# **Demo User Guide**

## **MAXIMO SERVICE PROVIDER**

Functional Overview Quick Start Tutorial

## **Document Location**

Maximo Training documentation repository

## **Revision History**

Version	Version		
Number	Date	Summary of Changes	Author
1.0	10/15/2009	Initial Creation of the document	Bheema Varanasi

## Associated Design Documents

Document Name	Description

### Maximo Service Provider Demo User Guide

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## **OVERVIEW**

IBM® Maximo® for Service Providers delivers a suite of applications that manage customer agreements, service delivery, supplier contracts, and customer billing. Maximo for Service Providers fully supports service as a business. It ensures that only authorized users can view information about your customers.

#### **CUSTOMER AGREEMENTS**

Maximo for Service Providers maintains the agreements that exist between a service provider and each customer. Customer agreements specify the maintenance services to perform. Each request for service is validated to ensure that the customer is entitled to the service under the requested conditions. The agreements also specify the prices to charge for these services. Prices are calculated based on the type of cost:

- The cost of labor, materials, services, and tools used
- The fixed quoted cost or an upper price limit
- The cost of computer use or availability
- The cost based on service performance
- The cost for a single service, such as moving or adding assets.

#### **CUSTOMER BILLING**

At scheduled intervals, the billing process extracts cost information from work orders, tickets, and sales orders and collects them into a billing batch. The service provider reviews the billing batch and adjusts the prices if necessary. Customers also can view parts of the billing batch so that they can pre-approve invoices that will be generated for the billing batch. After customers approve a billing batch, it is forwarded to the accounting system of the service provider to prepare the customer invoices.

#### SECURITY

Maximo for Service Providers uses security to ensure that only authorized users can view information about customers. An employee of the service provider can see work orders for all customers of the service provider, but an employee of one of the customers can only see work orders for his or her company.

## SERVICE PROVIDER PROCESS FLOW

A typical process using Maximo Service Provider industry solution is shown below.





## CUSTOMERS

This section guides through the process of creating a Customer using Customers (SP) application.

1	From the Maximo start	cer	nter click on Go to	→	· Servi	ce Provi	ider <del>-</del>	→	
	Customers (SP)								
	👭 <u>B</u> ulletins: (0) 🕐	n <u>G</u>	o To 🛛 🔟 <u>R</u> eports 🕈 Si	tart	t <u>C</u> enter	2 Profile	* <u>S</u> i	gn Out	?!
		麕	Administration	۶	allerity				
		뿹	Assets	۶					
	🕮 Display Settings 🔞 🕻	١	Change		lify Exis	sting Ten	nplate	<b>U</b> 18 U	pdat
			Contracts	۶					
			Financial	۶					
	Due Date	9	∏ Infrastructure	Þ	Start D	ate			Rou
	No Assignmen	0	Integration	Þ					
		-	Inventory	Þ					
		庢	Planning	۶					
			Preventive Maintenance	Þ					
		1	Purchasing	۶			0	Actual	Targ
	ent User Sessions	5	Release	۶	User S	iessions		1	5
	no 500 con	ong	Security	۶					
	700	響	Self Service	Þ					
	800	4	Service Desk						
		\$	Service Level	۶					
	-9	DC.	Service Provider (SP)	1	Cu	stomer Ag	reemen	ts (SP)	
		-10	System Configuration	1	Cu	stomers (S	P)		
		<u> </u>	Task Management	1	Bill	Review (S	P)		
	This action will I	laur	nch the Customers	a	pplica	tion			

2	Click on the "New Customer" toolbar button to create a new customer.
	<ul> <li>Customers (SP)</li> <li>Find:</li> <li>General Customer</li> <li>Customer</li> <l< th=""></l<></ul>
3	Enter the Customer attributes (Customer, Description, Currency, Labor Tax, Material Tax, Address details and all other pertinent attributes.
4	States Lose     States Lose     States Lose     States Lose       States Lose     States Lose     States Lose     Fease
	Click on the Save Customer toolbar button.   Customers (SP)     Price Schedules     Associated Cut(Save Customer CTRL+ALT+S)   Customer REALWIND   Real Wind Company     Tax Exempt Code   • This action saves the Customer record in the Maximo database

Eustomers (SP)		Select Action	32120(3)	Toberia
List Customer C	Contacta Log D. Real Wind Con	🛡 Change Status		81310
Parent Customer Type Language Code EN Customer Currency <sup>®</sup> USD Web Site Customer Since 8:8/08 Credit Rating	P P P P P P	Customer REALWIND Status NACTIVE New Status * **********************************	Real Wind Company	
				Cancel

## **CUSTOMER ASSOCIATION**

This section guides through the process of associating a Customer with an existing Customer location record.



3	In the "Drilldown" windo needs to be assigned a	w drill down to the location nd select that "customer lo	o for which a customer ocation".
	🛡 Drilldown		E : ? : D
	Select  ■ to show children. Select	to hide children. Select to return location / asset.	
	Locations Assets		
	Location NEEDHAM		us Site WIND
	System Show All Systems	WIND:Wind Company Texas Site     NORTHAREA:North Area Wind Farm     SOUTHAREA:North Area Wind Farm     REALFARM:Real Wind Company South Area	
	Show Path to Top View Work Details	<ul> <li>SOUTHFARM:Wind Company South Farm</li> <li>TRUEFARM:True Wind Company Wind Far</li> <li>WINDYFARM:Windy Company Farm</li> </ul>	m
	<ul> <li>This action select record in the Loc</li> </ul>	cts the "Customer Locatior cations (SP) application.	" and retrieves the
4	Click on the "Primary Co associations" window.	ustomer" link to open "Add	/Modify customer
	Locations (SP)		📕 Bulletins: (0) 🎤 <u>G</u> o To 🔝 <u>R</u> eports 🕅
	Find:	🔥 🤝 Select Action	🗟 🖉 । 🔄 🔶 । 🛟 । 💿 । 🔜
	List Location Assets	History Safety Meters Spec	ifications Service Address
	Location REALFARM	Real Wind Company Farm	Site WIND
	Type <sup>*</sup> OPERATING		Priority
	Meter Group		GL Account 6200-300-300
	Calendar		Internal Labor Account
	Primary Customer	3	Customer Charge Acct
	Systems 👂 Filter 🚓 🚍 🕴 🔶 <mark>Show</mark>	v/Manage Customers	

