AWAREMANAGER

The **Completion Percentage** report summarizes the percentage of work records that are completed and closed by the sort criteria entered in the search window. Use this report to track progress on completing and closing work orders by date ranges, department, employee, etc.

Access this report from either the Operations menu on the Work List and select Completion Percentage Report, or go to the Reports capsule (located on the Administration tab) and navigate to the list of work reports to find the Completion Percentage.

Operations

| Automatic Refresh |
| Create Purchase Record |
| Post Work |
| Duplicate Work Across Division |
| Duplicate Work |
| Create Inventory |
| Generate Work By Readings Exception |
| Generate Letters |
| Gen. Custom Work Ltrs |
| Generate Emails |
| Default Timestamps |
| Check Out Records |
| Check In Records |
| Completion Percentage Report |

Search window:

Completion Percentage Search

⊖ Range:	Date Entered	February 6, 2008	to	April 15, 2011
⊖ Range:	Billable	No	to	Yes
⊖ Value:	Actual Hours			
⊖ Value:	Actual Hours			

The report is sorted according to the selection made on the search window (Work, Type, Assigned To, Department, or Client).
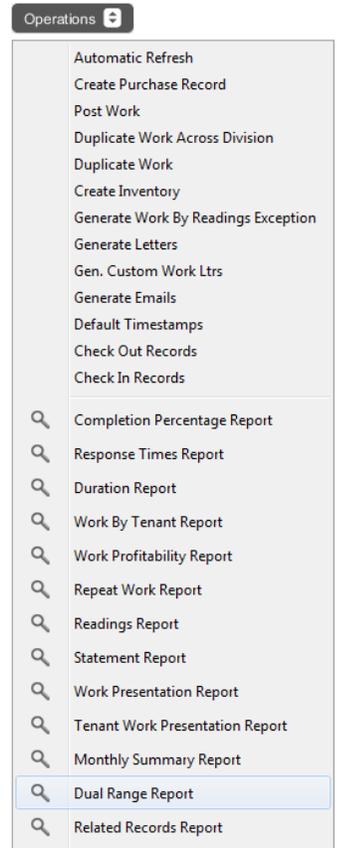
Example of the Completion Percentage Report:

Completion Percentage by Work Type
DIG Property Group
50 Congress Street
Boston, Massachusetts 02109

Search Ranges: Work Type: HVAC-COLD To PAINT

Work Type	Description	Quantity Entered	Quantity Completed	Percent Completed	Quantity Closed	Percent Closed
HVAC-COLD	Too cold	22	13	59%	8	36%
HVAC-HOT	Too hot	9	7	78%	6	67%
HVAC-OT	Overtime HVAC	4	2	50%	1	25%
INSPECT	Inspection	3	1	33%	0	0%
KEYS	Keys, Locks, Doors	12	6	50%	5	42%
LIGHTS	Replace Lights	7	5	71%	2	29%
MOVE	Moves	4	0	0%	0	0%
OTHER	Other	2	0	0%	0	0%
PAINT	Painting	11	0	0%	0	0%
		74	34	46%	22	30%

Records printed: 9

As the sample report shows, the completion percentages for each work type are calculated and displayed.

AWAREMANAGER

The purpose of the **Dual Range Work Report** is to provide a quick and easy method to analyze two samples of data. The report is very flexible in the sense that it allows the user to choose from several fields of search criteria to filter down and compare work done by work type, department, property, etc.

Some sample uses for this report would be to compare the number of hot and cold calls in one building versus another, or the number of non-billable hours spent on work per client for this year versus last.

Access this report from either the Operations menu on the Work List and select Dual Range Report, or go to the Reports capsule (located on the Administration tab) and navigate to the list of work reports to find the Dual Range Report.

Operations
Automatic Refresh
Create Purchase Record
Post Work
Duplicate Work Across Division
Duplicate Work
Create Inventory
Generate Work By Readings Exception
Generate Letters
Gen. Custom Work Ltrs
Generate Emails
Default Timestamps
Check Out Records
Check In Records
Completion Percentage Report
Response Times Report
Duration Report
Work By Tenant Report
Work Profitability Report
Repeat Work Report
Readings Report
Statement Report
Work Presentation Report
Tenant Work Presentation Report
Monthly Summary Report
Dual Range Report
Related Records Report

Search window:

Dual Range Search

Range 1   Range 2

Range: [Work Type ▾]   [____] to [____]   Range: [____] to [____]

Row Definition: [Work Type ▾]   Omit Rows:
Column Value: [Number of Records ▾]   ⦿ None
Sort: [Row Definition ▾]   ◯ With One Zero Amount
Order: [Ascending ▾]   ◯ With Both Zero Amounts
Rows to Display: [____]

[Search]   [Cancel]   [Clear]

- **Row Definition** determines the value to show, the options are: Work Category, Work Type, Work Status, Assigned To, Client, Work Person, Property, Unit, Project, Priority, Maintenance, and Source).

- **Column Value** is which value will be displayed for each row. The options are: Number of Records, Total Charge, Total Cost, and Total Time.

AWAREMANAGER

- **Sort** determines the order the information will be displayed. Row Definitions means the information will be displayed alphabetically according to the code of your row definition values, Range Values (1st or 2nd range) means the information will sort numerically, and Variance means it will sort numerically based upon the difference between the two ranges.

- **Order** applies to the Sort selection options are Ascending or Descending.

- **Rows to Display** gives you the option to apply a limit to the number of rows to display (for example just the top 25). This field must have a value, it cannot be left blank or be zero.
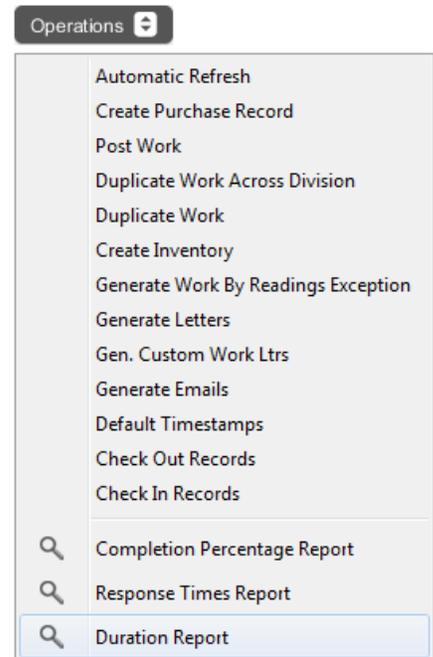
Example of the Dual Range Report:

Dual Range Work Comparison by Work Type
DIG Property Group
50 Congress Street
Boston, Massachusetts 02109

AwareManager | jxt

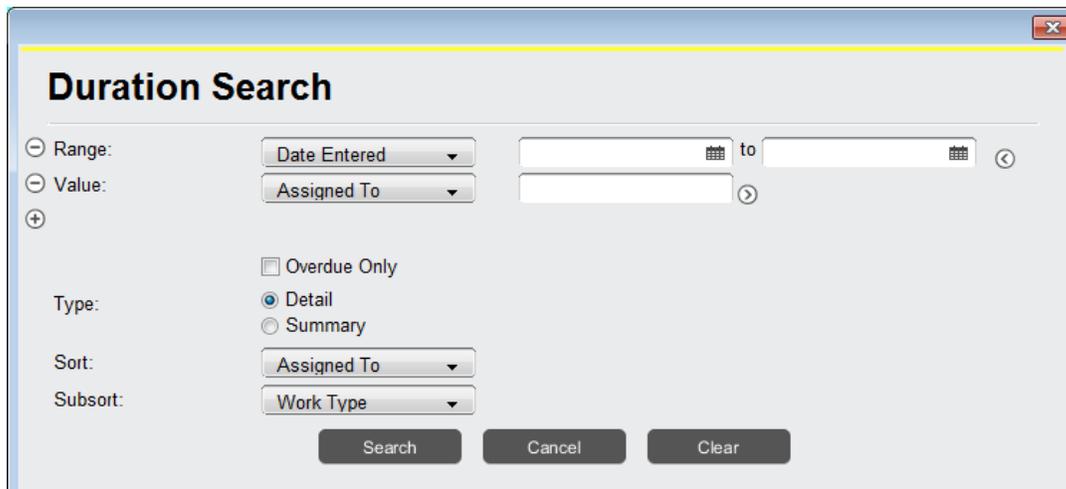|	Range 1			Range 2			
Date Entered:	September 1, 2009 To September 30, 2009			October 1, 2009 To October 31, 2009			
Work Type	Total Charge			Total Charge		Variance	Variance %
CARPENTRY	256.70	29.00 %		519.75	13.00 %	263.05	102.00 %
CLEAN	0.00	0.00 %		0.00	0.00 %	0.00	0.00 %
FREIGHT	0.00	0.00 %		1,006.50	25.00 %	1,006.50	0.00 %
HVAC-COLD	280.00	32.00 %		260.00	7.00 %	-20.00	-7.00 %
HVAC-OT	0.00	0.00 %		603.75	15.00 %	603.75	0.00 %
KEYS	40.00	5.00 %		0.00	0.00 %	-40.00	-100.00 %
PAINT	0.00	0.00 %		1,394.00	35.00 %	1,394.00	0.00 %
PEST	246.65	28.00 %		0.00	0.00 %	-246.65	-100.00 %
PLUMB	56.68	6.00 %		0.00	0.00 %	-56.68	-100.00 %
TRASH	0.00	0.00 %		0.00	0.00 %	0.00	0.00 %
WINDOWS	0.00	0.00 %		191.60	5.00 %	191.60	0.00 %
Report Totals:	880.03			3,975.60		3,095.57	

