

# Krinkels Greencare Field Service Application Training Guide



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This document is a step-by-step training guide of the Krinkels Field Service Application, destined to train the operators.

# 1. Getting Ready for Using the Application

## 1.1. Installing the Field Service Mobile App

For iOS (Apple Devices)

- Open the App Store on your device.
- Search for "Salesforce Field Service".
- Tap Download and wait for the installation to complete.

For Android Devices

- Open the Google Play Store.
- Search for "Salesforce Field Service".
- Tap Install and wait for the app to download.

## 1.2. Logging into the Application

Krinkels Greencare (hereafter called KGC) uses **Single-Sign-On (or SSO)**, which allows users to log into Salesforce automatically if they are already signed into their Microsoft account. This eliminates the need to remember multiple passwords, improves security, and saves time. When a user opens the application, it recognises the Microsoft login and grants access without requiring another password.

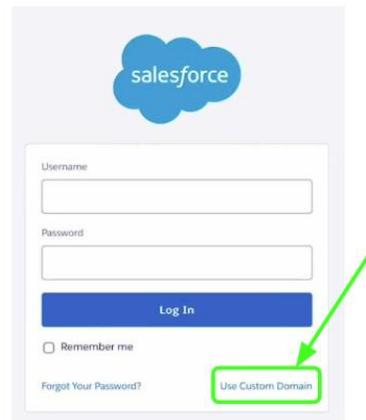
Follow these steps to log in:

1. **On your mobile device, find the Field Service Mobile App icon.**

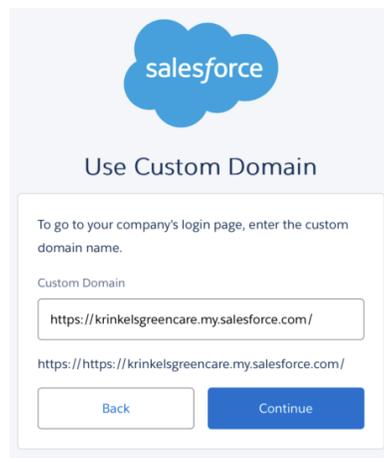


2. **Tap the icon to open the app.**

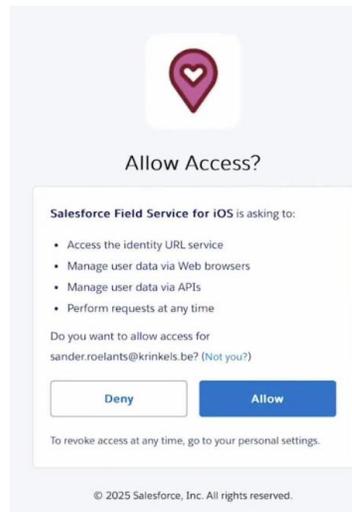
- To select the correct environment, on the login screen, tap **"Use Custom Domain."**



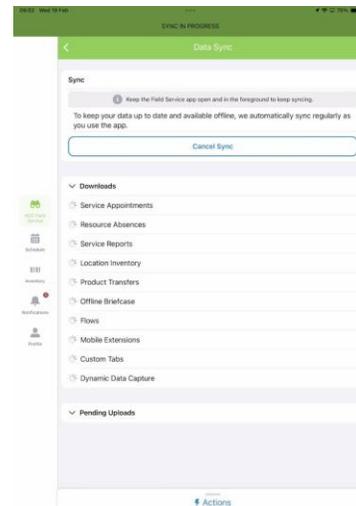
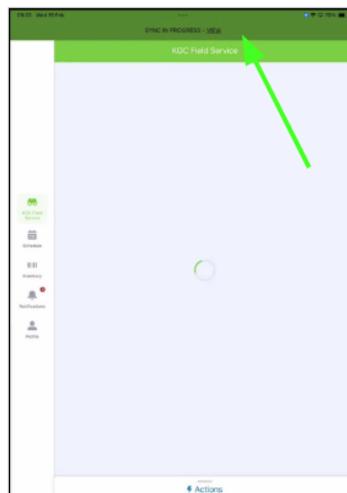
- Enter your company's **Salesforce domain URL**: <https://krinkelsgreencare.my.salesforce.com/>



- Tap **Continue**. You will be redirected to your company's SSO login page.
- Tap **"Log in with KGC Single Sign-On"**
- Authorise Application Access (this will be on first use of the app on the device): when prompted, allow the application to access necessary services by selecting **"Allow"**.



8. **Wait for Application Sync:** observe the sync progress message at the top of the screen and wait until the initial synchronisation completes. This may take a few moments.



If the SSO fails to work you will have to log in with your username and password, please make sure that you have these safely stored somewhere.

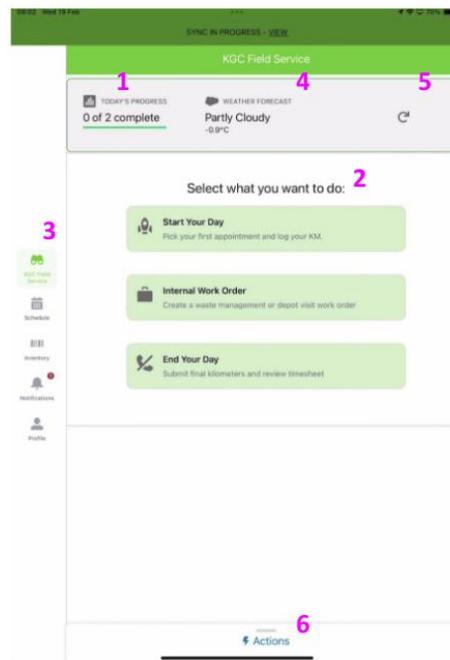
## 2. Navigating the Application

### 2.1. Main Screen

Let's learn how to navigate the application. The main screen is automatically displayed after launching and syncing the app successfully.

