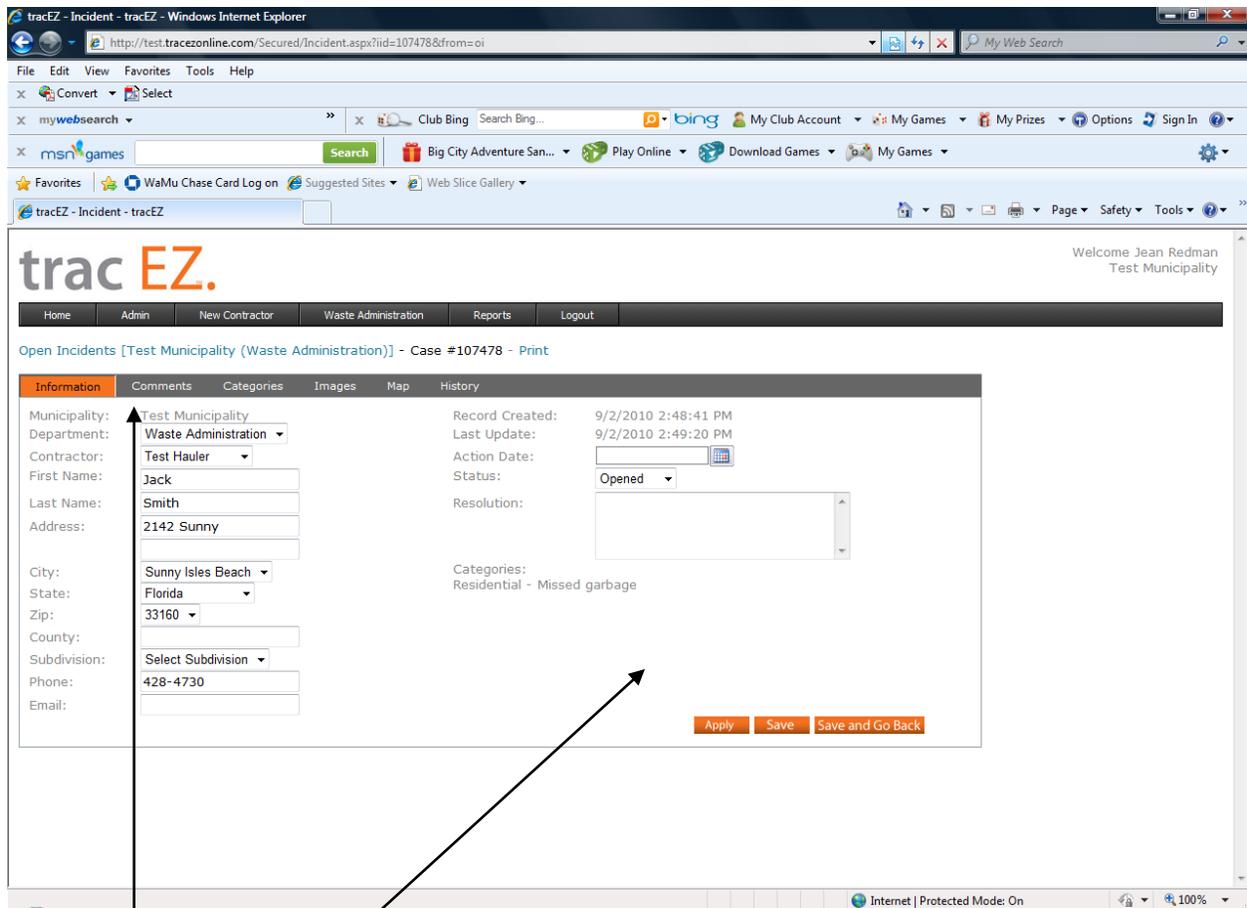




Working for You !

