



# CCIS Introduction

For our Preferred Vendors

# Players



- Requester (the Co-Owners)
- Management (Sun Agency & Board Members)
- Vendors (Building & Property Repairs)

# “Things”



- Between Co-Owners and the Management
- Between Management and you, our Vendor

# “Things”



- Between Co-Owners and the Management
  - Request (“*Joe has a problem*”)

- Between M

Joe’s Request is in the system until the problem is addressed!

# “Things”



- Between Co-Owners and the Management
  - Request (*“Joe has a problem”*)
- Between Management and you, our Vendor
  - ➔ Inquiry (*“check it out and get back to us”*)

Multiple Inquiries allow  
Harbour Towne  
to solicit **Multiple Quotes**

# “Things”



- Between Co-Owners and the Management
  - Request (*“Joe has a problem”*)
- Between Management and you, our Vendor
  - ➔ Inquiry (*“check it out and get back to us”*)
  - ← Estimate (*“\$\$, timing & description of work”*)

# “Things”



- Between Co-Owners and the Management
  - Request (*“Joe has a problem”*)
- Between Management and you, our Vendor
  - ➔ Inquiry (*“check it out and get back to us”*)
  - ← Estimate (*“\$\$, timing & description of work”*)
  - ➔ **Work Order** (*“do it and we’ll pay for it”*)

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  - Request (*“Joe has a problem”*)
- Between Management and you, our Vendor
  - ➔ Inquiry (*“check it out and get back to us”*)
  - ← Estimate (*“\$\$, timing & description of work”*)
  - ➔ Work Order (*“do it and we’ll pay for it”*)
  - ← Invoice (*“work is complete – pay me!”*)

# “Things”



- Between Co-Owners and the Management
  - Request (*“Joe has a problem”*)
- Between Management and you, our Vendor
  - Inquiry (*“check it out and get back to us”*)
  - ← Estimate (*“\$\$, timing & description of work”*)
  - Work Order (*“do it and we’ll pay for it”*)
  - ← Invoice (*“work is complete – pay me!”*)
  - Close/Feedback **from Joe** (*about your work*)

# “Things”



- Between Co-Owners and the Management
  - Request (*“Joe has a problem”*)
  - Close/Feedback **from Joe** (*about the resolution*)
- Between Management and you, our Vendor
  - Inquiry
  - ← Estimate
  - Work Order
  - ← Invoice (*“work is complete – pay me!”*)
  - Close/Feedback **from Joe** (*about your work*)

Closing the Loop! Joe will find out when management thinks his problem has been solved.