

Service Manager is a multi award winning Service and Maintenance application that can help manage the resources, products and services your business provides. Access your data locally or from the field using mobile or Web technologies to save time, lower expenses, monitor profitability, increase productivity and most importantly, improve customer satisfaction. Service Manager will accommodate your workflow today and grow with your business into the future.





SAGE ACCPAC



Technisoft is a **Endorsed** senior **Sage ACCPAC Development Partner** and has been matching organizations and people with Service Management software solutions all over the world **since 1987.** 

Service Manager, Technisoft's flagship product, has been the recipient of **multiple** "Sage ACCPAC Product of the Year" **awards**.

See how Service Manager can provide your business with the financial and managerial tools necessary to maximize revenues, minimize costs and control your resources.

Our commitment to ongoing **research and development protects your investment.** By ensuring your software has the flexibility to meet future industry demands, we enable your business to continue to provide a superior level of customer service while maintaining profitability.

The Technisoft team of **dedicated professionals** is committed to "**exceeding** *your* **expectations**" and providing you with high levels of after sales support. Take the challenge and ask us to arrange for you to speak to some of our many happy customers.

" Service Manager has enabled our company to better track our scheduling, inventory, and billable time in the field. The ability of our technicians to have customer equipment and warranty records at their fingertips is invaluable. Our customers are extremely impressed with the level of service we have been able to provide with Service Manager."

Brett Gibson - Owner and Managing Director Gibson Teldata Inc.

## **Customer Profile**

If you are involved in industries such as contracting, job cost management, preventative maintenance, equipment servicing, facility management, essential services, or other equipment centric industries, then your business can be one of the many to benefit from deploying a Service Manager solution.

If you are a **large business** with multiple locations in a global market place, require multi currency and branch accounting, tax support and the ability to add unlimited employees, Service Manager can meet your requirements.

If your business is **medium-sized** with the need for feature-rich sophistication, ease of use, and technologically advanced solutions including mobile and Internet applications, Service Manager can meet your requirements. If your business is a **small organization**, but you require a solution that can evolve with your needs, Service Manager can meet your requirements.

**Product Scalability** across the Sage ACCPAC ERP Series allows Service Manager to grow with your business, further protecting your software investment. Service Manager integrates with all Sage ACCPAC ERP Series products.



Sage ACCPAC ERP 500 (Enterprise)

Sage ACCPAC ERP 200 (Corporate)

Sage ACCPAC ERP 100 (Small Business)

Service Manager fully integrates with Sage ACCPAC General Ledger, Accounts Receivable, Accounts Payable\*, Inventory Control, Purchase Orders, Serialized Inventory, Lot Tracking\*, Payroll\* and Sage CRM (\* check www.technisoft.com.au for the latest status on these products).

## **World Class Architecture**

Sevice Manager is designed using Sage ACCPAC's world class object-oriented, multi-tiered architecture, making it adaptable to emerging applications, operating systems, databases and technologies. Our advanced design and integration with Sage ACCPAC means that Service Manager is scalable, customizable and adaptable to new paradigms such as application hosting and end to end e-business solutions.



## **Technisoft Support**

Technisoft Software Assurance is an **annual** maintenance subscription plan which has been specifically designed to keep your software up-to-date and provide you with easily accessible and timely technical support.

The Software Assurance program provides you with a means to **plan** and **budget** your **software expenditure**.

**Software updates** provide you with the latest features and technology, ensuring your software stays up-to-date with market trends and business processes.

**Regular communication** via "QuickNews" email bulletins, website forums and our online knowledge base are just some of the media we use to deliver support or news on product information about Service Manager.

We understand that no two businesses are the same and therefore provide direct access to our development staff allowing you to log **new function requests** for personalized work.

**Support issue management** ensures that if you log a support request via email or at our website, we will manage and follow it up with both you and your Sage ACCPAC Solution Provider to ensure a quick resolution to your issue.

😂 Create Job Request - Mozilla F	Firefox			-OX
Ele Edit View Go Bookmarks	us <u>T</u> ools <u>H</u> elp			<u>ه</u>
	http://local	host:1048/Web/JobRequest/CreateJobRequest.aspx	▼ O Go	G.
<b>X </b>		sest Number: ***New*** seds to be completed!		-
Recent      Got		Job Request: ***NEW**	**	
Site		Bargain Mart - San Diego Bargain Mart - San Diego (1100)	Comments Feel free to provide any further Comments	Save
	uipment: Dened By: F	Rosie Mason	regarding this Job Request. eg; How to obtain access to the Area, Access Codes, etc.	Cancel
Create Job Request	ened: 5	5/04/2006 10:21 AM (Today)		
	tequest Level:	General Site Request		
N N	iquipment ID / Serial lumber: troblem:	000001		
The second secon		only works for Up, Down and Left. be working at all.		
S Reports				
Administration	Irgency:	Low		
	teference:	PREQ412448		
	lesired Response:	ASAP		
	leason:	This equipment is used every day		_
	Comments: Nance call x7766 to o	et security to let you into the lab.		
	lease call x7700 to g	ex decarry to rec you into the root		
G	Contact:	Contact me about this Job		
				-1
Done				0 🔮 //.

As part of the Software Assurance program, you will be advised via automatic email notification when updates or upgrades become available.

## **Training Aids**

Technisoft provides digital **training videos** and a **user guide** to help ensure that you get the most out of your Service Manager software.

Regular update seminars are conducted with your Sage ACCPAC Solution Provider in order to maintain their skill base so they can help you take full advantage of any new features.

🔁 💁 🤃 🏥 🎹 🛛	<b>T</b>		
The tutorial program is similar tutorials themselves. To laun	r in appearance to Windows Explorer. Folders ich a tutorial, double click on the icon or use l	represent sections of the tutorial File->Launch Tutorial	while the blue icons are the
Service Manager	Title	Duration	
🛁 Setup	Basic Overview	51 mins, 57 secs	
— 🦲 Equipment	3 Ways to start a Job	17 mins, 43 secs	
- 🔁 Fault	Assigning Employees to Job	11 mins, 18 secs	
Document Entry	Notation Entry	17 mins, 27 secs	
- 🦲 Management	Billing Group Features	5 mins, 46 secs	
Processing	Services and Items	50 mins, 53 secs	
	Equipment Features	26 mins, 36 secs	
	Document Totals	12 mins, 16 secs	
	Basic Overview covers:		
	<ul> <li>Types of Documents</li> <li>Statuses and Priorities (Re-opening - " Tree Structure and Nodes</li> <li>Document Creation Wizard</li> <li>Details, Response, Totals and Optio " Toolbar / Quick Toolbar Icons</li> <li>Right Click Functions</li> </ul>	,	
	* Hyperlinks and Hovers		

## **Consider these benefits:**

- The ability to control your entire business from a single point within an integrated accounting solution.
- Critical analytical business information is readily available to you at all times.
- Save time and money by effectively managing your labor scheduling, stock availability, job profitability, RMAs, site equipment records, and most importantly manage your relationship with your customers.
- You can create Service Level Agreements, Warranty Agreements, and Meter Agreements to monitor and support your customers.
- You can use the fault analysis tools to provide a **quick and easy** method to diagnose symptoms and ascertain appropriate solutions each time a fault is reported or a question is asked.
- Real-time updates of jobs from the field using devices such as smart telephones, PDAs, tablets or notebooks.
- Better management, better control, better information ... Better profitability and service!



