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Varisae Mobile Website:
https://www.eam.verisae.com/DataNett/mobile/mlogin.html

Username is your name: first.last (Case sensitive - all lower case)

Password: Welcome1

Training Videos

Training videos for various parts of Varisae are listed below:

- ****REQUIRED**** Varisae Training: <https://www.youtube.com/watch?v=cu1BsKW5gWA>
- Logging In to Varisae: 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
- Geolocation Troubleshooting: <https://www.youtube.com/watch?v=0scgX15zLvk>

Definitions

Work Order Types

- **Planned Preventative Maintenance (PPM):** Recurring work orders that auto generate based on a predetermined service frequency for each store, for each planned service type
- **Normal (Reactive) Work Orders:** Generated based on a specific store request or service not traditionally captured by a PPM service

Priority Codes

- **Acceptance:** Service Provider has acknowledged the work request
- **Response Time:** The time in which the Service Provider arrives at the location
- **Completion Time:** The time when the requested scope of work is 100% complete.
 - Some services may require the work order to be paused and restarted to complete
- The matrix below details the response and completion times associated with each priority

Priority Code	Definition	Acceptance	Response	Completion
P1	Critical	2 hours	4 hours	24 hours
P3	High	4 hours		3 business days
P5	Medium (I)	8 hours		5 business days
P10	Medium (II)	8 hours		10 business days
P30	Not to exceed 30 days	16 hours		Not to Exceed 30 days

Overtime and Emergency Calls

Overtime is not defined by the Work Order Priority Code description. Overtime is defined as onsite work performed outside of Regular Hours of 7:00 a.m. - 6:00 p.m., Monday – Friday.

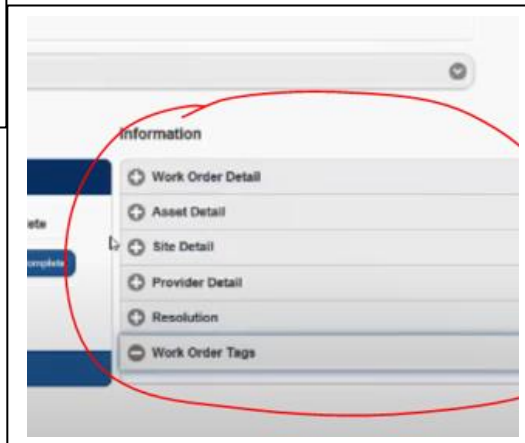
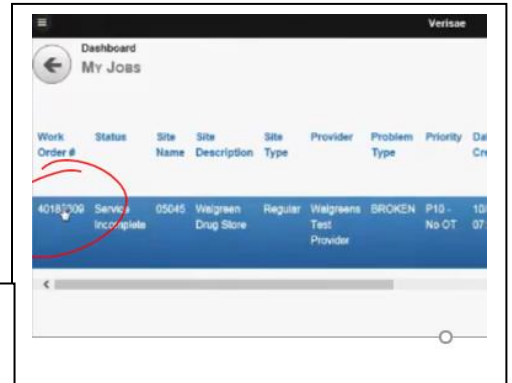
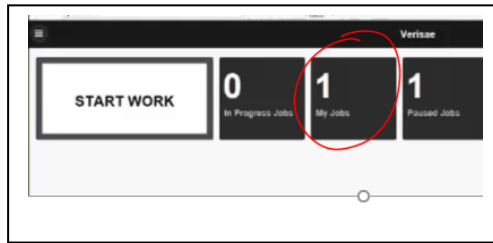
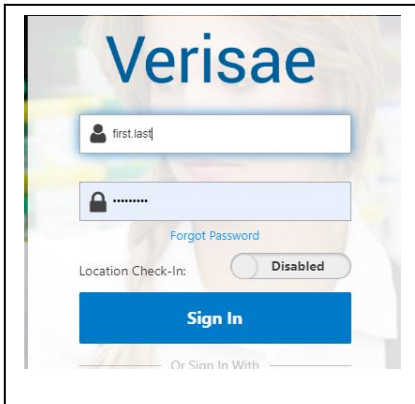
Smart Device Requirements

- Each smart device must have current operating systems:
 - Android Devices: 5.0 Lollipop or higher
 - iOS Devices: Version 7 or higher
 - Windows Devices: Version 8 or higher
- Geolocation capable
- Each smart device must have the following settings must be enabled:
 - Java script enabled
 - Cookies allowed
 - File download is enabled
 - Active X controls enabled (Windows Only)
 - SSL
 - Pop-up blocker is off

