

Managing Work Orders with the CorrigoPro Mobile App

Life of a work order – Mobile

During this tutorial we will cover CorrigoPro Mobile App

- 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



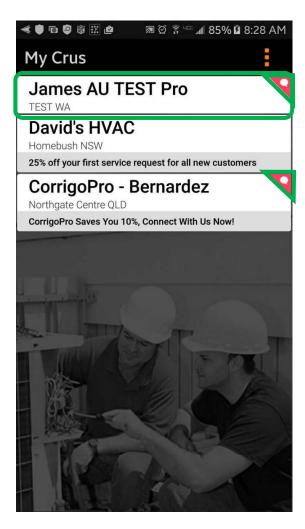
Install CorrigoPro app on your device

Tap to open the app

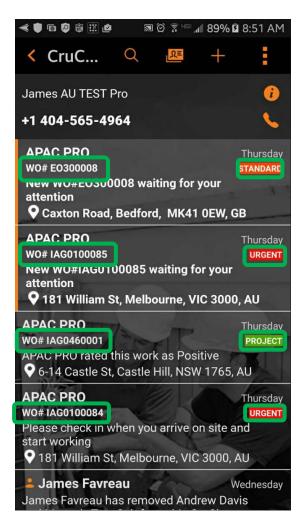
Your Crus will appear on the first screen

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



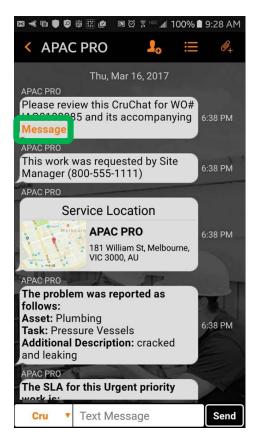
CruChats with work orders attached will show a work order number and priority indicator.

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

× < © 🛡 Ø	#	َ الس ^{عي} ة ()	100% 🗎 🤅	9:28 AM	
< APAC	C PRO		ill	Ø ₊	
APAC PRO	Thu, Ma	r 16, 2017			
	iew this Cru 35 and its a			:38 PM	
APAC PRO					
	was reques 800-555-11		e 6	:38 PM	
APAC PRO					
Se	ervice Loc	ation			
	APAC F 181 Willia VIC 3000,	m St, Melbo		:38 PM	
APAC PRO	11/Sam	P		1	
	em was rep	orted as			
	sure Vesse Descriptio			:38 PM	
APAC PRO		1 A	1		
The SLA for this Urgent priority					
Cru 🔻	Text Mes	sage		Send	

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

🖾 < 🖻 🏮 🕼 🔛 🖉 📓 🗭 🗍 🐨 📶 100% 🛢 9:44 AM WO #IAG0100085 Accompa... Property: Melbourne - 181 William St Location: 181 William Street - Ground Floor Customer Contact: Site Manager Priority: Urgent - Please schedule technician arrival within the listed ETA. Work Completion Due By: 3/17/2017 2:00 DM **Expanded Work Description:** Plumbing:Pressure Vessels:cracked and leaking Contact No: 800-555-1111 STANDARD PROCEDURES AND TERMS: Prior to attending site, please ensure that you have contacted the Facilities Manager or the Onsite Contact listed below and arrange an appropriate time to attend within the Required Completion Time.

Check-in/check-out via your Corrigo Pro app is required when on-site.

The Corrigo Pro app can be downloaded from the Apple or Google App store.

For assistance or additional information related to this work order, please contact the JLL Property Service Centre at 1800

> Tap "Close" to return to the CruChat

ವ 考 🗈 🛡 🖗 🗄 🔛 🏩 🥦 ಥ 🔋 🖬 100% 🔒 10:02 A

< WO #IAG0100085 Accompa...

5. You having completed Jones Lang LaSalle's generic induction; and 6. Meeting the requirements of the site specific inductions for every employee or contractor attending the site.

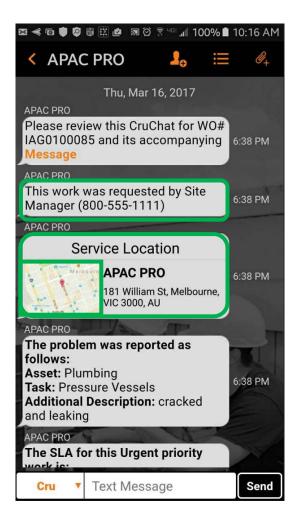
If you do not agree with, or do not comply with, any of the above, please contact the Property Service Centre and DO NOT COMMENCE THE WORK. A risk assessment must be undertaken for any works which may pose a threat to the health and safety of any person.

