



**CORRIGOPRO**

## Managing Work Orders with the CorrigoPro Mobile App

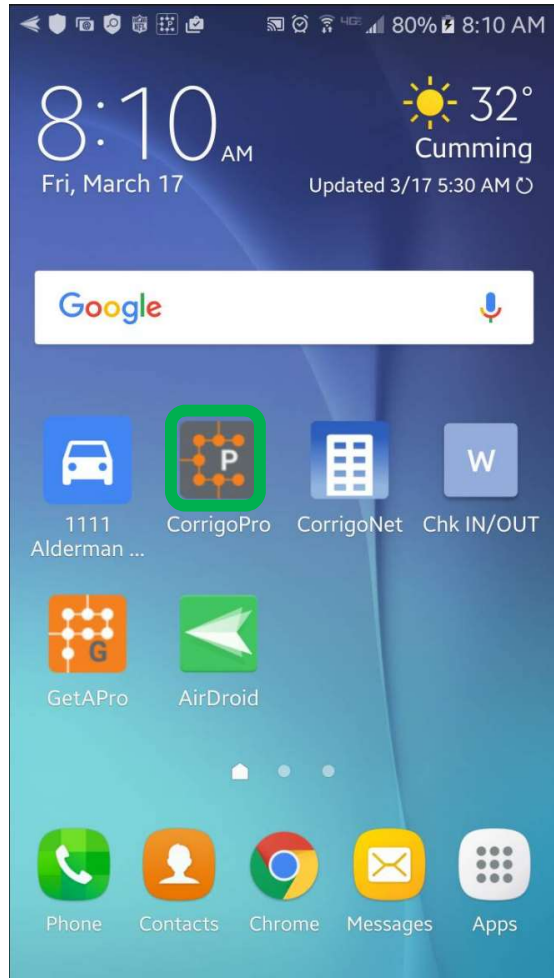
Life of a work order – Mobile

# During this tutorial we will cover CorrigoPro Mobile App

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- Accessing your work orders
- Work orders awaiting acceptance
- The message
- The work order contact
- The service location
- The issue
- Service Level Agreement (SLA)
- Not To Exceed (NTE) amount
- Accepting or rejecting a work order
- Checking in
- Check lists
- Pausing a work order
- Checking out
- Work verification and rating
- Attaching pictures

# CorrigoPro Mobile App: Accessing Your Work Orders



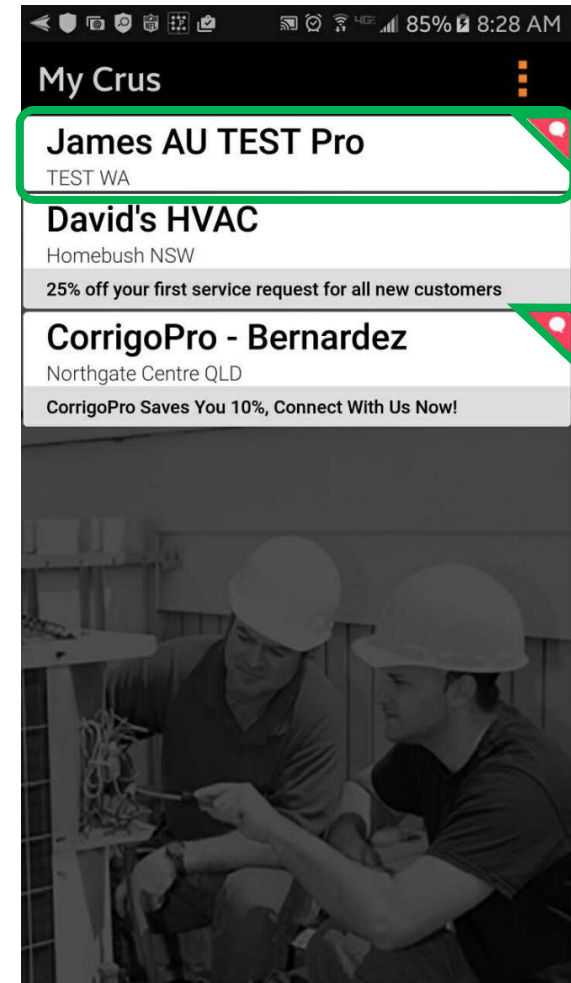
Install CorrigoPro app on your device

Tap to open the app

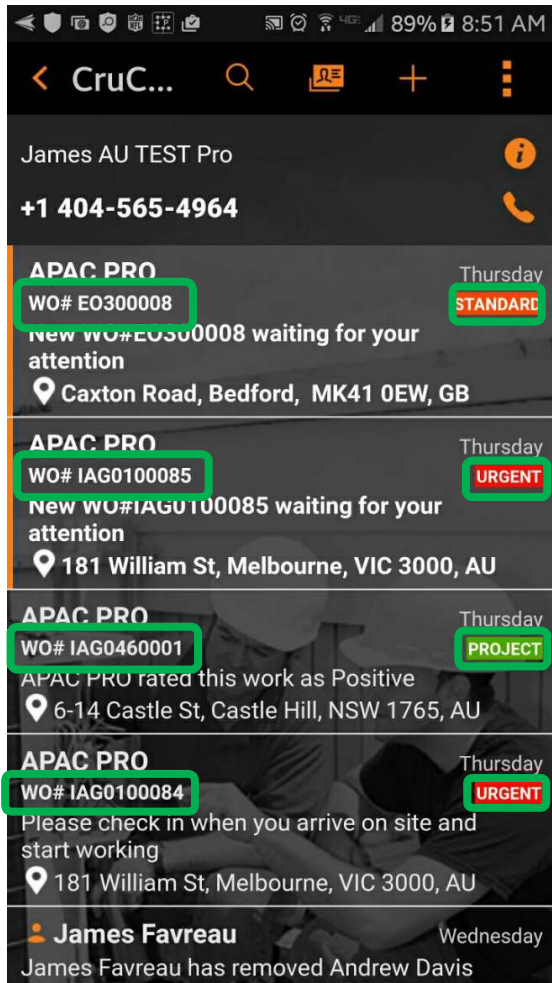
Your Crus will appear on the first screen

