

B2W Operational Suite

Getting Started Guide

Version 1.0

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Contents

Introduction	6
About B2W Software	6
About the ONE Platform	6
Getting Help	6
Context -Sensitive Online Help	6
Frequently Asked Questions	6
Technical Support	6
Introducing the B2W Operational Suite	7
The B2W Operational Suite Home Page	7
Getting Around: Navigating the B2W Operational Suite	8
Global Navigation	8
Icon Glossary	9
Resources	10
Navigating the Resources Area	10
Resource Descriptions	11
Accounts	11
Employees	11
Equipment	11
Equipment Rate Classes	11
Equipment Types	11
Import Resources	11
Importing Resources	11
Labor Rate Classes	12
Labor Types	12
Materials	12
Miscellaneous	13
Organizations	13
Parts	13
Places	13
T&M Price Sheets	13
Reports and Dashboards	14
Navigating the Reports area	14

Setup	15
Navigating the Setup area	15
Setup Category Descriptions	16
Add-ins	16
Business Units	16
Categories	17
List of Category Types	17
Custom Properties	18
License Information	18
Mobile Devices	18
Mobile Workstations	18
Security Roles	19
Users	20
B2W Track	21
Field Logs	21
Creating Field Logs	22
Copying Field Logs	23
Exporting Field Logs	24
Repair Requests	25
Creating Repair Requests	26
B2W Maintain	27
Requests	28
Creating New Maintenance Requests	29
Work Orders	30
Creating Work Orders	31
Adding Items to Work Orders	32
Schedule	33
Scheduling Work Orders	34
Using the Schedule Filter	34
Time Cards	35
Creating New Time Cards	36
Approving Time Cards	36
Submitting Time Cards	36
Exporting Time Cards	37
Programs	38
Adding Equipment to Programs	39

Equipment	40
Adding Equipment	41
Adding Warranties to Equipment	42
Parts	43
Adding Parts	44
Adding Warranties to Parts	45
Inventory	46
Inventory Filters	47
Creating Bins	48
Adding Inventory	49

Introduction

About B2W Software

Headquartered in Portsmouth, New Hampshire, B2W Software is a premier provider of enterprise-class construction software, services and solutions that is redefining the future for streamlined operations. B2W Software solutions effectively leverage the latest technologies into a unified system approach for estimating and bidding, field tracking and analysis, resource planning and dispatching, and asset maintenance.

About the ONE Platform

The Operational Networked Elements platform provides the base infrastructure and shared services for B2W Estimate and the B2W Operational Suite which includes B2W Dispatch, B2W Track, and B2W Maintain elements. ONE is a robust technology platform that enables secure access, granular security options, definition of hierarchical organization of companies and divisions, reporting services, secure access to data for business intelligence, and integration with accounting and other external systems.

Getting Help

The B2W Operational Suite Getting Started Guide is one of many tools at your disposal as you begin to master the software. B2W Software provides a host of technical support resources to help you get the answers you need, when you need them.

Context -Sensitive Online Help

The fastest way to find answers to specific questions is by referring to B2W Operational Suite's context-sensitive help system. The online help system is designed to automatically display a topic which corresponds to exactly what you are doing in the B2W Operational Suite. Once inside the help system, you can navigate to other help topics by using the table of contents, index, or by performing a keyword or text search. Access the help system by clicking Help on the toolbar.

Frequently Asked Questions

Have you ever wondered how to do a certain task in the B2W Operational Suite? Chances are other users have as well! Check the Frequently Asked Questions page on B2W Software's premium support Website for the latest answers to your questions. The frequently asked questions page is located at: <http://support.b2wsoftware.com/faq> .

Technical Support

B2W Software is home to the finest technical support call center in the industry. The B2W technical support staff is at your service providing quick, professional resolutions to your technical support issues, answers to your questions, and responses to your feedback and suggestions. For your convenience we are available at (888) 390-8822 or support@b2wsoftware.com.

Introducing the B2W Operational Suite

The B2W Home Page is the portal to the Track, Dispatch, and Maintain elements of your system. The home page also provides links to the what's new in this release help topic, the online help, and the B2W Software Technical Support Website.

The image below shows the B2W home page as it would appear to a user with full-access permission to the B2W Operational Suite. Please note, however, that your home page may not include all the options shown below because of the rights assigned to you through Security Roles.

The B2W Operational Suite Home Page

Enterprise-Class Construction Software
Unified on the ONE Platform

Learn More

ADMINISTRATION

- Look at Reports
- Manage Business Units
- Add a User
- View Employees
- Manage Equipment

TRACK

- Create Field Log
- View Field Logs
- View Jobs

DISPATCH

- View Job Board
- Equipment Moves
- Trucking Orders
- Delivery Orders
- View Map of Locations

MAINTAIN

- View Maintenance Requests
- View Work Orders
- Schedule Work Orders
- View Equipment

WHAT'S NEW

- Employee Signatures (B2W Mobile app)
- Vendors & Subs Info on Jobs
- Equipment Warranty Tracking
- Equipment Parts Inventory
- Multi-day Schedule View in Maintain

[What's New in this Release](#)

DASHBOARD [Change Dashboard](#)

Best Performing Active Jobs

Job Title	Over/(Under) Budget
1. NH DOT Improvements Of Rt 93, Concord	(\$16,834,988)
2. New Parking Lot Construction	(\$98,346)
3. Wal Mart	(\$84,547)
4. Martingale Wharf	(\$7,926)

Worst Performing Active Jobs

Job Title	Over/(Under) Budget
1. Martingale Wharf	(\$7,926)
2. Wal Mart	(\$94,547)
3. New Parking Lot Construction	(\$98,346)
4. NH DOT Improvements Of Rt 93, Concord	(\$16,834,988)

Performance: Last 7 Days

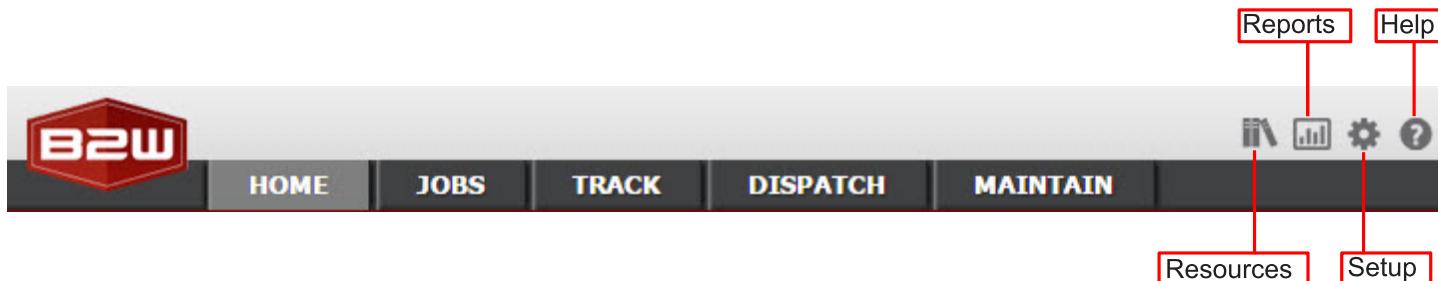
Performance: Last 30 Days

SUPPORT

- Online Help Area
- Technical Support Website

Getting Around: Navigating the B2W Operational Suite

Global Navigation



You can navigate anywhere in the B2W Operational Suite with the buttons on the navigation bar. Note: some elements on your navigation bar (Track, Dispatch and Maintain) may not appear depending on your license and security role.

- **Resources** - Displays the Resources menu. Select a resource from this menu to access a page that lists all of the items in the selected resource.
- **Reports** - Takes you to the Reports and Dashboards page. This page lists all installed reports. You can run reports and select dashboards from this page. You can also view, edit, and delete reports and dashboards from this page.
- **Setup** - Displays the Setup menu. Select a category from this menu to access a page that lists all of the items in the selected setup group.
- **Help** - Opens the Help window displaying a help topic related to the page you are viewing.

Icon Glossary

Actions



Add



Add Attachment



Add Comment



Add to Work Order



Approve



Attachment



Close



Complete



Copy



Delete



Edit



Export



Filter



Import



Unapprove



View Report



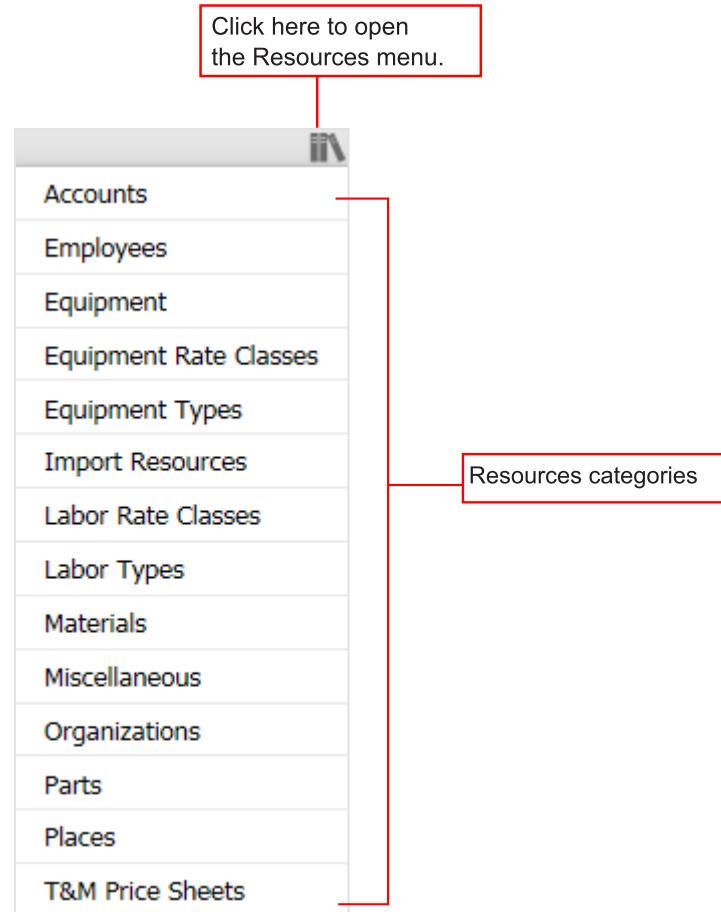
Work Order

Resources

Resources are the foundation upon which field logs are built. Resources include Employees, Organizations, Labor, Equipment, Accounts, and Materials. Resources are typically imported electronically during your implementation process but can also be entered and configured by hand.

Navigating the Resources Area

To access a Resources page, click the **Resources**  icon at the top right of any page in the B2W Operational Suite. This opens the Resources menu and lists all available resources.



Resource Descriptions

Accounts

Accounts represent the activities whose quantities and costs you'll be tracking within the Jobs and Track areas. You can create and configure two types of accounts within the Resources area:

- **Production Accounts** - These are accounts to which you would record time and quantity against as you produce work in the field, such as Excavation, Paving, or Striping.
- **Overhead Accounts** - These are accounts to which you would record Non-Productive time against in the field, such as Lunch Time, Equipment Repair, or Safety Meetings.