The main screen includes:

1. Today's work progress,
2. A number of preset activities you may need to perform,
3. A number of tabs which to navigate to different parts of the application (or sections),
4. A weather forecast indication,
5. The refresh icon,
6. And a link to actions you can perform.

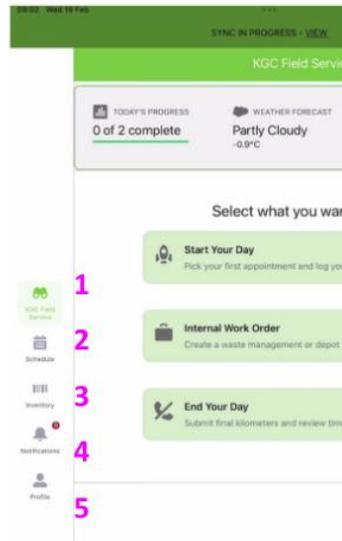


### 2.2. Manually Syncing the App

The app is synced automatically when launched. However, sometimes a manual sync may be required. Generally the manual sync is demanded when required by the system. If you experience issues with the manual sync, please make sure that the option to initiate a manual sync is correctly selected in the settings on the user's Profile (see below, 2.3.5).

Please note that a sync is not the same as a refreshing of the screen, which you can do by pulling the screen downwards. Refreshing the screen updates recent information, but does not mean a full sync.

## 2.3. Navigating the Sections

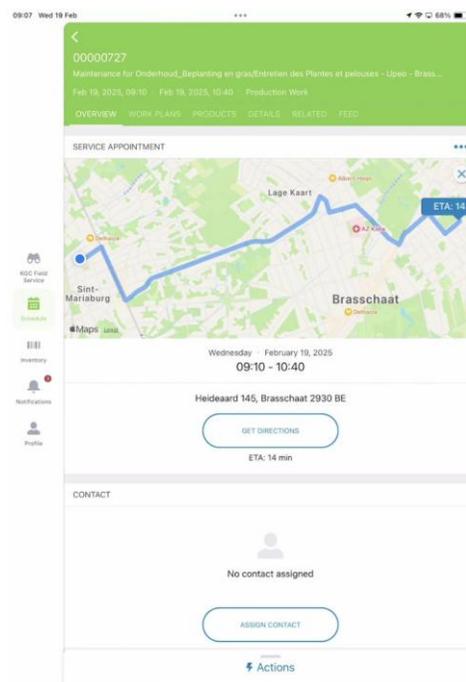
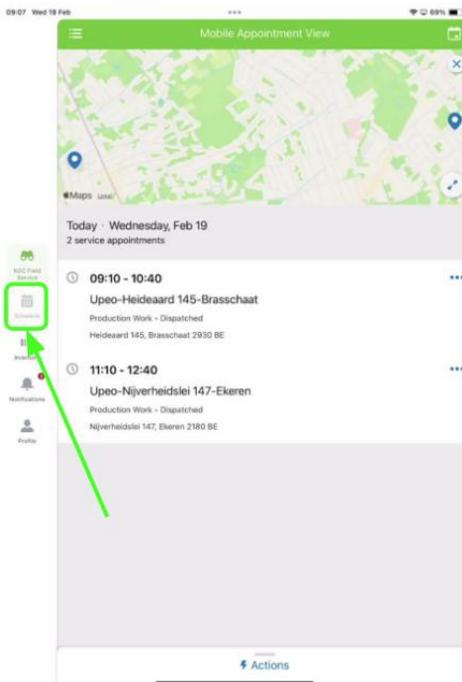


### 2.3.1. KGC Field Service

Use this icon to navigate back to your main screen at any time.

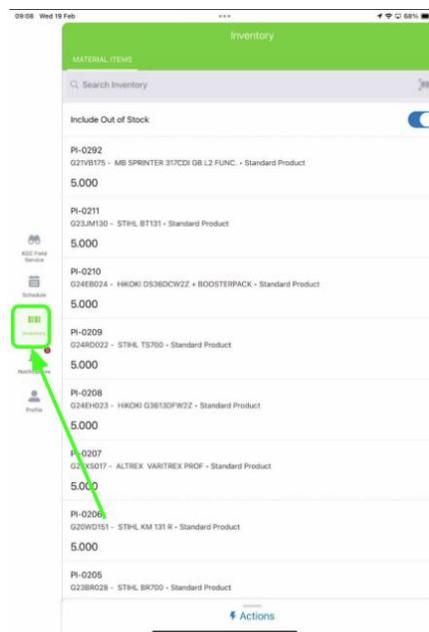
### 2.3.2. Schedule

- Tap the “Schedule” icon in the side navigation menu to view your daily tasks.
- Swipe left or right to view tasks for different days.
- Tap on individual service appointments to see further details.



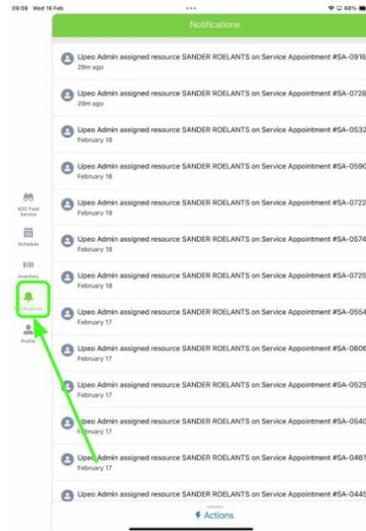
### 2.3.3. Inventory

- Access the “Inventory” section via the side navigation menu.
- Review the list of available materials and their quantities.
- Please do not use the toggle on the top right (Include Out of Stock): this is a standard field of the app that we cannot remove, but you should not use it.