You must notify Jones Lang LaSalle IMMEDIATELY of any accidents, incidents and/or hazards you have identified.

By closing this Work Order you are notifying the Property Service Centre that the works are completed, you warrant that the site has been left in a safe condition free from any hazards likely to be injurious to the health and/or safety of any persons coming onto the premises.



Site Contact and Service Location

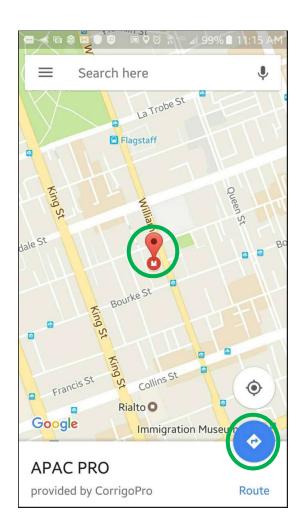


Next you will find the customer's site contact

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



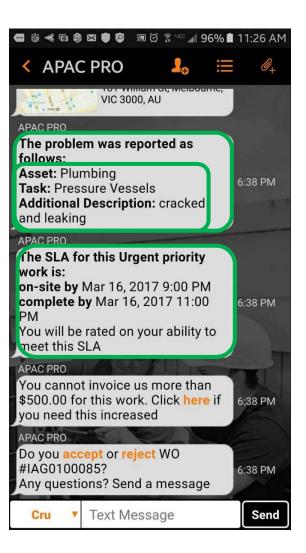
The Issue and SLA

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

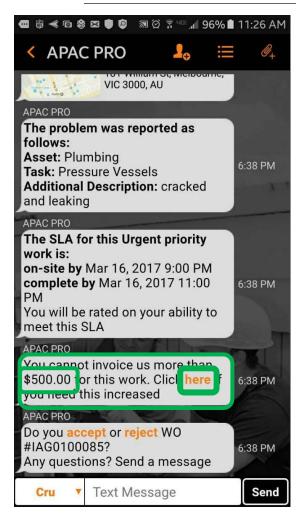
Here you will find a brief description of the reported issue

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

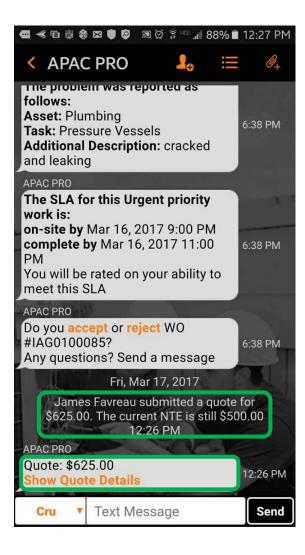
Enter the quote amount for the requested service

Enter in a note justifying an increase to the NTE

Tap "Submit"

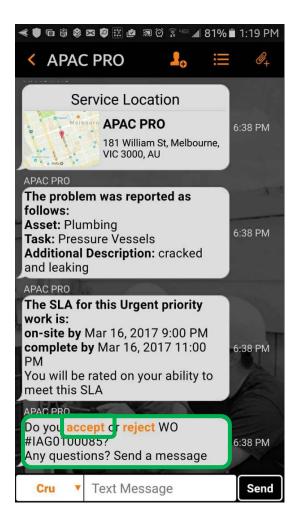
🛥 < 🖻 🛱 🏶 🗷 🛡 🙋 🔊 🗭 🛪 🗐 91% 🛢 12:14 PM Submit Quote Amount \$625.00 Description Additional labor and parts needed. Cancel Submit

