

Managing Work Orders with the CorrigoPro Mobile App

Life of a work order – Mobile

During this tutorial, we will cover the CorrigoPro Mobile App

- Accessing your work orders: Slide 3 4
- Review Work Order message: Slide 5
- Site Contact Service Location: Slide 6
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- NTE Submitting Quote: Slides 8 9
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CorrigoPro Mobile App: Accessing Your Work Orders



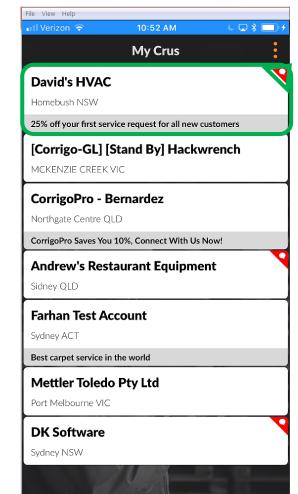
Install the CorrigoPro app on your device

Tap to open the app

Your Crus will appear on the first screen

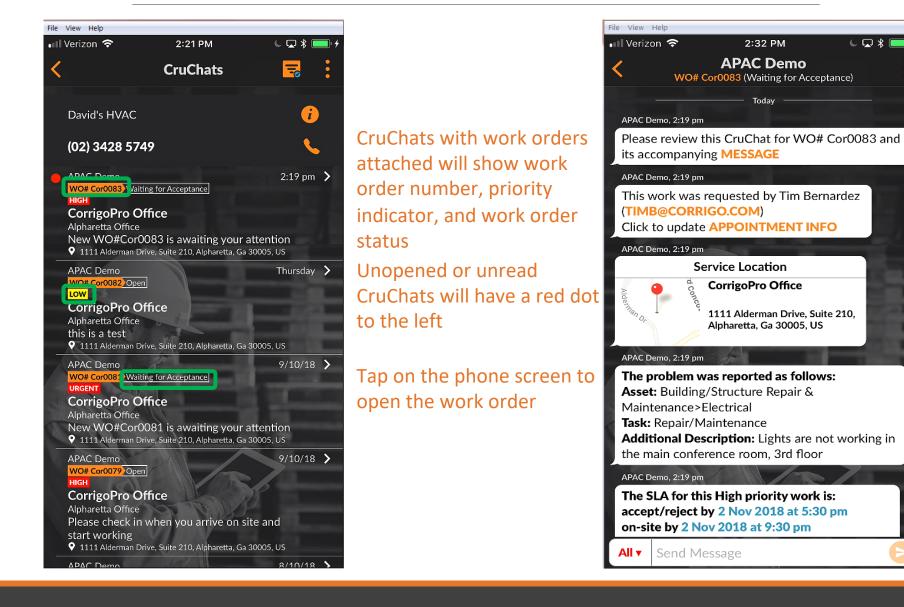
Any Cru that has unread CruChats will have a red bookmark icon on the right

Tap on the desired Cru to access all related CruChats

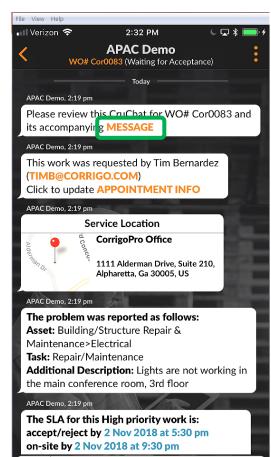


CorrigoPro Mobile App: Accessing Your Work Orders

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Reviewing a New Work Order Message



All 🔻

Send Message

All work order details will be displayed within the CruChat

Start by tapping on the orange "Message" link

The message window will open and display customer contact information as well as the issue

