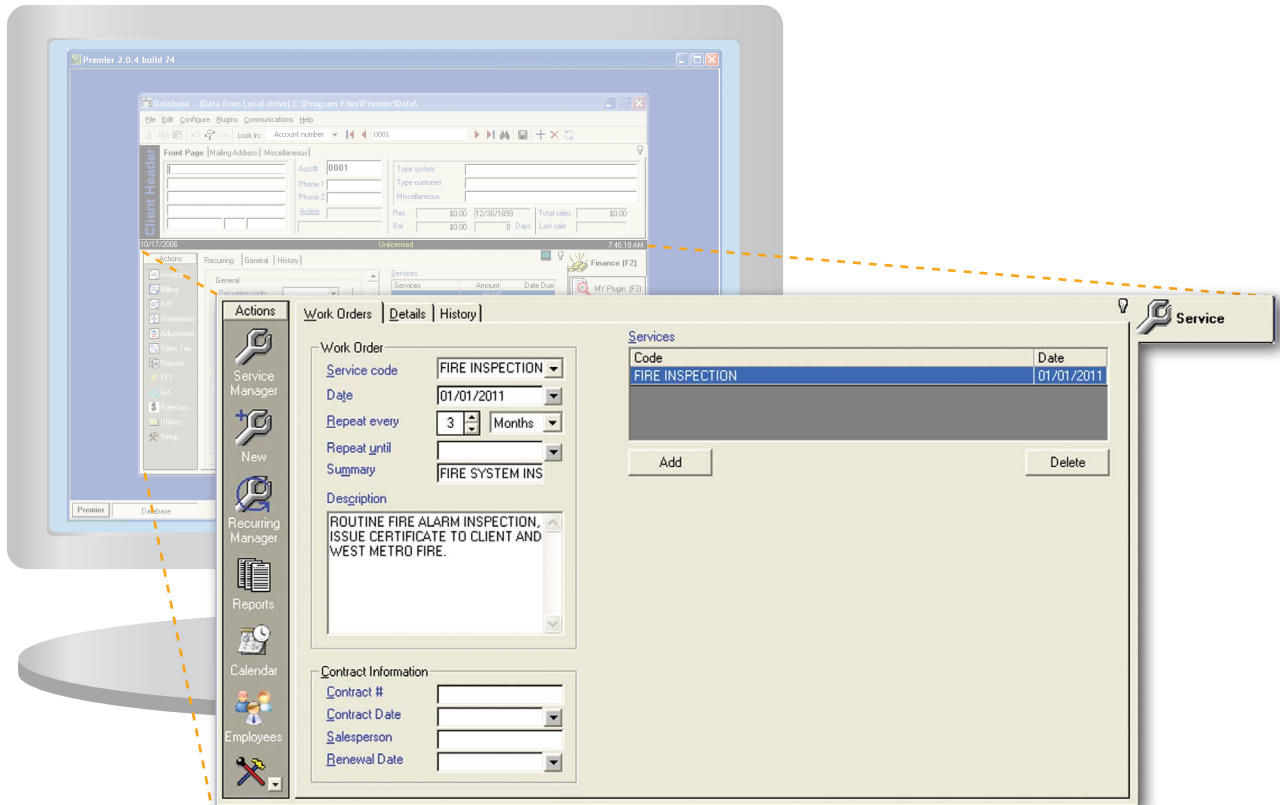


SERVICE PLUGIN



ADD THE SERVICE PLUGIN TO YOUR PROGRAM TO EASILY MANAGE ALL CLIENT RELATED SERVICE WORK.

Scheduling and managing service work is easy with the Service Plugin. Easily record recurring service work such as annual inspections or daily, weekly or monthly contract service work.

The Plugin's service calendar also helps you schedule service work with one or more technicians. Easily drag and drop service orders on one or more technicians.