Records printed: 11

The **Duration Report** displays the total time to completion benchmark factors (based upon priorities). For each work record, The Dates and Times Received, Required, Started and Completed are compared. The report is based on the search and sort criteria entered. There is also the option to display only overdue work orders.

Access this report from either the Operations menu on the Work List and select Duration Report, or go to the Reports capsule (located on the Administration tab) and navigate to the list of work reports to find the Duration Report.

Operations

- Automatic Refresh
- Create Purchase Record
- Post Work
- Duplicate Work Across Division
- Duplicate Work
- Create Inventory
- Generate Work By Readings Exception
- Generate Letters
- Gen. Custom Work Ltrs
- Generate Emails
- Default Timestamps
- Check Out Records
- Check In Records

- Completion Percentage Report
- Response Times Report
- Duration Report

Search Window:

Duration Search

| Range: | Date Entered | | to | |
| Value: | Assigned To | | | |

☐ Overdue Only

Type: ⦿ Detail
○ Summary

Sort: Assigned To
Subsort: Work Type

[Search] [Cancel] [Clear]

This report is sorted according to the selection made on the search window (Priority, Property, Work Type, Department, Assigned To, Project, Work Category).

This report can also be sub sorted by any of the categories in the drop down list.

There are a few different time comparisons that will be displayed on the report:

- **Duration** = the difference between the Started and Completed Date/Time.

- **Total Time to Completion** = the difference between the Received and Completed Date/Time.

- **Overdue** = the difference between the Required and Completed Date/Time.
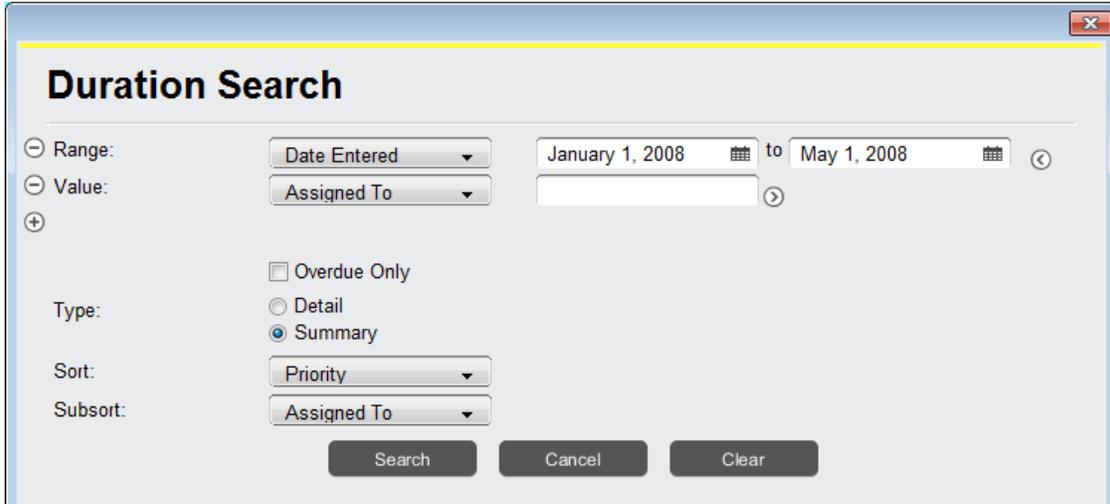
Example of the Duration Detail Report:

As the sample report shows, the duration, total time to completion, and overdue amounts for each work type are calculated and displayed.

Duration Detail Report
DIG Property Group
50 Congress Street
Boston, Massachusetts 02109

Search Ranges: Date Entered: January 1, 2008 To May 1, 2008

Work Number	Assigned To	Work Type	Status	Scheduled Date	Time	Started Date	Time	Completed Date	Time	Duration	Total Time To Completion	Required Date	Time	Overdue
Assigned To - ENG														
Work Type - HVAC-COLD														
0016	ENG	HVAC-COLD	PENDING	Jan 5 08	18:06	Jan 5 09	18:20	Dec 2 11	18:50	1061:00:30	1427:01:14	Jan 5 08	19:36	1426:23:14
								Average:		1061:00:30			Average:	1426:23:14
Work Type - PM														
0045	ENG	PM	CLOSED	Jan 10 08	10:41	Jan 10 09	09:15	Dec 3 11	14:00	1057:04:45	1424:03:19	Jan 11 08	10:41	1422:03:19
								Average:		1057:04:45			Average:	1422:03:19
								Total Average:		1059:02:37			Total Average:	1424:13:16
Assigned To - ENG1														
Work Type - CLEAN														
0061	ENG1	CLEAN	CLOSED	Jan 10 08	15:38	Jan 11 08	10:20	Dec 3 11	12:05	1422:01:45	1423:20:27	Jan 11 08	15:35	1421:20:30
								Average:		1422:01:45			Average:	1421:20:30
Work Type - CONFERENCE ROOM														
0063	ENG1	CONFERENCE ROOM	PENDING	Jan 10 08	15:43	Jan 10 08	17:50	Dec 3 11	18:05	1423:00:15	1424:02:22	Jan 11 08	15:43	1422:02:22

A W A R E M A N A G E R

Summary Version

By clicking on the "Summary" Type you may bring up a Duration Summary Report. This will display the average duration by subsort value, with indicators for those groups with incomplete data.

Duration Search

⊖ Range:	Date Entered ▾	January 1, 2008 📅	to	May 1, 2008 📅 ⊙
⊖ Value:	Assigned To ▾			⊙
⊕				

☐ Overdue Only

Type: ○ Detail
         ● Summary

Sort: Priority ▾

Subsort: Assigned To ▾

[Search]   [Cancel]   [Clear]

Example of the Duration Summary Report:

Duration Summary Report
Database International Group
50 Congress Street
Boston, MA 02109

AwareManager

Search Ranges:	Date Entered: December 1, 2011 To January 19, 2012		Assigned To: Worker: AD To WG	
Priority	Assigned To	Average Duration	Total Time To Completion	Overdue
No Priority				
	AD	00:00*	00:00	00:00
	AG	00:00*	00:00	00:00
	ALM	10:15:08*	397:00:41	8:12:21
	BM	6:08:59*	71:16:32	10:15
	CD	1:13:51*	142:02:47	51:02:51
	CDC	3:07:02*	430:13:18	158:02:55
	DG	5:11:38*	212:07:43	8:21:36

Material Summary Report

The Material Summary Report in AwareManager sums up all the Materials listed on the Material tab of selected Work records in the Work list and groups them by Material Type.

Access this report from either the Operations menu on the Work List and select Material Summary Report, or go to the Reports capsule (located on the Administration tab) and navigate to the list of time reports to find the Material Summary Report.

