



Market Order App

T-Mobile National Regional Manager

User Guide

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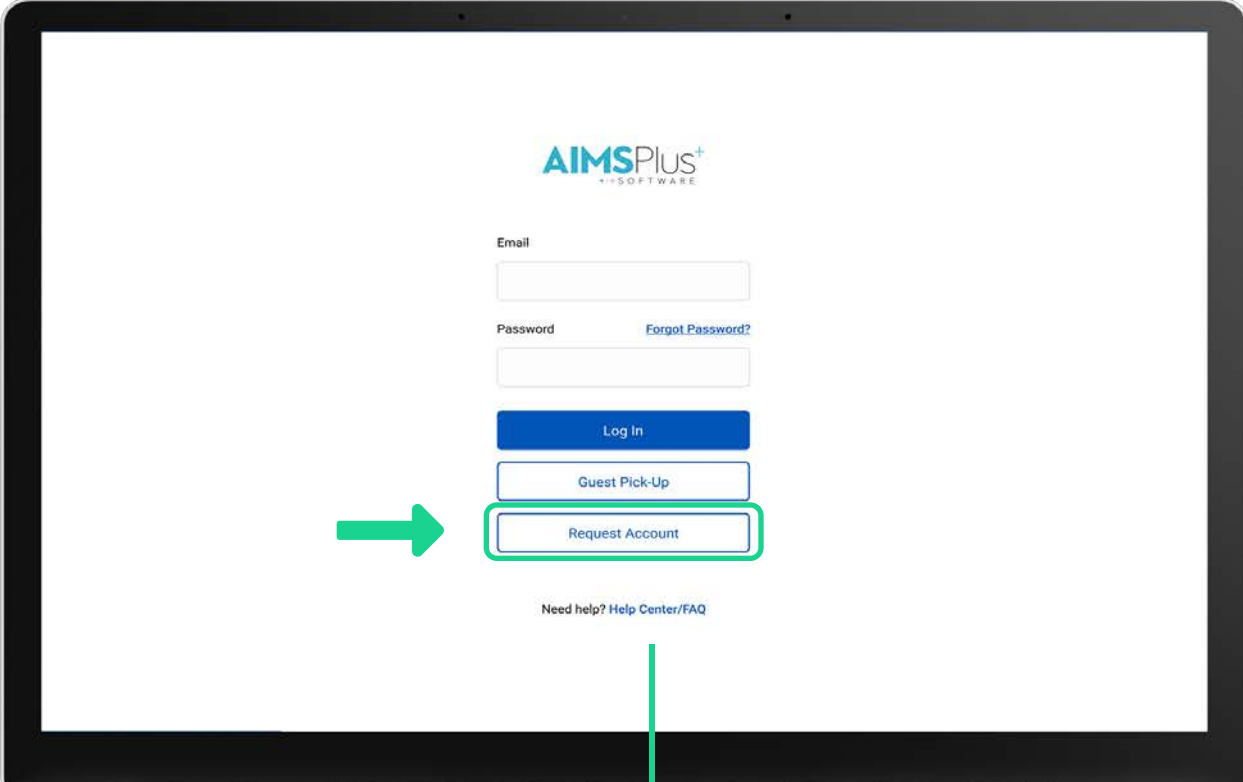
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Create an Account

You must create an account and get approval first
before you are able to use the app

Request a New Account

Click on “Request an Account” from the log-in menu.



The screenshot shows the AIMSPlus+ Software login interface. At the top center is the logo "AIMSPlus+ SOFTWARE". Below it are two input fields: "Email" and "Password". To the right of the "Password" field is a link that says "Forgot Password?". Below these fields are three buttons: "Log In" (blue), "Guest Pick-Up" (white with a blue border), and "Request Account" (white with a blue border). A green arrow points to the "Request Account" button, which is also highlighted with a green rectangular border. At the bottom of the form area, there is a link that says "Need help? Help Center/FAQ". A green vertical line extends from this link down towards the "Need help?" section below the screenshot.

Need help?

Access the Help Center, without logging in, to find published answers, trainings, and training documents, as well as, submit a ticket directly to Tellworks for individual assistance.

User Information

1. Select the role you would like to register an account for
2. Fill out your personal information:
 - First and last name
 - Phone number
 - Email Address
 - Select your role
 - Company
 - Select your market(s)
 - Create a password for your account
3. Accept Terms & Conditions. Tellworks will email you when your account is approved.
(Activation typically arrives within 48 hours).

The screenshot shows a web interface for 'AIMSplus' with a 'Request an Account' form. The form is titled 'Request an Account' and is enclosed in a green border. It contains the following fields and elements:

- A dropdown menu for role selection, currently showing 'TMO National/Regional Manager'.
- Text input fields for 'First Name*' (containing 'John') and 'Last Name*' (containing 'Doe').
- A text input field for 'Phone Number*' (containing '444 444 4444').
- A text input field for 'Company E-mail Address*' (containing 'jdoe@company.com').
- Text input fields for 'Password*' and 'Confirm Password*', both containing '*****'.
- A checkbox labeled 'I agree to the Terms & Conditions' which is checked.
- A blue 'Submit' button at the bottom.

Three green circles with numbers 1, 2, and 3 are positioned to the left of the form, with lines pointing to the role dropdown, the name fields, and the terms checkbox respectively.

Search

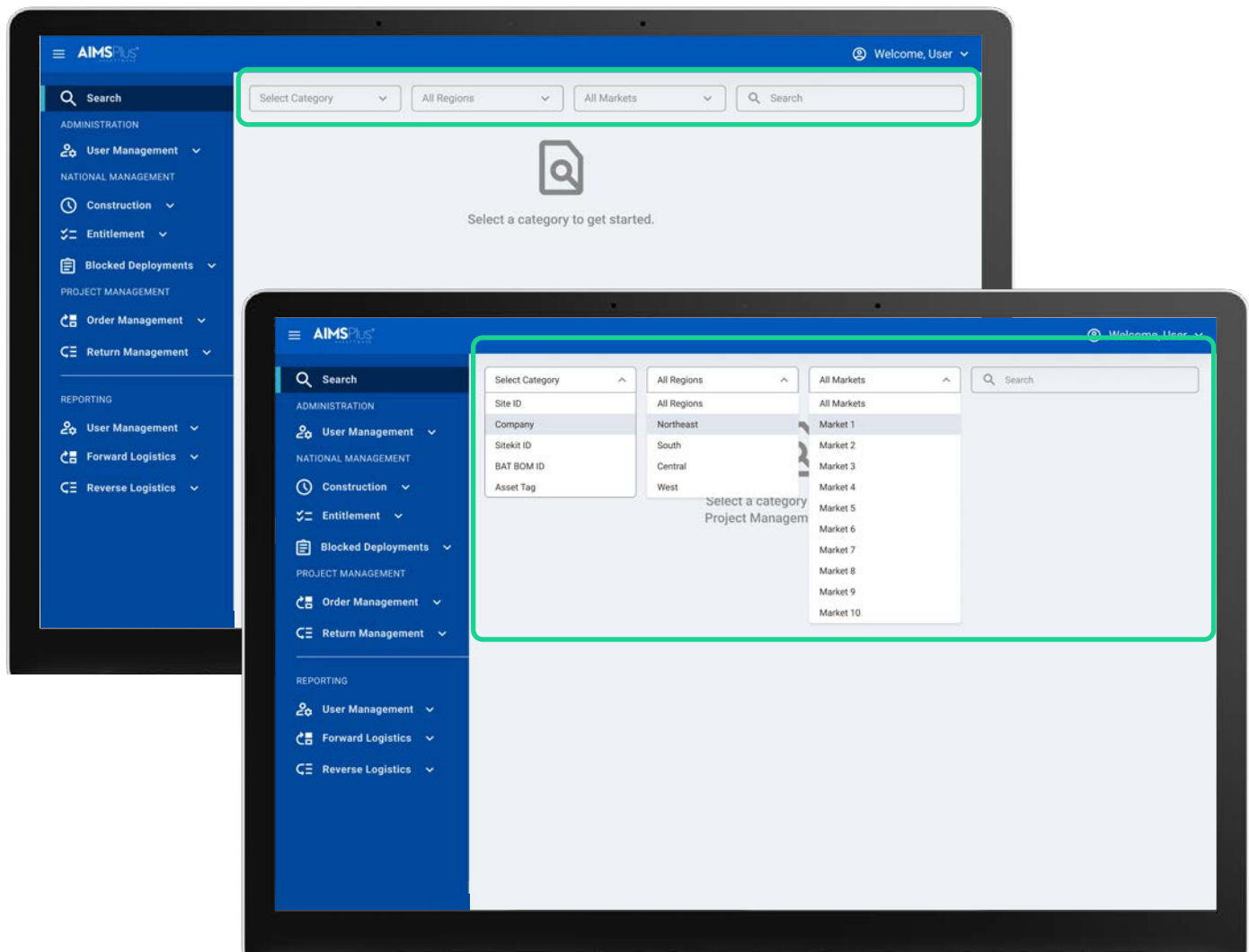
National/Regional Managers have the ability to search database by Site ID, Kit SAP, BAT BOM ID, Company, and Asset Tag.

Understanding Search

Search by Site ID, Company, Sitekit ID, BAT BOM ID, RMA #, or Asset Tag.

Filter by region or a specific market.

Results will show kit status, whether NDC Confirmed, NDC Processing, In-Transit, MSL Available, MSL Assigned, Deployed, Cancelled, Deactivated, RMA Pending, RMA Cancelled, & RMA Completed.



Understanding Search

The results returned are sorted based on the current status. Status' include NDC Confirmed, NDC Processing, In-Transit, MSL Available, MSL Assigned, Deployed, Cancelled, Deactivated, RMA Pending, RMA Cancelled, & RMA Completed.

Select SAP Code to view pick-up receipt which includes packing slip details.

The image shows two tablets displaying the AIMS Plus search interface. The top tablet shows search results for 'Ericsson' with a table of items including BAT BOM ID, Site ID, Site Kit SKU, Company, Market, MSL, Days @ MSL, and Date Received. The bottom tablet shows a more detailed view of the search results, including a table with Return #, Site ID, Company, Requested By, Requested, Appointment, Received at MSL, and Completed.

Top Tablet Search Results:

Company: Ericsson
28 Results for 'Ericsson' searched by Company

Status Summary: NDC Confirmed 28, NDC Processing 12, In-Transit 7, MSL Available 7, MSL Assigned 112, Deployed 3, Cancelled 12, RM

BAT BOM ID	Site ID	Site Kit SKU	Company	Market	MSL	Days @ MSL	Date Received
830181	LA94108	TM-888957	Ericsson	Westervelt	5	5	10/19/2022

Bottom Tablet Search Results:

Company: Ericsson
28 Results for 'Ericsson' searched by Company

Status Summary: MSL Assigned 112, Deployed 7, Cancelled 12, Deactivated 8, RMA Pending 8, RMA Cancelled 6, RMA Completed 8

Return #	Site ID	Company	Requested By	Requested	Appointment	Received at MSL	Completed
438728	LA02346	XRS	Kevin Kale	02/27/2022	03/01/2022	03/01/2022	03/02/2022
438728	LA01234	Build Company	Henry Hazel	02/27/2022	03/01/2022	03/01/2022	03/02/2022
438728	LA08888	XL Comm	Rick Reuben	02/27/2022	03/01/2022	03/01/2022	03/02/2022
438728	LA02346	Avenger Company	Penny Popsicle	02/27/2022	03/01/2022	03/01/2022	03/02/2022
438728	LA00011	XRS	Will Wings	02/27/2022	03/01/2022	03/01/2022	03/02/2022
438728	LA00770	XL Comm	Parker Pizza	02/27/2022	03/01/2022	03/01/2022	03/02/2022
438728	LA01234	XRS	Phil Pancake	02/27/2022	03/01/2022	03/01/2022	03/02/2022
438728	LA01234	XL Comm	Wilt Waffle	02/27/2022	03/01/2022	03/01/2022	03/02/2022

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All Users Administration

National/Regional Managers have the ability to view all users in the database signed up for an AIMSPlus account.