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



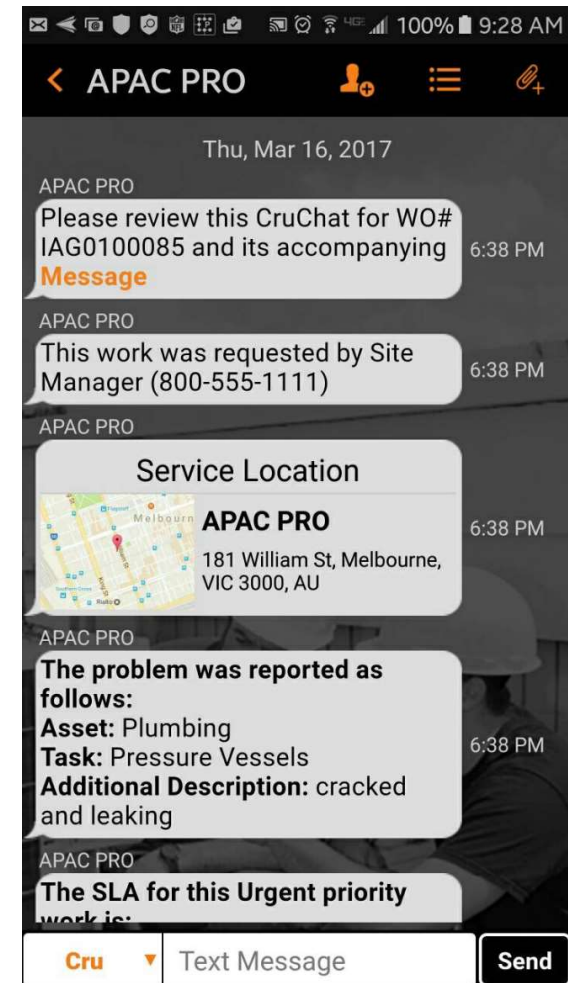
# CorrigoPro Mobile App: Accessing Your Work Orders



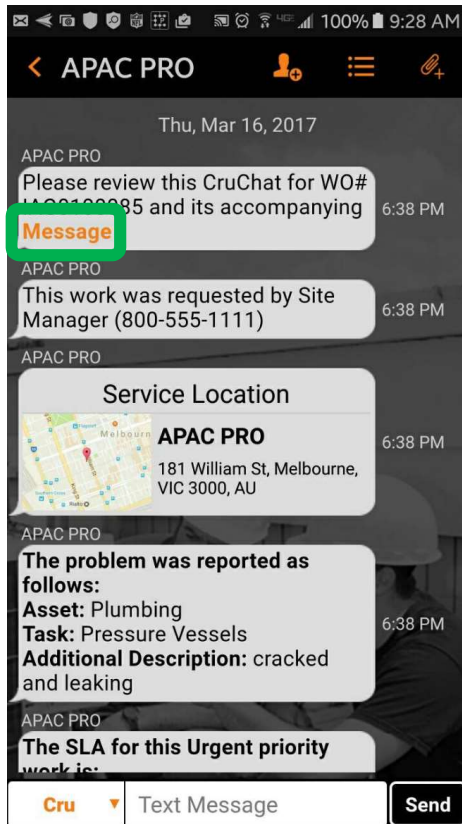
CruChats with work orders attached will show a work order number and priority indicator.

Unopened or unread CruChats will have an orange indicator bar to the left.

To open an unopened work order click the link of the work order number



# Reviewing a New Work Order Message

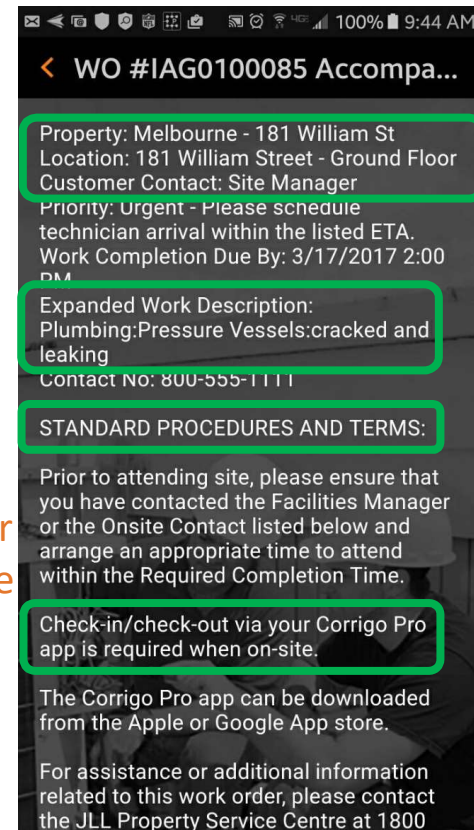


All work order details will be displayed within the CruChat

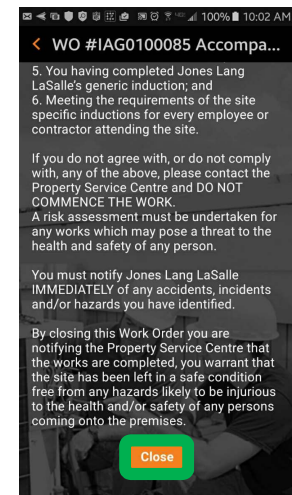
Start by tapping on the orange "Message" link

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

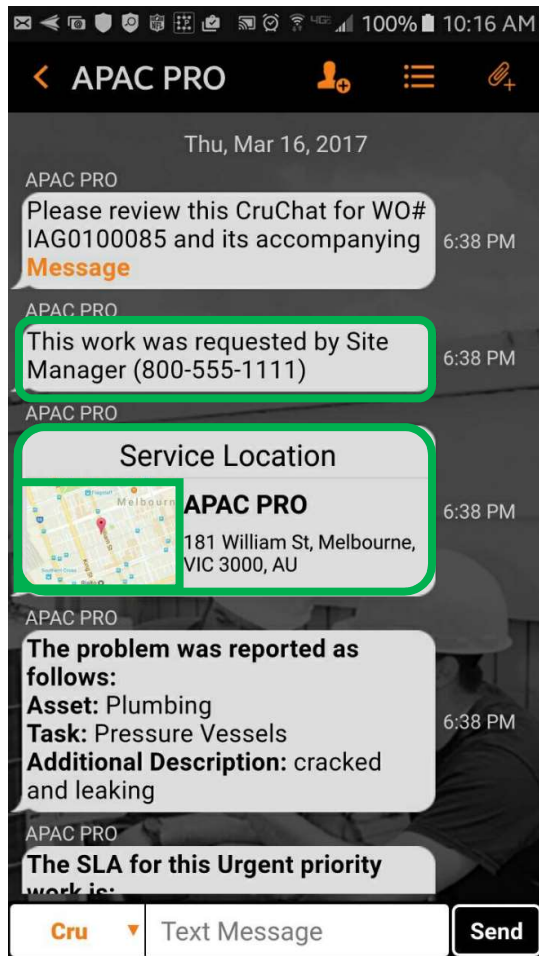
Scroll up or down to view the work order



