# ServiceViews™

# Enterprise field service software from XLNT

Recognize anything in the image below? Scheduling is difficult, missed inspection dates occur, angry customers are calling. You know putting out these fires eats up time and destroys profits. The **ServiceViews™** designers know this, too, because they are in the Fire detection, suppression, and protection sales and service business! Let **ServiceViews™** help you minimize the chaos and maximize your profitability! Derive order out of chaos!



# Take a look at Seventy Five Ways that ServiceViews™ helps to eliminate the Chaos

The **ServiceViews**™ software suite includes 75 primary applications in an enterprise software system which provides many benefits for those companies employing a field sales and service force. Whether you have technicians, engineers, consultants or other individuals charged with providing services to customers, clients or subsidiary organizations, you can benefit from implementation of XLNT Software Solution, Inc.'s **ServiceViews**™ software suite.

#### Collaboration

ServiceViews™ software suite is a collaboration product. In light of its design, you can share information with customers, vendors, contractors, sub-contractors and other important partners, and allow these partners to access data that you manage for them, or to access work product and enterprise information you determine to be appropriate for sharing. All information which you collect on a day to day basis, during the normal course of your business operations. Your clients can check their scheduled service calls, the status of service contracts, work tickets and even create records for emergency service calls from their desktop interface.

## Accessibility

**ServiceViews™** provides an Equipment Record for each of your customers' systems or pieces of equipment including sub-components where desired. Each of the items in the record may have specific technical information required by the inspection or service technicians in the field. With **ServiceViews™**, your field service technicians can have real-time access to this technical information at any time and in any location. Eliminate costly phone calls in which an inside clerk has to access and convey information to the technician, or has to print and fax or send documents each time the technician is on a service call. Now the information is available real time and up-to-date as well as accessible when and where needed, saving you time and money.

# Visibility

Due to its open and transparent design, data, and more importantly, information visibility is enhanced yet guarded under password protected access. **ServiceViews**<sup>TM</sup>, when used as the back office enterprise system, allows visibility to your employees, vendors, service partners and clients of the information you choose to share, or information access that the clients license from you. This visibility is accomplished through XLNTServiceView<sup>TM</sup>, a web browser based application to be used in concert with **ServiceViews**<sup>TM</sup>.

# ServiceViews™ Modules

**Accounting Administration** 

**Accounting Department** 

**Accounting Management** 

**Administration Department** 

**Administration Management** 

**Employment** 

**Engineering Administration** 

**Purchase Warehouse Administration** 

**Purchase Warehouse Department** 

**Purchase Warehouse Management** 

**Sales Administration** 

**Sales Department** 

**Sales Management** 

**Service Administration** 

**Service Department** 

**Service Management** 

**Technician Field Service** 

**Universal Applications** 

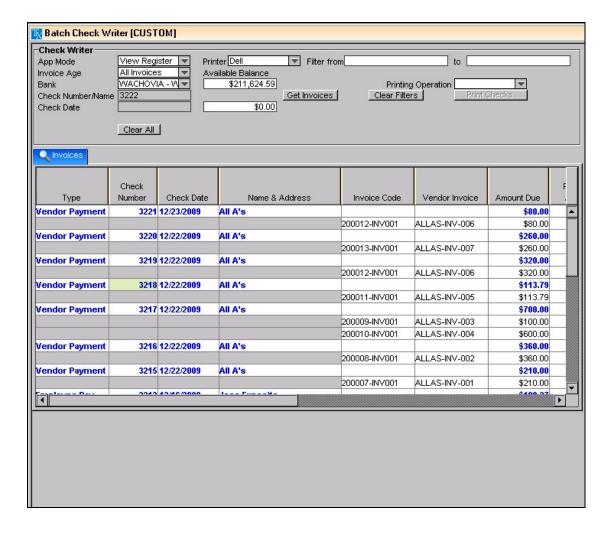
# The Primary 75 Chaos ending ServiceViews™ Applications

# **Accounting Administration**

#### A.1 Batch Check Writer

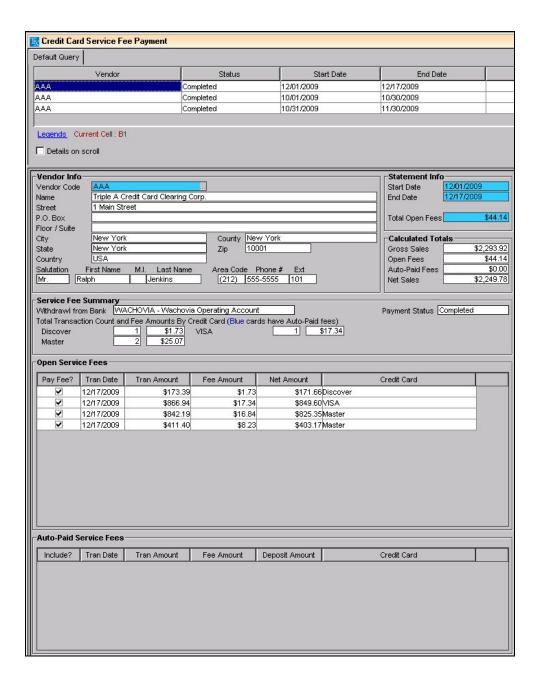
The Batch Check Writer application provides you with the ability to review outstanding "payables," select them for payment, apply any Vendor credits prior to payment, and print or void a check. Another feature is the ability to pick from an unlimited list of your payment sources while insuring adequate funding.

The application also has a check register, and the ability to filter both open payables and the register by date or vendor.



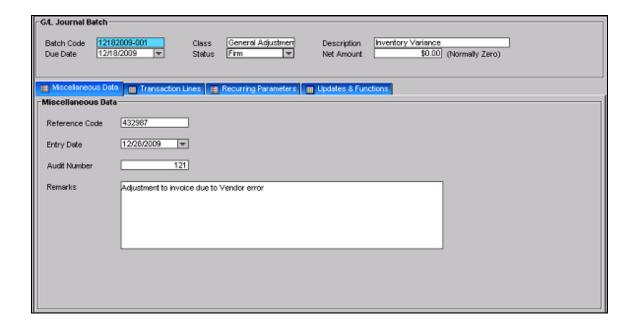
#### A.2 Credit Card Service Fee Payment

The Credit Card Service Fee Payment application permits its user to easily manage credit card service fee payments in a streamlined and concise fashion. The application displays a clear record of each credit card transaction, the fee associated with each transaction and the date upon which the transaction occurred. Credit card transaction records may then be verified against the credit card service provider's monthly statement. Verified credit card transaction records are displayed in the Payment Source application's Transaction table for reconciliation.



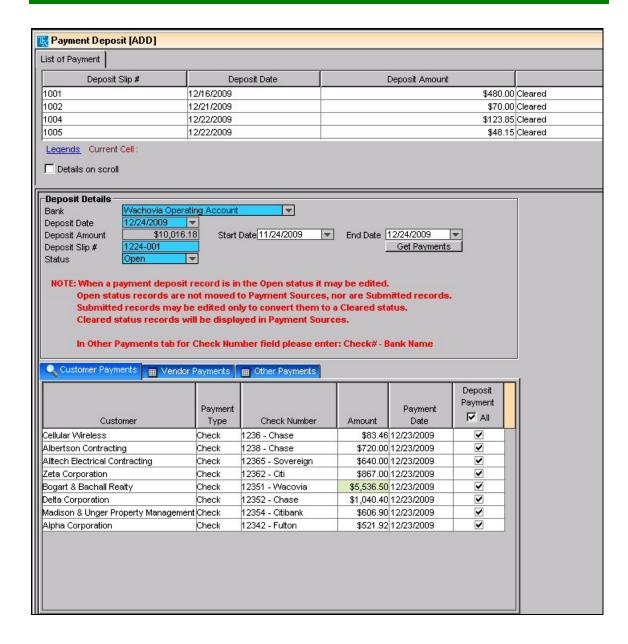
#### A.3 Journal Entries

The Journal Entries application is provided so that you can make direct Journal adjustments to your General Ledger accounts as required, and then update them as a batch or group.



#### A.4 Payment Deposit

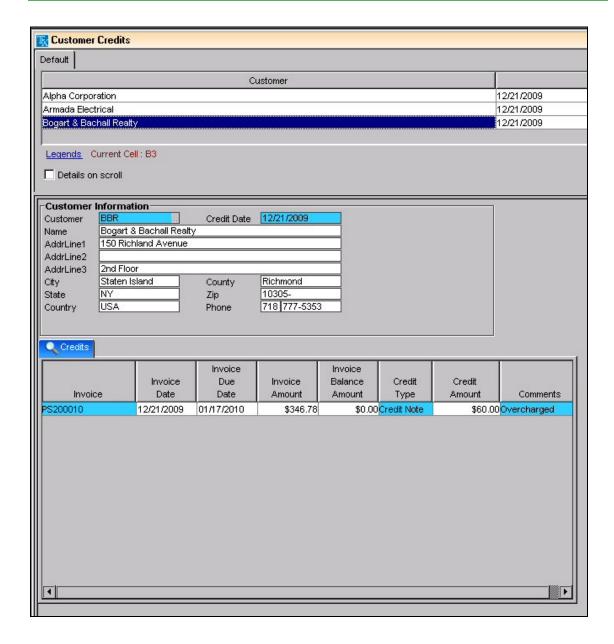
Never miss a bank deposit, as all incoming payments are captured and summarized in the Payment Deposit application. Select the payments to include on your physical bank deposit slip. When the record is updated, the deposit is recorded in the Payment Source or bank master record and updates its value.



# **Accounting Department**

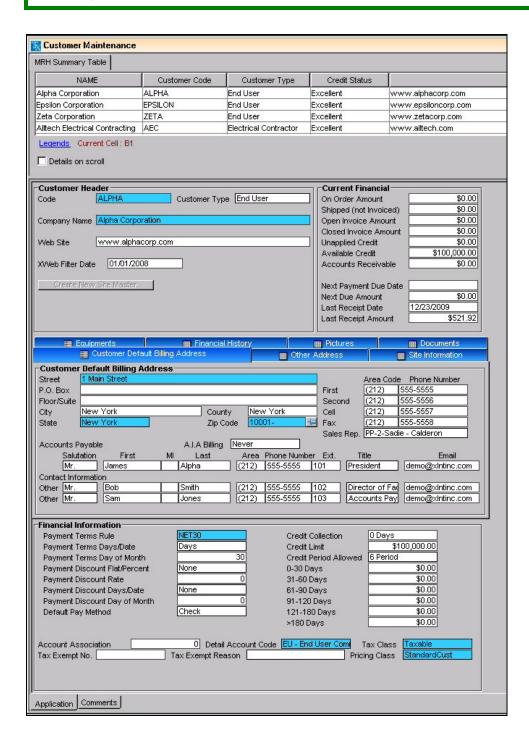
B.1 Customer Credits

Customer credits are easily handled in **ServiceViews™**. Assign the credits to the appropriate ledger buckets, including tax and shipping. You are even able to associate a credit with a "closed" or paid invoice, posting the amount of the credit to the appropriate A/R ledger as "unapplied funds".



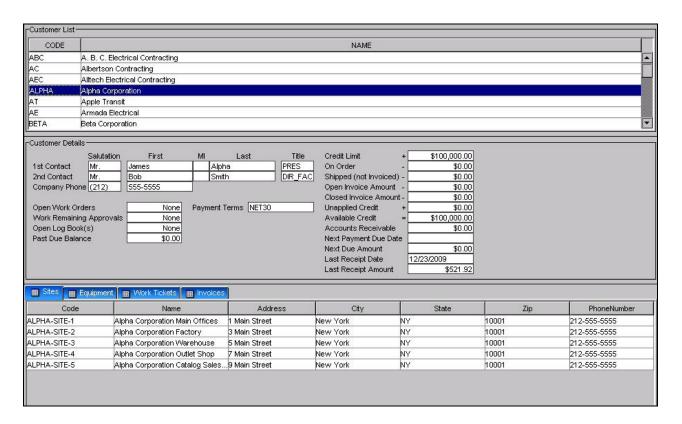
#### B.2 Customer Maintenance

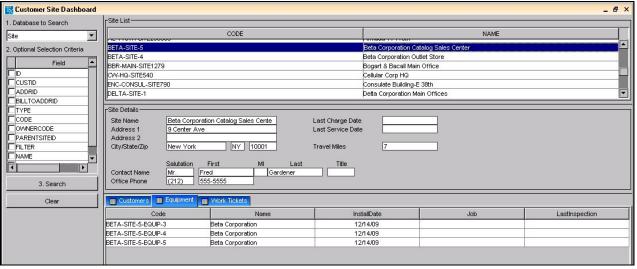
The Customer Maintenance application in ServiceViews $^{\text{TM}}$  is a comprehensive record of the customer and their associated activity and records, including invoice and purchase history, links to equipment records, physical site records as well as multiple sales addresses, shipping addresses and more. It displays all invoices, their payment status, as well as the dollar value of un-invoiced work.



#### B.3 Customer Site Dashboard

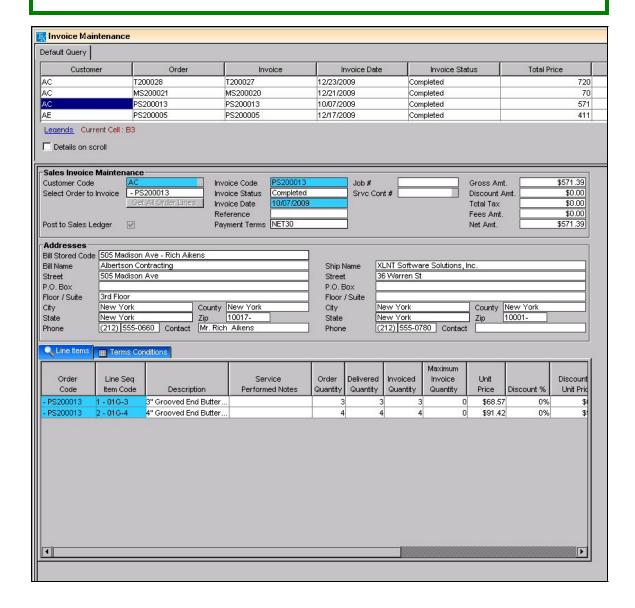
Review the transactions such as work orders, payment history and billing history for any customer, as well as their equipment details, all in a single application.





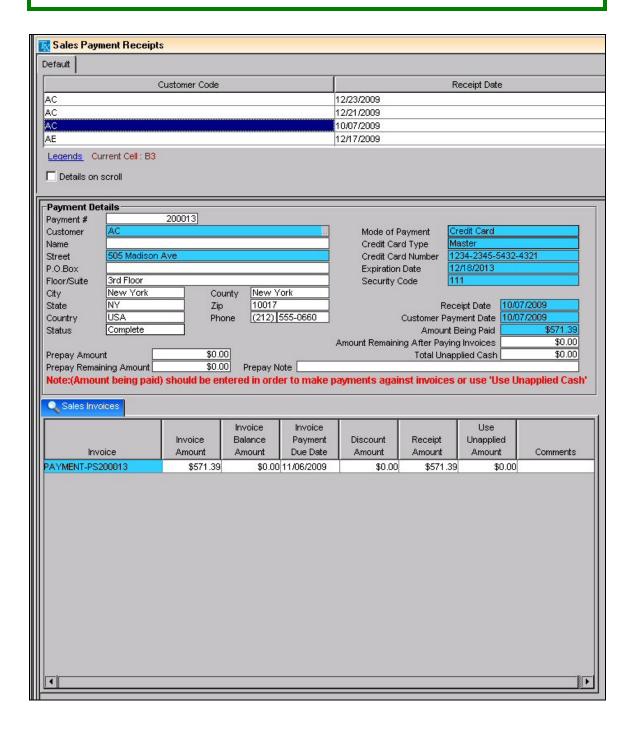
#### B.4 Invoice Maintenance

Processes auto-generated or manually created invoices of charges for materials and services supplied. In addition, it displays individual line items and allows for adjustment of billing at the invoice time on an overall or line by line basis.