Operations

Automatic Refresh
Create Purchase Record
Post Work
Duplicate Work Across Division
Duplicate Work
Create Inventory
Generate Work By Readings Exception
Generate Letters
Gen. Custom Work Ltrs
Generate Emails
Default Timestamps
Check Out Records
Check In Records

Completion Percentage Report
Response Times Report
Duration Report
Work By Tenant Report
Work Profitability Report
Repeat Work Report
Readings Report
Statement Report
Work Presentation Report
Tenant Work Presentation Report
Monthly Summary Report
Dual Range Report
Related Records Report

Print Invoices
Print Single Records
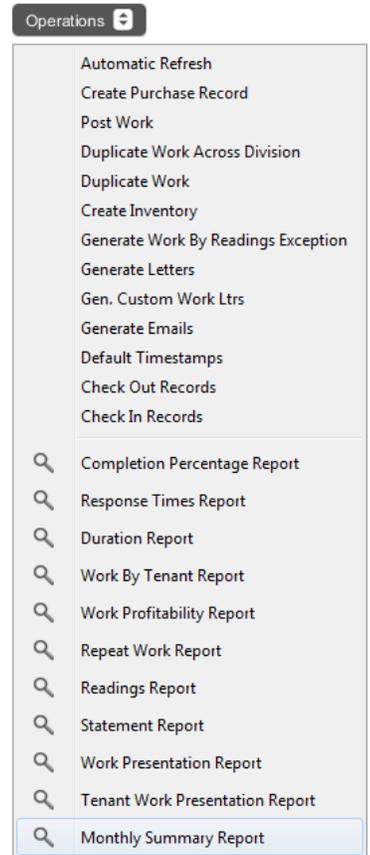Print Quotes
Material Summary Report
Work Expanded Report

Example of the Material Summary Report:

Material Summary Report
DIG Property Group
50 Congress Street
Boston, Massachusetts 02109

Material Type Material	Description	Quantity
No Material Type		
No Material		235
DOOR-K-STD	Standard Door Knob	2
KEY-STD CUT	Standard key Cut	4
*SERVICES - Billable Services		
DUMPSTER-LARGE	Large Dumpster	3
STEAM	Carpet Steam Cleaning	5
AV - AV Materials		
MONITOR	Monitor	3
SCREEN	Screen	3
TELEVISION	Television	1

AWAREMANAGER

Monthly Summary Report

The Monthly Summary Report in the AwareManager jxt is designed to be as flexible as possible. The first time you run the report there are several things that must be entered into the search window, which will continue to default each time you select the report unless you change them. An example of a good use for this report is to run a monthly summary of HVAC work.

Access this report from either the Operations menu on the Work List and select Monthly Summary Report, or go to the Reports capsule (located on the Administration tab) and navigate to the list of work reports to find the Monthly Summary Report.

Operations

- Automatic Refresh
- Create Purchase Record
- Post Work
- Duplicate Work Across Division
- Duplicate Work
- Create Inventory
- Generate Work By Readings Exception
- Generate Letters
- Gen. Custom Work Ltrs
- Generate Emails
- Default Timestamps
- Check Out Records
- Check In Records

- 🔍 Completion Percentage Report
- 🔍 Response Times Report
- 🔍 Duration Report
- 🔍 Work By Tenant Report
- 🔍 Work Profitability Report
- 🔍 Repeat Work Report
- 🔍 Readings Report
- 🔍 Statement Report
- 🔍 Work Presentation Report
- 🔍 Tenant Work Presentation Report
- 🔍 Monthly Summary Report

Search window:

Monthly Summary Report Search

Field	Value		
Range:	Work Type	HVAC-COLD	to HVAC-OT
Title:	Monthly HVAC Report		
Range:	Date Completed	October 1, 2012	to October 31, 2012
Value:	Reading:		
Allowable Records:	1		
Per:	100,000		
Comparison Value:	250,000		
Work Days:	○ All Days ◉ Weekdays Only		

Search   Cancel   Clear

AWAREMANAGER

To use this report:

- Enter your search ranges (to track HVAC work, enter the Work Types).

- Enter a title for your report (for example: Monthly HVAC Report).

- Enter a date range for your report:

  - Select the date from the work file you want to use and the range of dates to be included on the report. The report will summarize the work orders into a single line for each month within the search range.

- Enter the Allowable Records information:

  - This value is a benchmark showing how many records (the first field) are acceptable per some measure (the second field). For example, the number of hot/cold calls that are allowed per 100,000 square feet of space.

- Enter the Comparison Value:

  - The comparison value is the actual number to be used in determining the total number of allowed records per day for the report. For example, if you allow 1 hot/cold call per 100,000 square feet, and the building totals 250,000 square feet in area, you would enter 250,000 in the comparison value field and the total number of allowable hot/cold calls per day for the building would be 2.5.

  Note: The reason this information is separated into fields on the search window is so that it can be displayed on the report in order to show exactly how the allowable calls per day figure is derived.

- Select the Work Days value you would like to use (for example: if your building is only open during the weekdays, select Weekdays Only, to get an accurate reflection for your data).

  This information is used to determine the number of work days in each month, which is then used to compare the number of work records to the total number of records allowed for the month.

Readings

Each work record included on the report is checked to determine if any readings have an "acceptable" range. For example, if the building is supposed to maintain a temperature of 68-72 degrees, these would be the low and high acceptable ranges for the temperature reading attached to every hot/cold call.

If the temperature entered into the reading for the work order falls within the low and high range, the record is included in both the "all records" and "records within readings range" columns of the report. This indicates that although there was a hot/cold call, the temperature of the space was within the parameters you've set. If, however, the temperature entered into the reading for the work order is outside the low and high range, the record is included in both the "all records" and "records outside of readings range" columns. This indicates the space was truly hotter or colder than it should have been.

Note: If a reading is left blank and a low acceptable value has been set for the reading, it is considered to fall outside the range.
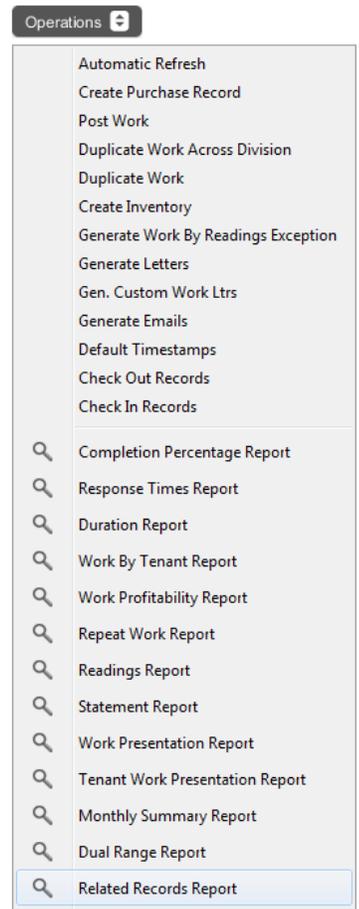
Example of the Monthly Summary Report:

Monthly HVAC Report
DIG Property Group
50 Congress Street
Boston, MA 02109

Search Ranges: Work Type: HVAC-COLD To HVAC-HOT
Dates: January 1, 2009 To December 31, 2009

1.0 Calls allowed per day for 100,000 Square Feet
Total Gross Square Footage - 250,000
2.50 Calls are allowed for 250,000 Square Feet

