



## Feedback, We NEED your Feedback!

### Help Desk

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### Status of Regions



### September Web Conference Schedule

Thurs. Sept. 24  
@ 4 PM (EDT)

Now that 70% of the regions are using the Equipment Module (EM), we really need to get your feedback.

We want to help the programmers who don't work with the equipment like you do get your perspective on how things should work. With your ideas we hope we can improve the EM.

Some of the questions we have are:

- Are you using the EM on a regular basis? If not, why not?
- Do you find the speed of the EM acceptable?

- Are there certain tasks (e.g. check-out, etc.) that you think could be improved or streamlined?
- Do you have problems logging into the Portal or the EM?

So please take a minute or two and send us an email with your comments, suggestions and gripes! Without written feedback, we only have opinions and they are appreciated but not so useful. Please send your comments to [Martinez.Jeanelle@epa.gov](mailto:Martinez.Jeanelle@epa.gov)

## How to record In-house maintenance

### Q: How can I record In-house maintenance when there are no invoices or costs?

**A:** Within the EM when you check equipment back in after service you are required to add a service organization and invoice information. This is fine, if you sent the equipment out to another organization for service. However if you performed the service in-house, then you don't have invoices, etc. To work around this, you will need to add a pseudo organization (under the Administration tab) to

represent in-house work. You can use a name such as "In-house Service". For the invoice requirement just create a pseudo invoice (e.g. In-house-2009) that you can select for this type of work. Using "In-house" in the names will allow you to quickly identify this type of work when you need to report on maintenance activities. Note - there is a QSG prepared on how to add organizations to the EM



## Regions, Training, Web Conferencing & FAQ's



### Regions still needed in the EM:

In the upcoming months we will be in R1, R8, ERT-LV, ERT-NJ, RERT-LV, & RERT- AL.

**Web Conferencing:** In September we will again answer questions and provide assistance on any tasks that are proving to be problematic.

**FAQ & QSG:** Frequently Asked Questions (FAQs) and Quick Start Guides (QSGs) for the EM are available online on the EM homepage and the [epaosc.net](http://epaosc.net) website.

**Bugs** - Bug fixes will be addressed in V7. A list of bugs is being developed and will be posted soon.

## Upcoming EM Changes



**Business Intelligence Reports** (Sept/Oct 2009) - Provides reporting flexibility.  
**Ver. 6.1** (Nov. 9, 2009) - Synchronization from laptop version to national database, fix of a critical bug and correct equipment search by manufacture.  
**Ver. 7** (Jan, 2010) - Fixes from bugs will be addressed in this version and **V8** will now address the recommended changes from the regional input meeting.

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## Miscellaneous Tidbits

Wow, the summer has gone by so fast it is over for some. This months newsletter color theme is flower colors. I love flowers, and my favorite are the daisies. I hope everyone has had a wonderful summer and has had a chance to get out and enjoy the great outdoors!!!

The next EM Web Conferencing is scheduled for September 24, at 4 PM Eastern. The **teleconference number** will always be the following: 866-299-3188, and the **conference code** is 513-487-2428.

Release of Version 6.1 – currently there are a number of bugs that have been identified and a couple are being addressed in V6.1. The remainder of bugs are scheduled for Jan., 2010 and will be the upcoming V7. So, a change in the numbering system is in place and V8 will address the regional input we actively sought in May 2009. Remember, your input is critical to the success of making improvements with the EM. I look upon what some may call complaints as feedback. Feedback from the users can make a difference!

Sincerely,

*Jeanelle*

## Regions/ST left going into the EM

RERT, NV	Aug-09	Oct-09	Nov-09				
RERT, AL	Jul-09	Aug-09	Sep-09	Aug-09	Sep-09	Sep-09	Sep-09
ERT, NV	Sep-09	Nov-08	Nov-09				
Region 8	Nov-06	Sep-09	Oct-09	Sep-09	Nov-09		
ERT, NJ	Sep-08	Oct-08	Oct-09	Nov-08	Sep-09	Nov-09	
Region 10	Dec-07	Dec-07	Dec-08	Dec-08	Sep-09	Sep-09	Nov-09
Region 1	Nov-06	Oct-08	Nov-09	Jan-09	Nov-09	Dec-09	
	Region 1	Region 10	ERT, NJ	Region 8	ERT, NV	RERT, AL	RERT, NV
EM Predicted to be in Full Use	Dec-09	Nov-09	Nov-09	Nov-09	Nov-09	Sep-09	Nov-09
Validate data	Nov-09	Sep-09		Sep-09		Sep-09	
Data Migrated	Jan-09	Sep-09	Sep-09			Sep-09	
Data Resolved		Dec-08	Nov-08	Jan-00		Aug-09	
EM Training	Nov-09	Dec-08	Oct-09	Oct-09	Nov-08	Sep-09	Oct-09
Data Clarifications	Oct-08	Dec-07	Oct-08	Sep-09		Aug-09	
Data Received	Nov-06	Dec-07	Sep-08	Nov-06	Sep-09	Jul-09	Aug-09

The dates listed above for the Regions and Special Teams (ST) may be projected or estimated. Please note that all steps are required before a Region or Special Team can have their data in Production (fully operational).