Scroll up or down to view the work order

File View Help Verizon 😤 2:44 PM X WO #Cor0083 Accompanying Message Property: Corrigo alpharetta Location: Alpharetta Office Customer Contact: Tim Bernardez Priority: High - Please schedule technician arrival within the listed ETA. Work Completion Due By: 3/11/2018 7:30 AM Expanded Work Description: Electrical:Repair/Maintenance:Lights are not working in the main conference room, 3rd floor Contact No: timb@corrigo.com **Property Special Instructions:** STANDARD PROCEDURES AND TERMS: Prior to attending site, please ensure that you have contacted the Facilities Manager or the Onsite Contact listed below and arrange an appropriate time to attend within the Required Completion Time. Check-in/check-out via your Corrigo Pro app is required The Corrigo Pro app can be downloaded from the Apple or Google App store. For assistance or additional information related to this work order, please contact the JLL Property Service Centre at 1800 063 841. For help with your Corrigo Pro account, please contact Corrigo Pro Support at apacsupport@corrigopro.com or call 1800 875 264 **IMPORTANT OH&S and LEGAL INFORMATION:**

Tap "Close" to return to the CruChat

View Help Verizon 🗢 2:49 PM 🔍 💭 🛠 İ

X WO #Cor0083 Accompanying Message Conditions with Vendors - Please refer to this link for details http://www.asiapacific.ionedianglasalle.com/PSC/OVSC/

 You having in place current workers compensation, public liability and (if applicable) professional indemnity insurances (with a minimum coverage of \$0.00 per incident);

 You having a current approved Construction OHS Induction Card;
 You having completed Jones Lang LaSalle's generic

induction; and 6. Meeting the requirements of the site specific inductions for every employee or contractor attending th

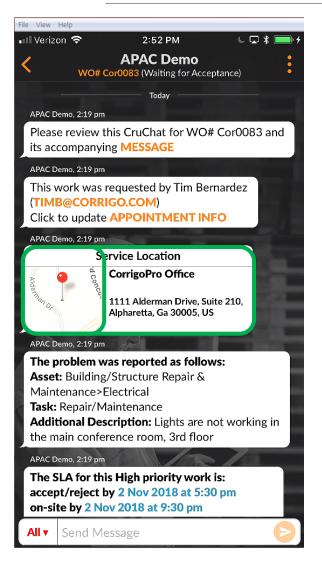
If you do not agree with, or do not comply with, any of the above, please contact the Property Service Centre and DO NOT COMMENCE THE WORK. A risk assessment must be undertaken for any works which may pose a threat to the health and safety of any warren and the set of t

You must notify Jones Lang LaSalle IMMEDIATELY of any accidents, incidents and/or hazards you have identified.

By closing this Work Order you are notifying the Propert Service Centre that the works are completed, you warrar that the site has been left in a safe condition free from any hazards likely to be injurious to the health and/or safety of any persons coming onto the premises.

Google Translate Close

Site Contact and Service Location

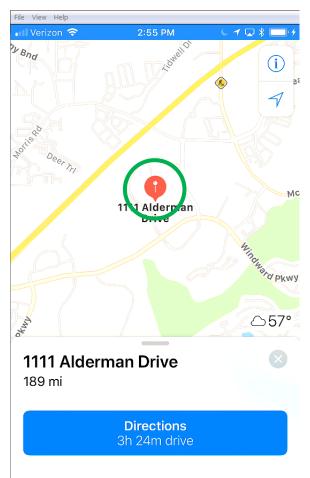


Next you will find the customer's site contact

You will also find the service location with the physical address and an interactive map link

