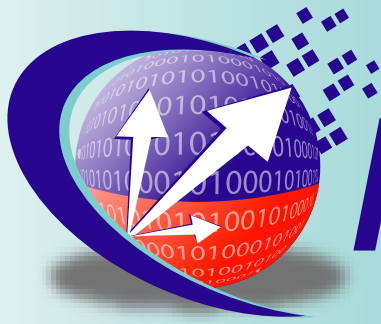


Banta Systems, Inc.



RealTime **Data**

*The affordable fully designed
Company Management Solution
used by contractors*



WHY CHOOSE REALTIME DATA?

Banta Systems was created from the symmetry of two talented industry individuals. Paul May brings a long history of service, maintenance and light construction experience. His “trial by fire” mentality has repeatedly cut through superfluous activities and has focused on the optimal way of re-engineering a business process.

Aaron Inami brings forth extensive skills from the integration and development of enterprise level business software solutions. His attention to detail and extensive understanding of the business has allowed him to deliver bullet-proof corporate solutions. Combined, this team has been able to design and develop a tool which facilitates “what it really takes” to run a service and light construction company.

WHERE QUICKBOOKS LEAVES OFF...

Small or young companies typically start off with accounting systems such as Quickbooks which provide the ability to get off the ground quickly and cheaply.

As the company grows, the amount of paperwork and coordination becomes overwhelming. It is, literally, a juggling act to track what your customers are requesting, where your technicians are, and what work needs to be scheduled. This is the primary reason most companies have limited growth potential.

RealTime Data provides the additional functionality needed to effectively manage this activity. It is designed to enable the small or medium sized company to efficiently grow to the next level without significantly rebuilding their management and accounting systems.

KNOWLEDGE

RealTime Data provides advanced and complex data to you in an efficient and easy way. Whether it is information about a work order, a detailed report on customer history, or a trend on how much work is being generated, RealTime Data provides advanced information management and reporting capabilities.

RealTime Data allows you, as the company owner, to make informed decisions on changes relating to your company policies and direction.

How will you know the amount of warranty work being generated by a particular technician? What data is required to determine when to staff up or reduce your workforce? How will you quickly pull up historical work detail when responding to a customer dispute? All this information is critical to ensure the success of your growing company.



INTERNET ACCESS

Many service management systems are available as client applications that require installation on a desktop within your company’s internal network. External access

may require complicated VPN setup and, potentially, special software installation. RealTime Data is completely web based and can be setup as a secure public website to provide any information anywhere at any time. There are no special client requirements except for a Web Browser. You can manage your data anywhere in the world.

- Customers can logon and see real time reports on the status and description of ongoing work.
- Technicians can access their work order schedule and provide answers to issues.
- Dispatch staff can continue to manage service calls even if they are offsite.
- You, the company owner, can keep your finger on the pulse of the company at all times.

EASE OF WORKFLOW

RealTime Data was designed and developed in direct response to real business needs and processes.

The user interface and workflow is designed to be easy to use, yet provide a high level of detail. It supports the complex operations executed by service, maintenance, and light construction companies.

The operation and flow of the application is laid out in such a way so that you can quickly get up and running without extensive configuration and setup. The interface remains flexible enough so that you can manage the exact information you need to at any given point.

SCALABILITY AND RELIABILITY

RealTime Data is built on industry standard systems to support a high level of usage and reliability. The application uses Microsoft SQL Server as a back-end database. Macromedia Cold Fusion MX technology is used for the middle-layer application level. These two technologies work hand-in-hand to provide an environment that can scale to multiple servers and support hundreds or even thousands of users.

When designed correctly, your architecture can be as small and economical or as large and resilient as you wish.

MODULE ORIENTATED

RealTime Data software is arranged into a series of modules so that you can choose and select only the functionality that is important to you. The modules are designed to be integrated so that there is no duplication of work and workflow becomes just an action of moving from one module to another.



RealTime Data provides a complete work order and dispatch system. New work orders are quickly and easily added when service calls come in and historical information is available on screen for the work order location.