SERVICE PLUGIN

- Easy to use
- Schedule recurring service work
- Schedule single service work
- Service calendar
- Print work orders
- Document completed service calls

SERVICE PLUGIN

SERVICE

The screenshot shows the 'Work Orders' tab in the Service Plugin. The interface includes a sidebar with icons for Service Manager, New, Recurring Manager, Reports, Calendar, and Employees. The main area has three tabs: Work Orders, Details, and History. The 'Work Orders' tab is active, displaying a form for creating a new service item. The form includes fields for Service code (FIRE INSPECTION), Date (01/01/2011), Repeat every (3 Months), Repeat until, Summary (FIRE SYSTEM INS), and Description (ROUTINE FIRE ALARM INSPECTION, ISSUE CERTIFICATE TO CLIENT AND WEST METRO FIRE). There is also a section for Contract Information with fields for Contract #, Contract Date, Salesperson, and Renewal Date. A 'Services' table on the right shows the current service being added. A sidebar on the far right lists various modules: Finance, MY Plugin, Alarms, Locations, History, Comm., Monitoring, MS Visio, Shortcuts, and Sales.

Code	Date
FIRE INSPECTION	01/01/2011

The Work Orders tab on the Service Plugin is where you will enter one or more recurring service items for your clients.

The screenshot shows the 'History' tab in the Service Plugin. The interface includes a sidebar with icons for Service Manager, New, Recurring Manager, Reports, Calendar, and Employees. The main area has three tabs: Work Orders, Details, and History. The 'History' tab is active, displaying a table of service work performed for a selected client. The table includes columns for Date, Description, and Status. Above the table, there are filters for 'Include last' (10 Years), a 'Default' checkbox, and a 'Refresh' button. A sidebar on the far right lists various modules: Finance, MY Plugin, Alarms, Locations, History, Comm., Monitoring, MS Visio, and More.

Date	Description	Status
02/21/2006	SERVICE CALL # 11368 phone line	Complete
06/01/2006	SERVICE CALL # 11423 check north door	Complete
03/01/2007	SERVICE CALL # 11546 Trouble with panic zone	Complete
03/06/2007	SERVICE CALL # 11551 Still having trouble with fire alarm	Complete
03/08/2007	SERVICE CALL # 11558 Replace 3rd smoke detector	Complete
07/13/2007	SERVICE CALL # 11654 Fire Inspection	Complete
10/05/2007	SERVICE CALL # 11715 Still having a problem with the phone line. Closed 10-22	Complete
05/02/2008	SERVICE CALL # 11865 Check fire system and replace bad smokes	Complete
07/08/2008	SERVICE CALL # 11922 inspection due	Complete
07/18/2008	SERVICE CALL # 11925 reset fire	Complete
08/08/2008	SERVICE CALL # 11943 fire system falsing on zone 3	Complete
08/10/2008	SERVICE CALL # 11948 Still having trouble with fire alarm	Complete
09/09/2008	SERVICE CALL # 11982 hank called still having trouble with ac unit,	Complete
01/29/2009	SERVICE CALL # 12064 Hook up new phone line	Complete
02/02/2009	SERVICE CALL # 12066 check fire alarm	Complete
02/25/2009	SERVICE CALL # 12075 Still having problems with fire system	Complete
03/02/2009	SERVICE CALL # 12079 Alarm went off again	Complete
03/06/2009	SERVICE CALL # 12083 trouble is on zone 5	Complete
03/11/2009	SERVICE CALL # 12086 zone 5	Complete
02/25/2010	SERVICE CALL # 12145 Add zone for new storage room	Open

The History tab on the Service Plugin shows a detailed history of all service work performed for any selected client. Double-click on a work order to see more details.

Service Plugin

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Pictured above is one of several printed work orders. Work orders can also print on special two part laser compatible forms featuring a carbonless duplicate to leave with your client.

SERVICE PLUGIN

SERVICE

The service calendar shown above is used to assign service work to one or more technicians. Similar to outoook, you can view daily, weekly or monthly views. Easily rearrange your schedule with simple click-and-drag mouse movements. Double click any work order to view or change the details .

TESTIMONIAL

"The Service Plugin easily handles all my service management needs from scheduling to follow-up"

Brian Watson, Alarm Center

	Intro	Std	Pro	QB	Other
	Free	595	\$995		
SCHEDULE RECURRING SERVICE Like annual inspections, contract service, etc. Recurring service work shows up in the system's pending actions window.	X	X	X		
SERVICE MANAGER Helps manage all recurring and scheduled service work.		X	X		
SERVICE CALENDAR Used to assign service work to one or more service technicians for any date or range of dates.			X		
MAXIMUM NUMBER OF RECURRING SERVICES The maximum per client.	4	4	12		