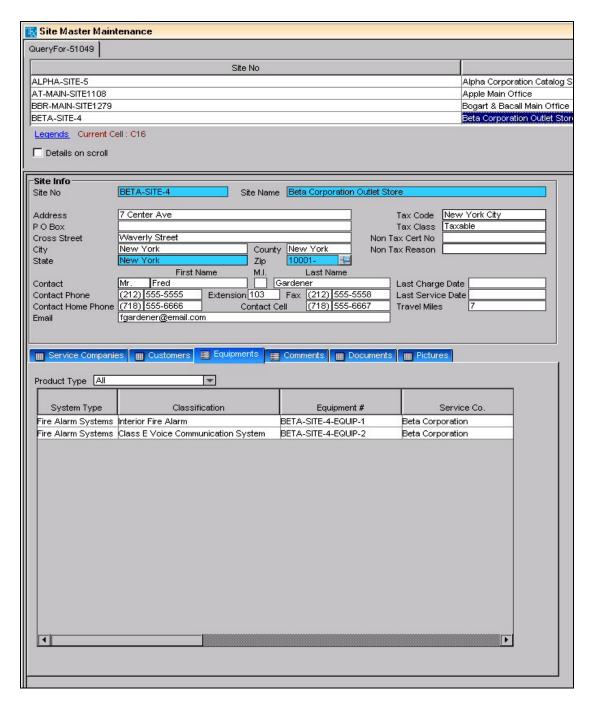
#### B.5 Sales Payment Receipts

Denotes receipts on invoices and allocates customer payments against open invoices, credits, etc. Maintain a list of all paid invoices and their history.

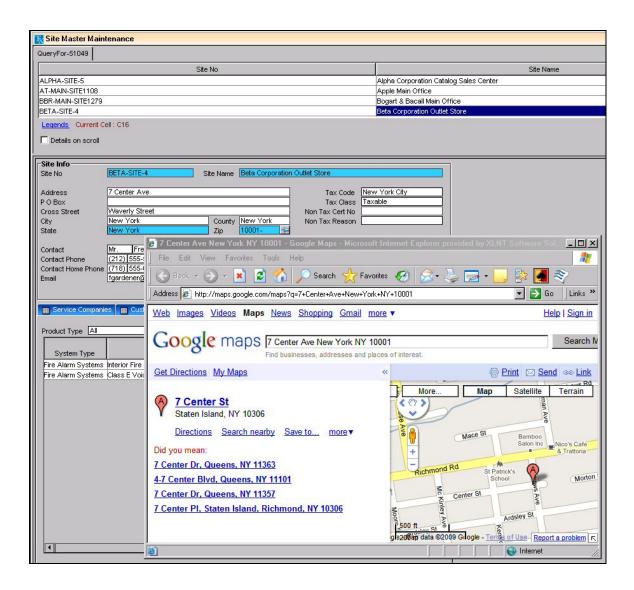


#### B.6 Site Master Maintenance

Create a Site record for each physical address at which systems reside and service is performed. The **ServiceViews™** site record represents a physical address, usually a building, and as such, more than one Customer may exist at a site. A site may also have several customers and each customer can have multiple "systems" which you service or maintain, and those systems may be managed by a number of "service companies."



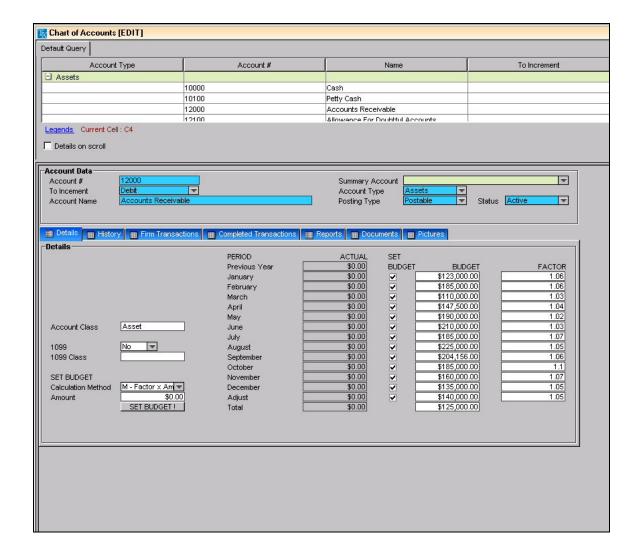
Click the push pin next to the zip code to get driving directions and location for any address record found in the **ServiceViews**<sup>TM</sup> system.



# Accounting Management

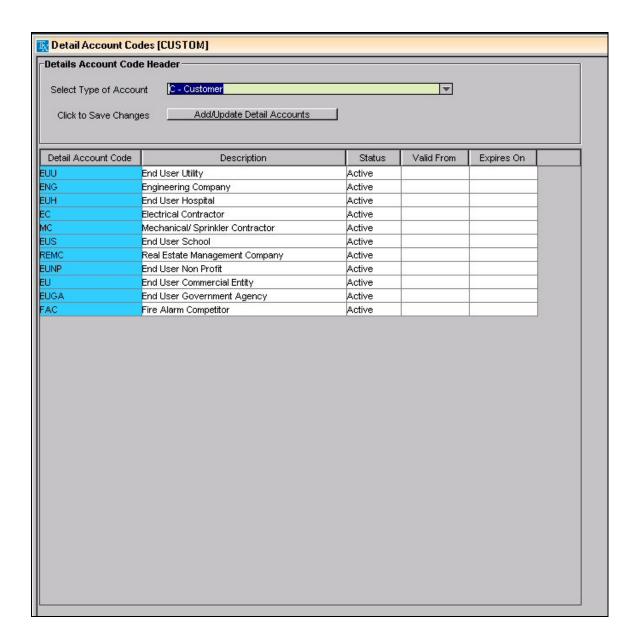
#### C.1 Chart of Accounts

Set up and manage General Ledger accounts, budgets and financial details, including postable and summary accounts. Devise your own schedule of values which are important to your business operation or growth areas. The system allows you to track and plan for this eventuality.



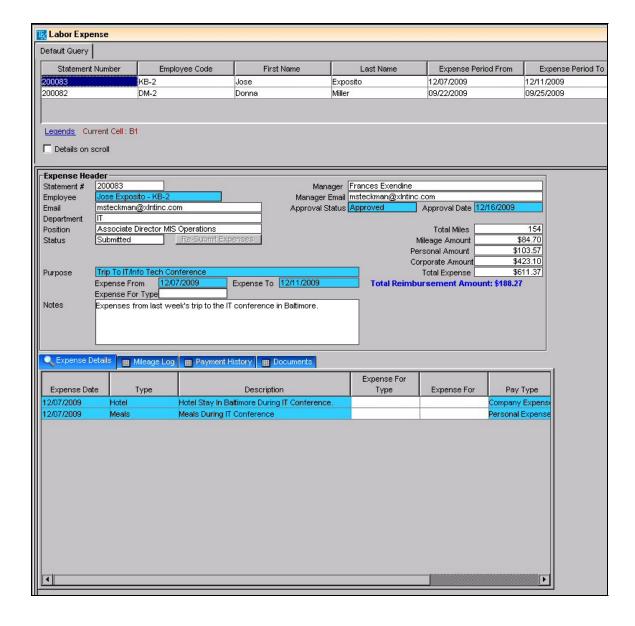
#### C.2 Detail Account Codes

Detail Account codes are used to define and segregate or resolve G/L account entries. Detail Account codes are used to allocate transaction flows from various applications to the appropriate account in your Chart of Accounts.



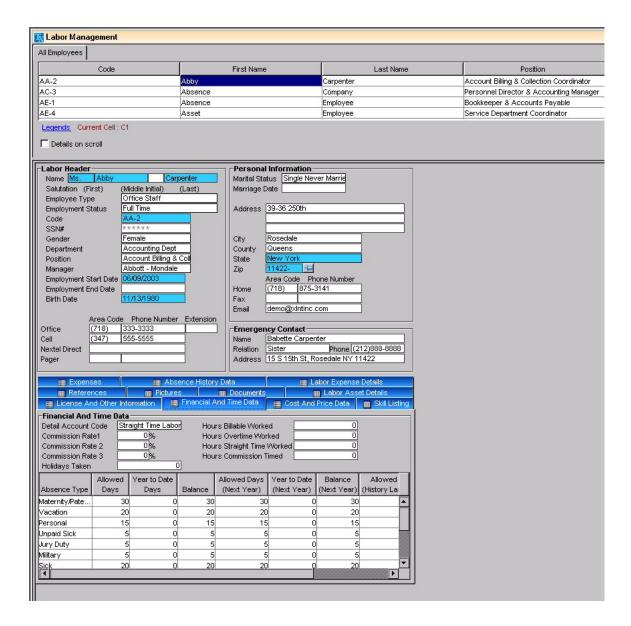
#### C.3 Labor Expense

Complete employee expense account reporting and management, including reimbursement and history tracking. The system allows employees to enter reimbursement and non-reimbursable expenses.



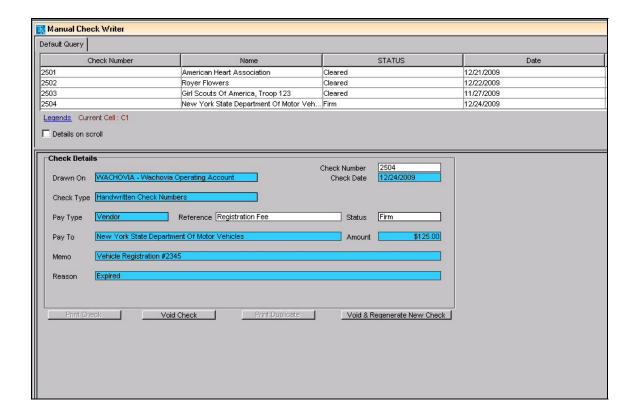
#### C.4 Labor Management

Create and maintain a list of employees, subcontractors and any other labor resources. Vacation and time off history are included, along with compensation, hours worked and other important information. List and view any assets assigned to the employee, along with their skills and certifications.



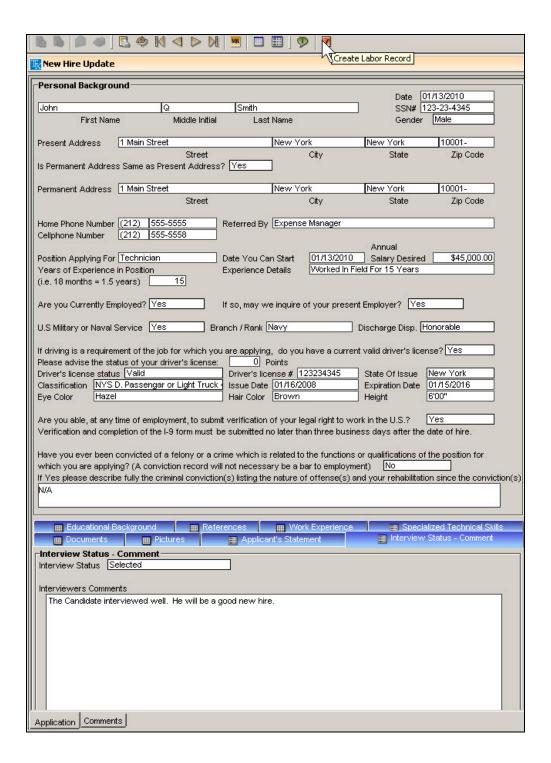
#### • C.5 Manual Check Writer

Software representation of your physical handwritten checks. Either create a "manual fast check" or record the details of a physical, handwritten check to ensure the accuracy of your bank accounts' balances.



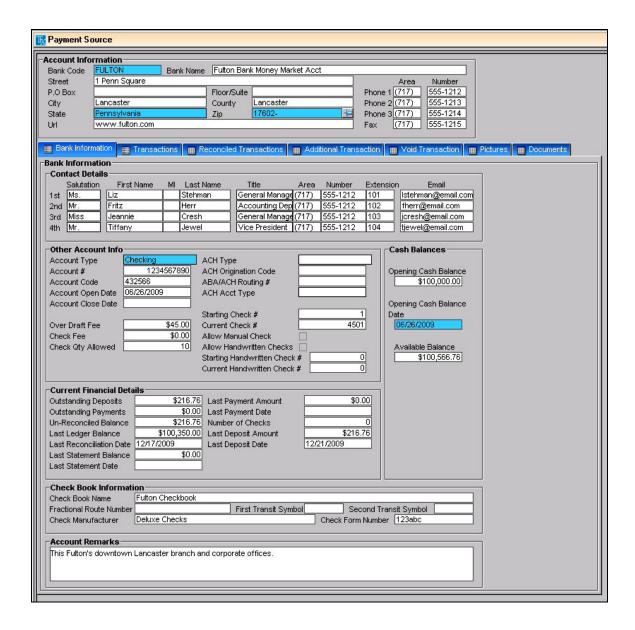
#### • C.6 New Hire Update

Evaluate applications for employment and employment candidates. Make hiring determinations directly from the user submitted applications. List all applicants and note their status. Records are filled out by potential employees, and show their attention to detail as well as tracking their responses.



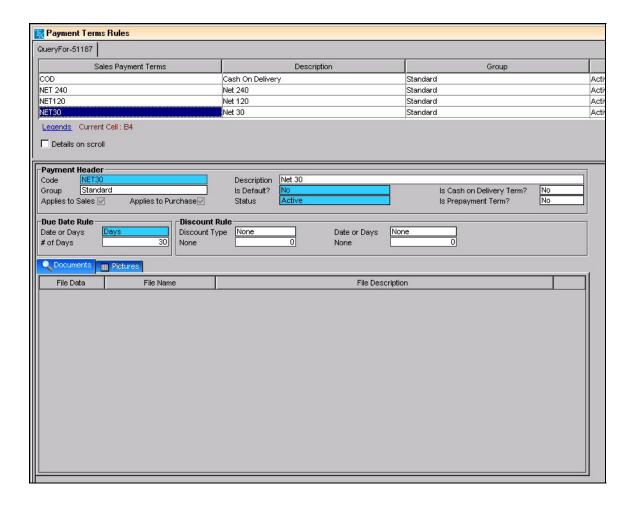
#### C.7 Payment Source

Create and maintain a master record for each bank account that your company uses. Other system transactions add to and draw from these applications, keeping the information up-to-date and accurate.



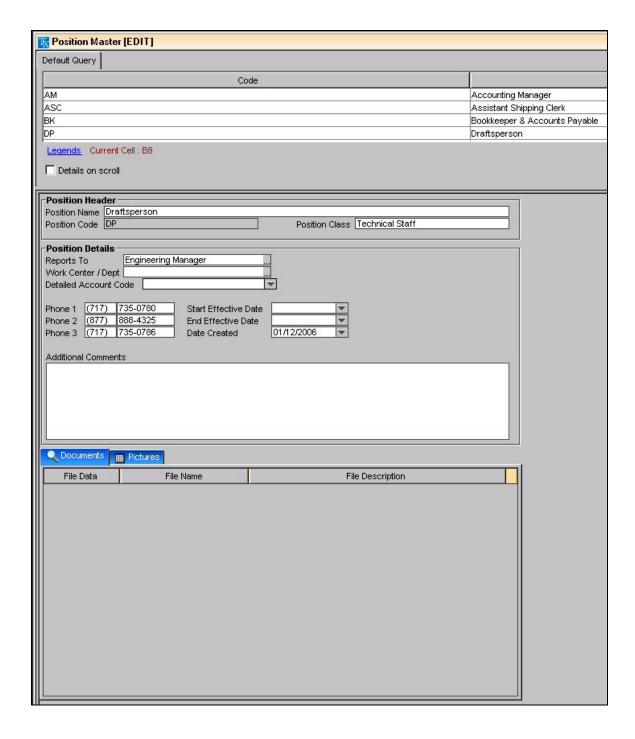
#### • C.8 Payment Terms Rules

Create and maintain an unlimited list of payment terms, based on fee and percentage as well as date and days. You can set the terms of your various transactions either on a specific date of the month, or a specific day in the week.