Tap "Close" to return to the CruChat



# Site Contact and Service Location

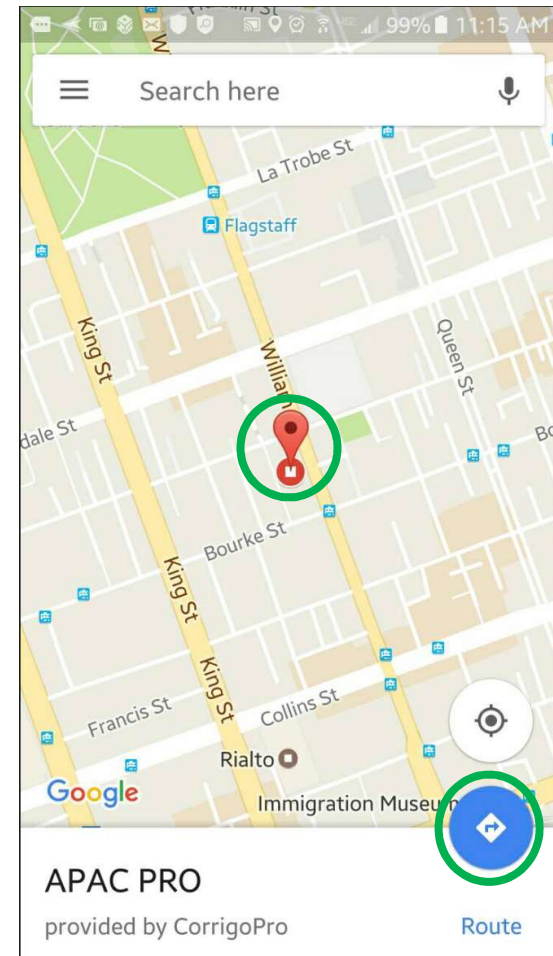


Next you will find the customer's site contact

You will also find 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



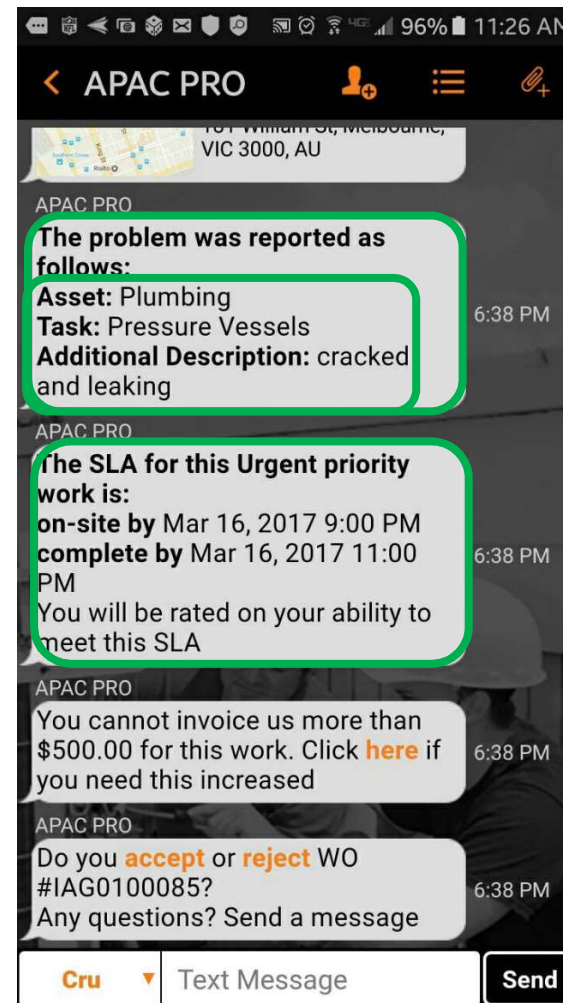
# The Issue and SLA

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

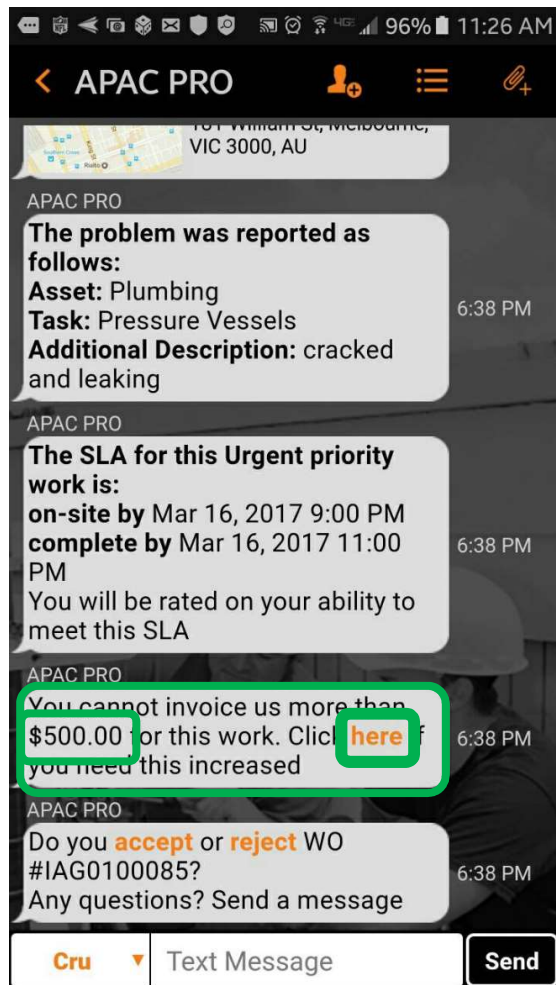
Here you will find a brief description of the reported issue

