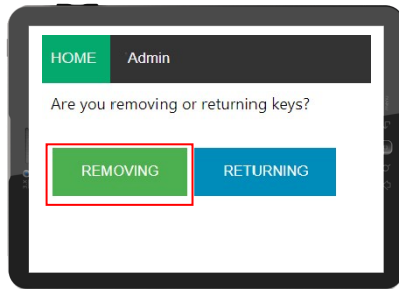
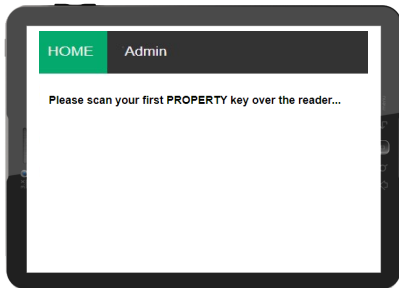


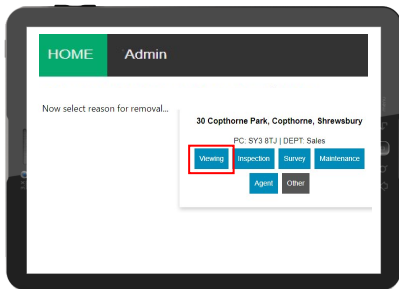
## KEY REMOVAL PROCESS



1. This is the default home page where a User has the option to either REMOVE or RETURN a key

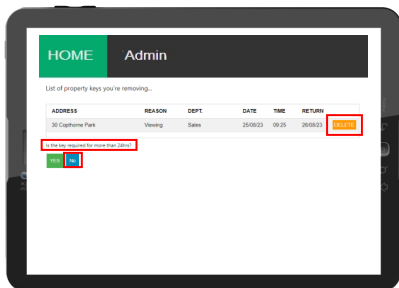


2. The system now asks the User to scan the key-fob of the first property.



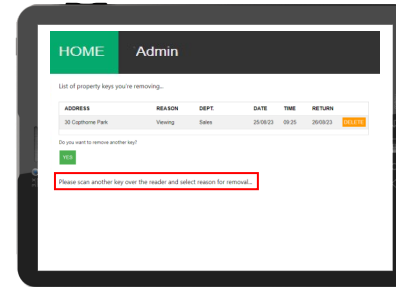
3. On scanning the key-fob the details of that property are shown on the screen. As well as the Address, Post Code & Dept., it should also include the reasons for the removal of the key. If OTHER, a form appears asking for REASON

**NOTE:** see below - the client's reasons for removal are part of the Admin setup process.



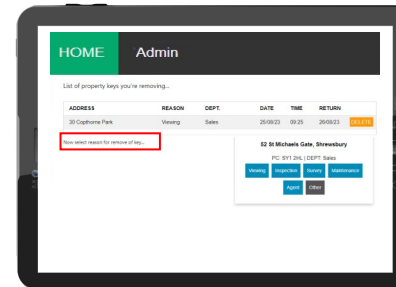
4. The screen now shows that property data in a list. A DELETE button is also shown in order to remove it from the list if an error has been made. The system would not record that key as having been removed in those circumstances.

The User is then asked if they want to remove the key for longer than the default 24 hours.

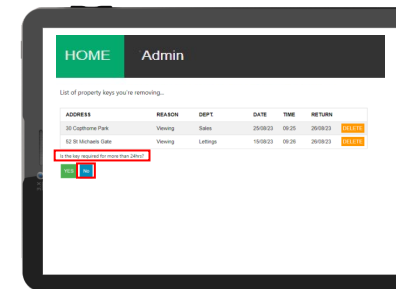


5. If they do not want to remove the key for longer than 24 hours then they are asked if they wish to remove another key.