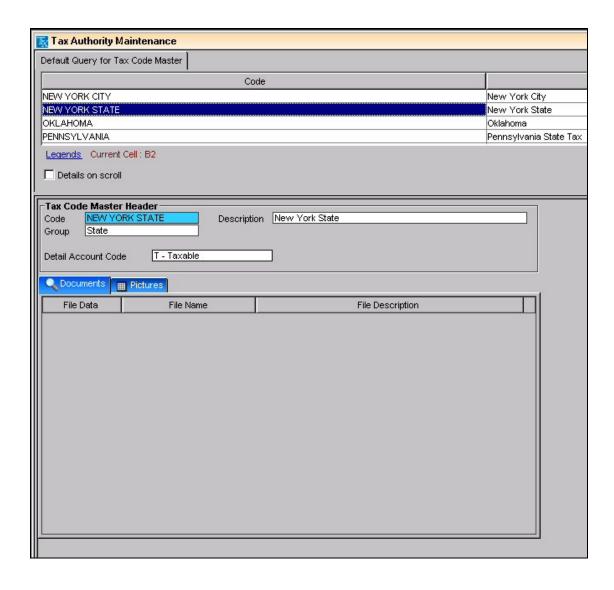
#### C.9 Position Master

Create and maintain a record for each labor position. These records are available in the Labor Management application for selection when adding labor resources.



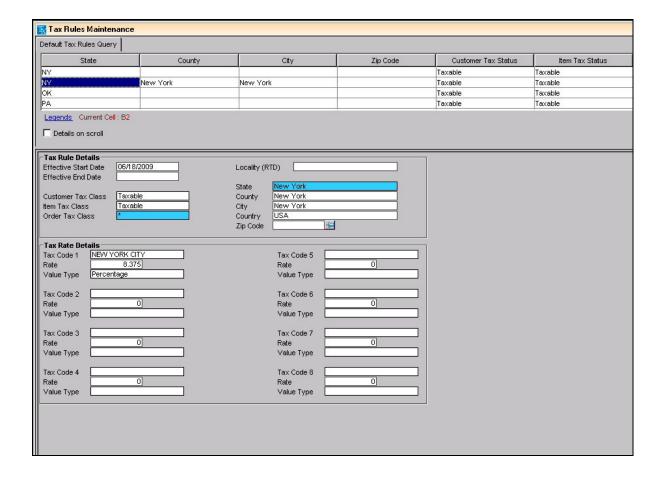
#### C.10 Tax Authority Maintenance

Create a record for each "municipality" or other taxing authority for which you will be required to collect taxes. You will also create a detailed vendor record if you pay collected taxes directly to this entity.



#### C.11 Tax Rules Maintenance

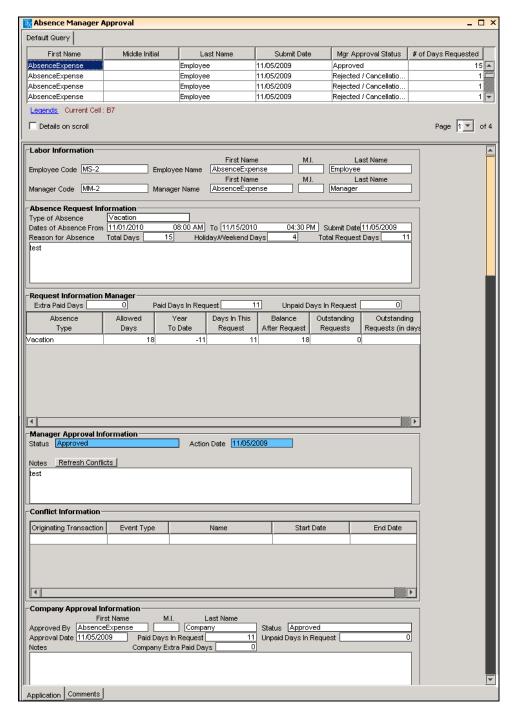
Define specific tax rules which the **ServiceViews**<sup>TM</sup> system will implement when selling services and/or materials within various jurisdictions. The system allows the updating of tax information in one location to affect the taxable outcome of the various transactions throughout the system.



# **Administration Department**

D.1 Absence Manager Approval

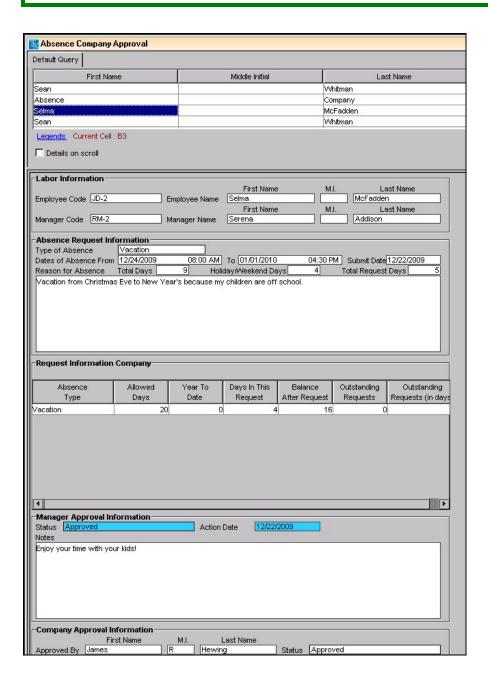
This application provides the ability for associated managers to approve or reject vacation and absence requests submitted by their subordinate employees. It also allows for the visibility of the request on the daily assignment schedules.



# Administration Management

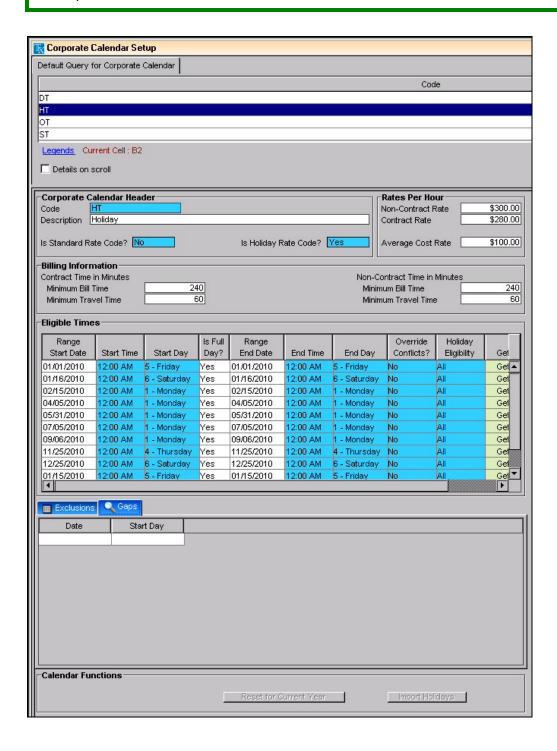
E.1 Absence Company Approval

This application provides the ability for the company personnel manager, human resources (or other designated senior manager) to confirm vacation and absence requests for both direct senior reports, and to review approved or rejected requests from the supervisory level staff.



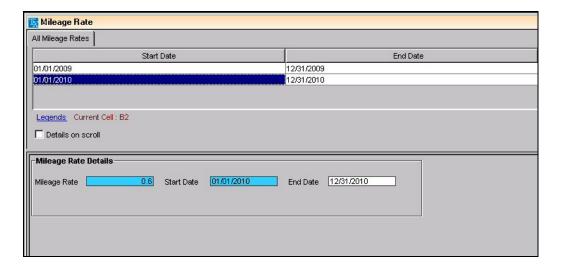
#### E.2 Corporate Calendar Setup

This required table provides the ability to define the normal work days and hours, as well as overtime days, holidays and their associated rates. It allows you to denote holidays for various personnel, and displays them on the schedules in the system. It is used throughout the system to define the rates associated with the work performed on various transactions.



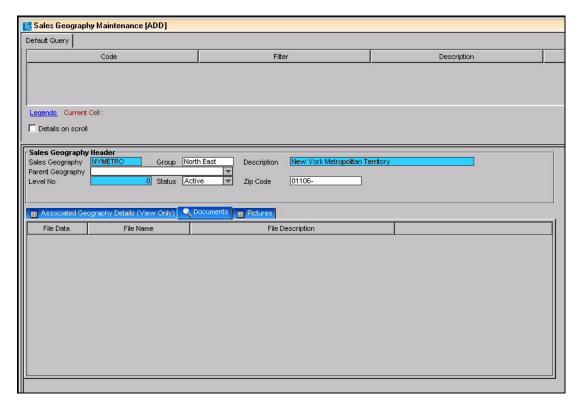
#### E.3 Mileage Rate

Table for the setting of reimbursement rates for mileage, with rates capable of being assigned variable by date. Rates can be adjusted as the standards for those reimbursements change, and they can be applied per specific dates.



#### E.4. Sales Geography Maintenance

Use this application to define and configure sales territories or routes, or service areas by geographical location.



# **Employment**

• F.1 Application for Employment

This application enables individuals who are applying for work with your company to create an electronic application for employment, and to attach substantiating and/or other supporting documentation to their record. Once again, the application is designed to allow candidates to fill in data, and shows attention to detail and a sense of accuracy for the review of your candidates.

🔣 Application For Employment						
Personal Background						
	In 10 11				1/13/2010	
John	Q Smith				23-23-4345	
First Name	e Middle Initial	Last Name		Gender	Male	
Present Address	1 Main Street	New York	Contract Con	New York	10001-	
Street City State Zip Code Is Permanent Address Same as Present Address? Yes						
Permanent Address	1 Main Street	New York	9	New York	10001-	
	Street	90	City	State	Zip Code	
Home Phone Number	(212) 555-5555	Referred By Expense N	Manager			
Cellphone Number	(212) 555-5558					
Position Applying For	Technician	Date You Can Start	01/13/2010	Annual Salary Desired	\$45,000.00	
Years of Experience i				ld For 15 Years	410,000.00	
(i.e. 18 months = 1.5 years)15 Year(s)						
Are you Currently Employed? Yes If so, may we inquire of your present Employer? Yes						
U.S. Military or Naval Service Yes Branch / Rank Navy Discharge Disp. Honorable						
If driving is a requirement of the job for which you are applying do you have a current valid driver's license? Yes						
	tus of your driver's license:	O Points	224245	01-1- 041	Nava Mark	
Driver's license status		Driver's license # 123			New York	
The state of the s	). Passengar or Light Truck -		<u> </u>		01/15/2016 6'00"	
Eye Color Hazel		Hair Color Brown		Height	600	
Are you able, at any time of employment, to submit verification of your legal right to work in the U.S.?						
Verification and completion of the I-9 form must be submitted no later than three business days after the date of hire.						
Have you ever been convicted of a felony or a crime which is related to the functions or qualifications of the position for						
which you are applying? (A conviction record will not necessary be a bar to employment)						
	e fully the criminal convictior	n(s) listing the nature of o	offense(s) an	id your rehabilitatio	on since the conviction(s)	
N/A						
■ Educ	ational Background	III Refere	nces	III V	/ork Experience	
■ Specialized Technical Skills                      Pictures           Applicant's Statement						
File Data	File Name		File Description			
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## **Engineering Administration**

G.1 System Classification

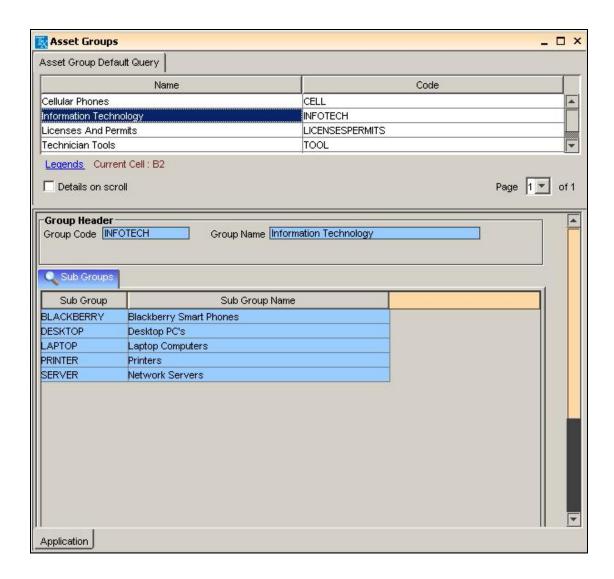
Define categories, classifications and other qualifying names, groups or modifiers to adequately define the "product types" that your company sells and services. These classifications can be used to provide standardization throughout the client base.



#### **Purchase Warehouse Administration**

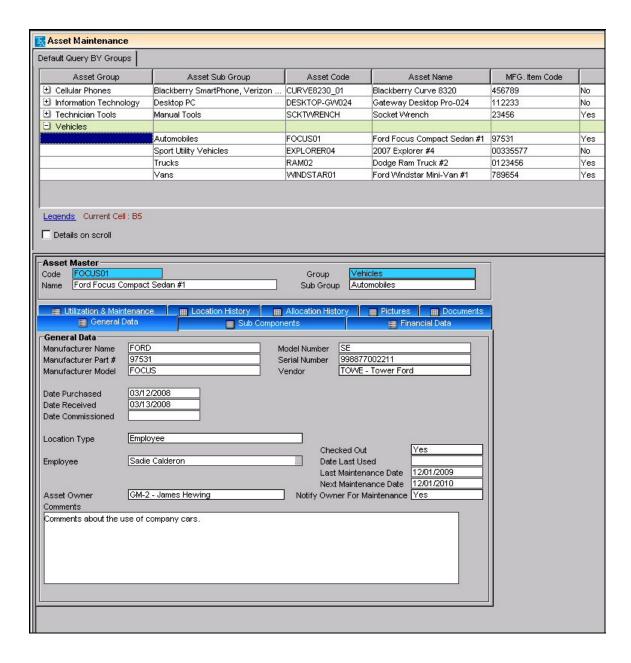
#### I.1 Asset Groups

Define and maintain top-level classifications, as well as secondary categories, for use with the Asset Maintenance and tool assignments. These asset groups allow for the filtration of various types of equipment in the corporation's possession.



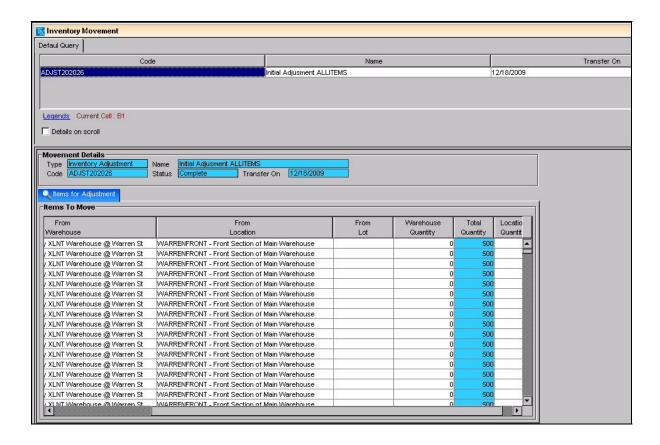
#### I.2 Asset Maintenance

Maintain records of company assets such as vehicles, tools, capital equipment, computers, etc. Track usage and service, as well as assignment to employees. It can also be used to assign daily components to various work tickets and equipment records.



