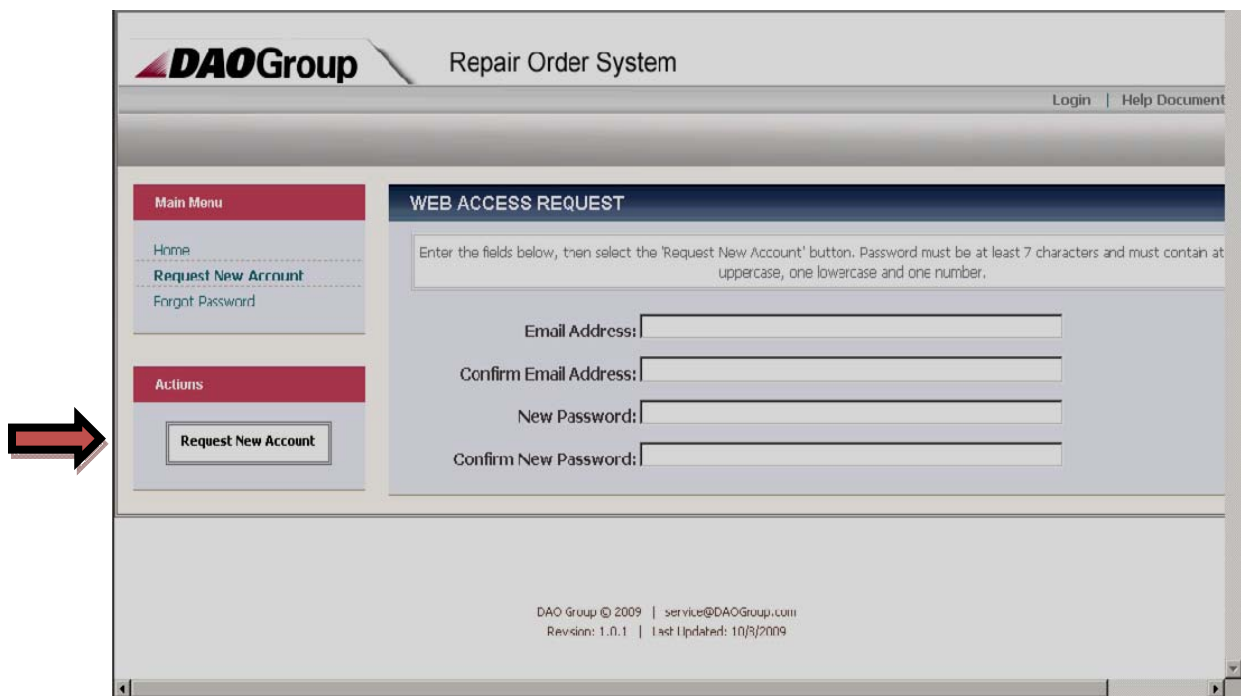


1. If you are a first time user, you will need to select the option on the left side of the screen “**Request New Account**” (see arrow below), If you already have a user name and password, go to Page 3, Step 6



The screenshot shows the DAO Group Repair Order System login page. On the left, there is a 'Main Menu' section with links: Home, Request New Account, and Forgot Password. Below it is an 'Actions' section with a 'LOG IN' form containing fields for 'User Name:' and 'Password:', and a 'Log In' button. A red arrow points to the 'Request New Account' link in the Main Menu. The main content area features a banner with the text 'WELCOME TO DAO GROUP REPAIR ORDER SYSTEM' and 'Route Equipment Repair Keeping Your Operation Running'. The banner also includes an image of various handheld devices and the text 'Intermec & DAO Group, Two Companies, One Solution'.