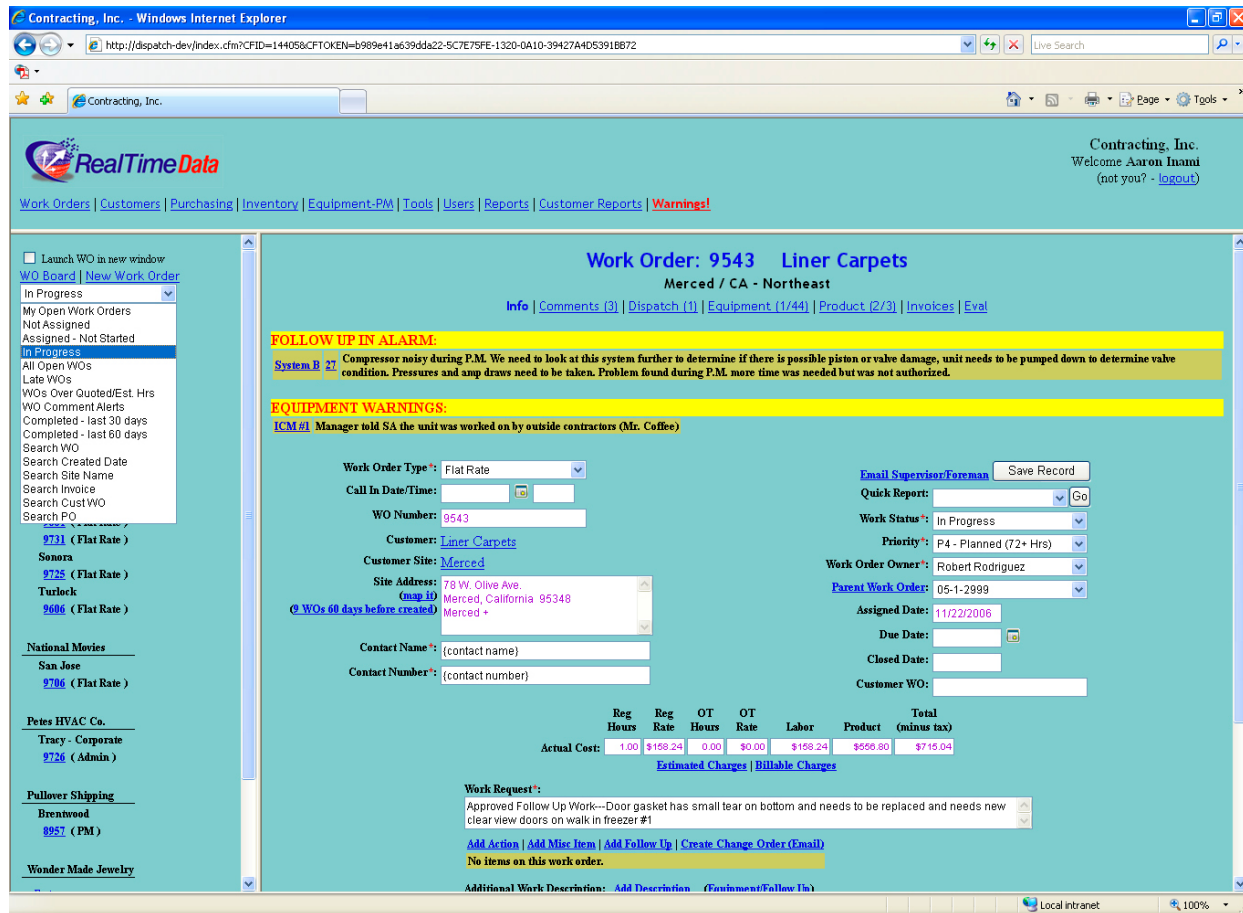
Manageability for work orders is very powerful and provides the ability to document information at a highly detailed level. You can track individual work orders by type, status, priority, and ownership as well as by related and historical work. Detailed information can be entered for the work requested and work completed.

Once you have work orders entered, RealTime Data's dispatch and scheduling system

provides an easy way to manage this work to completion. The scheduling tool allows you to schedule technician visits for incomplete work orders. Conflict management is automatically provided with the option to shift conflicting dispatches automatically.

The work order board allows you to see a big picture of what is scheduled for a day or week. Scheduling adjustments can be made inside the work order board and you can access full work order detail with a single click. Technician visits can be locked to prevent rescheduling or shifting.

RealTime Data continuously monitors the status of your dispatches and automatically alerts you when you are past sched-



The screenshot shows a web browser window displaying the RealTime Data application. The page title is "Work Order: 9543 Liner Carpets" and it is located in "Merced / CA - Northeast". The interface includes a navigation menu, a sidebar with search filters, and a main content area with detailed work order information.

Work Order: 9543 Liner Carpets
Merced / CA - Northeast

FOLLOW UP IN ALARM:
System B 27 Compressor noisy during P.M. We need to look at this system further to determine if there is possible piston or valve damage, unit needs to be pumped down to determine valve condition. Pressures and amp draws need to be taken. Problem found during P.M. more time was needed but was not authorized.

EQUIPMENT WARNINGS:
ICM #1 Manager told SA the unit was worked on by outside contractors (Mr. Coffee)

Work Order Type: Flat Rate
Call In Date/Time: [] []
WO Number: 9543
Customer: Liner Carpets
Customer Site: Merced
Site Address: 78 W. Olive Ave. Merced, California 95348 Merced
Contact Name: (contact name)
Contact Number: (contact number)

Quick Report: [] Go
Work Status: In Progress
Priority: P4 - Planned (72+ Hrs)
Work Order Owner: Robert Rodriguez
Parent Work Order: 05-1-2999
Assigned Date: 11/22/2006
Due Date: []
Closed Date: []
Customer WO: []

	Reg Hours	Reg Rate	OT Hours	OT Rate	Labor	Product	Total (minus tax)
Actual Cost:	1.00	\$158.24	0.00	\$0.00	\$158.24	\$556.80	\$715.04

Work Request:
Approved Follow Up Work—Door gasket has small tear on bottom and needs to be replaced and needs new clear view doors on walk in freezer #1

Additional Work Description: Add Description (Attachments/Follow Up)

Work Order Board ([Refresh Screen](#))

WO Filter: [select](#) | [edit](#) | [clear](#) Day View | Week View
[Previous Day](#) | [Next Day](#)
[Previous Week](#) | [Next Week](#)
[Previous Month](#) | [Next Month](#)

