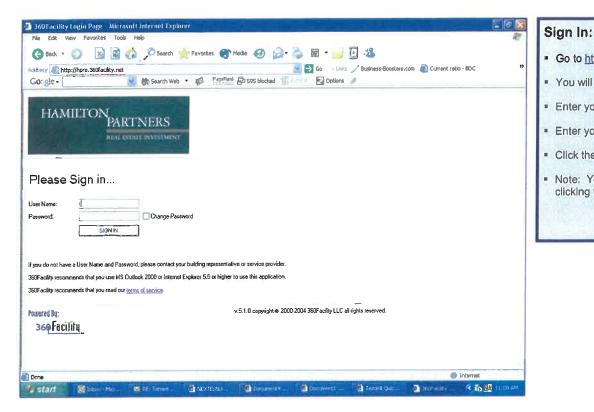


ONLINE TENANT SERVICES

TENANT SERVICE REQUESTS



Go to http://hpre.360facility.net You will see the log in screen Enter your User Name (i.e., jsmith) Enter your Password Click the "SIGN IN" button Note: You may change your password by

clicking the "Change Password" checkbox.

зее годраан	·		Home FAO Help D Logbook
Create Request indicates a required fiel	My Requests		Chris Mann at 8:59 PM
Property:	Oakbrook Terrace Corp. Ctr. II	Space/Floor:	Suite 300
Type:	Janitorial 💹 🕳	Sub Type:	Please Select
Priority: Describe your Request:	Normal 🥦		
Who is making this request?:			CLEAR CONTACT INFO
First Name:	Chris	Last Name:	Mann
Company:	Bank of America	E-mail Address:	stwyman@360facility.com
Phone:	312.222.3232	Fax:	
		Click OK to submit,	RESET to reset page OK RESET

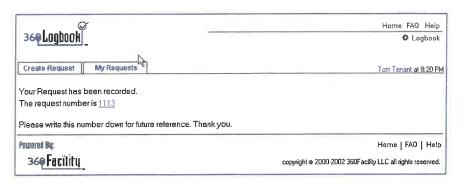
Entering a Service Request:

- · Click on the Create Request tab
- The Property and Space/Floor will default to your location
- Select the Request Type this describes the category of work (cleaning, maintenance, HVAC, etc.) See the attached list of Request Types and Subtypes
- Select the Request Subtype this describes the activity (dumpster request, toilet plugged, hang misc. items, etc.)
- Describe your Request if you need to describe your request in further detail, you may enter that information into this field.
- Who is making this request? This will default to your contact information. If there is a specific person you want our service personnel to contact, you may enter that information here or in the Describe your Request field.
- Click the OK button to send the request



ONLINE TENANT SERVICES

TENANT SERVICE REQUESTS



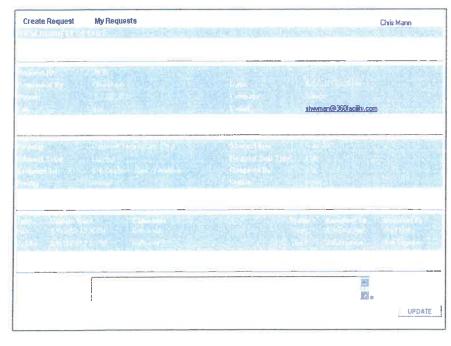
Confirmation:

 When the request is entered, the system will display the Request Number.