If they do then the User scans the next property's key-fob



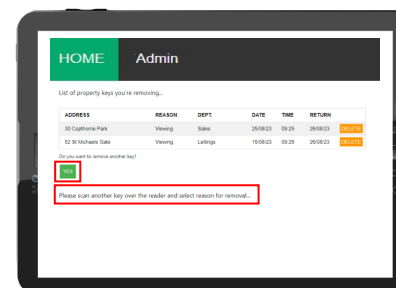
6. Those property details are then displayed on the screen and the User selects the reason for their removal.



7. The details are then added to the list of keys being removed.

The User is then asked if they need to remove the key for longer than the default period of 24 hours.

**NOTE:** see below - SMS overdue alerts



8. If they don't then they are asked if they wish to remove another key and if they do, they scan the next property key-fob on the reader.

## KEY REMOVAL PROCESS — continued

ADDRESS	REASON	DEPT	DATE	TIME	RETURN
30 Capthorne Park	Viewing	Sales	25/09/23	09:25	26/09/23
52 St Michaels Gate	Viewing	Lettings	19/09/23	09:26	20/09/23
9 Victoria Terrace, Shrewsbury	Viewing	Sales	25/09/23	09:27	26/09/23

9. Now as before, they select the reason for the key's removal

ADDRESS	REASON	DEPT	DATE	TIME	RETURN
30 Capthorne Park	Viewing	Sales	25/09/23	09:25	26/09/23
52 St Michaels Gate	Viewing	Lettings	20/09/23	09:26	20/09/23
9 Victoria Terrace	Viewing	Sales	25/09/23	09:27	26/09/23

10. They are then asked if they require the key for a period longer than the default 24 hours.

For this key the User selects YES because it is needed for 48 hours.

ADDRESS	REASON	DEPT	DATE	TIME	RETURN
30 Capthorne Park	Viewing	Sales	25/09/23	09:25	26/09/23
52 St Michaels Gate	Viewing	Lettings	20/09/23	09:26	20/09/23
9 Victoria Terrace	Viewing	Sales	25/09/23	09:27	27/09/23

11. On selecting YES a check box appears with pre-set time period options the User requires the key to be removed for.

On making the selection the User CONFIRMS this and the RETURN date on the list is refreshed and changes to reflect the new return expiry date.

ADDRESS	REASON	DEPT	DATE	TIME	RETURN
30 Capthorne Park	Viewing	Sales	25/09/23	09:25	26/09/23
52 St Michaels Gate	Viewing	Lettings	20/09/23	09:26	20/09/23
9 Victoria Terrace	Viewing	Sales	25/09/23	09:27	27/09/23

12. The User has now completed the logging out of keys that are being removed and so will select NO I'M DONE from the two options.

ADDRESS	REASON	DEPT	DATE	TIME	RETURN
30 Capthorne Park	Viewing	Sales	25/09/23	09:25	26/09/23
52 St Michaels Gate	Viewing	Lettings	20/09/23	09:26	20/09/23
9 Victoria Terrace	Viewing	Sales	25/09/23	09:27	27/09/23

13. The User is provided with the option of PRINTING the list of keys being removed.

**NOTE:** the language and style/design of this form is setup in Admin and so must be editable.

ADDRESS	REASON	DEPT	DATE	TIME	RETURN
30 Capthorne Park	Viewing	Sales	25/09/23	09:25	26/09/23
52 St Michaels Gate	Viewing	Lettings	20/09/23	09:26	20/09/23
9 Victoria Terrace	Viewing	Sales	25/09/23	09:27	27/09/23

14. The system must now identify who is taking out the keys.

The User taps the USER ID button

Select User who's removing the key/s

Frequent Users (Staff) Other Staff Maintenance Professional

Sahim Zaza  
Paul Johnson  
Max Johnson  
Josh Lewis  
Jack Hands  
Brian Foster

15. The system now displays the page where the User identifies themselves. This will open by default to the FREQUENT USERS drop down and the User will then select themselves from that list.