WO Highlight: [select](#) | [edit](#) | [clear](#)
no work orders are highlighted

Monday 09/11/2006

Jump To Date: [Go](#)

Chip Foote	Frank Mortenson	Gerald Adams	Lance Putnam	Robert Rodriguez	Rodger Williams
8884 P4 (72Hr+)-Admin Petes HVAC Co. Tracy 07:30 12:30	8698 P4 (72Hr+)-PM Uncle Shoe Repa Woodland 07:30 10:15	8885 P4 (72Hr+)-Admin Petes HVAC Co. Tracy 07:30 07:30	8885 P4 (72Hr+)-Admin Petes HVAC Co. Tracy 07:30 07:30	8885 P4 (72Hr+)-Admin Petes HVAC Co. Tracy 07:30 07:30	8885 P4 (72Hr+)-Admin Petes HVAC Co. Tracy 07:30 07:30
8898 P2 (24Hr)-Flat Rate Liner Carpets Merced 12:30 15:00	8895 P4 (72Hr+)-Admin Petes HVAC Co. Tracy 07:30 07:30	8893 P1 (4Hr)-Flat Rate Wonder Made Jew Citrus Heights 10:00 14:00	8883 P2 (24Hr)-Flat Rate Wable Network Tracy 07:30 09:00	8941 P4 (72Hr+)-Flat Rate Uncle Shoe Repa Modesto 11:30 13:30	8881 P2 (24Hr)-Flat Rate Uncle Shoe Repa Vaceville 07:30 11:30
	8699 P4 (72Hr+)-PM Uncle Shoe Repa Woodland 10:15 10:30	8720 P2 (24Hr)-Light Construction Uncle Shoe Repa Sacramento 14:00 18:00	8879 P2 (24Hr)-Flat Rate Liner Carpets Tracy 10:00 11:00	9028 P4 (72Hr+)-Admin Petes HVAC Co. Tracy 13:30 16:00	
	8894 P2 (24Hr)-Flat Rate Uncle Shoe Repa Woodland 10:30 14:30		8892 P4 (72Hr+)-Light Construction Liner Carpets Tracy 11:00 14:30		
			8901 P1 (4Hr)-Flat Rate Uncle Shoe Repa Manteca 14:30 16:00		
			8902 P1 (4Hr)-Flat Rate Uncle Shoe Repa Manteca 16:00 17:00		

uled times or due dates. This enables you to adjust and manage your schedule in real time, and enables you to notify customers of scheduling changes in case a technician visit goes longer than planned.

Once the technician is dispatched to a customer site, the system tracks actual times for en-route, arrival, and completion/departure. The amount of hours spent on a particular work order is obtained from this data and can be shown as regular and overtime hours. This can help in both creating the invoice to the customer as well as logging payroll time for your technicians.

6 pricing levels for technician labor are supported. They can be set at a base rate or a percentage or dollar markup of that base rate. A particular price level can be configured for a Customer or Customer Site.

A feature called Action Codes allows you to build a predefined list of procedures with estimated hours and required products. This allows you to increase dispatch productivity by reducing the amount of data entry.

Work order comments are provided as a two-way communication between staff. This allows questions relating to a work order to be posted and alerted between users such as dispatch, technicians and management.

User Evaluations can be recorded on a work order to provide a positive, neutral or negative comment regarding a user's performance on that work order. Advanced reporting can show who your good employees are and who require additional support.

RealTime Data allows you to track all product inventory within your company. FIFO, LIFO and Weighted Average costing methods are supported for Inventory.

Multiple Product types are provided for different purposes. “Inventory” type allows for full tracking of quantity and cost for products. “Non-Inventory” type is a solution for items that are difficult to track for quantity and cost, but still desire a “refillable” quantity to exist (such as electrical/copper kit usages or other consumables). Other types can be used as specialty items for service or surcharges or shipping.

Products are searchable by manufacturer, product number, UPC number or description. Products can be added to a Vendor list or created on the fly, allowing you to easily add items to purchase orders. Shipping costs can, optionally, be merged into cost of other

products to support full inventory valuation.

New inventory can be received into a warehouse in whole or in part. When a purchase order is attached to a work order, the system can receive products directly into the work order, documenting cost for all product types, including non-inventory.

Six pricing levels are provided globally. They can be over-ridden at the product level for complete flexibility. Pricing levels support custom percentage or dollar markup as well as fixed amounts. A pricing level can be specifically set for a Customer or Customer Site.

Multiple warehouse locations are supported and can be specified as either a permanent or mobile type. Powerful inventory transfer screens allow movement of inventory between warehouses as well applying product to a work order. Shortcuts exist

Main Office

[Info](#) | [Current Inventory](#) | [Activity](#) | [Stock Report](#) | [Costing Report](#)

