

# ARM Field Technician

AAP “REPAIR IN ADVANCE” SURVEY

TRAINING WEBINAR

# Advance Auto Parts

## Repair in Advance Survey



- ▶ Advanced Auto Parts (AAP) “Repair in Advance” Survey
  - ▶ Preventative Maintenance Program
  - ▶ Piloted the program in Florida before launching in 12 states at the beginning of 2020
  - ▶ Program put on hold due to Covid-19
  - ▶ Restarting program beginning Monday, August 3<sup>rd</sup>
- ▶ New Survey!!
  - ▶ SMS has created a new survey that is completed in the SMSOne app
  - ▶ The survey is more user friendly and eliminates switching from SMSOne to the Survey platform – all in one location now
- ▶ **COMMUNICATION is very important**
  - ▶ Always communicate with the site manager
  - ▶ Always communicate any issues with the ARM Office Staff
    - ▶ Check in with ARM office prior to leaving

# Compliance



- ▶ **Compliance is KEY!**

- ▶ Check in and Check out
- ▶ Survey must be fully completed and submitted during time allowance
  - ▶ **Minimum 3.5 hours and Maximum 4 hours** to complete the survey and make as many “FIX NOW” repairs as possible
- ▶ Detailed notes for all QUOTES and FIX NOW statuses
  - ▶ Materials used/needed
  - ▶ Labor Hours
- ▶ Before, Middle and After service photos
  - ▶ 5 Photo minimum for all QUOTES and FIX NOW statuses

# Required Truck Stock

Purchase prior to Monday, Aug 3<sup>rd</sup>

Re-stock as needed

▶ AAP requires that all technicians have the following truck stock on hand:

- ▶ Ladder (22' Minimum)
- ▶ Outlet Covers (Variety Pack)
- ▶ Knockout Fittings
- ▶ Rags
- ▶ Anchor Kits
- ▶ Caulk
- ▶ Brackets (Misc.)
- ▶ WD40

▶ **Fully Charged Phone**

▶ **IF YOU ARRIVE AT A SURVEY AND YOU DO NOT HAVE REQUIRED TRUCK STOCK YOU MUST CALL THE ARM OFFICE**



# Proper Quoting

- ▶ There should be a **STRONG FOCUS** on finding and quoting work while you are completing the survey
- ▶ Provide a lot of detail when quoting jobs
  - ▶ Quantity and Types of materials
  - ▶ Location of the issues
- ▶ Ceiling and Floor Tile Replacements are common quotes
  - ▶ Must note Size, Type of Tiles and Quantity needed
- ▶ All quote information entered into the survey goes directly to the client and cannot be edited after the survey is submitted. It is **Important that we provide a true and complete quote the first time around.**

## Acceptable Quote:

**Description:** There are two holes in the wall when you walk into the store to the right behind the windshield wiper gondola. Will need to repair damaged wall with new drywall materials and primer and paint to match the existing wall.

### Materials:

4x8 drywall sheets – Qty: 2 each

20-minute joint compound – Qty: 1 Quart

Primer – Qty. 1 Quart

Matching Paint – Qty: 1 Gallon

Painting kit – Qty: 1 each

### Unacceptable Quote:

**Description:** Holes in walls need to be repaired

**Materials:** Drywall, Paint

## Acceptable Quote:

**Description:** 19 vct tiles are damaged/missing and need to be replaced at entryway of store. This is currently a potential tripping hazard for customers and employees.

### Materials:

VCT Adhesive – Qty. 1 Gallon

VCT Tiles – Qty: 19

### Unacceptable Quote:

**Description:** Flooring needs to be replaced.

**Materials:** Mud, drywall

# Quote Examples

Acceptable  
vs.  
Unacceptable

# MHelp Documentation

## The following information must be entered into MHelp

- ▶ Store Manager's Full Name
- ▶ Time In & Time Out
- ▶ Full list of materials used from Truck Stock
- ▶ Description of Materials
  - ▶ Include part #'s as back up
- ▶ Photos
  - ▶ Upload photos to help identify materials needed

# PDF Survey

- ▶ If you do not have service or are unable to complete the survey on SMSOne, you must complete a written copy of the survey
  - ▶ Contact the ARM Office to troubleshoot prior to completing the written version
- ▶ A PDF copy of the survey will be provided to all techs.
- ▶ When completing a written survey, you must take photos and complete all required parts of the survey – including quotes.
  - ▶ ALL photos *MUST* be uploaded to MHelp