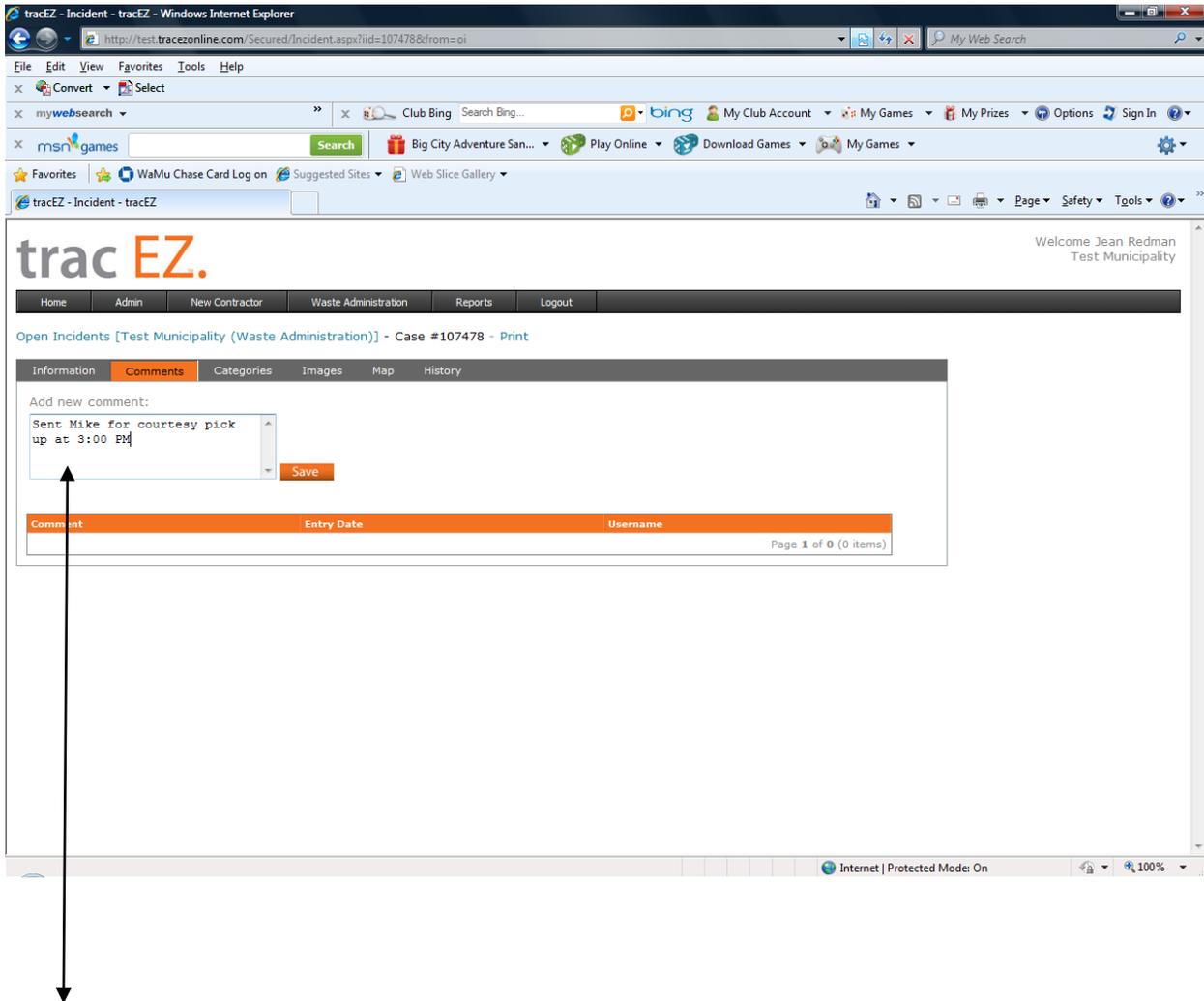
The tracking system has been upgraded to preserve your content and track all comments enabling all parties to respond quickly to customer needs and give a quick and easy overview of the progress of the incident.

The next pages will show and explain the “New” and “Easy” way to add, see and track your progress utilizing your comments.