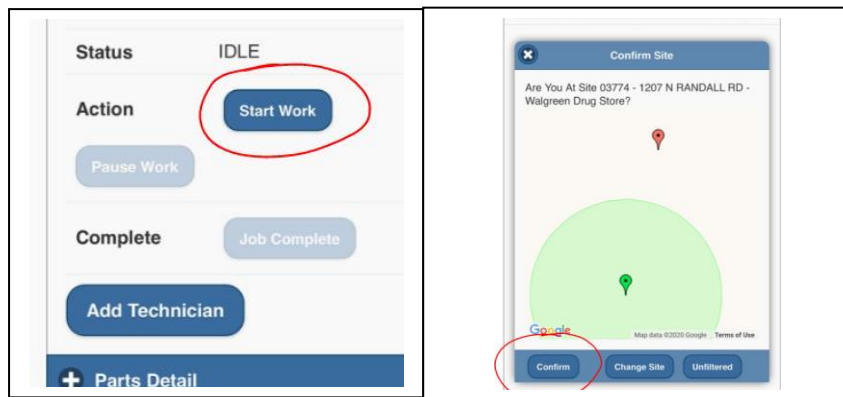
Varisae Mobile Work Orders

Starting the Work Order

1. Introduce yourself to the store personnel and discuss the issue with the MOD
2. Log in to Varisae Mobile
 - a. **Geolocation must be enabled on your phone prior to log in**
3. Click on “My Jobs”
4. Locate and click on the work order
5. Click on the “+” signs to review the work order specifics



6. In the “Technician Detail” section, click “Start Work” and click “Confirm:

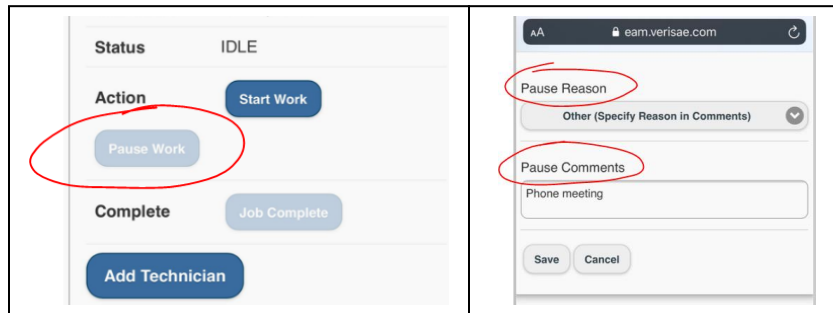


7. Complete the necessary repairs
 - a. **Take before, during and after photos of all repairs**

Pausing the Work Order

Technicians are expected to pause the work order when taking a meal break, travelling off site to acquire tools or parts, or if the job cannot be completed on the site visit and a return trip is needed.

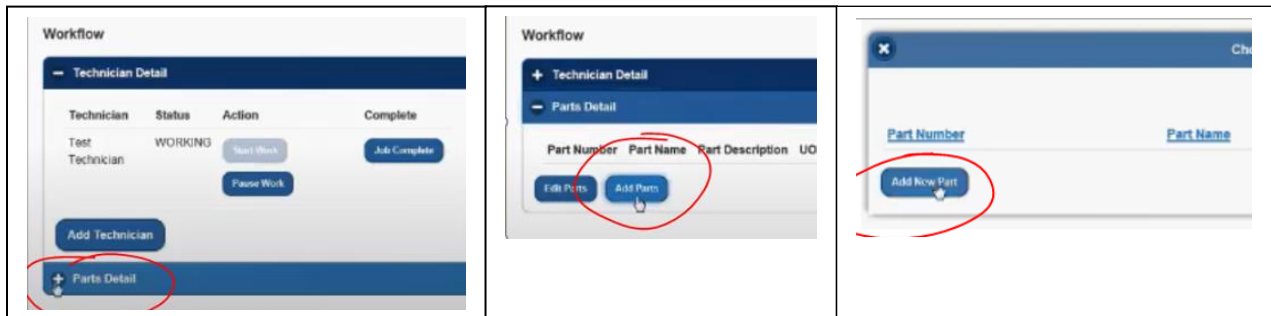
1. Click "Pause Work" in the Technician Detail section
2. Select the "Pause Reason" from the drop-down menu
3. Enter the "Pause Comments"
4. Click "Save"



Adding Parts

All parts (materials) used must be added to the work order in Verisae Mobile

1. Click the "+" next to Parts Detail
2. Click "Add Parts"
 - a. You can edit previously entered parts by clicking "Edit Parts"
3. Click "Add New Part"
4. Enter the Part Information
5. Click "Save"