5	Click on "Select Customers" to open "Select Customer" window.
	Reversion Add/Modify Customer Associations
	Customers     Filter     Image: second seco
	No rows to display
	This action opens "Select Customer" window.
6	Select the customer and click OK
	🗣 Select Customer 🔤 i ? i 🗵
	Customers   V Filter > 000   2   + V   + 1 - 4 of 4 > By Download   ?   =
	□ Customer ◆         Name         Status           □
	REALWIND         Real Wind Company         ACTIVE           TRUEWIND         True Wind Company         ACTIVE
	WINDCOMP Wind Company ACTIVE
	OK Cancel
	This action will add the Customer association
7	Click on OK to populate the Primary Customer attribute in Locations (SP)
	Ref Add/Modify Customer Associations
	Customers         Filter         Image: Image
	Customer         Name         Parent         Type         Primary? ♀           ▶         REALWIND         ▲         Real Wind Company         ↓         √         min
	Select Customers New Row
	OK Cancel

Locations	(5P)		and the second se	1	Constant (v)	2010 1011
1	Y Find:		🔥 🤜 Select Action	× 🖸	2 2 4 4 1	410
List Loc	tion Ass	ets	History Safety Meters	Speci	fications Service A	ddress
Location	REAL FARM	1	Real Wind Company Farm	10	Site	WND
Туре	OPERATING	P			Priority	
Rotating Item		1			Failure Class	
Meter Group		1			GL Account	6200-300
Calendar		2			Internal Labor Account	
Shift		\$				12
Primary Customer	REALWIND	10.0	Real Wind Company	1	Customer Charge Acct	

## CLASSIFICATIONS

> This section guides through the process of creating classifications.



2	Click "New Classification" toolbar button.
	Classifications (SP)
	💌 Find: 👘 🗢 Select Action 🔤 🛃 🌛   🤣 🐳 🥂 🗛   🚔
	List Classifications [New Classification CTRL+ALT+I]
	Advanced Search 🔻 😺 Save Query 🔻 🔗 Bookmarks
	Classifications # Filter db 21 + + ++
	This action opens the Classifications (SP) application
3	Enter the "Classification" and "Classification Path" along with description as shown here.
	Classifications (SP)
	💌 Find: 🔄 🆓 🤝 Select Action 💌 📜 🗔 🧟   🔅 🌼 🗔
	List Classifications
	Classification BILLABLE
	Classification BILLABLE BILLABLE WORK
	Generate Description?
4	Click on the "Save Classification" toolbar button to save the classification.
	Classifications (SP)
	💌 Find: 🍂 🗢 Select Action 🔍 💽 🛃 🧶   🍳 🖕   🔿 🖏 🤐
	List Classifications Save Classification CTRL+ALT+5
	Classification* BILLABLE BILLABLE WORK
	Classification Path BILLABLE BILLABLE WORK

## **CUSTOMER AGREEMENTS**

This section guides through the process of creating a Customer Agreement. This section is divided into the following sub sections to guide through the process.

#### CUSTOMER AGREEMENT HEADER



2	Click "New Agreement" toolbar button to start creating a New customer Agreement.
	<ul> <li>Customer Agreements (SP)</li> <li>Find Select Action</li> <li>Customer Agreement Price Schedules</li> <li>Terms and Conditions</li> <li>New Agreement CTRL+ALT+I</li> <li>Advanced Search</li> <li>Save Query</li> <li>Bookmarks</li> <li>Description</li> <li>Status</li> </ul>
3	Enter the "Customer Agreement" Attribute (Agreement and Description) In the Details Section Enter Payment Terms, Billing Cycle, Start Date, End Date, Renewal Date and any other pertinent attributes. As shown here.
	Lat.         Contracts         Log           Agreement         Proce Schenking         Contracts         Log           Agreement         Balance         Contracts         Log           Agreement         Balance         Contracts         Contracts           Agreement         Balance         Contracts         Contracts           Being Cycle         Contracts         Balance         Descense           Contracts         Balance         Descense         Balance           Balance         Contracts         Balance         Balance           Contracts         Balance         Contracts         Balance           Balance         Contracts         Balance         Balance           Contracts         Contracts         Balance         Balance           Contract         Descense         Balance         Balance           Contract         Descense         Balance         Balance           Contract         Descense         Tract Total         Balance           Contract         Descense         Tract Total         Balance           Distribution         Last Balance         Contracts         Balance           Distribution         Descense         Contracts
	In the Customer Section, click on the customer link and select a Customer.

	Find:	dh 🗢	Select Action	~	2 🖬
List	Customer Agreement	Price Schedules	Terms and Co	nditions	Conta
Agreement Revision	REALWINDAGM	Customer Agreement for	Realwind		Status

#### **CREATING PRICE SCHEDULES**

1	From the "Customer Agreements" Main Screen, Click on the "Price Schedule" tab.
	Customer Agreements (SP)
	List         Customer Agreement         Price Schedules         Terms and Conditions         Contacts         Log
	Agreement REALWINDAGM Customer Agreement recent reduction reductio
	<ul> <li>This action opens the "Price Schedules" screen</li> </ul>
2	Click "New Row" button to start creating a New Price Schedule.
	Customer Agreements (SP)    Butetis: (0) P Go To IP Beports P Start Center # Brotie * Son Out ? Help IBM.  Find:  List Customer Agreement Price Schedules Terms and Conditions Contacts Log
	Agreement REALWINDAGIN Customer Agreement for Realwind Revision 0 Status ORAFT Total Billed 0.00
	Schedule Description Apples To Banking * PO.Ren2 Elxed Amount Type Total Biller - This Revision No rows to display
3	In the Agreement Details section / Price Schedules section
	Enter the Price Schedule details (Schedule, Description)
	Enter the text WORKORDER IN THE "Applies To" attribute
	Enter a numerical number in the Ranking Attribute
	Price Schedules       Filter       Image: Schedule in the second
	In the Details Section Enter Payment Terms, Billing Cycle, Start Date, End Date, Renewal Date and any other pertinent attributes. As shown here.

4	Click on the "Save Agreement" toolbar button.
	Customer Agreements (SP)
	🖌 Find: 🛛 👘 🤝 Select Action 🖌 ブ 🚮 🧶 I
	List Customer Agreement Price Schedules Terms and Conditions Contacts
	Agreement DEALWARDACH Customer Agreement for Realwind Status DDAE
	Revision 0
	Olish an the "Conditions" tak in the "Drive Schodule Dataile" ageticn
5	Click on the "Conditions" tab in the "Price Schedule Details" section.
	Agreement Details
	Price Schedules     Prite     Price Schedule       Schedule     Description     Applies To     Ranking
	BILLABLE Billable Work     BILLABLE Billable Work     BILLABLE Billable Work     Schedule* Dit A DI E     Banking* 00
	Description Billable Work
	Applies To* WORKORDER & Fixed Amount
	Price Schedule Detail Torchambule BILLABLE Price Schedule Conditions Locations Assets Pricing Rules
6	Enter the classification that is related to the Price Schedule.
	Schedule * BILLABLE Ranking * 99
	Description Billable Work PO Req?
	Applies To* WORKORDER & Fixed Amount
	Price Schedule Detail for Schedule Bil I ABI F
	Price Schedule         Conditions         Locations         Assets         Pricing Rules
	The price schedule will be applied to a ticket, work order, or sales order if all of the following conditions are metal.
	<ul> <li>The ticket, work order, or sales order matches both values (classification and internal priority) you spe</li> </ul>
	<ul> <li>The ticket, work order, or sales order references one of the services or service groups you specify ir</li> <li>The ticket, work order, or sales order meets all of the conditions you specify in the Conditions section</li> </ul>
	<ul> <li>The ticket, work order, or sales order references one of the sites, locations, or location hierarchies yo</li> <li>The ticket, work order, or sales order references one of the assets or asset types you specify on the</li> </ul>
	Price Schedule Criteria
	You can specify classification criteria for this price schedule select the internal priority operator (such as EQUAL, GREAT
	order, or sales order must meet these conditions to apply the price schedule.

