

Computer Heroes Bench SO Status Report

On Bench 3 Days Or More
 On Bench 2 Days
 On Rack 1 Day Or More
 No Activity For 1 Week Or More

SO Status: On Bench

| SO # | Client | SO Type | Received Date/Time (On Rack) | Opened Date/Time (On Bench) | Requested Date/Time | Log Time | Tech |
|-------|---------------------------|---------------|---------------------------------|--------------------------------|---------------------|----------|------|
| 22420 | Wisconsin Cheese Group | Field Service | 3/15/2005 9:07 AM | 3/15/2005 9:08 AM | | 2:57 | JR |
| 22558 | Green County Family YMCA | Bench Service | 3/28/2005 9:42 AM | 3/28/2005 9:47 AM | | 1:48 | JR |
| 22684 | Aaron & Darci Steinmann | Bench Service | 4/5/2005 2:42 PM | 4/6/2005 1:45 PM | | 1:06 | JR |
| 22725 | Towne Square Realty, Inc. | Bench Service | 4/11/2005 10:41 AM | 4/11/2005 10:48 AM | | 0:18 | JR |
| 22739 | Mike Boehme | Bench Service | 4/12/2005 8:53 AM | 4/12/2005 3:00 PM | | | JR |
| 22755 | Sandra Horn | Bench Service | 4/13/2005 10:10 AM | 4/13/2005 4:30 PM | | | JR |
| 22760 | Deanna Connolly | Bench Service | 4/13/2005 11:48 AM | 4/14/2005 3:00 PM | | | JR |
| 22761 | Leslie Schindler | Bench Service | 4/13/2005 12:17 PM | 4/14/2005 8:21 AM | 4/15/2005 3:00 PM | 1:15 | JR |
| 22768 | Lee & Michelle Liphart | Bench Service | 4/14/2005 8:39 AM | 4/14/2005 2:25 PM | | | JR |

SO Status: On Rack

| SO # | Client | SO Type | Received Date/Time (On Rack) | Opened Date/Time (On Bench) | Requested Date/Time | Log Time | Tech |
|-------|---------------|---------------|---------------------------------|--------------------------------|---------------------|----------|------|
| 22770 | Harry Mau | Bench Service | 4/14/2005 10:46 AM | | | | |
| 22771 | Anna Anderson | Bench Service | 4/14/2005 11:33 AM | | 4/15/2005 12:00 PM | | |

SO Type: Bench Service

| SO # | Client | SO Status | Received Date/Time (On Rack) | Opened Date/Time (On Bench) | Requested Date/Time | Log Time | Tech |
|-------|------------------------|----------------------|---------------------------------|--------------------------------|---------------------|----------|------|
| 22214 | Kit Weintraub | Waiting on customer | 2/25/2005 3:45 PM | 2/25/2005 3:47 PM | | 0:24 | |
| 22605 | Josh Montgomery | Svc Mgr Intervention | 3/30/2005 7:35 PM | 3/30/2005 7:35 PM | | | |
| 22662 | Andy Reinbold | Ready to be Invoiced | 4/4/2005 4:05 PM | 4/5/2005 4:00 PM | | 2:12 | JR |
| 22731 | Bavaro LTD | Waiting to be billed | 4/11/2005 3:09 PM | 4/12/2005 1:29 PM | | 1:42 | JR |
| 22745 | Linda Block | Waiting on customer | 4/12/2005 12:46 PM | 4/12/2005 4:12 PM | | 1:45 | JR |
| 22766 | Pomps Tire Service Inc | Waiting for device | 4/13/2005 2:20 PM | 4/14/2005 8:30 AM | | 0:24 | JR |