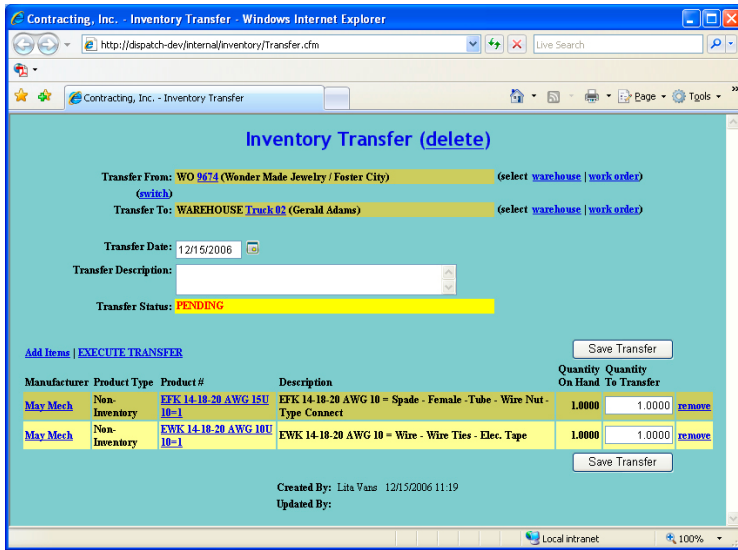
[Create New Receipt](#) | [Create Adjustment](#) | [Create New Transfer](#) Include Items not in Inventory: Items Per Page: 20

Search [_____]

Stock	Manufacturer	Product Type	Product #	Description	Qty	Expected Qty	
<input type="checkbox"/>	A.O. Smith	Inventory	C01670	Stack: 5/8" 120 Volts 3000 RMP/SP-1.50 Amps ROT: Rev. Single Phase	1.0000	{n/a}	adjust activity
<input type="checkbox"/>	BARON	Inventory	G55303-05-07	Thermostat Cable, Spool Length 500 Feet, Solid Conductor AWG 18/3	100.0000	{n/a}	adjust activity
<input type="checkbox"/>	BARON	Inventory	G55305-04-07	Thermostat Cable, Spool Length 250 Feet, Solid Conductor AWG 18/5	392.0000	{n/a}	adjust activity
<input checked="" type="checkbox"/>	Bohn	Inventory	5101B	Plastic Fan Blade	35.0000	25.0000	save adjust activity
<input type="checkbox"/>	Centium	Inventory	ICN-2S28	Programmed-Start Electronic Ballast	3.0000	{n/a}	adjust activity
<input checked="" type="checkbox"/>	DuPont	Inventory	R134a	SUVA R134a Refrigerant	180.0000	180.0000	save adjust activity
<input checked="" type="checkbox"/>	DuPont	Inventory	R22	Freon 22 Refrigerant	240.0000	360.0000	save adjust activity
<input checked="" type="checkbox"/>	DuPont	Inventory	R401-MP39	SUVA R401-MP39 Refrigerant	25.0000	180.0000	save adjust activity
<input checked="" type="checkbox"/>	DuPont	Inventory	R404A-HP62	SUVA 404A Refrigerant HP62	139.0000	144.0000	save adjust activity
<input checked="" type="checkbox"/>	DuPont	Inventory	R408A-FX-10	408A Refrigerant HCFC BLEND/FX-10	24.0000	144.0000	save adjust activity
<input checked="" type="checkbox"/>	DuPont	Inventory	R502	R502 Refrigerant	0.0000	180.0000	save adjust activity
<input checked="" type="checkbox"/>	Forane	Inventory	R409A	SUVA 409A Refrigerant	180.0000	180.0000	save adjust activity
<input checked="" type="checkbox"/>	Furnas	Inventory	42BF35AJ (PN 61430)	Definite Purpose Contactor 3-Pole FL 30 Res 40 24V 60 Hz 24V 50 Hz	7.0000	10.0000	save adjust activity
<input checked="" type="checkbox"/>	Furnas	Inventory	42CF35AJ (PN 61445)	Definite Purpose Contactor 3-Pole FL 40 Res 50 24V 60 Hz 24V 50 Hz	5.0000	10.0000	save adjust activity
<input checked="" type="checkbox"/>	Furnas	Inventory	42DF35AJ (PN 61460)	Definite Purpose Contactor 3-Pole FL 50 Res 63 24V 60 Hz 24V 50 Hz	10.0000	10.0000	save adjust activity
<input checked="" type="checkbox"/>	Furnas	Inventory	45EG10AJA (PN 61320)	Definite Purpose Contactor 1-Pole FL 30 Res 40 24V 60Hz 24V 50Hz	11.0000	10.0000	save adjust activity
<input checked="" type="checkbox"/>	Furnas	Inventory	45EG20AJA (PN 61345)	Definite Purpose Contactor 2-Pole FL 30 Res 40 24V 60 Hz 24V 50 Hz	8.0000	10.0000	save adjust activity
<input checked="" type="checkbox"/>	Furnas	Inventory	685744.91431	Definite Purpose Contactor 3 Poles 40 Amp 24 Volt 60 Hz 24V 50 Hz	0.0000	10.0000	save adjust activity
<input checked="" type="checkbox"/>	Grasslin	Inventory	DTMV40	MultiVoltage Defrost Timer 40Amp 120 or 208/240 Volts	11.0000	10.0000	save adjust activity
<input checked="" type="checkbox"/>	Grasslin	Inventory	GMI ST-1-MV	30Amp Time Delay Switch (Timer) 24 Hour, synchronous Drive NEMA 1 indoor enclosure InPut: 120,208/240,277VAC 60 Hz SPDT switch	11.0000	10.0000	save adjust activity

Records 1-20 of 82 ([Next 20](#)) ([Refresh Page](#))

Inventory / Purchasing



to quickly add required products to a work order.

