



INVENTORY MODULE

VERSION 5.8

ADMINISTRATOR'S GUIDE

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Inventory Module Version 5.8

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CHAPTER 1

USING THE INVENTORY SYSTEM

1.1 Chapter Overview

This chapter explains how to work with sites, products and items in the Inventory module.

1.2 Introduction to ImageTrend's Inventory Module

The Inventory module allows you to keep track of a wealth of information about the items you keep in your agency. This can include the full specifications of each item, where it is located, any warranty information and more.

1.3 Configuring your Dashboard

The Dashboard is the page you will see when you first open the Inventory module. It gives you a snapshot of some of important information in your system. You can add "widgets" to the page to give you quick access to the information you want to see and access most often.

1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.

The Inventory module opens with the *Dashboard* tab displayed.

The screenshot shows the 'Inventory 2.0' dashboard with a navigation bar at the top containing 'Dashboard', 'Sites', 'Products', 'Items', and 'Setup'. The main content area is titled 'My Dashboard' and includes a 'Display Preferences' link. There are three main widget sections:

- Upcoming Maintenance:** A table with columns 'Name', 'Next Test Date', 'Category', and 'Status'. It lists several maintenance items, including 'Preventive Maintenance' (Completed) and 'Future Maintenance' (Apparatus).
- Inventory Snapshot:** A summary box showing 'Total Quantity of Items: 29' and 'Total Value of Items: \$402.76'.
- Overdue Allocations:** A table with columns 'Return Date', 'Name', and 'Days Overdue'. It shows one entry: 'Sep 1', 'C-10 Andrea Ames', and '11' days overdue.

3. To view a list of all elements that can be displayed, from the right side, click *Display Preferences*.
4. From the list that appears, to display a particular element, select the corresponding checkbox.
5. To hide an element that is currently displayed, deselect the corresponding checkbox.
6. When you are satisfied with the selected modules to display on the Dashboard, click *Save*.
7. When finished, to hide the list, click *Display Preferences* again.
8. To move elements, hover the mouse directly above the element's title until it becomes a four-

sided arrow .

9. Click and drag the element to its new place on the page; all other elements will automatically move to accommodate the new layout.

1.4 Overview of Product Categories, Products and Items

Product categories, products and items are all interconnected within the Inventory system to help you keep track of your inventory. Understanding the way these work together and which is which will make your efforts easier.

Items are the individual things you enter into the system to keep track of; for example a specific hammer or the laptop assigned to Engine 5. Products are things that you can buy or stock items of, with specific attributes that will pertain to every item. For example, when you are adding computers to your inventory system, the 12.1" Panasonic Toughbook C1 would be a product. If you have five Toughbook C1 computers, each of those five computers would be an item. Products and items are similar but are entered separately, and you must have products set up before you have an item.

Product categories allow a way to organize your products, making them easier to find if you keep track of a lot of inventory. You can have multiple levels of categories, allowing you to make organization as specific as desired. For example, when you are adding your computers to the system, you could create a top level category of computers. If you decide that you would like people to be able to further narrow down the computers in the Inventory system, you could create sub-categories of desktop computers and laptop computers. Products are then added within the category that is most suitable, and items are added to the products.

1.5 Overview of Sites

Sites allow you to keep track of where items are. An individual site record keeps track of a particular location where something can be stored. You can have multiple levels of sites; this allows you to create a site record for every room within a building, or for every cabinet within a storage room. You can also have sites that are also items within your inventory system (such as a desk or an ambulance). It is up to your agency how many levels of sites you want to keep track of. A very detailed system could keep track down to the level of individual drawers in a cabinet, while a more relaxed system may only keep track of the rooms within the station. Sites can also be nested, to indicate when a site is contained within another site. For instance, this allows you to list a desk within the room it is placed in, and the room within its station.

Each site record will have several different tabs to organize the information about the site.

Warehouse 10
Station 1 / Warehouse 10

Description	Products Within This Site (1)	Items Within This Site (1)	Sites Within This Site (1)	Documents (0)
Site Details				
Name	Warehouse 10			
Parent Site	Station 1			
Inventory Type	Only a site			
Active	Yes			
Additional Comments				
Short Description				
Long Description				
<div style="display: flex; gap: 10px;"> ✎ Edit ← Back </div>				

Description

The Description tab contains the overview information about the site, including its name, description and inventory type.

Products Within This Site

Each site can be set up with products that can be stored within it. This tab lists all products that can be stored in the site and allows you to add products from the system to this site.

Items Within This Site

All items that are recorded as being stored at this site will be listed in the *Items Within This Site* tab. Items are not added to the site here, but are added from their products.

Sites Within This Site

If there are additional sites that have been set up within this site, they will be listed in this tab. You can also add sites that should be within this one in this tab.

EXAMPLE: If your system has site records entered for a room and for each cabinet within that room, you could view the site records for each cabinet within this tab for the room's site record.

Documents

You can upload documents with more information to any site record, and those documents will be kept within the Documents tab. In addition, this tab will display any documents that have been added to the parent sites for this one (e.g., if a document was uploaded to a room site, that document would also be displayed in the site records for all cabinets in that room).

1.6 Viewing Sites

Once your sites are set up, you can view them from the system. Each individual site contains information about the sites, products and items contained within the site. By default, sites are displayed as a "tree," meaning that any sites nested within another site are hidden until you expand them. You can choose to either expand the tree or to view all sites as a list, which will no longer show the nesting.

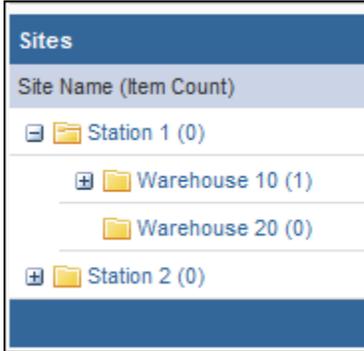
Within each site record, several categories of information are contained. This includes information about products that can be contained within this site, items that are contained within the site, other sites that are nested under this site and any documents that are attached to the site record.

1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module opens.
3. Select the *Sites* link.
The *Sites* page appears.

Sites	
Site Name (Item Count)	Active
Station 1 (0)	<input checked="" type="checkbox"/>
Station 2 (0)	<input checked="" type="checkbox"/>

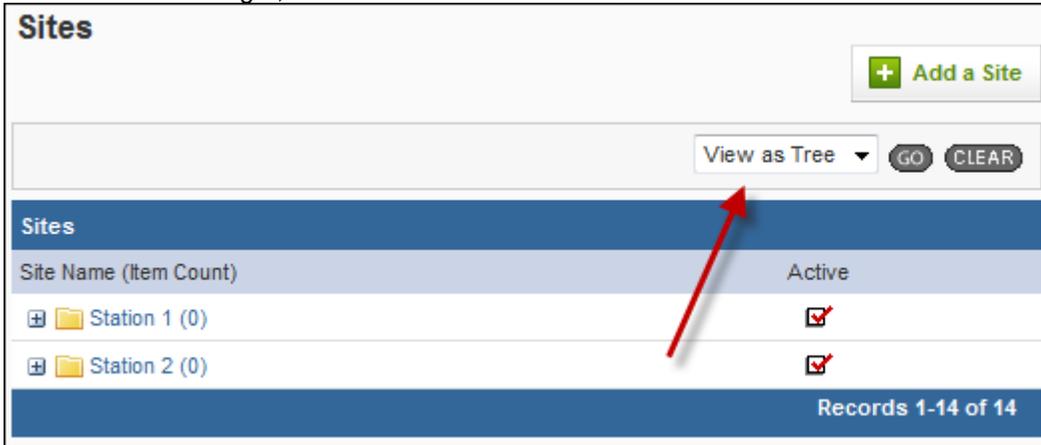
Records 1-14 of 14

- OPTIONAL:** To view sites nested within those that are already displayed, click the *Expand* icon  beside the desired site.
The next level of nested sites appears.

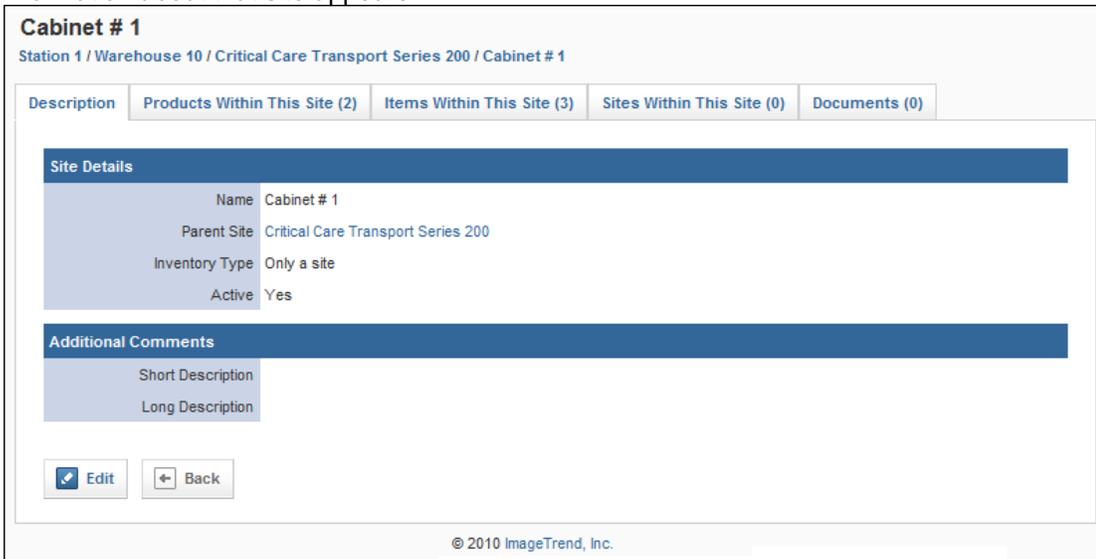


 **HINT:** You can repeat this step as many times as you would like to view all the levels of sites.

- OPTIONAL:** To view all sites as a list without displaying the nesting information, from the drop down menu on the right, click *View as List* and click *Go*.



- To view information about a particular site, click the name of that site.
Information about that site appears.



- To view information about products, items, sites or documents within this site, click the appropriate tab.

1.7 Adding a Site

You can add a new site as needed to keep track of locations where items can be stored.

- Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
- Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module opens.
- Select the *Sites* link.
The *Sites* page appears.

- Click *Add a Site*.
The *Add a Site* page appears.

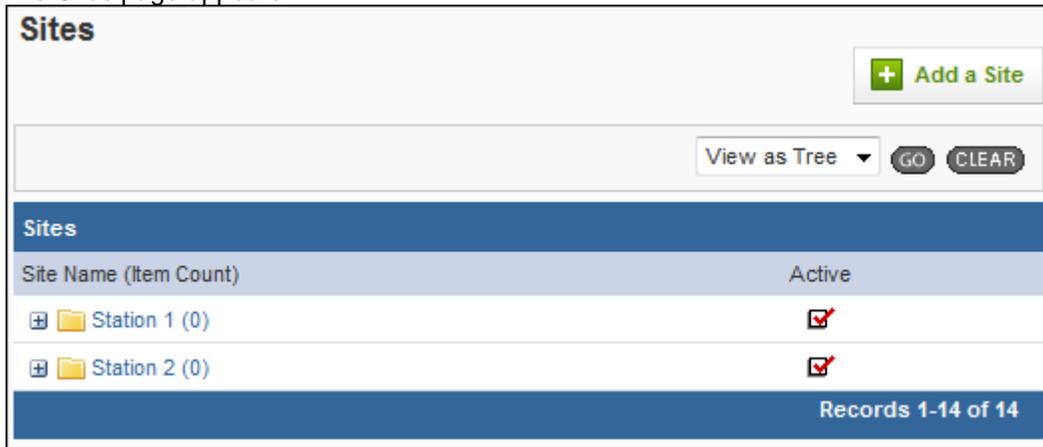
- In the *Name* text box, type an identifying name for the site,
- OPTIONAL:** If this site is contained within another site, from the *Parent Site* drop down menu, select the site containing this one.

7. In the *Active* section, select whether this site should currently be active and available for use in the system or inactive and stored in the system for reference only.
8. In the *Display Contact Information* section, select whether this is a site that can have contact information.
If *Yes* is selected, a *Contact Information* section appears.
9. If this site has contact information, in the *Contact Information* section, enter all known contact information for this site.
10. In the *Additional Comments* section, enter any desired descriptions for the site.
11. Click *Save*.
The site is saved and additional tabs appear.

1.8 Adding a Product to a Site

Adding a product to a site allows you to record items of that product that are stored within the site. The products must have already been created in the system before you can add them to the site. Products that are added to a site will not be added to the sites beneath this one (e.g., if you add a product to a room, it will not be added to the site records for the cabinets within the room).

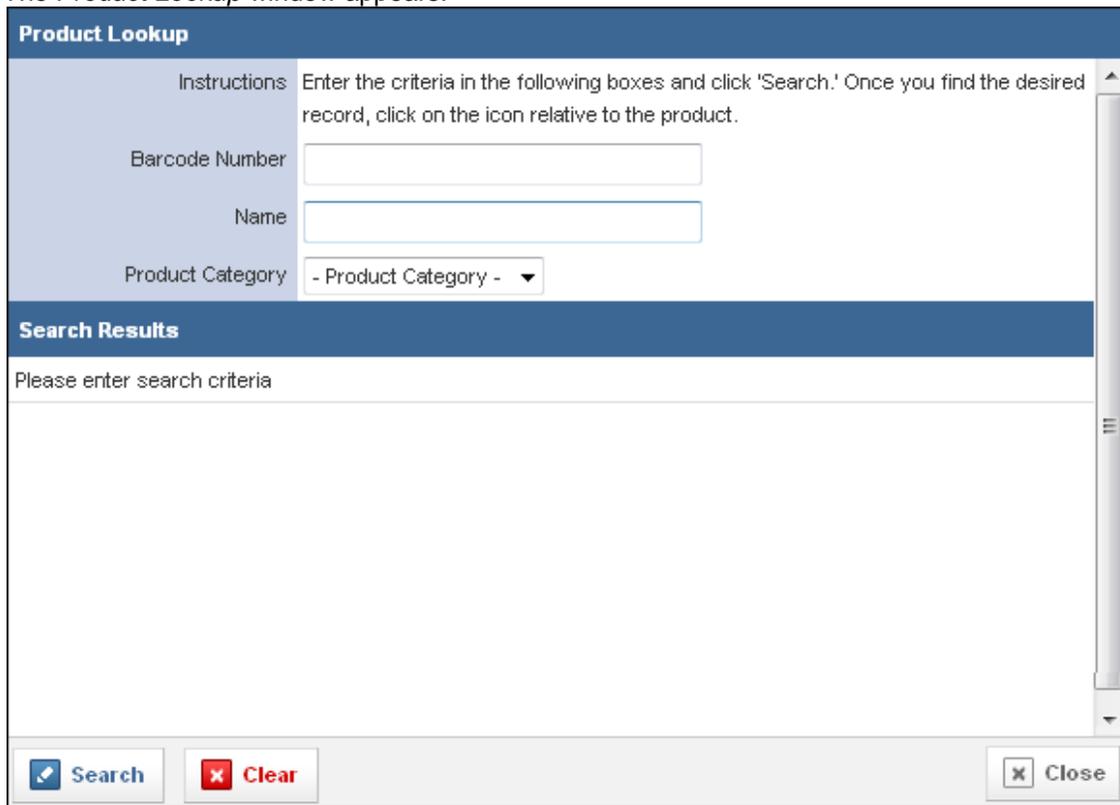
1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module opens.
3. Select the *Sites* link.
The *Sites* page appears.



4. Locate the desired site.
5. Click the name of the site to open it.
6. Select the *Products Within This Site* tab.
The *Products Within This Site* page appears.



- Click the *Add a Product To This Site* button.
The *Product Lookup* window appears.

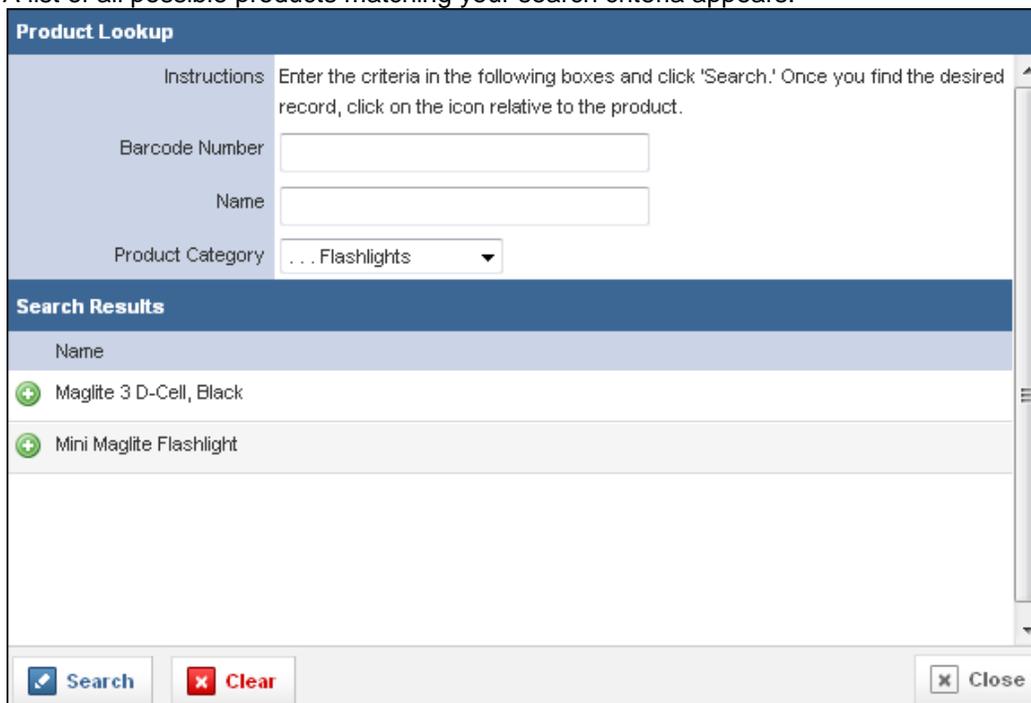


The screenshot shows the 'Product Lookup' window. The top section is titled 'Product Lookup' and contains the following fields:

- Instructions:** Enter the criteria in the following boxes and click 'Search.' Once you find the desired record, click on the icon relative to the product.
- Barcode Number:** An empty text input field.
- Name:** An empty text input field.
- Product Category:** A dropdown menu currently showing '- Product Category -'.

The bottom section is titled 'Search Results' and contains the text 'Please enter search criteria' above a large empty area. At the bottom of the window are three buttons: 'Search' (with a magnifying glass icon), 'Clear' (with a red 'X' icon), and 'Close' (with an 'X' icon).

- Using the provided fields, enter any information you know about the product to search for it.
 **HINT:** If you want to view all products, leave the fields blank.
- Click *Search*.
- A list of all possible products matching your search criteria appears.



The screenshot shows the 'Product Lookup' window after a search. The 'Product Category' dropdown is now set to '... Flashlights'. The 'Search Results' section displays a list of products:

Search Results	
Name	
	Maglite 3 D-Cell, Black
	Mini Maglite Flashlight

At the bottom of the window are three buttons: 'Search' (with a magnifying glass icon), 'Clear' (with a red 'X' icon), and 'Close' (with an 'X' icon).

10. Click *Add Items*.
The *Add Items* page appears.

Description
Items (7)
Documents (0)

Add Items

*** Name**

*** Site**

*** Inventory Type**

Consumable With in Incident Yes No

Incident Form Default

Purchase Information

*** Number of Items**

Capacity

Cost \$

Vendor

Funding Source

Purchase Date Today

Initial in Service Date Today

Expiration Date Today

Warranty Expiration Date Today

Additional Comments

Short Description

Long Description

* required

11. **OPTIONAL:** If this item should have a name to distinguish it from other items for the same product, in the *Name* text box, type the extra information.
12. From the *Site* drop down menu, select the site at which this item is stored.
13. From the *Inventory* drop down menu, select whether this item should also be classified as a site.

 **HINT:** If you choose to classify this item as both an item and a site, a record will be created for it both as a site and as an item. Please keep in mind that most information is not shared between the site and item records; for example, if you add a document to the site record, it will not be reflected in the item record.

- In the *Consumable within Incident* section, select whether this item can be used up within an incident.

 **NOTE:** If you select Yes, this item will be included on run forms as a consumable.

- OPTIONAL:** If this item is a consumable, to assign a default number of this item that will be used on an incident, type the number in the *Incident Form Default* section.

EXAMPLE: If your crews nearly always use two pairs of gloves during an incident, you can type 2 in here. When the crew members select the site to record consumed items, 2 pairs of gloves will already be selected as a consumable.

- In the *Number of Items* text box, type how many item records you would like to add at this time.

 **HINT:** If you want to add multiple items for a single product with the same information, this can be very useful. However, keep in mind that if you will be entering serial numbers or other information that will be different for each item, you will either need to add each item separately or edit each item's record individually after creating them.

- In the *Capacity* section, select the maximum amount that this site can hold.

EXAMPLE: If each apparatus has one box of gloves containing 50 pairs, the capacity would be 50. Recording a capacity will not prevent you from assigning more than that number of an item to a site.

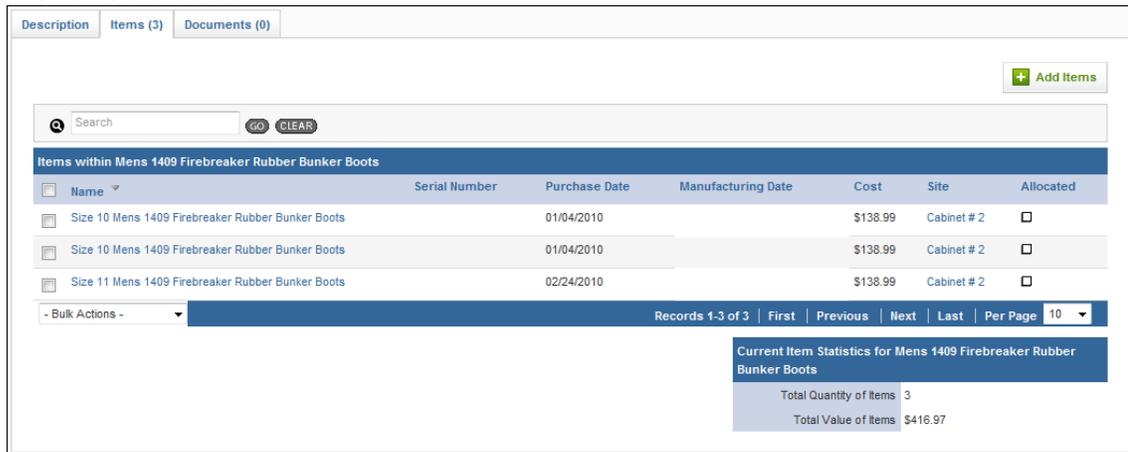
- In the remaining fields in the *Purchase Information* section, enter all known information.

- If applicable, in the *Custom Questions* section, answer all questions.