**ALWAYS**  
keep  
**TWO copies**  
of the PDF  
survey  
printed and  
in your  
vehicle!!



# COVID-19 SAFETY TRAINING



Masks and proper PPE are required in all AAP locations

## **REQUIRED Covid-19 Safety and Protocol Training Videos**

Links available in the AAP “Repair in Advance” Survey Guide



CALL YOUR REGIONAL  
POD PRIOR TO  
LEAVING THE SITE

# ARM Field Technician

WALGREENS TRAINING WEBINAR

# Walgreens Training Videos

Available in the Walgreens Service Guide

Using Varisae Mobile to complete Work Orders:

<https://www.youtube.com/watch?v=cu1BsKW5gWA>

Logging In to Varisae: [https://www.youtube.com/watch?v=bJ\\_Kz94cDVo](https://www.youtube.com/watch?v=bJ_Kz94cDVo)

Varisae Mobile – Tips and Tricks: <https://www.youtube.com/watch?v=uVPYdABh4W8>

How to add parts to a work order: [https://www.youtube.com/watch?v=yptk4NR2I\\_A](https://www.youtube.com/watch?v=yptk4NR2I_A)

Geolocation Troubleshooting: <https://www.youtube.com/watch?v=0scgX15zLvk>

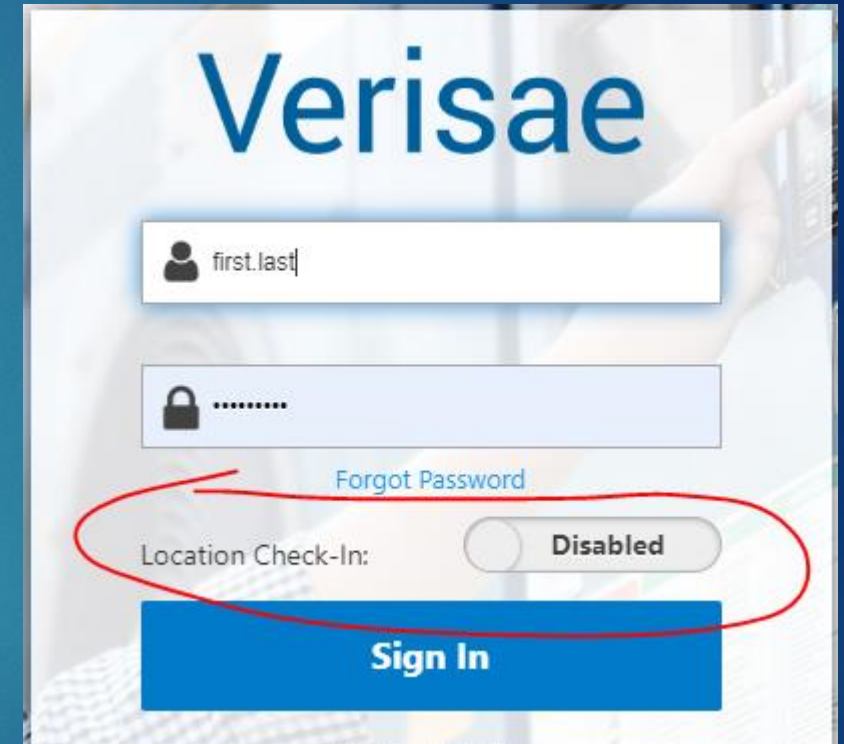
# Walgreens

FL, WI, IL, MI

- ▶ Walgreens – New Client!
  - ▶ We are only currently servicing 4 states but looking to acquire more
- ▶ **Compliance is KEY!**
  - ▶ Check in and Check out – We are only paid for time clocked into the job
    - ▶ MUST make sure to use GeoLocation
  - ▶ Detailed job notes
    - ▶ Included in both Verisae and Mhelp
  - ▶ Before, Middle and After service photos
- ▶ Prior to 1<sup>st</sup> Walgreens Work Order:
  - ▶ Review Walgreens service guide
  - ▶ Test LOG IN
- ▶ **COMMUNICATION is very important**
  - ▶ Always communicate with the site manager prior to leaving. Let them know the status of the repairs
  - ▶ Always communicate any issues with the ARM Office Staff

