



Introduction If you are part of a crew, you will be assigned to two Mobile Application ID's. You will have the Crew ID (ex: cr0101) and your individual User ID (ex: 212002).

Crew ID vs. User ID Consult the information below to determine when you should use your Crew ID or your individual User ID.

If	Then
You are logging on to the Mobile Application and you will work as a crew (2 or more people).	Log in with your Crew ID and password.
You are completing paperwork and you worked as a crew.	In the Tech ID/BU field (on the paper form) enter the Crew ID.
You are logging onto the Mobile Application and you will work alone.	Log in with your individual User ID and password.
You are completing paperwork and you worked alone.	In the Tech ID/BU field (on the paper form) enter your individual User ID.
You are entering Test information on a form (whether electronic or paper).	Use your individual User ID.
You are completing your timecard.	When prompted for a <i>Crew ID</i> , use your individual User ID. A timesheet must be approved for an individual ID, not the Crew ID.

Introduction There will be times will you be unable to complete tickets. Depending on the reason you are unable to complete it will determine what you will need to do with the ticket.

Suspend, Refer, Transfer Consult the information below to determine when you would suspend, refer or transfer an order.

If	Then										
You are unable to complete the work at this time but you plan to complete it in the future.	<p>Suspend the order by clicking this button: </p> <p>NOTE: Refer to tip card 5 for further instruction.</p>										
You are unable to complete the work but the order can be completed by your department.	<p>Refer the order by clicking this button: </p> <p>NOTE: Refer to tip card 5 for further instruction.</p>										
You have completed your part for a ticket but the order needs to go to another department for more work.	<p>Transfer the order by following the steps below:</p> <table border="1"> <thead> <tr> <th>Step</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Access the Additional Completion menu</td> </tr> <tr> <td>2</td> <td>Select the Transfer Order form</td> </tr> <tr> <td>3</td> <td>Complete the form.</td> </tr> <tr> <td>4</td> <td>Click Transmit.</td> </tr> </tbody> </table>	Step	Action	1	Access the Additional Completion menu	2	Select the Transfer Order form	3	Complete the form.	4	Click Transmit .
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- Helpful Hints**
- **Suspend** a ticket to keep it for yourself. *Example:* You're replacing a service and get called to a leak. Suspend the replacement so that you can return to it.
 - **Refer** a ticket to keep it in your department. *Example:* You pull up to a job and realize you don't have the necessary tools or equipment to complete the work.
 - **Transfer** a ticket to move it out of your department. *Example:* Operations is at a CL1 leak and they require distribution's assistance.

Introduction

This document is an addendum to the “Remote vs. Local” document dated April 13, 2006.

When you are ready to sign off at the end of your day and you have determined that you are out of coverage, you should contact your supervisor before logging off of the Mobile Application.

End of Shift

Consult the information below to determine which steps you should take if you are out of coverage at the end of your shift.

If	Then
It is the end of your shift but you have transmissions queued.	<ol style="list-style-type: none"> 1. Do not log off the MA (even in Local mode). 2. Contact your supervisor to notify them of your status. 3. Follow your supervisor’s instruction on what to do next. <p>NOTE: You should only sign off in Local mode after your supervisor has given you the approval to do so.</p>
Your supervisor has given you approval to log off in Local mode.	<ol style="list-style-type: none"> 1. Sign off the MA in Local mode. 2. Contact the dispatcher to inform them that you have signed off in Local mode. <p>NOTE: When you log off in Local mode, Advantex still sees you as signed on the system. The dispatcher will need to do a <i>force</i> log off to successfully log you off the system.</p>

Warning!

If you are not successfully logged off at the end of your shift (either by you or a dispatcher) your queued completion information will be lost. After midnight, there is a Scheduling run that will see you as still logged on and will interpret your completed work as incomplete. Advantex will overwrite the ticket and reissue it to be completed.

To avoid this, please make sure you are logged off successfully at the end of each day.

Introduction

You can first determine if an order has an appointment by reviewing your Order Summary. In the column labeled *AP* (A) there will be a 'Y' if there is a firm appointment set for that order. You can find the appointment times in the *Start* and *End* columns (B).

You determine if an order is a morning or an afternoon appointment by what is in the Start and End columns. Morning, or AM, appointments are from 08:00 to 12:00. Afternoon, or PM, appointments are from 12:00 to 16:00.

Appointments

In the diagram below:

1. There is a 'Y' in the AP column for the **Appliance Check** order and it has an *AM* appointment. We know it's an AM appointment because the Start column shows 08:00 and the End column shows 12:00.
2. There is a 'Y' in the AP column for the **Connect Appliance** order and it has a *PM* appointment. We know it a PM appointment because the Start column shows 12:00 and the End column shows 16:00.
3. There is not a firm appointment for the **Exchange Meter** order. We know this because there is an 'N' in the AP column and a 24 hour period between the Start (00:00) and the End (23:59) columns.

Dispatched Sequence	Manual Sequence	Resequence	Move Up	Move Down	Top	Bottom					
JOB DESCRIPTION	AP	CA	ADDRESS	LOT	TOWN	ATLAS	XSTREET	START	END	EXPIRY	S
Exchange Meter	N	N	██████████		Rockford	R83011		00:00	23:59	05/30/2006	
Appliance Check-Furnace	Y	N	██████████		Rockford	R81251		08:00	12:00	05/30/2006	
Connect Appliance-Range	Y	N	██████████		Rockford	R81362		12:00	16:00	05/30/2006	

Helpful Hint

You can also find information about an appointment in the order details. Double click on an order to view its details.