

FIELD TECHNICIAN – Daily Checklist

Beginning of Day Check List:

- Covid survey has been completed
- I have all necessary tools and materials to complete scheduled jobs

Work Order Check List – Complete for each work order

- Expensify has been started to log Drive
- Expensify has been stopped to log Drive
 - Commute has been deducted (if applicable)
 - WO # is included in description
- Drive is included on timesheet (Commutes Only)
 - Commute has been deducted and paid drivetime is noted
- Check in to call (MHelp and Client Portal)
 - Make sure number of technicians on site is correct
 - See Page 2 for a list of where to check in for specific clients/brands
- Descriptive notes have been added to the work order in Mhelp
 - No \$ amounts or store names included in Job Notes
 - Detail of diagnosis
 - Detail of repairs made
 - List of all materials used and/or purchased in Materials Used
 - Truck stock items and storage unit items are included
- Quote information is entered (if applicable)
 - Materials Needed (make/model)
 - Labor Required
 - Equipment needed
- Photos have been uploaded
 - Photos are clear
 - Photos help outline the situation at hand
- Receipts have been uploaded to Mhelp
 - Photos have captions
- Receipts have been uploaded to Expensify
 - WO # is included in description and Category is assigned
- Manger on duty's name is included in Work Order
- Manager signature (follow PPE requirements)
- Check out of call (MHelp and Client Portal)
 - Options are to be follow up/return trip or complete
 - Do NOT select quote
 - See Page 2 for a list of where to check out for specific clients/brands

End of Day Check List

- Expensify: Any existing violations have been fixed
- Timesheet has been emailed to katie.scott@teamarm.com and dispatch@teamarm.com

SMSOne Assist

App: SMS and MHELPDESK

Username: *Provided in Welcome email*

Password: *Provided in Welcome email*

We currently perform services in the following stores:

- Family Dollar
- Pet Smart
- JPMC
- Advanced Auto Parts
- Signet
- Tuesday Morning
- Dollar General
- Vision Works
- Drive Time
- Fred's
- Charming Charlie's
- Office Depot
- Lumber Liquidators

IFM

App: fsElite Connect

Service Provider: *Provided in Welcome email*

Username: *Provided in Welcome email*

Password: *Provided in Welcome email*

We currently perform services in the following stores:

- Dollar Tree
- T-Mobile
- Sprint
- JC Penny's
- Lowe's
- Menards
- Salon Centric
- UPS
- Gabe's
- Vitamin Shoppe

LBrands

App: MHELPDESK

IVR: 1-800-417-9004

PIN: 44071

We currently perform these services in the following stores:

- Bath & Body Works
- Victoria's Secret
- Victoria's Secret PINK

Walgreens

Website:

<https://www.eam.verisae.com/DataNett/mobile/mlogin.html>

Username: *Provided in Welcome email*

Password: *Provided in Welcome email*

We currently perform these services in the following stores:

- Walgreens