

Total Office MANAGER®

DRAG & DROP DISPATCH BOARD

OUR ELECTRONIC SCHEDULING AND DISPATCH BOARD IS THE BEST IN THE BUSINESS. CREATE DETAILED WORK ORDERS AND APPOINTMENTS IN SECONDS AND EFFICIENTLY COORDINATE ALL BUSINESS ACTIVITIES.

Basic Overview

The Dispatch Board opens quickly and is highly customizable. It displays both work orders and appointments. Most information can be accessed with three mouse clicks or less. When you hover over a work order, a popup displays important information. You can double click for details. There are dozens of shortcuts for tasks such as creating a sales proposal, purchase orders, rescheduling, invoicing, and more. Work orders can be resized and dragged into new time slots. Completed work orders will have a line drawn through them and there is a preference to have them drop off the board. Using the Dispatch Board profile, you can create multiple views. With each view, you control what technicians are shown, ordering, departments, work order status, work order types, and more.

Dispatch Board Details

Options and Preferences

There are hundreds of preferences and options that control look, layout, color codes, behavior, time and date formats, and more. You can change the colors of most every aspect. Our Dispatch Board is one of the very few that allows for employees to be listed across the top of the board or on the side of the board.

Profiles

The Profile feature allows you to set up the schedule board (using hundreds of options) and save those preferences with a name. You may then switch back and forth between profiles. Profiles can be used to switch between departments, locations, branches, techs, etc. Profiles can be public or private.

Work Orders

There is plenty of room to write detailed descriptions. There are special fields for a short problem code, long detailed description, directions, and memo.

Track Status

Work orders have several statuses including scheduled, enroute, working, complete, cancelled, and more. You can change the status at any time. Using Aptora Mobile, your technicians can change the status from their smart phone.

Color Coding

Work orders and appointments can be color coded. Status, type, and priority are all color specific.

Conflict Checking

This feature checks to see if the employee has a conflicting work order or appointment already saved. You have the option of double booking.

Technician Skills Check

The skills check features looks at a predefined skill set and compares it to what is needed to perform a given work order. You will be warned if you are trying to send the "wrong" technician.

User Defined Fields	
Air Filter 1	25" x 25" x 2" Qty: 2
Air Filter 2	25" x 16" x 2" Qty: 6
Air Filter 3	

KEY FEATURES

- Clean Easy-to-Use Interface
- Drag and Drop Work Orders
- Day, Week, Month, and Day Planner View
- Hundreds of Color Options
- Change Date Format
- Control Start/End Day of Work Week
- Change Start and Stop Time of Work Week
- Adjust Default Time and Block Time
- Unscheduled/Unassigned Work Order Area
- Scheduled Conflict Checking
- Ability to Double Book Timeslots
- Assign Multiple Equipment to Work Order
- Hold WO's for Parts on Order
- Check Tech Skill Level Dynamically
- Extensive History with One Click
- Lookup Equipment by Model or Serial
- Track Callbacks and Warranty Work
- Use Employee Names, Aliases, or Truck #
- View Required Parts, Tools, and Equipment
- View Inventory and Equipment by Vehicle
- Create Duplicate or Reoccurring Work Orders
- Quickly Convert Work Orders to Invoices
- Create Estimates and POs on the Fly
- Sort & Organize Work Orders by Location
- Adjust Dispatch Board Size and Position

KEY FEATURES

- Highly Customizable Work Area
- Extensive Options and Preferences
- Unlimited User Defined Fields
- User Defined Fields That Allow Masking
- View City Maps and Plot Work Orders*
- Create Turn-by-Turn Directions*
- Locate Suppliers & Hard To Find Addresses*
- Extensive Lookup and Search Features
- Rock Solid Security and Auditing
- Optional Mobile Management
- Email, Text, or Page Work Orders**
- Dozens of Scheduling Reports
- Lots of Work Order Templates
- Print Daily Schedule or Entire Week/Month
- Powerful WO Report Designer
- Training Videos and Manuals
- Comprehensive Context Sensitive Help
- Custom Programming Available

