSV-15665	Gagesuite Test Company	None	Closed			0.00
04/27/2023	Print	GVL-31479	Gagesuite Test Company	N/A	Pending Billing			165.46
02/20/2023	Print	GSO-78111	Gagesuite Test Company	test	Pending Fulfillment			0.00
10/26/2022	Print	GVL-1485	Gagesuite Test Company	12345	Closed			336.26
09/12/2022	Print	GVL-29864	Gagesuite Test Company	123	Billed			0.00
07/13/2022	Print	COL-19513	Gagesuite Test Company	tbd	Billed			0.00
06/28/2022	Print	CHA-17642	Gagesuite Test Company	123	Closed		Closing fake work order. 08/10/22 LB	0.00

Probably the most useful link from the homepage is under the Equipment menu, where you can access your Equipment List.

The screenshot shows the GageSuite Customer Center homepage. At the top left is the logo for 'cross precision measurement' and 'GageSuite'. At the top right are 'Help' and 'Gagesuite Test Company' links. The main content area is titled 'Home' and contains several sections: 'Welcome' (logged in as a customer), 'Settings' (preferences, subscription center, email, password), 'Quick View' (KPIs: Outstanding Balance \$0, Outstanding Orders \$21,712, Open Cases 0, Open Quotes 0), and 'Transaction Search'. The 'Customer Center - Home Links' section is divided into four columns: 'Billing' (payments, statements, registers, transactions), 'GageSuite User Guide' (troubleshooting, CRF link, custom line call), 'Equipment' (view equipment here), and 'Search By' (adjusted, passed, failed equipment, certification number, quality helpdesk). A blue arrow points from the text above to the 'Equipment' link.

## Equipment List

Clicking on the Equipment link brings up a complete list of all the equipment that Cross has ever calibrated for you. It is color-coded:

- Green means it is due this month
- Yellow means that it is due next month
- Red means that it is overdue