Employees

Employees are the specific individuals who are involved with the field tracking process in the track element. Anyone whose hours you want to track during the field tracking process must be set up as an employee. Assign roles such as Foreman, Supervisor, and Project Managers on the Employee Edit page. Each role entitles specific permissions and security roles within the B2W Operational Suite.

Equipment

The Equipment resource stores a detailed list of all pieces of equipment whose hours you will be tracking within your field logs. For each piece of equipment, you can define a number of characteristics including Description, ID, Business Unit, and Serial Number. Equipment is linked to the Track, Dispatch and Maintain elements.

Equipment Rate Classes

Equipment Rate Classes allow you to associate hourly costs with your equipment resources on a per-rate-class basis. For example, you may want to associate one set of hourly costs with specific equipment resources when working within one geographic region, and a different set of costs for another geographic region. Idle rates and repair rates are also assigned here. Equipment Rate Classes are linked to the Track element.

Equipment Types

The Equipment Types resource is a classification system for your equipment records. For example, you may have an equipment type called d6 dozers which is used as a category for the specific D6 Dozers in your equipment fleet. Equipment Types are linked to the Track, Dispatch and Maintain elements.

Import Resources

You can use the Import Resources Wizard to import resources from an external data source into Track, Dispatch and Maintain. This is a terrific way to add new resources to your B2W database, or quickly update information for existing resources.

Importing Resources

1. On the Select Add-in page, choose the format from which you'll be importing and click Next to continue. Note that your choices are limited to your installed Resources Import add-ins. You can download import resources add-ins from the [B2W Software support website](#).

2. On the Select Resource Type to Import page, select the type of resource you want to import. Depending on the source of your import data, you may be able to select multiple resources types at once. For example, when importing from a CSV file, you may only import one resource type at a time, but when importing from a Viewpoint database, you may import multiple resource types at once.
3. Depending on the type of import you're performing, the things you do on the Import Settings page differ. If you are using a file-based import such as .CSV, click Browse to select the file from which you'll be importing. If you're using a SQL-based import, you'll need to enter a SQL User Name and SQL Password which the B2W Operational Suite will use to communicate with the SQL database you're importing from.
4. Also on the Import Settings page, select the type of import you want to perform. Your choices are:
 - Update Records Only
 - Update & Add Records
 - Add Records Only

Note that these options may vary depending on the type of resource you are importing. For example, when importing Labor Type Rates, these choices do not appear, as this type of information may only be updated, not added.

5. On the Import Mappings page, your actions will vary somewhat with the type of add-in you are using. For example, when importing from CSV file, you will be asked to specify whether the first row of your data source contains column names. When importing from Viewpoint, you'll be asked for other items.
6. On the Import Summary page, review the list of actions to occur, then click Import to begin the import process.
7. A confirmation message appears when the import process is complete. The message will also list any problems with the import process. To see more detail about these problems, click View Log File. Otherwise, click View Resources to return to the Resources area.

Labor Rate Classes

Labor Rate Classes allow you to associate hourly costs with your labor types on a per-rate-class basis. For example, your Dozer Operator may earn \$18 per hour within your *private rates* rate class, and earn \$20 per hour within your *Davis Bacon* rate class. Optionally, you can set overtime and double-time rates here also.

Labor Types

Labor Types represent the various roles associated with your employees in the field. Some common labor type examples include Dozer Operator, Skilled Laborer, and Carpenter. Each of your employees may be associated with a single specific labor type or multiple types that can be chosen in field logs. To list only assigned labor types for employees, select the **Only List Employee's Assigned Labor Types** check box in Business Units

Materials

The Materials area stores a detailed list of all the materials whose quantities and costs you will be tracking within your field logs. Each material in the Resources area has a default unit of measure and a default unit cost.

Miscellaneous

The Miscellaneous area stores a list of all the resources which don't really fit into one of the other more traditional categories such as employee, equipment, or materials. Common examples of Miscellaneous Resources include dump fees, inspection fees, or portable toilets. Each Miscellaneous resource has a default unit of measure and a default unit cost.

Organizations

Organizations are other companies that you do business with, such as customers, vendors, subcontractors or trucking subcontractors. Customers can be associated with jobs, vendors can be linked to materials within a field log, and subcontractors can be associated with specific accounts or records within a field log.

Parts

The Parts area is associated with the B2W Maintain element. It stores a detailed list of parts used in your maintenance operations. The data on this page is shared with the data on the Parts page in the Maintain element. Changes you make on the Parts page (creating, editing or deleting a part) automatically show up in the Parts page in the Maintain element.

Places

Manage the locations of your business with the Places resource. These can include offices, plants, shops, yards and other locations. Add color coding to your place categories for easy visual recognition. Places are also where you create bins for your parts inventory.

T&M Price Sheets

The T&M Price Sheets page enables you to manage the price sheets used for T&M work. This page lists available price sheets and displays the details of a price sheet when selected from the list. You can also add, edit, or delete price sheets on this page.

Reports and Dashboards

The Report Listing page shows you a list of the reports and dashboards in your database. To navigate to the Report Listing page, click Reports  at the top right of your screen.

Navigating the Reports area



Click the red triangle to expand the section.

Click on a report to view it.

Reports

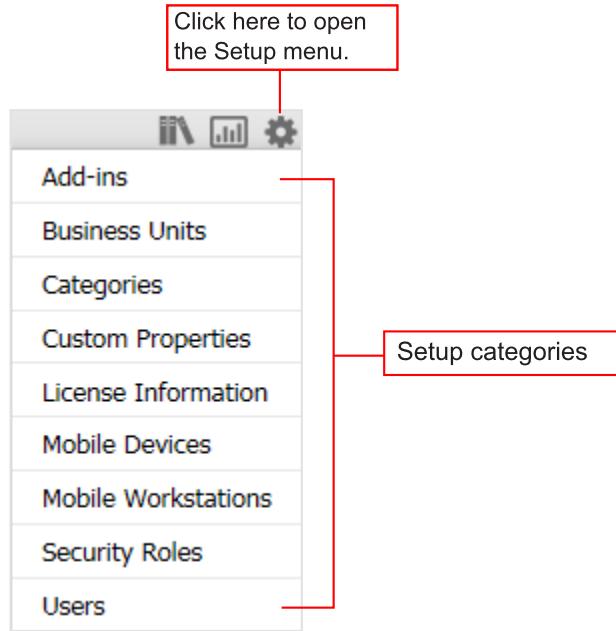
- Cross-Job Reports**
 - [Cross-Job Employee History Report](#)
 - [Cross-Job Equipment History Report](#)
 - [Cross-Job Material History Report](#)
 - [Cross-Job Production Account History Report](#)
 - [Cross-Job Subcontractor History Report](#)
- Dispatch Reports**
- General Reports**
- Job Reports**
- Maintain Reports**
- Track Reports**

Setup

The Setup pages allow you to configure the "behind the scenes" information that helps the B2W Operational Suite meet your company's specific needs.

Navigating the Setup area

To access a Setup page, click **Setup**  at the top right of any page in the B2W Operational Suite. This opens the Setup menu and lists all available setup categories.



Setup Category Descriptions

Add-ins

Use add-ins to transfer information between the B2W Operational Suite and other applications. Add-ins are available for field logs, time cards, meters, jobs, price sheets, telematics, and more. Download the add-ins you need from the [B2W Software Support Site](#). Once installed, you can configure your add-ins on the Add-ins page.

Install an Add-in

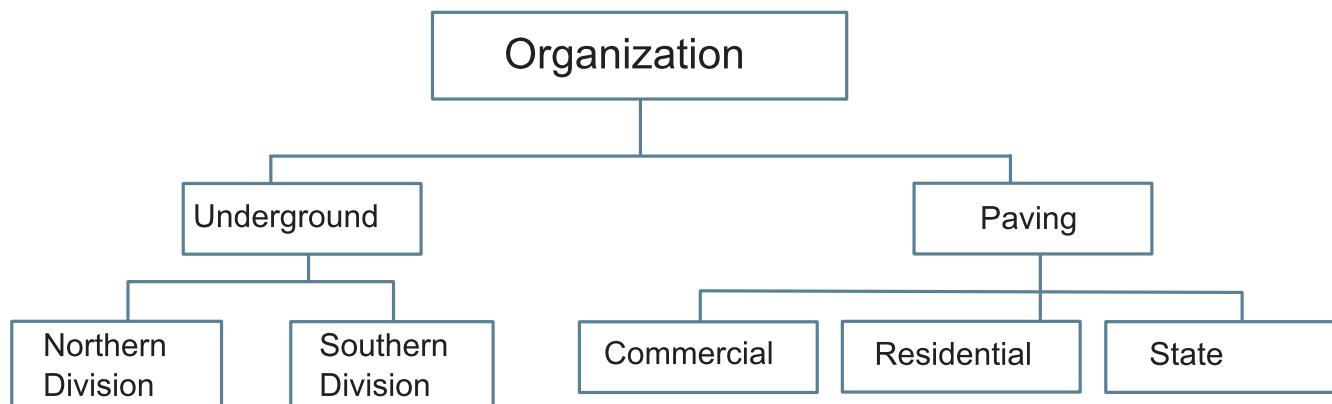
1. Click Setup  and select Add-ins.
2. Click  Add/Update Add-in.
3. Click **Browse...** to select the Add-in file you would like to install/update.
4. Click **OK**.

Business Units

Business Units represent divisions or branches within your company. When you first install the B2W Operational Suite, there is a single default business unit, named **Organization**, which represents your entire company. The Organization business unit may be renamed, but not deleted. You can use the single business unit approach or you can build an unlimited hierarchy of business units beneath it. Either way, business unit configuration is essential because many security features within the B2W Operational Suite interact with your business unit model.

Each business unit can also have its own field log structure. This is useful when you want to link information and resources to specific groups. For example, Employee A only works in Commercial Paving and would never work in Underground, so he's linked to the Commercial business unit under Paving. Employee B works in both Underground and Paving, so he's linked to the Organization business unit.

Sample Business Unit Structure



Categories

The Categories page organizes and classifies certain types of information used in the B2W Operational Suite. For example, the Job Status category, which appears as a column on the Jobs page, includes Complete, In Process, Not Started and On Hold. You can add more categories to satisfy your requirements.

List of Category Types

The B2W Operational Suite provides a set of category types. Each category you define belongs to one of these types. The available category types are listed below.

