

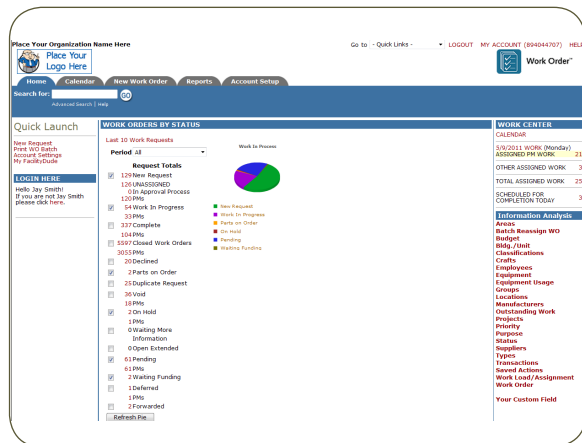


Work Order™ THE INTERNET MAINTENANCE MANAGEMENT SYSTEM (IMMS)

MaintenanceEdge™ is a real-time facility management suite including this work order module. Work Order™ is a powerful, on-demand work management tool that streamlines the entire work order process including request generation, completion status tracking and reporting.

FEATURES

- Enables requesters to submit work requests and check the status of requests online
- Automatically notifies requesters via email as work is assigned and completed
- Features enhanced routing with programmable logic for managing and automating approval and assignment of work requests
- Allows technicians to receive and complete work online
- Notifies technicians with new work assignments via email (including email to text pagers and cell phones)
- Enables technicians to record notes, set reminders and email supervisors from a work order
- Associates budget codes, projects, and equipment with work orders
- Tracks all email related to each work order, including system generated notifications
- Includes interactive calendar for resource scheduling – displays corrective, PM and event-related work by all employees or individuals
- Records transactions for labor and purchases
- Features quick search and detailed, advanced search capabilities
- Allows files to be attached to work orders for quick reference
- Enables mobile workers to receive and complete work via a wireless/mobile device through integration with Work Order Wireless
- Manages auto-generated preventive maintenance work orders through integration with Planned Maintenance



The Work Order home page allows you to quickly and easily view the status of all work requests and work orders across your organization.

BENEFITS

- Simple implementation and set up – start in two hours or less
- Access your work order data anytime, anywhere from any computer via the web
- Improves internal efficiency – reduces phone calls and data entry by allowing requesters to enter work requests online
- Automates communication and feedback with requesters for improved customer service
- Streamlines the workflow process, saving time and money
- Backed by the industry's only Legendary Service Program
- Easy to learn – unlimited training and support
- Simple – no software to install, maintain or upgrade
- Easy to use – only requires a web browser
- Innovative, on-demand technology – receive software updates instantly
- Affordable – low annual fee for work order service with no licensing limitations
- Reliable – maintained in a 24x7 secure data center, ensuring maximum system uptime

Welcome to our online Request Form

Thank you for using our internet service to submit work requests. This service helps us to promptly attend to your issues and concerns. Please complete this request form.

Indicates required information.

Step 1 Please be yourself, click here if you are not Phillip Craig

First Name	Last Name	Email
Phillip	Craig	craigp@dude.com
Phone	Pager	Cellular Phone
919-894-6532	919-569-5267	

Step 2 Location

ACME Building

Bldg./Unit

East Wing

Area

Conference Room

Area/Room Number

2210

Yes, remember my area entries for my next new request entry.

Step 3 Priority:

Medium

Step 4 Select Problem Type:

Maintenance Help Desk:

Click here for Maintenance Emergency Contacts
Click on the problem type below that best describes your issue.

Requesters use one simple web page to instantly submit work requests to you online.



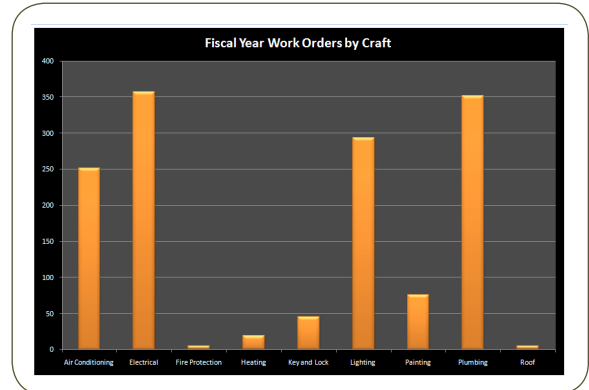


REPORTING OPTIONS

MaintenanceEdge includes many reporting options to give you simple “click and go” reporting capability. This provides quick reports and detailed reporting options wherever you are working within the system, based on the information you are viewing at that time. Report options include graphs (bar charts, pie charts and other options) and tabular reports in HTML or PDF format. Additional reports are available in Microsoft Excel format.

REPORT FEATURES

- Context sensitive reports based on where you are in the system
- Graphs, including bar charts, pie charts, and stacked bar charts
- Reports can be printed in Adobe Acrobat portable document format (PDF) and in Microsoft Excel format



Compare budgets, transactions, costs and more with easy to generate graphs.

AVAILABLE REPORTS

- Budget
- Classifications
- Craft Cost Analysis
- Custom Category
- Employees
- Equipment and Equipment Usage
- Labor and Purchase Transactions
- Locations
- Manufacturers
- Outstanding Work
- Priority
- Projects
- Purpose
- Status
- Types
- Work Loads / Assignments
- Work Order

Work Order Summary List											Place Your Organization Name Here	
WOID	Status	Location	Deferred By	Request Date	Target Completion Date	Labor Hours	Total Costs	Priority	Assigned To	Area Description		
Craft	Area Number	Bldg./Unit	Reason	Request Date	Actual Completion Date	Created On	Last Status	Change Date	Requester Name	Description		
5890	Complete	ACME Building		4/7/2011	4/4/2011		\$0.00	Medium	Jason Graves	Heating/Ventil		
Monthly - AHU-Inspection-ACME Bldg (Q) - Refer to PM schedule details.												
5900	Complete	ACME Building		4/8/2011	4/11/2011		\$0.00	Medium	Jason Graves	Heating/Ventil		
AC is not working in the main lobby.												
5935	Complete	ACME Building		4/10/2011	4/10/2011		\$0.00	Medium	Jason Graves	Electrical		
Electrical socket is not working. It's the one under my desk.												
5904	Complete	ACME Building		4/12/2011	4/12/2011		\$0.00	Medium	David Green	Gym Equipmen		
TREADMILL ON THE 2ND ROW IS NOT WORKING. I PUT A NOT WORKING SIGN ON IT.												
5960	Complete	ACME Building		4/12/2011	4/12/2011		\$0.00	Medium	Mark Mueller	Heating/Ventil		
Monthly - HVAC-AHU-ACME BLDG-UNIT 1-7-(M) - Refer to PM schedule details.												

Quickly create simple and detailed reports to summarize work order status, costs and more.

COST / BENEFIT ANALYSIS

- Reduce your total cost of ownership by up to 70% compared to a desktop software system
- Typical payback on your investment is less than 2-months, with an average return on investment of more than 2,500%
- Saves the maintenance staff 30-minutes to 1-hour per work order annually by streamlining the workflow process
- Generate 15% or more in productivity gains



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