Cus	tomer Agreements	(SP)				Bu
	Find	#b 🔝	Select Action	~	0 🖬	2
List	Customer Agreemen	Price Schedules	Terms and Co	onditions	Conta	ects
Agreement	REALWINDAGN	Customer Agreement for	r Realwind		Status	DR
Revision	0					

#### **CREATING PRICE RULES -- LABOR**

1	From the "Customer Agreements" "Price Schedule" tab, Click on the "Price Rules" tab.
	Customer Agreements (SP)
	Find:     Price Schedules     Terms and Conditions     Contacts     Log
	Agreement REALWINDAGM Customer Agreement for Realwind Revision 0 Status DRAFT Tota
	Agreement behaus Price Schedules  >Filter > ()     + + + + 1 of 1 +
	Schedule         Description         Applies To         Ranking *         PO Req2         Eixed Amount         Type                BILLABLE          Billable Work               WORKORDER               99                 Po Req2               Eixed Amount              Type                 Schedule          Billable              Ranking*               99               Type
	Description Billable Work PD Req? Total Billed - This Revision Applies To* WORKORDER Fixed Amount
	Price Schedule Detail for Schedule BILLABLE Price Schedule Conditions Locations Assets Pricing Rules
	Details Billion Butes
2	Click on the "Labor" tab to open the Labor Price Rules section.
	Price Schedules   👂 Filter > 🎊   😂   🔶 - 1 - 1 of 1 🔶
	Schedule Description Applies To Ranking + PO Req? Fi
	▼ BILLABLE Billable Work 🗐 WORKORDER 🔎 99
	Schedule* BILLABLE Ranking* 99
	Description Billable Work PO Req?
	Applies To* WORKORDER & Fixed Amount
	Price Schedule Detail for Schedule BILLABLE
	Price Schedule Conditions Locations Assets Pricing Rules
	IT Asset Labor Materials Services Tools
	Asset Management Asset Usage Asset Performance
	Assets Under Management   ▶ Filter > (↑   □   ↑ ↓   ↔ →
	Classification Description Range From Range To
	No rows to display

3	To enter the Fixed Price Billing for Crafts use the "Craft Prices" section to populate details.
	If Asset       Labor       Materials       Services       Tools         Default Internal Markup Percentage*       0.00       Default Internal Markup Percentage*       0.00       No Charge?         Image: Service and Service
	Clair     Internal     External     Ventor     Name     Market      No rows to display     Select Crafts     New       Craft     Skil Level     Internal?     External?     Ventor     Labor Trans Type     Calendar     Shift      No rows to display     Select Crafts     New
	Done Done
4	Click on the "New Row" button in the "Craft Prices" section.
	Craft Pices File Stellevel Internal2 External2 Vendor Labor Trans Type Calendar Shift Proc No rows to display Select Crafts New Row
5	Enter the Craft and Price as shown below. (Use the Select value list to select a Craft from existing crafts in Maximo).
	Craft Prices Filter + 1-1 of 1 + Price Pri
6	Click on the "Save Agreement" toolbar button.
	Customer Agreements (SP)
	Find: Select Action 💉 🗍 🗟 🍭 1
	List Customer Agreement Price Schedules Terms and Conditions Contacts
	Agreement REALWINDAGM Customer Agreement for Realwind Status DRAF

#### **CREATING PRICE RULES -- MATERIAL**

1	From the "Customer Agreements" "Price Schedule" tab, Click on the "Price Rules" tab.
	Customer Agreements (SP)
	Find: M Select Action Select Action
	List Customer Agreement Price Schedules Lierms and Conditions Contacts Log
	Agreement Details
	Price Schedules     Filter     Image: Schedule schedules     Filter       Schedule     Description     Apples To     Ranking*     PO Req?     Fixed Amount     Type       BillABLE     Billable Work     WORKORDER     99     Type     Po     Po       Schedule*     BillABLE     Ranking*     99     Type     Type       Description     Billable Work     PO Req?     Total Billed - This Revisic       Apples To*     WORKORDER     Fixed Amount     Total Billed - This Revisic
	Price Schedule Detail for Schedule BILLABLE
	Price Schedule Conditions Locations Assets Pricing Rules
2	Click on the "Materials" tab to open the Materials Price Rules section.
	Price Schedules   > Filter > 👸 🖾   + +   + 1 - 1 of 1 +
	Schedule         Description         Applies To         Ranking         PO Reg?           BILLABLE         Billable Work         Image: WorkORDER         99         Image: Point P
	Price Schedule Detail for Schedule BILLABLE
	Price Schedule Conditions Locations Assets Pricing Rules
	IT Asset Labor Materials Services Tools
	Asset Management Asset Usage Asset Performance
3	To enter the Markup Percentage of Materials for Billing, use the Materials Markup section as shown.
	Price Schedule Detail for Schedule BLLABLE Come Data
	TAsset Labor Misterois Services Tools
	Default Martup Percentage - Stocked tems 0.00 Default Martup Percentage - Non-Stocked tems 0.00 ND Charge?
	Commodity Group Commodity Description Matsup Percentage

4	Click on the "New Row" button in the "Material Markup Prices" section.
	IT Asset       Labor       Materials       Services       Tools         Default Martup Percentage - Stocked Rems       0.00       Default Martup Percentage - Non-Stocked Rems       0.00       Onarge?         Materials Mark Ups       > Filter       > Filter       > Filter       > Filter       > Filter         Commodity Group       Commodity       Description       Is up Percentage         No rows to display       Rev Row
5	Enter the Commodity Group, Commodity and Markup Percentage as shown below. (Use the Select Value Lists to select Commodity Groups and Commodity from the system).
6	Click on the "Save Agreement" toolbar button.
	Find:     Select Action       List     Customer Agreement       Price Schedules     Terms and Conditions       Agreement     REALWINDAGM       Customer Agreement for Realwind     Status       DRAF