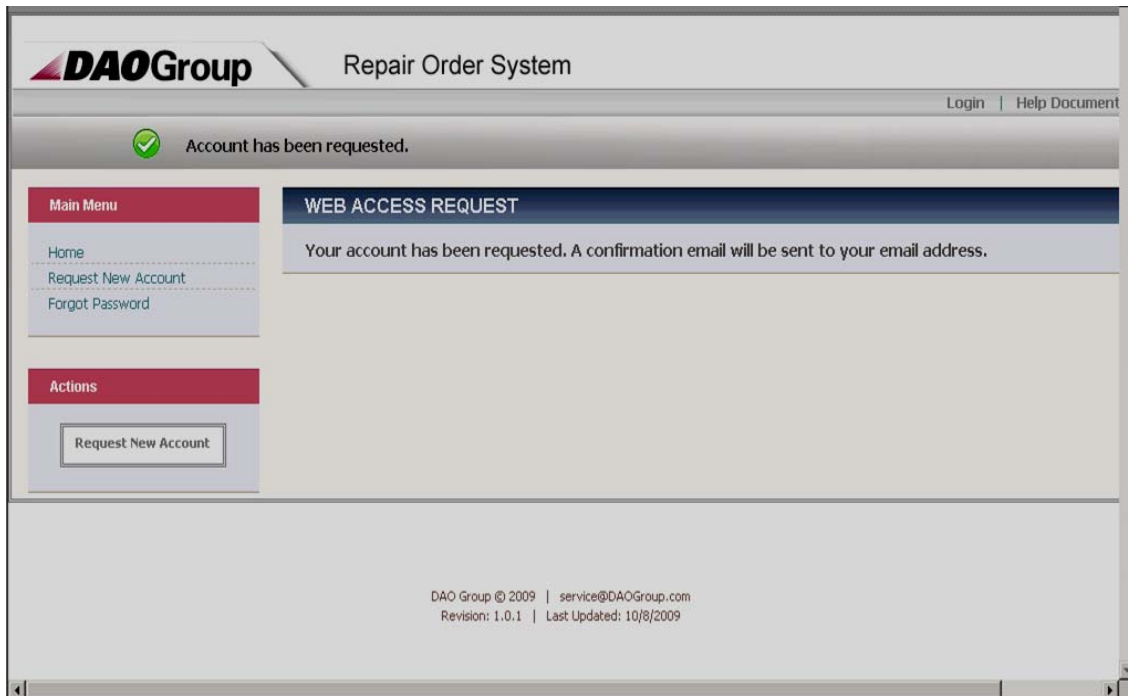
After selecting the option “Request New Account”, you will see the screen below.



The screenshot shows the DAO Group Repair Order System 'WEB ACCESS REQUEST' page. On the left, there is a 'Main Menu' section with links: Home, Request New Account, and Forgot Password. Below it is an 'Actions' section with a 'Request New Account' button. A red arrow points to the 'Request New Account' button. The main content area features a banner with the text 'WEB ACCESS REQUEST' and instructions: 'Enter the fields below, then select the 'Request New Account' button. Password must be at least 7 characters and must contain at uppercase, one lowercase and one number.' Below the instructions are four input fields: 'Email Address:', 'Confirm Email Address:', 'New Password:', and 'Confirm New Password:'. At the bottom of the page, there is a footer with the text: 'DAO Group © 2009 | service@DAOGroup.com | Revision: 1.0.1 | Last Updated: 10/3/2009'.