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

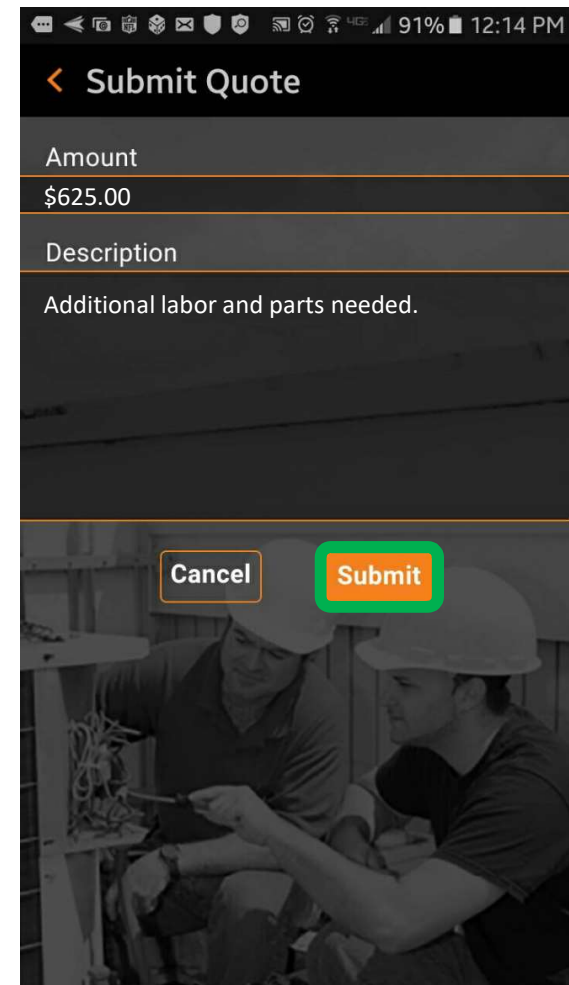
Tap the orange “here” link to request increase in NTE

“Submit Quote” window will appear

Enter the quote amount for the requested service

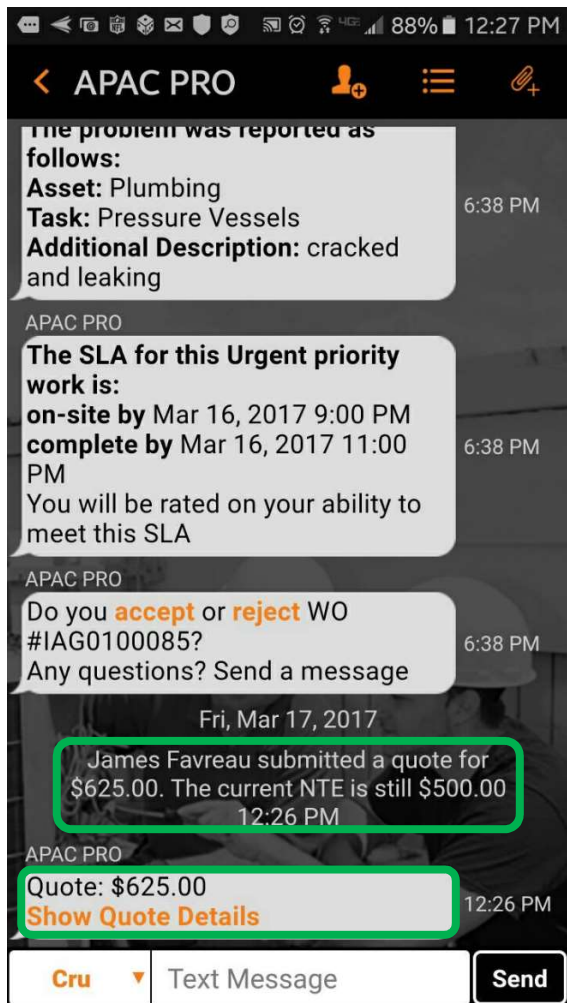
Enter in a note justifying an increase to the NTE

Tap “Submit”





# Quote Approved and the New NTE



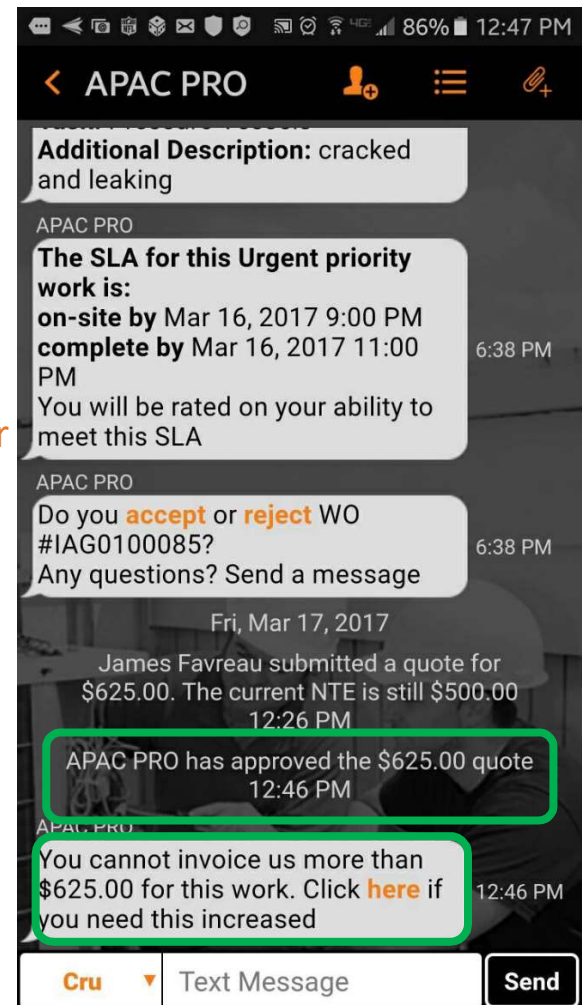
The work order is flagged in the customer portal

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

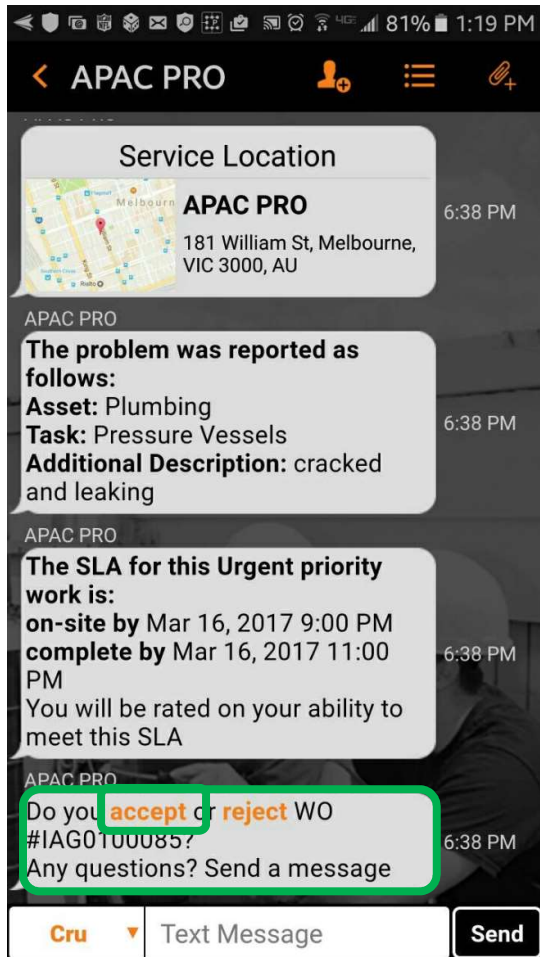
In this example, the customer has approved the quote