#### **CREATING PRICE RULES -- TOOLS**

1	From the "Customer Agreements" "Price Schedule" tab, Click on the "Price Rules" tab.
	Customer Agreements (SP)
	List Customer Agreement Price Schedules Terms and Conditions Contacts Log
	Agreement REALWINDAGM Customer Agreement for Realwind  Revision  Status DRAFT  Tota
	Agreement Details Price Schedules   > Filter > (>   >   + +   +1-1 of 1 +
	Schedule         Description         Applies To         Ranking *         PO Req2         Fixed Amount         Type           BILLABLE         Billable Work         WORKORDER         99            Type           Schedule         BILLABLE         Ranking *         99           Type           Description         Billable Work         PO Req?          Total Billed - This Revisic           Applies To *         WORKORDER         Fixed Amount
	Price Schedule Detail for Schedule BILLABLE Price Schedule Conditions Locations Assets Pricing Rules Details
2	Click on the "Tools" tab to open the Tools Price Rules section.
	Schedule     Description     Applies To     Ranking *     PO Reg?     Fixed Amount     Type       > BILLABLE     Bilable Work     Image: Schedule Detail for Schedule BILLABLE     Image: Schedule Detail for Schedule BILLABLE     Price Schedule Detail for Schedule BILLABLE
	IT Asset Labor Materials Services Tools
3	To enter the Markup Percentage of Tools for Billing, use the Tools Markup section as shown.
	Price Schedule Detail for Schedule DILLADLE Price Schedule Concilions Assets Pricing Rules
	Default Markup Percentage*         n.n.n         No Charge?           Tools Mark Ups         Filter         Sommodity Code           Commodity Group         Commodity Code         Markup Percentage           No rows to display         New Row

4	Click on the "New Row" button in the "Tools Markup Prices" section.
	Price Schedule Detail for Schedule Bit.LABLE
5	Enter the Commodity Group, Commodity and Markup Percentage as shown below. (Use the Select Value Lists to select Commodity Groups and Commodity from the system).
	Tools Mark Ups Filter > 1 = 1 = 1 = 1 = 1 = 1         Commodity Group       Commodity Code       Description         Tools       Rental Equipment       Commodity Group*       Commodity Group*         Commodity Group*       TOOLS       Description       Rental Equipment         Commodity Code       Rental Equipment       Description       Rental Equipment         Commodity Code       Rental Equipment       Markup Percentage*       20.00
6	Click on the "Save Agreement" toolbar button.
	Find     Find     Select Action     Image: Contacts       List     Customer Agreement     Price Schedules     Terms and Conditions     Contacts
	Agreement REALWINDAGM Customer Agreement for Realwind Status DRAF

#### CUSTOMER AGREEMENT – CHANGE STATUS

From the "Customer Agreements" "Main Screen", click on the "Change 1 Status" button to 🕫 Go To 🛛 💷 Reports Customer Agreements (SP) 💌 🚺 🗟 🧶 🛭 🌲 🎇 Y Find: Select Action Price Schedules Terms and Conditions Contacts List mer Agreement Log Agreement REALWINDAGN Customer Agreement for Realwind Status DRAFT Revision 0 Details Payment Terms N30D 0 Start Date\* 9/24/09 111 Billing Cycle MONTHLY End Date 12/31/11 ..... Customer Contract PO Reference Renewal Date 12/31/10 Last Bill Date Show Cost? Bill End Day Date Changed 9/24/09 10:18 AM End of Bill Cycle? Changed By MAXADMIN 2 From the "Change Status" drop down list, select "Approved" and click OK 🖲 Bulletins: (0) 🍖 Go To 🔤 Reports 🖷 Start Customer Agreements (SP) Y Find: 👫 🤝 Select Action 💌 🗂 🗟 🖉 🕸 🖓 💱 Price Schedules Contacts List Terms and Conditions Log ter Agreeme REALWINDAGN Status DRAFT Agreement Customer Agreement for Realwind Revision 0 **Q** Change Status Details Payment Terms N30D Billing Cycle MONTHLY Customer Contract PO Reference Agreement REALWINDAGM Customer Agreement for Realwind Show Cost? Status DRAFT Draft - fully editable Bill End Day New Status\* Approved ~ End of Bill Cycle? Status Date Approved Memo Cancelled Customer Closed to History Customer REALWIND / Real Wind Com Waiting for Approval OK Street Address 1909 E. Division Street ) Cancel

Ŷ	Cust	omer Agreen	nents (SP)					Eule
		~	Find:	M 🔻	Select Action	~	ວ ີພ	21
	List	Customer Ag	reement	Price Schedules	Terms and C	onditions	Conta	acts
Ag	reement Revision	REALWINDAG	3M Cu	istomer Agreement fo	r Realwind		Status	DRAF

## WORKORDERS

This section (containing following subsections) guides through the process of creating a Work Order and Applying a Customer Agreement.

#### WORKORDER -- MAIN

1	From the Maximo start center clic Order Tracking (SP)	k on Go to → Ser	vice Provider → Work
	Change Content/Layout El Display Settings VII C Bulletin Board (0) Filter B Subject Messag There are curr Inbox / Assignments Description Due Date No Assignment KPI Graph Last Run: 2/29/08 3:01 PM Current User Sessions 400 500 600 700 800 00000000000000000000000000000	Go To Lut Reports * Sta     Administration     Assets     Change     Contracts     Financial     Tinfrastructure     Integration     Inventory     Planning     Preventive Maintenance     Purchasing     Release     Security     Self Service     Service Desk     Service Level     Service Provider (SP)     System Configuration     Task Management     Work Orders	It Center Profile Sign Out ? He If y Existing Template UB Update Post Date Expiration Date Post Date Expiration Date Post Date Expiration Date vo view. Start Date Route Work Order Tracking Labor Reporting Quick Reporting Activities and Tasks Assignment Manager Service Requests Service R