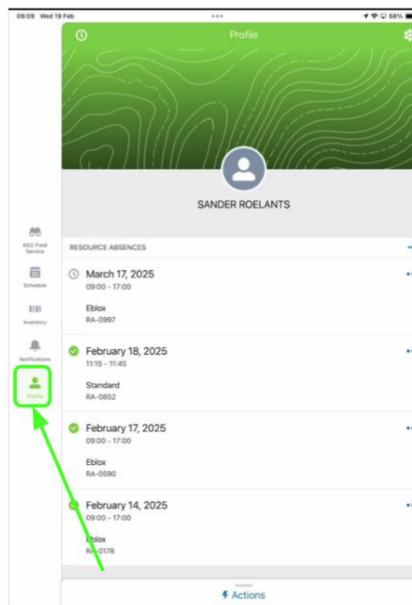
### 2.3.4. Notifications

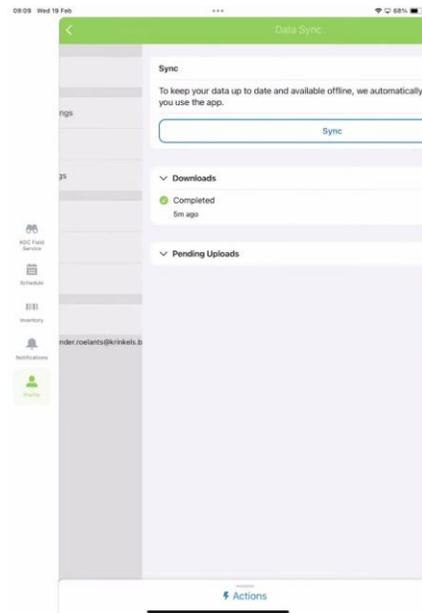
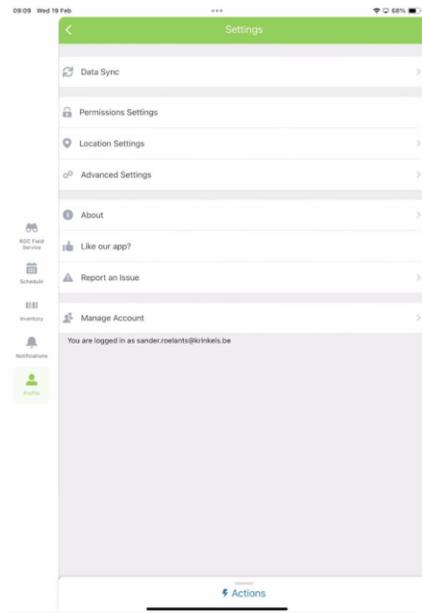
- Check notifications related to assignments and timesheet changes.
- Notifications are auto-generated by actions of contract managers and other system events.
- Open the “Notifications” panel from the navigation menu.
- Review recent updates and alerts relevant to your tasks or schedule.



### 2.3.5. Profile

- Tap on the “Profile” icon to view details about the currently logged-in user.
- Explore the settings for options such as syncing and managing resource absences.

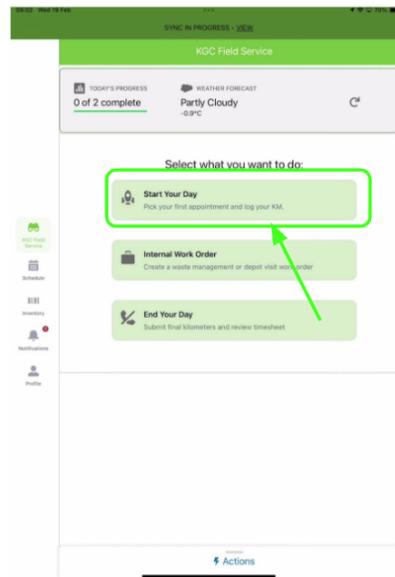




## 3. A day in a Life of the Operator

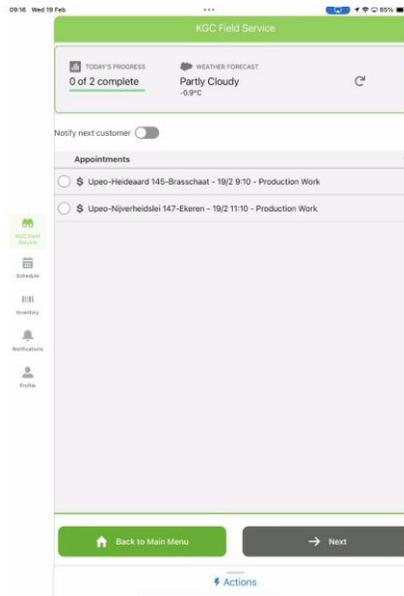
### 3.1. Starting my Day

On the Main Screen, you will find the green button 'Start Your Day'. This button guides you through the process of starting your work day and recording your kilometers. This button is only available at the start of your day, once the process of starting the work day is completed, it will disappear from your main screen and be only available again the next day.

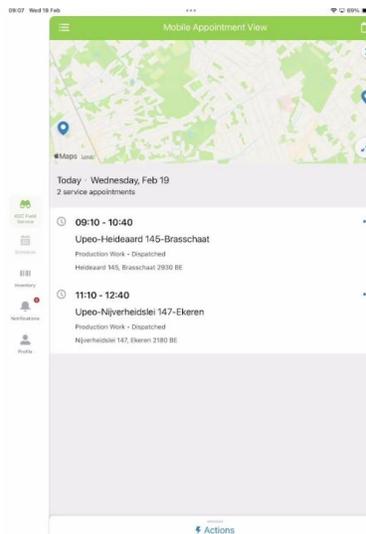


#### 3.1.1. Selecting my First Appointment

The first screen when starting your day will show your today's appointments, in order of execution, as planned by the contract manager. Please try to stick to the order of the appointments as they appear to allow for better scheduling.



If you would like to check the details of an appointment in the list, you should go to the “Schedule” where you can access each work order and see details such as the description, the address and the work that needs to be done. Any special instructions will also appear on the work order.