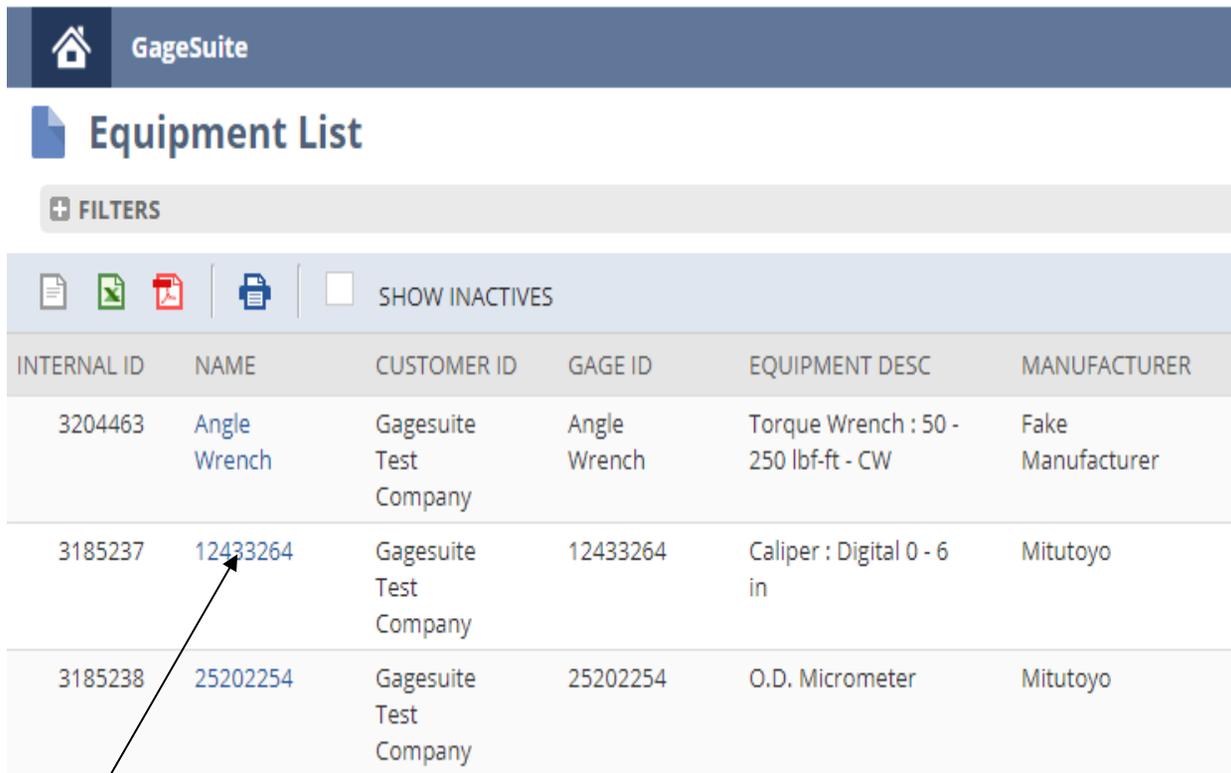


EDIT   VIEW	NAME	EQUIPMENT DESC	GAGE ID	MANUFACTURER	MODEL	MFG SERIAL NUMBER	LAST CAL DATE*	SCHEDULED DUE DATE	BUILDING - PLANT	DEPARTMENT	SUB LOCATION	BIN
Edit   View	1643	Scale-Bench - 25 x 8	1643	WFO	1310	Unknown	1/3/2016	1/3/2016				
Edit   View	1981	Scale	1981	Avery Weigh-Tronix	PC 300	8201981	11/8/2017	9/8/2018			York Lab	
Edit   View	1984	Scale	1984	Pick L&A	Serkstar	3311984	11/8/2017	8/8/2018			Acid Room	
Edit   View	15027114b	Single Channel Pipette 10 - 300 µL	15027114b	Sartorius	Picus 300	15027114	4/27/2017	4/27/2018				
Edit   View	8309	Scale	8309	Mettler	11345	8309	4/30/2017	4/30/2017				
Edit   View	179 Template	179 Template	179 Template	FLUKE	177	179	3/26/2017					
Edit   View	80400	31 to 500 Pounds	80400	Avery Weigh-Tronix	PC-820	SRM1980400	3/25/2017				D-10	
Edit   View	86132748321	Floor scale	86132748321	Mettler Toledo	ind236	86132748321-1	1/23/2017	1/23/2018			Warehouse	Processing
Edit   View	Scale #1	Bench Scale	Scale #1	Ohaus	1519	844453447	11/21/2017	2/22/2017			Warehouse	Shipping
Edit   View	8000000	Pan Gage Jet	8000000	Manufacturer	Model	Serial Number	1/30/2016	1/30/2016				
Edit   View	1700w	Clamp - No Tummy	1700w	Seamtech	1600	826 8842	11/7/2016	11/7/2016				
Edit   View	788 Template	Process Calibrator	788 Template	Fluke	788	788	10/24/2016	10/24/2016				
Edit   View	375 Template	Ammeters - Clamp On	375 Template	Fluke	375	375 Template	10/6/2016					
Edit   View	322 Template	Ammeters - Clamp On	322 Template	Fluke	322	Fluke 322 Template	10/6/2016	10/6/2016				
Edit   View	405k	Single Channel Pipette - Variable Volume 0 - 200 µL	405k	Gilson	P200	G10405k	9/20/2016	1/20/2025				
Edit   View	Very	Single Channel Pipette - Variable Volume 0.2 - 2 µL	Very	Sartorius	Small	NA	9/20/2016	9/20/2016				
Edit   View	1810074		1810074	Fluke	281	1810074	8/12/2016	8/12/2017				

Each piece of equipment displays the name, description, gage ID, manufacturer, model, serial number, last calibration date, scheduled due date, and four location fields. By clicking on the name of the column, the list can be sorted by this parameter in either ascending or descending order. This is ideal if you want to quickly see what's coming up for calibration. To export this full list as either a CSV, Excel, or PDF file, simply click on the appropriate icon on the top left of the list.

## Individual Equipment Record

Clicking on the “view link” on each equipment name, will bring up the individual equipment record page.



INTERNAL ID	NAME	CUSTOMER ID	GAGE ID	EQUIPMENT DESC	MANUFACTURER
3204463	<a href="#">Angle Wrench</a>	Gagesuite Test Company	Angle Wrench	Torque Wrench : 50 - 250 lbf-ft - CW	Fake Manufacturer
3185237	<a href="#">12433264</a>	Gagesuite Test Company	12433264	Caliper : Digital 0 - 6 in	Mitutoyo
3185238	<a href="#">25202254</a>	Gagesuite Test Company	25202254	O.D. Micrometer	Mitutoyo

## Equipment

12433264

<p>NAME 12433264</p> <p>ID 3185237</p> <p>CUSTOMER ID Gagesuite Test Company</p> <p><input type="checkbox"/> INACTIVE</p> <p>MANUFACTURER Mitutoyo</p> <p>MODEL 500-196-20</p> <p>GAGE ID 12433264</p> <p>MFG SERIAL NUMBER 12433264</p> <p>EQUIPMENT DESC Caliper : Digital 0 - 6 in</p> <p>EQUIPMENT TYPE CALIPER</p> <p>EQUIPMENT FAMILY Caliper : Up to 12"</p>	<p>BUILDING - PLANT</p> <p>DEPARTMENT Lab</p> <p>SUB LOCATION undefined</p> <p>BIN</p> <p>PROCEDURE ICP-20-Calipers</p> <p>TOLERANCE ±0.001 Inch (Mfg)</p> <p>CAPACITY X RESOLUTION N/A</p> <p>MASTER USED <b>TTC-0113</b></p> <p>SITE ID Greenville</p> <p>SERVICE BY SITE Greenville (Fountain Inn)</p> <p><input checked="" type="checkbox"/> CAL AGREEMENT</p> <p><input checked="" type="checkbox"/> DATA REQUIRED</p> <p><input checked="" type="checkbox"/> ACCREDITED CAL</p> <p><input type="checkbox"/> ON SITE</p>	<p><input type="checkbox"/> TEST TRUCK REQUIRED</p> <p>LAST CAL DATE 05/26/2022</p> <p>FREQUENCY 12</p> <p>INTERVAL Month(s)</p> <p>SCHEDULED DUE DATE 05/26/2023</p> <p><input type="checkbox"/> BY END OF MONTH</p> <p><input type="checkbox"/> CAL DATE IS STATIC</p> <p><input checked="" type="checkbox"/> MASTER</p> <p>LAST TECH Foster, Connie B</p> <p>CLASS - SCALE</p> <p>RESOLUTION 0.0005</p> <p>CAPACITY 0</p> <p>UNITS in</p> <p><input type="checkbox"/> NCR</p> <p><input type="checkbox"/> INCLUDE IN NEXT RS</p> <p>DEPARTMENT (PRINTED)</p> <p><input type="checkbox"/> NO DATA PIPETTE CAL INCLUDE IN NEXT RS DATE</p>
---	---	---

Here, you cannot only see the same information in the full list, but you can also see the procedure that was used, the tolerance, the standard used, and the last technician who calibrated your equipment. It also has the Drift Charts tab where you can view equipment drifting over time and evaluate potential risks or access effectiveness of calibration intervals as well as location history of any transfers with time and date stamp.

If you click the edit tab, you can change the four location fields to describe the current location of your equipment.

### Edit Location Information

Main

EQUIPMENT RECORD

12433264

USE DROPDOWNS

BUILDING

DEPARTMENT

Lab

SUB-LOCATION

undefined

BIN

## Viewing Certificates

Scroll down and click on the Calibration Cert Files sub-menu. You will pull up a list of all the certs Cross-has ever created for this piece of equipment. The most recent certificate is at the top of the list.