Adjustments can be made to inventory quantity when needed and unit costs can be specified for quantity increases. Multiple items within multiple warehouses can be adjusted with one adjustment record.

All transfer and adjustment transactions are recorded with a timestamp and the user who executed them. These records are fully searchable by manufacturer, product number or description.

Inventory search screens are provided to locate needed product within your company.

Search screens can be accessed for a specific location, location type, or for all locations. All inventory can be tracked so that you have an exact picture of where your material is, whether it is in a warehouse, on a technician vehicle or at a customer location. Work order material and purchase orders are shown within the work order itself to assist in accurate customer invoicing.

Inventory reports are used to show complete inventory counts as well as inventory costing layers. Additionally, you can specify expected counts for stock items to assist in re-ordering material or re-supplying technician vehicles.

Purchase Order 6200

[Delete Purchase Order](#)

PO Number*: 6200

PO Status*: Closed

Order Date*: 12/08/2006

Expected Date/Time:

Ordered By*:

Closed Date:

Work Order: 9611 ([Unlink Work Order](#))

Vendor*: Franklin Machine Products - FMP

Vendor Site*: Las Vegas

Contact:

AH Contact:

Fax:

Comments:
Ordered via telephone to be shipped to MM offices

Manufacturer	Product #	Product Type	Vendor Product #	Description	Qty Ordered	Qty Rec'd	Product Cost	Extended Cost	Receipt Cost
Unknown	173-1042	Inventory	173-1042	CONTROL, INF 120V,2/4 SCREW, FU	1.0000	1.0000	19.65	19.65	19.65
Unknown	173-1041	Inventory	173-1041	LIMIT, HIGH 560F, W/SCREWS	2.0000	2.0000	11.96	23.93	11.96
Unknown	144-1065	Inventory	144-1065	ELMENT, WARMER 120V,1200W	2.0000	2.0000	32.13	64.26	32.13
Unknown	UPS Ground	Shipping	5555	UPS Ground	1.0000	1.0000	11.89	11.89	11.89
								TOTAL	119.73

Created By: Stan Warner 12/11/2006 08:42

Updated By: Stan Warner 12/11/2006 08:45

Purchase Order Receipts

Manufacturer	Product #	Product Type	Vendor Product #	Description	Qty
12/12/2006 Received To Work Order: 9611 by Stan Warner (through Warehouse: Main Office)					
Unknown	173-1042	Inventory	173-1042	CONTROL, INF 120V,2/4 SCREW, FU	1.0000
Unknown	173-1041	Inventory	173-1041	LIMIT, HIGH 560F, W/SCREWS	2.0000
Unknown	144-1065	Inventory	144-1065	ELMENT, WARMER 120V,1200W	2.0000
Unknown	UPS Ground	Shipping	5555	UPS Ground	1.0000



RealTime Data provides full and complete equipment and maintenance functionality. This is important because most all of contractor's service is centered around specific customer equipment and must be recorded and retrieved in this way.

You can select one or more pieces of equipment on a work order to indicate work being done. Many data elements are supported for equipment, including manufacturer, model, serial, location, service area and install/warranty dates. Equipment can be categorized with custom types and subtypes (such as A/C Unit, Walk-In Freezer, etc.).

Once you have equipment item created, you can specify additional data for that item. Custom measurements can be setup (such as temperature, amp draw, etc.) to document performance of the equipment over time.

Equipment warnings can be entered and displayed on work orders to remind dispatch and technician of special conditions regarding an equipment item.

RealTime Data provides a very advanced and configurable module to manage preventative maintenance contracts for your customers. Multiple levels of maintenance can be defined for a PM contract (such as "Full PM" or "Filters Only"). Work Order Action codes can be added to each maintenance level. Also, either one or two work orders can be required.

Multiple schedules can be defined for a maintenance contract. Each schedule defines which months require maintenance and the maintenance levels to be executed. Customer sites can then be added to one or more of these schedules to define site main-

Work Order: 9497 Miht Churches
MM2 / CA - Northeast

[Info](#) | [Comments](#) | [Dispatch \(1\)](#) | [Equipment](#) | [Product \(0/2\)](#) | [Invoices \(1\)](#) | [Eval](#)

