

FAQ – most frequent pricelist-related questions

What is a record?

- Within the Evidence Module this refers to – Facility, Building, Floor, Room, Element, SubElement
- Within the Cleaning Module this refers to – Regular cleaning, extraordinary cleaning
- Within the Maintenance Module this refers to – Regular maintenance, extraordinary maintenance
- in the Own Elements of the Evidence is - Areal, Building, Floor, Room

*Example: Within the Evidence Module, I construct the facility of a **Hospital**, insert the building of the **Department A**, which is composed of 2 floors (**1. floor, 2. floor**), place the **Reception** on the first floor, and locate a **Reception desk** and **Chair** element in the respective room. I assign **regular cleaning by washing**, every week, to the reception desk within the Cleaning Module, assign the option **regular maintenance by painting** every 2 years to the chair within the Maintenance Module. **Altogether, this has consumed 14 records.***

Processes = used 2 records

(regular cleaning by washing, regular maintenance of painting)

Structure = 5 records used

(Hospital - Area, Department A - Object, 1st Floor - Floor, 2nd Floor - Floor, Reception - Room)

Elements = used 7 records

Hospital, Department A, 1st floor, 2nd floor, Reception, Reception desk, Chairs

What is a request?

- Every record sent in via your unique form to the request module represents a request, „both directly from the SW KLID system and via a mediated form – using a unique hash code“ into the requested module. Requests in all statuses are being counted, i.e. new, open, finished and archived ones. If you remove a request, space is automatically created for a new request.

What is a module?

- **Maintenance** – module for adding new planned or extraordinary maintenance activities
- **Cleaning** - module for adding new planned or extraordinary cleaning
- **Schedule** – module displaying in the calendar individual maintenance activities or cleanings based upon data inserted into the Maintenance and Cleaning Module
- **Calculation** - module displaying presupposed and actual costs, investments based upon data inserted into the Maintenance and Cleaning Module
- **Evidence** – module providing for the passportisation of property based upon a pre-defined main structure Facility / Object / Floor / Room / Element / SubElement
- **Request** – module for sending internal / external requests regarding the existing structure within the Evidence or referring to individual solvers according to their defined category
- **Documents** - DMS module for recording and creating a file system which subsequently provides for adding these document into the Maintenance, Cleaning and Evidence Module