# Log In & Geolocation

- ▶ User name and Password are case sensitive
- ▶ Geolocation should always be “Enabled”
- ▶ If you are having issues with Geolocation – reference [GEOLLOCATION TROUBLESHOOTING VIDEO](#)
- ▶ Geolocation Disabled = Extra steps in the billing process
- ▶ Google Chrome is the suggested browser for Verisae
  - ▶ Make sure location services are enabled in Chrome and on your Phone

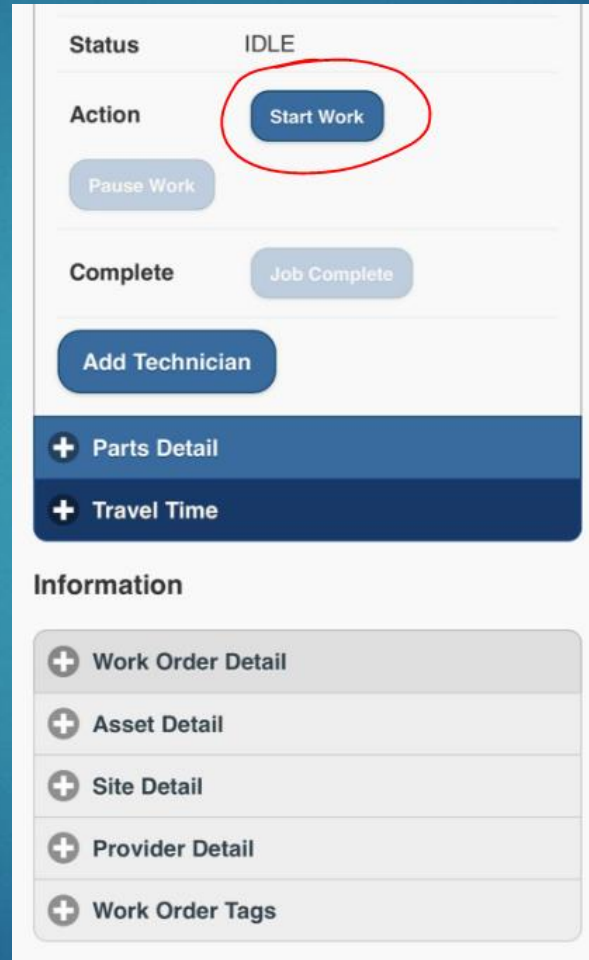


The screenshot shows the Verisae login interface. At the top, the word "Verisae" is displayed in a large blue font. Below it are two input fields: the first for a username (containing "first.last") and the second for a password (masked with dots). A "Forgot Password" link is positioned below the password field. Below the password field is a "Location Check-In:" label followed by a toggle switch that is currently set to "Disabled". A red circle highlights the "Location Check-In:" label and the "Disabled" toggle. At the bottom of the form is a large blue "Sign In" button.

# Clock-In

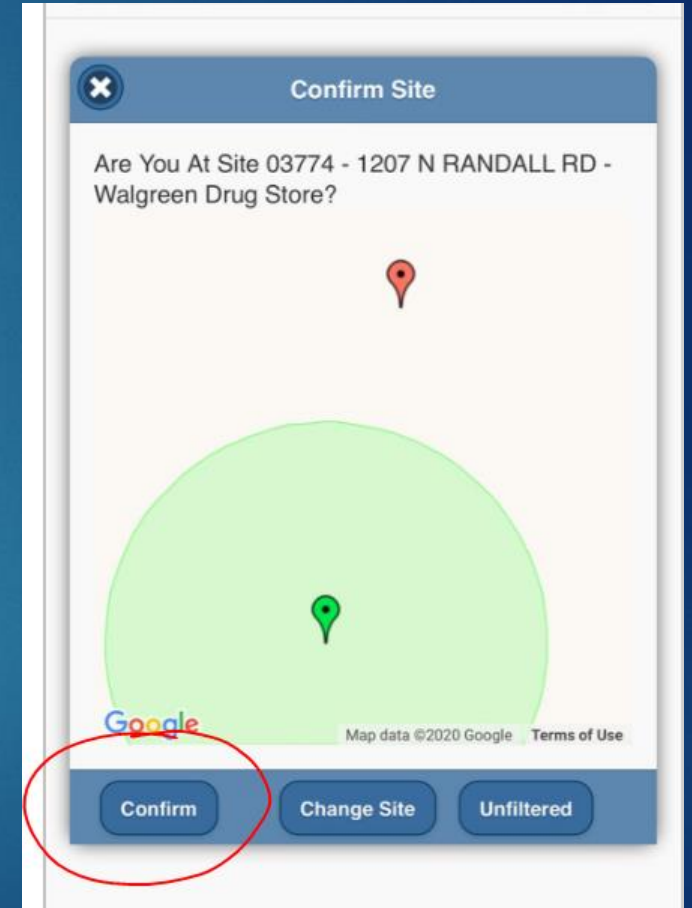
- ▶ You **MUST** clock-in to the call for **EVERY** work order
- ▶ If you are unable to clock-in, contact your Walgreens Point of Contact
  - ▶ Wrong tech may be assigned
  - ▶ If you are still unable to clock in, you **MUST** include your clock in/out times in MHelp

