

TMS

TEAM MANAGEMENT SYSTEMS, INC.

The Industry Leader in Service & Project Management Software

Service
Management

Project
Management

Dispatch

History

Equipment
Tracking

Maintenance
Agreements

Inventory

Purchase
Orders

Management
Reports

Profitability
Tracking

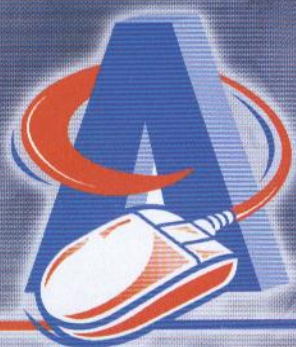
Diaries

Caller ID

Mapping

Mobile
Solutions

Document
Attachments

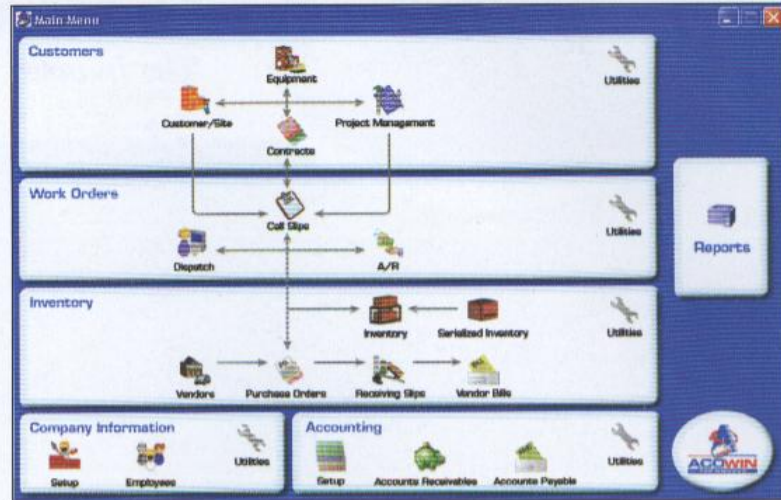


ACOWIN
FOR WINDOWS®

Welcome to ACOWIN® for Windows®!



ACOWIN for Windows is an integrated software system designed specifically for the Service and Project Management industry and is the one tool that no company should be without. With ACOWIN for Windows, you can monitor the activities of your personnel, keep track of all costs associated with each job or service call and track movement of inventory in and out of warehouses and trucks. Invoicing the customer and keeping track of receivables is a snap with ACOWIN — an invoice is automatically created when a technician is dispatched and materials are entered on a work order. At the same time it is creating your invoices, ACOWIN is also generating detailed service history, all the way down to the model and serial numbers of equipment serviced.



Customer Information

With ACOWIN, the customer information is entered one time and flows throughout the whole system, eliminating the need for double and triple entry.