SUBSIDIARY

Parent Company

☑ Events

☑ Event Summary

☑ Test Points

☑ Calibration Cert Files

☑ Calibration Certs ()

#	DATE CREATED ▼	CERT FILE	PRINT CERT
1	03/19/2021 10:19 am	GVL-26086-3185237-1.PDF	<a href="https://667705.app.netsuite.com/core/media/media.nl?id=43466419&amp;c=667705&amp;h=eSGTP2zndck5HGyQ8ARxt3a">https://667705.app.netsuite.com/core/media/media.nl?id=43466419&amp;c=667705&amp;h=eSGTP2zndck5HGyQ8ARxt3a</a>

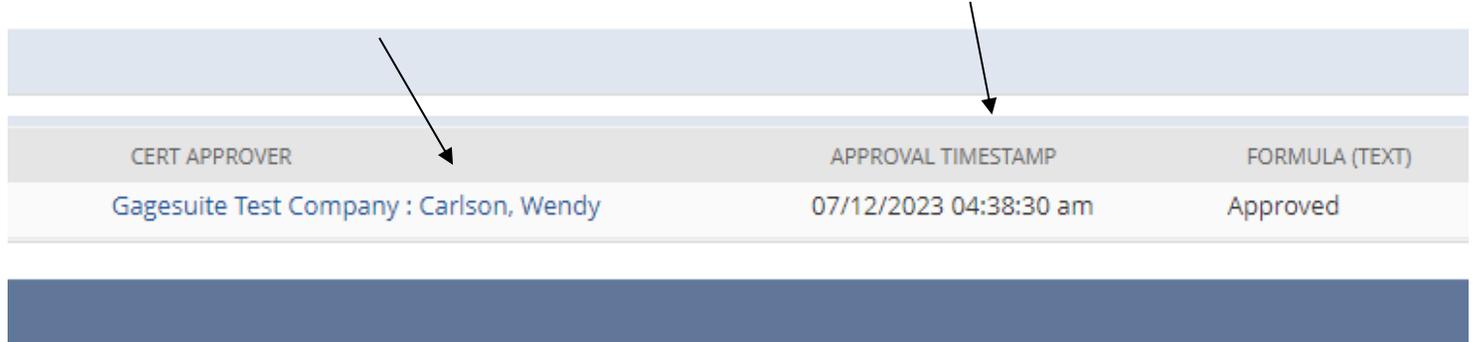
Clicking on the link will pull up the certificate of calibration and traceability for the calibration. This can be downloaded, saved or printed out, depending on your needs and you can print a label.

Also, you can approve your certs by scrolling to the right and click to approve.

PRINT CERT	PRINT LABEL	PRINT LABEL (SMALL)	CERT APPROVED BY CUSTOMER?	FORMULA (TEXT)
<a href="https://667705.app.netsuite.com/core/media/media.nl?id=43466419&amp;c=667705&amp;h=eSGTP2zndck5HGyQ8ARxt3axNQicheW9OU88F2Gnz902oWX8_xt=.pdf">https://667705.app.netsuite.com/core/media/media.nl?id=43466419&amp;c=667705&amp;h=eSGTP2zndck5HGyQ8ARxt3axNQicheW9OU88F2Gnz902oWX8_xt=.pdf</a>	<a href="https://667705.app.netsuite.com/app/site/hosting/scriptlet.nl?script=663&amp;deploy=1&amp;compid=667705&amp;custparam_eventnum=GVL-26086-3185237&amp;custparam_label_size=3">https://667705.app.netsuite.com/app/site/hosting/scriptlet.nl?script=663&amp;deploy=1&amp;compid=667705&amp;custparam_eventnum=GVL-26086-3185237&amp;custparam_label_size=3</a>	<a href="https://667705.app.netsuite.com/app/site/hosting/scriptlet.nl?script=663&amp;deploy=1&amp;compid=667705&amp;custparam_eventnum=GVL-26086-3185237&amp;custparam_label_size=1">https://667705.app.netsuite.com/app/site/hosting/scriptlet.nl?script=663&amp;deploy=1&amp;compid=667705&amp;custparam_eventnum=GVL-26086-3185237&amp;custparam_label_size=1</a>	No	<a href="#">Click to Approve</a>



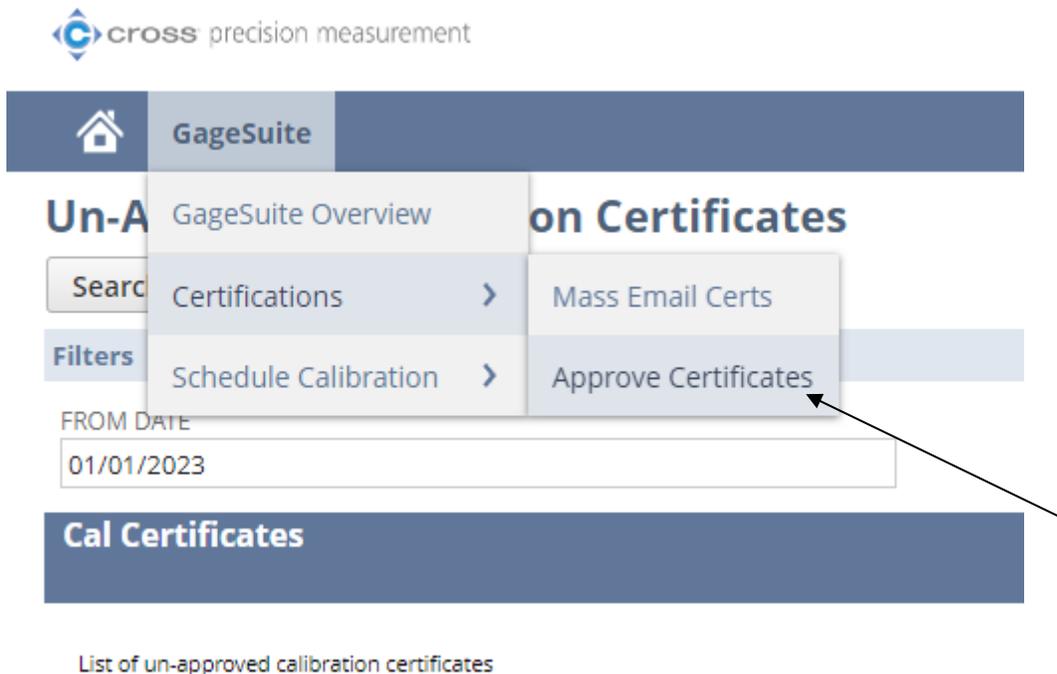
When the cert has been approved, it will have who approved it along with the timestamp over to the right of the calibration cert.