Understanding User Management

1. Expand 'User Management' category.
2. Select 'All Users' from the navigation on the left hand side of the screen.
3. Search is available by Name or Email.
4. Filter by role, region, market, or CATS Code.
5. Set the users access to app by switching between an 'Active' or 'Inactive' status.
6. Select the 'three dots' to edit the user information or set user permissions.
7. Select the dropdown arrow to view more details about the user.

The screenshot displays the AIMS Plus User Management interface. The left sidebar contains a navigation menu with categories: ADMINISTRATION, NATIONAL MANAGEMENT, PROJECT MANAGEMENT, and REPORTING. The 'User Management' category is expanded, showing 'All Users' as the selected option. The main content area features a search bar and filter options (Role, Region, Market, CATS Code) with a 'Reset All' button. Below the filters is a table of users with columns for Name, Role, Email, Phone, and Status. The table lists several users, including Kevin Kale, Brandon Barbeque, Holly Hotpocket, Penny Popsicle, Will Wings, Parker Pizza, Phil Pancake, Wilt Waffle, Bobby Burger, and another Brandon Barbeque. Each user row has a status toggle (Active/Inactive) and a three-dot menu icon. The bottom right corner shows '1-20 of 52'.

Name	Role	Email	Phone	Status	Actions
Kevin Kale	General Contractor	k.kale@contractor.com	444-444-4444	Active	...
Brandon Barbeque	T-Mobile Technician	b.bbq@contractor.com	444-444-4444	Active	...
Holly Hotpocket	General Contractor	h.hotpocket@contractor.com	444-444-4444	Inactive	...
Penny Popsicle	T-Mobile Technician	p.popsicle@contractor.com	444-444-4444	Active	...
Will Wings	General Contractor	w.wings@contractor.com	444-444-4444	Inactive	...
Parker Pizza	General Contractor	p.pizza@contractor.com	444-444-4444	Active	...
Phil Pancake	General Contractor	p.pancake@contractor.com	444-444-4444	Inactive	...
Wilt Waffle	General Contractor	w.waffle@contractor.com	444-444-4444	Active	...
Bobby Burger	General Contractor	b.burger@contractor.com	444-444-4444	Active	...
Brandon Barbeque	General Contractor	b.bbq@contractor.com	444-444-4444	Active	...

Understanding User Management: Edit User

1. After selecting the 'three dots', select 'Edit' and a popup will appear to edit the user information.
2. Set the users access to app by switching between an 'Active' or 'Inactive' status.
3. Edit user information.
4. Select 'Add Row' to add an additional row for selecting the market and CATS Code.
5. Select the 'Save' button to save any updates made to the user information.

The image displays two screenshots of the AIMS Plus User Management interface. The top screenshot shows a list of users with a green box highlighting the 'Edit' button next to Kevin Kale. The bottom screenshot shows the 'Edit User' modal form with green boxes and numbers 1 through 5 indicating the steps: 1. First Name, 2. Last Name, 3. CATS Code - Company, 4. Add Row, and 5. Save button.

Name	Role	Email	Phone	Status	Action
Kevin Kale	General Contractor	k.kale@contractor.com	444-444-4444	Active	Edit
Branden Barbeque	T-Mobile Technician	b.bbq@contractor.com	444-444-4444	Active	Permissions
Holly Hotpocket	General Contractor	h.hotpocket@contractor.com	444-444-4444	Inactive	...

Edit User

First Name: Bobby
Last Name: Bobby
E-mail: johndoe@company.com
Role: General Contractor
Company: Frontline Communications
Market: Chicago
CATS Code - Company: ABCDEF1234 - Frontline Comm...
Requested CATS Code - ABCDEF1234
CATS Code - Company: ADEVGS1234 - Frontline Comm...
Requested CATS Code - ABCDEF1234
Add Row
Notes:
Save

Understanding User Management: Permissions

1. After selecting the 'three dots', select 'Permissions' and a popup will appear to add permissions to a user.
2. Select 'Add to Group' to add the user to the preferred group with permissions.
3. Select 'Remove' to remove the user from the preferred group with permissions.

The top screenshot shows the AIMS Plus User Management interface. The left sidebar contains navigation links for ADMINISTRATION, NATIONAL MANAGEMENT, PROJECT MANAGEMENT, and REPORTING. The main content area displays a table of users with columns for Name, Role, Email, Phone, and Status. A green circle with the number 1 highlights the 'Edit' button for Kevin Kale, which is located next to the 'Permissions' button.

The bottom screenshot shows the 'Add Permissions' popup. The popup lists the user Kevin Kale and provides options to add or remove the user from various groups. A green circle with the number 2 highlights the 'Add to Group' button for Group 01, and a green circle with the number 3 highlights the 'Remove' button for Group 03.

Name	Role	Email	Phone	Status
Kevin Kale	General Contractor	k.kale@contractor.com	444-444-4444	Active
Branden Barbeque	T-Mobile Technician	b.bbq@contractor.com	444-444-4444	Active
Holly Hotpocket	General Contractor	h.hotpocket@contractor.com	444-444-4444	Inactive

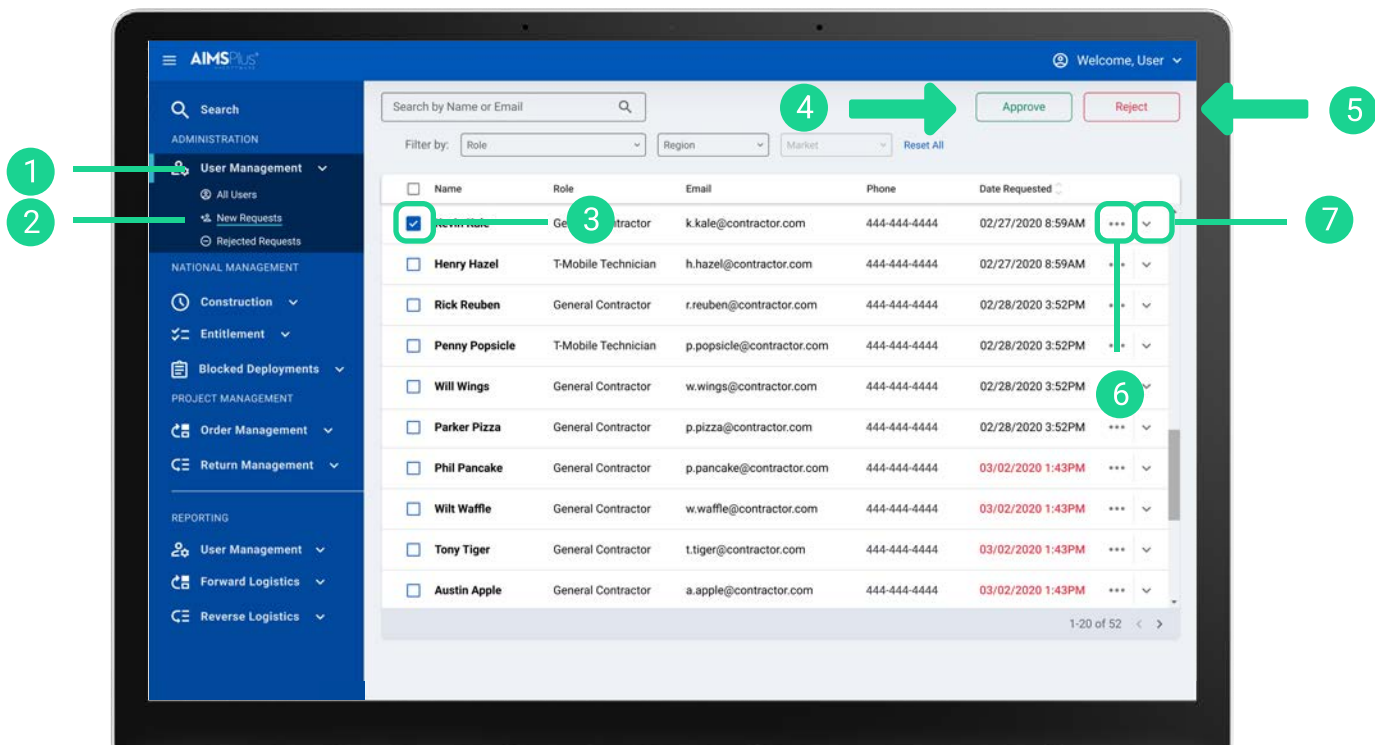
Group Name	Action
Group 01 Name	Add to Group
Group 02 Name	Add to Group
Group 03 Name	Remove
Group 04 Name	Remove

New Requests Administration

National/Regional Managers have the ability to approve or reject newly submitted account requests.

Understanding User Management

1. Expand 'User Management' category.
2. Click on 'New Requests' from the navigation on the left hand side of the screen.
3. Select the checkbox to activate the 'Approve' or 'Reject' button.
4. Select the 'Approve' button to approve user access to the app. Approving the user will set the user app status to 'Active'.
5. Select the 'Reject' button to reject user access to the app. Rejecting the user will set the user app status to 'Inactive'.
6. Select the 'three dots' to edit the user information or set user permissions.
7. Select the dropdown arrow to view more details about the user.



Rejected Requests Administration

National/Regional Managers have the ability to view all rejected account requests.

Understanding User Management

1. Expand 'User Management' category.
2. Click on 'Rejected Requests' from the navigation on the left hand side of the screen.
3. Select the dropdown arrow to view more details about the user.
4. Information on who rejected the request is listed in the user detail dropdown.

The screenshot displays the AIMS Plus User Management interface. The left sidebar contains a navigation menu with categories: ADMINISTRATION, NATIONAL MANAGEMENT, PROJECT MANAGEMENT, and REPORTING. The 'User Management' category is expanded, and the 'Rejected Requests' option is selected. The main content area shows a table of rejected requests. The first row is highlighted, and a dropdown arrow is clicked to reveal more details about the user.