- In the *Additional Comments* section, enter any additional information about this item.

- Click *Add Items*.

The items are added.



Name	Serial Number	Purchase Date	Manufacturing Date	Cost	Site	Allocated
Size 10 Mens 1409 Firebreaker Rubber Bunker Boots		01/04/2010		\$138.99	Cabinet # 2	<input type="checkbox"/>
Size 10 Mens 1409 Firebreaker Rubber Bunker Boots		01/04/2010		\$138.99	Cabinet # 2	<input type="checkbox"/>
Size 11 Mens 1409 Firebreaker Rubber Bunker Boots		02/24/2010		\$138.99	Cabinet # 2	<input type="checkbox"/>

Current Item Statistics for Mens 1409 Firebreaker Rubber Bunker Boots

Total Quantity of Items	3
Total Value of Items	\$416.97

1.10 Adding a Site Within a Site

Sites can be added in several places. You can always add a site from the main *Sites* tab. However, if you are working with a single site and adding all the sites within it (for example, if you are working with the site record for a desk and want to add records for each of the drawers), you can add sites from the parent site profile.

- Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
- Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module opens.

3. Select the *Sites* link.
The *Sites* page appears.

Site Name (Item Count)	Active
Station 1 (0)	<input checked="" type="checkbox"/>
Station 2 (0)	<input checked="" type="checkbox"/>

4. Locate the desired site.
5. Click the name of the site to open it.
6. Select the *Sites Within This Site* tab.
A list of all sites within the open site appears.
7. Click *Add a Site Within This Site*.
The *Add a Site* page appears.

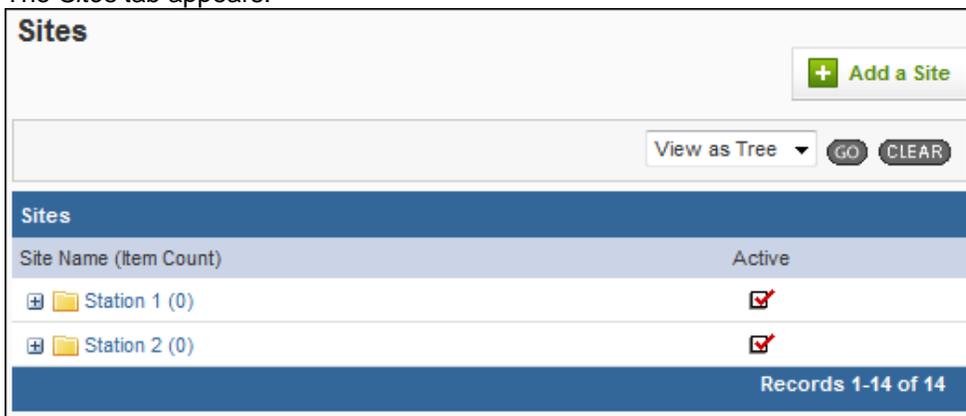
8. In the *Name* text box, type an identifying name for the site,
9. In the *Active* section, select whether this site should currently be active and available for use in the system or inactive and stored in the system for reference only.
10. In the *Display Contact Information* section, select whether this is a site that can have contact information.
If *Yes* is selected, a *Contact Information* section appears.
11. If this site has contact information, in the *Contact Information* section, enter all known contact information for this site.
12. In the *Additional Comments* section, enter any desired descriptions for the site.
13. Click *Save*.
The site is saved and additional tabs appear.

1.11 Adding a Document to a Site

If you have any documents that you would like to store with a site record, you can do so. This can be an easy way to keep track of any more details specifications, maintenance instructions, manuals or other important documents. Documents that are added to this site will also be displayed in sites within this site (e.g., if a document was uploaded to a room site, that document would also be displayed in the site records for all cabinets in that room).

For security, not all file types can be uploaded to the Inventory system.

1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears.
3. Select the *Sites* link.
The *Sites* tab appears.



4. Click the *Expand* icons  for the sites until you locate the desired site.



5. Click the site name to open its profile.
6. Select the *Documents* tab.

The *Documents* tab appears.



7. Click *Upload a Document*.
The *Upload a Document* page appears.

8. In the *Name* text box, type a name for this document.
9. From the *Document Type* drop down menu, select the type of document you are uploading.
10. In the *Upload* section, click *Browse...*
The *Choose File* dialog box appears.
11. Navigate to and select the document you want to upload.
12. Click *Open*.
The *Choose File* dialog box closes.
13. Click *Upload*.
The document is added to the record.

1.12 Overview of a Product

Products are things that you can buy or stock items of, with specific attributes that will pertain to every item. Product records should contain all information that will be the same for all the items created from this product this can include information about the manufacturer, brand and model, cost and vendors, as well as photos and a description. This information will then be automatically entered for each item created from this product.

There are several tabs within a product record to keep track of different information about the product.

Product Details	
Name	Metal Cutting Pry Axe
Product Category	Equipment / Tools / Hand Tools / Axes
Manufacturer	None
Brand	Paratech
Model	Metal Cutting Claw
SKU	
UPC	22-00052
Barcode Number	
Cost	\$259.99
Vendors	Midwest Fire
Active	Yes

Description	
Short Description	
Long Description	The Pry Axe is a lightweight, multi-purpose, slam and ram tool designed to pry, enlarge openings, cut sheet metal and twist off locks and latches. This efficient tool lets every firefighter force entry, rescue and ventilate without waiting for help. The Pry Axe is small enough to carry and rugged enough for most jobs.
SPECIFICATIONS:	

Description

The *Description* tab contains the basic information you enter about the product when it is created and the majority of information that will be used to create items. This includes information about the name, brand and model, cost and other logistics of the product.

Items

The *Items* tab lists all items of this product that are in the system, as well as allowing you to add additional items.

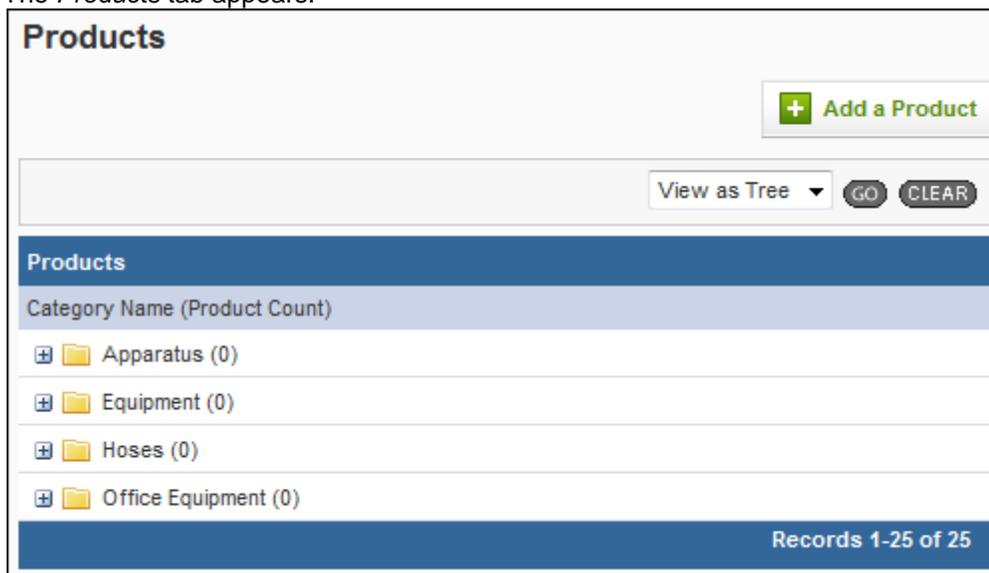
Documents

The *Documents* tab lists all documents that have been uploaded for this product and allows you to add new documents. This could include manuals, product specifications, assembly guides or other important documents that you would like to keep with the product information.

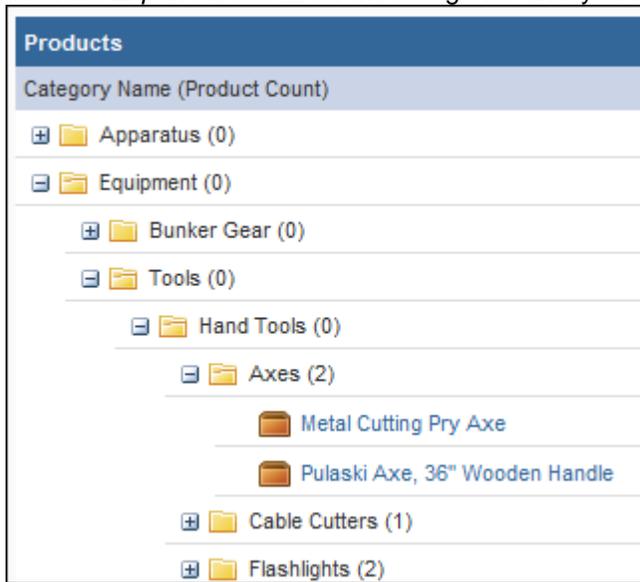
1.13 Viewing a Product Record

Products are organized based on their product categories. You can navigate through the categories to view the desired product record or you can search to find the desired record.

1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears.
3. Select the *Products* link.
The *Products* tab appears.

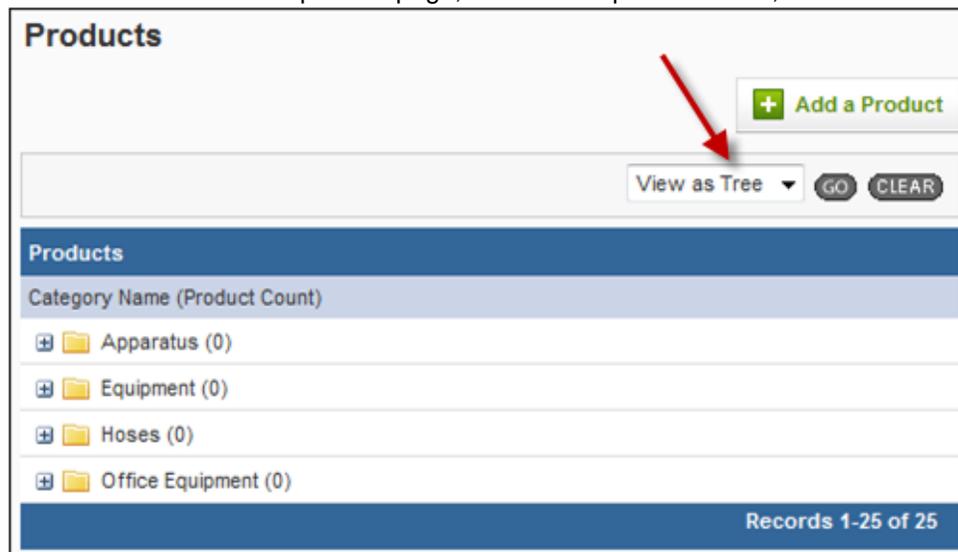


4. Click the *Expand* icons  for the categories until you locate the desired product.



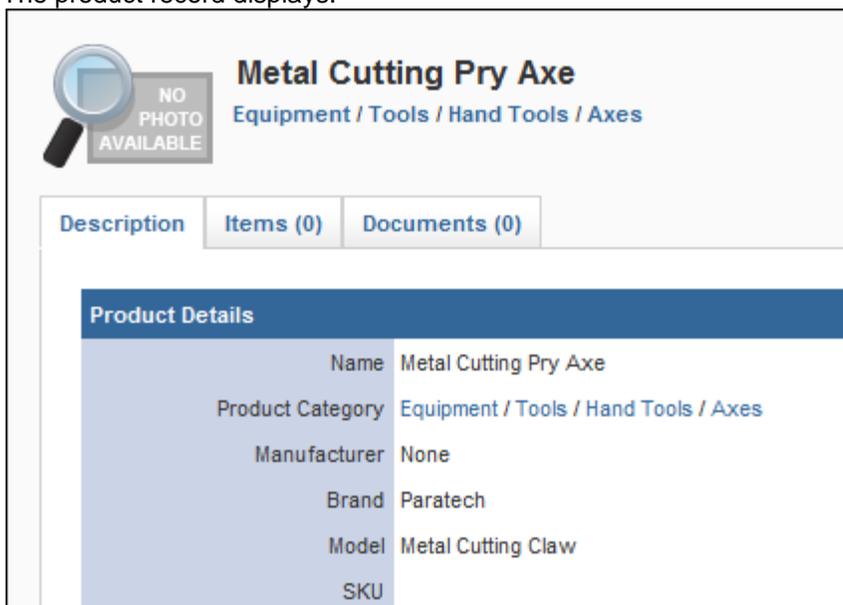
OR

- a. From the header at the top of the page, from the drop down menu, select *View as List*.



- b. Click *Go*.
All products appear in a list.
- c. Locate the desired product or use the *Search* text box to find the product.

- Click the product name to open its profile. The product record displays.

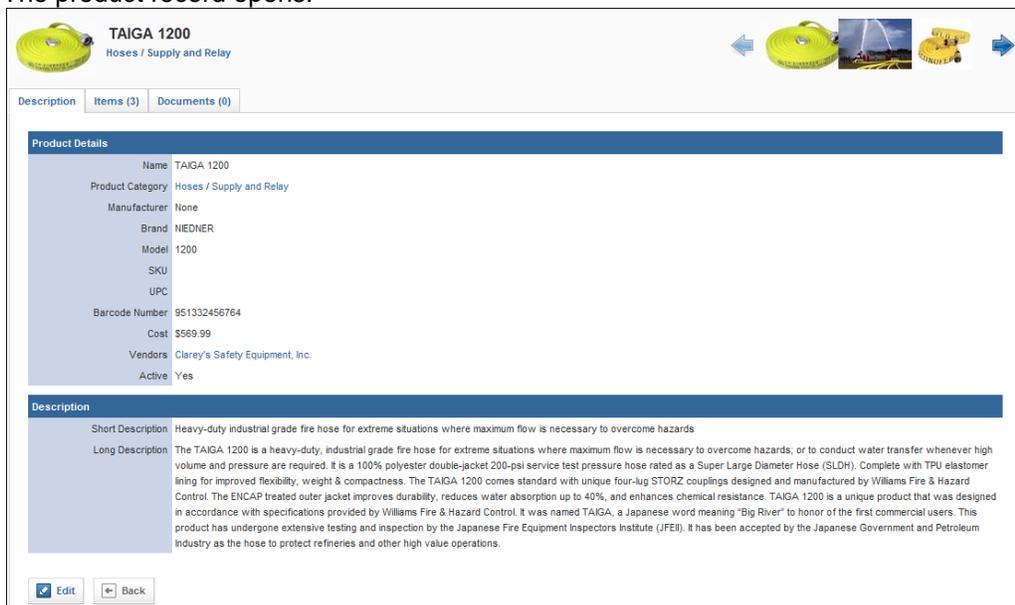


Locating a Product Record with a Barcode Scanner

If you use barcode scanners, you can locate a product by scanning the product.

- Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
- Under the *Modules* tab, click *Inventory 2.0*. The *Inventory* module appears.
- Select the *Products* link.
- Use the barcode scanner to scan the product or type the barcode in the *Barcode Search* text box and click *Go*.

The product record opens.



1.14 Adding a Product to the System

A product is a specific object that you can purchase a quantity of, with specific attributes that will pertain to every item. For example, a product could be the 12.1" Panasonic Toughbook C1 laptop. Each laptop you buy would be considered an item.

Products are divided into categories to help organize the many products your agency can record. When you add a product, you can define which category it should be classified under.

1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears.
3. Select the *Products* link.
The *Products* tab appears.

Products

[+ Add a Product](#)

View as Tree

Products
Category Name (Product Count)
<input type="checkbox"/> <input type="checkbox"/> Apparatus (0)
<input type="checkbox"/> <input type="checkbox"/> Equipment (0)
<input type="checkbox"/> <input type="checkbox"/> Hoses (0)
<input type="checkbox"/> <input type="checkbox"/> Office Equipment (0)

Records 1-25 of 25

- Click *Add a Product*.
The *Add a Product* page appears.

- In the *Name* text box, type a descriptive name for this product.
HINT: Make the name as descriptive as possible to avoid confusion. For example, if you have 3 different types of men's boots, be sure the name is specific enough that someone adding items for these products will know which product is which.
- From the *Product Category* drop down menu, select the category in which this product will be classified.
HINT: Depending on your agency's setup, product categories may be nested (e.g., there may be a category for boots under another category for apparel). In this case, place the product in the category that applies best to this product.
- Using the remaining fields in the *Product Details* section, enter all known information about this product.
- In the *Active* section, select whether this product should be active and available for use in the system, or inactive and available in the system only for reference.
- In the *Description* section, enter any additional descriptive information about the product (e.g., dimensions or a short summary of the product).
- When finished, from the bottom of the page, click *Save*.
The product is added.

Adding a Product through a Barcode

If you are working with a barcode scanner, scanning a product that does not already have a product record in the system will automatically help you add a new product with the barcode already filled in.

1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears.
3. Select the *Products* link.
4. Use the barcode scanner to scan the new product or type the barcode in the *Barcode Search* text box and click *Go*.

The *Add a Product* page appears with the barcode number completed.

Add a Product

Product Details

* Name	<input type="text"/>																								
* Product Category	- Product Category - ▾																								
Manufacturer	- Manufacturer - ▾																								
Brand	<input type="text"/>																								
Model	<input type="text"/>																								
SKU	<input type="text"/>																								
UPC	<input type="text"/>																								
Barcode Number	501260123																								
Cost	\$ 0.00																								
Vendors	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;">Available</th> <th style="width: 30%;">Selected</th> <th style="width: 10%;"></th> </tr> </thead> <tbody> <tr> <td>Clarey's Safety Equipment, Inc</td> <td></td> <td style="text-align: center;">>></td> </tr> <tr> <td>Elite Response Group</td> <td></td> <td style="text-align: center;">></td> </tr> <tr> <td>Midwest Fire</td> <td></td> <td style="text-align: center;">></td> </tr> <tr> <td>North Central Abulance</td> <td></td> <td style="text-align: center;"><</td> </tr> <tr> <td>Office Max</td> <td></td> <td style="text-align: center;"><<</td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">up</td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">down</td> </tr> </tbody> </table>	Available	Selected		Clarey's Safety Equipment, Inc		>>	Elite Response Group		>	Midwest Fire		>	North Central Abulance		<	Office Max		<<			up			down
Available	Selected																								
Clarey's Safety Equipment, Inc		>>																							
Elite Response Group		>																							
Midwest Fire		>																							
North Central Abulance		<																							
Office Max		<<																							
		up																							
		down																							
Active	<input checked="" type="radio"/> Yes <input type="radio"/> No																								

Description

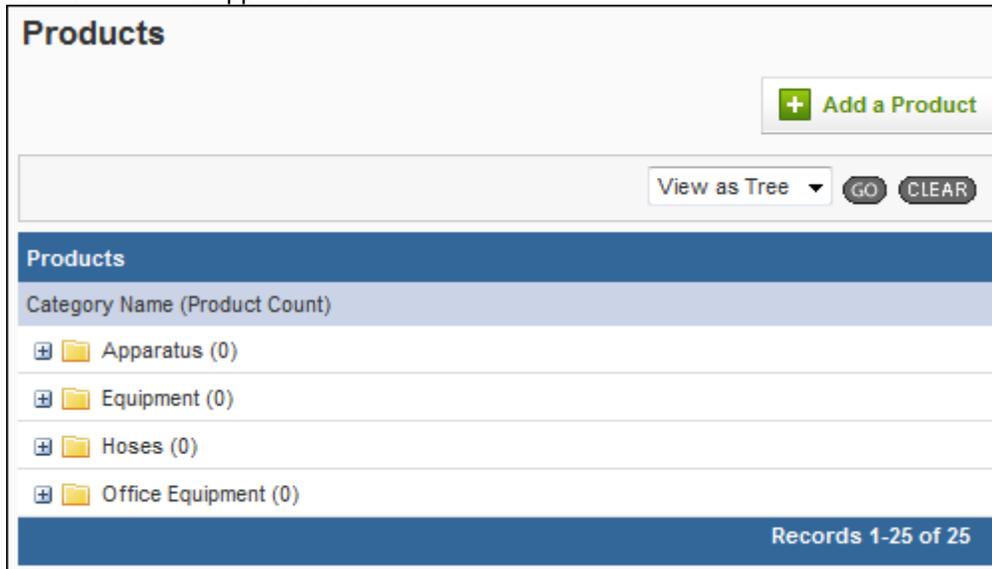
Short Description	<input type="text"/>
Long Description	<input type="text"/>

5. Using the provided fields, complete the rest of the form for this product.
6. When finished, from the bottom of the page, click *Save*.
The product is added.

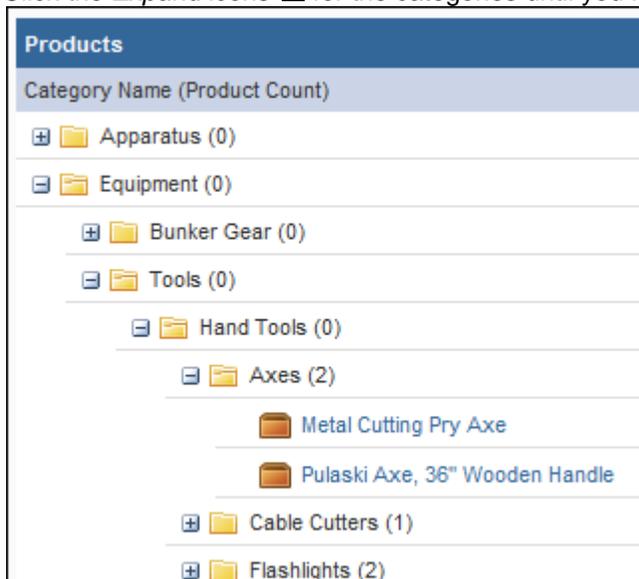
Adding Photos to a Product

Each product can have a gallery of photos to make it easy to identify. You can upload these photos and select one photo to be the primary picture for the product.

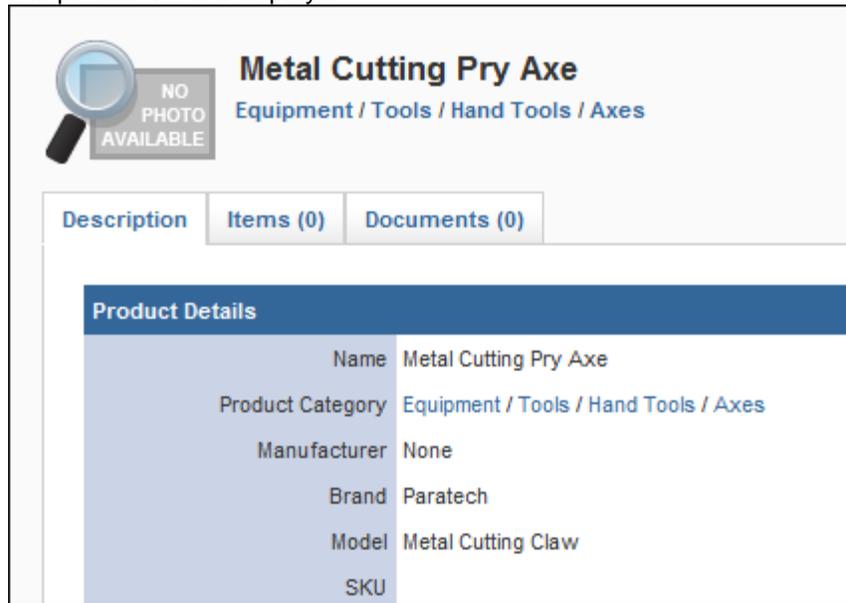
- Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
- Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears.
- Select the *Products* link.
The *Products* tab appears.