T - Track

D - Dispatch

M - Maintain

- **Brake Type** M The type of brake a vehicle uses.
- **CCA Class** M Capital Cost Allowance; used in Canada to claim depreciation expense. The CCA class defines the rate of depreciation for a specific type of asset.
- **Change Order Status** T The status of a change order. Examples include approved or pending.
- **Change Order Type** T A way of classifying change orders. Examples include internal or external.
- **Cutting Edge** M The type of cutting edge on a piece of equipment.
- **Employee Assignment Status** D Used in the Dispatch element to categorize employee assignments on the job board and map. Examples include *sick* and *vacation*.
- **Employee Certification** D Certifications may be assigned to each employee, with an option expiration date. Certifications are used in the Dispatch element to filter an employee list.
- **Employee Event** D Types of events that can be associated with employees. Examples include *vacation* or *sick*.
- **Employee Inactive Reason** T When an employee record is marked as inactive in Resources, make a selection from this list to indicate of why the employee is inactive. Examples include *seasonal* or *maternity leave*.
- **Equipment Assignment Status** D Used in the Dispatch element to categorize equipment assignments on the job board and map. Examples include *maintenance* and *repair*.
- **Equipment Category** T M A general classification for your equipment types. Examples include *dozers* or *excavators*.
- **Equipment Component Code** M A code that identifies a component within a piece of equipment. Select from a list of components. These codes can be used by accounting programs to track which components mechanics are asked to repair. In some cases this could be an accounting code to reflect hours against the equipment. Examples include *aftercooler*, *attachment repairs*, *brake adjustment*, *braking system*.
- **Equipment Event** D M Types of events that can be associated with equipment records. Examples include preventive maintenance or repair.
- **Equipment Tag** D You can assign tags to specific pieces of equipment. Tags are used in the Dispatch element to filter an equipment list.
- **Fuel Type** M The type of fuel used by a piece of equipment.
- **Hydraulic Pump Type** M The type of hydraulic pump used in a piece of equipment.
- **Job Site Category** D A classification system for your job sites. Examples include *bridge* or *demolition*.
- **Job Status** T A means of tracking the life cycle of a job. Examples include *not started* or *in progress*.

- **Location Event** D Types of events that can be associated with locations. Examples include *shutdown for weather or memo*.
- **Maintenance Action Code** M Categories of actions that describe the work done to complete a maintenance request. Examples include *adjusted, cleaned, inspected-ok, repaired, replaced*.
- **Maintenance Failure Code** M Identifies the condition that caused the problem, such as a part failure. Examples include *abuse/neglect or worn parts/missing parts*.
- **Maintenance Problem Code** M Provided when a maintenance request is first entered; identifies the mechanical symptoms that generated the request. Examples include *equipment breakdown or looseness*.
- **Maintenance Request Priority** M Indicates the urgency of the maintenance request. This priority can be Low, Medium, or High.
- **Maintenance Request Type** M A broad classification of the nature of the request, such as *preventive maintenance or repair*.
- **Material Category** T A way to classify your materials. Note that you can create subcategories in each material category.
- **Material Load Status** D The status of a material load. Examples include *draft or final*.
- **Meter Category** M A classification system for the types of meters used to measure service intervals on your equipment. Examples include *hour meter or odometer*.
- **Miscellaneous Category** T A way to classify your miscellaneous resources.
- **Part Category** M A classification system for your parts. Examples include *drivetrain, filters, hydraulic system, and more*.
- **Place Category** D A classification system for your places. Examples include *equipment yards or machine shops*.
- **Report Category** T D M A classification system for your reports. Examples include *field tracking reports or logistics reports*.
- **Track Type** M The type of track used on a piece of equipment such as a dozer.
- **Wheel Type** M The type of wheel used on a piece of equipment.
- **Work Order Priority** M Indicates the urgency of a work order. This priority can be *low, medium, or high*.

Custom Properties

Custom Properties are user-defined fields that you can use to record company-specific information in your field logs. For example, you might create a custom property that displays a list of weather conditions so a foreman can note the type of weather experienced on a given day in the field.

License Information

The License Information page allows you to view information about your installation, including your installation version number, the total number of licenses that you own, and the number of licenses that are currently in use. This page also allows you to reactivate the B2W Operational Suite for additional licenses you purchase as your company grows.

Mobile Devices

Mobile Devices are tablet computing devices which have been set up to run the B2W Mobile Application.

Mobile Workstations

Mobile Workstations are computers - typically laptops - which have been set up to run the B2W Operational Suite even when they are not connected to your server. This makes it possible for your foremen to use the system when they work in areas with poor or nonexistent Internet connections.

Security Roles

Security Roles provide a way to define specific levels of access to the various B2W Operational Suite elements for different job descriptions. Your database includes a number of pre-configured security roles. You can use these roles as they are, modify their permission settings to fit your business needs, or delete the roles and create your own.

As you modify or create security roles, remember that proper configuration is essential because these roles form the foundation of the B2W Operational Suite's robust security features.

Security Role Options

-  **None**
-  **User**
-  **Business Unit**
-  **Business Unit and Child Business Units**
-  **Business Unit up to Organization**
-  **Business Unit Hierarchy Branch**
-  **Organization**

- **None** - No privilege to perform this action.
- **User** - Able to perform this action on entities assigned to or created by the user.
- **Business Unit** - Able to perform this action on entities only in the user's business unit.
- **Business Unit and Child Business Units** - Able to perform this action on entities in the user's business unit and all its child business units.
- **Business Unit up to Organization** - Able to perform this action on entities in the user's business unit and all its parent business units.
- **Business Unit Hierarchy Branch** - Able to perform this action on entities in the user's business unit, plus all its child and parent business units.
- **Organization** - Unlimited permission; can perform this action on entities in any branch of the organization.

Users

Users are employees who use the B2W Operational Suite. Each user who logs in must have a user account. You can add individual users on the Users page.

Each active user may have either a full access or read-only license for each application. Users without licenses may access Setup, provided they have belong to a security role that allows it.

Adding New Users

1. Click  Setup and choose **Users**.
2. Click  **Create New User**.
3. Complete the General Information section
 - **Note:** Windows Account Name and Business Unit are required fields.
4. (Optional) Click  **Add Security Roles**.
5. Click **Save**.

Note: Users also need to add their Window Account Name to *Build2WinReportingGroup* on the server.

B2W Track

Track is your resource for field tracking and job performance. Set up jobs that you've won so field staff can track their daily progress against those jobs. Track labor, equipment, materials, trucking, subcontractors, and more.

Field Logs

The Field Logs page allows you to search for specific field logs, determine the field log status, view or edit existing field logs, delete field logs, and export field logs to your accounting system.

Search for field logs here.

Click on a field log to view its details.

View more items per page here.

Click to view the Export Field Logs Wizard.

Click to view the New Field Logs Wizard.

Click to edit.

Click to copy.

Click to delete.

Field Log ID	Work Start	Foreman	Supervisor	Status	Jobs	Created	Submitted	Approved	Transferred
1041	6/22/2015	Mark Costa		Submitted	2007-0011, 2007-0013	6/22/2015	6/22/2015		
1040	6/22/2015	Mark Costa		Submitted	2007-0011, 2007-0013	6/22/2015	6/22/2015		
1042	6/22/2015	Mark Costa		Submitted	2007-0011, 2007-0013	6/22/2015	6/22/2015		
1034	6/21/2015	Bob Carver		Submitted	2007-0011	6/16/2015	6/15/2015		
1037	6/21/2015	Mark Costa		Submitted	2007-0011	6/21/2015	6/21/2015		
1038	6/21/2015	Rich Leland		Submitted	2007-0013	6/21/2015	6/21/2015		
1033	6/15/2015	Bob Carver		Submitted	2007-0011	6/8/2015	6/8/2015		
1019	6/14/2015	Jarrett Royce	Jesse Russell	Approved	2007-0011	6/14/2015	6/14/2015	6/16/2015	
1018	6/13/2015	Jarrett Royce	Jesse Russell	Approved	2007-0011	6/13/2015	6/13/2015	6/14/2015	
1039	6/13/2015	Bob Carver		Submitted	2007-0011	6/13/2015	6/13/2015		

Items per page: 10

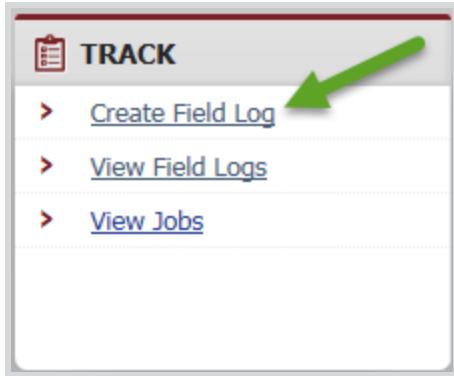
Copyright © B2W Software, Inc. 2008-2015 All Rights Reserved. Version 15.1.0.1
This program is protected by US and International copyright laws as described in Help.

Microsoft CERTIFIED Partner Microsoft .NET Microsoft SQL Server

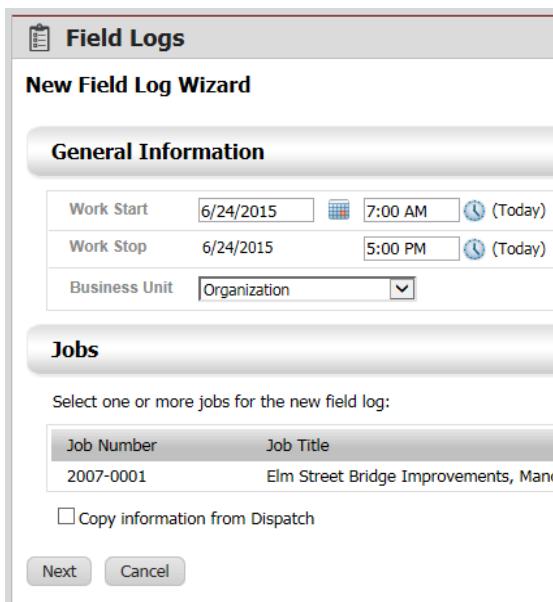
Creating Field Logs

Field logs are created using the **New Field Log Wizard**.

1. Click Create Field Log in the Track area on the B2W Home Page.



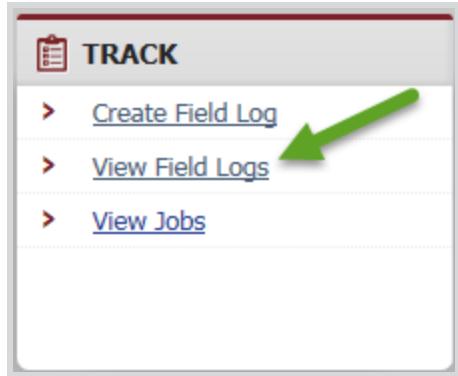
2. Set the date and time for Work Start and Work End.
3. Select the Business Unit.
4. Click **+ Add Jobs** and select a job.
5. (Optional) Select the **Copy Information from Dispatch** check box.
6. Click **Next**.

A screenshot of the 'New Field Log Wizard' dialog box. The title bar says 'Field Logs' and 'New Field Log Wizard'. The first tab selected is 'General Information'. It contains fields for 'Work Start' (6/24/2015, 7:00 AM, (Today)), 'Work Stop' (6/24/2015, 5:00 PM, (Today)), and 'Business Unit' (Organization). The second tab is 'Jobs'. It says 'Select one or more jobs for the new field log:' and shows a table with one row: 'Job Number' 2007-0001 and 'Job Title' Elm Street Bridge Improvements, Man. There is a checkbox for 'Copy information from Dispatch' which is unchecked. At the bottom are 'Next' and 'Cancel' buttons.

Copying Field Logs

You can copy information from an existing field log into a new field log using the New Field Log Wizard.