Click “Start Work”



The screenshot shows a mobile application interface for a technician. At the top, the status is 'IDLE'. Below this, there are several action buttons: 'Start Work' (circled in red), 'Pause Work', 'Job Complete', and 'Add Technician'. There are also expandable sections for 'Parts Detail' and 'Travel Time'. At the bottom, there is an 'Information' section with expandable items for 'Work Order Detail', 'Asset Detail', 'Site Detail', 'Provider Detail', and 'Work Order Tags'.

Click “Confirm”



The screenshot shows a mobile application interface for confirming a site. The title is 'Confirm Site'. The text asks 'Are You At Site 03774 - 1207 N RANDALL RD - Walgreen Drug Store?'. Below the text is a map with a red location pin and a green location pin. The 'Confirm' button is circled in red. Other buttons include 'Change Site' and 'Unfiltered'.

# PAUSE the work order

- ▶ You must “Pause” the work order if you are leaving the site and the work is not complete

- ▶ Supply Run
- ▶ Part needs to be ordered
- ▶ Return trip needed
- ▶ Quote is needed
- ▶ Taking a Break

- ▶ **DO NOT SELECT:**

- ▶ “Convert to Estimate”
- ▶ “System Time Out”
  - ▶ Select “OTHER”

Click “Pause Work”

A screenshot of a mobile application interface for managing work orders. The status is 'IDLE'. Under the 'Action' section, the 'Pause Work' button is circled in red. Other buttons include 'Start Work', 'Job Complete', and 'Add Technician'. Below these are expandable sections for 'Parts Detail' and 'Travel Time'. An 'Information' section at the bottom lists various details like 'Work Order Detail', 'Asset Detail', 'Site Detail', 'Provider Detail', and 'Work Order Tags'.

Fill in Required Fields

A screenshot of a mobile application interface showing the 'Pause Reason' and 'Pause Comments' fields. The 'Pause Reason' dropdown menu is open, showing 'Other (Specify Reason in Comments)' as the selected option, which is circled in red. Below it, the 'Pause Comments' text input field contains the text 'Phone meeting' and is also circled in red. At the bottom, there are 'Save' and 'Cancel' buttons.

Click “Save”