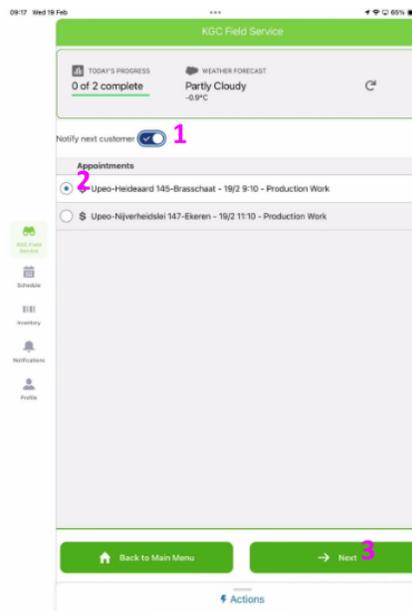


### 3.1.2. Getting Ready to drive to your Appointment

Now get ready to drive to your customer.

In order to increase communication transparency and efficiency, you may notify your next customer that you are on your way. Only enable this if you have checked that there is an operation contact person attached to the appointment before using this feature. This person will receive an automated email, alerting them of your impending visit.

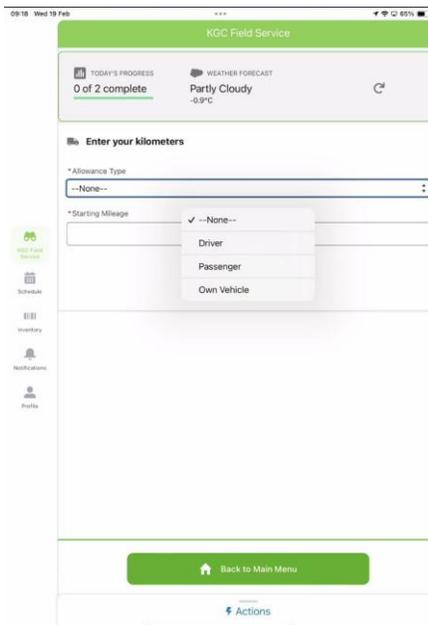
1. If you would like to notify the customer of the fact that you have left your previous appointment (or your starting point) and that you are on your way, you may activate the toggle: “Notify next customer”.
2. Select the appointment.
3. And click on “Next”. This button can only be selected when you first select the appointment, becoming green (instead of grey).



### 3.1.3. Entering my Kilometers

Only before heading off to your first appointment of the day, you will be asked to enter your kilometers.

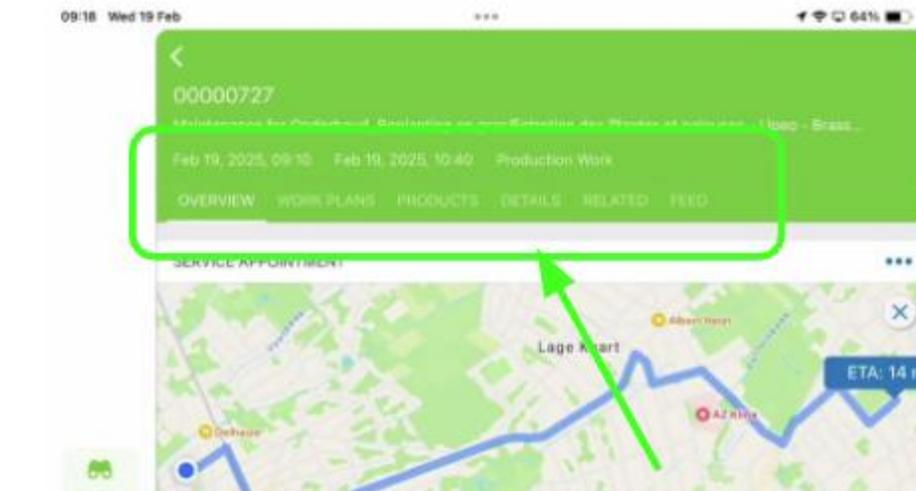
- Input the starting kilometres in the app to log the beginning of your travel. Accurate entry of this information is important for travel tracking and record accuracy.
  - Select the Mileage Type, choosing if you are the driver or the passenger.
  - Enter the kilometers as displayed on the dashboard of your van.
- Click on the “Save” button.



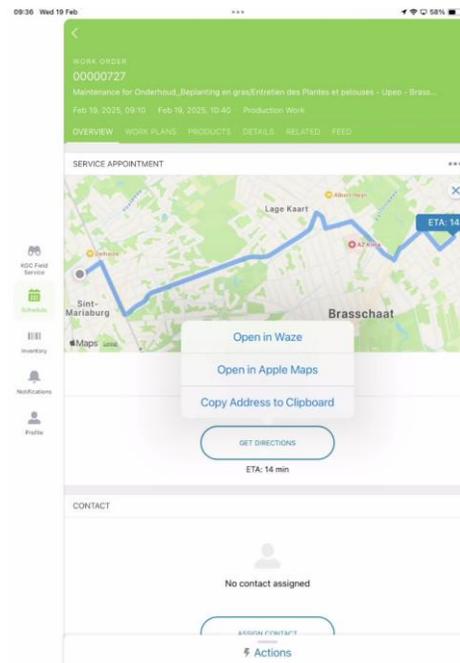
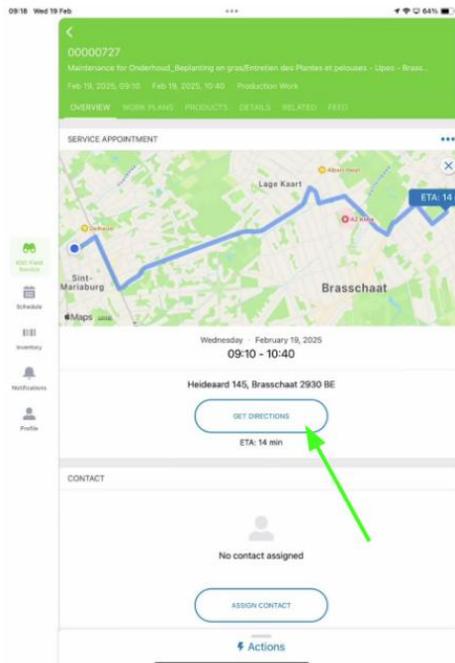
### 3.1.4. Navigating to my Appointment

You will automatically be redirected to the Service Appointments page of the appointment. This page contains a lot of information. It consists of different tabs:

- Overview: Displays service appointment main information such as location, contact details of the operational customer contact and the scheduled time of the appointment.
- Work Plans: Where you can see what needs to be done and where you will indicate the status of the needed actions related to the service appointment.
- Details: Provides a quick view of the appointment's details and relevant information, as provided by the contract manager.
- Feed: Shows Chatter items and Chatter feeds related to this work order. Chatter is a way to communicate through messaging with colleagues, contract managers and business support.