Click on the map link to open the native mapping application

Click on the navigation icon for site directions



Address 1111 Alderman Drive Alpharetta Ga 30005

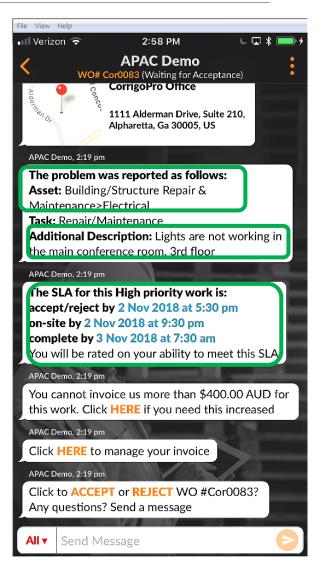
The Issue and SLA

The next item you will see in the work order CruChat is the Problem

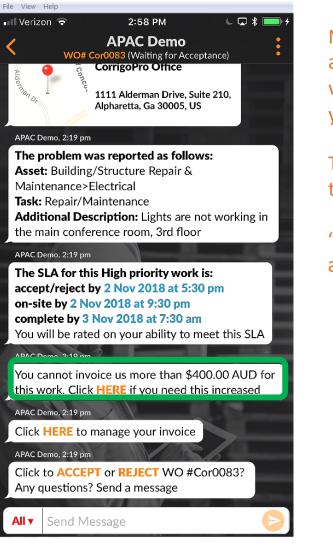
Here you will find a brief description of the reported issue

You will also see the Priority/Service Level Agreement (SLA)

Be aware that your customer will rate you on your ability to meet the SLA timeframes



The NTE and Submitting a Quote



Next is NTE: Not To Exceed amount for the work order which is determined by your customer

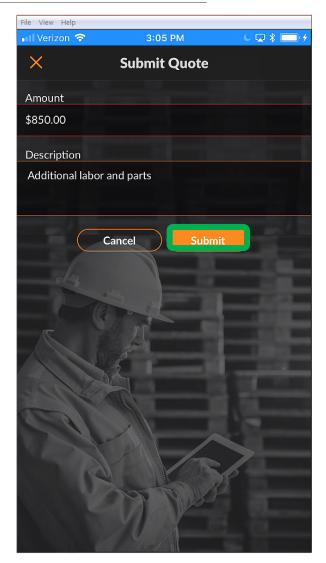
Tap the orange "here" link to request increase in NTE

"Submit Quote" window will appear

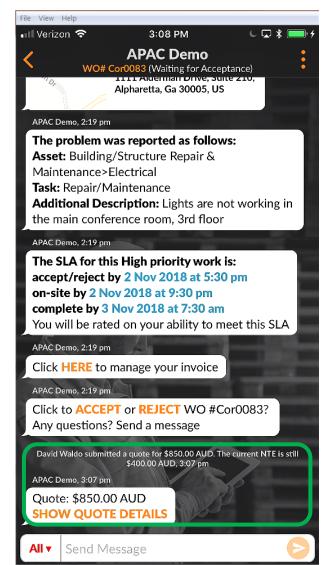
Enter the quote amount for the requested service

Enter in a note justifying an increase to the NTE

Tap "Submit"



Quote Approved and the New NTE



The work order is flagged in the customer portal

CruChat will show the quote amount and provide a link to the quote details

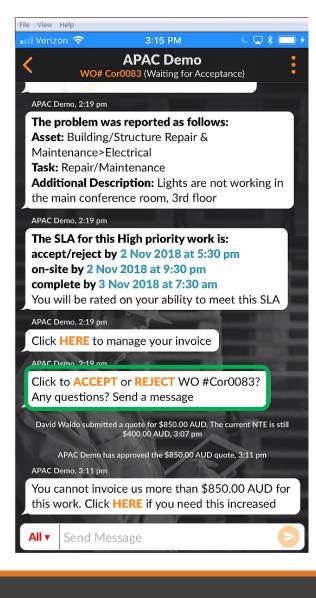
In this example, the customer has approved the quote

The quote approval is noted and timestamped in the CruChat

NTE is updated in the work order

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Click APAC De Click t	mo, 2:19 pm O ACCEP	nanage your i T or REJECT Send a messa	WO #Cor	0083?	
A APAC De You ca	PAC Demo ha mo, 3:11 pm innot invo	ed a quote for \$850. \$400.00 AUD, 3 s approved the \$85 bice us more t HERE if you	:07 pm 0.00 AUD quote :han \$850.	e, 3:11 pm 00 AUD fo	J
	Send Me	V a sources			