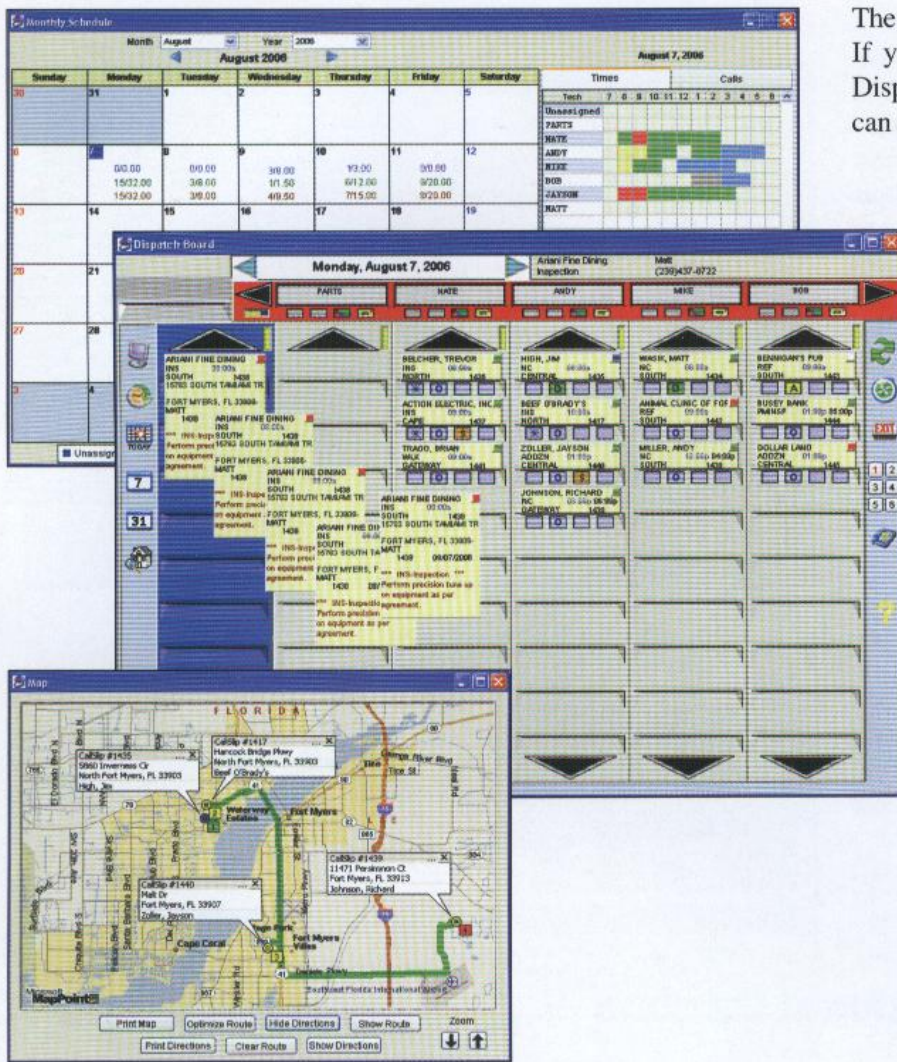
- Unlimited sites per customer
- Detailed site history
- Customer/site diaries
- Automatic Word Merge
- Document attachments
- Seamless QuickBooks® interface
- Unlimited rate types
- Unlimited tax regions
- Marketing source tracking
- Alternate billing
- Ability to change ownership
- COD/Credit hold tracking

Service Agreements

With ACOWIN, managing your service agreements has just gotten easier. Each site can have an unlimited number of service agreements and the system will automatically generate invoices and inspection slips with detailed instructions at predefined intervals.

- Unlimited service agreements per site
- Ability to handle multi-year contracts
- Customized inspection schedule for each site
- Standard and customized billing intervals
- Automatically creates contract invoices
- Automatically creates weekly and monthly inspections
- Detailed contract profitability reports
- Ability to print inspection check lists
- Ability to track equipment covered on service agreement
- Document attachments and automatic Word Merge

Dispatching



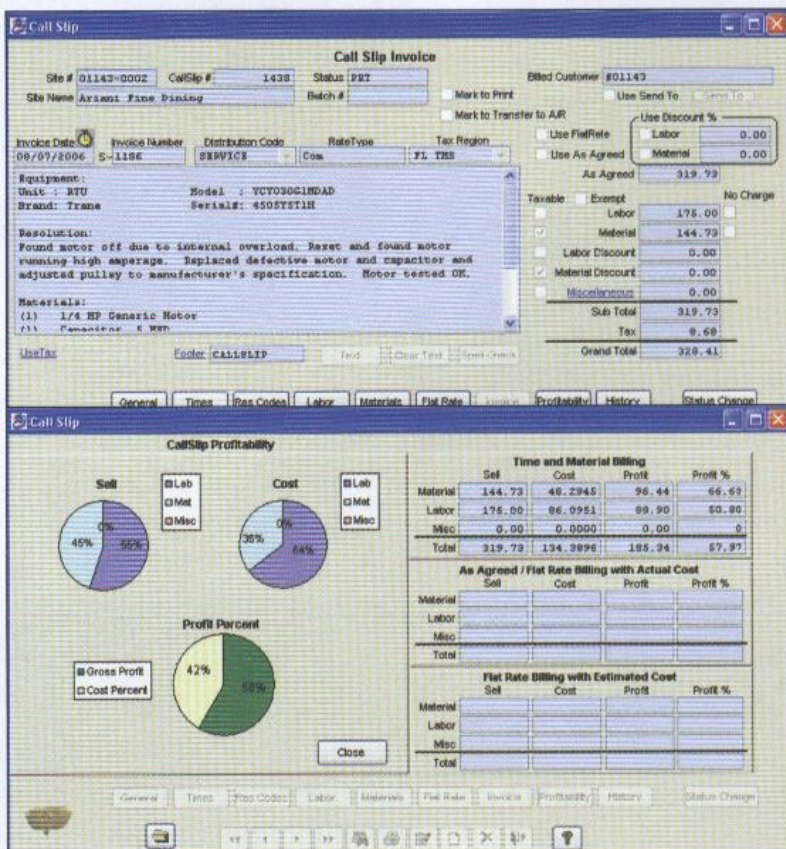
The Dispatch Board is the heart of the ACOWIN Service System. If you can play Solitaire, you will find using the ACOWIN Dispatch Board a snap! With the use of colors and symbols, you can tell exactly where a call stands in the dispatching process.