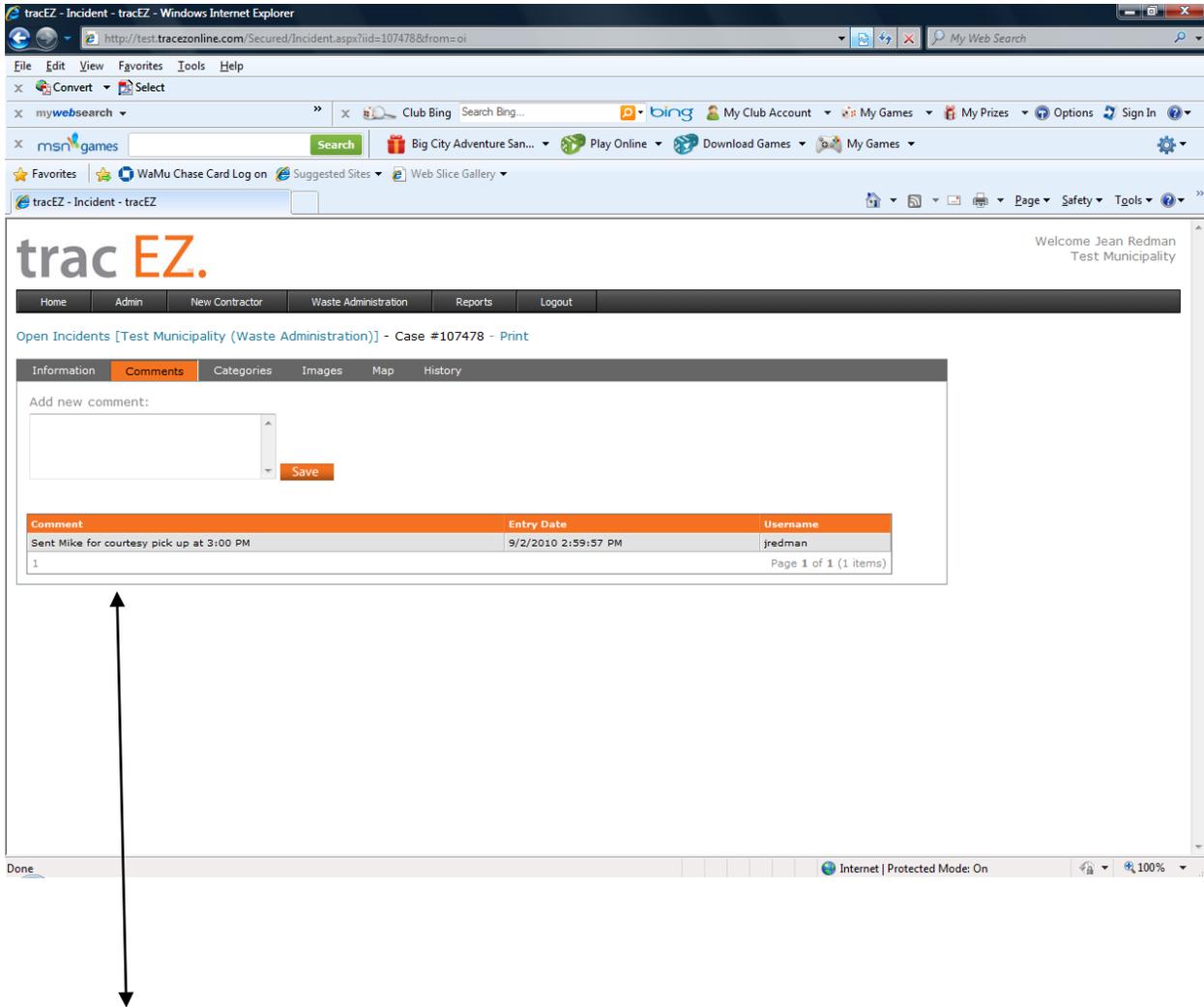


This is where the "Comments" box was displayed when you had additional information to be added to the incident.

Now, to add additional comments please click on the "Comments" section above next to the orange "Information" header.