Accepting a Work Order



Now let's "accept" or "reject" the work order

Tap on the appropriate action

Tap on "accept" to accept a work order or "reject" to reject a work order

The action is timestamped in the CruChat, see picture to the right

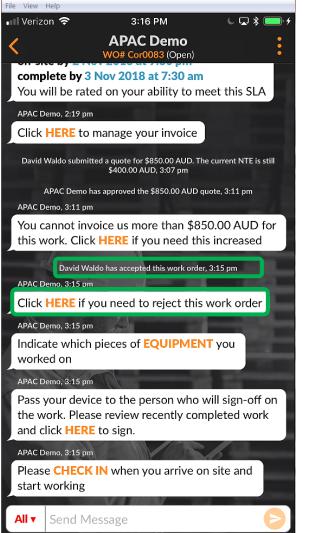
Customer will be notified that their work order has been accepted

If the work order is accepted, a new action to "check in" and begin the work will appear

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complete by 3 Nov You will be rated of		
APAC Demo, 2:19 pm		
Click HERE to man	age your invoice	
David Waldo submitted a c \$	uote for \$850.00 AUD. 400.00 AUD, 3:07 pm	The current NTE is still
APAC Demo has app APAC Demo, 3:11 pm	proved the \$850.00 AUD) quote, 3:11 pm
You cannot invoice this work. Click HE		
David Waldo ha APAC Demo, 3:15 pm	s accepted this work or	ler, 3:15 pm
Click HERE if you r	need to reject thi	s work order
APAC Demo, 3:15 pm	A	
Indicate which piec worked on	ces of EQUIPME	NT you
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Pass your device to the work. Please re and click HERE to s	view recently co	•
APAC Demo, 3:15 pm		6
Please CHECK IN v start working	hen you arrive	on site and

Send Message

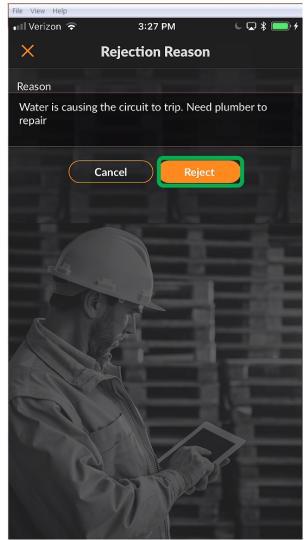
Rejecting an Accepted Work Order



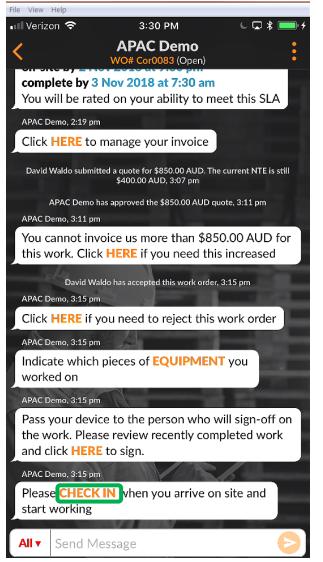
A work order can be rejected after it is accepted Click on the orange "HERE" if you need to reject this work order

A reason for rejecting the work is required or the system will not let you reject the work order

Type in your reason for rejecting the work order an tap "Reject"



Checking In and Starting a Work Order

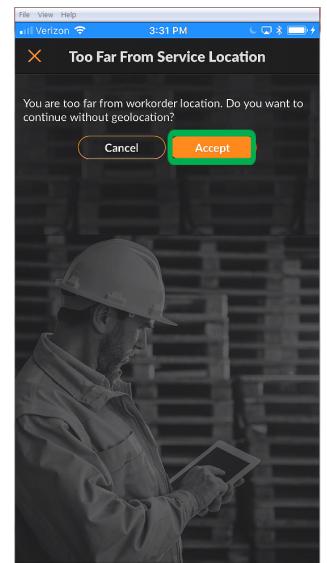


When the work order is accepted, desktop user, or the assigned Sub or CruMember, will be required to check in to begin the work