CERT APPROVER	APPROVAL TIMESTAMP	FORMULA (TEXT)
Gagesuite Test Company : Carlson, Wendy	07/12/2023 04:38:30 am	Approved

## Approving Certificates

Another way to approve certs is to click Gagesuite, Certifications, then approve Certificates.





**GageSuite**

- Un-Approved Certificates
  - GageSuite Overview
  - Certifications >
  - Schedule Calibration >
  - Approve Certificates
  - Mass Email Certs

Search

Filters

FROM DATE  
01/01/2023

**Cal Certificates**

List of un-approved calibration certificates

Right Click on certificate to open another tab to view the cert to approve. Once you have viewed and all is good, You can check the select box and click on the Approved Selected button.

**Un-Approved Calibration Certificates**

Search Approve Selected

Filters

FROM DATE: 01/01/2023 TO DATE: 12/31/2023

**Cal Certificates**

List of un-approved calibration certificates

**Certificates ()**

VIEW ROW NUMBERS: 1 - 49

Mark All Unmark All Refresh

SELECT	DATE CREATED	CERT FILE	SERVICE TECH	CERTIFICATE	LABEL	SMALL LABEL
<input type="checkbox"/>	06/07/2022 3:23 pm	23672022-3185237-1.PDF	Foster, Connie B	Certificate	Label	Small Label
<input type="checkbox"/>	06/07/2022 3:23 pm	23672022-3185237 OTV Cert	-None-	Certificate	Label	Small Label
<input type="checkbox"/>	05/26/2022 2:22 pm	215262022-2150599-1.PDF	Foster, Connie B	Certificate	Label	Small Label
<input type="checkbox"/>	03/30/2022 2:52 pm	Blank W9.pdf	-None-	Certificate	Label	Small Label
<input type="checkbox"/>	03/17/2022 9:15 am	Blank W9.pdf	-None-	Certificate	Label	Small Label
<input type="checkbox"/>	03/17/2022 8:39 am	Blank W9.pdf	-None-	Certificate	Label	Small Label
<input type="checkbox"/>	03/10/2022 8:35 pm	J.-A. King Pipette Form.pdf	-None-	Certificate	Label	Small Label
<input type="checkbox"/>	03/10/2022 8:34 pm	J.-A. King Pipette Form.pdf	-None-	Certificate	Label	Small Label
<input type="checkbox"/>	03/04/2022 9:42 am	KY - TN - AL Lead List.xlsx	-None-	Certificate	Label	Small Label
<input type="checkbox"/>	03/04/2022 9:37 am	-None-	-None-	Certificate	Label	Small Label
<input type="checkbox"/>	07/23/2021 1:18 pm	MEM-10093-3317506-1.PDF	Caspersen, Douglas Mark	Certificate	Label	Small Label
<input type="checkbox"/>	07/23/2021 12:20 pm	MEM-10110-3318742-1.PDF	Caspersen, Douglas Mark	Certificate	Label	Small Label

Once the certificate has been approved, you will come to this screen. From here, you go back up to the Home button to take you back to the main menu.

**Un-Approved Calibration Certificates**

Search Approve Selected

Filters

FROM DATE: 01/01/2023 TO DATE: 12/31/2023

**Cal Certificates**

List of un-approved calibration certificates

**Certificates ()**

VIEW ROW NUMBERS: 1 - 49

Mark All Unmark All Refresh Next page

SELECT DATE CREATED CERT FILE SERVICE TECH CERTIFICATE LABEL SMALL LABEL

No records to show.

Search Approve Selected

# Drift Charts

This will give you the Data Points on that piece of equipment and see the Drift data points in a chart.

🏠
GageSuite

## Equipment

# 12433264

Edit
Drift Charts
Location history

NAME  
12433264

ID  
3185237

CUSTOMER ID  
Gagesuite Test Company

INACTIVE

MANUFACTURER  
Mitutoyo

MODEL  
500-196-20

GAGE ID  
12433264

MFG SERIAL NUMBER  
12433264

EQUIPMENT DESC  
Caliper : Digital 0 - 6 in

BUILDING - PLANT

DEPARTMENT  
Lab

SUB LOCATION  
undefined

BIN

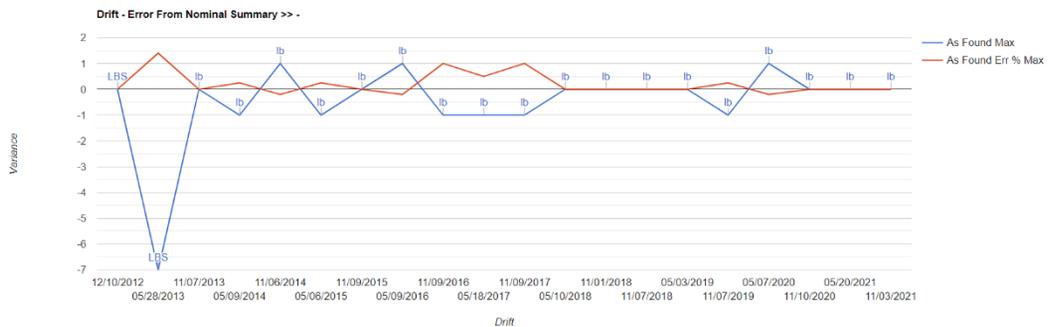
PROCEDURE  
ICP-20-Calipers

TOLERANCE  
±0.001 Inch (Mfg)

CAPACITY X RESOLUTION  
N/A

MASTER USED  
TTC-0113

SITE ID



## Mass Emailing Certificates

To mass email a group of certificates, go to the top left of the screen under the Cross logo, hover over the GageSuite® dropdown menu, hover over Certifications, and click on Mass Email Certs.