Are you removing keys on behalf of someone else? YES NO

If YES, select that person from the options below

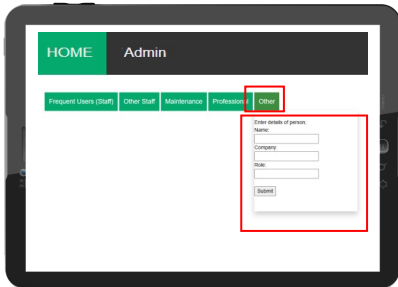
Frequent Users (Staff) Other Staff Maintenance Professional Other

Sahim Zaza  
Paul Johnson  
Max Johnson  
Josh Lewis  
Jack Hands  
Brian Foster

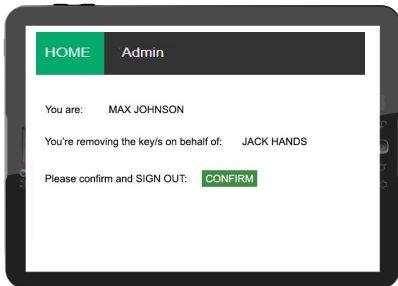
16. The system now wants to know if the key/s are being removed on behalf of someone else (ie. not the User identified in the previous screen) and if YES then they select who that is from the different sectors using the drop down tabs.

This is a very common occurrence with Agents for example, handing the key to an electrician or plumber.

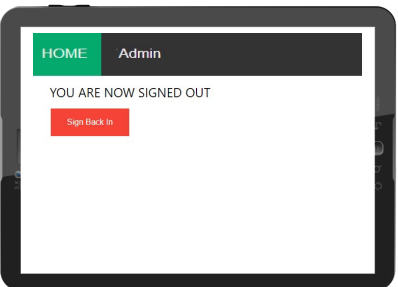
## KEY REMOVAL PROCESS



17. The OTHER tab is where a temporary User can be created and saved. Formal Registration would then be completed later. Admin is sent an email from the system to alert them to a new “Temporary User” so they can make sure they are formally registered.



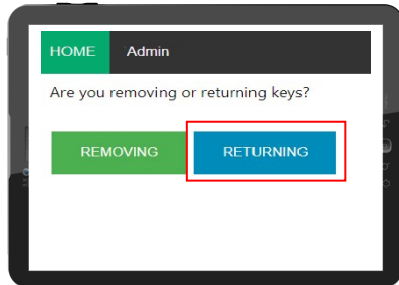
18. The final action is when the system displays the names of person/s .removing the key/s which must now be CONFIRMED by the User.



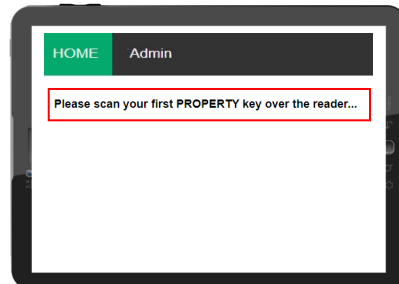
19. This final screen confirms the User has been signed out of the system.

Also note that there is a button allowing the User to go back in for whatever reason. This would remain active for 60 seconds otherwise the screen reverts to the HOME screen where the process would have to start again with the User.