3 69 L 0	nhnnk		=			Home FAQ Help Logbook
Transactive.	-	My Requests				
Create R	equest proc	hris Mann				Chris Mann at 8:57 Ph
Date	-	Requested By	Property	Type/SubType	Assigned To	Status / Priority
8/6/2003 12.36 PM	3918	Mann. Chris	Dakbrook Terrace Corp. Ctr. II Suite 300	Lighting Buth	Engineer	Open / Normal 8/6/2003 12:37 PM
8/26/2003 9:28 AM	3948	Mann. Chris	Oakbrook Terraca Corp. Str. II Suira 300	Janitorial Clean Dask	Porter	Spen / Normal
8/29/2003 12:04 PM	3953	Mann. Chris	Dakbrook Terrace Corp. Ctr. II Suite 300	Janitorial Floor · Slippery	Porter	Open / Normal
9/3/2003 10:16 AM	2956	Maon, Chris	Chicago Campus General	Dasktop Support Keyboard	Manager	Open / Normal 9/3/2003 10:34 AM
Closed Re	quests for Cl	nris Mann (past 30	days)			
Date Req	Request ID	Requested By	Property	Request Type	VIDIO KE	Date Closed
6/17/2003	3959	Mann, Chris	Dakbrook Terrace Corp. Ctr. II Suite 300	Food Service Calering Request		9/4/2003
7/24/2003	3906	Mann. Chris	Oakbrook Terrace Corp. Ctr. II Suite 300	Maintenance Hang Misc Items		8/6/2003
7/31/2003	3909	Mann. Chris	Dakbrook Terrace Corp. Ctr. II	Temperature Too Cold		8/26/2003

Checking the status:

- Click on the My Requests tab
- Click on the Request ID of the request you want to check
- The system will display the View Request Details page.



Viewing Request Details:

- You can see all of the information that you entered on this page
- The Request History shows the response of the service personnel to your request
- If you need to send more information, you can enter that information in the General Comments field.
- Click the Update button to send your update



ONLINE TENANT SERVICES

TENANT SERVICE REQUESTS

Special Notes to Our Tenants:

- Please do not enter a work request in 360Facility if you are experiencing an emergency. Call our office or after hours emergency number so we can address it immediately.
- Work requests entered outside of our office hours will be addressed the next business day.
- Using 360Facility to communicate your work request is an optional method. You may continue to use phone or email to contact us with your requests. Feel free to use all three methods!
- The "hardest part" of entering your work request in 360Facility is picking the Request Type and Subtype. Reference the attached list to help you get acquainted with these categories. Choose the category that most closely fits the type of work you are requesting. Don't worry about choosing a "wrong" category since the Statement of Work box is the most important step in communicating your request. Give enough detail here to clearly communicate your request.



TENANT SERVICE REQUESTS

HAMILTON PARTNERS TENANT REQUEST CATEGORY LIST IN 360FACILITY As of 11/14/05

Select "Type" first. The screen will refresh and you will get the appropriate "Subtypes" in the drop down list.

	,
Туре	SubType
Cleaning	Carpet Cleaning
Cleaning	Dumpster Request- Inside
Cleaning	Dumpster Request- Outside
Cleaning	Dusting
Cleaning	Floor - Solid
Cleaning	Glass
Cleaning	Kitchen
Cleaning	Odor
Cleaning	Other
Cleaning	Restroom - Private
Cleaning	Restroom - Supplies
Cleaning	Spill
Cleaning	Trash
Cleaning	Vacuuming
HVAC	HVAC - After Hours
HVAC	HVAC - Fan
HVAC HVAC	HVAC - Noise
HVAC	HVAC - Other
HVAC	HVAC - Too Cold
Keys/Card Access	HVAC - Too Hot Access Cards
Keys/Card Access	Kevs
Keys/Card Access	Locks
Lighting	Bulbs - Common
Lighting	Bulbs - Tenant Specialty
Lighting	Bulbs - Tenant Standard
Lighting	Desk Lights
Lighting	Exit Sign /
Lighting	Exterior
Lighting	Other
Lighting	Signage
Maintenance	Blinds
Maintenance	Carpentry
Maintenance	Ceiling Leak
Maintenance	Ceiling Tile
Maintenance	Doors
Maintenance	Electrical
Maintenance	Elevator
Maintenance	Hang Misc Items
Maintenance	Other
Maintenance	Painting/Wall Paper
Maintenance	Pest Control
Maintenance	Plumbing - Drains
Maintenance	Plumbing - Other
Maintenance	Roof or Window Leak
Maintenance	Smoke Detectors
Maintenance	Snow Removal
Maintenance	Toilet/Urinal Overflow
Maintenance	Toilet/Urinal Plugged
Maintenance	Toilet/Urinal Running Water
Porter Service	Clean Item
Porter Service	Move Item

Note: The sub types in bold above are the most common tenant request categories. When entering a work request in 360 Facility, you must enter the type first, the screen will refresh and then the sub type will be available in the drop down menu.