# Major functional areas in Service Manager include...

Jobs	Employees	Equipment	Agreements
200	Pa		
Return Authorizations	Faults	Query Tools	Online Solutions



#### Jobs

The Job System is the core component of Service Manager.

- Create templates, quotations, jobs and projects. These can contain multi-level work structures with phases and sub phases. There is no limit to how many of these can be set up, and all information is summarized at each level in the structure providing profit analysis, so that a snapshot of the job and its profitability can be viewed real-time on screen.
- A simple to use Copy function allows you to quickly create new jobs from quotes, copy templates to jobs, or even copy existing jobs to other jobs. If copying a quote to a job, the quote can be set as the budget for the job it is being copied to.
- Specify Job Types, Statuses, Priorities, or Descriptions. These can all be tailored to your requirements. Customize your numbering system for documents such as projects, jobs, quotes, sales orders, and templates.
- Some of the transactions that can be processed include:
  - Labor allocation
  - Inventory or material/part issues
  - Purchase requisitions and orders

  - ✓ Subcontractors
  - Standard charges
  - Work in Progress
  - Invoices, credit notes, cost only entries.

Multiple invoices can be processed on a job. You can preview invoices before posting. Receipted Purchase Orders can be auto supplied to a job at receipted cost allowing you to maintain special buy prices.

- Create Maintenance Jobs (standard, conditional and recurring). Apply schedules such as daily, monthly, quarterly, half-yearly or yearly. You can even specify a particular day of the week or create your own complex scheduling formula.
- Charge rates include base, employee, model and site specific rates (revenue and cost). Multiple price lists can be specified or special discount levels applied.
- A Multi-Post (Batch Invoice) function allows you to filter, select and batch-post large volumes of invoices. These may be edited prior to posting and emailed, faxed or printed.
- Notations are time stamped, and can include file attachments such as graphics, documents, drawings, contracts, email and web-links. Notations also include a follow-up flag for something needing attention. On a given date and time, this follow-up will raise itself as an alert through the system monitor function, or via an email to the responsible person. Notations can also contain predefined checklists and these can be reused as templates.
- Check customer account status. Quickly create a new customer or edit an existing customer's details as required. Associate multiple sites (geographic locations) to the same accounts receivable customer code. This allows billing to be directed to a parent company or head office.
- All financial information is maintained with the job and this includes estimate, actual and variance for costs, revenue and quantities.



- Maintain and track work in progress (includes many recognition options for accurate timing of revenue and cost recognition). Identify percentage complete, and determine outstanding revenue/costs.
- Service Manager has a facility for you to create your own custom fields. Field types can be text, numerical, time, date or yes/no, and the number of custom fields that can be added are unlimited.
- Up to 10 segments in your G/L Account Structure can be overridden at Service Center, Job Type, Phase, or Employee levels. This provides facilities for Branch and Divisional accounting as well as other types of segment-based reporting.
- Service Centers or Branch functions, allow you to view information on jobs, employees, and customers specific to a particular branch; incorporate separate job, quote, agreement and other document numbering; perform separate Day End accounting; view job and employee schedules by Service Center; change GL segment codes and



#### **Employees**

- As one of the most important resources of your business, it is vital that your employees are effectively utilized, tracked and managed.
- Service Manager not only records static information such as name and contact details, but also information such as skill-sets, custom fields, commission rates, workgroup allocations and G/L segment overrides where applicable.
- Track resource utilization, profitability, non-billable time and unallocated time.
- A labor and job planning program allows you to view workloads, plan ahead, allocate resources, manage conflicts, check maintenance resource requirements, and reschedule employees / jobs. Drag and drop tools allow for easy on-screen editing.
- Management tools allow you to find employees for a specified time, with a desired skill-set and in a particular area, to locate and book the appropriate person for the job. A general query program provides access to all sorts of information and results can be printed or emailed directly to employees.



- A number of different mechanisms are provided for the processing of time against employees:
  - A Time Recorder can be used in-house or in the field to record actual times. These can be compared to estimates, and variance reports can be printed for review. Alternatively, simply enter labor charges directly to the job.
  - A spreadsheet style time entry grid allows employees to process their own time sheets. Time Entries can be verified by a manager and approved before being retrieved into a job for billing or costing. This process can also be performed in batch mode across multiple employees and jobs.
  - Import facilities are available to allow you to import time entries from other time-capturing systems. Export facilities are also available to export time entries if required.

e View Edit Help										
Print Criteria	Totals Insert	Properties Delete	Clear R	tefresh D	ocument					
	•									
molowee ADMIN	Q. Admini	stration Managerss		ine Sheet						
mployee ADMIN	or young	suauurmanagerss	'	ine sheet						
ate Range 16/08/20	10 💌 21/08/2010	0 🔹 >>								
iter Dates On 🛛 🔿 A	ctuals & Estimates	Actual Only	C Estimate D	nly						
ite Name	Document	Status	Phase		Equipment	Act. Date Start	Act. Time Start	Act. Duration (Hours Only)	Service Type	Serv
he Courtyard	JOB000001314	Pending	P07 - Maintena	ince Job -	None	16/08/2010	08:30	2.00	Labor	LAE
argain Mart - San Diego		Pending	P07 - Maintena	nce Job -	None	16/08/2010	10:30	4.00	Labor	LAE
he Courtyard	J0B000001314	Pending	P07 - Maintena		None	16/08/2010	10:30	3.00	Labor	LAE
argain Mart - San Diego		Pending	P07 - Maintena		None	16/08/2010	14:30	4.00	Labor	LAE
largain Mart - San Diego		Pending	P07 - Maintena		None	17/08/2010	08:30	2.00	Labor	LAE
largain Mart - San Diego		Pending	P07 - Maintena		None	17/08/2010	10:30	3.00	Labor	LAE
largain Mart - San Diego		Pending	P07 - Maintena		None	17/08/2010	13:30	2.00	Labor	LAE
argain Mart - San Diego		Pending	P07 - Maintena		None	18/08/2010	08:30	5.00	Labor	LAE
argain Mart - San Diego		Pending	P07 - Maintena	ince Job -	None	18/08/2010	13:30		Labor	LAE .
1	10000001000		D07 11 1			10.00.0010	00.00	200		•
ummary Totals										
Date Range: 16/08	/2010 - 20/08/2010	)			-					
Mon Tu	e Wed	Thu Fr	i Sat	Sun						
13.00 7:0	0 8:30	8:30 6:4	5 0:00	0.00						
	Hours:Mins	Cost	Billing		-					
Billable	43:45	\$ 656.25	\$ 4,375.00							
Cost Only	0:00	\$ 0.00								
Non Job Related	0:00	\$ 0.00								
	43:45	\$ 656.25	\$ 4.375.00							





#### Equipment

Equipment are assets that your company services and maintains. These can be your own internal equipment or customer owned equipment.