Year	Month	Work Days in Month	All Records				Records Within Readings Ranges				Records Outside Readings Ranges			
			Records	Records per Day	Variance	Cumulative Variance	Records	Records per Day	Variance	Cumulative Variance	Records	Records per Day	Variance	Cumulative Variance
2009	Jan	22	1	0.05	-2.45	-2.45	0	0.00	-2.50	-2.50	1	0.05	-2.45	-2.45
2009	Feb	20	1	0.05	-2.45	-4.90	1	0.05	-2.45	-4.95	0	0.00	-2.50	-4.95
2009	Mar	22	0	0.00	-2.50	-7.40	0	0.00	-2.50	-7.45	0	0.00	-2.50	-7.45
2009	Apr	22	0	0.00	-2.50	-9.90	0	0.00	-2.50	-9.95	0	0.00	-2.50	-9.95
2009	May	21	0	0.00	-2.50	-12.40	0	0.00	-2.50	-12.45	0	0.00	-2.50	-12.45
2009	Jun	22	0	0.00	-2.50	-14.90	0	0.00	-2.50	-14.95	0	0.00	-2.50	-14.95
2009	Jul	23	0	0.00	-2.50	-17.40	0	0.00	-2.50	-17.45	0	0.00	-2.50	-17.45
2009	Aug	21	0	0.00	-2.50	-19.90	0	0.00	-2.50	-19.95	0	0.00	-2.50	-19.95
2009	Sep	22	3	0.14	-2.36	-22.26	0	0.00	-2.50	-22.45	3	0.14	-2.36	-22.31
2009	Oct	22	2	0.09	-2.41	-24.67	0	0.00	-2.50	-24.95	2	0.09	-2.41	-24.72
2009	Nov	21	1	0.05	-2.45	-27.12	1	0.05	-2.45	-27.40	0	0.00	-2.50	-27.22
2009	Dec	23	2	0.09	-2.41	-29.53	1	0.04	-2.46	-29.86	1	0.04	-2.46	-29.68

AWAREMANAGER

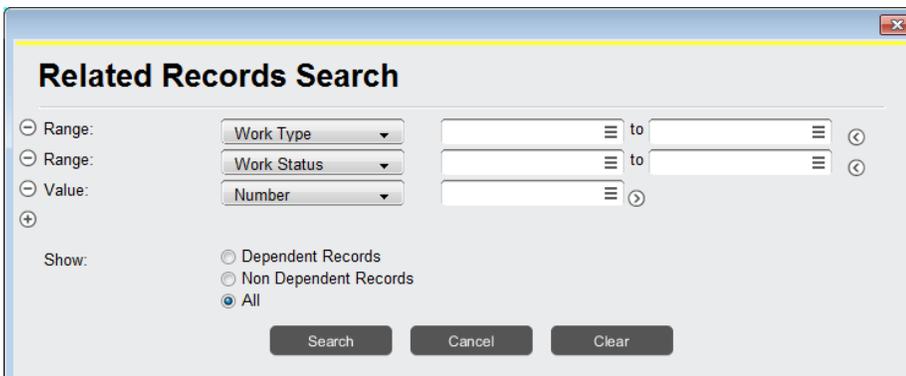## Related Records Report

The Related Records Report in AwareManager JXT is designed to be as flexible as possible. This report displays which work records are related to other work records and gives key information about each record.

Access this report from either the Operations menu on the Work List and select Related Records Report, or go to the Reports capsule (located on the Administration tab) and navigate to the list of work reports to find the Related Records Report.

Operations

- Automatic Refresh
- Create Purchase Record
- Post Work
- Duplicate Work Across Division
- Duplicate Work
- Create Inventory
- Generate Work By Readings Exception
- Generate Letters
- Gen. Custom Work Ltrs
- Generate Emails
- Default Timestamps
- Check Out Records
- Check In Records

🔍 Completion Percentage Report
🔍 Response Times Report
🔍 Duration Report
🔍 Work By Tenant Report
🔍 Work Profitability Report
🔍 Repeat Work Report
🔍 Readings Report
🔍 Statement Report
🔍 Work Presentation Report
🔍 Tenant Work Presentation Report
🔍 Monthly Summary Report
🔍 Dual Range Report
🔍 Related Records Report

Search window:

Related Records Search

⊖ Range:	Work Type ▾	☰ to	☰ ⊘
⊖ Range:	Work Status ▾	☰ to	☰ ⊘
⊖ Value:	Number ▾	☰ ⊙	
⊕			

Show: ○ Dependent Records
○ Non Dependent Records
⊙ All

[Search]   [Cancel]   [Clear]

Enter search criteria, Select between three choices:

- Show Only Dependent Records

- Don't Show Dependent Records

- Show Both

This report is sorted by Work record number and then sub-sorted based on the order of the records on the detail tab (of the Work record).

A WAREMANAGER

Example of the Related Records Report:

Related Records Report
DIG Property Group
50 Congress Street
Boston, MA 02109

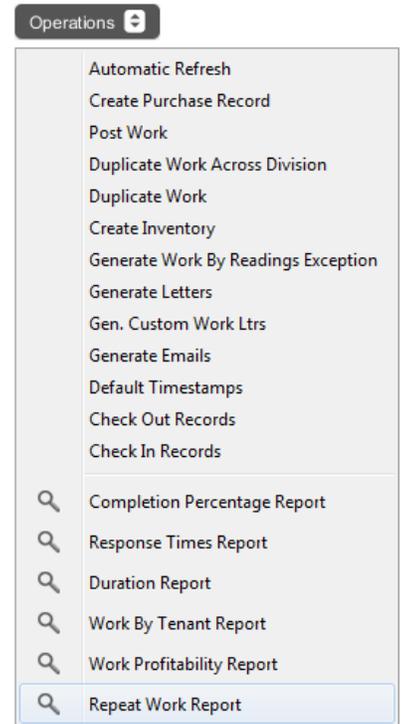| Dependent	Work Type	Assigned To	Work Status	Required	Description
0048	KEYS	KEYSRUS	ARCHIVED	Dec 31 08	locks have been changed and will need three sets of keys made
0076	CONSTRUCT	BAGGADONUTS.JOEY	PERMIT REQ	Dec 31 08	would like to have display cases finished as soon as possible
0101	WINDOWS	WWWW	OVERDUE	Dec 31 08	will need our front windows cleaned
0169	PM	SMARTY.HAROLD	SCHEDULED	Jul 11 09	Weekly Generator Test - Summer Months Only
Yes 0069		SMARTY.HAROLD	SCHEDULED	Jan 31 08	need cameras to be installed in the back lot.
0561	HVAC-OT	HAMMER.JACK	CLOSED	Oct 4 09	Overtime HVAC - Sunday October 4th

Records printed: 5

Printed Tue May 25 11:23:37 EDT 2010

Page 1 of 1

Repeat Work Report

This report is very different from any other report in AwareManager. The report has typical search ranges, allowing you to search for specific work orders, but it also has a **Threshold Work Count** Field and two **Sort** fields.

The threshold will determine the number of work orders by work type per the two sorts that are established (it must be set to at least 1). The best way to understand how the report works is by looking at some examples (and then experimenting with it yourself).

This report can either be accessed from the Operations menu of the Work list and selecting Repeat Work Report or by going to the Reports capsule (located on the Administration tab), navigating to the list of Work reports and selecting Repeat Work Report.

Operations

- Automatic Refresh
- Create Purchase Record
- Post Work
- Duplicate Work Across Division
- Duplicate Work
- Create Inventory
- Generate Work By Readings Exception
- Generate Letters
- Gen. Custom Work Ltrs
- Generate Emails
- Default Timestamps
- Check Out Records
- Check In Records
- Completion Percentage Report
- Response Times Report
- Duration Report
- Work By Tenant Report
- Work Profitability Report
- Repeat Work Report

Search Window:

The report from this search window will look for any occurrence of 2 or more work orders of the same type within a single Unit within its Property.

If the Threshold was set to 3, the Primary sort set to Property, and the Secondary sort set to Floor, the report would return any occurrence of 3 or more work orders of the same type for the same floor from the same property.