This brings up a page where you can enter an email address to send the certificates to and the date range that you are looking for.



You will be sent an automated email with PDFs of the individual certs. The email will come from one of our data analysts at Cross (look for an email address ending in @crossco.com).

***\*\*Please note:*** There is a maximum size file that can be emailed. If you get an error message regarding the file size, please break up your date range into smaller segments.

## Searching for Passed, Failed, Adjusted equipment or searching by cert number

There are four searches built into GageSuite, all of which can be found from the Customer Center home screen on the right side.

The screenshot shows the GageSuite Customer Center home screen. The top navigation bar includes the GageSuite logo, a home icon, and the text 'GageSuite'. The user is logged in as 'Gagesuite Test Company' from 'Cross Precision Measurement - Cross C'. The main content area is titled 'Home' and contains several sections:

- Welcome:** You are logged in as a customer of Cross Precision Measurement. Gagesuite Test Company.
- Settings:** Set Preferences, Campaign Subscription Center, Change Email, Change Password.
- Quick View:** A summary of key performance indicators (KPIs) with a 'Hide KPIs' toggle. The data is as follows:

Metric	Current Value
Outstanding Balance	\$0
Outstanding Orders	\$21,712
Open Cases	0
Open Quotes	0
- Transaction Search:** A section for searching transactions.
- Customer Center - Home Links:** A central area with various links categorized as follows:
  - Billing:** Make a Payment, Print a Statement, See A/R Register, See All Transactions.
  - Orders:** See Orders, See Quotes, See Items Ordered.
  - Support:** Contact Support, See Support Cases, Edit Your Profile.
  - GageSuite User Guide:** Troubleshooting & Navigation.
  - CRF Link:** Customer Requirements Form.
  - Custom:** Line Call.
  - Equipment:** View your equipment here.
  - Search By:** Adjusted Equipment, Passed Equipment, Failed Equipment, Certification Number.
  - Cross Quality Helpdesk:** Contact Quality Helpdesk.

These allow you to search within your equipment for items that passed, failed or adjusted during calibration for any given date range. You can also search by Cross calibration certificate number.

To search, click on the appropriate link. Click on the + sign by filters if it is collapsed and enter date range.

NAME	ID	GAGE ID	EQUIPMENT DESC	MANUFACTURER	MODEL	MFG SERIAL NUMBER	BUILDING - PLANT	DEPARTMENT	SUB LOCATION	BIN	LAST CAL DATE	CAL RESULTS	SCHEDULED DUE DATE
#6 SK	2150692	#6 SK		Atlas Copco	QC1P200	#6 SK	--				12/28/2018	Pass	12/28/2019
09039	3179827	09039	Dial Test Indicator : 0 - .5 in x .00005	Mitutoyo	543-252	09039		LAB	Unknown		03/16/2021	Pass	03/16/2022
1-8335727654	2150700	1-8335727654	Scale Bench - 45 x .1 lb	Ohaus	Defender 5000 TSP	1-8335727654		lab	Omaha		05/30/2019	Pass	08/30/2019
1-8335727654	2150700	1-8335727654	Scale Bench - 45 x .1 lb	Ohaus	Defender 5000 TSP	1-8335727654		lab	Omaha		05/30/2019	Pass	08/30/2019
1-8613274831	2150701	1-8613274831	Floor Scale	Mettler Toledo	Ind 236	1-8613274831		Shipping	Shop		01/02/2019	Pass	04/30/2019
10212101-T	2150629	10212101-T		Exttech	407730	10212101					01/02/2019	Pass	01/02/2020
12433264	3185237	12433264	Caliper : Digital 0 - 6 in	Mitutoyo	500-196-20	12433264		Lab	undefined		03/19/2021	Pass	03/19/2022

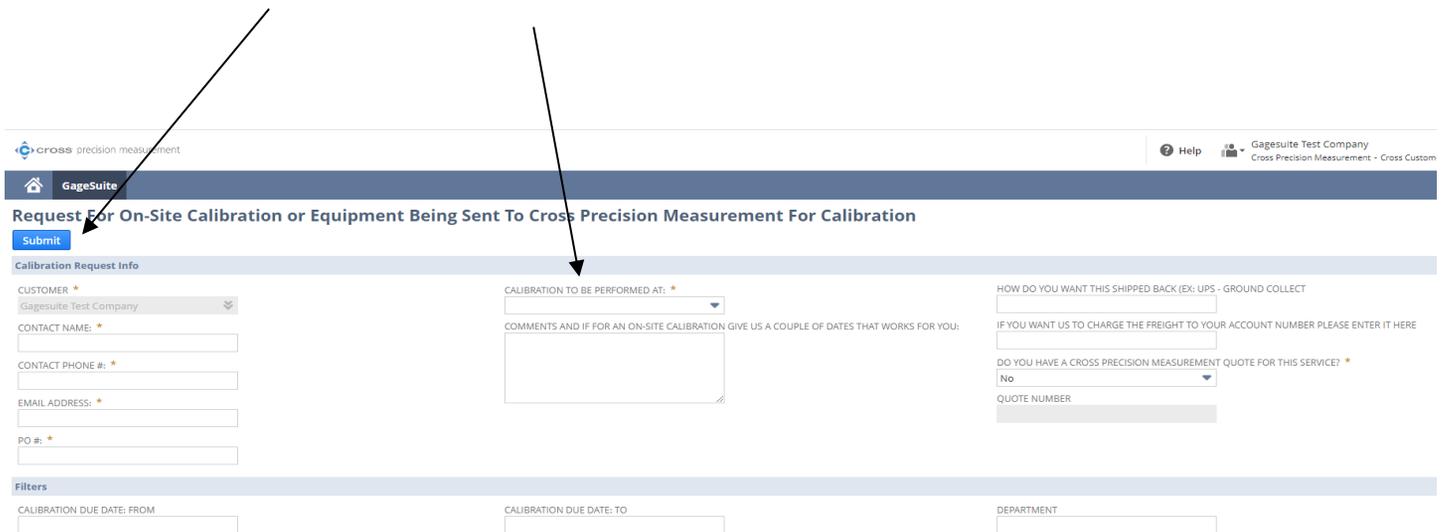
The failed equipment and the passed equipment search operate in the same way. The Cross Certificate number can be found in the upper right-hand corner of your cert. Simply enter this number into the search bar on the cert # search page to pull up a link to the PDF.