- Equipment settings default from an associated Model. Equipment settings include:
  - Warranty start and end dates
  - Serial and asset numbers
  - Associated Agreement/Contracts
  - Manuals, Safety Documents, Schematics, etc.
  - Response priority
  - Preventative Maintenance Plans
  - Custom Fields (unlimited)
  - Components \*
  - Accessories
  - ✓ Meters (if applicable)
  - Location details at Site
  - Distribution and Fault Statistics.

\* Components are defined as pieces of equipment and can have their own serial numbers, warranty, response priorities and general features.

- Each piece of equipment is recorded as a unique item with its own serial number. Create new jobs or find existing jobs by equipment serial number.
- All service dates, including installed, last serviced, next service, logged, and fault registrations are stored with each equipment.
- A comprehensive history is maintained for all equipment. This contains logged faults, tasks and activites, items supplied, labor charges, agreement cover, notations, warranty claims and return authorizations, in chronological order.
- Ascertain life-cycle financial profitability for



- Each Equipment can have its own status.
- Equipment may be transferred to another customer or location. Equipment history remains centric to the equipment during transfer.
- Maintenance schedules can be created to manage the service cycles for equipment. Equipment can be assigned to multiple maintenance schedules. Templates can be defined for easy creation of maintenance jobs and recurring billing.
- Maintenance schedule timing can be based on many criteria. These include dates, meter readings, or specific conditions such as time since last service or every "n" months.
- Meters can be attached to equipment.
   Meter readings can be based on usage such as distance traveled, hours worked, tons moved,
  - copies made, etc. A meter reading table keeps track of all readings, usage and history of the meter for the life of the equipment. Readings can be used for contract billing and planned maintenance.
  - Meter processing tools are available for bulkprocessing of meter readings.
  - Online meter readings allow your employees and customers to update readings over the Internet.



#### Agreements

Service Manager caters for various service agreement types including site service level agreements, meter and warranty agreements.

- A customer can have many agreements. An agreement can cover many sites, each site can have multiple equipment, and an agreement can cover the entire site or specific equipment.
- Various billing methods are available for equipment on agreements and life cycle profitability of the agreement can be tracked.
- Agreements auto cover associated jobs in the system.
- Define what standard, labor, contract services or parts from inventory are to be covered. Allocate special price lists to agreements, specify response times, and set period of cover (24/7, 9-5 etc.) in reusable Agreement Plans.

Agreement Setup					
Edit View Agreement Help					
Print New Agre. Add Sites Properties Delete	Publish Invoicing	Maint. Statistics			-
Il to Customer 14 4 1100 + H Q	🗅 🔺 🔉 Bargain N	fart - San Diego			
AGROU005108 - Beyenitative Mantenarce (Cove Cove - Service and Agreement 1100Begain Mart Sen Dego 1100Begain Mart Sen Dego 1100Begain Mart Sen Dego Cover 1 AGROU00518 - Begain Mart Sen Dego (Cover AGROU005106 - Begain Mart Sen Dego (Cover	1100-Bargain Mari     Cover entire Site (All E     Cover only Selected E     Default Plan     1     Q     Priorig Option     One Service charge for E     -14 Equipment Listed	Select which equip           quipment         Agreement and choose a           gelect ALL Equipment         Select ALL Equipment           4 Hour Response Time - 12 Month Plan	a pricing method. Use nt. Right Click to vie Ctrl+F enables e T	e DtrHA to w menu	**
		[	Plan	[	
	▶ Equipment           ■ 000000           ■ 000001           ■ 000001           ■ 000001           ■ 000001           ■ 000001           ■ 000001           ■ 000001           ■ 000001           ■ 000001           ■ 0000012           ■ 0000120           ■ 0000120           ■ 0000120           ■ 0000120           ■ 0000120           ■ 0000120           ■ 0000120           ■ 0000120           ■ 0000120           ■ 0000120           ■ 0000120           ■ 0000120           ■ 0000120           ■ 0000120           ■ 0000120           ■ 0000120           ■ 000120           ■ 000120           ■ 000120           ■ 000120           ■ 000120           ■ 000120           ■ 000120           ■ 000120           ■ 000120           ■ 000120           ■ 000120           ■ 000120           ■ 000120           ■ 000120           ■ 000120           ■ 000120           ■ 000120 <td>Mode         00001 - 0el 3 SGitz 258 Pain 2005.           00001 - 0el 3 SGitz 258 Pain 2005.         00001 - 0el 3 SGitz 258 Pain 2005.           00002 - Communication Rotarts         00002 - Communication Rotarts           00002 - Communication Rotarts         00002 - Communication Rotarts           00000 - Paint Communication Rotarts         00000 - Paint Communication Rotarts           00000 - Paint Communication Rotarts         00000 - Paint Communication Rotarts           00000 - Paint Communication Rotarts         00000 - Paint Communication Rotarts           00000 - Hold SGitz Communication Rotarts         00000 - Hold SGitz Communication           00000 - Hold Communication Rotarts         00000 - Hold Communication           00000 - Hold Communication Rotarts         00000 - Hold Communication           00000 - Hold Communication         Faint SGitz Communication           00000 - Hold Communication         Hold Communication</td> <td>Default Plan Default Plan Default Plan Default Plan Default Plan Default Plan Default Plan</td> <td>Service AGR12M AGR12M AGR12M AGR12M AGR12M AGR12M AGR12M AGR12M AGR12M AGR12M AGR12M AGR12M AGR12M</td> <td>Price         Senial TW           952.2         12487           952.2         12487           982.1         22474           982.1         22474           982.1         12414           982.1         12414           982.2         12424           952.2         242424           952.2         242242           952.2         242242           952.2         242242           952.2         407/23           952.2         407/23           952.2         407/23           952.2         407/23           950.00         P#234</td>	Mode         00001 - 0el 3 SGitz 258 Pain 2005.           00001 - 0el 3 SGitz 258 Pain 2005.         00001 - 0el 3 SGitz 258 Pain 2005.           00002 - Communication Rotarts         00002 - Communication Rotarts           00002 - Communication Rotarts         00002 - Communication Rotarts           00000 - Paint Communication Rotarts         00000 - Paint Communication Rotarts           00000 - Paint Communication Rotarts         00000 - Paint Communication Rotarts           00000 - Paint Communication Rotarts         00000 - Paint Communication Rotarts           00000 - Hold SGitz Communication Rotarts         00000 - Hold SGitz Communication           00000 - Hold Communication Rotarts         00000 - Hold Communication           00000 - Hold Communication Rotarts         00000 - Hold Communication           00000 - Hold Communication         Faint SGitz Communication           00000 - Hold Communication         Hold Communication	Default Plan Default Plan Default Plan Default Plan Default Plan Default Plan Default Plan	Service AGR12M AGR12M AGR12M AGR12M AGR12M AGR12M AGR12M AGR12M AGR12M AGR12M AGR12M AGR12M AGR12M	Price         Senial TW           952.2         12487           952.2         12487           982.1         22474           982.1         22474           982.1         12414           982.1         12414           982.2         12424           952.2         242424           952.2         242242           952.2         242242           952.2         242242           952.2         407/23           952.2         407/23           952.2         407/23           952.2         407/23           950.00         P#234
		N			
👭 Equipment Propertie	\$				>
Specific Cover Plan					
Specific Plan 1	۹ 🔺	4 Hour Response Time - 12 Mont	n Plan		Accept Cancel 1/11/2010 12:12 AM
Agreement Equipment Pricir	p				
Billing Service AGR12	M Q ▲ \$ 300.00 #	(12) Month Maint. Agreements			
	_				
				ancel	