Quote Approved and the New NTE



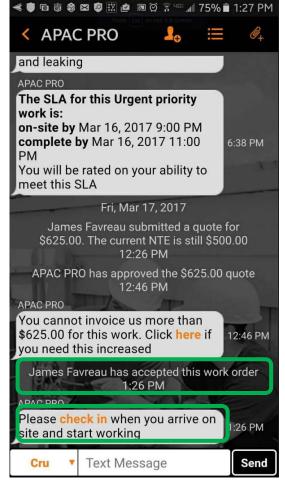
	🛲 < 🖻 🛱 🏶 🗷 🛡 🙋 📓 🎘 🛱 💷 📶 86% 🖹 12:47 PM			
The work order is flagged	\checkmark APAC PRO \square_{\odot} \equiv \mathscr{O}_{+}			
in the customer portal	Additional Description: cracked and leaking			
CruChat will show the quote amount and provide a link to the quote details	APAC PRO The SLA for this Urgent priority work is: on-site by Mar 16, 2017 9:00 PM complete by Mar 16, 2017 11:00 PM You will be rated on your ability to model of the second sec			
In this example, the customer	meet this SLA			
has approved the quote The quote approval is noted	APAC PRO Do you accept or reject WO #IAG0100085? Any questions? Send a message			
and timestamped in the	Fri, Mar 17, 2017			
CruChat	James Favreau submitted a quote for \$625.00. The current NTE is still \$500.00 12:26 PM			
NTE is updated in the work order	APAC PRO has approved the \$625.00 quote 12:46 PM APAC PRO You cannot invoice us more than \$625.00 for this work. Click here if you need this increased			
	Cru Text Message Send			

Accepting a Work Order

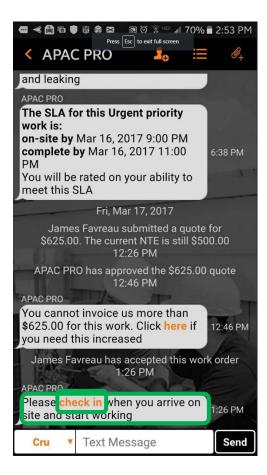


Now let's "accept" or "reject" the work order Tap on the appropriate action. Tap on "accept" to accept a work order or "reject" to reject a work order The action is timestamped in the CruChat, see picture to the right Customer will be notified that their work order has been accepted If the work order is accepted, a new action to "check in" and begin the work will

appear



Checking In and Starting a Work Order

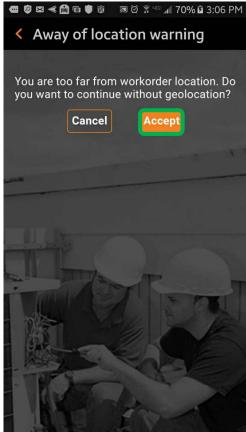


When the work order is accepted, you, or the assigned Sub or CruMember, will be required to check in to begin the work

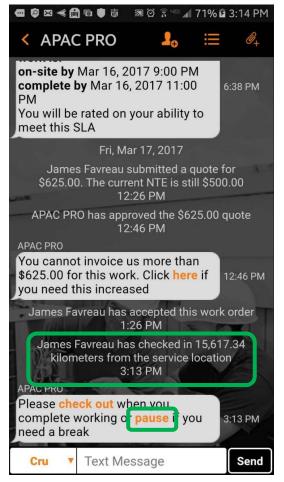
Once on site, tap the "check in" to start the work order

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



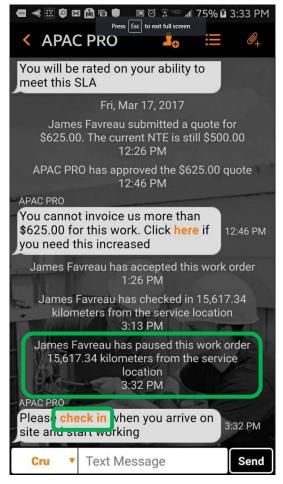
Check In is time stamped in the CruChat

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

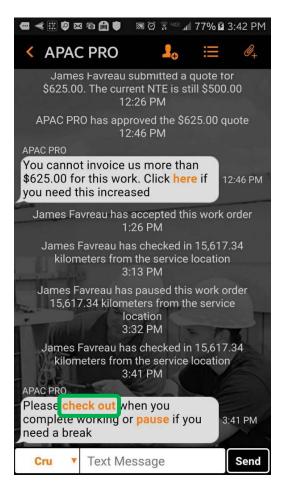
Tap "pause" to stop the work order

Pause activity is time stamped in the CruChat

To re-start the work order, tap "check in"



Checking out and Complete a Work Order

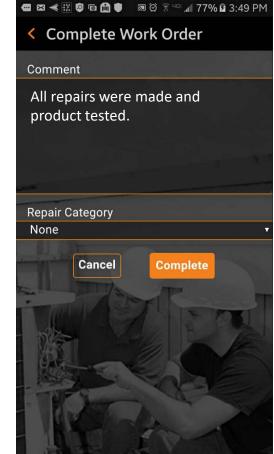


To complete a work order tap "check out"