To navigate to my appointment, I can access the Map and Route Information from the Overview. The “Get Directions” option provides integration with navigation apps, allowing you to use Waze or Google Maps for example to navigate to your destination.



### 3.2. Executing my Work Orders

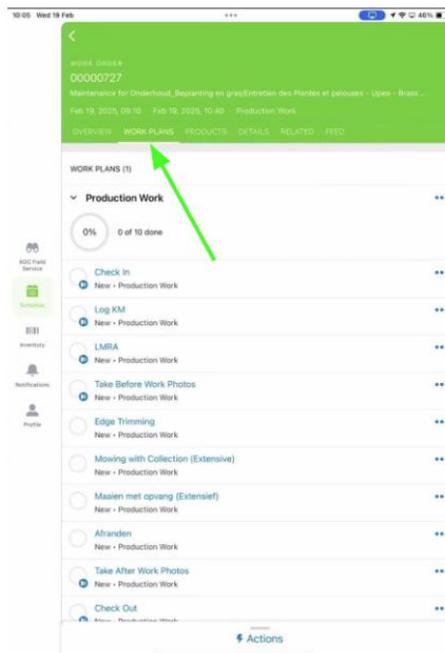
#### 3.2.1. Making sure to Understand the Work to be Done

Navigate to the “Work Plans” tab to visualise the work steps that have been prepared for you to execute on this appointment.

This is a breakdown of the tasks to be carried out, giving you a clear view of your tasks. **To select a task, click on the small circle to the LEFT of the task title.** When the task is completed, the small circle will turn green.

Please note that the line for each step also has ‘3 dots’ on the far right. These dots are standard in the application and are not easy to click on, but they are necessary to update the status of the work step quickly. You may be confused at first!

The work steps are different for each type of work order (technical container for the work, attached to an appointment). We have production work and also “internal” work orders. We will guide you through the differences throughout the document.

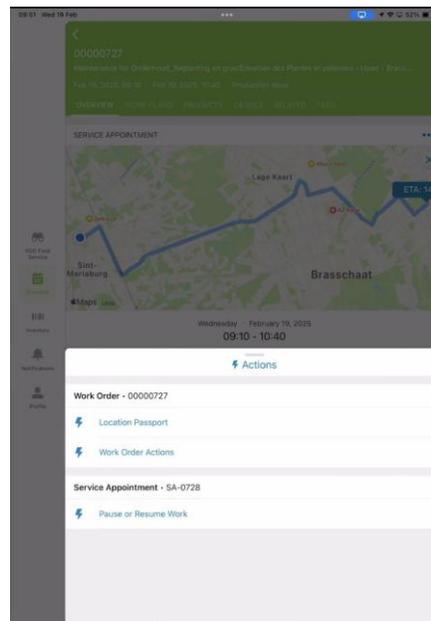


Before we “Check In” at the location, let’s quickly look at the “Actions” available from the app.

### 3.2.2. Making sure to Understand the Actions Buttons

When clicking on the Actions button at the bottom of your page, a menu will appear with a number of actions that are related to the work order you are working on, or to the related service appointment (for you they basically mean the same).

1. I can check and request an update of what is called the “Location Passport”.
2. I can access more Work Order Actions.
3. I can Pause and Resume Work.



### 3.2.2.1. Consulting and Updating the Location Passport

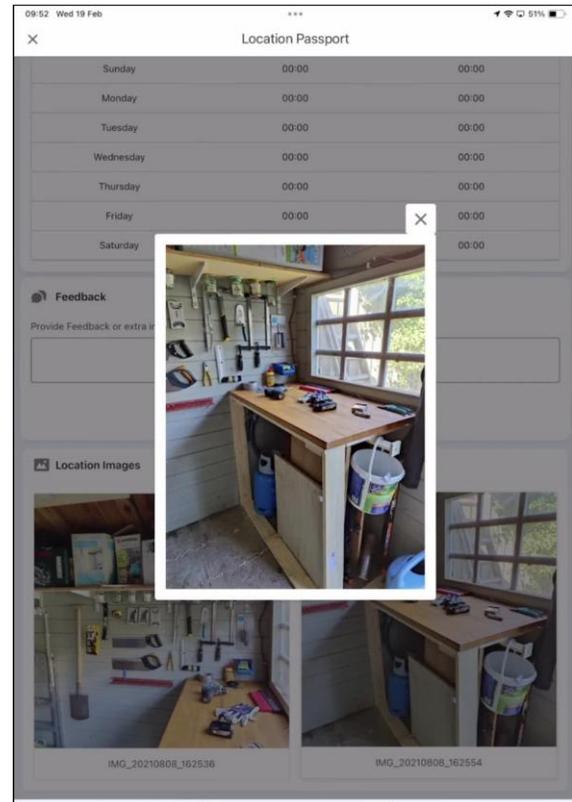
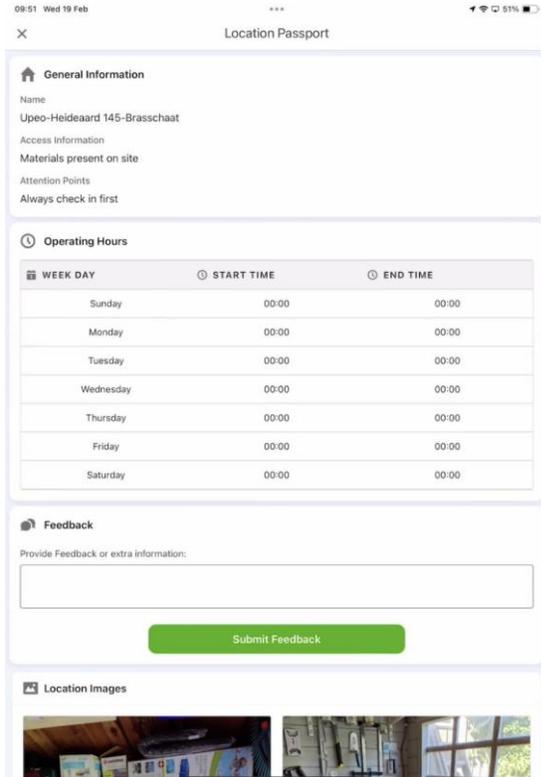
The location passport in the system is extra information about the customer that you may need to execute the work order in an efficient way. It contains information such as operating hours of the customer, access information of the site, or any attention points.