- Define response prioritization to ensure rapid and timely response for customers that require critical support.
- You can track the agreement status as being active, suspended or expired as well as specifying the commencement date, the term of cover, and a review date.
- View and analyze agreement revenue, costs and profitability at any time. A warning facility exists to notify you when costs exceed a defined percentage of the revenue billed to date on the agreement.
- Custom fields can be applied to agreements as well as specific agreement notations.
- User-definable usage agreements are also available. Examples of these types of contracts include tracking a specified block of labor time, or the number of incidents allowed. E.g. 24hrs, 1 hr used, 23hrs left.
- There is a fully automated recurring billing function with user-definable schedules. Agreement billing can be automatically escalated on renewal.
- Automatic standing journals can be created to amortize agreement revenue to the G/L.

- Meter agreements can be setup to cover equipment and to bill contracts based on usage. These can be applied to motor vehicles, office equipment, heavy machinery, pumps, aircraft, electricity meters, water meters and other types of equipment. Special formulae can be created for billing purposes. Preventative Maintenance can be linked to meter agreements.
- Warranty Agreements can be created to allow you to recoup fees for all work performed under warranty where you act as agent for a vendor or manufacturer's equipment. Billing can be accumulated to the end of the month so that one claim for all work performed during that month can be submitted. Claim information can be transferred online or exported as required to manufacturer specification.



#### **Return Authorizations**

Two types of Return Authorizations (RA) are managed by the system, customer returns and vendor/manufacturer returns.

- RAs can be created for existing serialized equipment, miscellaneous equipment or inventory items. New equipment can be quickly created on the fly during the receipting process.
- Each RA can have multiple equipment.
- Equipment information on an RA includes warranty details, notations, accessories returned, fault registrations, shipment tracking and history.
- Equipment on an RA can be received or dispatched back on multiple shipment documents. The tracking process allows for expected, received and returned steps for both the customer and vendor side of the transaction.
- Email or fax RA documents to customers or suppliers or log and check an RA online via the Internet.
- RA statuses are automatically updated by the system during the RA cycle. There is a master RA status as well as an individual equipment line status.
- RAs can be processed either on a job or stand-alone without using the job system, which allows for demarcation of responsibilities.
- Items can be returned to inventory, and loans or exchange/rotation equipment can be tracked.





#### **Advanced Maintenance**

Enhance the standard maintenance with a full task and activity based preventative maintenance system. Plan a full year's maintenance program in advance.

- The Advanced Maintenance Module is ideal for facility management such as in hospitals, hotels, refineries, mining sites or vehicle fleet management, but has broad application in many industries and is not limited to those mentioned.
- There are three basic types of advanced maintenance: Frequency or Schedule based maintenance; Conditional Maintenance triggered by certain criteria such as dates and meter reads; and Interval Maintenance which is based on certain predefined intervals. Conditional and Interval Maintenance include predictive calculations as well.
- Maintenance can be set up at Site and/or Equipment level. Maintenance can also be set up at Model level and then published to all equipment of that model type making deployment and updating of maintenance very easy to manage. Maintenance for a particular equipment record can be individually tailored as necessary.
- Equipment can have multiple maintenance cycles on different schedules and tasks can be combined when schedules coincide or they can be omitted as applicable.
- Loadings for an entire year can be calculated in advance in order to determine resource requirements for employees, contractor labor commitment, and parts usage.
- Statistics by period include cost and revenue analysis. These values can be broken down by Site, Task, Location or Discipline. For example costs can be summarized by electrical, or engineering disciplines or by location at a site, such as the radiology department, or kitchen area etc.
- Maintenance is task based, and tasks can include unlimited activities. There are four basic activity types; A Check Procedure, A Numeric Measurement, Text Input or a Question.
- Tasks include customizable statuses, priorities, assignment details and notations. Notations can also include file attachments such as manuals, schematics, layouts, or safety documents.



- Task Billing Templates can be used to auto load parts, labor and notations related to the task directly to a job. This saves operators valuable time keying in repetitive information.
- Setting up subsequent maintenance for subsequent years is easy, as no re keying of data is required. Simply insert a new Calendar period and the previous maintenance plan is inherited. Changes can then be made as necessary.
- Preventative Maintenance functions can link to Service Level Agreements allowing calculation of true contract profitability.





#### Faults

Accumulating information about faults and providing easy access to that information allows you to simply, quickly and profitably deal with service requests.

- Service Manager's Fault Analyzer allows you to diagnose and resolve problems, and record information in a knowledge base for future reference. The analyzer consists of three components: symptoms, faults and solutions. Create new symptoms, faults or solutions as required or import them from a manufacturer database.
- Each fault is linked to a model, and the search engine provides a powerful mechanism to locate relevant information from data accumulated from job activity or manual input.
- Take a support call. Type in a symptom and locate the possible cause of the problem and how to resolve it. Alternatively an engineer/technician may be working on equipment either in-house or in the field using a PDA device to refer to the Fault Analyzer for the relevant solution.
- Solutions can be linked to reference information such as websites, documents or manuals.
- Preassign templates to solutions to automatically load relevant labor services or parts required to fix the problem when that solution is selected.
- For each solution, specify degrees of difficulty, custom fields, and employee skill sets required to





#### **Query Tools**

Empower your employees with tools to easily search for and report on history and activity of customers and their equipment.