AWAREMANAGER

Repeat Work Search

This search range would return a report displaying any occurrence of 3 or more hot or cold calls from January 1 – May 31st.
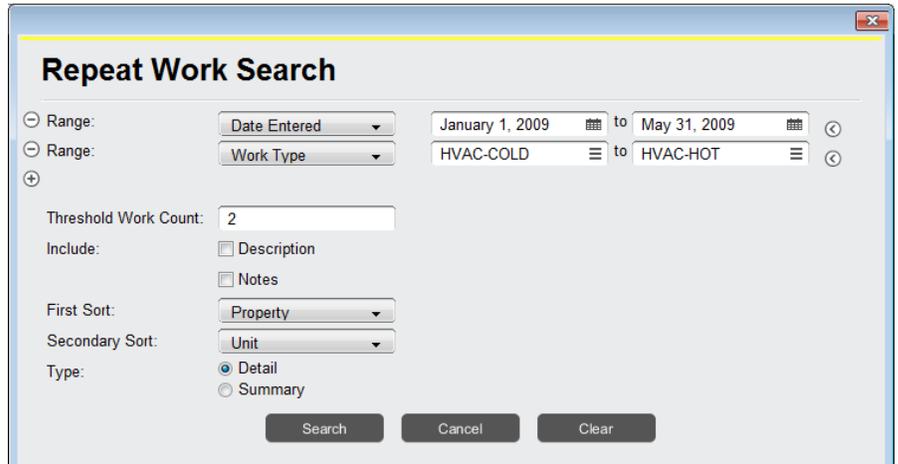
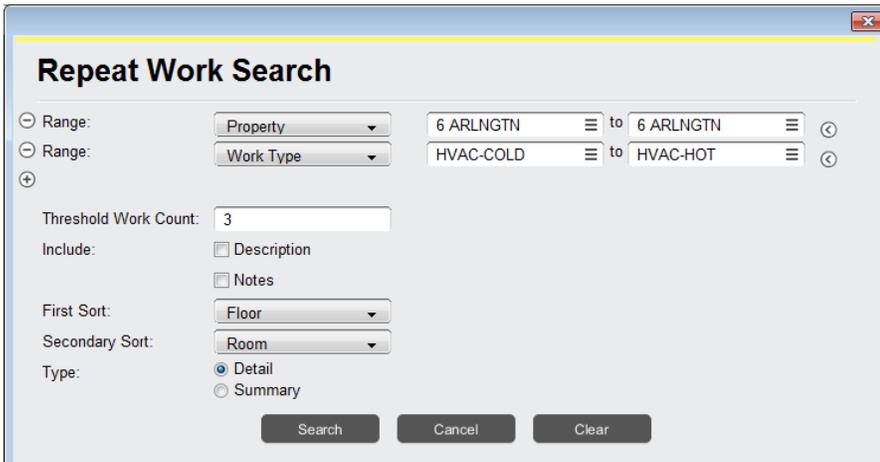|				
⊖ Range:	Date Entered	January 1, 2009	to	May 31, 2009
⊖ Range:	Work Type	HVAC-COLD	to	HVAC-HOT
⊕				

Threshold Work Count: 2

Include: ☐ Description
☐ Notes

First Sort: Property
Secondary Sort: Unit
Type: ⦿ Detail
○ Summary

[Search] [Cancel] [Clear]

Repeat Work Search

⊖ Range:	Property	6 ARLNGTN	to	6 ARLNGTN
⊖ Range:	Work Type	HVAC-COLD	to	HVAC-HOT
⊕				

Threshold Work Count: 3

Include: ☐ Description
☐ Notes

First Sort: Floor
Secondary Sort: Room
Type: ⦿ Detail
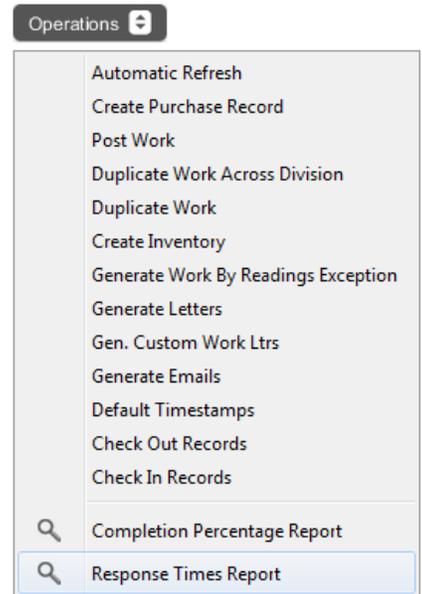○ Summary

[Search] [Cancel] [Clear]

This search range would return a report displaying any occurrence of 3 or more work orders of the same type in 6 ARLNGTN for the same room on the same floor.

Repeat Work Detail
DIG Property Group
50 Congress Street
Boston, MA 02109

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Search Ranges:	Property: 100-N BEAC	Work Type: HVAC-COLD To HVAC-HOT
Sorted By:	Floor/Room	

Work Number	Category	Received	Scheduled	Required	Completed	Status	Work Type	Floor	Room
04 / 480									
0921100BE	HVAC	Apr 15 10	Apr 15 10	Apr 15 10		OVERDUE	HVAC-COLD	04	480
	Too cold								
0579100BE	HVAC	Oct 21 09	Oct 21 09	Oct 21 09	Mar 8 10	CLOSED	HVAC-COLD	04	480
	freezing in my office.. please check								
0543100BE	HVAC	Sep 25 09	Sep 25 09	Sep 25 09	Sep 25 09	CLOSED	HVAC-COLD	04	480
	it is freezing in here								
0923100BE	HVAC	Apr 16 10	Apr 16 10	Apr 16 10		OVERDUE	HVAC-COLD	04	480
	It's freezing in here! Please turn up the heat!								

Totals for HVAC-COLD: 4 records
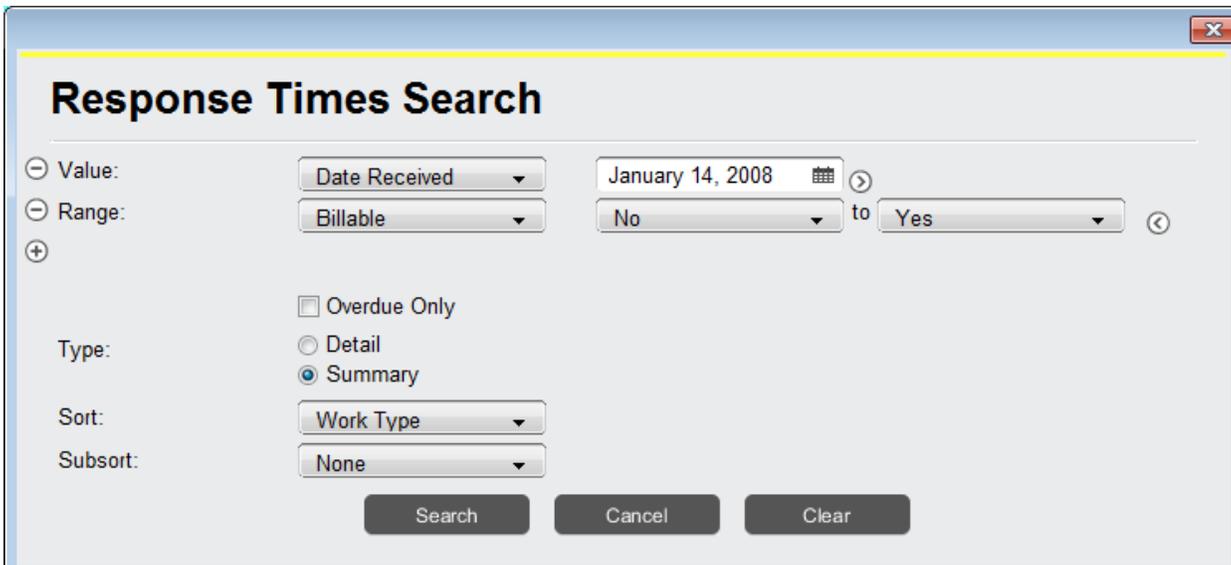
Records printed: 4

AWAREMANAGER

Response Times Report

This report displays the response benchmark factors (based upon priorities). For each work record, the Dates/Times Received, Scheduled, and Started are compared. The report is based on the search and sort criteria entered. There is also the option to display only overdue work orders.

Access this report from either the Operations menu on the Work List and select Response Times Report, or go to the Reports capsule (located on the Administration tab) and navigate to the list of work reports to find the Response Times Report.

Operations

- Automatic Refresh
- Create Purchase Record
- Post Work
- Duplicate Work Across Division
- Duplicate Work
- Create Inventory
- Generate Work By Readings Exception
- Generate Letters
- Gen. Custom Work Ltrs
- Generate Emails
- Default Timestamps
- Check Out Records
- Check In Records
- Completion Percentage Report
- Response Times Report

Search window:

Response Times Search

⊖ Value:	Date Received ▼	January 14, 2008 🔲 ⊙
⊖ Range:	Billable ▼	No ▼ to Yes ▼ ⊙
⊕		

☐ Overdue Only

Type: ○ Detail ● Summary

Sort: Work Type ▼

Subsort: None ▼

[Search] [Cancel] [Clear]

This report is sorted according to the selection made on the search window (Priority, Property, Work Type, Department, Assigned To, Project, Work Category).