Operating hours are defaulted to 24/7. They are not the opening hours of the site, but the hours that KGC may operate at the site.

If the information is not correct or needs to be completed, you can write a comment in the Feedback section, and Submit it for review by the contract manager by clicking "Submit Feedback". They will update the record in the back-end application so that next time the data will be correct.

It is also possible to attach images that are relevant to the team about this customer, such as a picture of the entrance (if a little hidden for example).

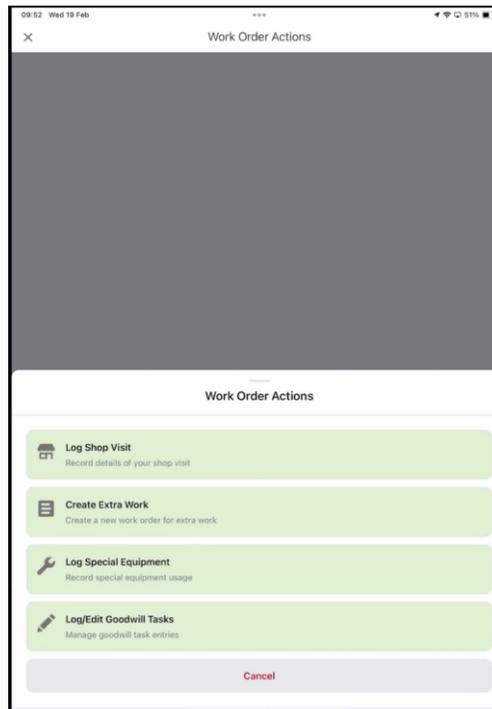
- From the Location Passport, look for the "Location Images" section with the image thumbnails.
- Tap on any image thumbnail to open and view it in detail.



### 3.2.2.2. More Work Order Actions

When working on a work order at a customer, several actions may need to be logged. We have foreseen automated actions for capturing. These are ONLY accessible when working on a work order, and will be automatically tied by the system to the correct work order:

- A shop visit for that customer.
- You may need to log the fact that you have spotted additional work, or “meerwerk” to be done at the customer.
- You may need to indicate that you have used special equipment on the job. Equipment you didn’t bring in your van, but that we delivered earlier at the customer site.
- You may have done some extra work qualified as Goodwill.

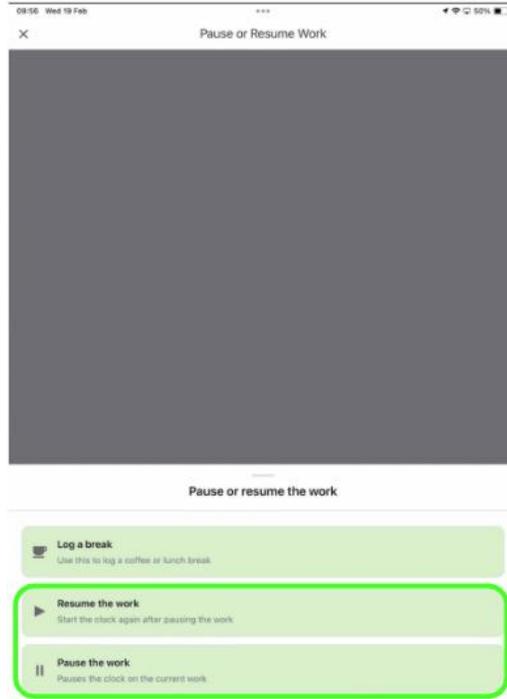


We will later detail when and how to use these different actions.

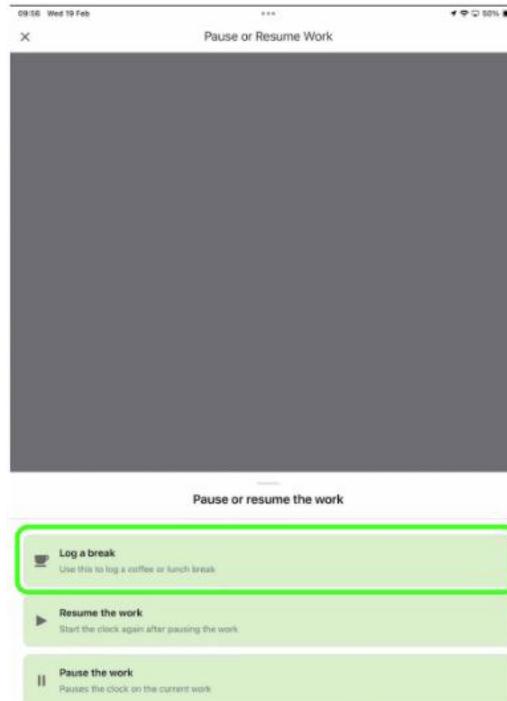
### 3.2.2.3. Pausing and Resuming the Work

Manage work order timing by pausing or resuming tasks during non-billable events, ensuring accurate service logging. The “paused” time will not be logged as “productive” time, nor billed to the customer.