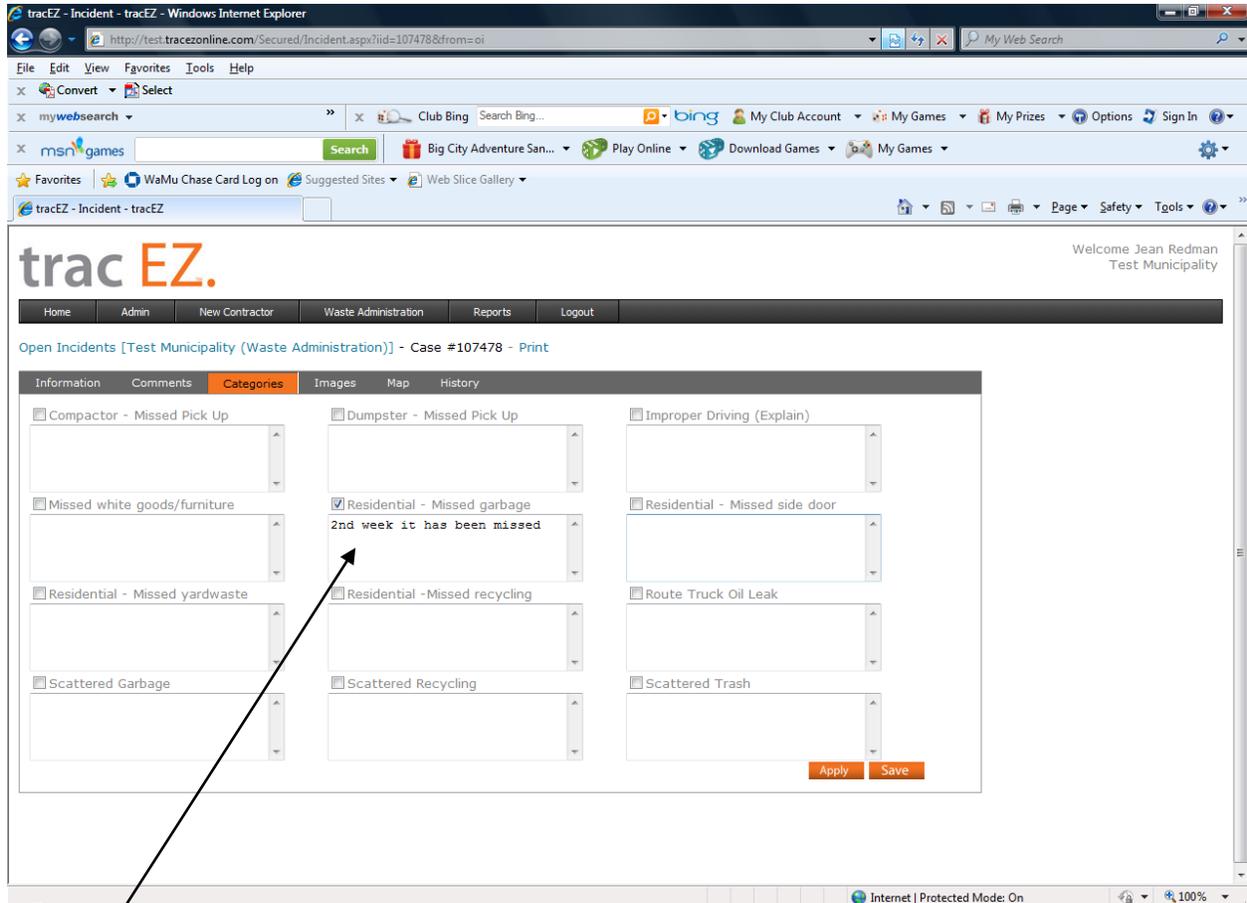


Add any comments in the comment box and click on save.



When you click save, it moves the comments to a line item below, giving you the comment, the date and time it was entered and the user name of the person submitting the comment. Once it is saved you will not be able to modify or delete your comment.

You may enter as many comments as you wish and each will be displayed as a line item in sequence as above.



When you enter a category and comments in the box below you will no longer be able to modify or delete this information.

You can still add additional categories and comments in the boxes provided on this page.

The screenshot shows a Windows Internet Explorer browser window displaying a printer-friendly incident report. The browser's address bar shows the URL: <http://test.tracezone.com/Secured/PrinterfriendlyIncident.aspx?iid=107478>. The page title is "Printer Friendly Incident - tracEZ".

The report content is as follows:

Printer Friendly Incident - Case #107478

Details

Municipality:	Test Municipality	Record Created:	9/2/2010 2:48:41 PM
Department:	Waste Administration	Last Update:	9/2/2010 2:49:20 PM
Contractor:	Test Hauler	Status:	Opened
First Name:	Jack	Resolution:	
Last Name:	Smith		
Address:	2142 Sunny		
City:	SUNNY ISLES BEACH		
State:	Florida		
Zip:	33160		
County:			
Subdivision:			
Phone:	428-4730		
Email:			

Comments

- Sent Mike for courtesy pick up at 3:00 PM

Categories

- Residential - Missed garbage
2nd week it has been missed

The browser's status bar at the bottom indicates "Internet | Protected Mode: On" and "100%" zoom level.

When printing an incident, all information entered in the comments, each category, and the category comment boxes will be displayed on the print out.

trac EZ.

The screenshot displays the tracEZ web application in a Windows Internet Explorer browser. The page title is "tracEZ - Open Incidents - tracEZ". The URL is <http://test.tracezone.com/Secured/OpenIncidents.aspx?di=8&sd=1&selectedColumns=1,1,1,1,1,1,1,1>. The page features a navigation menu with links for Home, Admin, New Contractor, Waste Administration, Reports, and Logout. The main content area is titled "Open Incidents [Waste Administration] Map Results". It includes a "Show Details" section with a checked checkbox and a "Show Columns" section with several checked checkboxes: Created, City, Type, Status, Subdivision, Name, Phone, Email, Elapsed Time, and Action Date. Below these are "Show" and "Close Selected" buttons. A table of incidents is displayed with the following columns: Case #, Created, City, Type, Status, Address, Subdivision, Name, Phone, Email, Elapsed Time (Hours), and Action Date. The table contains one row for Case # 107478, created on 9/2/2010 at 2:48:41 PM, in Sunny Isles Beach, Florida, with a status of "Complaints" and "Opened". The address is "2142 Sunny Sunny Isles Beach, FL 33...". The name is "Jack Smith" and the phone number is "428-4730". The elapsed time is "0" hours. The table also includes a "Print" link. Below the table, there is a "Close Selected" button and a page indicator "Page 1 of 1 (1 items)".

Case #	Created	City	Type	Status	Address	Subdivision	Name	Phone	Email	Elapsed Time (Hours)	Action Date
107478	9/2/2010 2:48:41 PM	SUNNY ISLES BEA...	Complaints	Opened	2142 Sunny Sunny Isles Beach, FL 33...		Jack Smith	428-4730		0	

All information will be seen in the Open Incidents and Search for Incidents when the “Show Details” box has been clicked. Each category and comment will be listed separately.



For all questions, further clarification or help please call;

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