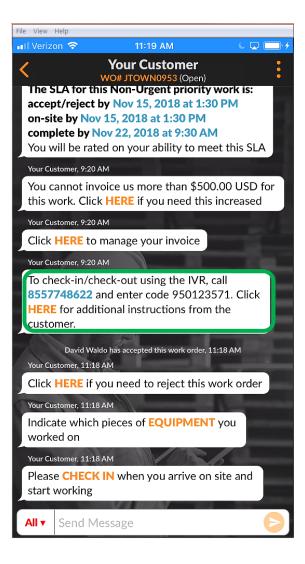
Once on site, tap the "check in" link to start the work order

If the user is not within close proximity to the work order location when checking in, they will be prompted to confirm and check-in

To continue, tap "Accept"



Start a Work Order using IVR



Checking in and out using the mobile app is the preferred method

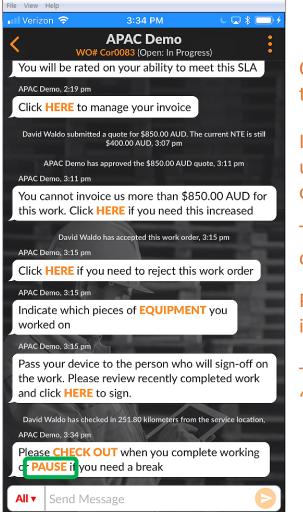
If a customer subscribes to IVR the check-in / check-out IVR details will be displayed in the mobile app as shown to the left

To check-in or check-out call the phone number provided in the work order, enter in the IVR code and follow the prompts

This process must be completed when checking in, checking out or pausing a work order if leaving temporarily



Pausing a Work Order



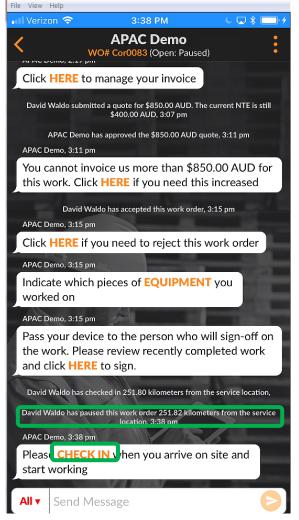
Check In is time stamped in the CruChat

If you need to leave the jobsite, user should "pause" the work order

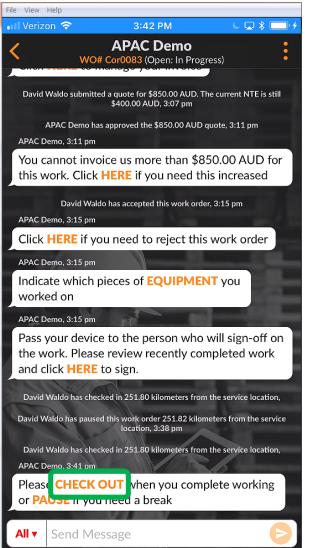
Tap "PAUSE`" to stop the work order

Pause activity is time stamped in the CruChat

To re-start the work order, tap "CHECK IN"



Checking out and Complete a Work Order

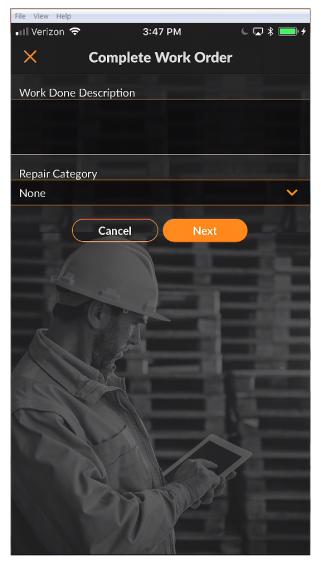


To complete a work order tap "check out"