- Within the work order view, locate the “Pause” and “Resume” buttons.
- Tap “Pause” when attending non-billable short meetings or events (such as “Toolbox” meetings).
- Use “Resume” to continue work once the meeting concludes.



### 3.2.2.4. Taking a Break

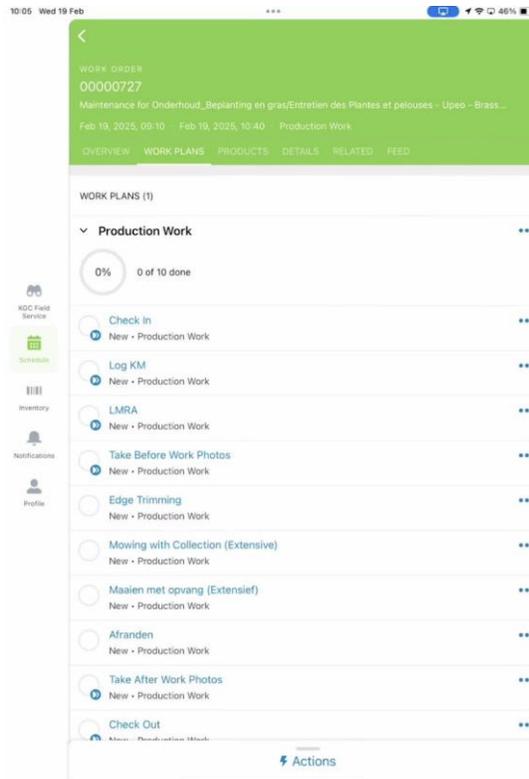


### 3.2.3. Executing the Work Order

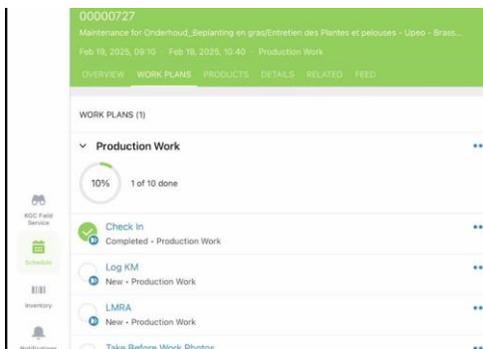
#### 3.2.3.1. Checking In

Let's start working on the appointment.

- Navigate to the Work Order tasks under “Work Plans”.
- Review the list of tasks presented in front of you for the current work order.

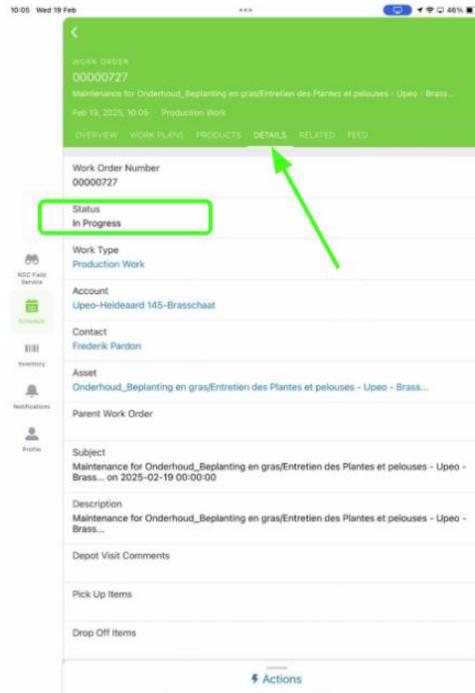


- Use the Check-in button to get started.



- This will change the status from “traveling” to “in progress”. You do this once you have reached the workplace location. Please make sure that when you left your departing point, you indicated

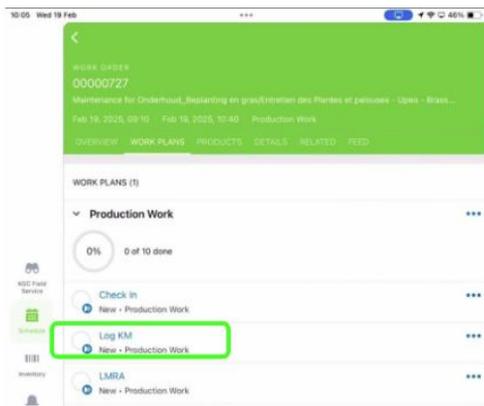
that you were “traveling” to the location. (This can always be verified in the status of the work order in the “Details” tab).



### 3.2.3.2. Logging Kilometers Driven and Ending Mobility

If this is the first appointment of the day, an additional step is automatically added to capture again your kilometers.

