Work Order Module - Key Features:
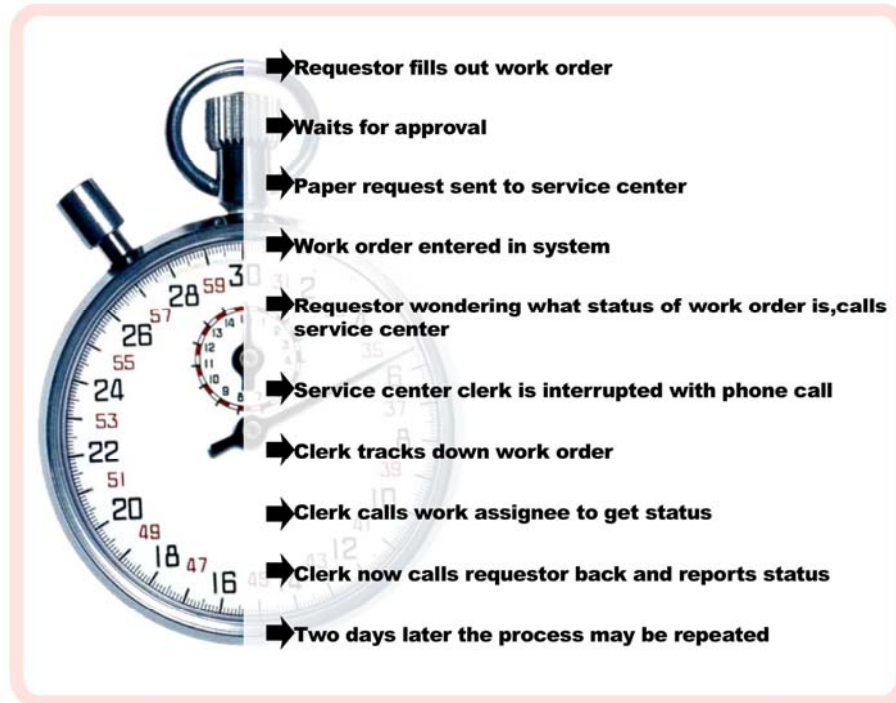
•100% Internet ready

•Can be up and running in minutes - not days or weeks Web based site order entry /tracking

•Easy to deploy, train and maintain - no software to install

•Unlimited Users - No "Per Seat" fees

•Instant order status keeps users informed and eliminates costly phone calls

•On site one-on-one training available, but usually not necessary

•Supports registered or "Generic Users"

•May be used by multiple service departments (Facilities, Technology, Transportation, etc..) with no additional charge

•Approval routing - supports multiple approvers in any combination (Sequentially or in Parallel or both) (optional per service department)

•History/change log provides complete time/stamped history of any changes to orders (optional)

•Archived orders can easily be viewed

•Email notification can alert approvers - you decide this option

•Email notification reports on completed orders - you decide this option

•Ties into Asset Module for equipment maintenance history

•Scheduled and preventative maintenance - Automatic with graphical calendar display

•Attach pictures, manuals, procedures, insurance claim forms, etc. to any Work Order

•Paging alerts for emergency or safety related Work Orders - you decide this option

•Easy and complete reporting built in- reports can be emailed through OPRA

•Service department status reports (with 12 color graphs and charts)

•Data may be downloaded to spreadsheet or CSV file

•Unlimited labor and materials detail

•Text message and email updates

Lost productivity due to the papertrail loop is real!

➡️ Requestor fills out work order

➡️ Waits for approval

➡️ Paper request sent to service center

➡️ Work order entered in system

➡️ Requestor wondering what status of work order is, calls service center

➡️ Service center clerk is interrupted with phone call

➡️ Clerk tracks down work order

➡️ Clerk calls work assignee to get status

➡️ Clerk now calls requestor back and reports status

➡️ Two days later the process may be repeated

WASTED PRODUCTIVITY:
Approval delivery & process 20 minutes
Double entry 10 minutes
Requestor Inquiry 20 minutes
Clerk/Worker 20 minutes
Status update 20 minutes
Work flow interruption 40 minutes
TOTAL Waste: 130 minutes with this work order!