## KEY RETURNING PROCESS

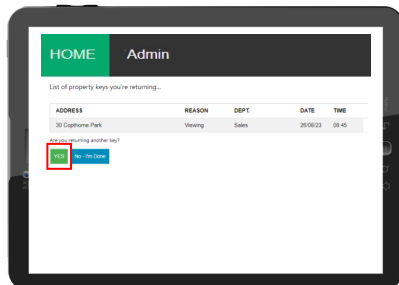


1. To return a key the User selects this option from the Home screen

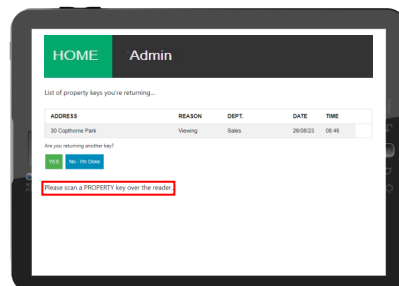


2. The User scans the keys back in first so they must be scanned one at a time.

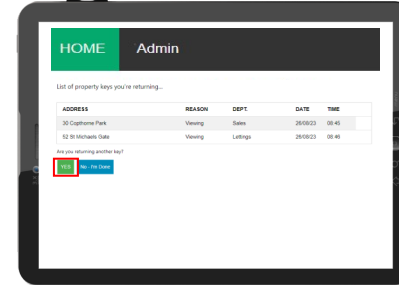
The User scans the key-fob for the first property.



3. The property is added to the list and the User is asked if they wish to return another key.

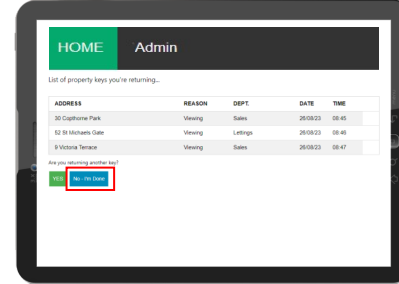


4. If they do then they go ahead and scan the 2nd key-fob



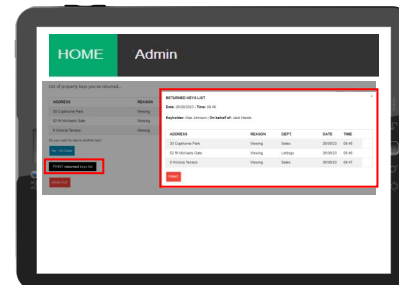
5. The property is added to the list and are asked if they have another key to return.

If they do then as before they scan the next property key-fob.



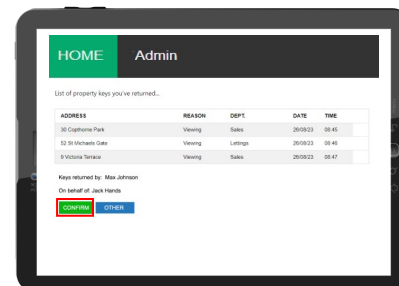
6. The property is added to the list and are asked if they have another key to return.

All three keys have now been returned and one a day earlier than planned. So the User selects NO I'M DONE button.



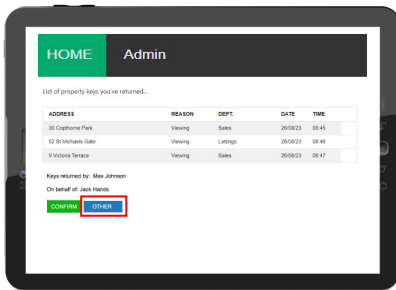
7. The User now has the option to PRINT a list of the keys being returned which they will do by tapping the PRINT button.

This document will always show who the User was and who the keys were removed on behalf of, when appropriate.

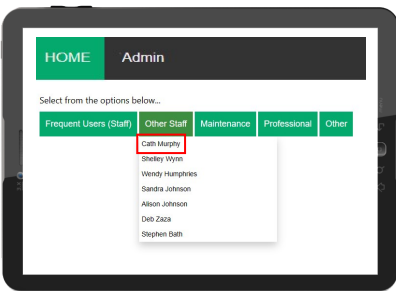


8. The system knows who removed those keys and so displays that information and asks the User to CONFIRM that is correct.

## KEY RETURNING PROCESS - continued

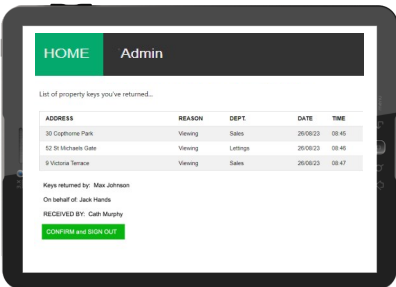


9. There will very often be situations where the User will return the keys BUT not have the time to log them back into the system. When this happens the other person will tap OTHER.