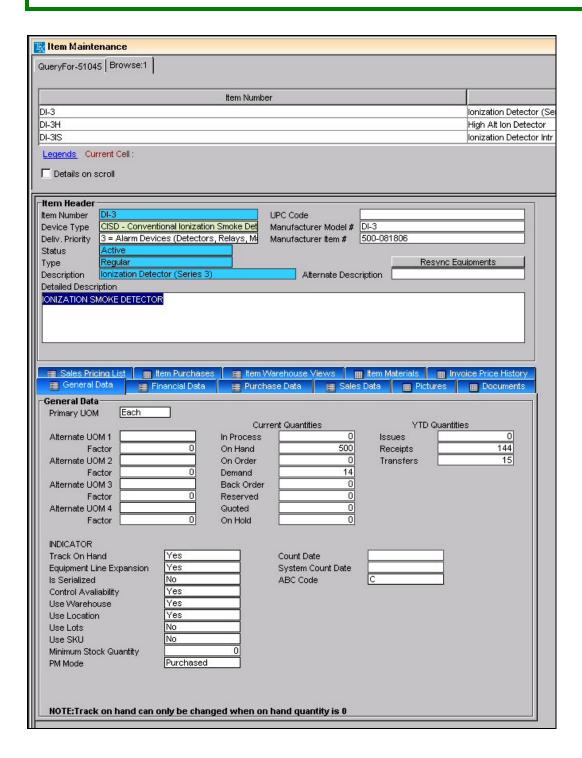
#### I.3 Inventory Movement

Execute and review inventory adjustments, transfers and other inventory movement, and quantity as well as the locations of inventory.



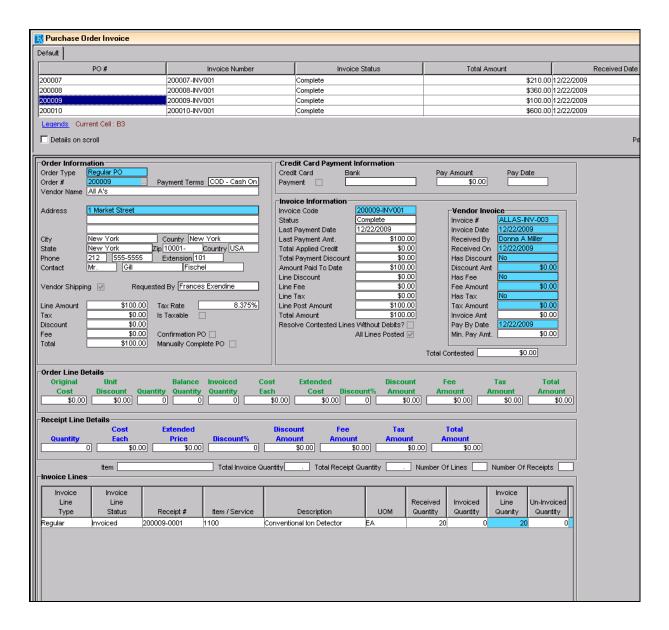
#### • I.4 Item Maintenance

Create a database of inventory items including raw materials, finished goods, and show their status as active or discontinued. In addition, it allows for the collection of catalogue sheets as well as installation documents, drawings, and any other documents relevant to the item. Record shows the sales, purchase and general information data on each item.



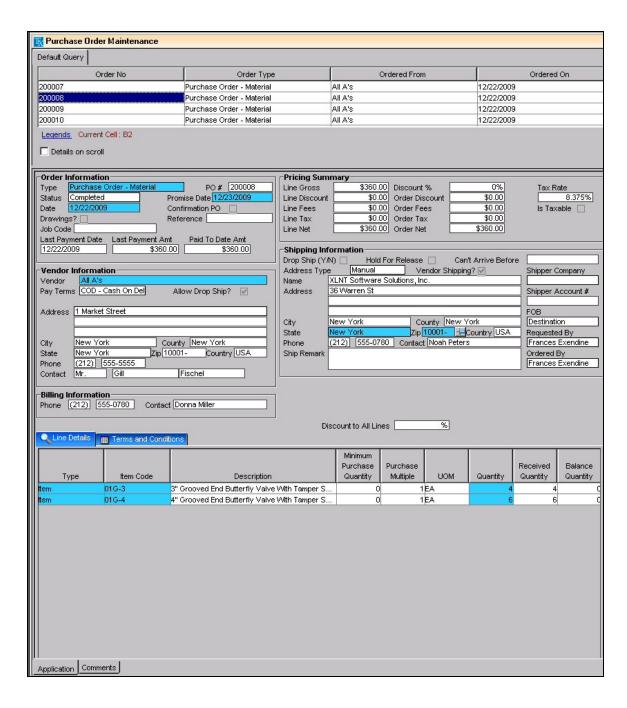
#### • I.5. Purchase Order Invoice

Reconcile invoiced prices and quantities received on purchase orders. The invoice is driven from the purchase order to ensure the cost structure assigned at the time of the purchase.



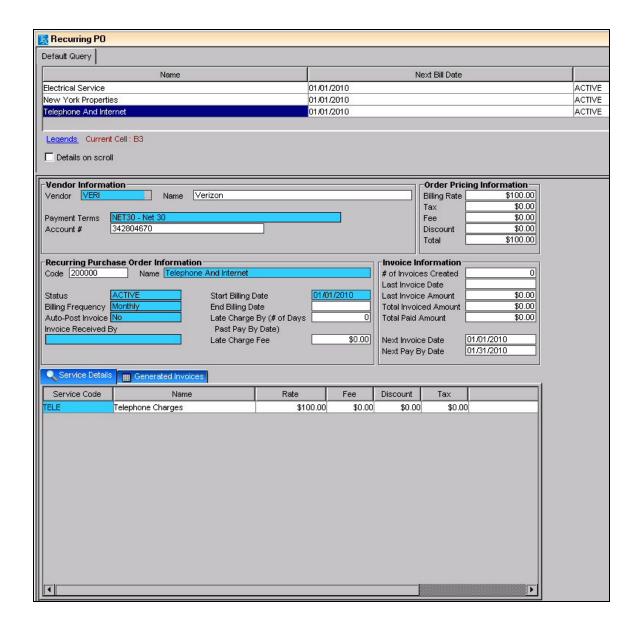
### • 1.6 Purchase Order Maintenance

Prepare, maintain and review purchase orders for stock replenishment and services. Application can be designed for recurring purchase orders, for salable and infrastructure components. Purchase orders can be discounted, and show shipping as well as tax structure, requester and delivery dates.



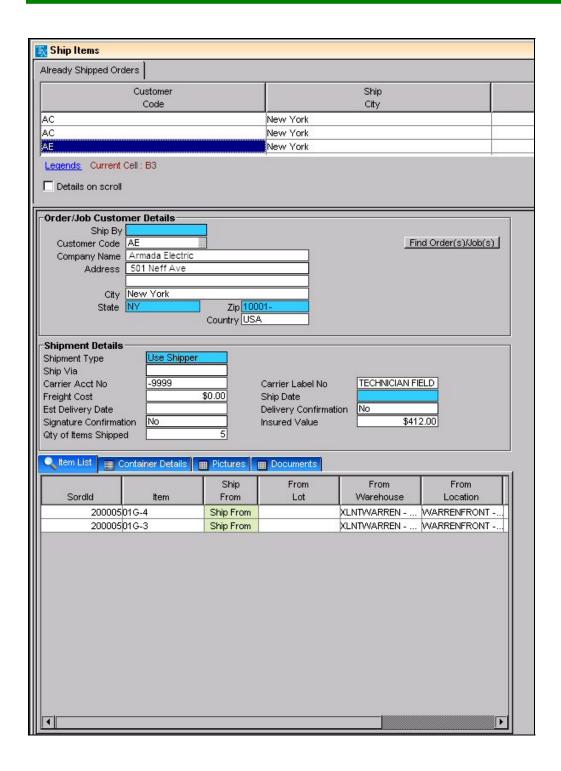
# I.7 Recurring PO

Set up weekly, monthly, semi-annual and annual recurring invoices such as utilities or rent. Automatically post to payables, or review in Purchase Order Invoice and then update to payables.



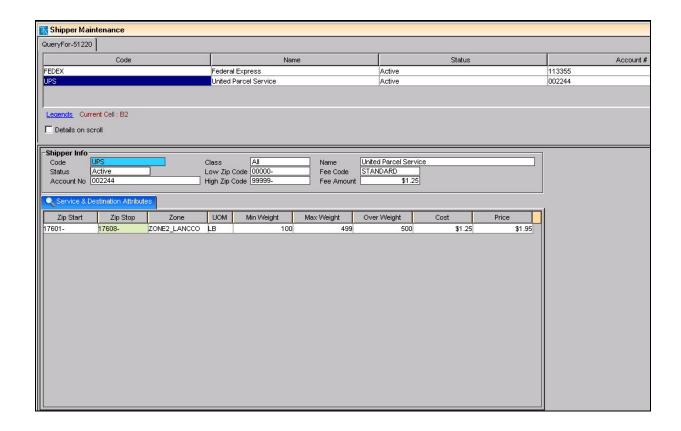
## I.8 Ship Items

Create shipping manifests, containerize shipments and schedule shipments of goods.



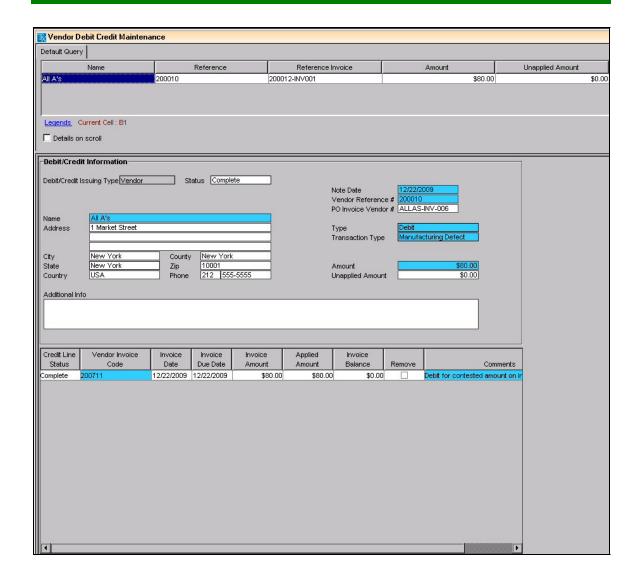
# • I.9. Shipper Maintenance

Create shippers, rates and zones. Maintain detailed shipper records for your delivery needs.



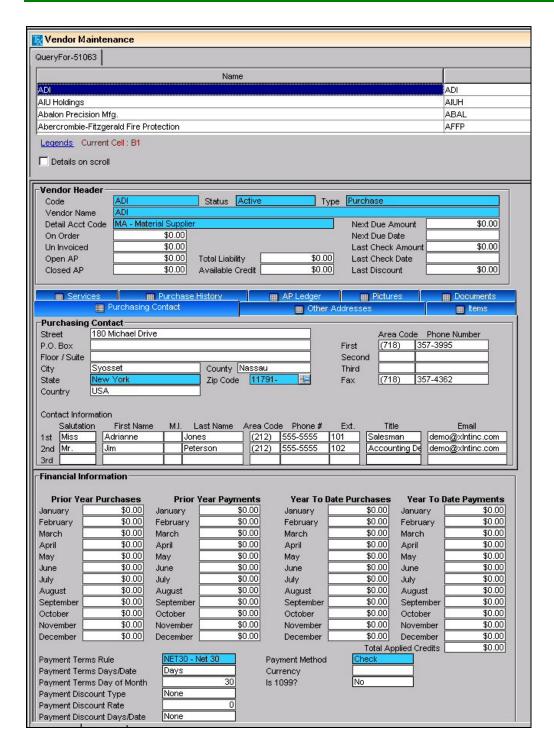
## I.10 Vendor Debit Credit Maintenance

Debit a vendor or apply a vendor-provided credit. In the case of incorrect invoices or packing lists, the debit can be automatically generated based on the purchasing costs.



#### I.11 Vendor Maintenance

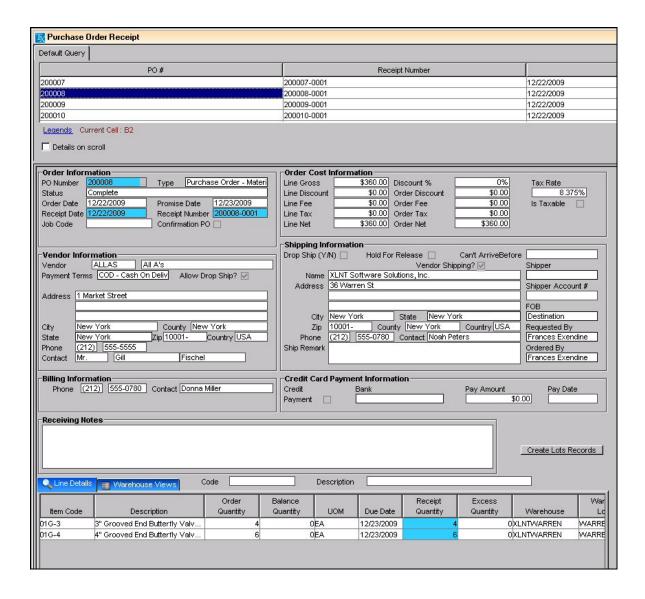
Create and manage vendor records and details. Application defines the vendors for the company, as well as showing the items they provide and the vendor's purchase history, as well as a document tab to attach vendor proposals, and price lists to allow for system-wide access to review information based upon the needs of individuals to view data.



# **Purchase Warehouse Department**

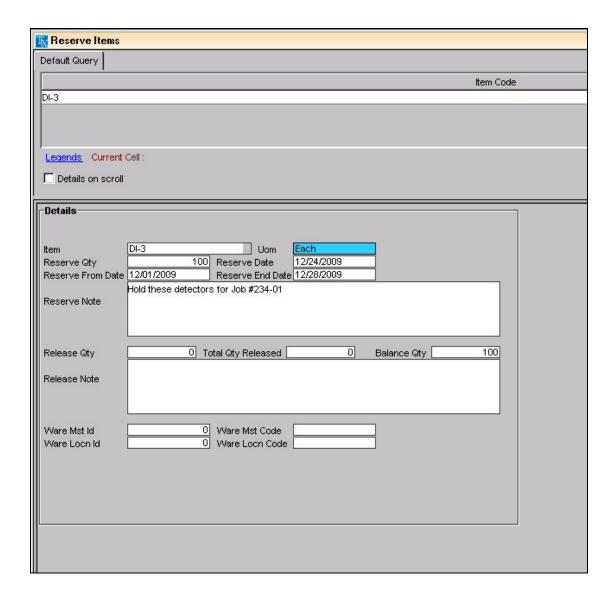
J.1 Purchase Order Receipt

Receive incoming goods, recognize discrepancies, and assign lots, warehouses, locations, quantities, etc. Prepare the system to create Accounts Payable invoices from posted receipts.



### • J.2 Reserve Items

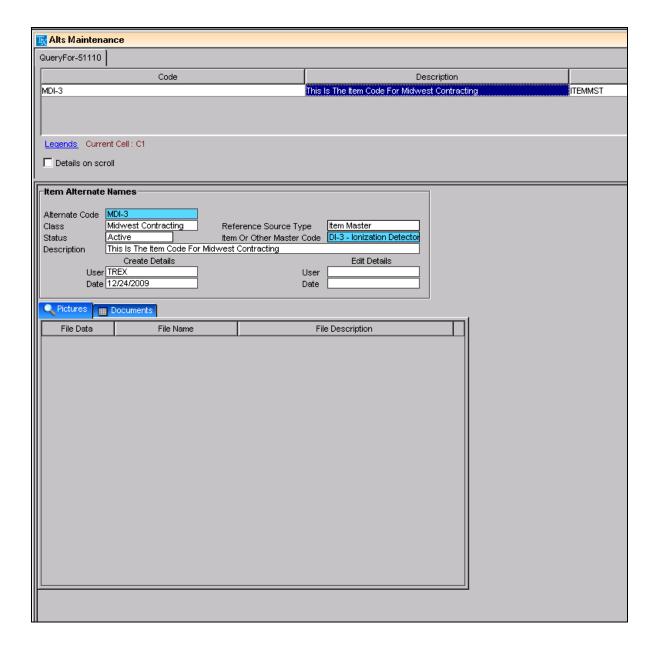
Reserve stock against a future order, or hold for quarantine or return.