Assume you have five of these WO's in a week

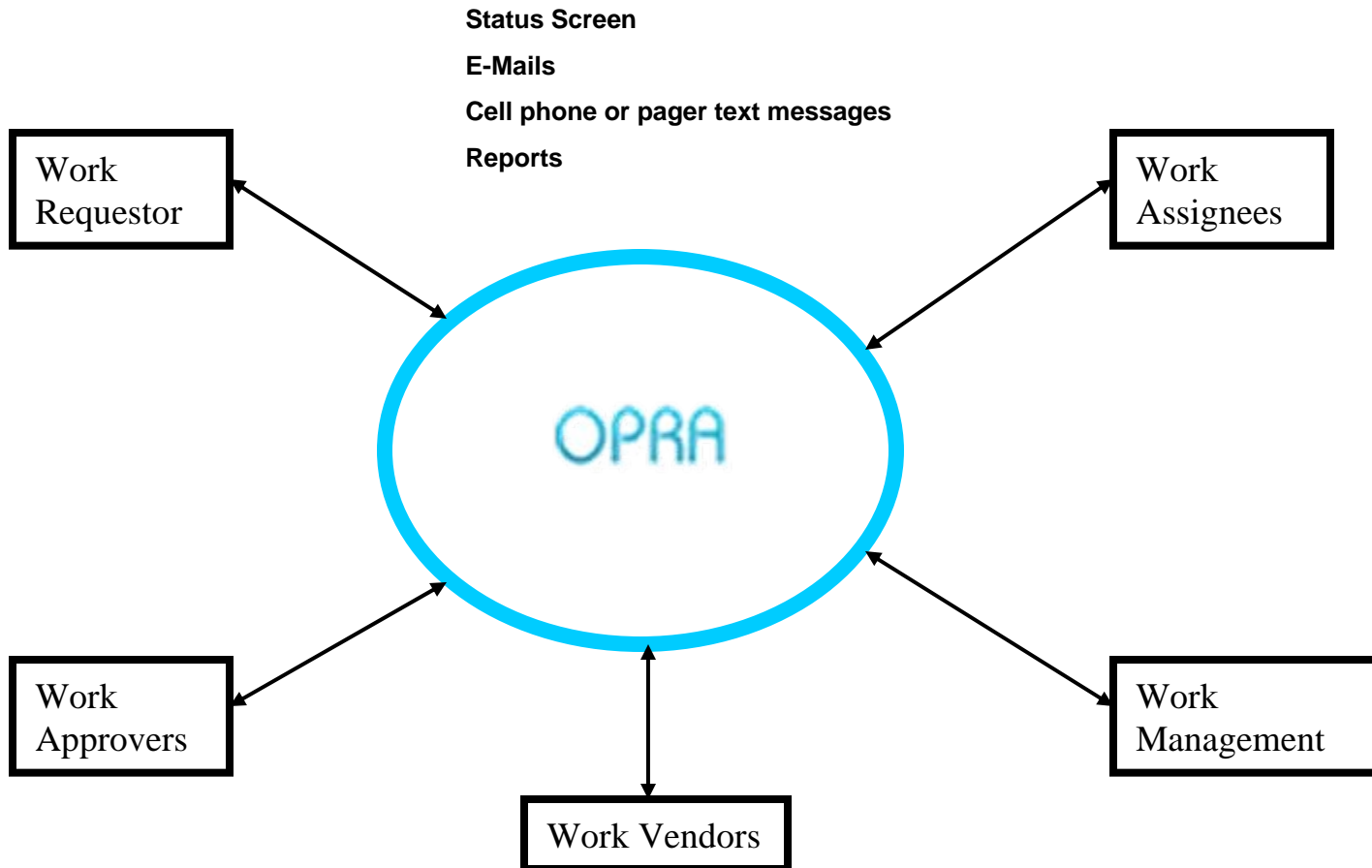This results in an average loss of 8 hours in lossed productivity.

That's One person's work day!