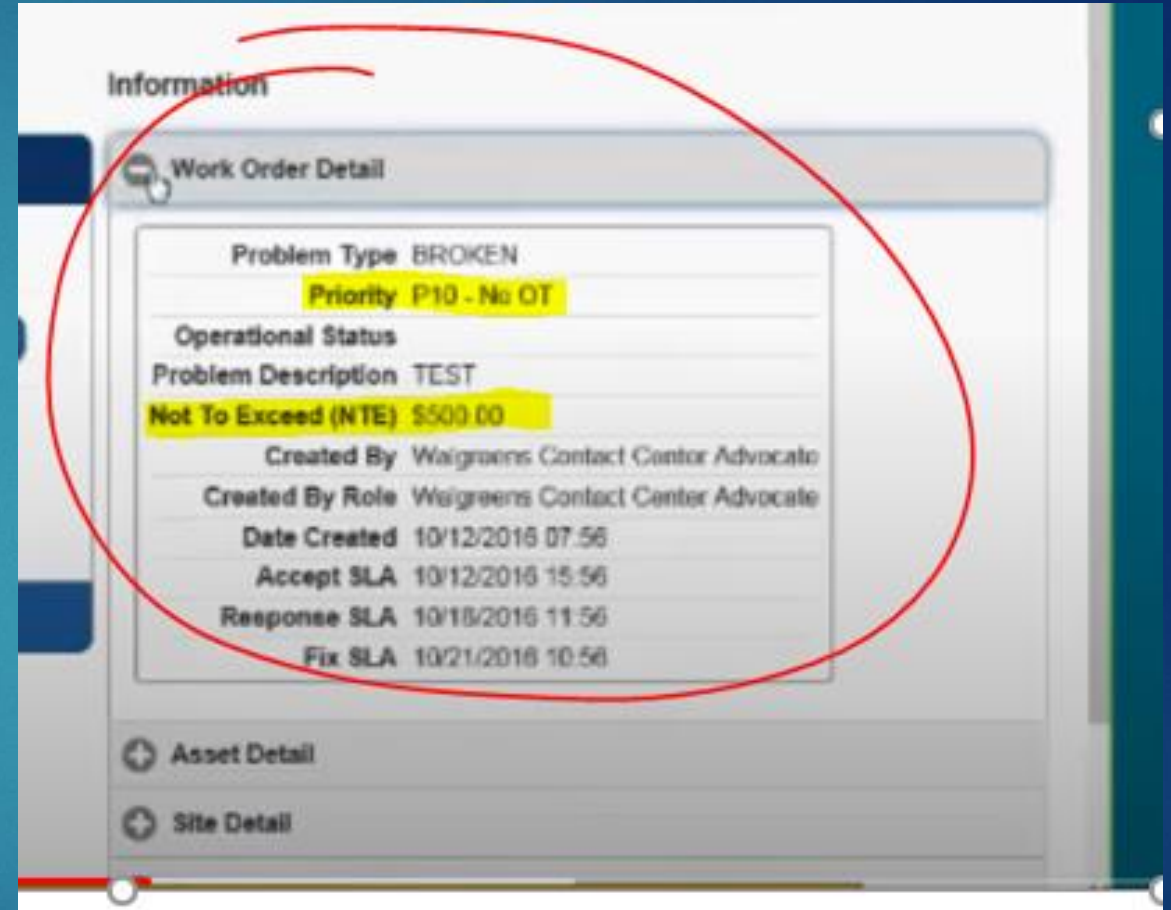


# NTE Increases

- ▶ Call your ARM Walgreens Point of Contact for NTE increases
- ▶ First time fix is always HIGHLY preferred

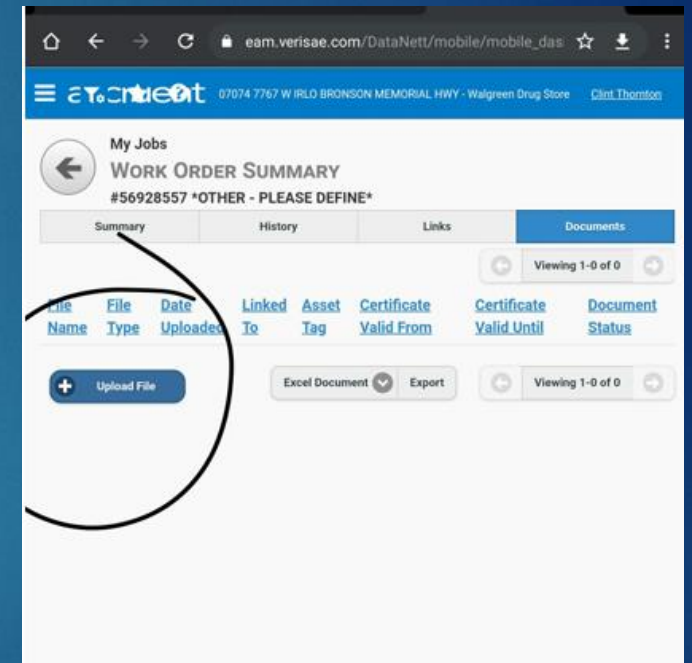
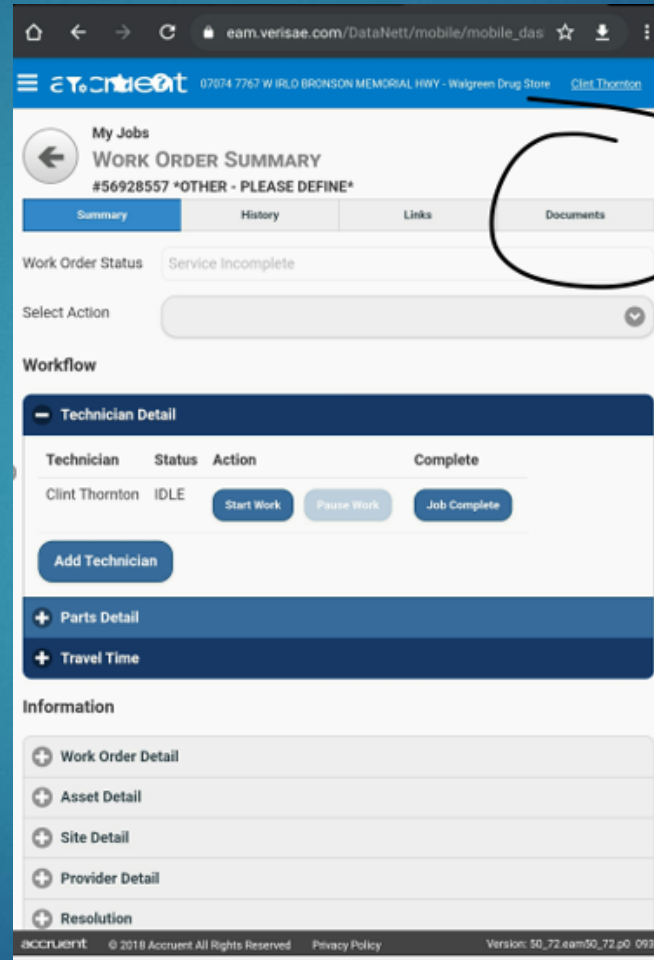
## Overtime