2	Click on the "New Workorder" toolbar button.
	Work Order Tracking (SP)
	Find: Select Action
	List Work Order Plans Related Records Actuals Safety Plan Log
	🕅 Advanced Search 🔻 📾 Save Query 👻 🔗 Bookmarks
	Work Orders j → Filter dt = + + + + +
	Work Order  Description Location Customer
3	Enter the Work Order details as shown. Use the Location drilldown to select the Customer Location/Asset.
	Work Order Tracking (SP)
	Image: Select Action     Image: Select Action       Ist     Work Order       Plans     Related Records       Actuals     Safety Plan       List     Work Order
	Work Order* 1204 Noise In Gearbox Site WIND
	Location         REALTURB1         Real Wind Turbine #1         Class         WORKORDER           Asset         3241         Deal Wind-1 Turbine         Work Type         CM         P
	Configuration tem GL Account 6200-300-300 P Customer REALWIND Failure Class
	Parent WO Problem Code P Classification
	Class Description D D Launch Entry Name D D D D D D D D D D D D D D D D D D D
	** Note that the Customer is automatically populated by the association of location record with the Customer.
4	Enter the Classification (Ex: BILLABLE) as shown. You may use the Select Value list link to select a classification from the classification hierarchy
	Work Order Tracking (SP) Builetins: (0)
	All Records 💌 Find: 🗾 🏟 🗢 Select Action 💌 🔞 🍙 🧶   🌳 🍦   💱   🏭 🔩   🔿   🗸 📖 🔇
	List Work Order Plans Related Records Actuals Safety Plan Log Failure Reporting Service Address
	Work Order         1208         Noise in Gearbox         Site         WIND           Location         REALTURB1         #         Real Wind Turbine #1         Class         WORKORDER
	Asset 3241 Real Wind-1 Turbine Work Type CM Configuration tem
	Customer REALWIND Failure Class Failure Class Parent WO Problem Code P
	Class Description BILLABLE Class Description BILLABLE WORK
	Launch Entry Name

1-10	The start of the start				THE REAL PARTY	1 SE
	Find:	and	Select Action			010
List Wors C	Plan	s Related	Records Actuals	Safety Plan L	og Falure Reporting	Servic
Work Order*	1204	Noise in G	earbox		Site	WIND
Location	REALTURE1	# Real Wind	Turbine #1	8	Class	WORK
Asset	3241	A Real Wind	-1 Turbine	21	Work Type	CM
Configuration item			1		GL Account	6200-1
Customer	REALWIND	1	Change Status		Estina Cises	1007
Parent WO		1	and a standy stations			
Classification						
Launch Entry Name	-		-			
- Carlot of the state of the st			Work Order 1204	Noise In Ger	arbox	14
			Status WAPPR	Waiting on A	Approval	
Job Details	1.0	Asset A		New Status	proved	
Job Plan	- 1			Status Date	Approved	
Pid				Memo	Canceled	
Safety Han			Pr	int Work Order(s)?	Closed	
Geniliaes	-		Change work order state	is in back ground?	Completed	
Muttiple Assets.Lo	extions and Cl	Filter	Notification E-mail for Work	Order Generation	In Progress	
Asset L	ocation	Configurati			Wating on Material	
					Wating on Hant Cond	Ca
					Ð	-
Click on th	e "Save	Worko	rder" toolhar	hutton to s	ave the work o	rde
	c ouve			button to 5		uc
👘 Work Order	Tracking (SP	)	CONTRACTOR OF STREET		B) etins: (0) 🎓 Go To 🛯 🗠 Be	ports
U				little and a	Alter Statistics	
	Y Find:	1	8 - Select Action		e i de de l 🐴 i 88. E	1.10
-	1. 11 mid.					<u>a</u> 10
List Work	Order Pla	ins Relate	d Records Actuals	Safety Plan Save	e Work Order CTRL+ALT+S	1
		-	-			en li
West Care	1001	1 1 m - 1 m - 1				one N
Work Order	1204	Noise In	Gearbox			

### WORKORDER ACTUALS -- LABOR

1	From the Work Order Tracking (SP) Main Screen, click on the "Actuals".
	Work Order Tracking (SP)
	Ind:     Image: Select Action       Ist     Work Order       Plans     Related Records       Actuals     Safety Plan       List     Work Order
	Work Order     1204     Noise In Gearbox     Site     WIND       Location     REALTURB1     Real Wind Turbine #1     Class     WORKORDER       Asset     3241     Real Wind-1 Turbine     Work Type     CM       Configuration item     GL Account     6200-300-90       Customer     REALWIND     Failure Class     Image: Configuration item       Parent WO     Problem Code     Image: Configuration item
2	Enter the Labor details as shown. Use the select value list for labor and craft to select from the system.
	New Rc           Labor         Filter         Contrast         Contrast<
	Details       Craft*     LUB     #     Start Date*     11/8/09     End Date     Type*     WORK       Skill Level     FRSTCLASS     #     Start Time     End Time     Timer Status       Regular Hours*     4:00     Line Cost     68:00       Rate*     17:00     Timer Status
	Outside Labor         Premium Pay         Charge Information           Outside?         Premium Pay Code         GL Debit Account         6200-300 P           Vendor         Premium Pay Hours         GL Credit Account         P           Contract         Premium Pay Rate         Location         REALTURB1           Revision         Premium Rate Type         Asset         3241
	<ul> <li>** You may enter multiple line entries depending on the type of work performed for the customer.</li> <li>** Follow the Work Order user guide for more details on entering "Actuals" on a Work Order.</li> </ul>

### WORKORDER ACTUALS -- MATERIAL

1	From the Work Order Tracking (SP) Main Screen, click on the "Actuals" tab.
	Work Order Tracking (SP)
	List Work Order Plans Related Records Actuals Safety Plan Log Failure Reporting Service Address
	Work Order     1204     Noise in Gearbox     Site     WIND       Location     REALTURB1     Real Wind Turbine #1     Class     WORKORDER       Asset     3241     Real Wind-Turbine     Work Type     CM       Configuration Item     GL Account     6200-300-300     P       Customer     REALWIND     Failure Class     P       Parent WO     Problem Code     P
2	Enter the Material details as shown. Use the select value list for storeroom, item for selecting appropriate values and enter any additional details as required.
	Labor       Materials       Services       Tools       Pees and Charges         Materials       Filter       Image: Condition       Im
	** Follow the Work Order user guide for more details on entering "Actuals" on a Work Order.

1	From the Work Order Tracking (SP) Main Screen, click on the "Actuals" tab.
	Work Order Tracking (SP)
	💌 Find: 💦 🙀 🔝 Select Action 👔 💌 🐌 🗔 🧶 I 🧇 I 💱 I 🎇 🖏 I 🚫 I 🗸 💷 🤇
	List Work Order Plans Related Records Actuals Safety Plan Log Failure Reporting Service Address
	Work Order*     1204     Noise In Gearbox     Site     WIND       Location     REALTURB1     Real Wind Turbine #1     Class     WORKORDER       Asset     3241     Real Wind-1 Turbine     Work Type     CM
	Configuration item         GL Account         6200-300-30           Customer         REALWIND         Failure Class         Image: Class in the c
2	Enter the Tools details as shown.
	Labor Materials Services Tools Fees and Charges
	Tools     > Filter     C Pownload       Task     Tool     Description     Quantity       Hours     Rate     Line Cost     Outside?       Location     0.00     0.00     WNOYTURB1       Details     Details     Details
	Issk     J     GL best Account     620-300-400     J       Tool     BOOMTRK     Boom Truck Lift - 350 FT     Hours     4:00     GL Credit Account       Outside?     Rate     0.00     Entered By     TLLER
	Location         WINDYTURB1         Windy Turbine #1         Line Cost         0.00         Entered Date         10/6/09 10:01 PM           Asset         3317         Windy-1 Turbine         Line Price         0.00         Entered Date         10/6/09 10:01 PM           Rotating Asset         Image: Cost in the price         0.00         Image: Cost in the price         0.00
	Select Tools Select Planned Tools Select Issued Tools New
	** You may enter multiple line entries depending on the type of work performed for the customer.
	** Follow the Work Order user guide for more details on entering "Actuals" on a Work Order.