Adding Technicians

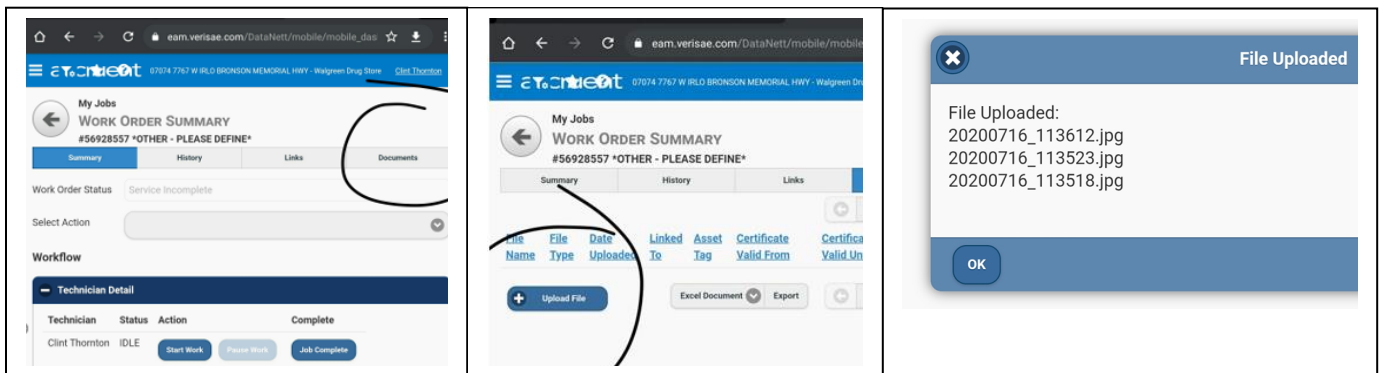
If multiple technicians are working on site, you must add the technician after checking in

1. Click "Add Technician"
2. Select the Technician's name from the drop-down menu
3. Click "Save"



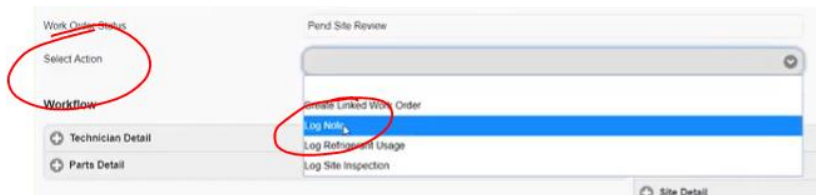
Uploading Photos

1. Click on the "Documents" tab at the top of the work order
2. Click "Upload Files"
3. Select photos from your camera roll
4. Wait for File Uploaded Confirmation



Adding Notes

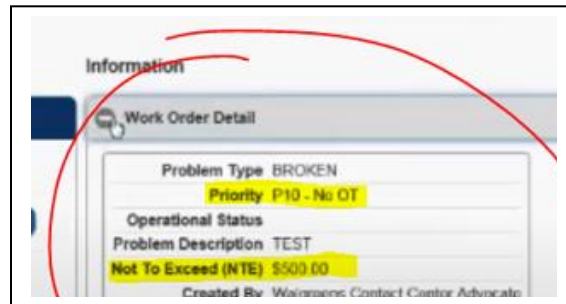
1. Click on "Select Action"
2. Click "Log Notes"



Not to Exceed (NTE) Limits

All reactive work orders have been assigned Not to Exceed (NTE) values. If a service requires time and/or materials greater than the NTE value, the supplier must submit a detailed estimate cost for approval via the work order system.

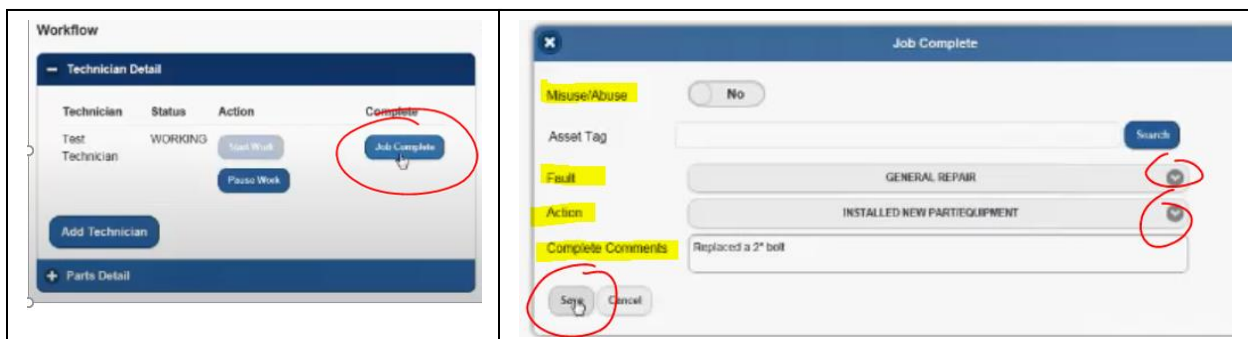
1. "Pause" the work order
2. Contact ARM home office with a detailed estimate
 - a. All estimates must be approved inVarisae prior to any service work being performed