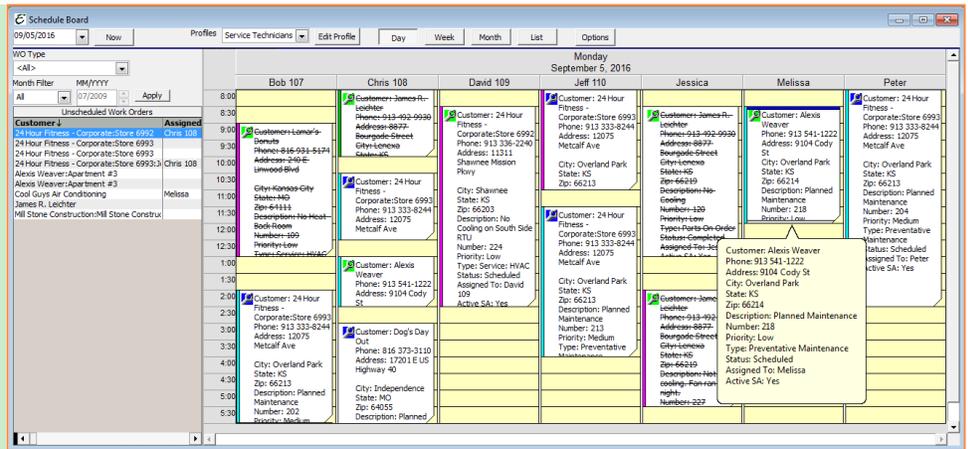
*Requires MS MapPoint® 2009 (or higher).

**Requires MS Outlook®/Express®/Mail®, email account, and an internet connection.

Live Demonstrations – Free

The best way to learn about Total Office Manager's state-of-the-art Dispatching Board is to attend one of our live demonstrations. Please contact us for more information at 877.232.7978 (toll free).

Specifications subject to change without notice.



Unscheduled Work Orders

There is a convenient area that lists all work orders that are not ready to be dispatched. This list can be filtered, sorted, and customized. You have control over what types of work order appear here and can switch back and forth at any time.

Send Messages to the Field**

It's fast and easy to email your clients a quick note. Your email can include attachments that are completely editable.

Email Clients**

You can quickly send emails from the Dispatch Board. Emails are automatically created using customer information. You can add anything you want.

Set Alerts and Red Flags

You can set flags so that you are alerted when clients are past due, exceeded the credit limit, need special equipment, required parts and tools, promises made, etc.

Credit Hold

Clients can be placed on credit hold and you may elect to password protect the credit hold. An administrator would then review the client's account and enter a password to let the service call proceed.

Payroll Integration

Our Dispatch Board is not an add on or module. It is fully integrated into the accounting and payroll systems. The timesheet is automatically populated with work order information. With a few clicks, your employee's time is recorded and ready for review.

Printing Work Orders

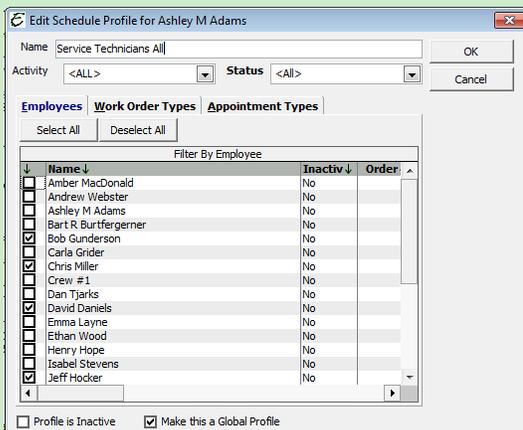
We have included lots of templates. You can include things such as name, contact info, problem description, problem code, extensive notes, service agreement info, equipment info, warranty information, repair history, user defined fields, directions, and more.

Smart Phone Software

Using the optional Aptora Mobile® software system, your technicians can enter their timesheets or edit their work orders and appointments from an iPhone®, iPad™, Android™, BlackBerry®, or Safari® Web Browser. They can check appointments, review sales calls, lookup repair history, check service agreement information and more. Please call for details.

Laptops in the Field

Your technicians can run a full copy of Total Office Manager on a laptop from the field. No special hardware or software is needed. Everything that can be done from an office computer can be done in the field. Our extensive security assures that your employees only have access to what you want them to.



Expert Training

We offer internet based training and on-site training. We have produced a set of videos and manuals that guide you through most processes.

Technical Support and Updates

We know that there is no substitution for being able to just pick up the telephone and talk to someone knowledgeable. That's why Aptora is known for its outstanding technical support.

- All technical support is performed "in-house" by English speaking Americans.
- We do not farm out software programming services or technical support to other countries.
- We have employees, not contractors working from home.
- Our support staff is highly qualified and made of technicians, programmers, and accountants.

No software is perfect and neither is Total Office Manager. The difference is that we will own up to our mistakes and fix them quickly without excuses. Aptora is very aggressive when it comes to enhancing and perfecting Total Office Manager. Updates are easily downloaded from the internet. We offer a variety of support packages to fit any need or budget.



Total Office MANAGER®

AWARD-WINNING SERVICE MANAGEMENT SOFTWARE



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Since 1996, we have been contractors making software for contractors. Our staff brings years of contracting experience to the ongoing design and evolution of our software. Our client's feedback and input allows us to add more modules to the application to assist their specific need.

Aptora is best known for our award-winning accounting and dispatching software Total Office Manager®. We also produce the world's best flat rate pricing software, called Flat Rate Plus. Both of these applications are proven to deliver an immediate return on investment and better our client's business.