[Edit Equipment List](#) | [Edit PM Products](#) Save Changes

all / none	Equipment Item	Products	Measurements	Equipment Follow Up
1. <input checked="" type="checkbox"/>	A/C #1: Package Unit (history) Trane: YCD151C3LOBA Serial #: {serial} North Roof Top / Worship Room (Compressors: (2) Copeland Scroll; Mod#s: ZR69KC-TF5-230; SN#1-03L1989CN (15 LBS R22A); SN#2: 03L2095CN (13.8 OBS R22A); 200/230 - 3 - 60. Blower Wheel Pulley: BD90 - 1 - E)	20 x 20 x 2 Filter: 2.0000 20 x 25 x 2 Filter: 4.0000 B62 Belt: n/a Freon 22 Refrigerant: n/a	Return (Deg F): <input type="text"/> Supply (Deg F): <input type="text"/>	Add Follow Up Item
2. <input checked="" type="checkbox"/>	A/C #2: Package Unit (history) Trane: YHC092A3ELA1A0000000000000 Serial #: {serial} North roof top / Front Office (7.5 TON; Compressors (2) ALLIANCE; MOD#SPR042B3BPA Blower Motor: GE 5K49TN4352AX; SN#0WJ050098; 2 HP; 1725 RPM; FR145T; PULLEY: AK59-1-N; ECONOMIZER: #W749941037; W7459-A-1035; BAYECON088AA; 4266-2085-0110; ECON EM.)	20 x 25 x 2 Filter: 4.0000 A35 Belt: n/a	Return (Deg F): <input type="text"/> Supply (Deg F): <input type="text"/>	Add Follow Up Item
3. <input checked="" type="checkbox"/>	A/C #3: Package Unit (history) Trane: YHC092A3ELA16000000000000 Serial #: {serial} North West Roof Top / Lobby/classrooms/nursery (7.5 TON; COMPRESSORS: (2) ALLIANCE; MOD#S SPR040B3BPA; SN#1.03KG3878N; SN#2.031H2009N/ 200/220 - 3 - 60; BLOWER MOTOR; MOD# GE 5K49TN4352AX. ECONOMIZER: BAYECON088AA; 4266-2085-0110; W7499A1037; X13650879-01.)	20 x 25 x 2 Filter: 4.0000 A35 Belt: n/a	Return (Deg F): <input type="text"/> Supply (Deg F): <input type="text"/>	SUSPENDED: 1999-Unit needs 3-pole 40 amp breaker. Legs 1 & 2 scorched and pitted for compressor#2. (REASON: waiting for summer prep - Martin Scoresci) Add Follow Up Item
4. <input checked="" type="checkbox"/>	A/C #4: Package Unit (history) Trane: YHC092A3ELA170000000000000 Serial #: {serial} South West Roof Top / Activity Room (7.5 TON; COMPRESSORS: ALLIANCE (2); MOD#1: SPR042B3BPA. SN#03KG3950N; MOD#2: SPR040B3BPA. SN#03KG2144N/ 200/220 - 3 - 60; BLOWER MOTOR: GE# 5K49TN4352AX; X70410572; FR145T; 2 HP; 1725 RPM; 6.3 AMPS; ECONOMIZER: BAYECON088AA; W7499A1037; X13650879-01; 4366-2085-0110.)	20 x 25 x 2 Filter: 4.0000 A35 Belt: n/a	Return (Deg F): <input type="text"/> Supply (Deg F): <input type="text"/>	Add Follow Up Item
5. <input checked="" type="checkbox"/>	BLD #1: Site Building (history) Serial #: {serial} (Use for General work on the building itself. ROOF ACCESS THROUGH FIRE DOORS ON WEST SIDE OF THE BUILDING. KEY OBTAINED FROM HEARTLAND CHURCH.)			Add Follow Up Item

[Edit Equipment List](#) Save Changes

Follow Up Email: 108

Customer:

Customer Site:

Email Type:

From:

To: [Don Yokohama \(remove\)](#) [add email](#) Cc: [Jin Sanjosi \(remove\)](#) [Ira Banks \(remove\)](#) [add email](#)

Subject:

[Create Message From Template](#) (automatically saves)

Message Begin:

Liner Carpets
Manteca
785 E Yosemite Ave
Manteca, California 95336

Equipment on your site requires follow up equipment item repairs.

Item #	WO	Label	Equipment Type	Equipment Description	Physical Location	Service Area	Manufacturer	Model	Serial	Follow Up Priority	Follow Up Item	Quoted Price	Submission	Status
(req)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	(req)	<input checked="" type="checkbox"/>	(req)	
20	8635	R/C 4-Door	Cooler / Freezer Self Contained	4-Door Upright Cooler			McCall	DT4-404501 (serial)	P4 (72Hr+)		Freezer door gasket needed	882.75	1st	Open remove
QUOTED TOTAL												882.75		

Message End:

Please respond via e-mail.

1. Identify which item(s) you authorize to complete. Item #s are on left hand side, above.
2. Identify which item(s) you want to delay at this time, we will suspend these item(s) and reactivate these item(s) on the date requested.

Thanks and have a great day.

tenance requirements. You can then select specific customer equipment of which maintenance will be done. Specific quantities of required products (such as filters, belts, etc) can also be defined for equipment under a maintenance schedule.

Once you have fully developed a maintenance contract, execution of this contract becomes extremely easy. A work order creation screen allow batch creation of work orders for a specific year/month. All actions, equipment and required products are automatically added to the work order.

In addition to equipment and maintenance, RealTime Data allows you to also record and track follow up work for which the technician determines is required. These follow up requirements are specifically attached to

equipment on a work order and are tracked by status and priority. Quote information can be determined for the follow up and product requirements can also be added.