- Multiple boards per dispatcher
- Daily, weekly and monthly views
- Complete drag & drop
- Re-arrange techs on the fly
- Add new calls at the click of the mouse
- Records dispatch times
- Caller ID interface
- E-mail or alpha-page call slips
- Resizeable based on screen resolution
- Roll over open calls from prior day(s)
- Microsoft MapPoint interface
- Easily view call status based on colors
- Create POs directly from dispatch board
- Color-coded priorities
- Access anywhere in system from board
- Assign multiple techs to same call
- Schedule same call for multiple days
- Access customers and history from board
- Access equipment, history and warranties
- Tracks rescheduled calls
- Easily complete invoices from board
- Easy to use!

Invoicing

Invoicing service calls has never been easier than with ACOWIN's unique "Build an Invoice" concept. With "Build an Invoice", the information entered from dispatching and material usage is automatically carried through to the invoice, and priced using a rate schedule assigned to the work site.

- Automatically created from dispatch and material usage information
- Automatically relieves inventory
- Automatically creates service and equipment history
- Automatically calculates profitability
- Invoice text automatically created from labor, material and work resolution (or flat rate codes).
- Produces T&M, flat rate and as-agreed invoices
- Helps improve cash flow with accurate invoices
- Invoices can be updated and printed in the field
- Invoices can be viewed on screen, printed or e-mailed
- Seamlessly integrates with QuickBooks (if applicable)
- Can be used independently with ACOWIN's A/R
- Interfaces with other popular accounting systems



Equipment Information

Site Equipment

Equipment on Site

Category: HP
 Brand: TRANE
 Type: COMP
 Model: YCY030G1MDAD
 Serial No.: 4505YST1H
 Model Yr: 2003 Date Installed: 10/07/2003
 Notes: Gas valve recall has been performed.

Equipment on Site ID: 0001
 Site ID: 01143-0002
 Site: Ariani Fine Dining
 Service Area: Lounge
 Location: Rooftop

Photo: [Image of a yellow HVAC unit]

Buttons: Equipment Info, Components, Warranty, History

ACOWIN makes tracking equipment and equipment warranties a breeze. Each site can have unlimited pieces of equipment and each piece of equipment can be broken down into components.

- Tracks both labor and parts warranty
- Tracks brand, model and serial number
- Tracks model year and installation date
- Tracks equipment location and service area
- Ability to attach pictures
- Ability to attach documents
- Tracks components of equipment
- Detailed history per piece of equipment
- Ability to enter notes about equipment

Inventory

When it comes to tracking inventory — whether it is the main warehouse, a truck or a warehouse across town — ACOWIN has it covered. Inventory is automatically relieved from various warehouses or trucks during the invoicing process or transferred between warehouses with a click of the mouse, making the job of inventory control a snap.

- Multiple warehouses and truck inventory
- Serialized inventory and floor planning
- Ability to view actual vs. committed
- Tracks multiple vendors part numbers
- Ability to set minimum and optimum quantities
- Automatic truck restock and ability to copy locations
- Ability to make mass changes to sell prices or list costs
- Easily swap inventory from one truck to another
- Bar coding

Inventory

Key Code: MDT002
 User Desc: 1/4 HP 208/230V 1075 RPM
 Manufacturer Desc: Part # 3726 Model # Detail: Outdoor condenser motor.
 Primary Vendor: Johnson Supply
 Vendor Part #: Brand: GE
 Manufacturer: General Electric Category: MOTOR
 Last Unit Cost: \$2.3800 Type: CONDENSER
 Avg Unit Cost: \$2.3800