# **Purchase Warehouse Management**

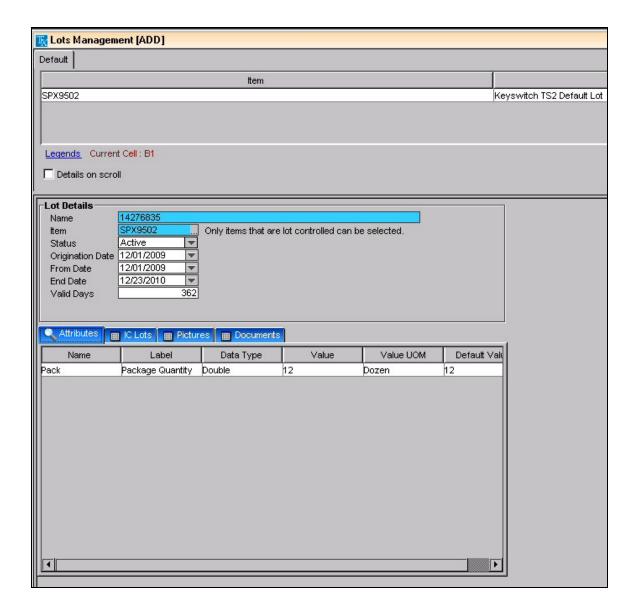
• K.1 Alts Maintenance

Create industry cross-reference lists, synonymous names for parts, alternative names, etc.



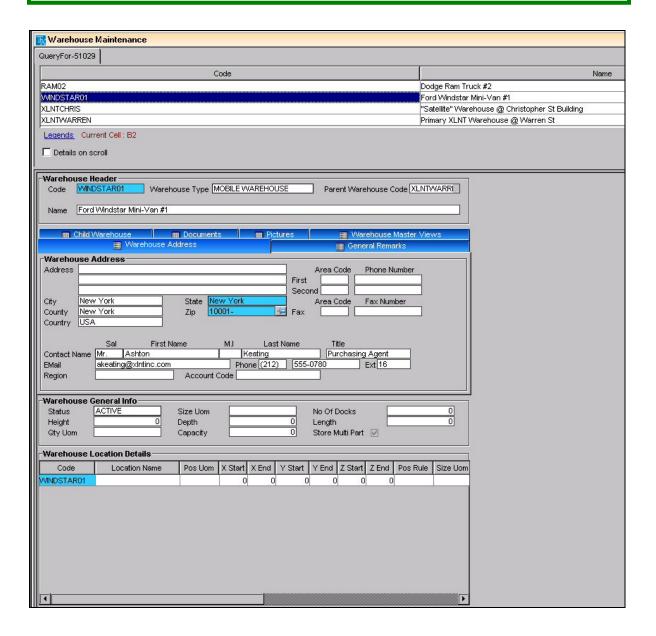
# K.2 Lots Management

Create and record lots, and manage items by lot number.



### K.3 Warehouse Maintenance

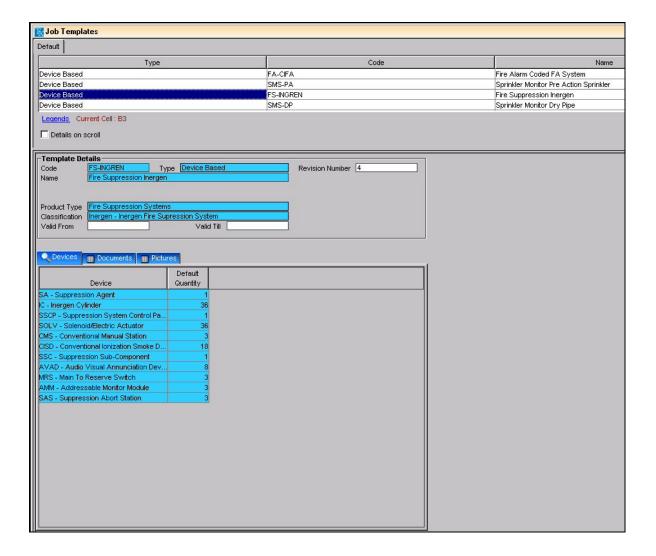
Create records for physical warehouses and locations within warehouses. Describe dimensions of warehouse, as well as the creation of satellite or dependent warehouses, including mobile vehicle warehouses.



# Sales Administration

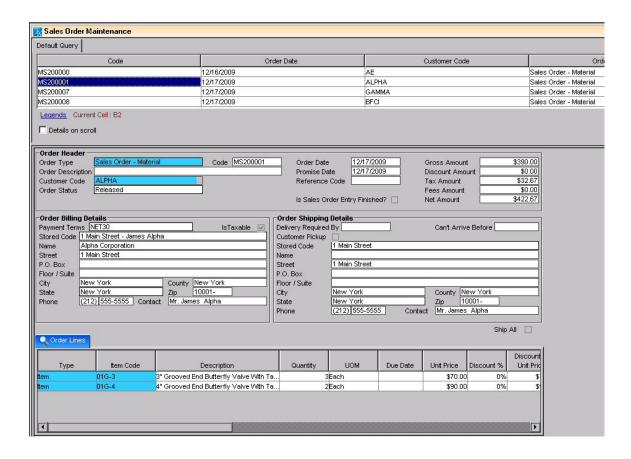
L.1 Job Templates

Create and maintain templates for use in the bidding of sales proposals and jobs, as well as service contract estimating from the base bid proposals. Templates also can delineate services required for any specific type of installation, either based on lump sum or hourly rate cost basis.



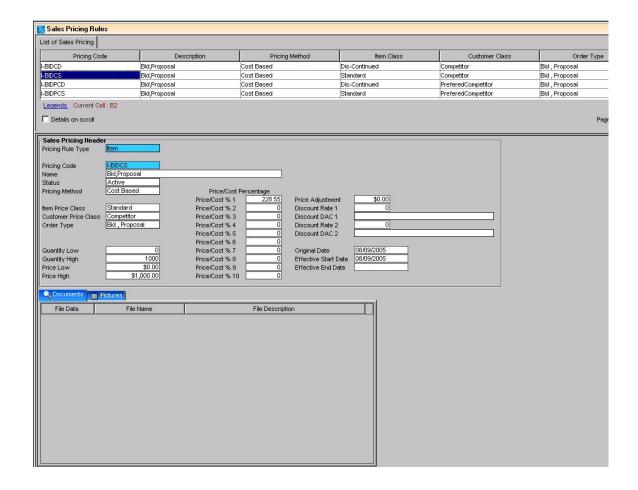
### L.2 Sales Order Maintenance

Create and manage the sales order function. Includes point of sale, manual sales orders, and offers the ability to review of service contract, job, and work ticket sales order lines.



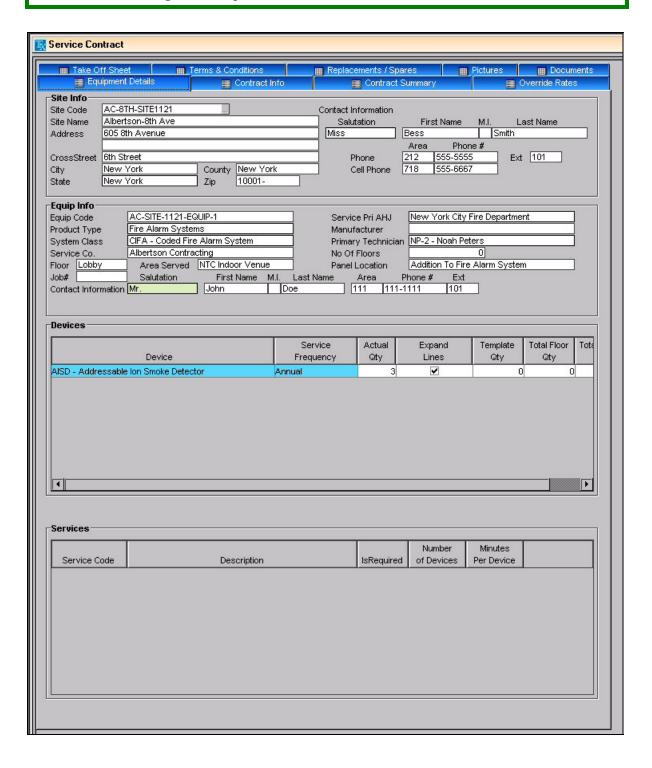
# L.3 Sales Pricing Rules

Define pricing rules for items and services to be sold to various client types including service customers, competitors, preferred competitors, as well as any other definition which any client can define.

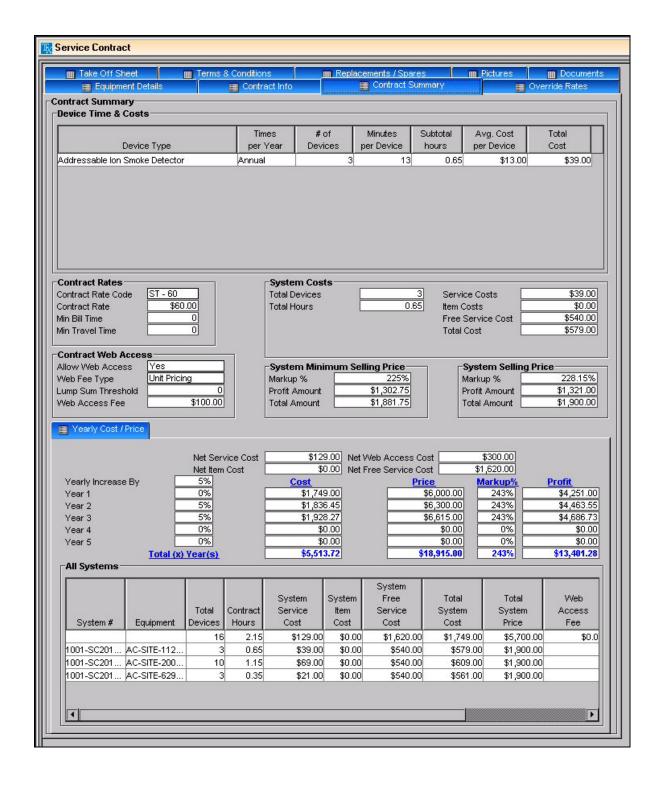


### • L.4 Service Contract

Defines the approved and confirmed Service Contracts along with their details including the end user, bill to and site, as well as the estimated costs for the services which have been agreed to by the customer.



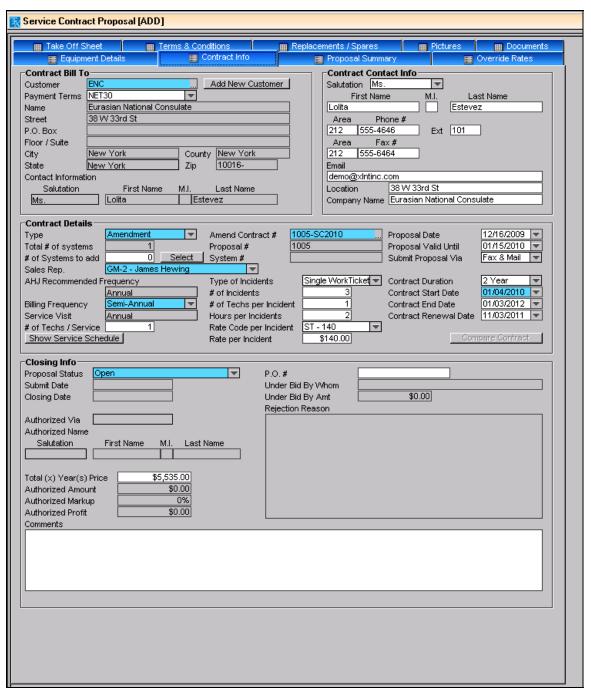
Service Contract	
pp Take Off Sheet pp Terms & Conditions pp Repl	acements / Spares Pictures Documents
■ Equipment Details	■ Contract Summary
Contract Bill To	Contract Contact Info
Customer AC	Salutation Mr.
Payment Terms NET30 Name Albertson Contracting	First Name M.I. Last Name Rich Aikens
Street 505 Madison Ave	Area Phone #
P.O. Box	212 555-0660 Ext 101
Floor / Suite 3rd Floor	Area Fax#
City New York County New York	212 555-9760
State New York Zip 10017-	Email   demo@xIntinc.com
Salutation First Name M.I. Last Name	Location 505 Madison Ave
Mr. Rich Aikens	Company Name Albertson Contracting
Contract Details	
Type	-SC2010
	-SC2010-01 Submit Proposal Via Fax & Mail
Sales Rep GM-2-James - Hewing	
	luttiple WorkTickets Contract Duration 3 Year
Annual # of Incidents	3 Contract Start Date 01/04/2010 1 Contract End Date 01/03/2013
Billing Frequency Annual # of Techs per Incident Service Visit Annual Hours per Incidents	1 Contract End Date 01/03/2013 Contract Renewal Date 11/03/2012
	T - 140
Rate per Incident	\$140.00
Closing Info Contract Status Active P.O.#	PO#15243
Submit Date Under Bid B	
Closing Date 12/16/2009 Under Bid B	- National Control of the Control of
Reason	
Authorized Via Fax & Mail Authorized Name	
Salutation First Name M.I. Last Name	
Mr. Rich Aikens	
1	
Total (x) Year(s) Price \$18,915.00	
Authorized Amount	
Authorized Profit \$12,986.28	
Comments	

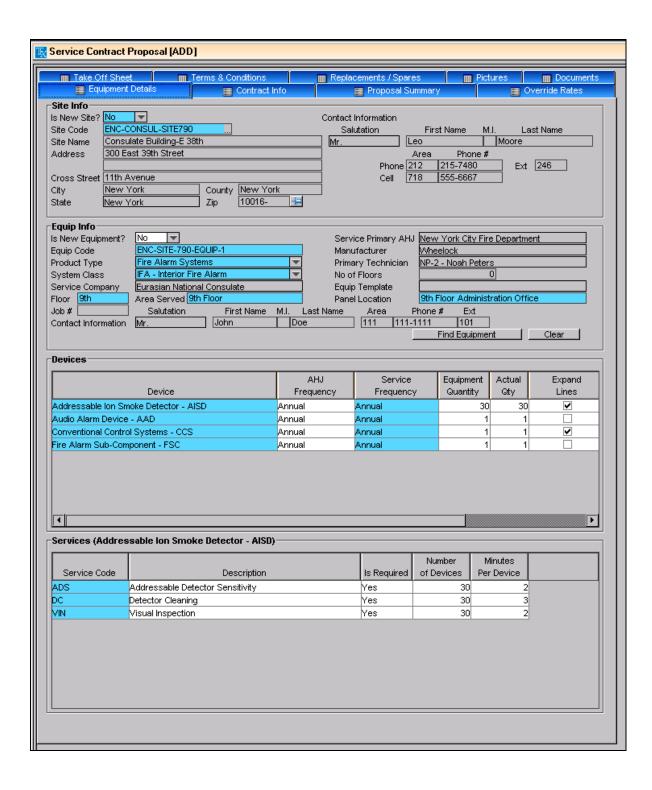


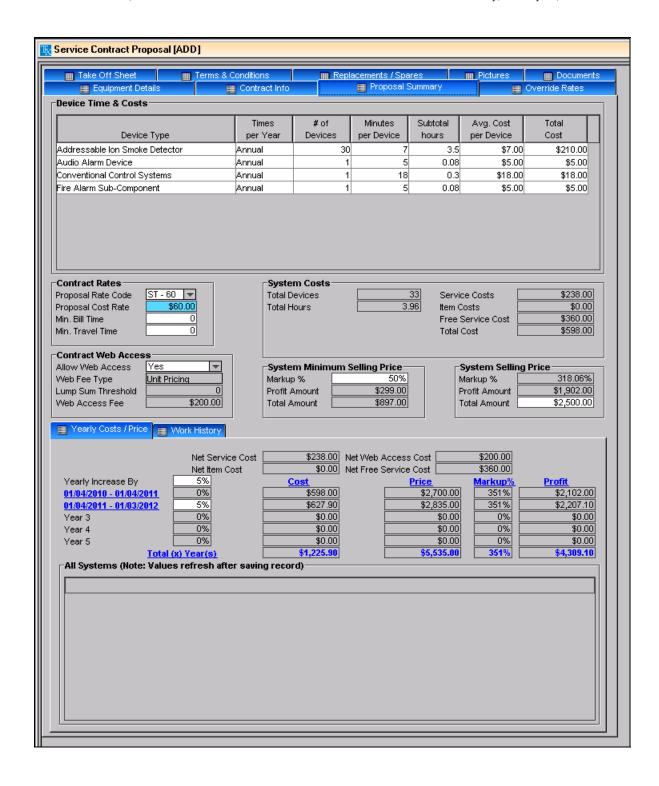
# Sales Department

M.3 Service Contract Proposal

Create, specify and manage the information and details from your service contract requests, and update to a firm proposal. Application allows you to calculate based upon pre-defined costs, as well as to carry additional costs for items which have a higher degree of difficulty, should the need arise.