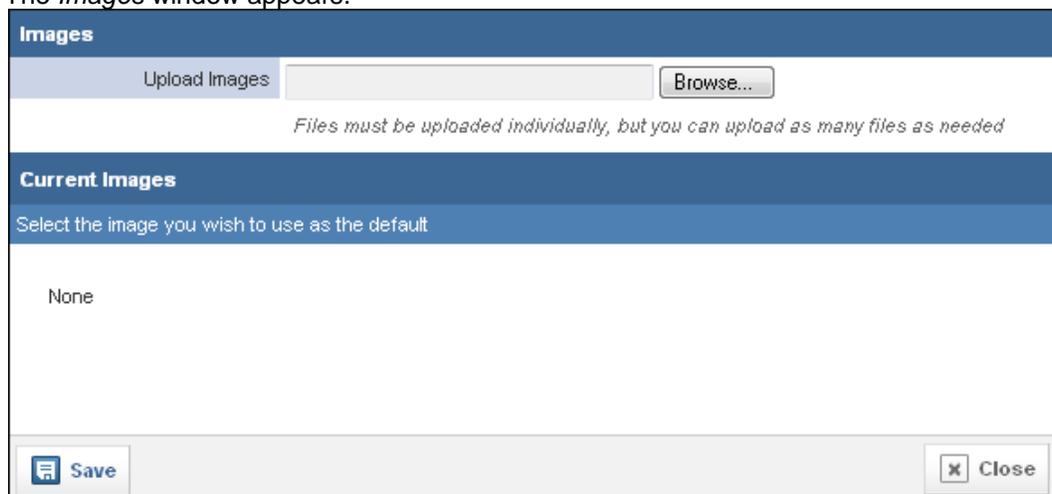
- Click the *Expand* icons  for the categories until you locate the desired product.



5. Click the product name to open its profile.
The product record displays.



6. Click the *No Photo Available* icon or the product's photo.
The *Images* window appears.

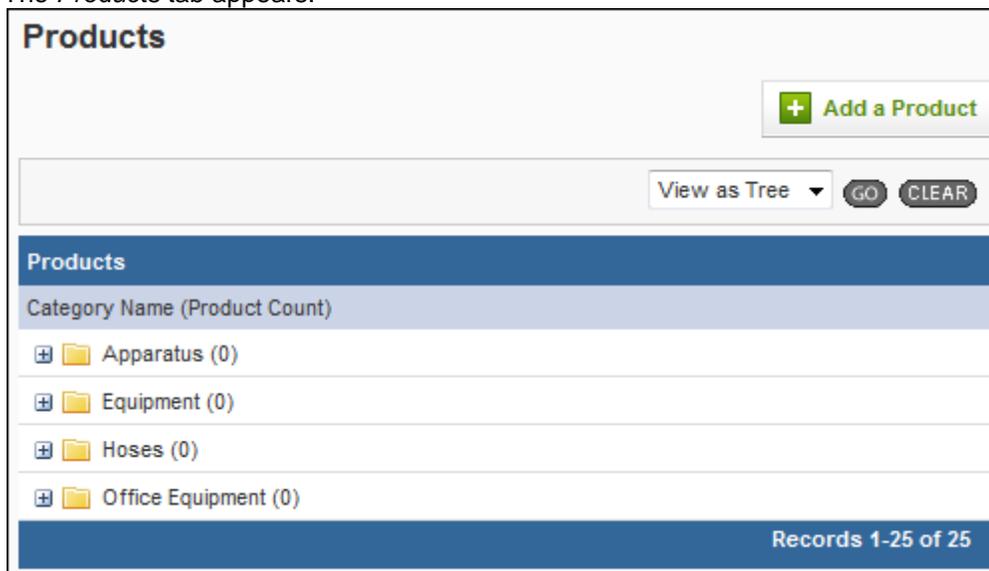


7. In the *Upload Images* section, click *Browse...*
The *Choose File* dialog box appears.
8. Navigate to and select the first image you want to upload.
9. Click *Open*.
10. Repeat steps 3–5 until all desired pictures are added.
11. Click *Save*.
The images are uploaded and added to the gallery for the product.
12. To select a photo to appear as the default photo on the product's information page,
 - a. Click the *No Photo Available* icon or the product's photo.
The *Images* window appears.
 - b. Click the photo you would like to appear as the default photo for this product.
A red line appears around the photo.
 - c. Click *Save*.
The photo is applied.

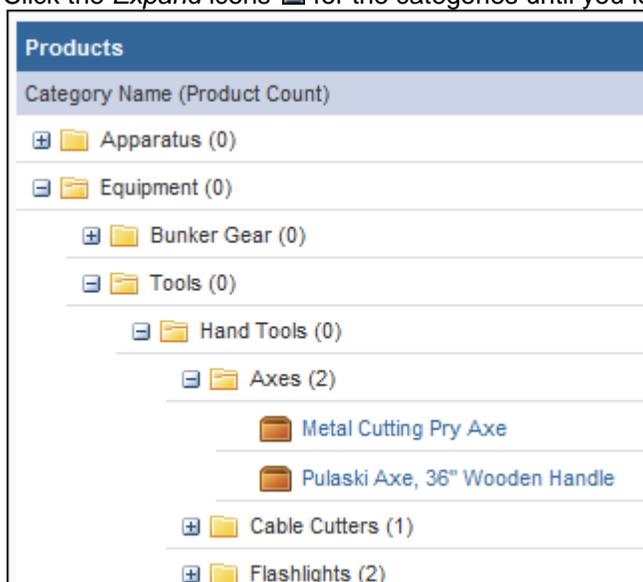
1.15 Editing a Product Record

If necessary, you can edit the record for a product.

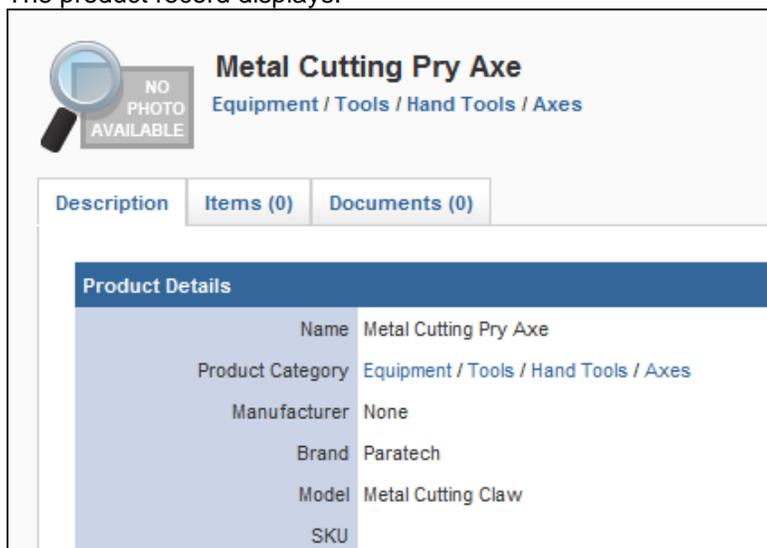
1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears.
3. Select the *Products* link.
The *Products* tab appears.



4. Click the *Expand* icons  for the categories until you locate the desired product.



- Click the product name to open its profile.
The product record displays.



- From the bottom of the *Description* page, click *Edit*.
The fields become editable.
- Make any desired changes.
- From the bottom of the page, click *Save*.

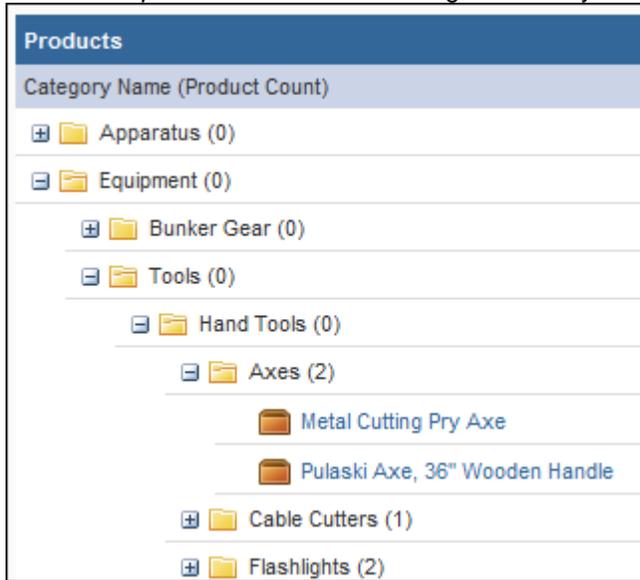
1.16 Adding a Document to a Product

If you have any documents that you would like to store with a product record, you can do so. This can be an easy way to keep track of any more details specifications, maintenance instructions, manuals or other important documents.

- Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
- Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears.
- Select the *Products* link.
The *Products* tab appears.

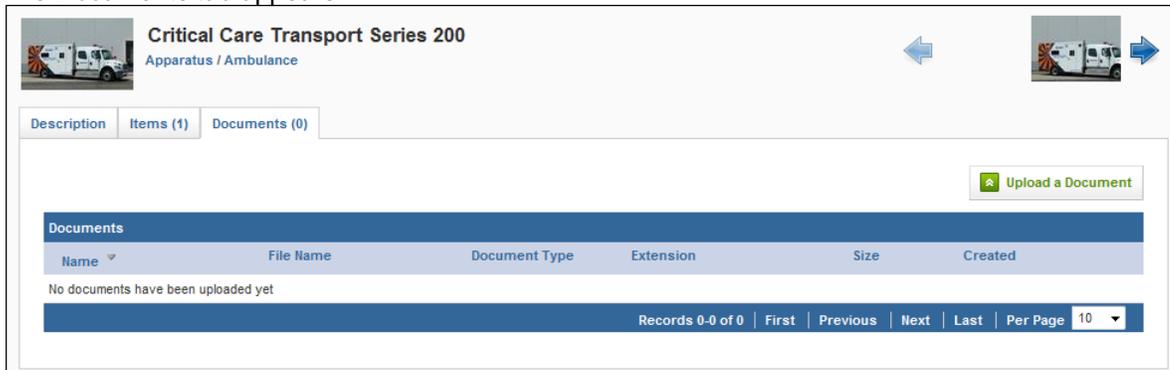


- Click the *Expand* icons  for the categories until you locate the desired product.

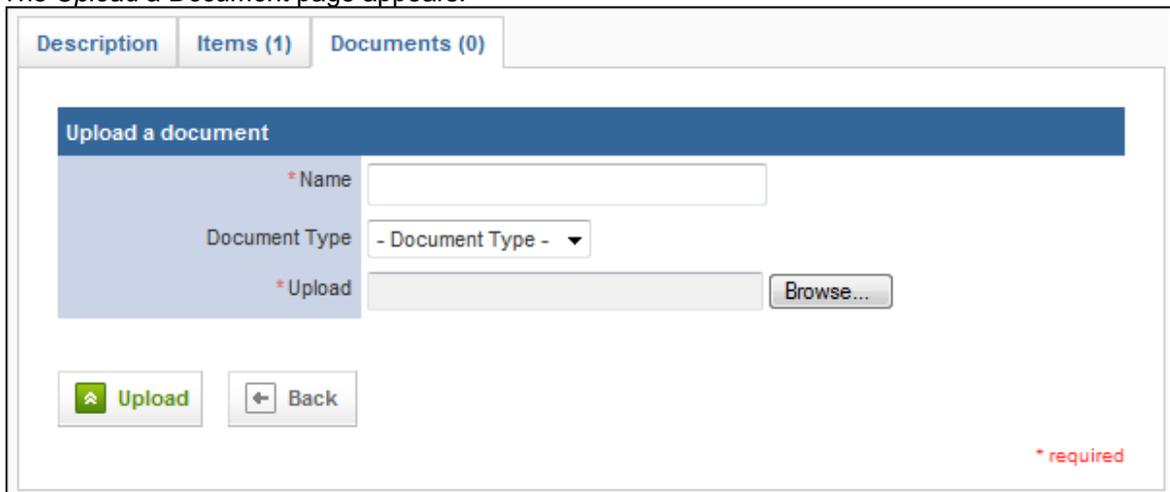


- Click the product name to open its profile.
- Select the *Documents* tab.

The *Documents* tab appears.

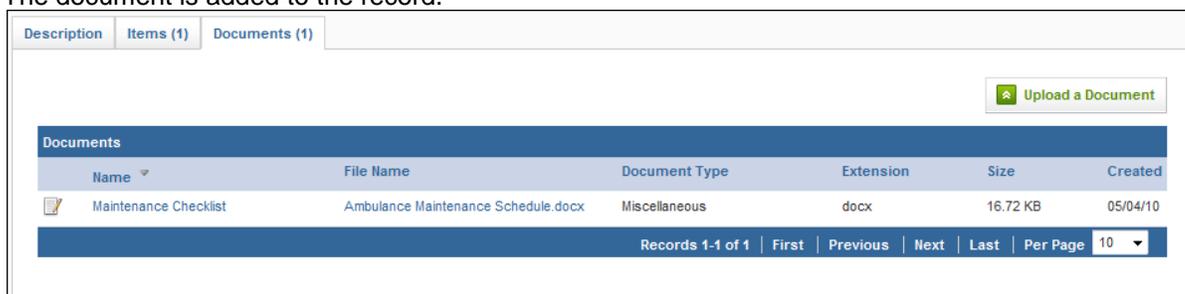


- Click *Upload a Document*.
- The *Upload a Document* page appears.



- In the *Name* text box, type a name for this document.
- From the *Document Type* drop down menu, select the type of document you are uploading.

10. In the *Upload* section, click *Browse...*
The *Choose File* dialog box appears.
11. Navigate to and select the document you want to upload.
12. Click *Open*.
The *Choose File* dialog box closes.
13. Click *Upload*.
The document is added to the record.

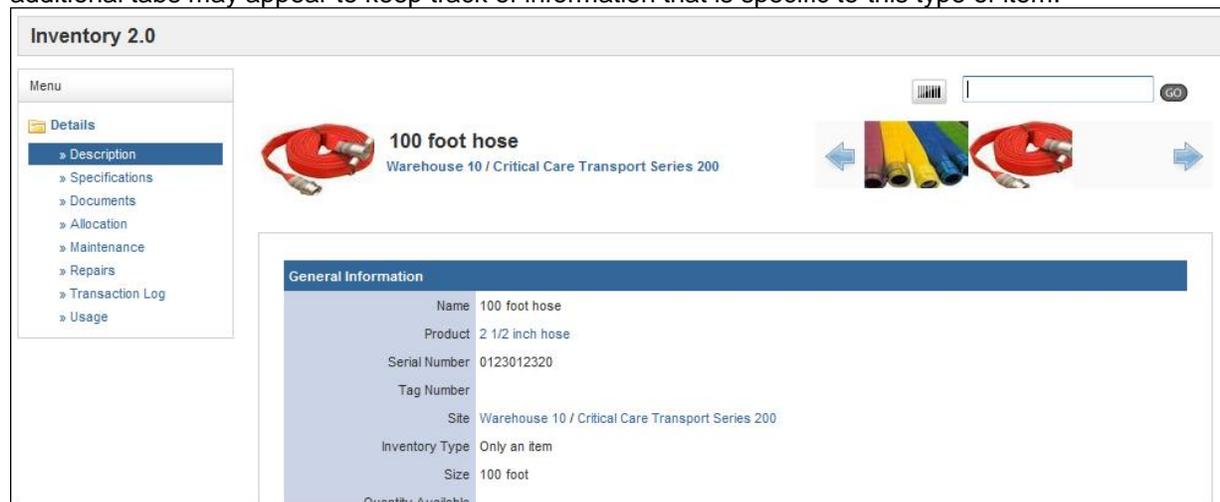


1.17 Overview of an Item

Items are individual things that you are keeping track of in the system, such as the phone at your desk or a specific pair of boots. Item records are created based on product records, which helps you to know exactly how many of a specific product you have and makes it easier to create item records for products that you may have multiple items for. Each item can also have a maintenance record, including records for each time maintenance was performed and any repairs done.

Items can also function as sites, if the item can store other items (for example, you may record your cabinets as items but also use the cabinets as sites that store tools). This is a setting specified when the item is first set up, and if an item is also a site it will have a separate item and site profile.

Item records have several tabs to keep track of different information. Depending on the item, some additional tabs may appear to keep track of information that is specific to this type of item.



Description

The *Description* tab keeps track of the basic details about the item, including its serial number, the site it is stored at, any important dates and comments about this item.

Sites on Item

The *Sites on Item* tab will only appear if this item is also a site. If there are sites listed within this one, they will be listed in this tab. You can also add a site to this one from here.

Specifications

For certain types of products and items, additional specifications can be entered based on how that product is configured in your service. You can fill out this specification information from here.

Documents

The *Documents* tab lists all documents that have been uploaded for this item and allows you to add new documents. This could include manuals, product specifications, assembly guides or other important documents that you would like to keep with the product information. Documents that were uploaded for this item's product will also appear here.

Allocation

The *Allocation* tab lists all records for when this item was given to someone for use. You can also record a new allocation here.

Maintenance

The *Maintenance* tab lists all maintenance records for the item. You can also record a new maintenance record here.

Repairs

If any required repairs are indicated in maintenance records, those repairs will be documented in the *Repairs* tab. You can view and add repair records here.

Transaction Log

The *Transaction Log* tab records dates affecting this item, from warranty and purchase dates to allocation dates.

Usage

The *Usage* tab records information for consumable items. When a consumable item is recorded as being used in an incident, the record will appear here in the item profile. You can also add usage records in this tab.

Viewing Item Statistics

When you view items from the *Items* tab or a list of items for a product or site, you can view statistics about the items currently being displayed. This allows you to view the number of items and their total value. If you use a filter to view only specific items, the statistics displayed will only apply to those specific items.

1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears.
3. As desired, open the *Items* page, the *Items* tab within the product record or the *Items Within This Site* tab within a site.

The appropriate *Items* page appears, with the statistical information displayed.

Name	Serial Number	Purchase Date	Manufacturing Date	Cost	Site	Allocated
KME Challenger		03/24/2010		\$290,000.00	Warehouse 1a	<input type="checkbox"/>
KME Challenger		03/24/2010		\$290,000.00	Warehouse 10	<input type="checkbox"/>

Records 1-2 of 2 | First | Previous | Next | Last | Per Page 10

Current Item Statistics for KME Challenger

- Total Quantity of Items: 2
- Total Value of Items: \$580,000.00

1.18 Adding an Item to the System

Each item must be associated with a product; you can add a new item directly from the associated product record or from the *Items* page.

Adding an Item from a Product Record

When adding an item from a product record, some of the item information will already be completed from the product.

1. Open the product record for type of item you want to add. Within the product record, click the *Items* tab.

The *Items* tab appears.

Name	Serial Number	Purchase Date	Manufacturing Date	Cost	Site	Allocated
Size 10 Mens 1409 Firebreaker Rubber Bunker Boots		01/04/2010		\$138.99	Cabinet # 2	<input type="checkbox"/>
Size 10 Mens 1409 Firebreaker Rubber Bunker Boots		01/04/2010		\$138.99	Cabinet # 2	<input type="checkbox"/>

Records 1-2 of 2 | First | Previous | Next | Last | Per Page 10

Current Item Statistics for Mens 1409 Firebreaker Rubber Bunker Boots

- Total Quantity of Items: 2
- Total Value of Items: \$277.98

- Click *Add Items*.
The *Add Items* page appears.

Inventory 2.0

1 3/4 Inch Hose
Fire Hose

Description Items (7) Documents (0)

Add Items

* Name 1 3/4 Inch Hose

* Site - Site -

* Inventory Type Only an item

Consumable With in Incident Yes No

Incident Form Default

Purchase Information

* Number of Items 1

Capacity

Cost \$ 0.00

Vendor - Vendor -

Funding Source - Funding Source -

Purchase Date 09/26/2011 Today

Initial in Service Date 09/26/2011 Today

Expiration Date Today

Warranty Expiration Date Today

Additional Comments

Short Description

Long Description

+ Add Items x Cancel

* required

- OPTIONAL:** If this item should have a name to distinguish it from other items for the same product, in the *Name* text box, type the extra information.
- From the *Site* drop down menu, select the site at which this item is stored.
- From the *Inventory Type* drop down menu, select whether this item should also be classified as a site.
 - HINT:** If you choose to classify this item as both an item and a site, a record will be created for it both as a site and as an item. Please keep in mind that most information is not shared between the site and item records; for example, if you add a document to the site record, it will not be reflected in the item record.
- In the *Consumable Within Incident* section, select whether this item is a consumable.
 - HINT:** If you select Yes, this item will be available for crew members to select on run forms as being consumed.
- To set up a default number that should be marked as being consumed on an incident form if this item is selected as being used, type the desired number in the *Incident Form*

Default text box.

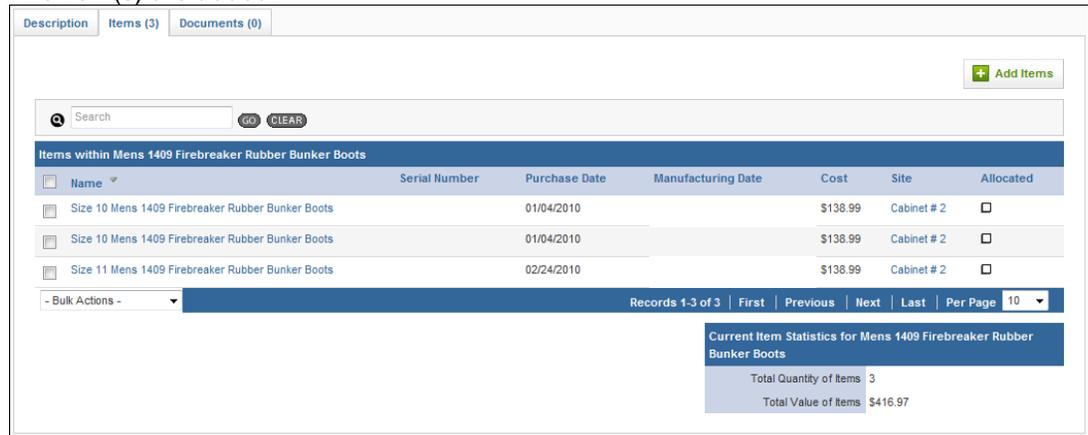
 **NOTE:** This field is not applicable if this item is not a consumable.

- In the *Number of Items* text box, type how many item records you would like to add at this time.