Location	Quantity
Warehouse: MAIN	4
Truck: TR101	1
Truck: TR102	2
Truck: TR103	1
Truck: TR104	0
Truck: TR105	2
Truck: TR112	2
Truck: TR115	0

Available: 4 Committed: 1 List Cost: \$5.00

Main Warehouse Qty: 4 Other Warehouse Qty: 0 Total In-Truck Qty: 0

Buttons: Generate, Stock Count, Vendor, Serialized

Purchase Orders & Accounts Payable Interface

Purchase Order

PO Num: 149 Status: POSTED Last Date Changed: 08/08/2006
 Date Created: 08/08/2006 Site: Ariani Fine Dining Last Date Posted: 08/08/2006
 Default: CallSlip CatSlip # 1430 Default Vendor: Johnson Supply

Key Code	Description	Vendor	Ordered	Act Cost	List Cost	Ext	Total Rcvd
MDT001	1/4 HP Generic Motor	Johnson Supp.	1	\$1.0000	\$1.0000	\$1.0000	1
CAPO02	Capacitor, 5 MFD	Johnson Supp.	1	2.8500	2.8500	2.8500	1

Controlling your costs is the key to being a profitable company. With the ACOWIN purchase order system, all material and equipment purchased is directly posted to the correct work order, job, warehouse or truck. The Accounts Payable interface ensures the costs are posted to the correct G/L accounts and department.

Vendor Bill

Vendor: Johnson Supply Invoice Date: 08/08/2006 Status: Mark to Transfer to A/R
 PO Num: 149 Invoice Number: 62445
 Terms: Net 10th Bill Total: \$3.85

Key Code	Description	Vend Part #	Qty	Cost	Extended	Detail
MDT001	1/4 HP Generic Motor		1	\$1.0000	\$1.00	
CAPO02	Capacitor, 5 MFD		1	2.8500	2.85	

A/P Account: 2000 Subtotal: \$3.85
 Tax Account: 5000 Tax: 0.00
 Offset Account: 2020 Offset: 0.00
 Grand Total: \$3.85

Buttons: Add/Vendors, Status Change

- One PO for multiple locations (jobs or warehouses/trucks)
- Can use one PO for multiple vendors
- Can purchase stock and non-stock items
- Flows directly to work order and job
- Vendor bills can be created from PO or receiving slip
- Ability to e-mail POs
- Seamless QuickBooks integration

Project Management

Job Information Overview

Job Cost

Job # 0608-0001 Type FLSB Job Name Riverside Church Plumbing Supervisor JAYSON Status Open

Work Site 01289-0001 Riverside Church Address1 8660 Daniels Parkway Address2 City/Zip Ft. Myers, FL 33912 ContactPhone Pastor Tony Che (239)699-9000 Cust PO # 48893 Est To # 01289 Adams Construction Address1 11750 Bent Pine Drive Address2 City/Zip Ft. Myers, FL 33913 ContactPhone Mike Willis (239)678-3422 Notes Initial plumbing for 2 mens & 2 womens restrooms and a bathroom

Estimate 08/08/2006 Open 08/08/2006 Lost / / Closed / / Warranty Exp / /

Job Cost Base Setup

Comm Base % 5.0000 Salespersons #1 RATT % Allocate 60.000 Billing Type Cvr #2 BOB 40.000

Overhead % Rate Type Coas Tax Region Mat 0.000 Dist Code INSTALL Status Xexcept Lab 0.000 Plans Location B4B6 Use Xexcept Misc 0.000

Estimates Markup Margin Actual Sell 78500.00 Adjustment 0.00 Add Sales 0.00 Tot Contract 78500.00 Amt Invoiced 9100.00 To Be Billed 69400.00 Min Gross % 28.000 Est NetP \$ 32427.55 Est NetP % 41.90

Use Tax 0.00 Overhead 0.00 Estimated Sell Less Commission 79761.22 Estimated Commission 3925.00

Buttons: General Breakdown Extras Profitability PO's Invoices Call Slips

Job Phases and Phase Breakdown

Job Cost

Job # 0608-0001 Status Open Job Name Riverside Church Plumbing

Base Phases

Phase	Description	Mat Est	Mat Act	Lab Est	Lab Act	Hrs Est	Hrs Act	Misc Est	Misc Act	M L X
BELOWSLAB	Below Slab	1352.32	1206.36	6140.50	2924.50	134.50	0.00	0.00	0.00	
ABOVE/SLAB	Above Slab	2775.00	717.50	4279.00	0.00	248.00	0.00	0.00	0.00	
TOP OUT	Top Out	3287.00	0.00	9660.00	0.00	560.00	0.00	0.00	0.00	
FIXTURES	Fixtures	16210.00	0.00	3389.63	0.00	196.50	0.00	0.00	0.00	