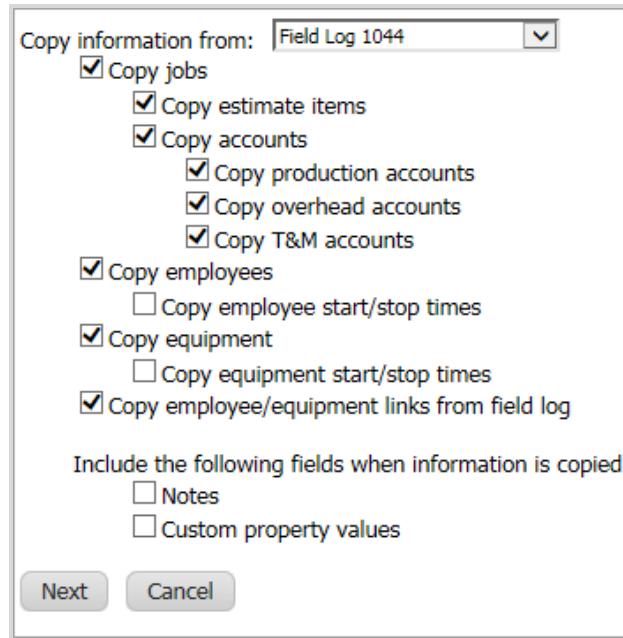
1. Click **View Field Logs** on the B2W Operational Suite home page.



2. Click **Copy**  next to the field log you want to copy.
3. Set the date and time for Work Start and Work End.

Work Start	6/25/2015		7:00 AM		(Today)
Work Stop	6/25/2015		5:00 PM		(Today)
Business Unit	Organization				

4. Select the check boxes next to the information you want to include in the copy.



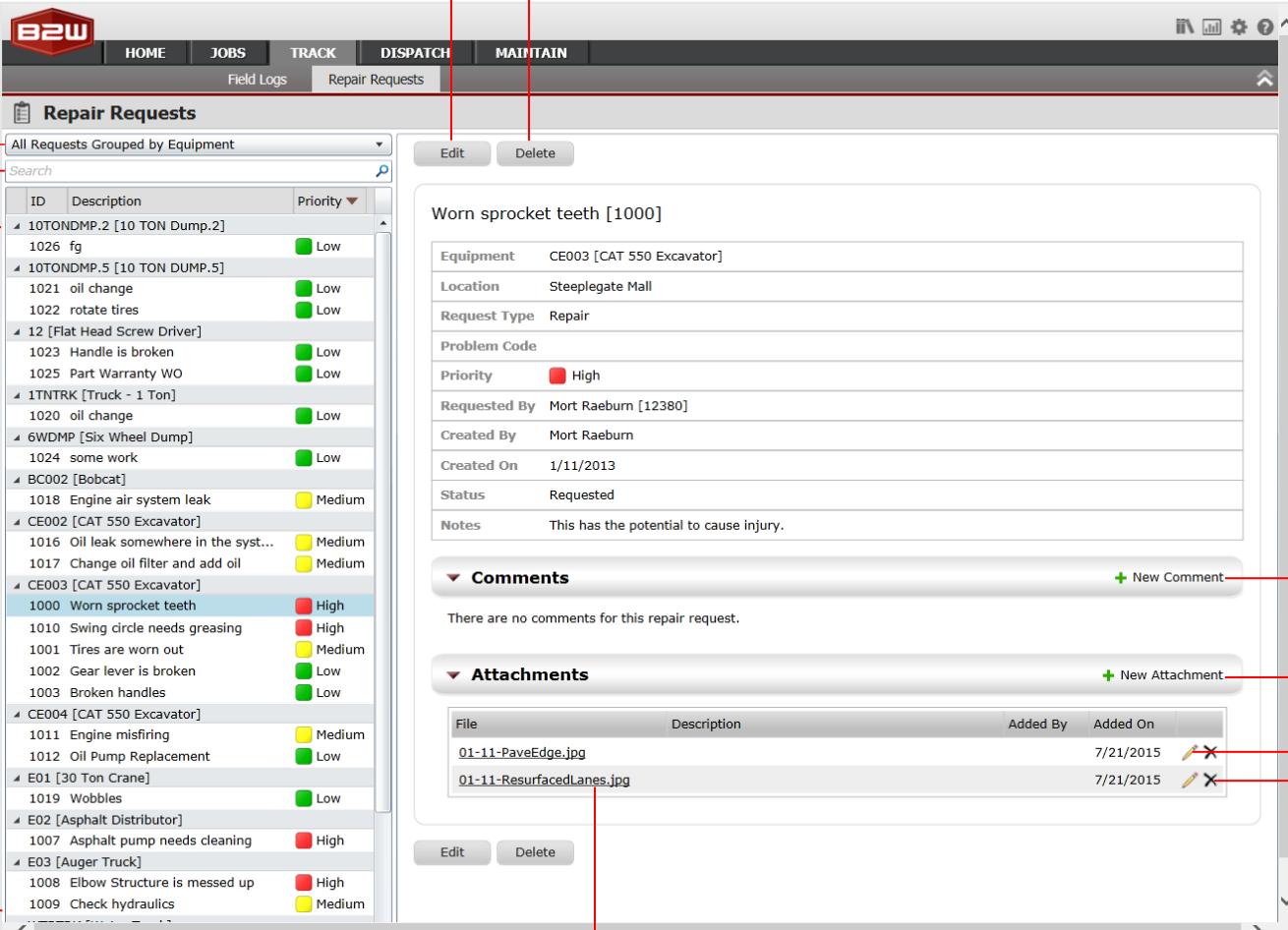
5. Click **Next** to navigate to the new field log.

Exporting Field Logs

1. Click **Track** on the Navigation Bar and select **Field Logs**.
2. Select the field logs to export and click **Next**.
3. Review field logs and click **Export**.

Repair Requests

The Repair Requests page provides a direct link from the B2W Track element to the Maintenance element. Use this tab to submit maintenance requests. You can also view the current status and history of repair requests for your equipment.



The screenshot shows the B2W software interface for managing repair requests. The top navigation bar includes links for HOME, JOBS, TRACK, DISPATCH, MAINTAIN, Field Logs, and Repair Requests. The MAINTAIN tab is selected, and the Repair Requests sub-tab is active. The main content area is divided into two sections: a list of repair requests on the left and a detailed view of a specific request on the right.

Left Panel (Repair Requests List):

- Filter the repair request list here.
- Search the repair request list here.
- Repair requests list.

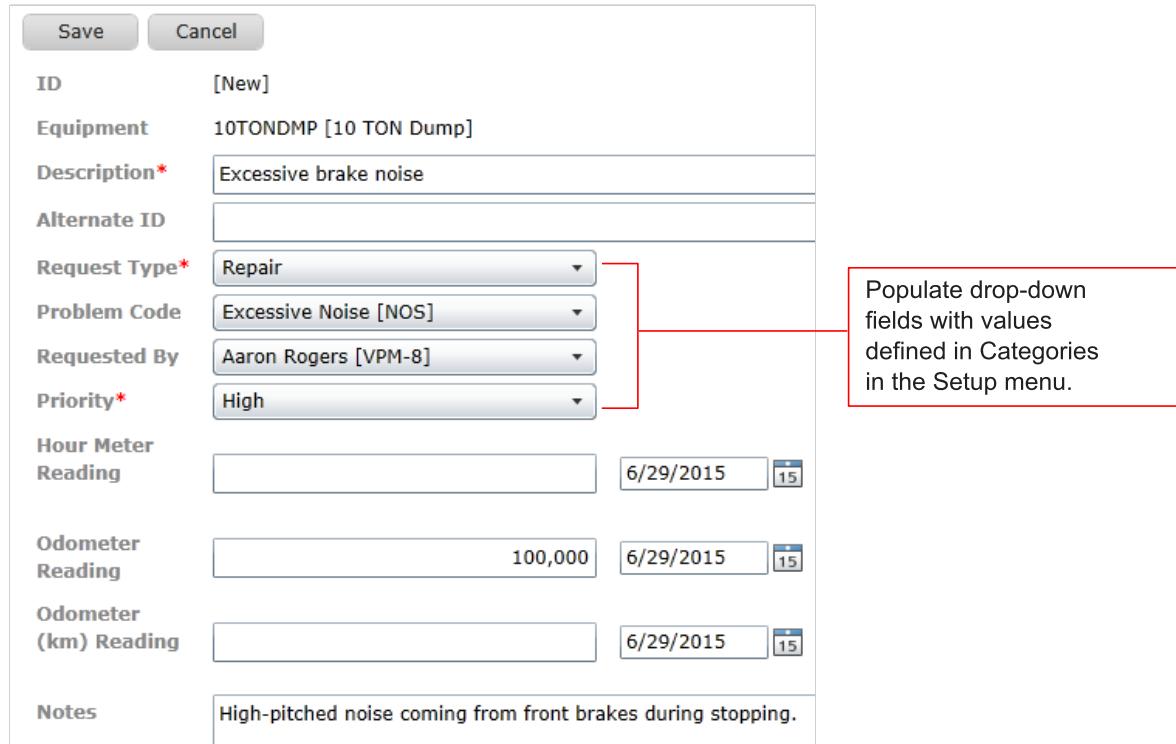
Right Panel (Detailed View):

- Click to edit the repair request.
- Click to delete the repair request.
- Worn sprocket teeth [1000]
- Equipment: CE003 [CAT 550 Excavator]
- Location: Steeplegate Mall
- Request Type: Repair
- Problem Code
- Priority: High
- Requested By: Mort Raeburn [12380]
- Created By: Mort Raeburn
- Created On: 1/11/2013
- Status: Requested
- Notes: This has the potential to cause injury.
- Comments:** There are no comments for this repair request. (New Comment button)
- Attachments:** (New Attachment button)
 - File: 01-11-PaveEdge.jpg, Description: , Added By: , Added On: 7/21/2015, Edit button, Delete button
 - File: 01-11-ResurfacedLanes.jpg, Description: , Added By: , Added On: 7/21/2015, Edit button, Delete button
- Click on an attachment to view it.

Creating Repair Requests

The Repair Requests page provides a direct link from the B2W Track element to the Maintenance element. Use this tab to submit maintenance requests. You can also view the current status and history of repair requests for your equipment.

1. Click **Track** on the Navigation Bar and select **Repair Requests**.
2. Select All Equipment from the drop-down menu at the top of the list pane and select a piece of equipment.
3. Click **New**.
4. Complete the required* fields.