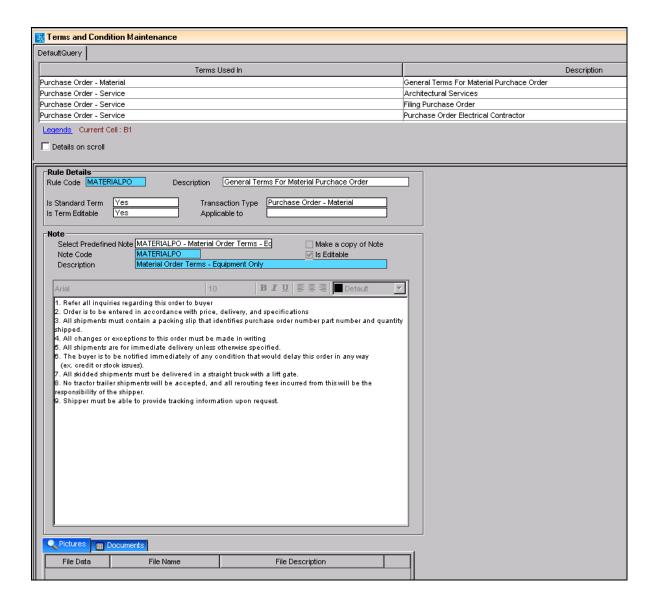




# Sales Management

N.1. Terms and Conditions Maintenance

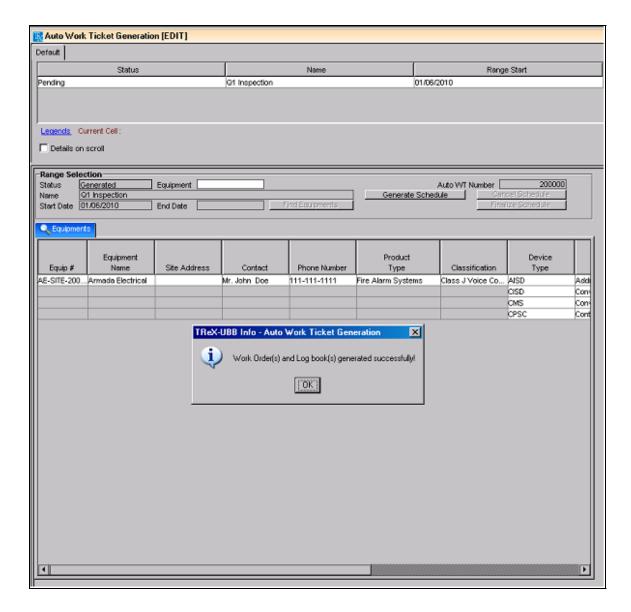
Maintain a record for the standard and non-standard terms to be included with each transaction type. Standard terms can be pulled in at the various transaction levels and then be modified at the individual level.



## **Service Administration**

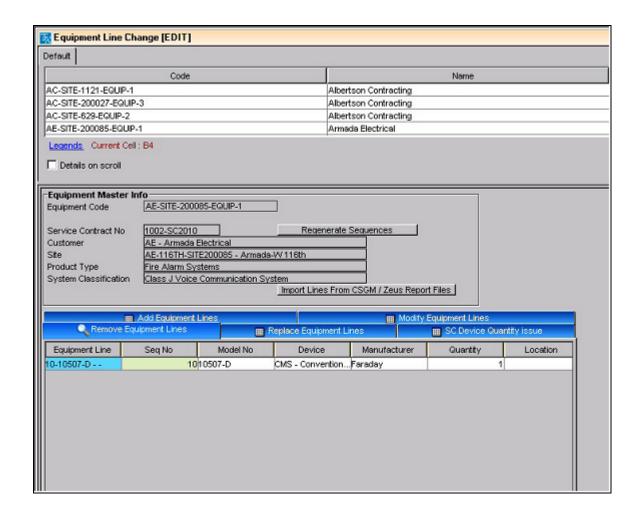
O.1 Auto Work Ticket Generation

Define an evaluation range and launch Automated Work Tickets. Application provides a view of all eligible inspection tickets, along with any problems or issues associated with the record including open tickets, work remaining, and credit statuses derived from their equipment records.



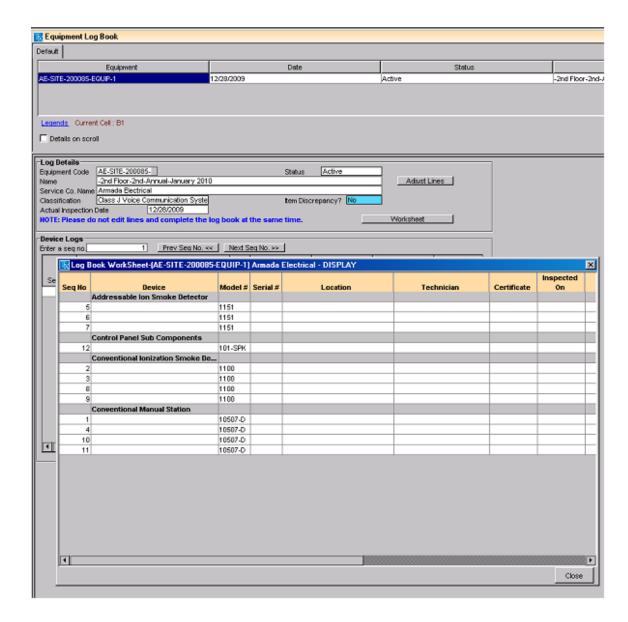
# O.2 Equipment Line Change

Initiate changes to equipment master records from this application. Modify line details, add or delete devices from systems, and otherwise modify equipment device line details.



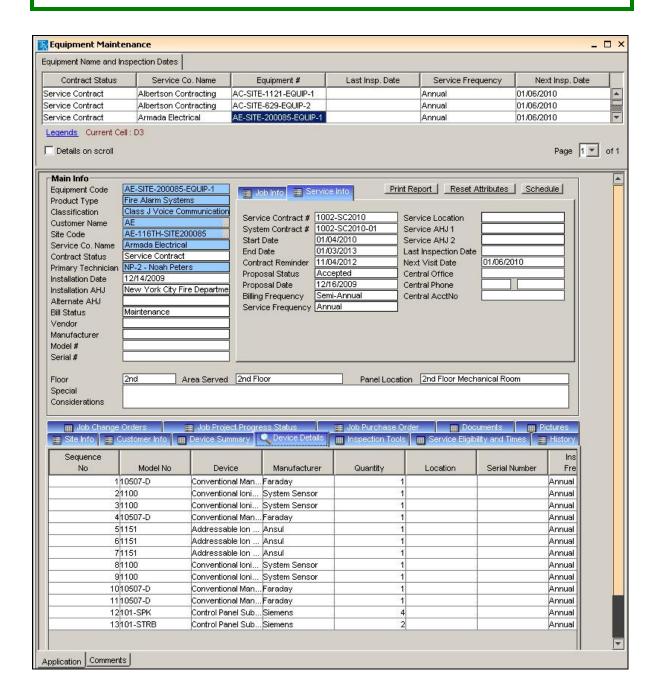
## O.3 Equipment Log Book

Record details of an inspection in the equipment log book and make notations on the equipment based upon pre-defined system attributes. This application establishes for the field personnel the basis to inspect repetitive items, to ensure the consistency of the inspection process.



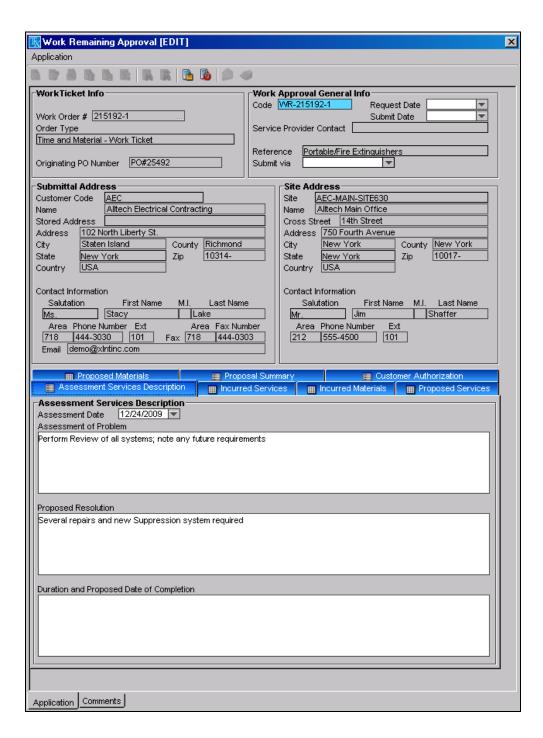
# • O.4 Equipment Maintenance

Create, maintain, and edit specific systems and device details for each system that you maintain or have installed. Provide a repository for recording documents, as well as storing comments on individual systems and products. This application allows you to attach drawings and correspondence relevant to the individual equipment.



# • O.5 Work Remaining Approval

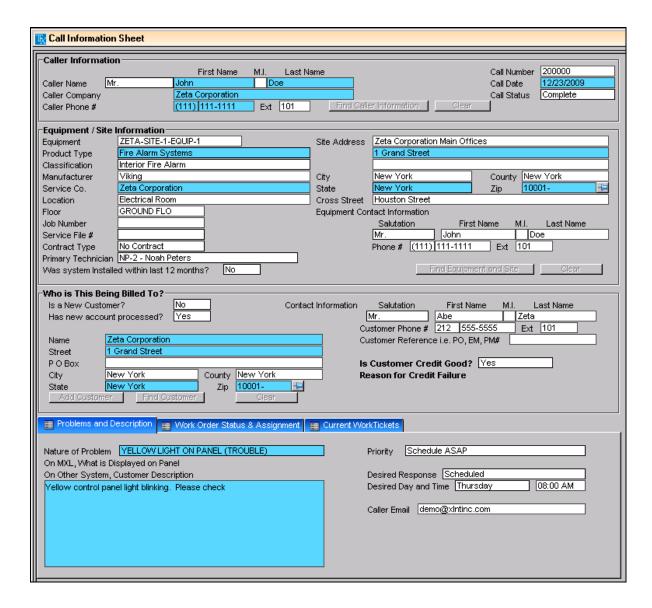
Edit and review auto-created work remaining approval records, and generate work remaining approval letters from Work Tickets that have their "Work Finished" attribute set to No. Includes "out-of-scope" work which remains on Maintenance Tickets. Application defines scope in the ticket so there is no miscommunication as to the work required, which is then defined in the letter.



# **Service Department**

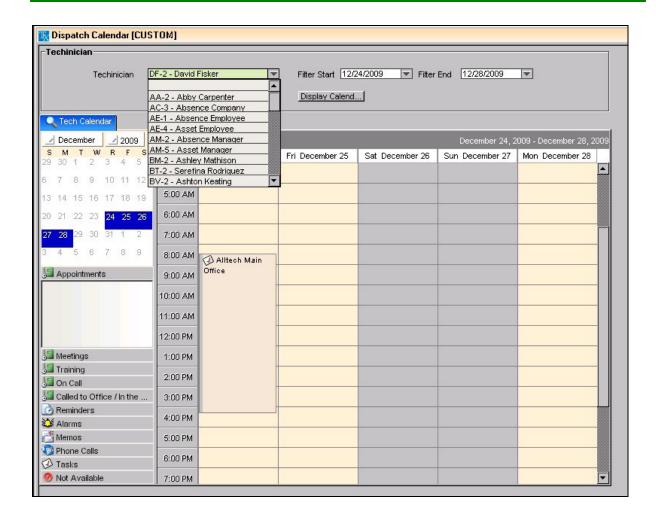
P.1 Call Information Sheet

Record incoming requests for service or materials from end users, equipment contacts or site owners. Application allows you to track all calls and their assignment. Work tickets can be driven by the application, which tracks the ticket to conclusion.



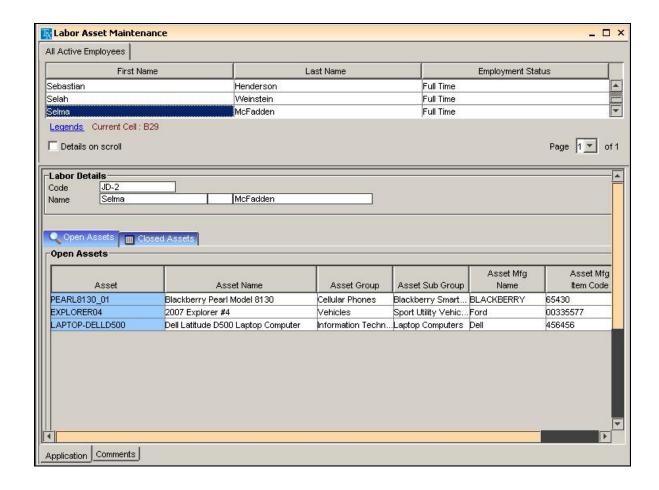
# P.2 Dispatch Calendar

Allows managers and supervisors to view technician schedules by day with what tickets have been scheduled and dispatched, as well as system events where the resource is required.



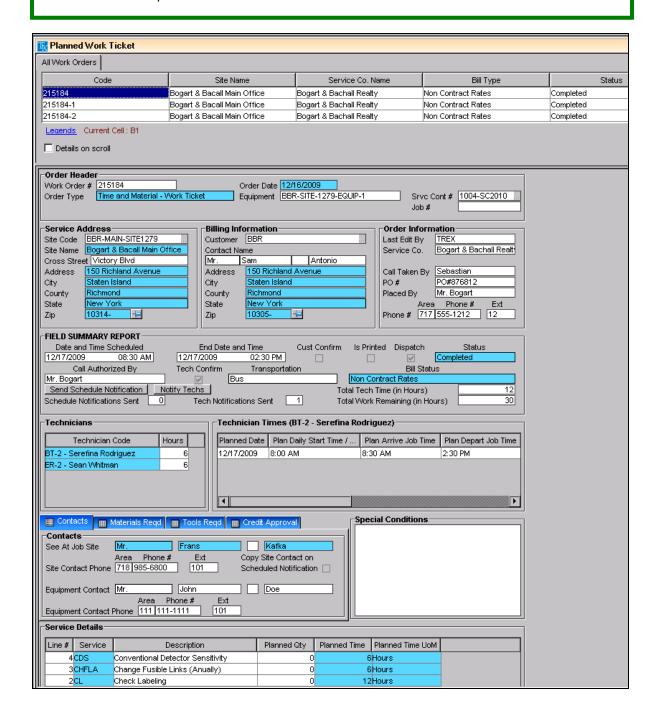
### • P.3 Labor Asset Maintenance

Issue, assign and manage assets and labor resource relationships. Assign assets to labor resources and check-in assets returned by labor resources.



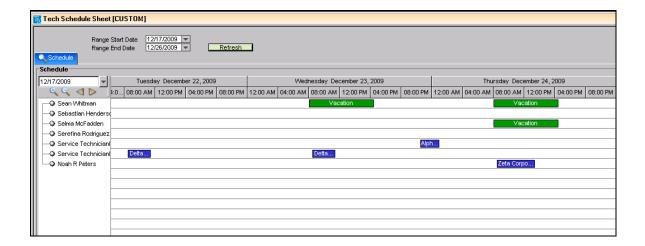
#### P.4 Planned Work Ticket

Create, update and manage work requirements via the work ticket applications. Time and material tickets, automated and manual maintenance tickets, as well as New Installation planned work tickets are all included.