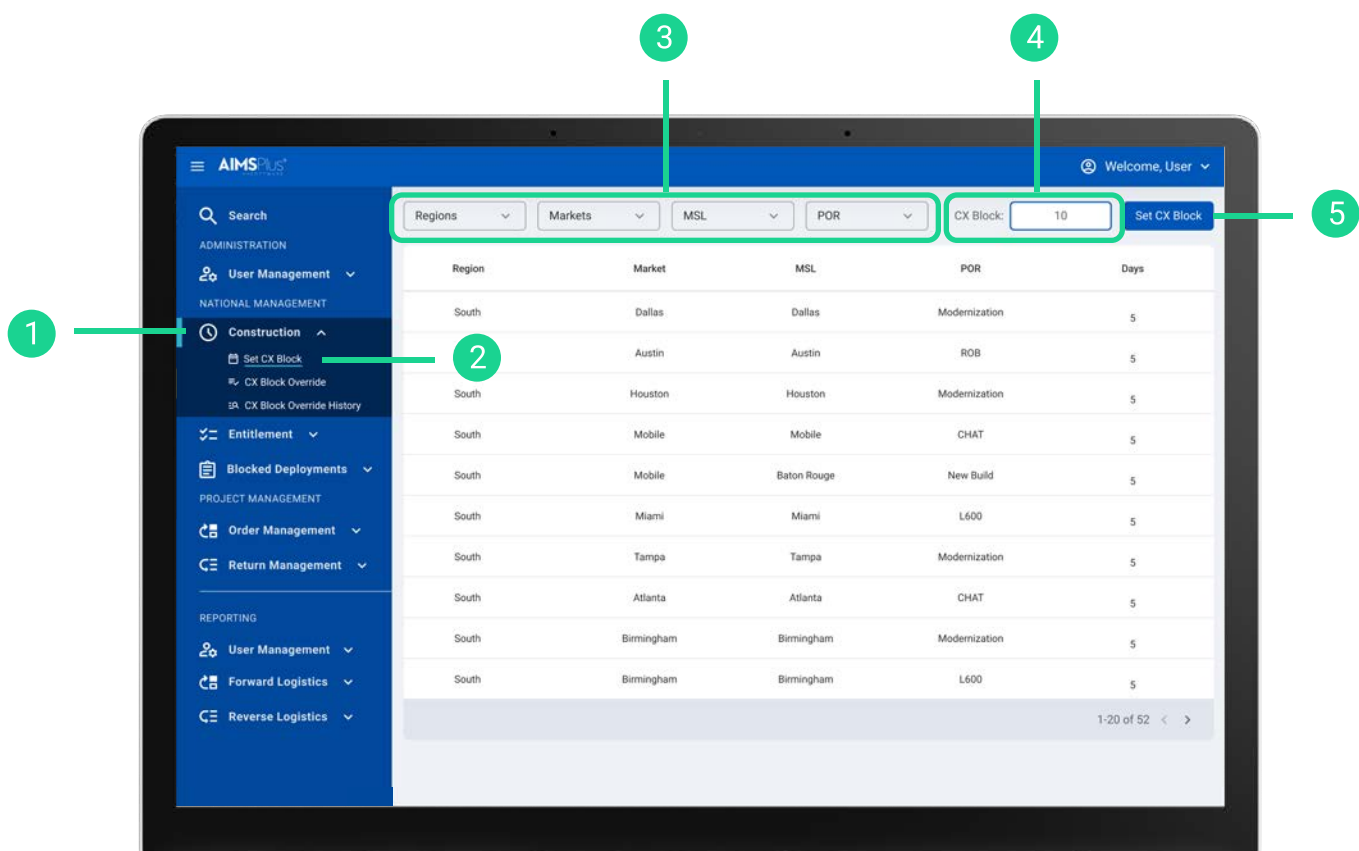
Name	Role	Email	Phone	Date Requested	
Kevin Kale	General Contractor	b.burger@contractor.com	444-444-4444	02/27/2020 8:59AM	...
Company: Ericsson Market: Oklahoma CATS Code: OKCON582942 Last Login: Rejected by: Gabby Gumdrops Notes: Hi					
Henry Hazel	General Contractor	b.bbq@contractor.com	444-444-4444	02/27/2020 8:59AM	...
Rick Reuben	General Contractor	h.hotpocket@contractor.com	444-444-4444	02/28/2020 3:52PM	...
Penny Popsicle	General Contractor	p.popsicle@contractor.com	444-444-4444	02/28/2020 3:52PM	...
Will Wings	General Contractor	w.wings@contractor.com	444-444-4444	02/28/2020 3:52PM	...
Parker Pizza	General Contractor	p.pizza@contractor.com	444-444-4444	02/28/2020 3:52PM	...
Phil Pancake	General Contractor	p.pancake@contractor.com	444-444-4444	03/02/2020 1:43PM	...
Wilt Waffle	General Contractor	w.waffle@contractor.com	444-444-4444	03/02/2020 1:43PM	...

Set CX Block National Management

National/Regional Managers have the ability to set a construction block for the preferred number of days.

Understanding Set CX Block

1. Expand 'Construction' category.
2. Click on 'Set CX Block' from the navigation on the left hand side of the screen.
3. Select the dropdown to filter between region, market, MSL, or project.
4. Enter the number of days for the CX Block duration.
5. Select the 'Set CX Block' button to update the duration of the CX Block.



CX Block Override

National Management

National/Regional Managers have the ability to approve or deny CX Block requests submitted by General Contractors.

Understanding CX Block Override

1. Expand 'Construction' category.
2. Click on 'CX Block Override' from the navigation on the left hand side of the screen.
3. Select the dropdown to filter between region, market, MSL, or project.
4. Select SAP Code to view packing slip details page.
5. CX Block Override Request information.
6. Select the 'Deny' button to deny the CX Block request.
7. Select the 'Approve' button to approve the CX Block request.

The image consists of two screenshots of the AIMS Plus web application interface, illustrating the CX Block Override process. The top screenshot shows the main dashboard with a left-hand navigation menu. The bottom screenshot shows a detailed view of a specific CX Block request, including a modal window with request details and action buttons.

Top Screenshot (Main Interface):

- 1:** The 'Construction' category is expanded in the left-hand navigation menu.
- 2:** The 'CX Block Override' option is selected under the 'Construction' category.
- 3:** The dropdown menu for filtering by region, market, MSL, or project is shown.
- 4:** The 'SITEKIT_LA02346_351' entry is selected in the table.

Bottom Screenshot (Detailed View):

- 5:** The detailed view of the CX Block request for 'SITEKIT_LA02346_351' is shown, including fields for Site Kit SKU, BAT BOM ID, BAT BOM Order ID, Site ID, CX Date, and Earliest Pick-Up Date.
- 6:** The 'Deny' button is highlighted.
- 7:** The 'Approve' button is highlighted.

Table Data (from top screenshot):

Site Kit SKU	BAT BOM ID	BAT BOM Order ID	Site ID	CX Date	Earliest Pick-Up Date
SITEKIT_LA02346_351	830181	830181	LA02346	11/02/2022	10/23/2022
SITEKIT_LA02346_352	350199	3501993	LA02346	10/19/2022	10/09/2022
SITEKIT_LA02346_353	650145	6501455	LA02346	10/17/2022	10/07/2022

Modal Window Data (from bottom screenshot):

SITEKIT_LA02346_351

Site Kit SKU: SITEKIT_LA02346_351
 BAT BOM ID: 830181
 BAT BOM Order ID: 830181
 Site ID: LA00120
 Project: Anchor
 CX Date: 11/02/2022
 Earliest Pick-Up Date: 10/23/2022

Pallets: 6
 Auth #: Pending
 Pick-Up Date:
 MSL Location: SOCAL - 1501 E Cooley Dr Suite A, Colton CA 92324
 Pick-Up Company:
 General Contractor: Avenger Company

T-Mobile POC: Jane Doe
 T-Mobile Email: jdoe@company.com

Reason for Request: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu, pretium quis, sem.

CX Block Override History

National Management

National/Regional Managers have the ability to view all approved or denied CX Block requests submitted by General Contractors.

Understanding CX Block Override History

1. Expand 'Construction' category.
2. Click on 'CX Block Override History' from the navigation on the left hand side of the screen.
3. Select the dropdown to filter between region, market, MSL, or project.
4. Select SAP Code to view packing slip details page.
5. Once a request has been 'approved' or 'denied' it will move to 'CX Block Override History'.

The screenshot displays the AIMS Plus interface for the 'CX Block Override History' page. The left-hand navigation menu is expanded, showing the 'Construction' category (1) and the 'CX Block Override History' option (2). The main content area features a table of override requests. Above the table, there are four dropdown filters: 'Region' (3), 'Market', 'MSL', and 'POR'. The table columns are 'Site Kit SKU', 'BAT BOM ID', 'BAT BOM Order ID', 'MSL', 'Date Requested', 'Date Approved', and 'Status'. The first row of data is highlighted, with the 'Site Kit SKU' 'SITEKIT_LA02346_352' (4) being selected. The 'Status' column shows 'Approved' for the first row and 'Denied' for the others. A green box highlights the 'Status' column (5). The bottom right of the screen shows '1-20 of 52'.

Site Kit SKU	BAT BOM ID	BAT BOM Order ID	MSL	Date Requested	Date Approved	Status
SITEKIT_LA02346_352	350199	350199	Dallas	11/02/2022	11/02/2022	Approved
SITEKIT_LA02346_352	350199	350199	Austin	10/19/2022	10/19/2022	Denied
SITEKIT_LA02346_352	650145	650145	Houston	10/17/2022	10/17/2022	Approved
SITEKIT_LA02346_352	100845	100845	Mobile	10/12/2022	10/12/2022	Denied
SITEKIT_LA02346_352	750986	750986	Baton Rouge	10/11/2022	10/11/2022	Approved
SITEKIT_LA02346_352	780222	780222	Miami	10/11/2022	10/11/2022	Approved
SITEKIT_LA02346_352	380928	380928	Tampa	10/10/2022	10/10/2022	Denied
SITEKIT_LA02346_352	380928	380928	Atlanta	10/10/2022	10/10/2022	Approved
SITEKIT_LA02346_352	380928	380928	Birmingham	10/10/2022	10/10/2022	Denied
SITEKIT_LA02346_352	240085	240085	Birmingham	10/10/2022	10/10/2022	Denied

EC Override Requests

National Management

National/Regional Managers have the ability to approve or deny entitlement requests submitted by Project Managers.

Understanding EC Override Requests

1. Expand 'Entitlement' category.
2. Click on 'EC Override Requests' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Search is available by Site ID.
5. Select SAP Code to view packing slip details page.
6. Select the 'Approve' or 'Deny' button to complete an override request.

The screenshots illustrate the steps for managing EC Override Requests in the AIMS Plus system.

Top Screenshot: The left navigation menu shows the 'Entitlement' category expanded (1). The 'EC Override Requests' option is selected (2). The main content area displays a table of requests. The 'Region' and 'Market' dropdowns are highlighted (3). A search bar for 'Search by Site ID' is visible (4).

Bottom Screenshot: The table shows a list of requests. The row for 'SITEKIT_LA02346_352' is highlighted (5). A modal dialog is open for this request, showing details and the 'Approve' or 'Deny' buttons (6).

BAT BOM ID	Site ID	Site Kit SKU	Market	Days at MSL	CX Date	Date Requested	Date Adjusted
830181	LA00120	SITEKIT_LA02346_352	LA North	30	11/02/2022	10/19/2022	10/19/2022
350199	LA00685	SITEKIT_LA02346_352	LA North	27	10/19/2022	10/19/2022	10/19/2022
286		SITEKIT_LA02346_352	LA North	24	10/17/2022	10/17/2022	10/17/2022

Modal Dialog Details:

SITEKIT_LA02346_352

Site Kit SKU: SITEKIT_LA02346_351
BAT BOM ID: LA02346
Site ID: LA02346
Project: Anchor
CX Date: 11/02/2022 [Edit](#)
Pallets: 6

Auth #: Pending
Pick-Up Date:
MSL Location: SOCAL - 1501 E Cooley Dr Suite A, Colton CA 92324
Pick-Up Company:
General Contractor:

Approved By: Jane Doe
Reason for Request: What are some reasons that I need to provide for this request? What are valid reasons to request? Ask Claire.