The screenshot shows a 'Repair Requests' form with the following fields and values:

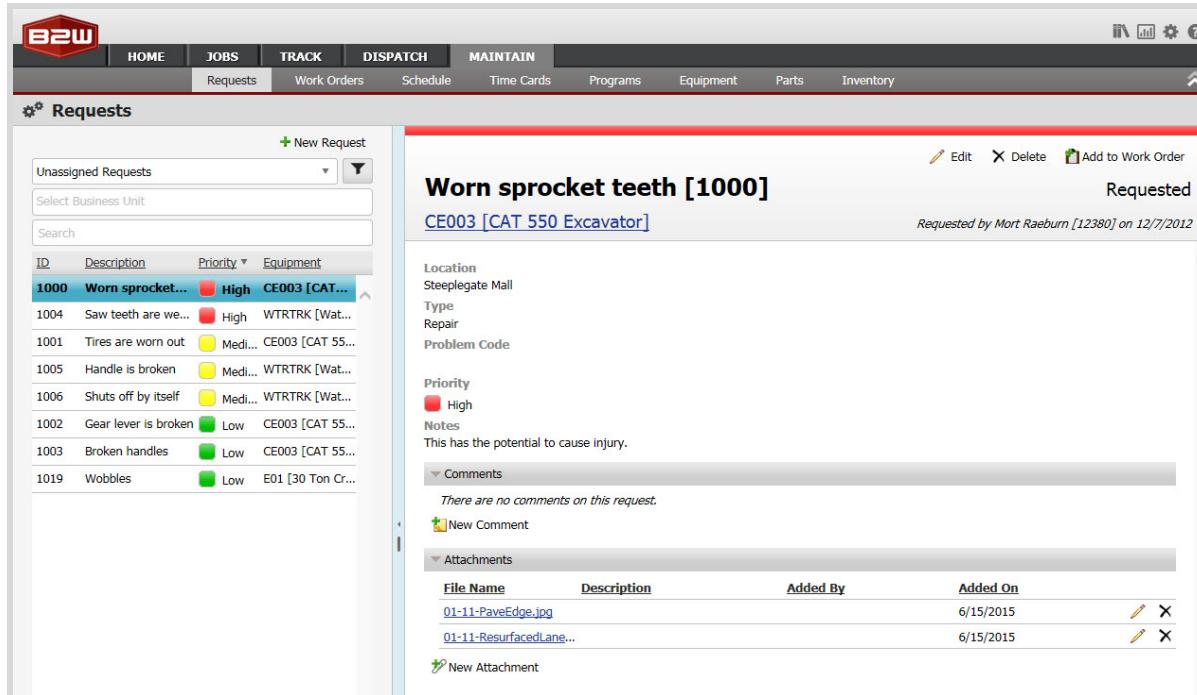
Save		Cancel	
ID	[New]		
Equipment	10TONDMP [10 TON Dump]		
Description*	Excessive brake noise		
Alternate ID			
Request Type*	Repair		
Problem Code	Excessive Noise [NOS]		
Requested By	Aaron Rogers [VPM-8]		
Priority*	High		
Hour Meter Reading		6/29/2015	15
Odometer Reading	100,000	6/29/2015	15
Odometer (km) Reading		6/29/2015	15
Notes	High-pitched noise coming from front brakes during stopping.		

A red callout box highlights the 'Request Type' dropdown and contains the text: 'Populate drop-down fields with values defined in Categories in the Setup menu.'

5. Click **Save** to submit the repair request.

B2W Maintain

B2W Maintain facilitates communication about equipment maintenance between the shop and field, maintains information about utilization and costs, coordinates proactive preventative maintenance programs, enables planning and execution of maintenance activities in the field and in the shop, and provides information for strategic fleet planning and budgeting.



The screenshot shows the B2W Maintain application interface. The top navigation bar includes links for HOME, JOBS, TRACK, DISPATCH, MAINTAIN, Requests, Work Orders, Schedule, Time Cards, Programs, Equipment, Parts, and Inventory. The MAINTAIN tab is selected, and the Requests sub-section is active, displaying a list of unassigned requests. One request is selected, titled "Worn sprocket teeth [1000]". The request details page shows the following information:

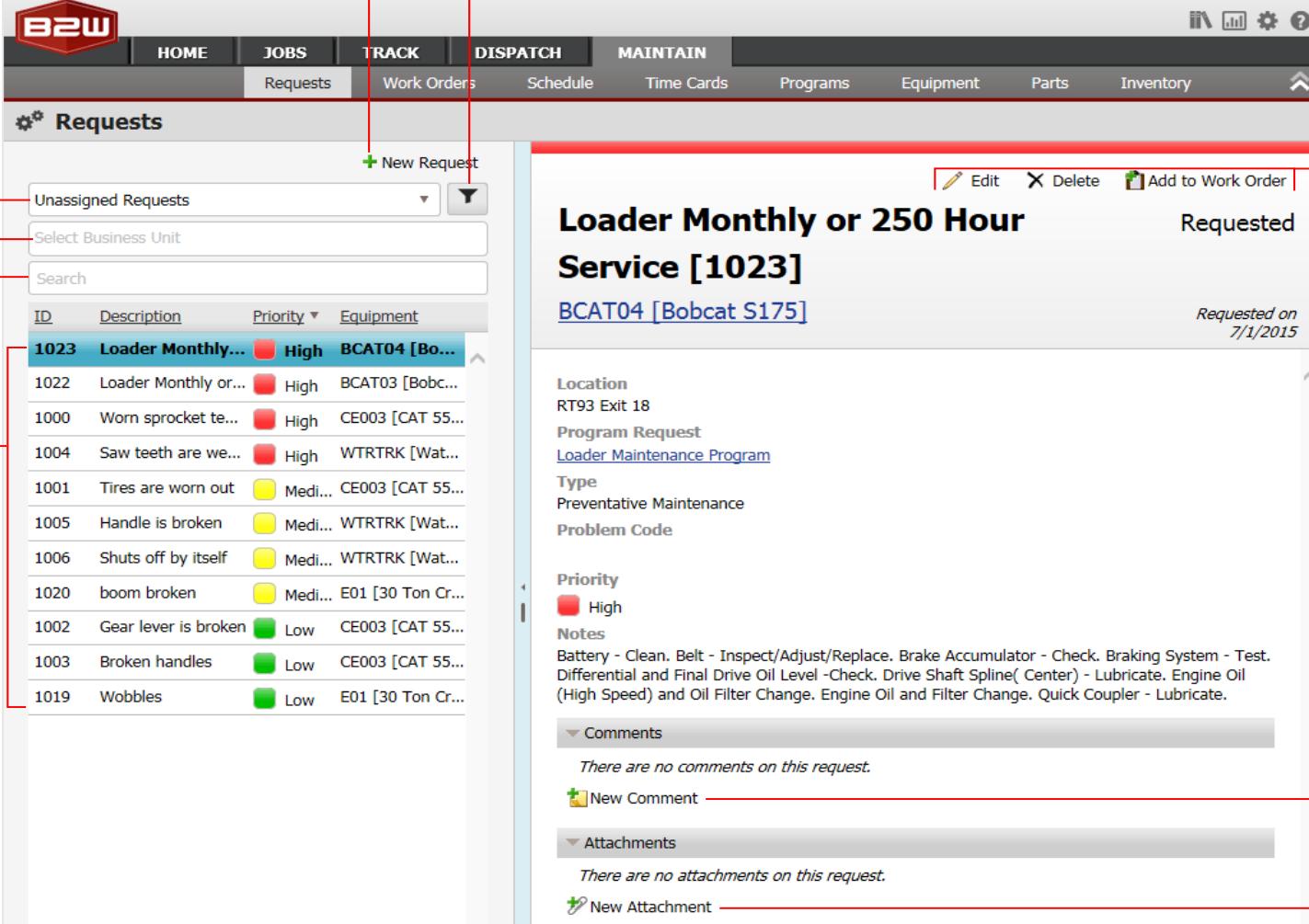
- Request ID:** 1000, **Description:** "Worn sprocket teeth", **Priority:** High, **Equipment:** CE003 [CAT 550 Excavator]
- Location:** Steeplegate Mall
- Type:** Repair
- Problem Code:** (not explicitly listed)
- Priority:** High
- Notes:** "This has the potential to cause injury."
- Comments:** "There are no comments on this request." with a "New Comment" link.
- Attachments:** Two attachments listed: "01-11-PaveEdge.jpg" and "01-11-ResurfacedLane...". Both attachments were added on 6/15/2015 by an unidentifiable user.

The Maintain section includes the following pages:

- Requests
- Work Orders
- Schedule
- Time Cards
- Programs
- Equipment
- Parts
- Inventory

Requests

Manage your maintenance requests on the **Requests** page. This page displays all open and closed requests, whether submitted from the field, created in this page, or created in the Work Orders page. You can also edit or delete existing requests and you can add a request to a work order.



The screenshot shows the B2W software interface for managing requests. The top navigation bar includes links for HOME, JOBS, TRACK, DISPATCH, MAINTAIN, and various sub-links like Requests, Work Orders, Schedule, Time Cards, Programs, Equipment, Parts, and Inventory. The main content area is titled "Requests" and displays a list of repair requests. A specific request, "Loader Monthly or 250 Hour Service [1023]", is selected and shown in detail. The detailed view includes fields for ID, Description, Priority, Equipment, Location, Program Request, Type, Problem Code, Priority, and Notes. It also includes sections for Comments and Attachments, each with a "New Comment" and "New Attachment" button. Red callout boxes with text labels are overlaid on the interface to explain various features.

Click to create new repair requests.

Click to add a filter.

Sort requests by type or status.

Click to sort by Business Unit.

Enter search terms.

Repair request list.

Click to add a new filter.

Repair request actions.

Loader Monthly or 250 Hour Service [1023]

BCAT04 [Bobcat S175]

Requested on 7/1/2015

Location: RT93 Exit 18

Program Request: Loader Maintenance Program

Type: Preventative Maintenance

Problem Code:

Priority: High

Notes: Battery - Clean. Belt - Inspect/Adjust/Replace. Brake Accumulator - Check. Braking System - Test. Differential and Final Drive Oil Level -Check. Drive Shaft Spline(Center) - Lubricate. Engine Oil (High Speed) and Oil Filter Change. Engine Oil and Filter Change. Quick Coupler - Lubricate.

Comments: There are no comments on this request.

New Comment

Attachments: There are no attachments on this request.

New Attachment

Click to add a new comment.

Click to add a new attachment.

Creating New Maintenance Requests

1. Click **Maintain** on the Navigation Bar and select the **Requests** tab.
2. Click  **New Request**.
3. Complete the required* fields.