## Scheduling Equipment for Calibration

To schedule your existing equipment for calibration, hover over the GageSuite® dropdown menu, hover over Schedule Calibration, and click on Select Equip for Calibration.



You will be taken to a page which asks you to fill in your contact information and method of pickup. In the Calibration to be performed at field, you can choose to schedule calibration on-site at your facility or send equipment in to Cross for calibration in our lab. Click the Submit button above customer.



The next page asks you to choose which equipment you would like to have calibrated. Check the box next to GAGE SN of the equipment you want recalibrated.

**Submit**

**Calibration Request Info**

CUSTOMER: Gagesuite Test Company

CONTACT NAME: Wendy Carlson

CONTACT PHONE #: 336-292-0511

EMAIL: wendy.carlson@jaking.com

CUSTOMER PO #: Test123456

CALIBRATIONS PERFORMED: Calibration to be per...s location (On-Site)

SCHEDULE FOR:

DELIVERY METHOD:

FREIGHT ACCOUNT #:

**Filters**

CALIBRATION DUE DATE: FROM

CALIBRATION DUE DATE: TO

DEPARTMENT

**Equipment Selection (31)**

**Mark All** **Unmark All**

SELECT	GAGE SN	MFG SN	MFG	MODEL	EQUIP. DESC	SCH. DUE DATE
<input type="checkbox"/>	#6 5K	#6 5K	Atlas Copco	QC1P200		12/28/2019
<input type="checkbox"/>	009749-409	009749-409	K&E	N/A	0.1MM-.001-COMPARATOR,DIAL**	05/31/2013
<input type="checkbox"/>	09039	09039	Mitutoyo	543-252	Dial Test Indicator - 0 -.5 in x .00005	03/16/2022
<input checked="" type="checkbox"/>	1-8335727654	1-8335727654	Ohaus	Defender 5000 TSIP	Scale Bench - 45 x.1 lb	08/30/2019
<input checked="" type="checkbox"/>	1-8613274831	1-8613274831	Mettler Toledo	Ind 236	Floor Scale	04/30/2019
<input type="checkbox"/>	10212101-T	10212101	Extech	407730		01/02/2020
<input type="checkbox"/>	12433264	12433264	Mitutoyo	500-196-20	Caliper - Digital 0 - 6 in	03/19/2022

Once you have chosen the equipment, hit submit.

The next page allows you to add new equipment that Cross has not been calibrated before. Add all the information on the new unit that needs to be calibrated and click add and then submit.

If no new equipment is added, then hit Submit.

Any New Equipment Add To Equipment Selection Below And Be Sure To Click The Add Button When Done

**Submit**

**CUSTOMER**  
 Pete Susca Test Company : P. Susca Test (▼) (+) (🔗)

**CONTACT NAME**  
 Tory Manning

**CONTACT PHONE #**  
 336-292-0511

**EMAIL**  
 toryp@bnternet.com

**CUSTOMER PO #**  
 12345

**CALIBRATIONS PERFORMED**  
 Equipment will be sent to J.A. King's Lab (+) (🔗)

**SCHEDULE FOR / COMMENTS**  
 I love J.A. King. You guys are so awesome!

**EMAIL TO:**  
 vanessa.christy@jalong.com

**DELIVERY METHOD:**  
 FedEx

**FREIGHT ACCOUNT #:**  
 12132

**Equipment Selection (2)**

GAGE SN	MFG	MODEL	MFG SN	SCH. DUE DATE
000000005	Unknown	Unknown	000000005	6/29/2018
000000011	Snap On	12345	000000011	7/3/2017

**Add** **Cancel** **Print**

Once you hit Submit and you select In-lab services, it generates a packing slip. You can review and if you need to make any changes, hit the back arrow to get back to the screen of equipment. Adjust and submit. If packing slip is good, then hit print and include it with your equipment.

**\*\*Note:** If you select On-site, it will take you back to the home screen.



**Packing Slip**

**Customer:** Gagesuite Test Company  
**Phone:** 336-336-336x  
**PO Number:** na  
**Delivery Method:**  
**Date:** 12/12/2024

**Contact:** Wen  
**Email:** 123@abc.com  
**Quote Number:** null  
**Freight Account #:**

Gage ID	Manufacturer	Model Number	Equip ID	Bar Code
Fake Pipette 1	Fake Manufacturer	Fake Model	2150747	
test123	fluke	77	4340610	
TTE-0428	Myron L. Company	TPH1	3970397	
WEN1512	Cross	IQ88	3559258	

Comments:

Accepted By: \_\_\_\_\_ Date: \_\_\_\_\_  
 (please print) \_\_\_\_\_

*Thank you for choosing Cross as your calibration service provider.  
 Please print this packing slip and return it with your equipment to be calibrated.*

Please contact your local Service Coordinator or [service@crossco.com](mailto:service@crossco.com) to let them know there is equipment ready for calibration

# Updating Your Calibration Requirements or Contacts

Please click on the Customer Requirements Form link to be taken to our Customer Requirements Form assistant:

The screenshot shows the GageSuite Customer Center dashboard. At the top, there is a navigation bar with the GageSuite logo on the left and 'Help' and 'Gagesuite Test Company' on the right. Below the navigation bar is a 'Home' section with several widgets. The 'Customer Center - Home Links' widget is the central focus, containing several categories of links. An arrow points from the text above to the 'Customer Requirements Form' link under the 'CRF Link' category.