#### **COMPLETING WORKORDER**

1	From the Work Order Tracking (SP) Main Screen, click on the "Change Status" tool bar button and select "Completed" from the dropdown list and click OK
	Mrst         Max         Select Action         Max         Q
	Work Order         1204         Noise in Gearbox         Site         Witd           Location         REALTURS1         Real Wind Turbine #1         Class         Class         WORKORDER           Asset         3241         Real Wind-1 Turbine         Work Type         Class         Work Type         P           Configuration tem Customer         ELACOUNT         FOLACOUNT
	Class Description Class Description User Status Status APPR Approved New Status New Stat
	Internation         Image: Status Date         Closed         riority           Job Plan         #         Memo         Completed         morty           Safety Plan         #         Contract         #         Change work order status in back ground?         Wating on Approval         cation           Multicater Answers, Location         Configure         Filter         Safety Completed         morty
	This action Completes the Work Order.
2	From the Work Order Tracking (SP) Main Screen, click on the "Save Workorder" tool bar button to Save the Work Order.
	List Work Order Place Related Records Actuals Setety Plan Log Failure Reporting Service Address
	Work Order         1204         Noise in Gearbox         Ste         WHD           Location         REALTURB1         Real Wind Turbine #1         Class         WORKORDER           Asse         3241         Real Wind Turbine #1         Class         WORKORDER           Configuration tem         Image: Class         Work Type         CM           Customer         REALWIND         Falure Class         Problem Code           Parent WD         Problem Code         Problem Code         Problem Code

#### WORKORDER -- APPLY CUSTOMER AGREEMENT

1	From the Work Order Tracking (SP) Main Screen, click on "Select Action"
	Work Order Tracking (SP)
	All Records 🖌 Find:
	List Work Order Plans Related Records Actuals Safety Plan Log Failure Rej
	Work Order     1206     Noise In Gearbox       Location     REALTURB1     Real Wind Turbine #1       Asset     3241     Real Wind-1 Turbine       Configuration Item     Image: Configuration Item     Image: Configuration Item
	Customer     REALWIND     F.       Parent WO     Pr       Classification     BILLABLE       Class Description     BILLABLE WORk       Launch Entry Name     Image: Class Description
2	From the list of Actions, select "Apply Customer Agreement"
	All Records     Find:     Image Status       List     Work Order     Plans     Related Record
	Work Order       1206       Noise In Gearboo         Location       REALTURB1       Real Wind Turbir         Asset       3241       Real Wind-1 Tur         Configuration Item       Select / Deselect Price Quote
	Customer REALWIND Create View
	Classification BILLABLE Create Job Plan from Work Plan Class Departments
	Launch Entry Name Select Safety Hazards
3	A confirmation is displayed with agreement details. Click on OK
	Work Order Tracking (SP)
	All Records     Find:     M     Select Action     M     E
	Work Order     1206     Noise in Gearbox     Ste     WIND       Location     REALTURB1     Real Wind Turbine     System Message     PRKORDER       Asset     3241     Real Wind-1 Turbin     PRKORDER       Configuration item     10-300-300     PRKORDER
	Customer REALWIND Parent WO Classification BILLABLE
	Class Description BILLABLE WORk Launch Entry Name OK

4	A custom configuration can be enabled in Maximo to automate the above step.

## **CUSTOMER BILLING**



> This section guides through the process of creating a Batch Bill for a Customer.

2	Click on the "New Batch" toolbar button to create a new bill batch.
	Customer Billing (SP)
	💌 Find: 💦 😽 🔝 Select Action 🔍 🔃 🌧 🔌 🗼
	List Billing Batch CTRL+ALT+I
	🛍 Advanced Search 🔻 🗟 Save Query 👻 🔗 Bookmarks
	Billing Batches 😽 Filter > 🖓 🔯 🛊 🔶
	Bill Batch Description Customer Agreement
	This action will launch the Main Application Screen in Customer Billing Application.
3	Enter the Bill Batch attributes (Description, Customer, Agreement) and all other pertinent attributes.
	Customer Billing (SP)
	M     Select Action     M     Image: Control in the select Action       List     Billion Batch
	Bill Batch       Image: Construction of the co
4	Click on the "Save Bill Batch" toolbar button.
	Customer Billing (SP)       Bulletins: (0)       Go To       Let Beports       Start Center       # Profile       Sign Out       ? He         Image: Select Action
	• This action saves the Bill Batch record in the Maximo database.

5	Click on "Copy Wo"s, Tickets, and SO"s button" button to copy the Bill Lines.
	Customer Billing (SP)
	V Find: 🙀 🤜 Select Action V 🔞 👦 🧶 I 🌳 🌼 I 🎲 I 🚟
	st Billing Batch
	Bill Batch* 1004     Bill Batch for Real Wind Company     Organization* EAGLENA     Attachments     ImpROGRESS       Customer*     REALWIND     Real Wind Company     Required Review Date     11/16/09     Bill Status     ImpROGRESS       Iewed By     ImpROGRESS     Bill Company     Reviewed Date     Pre Tax Total     0.00
	Batch Lines   2 Filter (2   2 4 + 4 - Constants)
	Ling offer class description interval scole tring Auteuring Description is an an an anti-
	This action copies all valid Bill Lines created for the Customer to the Bill Batch.
6	All Bill lines are copied to the Bill Batch in the Bill Batch Lines section as shown.
	Bill Batch     1004     Bill Batch for Real Wind Company     Organization     EAGLENA     Attachments       Customer     REALWIND     Real Wind Company     Required Review Date     11/16/09     Bill Status     INPROGRESS
	Reviewed By Bill End Date * 11/15/09 Bill End Date * 11/15/09 Bill End Date * 11/15/09 Bill End Date * 0.00
	Bill Batch Lines         ↓ Filter > (*)   (2)   + (*)   + 1 - 2 of 2 +         D) Down
	Line         Order         Class         Description         Total Cost         Quote Type         Agreed Price         Billed Price         Status           •         1         1206         WORKORDER         Noise In Gearbox         517.40         594.29         594.29         WAPR
	2 1207 WORKORDER Annual lurbine inspection Service 46,534.80 15,500.00 15,500.00 WAPP      Copy WO's, Tickets and
7	Click on "Select Action" $\rightarrow$ "Advance All WAPPR Lines to APPR" action to
	approve all Bill Lines.
	Customar Billing (SD) Bulletins: (1) P Go To Ut Benots
	🔽 Find: 🛛 🙀 🔝 Select Action 🖉 🕞 🍃 🧶   💠   🎲   🚔
	List Billing Batch Change Status
	Bill Batch 1004 Bill Batch for Real Wing View Bill Batch Status History hanization EACLENA
	Customer REALWIND Real Wind Company Line Status Summary view Date 11/16/09
	Reviewed By Attachment Library/Folders greement REALWINDAGR
	Run Reports
	Bill Gaton Lines Pritter William 1 + 2 of 2 W
	1 1206 WORKORDER Noise In Gearbox 517.40
	2 1207 WORKORDER Annual Turbine Inspection Service 46,534.80

