

How-To: Monitor WIP Jobs and Process Completed Jobs

The following steps show you how to monitor jobs that you have sent to your engineers' handhelds and how to process jobs that they have completed. This is done from the main Handheld screen in ServiceLife. This screen doubles up as a live monitor for active jobs and an electronic in-tray for completed work.

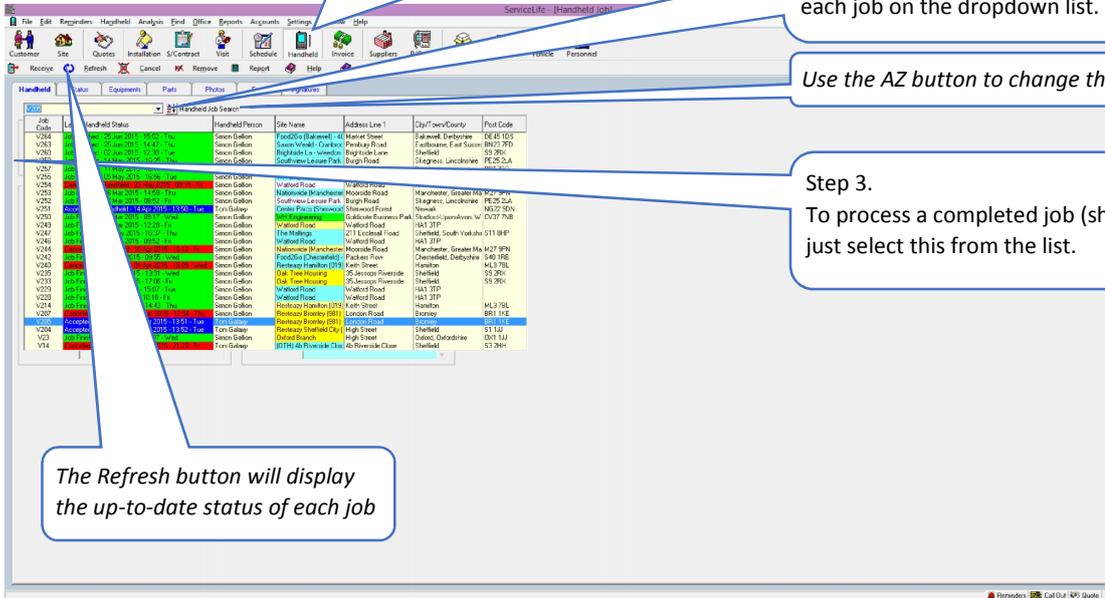
Step 1.
Click on the Handheld button at the top of the screen

Step 2.
Press the drop down button to show you a list of all jobs sent to the handheld. You can see instantly the status of each job on the dropdown list.

Use the AZ button to change the sort order if required

Step 3.
To process a completed job (shown as Job Finished) just select this from the list.

The Refresh button will display the up-to-date status of each job



Having selected a finished job you will see the information that was completed on site. You can tap on these tabs to look at signatures, photos etc. (if relevant)

Step 4.
Pressing the Receive button takes all the information from the Handheld screen and records on the handheld TAB on the original Visit.

This is effectively the same as someone manually typing the details into the system from a paper job sheet.



Step 5 (OPTIONAL)
After pressing Receive, ServiceLife will ask if you want to switch back to see the details on the Visit screen. You might want to press Yes so you can produce a PDF jobsheet for this job straight away. Alternatively press NO and you could carry on receiving more jobs on this Handheld screen.