Use the Query program to find the jobs scheduled for today, those for a particular employee, by status, by job type, unassigned jobs, late jobs and much more. Save and reuse queries, or return them to the job system or job scheduler for action. Email results to employee mobile telephones or PDA's, or just print the results as applicable.

	Documen	nt Query (Ap	ha Comp	any)											
e Edit View H	telp														
	ave	And Brint	A Criteria		>> Proceer	d	Doc En	try	• 🔄 Job Manager	🛃 Email		ksign			
ate / Time Closed ate / Time Comple overed by Agreem to Covered by Agrem ip Code ip Code ip Code ip Code ip Code cuments with Ca ocuments Require ocument with Esti ontact /orkgroup Query osting Schedule b	eted eent eement tegory id to Compl mated Ship	Date							Include  Include  Clear Al  Set Order	2 Do	etus cument	Туре			
sting Schedule b upment Status	y Date han	ige		-	Setu	p / :	Send Em	ails							
outcoment Response obs without Actual ervice Center ercentage Comple ob is over Budget obs with Phase Co obs with Phase St guipment Response	s te of Budge de stus	ಕ		S S D	electing	a D add nts di	itional emp isplayed in	vill disp loyee red in	play assigned emp is generates an em idicate no employe a to the document.	ail for all e			nents. Check an emplo	yee to email that e	mployee. This
								,,	e to the document.						
					Job Sele		n	phopos							
		escription		5)	Docu	ment	n Number	project	Description		Site Na	ame	Status	Priority	
DB000001063 DB000001068 DB000001087 DB000001088 DB000001088 DB000001010	P W P C	re Installation In Varranty Contrac Prevent Maint I Prevent Maint I Computer - New I	ispecti ( ct () 6 Mont E 6 Mont E Installs /	5) Co Co Bo Bo Bo	Docu <s J0 J0 J0 J0 J0</s 	eleci 8001 8001 8001	n Number All> 1001063 1001068 1001087	,,	Description Pre Installation II Warranty Contra Prevent Maint	ct 6 Mont	Coasta Coasta Bargair	I Electric Company I Electric Company n Mart - San Diego	Escalation Status Escalation Status Escalation Status	Priority 1 1 1	
DB000001063 DB000001068 DB000001087 DB000001088 DB000001088 DB000001010 DB000001077	P W P C C	re Installation In Varranty Contrac Prevent Maint I Prevent Maint I Computer - New Copier Printer Re	ispecti ( ct ( 6 Mont E 6 Mont E Installs / pair /	Si Co Ba Ba	Docu \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$ \$	meni eleci 8001 8001 8001 8001	n Number Alb 3001063 3001068 3001087 3001087		Description Pre Installation II Warranty Contra Prevent Maint Prevent Maint	ct 6 Mont 6 Mont	Coasta Coasta Bargair Bargair	I Electric Company I Electric Company n Mart - San Diego n Mart - San Diego	Escalation Status Escalation Status Escalation Status Escalation Status	1 1 1 1	
DB000001063 DB000001068 DB000001087 DB000001088 DB000001088 DB000001010 DB000001077 DB000001008	P W P C C M	Pre Installation In Varranty Contrac Prevent Maint I Prevent Maint I Computer - New I Copier Printer Re flaintenence Wo	ispecti ( ct ( 6 Mont E 6 Mont E Installs / pair / orkshe E	5) Co Ba Ba Ba Ba Ba	Docu C <s J0 J0 J0 J0 V J0 V J0 V J0</s 	meni eleci 8001 8001 8001 8001 8001	n Number All> 0001063 0001087 0001087 0001088 0001010		Description Pre Installation II Warranty Contra Prevent Maint Computer - New	ct 6 Mont 6 Mont Installs	Coasta Coasta Bargair Bargair ACME	I Electric Company I Electric Company n Mart - San Diego n Mart - San Diego Plumbing	Escalation Status Escalation Status Escalation Status Escalation Status Active	1 1 1 2	1
DB000001063 DB000001068 DB000001087 DB000001088 DB000001088 DB000001010 DB000001077 DB000001008 DB000001009	P W P C C M M	re Installation In Varranty Contrac Prevent Maint I Prevent Maint I Computer - New Copier Printer Re	ispecti ( ct ( 6 Mont E 6 Mont E Installs / pair / orkshe E orkshe (	5) Do Do Ba Ba Ba Ba Ba Do	Docu S J0 J0 J0 J0 J0 J0 J0 J0 J0	meni eleci 8001 8001 8001 8001 8001 8001	n Number All> 3001063 3001087 3001087 3001087 3001088 3001010 3001077		Description Pre Installation II Warranty Contra Prevent Maint Computer - New Copier Printer Re	ct 6 Mont 6 Mont Installs spair	Coasta Coasta Bargain Bargain ACME ACME	IElectric Company IElectric Company n Mart - San Diego n Mart - San Diego Plumbing Plumbing	Escalation Status Escalation Status Escalation Status Escalation Status Active Active	1 1 1 1	
0B00001063 0B00001068 0B00001087 0B00001088 0B00001010 0B00001010 0B00001008 0B00001008 0B00001073 0B00001075	P W P C C M M	Pre Installation In Varianty Contract Verent Maint. Computer - New I Copier Printer Re faintenence Wo faintenence Wo	ispecti ( ct ( 6 Mont E 6 Mont E Installs // pair // prkshe E prkshe E prkshe E	50 Do Do Ba Ba Ba Do Ba Ba Ba	Docu S J0 J0 J0 J0 J0 J0 J0 J0 J0	meni eleci 8001 8001 8001 8001 8001 8001	n Number All> 0001063 0001087 0001087 0001088 0001010		Description Pre Installation II Warranty Contra Prevent Maint Computer - New	ct 6 Mont 6 Mont Installs spair	Coasta Coasta Bargain Bargain ACME ACME	I Electric Company I Electric Company n Mart - San Diego n Mart - San Diego Plumbing	Escalation Status Escalation Status Escalation Status Escalation Status Active	1 1 1 2	~
0800001063 0800001068 0800001087 0800001088 080000100 0800001008 0800001008 0800001008 0800001009 0800001073 0800001075 0800001005	P V P P C C C M M M	Pre Installation In Varranty Contrac Prevent Maint 1 Prevent Maint 1 Computer - New 1 Copier Printer Re faintenence Wo faintenence Wo faintenence Wo faintenence Wo	specti ( ct ( 6 Mont E 6 Mont E Installs / pair / prishe E prishe E prishe E prishe E	Si Do Ba Ba Ba Ba Ba Ba Ba Ba Ba Ba Ba Ba	Docu 30 30 30 30 90 90 90 90 90 90 90 90 90 9	ment elect 8001 8001 8001 8001 8001	n Number (Alb) 0001063 0001068 0001087 0001088 0001010 0001010 0001077		Description Pre Installation II Warranty Contra Prevent Maint Computer - New Copier Printer Re	ct 6 Mont 6 Mont Installs spair	Coasta Coasta Bargain Bargain ACME ACME	IElectric Company IElectric Company n Mart - San Diego n Mart - San Diego Plumbing Plumbing	Escalation Status Escalation Status Escalation Status Escalation Status Active Active	1 1 1 2	
DB000001063 OB00001067 OB00001087 OB00001088 OB00001010 OB000010108 DB00001008 OB00001008 OB00001075 OB000001075 OB000001074	P V P C C M M M M C	Pre Installation In Varranty Contrac revent Maint 1 Computer - New I Copier Printer Re daintenence Wo daintenence Wo daintenence Wo daintenence Wo daintenence Wo daintenence Wo daintenence Wo	ispecti ( ct ( 6 Mont E 6 Mont E Installs / pair / pristalls / pair / pristalls /	50 50 50 50 50 50 50 50 50 50	Docu C	meni 8001 8001 8001 8001 8001 8001 8001 800	n Number (All> 0001063 0001068 0001087 0001088 0001010 0001077 0001077		Description Pre Installation II Warranty Contra Prevent Maint Computer - New Copier Printer Re	ct 6 Mont 6 Mont Installs spair	Coasta Coasta Bargain Bargain ACME ACME	IElectric Company IElectric Company n Mart - San Diego n Mart - San Diego Plumbing Plumbing	Escalation Status Escalation Status Escalation Status Escalation Status Active Active	1 1 1 2	×