 **HINT:** If you want to add multiple items for a single product with the same information, this can be very useful. However, keep in mind that if you will be entering serial numbers or other information that will be different for each item, you will either need to add each item separately or edit each item's record individually after creating them.

- In the remaining fields in the *Purchase Information* section, enter all known information.
- If applicable, in the *Custom Questions* section, answer all questions.
- In the *Additional Comments* section, enter any additional information about this item.
- Click *Add Items*.

The item(s) are added.



Name	Serial Number	Purchase Date	Manufacturing Date	Cost	Site	Allocated
Size 10 Mens 1409 Firebreaker Rubber Bunker Boots		01/04/2010		\$138.99	Cabinet # 2	<input type="checkbox"/>
Size 10 Mens 1409 Firebreaker Rubber Bunker Boots		01/04/2010		\$138.99	Cabinet # 2	<input type="checkbox"/>
Size 11 Mens 1409 Firebreaker Rubber Bunker Boots		02/24/2010		\$138.99	Cabinet # 2	<input type="checkbox"/>

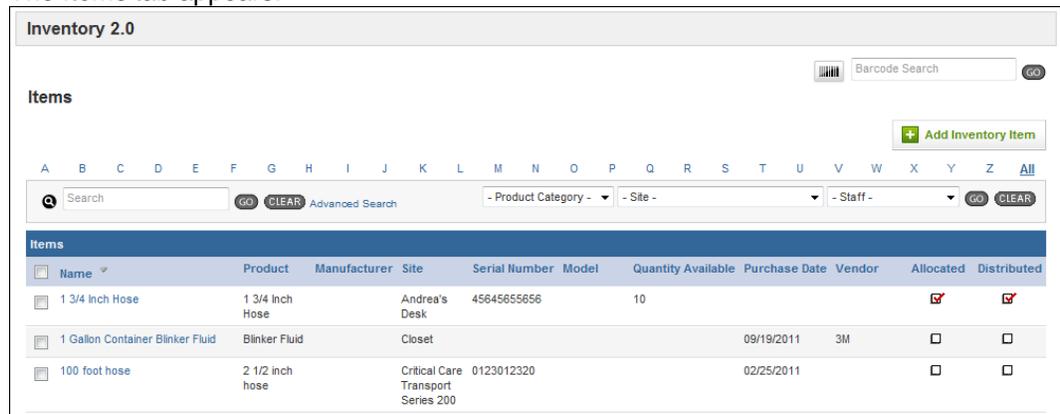
Current Item Statistics for Mens 1409 Firebreaker Rubber Bunker Boots

- Total Quantity of Items: 3
- Total Value of Items: \$416.97

Adding an Item from the Items Page

When adding an item from the *Items* page, you will need to complete some product information.

- Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
- Under the *Modules* tab, click *Inventory 2.0*. The *Inventory* module appears.
- Click the *Items* link. The *Items* tab appears.



Name	Product	Manufacturer	Site	Serial Number	Model	Quantity Available	Purchase Date	Vendor	Allocated	Distributed
1 3/4 inch Hose	1 3/4 inch Hose	Andrea's Desk		45645655656		10			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1 Gallon Container Blinker Fluid	Blinker Fluid		Closet				09/19/2011	3M	<input type="checkbox"/>	<input type="checkbox"/>
100 foot hose	2 1/2 inch hose	Critical Care Transport Series 200		0123012320			02/25/2011		<input type="checkbox"/>	<input type="checkbox"/>

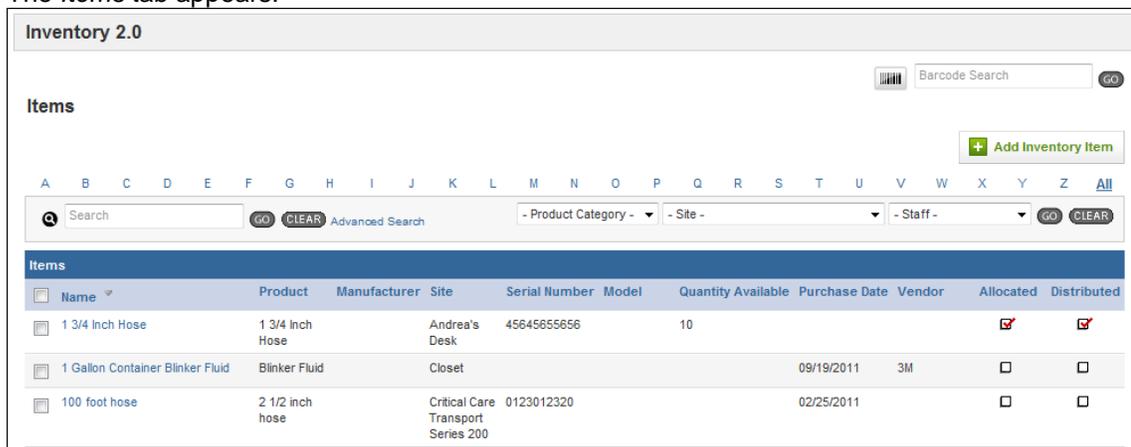
4. Click *Add an Inventory Item*.
The *Add an Item* page appears.

5. In the *Name* text box, type a unique name for this item.
6. From the *Product* drop down menu, select which product this item is.
7. From the *Site* drop down menu, select the site where this item is stored.
8. From the *Inventory Type* drop down menu, select whether this item is also a site.
9. In the *Serial Number*, *Tag Number* and *Size* text boxes, type all appropriate information that your agency wants to track.
10. In the *Consumable Within Incident* section, select whether this item is a consumable.
 - HINT:** If you select *Yes*, this item will be available for crew members to select on run forms as being consumed.
11. To set up a default number that should be marked as being consumed on an incident form if this item is selected as being used, type the desired number in the *Incident Form Default* text box.
 - NOTE:** This field is not applicable if this item is not a consumable.
12. In the *Number of Items* text box, type how many item records you would like to add at this time.
 - HINT:** If you want to add multiple items for a single product with the same information, this can be very useful. However, keep in mind that if you will be entering serial numbers or other information that will be different for each item, you will either need to add each item separately or edit each item's record individually after creating them.
13. In the *Capacity* box, type the number of items that normally come in a package.
14. In the remaining fields in the *Purchase Information* section, type as much information as your service would like to track for this item.
15. In the *Additional Comments* section, enter any descriptive information about the item(s).
16. Click *Add Item*.
The item record is saved and the full item profile appears.

1.19 Copying an Item

If you have many items that should all have the same information, you can copy an item profile to create more item records. If you choose to do this, allocation information, documents and information about sites within the item will not be copied. The new item will be named *Copy of (Original Item Name)*.

1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears.
3. Click the *Items* link.
The *Items* tab appears.



The screenshot shows the 'Inventory 2.0' interface. At the top, there is a 'Barcode Search' field with a 'GO' button. Below that is an 'Add Inventory Item' button. A navigation bar contains letters A through Z and an 'All' link. Below the navigation bar is a search area with a 'Search' input, 'GO', 'CLEAR', and 'Advanced Search' options. There are also dropdown menus for 'Product Category', 'Site', and 'Staff', along with 'GO' and 'CLEAR' buttons. The main content is a table with the following columns: Name, Product, Manufacturer, Site, Serial Number, Model, Quantity Available, Purchase Date, Vendor, Allocated, and Distributed. The table contains three rows of data:

Name	Product	Manufacturer	Site	Serial Number	Model	Quantity Available	Purchase Date	Vendor	Allocated	Distributed
1 3/4 Inch Hose	1 3/4 Inch Hose	Andrea's Desk		45645655656		10			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1 Gallon Container Blinker Fluid	Blinker Fluid		Closet				09/19/2011	3M	<input type="checkbox"/>	<input type="checkbox"/>
100 foot hose	2 1/2 inch hose	Critical Care Transport Series 200		0123012320			02/25/2011		<input type="checkbox"/>	<input type="checkbox"/>

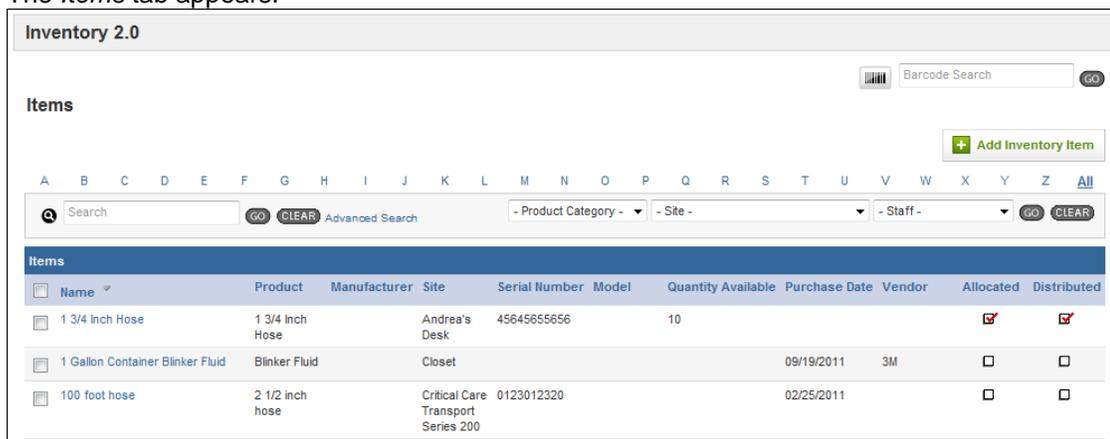
4. Click the item name to open its profile.
5. From the bottom of the *Description* tab, click *Copy*.
A confirmation dialog box appears.
6. Click *OK*.
Another item record is created.

1.20 Editing Item Information

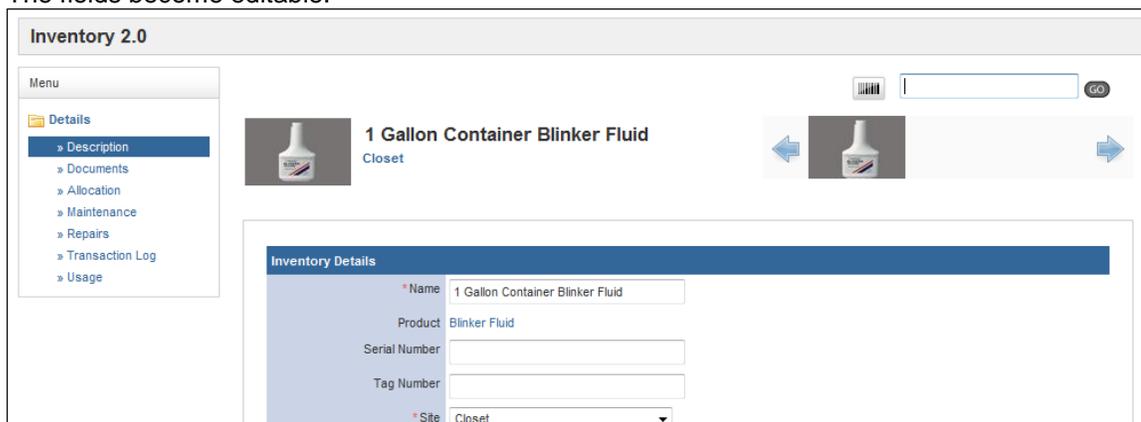
If needed, you can edit the basic information for an item.

1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears.

3. Click the *Items* link.
The *Items* tab appears.



4. Click the item name to open its profile.
5. From the bottom of the *Description* tab, click *Edit*.
The fields become editable.



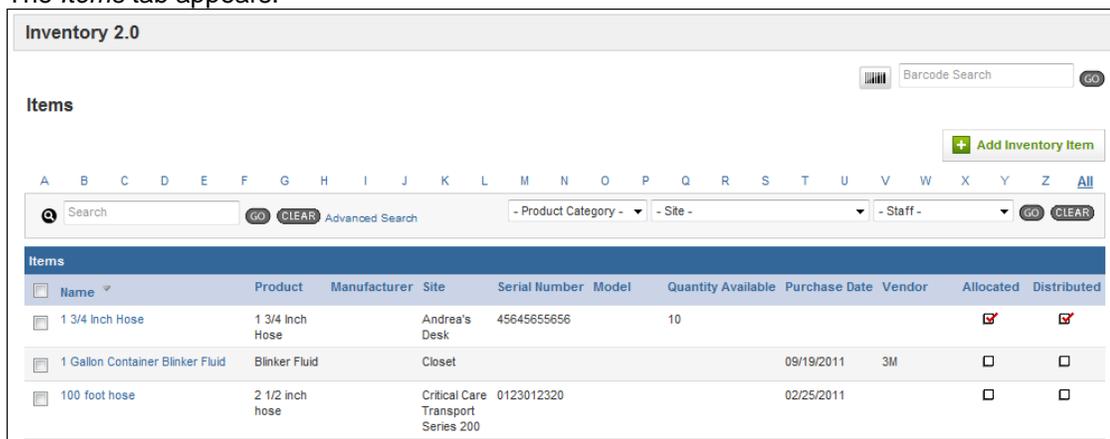
6. Using the provided fields, make any desired changes.
7. From the bottom of the page, click *Save*.

1.21 Viewing an Item's Record

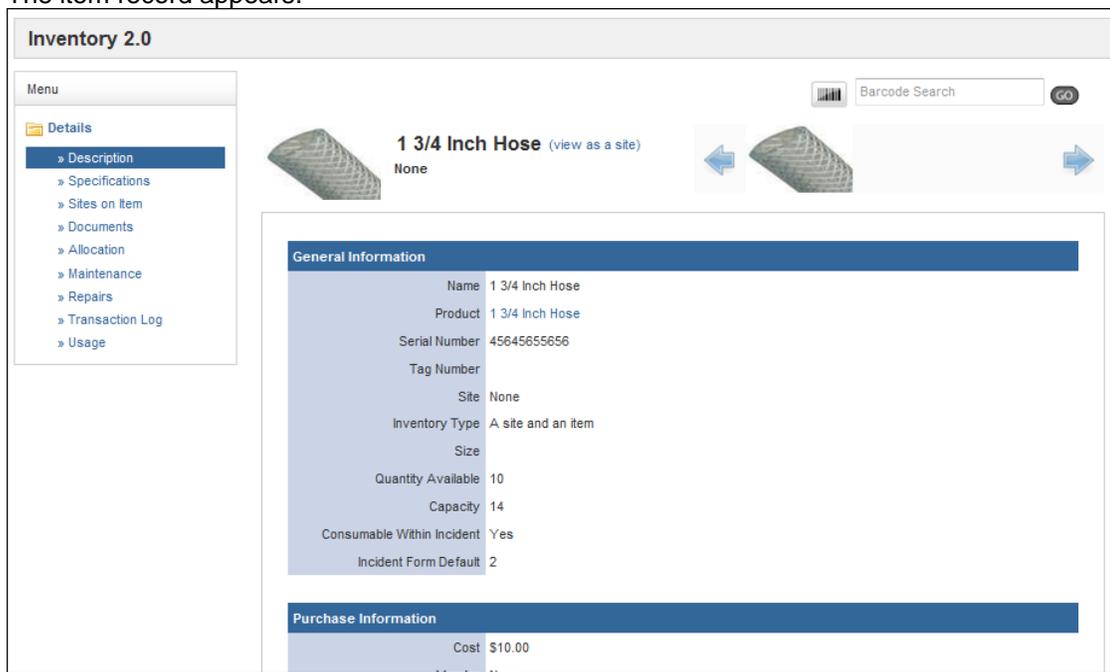
You can view an item's record from the *Items* tab as well as locating it from its product or site.

1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears.

- Click the *Items* link.
The *Items* tab appears.



- To view only items for a certain site, product category, or starting with a certain letter, use the appropriate fields to select your criteria.
- Click *Go*.
- When you locate the desired item record, click the name.
The item record appears.

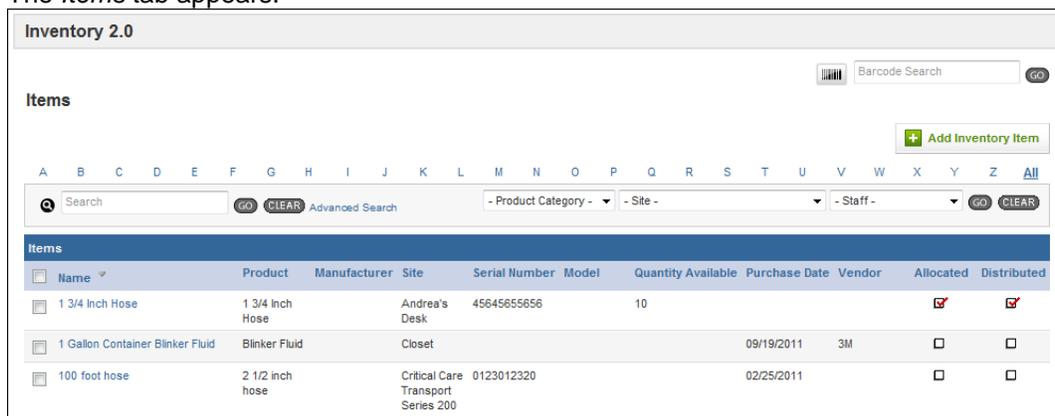


Locating Items with a Barcode Scanner

If you use a barcode scanner, you can scan a products barcode to locate all items for that product.

- Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
- Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears

- Click the *Items* link.
The *Items* tab appears.

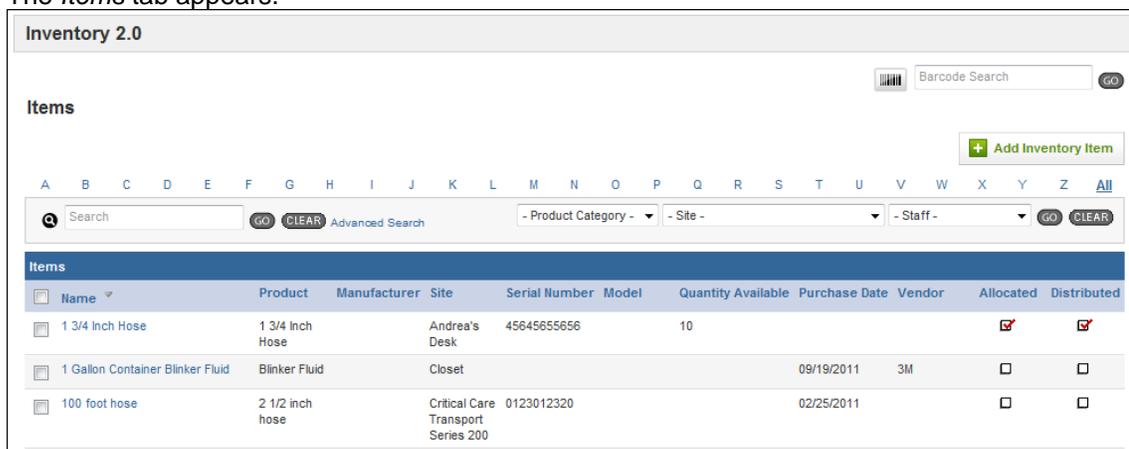


- Use the barcode scanner to scan the product or type the barcode in the *Barcode Search* text box and click *Go*.
A list of all items with that barcode opens.

1.22 Adding a Document to an Item

If you have any documents that you would like to store with an item record, you can do so. This can be an easy way to keep track of any more details specifications, maintenance instructions, manuals or other important documents. Documents that have been added to the product for this item will also be displayed with the item record.

- Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
- Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears.
- Click the *Items* link.
The *Items* tab appears.



- Click the item name to open its profile.

- From the left menu, click *Documents*.
The *Documents* tab appears.

The screenshot shows the 'Inventory 2.0' interface. On the left is a 'Menu' sidebar with options: Details, Description, Specifications, Documents (highlighted), Allocation, Maintenance, Repairs, Transaction Log, and Usage. The main content area displays '100 foot hose' with a red hose image and 'Warehouse 10 / Critical Care Transport Series 200'. Below this is an 'Upload a Document' button and a search dropdown set to '- All Documents -'. A table titled 'Documents' has columns: Name, Inherited, File Name, Document Type, Extension, Size, and Created. The table is empty with the message 'No documents have been uploaded yet'. At the bottom, there are pagination controls: 'Records 0-0 of 0 | First | Previous | Next | Last | Per Page 10'.

- Click *Upload a Document*.
The *Upload a Document* page appears.

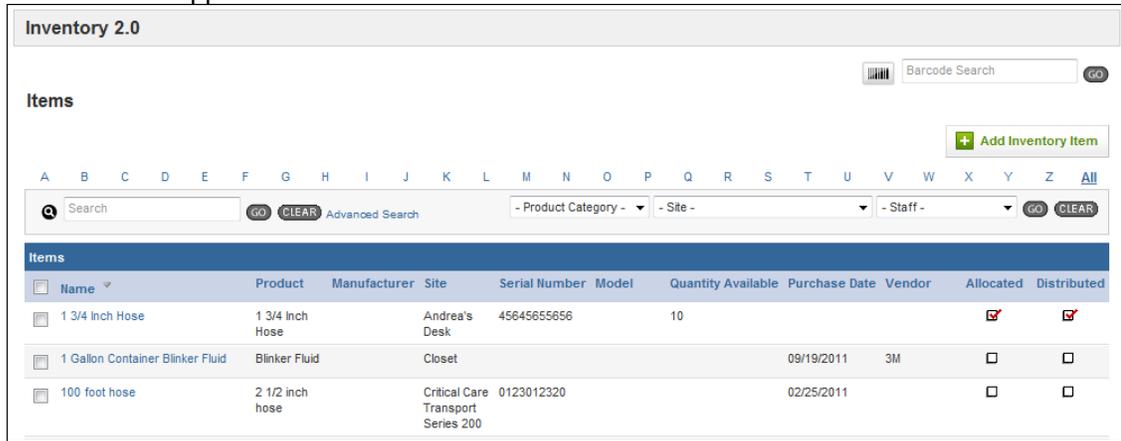
The screenshot shows the 'Upload a Document' form. At the top, there is a 'Barcode Search' field and a 'GO' button. Below is the item name '100 foot hose' and 'Warehouse 10 / Critical Care Transport Series 200'. The form has three main sections: a blue header 'Upload a document', a section with a required '* Name' text box, a 'Document Type' dropdown menu, and a section with a required '* Upload' text box and a 'Browse...' button. At the bottom, there are 'Upload' and 'Back' buttons. A red asterisk '* required' is visible in the bottom right corner.

- In the *Name* text box, type a name for this document.
- From the *Document Type* drop down menu, select the type of document you are uploading.
- In the *Upload* section, click *Browse...*
The *Choose File* dialog box appears.
- Navigate to and select the document you want to upload.
- Click *Open*.
The *Choose File* dialog box closes.
- Click *Upload*.
The document is added to the record.