[Deny](#) [Approve](#)

EC Override History

National Management

National/Regional Managers have the ability to view all approved or denied EC Override requests submitted by Project Managers.

Understanding EC Override History

1. Expand 'Entitlement' category.
2. Click on 'EC Override History' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Search is available by Site ID.
5. Select SAP Code to view packing slip details page.
6. Once a request has been 'approved' or 'denied' it will move to 'EC Override History'.

The screenshot displays the AIMS Plus interface for the 'EC Override History' page. The left-hand navigation menu is expanded, showing the 'Entitlement' category (1) and the 'EC Override History' option (2). The main content area features a table with columns: BAT BOM ID, Site ID, Site Kit SKU, MSL, Date Requested, Date Approved, and Status. A dropdown menu (3) is positioned above the table, allowing selection between 'Region' and 'Market'. A search bar (4) labeled 'Search by Site ID' is located in the top right corner. The table lists various requests, with the 'Site Kit SKU' column (5) containing links like 'SITEKIT_LA02346_352'. The 'Status' column (6) shows 'Approved' or 'Denied' for each request. The bottom right of the table indicates '1-20 of 52' records.

BAT BOM ID	Site ID	Site Kit SKU	MSL	Date Requested	Date Approved	Status
830181	LA00120	SITEKIT_LA02346_352		10/11/2022	11/02/2022	Approved
350199	LA00685	SITEKIT_LA02346_352	Austin	10/19/2022	10/19/2022	Denied
650145	LA00286	SITEKIT_LA02346_352	Houston	10/17/2022	10/17/2022	Approved
100845	LA00901	SITEKIT_LA02346_352	Mobile	10/12/2022	10/12/2022	Denied
750986	LA00291	SITEKIT_LA02346_352	Baton Rouge	10/11/2022	10/11/2022	Approved
780222	LA00930	SITEKIT_LA02346_352	Miami	10/11/2022	10/11/2022	Approved
380928	LA00859	SITEKIT_LA02346_352	Tampa	10/10/2022	10/10/2022	Denied
380928	LA00859	SITEKIT_LA02346_352	Atlanta	10/10/2022	10/10/2022	Approved
380928	LA00859	SITEKIT_LA02346_352	Birmingham	10/10/2022	10/10/2022	Denied
240085	LA00211	SITEKIT_LA02346_352	Birmingham	10/10/2022	10/10/2022	Denied

EC Overview

National Management

National/Regional Managers have the ability to monitor and override Sitekits with entitlement status.

Understanding EC Overview

1. Expand 'Entitlement' category.
2. Click on 'EC Overview' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Search is available by Site ID.
5. Selecting the 'Complete Override' button will approve the EC Override request.
6. Select the checkbox to activate the 'Complete Override' button.
7. Select SAP Code to view packing slip details page.

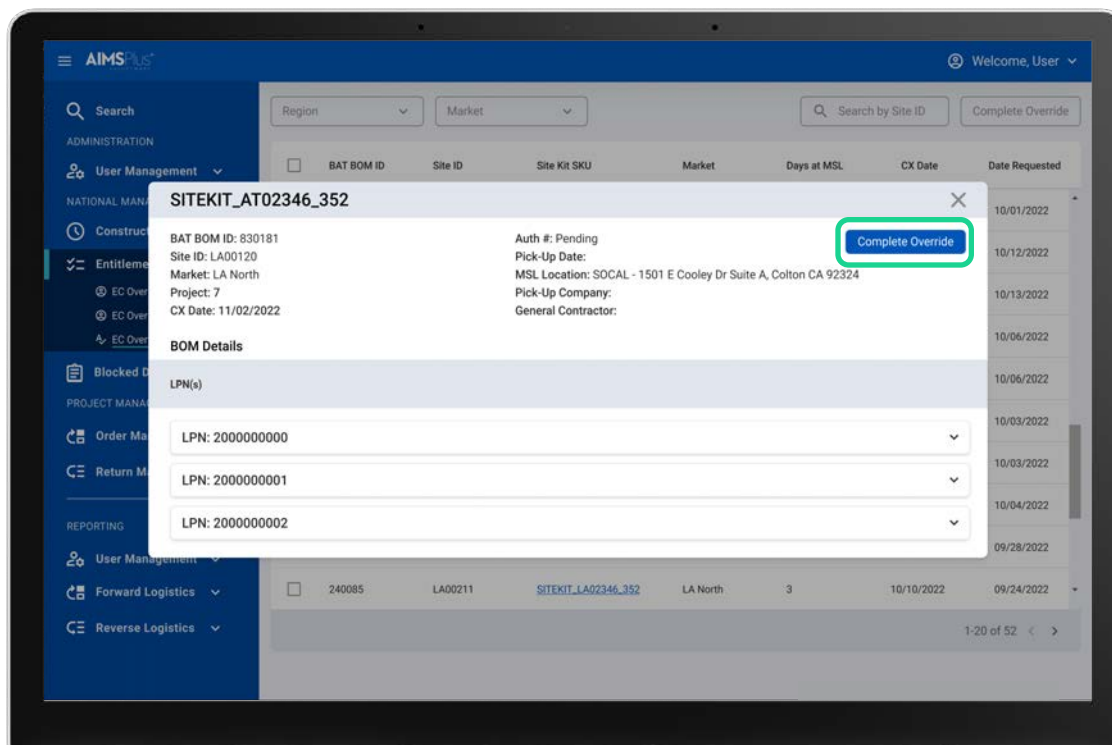
The screenshot shows the AIMS Plus interface. On the left is a navigation menu with categories: ADMINISTRATION, NATIONAL MANAGEMENT, PROJECT MANAGEMENT, and REPORTING. The 'Entitlement' category is expanded, and 'EC Overview' is selected. At the top right, a user is logged in as 'Welcome User'. Below the navigation menu, there are two dropdowns for 'Region' and 'Market'. To the right of these are a search bar labeled 'Search by Site ID' and a 'Complete Override' button. The main area displays a table of EC Override requests. The first row is highlighted, and a checkbox is checked. The 'Site ID' column contains 'LA00685', and the 'Site Kit SKU' column contains 'SITEKIT_LA02346_352'. The 'Market' column contains 'LA North'. The 'Days at MSL' column contains '27'. The 'CX Date' column contains '10/19/2022'. The 'Date Requested' column contains '10/12/2022'. The table has 8 columns: BAT BOM ID, Site ID, Site Kit SKU, Market, Days at MSL, CX Date, and Date Requested. The bottom right corner shows '1-20 of 52'.

BAT BOM ID	Site ID	Site Kit SKU	Market	Days at MSL	CX Date	Date Requested
350199	LA00685	SITEKIT_LA02346_352	LA North	27	10/19/2022	10/12/2022
650145	LA00286	SITEKIT_LA02346_352	LA North	24	10/17/2022	10/13/2022
100845	LA00901	SITEKIT_LA02346_352	LA North	21	10/12/2022	10/06/2022
750986	LA00291	SITEKIT_LA02346_352	LA North	18	10/11/2022	10/06/2022
780222	LA00930	SITEKIT_LA02346_352	LA North	15	10/11/2022	10/03/2022
380928	LA00859	SITEKIT_LA02346_352	LA North	12	10/10/2022	10/03/2022
380928	LA00859	SITEKIT_LA02346_352	LA North	9	10/10/2022	10/04/2022
380928	LA00859	SITEKIT_LA02346_352	LA North	6	10/10/2022	09/28/2022
240085	LA00211	SITEKIT_LA02346_352	LA North	3	10/10/2022	09/24/2022

Understanding EC Overview

All pallets are identified by LPN with the material that is physically on that pallet listed under the LPN code in the app. The material line includes a description of the material, SAP code, and the quantity.

Select the 'Complete Override' button to override material for Entitlement status.



Order Fulfillment Project Management

National/Regional Managers have the ability to view all orders that have been confirmed and processed.

Navigate to Order Fulfillment

1. Expand 'Order Management' category.
2. Click on "Order Fulfillment" from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Track material link provides real time tracking and will open a new window in your browser.

The top screenshot displays the AIMS system dashboard. The left sidebar shows the navigation menu with 'Order Management' expanded. The main content area shows a table of orders with columns: BAT BOM ID, Site ID, Site Kit SKU, Status, Project, Availability ETA, Tracking, and Contractor. A dropdown menu for 'Region' and 'Market' is visible, along with a 'Filter' button. A tracking link 'LPS2104121350' is highlighted.

The bottom screenshot shows a detailed view of a specific order (SITEKIT_LA02346_352). The BOM details table is displayed with columns: SKU, Quantity, Description, and Asset Tag(s).

SKU	Quantity	Description	Asset Tag(s)
12771	1	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948, TM09736948, TM09736948
61289	3	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948
67914	3	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948
66839	12	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948
21778	12	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948, TM09736948
98155	1	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948
34645	2	OD Surge Protection (SPD) Kit	TM09736948

In-Transit Material Project Management

National/Regional Managers have the ability to track MSL inbound material in real time with a predicted time of availability.

Navigate to In-Transit Material

1. Expand 'Order Management' category.
2. Click on "In-Transit Material" from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Tracking number link provides real time tracking and will open a new window in your browser.
6. If the tracking number is not available, select the info icon to view the carrier contact information.

The image displays two screenshots of the AIMS Plus web application interface, illustrating the steps to navigate to and view In-Transit Material.

Top Screenshot: In-Transit Material Table

- 1:** The 'Order Management' category is expanded in the left-hand navigation menu.
- 2:** The 'In-Transit Material' option is selected under the Order Management category.
- 3:** The 'Region' and 'Market' dropdown menus are visible at the top of the table.
- 4:** The 'Filter' button is located next to the dropdown menus.
- 5:** A tracking number link (e.g., LPS2104121350) is highlighted in the 'Tracking' column.
- 6:** A tooltip message is displayed: "No tracking number provided by GTZ for more information reach out to GTZ at 866-444-8245."

Bottom Screenshot: BOM Details View

The bottom screenshot shows a detailed view of the BOM (Bill of Materials) for the selected material (SITEKIT_LA02346_352). The view includes a table with the following columns: SKU, Quantity, Description, and Asset Tag(s).

SKU	Quantity	Description	Asset Tag(s)
12771	1	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948, TM09736948, TM09736948
61289	3	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948
67914	3	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948
66839	12	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948
21778	12	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948, TM09736948
98155	1	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948
34645	2	OD Surge Protection (SPD) Kit	TM09736948

In-Stock Material Project Management

National/Regional Managers have the ability to view assigned material to CMs or GCs for scheduling and pick-up.

Navigate to In-Stock Material

1. Expand 'Order Management' category.
2. Click on 'In-Stock Material' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Search is available by Site ID
5. Select SAP Code to view packing slip details page.