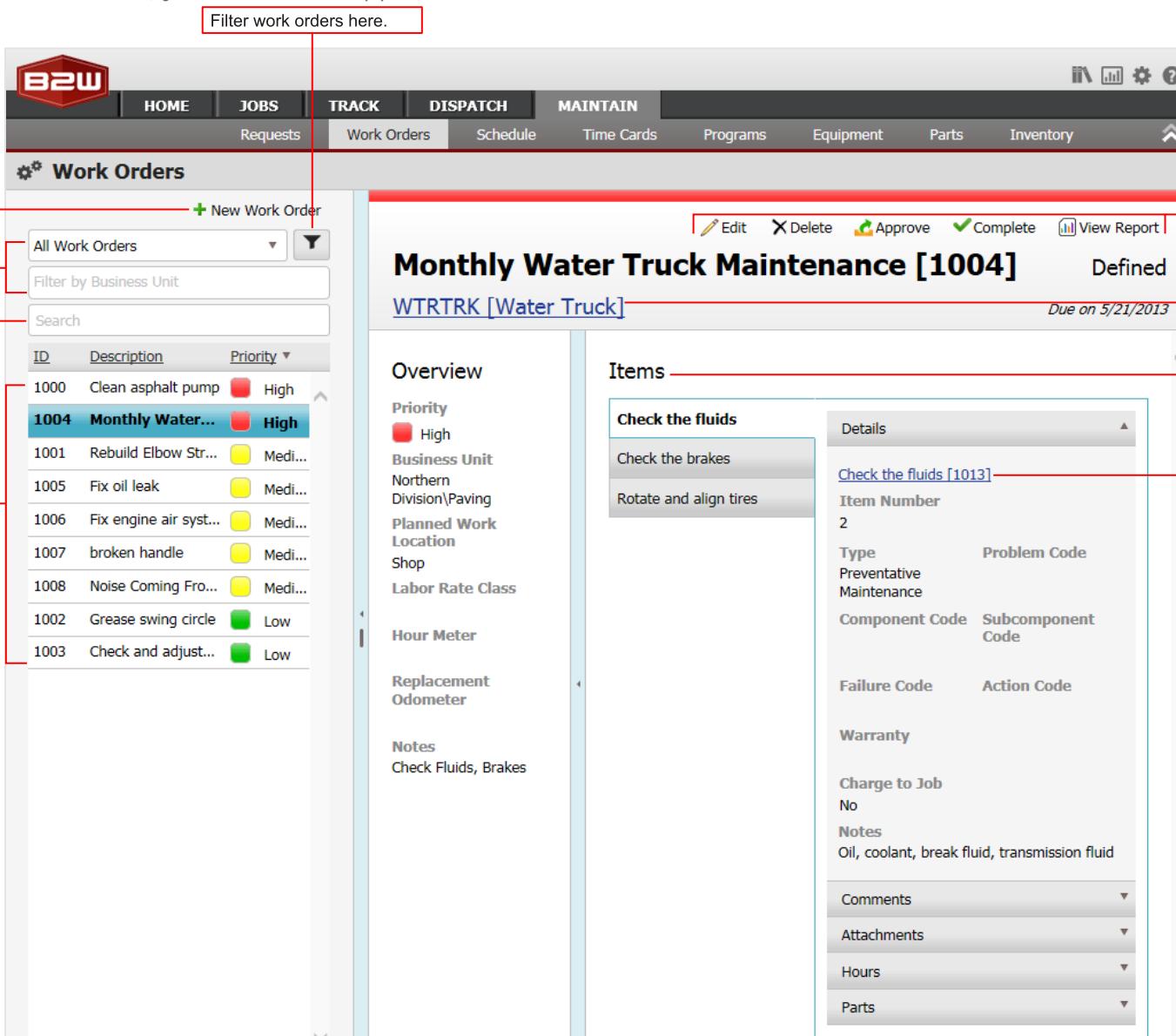
New Maintenance Request

Equipment*
BH001 [Backhoe]
Request Description*
Grease pivot points
Alternate ID
<input type="text"/>
Type*
Preventative Maintenance ▾

1. Click **Save**.

Work Orders

If there are multiple maintenance requests for a piece of equipment, you can put them on one work order to make the most efficient use of resources and to minimize downtime. You can also create new maintenance requests within a work order. After you add all the needed information to a work order, you can mark it approved so that it can be scheduled.



Filter work orders here.

Create a new work order here.

Filter the work order list here.

Search the work orders list here.

The work orders list.

Work order actions.

Click here to view the equipment's details.

Work order items.

Click here to view the repair request.

Work Orders

Monthly Water Truck Maintenance [1004] Defined

WTRTRK [Water Truck] Due on 5/21/2013

Overview

Priority: High

Business Unit: Northern Division\Paving

Planned Work Location: Shop

Labor Rate Class: Hour Meter

Replacement Odometer: 0

Notes: Check Fluids, Brakes

Items

Check the fluids

Check the brakes

Rotate and align tires

Details

Item Number: 2

Type: Preventative Maintenance

Component Code: Subcomponent Code

Failure Code: Action Code

Warranty

Charge to Job: No

Notes: Oil, coolant, break fluid, transmission fluid

Comments

Attachments

Hours

Parts

Creating Work Orders

Use work orders to organize and schedule maintenance requests. Requests are added to work orders as items. You can add existing requests and you can create new requests within a work order.

1. Click **Maintain** on the Navigation Bar and select **Work Orders**.
2. Click  **New Work Order**.
3. Complete the required* fields.
4. (If no items have been added) Click  **Add Item**.
5. Complete the required* fields. (See Adding Items to a Work Order)
6. Click **Save**.

New Work Order

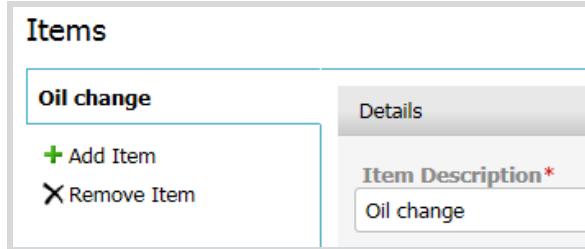
Equipment*	BC001 [Bobcat]
Description*	Drive motor failure
Alternate ID	
Due Date*	6/25/2015
Priority*	High
Planned Work Location*	Shop
Labor Rate Class	
Notes	<p>B I U abc                              </p>

Define the Priority menu options in the Maintenance Request Priority category.

Adding Items to Work Orders

Work orders without any pre-existing maintenance requests will require you to add items to the work order.

1. Click **Maintain** on the Navigation Bar and select **Work Orders**.
2. Select a work order from the list pane and click  **Edit**.
3. Click  **Add Item**.



Items

Oil change

 **Add Item**
 **Remove Item**

Details

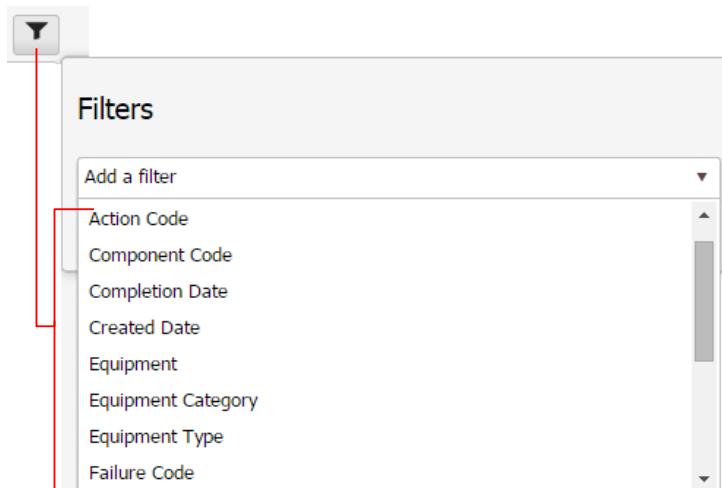
Item Description*
Oil change

4. Complete the required* fields.

5. Click **Save**.

Using the Work Order Filter

1. Click the filter icon to open the Filters drop-down menu.
2. Select a filter. You can add multiple filters.



Filters

Add a filter

Action Code
Component Code
Completion Date
Created Date
Equipment
Equipment Category
Equipment Type
Failure Code

3. Click **Apply**.

Schedule

The Schedule page displays scheduled and unscheduled work orders as well as the resources (mechanics and shops) available for maintenance tasks. Within these displays, you can manage schedules by assigning resources and putting work orders into your schedule. After scheduling a work order, it is possible to edit the work location, resources, start and end dates and events.

Filter work orders here. Set the calendar view here.

Set the date here. Create a new work order here.

Search the calendar view here.

Toggle between the mechanic list and the equipment list here.

Work Order Schedule by Mechanic

Mechanics Equipment

New Work Order Filter Search

Today Mon 07/06/2015 - Wed 07/08/2015 Day 3 Days Week 2 Weeks

	Mon, 07/06	Tue, 07/07	Wed, 07/08
Abigail Mitchell [13014]	0.00		
Adrian Guajardo [13182]	0.00		
Amelia Romero [13020]	0.00		
Bella Mattson [13068]	0.00		
Blake Wiltz [13164]	0.00		
Caroline Chan [13086]	0.00		
Carson Vasquez [13176]	0.00		
Chloe Elrod [13008]	0.00		
Christian Platt [13152]	0.00		
Claire Salmon [13044]	0.00		
Clark Hemming [12365]	0.00	Fix oil leak [1005] CE002 [CAT 550 Ex] 2 Items 0 HR	
Deborah Dean [12370]	0.00		
Emma Suter [13002]	0.00		
Gabriella OConnell [13050]	0.00		

Work Orders Past Due Work Orders

Search

Check and adjust engine [1003]
CE004 [CAT 550 Excavator]
2 Items 0 HR

Toggle between unscheduled and past due work orders here.

Search for work orders here.

Unscheduled work order.

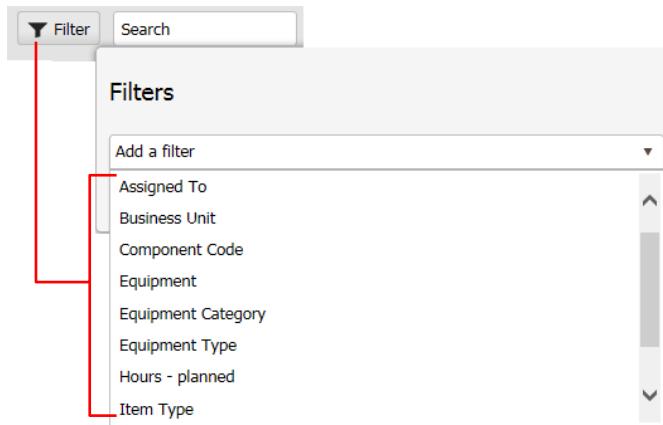
Scheduled work orders appear on the calendar.

Scheduling Work Orders

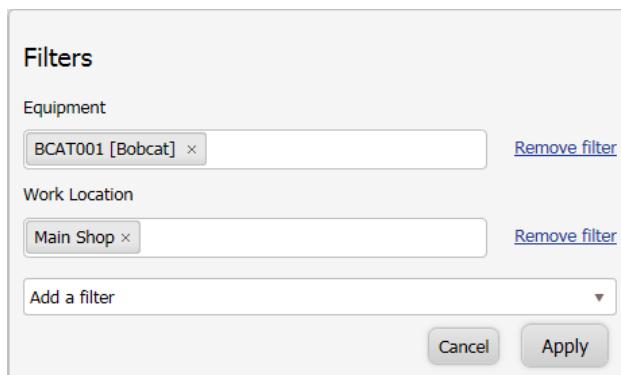
1. Click **Maintain** on the Navigation Bar and select **Schedule**.
2. On the Schedule page, do one of the following:
 - Click the wrench icon  and select **Schedule**.
 - Drag and drop the work order on a date on the calendar.
 - Right click the work order and select **Schedule**.
3. Complete the required* fields and click **Save**.

Using the Schedule Filter

1. Click Filter to open the Filters drop-down menu.
2. Select a filter. You can add multiple filters.



3. Click on the filter to select an item.



4. Click **Apply**.

Time Cards

Use the Time Cards page to report hours spent completing work orders when maintenance is performed. After you submit hours, you can then approve or reject the time card. You can also access the Export Time Cards Wizard from this page so that you can export maintenance hours to your accounting program.