In addition to displaying the Received, Scheduled and Started Dates/Times, the report will also show the Response Time and the overdue amount.

Note: Response Time = the difference between the Received and Started Dates/Times.

AWAREMANAGER

Example of the Response Times Report:

AwareManager jxt

Response Times Detail Report
DIG Property Group
50 Congress Street
Boston, Massachusetts 02109

Search Ranges: Date Received: January 14, 2008

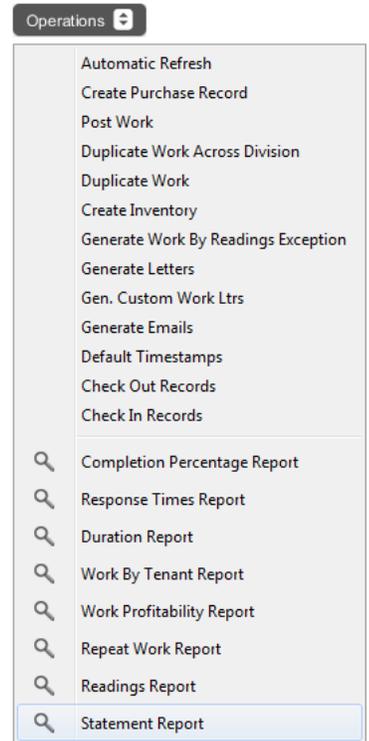| Work	Assigned To	Work Type	Work Status	Received Date	Time	Scheduled Date	Time	Started Date	Time	Response Time	Overdue
Work Type - SECURITY											
0069	SMARTY.HAR OLD	SECURITY	TEST3	Jan 14 08	11:21	Jan 20 08	10:00	Jan 20 08	10:00	5:22:39	
									Average:	5:22:39	
Work Type - SNOW											
0025	SMITH.ANN	SNOW	CLOSED	Jan 14 08	15:35	Jan 14 08	16:05	Jan 14 08	15:45	00:10	
									Average:	00:10	
Work Type - TRASH											
0024	SMITH.ANN	TRASH	PENDING	Jan 14 08	15:34	Jan 15 08	15:35	Jan 15 08	18:20	1:02:46	02:45
									Average:	1:02:46	

Records printed: 3

As the sample report shows, the response time and overdue amounts for each work type are calculated and displayed.

AWAREMANAGER

Statement Report

Access this report from either the Operations menu on the Work List and select Statement, or go to the Reports capsule (located on the Administration tab) and navigate to the list of Work reports to find the Statement Report.

To use this report:

Enter your desired search criteria. Then you can select from a number of checkboxes allowing you to both exclude and include information on your statement report. The custom number is the Tenant's Alias + Date Posted (formatted MMDDYY).

Operations

Automatic Refresh
Create Purchase Record
Post Work
Duplicate Work Across Division
Duplicate Work
Create Inventory
Generate Work By Readings Exception
Generate Letters
Gen. Custom Work Ltrs
Generate Emails
Default Timestamps
Check Out Records
Check In Records

🔍 Completion Percentage Report
🔍 Response Times Report
🔍 Duration Report
🔍 Work By Tenant Report
🔍 Work Profitability Report
🔍 Repeat Work Report
🔍 Readings Report
🔍 Statement Report

Search window:

Statement Search

⊖ Value:	Billable ▾	Yes ▾ ⊙
⊖ Range:	Work Status Type ▾	Open ▾ to Locked ▾ ⊙
⊕		

Title: Statement

☐ Exclude Additional Amounts With Zero Charges

☐ Include Detail

☐ Exclude Details With Zero Charges

☐ Include Notes

☐ Group By Property

☐ Include Work Person And Unit

☐ Include Custom Number

☑ Print Date

⦿ Group By Date Posted
◯ Date Printed
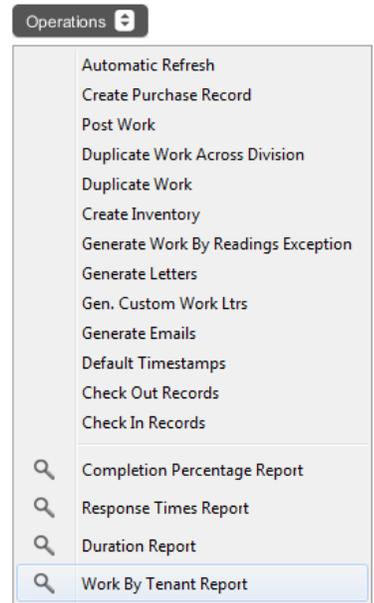
☐ Exclude Tenant Details

Subtotal: None ▾

Paragraph: ▭ ☰

[Search] [Cancel] [Clear]

Example of the Statement Report:

Statement
DIG Property Group
50 Congress Street
Boston, MA 02109

Tom Slider
All-Pro Baseball Manufacturers
100 Beacon Street North Tower

Alias: ALLPRO01
Client: All-Pro Baseball Manufacturers (ALLPROBASEBALL)

Boston, MA 02109

Work	Department	Description Notes				Completed	Closed
0684	MAINT	Need the freight elevator				Feb 3 10	Feb 3 10
Materials:		Freight	2	each	150.0000		$300.00
				Adminstrative Fee:			$30.00
				MA Sales Tax:			$18.75
				Total:			**$348.75**
		Subtotal for FREIGHT.100BE - Freight Elevator:					$348.75
0561	MAINT	Overtime HVAC - Sunday October 4th				Oct 4 09	Oct 7 09
Labor:	Oct 4 09	Jack Hammer	6 hrs	28.0000 / hr			$168.00
Materials:		Overtime Air - 7 hours	7hour	/ hour	75.0000		$525.00
				Admin Fee:			$69.30
				MA Sales Tax:			$32.81
				Total:			**$795.11**
		Subtotal for HVAC-OT - :					$795.11
0800	ENG	Replace Lights - right away				Mar 29 10	Mar 29 10
Labor:	Mar 19 10	Joey Baggadonuts	3 hrs	40.0000 / hr			$120.00
Materials:		90 Watt Bulb - J5-LL	5ea	/ ea	1.1155		$5.58
				Adminstrative Fee:			$12.56
				MA Sales Tax:			$0.00
				Total:			**$138.14**
		Subtotal for LIGHTS - :					$138.14

Adminstrative Fee : $111.86
MA Sales Tax : $51.56

Amount Due
$1,282.00

The **Work by Client (Tenant) Report** in AwareManager is designed to be as flexible as possible. This report is used to show work for a specific Tenant(s) based on your search criteria. The report lists important information from the Work record and is sorted by Unit code.

Access this report from either the Operations menu on the Work List and select Work by Tenant Report, or go to the Reports capsule (located on the Administration tab) and navigate to the list of work reports to find the Work by Tenant Report.

Operations
Automatic Refresh
Create Purchase Record
Post Work
Duplicate Work Across Division
Duplicate Work
Create Inventory
Generate Work By Readings Exception
Generate Letters
Gen. Custom Work Ltrs
Generate Emails
Default Timestamps
Check Out Records
Check In Records
🔍 Completion Percentage Report
🔍 Response Times Report
🔍 Duration Report
🔍 Work By Tenant Report

Search window:

Work By Tenant Search

⊖ Range: Tenant ▼ BIGALS to BIGALS

⊕

☐ Cross Capsule
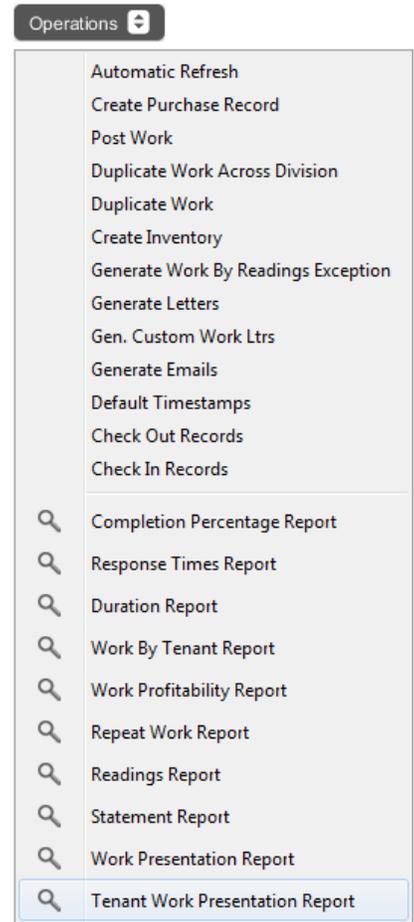
[Search] [Cancel] [Clear]
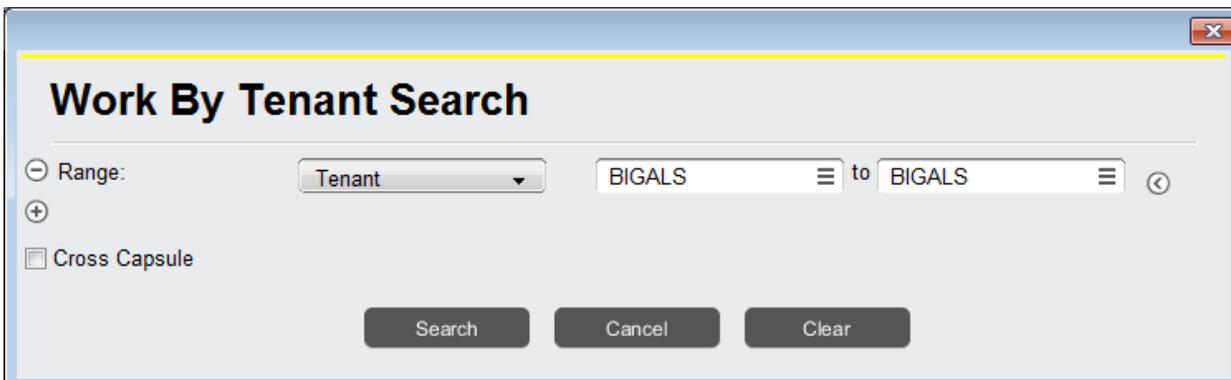
Example of the Work by Client (Tenant) Report:

Work by Tenant Report
DIG Property Group
50 Congress Street
Boston, Massachusetts 02109

Search Ranges: Tenant: BIGALS

Tenant: Unit

Work Number	Received	Required	Completed	Work Type	Billable	Work Status	Contact	Description
BIGALS.006AR - Big Al's Odds and Ends: 6 ARLNGTN-100								
0014	Jan 5 08	Jan 5 08	Jan 5 08	CLEAN	No	PENDING	SMITH.ANN	Cleaning; We need to have the cleaning service vacuum up some packing peanuts that are all over the floor.
BIGALS.006AR - Big Al's Odds and Ends: 6 ARLNGTN-B								
0155	Aug 16 08	Aug 20 08	Aug 17 08	PM	No	PENDING	SMARTY....	Annual Air Handling Unit PM
0158	Aug 16 08	Oct 15 09	Oct 15 09	PM	No	PENDING	NAILIT.HA...	Monthly Air Handling Unit PM
0164	Jun 1 09	Jun 17 09	Jun 5 09	PM	No	PENDING	BEEBACK.A	Weekly Generator Test - Summer Months Only
0169	Jul 5 09	Jul 11 09	Jul 10 09	PM	No	PENDING	DIGIOVAN...	Weekly Generator Test - Summer Months Only
0172	Jul 22 09	Jul 31 09	Jul 31 09	PM	No	PENDING	PIPEY.J	Weekly Generator Test - Summer Months Only
0219	Jan 8 09	Jan 20 09	Jan 12 09	PM	Yes	PENDING	BEEBACK.A	Monthly Air Handling Unit PM
0221	Jan 8 09	Jan 15 09	Jan 15 09	PM	Yes	PENDING	ALM	Monthly Air Handling Unit PM
1540	Apr 27 10			PM	No	CLOSED	DALE.CLY...	Weekly Generator Test - Summer Months Only
1541	Apr 27 10			PM	No	CLOSED	DALE.CLY...	Weekly Generator Test - Summer Months Only
1542	Apr 27 10			PM	No	CLOSED	DALE.CLY...	Weekly Generator Test - Summer Months Only
1543	Apr 27 10			PM	No	CLOSED	DALE.CLY...	Weekly Generator Test - Summer Months Only
1544	Apr 27 10			PM	No	CLOSED	DALE.CLY...	Weekly Generator Test - Summer Months Only
1545	Aug 13 10			PM	No	CLOSED	DALE.CLY...	Weekly Generator Test - Summer Months Only
1546	Aug 13 10			PM	No	CLOSED	DALE.CLY...	Weekly Generator Test - Summer Months Only
1547	Aug 13 10			PM	No	CLOSED	DALE.CLY...	Weekly Generator Test - Summer Months Only
1548	Aug 13 10			PM	No	CLOSED	DALE.CLY...	Weekly Generator Test - Summer Months Only
1549	Aug 13 10			PM	No	CLOSED	DALE.CLY...	Weekly Generator Test - Summer Months Only
1550	Aug 13 10			PM	No	CLOSED	DALE.CLY...	Weekly Generator Test - Summer Months Only
1551	Aug 13 10			PM	No	CLOSED	DALE.CLY...	Weekly Generator Test - Summer Months Only
1552	Aug 13 10			PM	No	CLOSED	DALE.CLY...	Weekly Generator Test - Summer Months Only
1553	Aug 13 10			PM	No	CLOSED	DALE.CLY...	Weekly Generator Test - Summer Months Only
BIGALS.006AR - Big Al's Odds and Ends: 6 ARLNGTN-RETAIL 1								
0062	Jan 9 08	Jan 9 08	Dec 3 11	KEYS	No	TEST1	BEEBACK.A	Need new keys made for both front and back doors as locks have been changed

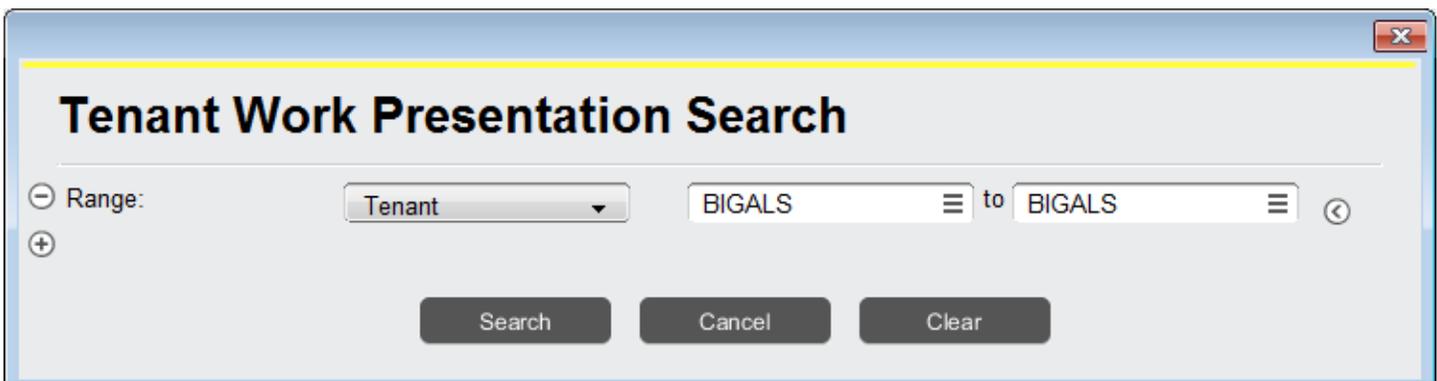Printed Tue Oct 23 15:35:45 EDT 2012

Page 1 of 2

The **Client (Tenant) Work Presentation Report** in the AwareManager is designed to be as flexible as possible. The report is based on the search criteria entered.

The purpose of this report is to show the status of work orders in a format that can easily be distributed to clients (or tenants in a building).

Access this report from either the Operations menu on the Work List and select Tenant Work Presentation Report, or go to the Reports capsule (located on the Administration tab) and navigate to the list of work reports to find the Tenant Work Presentation Report.