Completing the Work Order

After the repairs are complete, you must clean up your work zone and mark the job complete

1. In the "Technician Detail" section, click "Job Complete"
 - a. Note: Any work order not completed or paused after 6 hours will be automatically timed out and marked service incomplete.
2. Fill out the Completion Details
 - a. Misuse/Abuse: Select Yes if there are signs that the necessary repair was a result of misuse or abuse
 - b. Select the cause of the issue from the drop-down menu in the "Fault" field
 - c. Select how you repaired the issue from the drop-down menu in the "Action" field
 - d. Enter **detailed** job notes in the "Complete Comments" field
 - Detailed description of the diagnosis
 - Thoroughly describe any repairs made
 - Give thorough description of additional work remaining, if applicable
3. Click "Save"
4. Go over the work completed with the Store Manager (On Duty)



Plumbing Work Orders

Plumbing Check List

After completing required services on a plumbing work order the technician must complete the following tasks before the ticket is complete. Tasks should not take more than 15 minutes to complete in total.

1. Check all toilets, urinals and faucets to make sure everything is in working order
2. Check all sinks to make sure they are free of clogs and are in working order
3. Check to make sure all floor drain traps have water

Service Provider will review any corrective steps taken or issues resolved with the Store Manager prior to marking the Work Order complete

Material Requirements

1. Technician must use all ADA compliant parts and all parts must be installed in compliance with current ADA, Uniform Plumbing Codes, local municipal codes and National Sanitation Foundation requirements. All parts must be replaced with parts of like quality or as specified by local and national codes and approved by Regional Store Care Managers
2. Technician must use approved parts as defined in our Uniformed Design Standards (UDS) Database. If the UDS does not list a specific part, the Service Provider should use parts that are the same standards as the current parts. Power flush toilets cannot be installed.

Sink Replacements

Faucets should be replaced with a "like for like" faucet, whenever possible. This applies to most faucet replacements, except for metered faucets (handle pushes down and runs for 5-15 seconds). **An ADA "Wrist Blade" (aka Paddle Handle) manual faucet should be used when replacing push-down/metered faucets.**

Tool Requirements

Technicians are expected to arrive at each service appointment properly equipped to perform the services. Technicians must be equipped with the following:

- a. Torch
- b. Tool carrier
- c. Ladder(s)
- d. Electric drain auger
- e. A minimum of one, 50' drain rod
- f. Hand tools required to complete the task.
- g. Drain cleaner

Labor Efficiencies – NTE labor hours per work order type

The table below outlines specific subcategories of service and the NTE Cap for labor for each category. Labor for jobs that fall within these subcategories must be completed within the specified timeframes.

Asset Subcategory	NTE Cap - Labor
Unclog Toilets	1.50
Broken / Leaking Faucet	1.50
Sink /Fountain Replacement/Repair	1.75
URINAL Replacement / Repair	1.50
Water Fountain Replacement/Repair	2.50
Water Heater Replacement/Repair	3.50

Labor for jobs that cannot be repaired while onsite, will be capped at one (1) labor hour without prior approval

Waste Disposal

All components and parts must be disposed of properly and in accordance with all applicable laws and regulations.

- Technicians must remove used components and other parts from Walgreens' premises
- Used materials can NOT be left on Walgreens' property or disposed of in any Walgreens' waste receptacles or trash compactor.

Safety Guidelines

- Technicians must close off areas and post signs to close their work area to pedestrian traffic.
- You must create a safe working environment for Walgreens Facility personnel and occupants within the building.
- Work should be completed with little disruption to the Walgreens Facility and cannot compromise the security or safety of the occupants.
- Work must be performed in a safe and professional manner and comply with all applicable laws, regulations, guidelines, including any location specific ordinances/requirements
- **All Walgreens facilities and premises are smoke-free**
- Exterior and/or interior doors at the Walgreens Facility cannot be propped and/or left open. No door is to be propped open by inserting a pole or any other object between the door and door jamb. Any damage caused by such an action shall be restored / repaired by Walgreens and the full expense of said repair shall be borne by Service Provider.
- Service Provider must follow the OSHA guidelines for Confined Space work provided at:

<https://www.osha.gov/Publications/osha3138.pdf>

- Part Number: 1910
- Part Title: Occupational Safety and Health Standards
- Subpart: J
- Subpart Title: General Environmental Controls
- Standard Number: 1910.146
- Title: Permit-required confined spaces

- Service Provider must follow the OSHA guidelines for Hot Work provided at:

https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=STANDARDS&p_id=9853

- Part Number: 1910
- Part Title: Occupational Safety and Health Standards
- Subpart: Q
- Subpart Title: Welding, Cutting, and Brazing
- Standard Number: [1910.252](#)