Phase Detail

Base/Extra Base Combine PO Description Below Slab Phase BELOWSLAB Category

Material Breakdown

Type	Vendor/Part	Key Code	Description	Qty	Act/Avg Cost	List Cost	Src	Sell Price	Extension
2	Johanso 91		4" PVC DWP	750	1.3500	1.3500	B	4.73	3547.50
2	Johanso 91		4" Sanitary T	8	2.2500	5.2500	B	18.39	147.04
2	Johanso 91		4" F Traps	8	19.9300	19.9300	B	59.79	478.32
2	Johanso 91		4" Clean Out with plug	3	3.3700	3.3700	B	11.60	35.40
2	Johanso 91		2" Shower Drain	1	28.2700	28.2700	B	72.74	72.74

Labor Breakdown

RT Hours	RT Cost	OT Hours	OT Cost	Summary	Estimate	JTD	Variance	% Complete
Tech1 149.00	21.00	0.00	31.40	Hours	299.0000	134.5000	163.5000	45.13
Tech2 0.00	0.00	0.00	0.00	Mat	1352.32	1806.26	-155.94	111.53
Helper1 149.00	19.60	0.00	20.25	Lab	6140.50	2924.50	2316.00	54.94
Helper2 0.00	0.00	0.00	0.00	Misc	0.00	0.00	0.00	0.00
Supervisor 0.00	27.00	0.00	40.90	Total	6492.82	4332.76	2160.06	66.75

Buttons: General Breakdown Extras Profitability PO's Invoices Call Slips

Job Profitability Overview

Job Cost - Profit

Job # 0608-0001 Job Name Riverside Church Plumbing Base/Extra Estimate Job Description Notice Job

Bk	Extra #	Est Slip #	Prob Code	Phase	Status	Mat Cost	Lab Cost	Misc Cost	Sell Amt	Sales Tax	Sell Total
B	1449	BELOW	BELOWSLAB	UNSCD	1506.26	2924.50	0.00	0.00	0.00	0.00	0.00
B	1449	ABOVE	ABOVE/SLAB	UNSCD	717.50	0.00	0.00	0.00	0.00	0.00	0.00
B	1450	TOPOUT	TOP OUT	UNSCD	0.00	0.00	0.00	0.00	0.00	0.00	0.00
B	1451	FIXTURES	FIXTURES	UNSCD	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Est Cost

JTD	Variance	% Complete	Estimated	Actual	
Mat 23604.32	2225.76	21378.55	3.42	Gross Profit \$ 32831.16	3670.62
Lab 22468.13	19649.63	12.57	Gross Profit % 41.328	40.936	
Misc 0.00	0.00	0.00	Net Profit \$ 32831.16	3216.62	
Total 46072.45	5050.24	41022.19	10.96	Net Profit % 41.928	35.336
Extras 536.39	379.12	157.27	70.67		
Use Tax 0.00				Min Gross % 28.000	
Overhead 0.00	0.00	0.00	0.00	OverUnd \$ / % Complete -163.82	11.64
Commission 9726.95	455.00	3271.95	12.20		
Billed 78500.00	9100.00	69400.00	11.53		
Billed Extras 940.00	0.00	940.00	0.00		

