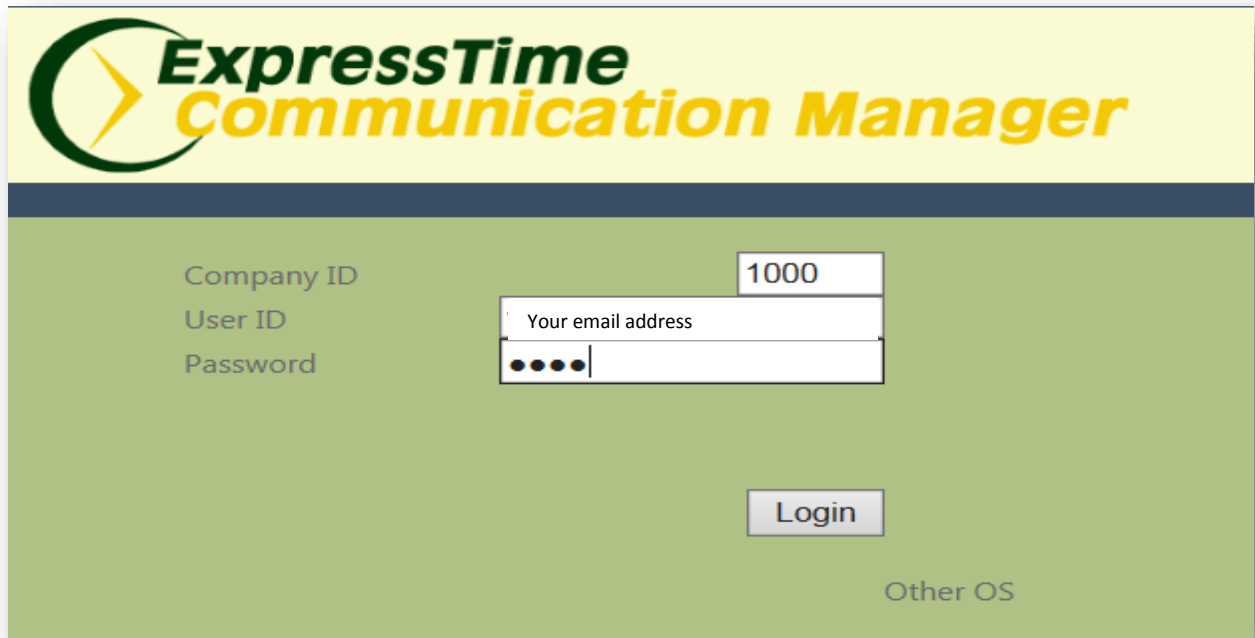


ExpressTime **Communication Manager**

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.



The screenshot shows the login interface for ExpressTime Communication Manager. It features a yellow header with the logo and title. Below is a green background with a dark blue horizontal bar. The login form includes three input fields: 'Company ID' with the value '1000', 'User ID' with the placeholder 'Your email address', and 'Password' with four black dots. A 'Login' button is positioned below the fields, and a link for 'Other OS' is located at the bottom right.

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.



- 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.



- My Home
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Client : Building :

Current

- 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
11/18/2014	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