METHOD AND SYSTEM FOR TRACKING SERVICE ORDERS
ABSTRACT

A method and system for tracking service orders of service activities each having

5 a service activity date from a sender to a recipient with an email application operating via a communications network. Emails are generated by the sender that have a first portion including a first data from the service order and a second portion including a second data from the service order. An inbox is created at the recipient for the receipt of the email. Also, at least one subfolder is created at the recipient, the subfolder is identified by a

10 conversion date associated with a particular set of first data, and the at least one subfolder in communication with the inbox. The email is sent to the recipient. The first and second data of the email is searched, and the email is moved to a corresponding one of the at least one subfolders identified by the first data.