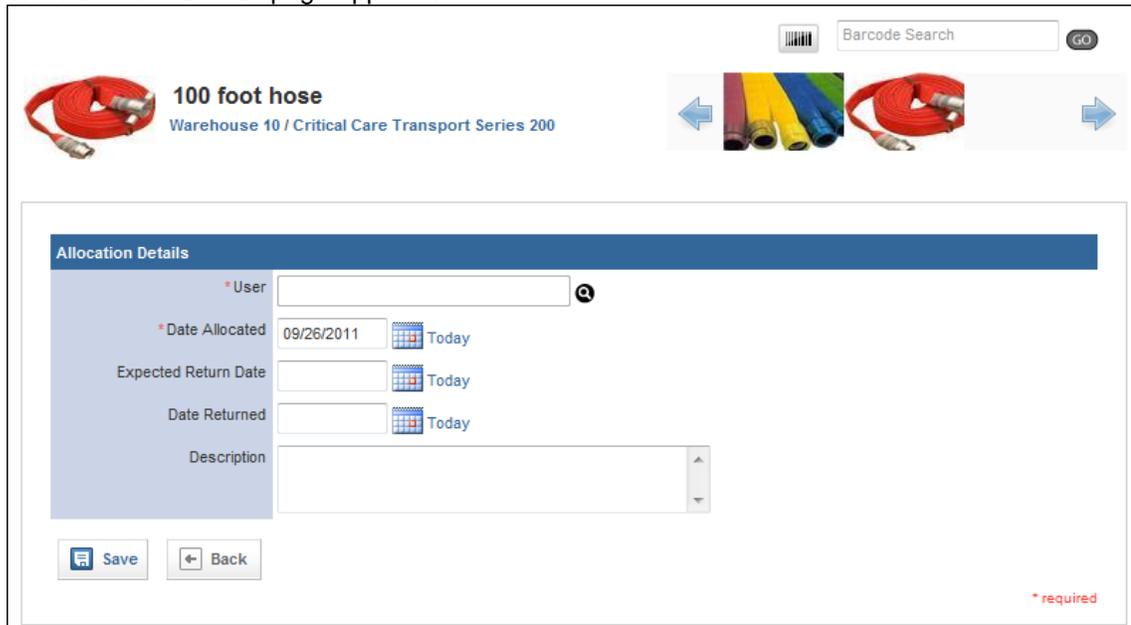
1.23 Allocating an Item

If an item is assigned to someone, you can record that allocation in the system to help keep track of the item. The person you are allocating the item to must be a staff member of your service who has an account set up in the system.

- Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
- Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears.
- Click the *Items* link.
The *Items* tab appears.



- Click the item name to open its profile.
- From the left menu, click *Allocation*.
- Click the *Add an Allocation Record* button.
The *Allocation Details* page appears.



- In the *User* section, click the *Lookup* icon .
The *User Lookup* window appears.

- In the fields at the top of the window, enter any known information to search for the user.
- From the bottom left corner of the window, click *Search*.
A list of all users matching your criteria appears.

Name	Certification ID	Personnel ID
 Justin Dillard	6663333	555101

- For the desired user, click the *Add* icon .
- In the *Date Allocated* text box, type the date that this person was assigned this item.

OR

Use the *Calendar* icon  to select the date from a calendar.

OR

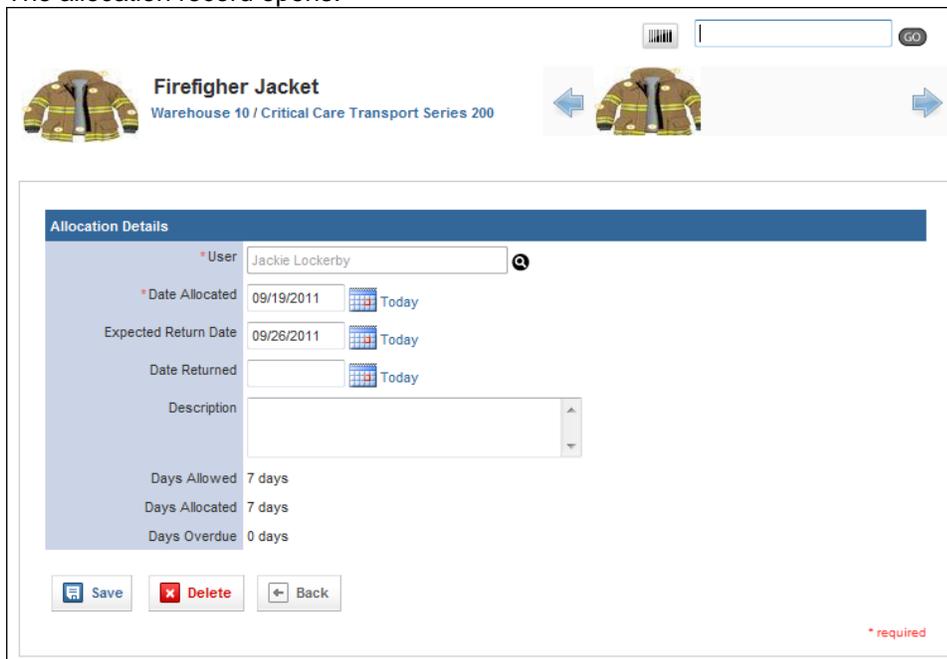
To record the current date, click the *Today* link.

12. In the *Expected Return Date* text box, type the date that this person is expected to return this item.
OR
 Use the *Calendar* icon  to select the date from a calendar.
OR
 To record the current date, click the *Today* link.
13. **OPTIONAL:** If the item has already been returned, in the *Date Returned* text box, type the date the person returned this item.
OR
 Use the *Calendar* icon  to select the date from a calendar.
OR
 To record the current date, click the *Today* link.
14. In the *Description* text box, type any other information about the allocation.
15. When finished, click *Save*.
 The allocation record is saved for this item.

Marking an Allocated Item as Returned

Once an item has been allocated, you should also mark the item as returned once the item is brought back. This will keep your inventory system up to date and prevent items from being marked as overdue.

1. Open the desired item record.
2. Select the *Allocation* tab.
 A list of all allocations for this item appears.
3. For the desired allocation record, click the *Edit* icon .
 The allocation record opens.



The screenshot shows the 'Allocation Details' form for a 'Firefighter Jacket' (Warehouse 10 / Critical Care Transport Series 200). The form includes the following fields and values:

- User:** Jackie Lockerby
- Date Allocated:** 09/19/2011 (with 'Today' link)
- Expected Return Date:** 09/26/2011 (with 'Today' link)
- Date Returned:** (empty field with 'Today' link)
- Description:** (empty text area)
- Days Allowed:** 7 days
- Days Allocated:** 7 days
- Days Overdue:** 0 days

At the bottom of the form, there are three buttons: 'Save', 'Delete', and 'Back'. A red asterisk indicates that the 'User', 'Date Allocated', and 'Expected Return Date' fields are required.

4. In the *Date Returned* text box, type the date the person returned this item.
OR
 Use the *Calendar* icon  to select the date from a calendar.
OR
 To record the current date, click the *Today* link.

- When finished, click *Save*.

1.24 Viewing Repair Information for an Item

The *Repairs* tab in an item lists all repairs that have been done on this item, as well as a summary with information about the replacement parts. For more information about adding a repair record, please refer to the *Adding a Repair for an Item* section of this chapter.

- Open the desired item record.
- From the left menu, click *Repairs*.

The *Repairs* page appears.

The screenshot shows the '100 foot hose' item page. At the top, there is a red hose icon and the text '100 foot hose Warehouse 10 / Critical Care Transport Series 200'. Below this is a search bar with a 'GO' button and a 'CLEAR' button. A table titled 'Item Repairs' is displayed with the following data:

Name	Description	Status	Downtime Start	Downtime End	Cost
Coupling replacement		In Progress	09/26/2011	09/27/2011	\$45.00

Below the table is a pagination control: 'Records 1-1 of 1 | First | Previous | Next | Last | Per Page 10'. In the bottom right corner, there is a 'Current Item Statistics' section:

Total Quantity of Items	1
Total Value of Items	\$45.00

- To view summary information about the parts involved in a repair, look at the *Current Item Statistics* section in the bottom right.

This close-up screenshot highlights the 'Current Item Statistics' section. A red arrow points from the 'Cost' column of the repair table (showing '\$45.00') to the 'Total Value of Items' field in the statistics section, which also displays '\$45.00'. The 'Total Quantity of Items' is shown as '1'.

- To view a specific repair, click the name of the repair. The repair record appears.

The screenshot shows the '100 foot hose' item record. At the top, there is a red hose icon, the item name '100 foot hose', and the location 'Warehouse 10 / Critical Care Transport Series 200'. Below this is a 'Details' tab and a 'Parts' tab. The 'Maintenance Repair Details' section is expanded, showing the following information:

Name	Coupling replacement
Status	In Progress
Date	09/26/2011
Cost	\$45.00
Short Description	
Long Description	
Repaired By	Justin Dillard
Staff Hours Spent	1
Downtime Start Date	09/26/2011
Downtime End Date	09/27/2011
Retest	Yes

At the bottom of the details section are 'Edit' and 'Back' buttons.

1.25 Viewing the Transaction Log for an Item

The transaction log keeps track of any dates and events that have affected this item. This can include dates for moving items, purchasing items or the date an item was put in service.

- Open the desired item record.
- From the left menu, select the *Transaction Log* link. The transaction log appears.

The screenshot shows the '100 foot hose' item record with the 'Transaction Log' section expanded. The log contains the following records:

Date	Activity	User
02/25/13	Expiration Date	
02/25/13	Warranty Expiration Date	
10/24/11	Next Test Date	ImageTrend Admin
09/26/11	Tested On Date	ImageTrend Admin
09/26/11	Repair Date	ImageTrend Admin
03/01/11	Initial in Service Date	
02/25/11	Purchase Date	

At the bottom right of the log table, it says 'Records 1-7 of 7'.

1.26 Viewing Usage of an Item

If an item is a consumable, you can view statistics about its usage from the item profile. This can be useful to keep track of the number of pieces left of an item.

1. Open the desired item record.
2. From the left menu, select the *Usage* link.
The *Usage* page appears.

The screenshot shows the 'Usage' page for the item '1 Gallon Container Blinker Fluid'. At the top, there is a barcode search bar with a 'GO' button. Below the search bar, the item name and 'Closet' are displayed next to a product image. A table titled 'Item Usage' contains one record: Quantity 1, Action used, Description Used in vehicle maintenance, and Date 09/28/11. To the right of the table is a '+ Add' button. Below the table is a 'Current Item Usage Statistics for Test' box showing: Number of Entries 1, Total Quantity Used 1, and Quantity Available 4.

1.27 Adding a Usage Record for an Item

The Inventory system can keep track of how many of an item has been used based on the number of items in the system and the number of items marked as used in run forms or in the item's profile. You can mark any items as used from the item profile.

1. Open the desired item record.
2. From the left menu, select the *Usage* link.
The *Usage* page appears.

This screenshot is identical to the one in section 1.26, showing the 'Usage' page for '1 Gallon Container Blinker Fluid'. It displays the same search bar, item information, 'Item Usage' table with one record, '+ Add' button, and 'Current Item Usage Statistics for Test' box.

3. Click *Add*.
The *Item Use Records* page appears.

The screenshot shows the 'Item Use Records' page for '1 Gallon Container Blinker Fluid' in the 'Closet' location. The page includes a search bar at the top right with a 'GO' button. Below the search bar is a navigation bar with left and right arrows and a small image of the product. The main content area is titled 'Item Use Records' and contains the following fields:

- Quantity:** A text input field.
- Date Used:** A text input field with a calendar icon and a 'Today' link.
- Use:** A dropdown menu currently set to '- Use -'.
- Description:** A large text area for additional information.

At the bottom of the form are two buttons: 'Save' and 'Back'.

4. In the *Quantity* text box, type the number of this item that were used.
5. In the *Date Used* text box, type the date that these items were used.
OR
Use the *Calendar* icon  to select the date from a calendar.
OR
To record the current date, click the *Today* link.
6. From the *Use* drop down menu, select what this item was used for.
7. In the *Description* text box, type any additional information about this use of the item.
8. When finished, click *Save*.
The usage record is saved and the amount of this item that you have on hand is updated.

1.28 Working with Multiple Items

Within a site record, product record or the *Items* tab, you can perform certain actions for multiple items. This can help you to quickly manage your items in the Inventory system based on the site the items are within, items for a particular product or any selection of items.

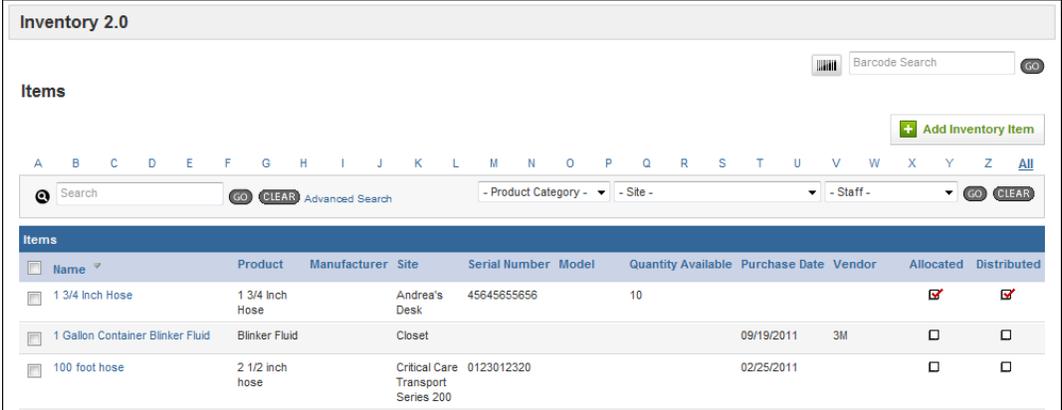
Deleting Multiple Items

You can delete multiple items from your system if needed. Please remember that when you choose to delete an item from a site or product record, it will be removed from the entire Inventory system.

1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears
3. Click the *Items* link.

The *Items* tab appears.

 **NOTE:** You can also perform these actions of the lists of items within a site or a product.



<input type="checkbox"/>	Name	Product	Manufacturer	Site	Serial Number	Model	Quantity Available	Purchase Date	Vendor	Allocated	Distributed
<input type="checkbox"/>	1 3/4 Inch Hose	1 3/4 Inch Hose		Andrea's Desk	45645655656		10			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	1 Gallon Container Blinker Fluid	Blinker Fluid		Closet				09/19/2011	3M	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	100 foot hose	2 1/2 inch hose		Critical Care Transport Series 200	0123012320			02/25/2011		<input type="checkbox"/>	<input type="checkbox"/>

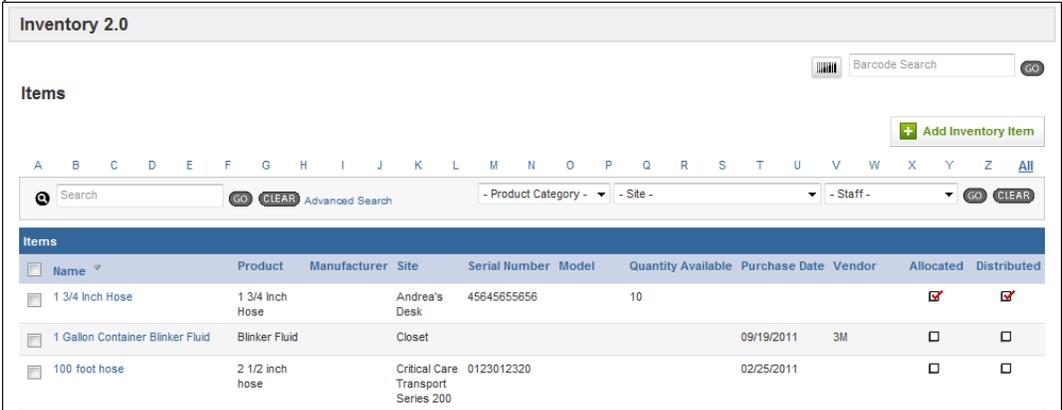
4. Select the checkboxes for all items you want to delete.
5. From the *Bulk Actions* drop down menu in the bottom left, select *Delete Selected Items*. A confirmation dialog box appears.
6. Select *OK*.
The items are deleted from the system.

Moving Multiple Items

You can choose to move multiple items to a specific site if needed.

1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears
3. Click the *Items* link.
The *Items* tab appears.

 **NOTE:** You can also perform these actions of the lists of items within a site or a product.



<input type="checkbox"/>	Name	Product	Manufacturer	Site	Serial Number	Model	Quantity Available	Purchase Date	Vendor	Allocated	Distributed
<input type="checkbox"/>	1 3/4 Inch Hose	1 3/4 Inch Hose		Andrea's Desk	45645655656		10			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	1 Gallon Container Blinker Fluid	Blinker Fluid		Closet				09/19/2011	3M	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	100 foot hose	2 1/2 inch hose		Critical Care Transport Series 200	0123012320			02/25/2011		<input type="checkbox"/>	<input type="checkbox"/>

4. Select the checkboxes for all items you want to move.

- From the *Bulk Actions* drop down menu on the lower left, select *Move Selected Items*. The *Move Selected Items* page appears.

Item	Product	Tag Number	Serial Number	Current Site	New Site
Critical Care Transport Series 200 #310	Critical Care Transport Series 200			Station 1	Station 1
Critical Care Transport Series 200 #310	Critical Care Transport Series 200			Station 1	Station 1

- From the *Site* drop down menu for each item, select the new site.
OR
To move all items to the same site, from the *Site* drop down menu in the header row, select the new site.
- From the bottom of the page, click *Save*. A confirmation dialog box appears.
- Click *OK*.

Allocating Multiple Items

You can choose to allocate multiple items at a time.

- Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
- Under the *Modules* tab, click *Inventory 2.0*. The *Inventory* module appears
- Click the *Items* link. The *Items* tab appears.

NOTE: You can also perform these actions of the lists of items within a site or a product.

Name	Product	Manufacturer	Site	Serial Number	Model	Quantity Available	Purchase Date	Vendor	Allocated	Distributed
1 3/4 Inch Hose	1 3/4 Inch Hose	Andrea's Desk		45645655656		10			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1 Gallon Container Blinker Fluid	Blinker Fluid		Closet				09/19/2011	3M	<input type="checkbox"/>	<input type="checkbox"/>
100 foot hose	2 1/2 inch hose	Critical Care Transport Series 200		0123012320			02/25/2011		<input type="checkbox"/>	<input type="checkbox"/>

- Select the checkboxes for all items you want to allocate.

5. From the *Bulk Actions* drop down menu in the lower left, click *Allocate Selected Items*. The *Allocation Details* page appears.

The screenshot shows the 'Allocation Details' form. It includes the following elements:

- * User**: A text input field with a magnifying glass icon.
- * Date Allocated**: A date picker with a calendar icon and the text 'Today'.
- * Expected Return Date**: A date picker with a calendar icon and the text 'Today'.
- Date Returned**: A date picker with a calendar icon and the text 'Today'.
- Long Description**: A large text area with scrollbars.
- Buttons**: 'Save' (with a floppy disk icon) and 'Cancel' (with an 'X' icon) buttons.
- Footer**: A red asterisk '* required' in the bottom right corner.

6. In the *User* section, click the *Lookup* icon . The *User Lookup* window appears.

The screenshot shows the 'User Lookup' window. It includes the following elements:

- Header**: 'User Lookup' in a blue bar.
- Instructions**: A text block stating: 'Enter the criteria in the following boxes and click 'Search.' Once you find the desired record, click on the icon relative to the user.'
- Input Fields**: Four text input fields labeled 'First Name', 'Last Name', 'Certification ID', and 'Personnel ID'.
- Search Results**: A section with the text 'Please enter search criteria' and a large empty area for results.
- Buttons**: 'Search' (with a magnifying glass icon), 'Clear' (with a red 'X' icon), and 'Close' (with an 'X' icon) buttons.

7. In the fields at the top of the window, enter any known information to search for the user.

8. From the bottom left corner of the window, click *Search*.
A list of all users matching your criteria appears.

User Lookup

Instructions: Enter the criteria in the following boxes and click 'Search.' Once you find the desired record, click on the icon relative to the user.

First Name

Last Name

Certification ID

Personnel ID

Search Results

Name	Certification ID	Personnel ID
 Justin Dillard	6663333	555101

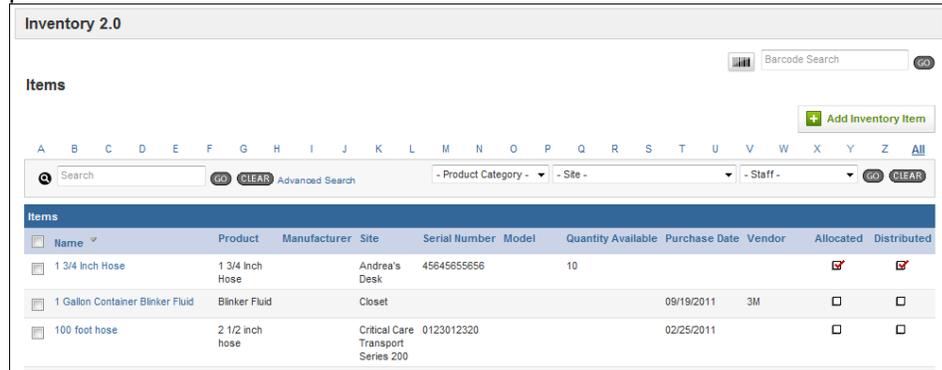
9. For the desired user, click the *Add* icon .
10. In the *Date Allocated* text box, type the date that this person is expected to return this item.
OR
Use the *Calendar* icon  to select the date from a calendar.
OR
To record the current date, click the *Today* link.
11. In the *Date Allocated* text box, type the date that this person was assigned this item.
OR
Use the *Calendar* icon  to select the date from a calendar.
OR
To record the current date, click the *Today* link.
12. **OPTIONAL:** If the item has already been returned, in the *Date Returned* text box, type the date the person returned this item.
OR
Use the *Calendar* icon  to select the date from a calendar.
OR
To record the current date, click the *Today* link.
13. In the *Description* text box, type any other information about the allocation.
14. When finished, click *Save*.
The allocation record is saved for these items.

Updating Item Information for Multiple Items

You can update the information for multiple items at the same time, if needed. When you edit the items, fields with information in them will overwrite any previous information in that item record. Fields that are not completed will not make any changes to the original item record.

1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears
3. Click the *Items* link.
The *Items* tab appears.

 **NOTE:** You can also perform these actions of the lists of items within a site or a product.



Name	Product	Manufacturer	Site	Serial Number	Model	Quantity Available	Purchase Date	Vendor	Allocated	Distributed
<input type="checkbox"/> 1 3/4 Inch Hose	1 3/4 Inch Hose	Andrea's Desk		45645655656		10			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> 1 Gallon Container Blinker Fluid	Blinker Fluid		Closet				09/19/2011	3M	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 100 foot hose	2 1/2 inch hose	Critical Care Transport Series 200		0123012320			02/25/2011		<input type="checkbox"/>	<input type="checkbox"/>

4. Select the checkboxes for all items you want to edit.
5. From the *Bulk Actions* drop down menu in the lower left, click *Update All*.
A blank form appears with fields to enter item details.

Any fields left blank will retain the original value for that field currently listed on the item.