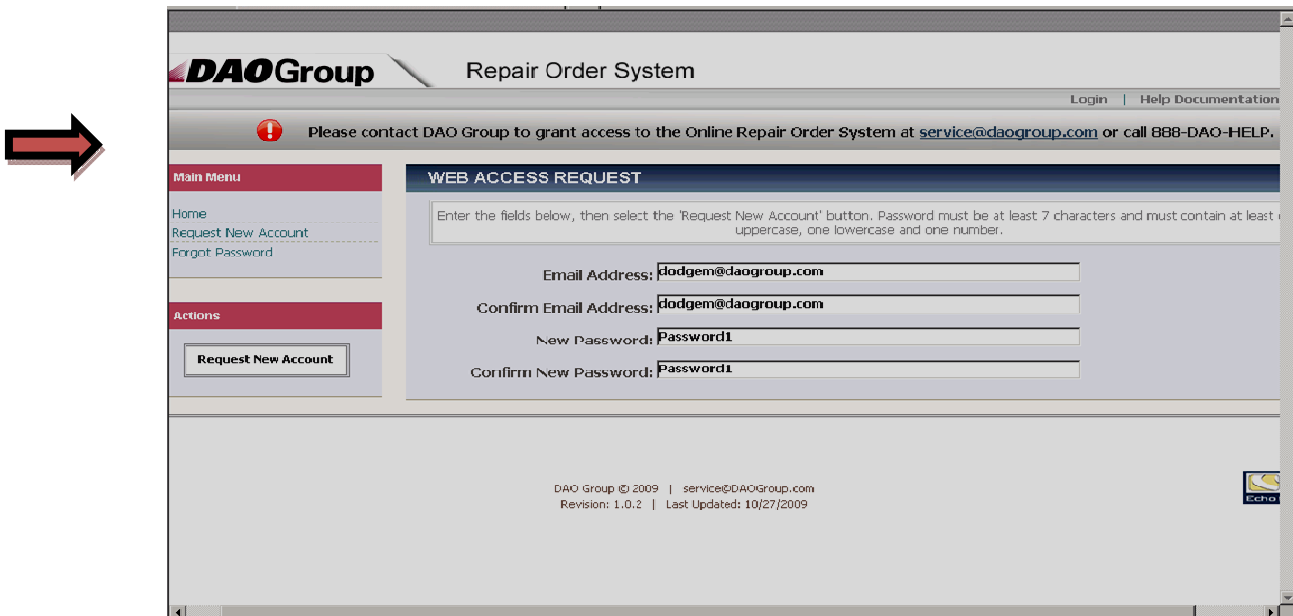
2. Enter your e-mail address on the first line and confirm your e-mail address on the second line.
3. Select a Password. Passwords **MUST** be at least 7 characters long, include a capital letter and a number (Example: 7Cookies). After you have entered your user name and password, click on “**Request New Account**” on the left side of your screen (see arrow above).

If you have successfully entered your user name and password, you will now see the following screen and you will receive an e-mail message from service@daogroup.com confirming your user name and password and you are now ready to begin using the Repair Order System **continue to Page 3, Step 5.**



The screenshot shows the DAO Group Repair Order System interface. At the top, the DAO Group logo and "Repair Order System" title are visible. A green checkmark icon and the message "Account has been requested." are displayed. On the left, a "Main Menu" section includes links for "Home", "Request New Account", and "Forgot Password". Below this, an "Actions" section contains a "Request New Account" button. The main content area, titled "WEB ACCESS REQUEST", states: "Your account has been requested. A confirmation email will be sent to your email address." The footer includes copyright information: "DAO Group © 2009 | service@DAOGroup.com", "Revision: 1.0.1", and "Last Updated: 10/8/2009".

If the attempt to create a user name and password was unsuccessful, you will see the following screen. If you receive this message (see arrow below), please call 757-312-9040 and ask for Tina or e-mail Service@daogrup.com.



The screenshot shows the DAO Group Repair Order System interface with an error message. A large red arrow points to the error notification at the top, which reads: "Please contact DAO Group to grant access to the Online Repair Order System at service@daogroup.com or call 888-DAO-HELP." The "Main Menu" and "Actions" sections are visible on the left. The "WEB ACCESS REQUEST" section contains instructions: "Enter the fields below, then select the 'Request New Account' button. Password must be at least 7 characters and must contain at least one uppercase, one lowercase and one number." Below this, there are four input fields: "Email Address" (containing "dodgem@daogroup.com"), "Confirm Email Address" (containing "dodgem@daogroup.com"), "New Password" (containing "Password1"), and "Confirm New Password" (containing "Password1"). The footer includes copyright information: "DAO Group © 2009 | service@DAOGroup.com", "Revision: 1.0.2", and "Last Updated: 10/27/2009".

4. Select the **"Home"** option on the left side of your screen. This will bring you back to the main login screen for the Repair Order System.
5. Enter your user name and password and then select **"Log-In"**.

Once you have successfully logged in you will see the following screen:

DAOGroup Repair Order System Welcome Tina Breeden [Logout](#) | [Help Documentation](#)

Main Menu

- New Repair Request
- Request Status
- Repair History Report
- Customer Inventory Report
- User Profile

Actions

Start Repair Request

NEW REPAIR REQUEST

Enter the Serial # of the equipment needing repair. Select the Problem Description from the list that best fits your reason for this repair request. Enter the problem description in the space provided below. Then select the 'Start Repair Request' button to look up the equipment that matches the Serial #.