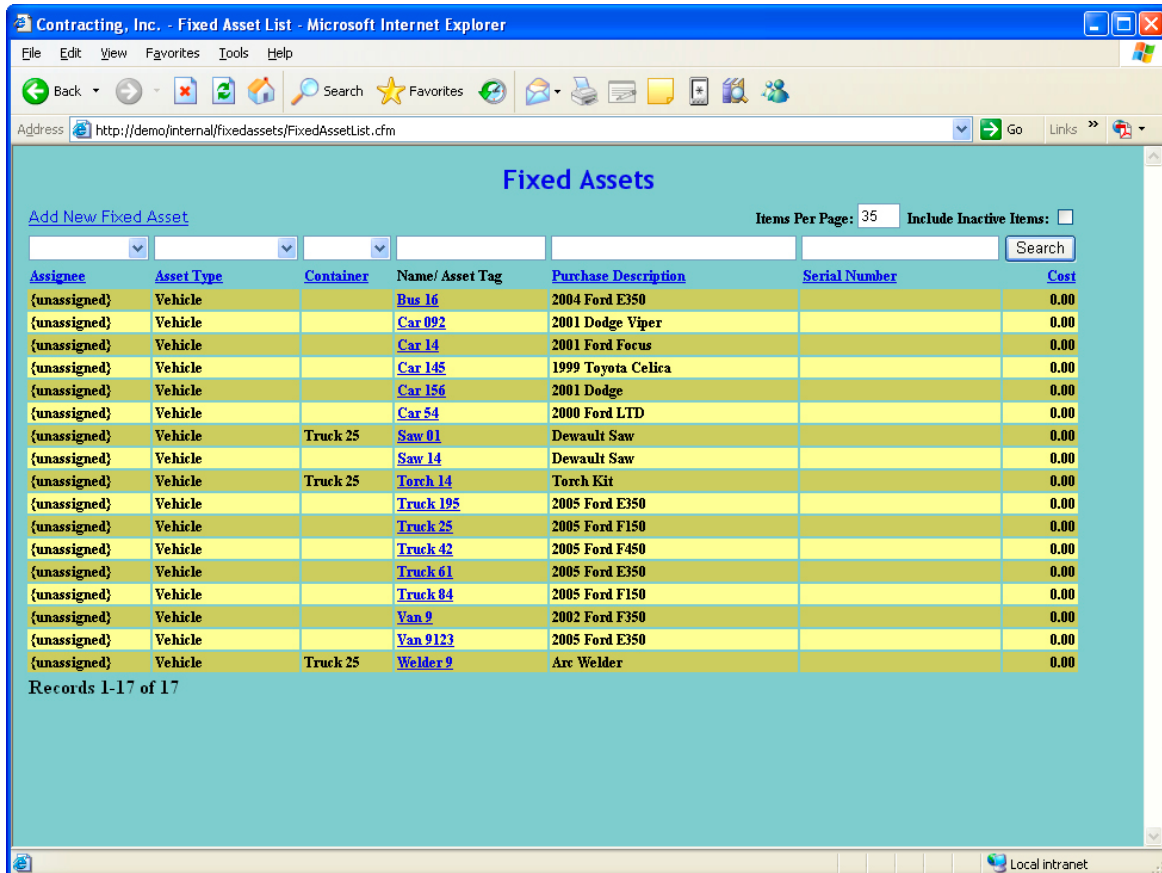
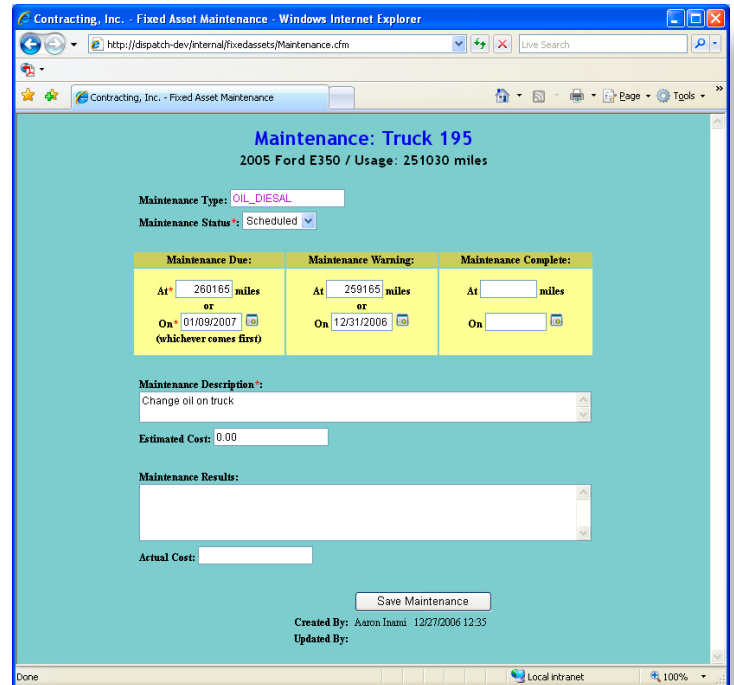
Email bids can be created and sent to the customer for one or more of these follow up requirements. Emails can be completely customized with an on-screen Word-like editor. Email templates can be created to insert predetermined content and customer information and speed bid execution.

Equipment follow up can be approved, rejected or suspended by the customer for future consideration. Once approved, the follow up can be placed on a new or existing work order for completion.

RealTime Data allows you to track your company's assets, including specific assets such as vehicles and small tools. You can enter detailed information for each of your assets.

An asset can be specifically assigned to a user to determine responsibility for that asset. Optionally, the asset can be defined as a container asset. This assists in the re-assignment of collections of assets from one person to another (such as a truck with a many tools).