The "Complete Work Order" window will open

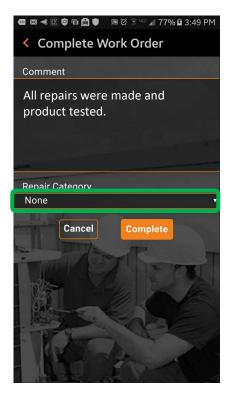
Enter detailed comments about the work that was done

The more details on the work completed the better

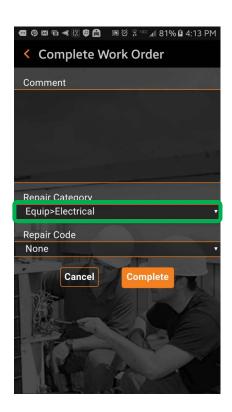


Checking out and Completing a Work Order

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

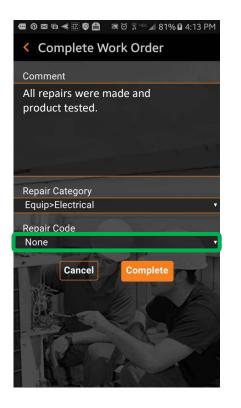


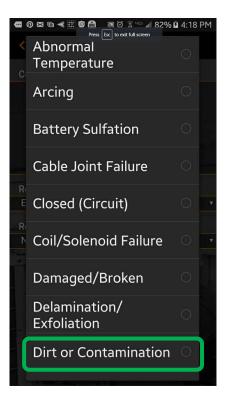
•	🔊 🗠 🖻 🗲 🧱 🗐 🔝 🗑 🛜 📶 80% 🕻	4:08	PM
<	*Not a Failure		
C	Equip>Catastrophic Event		
	Equip>Commissioning	0	
	Equip>Electrical	0	
R	Equip>Environmental		
1.18	Equip>Human		
	Equip>Hydraulic/ Steam Systems		
	Equip>Liquid Ingress		
-	Equip>Lubrication		



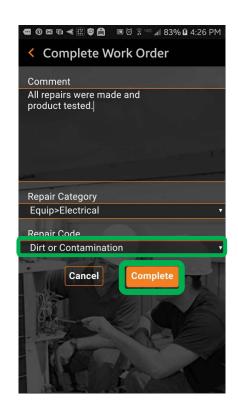
Checking out and Completing a Work Order

Perform the same steps to select the appropriate "Repair Code"



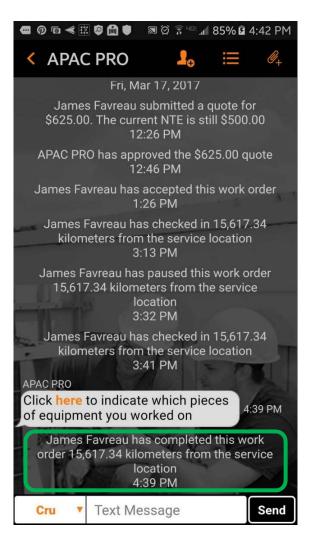


Once the Repair Category and Code are selected, tap on "Complete"



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



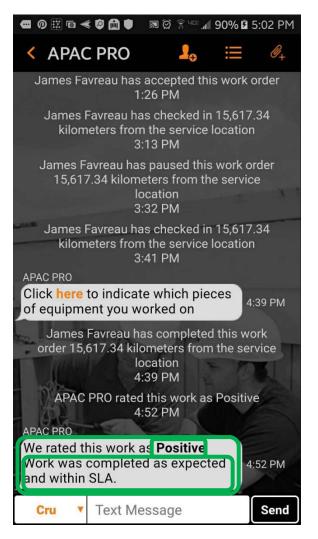
Verifying and Rating the Work

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

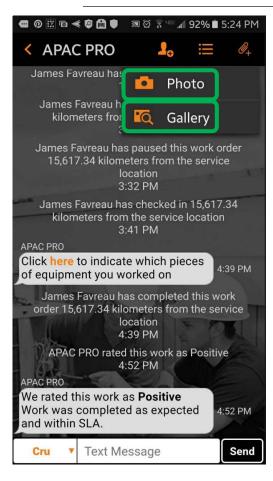
Customers rate your work during the verification process

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

Contact Corrigo via phone or online:

https://corrigopro.com/contactus/