The quote approval is noted and timestamped in the CruChat

NTE is updated in the work order



# Accepting a Work Order



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

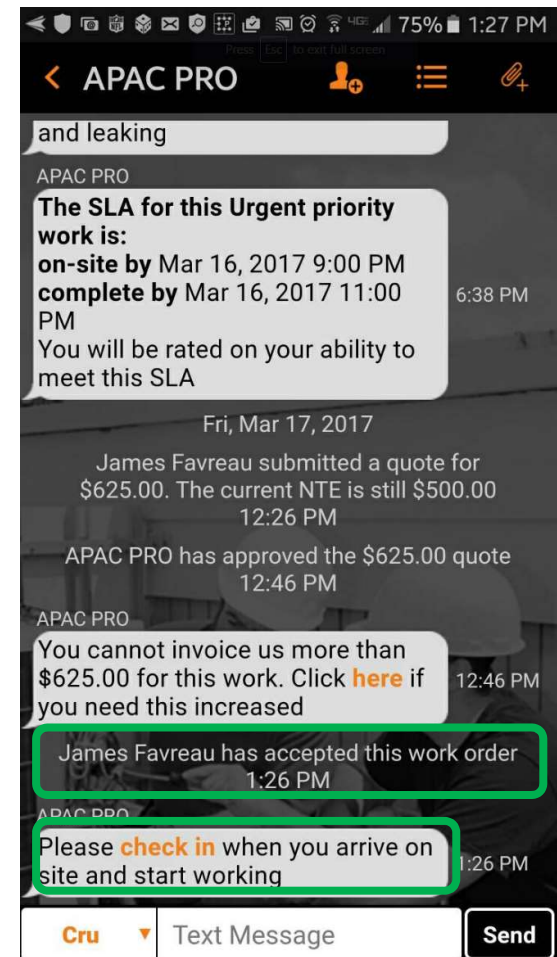
Tap on the appropriate action.

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

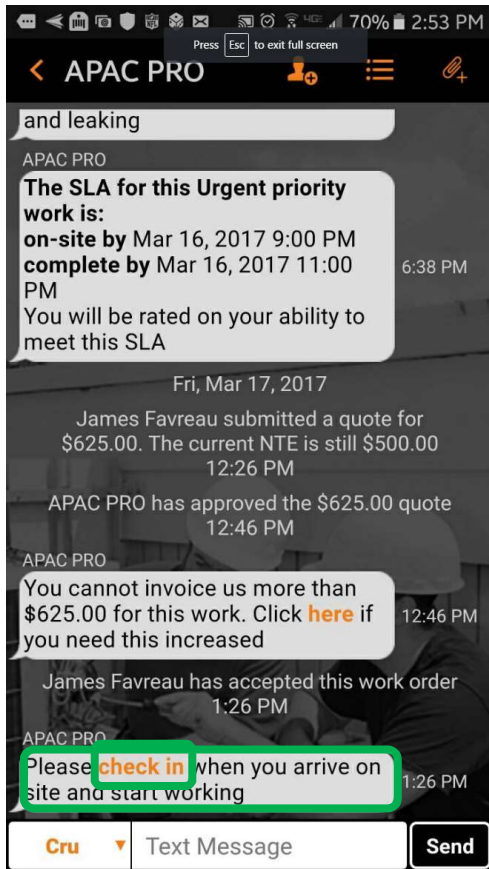
The action is timestamped in the CruChat, see picture to the right

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



# Checking In and Starting a Work Order

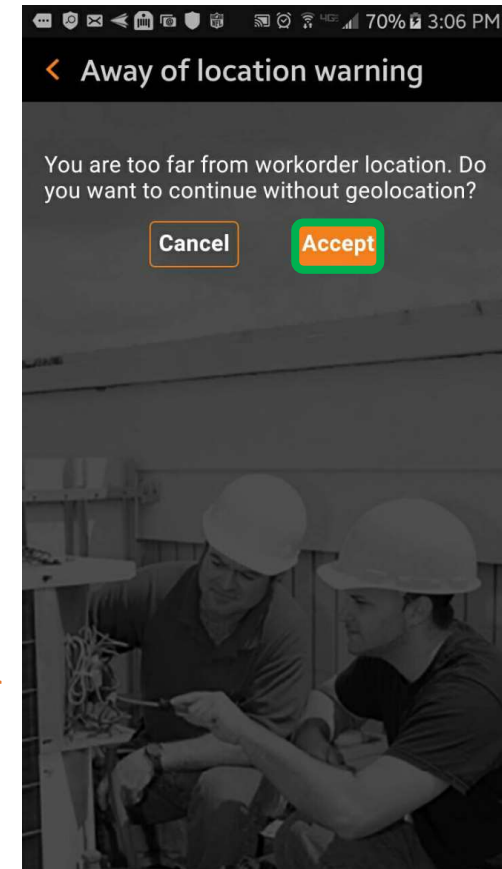


When the work order is accepted, you, or the assigned Sub or CruMember, will be required to check in to begin the work

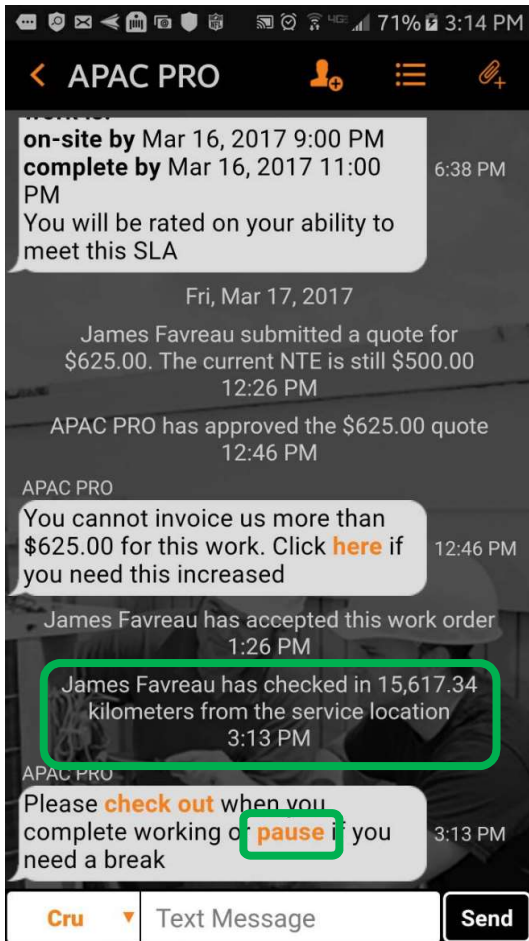
Once on site, tap the "check in" to start the work order