Inventory Details

Name

Size

Purchase Information

Cost \$

Funding Source

Purchase Date

Initial In Service Date

Retired Date

Expiration Date

Manufacturer Date

Warranty Expiration Date

Additional Comments

Short Description

Long Description

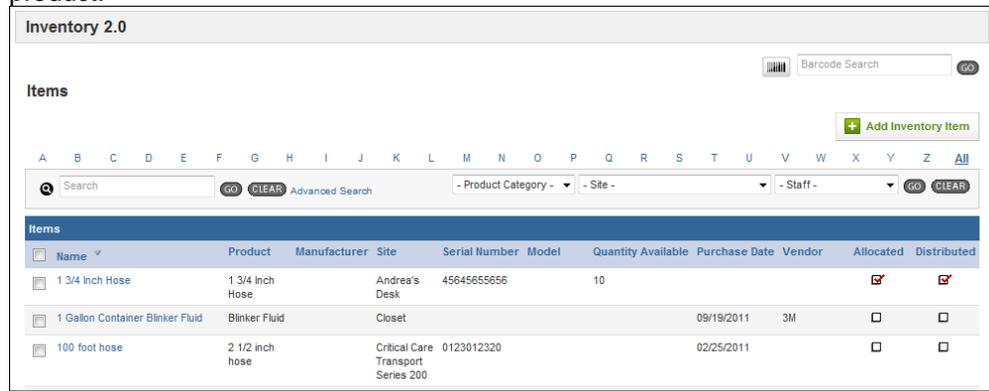
6. Using the provided fields, make any desired changes that should be applied to all the selected item records.
7. When finished, click *Save*.
The changes are applied.

Updating Item Details for Multiple Items

You can update details for multiple items at once, including the items' name, serial or tag number, site, size, capacity, cost, vendor or funding source.

1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears
3. Click the *Items* link.
The *Items* tab appears.

 **NOTE:** You can also perform these actions of the lists of items within a site or a product.



4. Select the checkboxes for all items you want to edit.
5. From the *Bulk Actions* drop down menu in the lower left, click *Update Details*.
The *Items* page appears.



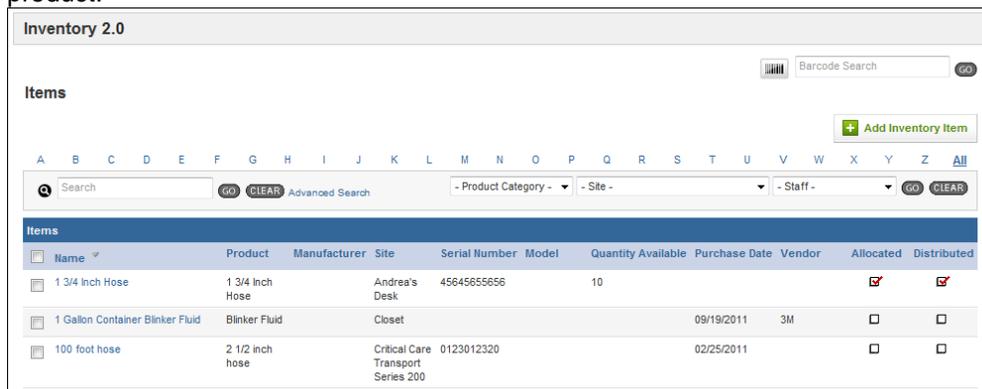
6. Using the provided fields, make any changes to the details for these items.
 **NOTES:**
All changes that you make here will apply to all selected items.
Any fields that you leave blank will not be changed from their current value.
7. When finished, click *Save*.

Adding Maintenance Records for Multiple Items

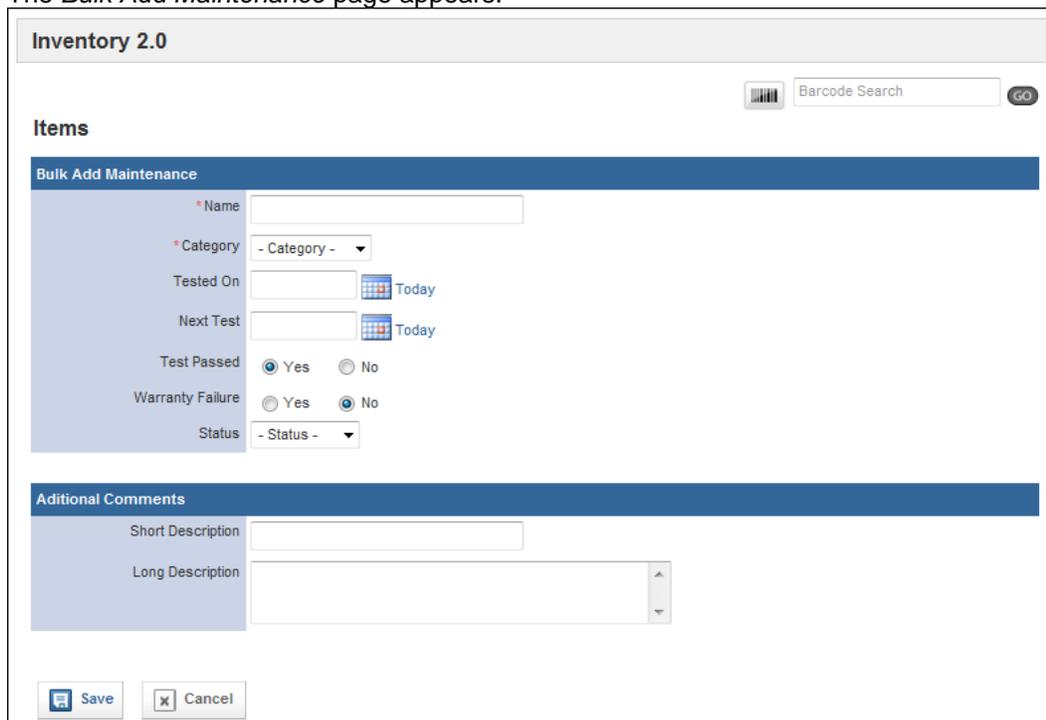
You can create maintenance records for multiple items from the *Items* page. This allows you to easily create a batch of maintenance records for items that all passed the same maintenance test. You can go back and edit individual records later if needed.

1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears
3. Click the *Items* link.
The *Items* tab appears.

 **NOTE:** You can also perform these actions of the lists of items within a site or a product.



4. Select the checkboxes for all items you want to edit.
5. From the *Bulk Actions* drop down menu in the lower left, click *Create Maintenance Record*.
The *Bulk Add Maintenance* page appears.



6. Use the provided fields to enter the maintenance information.
 **HINT:** For more information about filling in a maintenance record, please refer to the Entering a Maintenance Record for an Item section of this chapter.
7. When finished, click *Save*.
The maintenance records are added.

1.29 Overview of Maintenance Records

Maintenance records are associated with the items that the maintenance was performed upon and can be accessed either from that item's record or from the *Maintenance* tab. Each maintenance record can track and schedule maintenance, and contains basic information such as the test date, status and whether the test was passed, as well as details specific to that type of maintenance and access to any repair information or documents associated with the maintenance.

There are several tabs associated with each maintenance record.

Specifications

The *Specifications* tab contains additional questions that will change based on the type of maintenance performed.

Details

The *Details* tab contains basic information that will be collected for all maintenance, such as the test dates, whether the test was passed and comments.

Repairs

The *Repairs* tab contains a list of all repairs associated with this maintenance as well as summary information about how many items were needed for repairs and their total cost.

Documents

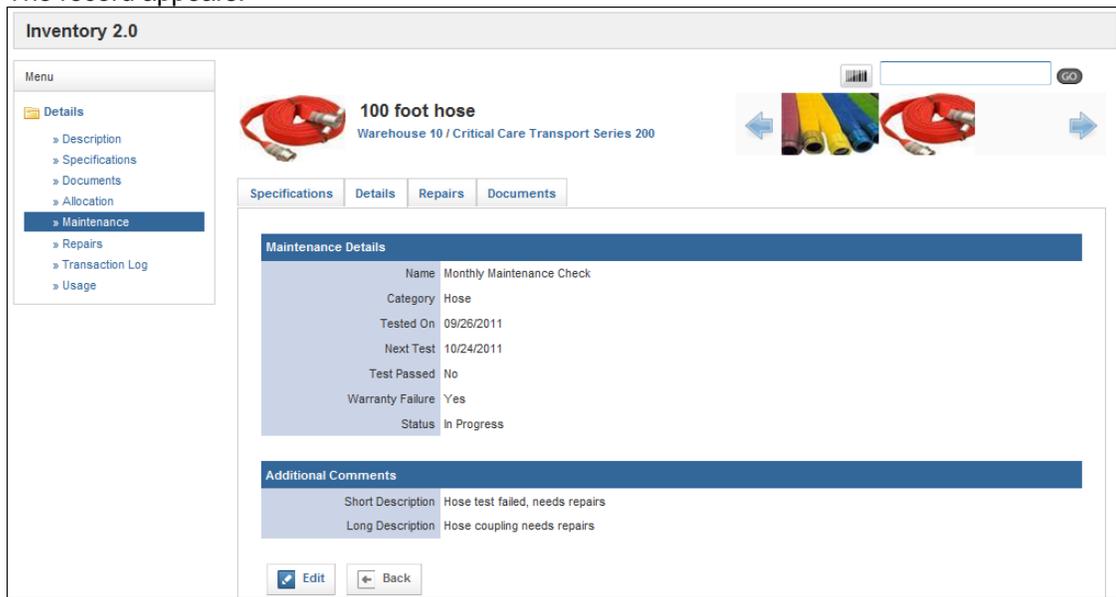
The *Documents* tab contains a list of any documents that have been uploaded and associated with this maintenance record.

1.30 Viewing a Maintenance Record

You can view a maintenance record either from the item it is associated with or from the *Maintenance* tab.

1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears
3. Select the *Maintenance* link.
OR
 - a. Select the *Items* link.
The *Items* page appears.
 - b. Navigate to the desired item and click its name.
The *Description* section of the item's profile appears.
 - c. From the left menu, click *Maintenance*.

- Click the name of the maintenance record to view. The record appears.



- As needed, click additional tabs of the maintenance record to view more information.

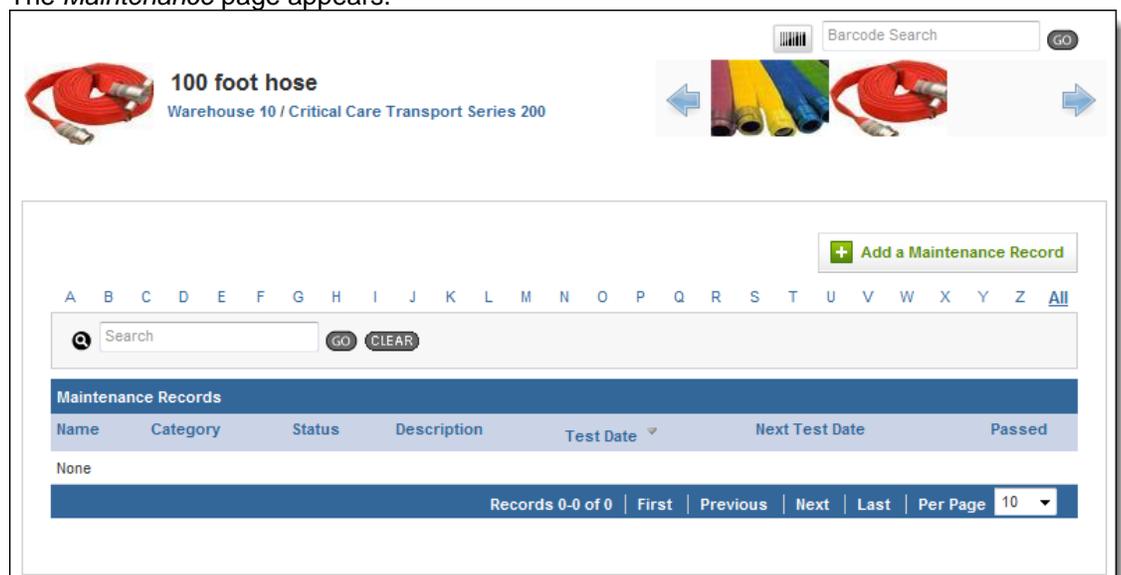
1.31 Adding a Maintenance Record

You can add a maintenance record to the system from the *Maintenance* section or from the item record.

Adding a Maintenance Record from the Item Profile

If you add a maintenance record directly from the profile of the item, you will not need to search for the desired item.

- Open the desired item record.
- From the left menu, click *Maintenance*. The *Maintenance* page appears.



- Click *Add a Maintenance Record*.
A new maintenance record appears.

The screenshot shows a web interface for adding a maintenance record. At the top, there is a barcode search bar and a 'GO' button. Below this, the item name '100 foot hose' is displayed, along with its location 'Warehouse 10 / Critical Care Transport Series 200'. There are navigation arrows and images of hoses. The main form is divided into two sections: 'Maintenance Details' and 'Additional Comments'. The 'Maintenance Details' section includes fields for Name (marked as required), Category (a dropdown menu), Tested On (with a calendar icon and a 'Today' link), Next Test (with a calendar icon and a 'Today' link), Test Passed (radio buttons for Yes and No), Warranty Failure (radio buttons for Yes and No), and Status (a dropdown menu). The 'Additional Comments' section has fields for Short Description and Long Description. At the bottom, there are 'Save' and 'Back' buttons. A red asterisk and the word 'required' are visible in the bottom right corner of the form area.

- In the *Name* text box, type an identifying name for this maintenance record.
- From the *Category* drop down menu, select the type of maintenance that was done.
- In the *Tested On* text box, type the date that this item was tested.
OR
Use the *Calendar* icon  to select the date from a calendar.
- OR**
To record the current date, click the *Today* link.
- In the *Next Test* text box, type the date that this item should be tested next.
OR
Use the *Calendar* icon  to select the date from a calendar.
- OR**
To record the current date, click the *Today* link.
- In the *Test Passed* section, select whether this item passed the test.
- In the *Warranty Failure* section, select whether there was any failure currently covered by warranty detected.
- From the *Status* drop down menu, select the status of this maintenance record.
- In the *Additional Comments* section, enter any extra details of the maintenance record.

11. When finished, click **Save**.

The maintenance record is saved and additional information appears.

Maintenance Record saved successfully



100 foot hose
Warehouse 10 / Critical Care Transport Series 200

GO



Specifications
Details
Repairs
Documents

Maintenance Details

Name	Monthly Maintenance Check
Category	Hose
Tested On	09/26/2011
Next Test	10/24/2011
Test Passed	No
Warranty Failure	Yes
Status	In Progress

Additional Comments

Short Description	Hose test failed, needs repairs
Long Description	Hose coupling needs repairs

Edit
Back

12. Click into any additional tabs to record more details about the maintenance.

 **HINTS:**

Information about the specific type of maintenance record can be recorded in the *Specifications* tab.

Information about any needed repairs can be documented in the *Repairs* tab for the maintenance record.

Any documents or files that should be attached to the maintenance record can be included in the *Documents* tab.

Adding a Maintenance Record from the Maintenance Tab

You can add a new maintenance record to the system from the *Maintenance* tab and it will be reflected in the profile of the item that you associate it with.

1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears
3. Select the *Maintenance* link.
The *Maintenance* page appears.

4. Click *Add Maintenance Record*.
The *Add Maintenance* page appears.

5. In the *Name* text box, type an identifying name for this maintenance record.
6. From the *Category* drop down menu, select the type of maintenance that was done.
7. In the *Inventory Items* section, click *Set Inventory Items*.
The *Select Inventory Search Criteria* page appears.

8. Using the provided fields, enter search criteria to locate the item this maintenance record should be associated with.

9. Click *Search*.
A list of all items matching your criteria appears.

Select Inventory Items				
<input type="checkbox"/>	Inventory Name	Serial Number	Site	Product
<input type="checkbox"/>	100 foot hose	0123012320	Critical Care Transport Series 200	2 1/2 inch hose
<input type="checkbox"/>	50 foot hose	602102	Critical Care Transport Series 200	2 1/2 inch hose
<input type="checkbox"/>	Firefighter Jacket		Critical Care Transport Series 200	Firefighter Jacket

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10. Select the checkbox(es) for all item(s) to add this maintenance record to.
11. Click *Save*.
The items are selected and you are returned to the maintenance record.
12. In the *Tested On* text box, type the date that this item was tested.
OR
Use the *Calendar* icon  to select the date from a calendar.
OR
To record the current date, click the *Today* link.
13. In the *Next Test* text box, type the date that this item should be tested next.
OR
Use the *Calendar* icon  to select the date from a calendar.
OR
To record the current date, click the *Today* link.
14. In the *Test Passed* section, select whether this item passed the test.
15. In the *Warranty Failure* section, select whether there was any failure currently covered by warranty detected.
16. From the *Status* drop down menu, select the status of this maintenance record.
17. In the *Additional Comments* section, enter any extra details of the maintenance record.
18. When finished, click *Save*.

The maintenance record is saved and additional information appears.

Maintenance Record saved successfully



100 foot hose
Warehouse 10 / Critical Care Transport Series 200



Specifications
Details
Repairs
Documents

Maintenance Details

Name	Monthly Maintenance Check
Category	Hose
Tested On	09/26/2011
Next Test	10/24/2011
Test Passed	No
Warranty Failure	Yes
Status	In Progress

Additional Comments

Short Description	Hose test failed, needs repairs
Long Description	Hose coupling needs repairs

 Edit
 Back

- Click into any additional tabs to record more details about the maintenance.

 **HINTS:**

Information about the specific type of maintenance record can be recorded in the *Specifications* tab.

Information about any needed repairs can be documented in the *Repairs* tab for the maintenance record.

Any documents or files that should be attached to the maintenance record can be included in the *Documents* tab.

Documenting Maintenance Specifications

Each type of maintenance record can have additional questions to be completed, which are included under the *Specifications* tab after creating the maintenance record.

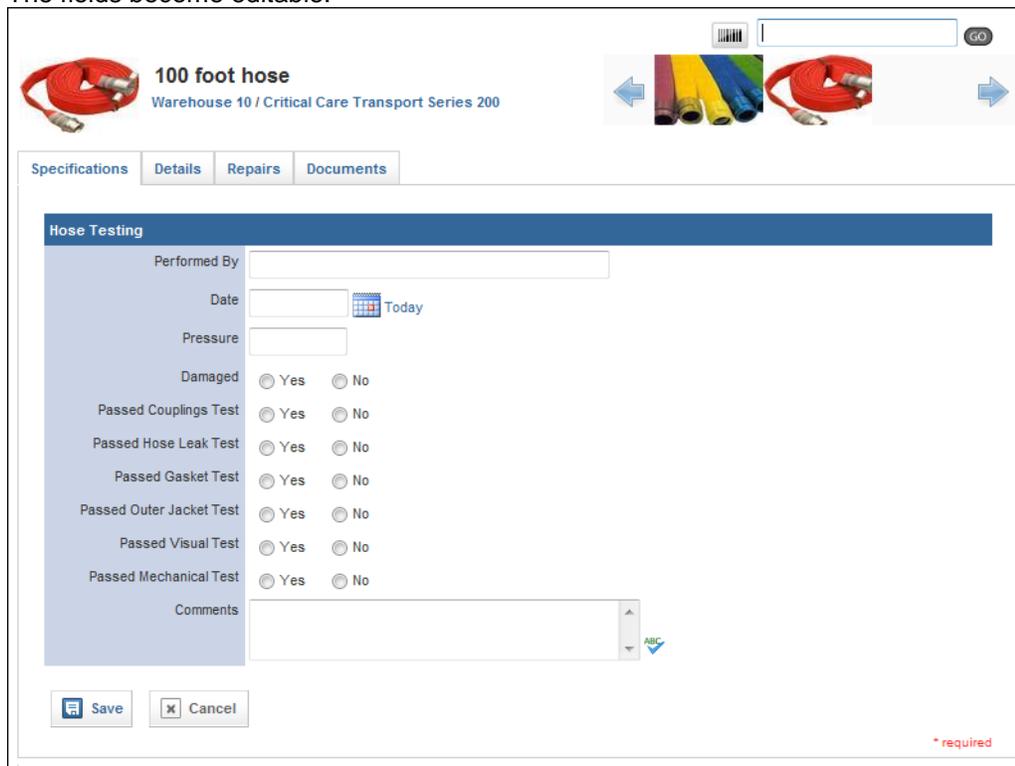
- Add or open the desired maintenance record.
- Select the *Specifications* tab.

The *Specifications* tab appears.

 **NOTE:** Depending on the way your maintenance records are set up, you may see different questions for your items.

- Click *Edit*.

The fields become editable.



The screenshot shows a web interface for a maintenance record titled "100 foot hose" located in "Warehouse 10 / Critical Care Transport Series 200". The "Specifications" tab is active, displaying a "Hose Testing" section. This section contains several input fields and radio button options: "Performed By" (text field), "Date" (calendar icon and "Today" text), "Pressure" (text field), and a series of "Passed" tests: "Damaged", "Passed Couplings Test", "Passed Hose Leak Test", "Passed Gasket Test", "Passed Outer Jacket Test", "Passed Visual Test", and "Passed Mechanical Test". Each test has "Yes" and "No" radio buttons. A "Comments" text area is at the bottom of the testing section. At the bottom of the form are "Save" and "Cancel" buttons. A red asterisk and the word "required" are visible in the bottom right corner of the form area.

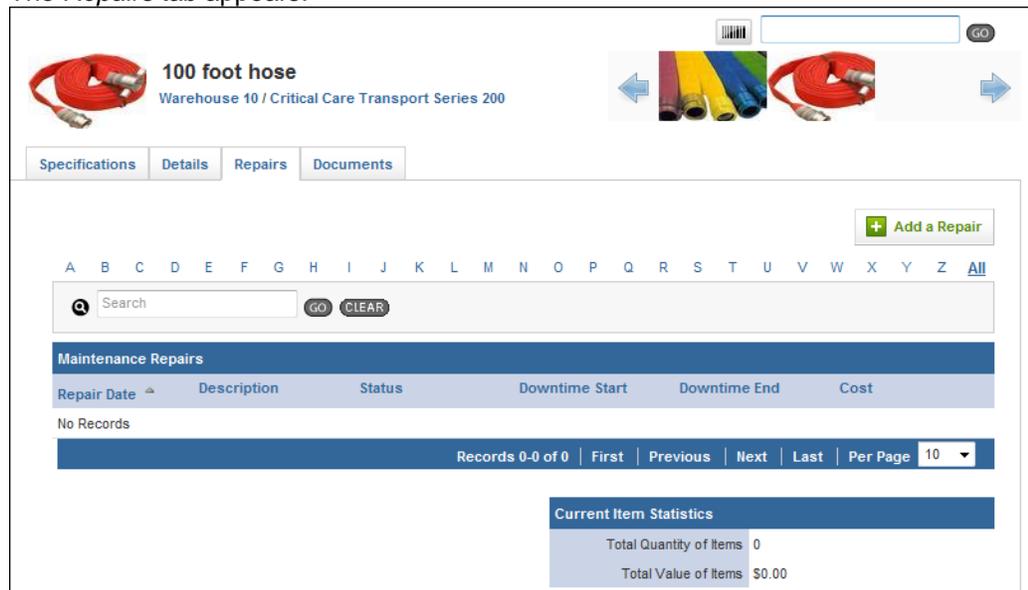
- Use the provided fields to complete the details of the maintenance.
- When finished, click *Save*.