The screenshot shows the B2W software interface for managing time cards. The top navigation bar includes links for HOME, JOBS, TRACK, DISPATCH, MAINTAIN, Requests, Work Orders, Schedule, Time Cards, Programs, Equipment, Parts, and Inventory. The MAINTAIN tab is selected, and the sub-tab Time Cards is active. The main content area is titled "Time Cards" and displays a list of time cards. A specific time card for "Blake Wiltz [13164]" is selected, showing details like "Submitted" status, "Tuesday July 21, 2015" date, and "8:00 Regular, 2:00 Overtime" hours. The "Time Reported" section lists work orders with their respective equipment, dates, and labor types. A "Report Hours" button is available to add new entries. The "Time Card History" section shows the status, updated by, update date, and notes for the selected time card. Various UI elements are highlighted with red boxes and arrows, including:

- Create a new time card here.** (New Time Card button)
- Export time cards here.** (Export Time Cards button)
- Approve time cards here.** (Approve button)
- Reject time cards here.** (Reject button)
- Delete time cards here.** (Delete button)
- List time cards by date here.** (Start Date and End Date filters)
- Filter time cards here.** (Business Unit, Employee, Status filters)
- Time card list.** (List of time cards: Abigail Mitchell [13014], Blake Wiltz [13164], Reese Williams [13092]).
- Report hours here.** (Report Hours button)

Creating New Time Cards

1. Click **Maintain** on the Navigation Bar and select **Time Cards**.
2. Click  **New Time Card**.
3. Add an **Employee** and **Date**.
4. Click **Add Time**.
5. Complete the required* fields.

Report Hours

Type of Hours*
Employee Hours
Charge To*
Job
Job*
Roadway Improvements [2007-0015]
Tracking Account
Description*
Paving

6. Click **Save**.

Approving Time Cards

1. Click **Maintain** on the Navigation Bar and select the **Time Cards** tab.
2. Select an employee from the time cards list who has an approved time card.
3. Click  **Approve**.

Submitting Time Cards

1. Click **Maintain** on the Navigation Bar and select **Time Cards**.
2. Select an employee from the time cards list.
3. Click  **Submit**.

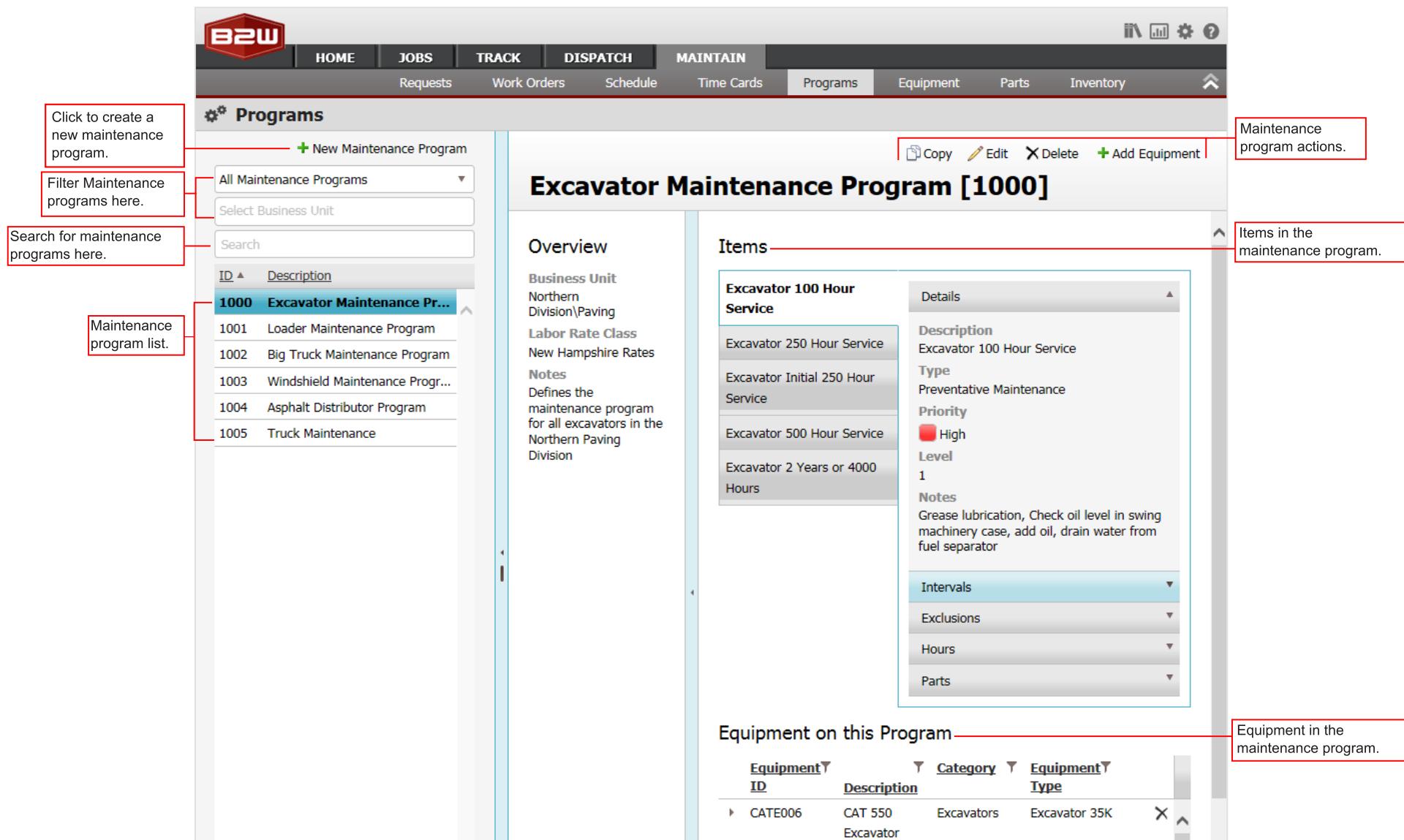
Exporting Time Cards

Once the required add-ins are installed, you can export time cards to other applications. Add-ins can be downloaded from the [B2W Software Client Technical Support Web Site](#).

1. Click **Maintain** on the Navigation Bar and select **Time Cards**.
2. Click  **Export Time Cards**.
3. Select the time cards to export and click **Next**.
4. Review time cards and click **Export**.

Programs

Use the Programs page to create, view, and edit maintenance programs for your equipment. You can set up these programs to generate maintenance requests and work orders automatically. With this capability, you can schedule routine and preventive maintenance to maximize productivity of your equipment.



Click to create a new maintenance program.

Filter Maintenance programs here.

Search for maintenance programs here.

Maintenance program list.

Maintenance program actions.

Items in the maintenance program.

Equipment in the maintenance program.

Excavator Maintenance Program [1000]

ID	Description
1000	Excavator Maintenance Program
1001	Loader Maintenance Program
1002	Big Truck Maintenance Program
1003	Windshield Maintenance Program
1004	Asphalt Distributor Program
1005	Truck Maintenance

Overview

Business Unit
Northern Division/Paving

Labor Rate Class
New Hampshire Rates

Notes
Defines the maintenance program for all excavators in the Northern Paving Division

Items

Excavator 100 Hour Service	Details
Excavator 250 Hour Service	Description: Excavator 100 Hour Service
Excavator Initial 250 Hour Service	Type: Preventative Maintenance
Excavator 500 Hour Service	Priority: High
Excavator 2 Years or 4000 Hours	Level: 1
	Notes: Grease lubrication, Check oil level in swing machinery case, add oil, drain water from fuel separator
	Intervals
	Exclusions
	Hours
	Parts

Equipment on this Program

Equipment ID	Description	Category	Equipment Type
CATE006	CAT 550 Excavator	Excavators	Excavator 35K

Creating New Maintenance Programs

Use the Programs page to create, view, and edit maintenance programs for your equipment. You can set up these programs to generate maintenance requests and work orders automatically. With this capability, you can schedule routine and preventive maintenance to maximize productivity of your equipment.

1. Click **Maintain** on the Navigation Bar and select **Programs**.
2. Click  **New Maintenance Program**.
3. Complete the required fields:
 - Use the Description field to briefly explain the program.
 - Select a Business Unit from the provided selections.
 - Select a Labor Rate Class from the provided selections.
 - Add Notes as needed.
4. Under Items, click  **Add Item** to open the Add Request Template. A maintenance program requires at least one task, referred to as an item.
5. In the Add Request Template complete the required fields:
 - Description - A brief explanation of the work item.
 - Type - from the provided selections.
 - Priority - from the provided selections.
 - Level - Enter a number to define the priority of this item if there are scheduling conflicts.
6. On the New Maintenance Program page, complete the required fields:
 - Details - This is the data you entered in the Add Request Template.
 - Intervals - Defines the interval for doing this work.
 - Exclusions - Select months when this work does not have to be done. For example, some of your equipment might be out of service during winter months.
 - Hours - Enter the planned amount of time for performing the work.
 - Parts - Parts required to do the work.
7. Click **Save**.

Adding Equipment to Programs

1. Navigate to the Programs page in Maintain.
2. Select a program from the list pane.
3. Click  **Add Equipment**.
4. Select the equipment you want to add to the program and click **Finish**.

Note: Only equipment with meters can be added to maintenance programs.

Equipment

On the Equipment page, you can view, edit, add, or delete equipment in your database. You can also create and edit new records for equipment. The equipment data on this page is shared with the data on the Equipment page in the Resources area.

The screenshot shows the B2W Equipment page. The top navigation bar includes links for HOME, JOBS, TRACK, DISPATCH, MAINTAIN, Requests, Work Orders, Schedule, Time Cards, Programs, Equipment (which is selected), Parts, and Inventory. The main content area is titled 'Equipment' and shows a list of equipment. A specific item, '10TONDMP [10 TON Dump]', is selected and displayed in detail on the right. The interface includes search and filter options on the left, and edit, delete, and active status controls on the right.

Equipment list.

Filter the equipment list here.

Search for equipment here.

Click to view equipment logs.

Click to create new equipment.

Click to edit equipment.

Click to delete equipment.

Details for selected equipment.

Equipment List (Left Side):

- All Equipment
- Filter by Business Unit
- Filter by Ownership Type
- Search
- Show inactive equipment

ID	Description
10TONDMP	10 TON Dump
10TONDMP.1	10 TON Dump.1
10TONDMP.2	10 TON Dump.2
10TONDMP.3	10 TON Dump.3
10TONDMP.4	10 TON Dump.4
1TNRK	Truck - 1 Ton
1TNRK02	Truck - 1 Ton
6WDMP	Six Wheel Dump
6WDMP02	Six Wheel Dump
78907X	78907X
78908X	78908X
ASPHTDIST01	Asphalt Distributor
ASPHTDIST02	Asphalt Distributor
ASPHTDIST03	Asphalt Distributor
ASPHTDIST04	Asphalt Distributor
ASPHTDIST05	Asphalt Distributor

Equipment Details (Right Side):

10TONDMP [10 TON Dump]

Trucks

Overview

Serial Number	23371001203
License Plate	
Business Unit	Northern Division Paving
Equipment Type	Tri-axle
Mobility Type	Self Mobile
Ownership Type	Subcontracted
Location	
Organization	Amalgamated Trucking [SPORT1]
Operator	
Exclude from Field Logs	No
Notes	test string Trucking

Equipment Specs

Manufacturer	Mack	Length	10 FOOT
Model	CV713	Width	7 FOOT
Year	1992	Height	10 FOOT
Color		Max Weight	15,558 LB
Lojack		Combined Weight	
Hut Sticker #		Tare Weight	
EZ Pass #		Ground Pressure	7.5 PSI
Component Specs			
File Attachments			
Financials			
Meters			
Parts			
Warranties			

Adding Equipment

1. Click **Maintain** on the Navigation Bar and select **Equipment**.
2. Click  **New Equipment**.
3. Complete the required* fields.