The image displays two screenshots of the AIMS+ web application interface. The top screenshot shows the main dashboard with a left-hand navigation menu. The 'Order Management' category is expanded, and 'In-Stock Material' is selected. The main content area shows a table of materials with columns: BAT BOM ID, Site ID, Site Kit SKU, Project, Pallet Count, Date Received, Days at MSL, and CX Date. A dropdown menu is visible above the table, allowing selection between 'Region' and 'Market'. A search filter is also present. The bottom screenshot shows a detailed view of a specific material, 'SITEKIT_LA02346_352', with a 'Download PDF' button. The details include BAT BOM ID, Site ID, Project, CX Date, Pallets, and a list of BOM details with columns: SKU, Quantity, Description, and Asset Tag(s).

BAT BOM ID	Site ID	Site Kit SKU	Project	Pallet Count	Date Received	Days at MSL	CX Date
830181	LA00120	TM-888957	Westervelt	5	10/19/2022	24 Days	10/19/2022
350199	LA00685	SITEKIT_LA02346_352	Decord	12	10/19/2022	23 Days	10/19/2022
650145	LA00286	SITEKIT_LA02346_352	Baptista	2	10/17/2022	23 Days	10/17/2022
100845	LA00901	SITEKIT_LA02346_352	Torff	9	10/12/2022	18 Days	10/12/2022

SKU	Quantity	Description	Asset Tag(s)
12771	1	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948, TM09736948, TM09736948
61289	3	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948
67914	3	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948
66839	12	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948
21778	12	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948, TM09736948
98155	1	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948
34645	2	OD Surge Protection (SPD) Kit	TM09736948

Unscheduled Material Project Management

National/Regional Managers have the ability to monitor the status of site kits and have the ability to unassign pick-ups for re-assignment.

Navigate to Unscheduled Material

1. Expand 'Order Management' category.
2. Click on 'Unscheduled Material' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Select SAP Code to view packing slip details page.

The image displays two screenshots of the AIMS system interface. The top screenshot shows the main dashboard with a sidebar on the left containing navigation categories: ADMINISTRATION, NATIONAL MANAGEMENT, and PROJECT MANAGEMENT. The 'Order Management' category is expanded, and 'Unscheduled Material' is selected. The main area shows a table of materials with columns: BAT BOM ID, Site ID, Site Kit SKU, Project, Contractor, Subcontractor, CX Week, and Days Assigned. A dropdown menu is open above the table, showing 'Region' and 'Market' options. A filter button is also visible. The bottom screenshot shows the details of a specific material, 'SITEKIT_LA02346_352'. The details include: BAT BOM ID: LA02346, Site ID: LA02346, Project: Anchor, CX Date: 11/02/2022, Pallets: 6, Auth #: Pending, Pick-Up Date: MSL Location: SOCAL - 1501 E Cooley Dr Suite A, Colton CA 92324, Pick-Up Company: Avenger Company, and General Contractor: Avenger Company. Below the details is a 'BOM Details' table with columns: SKU, Quantity, Description, and Asset Tag(s).

BAT BOM ID	Site ID	Site Kit SKU	Project	Contractor	Subcontractor	CX Week	Days Assigned
830181	LA00120	TM-888957	Tower	Ericsson	Ericsson	Week 25	21 Days
350199	LA00685	SITEKIT_LA02346_352	Anchor	05-20-2020	22	Week 29	16 Days
650145	LA00286	SITEKIT_LA02346_352	Tower	05-20-2020	22	Week 17	14 Days
100845	LA00901	SITEKIT_LA02346_352	Anchor	05-20-2020	22	Week 29	13 Days

SKU	Quantity	Description	Asset Tag(s)
12771	1	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948, TM09736948, TM09736948
61289	3	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948
67914	3	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948
66839	12	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948
21778	12	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948, TM09736948
98155	1	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948
34645	2	OD Surge Protection (SPD) Kit	TM09736948

Scheduled CAPX Material Project Management

National/Regional Managers have the ability to monitor the status of site kits and view CAPX materials that are scheduled for pick-up.

Navigate to Scheduled CAPX Material

1. Expand 'Order Management' category.
2. Click on 'Scheduled CAPX Material' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Select SAP Code to view packing slip details page.

The image displays two screenshots of the AIMS system interface. The top screenshot shows the main dashboard with a navigation menu on the left. The 'Order Management' category is expanded, and 'Scheduled CAPX Material' is selected. The main content area shows a table of materials with columns: BAT BOM ID, Site ID, Site Kit SKU, Project, Contractor, Subcontractor, Auth #, CX Week, and Date Received. A dropdown menu for 'Region' and 'Market' is visible, along with a 'Filter' button. The bottom screenshot shows a detailed view of the 'SITEKIT_LA02346_352' material, including a 'Download PDF' button, a list of BOM details, and a table of asset tags.

Table 1: Scheduled CAPX Material Table

BAT BOM ID	Site ID	Site Kit SKU	Project	Contractor	Subcontractor	Auth #	CX Week	Date Received
830181	LA00120	TM-688957	Tower	Ericsson	Ericsson	-	Week 25	10/19/2022
350199	LA00685	SITEKIT_LA02346_352	Tower	Ericsson	Tower XL	-	Week 29	10/19/2022
650145	LA00286	SITEKIT_LA02346_352	Tower	Ericsson	Tower XL	438777	Week 17	10/17/2022
100845	LA00901	SITEKIT_LA02346_352	Anchor	Ericsson	Tower XL	-	Week 29	10/12/2022
750986	LA00291	SITEKIT_LA02346_352	Anchor	Ericsson	Tower XL	438777	Week 17	10/11/2022

Table 2: BOM Details Table

SKU	Quantity	Description	Asset Tag(s)
12771	1	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948, TM09736948, TM09736948
61289	3	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948
67914	3	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948
66839	12	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948
21778	12	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948, TM09736948
98155	1	Tall Baseframe ComboKit 12in 6160 Bin B160	TM09736948
34645	2	OD Surge Protection (SPD) Kit	TM09736948

Scheduled Service Material Project Management

National/Regional Managers have the ability to monitor the status of site kits and view Service materials that are scheduled for pick-up.

Navigate to Scheduled Service Material

1. Expand 'Order Management' category.
2. Click on 'Scheduled Service Material' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Select SAP Code to view packing slip details page.

The image displays two screenshots of the AIMS system interface. The top screenshot shows the main dashboard with the 'Order Management' category expanded on the left sidebar. The 'Scheduled Service Material' option is highlighted. The top navigation bar includes a 'Region' dropdown, a 'Market' dropdown, and a 'Filter' button. The main table lists materials with columns: Site ID, Confirmation ID, Project, Contractor, Subcontractor, Auth #, and Date Scheduled. The bottom screenshot shows a detailed view of a material (C0438727) with a BOM table listing SKUs, quantities, descriptions, asset tags, and TMS/TMP numbers.

Site ID	Confirmation ID	Project	Contractor	Subcontractor	Auth #	Date Scheduled
LA00120	C0598447	CHAT	Ericsson	Ericsson	4833252	10/19/2022
LA00685	C0518048	CHAT	Ericsson	22	6881150	10/19/2022
LA00286	C0746664	CHAT	05-20-2020	22	6231712	10/17/2022
LA00901	C0598685	CHAT	05-20-2020	22	3667630	10/12/2022
LA00291	C0466705	CHAT	05-20-2020	22	3849546	10/11/2022

SKU	Quantity	Description	Asset Tag(s)	TMS/TMP Number
12771	1	Tail Baseframe ComboKit 12in 6160 Bin B160		TMS7574709
61289	3	Tail Baseframe ComboKit 12in 6160 Bin B160		TMS1646094, TMS1612345
67914	3	USED Radio 4415 B25	TM09736948	TMS5904042
66839	12	Antenna Control Cable AISG 2.0 3M		TMS3206855
21778	12	Antenna Control Cable AISG 2.0 3M		TMS3717866, TMS16177489
98155	1	OD Surge Protection (SPD) Kit		TMS9263021
34645	2	OD Surge Protection (SPD) Kit		TMS3567733, TMS1612999

Deployed CAPX Material Project Management

National/Regional Managers have the ability to review CAPX material that has been deployed based on date and time.

Navigate to Deployed CAPX Material

1. Expand 'Order Management' category.
2. Click on 'Deployed CAPX Material' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Select SAP Code to view pick-up receipt which includes packing slip details.
6. Select 'View Authorization' to see the digital signature of the individual who picked up the material.
7. The digital receipt is exportable. Receipt includes Packing Slip and Digital Signatures.

The image displays two screenshots of the AIMS Plus web application interface, illustrating the steps to navigate to and view details of Deployed CAPX Material.

Top Screenshot (Main Dashboard):

- 1:** The 'Order Management' category is expanded in the left-hand navigation menu.
- 2:** The 'Deployed CAPX Material' option is selected under the 'Order Management' category.
- 3:** The 'Region' dropdown menu is highlighted, indicating the selection of a region or market.
- 4:** The 'Filter' button is highlighted, indicating the selection of filters to view the table.
- 5:** The 'SITEKIT_LA02346_352' material is highlighted in the table, indicating the selection of a specific material.

Bottom Screenshot (Material Details):

- 6:** The 'Authorization' tab is selected, showing the digital signature of the individual who picked up the material.
- 7:** The 'Download PDF' button is highlighted, indicating the option to export the digital receipt.

Table Data (Top Screenshot):

BAT BOM ID	Site ID	Site Kit SKU	Project	Contractor	Subcontractor	Auth #	CX Week	Completed
830181	LA00120	TM-888957	Anchor	Ericsson	Ericsson	-	Week 25	10/19/2022
350199	LA00685	SITEKIT_LA02346_352	Anchor	05-20-2020	22	-	Week 29	10/19/2022
650145	LA00286	SITEKIT_LA02346_352	Anchor	05-20-2020	22	438777	Week 17	10/18/2022
100845	LA00901	SITEKIT_LA02346_352	Tower	05-20-2020	22	-	Week 29	10/16/2022

Table Data (Bottom Screenshot - BOM Details):

SKU	Quantity	Description	Asset Tag(s)
12771	1	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948, TM09736948, TM09736948
61289	3	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948
67914	3	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948
66839	12	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948
21778	12	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948, TM09736948
98155	1	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948
34645	2	OD Surge Protection (SPD) Kit	TM09736948

Deployed Service Material Project Management

National/Regional Managers have the ability to review Service material that has been deployed based on date and time.

Navigate to Deployed Service Material

1. Expand 'Order Management' category.
2. Click on 'Deployed Service Material' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Select SAP Code to view pick-up receipt which includes packing slip details.
6. Select 'View Authorization' to see the digital signature of the individual who picked up the material.
7. The digital receipt is exportable. Receipt includes Packing Slip and Digital Signatures.

The screenshot displays the AIMS system interface. The left navigation menu shows the 'Order Management' category expanded, with 'Deployed Service Material' selected. The main content area shows a table of material deployments. The table has columns: Site ID, Confirmation ID, Project, Contractor, Subcontractor, Auth #, and Completed. The first row is highlighted, showing Site ID LA00120, Confirmation ID C0598447, Project CHAT, Contractor Ericsson, Subcontractor Ericsson, Auth # 4833252, and Completed 10/19/2022. Below the table, a details view for Confirmation ID C0438727 is shown, including a BOM Details table with columns: SKU, Quantity, Description, Asset Tag(s), and TMS/TMP Number. The details view also includes buttons for 'Return Details', 'Authorization', and 'Download PDF'.