**Customer Center - Home Links**

- Billing**
  - [Make a Payment](#)
  - [Print a Statement](#)
  - [See A/R Register](#)
  - [See All Transactions](#)
- Orders**
  - [See Orders](#)
  - [See Quotes](#)
  - [See Items Ordered](#)
- Support**
  - [Contact Support](#)
  - [See Support Cases](#)
  - [Edit Your Profile](#)
- GageSuite User Guide**
  - [Troubleshooting & Navigation](#)
- CRF Link**
  - [Customer Requirements Form](#)
- Custom**
  - [Line Call](#)
- Equipment**
  - [View your equipment here](#)
- Search By**
  - [Adjusted Equipment](#)
  - [Passed Equipment](#)
  - [Failed Equipment](#)
  - [Certification Number](#)
- Cross Quality Helpdesk**
  - [Contact Quality Helpdesk](#)

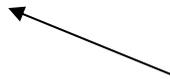
**Quick View**

Hide KPIs	
Outstanding Balance	
Current	\$0
Outstanding Orders	
Current	\$21,712
Open Cases	
Current	0
Open Quotes	
Current	0



## Customer Requirements Form Link

[Click here](#)



This is a step-by-step form that allows you to inform Cross of any changes in the level of service you need or the contact information for your account. We ask that you review this yearly so we can provide the world-class customer service you expect.

### Customer Requirements Form Assistant

[Next](#) [Back](#)

#### Session Info

Navigation: Press Next to continue, Press the Back button to return to the previous Page

USER:  
connie foster  
Page 1 of 12

#### Welcome

Thank you for working with Cross. We're very excited to have you as a customer! Please complete this form in order for us to provide you world-class service tailored to your needs and to be compliant with our ISO 17025 quality accreditation.

#### Information

Customer:  
Gagesuite Test Company

Please enter your name below

FIRST NAME\* \*

LAST NAME\* \*

[Next](#) [Back](#)

## Reporting Problems

If you run into problems with anything to do with GageSuite®, we have linked the user guide for your reference to troubleshoot or if you cannot figure out the issues, please fill out the Contact Support form, call Cross at 800.327.7727 or email [service@crossco.com](mailto:service@crossco.com).

The screenshot shows the GageSuite Customer Center Home page. At the top left is the Cross Precision Measurement logo. At the top right are 'Help' and 'GageSuite Test Company' links. The main navigation bar includes a home icon and 'GageSuite'. The page content is organized into several sections:

- Welcome:** A message stating the user is logged in as a customer of Cross Precision Measurement.
- Settings:** Links for 'Set Preferences', 'Campaign Subscription Center', 'Change Email', and 'Change Password'.
- Quick View:** A summary of key performance indicators (KPIs) with a 'Hide KPIs' toggle. The data is as follows:

Hide KPIs	
Outstanding Balance	
Current	\$0
Outstanding Orders	
Current	\$21,712
Open Cases	
Current	0
Open Quotes	
Current	0
- Transaction Search:** A section for searching transactions.
- Customer Center - Home Links:** A central hub for various actions:
  - Billing:** Make a Payment, Print a Statement, See A/R Register, See All Transactions.
  - Orders:** See Orders, See Quotes, See Items Ordered.
  - Support:** Contact Support, See Support Cases, Edit Your Profile.
  - GageSuite User Guide:** Troubleshooting & Navigation.
  - CRF Link:** Customer Requirements Form.
  - Custom:** Line Call.
  - Equipment:** View your equipment here.
  - Search By:** Adjusted Equipment, Passed Equipment, Failed Equipment, Certification Number.
  - Cross Quality Helpdesk:** Contact Quality Helpdesk.

Two arrows are present: one points from the 'GageSuite User Guide' link to the text above, and another points from the 'Contact Support' link to the text above.

## Troubleshooting tips

\*Cannot log in:

Clear the Cache in your computer.

Try a different web browser. Chrome or Firefox work best with the program.

If using a bookmark, clear it out and go to Cross website to log back in.

\*Cannot view multiple location:

Password needs to be reset for all locations-Cannot be changed once it is done.

Email [service@crossco.com](mailto:service@crossco.com) to have it reset for all locations.

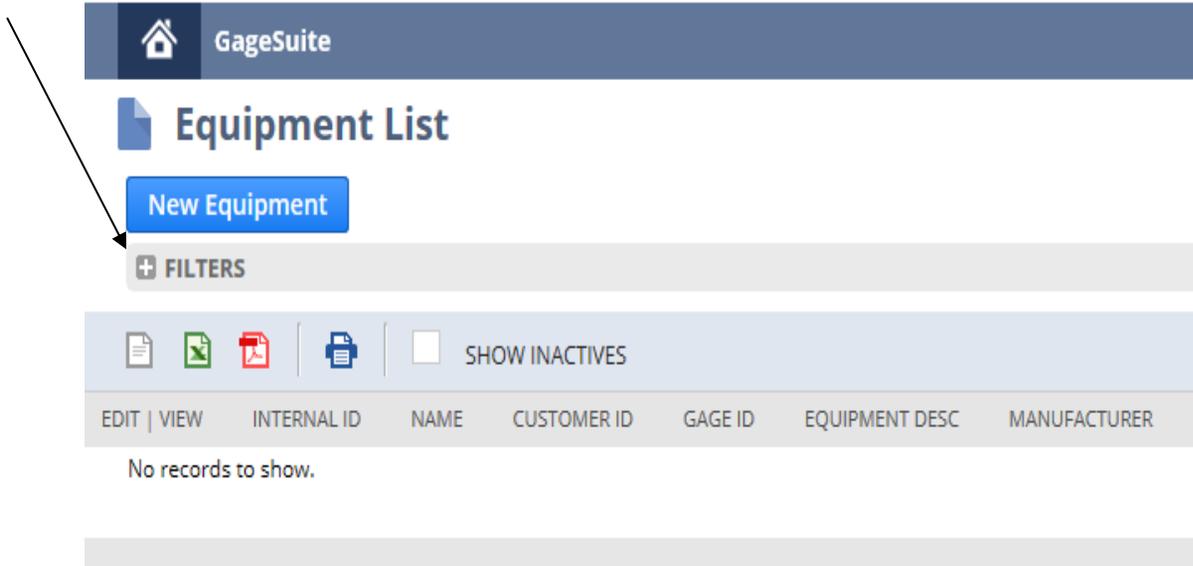
## Equipment missing

Click on View your equipment here.