The "Complete Work Order" window will open

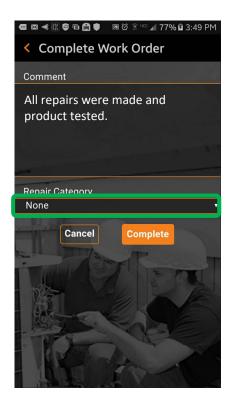
Enter detailed comments about the work that was done

The more details on the work completed the better

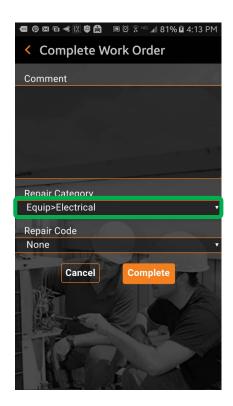


Checking out and Completing a Work Order

After entering your comments, select a "Repair Category" by tapping and accessing a scrollable repair category list

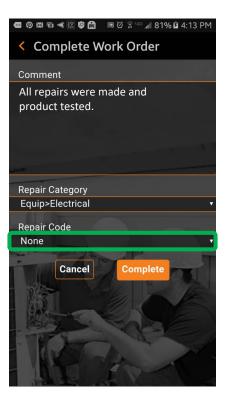


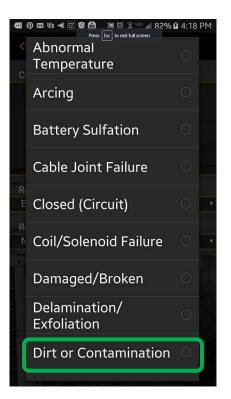
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	Equip>Human		
	Equip>Hydraulic/ Steam Systems		
	Equip>Liquid Ingress		
	Equip>Lubrication		



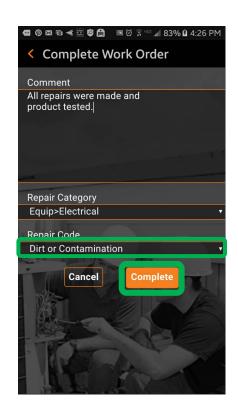
Checking out to Complete a Work Order

Perform the same steps to select the appropriate "Repair Code"





Once the Repair Category and Code are selected, tap "Complete"

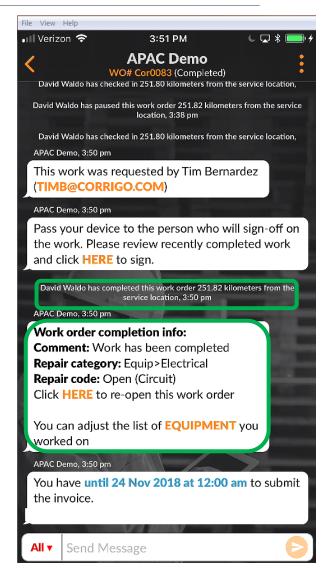


Check out to Complete a Work Order

A CruChat timestamp will be added and the customer will be alerted that the work order is complete

If needed a work order can be reopened by clicking on the "HERE" to re-open this work order

To adjust the equipment worked on click on "EQUIPMENT" this will allow you to add pieces of equipment to the work order.