Enter Serial #:

Select a Problem Description from the list:

Enter Problem:

6. Enter the serial number of the equipment needing repair.
7. Select a Problem Description from the drop down list – Please note that there are separate problem descriptions for printers and hand held units.
8. You can optionally enter additional information about the problem you are experiencing with the equipment in the free text area “Enter Problem”.
9. Once you have entered all information, select “Start Repair Request” on the left side of the screen (see arrow above).

Note: From this point forward, depending on if the serial number is recognized by the Repair Order System will depend on what screen you see next. Both scenarios will be addressed.

(SEE NEXT PAGE)

If the serial number was not recognized you will see the screen below. You can try re-entering the serial number (hint, try adding a zero to the beginning of the serial number).

The screenshot shows the DAO Group Repair Order System interface. The header includes the DAO Group logo, the title "Repair Order System", and a welcome message "Welcome Tina Breedon" with links for "Logout" and "Help Document". A left sidebar contains a "Main Menu" with links: "New Repair Request", "Request Status", "Repair History Report", "Customer Inventory Report", and "User Profile". Below this is an "Actions" section. The main content area is titled "NEW REPAIR REQUEST" and displays an error message: "Serial Number not on file. Please select 'Try Again' and verify number." with a "Try Again" button. Below the error message, it says "If Repairs are on a Time & Materias basis, please press 'Continue'." with a "Continue" button. The footer contains copyright information: "DAO Group © 2009 | service@DAOGroup.com", "Revision: 1.0.1", and "Last Updated: 10/3/2009".

If the serial number is still not recognized, select **“Continue”**. Contract customers will not be billed on a Time and Material Basis.

If the serial number was recognized, please skip to Page 6 of this help documentation.

If you select “continue”, the following screen will appear and you can manually enter the information.

The screenshot shows the "NEW REPAIR REQUEST" form in the DAO Group Repair Order System. The form includes a header instruction: "Enter fields below to complete your repair request. Then select the 'Authorize Repair' button." The form fields are: "Model #:" (text input), "Serial #:" (text input), "Contact Name:" (text input), "Phone:" (text input) and "Ext:" (text input), "Return Address:" (text area), "PO #:" (text input), and "Attn:" (text input). There is a checkbox labeled "Replace Packaging at Additional Cost" with a note: "Improper packaging will be replaced at additional cost." Below this is a section titled "Accessories shipped with device:" with a list of checkboxes: "None", "Main Battery", "Backup Battery", "Printer Battery", "Lid", "Ribbons", "Sandisk (memory card)", "Modem card", and "Other:". There is also a text input for "Other Accessory Description:". At the bottom, there is a "Shipping Method:" dropdown menu (currently set to "Standard Ground (Included with Maint. Plan)") and a "Shipping Notes:" text area. The left sidebar is identical to the previous screenshot, showing the "Main Menu" and "Actions" section with the "Authorize Repair" button.

1. Enter the Model Number of the Equipment (Example: 6220, 6210, 741, 761, CN3)
2. Enter the Serial Number of the equipment

3. Enter your contact name
4. Enter your phone number (required field – use the following format ###-###-####)
5. Enter your extension number (optional)
6. Enter the address where you need us to ship the replacement equipment..
7. Enter the Purchase Order Number if repair is on a Time and Material basis (non-contract customers only).
8. Enter alternate contact name (optional)
9. Put a check mark in the box if you would like us to replace the packaging (non contract customers only)
10. Select which accessories you are shipping with the equipment, or select “None” if you are not shipping any accessories. This is a required field.
11. Select your shipping method (ground, next day air, etc)
12. Enter any specific shipping instructions (example: deliver to back door, no signature required, etc.)
13. Once all fields are completed, select “Authorize Repair” on left side of screen. The screen will then display a copy of your return authorization

NEW REPAIR REQUEST

DAO Group
COMPUTER SERVICES
Taking Service To The Next Level

441 Network Station
Suite C
Chesapeake, VA 23320
(757) 312-9040 Fax (757) 549-6729

RA#:24767
Serial#:26700700261

Product Information Card
This report is considered authorization for DAO to make all necessary repairs to return the equipment to normal working order. For all equipment repairs not covered under DAO Maintenance Agreements, the standard DAO time and materials prices will be applied, plus shipping costs.
Non-Contract Customers: Please submit a Purchase Order number for repair authorization.