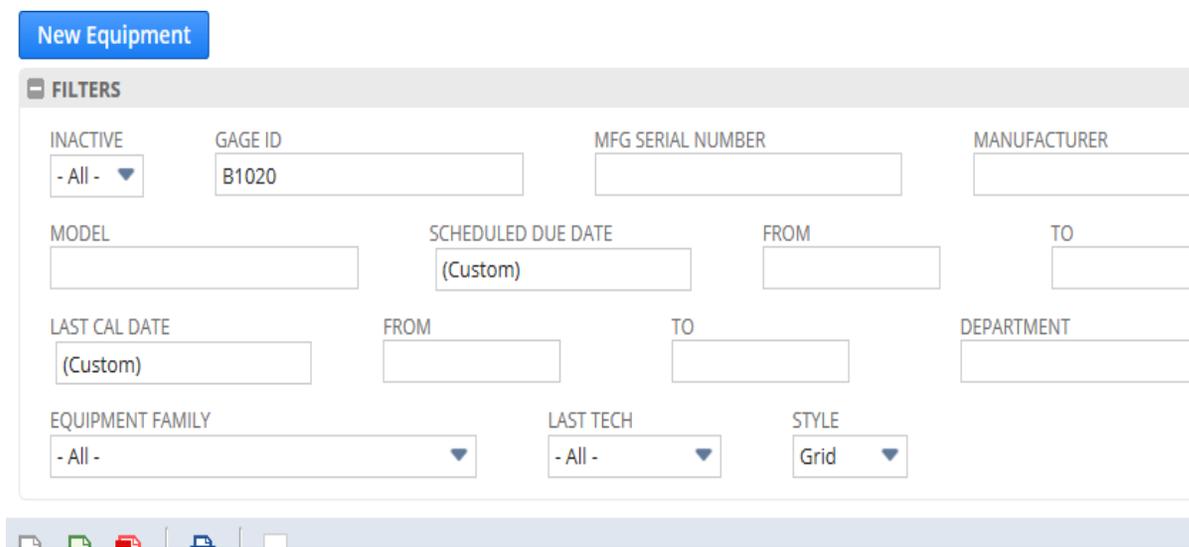
The screenshot shows the GageSuite user interface. At the top, there is a navigation bar with the GageSuite logo and a home icon. Below this is a 'Home' section with several widgets. The 'Customer Center - Home Links' widget is the primary focus, containing several categories of links. An arrow points from the text 'Click on View your equipment here.' to the 'View your equipment here' link in the 'Equipment' section.

Category	Link
Billing	Make a Payment
Billing	Print a Statement
Billing	See A/R Register
Billing	See All Transactions
Orders	See Orders
Orders	See Quotes
Orders	See Items Ordered
Support	Contact Support
Support	See Support Cases
Support	Edit Your Profile
GageSuite User Guide	Troubleshooting & Navigation
CRF Link	Customer Requirements Form
Custom	Line Call
Equipment	View your equipment here
Search By	Adjusted Equipment
Search By	Passed Equipment
Search By	Failed Equipment
Search By	Certification Number
Cross Quality Helpdesk	Contact Quality Helpdesk

Click on the + FILTER



Look at all the valid boxes (Gage ID, MFG Serial Number, Manufacturer, Model, From/To, Department) and make sure you clear anything that might show in those boxes listed under this section by clicking in the box, highlight and delete, or backspace to clear out, then click outside of the box so it can refresh and bring up all your equipment (Provided we have calibrated before).



If you find all the fields empty and still cannot see your equipment, put your cursor inside the boxes and hit delete to clear out any spaces that are invisible and click back out of the box to refresh

The screenshot shows the GageSuite 'Equipment List' interface. At the top left is the 'cross precision measurement' logo. The main header is 'GageSuite'. Below it is the 'Equipment List' title. A 'FILTERS' section contains several input fields: INACTIVE (dropdown), GAGE ID, NAME, MFG SERIAL NUMBER, MANUFACTURER, MODEL, SCHEDULED DUE DATE, and FROM. Below these are fields for TO, LAST CAL DATE, FROM, TO, DEPARTMENT, EQUIPMENT FAMILY, and LAST TECH. At the bottom of the filters are DEPARTMENT (PRINTED) and STYLE (dropdown). Below the filters is a toolbar with icons for print, export, and a 'SHOW INACTIVES' checkbox. To the right of the toolbar is a 'QUICK SORT' dropdown and a 'TOTAL: 0' indicator. Below the toolbar is a table header with columns: INTERNAL ID, NAME, CUSTOMER ID, GAGE ID, EQUIPMENT DESC, MANUFACTURER, MODEL, MFG SERIAL NUMBER, LAST CAL DATE, SCHEDULED DUE DATE, DEPARTMENT (PRINTED), BUILDING - PLANT, DEPARTMENT, SUB LOCATION, BIN, and EQUIPMENT FAMILY. The table content shows 'No records to show.' At the bottom of the table area, there are three colored buttons: 'Due This Month' (red), 'Due Next Month' (green), and 'Due Next Month' (yellow).

If that does not work, please Contact us at 800.564.0240 or email: [service@crossco.com](mailto:service@crossco.com) for further assistance.