Collecting Customer Signature

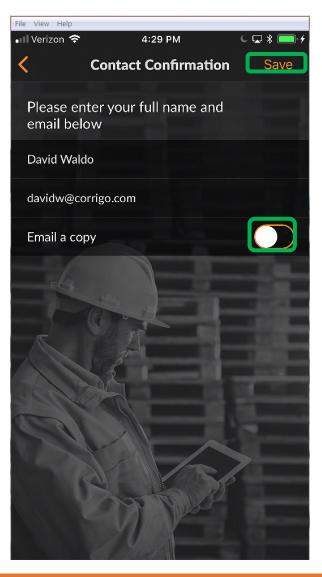
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nil Verizon 🗢 🛛 4:14 PM 🔍 🖵 🕴 🖓
APAC Demo WO# Cor0083 (Completed)
You cannot invoice us more than \$850.00 AUD for this work. Click HERE if you need this increased
David Waldo has accepted this work order, 3:15 pm
David Waldo has checked in 251.80 kilometers from the service location,
David Waldo has paused this work order 251.82 kilometers from the service location, 3:38 pm
David Waldo has checked in 251.80 kilometers from the service location, APAC Demo, 3:50 pm
This work was requested by Tim Bernardez (TIMB@CORRIGO.COM)
APAC Demo, 3:50 pm
Pass your device to the person who will sign-off on the work. Please review recently completed work and clic CHERE to sign.
David Waldo has completed this work order 251.82 kilometers from the service location, 3:50 pm APAC Demo, 3:50 pm
Work order completion info: Comment: Work has been completed Repair category: Equip>Electrical Repair code: Open (Circuit) Click HERE to re-open this work order
You can adjust the list of EQUIPMENT you worked on
All V Send Message

Customer signature functionality must be turned on in the desktop settings to be available on the mobile app To capture a customer's signature Click on "HERE" to sign WO Signature screen will appear Hand your device to your customer and have them sign on your device Click "Accept"





Collecting Customer Signature



Customer name and email is required to save the signature

Email copy is an option for the customer to receive an email of the work order with the signature included

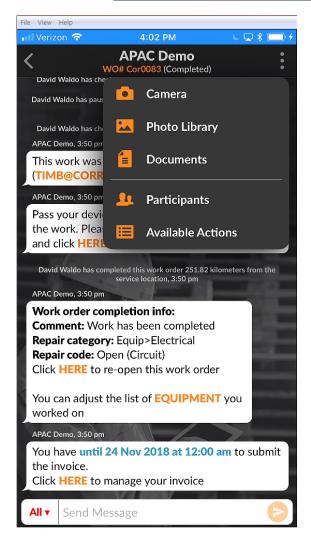
Toggle switch to the right to email work order

Click "Save" to complete the process

Signature will be displayed in the CruChat on the mobile app



CorrigoPro Mobile App: Attaching a Picture



You can attach a picture to any CruChat

Tap the 3 dots to open the drop down

Tap "Camera" to take a new picture or "Photo Library" to select an existing picture from your device

Take or select the picture you wish to share

Attaching pictures both before and after the work is completed is highly recommended



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Verifying and Rating the Work

When you have checked out and completed the work order, the customer will receive a notification

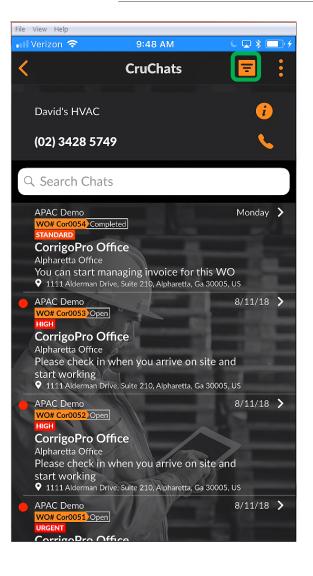
Customers rate your work during the verification process

Rating will appear, with comments, in the CruChat verification message

If your customer requires verification, you will only be able to submit an invoice when the verification is completed



Mobile App: Work Order Filtering System



Click on the filter icon to open filter options

12 filter options are available

Click on the arrow to the right of the category that needs to be filtered

This will open the filter options

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Mobile App: Work Order Filtering System

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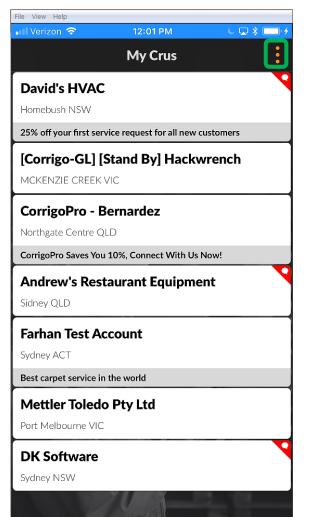
Click on the arrow to the right of the category that needs to be filtered

This will open the filter options shown to the right By checking or un-checking the box a user can filter which work orders are displayed or hidden in the mobile app In this case, completed work order is un-checked because this user does not wish to see completed work orders on their mobile app.