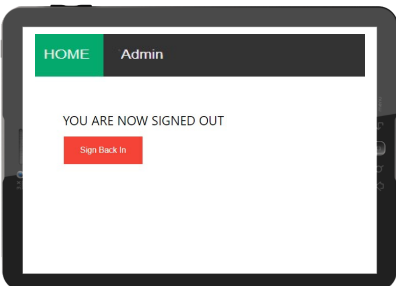


10. They will then be presented with the lists of registered people from which they will make their selection.

In these situations it is more than likely to be a member of STAFF



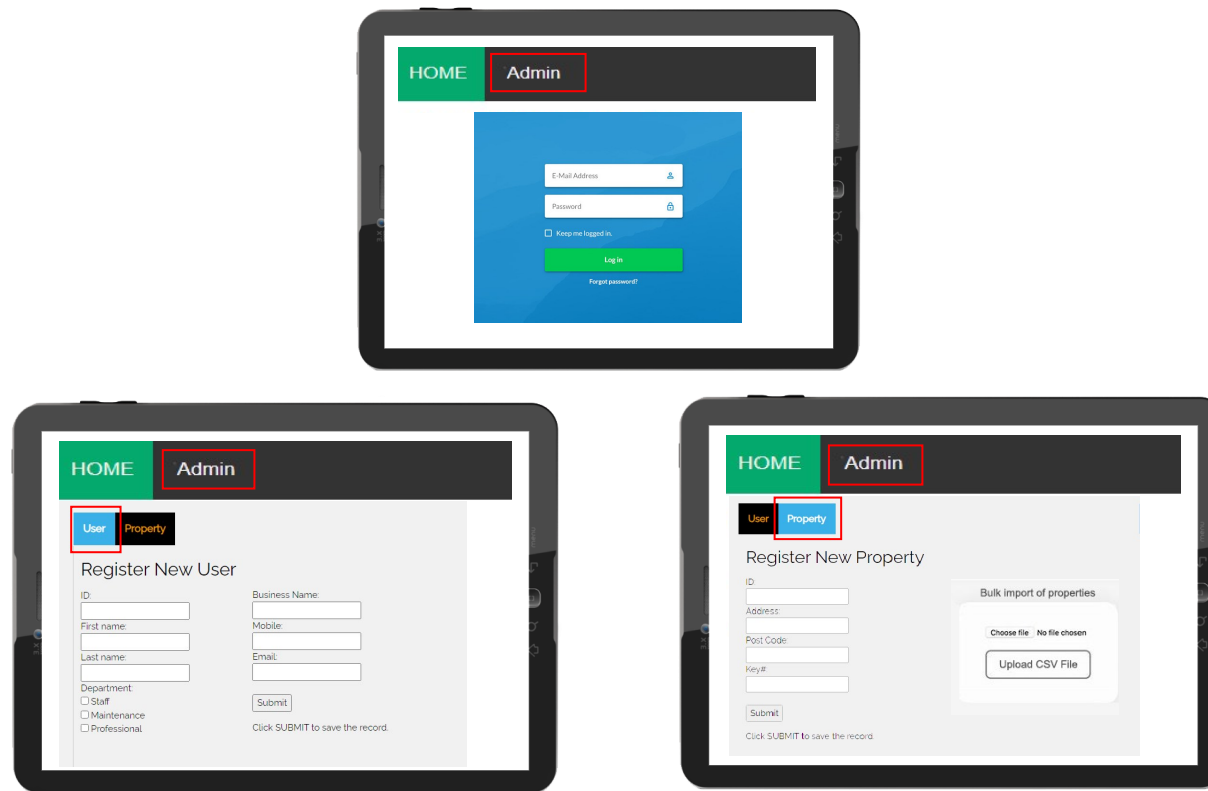
11. Once selecting who has received the keys back into the system the page refreshes and displays this data which is then confirmed by the relevant person.