## P.5 Tech Schedule Sheet

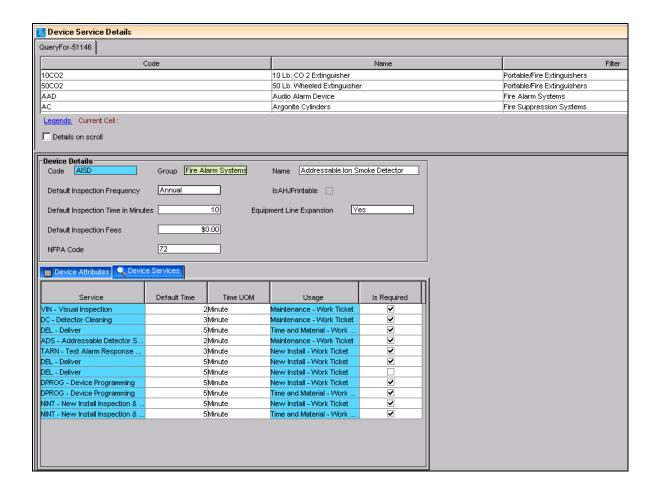
Create and review Technician assignments for calls on this graphical scheduling board. Easily identify vacations, conflicts and resolve conflicts in scheduled work, in addition to being able to open tickets on the application and make changes where needed. All abilities to revise tickets are contingent upon security being assigned for that function.

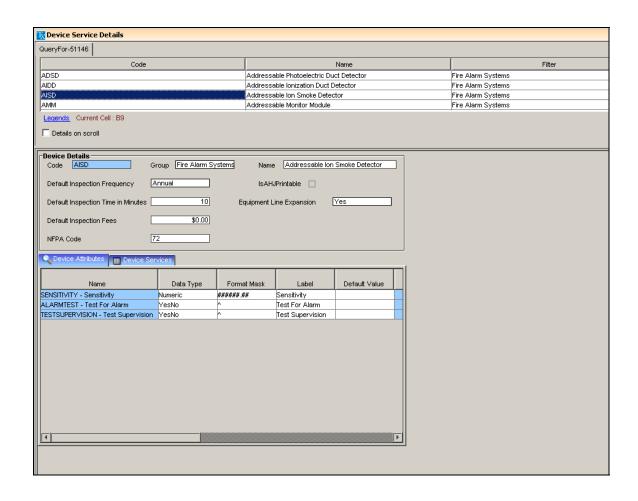


# Service Management

Q.1 Device Service Details

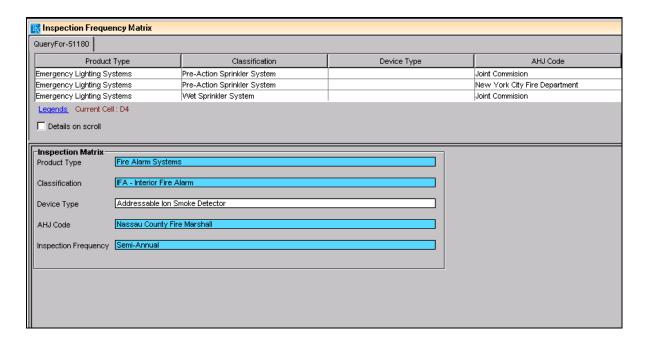
Setup and maintain device types, and their service and attribute requirements. Add tests or services required to service and inspect, install new as part of a job, or on a time and material repair. This will ensure the ability to standardize the services for all components covered by your firm.





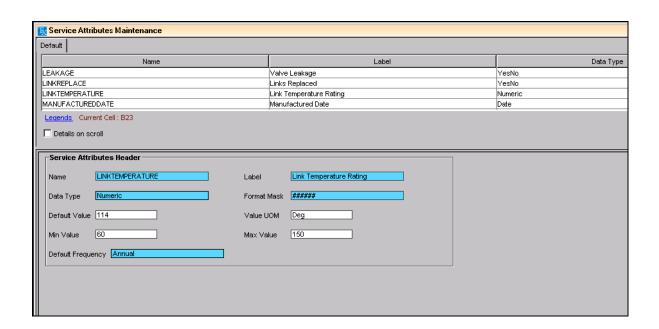
## Q.2 Inspection Frequency Matrix

Create and maintain the associations between Product Types and Authorities Having Jurisdiction, based upon System Class and Inspection Frequency by Device Type



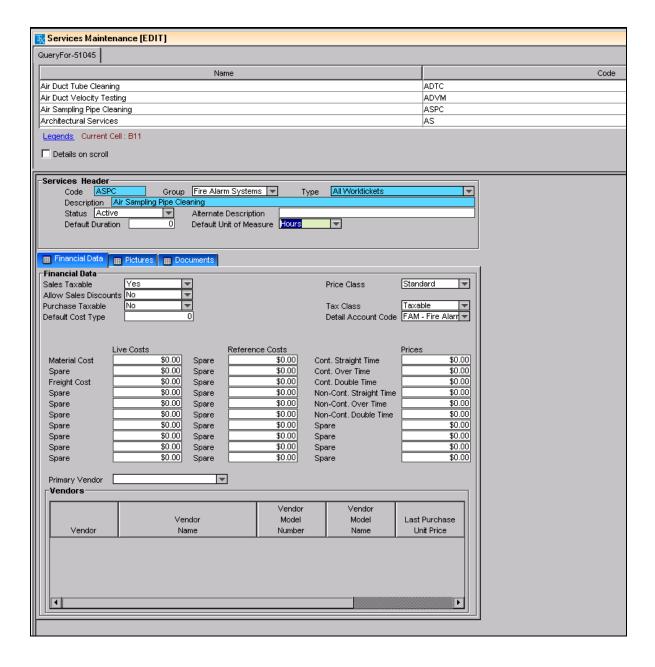
## Q.3 Service Attributes Maintenance

Define the attributes for device services. Assign basic values and language required for the inspection and testing process.



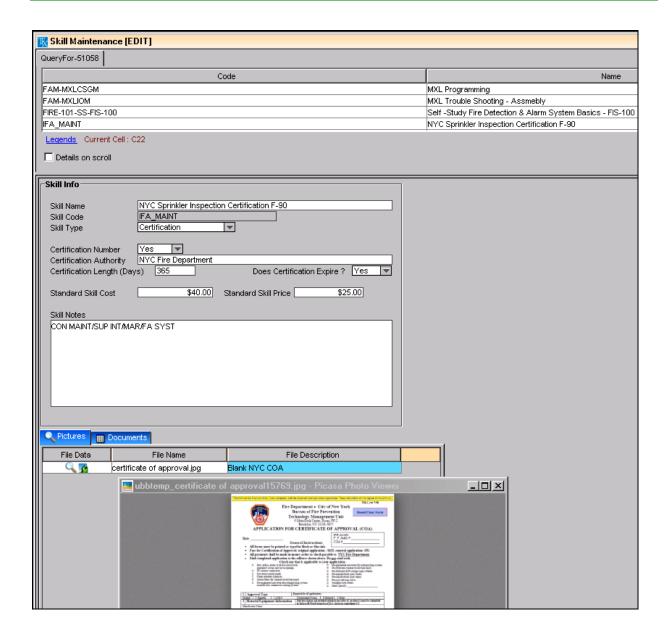
#### O.4 Services Maintenance

Define and maintain a record for each of the type of services offered by your company, which can then be attached to the device to assign those services.



#### Q.5 Skill Maintenance

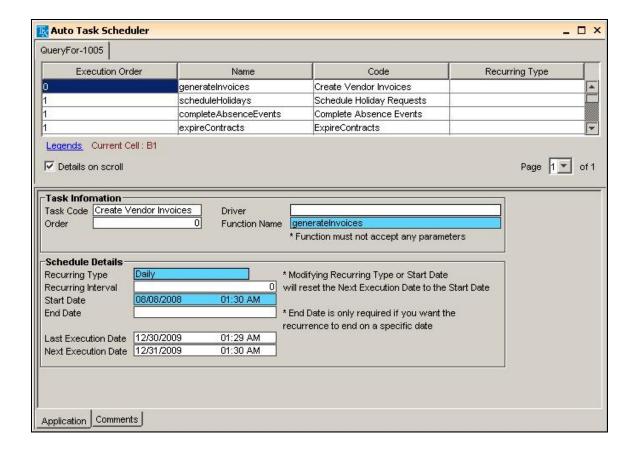
Create, maintain and manage records for the skills and certifications needed and held by your labor force.



## **System Administration**

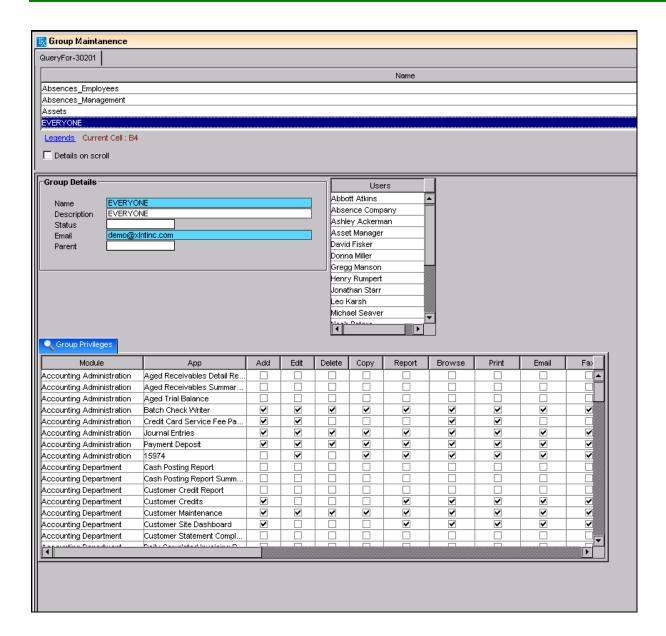
R.1 Auto Task Scheduler

Set up recurring tasks to be managed by the Auto Task Scheduler. Evaluate records, take actions based upon conditions found in records, etc.



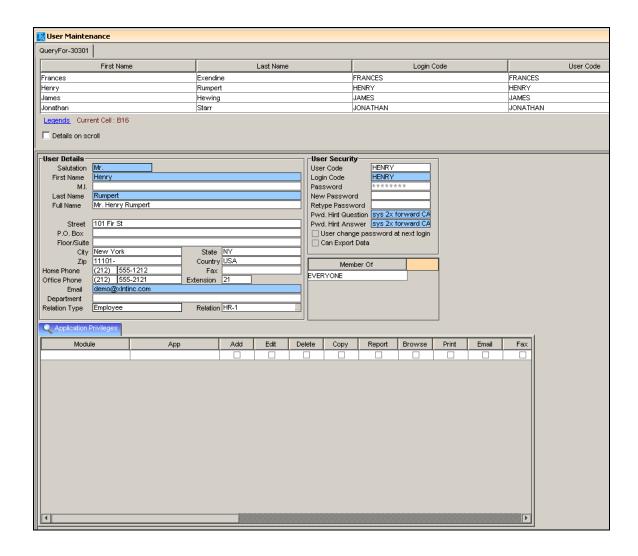
#### R.2 Group Maintenance

Create groups and assign users to groups, in order to share similar application access and security.



#### R.3 User Maintenance

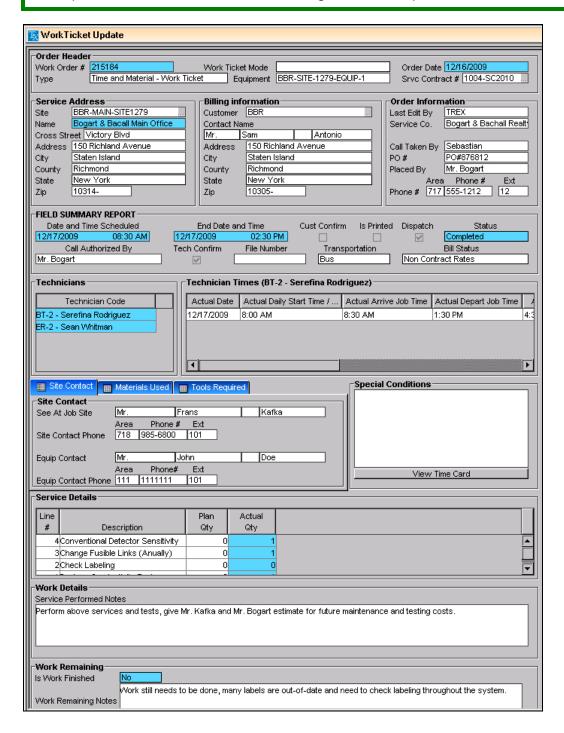
Create and maintain records for each **ServiceViews<sup>TM</sup>** user. Assign application access and security controls for each and all employees.



#### **Technician Field Service**

S.1 Work Ticket Update

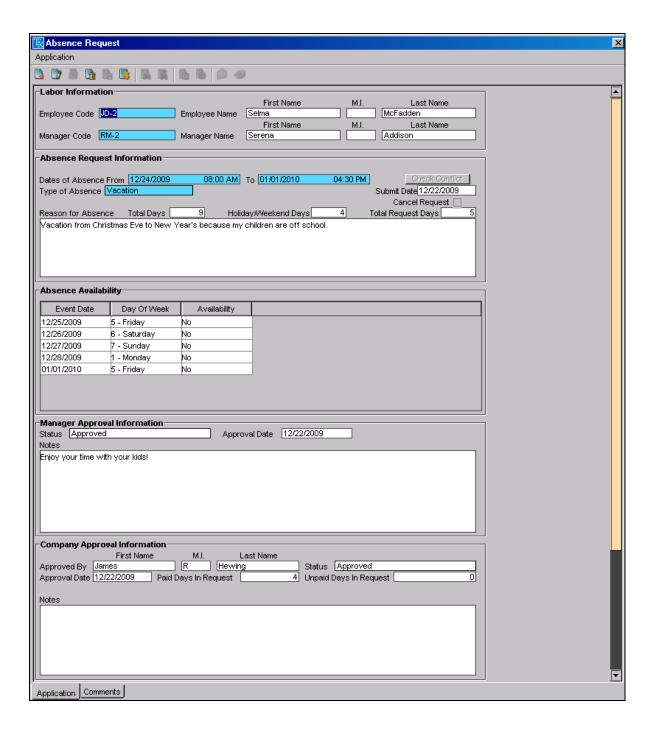
Application used by field technicians (also available on the web) to report daily work ticket activity and inspection results. Ticket allows for the technicians to mark out work performed, as well as work remaining to be accomplished.



### **Universal Applications**

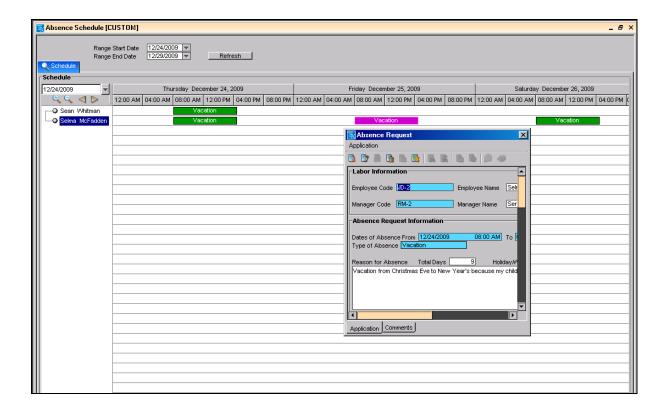
T.1 Absence Request

Application provided to allow employees to initiate absence requests.



