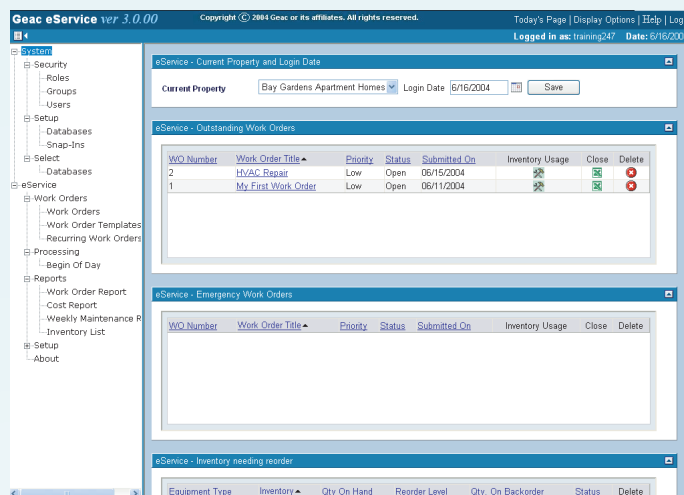


# eService

Internet Work Order System

**AMSI eService** is a web-based Maintenance/Work Order System for multifamily communities. With eService, owners and managers have the ability to control the assignment and progression of work orders for one or more properties.

eService allows you to schedule, document and monitor preventive maintenance online. You can also enter and track daily maintenance activities, including status, and generate detailed, on-line reporting of work order activity. eService is fully integrated with eSite, giving you the ability to greatly improve operational efficiencies.



## Request Scheduler

- **Work order entry** – Maintenance requests received directly from residents are quickly entered, assigned to an employee and, with a few quick keystrokes, are displayed as open work orders on-screen where they can easily be monitored.
- **Automatic work order entry** – Work orders are automatically generated from two sources:
  - “Vacated” units in eSite automatically generate “make-ready” work orders.
  - Residents requesting service in eConcierge automatically generate a work order.

## Work Assignment

- **Work order assignment** – Work orders can be assigned to individual employees at the time they are entered or at a later date, giving you an opportunity to better manage your resources for the work at hand.
- **Work order entry** – Maintenance requests received directly from residents or for property maintenance are quickly entered, assigned to an employee and, with a few quick keystrokes, are displayed as open work orders on-screen where they can easily be monitored.

## Request Management

- **Tracking open and closed work orders** – Work orders are easily tracked on-line from the “Today’s Page.” The system allows you to filter for specific work orders based on property, status, priority and other criteria.
- **Modify and close work orders** – A few quick keystrokes allow you to change essential data on any work order, assign or re-assign a work order, change its status, correct a description, etc. Once created, these work orders are yours to use.
- **Generate work order reports** – Reports can be generated for online viewing or for printing and are customized based on your selection criteria for each report.
- **Maintain work order history** – The system maintains unlimited work orders.

### AMSI Solution Provider

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