



## Service Management—Real Estate

Streamlining your control over service operations, Service Management for Sage Timberline Office integrates with other applications for better communication between tenants and your organization's dispatchers, technicians, and accounting staffs.

Ready access to Accounts Payable, Accounts Receivable, Payroll, Property Management, and General Ledger information enables you to track and respond to vital service information.

Service Management simplifies service call dispatching, field technician management, and billing. You're able to see the status of any service call including the time the call is scheduled, the type of service to be performed, the technician assigned to perform the service, and what parts, if any, will be needed for the service call.

Information on vendors, invoices, purchase orders, and other financial details are entered into your system only once, eliminating redundancy and potential error. Add-on modules further improve your operation by putting you in complete control of field purchasing, service agreements, and warranties, as well as preventive maintenance.

### Dispatching features and efficiencies

- Display as many as 480 service calls and 50 technicians at one time on the easy-to-use dispatch board.
- Retrieve the service history and geographic location of a property or unit.
- Drill down for access to additional information about specific service calls.
- Attach technician, property, or unit notes to work orders.
- Pull up a list of installed assets including detail such as a model number, service history, or warranty length.
- Check details of warranty and service agreement coverage.
- Perform searches for existing work orders.
- Automatically carry over unfinished work orders to next day.
- Let tenants know exactly when technicians were dispatched.
- Map out each technician's schedule for up to four weeks.
- Call up technician records, status, pager numbers, and more.
- Use time stamps to create an audit trail of actual hours worked and cross-check them against technician time cards.
- Track skills by technician.

### Billing features and efficiencies

- Automate pricing with small job fixed-rate pricing, flat rate pricing, or markup/discount.
- Set up unlimited rate tables for labor, materials, equipment, and other costs.
- Establish special discounts.
- Customize call types with their own labor rates.
- Price travel by trip charge or miles.
- Automatically price parts based on item or mark-up file.
- Add miscellaneous charges.
- Bill multiple work orders based on one invoice.
- Implement a work order approval process prior to billing.
- Invoice work orders on the fly.

**Service Management** is a part of Sage Timberline Office, fully integrated operations and financial software for construction and real estate professionals.

**Service Management - Timberline Construction**

File Edit View DBoard Setup Tasks Reports Tools Help

Unassigned 3-31.00 None	101-Jones 1-5.00 None	102-Sanford 1-5.00 None	103-Lovett 2-10.00 None	104-Franks 2-8.00 None
Tri-Tech Lab (503)555-3207 Wendy Jones	Allstate University (503)555-1425 Steve Baker	Dankward Swimming Pool (503)531-9856 Bill Hanson	Pacific Supplies (503)356-2599 Joe Johnson	Memorial Civic Center (503)555-6287 Nate Olson
Napoli's Pizzeria (503)555-3207 Wendy Jones	Burns Restaurant (503)446-0095 Frank Burns	Burns Restaurant (503)446-0095 Frank Burns	Debi Bronson	City of Oak Hills (503)559-1826 James Keaton
Nw Food Warehouse (503)626-4958 Michael Perkins				
Pipe Leaking - Service Comments: Sprinkler system pipes leaking.		Promised: 8:00 am, Started 5:07 pm (503)446-0095 Frank Burns 97123 PDX #23174		

ECard Properties  
 Work Order Properties  
 Location Properties  
 Location View  
 Send to Pager  
 Enter Purchase Order  
 Notified  
 Acknowledged  
 No Answer  
 Traveling  
 Stated  
 Suspended  
 Complete  
 Copy ECard  
 Remove ECard

All Locations Customers Jobs **Wed Jan 22** 5 Week Schedule /

For Help, press F1 01/22/03

Work orders are graphically depicted on Service Management's easy-to-navigate dispatch board in the form of on-screen "ECard" tiles that include information such as reason for call, job status, and property or unit location.



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