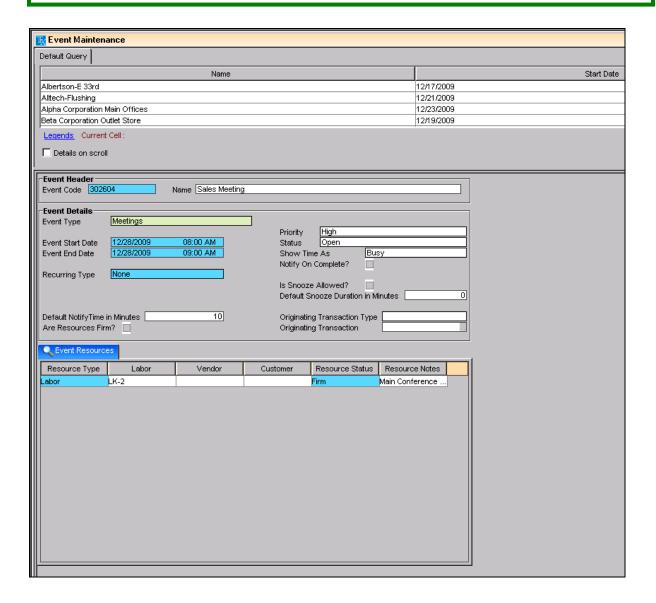
#### T.2 Absence Schedule

Graphical schedule board displaying requested, approved and scheduled vacations or other absences for office workers, if so desired.



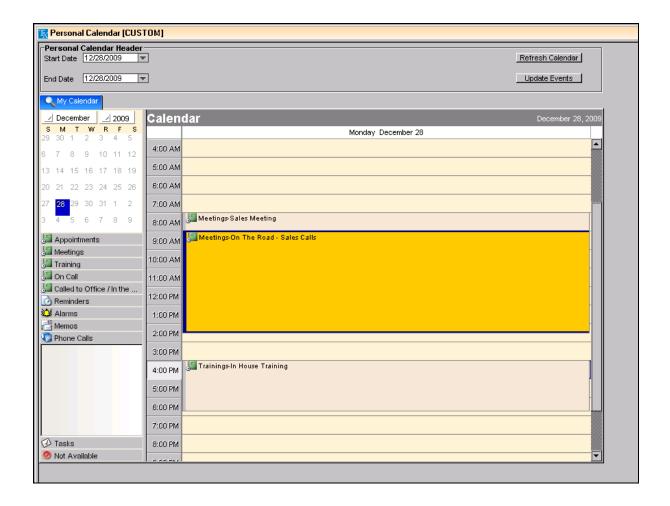
#### • T.3 Event Maintenance

Schedule meetings, training, customer appointments, reserve rooms and other events, including the resources to accomplish the events. Invite or demand attendee's participation at events.



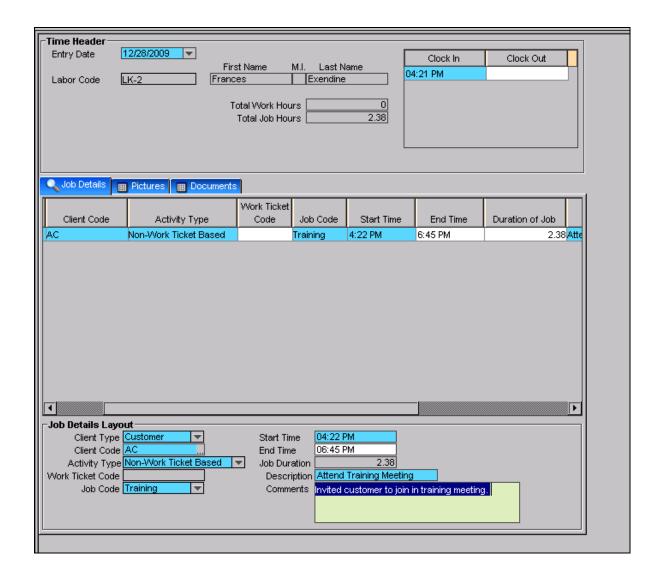
#### • T.4 Personal Calendar

Allows employees to view and interact with all of the events on their personal calendar. This is to be used when scheduling for vacations and other events to ensure the coordination of the events. User can manage the view, range, etc.



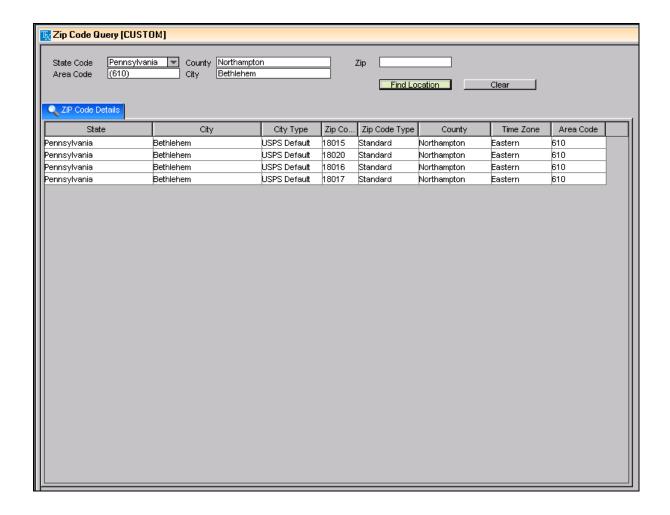
#### T.5 Time Maintenance

Electronic time clock record application. Clock in, clock out, report time against work tickets, and other tasks.



#### • T.6 Zip Code Query

View and use zip code based information for scheduling, taxes, address validation and other purposes.





# Appendix: ServiceViews™ Application Server Import Tool for Equipment Line Change

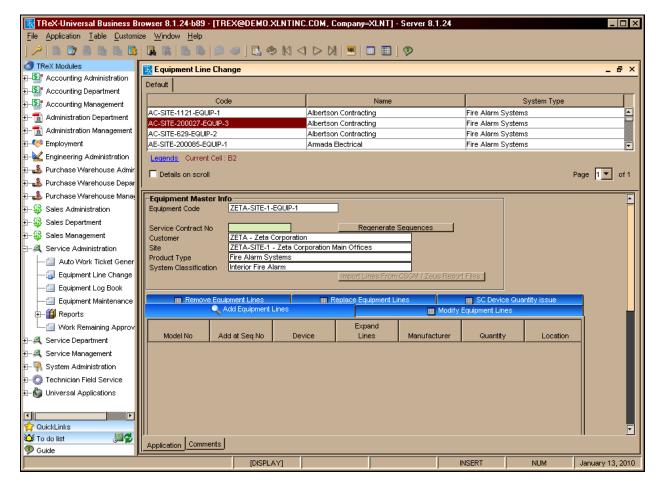
**ServiceViews™** Application Server has extended capabilities to import data from Siemens fire panel configuration software like CSG-M and Zeus.

Since an individual fire panel can control thousands of devices at once, the work needed to install and maintain these panels can easily double over, as technicians need to not only program every individual device into the panel, but need to enter the same information into  $ServiceViews^{TM}$  for service contracts and maintenance inspections.

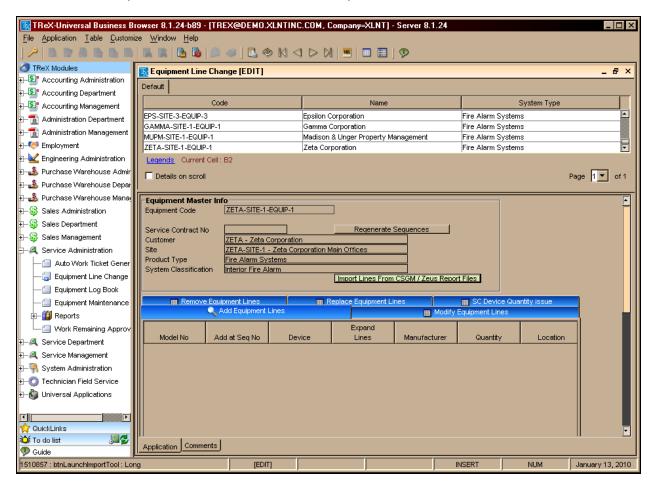
The Import Tool works to eliminate that redundancy by reading device information from output files generated by the panel's configuration software, and linking that data to **ServiceViews™** structures such as Item and Equipment.

For the purpose of time, this document assumes that output files were already generated for importing.

- 1. Begin by going to the Equipment Line Change Application and selecting the Equipment to which you want to import devices.
- 2. Click the Edit icon to go into Edit Mode.



3. Click the "Import Lines From CSGM / Zeus Report Files" button.



4. Select the Import Tool to use and click Ok.



5. Click the Add button with the green plus sign to add the generated report files.

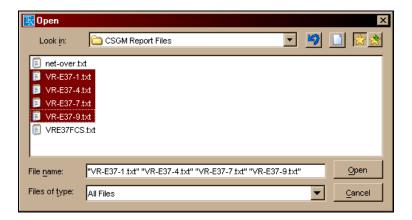




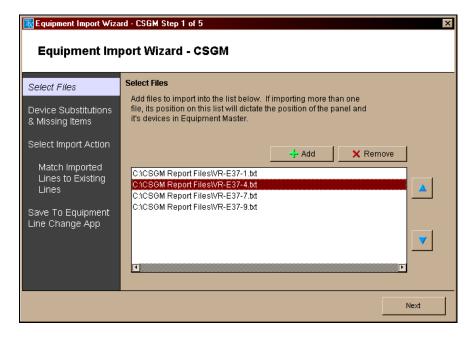
6. Click Next to continue.



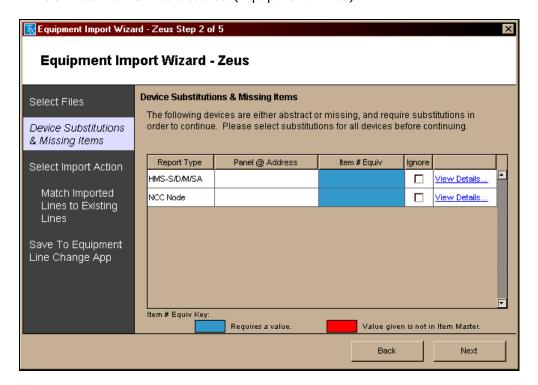
**Note**: In a multi-panel environment, CSG-M will have one report file for each panel. The Import Tool supports this and allows for multiple report files to be selected at once.



The order of those report files will dictate the panel number. The Import Tool allows you to rearrange the files to their correct order using the blue up and down arrows.

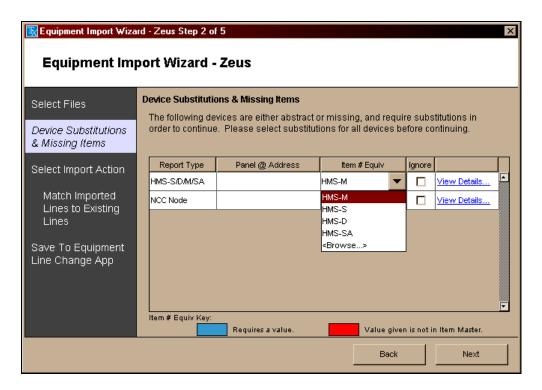


7. Depending on the setup of the system and structures in Item Maintenance, this next screen will vary in its contents. Its main purpose is to resolve issues and discrepancies when trying to convert the details in the report file to meaningful **ServiceViews™** structures (Equipment Lines).



One of the common issues that the user will run into when importing is unmatchable Model #'s. The above screenshot indicates that devices of type "HMS-S/D/M/SA" and "NCC Node" were encountered, yet the server cannot match those to any records in Item Maintenance. It is now up to the user to decide which Item Maintenance record those devices should link to.

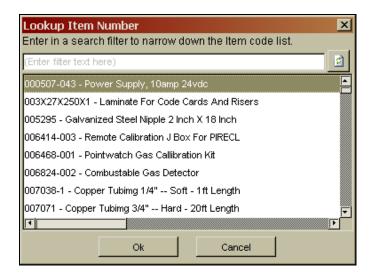
To speed up this selection process (as there could be thousands of records in Item), Import Tool comes with the ability to provide a filtered list of Model #'s that can be represented by the report type "HMS-S/D/M/SA".



This list is defined by parser specs that are discussed with clients before the Import Tool is released to them.

Selecting "HMS-M" will then import the data inside of devices of report type "HMS-S/D/M/SA" to Equipment Lines linked to Item "HMS-M".

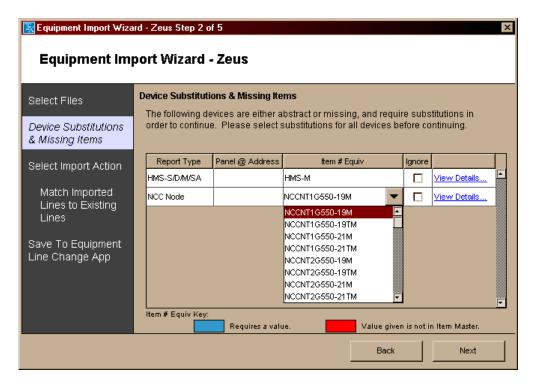
8. If the item you want is not on the list, you can select "<Browse...>" to bring up a lookup dialog. Use it to select a valid Item record substitute.



Other parsing rules exist that will present a list of valid substitutions based on the address of a device, and some on the value of reported device attributes. The Import Tool is versatile in its abilities to comb through the CSG-M and Zeus configuration data and pull out just the information you want to maintain.

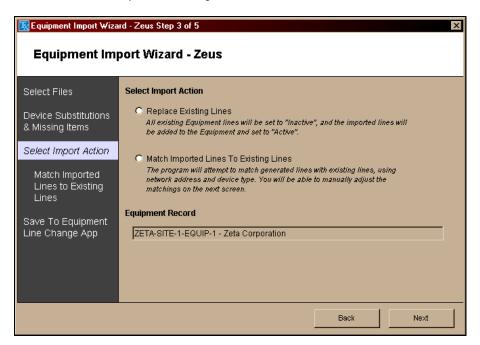
If you wish to include the Import Tool in your **ServiceViews™** Server installation, further discussion will need to take place to determine what information is available from the report and what can be done with it.

Fill in another substitution for the "NCC Node".



Once all substitutions are resolved, click Next.

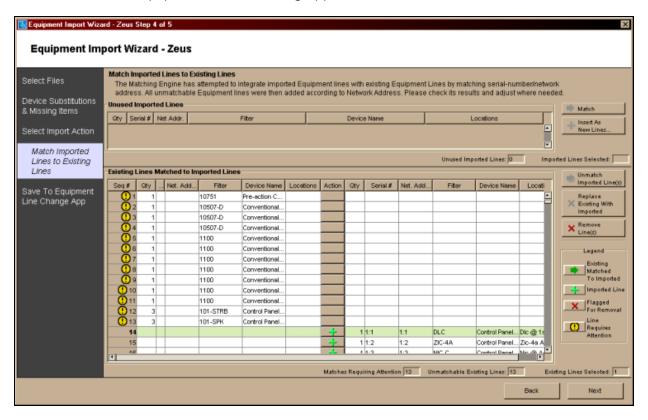
9. Select the Import action you wish to take.



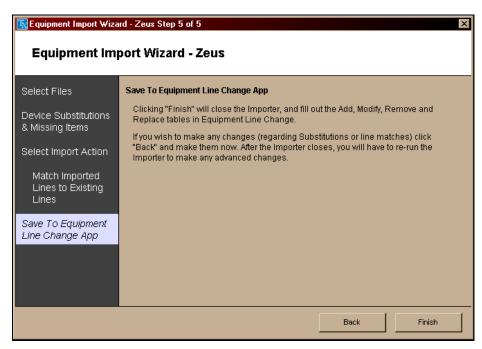
The Import Tool has the ability to match the Equipment Lines you're importing to Equipment Lines that already exists in the Equipment. If a fire panel has been upgraded/expanded, or devices have been added/removed, that information will need to be added/removed from Equipment as well. The Line Matcher utility allows the user to define which data should be preserved, what should be overridden, and what should be thrown out.

Select "Match Imported Lines To Existing Lines" and click Next.

10. For this demo Equipment, the following appears:



11. If you click "Next", or if you selected "Replace Existing Lines" at "Select Import Action", you will see the following screen.



12. Click Finish to return to Equipment Line Change App with the imported lines entered.

13. Click the Save icon and the new lines will be available in Equipment Maintenance.