0800001063 0800001067 0800001068 0800001088 0800001088 080000108 080000108 080000108 080000108 0800001075 0800001075 0800001075		Pre Installation In Varranty Contrac Prevent Maint 1 Prevent Maint 1 Computer - New 1 Copier Printer Re faintenence Wo faintenence Wo faintenence Wo faintenence Wo	specti ( ct () 6 Mont E 6 Mont E 6 Mont E Installs / pair / prist / priste E priste E priste E priste E britshe E britshe E	Si Do Ba Ba Ba Ba Ba Ba Ba Ba Ba Ba Ba Ba	Docu C S JO JO JO JO JO JO JO S C Employee Employee	meni eleci 8000 8000 8000 8000 8000 8000 8000 80	n Number (All>) 0001063 0001068 0001087 0001088 0001010 0001077 0001077 0001077 0001077		Description Pre Installation II Warranty Contra Prevent Maint Computer - New Copier Printer Re	ct 6 Mont 6 Mont Installs spair	Coasta Coasta Bargain Bargain ACME ACME	IElectric Company IElectric Company n Mart - San Diego n Mart - San Diego Plumbing Plumbing	Escalation Status Escalation Status Escalation Status Escalation Status Active Active	1 1 1 2	~
Document Numbe D600001063 D800001063 D80000108 D80000108 D80000108 D80000107 D80000107 D80000107 D80000107 D80000107 D80000107 D80000104 D800001045 D800001045 D800001045		Pre Installation In Varranty Contrac Vrevent Maint 1 Vrevent Maint 1 Copier Printer Re daintenence Wo daintenence Wo daintenence Wo daintenence Wo daintenence Wo daintenence Wo customer Purcha Computer - Repa	specti ( ct () 6 Mont E 6 Mont E 6 Mont E 9 Justalis / A pair / A Justahe E Justahe E Justahe E Justahe E Justahe E Justahe E Justahe E Justahe E Justahe E	50 Co Ba Ba Ba Co Ba Ba Ba Ba Ma 	Docu C (S D 0 D 0 D 0 D 0 D 0 D 0 D 0 C 10 C	ment eleci 8000 8000 8000 8000 8000 8000 8000 80	n Number Ab- 0001063 000108 000108 000108 000108 000108 000100 0001077 0001077 0001077 0001077 0001077 0001077 0001077 0001077 0001077 0001077 0001068 0001008 0001008 0001008 0001008 0001008 0001008 0001008 0001008 0001008 0001000 000100 00000000	Mana gate <	Description Pre Installation II Warranty Contra Prevent Maint - Prevent Maint - Computer - New Copier Printer Ri- Maint - Super <admin@a< td=""><td>ct 6 Mont 6 Mont Installs spair stoket</td><td>Coasta Coasta Bargain Bargain ACME ACME</td><td>IElectric Company IElectric Company n Mart - San Diego n Mart - San Diego Plumbing Plumbing</td><td>Escalation Status Escalation Status Escalation Status Escalation Status Active Active</td><td>1 1 1 2</td><td>~</td></admin@a<>	ct 6 Mont 6 Mont Installs spair stoket	Coasta Coasta Bargain Bargain ACME ACME	IElectric Company IElectric Company n Mart - San Diego n Mart - San Diego Plumbing Plumbing	Escalation Status Escalation Status Escalation Status Escalation Status Active Active	1 1 1 2	~
0800001063 0800001068 0800001087 0800001087 0800001087 080000109 080000109 0800001009 0800001009 0800001009 080000105 0800001040 0800001040 0800001040 0800001040 0800001040 0800001040		Pre Installation In Varranty Contrac Vrevent Maint 1 Vrevent Maint 1 Copier Printer Re daintenence Wo daintenence Wo daintenence Wo daintenence Wo daintenence Wo daintenence Wo customer Purcha Computer - Repa	specti ( ct () 6 Mont E 6 Mont E 6 Mont E 9 Justalis / A pair / A Justahe E Justahe E Justahe E Justahe E Justahe E Justahe E Justahe E Justahe E Justahe E	50 50 50 50 50 50 50 50 50 50 50 50 50 5		ment eleci 8000 8000 8000 8000 8000 8000 8000 80	n n Number (Alb- 1001063 1001068 1001087 1001087 1001087 1001087 1001077 100000 100000 100000 100000 100000 100000 100000 100000 100000 100000 100000 1000000 1000000 1000000 1000000 1000000 10000000 1000000 100000000	Mana gate < ver <v< td=""><td>Description Pre Installation II Warranty Contra Prevent Maint - Prevent Maint - Computer - New Copier Printer Ri Maintenance III</td><td>ct 6 Mont 6 Mont Installs spair stoket n.com&gt; at.dob m.aup</td><td>Coasta Coasta Bargain Bargain ACME ACME</td><td>IElectric Company IElectric Company n Mart - San Diego n Mart - San Diego Plumbing Plumbing</td><td>Escalation Status Escalation Status Escalation Status Escalation Status Active Active</td><td>1 1 1 2</td><td></td></v<>	Description Pre Installation II Warranty Contra Prevent Maint - Prevent Maint - Computer - New Copier Printer Ri Maintenance III	ct 6 Mont 6 Mont Installs spair stoket n.com> at.dob m.aup	Coasta Coasta Bargain Bargain ACME ACME	IElectric Company IElectric Company n Mart - San Diego n Mart - San Diego Plumbing Plumbing	Escalation Status Escalation Status Escalation Status Escalation Status Active Active	1 1 1 2	
0800001063 0800001068 0800001087 0800001087 0800001087 0800001077 0800001073 0800001073 0800001073 0800001074 0800001074 0800001044 0800001046 0800001046		Pre Installation In Varranty Contrac revent Maint 1 Trevent Maint 1 Conputer - New Copier Printer Re daintenence Wo daintenence Wo daintenence Wo daintenence Wo daintenence Wo customer Purcha Computer - Repa	specti ( ct () 6 Mont E 6 Mont E 6 Mont E 9 Justalis / A pair / A Justahe E Justahe E Justahe E Justahe E Justahe E Justahe E Justahe E Justahe E Justahe E	50 50 50 50 50 50 50 50 50 50 50 50 50 5		ment elect 8000 8000 8000 8000 8000 8000 8000 80	n n Number (Alb) 1001063 1001063 1001087 100107 1001087 100107 100000 10000 10000 10000 10000 10000 10000 10000 100000 100000 1000000	Mana pate < ner <v ell <ds< td=""><td>Description Pre Installation II Warranty Contra Prevent Maint - Prevent Maint - Computer - New Copier Printer R University of the Contract applegate@hotd applegate@hotd</td><td>ct 6 Mont Installs spair </td><td>Coasta Coasta Bargain Bargain ACME ACME</td><td>IElectric Company IElectric Company n Mart - San Diego n Mart - San Diego Plumbing Plumbing</td><td>Escalation Status Escalation Status Escalation Status Escalation Status Active Active</td><td>1 1 1 2</td><td>× ×</td></ds<></v 	Description Pre Installation II Warranty Contra Prevent Maint - Prevent Maint - Computer - New Copier Printer R University of the Contract applegate@hotd applegate@hotd	ct 6 Mont Installs spair 	Coasta Coasta Bargain Bargain ACME ACME	IElectric Company IElectric Company n Mart - San Diego n Mart - San Diego Plumbing Plumbing	Escalation Status Escalation Status Escalation Status Escalation Status Active Active	1 1 1 2	× ×