Company: Mobile Data Services, Inc. Contact Name: Tina Breedon

Ship to Address: 441 Network Station Suite C Chesapeake, VA 23320

Phone: 757-312-9040 Ext:335 Purchase Order: N/A

Bill to Address: 441 Network Station Suite C , Chesapeake VA 23320

Return Shipping Method: 2nd Day Air (Addnl Cost)

Shipping Notes: Please deliver to back of building

Replace packaging (boxes/inserts)(Add'l cost): No *Note: Improper packaging will be replaced at additional cost*

Problem Description: Computer Repair-Locks Up/Freezes: Locks up when trying to transmit

Accessories Included: None

14. Select “Print” at the bottom of your screen. Please print two copies of the return authorization, one for your records and one to include inside the box with the equipment coming in for repair.

This completes the process. If you have additional equipment that you need to obtain a return authorization for, after printing the above document, choose “New Repair Request” and repeat the steps above.

If the serial number of the equipment needing repair was recognized, you will see the following screen:

Note: The fields below are populated based on the information in our database. The Contact Name, Phone number and Address are based on the primary contact for your location.

NEW REPAIR REQUEST

Enter fields below to complete your repair request. Then select the 'Authorize Repair' button.

Model #: EK61A831140E01 Serial #: 26700700261

Contact Name: Tina Breeden Phone: 757-312-9040 Ext:

Return Address: Primary
441 Network Station
Suite C
Chesapeake, VA 23320 PO #:

Attn: Tina Breeden

☐ Replace Packaging at Additional Cost *Improper packaging will be replaced at additional cost.*

Accessories shipped with device:

- ☒ None
- ☐ Main Battery
- ☐ Backup Battery
- ☐ Printer Battery
- ☐ Lid
- ☐ Ribbons
- ☐ Sandisk (memory card)
- ☐ Modem card
- ☐ Other:

Other Accessory Description:

Shipping Method: Standard Ground (Included with Maint. Plan)

Shipping Notes:

Left Sidebar:

- New Repair Request
- Request Status
- Repair History Report
- Customer Inventory Report
- User Profile

Actions

Authorize Repair

1. Edit the contact name (if necessary)
2. Edit the return address (if necessary)
3. Edit the phone number (if necessary)
4. Put a check mark in the box if you would like us to replace the packaging (non contract customers only)
5. Select which accessories you are shipping with the equipment, or select "None" if you are not shipping any accessories. This is a required field.
6. Select your shipping method (ground, next day air, etc)
7. Enter any specific shipping instructions (example: deliver to back door, no signature required, etc.)

Once you have verified the above information, select "Authorize Repair" on the left side of your screen. The screen will then display a copy of your return authorization:

(SEE NEXT PAGE)

NEW REPAIR REQUEST	
DAOGroup COMPUTER SERVICES <i>Taking Service To The Next Level</i>	441 Network Station Suite C Chesapeake, VA 23320 (757) 312-9040 Fax (757) 549-6729
RA#:24767 Serial#:26700700261	
Product Information Card This report is considered authorization for DAO to make all necessary repairs to return the equipment to normal working order. For all equipment repairs not covered under DAO Maintenance Agreements, the standard DAO time and materials prices will be applied, plus shipping costs. <u>Non-Contract Customers: Please submit a Purchase Order number for repair authorization.</u>	
Company: Mobile Data Services, Inc.	Contact Name: Tina Breedon
Ship to Address: 441 Network Station Suite C Chesapeake, VA 23320	
Phone: 757 312 9040 Ext:385	Purchase Order: N/A
Bill to Address: 441 Network Station Suite C , Chesapeake VA 23320	
Return Shipping Method: 2nd Day Air (Addnl Cost)	
Shipping Notes: Please deliver to back of building	
Replace packaging (boxes/inserts)(Add'd cost): No *Note: Improper packaging will be replaced at additional cost*	
Problem Description: Computer Repair-Locks Up/Freezes: Locks up when trying to transmit	Accessories Included: None

8. Select "Print" at the bottom of your screen. Please print two copies of the return authorization, one for your records and one to include inside the box with the equipment coming in for repair.

This completes the process. If you have additional equipment that you need to obtain a return authorization for, after printing the above document, choose "New Repair Request" and repeat the steps above.