Site ID	Confirmation ID	Project	Contractor	Subcontractor	Auth #	Completed
LA00120	C0598447	CHAT	Ericsson	Ericsson	4833252	10/19/2022
LA00685	C0518048	CHAT	05-20-2020	22	6881150	10/19/2022
LA00286	C0746664	CHAT	05-20-2020	22	6231712	10/18/2022
LA00901	C0598685	CHAT	05-20-2020	22	3667630	10/16/2022
LA00291	C0466705	CHAT	05-20-2020	22	3848546	10/15/2022

SKU	Quantity	Description	Asset Tag(s)	TMS/TMP Number
12771	1	Tall Baseframe ComboKit 12in 6160 Bin B160		TMS7574709
61289	3	Tall Baseframe ComboKit 12in 6160 Bin B160		TMS1646094, TMS1612345
67914	3	USED Radio 4415 B25	TM09736948	TMS5904042
66839	12	Antenna Control Cable AISG 2.0 3M		TMS3206855
21778	12	Antenna Control Cable AISG 2.0 3M		TMS3717866, TMS16177489
98155	1	OD Surge Protection (SPD) Kit		TMS9263021
34645	2	OD Surge Protection (SPD) Kit		TMS3567733, TMS1612999

Return Requests

Project Management

National/Regional Managers have the ability to approve, reject, or adjust Return Requests submitted by a project manager, construction manager, general contractor, or technician.

Navigate to Return Requests

1. Expand 'Return Management' category.
2. Click on 'Return Requests' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Select a 'Return #' to view return receipt which includes packing slip details.
6. Type of return that is being requested.

The top screenshot shows the AIMS+ web application interface. The left sidebar contains a navigation menu with categories like ADMINISTRATION, NATIONAL MANAGEMENT, PROJECT MANAGEMENT, and REPORTING. The 'Return Management' category is expanded, and 'Return Requests' is selected. The main content area displays a table of return requests. The table has columns for Return #, Site ID, Status, Return Type, Quantity, Company, Requested By, and Date. A modal window is open for Return # 438727, showing details like Site ID, Company, Dropoff Location, and a table of BOM items.

The bottom screenshot shows a detailed view of a return request. The modal window displays the following information:

- Return #:** 438727
- Site ID:** LA02346, LA02123
- Site Kit ID:** SITEKIT_LA02346_3
- Item Quantity:** 7
- Return Method:** MSL Dropoff
- Company:** Avenger Company
- Dropoff Location:** Tellworks Atlanta...
- Requested By:** Kevin Kale
- Date Requested:** 02/27/2022

The modal also includes a table of BOM items:

Site ID	SKU	MFG Part #	Description	Condition	BOM QTY	RMA QTY	BOM Asset Tag /Serial Number	RMA Asset Tag /Serial Number
LA02346	12771	5AB1234500	RAN Proces...	NIB - Facto...	1	1	TM09736948 /SBL2125W2FUQ	TM09736948 /SBL2125W2FUQ
LA02123	15024	3HB12345/3	Tall Basefra...	NIB - Facto...	6	6		

Pending Returns

Project Management

National/Regional Managers have the ability to view returns that have been approved.

Navigate to Pending Returns

1. Expand 'Return Management' category.
2. Click on 'Pending Returns' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Select a 'Return #' to view return receipt which includes packing slip details.
6. Type of return that is pending.

The top screenshot shows the AIMS Plus web application interface. The left sidebar contains a navigation menu with categories like 'ADMINISTRATION', 'NATIONAL MANAGEMENT', 'PROJECT MANAGEMENT', and 'REPORTING'. The 'Return Management' category is expanded, showing sub-items like 'Return Requests', 'Pending Returns', 'Sprint Decom Returns', 'Cancelled Returns', and 'Completed Returns'. The main area displays a table of returns with columns: Return #, Site ID, Status, Appointment, Requested By, Company, Drop-off Type, Shipping Company, and Approved. A dropdown menu for 'Region' and 'Market' is visible, along with a 'Filter' button. A modal window for 'Return #: 438727' is open, showing details like Site ID, Company, Appointment, and a table of return details. A 'Full Kit Return' button is visible in the modal.

The bottom screenshot shows a detailed view of a specific return (438727). The modal window displays the following information:

- Return #: 438727**
- Site ID: LA02346, LA02123
- Site Kit ID: SITEKIT_LA02346_3
- Item Quantity: 7
- Return Method: MSL Dropoff
- Company: Avenger Company
- Appointment: 02/28/2022
- Dropoff Location: Tellworks Atlanta...
- Requested By: Kevin Kale
- Date Requested: 02/27/2022
- Approved By: Patty PM
- Date Approved: 02/27/2022

The 'Return Details' table shows the following items:

Site ID	SKU	MFG Part #	Description	Condition	BOM QTY	RMA QTY	BOM Asset Tag /Serial Number	RMA Asset Tag /Serial Number
LA02346	12771	5AB12345QQ	RAN Proces...	NIB - Facto...	1	1	TM09736948 /SBL2125W2FUQ	TM09736948 /SBL2125W2FUQ
LA02123	15024	3HB12345/3	Tall Basefra...	NIB - Facto...	6	6		

The 'Full Kit Return' button is highlighted in the modal window.

Cancelled Returns

Project Management

National/Regional Managers have the ability to view returns that have been cancelled.

Navigate to Cancelled Returns

1. Expand 'Return Management' category.
2. Click on 'Cancelled Returns' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Select a 'Return #' to view return receipt which includes packing slip details.
6. Type of return that was cancelled.

The top screenshot shows the AIMS system interface. On the left, the 'Return Management' category is expanded (1), and 'Cancelled Returns' is selected (2). At the top, the 'Region' dropdown is highlighted (3), and the 'Filter' button is highlighted (4). The main table lists cancelled returns with columns: Return #, Site ID, Appointment, Requested By, Company, Drop-off Type, Shipping Company, Cancelled, and Cancelled By. The return # 438727 is highlighted in the first column (5).

The bottom screenshot shows the detailed view for Return # 438727. A modal window displays the return details, including Site ID, Site Kit ID, Item Quantity, Return Method, Company, Dropoff Location, Requested By, Date Requested, and Cancelled By. A dropdown menu for 'Full Kit Return' is highlighted (6).

Return #	Site ID	Appointment	Requested By	Company	Drop-off Type	Shipping Company	Cancelled	Cancelled By
438727	LA02346	02/27/2022	Kevin Kale	XRS	MSL Drop-off		02/27/2022	Kevin Kale
438727	LA02346	02/27/2022	Henry Hazel	Build Company	Direct Shipment	UPS	02/27/2022	Patty PM
438727	LA02346	02/27/2022	Rick Reuben	XL Comm	MSL Drop-off		02/27/2022	Rick Reuben
438727	LA02346	02/27/2022	Penny Popsicle	Avenger Company	MSL Drop-off	Direct Shipment	02/26/2022	Kevin Kale
438727	LA02346	02/27/2022	Will Wings	XRS	Direct Shipment	UPS	02/26/2022	Will Wings
438727	LA02346	02/27/2022	Parker Pizza	XL Comm	Direct Shipment		02/26/2022	Patty PM

Site ID	SKU	MFG Part #	Description	Condition	BOM QTY	RMA QTY	BOM Asset Tag /Serial Number	RMA Asset Tag /Serial Number
LA02346	12771	5AB12345QQ	RAN Proces...	NIB - Facto...	1	1	TM09736948 /SBL2125W2FUQ	TM09736948 /SBL2125W2FUQ
LA02123	15024	3HB12345/3	Tall Basefra...	NIB - Facto...	6	6		

Completed Returns

Project Management

National/Regional Managers have the ability to review returns that have been completed based on date and time.

Navigate to Completed Returns

1. Expand 'Return Management' category.
2. Click on 'Completed Returns' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Select a 'Return #' to view return receipt which includes packing slip details.
6. Select 'Appointment Standards' to see the appointment standards and the number of standards that were met during the return, as well as, any additional information.
7. Select 'View Authorization' to see the digital signature of the individual who picked up the material.
8. The digital receipt is exportable. Receipt includes Packing Slip and Digital Signatures.
9. Type of return that was completed.
10. If the following do not match, you will see a red 'X' to indicate a discrepancy in what was on the return order vs what was physically returned:
 - a. RMA Quantity vs Return Quantity
 - b. RMA Asset Tag/Serial # vs Return Asset Tag/Serial #
 - c. RMA Condition vs Return Condition

Return # 123456

Site ID: LA02346, LA02123
 Site Kit ID: SITEKIT_LA02346_3
 Item Quantity: 7
 Return Method: MSL Dropoff

Company: Avenger Company
 Appointment: 2/28/2022
 Dropoff Location: Tellworks Atlanta
 Requested By: Kevin Kale

Date Requested: 02/27/2022
 Date Approved: 02/27/2022
 Approved By: Patty PM
 Date Completed: 02/29/2022

Site ID	SKU	MFG Part #	Description	RMA QTY	Returned QTY	RMA Asset Tag /Serial Number	Returned Asset Tag /Serial Number	RMA Condition	Returned Condition
LA02346	12771	5AB12345Q0	RAN Proces...	1	1	TM09736948 /SBL2125W2FUQ	TM09736948 /SBL2125W2FUQ	NIB - Facto...	NIB - Facto... ✓
LA02123	15024	3HB12345/3	Tall Basefra...	1	1			NIB - Facto...	NIB - Facto... ⚠
LA02123	43125	3HB12345/3	Airscale Bas...	0	1	TM01236657		NIB - Facto...	Damaged ✗

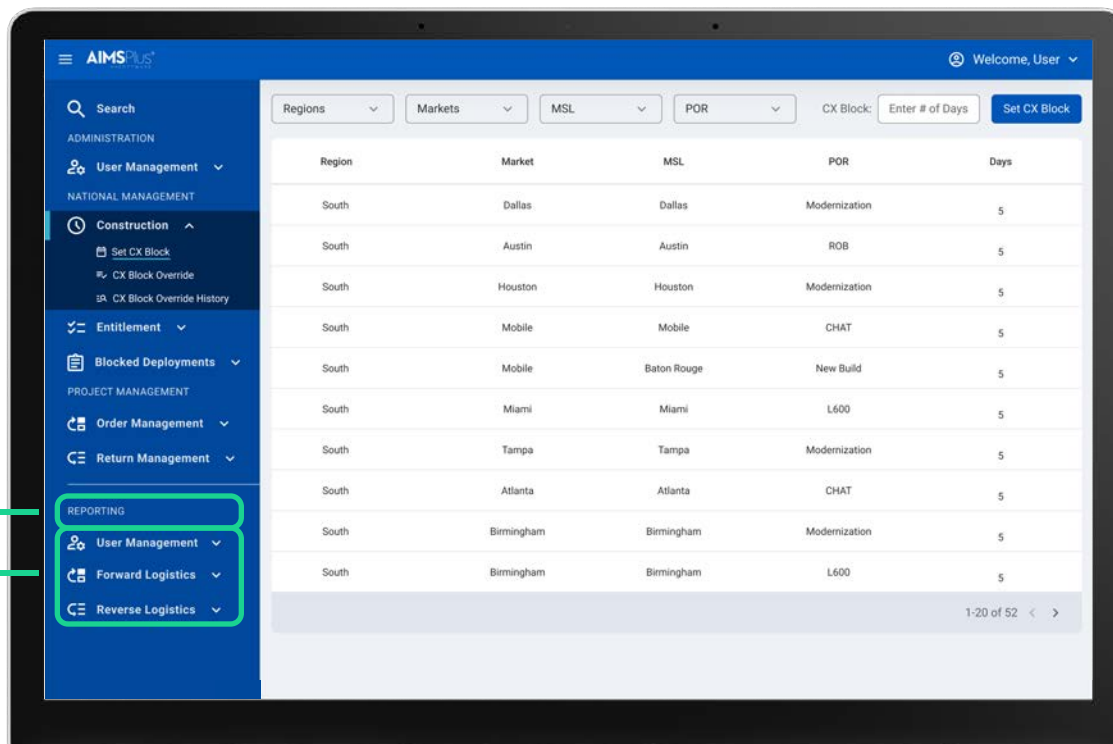
RMA QTY and Returned QTY do NOT match.