- Comprehensive financial statistics allow you to analyze trends within your business. Trend analysis in Service Manager can highlight the need to:
  - Re-distribute employee or equipment resources
  - Identify hot spot profit/(loss) areas
  - Determine how successful an advertising campaign has been
  - Focus on particular international markets
  - Focus on certain industries or sectors
  - Focus on certain zones
  - Recognize your top earning 20% of customers.
- Print job cards, equipment labels, picking slips, invoices, credit notes, quotations and contracts. These forms can be customized to suit stationery requirements and company methodology.
- There are over 100 reports and forms to choose from with more constantly being added. Industry standard reporting tools such as Crystal Reports may be used to create new reports and edit existing reports and forms.





#### **Mobile Field Solutions**

Allow your employees to stay in touch and transact either **live** or in **offline** mode from the field using mobile devices such as smart telephones, PDA's, or portable notebook computers.



## Sample screens of My Jobs, Signature and Tasks. A high level of security with multiple encryption

- Functions available include:
  - Toolbar icons for quick navigation
  - "Listing "My Jobs" by date range
  - Receiving new jobs
  - Creating new jobs
  - Adding or editing labor and parts on jobs
  - Completing task and activity lists
  - Adding or editing notations on jobs
  - Unlimited Favorite notations
  - Taking Customer Signatures
  - Changing job status
  - Changing job priority
  - Checking agreement information
  - Checking the Fault Analyzer for symptoms, faults or solutions
  - Looking up customer history and credit status
  - Inserting new Equipment onto jobs including Miscellaneous Equipment.
  - Looking up equipment history
  - Checking equipment custom fields
  - Checking equipment warranty status
  - Nerifying equipment serial numbers

- Service Manager's mobile field solutions utilize the latest Microsoft .NET development technology.
- An Internet (TCP/IP) connection is required. Services such as GPRS, 3G, CDMA, Edge, 802.11B (wireless network), and other communication methods allow remote users to contact the office remotely. A USB connection or cradle can also be used to connect wirelessly with your PC to download or upload information.
- Login over the Internet, your intranet, or in the field with a handheld portable device.
- Operating systems supported include any .NET certified programs such as Windows Pocket PC 2003 and Windows Mobile 5. Most mainstream devices running these operating systems are compatible. We provide a list of supported devices for quick reference at www.technisoft.com.au.
- A high level of security with multiple encryption protocols can be implemented to suit your needs and protect your data. Set device timeout when not in use in case a unit is lost or stolen.
- Add new mobile employees as demand requires. Service Manager is fully scalable ensuring your business growth is not compromised.
- Ability to take meter readings now an VM Mobile option for touch screen PDA or PC emulator





#### **Internet and Remote Solutions**

Allow your employees or your customers to stay in touch and transact with your company over the Internet via an Employee Web Portal, Customer Web Portal, Sage ACCPAC CRM integration or using communication software such as Terminal Services or Citrix. Alternatively, consider a Hosted solution with Sage ACCPAC.



#### Employee WEB Portal

- The Service Manager Employee Web Portal allows your employees to access your accounting and management systems online via an Internet Browser. This saves time, is convenient, and in some situations reduces the cost of expensive licensing fees. Most importantly, access to your data can be from anywhere in the world, day or night.
- Be confident that your data is secure, as access is restricted using your standard Sage ACCPAC desktop security functions.
- Engineers/Technicians, as well as general staff can login to view their existing jobs. Those jobs can then be modified by adding labor and parts, notations, equipment and other details.
- Create new jobs online and assign employees to those jobs. Quotes can also be created and a quote can then be promoted to a job if approved.
- Update job status or priority, view equipment and site history, check custom fields, warranty status or serial number information of equipment. Use the Fault database to identify a fault and possible solution to that fault.
- Print work orders or job cards as well as invoices and quotes.
- Access via the Internet does not contain all the features of the desktop, but most daily routine work can be completed successfully. Powerful query tools allow users to quickly find information about a site or equipment belonging to that site. For example, view open jobs, check jobs for a particular client, check history for a specific piece of equipment, etc.