12. The final screen confirms the relevant person has been signed out.

They can sign back in but only have 60 seconds to do that otherwise the screen refreshes to the Home screen.

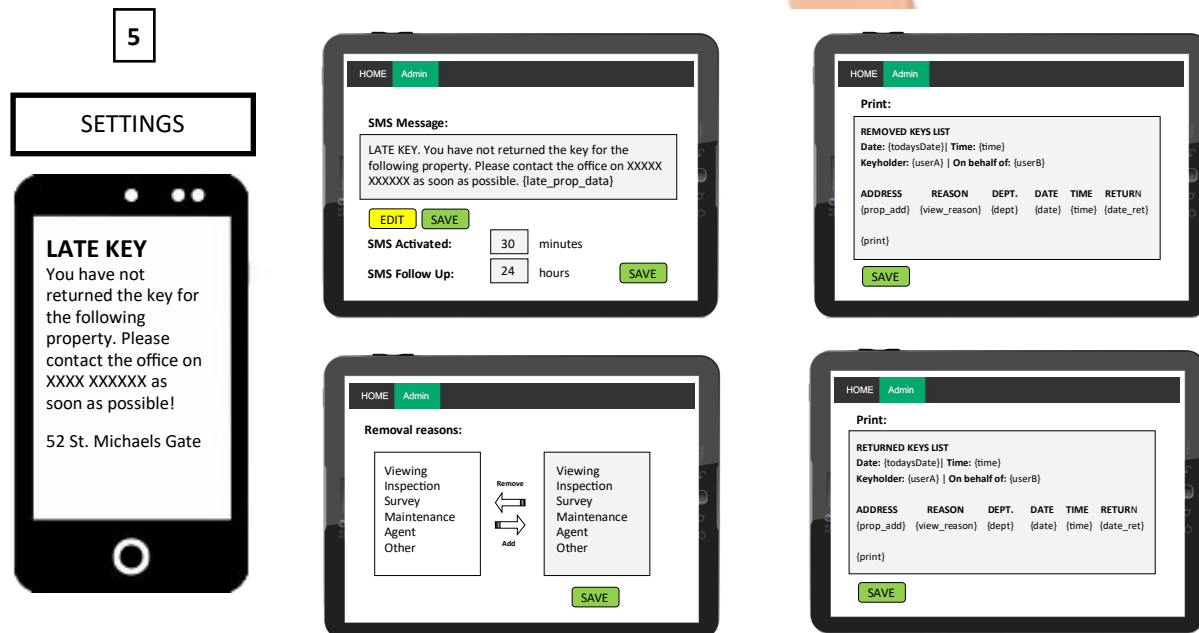
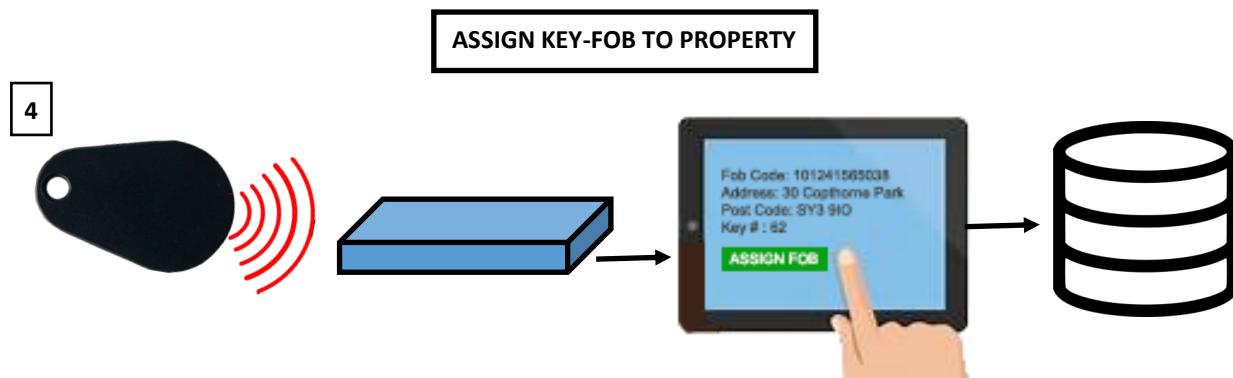
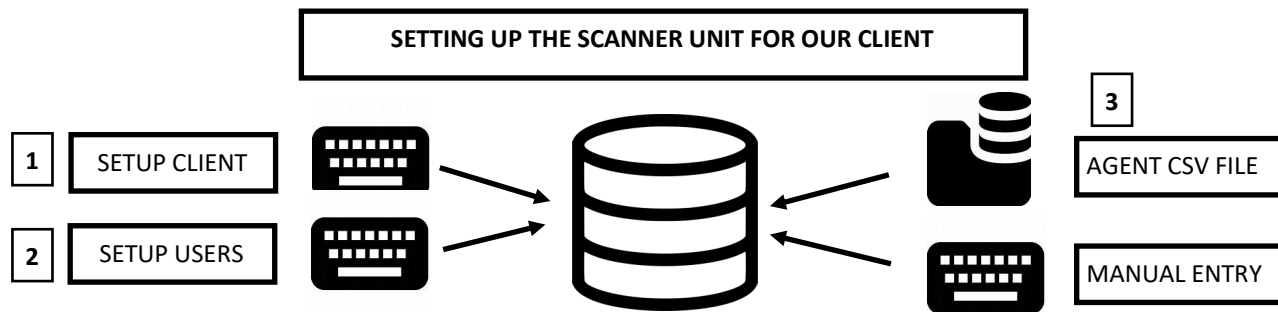
## ADMINISTRATION