- ▶ Only applies to P1 that are serviced outside of regular working hours
  - ▶ 7:00am-6:00pm Mon-Fri



# Adding Photos

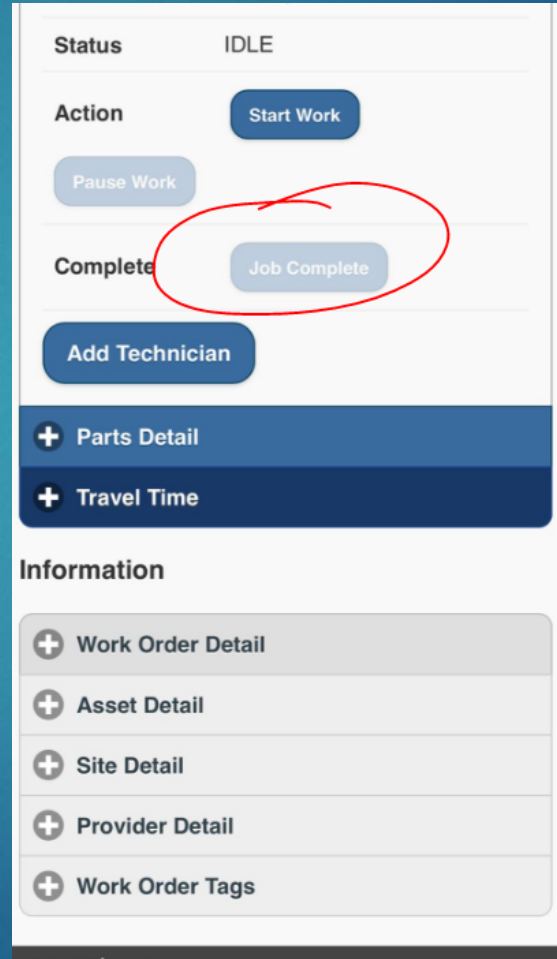
- ▶ Click on the “Documents” Tab at the top of the screen
- ▶ Click “Upload File”
- ▶ Add Photos from your camera roll
- ▶ Always upload photos to MHelp and Varisae