#### Integration to Sage CRM

- Integration to Sage CRM is via the Employee Web Portal. i.e. It is the same product. During installation, if Sage CRM is installed, options become available to switch on additional functionality for Sage CRM.
- All the features of the Employee Web Portal are available from directly inside the Sage CRM desktop which is also Browser based.
- That means sales people and general staff also gain access via the CRM desktop to quotes, jobs and important site and equipment information so that when dealing with a customer, they have all information about that customer at their fingertips. Link your entire business through a common Web based desktop and accelerate the sales cycle while providing increased levels of customer service.
- In addition to the standard features of the Employee Web Portal, when integrated, CRM Workflow becomes available, CRM Cases can be promoted to jobs in Service Manager, CRM Opportunities can be converted to quotes and the CRM Pipeline is updated during that process, enabling sales activity to be measured and monitored.



#### **Customer Web Portal**

- The Service Manager Customer Web Portal allows your customers to access and transact with your business directly through an Internet Browser. This speeds up response times providing better customer satisfaction and as an added benefit, business overheads and costs are reduced as less time is spent on telephones logging information or answering questions.
- Customers can log new job requests, view the status of existing jobs, view site and equipment history, check preventative maintenance schedules and task status, change contact details, create return authorizations, add meter readings, send or receive email, and check agreement information. They can also check billing information and reprint invoices.
- Security functions allow specific control of who can access information, and what information they are able to access.

All Internet solutions require Microsoft IIS 5+ and .NET Framework.



### **Standard Reports**

#### Documents

- Document Listing
- Posting Listing
- Aged Documents
- Outstanding/ Back Order Entries
- Item Reconciliation
- Work In Progress Summary
- Time Entry Summary
- Posting Schedule Listing
- Agreement Summary
- Notation List
- Overhead/Burden List
- Project List
- Payment Summary
- Job Summary

#### Equipment

- Model Listing
- Equipment Listing
- Equipment Summary
- Equipment Total Cost of Ownership
- Meter Worksheet
- Meter Audit
- Maintenance Results
- Item Relationships

#### Faults

- Symptom Listing
- Fault Listing
- Solution Listing
- Fault Registrations History

#### Forms

- Customer Confirmation
- Work Order Job Card
- Work Order Phase Card
- Equipment Labels
- Return Authorizations
- Invoices
- Consolidated Invoices
- Credit Notes
- Quotation Shipping Label
- Picking Slip
- Agreement Contract

#### Transactions

- G/L Posting Journals
- Commissions
- Sales History
- Sales Activity

9/04/2006	1:24:15AM
Job Summ	oarv///M5180)

E

	Servio	e	Labou	ır	Subcontr	actor	Iten	ms		
	Rev.	Cost	Rev.	Cost	Rev.	Cost	Rev.	Cost		
OB000001081 Pending 1400: Coastal Electric Company										
Posted Lines:										
Item A1-103/0: Fluorescent De: (S)21/02/2010							0.00	1,019.97		
Item A1-103/0: Fluorescent Det (C)21/02/2010							0.00	-999.57		
Posted (2 Lines Invoiced):	0.00	0.00	0.00	0.00	0.00	0.00	0.00	20.40		
Document Total:	0.00	0.00	0.00	0.00	0.00	0.00	0.00	20.40		
JOB000001083 Pending 1100: Bargain Mart - San Diego										
Unposted Lines:										
Labour LABOUR: General Lab (S) 21/02/2010			30.00	15.00						
Item A1-103/0: Cleanin Solven (S) 21/02/2010				10.00			38.30	20.40		
Subcontractor PAINT: Painting (S)21/02/2010					0.00	89.00				
Labour LABOUR: General Lab (S)21/02/2010 Labour LABOUR: General Lab (S)21/02/2010			30.00 30.00	15.00 15.00						
Item A1-460/0: Mother Board R (S)21/02/2010			50.00	15.00			31.25	17.67		
Unposted (7 Lines On Supply ):	0.00	0.00	90.00	45.00	0.00	89.00	69.55	38.07		
Document Total:	0.00	0.00	90.00	45.00	0.00	89.00	69.55	38.07		
OB000001084 Pending 1100: Bargain Mart - San Diego										
Unposted Lines:										
Labour LABOUR: General Lab (S) 21/02/2010			30.00	15.00						
Item A1-103/0: Cleanin Solven (S)21/02/2010 Subcontractor PAINT: Painting (S)21/02/2010					0.00	89.00	38.30	20.40		
Labour LABOUR: General Lab (S)21/02/2010			30.00	15.00	0.00	09.00				
Labour LABOUR: General Lab (S)21/02/2010			30.00	15.00						
Item A1-460/0: Mother Board R (S)21/02/2010							31.25	17.67		
Unposted (7 Lines On Supply ):	0.00	0.00	90.00	45.00	0.00	89.00	69.55	38.07		
Document Total:	0.00	0.00	90.00	45.00	0.00	89.00	69.55	38.07		
JOB000001085 Pending 1100: Bargain Mart - San Diego										
Unposted Lines:										
Labour LAROLID: Consoral Lab. (S) 21(03/3010			120.00	60.00						

Sample Company Inc

		Task Count / Est Duration (Hours) By Equipment									
		Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
: - San Diego	*Site Level Tasks*	2 3.00	2 3.00	2 3.00	2 3.00	2 3.00	3 4.50	2 3.00	2 3.00	2 3.00	2 3.00
Mart	000015 - Panasonic Laser Printer / Copier	0 0.00	1 0.50	4 2.83	1 0.50	0 0.00	2 1.83	0 0.00	0 0.00	2 1.83	0 0.00
1100 - Bargain I	000129 - CT Scanner	0 0.00	3 6.50	2 3.50	2 3.50	3 6.50	2 3.50	2 3.50	3 6.50	2 3.50	2 3.50
110	Total	2 3.00	6 10.00	8 9.33	5 7.00	5 9.50	7 9.83	4 6.50	5 9.50	6 8.33	4 6.50
Total	Total		6 10.00	8 9.33	5 7.00	5 9.50	7 9.83	4 6.50	5 9.50	6 8.33	4 6.50
				Taak C		Duration	·	<b>D</b>			

		Task Count / Est Duration (Hours) By Discipline								
	Feb	Mar	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov
ENG - Engineering	0 0.00	2 6.00	1 3.00	1 3.00	2 6.00	1 3.00	1 3.00	2 6.00	1 3.00	1 3.00









Visit www.technisoft.com for up-to-date information on Technisoft Products. Email: technisoft@technisoft.com.au Tel: +61 7 55545844 Fax: +61 7 55545522 Copyright © 2010 Technisoft Pty Ltd. All rights reserved.

Technisoft, the Technisoft logo and Service Manager (including disk head device) are registered trademarks of Technisoft Pty Ltd. Accpac the Sage Accpac logo and the Accpac product names mentioned herein are registered trademarks or trademarks of Sage Accpac in the United States and other countries. Used by permission. All other trade names referenced on this brochure are trademarks of their respective owners. The contents of this brochure including specifications, system recommendations, program integration, and program requirements are subject to change without notice.