If you are not within close proximity to the work order location when checking in, you will be prompted to confirm your check-in

To continue, tap "Accept"



# Pausing a Work Order



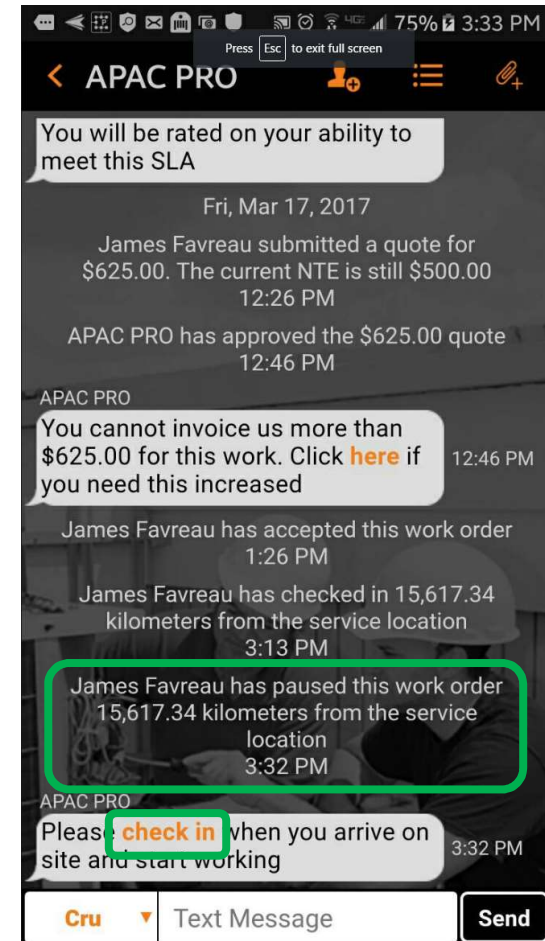
Check In is time stamped in the CruChat

If you need to leave the jobsite, you should “pause” the work order

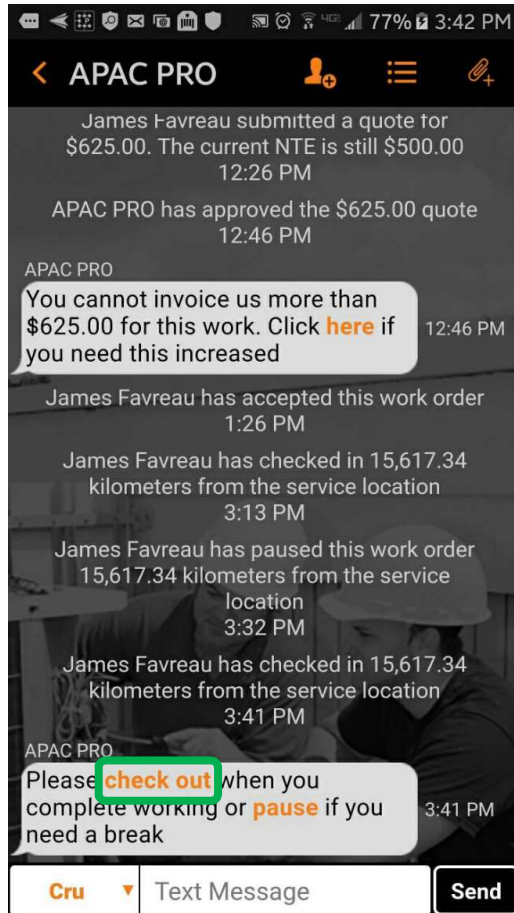
Tap “pause” to stop the work order

Pause activity is time stamped in the CruChat

To re-start the work order, tap “check in”



# Checking out and Complete a Work Order

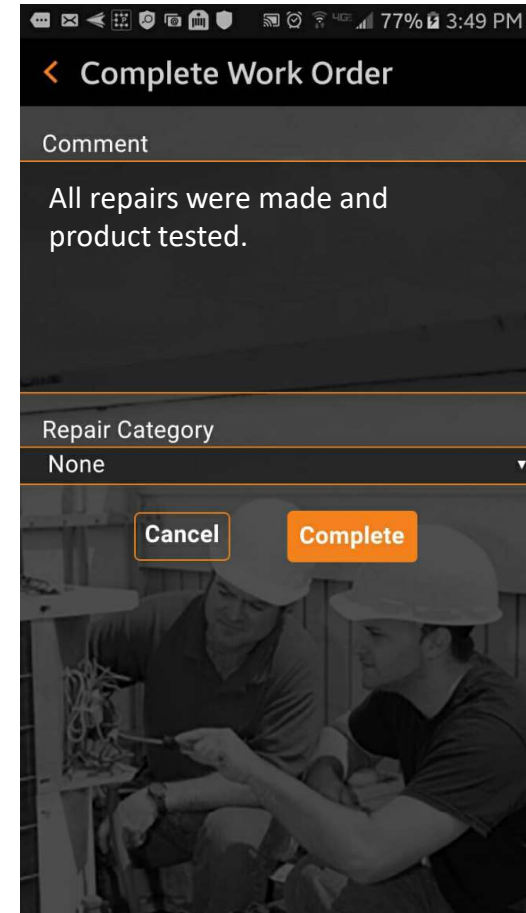


To complete a work order tap “check out”