This is only accessible by management and is where new Users and Properties would be created including the uploading of a pre-prepared CSV file. The data obtained would have many columns we do not need and so we would externally extract (from our client's CMS) the data we need and create a new CSV file ready to upload.

Admin would need to not only create these records but also edit and delete them as and when required.

For the purposes of testing this system we would need to be provided with, or have the ability to create credentials for at least one admin user.



The setting up of the Service by us **pre-delivery** of the unit will include the following;

1. Setup client details ie. Business Name, Address, Post Code, Telephone, Email, Contact Person, Admin email, Admin mobile, Number of Branches.
2. Obtain from the Client a list of Users. This data may be held in their CMS in which case we would ask for a CSV file or be granted temporary access to secure that data ourselves.
3. Obtain from the Client their property details csv file or be granted temporary access to their CMS for us to secure that data. With CSV files we would sort that data into the required format (to mirror our database) and then upload that completed CSV file to our system. Manual entry is unlikely to be used at this stage but important to have it available.
4. Assign every key-fob to a property. We envisage a process where the fob is scanned and the screen shows its unique code. The System then prompts us to assign that code to a property from the list displayed. Highlighting a property and tapping SAVE would complete the assignment!
5. **SETTINGS:** this is where we set up the system's processing timescales and actions and are obviously editable.  
**SMS:** this is sent to the User after the return period has expired and the key has not been returned. In our example that would be Jack Hands as the keys were being removed on his behalf by Max Johnson and so Jack is the one with the key in his possession. So these settings would determine the number of minutes after the expiry date/time it is sent and how many hours after that text is sent that a follow up message is triggered until the key is returned.  
**REASONS:** this is the list of reasons for removal of a key and so this editable setting allows the Client to add or delete to/from that list. The box on the right being the current live options with the box on the left where you can add (or delete) new reasons.  
**PRINT:** the Client needs to be able to amend the wording on the lists that a User may want to print off on removal/return of key/s.