A series of maintenance types, such as an oil change, can be used to track maintenance on your fixed assets. Scheduled maintenance can be setup to automatically alert you when it is needed on a particular asset.



One of the most important things you can offer your customers is the visibility to see what is going on at their locations. RealTime Data offers a unique way of presenting this data to your customer. Where most applications in the industry show only a single work order at a time or a complete list of work orders, RealTime Data provides a powerful dashboard style drill-down.

The Customer Report dashboard displays statistics on work orders with different statuses (such as not started, in progress, and completed YTD) categorized by customer district or customer site. The report provides the ability to drill-down into customer districts and statistics can be launched into printable work order summary reports.

You can grant report access to any user who has the Customer role. Security on

information is tightly controlled so that the user will only see information that you want them to.

Uncle Shoe Repair

Customer District	Assigned Not Started	In Progress	Follow Up Required	Completed last 90 Days (in warranty)	Completed YTD	Completed Total
Kelly Sanchez	9	0	13	35	82	233
Nick Partens	8	2	10	34	70	225
Northern District	0	1	0	0	0	20
Paul Martinez	4	5	14	44	75	145
Rich District	10	4	18	54	96	263
Spread District	8	2	10	53	108	302

Sites that do not belong to a District

Customer Site (foreman)	Assigned Not Started	In Progress	Follow Up Required	Completed last 90 Days (in warranty)	Completed YTD	Completed Total
El Cerrito (PHV: Peter Paul)	0	0	0	0	0	1
Pleasanton (PHV: Peter Paul)	0	0	0	0	0	1
San Ramon (PHV: Peter Paul)	0	0	0	0	0	0

Work Orders Completed last 90 days (in warranty): Uncle Shoe Repair -

Work Order	Received	Completed	Cust WO	WO Priority	Contact	Contact No.					
Work Description				Technician Visits							
<i>Uncle Shoe Repair - Lodi - - 785 W. Lodi Avenue, Lodi, California 95240</i>											
6124/PM	01/24/2006	02/10/2006		P4 - Planned (72+ Hrs)	Jeff Geisler	209-368-5100					
Preventative Maintenance for the month of February. Completeds PM (02/17/2006 10:57 Phil Rose: JD completed the PM. See report for any follow-ups needed. JD observed the following items that need attention: 1) A C#2 (Carrier) Inducor fan motor for heating on all the time and heating would not jump out. 2) Hobart reach-in freezer need a new temp display. 3) McCall Retarder #R1 needs a ramp and mounting piece. High temp on case should be 40 degrees. 4) Exhaust fan #1 (Greenheck) needs a spare belt next PM											
				Date	Technician	Enrout	Arrival	WO	Depart	Reg	OT Hrs
				02/10/2006	Juan DeLaTorre	08:30	09:30	09:30	09:30	1.00	0.00
				02/10/2006	Juan DeLaTorre	12:00	14:00	15:45	15:45	3.25	0.00
6125/Service	01/24/2006	02/10/2006		P4 - Planned (72+ Hrs)	Jeff Geisler	209-368-5100					
Belt change out for preventative maintenance for job # 6124. (02/10/2006 16:10 Thomas West: JD: Changed belts and filters during PM)											
				Date	Technician	Enrout	Arrival	WO	Depart	Reg	OT Hrs
				02/10/2006	Juan DeLaTorre	15:45	15:45	16:00	16:00	0.25	0.00
6307/Service	02/09/2006	02/10/2006		P4 - Planned (72+ Hrs)	?	209-368-5100					
Change out thermometer on retarder. (02/10/2006 16:16 Thomas West: JD: Installed new thermometer, added refrigerant. Cycled unit, operational.) (02/10/2006 16:18 Thomas West: JD: NOTE: unit needs LCR.)											
				Date	Technician	Enrout	Arrival	WO	Depart	Reg	OT Hrs
				02/10/2006	Juan DeLaTorre	16:00	16:00	16:00	16:00	0.00	0.00
7009/Service	04/21/2006	04/24/2006		P3 - Non-Emergency	Jeff	209-368-5100					
Troubleshoot the electrical breaker for the outside signage. Breaker burned up, P3 response. Monday response is fine. (04/24/2006 13:32 Thomas West: RS: found no problems with breaker but sign has a short from A TO B load side. A sign company needs to come out and look at large sign on in front of store.)											
				Date	Technician	Enrout	Arrival	WO	Depart	Reg	OT Hrs
				04/24/2006	Reginaid Smith	10:30	12:00	13:30	13:30	2.50	0.00
<i>Uncle Shoe Repair - Manteca - - 72 N. Main, Manteca, California 95336</i>											
7092/Service	05/01/2006	05/02/2006		P2 - Urgent (24 Hrs)	MCH / PR	209-825-5588					
LCR retarder # 2 @ 61 degrees found during PM. (05/02/2006 11:04 Thomas West: JD: On arrival inspected unit, (1) checked all unit operations and (2) the super heat pressures. Unit is at 38 degrees. Adjusted defrost time clock to 4 times per day for 30 minutes.)											
				Date	Technician	Enrout	Arrival	WO	Depart	Reg	OT Hrs
				05/02/2006	Juan DeLaTorre	07:30	08:15	09:30	09:30	2.00	0.00

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