If the user checks the completed filter, the completed work orders will re-appear in their mobile app.

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Geofencing



Geofensing prompts a mobile users to Check-in/Check-out or pause a work order when the users enter or exit a virtual boundary set up around a service location

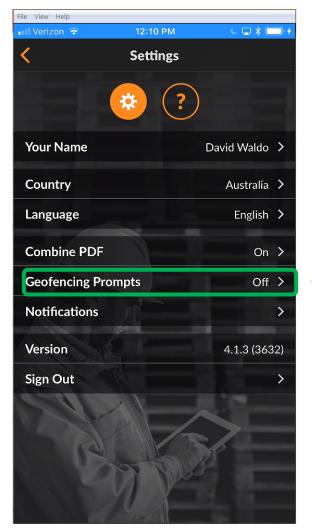
The CorrigoPro platform will automatically send a notice to the users device when the is within the Geofence of the address on the work order, can identify multiple address for multiple work orders

From the My Crus screen click on the three dots in the upper right hand corner of the screen Click on "Settings"

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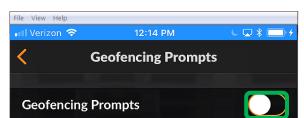
Geofencing



From the "Setting" screen the user can enable or disable the Geofencing function

Click on the arrow to the right of Geofencing Prompt

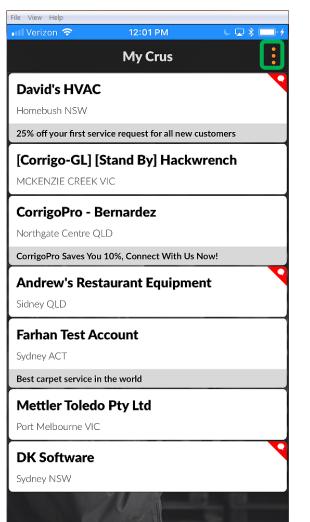
To enable or disable the Geofencing Prompt toggle the switch to the left or right.



Geofencing is a feature that prompts mobile users to check-in/check-out or pause work orders when users enter or exit a virtual boundary setup around a service location, known as a geofence.



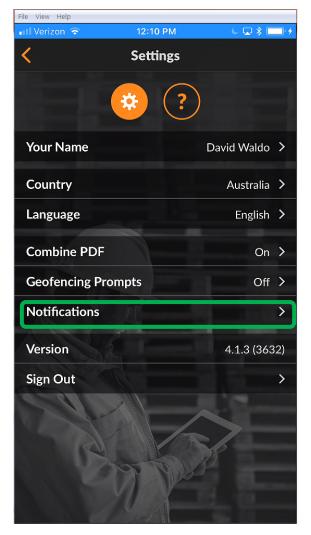
Notifications: Mobile App



From the My Crus screen click on the three dots in the upper right hand corner of the screen Click on "Settings"

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Andrew's Rest	aurant Equipn	hent	
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Sydney ACT			
Best carpet service in	the world		
Mettler Toledo	Ptv Ltd		
Port Melbourne VIC			
DK Software			
Sydney NSW			
		204 203	

Notifications: Mobile App



From the "Setting" screen the user can enable or disable Notifications

Click on the arrow to the right of Notifications

To enable or disable the desired notification check or un-check the box for the correspond notification

Notifications can be set for a customer, Cru, Partner(Subcontractor) or system messages

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Questions

Contact Corrigo via phone or online:

https://corrigopro.com/contactus/