OPRA keeps everyone in the loop

Status Screen

E-Mails

Cell phone or pager text messages

Reports

Work Requestor

Work Assignees

OPRA

Work Approvers

Work Management

Work Vendors

OPRA

…each of these clients have unique requirements:

La Puente Valley Regional Occupational Program

ROP — Linking Learning to Earning

CITY OF WESTMINSTER

City of Lakewood

reaching higher

Anaheim UESD

Corona-Norco Unified School District

MoJave Unified School District

CITY OF LOS ALTOS · CALIFORNIA · INCORPORATED DECEMBER 1 · 1952

CITY OF MANHATTAN BEACH — SUN SAND SEA — CALIFORNIA

CAJON VALLEY UNION SCHOOL DISTRICT — CV — Children Are First

San Gabriel Unified School District

eSchool District Etiwanda

Palos Verdes Peninsula Unified School District

Brea Olinda Unified School District

Lakeside Union School District

Oxnard Union High School District — 100 YEARS of EXCELLENCE

Manhattan Beach Unified School District

AMPORTS

City of Redondo Beach — Public Works Department

Santee USD

CVUHSD

OPRA keeps it secure

- True 128-bit SSL encryption upon request

- Redundant systems and nightly backups

- You always have the latest version

- Extra fast response from our LAX server

Using OPRA's "Fusebox" feature - OPRA can meet your unique requirements

FOR EXAMPLE, features can be turned on/off according to client needs:

YES   NO

Need service approval?

Save password?

Need account number approval?

Account approvals based on Division rather than Site?

Have Paging?

Allow Generic users for this service center?

Show Work Order Queue for this service center?

Has Fixed Assets Module?

Locations within site?

Are Work Orders Auto Assigned?

ETC, ETC, ETC…. There are many, many options

SAMPLE DEMO Exhibits - At the end of the day …

…how are we doing?

We're ready when your ready - Just let us know when you want to be plugged in. - Thank you - The OPRA Staff

OPRA

Approval Action Required Email

```
Hello Alfred,

Work order number 16066 has been submitted and MAY
require approval.

Please note that for efficiencies sake, the service
center may have already assigned and/or performed
this work for you anyway without approval.

Please do not reply to this EMAIL as it has been
automatically generated by the OPRA System and will
not be received by anyone.

Site: RB
Building: 80 Morningside Drive, 90266
Room:
Work Description: This order will require approvals
from two people in sequence

Request to charge to account: Child Nutrition Maint.

To see if Work Order requires approval, please click
on the link below, sign in and go to "Work Order".

http://sales/Workspace/opra/index.cfm

Please also note that if a Work Order was submitted
and erronously charged to your site/departmet
account and then corrected by the service center, or
by the requestor, you may have received this email
before the correction.

Thank you,

OPRA
```

Work Order Completed Email

```
Hello Marie,

The work order you requested, number 16070, has been
completed.

NOTE: Please do not reply to this EMAIL as it has
been automatically generated by the OPRA System and
will not be received by anyone.

Site: RB
Site Address: 80 Morningside Drive, 90266
Location:
This work was assigned to: wwagner
Date Completed: 03/20/2004

Work Description: Trim bushes blocking window view
in admin office

Charged to Account: CD

Material: $0.00
Labor Hours:    1.0
Labor $:      $0.00
Total Charges: $0.00

You may go to OPRA Work
Order Reports to see further detail.

http://sales/Workspace/opra/index.cfm
```

OPRA

Printed/Email Image of Work Order - Example

Printed or emailed work order contains additional area at bottom for all extra labor and materials detail.

Work Order assignee text message - Example

OPRA 14561 Lincoln - Office/Mr. Sandler - The Air conditioner is not working in Room #26. Thanks (Tom checked it out and he can't get it to work.) - Location: Room 26 - Submitted By: Corona Norco Unified School District

Your enterprise can be in full implementation within a few days!

Here are some real examples:

Client	Implemented	Training
School District (6.5K students)	11/1/1996	2 Days
School District (3.5k students)	6/1/2003	1 Day
ROP (5k adult students)	7/1/2000	1 Day
City (65k residents)	12/1/2003	2 Days
School District (8.5k students)	10/1/2000	2 Days
School District (6.5k students)	5/1/2001	1.5 Days
College (7k students)	11/14/2001	2 Days
School District (4.5k students)	1/22/2001	1.5 Days
School District (6.5k students)	5/1/2002	1 Day
City (35K residents)	4/1/2003	2 Days
School District (45k students)	4/1/2003	2.5 Days
City (165k residents)	5/2008	½ day