Buttons: General Breakdown Extras Profitability PO's Invoices Call Slips

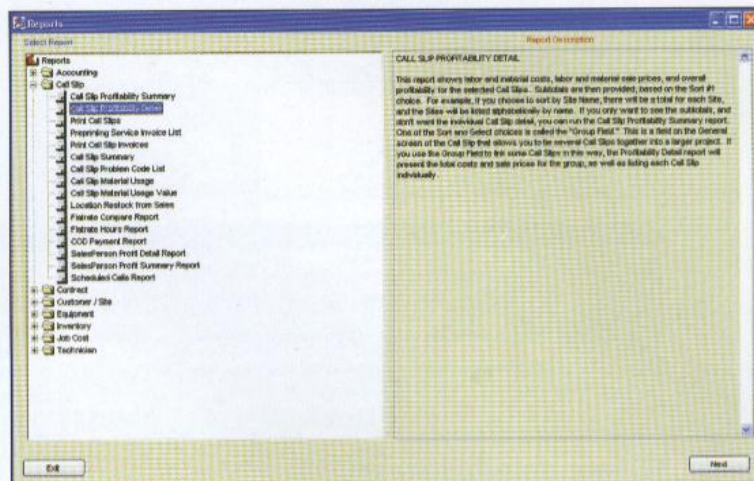
The ACOWIN Project Management system makes it easy to track costs, income and profitability for projects of any size. Extensive information for every job is maintained, including detailed lists of materials and labor required for each task of the project. Profitability is computed for both the base contract and any number of Extras or Change Orders. Multiple billing methods are available and Purchase Orders for necessary items are generated automatically. From large multi-stage projects that require months of labor and multiple billings, to small one and two day retrofit jobs, ACOWIN Project Management is up to the task!

- Manage projects of any size
- Handles T&M, contract & "not to exceed" billing
- Detailed estimates for each phase of the project
- Standard lists of phases can be defined for each job type
- Automatically generates purchase orders from job estimate
- Automatically produces a picking slip for in-house inventory
- Estimated vs. actual cost comparison for each phase
- Profitability computed based on up-to-date job costs and billing
- Job billing can be based on work completed
- Progressive billing independent of costs is also available
- Detailed change order tracking
- Review profitability of base contract, change orders or phases
- Detailed management reports
- Easily access associated work orders, purchase orders and invoices directly from the job.
- Automatic text for job invoices
- Calculates commissions for salespeople
- Warranty tracking upon completion of project
- Ability to compute dual overhead for use in determining net profitability
- Attach important documents to your jobs, including permits, plans, correspondence, spreadsheets, digital photographs and more.
- Automatic merge with Microsoft Word® to produce impressive proposals, release of lien documents, business letters and more
- Diary notes with color coded reminders for scheduling and tracking important events
- Seamless integration with QuickBooks Pro, Premier and Enterprise editions
- Easy to use!



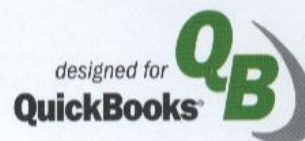
Management Reports

ACOWIN includes a generous assortment of management reports, tailored to analyze invoices, service calls, customer data, equipment information, service contracts and more. Over a hundred different reports are available, each neatly summarized on the master report screen, to help users quickly locate the correct report for their needs. Each report is prepared using a unique intelligent reporting assistant, which summarizes the results of a user's requests and report criteria in plain English. This will help users prepare complex reports with multiple sort and selection conditions easily. Reports can be previewed on screen, printed to a printer, or saved as Adobe Acrobat PDF files for easy transmission via e-mail.



Works Seamlessly with QuickBooks®

One of ACOWIN's many powerful features is seamless integration with QuickBooks Pro, Premiere, Enterprise, and Accountant editions. This makes it easy to continue using your preferred accounting system, combined with the complete service and project management capabilities of ACOWIN.



See system requirements for version information

Additional Options

Mobile Computing

ACOWIN mobile computing allows technicians to view the customer's site information, including equipment, problem reported and history of prior work via laptop or PDA. In addition, the technicians can complete their own service calls, including work times, equipment specifications, materials used, and a description of the work performed. Invoices can then be printed in the field, using time & material, quoted prices, or flat rate.

Caller ID

The ACOWIN Caller ID option gives your system the ability to identify incoming calls by matching the caller ID information to your customer database. With the click of a button, you can open a new service ticket and be ready to go before ever picking up the phone.

E-Mail/Paging

With the ACOWIN e-mail/paging option, dispatchers can send service call information directly to a technician's alphanumeric pager or e-mail capable phone at the click of the mouse. You can even determine the information to send and in what order that you want to send it. In addition to sending service call information, free formed messages can be sent to a single technician or broadcast to a group of technicians.

Mapping Interface

The mapping interface allows you to instantly generate accurate maps of service call locations using Microsoft MapPoint®. In addition to viewing a single call's location or a complete route, you can view which tech is closest to a specific call.

For more information or a free demo of the ACOWIN software package,

E-mail: sales@acowin.com

Or call: (800) 299-7351

www.acowin.com

Team Management Systems, Inc.