8	Click on OK to the "Advance All Bill Lines to APPR" confirmation message.
	Bill Batch       1004       Bill Batch for Real Wind Company       Organization       EAGLENA         Customer       REALWIND       Real Wind Company       Required Review Date       11/16/09         Reviewed By       Image: Company       Image: Company       Image: Company       Image: Company         Image: Company       Image: Company       Image: Company       Image: Company       Image: Company         Reviewed By       Image: Company       Image: Company       Image: Company       Image: Company       Image: Company         Image: Company       Image: Company       Image: Company       Image: Company       Image: Company       Image: Company       Image: Company         Reviewed By       Image: Company       Imag
	Bill Batch Lines       > Filter > (1 + 2 of Line)       Agrs         Line       Order       Class       Descrip         1       1206       WORKORDER       Noise         Bill Batch       1004       Bill Batch for Real Wind Company       Agrs         2       1207       WORKORDER       Annua
	Labor     Materials     Services     Tools       Labor     Filter >     Image: Status     Image: Status       Task     Labor     Name     Approved?
9	The above action changes the Bill Line(s) status to APPROVED.
	Customer Billing (SP) Pind: Pind: Dill Batch for Real Wind Company Reviewed By Bull Batch for Real Wind Company Reviewed By Bull Batch for Real Wind Company Reviewed By Bull Batch for Real Wind Company Reviewed Bull Batch Bull Batch Batch for Real Wind Company Reviewed Bull Batch Bull Batch Batc
	Bill Batch Lines     Filter     Filter     Filter       Line *     Order     Class     Description     Total Cost     Quote Type     Agreed Price     Billed Price     Status       1     1206     WORKORDER     Noise In Gearbox     517.40     594.29     594.29     APPROVED       2     1207     WORKORDER     Annual Turbine Inspection Service     46,534.80     15,500.00     15,500.00     Copy WO's, Tickets and
10	Click on "Save Bill Batch" toolbar button to save the Bill Batch.
	Customer Billing (SP)
	✓ Find:     Image: Select Action     Image:
	Bill Batch       1004       Bill Batch for Real Wind Company       Image: Company Company       Image: Company Company Company       Image: Company Compan

11	Click on the 'Change Status" toolbar button and select "PREBILL for Customer" status $\rightarrow$ Click OK to change the Bill Batch Status.
	Customer Billing (SP)
	✓ Find:     M     ♥ Select Action     ♥     Image: Im
	Bill Batch 1004 Bill Batch for Real Wind Company Corganization EAGLENA Customer REALWIND Real Wind Company Required Review Date 11/16/09 Reviewed By Change Status
	Bill Batch Lovers     Filter       Line*     Order     Class       1     1206     WORKORDER       2     1207     WORKORDER       Annual T     New Status*       Status Date     CANCELLED       Lintor     Materialis
	Task Labor Name Approved?
12	A predefined Maximo Configuration will automatically change the status of the Bill Batch to Billed.
	Customer Billing (SP)
	Image: Image
	Bill Batch     1004     Bill Batch for Real Wind Company     Organization     EAGLENA     Attachments     Attachments       Customer     REALWIND     Real Wind Company     Required Review Date     11/16/09     Bill Status     Bill EILED       Reviewed By     Bill EIR     Bill Biller     Agreement     ReaLWINDAGR     Bill End Date     11/15/09

## **CUSTOMER BILL REPORT**



> This section guides through the process of generating a CUSTOMER BILL report in Maximo.

<sup>3</sup> Er	ter the Bill Batch Number and click on Submit as shown.	
<b>E</b>	Request Page	
	Fill in the fields in the Parameters section below and click Submit to run the report. If nu parameters are displayed, the report will execute against the current/selected record Optionally, fill out the Schedule and Email Sections to schedule report run times and re scheduled report via email.	set. ceive the
C	arameters	=
	BilNumber 1004	
E	chedule	=
	Immediate	
(9)	At this Time	
3	Recurring	
	mail	=
	To	
	Subject	
	Comments	
	Submit	Cancel

