

## Service Work Order Management Modes Supported

|                           | Application  | Manage  | Inventory  | Fulfillment   |
|---------------------------|--|---|--|---|
| On-Site                   | IT Support<br>Facility Repair<br>In Home Services                    | Dispatch<br>Schedule<br>Resources<br>Zone   | Truck Stock<br>Depot Stock<br>Special Orders<br>Parts        | Service Call<br>+ Labor<br>+ Materials<br>Immediate Payment<br>Invoice<br>Statement |
| Depot Service             | Equipment Repair<br>Specialized Vehicle                              | Schedule Resources<br>Schedule Facilities<br>Bar Code Materials<br>Bar Code Work Orders<br>Bar Code Labor<br>Repair History | Parts<br>Special Orders                                      | Service Fees<br>Fixed price<br>Services<br>Bill T&C                                 |
| Installation              | Industrial Equipment<br>Prefab structures<br>Facility Infrastructure | Multi-Phase Jobs<br>Job Cost/Estimate<br>Progress Payments<br>Retainage Tracking  | Stock<br>Assemblies<br>Special Orders<br>On site fabrication | Pre-Payments<br>Invoices<br>Statements  |
| Pick Up –<br>Return       | Industrial Rollers<br>Tool Refurbish                                 | Customer Equipment<br>Barcode Work Order<br>Work Order History<br>Pick Up, Delivery,<br>work schedules                      | Trade Goods<br>Parts   | Invoices<br>Statements  |
| Recurring                 | Preventative<br>Maintenance  | Customer Equipment<br>Maintenance Schedule<br>Resources<br>Contracts  | Trade Goods<br>Parts   | Invoices<br>Statements  |
| Finishing<br>Plant        | Textiles<br>Lumber<br>Chemical                                       | Constructive Placement<br>Distribution Advice<br>Schedule Facilities<br>Schedule Production<br>Line                         | Customer Inventory<br>Trade Goods<br>Overstock               | Invoices<br>Statements  |
| Logistics<br>Distribution | Warehouse Operations<br>Distribution Center                          | Constructive Placement<br>Distribution Advice   | Customer Inventory   | Invoices<br>Statements  |
| Consultative<br>Services  | Engineering<br>IT<br>Health Services                                 | Project<br>Job(s) Estimate/Costs<br>Time Reporting<br>Contracts   | Resources<br>Contract Labor                                  | Pre-Payment<br>Retainer<br>Bill T&C<br>Pay Contract Labor                           |

**Improve service profitability, accountability and tracking**