# Job Complete

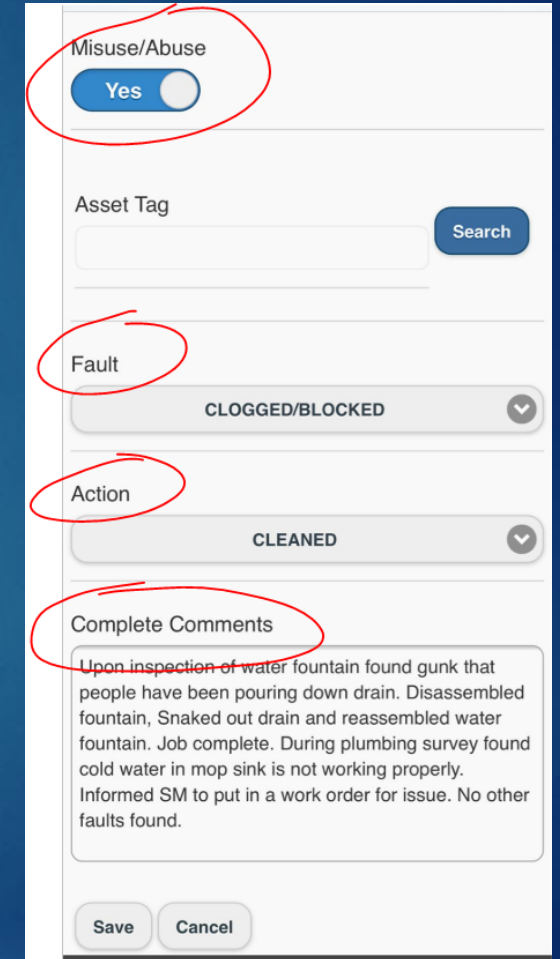
- ▶ Do not use “job complete” unless we are done with all required repairs
- ▶ You **MUST** either Pause the work order or mark “Job Complete” on **EVERY** work order
- ▶ If you are unable to Pause the job or mark complete, contact your Walgreens Point of Contact
  - ▶ If you are still unable to complete this step, you **MUST** include your clock in/out times in Mhelp
- ▶ Time sheet and Mhelp must be accurate to the minute. Do not round time up or down

Click “Job Complete”



The screenshot shows a mobile application interface for a work order. At the top, the status is 'IDLE'. Below this, there are three buttons: 'Start Work', 'Pause Work', and 'Job Complete'. The 'Job Complete' button is circled in red. Below these buttons are two more buttons: 'Add Technician' and a dark blue bar with '+ Parts Detail' and '+ Travel Time'. At the bottom, there is an 'Information' section with several expandable items: '+ Work Order Detail', '+ Asset Detail', '+ Site Detail', '+ Provider Detail', and '+ Work Order Tags'.

Fill in Required Fields



The screenshot shows a mobile application interface for a work order. The 'Misuse/Abuse' field is a toggle switch set to 'Yes' and is circled in red. Below it is the 'Asset Tag' field with a search button. The 'Fault' field is a dropdown menu set to 'CLOGGED/BLOCKED' and is circled in red. Below it is the 'Action' field, a dropdown menu set to 'CLEANED', also circled in red. The 'Complete Comments' field is a text area containing the text: 'Upon inspection of water fountain found gunk that people have been pouring down drain. Disassembled fountain, Snaked out drain and reassembled water fountain. Job complete. During plumbing survey found cold water in mop sink is not working properly. Informed SM to put in a work order for issue. No other faults found.' and is circled in red. At the bottom, there are 'Save' and 'Cancel' buttons.

Click “Save”

# Plumbing Checklist

- ▶ You **MUST** complete the plumbing checklist on **ALL** plumbing work orders
  - ▶ Check all toilets, urinals and faucets to make sure everything is in working order
  - ▶ Check all sinks to make sure they are free of clogs and in working order
  - ▶ Check to make sure all floor drain traps have water
- ▶ Should not take more than 15 minutes to complete

# Varisae Support

(866) 402-2330

- ▶ Geolocation Issues
  - ▶ Technical Issues
    - ▶ Portal Issues

# IMPORTANT Notes



## Reasons to call your ARM Walgreens Point of Contact:

- Issues with Varisae Mobile
- Location history is needed
- Blueprints aren't available on site and are needed
- NTE Increases that will save a return trip

## Do everything within reason to solve problem on initial visit

If the problem is not resolved,  
**you MUST call Matt Early or Howard Mend to troubleshoot prior to leaving site**

## If you must leave any portion of the store unusable

You **MUST** clearly communicate with the ARM office and the store manager prior to leaving

## ARM is calling all locations before and after every visit

Obtaining more information prior to arrival  
Ensuring customer is satisfied with their service and repairs are complete

## Build Relationships

Get to know the stores and the people in them

**Good Communication is key!**