Reporting

National/Regional Managers have the ability to interact with reports for greater workload visibility. Reports will feature filters, views, and downloadable data.

Navigate to Reporting

1. Navigate to the 'Reporting' category.
2. Select type of report you would like to view (User Management, Forward Logistics, and Reverse Logistics). Each type of report has a variety of reports to choose from.

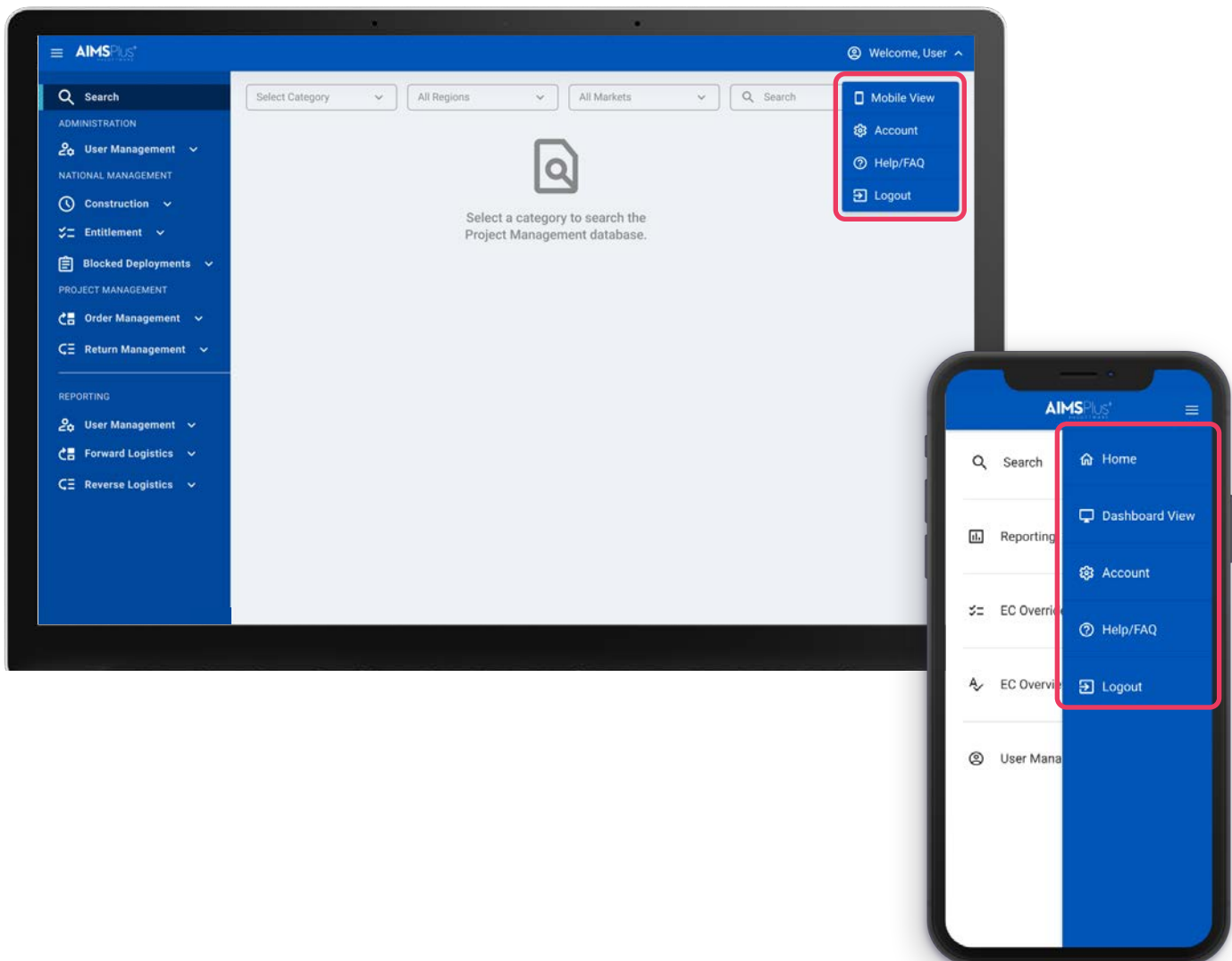


Switch to Mobile View

National/Regional Managers have the ability to view all rejected account requests.

Switching to Mobile

1. Expand 'User Management' category.
2. Click on 'All Users' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between markets.
4. Select the filter button to add filters views to the table.
5. Each return represents an RMA that has been approved. Select a 'Return #' to view return receipt which includes packing slip details.



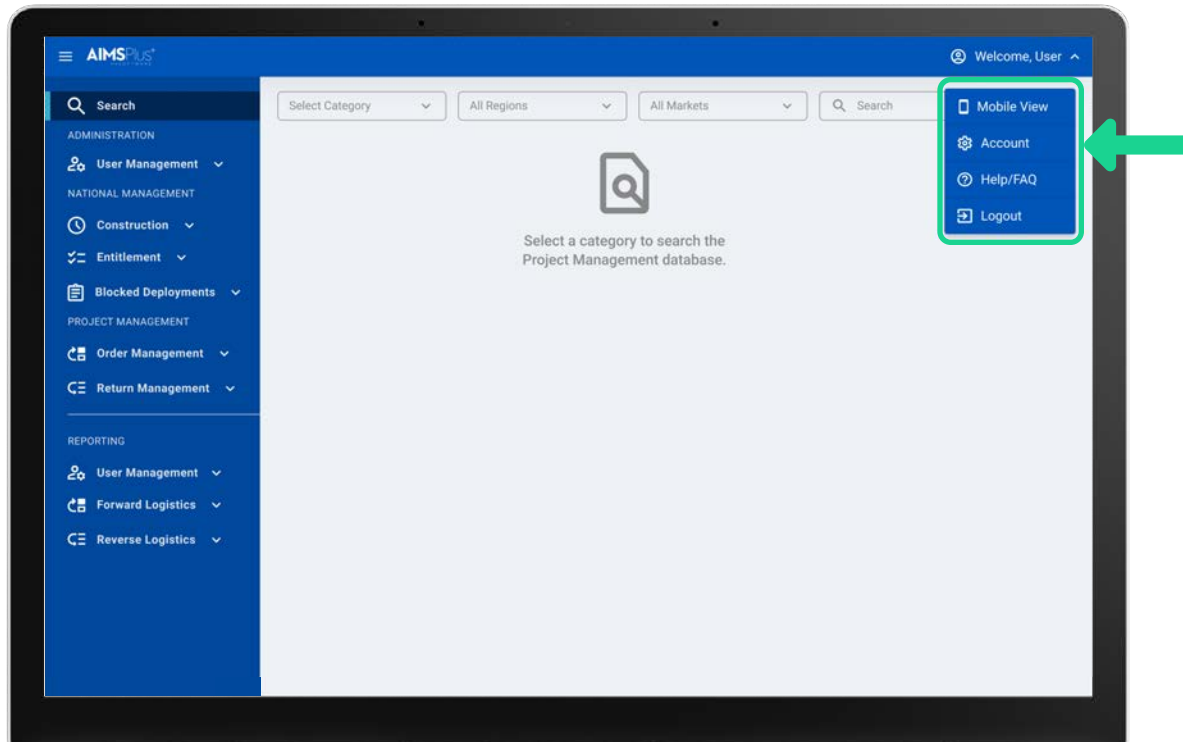
Account Information

All users have access to their account where users can review profile information, markets, and change the current password.

Navigate to Account

Click the hamburger menu from any page to pull out quick access to Account and other features. Menu will appear from the side giving direct access to the Mobile View, Account, Help Center, and Logging out.

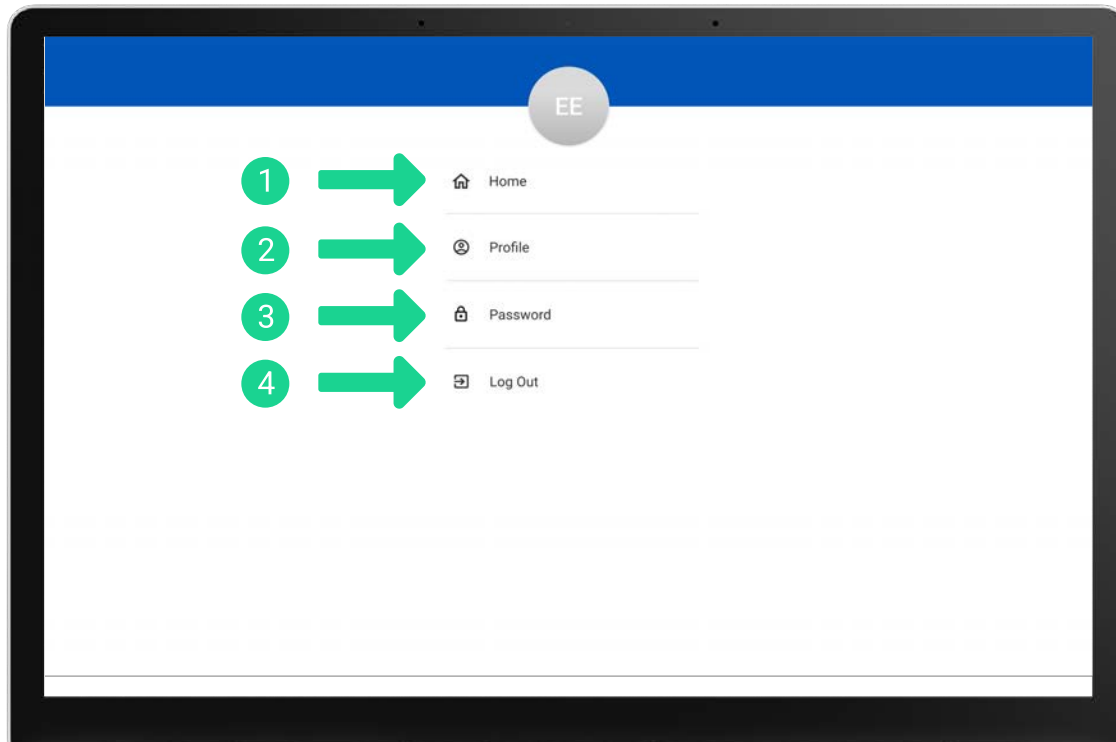
Click on 'Account' to access the Account homepage.



