

The ExpressTime Communication Manager is a tool that allows you to communicate with us and track the progress of the issues.

To log into your Communication portal go to the following web address and log in with the following information.

ExpressTime  
Communication Manager

Company ID

User ID

Password

[Other OS](#)

Website

URL: <http://crm.expresstime.net>

Company ID:

User ID: Your email address.

Password: B13579a

Once in the portal, you can select from the tabbed options on the Home page.

Go to the *My Communications* tab to enter a concern. Fill out the information and click *Submit*. A message will be delivered to our office and will be handled accordingly.

# ExpressTime Communication Manager

My Home My Communications My Inspections My Files My Profile Logout

Welcome back, Your name here  
Your Company Name Here

On behalf of **ServiceMaster Cleaning Alternatives**, we would like to thank you again for being a customer. We have provided the Customer Communication Manager (CCM) tool as a means of communications between you and our staff in order to better serve you. We continually want to provide a personal relationship and don't intend for this to be a substitute, but rather to enhance it. Using this tool allows all parties to know what issues are open between us and the actions being taken to resolve them. With this you will have the ability to create issues and track the status of issues using any device with an Internet connection. The desire of us providing this is to enhance our relationship by allowing you a way of sending us a note or request anytime from anywhere.

**My Communications** – In this area of the site, you are able to create new issues and view existing ones. This will allow you the opportunity to look over your original communications with us and see the actions taken in order to provide you with 'real-time' updates on the issue. It is our desire to take corrective actions and let you know we value your continued business.

**My Inspections** – This will allow you the opportunity to view the results from inspections we do internally as a part of the quality control Process. These inspections are done periodically so we may better understand areas that can be improved upon and help to deliver outstanding customer service.

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Client :  Building :

Current New

NORMAL CONCERN  MEDIUM CONCERN  URGENT CONCERN  IMMEDIATE CONCERN

Issue Date:

Building Name:

Reported By:

\* Detail:  Report/Office  Request  Complaint  
 Compliment  Work Order  Comment

\* Issue Description:

\* Action Needed:

Successfully Entered Issue 1533  
Successfully Entered Issue Notes  
Message Sent to :  
Your name here, Your name here

**ISSUE DETAILS**

ServiceMaster Cleaning Alternatives

**Issue ID:** 1533  
**Building Name:** Your Company Name Here **Building #** 7000  
**Address:** 123 Street Address  
 Somewhere, MS 12345  
**Telephone:** [601-583-8101](tel:601-583-8101)  
**Contact:**

**Created By:** Your name here  
**Issue Status:** Initiated **Issue Date:** {11/18/2014 9:53:16 AM}

**Issue Description:**

Soap dispenser issue.

**Action Needed:**

It has been reported that the soap dispensers located in the 1st floor men`s restroom are not working properly. The dispenser on the right dispenses at will and the dispenser on the lift does not work.

[ADD ACTION INFO](#)

**PERFORMED ACTIONS**

DATE	PERFORMED BY	STATUS
<a href="#">11/18/2014</a>	David H Lee	Initiated

Both dispensers have been replaced.

**PERFORMED ACTION DETAILS**

**Issue ID:** [1533](#) **Action ID:** 101  
**Performed By:** David H Lee **Date Entered:** 11/18/2014 10:07:46 AM  
**Status:** Initiated **Date of Action:** 11/18/2014

**Action Description:**

Both dispensers have been replaced.

If any Inspections have been done at your facility and made available for you to review on your *My Inspections* tab.

INSPECTIONS				
Score	Unit #	Unit Name	Inspector	Completed

No Inspections for Your Company Name Here for the period of 1/1/2010 - 11/13/2014

Your information such as passwords and log in information can be changed under the *My Profile* tab.

Your Company Name Here 3360

Name: Your name here      User ID: youremailaddress@expresstime.net

My Information    My Password    My Email Address    My Affiliation

Contact Name:

Phone:

Guest of ServiceMaster Cleaning Alternatives