The “Complete Work Order” window will open

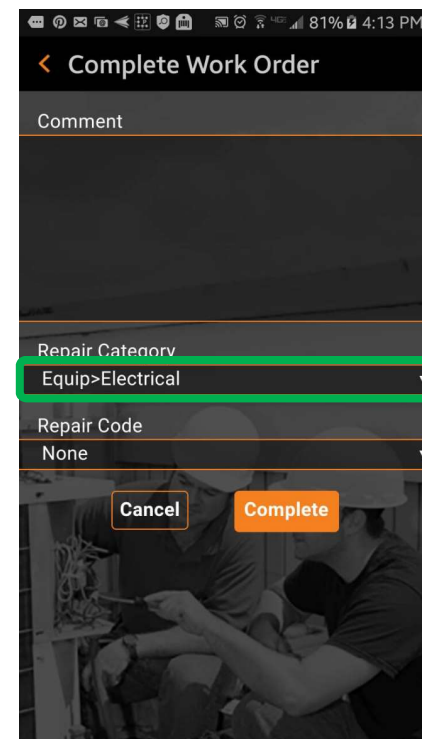
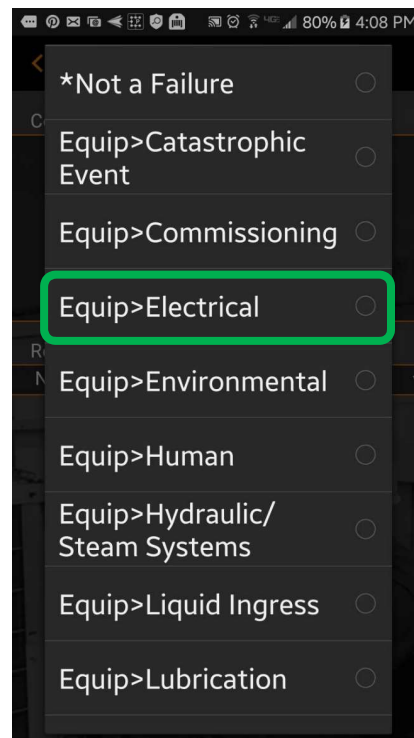
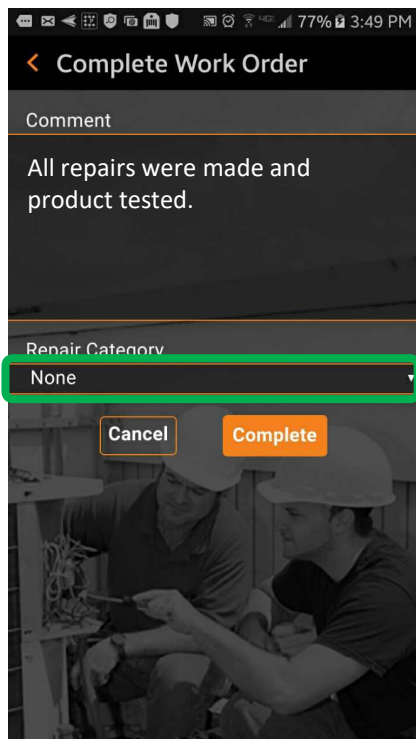
Enter detailed comments about the work that was done

The more details on the work completed the better



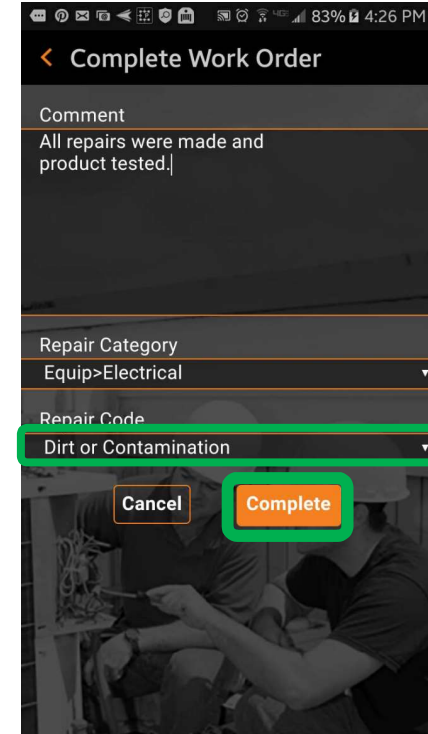
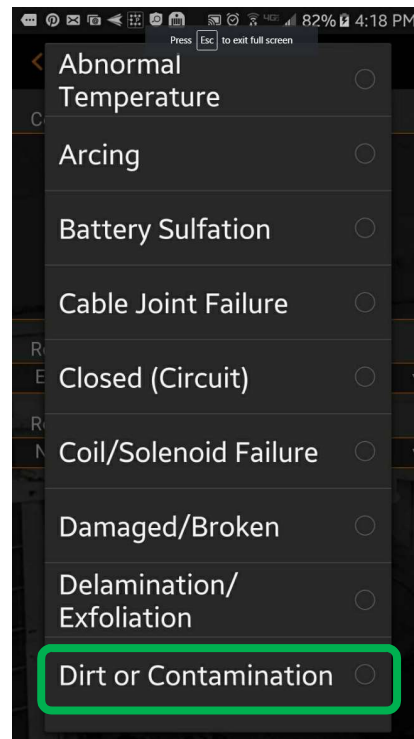
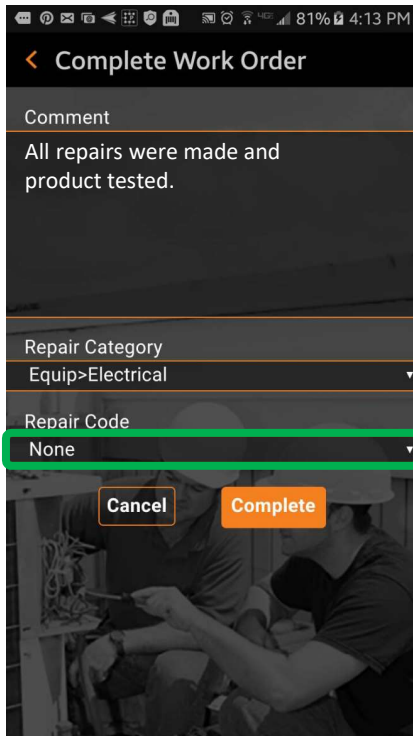
# Checking out and Completing a Work Order