Understanding the Account Homepage

Our Account homepage includes access to the following:

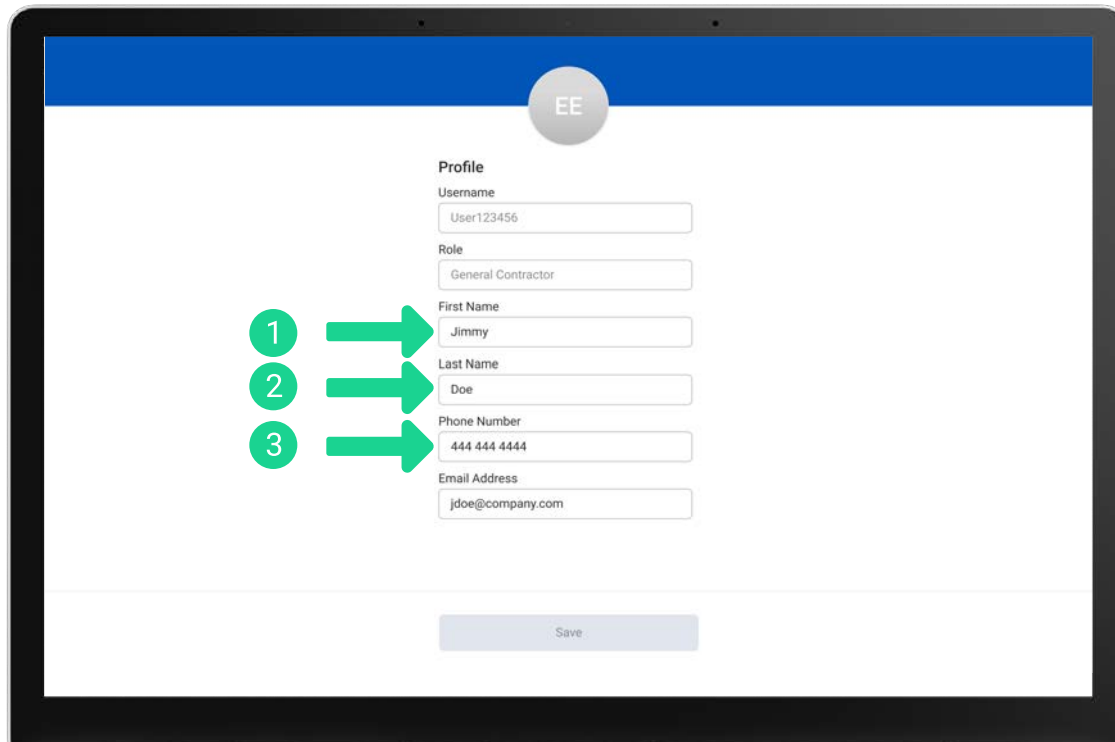
1. Home menu
2. Profile
3. Password
4. Log Out



Understanding Your Profile

The profile page displays information regarding your username, role, name, phone number, email address, and markets. You have the ability to edit the following fields:

1. First Name
2. Last Name
3. Phone Number



The screenshot shows a web interface for a user profile. At the top, there is a blue header bar with a circular profile picture placeholder containing the letters 'EE'. Below the header, the page is titled 'Profile'. The form contains several input fields: 'Username' (User123456), 'Role' (General Contractor), 'First Name' (Jimmy), 'Last Name' (Doe), 'Phone Number' (444 444 4444), and 'Email Address' (jdoe@company.com). To the left of the 'First Name', 'Last Name', and 'Phone Number' fields, there are three green circles containing the numbers 1, 2, and 3 respectively. Green arrows point from each of these circles to its corresponding input field. At the bottom of the form, there is a 'Save' button.

Field	Value
Username	User123456
Role	General Contractor
First Name	Jimmy
Last Name	Doe
Phone Number	444 444 4444
Email Address	jdoe@company.com

Changing Your Password

To change your current password edit the following fields:

1. Enter your current password
2. Enter your new password
3. Re-enter your new password for confirmation

*If you have forgotten your password, select the link to reset your password and create a new one.

Change Password

Current Password [Forgot Password?](#)

New Password

Confirm Password

Save

Help Center

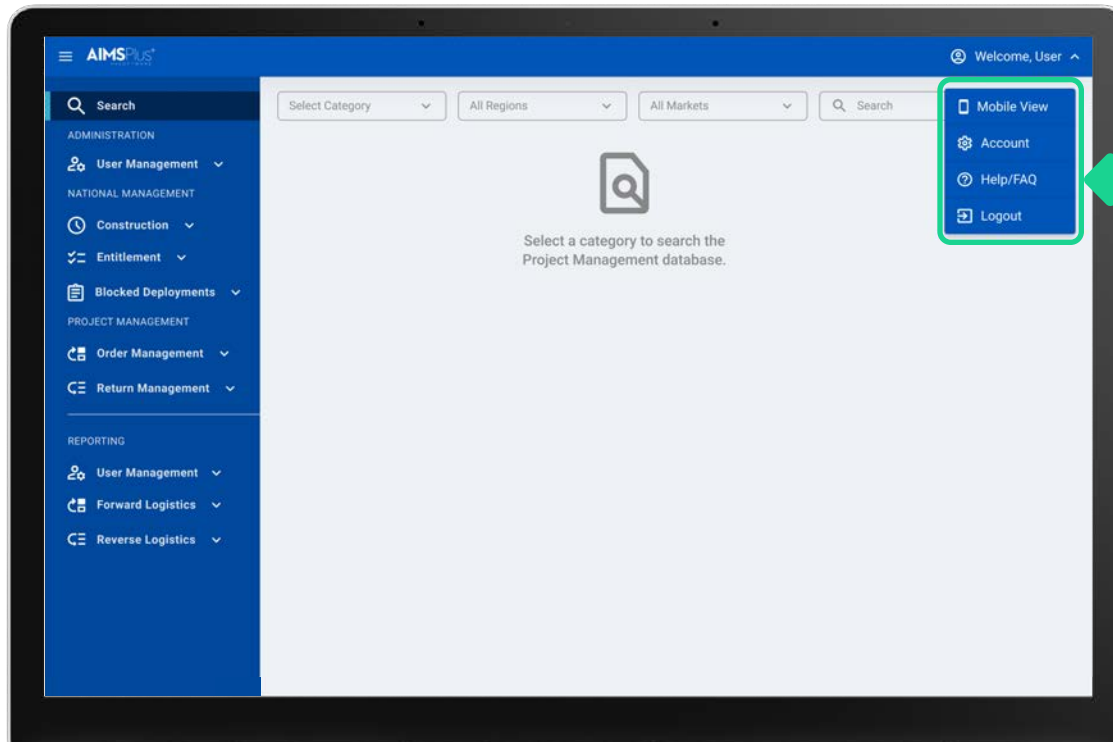
All accounts have access to the Help Center where users can find published answers, trainings, and training documents, as well as, submit a ticket directly to Tellworks for individual assistance.

Navigate to the Help Center

Click the menu from any page to drop down quick access to the Help Center and other features. Menu will appear from the side giving direct access to the Help Center and Logging out.

Click on 'Help & FAQ' to begin the process.

* Users can access the Help Center from any page in the app.

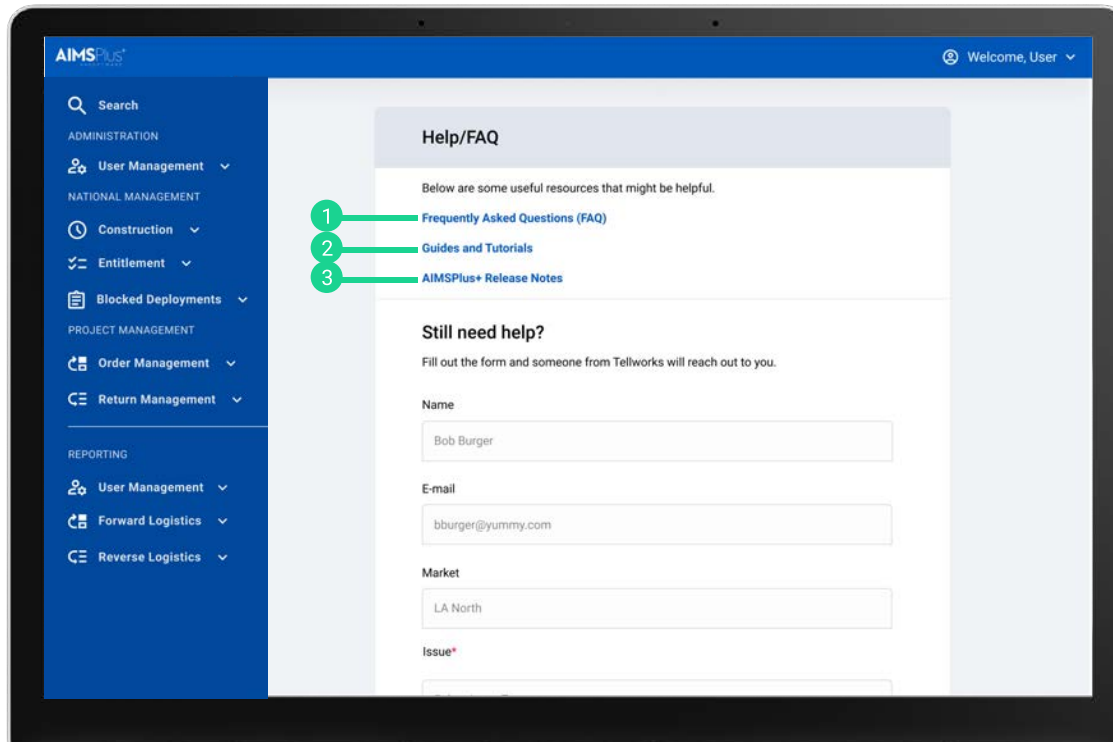


Help Center

Our Help Center includes links to:

1. Frequently Asked Questions (FAQ)
2. Guides & Tutorials
3. App release notes

* Additional help can be requested. See next page for details.



Submit a Help Ticket

Submitting an issue automatically generates a ticket in our ticketing system and is the fastest way to get in touch with Tellworks.

1. Account information (Name, Email, & Market) is pre-populated for convenience.
2. Choose an Issue Category
3. Enter issue, feedback, or questions here.

The screenshot shows the AIMS Plus user interface for submitting a help ticket. The left sidebar contains a navigation menu with categories: ADMINISTRATION (User Management), NATIONAL MANAGEMENT (Construction, Entitlement, Blocked Deployment), PROJECT MANAGEMENT (Order Management, Return Management), and REPORTING (User Management, Forward Logistics, Reverse Logistics). The main content area displays a form titled 'Fill out the form and someone from Tellworks will reach out to you.' The form has three sections highlighted with green boxes and numbered steps: Step 1 points to the 'Name', 'E-mail', and 'Market' fields, which are pre-populated with 'Bob Burger', 'bburger@yummy.com', and 'LA North' respectively. Step 2 points to the 'Issue*' dropdown menu, which lists 'Scheduling', 'Goods Issue', 'Account Administration', and 'App Feedback'. Step 3 points to the 'Describe Issue' text area.

AIMS Plus

Welcome, User

Search

ADMINISTRATION

User Management

NATIONAL MANAGEMENT

Construction

Entitlement

Blocked Deployment

PROJECT MANAGEMENT

Order Management

Return Management

REPORTING

User Management

Forward Logistics

Reverse Logistics

Fill out the form and someone from Tellworks will reach out to you.

Name

Bob Burger

E-mail

bburger@yummy.com

Market

LA North

Issue*

Select Issue Type

Scheduling

Goods Issue

Account Administration

App Feedback

Describe Issue