Recording Repairs for a Maintenance Record

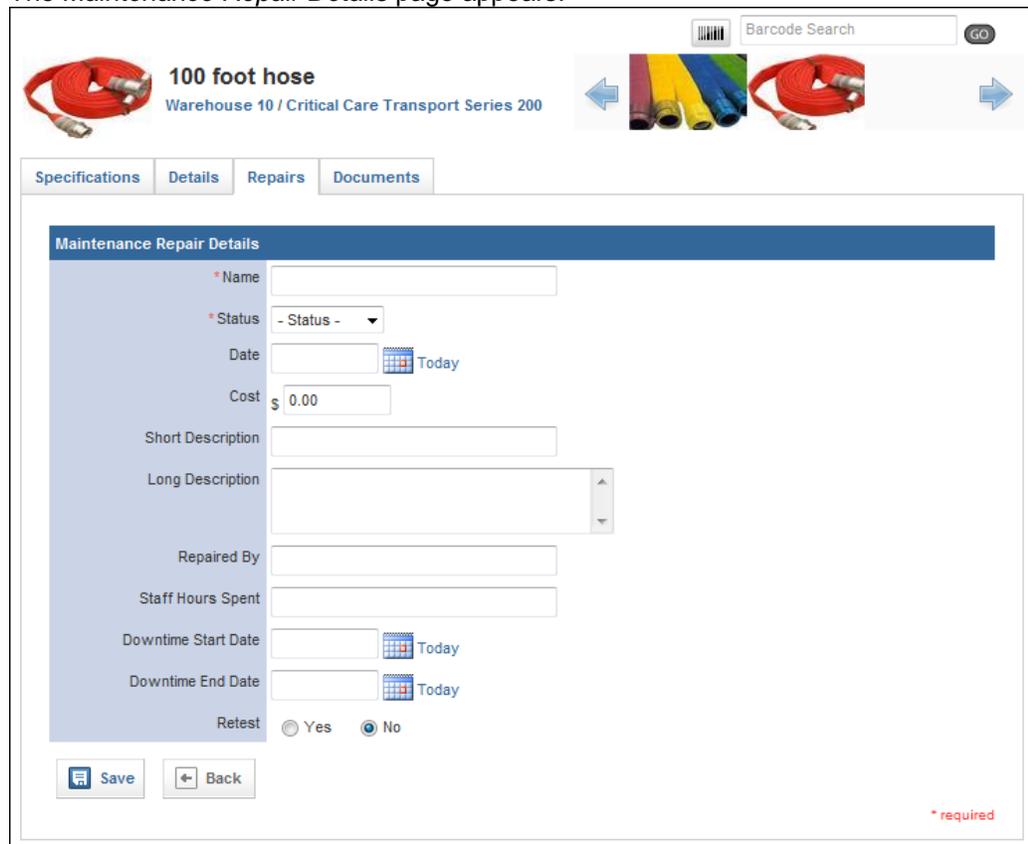
If a maintenance inspection indicates that there are repairs needed for an item, you can document those repairs within the maintenance record after it is created.

- Add or open the desired maintenance record.

- Select the *Repairs* tab.
The *Repairs* tab appears.

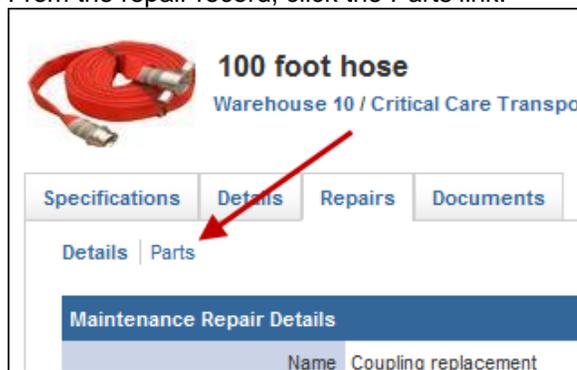


- Click *Add a Repair*.
The *Maintenance Repair Details* page appears.



- In the *Name* text box, type the name of this repair.
- From the *Status* drop down menu, select the current status of the repair.
 NOTE: You can update this status later if you need to do so.

6. In the *Date* text box, enter the date of this repair.
OR
Use the *Calendar* icon  to select the date from a calendar.
OR
To record the current date, click the *Today* link.
7. In the *Cost* text box, type the cost of the repair.
8. In the *Short Description* and/or *Long Description* text box, type any additional details about the repair.
9. In the *Repaired By* text box, type the name of the person who performed the repair.
10. In the *Staff Hours Spent* text box, type the number of hours spent on this repair by your agency's staff.
11. In the *Downtime Start Date* text box, type the date that this item was first taken out of use for this repair.
OR
Use the *Calendar* icon  to select the date from a calendar.
OR
To record the current date, click the *Today* link.
12. In the *Downtime End Date* text box, type the date that this item was returned to service after this repair.
OR
Use the *Calendar* icon  to select the date from a calendar.
OR
To record the current date, click the *Today* link.
13. In the *Retest* section, select whether this item will need to be retested after the repair.
14. Click *Save*.
The repair record is added and the *Parts* link appears.
15. **OPTIONAL:** To record parts that were used in this repair,
 - a. From the repair record, click the *Parts* link.



The *Parts* page appears.

- b. Click the *Add a Part* button.
The *Add a Part* page appears.

The screenshot shows the 'Add a Part' page for a '100 foot hose' in Warehouse 10 / Critical Care Transport Series 200. The page has tabs for Specifications, Details, Repairs, and Documents. Under the Details tab, there is a 'Part Details' section with the following fields:

- *Name: [Text box]
- Vendor: [- Vendor - (dropdown menu)]
- Cost: \$ 0.00 [Text box]
- Short Description: [Text box]
- Long Description: [Text area]

 At the bottom of the form are 'Save' and 'Back' buttons. A red asterisk indicates that the Name field is required.

- c. In the *Name* text box, type the name of the part.
 - d. From the *Vendor* drop down menu, select the name of the vendor from whom you bought the part.
 - e. In the *Cost* text box, type the cost of the part.
 - f. In the *Short Description* and/or *Long Description* text boxes, type any additional details about the part.
 - g. Click *Save*.
 - h. Repeat steps a–g for all needed parts.
- NOTE:** As you add parts, statistics will appear on the *Parts* page detailing the number and value of parts needed for this repair.

Adding a Document for a Maintenance Record

You can attach any document to a maintenance record if needed to keep track of it. This could include a receipt for repairs or an image of any repairs required.

1. Add or open the desired maintenance record.
2. Select the *Documents* tab.
The *Documents* tab appears.

The screenshot shows the 'Documents' tab for the '100 foot hose' record. It features a 'Barcode Search' field and a 'GO' button. Below this is an 'Upload a Document' button. A table titled 'Documents' is shown with the following columns: Name, File Name, Document Type, Extension, Size, and Created. The table currently contains no data, with the message 'No documents have been uploaded yet'. At the bottom, there is a pagination bar showing 'Records 0-0 of 0' and navigation buttons for 'First', 'Previous', 'Next', and 'Last', along with a 'Per Page' dropdown set to 10.

3. Click *Upload a Document*.
The *Documents* page appears.

The screenshot shows the '100 foot hose' item profile. The page title is '100 foot hose' and the location is 'Warehouse 10 / Critical Care Transport Series 200'. The 'Documents' tab is selected. The 'Upload a document' section has the following fields and buttons:

- Name:** A text input field with an asterisk indicating it is required.
- Document Type:** A dropdown menu with the text '- Document Type -' and an asterisk indicating it is required.
- Upload:** A text input field with a 'Browse...' button next to it and an asterisk indicating it is required.
- Buttons:** A green 'Upload' button and a 'Back' button.

A red asterisk and the text '* required' are located at the bottom right of the form area.

4. In the *Name* text box, type a name for this document.
5. From the *Document Type* drop down menu, select the type of document you are uploading.
6. In the *Upload* section, click *Browse...*
The *Choose File* dialog box appears.
7. Navigate to and select the document you want to upload.
8. Click *Open*.
The *Choose File* dialog box closes.
9. Click *Upload*.
The document is added to the record.

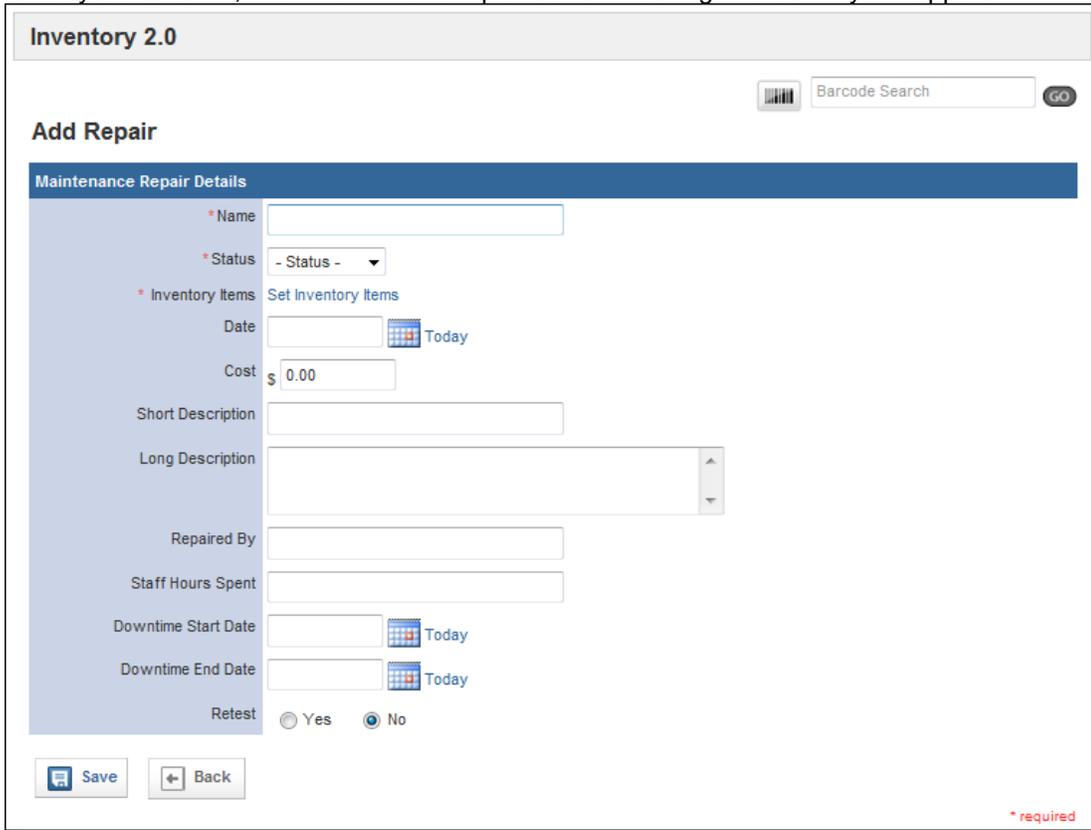
1.32 Adding a Repair for an Item

Any item can have a repair added either through the maintenance record with which the repair should be associated, from the *Repairs* section of the item's profile or from the *Repairs* tab in the system. All repairs will be associated with a specific item and maintenance record, no matter where you add them.

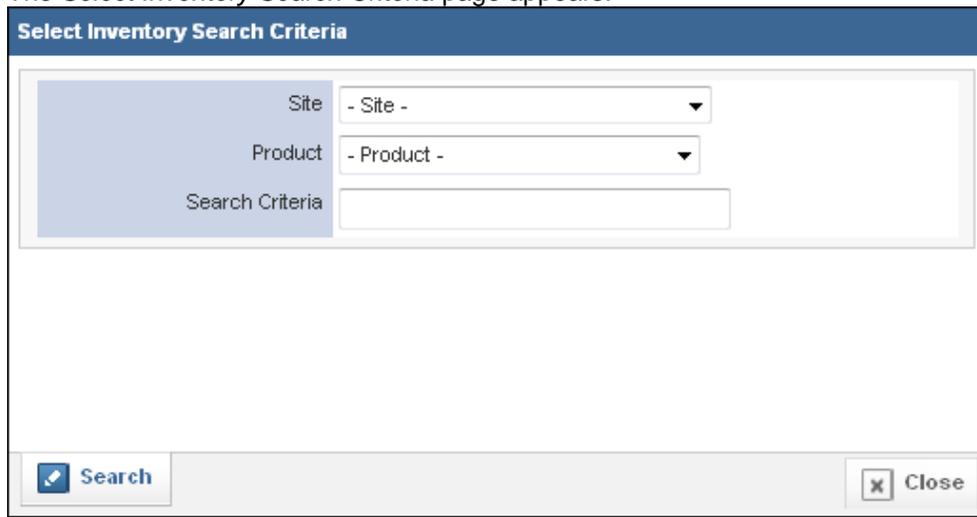
1. Once you are logged in to the Fire Bridge system, if necessary, from the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module appears
3. Open the desired maintenance record.
OR
From the top of the page, click the *Repairs* link.
OR
 - a. Open the desired item record.
 - b. From the left menu, click the *Repairs* link.
4. Click *Add a Repair*.

The *Add a Repair* page appears.

 **NOTE:** Depending on where you started the repair record from, some of the information may already be filled out, or some of the field pictured in the image below may not appear.



5. In the *Name* text box, type the name of this repair.
6. From the *Status* drop down menu, select the current status of the repair.
-  **NOTE:** You can update this status later if you need to do so.
7. If the *Inventory Items* section is displayed,
 - a. In the *Inventory Items* section, click *Set Inventory Items*.
The *Select Inventory Search Criteria* page appears.



- b. Using the provided fields, enter search criteria to locate the item this repair record should be associated with.
- c. Click *Search*.

A list of all items matching your criteria appears.

Select Inventory Items				
<input type="checkbox"/>	Inventory Name	Serial Number	Site	Product
<input type="checkbox"/>	100 foot hose	0123012320	Critical Care Transport Series 200	2 1/2 inch hose
<input type="checkbox"/>	50 foot hose	602102	Critical Care Transport Series 200	2 1/2 inch hose
<input type="checkbox"/>	Firefighter Jacket		Critical Care Transport Series 200	Firefighter Jacket

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- d. Select the checkbox(es) for all item(s) to add this repair record to.
- e. Click *Save*.

The items are selected and the *Maintenance Record* field appears.

- 8. If the *Maintenance Record* field is displayed as a drop down menu, select the maintenance record that this repair should be attached to.

OR

If the *Maintenance Record* field displays a link,

- a. Click the *Set Maintenance Record* link.

The *Details* page appears, with a list of each item that you are creating a repair record for.

Details

Information If you do not see some items in the list the reason is that the item has no maintenance records associated with it.

Assign a Maintenance Record To Repair

Item Name	Item Serial Number	Maintenance Record
100 foot hose	0123012320	<input type="text"/>
50 foot hose	602102	<input type="text"/>

- b. From the *Maintenance Record* drop down menu for each item, select the maintenance record that this repair should be associated with.
- c. Click *Save*.

The maintenance records are selected.

- 9. In the *Date* text box, enter the date of this repair.

OR

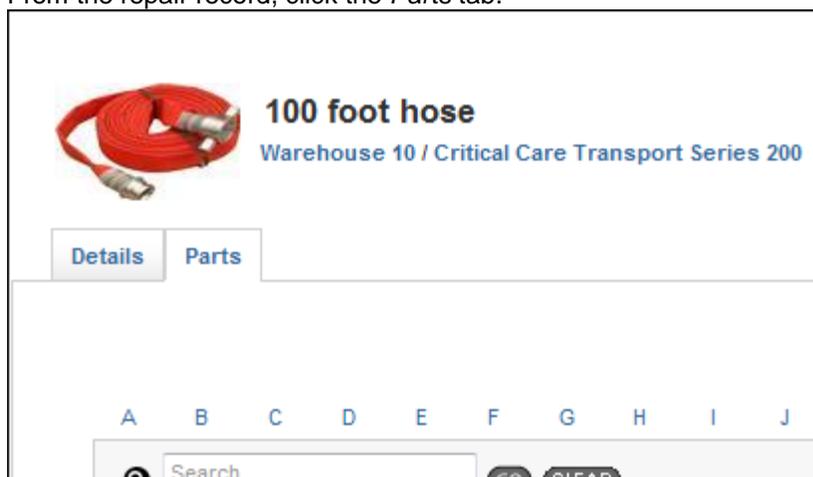
Use the *Calendar* icon  to select the date from a calendar.

OR

To record the current date, click the *Today* link.

- 10. In the *Cost* text box, type the cost of the repair.
- 11. In the *Short Description* and/or *Long Description* text box, type any additional details about the repair.
- 12. In the *Repaired By* text box, type the name of the person who performed the repair.

13. In the *Staff Hours Spent* text box, type the number of hours spent on this repair by your agency's staff.
14. In the *Downtime Start Date* text box, type the date that this item was first taken out of use for this repair.
OR
Use the *Calendar* icon  to select the date from a calendar.
OR
To record the current date, click the *Today* link.
15. In the *Downtime End Date* text box, type the date that this item was returned to service after this repair.
OR
Use the *Calendar* icon  to select the date from a calendar.
OR
To record the current date, click the *Today* link.
16. In the *Retest* section, select whether this item will need to be retested after the repair.
17. Click *Save*.
The repair record is added and the *Parts* link appears.
18. **OPTIONAL:** To record parts that were used in this repair,
 - a. From the repair record, click the *Parts* tab.



The *Parts* page appears.

- b. Click the *Add a Part* button.
The *Add a Part* page appears.

The screenshot displays the 'Add a Part' interface. At the top, there's a header for '100 foot hose' and 'Warehouse 10 / Critical Care Transport Series 200'. Below this, there are two tabs: 'Details' and 'Parts'. The 'Details' tab is selected, showing a form with the following fields: 'Name' (with a red asterisk indicating it's required), 'Vendor' (a dropdown menu), 'Cost' (with a dollar sign and '0.00'), 'Short Description', and 'Long Description'. At the bottom left, there are 'Save' and 'Back' buttons. At the bottom right, there is a '* required' label.

- c. In the *Name* text box, type the name of the part.
d. From the *Vendor* drop down menu, select the name of the vendor from whom you bought the part.
e. In the *Cost* text box, type the cost of the part.
f. In the *Short Description* and/or *Long Description* text boxes, type any additional details about the part.
g. Click *Save*.
h. Repeat steps a–g for all needed parts.
-  **NOTE:** As you add parts, statistics will appear on the *Parts* page detailing the number and value of parts needed for this repair.

CHAPTER 2

SETTING UP THE INVENTORY MODULE

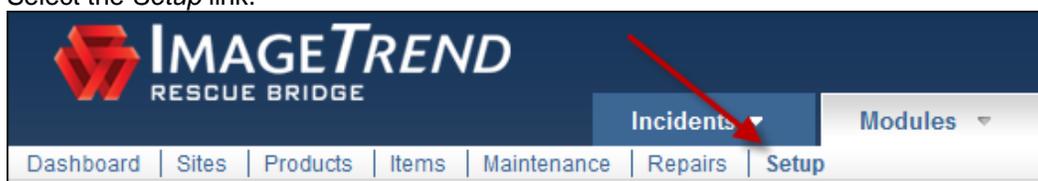
2.1 Chapter Overview

This chapter explains the administrative setup of the Inventory system that is used to control the content of the product and item records. This includes how to set up product categories, manufacturers and vendors, product attributes and vendors, funding sources and document types.

2.2 Setting Up Product Categories

Administrators can set up categories to organize products from the *Setup* tab. These categories will then be available for people who are entering new products. Categories can also define some of the options that will be available for products created within the category.

1. From the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module opens.
3. Select the *Setup* link.



The *Setup* tab appears.

4. If necessary, from the left menu, under *Manage Products*, click *Product Categories*.
HINT: If the sub-menu is not displayed under the *Manage Products* header, click *Manage Products* to expand the menu.

The *Product Categories* page appears.

Product Categories			
			+ Add a Product Category
			View as Tree <input type="button" value="GO"/> <input type="button" value="CLEAR"/>
Product Categories			
Product Category Name (Product Count)	User Updated	Date Updated	Active
Apparatus (0)	ImageTrend Admin	04/28/2010	<input checked="" type="checkbox"/>
Equipment (0)	ImageTrend Admin	04/21/2010	<input checked="" type="checkbox"/>
Hoses (0)	ImageTrend Admin	04/28/2010	<input checked="" type="checkbox"/>
Office Equipment (0)	ImageTrend Admin	04/27/2010	<input checked="" type="checkbox"/>
			Records 1-26 of 26

5. Click *Add a Product Category*.
The *Add a Product Category* page appears.

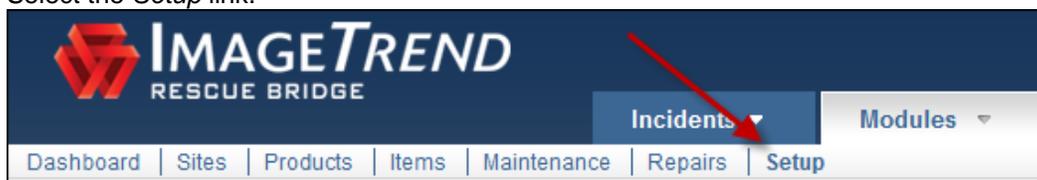
6. In the *Name* text box, type a name for this category.
7. **OPTIONAL:** If this will be a sub-category for a category that has already been created, from the *Parent* drop down menu, select the category that will be immediately above this one.
8. From the *Stockable* drop down menu, select if products within this category can be stored.
9. **OPTIONAL:** If this category should be a part of a special data category to capture custom information, from the *Special Data Category* drop down menu, select the desired category.
10. In the *Short Description* and *Long Description* text boxes, type any descriptive information for this category.
11. To add possible manufacturers for products in this category, in the *Manufacturers* section,
- From the *Available* section, select the desired options.
💡 **HINT:** You can select multiple options by pressing and holding the *Ctrl* key while clicking each option.
 - Click the *Add* icon .
 - Repeat steps a–b as needed until all desired manufacturers are added.
💡 **HINT:** The manufacturers you select here will be available as options for manufacturers when you create products within this category.
12. To add product attributes that should be included for products in this category, in the *Product Attributes* section,

- a. From the *Available* section, select the desired options.
 **HINT:** You can select multiple options by pressing and holding the *Ctrl* key while clicking each option.
 - b. Click the *Add* icon .
 - c. Repeat steps a–b as needed until all desired attributes are added.
 **HINT:** These product attributes will then appear as questions when new products are created within this category.
13. To add custom questions that should be asked for products in this category, in the *Custom Questions* section,
- a. From the *Available* section, select the desired options.
 **HINT:** You can select multiple options by pressing and holding the *Ctrl* key while clicking each option.
 - b. Click the *Add* icon .
 - c. Repeat steps a–b as needed until all desired questions are added.
 **HINT:** These custom questions will then appear as questions when new products are created within this category.
14. In the *Active* section, select whether this category should currently be active and available for user, or inactive and saved for only reference.
15. When finished, click *Save*.
The product category is saved.