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



# Checking out and Completing a Work Order

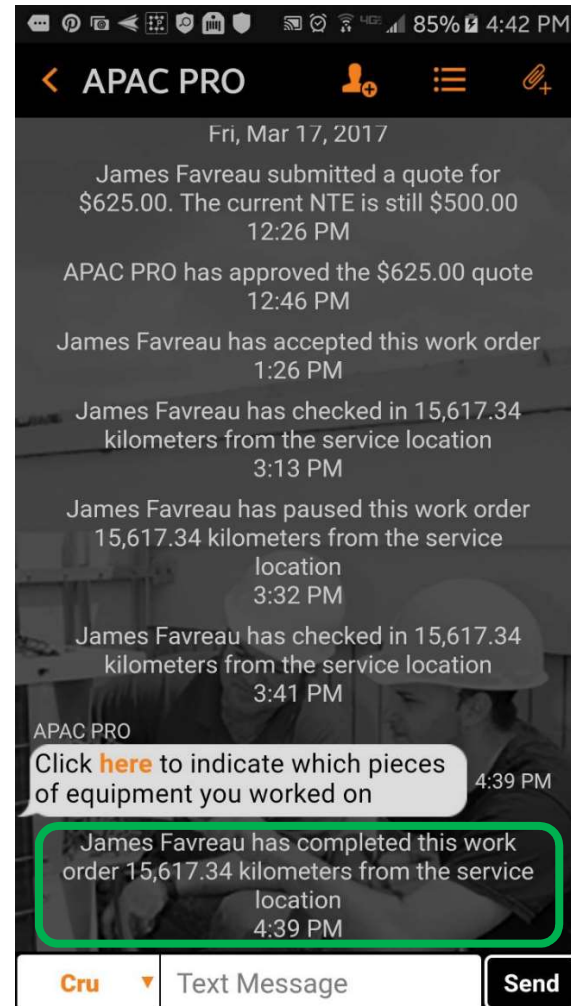
Perform the same steps to select the appropriate “Repair Code”



Once the Repair Category and Code are selected, tap on “Complete”

# Checking out and Complete a Work Order

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





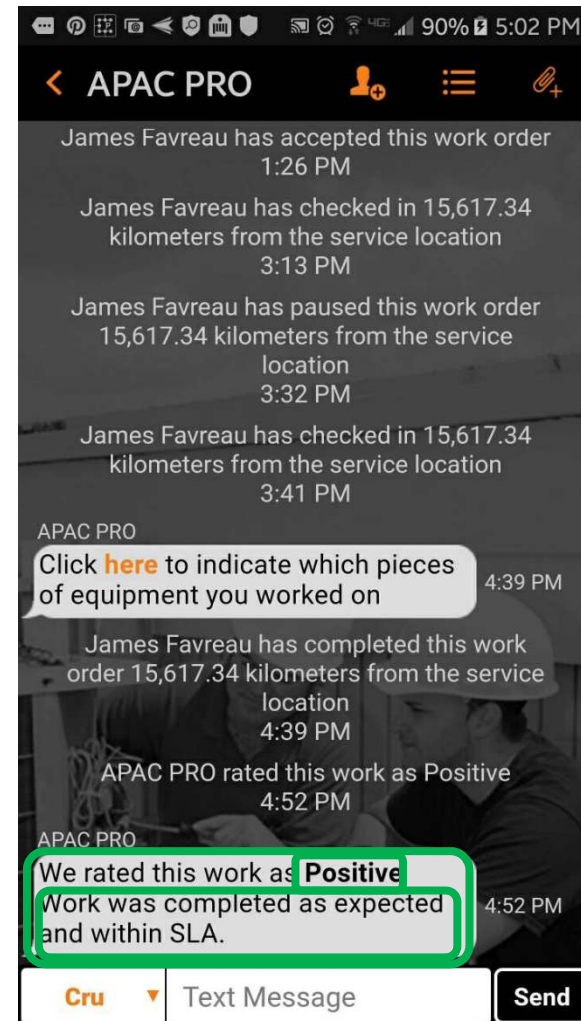
# Verifying and Rating the Work

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

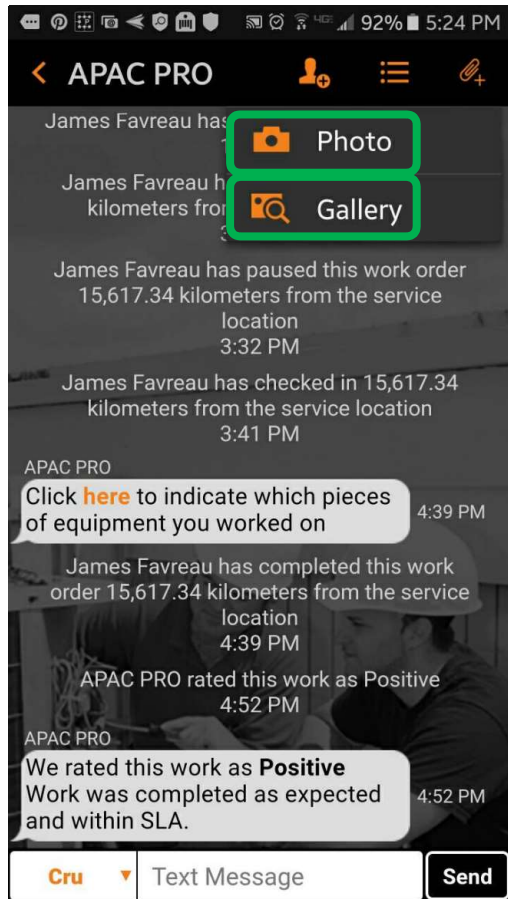
Customers rate your work during the verification process

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



# CorrigoPro Mobile App: Attaching a Picture



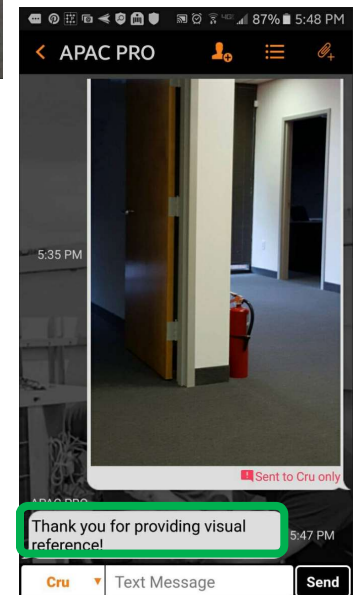
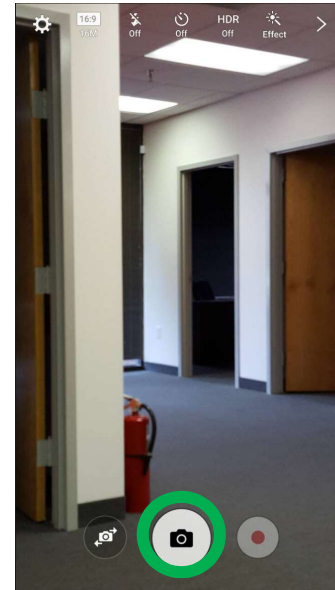
You can attach a picture to any CruChat

Tap the paperclip icon in the upper-right (3 dots for Android)

Tap “Photo” to take a new picture or “Gallery” 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



# Questions

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Contact Corrigo via phone or online:

<https://corrigo.com/contactus/>