Sector ESI ::         Colspan="2">Colspan="2"         Material Sector         Colspan="2"         Colspan="2" <t< th=""><th></th><th>Tivoli</th><th></th><th></th><th></th><th></th><th></th><th></th><th>IBM.</th></t<>		Tivoli							IBM.
Mill for #       100       Contractory:       Mode Wind Company         Mill Revenue:       18.9.0         Mill Revenue:       19.9.0		:: Customer Bi							
Bill Date:       WT 30 0003         Wintermat:       WT 30 0002         Wintermat:       W		Bill No #:	1004			Customer: Real	Wind Comp	bany	
Text / Auchasses / Contractions         Prest / Auchasses / Auchasses / Contractions         Auchasses / Contractions         Prest / Auchasses / Contr		Bill Date: Payment Terms: Bill Amount:	Nov 15, 2009 NET 30 DAYS \$19.87			Address:	1909 E. Di	vision Street	
Series         Location       Aset         These In Gestion       Colspan="2">Colspan="2">Colspan="2"         Description       Colspan="2"         These In Gestion Coll       Colspan="2"       Colspan="2"       Colspan="2"         Labor:       Colspan="2"         Colspan="2"       Colspan="2"       Colspan="2"         Colspan="2"       Colspan="2"         Colspan="2"       Colspan="2"         Colspan="2"       Colspan="2"         Colspan="2"       Colspan="2"         Colspan="2"       Colspan="2"         Colspan="2"       Colspan="2"         Colspan="2" <t< th=""><th></th><th>en summary</th><th></th><th>Fees / Purchases / G</th><th>Parts: Parts: Parts Tax: Labor: Labor Tax: <u>Tools:</u> Bill Total:</th><th>\$15,500.00 \$88,29 \$7.07 \$160.00 \$12.80 \$506.00 \$16,274.00</th><th></th><th></th><th></th></t<>		en summary		Fees / Purchases / G	Parts: Parts: Parts Tax: Labor: Labor Tax: <u>Tools:</u> Bill Total:	\$15,500.00 \$88,29 \$7.07 \$160.00 \$12.80 \$506.00 \$16,274.00			
Jense       Jense       Quantity       Tax       Amount         W000272       Mobil SHC 622 Gearbox Oll       (4.00)       \$1.27       \$15.94         W00141       Norder, Gar Box Filter, Hydac, Spin-on       (1.00)       \$1.27       \$15.94         Labox       Craft       Description       (1.00)       \$1.27       \$15.94         MAINTEC       Description       Hours       Tax       Amount         MAINTEC       Mainteaance Technician       4       \$12.00       \$150.00         Total:       \$12.00       \$150.00       \$160.00       \$160.00         MAINTEC       Mainteaance Technician       4       \$12.00       \$160.00         Total:       \$12.00       \$160.00       \$160.00       \$160.00         Total:       \$12.00       \$12.00       \$160.00       \$12.00       \$160.00         Total:       \$12.00       \$12.00       \$12.00       \$12.00       \$160.00         Click on "Print Preview in PDF" to save/print the report.       Print Preview in PDF       Print Previ		Work Performed Details Work Order 1206	: Wo Noi	ork Order Description ise In Gearbox	Location REALTURE	1	<b>A</b> Re	sset cal Wind-1 Turbine	
w000272       Mobil SHC 632 Gearbox Oil       (4.00)       \$1.27       \$15.94         w001481       Nordex, Gaar Box Filter, Hydac, Spin-on       (1.00)       \$5.80       \$12.43         Total: \$7.07       \$88.29         Amount         Mount         Print Preview in PDF		Parts:	Item	Description			Quantity	Тах	Amount
w001401       Nordex, Gas Box Piter, Hyds; Spin-on       (1.00)       15.00       \$72.45         Labor:       Craft       Description       Hours       Tax       Amount         MAINTEC       Maintenance Technician       4       512.00       \$160.00         •       This action saves the Bill Batch record in the Maximo database.         Click on "Print Preview in PDF" to save/print the report.         rege 1       of 1       Pint Preview in PDF         Page 1       of 1       Pint Preview in PDF         i: Customer Bill ::       Bill No #: 1004       Custome         Bill Date:       Nov 15, 2009       Addree			W000272	Mobil SHC 632 Gearbox C	Dil		(4.00)	\$1.27	\$15.84
Labor:       Craft       Description       Hours       Tax       Amount         MAINTEC       Maintenance Technician       4       \$12.00       \$160.00         •       This action saves the Bill Batch record in the Maximo database.         •       Click on "Print Preview in PDF" to save/print the report.         •       Click on "Print Preview in PDF" to save/print the report.         •       Reporting         Page 1       of 1         •       Print Preview in PDF         •       Customer Bill ::         •       Elil No #: 1004         •       Customer Bill e:			W001481	Nordex, Gear Box Filter, I	Hydac, Spin-on		(1.00)	\$5.80 Total: \$7.07	\$72.45 \$88.29
Craft       Description       Hours       Tax       Amount         MAINTEC       Maintenance Technician       4       \$12.00       \$160.00         Total: \$12.80       \$160.00         •       This action saves the Bill Batch record in the Maximo database.         5       Click on "Print Preview in PDF" to save/print the report.         6       Click on "Of 1       Page 1       of 1       Page 1       Page 1       Of 1       Page 1       Page 1       Of 1       Of 1       Page 1       Of 1       Page 1       Of 1       Page 1       Of 1       Of 1       Page 1       Of 1       Of 1       Page 1       Of 1       Of 1       Of 1       Of 1       Of 1		Labori							
<ul> <li>This action saves the Bill Batch record in the Maximo database.</li> <li>Click on "Print Preview in PDF" to save/print the report.</li> <li>Click on "Or 1 10 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0</li></ul>			Craft MAINTTEC	Description Maintenance Technician			Hours 4	Tax \$12.80	Amount \$160.00
<ul> <li>This action saves the Bill Batch record in the Maximo database.</li> <li>Click on "Print Preview in PDF" to save/print the report.</li> <li>Reporting         Page 1 of 1 10 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0</li></ul>								Total: \$12.80	\$160.00
Reporting         Page 1 of 1 10 0 0 0 1 10 0 0 0 0 0 0 0 0 0 0 0					Datab ra	oord in th	e Ma	ximo dat	abase
Page 1 of 1   Page 1 of 1   Print Preview in PDF     Frint Preview in PDF     Eill No #: 1004   Customer   Bill Date:   Nov 15, 2009     Addree	5 (	• This Click on "Pri	action sa nt Previe	w in PDF" to	o save/pr	rint the rep	port.		
Page 1 of 1 14 4 4 4 1 12 4         Print Preview in PDF         Tivoli         Print Preview in PDF         Ell No #: 1004         Customer         Bill Date: Nov 15, 2009	5 (	• This Click on "Pri	action sa nt Previe	w in PDF" to	o save/pr	rint the rep	port.		
Print Preview in PDF       Eill No #: 1004       Customer       Bill Date:     Nov 15, 2009	5 (	This Click on "Pri Reporting	action sa nt Previe	w in PDF" to	o save/pr	rint the rep	oort.		
Bill No #:     1004     Customer       Bill Date:     Nov 15, 2009     Addree	5	This Click on "Pri Reporting Page 1	action sa	w in PDF" to ♦ ♦ ♦ ♦	o save/pr	rint the rep	port.		
Bill No #:     1004     Custome       Bill Date:     Nov 15, 2009     Addree	5	This Click on "Pri Reporting Page 1 Titoli	action sa	w in PDF" to	o save/pr	rint the rep	port.		
Bill No #: 1004 Custome Bill Date: Nov 15, 2009 Addre	5	• This Click on "Pri Reporting Page 1 Tivoli	action sa	w in PDF" to	o save/pr	rint the rep	port.		
Bill Date: Nov 15, 2009 Addre	5	<ul> <li>This</li> <li>Click on "Pri</li> <li>Reporting</li> <li>Page 1</li> <li>Tivoli</li> <li>Custon</li> </ul>	action sa Int Previe	w in PDF" to	o save/pr	rint the rep	port.		
	5	<ul> <li>This</li> <li>Click on "Pri</li> <li>Reporting</li> <li>Page 1</li> <li>Tivoli</li> <li>Custon</li> <li>Bill</li> </ul>	action sa nt Previe ] of 1 <sup>30</sup> ner Bill No #: 100	w in PDF" to	o save/pr	rint the rep	port.		Custome