2.3 Adding a Manufacturer

You can record manufacturers when you create product records, but the manufacturer records must first be set up in the *Setup* tab.

1. From the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module opens.
3. Select the *Setup* link.



The *Setup* tab appears.

- If necessary, from the left menu, under *Manage Products*, click *Manufacturers*.
HINT: If the sub-menu is not displayed under the *Manage Products* header, click *Manage Products* to expand the menu.

Manufacturers [+ Add a Manufacturer](#)

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

Search Advanced Search - Product Category -

Name	City	State	Work Phone	Website
Abbott Rubber Co. Inc.	Elk Grove Village	Illinois	(847) 952-1800	http://www.abbottrubber.com
Braun	Van Wert	Ohio	(800) 222-7286	http://www.braunambulances.com
Danko Emergency Equipment	Snyder	Nebraska	(402) 568-2200	http://www.danko.net
DeWalt	Baltimore (County)	Maryland	410-821-8220	www.dewalt.com
Haix North America, INC.	Lexington (corporate name Lexington-Fayette)	Kentucky	(866) 344-4249	
Midwest Fire	Luverne	Minnesota	(800) 344-2059	http://midwestfire.com
Pierce Manufacturing	Appleton	Wisconsin	(920) 832-3000	http://www.piercemfg.com
Road Rescue	Marion	South Carolina	(800) 889-6143	http://www.roadrescue.com
Smeal Fire Apparatus	Snyder	Nebraska	(402) 568-2224	http://www.smeal.com
Task Force Tips Inc.	Valparaiso	Indiana	(219) 462-6161	http://www.tft.com

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- Click *Add a Manufacturer*.
The *Add a Manufacturer* page appears.

Add a Manufacturer

Manufacturer Details

* Name

Address

City

County

State

Postal Code

Contact Information

Primary Contact Name

Phone

Toll Free

Fax

Email

Website

Additional Information

Short Description

Long Description

Option Automatically create a vendor with the same details as this manufacturer

* required

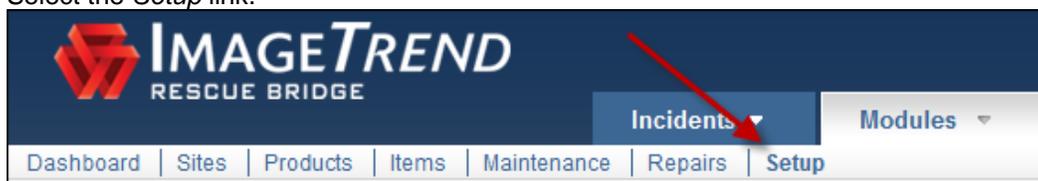
6. In the *Name* text box, type the name of this manufacturer.
7. In the *Address* text boxes, type the manufacturer's address.
8. In the *Postal Code* text box, type the zip code for the manufacturer.
9. Click *Update Now*.
The city, county and state information is added to the record.
10. In the *Contact Information* section, type all known information about any contact at this manufacturer.
11. In the *Additional Information* section, type any descriptive information about this manufacturer.
12. To also create a vendor record for this manufacturer, select the *Automatically create a vendor with the same details as this manufacturer* checkbox.
 **HINT:** This is most helpful if you buy merchandise directly from the manufacturer.
13. When finished, click *Save*.
The manufacturer record is added to the system.

2.4 Adding a Product Attribute

Product attributes allow you to collect custom information about specific categories of products. They appear as questions with a drop down menu on the product record. You must create the product attribute before you can apply it towards a category or product.

Product attributes are similar to custom questions, but when adding a product attribute the field must have a drop down menu.

1. From the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module opens.
3. Select the *Setup* link.



The *Setup* tab appears.

4. If necessary, from the left menu, under *Manage Products*, click *Product Attributes*.
 **HINT:** If the sub-menu is not displayed under the *Manage Products* header, click *Manage Products* to expand the menu.

Product Attributes			
Name	User Updated	Date Updated	Active
Cost Ranges	ImageTrend Admin	04/27/2010	<input checked="" type="checkbox"/>
Hose Color	ImageTrend Admin	04/27/2010	<input checked="" type="checkbox"/>
Hose Cover Material	ImageTrend Admin	04/27/2010	<input checked="" type="checkbox"/>
Hose Length	ImageTrend Admin	04/27/2010	<input checked="" type="checkbox"/>
NIMS Kind	ImageTrend Admin	04/27/2010	<input checked="" type="checkbox"/>
NIMS Type	ImageTrend Admin	04/27/2010	<input checked="" type="checkbox"/>
Rear Axle	ImageTrend Admin	04/27/2010	<input checked="" type="checkbox"/>
Seat Types	ImageTrend Admin	04/27/2010	<input checked="" type="checkbox"/>
Transmission	ImageTrend Admin	04/27/2010	<input checked="" type="checkbox"/>

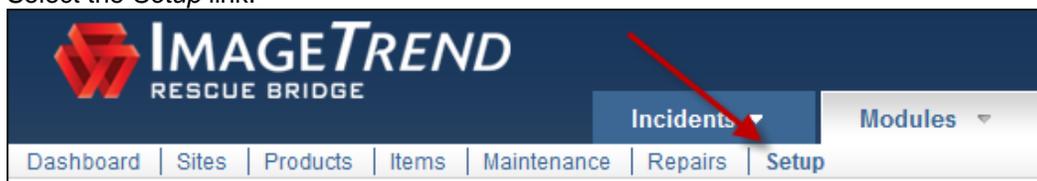
- Click *Add a Product Attribute*.
The *Add a Product Attribute* page appears.

- In the *Name* text box, type the question.
- In the *Active* section, select whether this attribute should currently be active and available in the system for use, or inactive and saved for reference or later use.
- To add a possible answer for the question that will be generated for the attribute, in the *Product Attribute Options* section, in the *Name* text box, type the first answer.
- Click *Save*.
A new line appears.
- Repeat steps 8–9 until all desired answers are added.
- To change the order of any of the possible options, in the *Order* text boxes, type the number corresponding to the desired order.
- Click *Save*.

2.5 Adding a Vendor

Each product and item record can be associated with vendors. This allows you to record which vendors sell particular products and where an item was purchased. Before you can do this, however, you must set up the vendor records.

- From the top left, click *My Fire Department*.
- Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module opens.
- Select the *Setup* link.



The *Setup* tab appears.

- If necessary, from the left menu, under *Manage Products*, click *Vendors*.

 **HINT:** If the sub-menu is not displayed under the *Manage Products* header, click *Manage Products* to expand the menu.

Vendors [+ Add a Vendor](#)

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z [All](#)

Advanced Search - Product Category -

Name	City	State	Work Phone	Website
Clarey's Safety Equipment, Inc.	Rochester	Minnesota	(507) 289-6749	www.clareys.com
Elite Response Group	Muskego	Wisconsin	(414)422-9208	http://eliteresponsegroup.com
Home Depot	Apple Valley	Minnesota	(952)432-7171	www.homedepot.com
Midwest Fire	Luverne	Minnesota	(800) 344-2059	http://midwestfire.com
North Central Ambulance	Lester Prairie	Minnesota	(320)395-2911	http://www.newambulances.com/
Office Max	Naperville	Illinois	(877)633-4236	http://www.officemax.com/office-supplies

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- Click *Add a Vendor*.
The *Add a Vendor* page appears.

Add a Vendor

Vendor Details

*Name

Address

City

County

State

Postal Code

Contact Information

Primary Contact Name

Phone

Toll Free

Fax

Email

Website

Additional Information

Short Description

Long Description

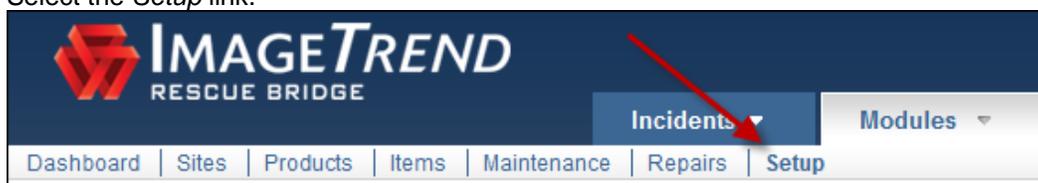
Option Automatically create a manufacturer with the same details as this vendor

6. In the *Name* text box, type the name of this vendor.
7. In the *Address* text boxes, type the vendor's address.
8. In the *Postal Code* text box, type the zip code for the vendor.
9. Click *Update Now*.
The city, county and state information is added to the record.
10. In the *Contact Information* section, type all known information about any contact at this vendor.
11. In the *Additional Information* section, type any descriptive information about this vendor.
12. To also create a manufacturer record for this manufacturer, select the *Automatically create a manufacturer with the same details as this vendor* checkbox.
 **HINT:** This is most helpful if you buy merchandise directly from the manufacturer.
13. When finished, click *Save*.
The vendor record is added to the system.

2.6 Adding Repair Statuses

When recording repairs for an item's maintenance record, you can personalize the repair statuses that are available. This allows you to track the progress of repairs.

1. From the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module opens.
3. Select the *Setup* link.



The *Setup* tab appears.

4. Under *Manage Maintenance*, click *Repair Statuses*.
The *Repair Statuses* page appears.

 **HINT:** If the sub-menu is not displayed under the *Manage Maintenance* header, click *Manage Maintenance* to expand the menu.

Name	Show On Widget	Description	User Updated	Date Updated
Completed	No	Completed		07/05/2011
In Progress	Yes	In Progress		07/05/2011
Open	No	Open		07/05/2011

- Click *Add a Repair Status*.
The *Maintenance Status Details* page appears.

- In the *Name* text box, type the name of the status.
 HINT: This will be the text that you can select when assigning a status.
- In the *Show on Widget* section, select whether repairs with this status should be included in the *Selected Maintenance Repair Statuses* widget for the Inventory Dashboard.
- In the *Description* text box, type any additional information about this status.
- Click *Save*.
The status is added.

2.7 Adding a Maintenance Status

You can assign a status to any maintenance record in your system, and your service can customize the statuses that are available. This allows you to track the progress of maintenance on any item.

- From the top left, click *My Fire Department*.
- Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module opens.
- Select the *Setup* link.



The *Setup* tab appears.

- Under *Manage Maintenance*, click *Maintenance Statuses*.
The *Maintenance Statuses* page appears.

HINT: If the sub-menu is not displayed under the *Manage Maintenance* header, click *Manage Maintenance* to expand the menu.

Name	Description	User Updated	Date Updated
Completed	Completed		07/05/2011
In Progress	In Progress		07/05/2011
Open	Open		07/05/2011

- Click *Add a Maintenance Status*.
The *Maintenance Status Details* page appears.

- In the *Name* text box, type the name of the status.
💡 **HINT:** This will be the text that you can select when assigning a status.
- In the *Description* text box, type any additional information about the status.
- When finished, click *Save*.
The status is added and available for use.

2.8 Adding a Maintenance Category

Maintenance categories allow you to organize maintenance records, as well as to associate specific types of maintenance with special data categories to collect information specific to that type of maintenance. You can add as many maintenance categories as needed, although each maintenance category can be associated with only one special data category.

- From the top left, click *My Fire Department*.
- Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module opens.
- Select the *Setup* link.



The *Setup* tab appears.

- Under *Manage Maintenance*, click *Maintenance Statuses*.
The *Maintenance Statuses* page appears.

💡 **HINT:** If the sub-menu is not displayed under the *Manage Maintenance* header, click *Manage Maintenance* to expand the menu.

Name	Description	User Updated	Date Updated
Apparatus			07/05/2011
Hose			07/05/2011
Hydrants			07/05/2011
Ladder			07/05/2011
Medical Bags			07/05/2011
SCBA			07/05/2011

- Click *Add Maintenance Category*.
The *Maintenance Category Details* page appears.

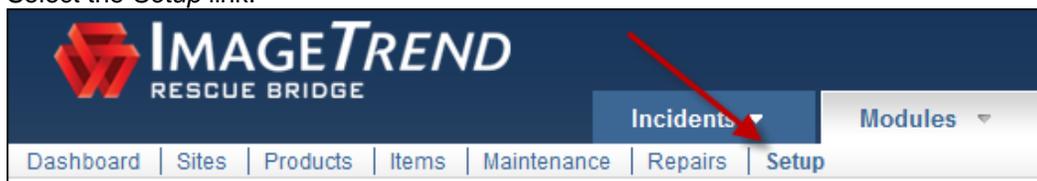
- In the *Name* text box, type a name for the category.
- In the *Short Description* and *Long Description* text boxes, type any additional descriptive information about the category.
- From the *Special Data Category* drop down menu, select the data category to be associated with this maintenance category.
- When finished, click *Save*.
The maintenance category is saved.

2.9 Adding Special Data Categories

Special data categories allow you to collect information that may be specific to a product or maintenance category within that product or item record. This allows you to keep track of all the information you need, without having extra fields on product records. For example, special data categories allow you to collect fuel receipts or tire information about apparatuses, but will prevent them from being displayed on product records for boots or desks.

Special data categories are set up with elements, which determine exactly what information is collected. They are then assigned to product categories, which determines which products and items can collect the information.

- From the top left, click *My Fire Department*.
- Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module opens.
- Select the *Setup* link.



The *Setup* tab appears.

- From the left menu, under *Manage Resources*, click *Special Data Categories*.
HINT: If the sub-menu is not displayed under the *Manage Resources* header, click *Manage Resources* to expand the menu.

Special Data Categories

[+ Add a Special Data Category](#)

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z All

Search

Name	Description	User Updated	Date Updated
Apparatus	This will make apparatus specific data points available for data collection	Imagetrend Admin	03/23/2010
Hose	This will make hose specific data points available for data collection	Imagetrend Admin	03/22/2010
Ladder	This will make ladder specific data points available for data collection	Imagetrend Admin	03/22/2010
SCBA	This will make SCBA specific data points available for data collection	Imagetrend Admin	03/22/2010

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- Click *Add a Special Data Category*. The *Add a Special Data Category* page appears.

Special Data Category Details

* Name

Description

Details for Inventory Item Page
 Replaces the "Specifications" tab within an inventory item's record

Elements	Available	Selected
	Fuel Receipts	
	Hose Specifications	
	Ladder Specifications	
	Operational Limits	
	SCBA	
	Tire Information	

Details for Maintenance Page
 Replaces the "Specifications" tab within a maintenance record

Elements	Available	Selected
	Aerial Ladder Check	
	Bottle Check	
	Brake Check	
	Ground Ladder Check	
	Harness Check	
	Hose Testing	
	Hydrant Check	
	Hydro Testing	

* required

6. In the *Name* text box, type the name for this data category.
7. In the *Description* text box, type any additional explanation of this category.
8. In the *Details for Inventory Item Page* section, from the *Available* scroll list, select the elements that you would like to include for items that have this special data category.

 **HINTS:**

The elements will determine what new information is collected for these items.
To select multiple items, press and hold the *Ctrl* key while clicking each desired element.

9. Click the *Add* icon .
10. Repeat steps 8–9 until all desired elements are added for inventory items.
11. **OPTIONAL:** To reorder the selected elements, select the desired element and click the *up* and *down* buttons until the elements are in the desired order.
12. In the *Details for Maintenance Page* section, from the *Available* scroll list, select the elements that you would like to include for maintenance records that are associated with this special data category.

 **HINTS:**

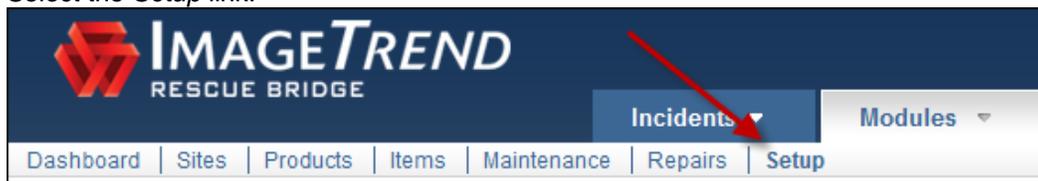
The elements will determine what new information is collected for these items.
To select multiple items, press and hold the *Ctrl* key while clicking each desired element.

13. Click the *Add* icon .
14. Repeat steps 12–13 until all desired elements are added.
15. **OPTIONAL:** To reorder the selected elements, select the desired element and click the *up* and *down* buttons until the elements are in the desired order.
16. When finished, click *Save*.
The special data category is created and can be assigned to product categories for use.

2.10 Adding Custom Questions

Custom questions allow you to collect custom information about a certain category of products by placing a question with a text box on the product record. You must create the custom questions before they can be applied to a product or category. Custom questions are similar to product attributes, but allow you to use either a drop down menu or a text field to collect the information.

1. From the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module opens.
3. Select the *Setup* link.



The *Setup* tab appears.

- If necessary, from the left menu, under *Manage Resources*, click *Custom Questions*.
HINT: If the sub-menu is not displayed under the *Manage Resources* header, click *Manage Resources* to expand the menu.

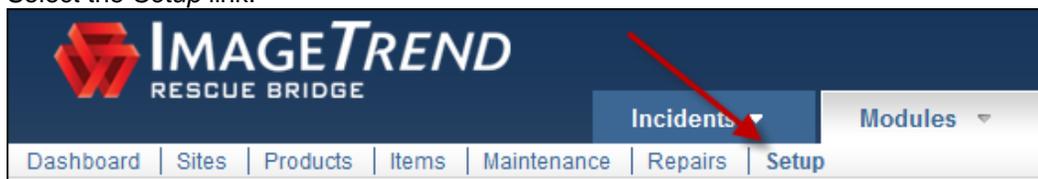
- Click *Add a Custom Question*.
 The *Add a Custom Question* page appears.

- In the *Name* text box, type the question.
- In the *Active* section, select whether this question should currently be active and available in the system for use, or inactive and saved for reference or later use.
- OPTIONAL:** To create a drop down menu with possible answers for this question,
 - In the *Product Attribute Options* section, in the *Name* text box, type the first answer.
 - Click *Save*.
 A new line appears.
 - Repeat steps a–b until all desired answers are added.
 - To change the order of any of the possible options, in the *Order* text boxes, type the number corresponding to the desired order.
- Click *Save*.

2.11 Adding Document Types

All documents that are uploaded to the system can be classified with a document type to organize them. You can set up these document types in the *Setup* section.

1. From the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module opens.
3. Select the *Setup* link.



The *Setup* tab appears.

4. Under *Manage Resources*, click *Document Types*.
The *Document Types* page appears.

HINT: If the sub-menu is not displayed under the *Manage Resources* header, click *Manage Resources* to expand the menu.

Document Types

[+ Add a Document Type](#)

Name	Description	User Updated	Date Updated	Display Alert
Assembly Guide	Assembly Guide	ImageTrend Admin	04/21/2010	<input type="checkbox"/>
Instruction Manual	These are any specific instruction manuals you wou...	ImageTrend Admin	04/21/2010	<input checked="" type="checkbox"/>
Invoice	This is the invoice for the item.	ImageTrend Admin	04/21/2010	<input type="checkbox"/>
Miscellaneous	Miscellaneous	ImageTrend Admin	04/21/2010	<input type="checkbox"/>
MSDS	Material Data Safety Sheet	ImageTrend Admin	04/21/2010	<input checked="" type="checkbox"/>
User Manual	This is any user manual for the item.	ImageTrend Admin	04/21/2010	<input type="checkbox"/>

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5. Click *Add a Document Type*.
The *Document Type Details* page appears.

Document Type Details

Document Type Details

* Name

Description

Display Alert Yes No

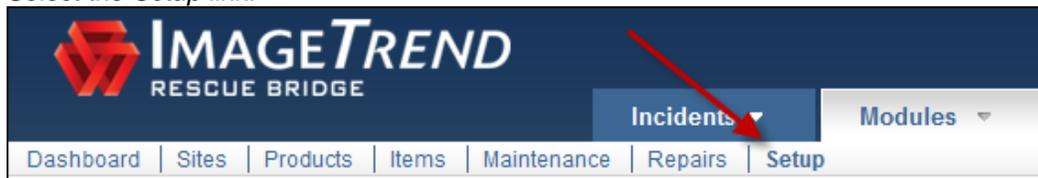
* required

6. In the *Name* text box, type a name for this document type.
7. In the *Description* text box, type any additional information about this document type.
HINT: If you have multiple document types, you may want to enter extra details here to make it easier for people to tell exactly what types of documents should be classified under this type.
8. To show an alert on a product or item that has a document of this type, in the *Display Alert* section, click *Save*.
HINT: The alert will be displayed as an icon  in the header for this product or item.
The document type is created.

2.12 Adding Funding Sources

You can record the funding source used to purchase items once funding sources are set up in the *Setup* section.

1. From the top left, click *My Fire Department*.
2. Under the *Modules* tab, click *Inventory 2.0*.
The *Inventory* module opens.
3. Select the *Setup* link.



The *Setup* tab appears.

4. Under *Manage Resources*, click *Funding Sources*.
The *Funding Sources* page appears.

 **HINT:** If the sub-menu is not displayed under the *Manage Resources* header, click *Manage Resources* to expand the menu.

Funding Sources				
				+ Add a Funding Source
Funding Sources				
Name	Account Number	Description	User Updated	Date Updated
ASPR		Association of Staff Physician Recruiters	ImageTrend Admin	04/27/2010
Government Funded		Grants, contracts and other sources of funds by fe...	ImageTrend Admin	04/27/2010
HRSA		Health Resources and Services Administration	ImageTrend Admin	04/27/2010
Self Funded		Self Funded	ImageTrend Admin	04/27/2010
				Records 1-4 of 4

5. Click *Add a Funding Source*.
The *Add a Funding Source* page appears.

Funding Source Details	
* Name	<input type="text"/>
Account Number	<input type="text"/>
Description	<input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Back"/>	
* required	

6. In the *Name* text box, type a name for this funding source.
7. **OPTIONAL:** To record any account number with the record for this funding source, in the *Account Number* text box, type the number.
8. In the *Description* text box, type any explanation or additional information about the source.
9. When finished, click *Save*.

CHAPTER 3

HELP AND SUPPORT

Help and Support

Before Contacting ImageTrend

Please have the following information accessible when calling ImageTrend:

- A description of your computer system.
- The name of your operating system and service pack version (if applicable).
- A description of what happened and what you were doing when the problem occurred.
- The exact wording of any error messages you see.
- Your company name and contact information.

Contacting ImageTrend

If you are unable to find the information needed to use **(product Name)** effectively, please consult ImageTrend in any of the following ways:

- Main Office Phone (952) 469.1589
- EDS Support Phone (888) 730-3255
- Toll-Free (888) 469.7789
- Fax (952) 985.5671
- Web <http://support.imagetrend.com>
- Email support@imagetrend.com

ImageTrend support services are available:

Monday – Friday
8:30 a.m. to 5:00 p.m. central time

Technical Support

For 24-hour technical support, ImageTrend provides online assistance through their website and email services:

- Web <http://support.imagetrend.com>
- Email support@imagetrend.com