Operations ⬍

Automatic Refresh
Create Purchase Record
Post Work
Duplicate Work Across Division
Duplicate Work
Create Inventory
Generate Work By Readings Exception
Generate Letters
Gen. Custom Work Ltrs
Generate Emails
Default Timestamps
Check Out Records
Check In Records

🔍 Completion Percentage Report
🔍 Response Times Report
🔍 Duration Report
🔍 Work By Tenant Report
🔍 Work Profitability Report
🔍 Repeat Work Report
🔍 Readings Report
🔍 Statement Report
🔍 Work Presentation Report
🔍 Tenant Work Presentation Report

Search window:

Tenant Work Presentation Search

⊖ Range: Tenant ▼   BIGALS ≡ to BIGALS ≡ ⊙
⊕

Search   Cancel   Clear

This report sorts by Client (Tenant) and then sub-sorts by Work Type.

AWAREMANAGER

Example of the Client Work Presentation Report:

AwareManager jxt

DIG Property Group
TENANT WORK PRESENTATION REPORT
Tenant: BIGALS

Printed 10/23/12 16:45 Page 1

Big Al's Odds and Ends (BIGALS)

Work	Received	Work Status	Billable	Description	Notes	Total Amount
Cleaning (CLEAN)						
0014	01/05/08 17:33	PENDING	NO	Cleaning; We need to have the cleaning service vacuum up some packing peanuts that are all over the floor.	*Please look at the reminders*	$1,247.28
4417	03/14/11 14:09	CLOSED	YES	Cleaning	*Vaccumed and steam cleaned carpet*	$1,768.60
					Subtotal:	**$3,015.88**
Electrical (ELEC)						
5784	09/14/11 10:33	CLOSED	YES	testing custom field #5- electrical call		$1,120.39
					Subtotal:	**$1,120.39**
(INSPECT)						
12-100043	10/08/12 15:41	COMPLETED	NO			$0.00
					Subtotal:	**$0.00**
Keys, Locks, Doors (KEYS)						
0062	01/09/08 15:40	TEST1	NO	Need new keys made for both front and back doors as locks have been changed		$101.20
					Subtotal:	**$101.20**
Replace Lights (LIGHTS)						
5783	09/14/11 10:33	CLOSED	YES	testing custom field #5		$477.34
5788	09/14/11 10:33	CLOSED	YES	testing custom field #5		$477.34
					Subtotal:	**$954.68**
Preventive Maintenance (PM)						
0155	08/16/08 21:13	PENDING	NO	Annual Air Handling Unit PM		$0.00
0158	08/16/08 21:13	PENDING	NO	Monthly Air Handling Unit PM		$50.00

Work Profitability Report

This report summarizes cost and income information. For each work record, the Materials, Labor, Vendor, and Additional Costs and Charges are compared. The report is based on the search and sort criteria entered.

Access this report from either the Operations menu on the Work List and select Work Profitability Report, or go to the Reports capsule (located on the Administration tab) and navigate to the list of work reports to find the Work Profitability Report.

Operations ▼

- Automatic Refresh
- Create Purchase Record
- Post Work
- Duplicate Work Across Division
- Duplicate Work
- Create Inventory
- Generate Work By Readings Exception
- Generate Letters
- Gen. Custom Work Ltrs
- Generate Emails
- Default Timestamps
- Check Out Records
- Check In Records

🔍 Completion Percentage Report
🔍 Response Times Report
🔍 Duration Report
🔍 Work By Tenant Report
🔍 Work Profitability Report
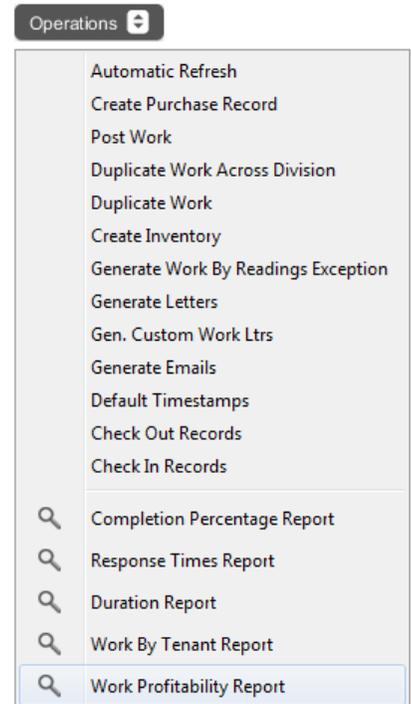
Search window:

Work Profitability Search

⊖ Range:	Date Closed ▼	November 2, 2011 🗓 to	November 2, 2011 🗓 ⊙
⊖ Range:	Work Status Type ▼	Open ▼ to	Locked ▼ ⊙
⊕			

☐ Cross Capsule

Sort: Property ▼

Type: ◉ Detail
             ○ Summary

[Search]   [Cancel]   [Clear]

This report is sorted according to the selection made on the search window (Tenant/Client, Department, Project, Contract, Property, Work Type, Work Category).

In addition to displaying the Materials, Labor, Vendor and Additional Costs and Charges, the report will also show the Total Costs and Charges and the Gross Profit. Gross Profit is the difference between the Charges and the Costs.

This report prints in a two-section format. The first section displays all of the Charges and the second displays all of the Costs.

The Accounts capsule has an option on its records to exclude specific Accounts from the Profitability Report.

☐ Exclude From Profitability Calculations

Example of the Work Profitability Report:

Work Profitability by Property Report: Charges
DIG Property Group
50 Congress Street
Boston, MA 02109

Search Ranges: Date Closed: November 2, 2009

Note: Please refer to the second half of this report for Costs

Number	Date Closed	Work Status	Materials	Labor	Charges Vendors	Additional	Total	Gross Profit
100-N BEAC - 100 Beacon Street North Tower								
0117	Nov 2 09	CLOSED	20.16	46.00	0.00	0.00	66.16	49.36
0202	Nov 2 09	CLOSED	0.00	30.00	0.00	0.00	30.00	5.00
0206	Nov 2 09	CLOSED	86.25	300.00	0.00	42.94	429.19	179.19
0401	Nov 2 09	CLOSED	0.00	70.00	0.00	0.00	70.00	10.00
0429	Nov 2 09	CLOSED	0.00	0.00	0.00	0.00	0.00	0.00
0554	Nov 2 09	CLOSED	150.00	80.00	0.00	23.00	253.00	183.00
		Totals:	$256.41	$526.00	$0.00	$65.94	$848.35	$426.55
100-S BEAC - 100 Beacon Street South Tower								
0399	Nov 2 09	CLOSED	0.00	75.00	0.00	0.00	75.00	12.50
0556	Nov 2 09	CLOSED	60.00	100.00	0.00	16.00	176.00	26.00
		Totals:	$60.00	$175.00	$0.00	$16.00	$251.00	$38.50
		Report Totals:	$316.41	$701.00	$0.00	$81.94	$1,099.35	$465.05

Work Profitability by Property Report: Costs
DIG Property Group
50 Congress Street
Boston, MA 02109

Note: Please refer to the first half of this report for Charges

Number	Date Closed	Work Status	Materials	Labor	Costs Vendors	Additional	Total	Gross Profit
100-N BEAC - 100 Beacon Street North Tower								
0117	Nov 2 09	CLOSED	16.80	0.00	0.00	0.00	16.80	49.36
0202	Nov 2 09	CLOSED	0.00	25.00	0.00	0.00	25.00	5.00
0206	Nov 2 09	CLOSED	0.00	250.00	0.00	0.00	250.00	179.19
0401	Nov 2 09	CLOSED	0.00	60.00	0.00	0.00	60.00	10.00
0429	Nov 2 09	CLOSED	0.00	0.00	0.00	0.00	0.00	0.00
0554	Nov 2 09	CLOSED	0.00	70.00	0.00	0.00	70.00	183.00
		Totals:	$16.80	$405.00	$0.00	$0.00	$421.80	$426.55
100-S BEAC - 100 Beacon Street South Tower								
0399	Nov 2 09	CLOSED	0.00	62.50	0.00	0.00	62.50	12.50
0556	Nov 2 09	CLOSED	80.00	70.00	0.00	0.00	150.00	26.00
		Totals:	$80.00	$132.50	$0.00	$0.00	$212.50	$38.50
		Report Totals:	$96.80	$537.50	$0.00	$0.00	$634.30	$465.05