New Equipment

Description*	<input type="text"/>
ID*	<input type="text"/>
Business Unit*	<input type="text"/>
<input type="checkbox"/> Inactive	
<input type="checkbox"/> Exclude from Field Logs	
Equipment Type	<input type="text"/>
Serial Number	<input type="text"/>
License Plate	<input type="text"/>
Location	<input type="text"/>

4. Click **Save**.

Adding Warranties to Equipment

To add a warranty to a piece of equipment:

1. Select the piece of equipment from the list pane on the Equipment page.
2. In the Warranties section, click **+ Add Warranty**.
3. Complete the required* fields.
4. Click **Save**.

Span of Warranty	Start date/meter reading	Complete
------------------	--------------------------	----------

Add Warranty

Description*
Enter a description for the warranty.

Warranty Type*
Equipment

Duration*
Select the Type of Duration:
• Calendar Based
• Meter Based

Type of Duration **Related Meter** **Span**
Calendar Based Days Starting

Notes
Enter notes here.

Click to add durations. **+ Add duration**

Click to save the new warranty. **Save** **Cancel**

Select the Warranty Type:
• Equipment
• Component
• Subcomponent

Parts

On the B2W Maintain Parts page, you can view, edit, create, or delete parts in your database. The parts page shares its data with the Parts Listing page in Resources, so updates appear instantly. You can add parts to inventory Bins, which are created within Places in Resources.

The screenshot shows the B2W Maintain Parts page. The top navigation bar includes links for HOME, JOBS, TRACK, DISPATCH, MAINTAIN, Requests, Work Orders, Schedule, Time Cards, Programs, Equipment, Parts, and Inventory. The MAINTAIN tab is selected. The main content area is divided into two sections: a 'Parts' listing on the left and a detailed view of a part on the right.

Parts Listing (Left):

- Filtering and Search:** Includes fields for 'Filter the parts list here.', 'Search for parts here.', and 'Click this box to show only parts with warranties.'
- Parts List:** A table showing a list of parts with columns for 'ID' and 'Description'. The row for '121 Fuel filter cartridge' is highlighted in blue.

Detailed View (Right):

- Header:** Shows the part number '121 Fuel filter cartridge [121]' and status 'Active'.
- Section Headers:** 'Oils and Filters [Filter]', 'Alternate ID', 'Unit of Measure', 'Standard Unit Cost', 'Current Inventory', 'Business Unit', 'Primary Vendor', 'Manufacturer', 'Notes'.
- Notes:** A section with 'Attachments', 'Inventory', and 'Warranty'.
- Buttons:** 'Edit' and 'Delete' buttons.
- Expandable Sections:** A red box with the text 'Click on the section to expand it.' points to the 'Attachments', 'Inventory', and 'Warranty' sections.

Adding Parts

1. Click **Maintain** on the Navigation Bar and select **Parts**.
2. Click  **Add Part**.
3. Complete the required* fields.

New Part

ID*	<input type="text"/>
Description*	<input type="text"/>
Alternate ID	<input type="text"/>
Unit of Measure*	<input type="text"/>
Standard Unit Cost	<input type="text"/>
Category	<input type="text"/>
Subcategory	<input type="text"/>
Business Unit*	<input type="text"/>
Inactive <input type="checkbox"/>	
Primary Vendor	<input type="text"/>
Manufacturer	<input type="text"/>
Add Warranty <input type="checkbox"/>	
Notes	<input type="text"/>
Save	Cancel

4. Click **Save**.

Adding Warranties to Parts

Associate parts to warranties on the Parts page. Warranties can be based on either Calendar or Meter duration types. Meter based warranties can be measured by hour, fuel, or odometer in metric or imperial units.

To add a warranty to a new part:

1. Click  **New Part** on the Parts page.
2. Click the **Add Warranty** check box.
3. Enter a warranty description (e.g. 1 - year limited warranty).
4. Select the Type of Duration (Meter Based or Calendar Based).
5. Select the Related Meter (Meter Based only).
6. Enter the warranty **Span** (e.g. 1 - year, 10,000 miles, 500 hours, etc.).
7. (Optional) Add additional durations.
8. (Optional) Add notes.
9. Click **Complete**  to save the warranty.

To add a warranty to an existing part:

1. Select the part from the parts list pane.
2. Click **Edit**  in the details pane.
3. Follow steps 2 - 9 from above.

Inventory

On the B2W Maintain Inventory page, you can view, edit and delete inventory; you can also create new inventory. The inventory data on this page is shared with the data on the B2W Maintain Parts page located under the inventory header. Changes you make on either the Parts page or the Inventory page are immediately reflected on both. Locations are created on the Places page in the Resources area. Each bin you create is associated to a single part and location.

The screenshot shows the B2W Maintain Inventory page. At the top, there is a navigation bar with links: HOME, JOBS, TRACK, DISPATCH, MAINTAIN, Requests, Work Orders, Schedule, Time Cards, Programs, Equipment, Parts, and Inventory. The Inventory link is highlighted. On the left, there is a sidebar with a gear icon and the word 'Inventory'. The main content area displays a table of inventory items. The table has columns: Part, Category, Subcategory, Location, Bin, Current Inventory, Minimum Inventory, and Inactive. Two rows of data are shown:

Part	Category	Subcategory	Location	Bin	Current Inventory	Minimum Inventory	Inactive
Fuel filter cartri...	Oils and Filters	Filter	Asphalt Plant 1	Bin 01	10	6	No
Fuel-water sep...	Oils and Filters		Asphalt Plant 1	Bin 02	20	10	No

Below the table, there are several red callout boxes with text:

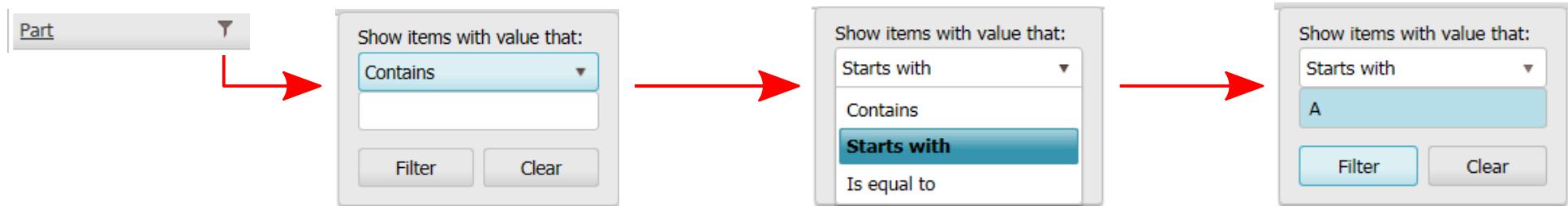
- Filter inventory by parts here. (points to the 'Parts' link in the navigation bar)
- Click this box to show inactive parts. (points to the 'Show inactive parts' checkbox)
- Click to add inventory. (points to the 'Add Inventory' button)
- Click on a part to view its details on the Parts page. (points to the first row of the table)
- Create bins in Places located in Resources. (points to the 'Bin' column header)
- Click to edit inventory. (points to the edit icon in the first row)
- Click to delete inventory. (points to the delete icon in the first row)

Inventory Filters

The Inventory page features two types of filters to help you find inventory quickly. The Part, Category, Subcategory, Location and Bin columns use the first type of filter. You have the option to filter these columns three ways: Show items with the value that 1) Contains, 2) Starts with, or 3) Is equal to. The second type of filter is available on the Current Inventory and Minimum Inventory columns.

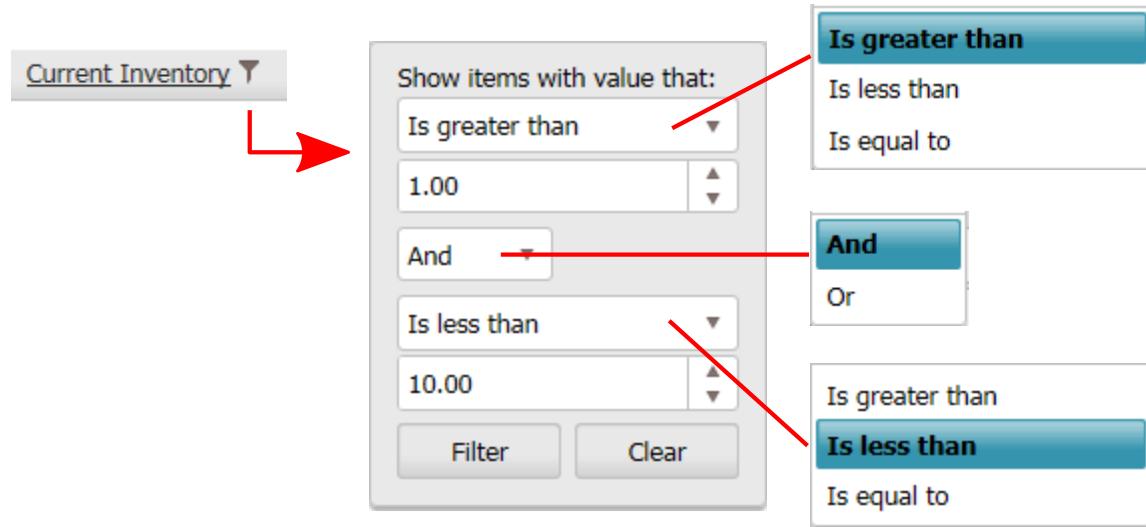
Using the First Type of Filter

1. Click a column's filter icon.
2. Click the blue-highlighted drop-down menu.
3. Select **Contains**, **Starts with** or **Is equal to**.
4. Enter a value.
5. Click **Filter**.



Using the Second Type of Filter

1. Click a column's filter icon.
2. Click a drop-down menu to set the filter.
3. Enter a value.
4. Click **Filter**.



Creating Bins

To create new inventory bins:

1. Click **Resources**  and select **Places**.
2. Select a place to view its Place View page.
3. Click  **Add Bins** in the Inventory Bins section.
4. Enter a Description in the New Place Bin section.
5. Click **Save**.

Adding Inventory

1. Click **Maintain** on the Navigation Bar and select **Inventory**.
2. Click  **Add Inventory**.
3. Complete the required* fields.

Add Inventory

Part*

Date*
 

Location*

Bin*

Minimum Inventory*

Quantity*

PO Number

4. Click **Save**.