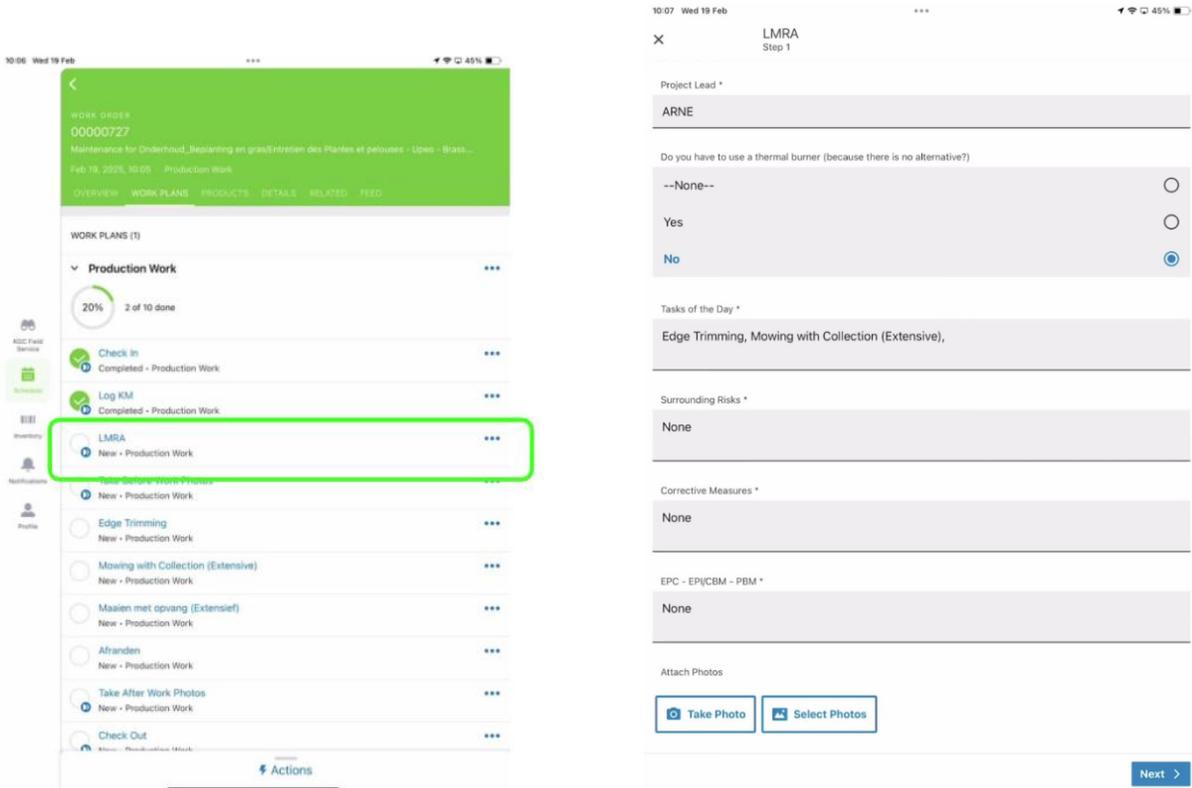
- Just like when you left, enter the kilometers as displayed on your dashboard.
- The starting kilometers are prefilled as entered previously.
- As of now, your timesheet will start capturing working hours, and your mobility records are being correctly updated.
- Both for the driver, as for the passenger, or other members of the crew present in the van.



### 3.2.3.3. Doing a Last Minute Risk Analysis (LMRA)

Doing this risk assessment prior to executing the work is crucial for the safety and assessment of potential risks of all on site. Moreover it is an important part of KGC being compliant.

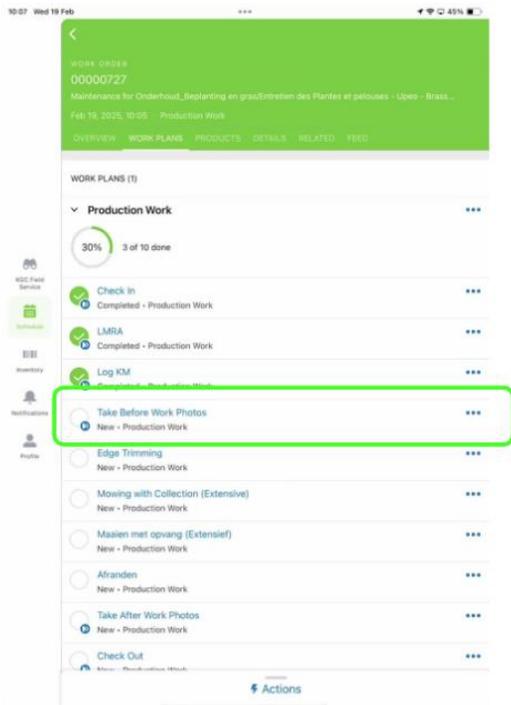
The contract manager will decide on which work order you will have to report all the steps explicitly. For all work orders it is important to have the right reflexes, but to save time, a subset of work orders will actually prompt you to fill in the details.



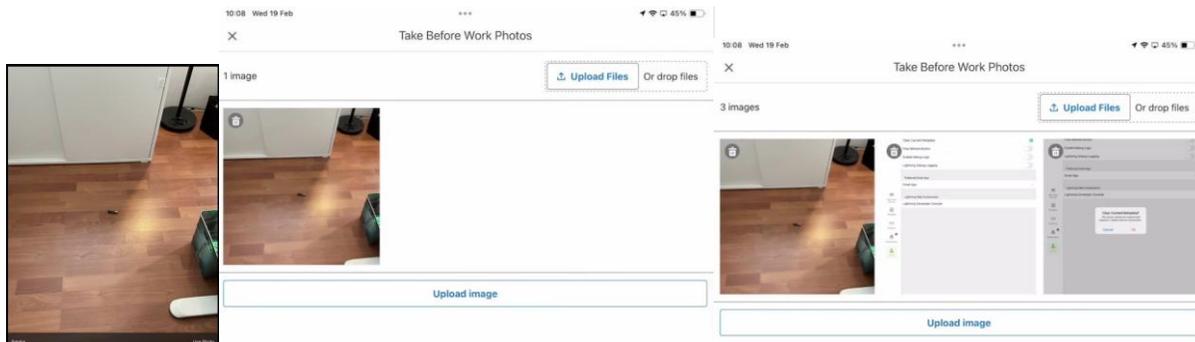
- Launch the LMRA from the work steps, and
- Fill out the information requested.
- You can add pictures as proof for the observations,
- Before clicking on “Next” to go to the next work step.

### 3.2.3.4. Uploading “Before” Pictures

Like most of the information captured during the work order execution, the before pictures will be added to the automated service report generated later to be sent to the customer. It is important to take good pictures, as it will help document the initial state of the work area.



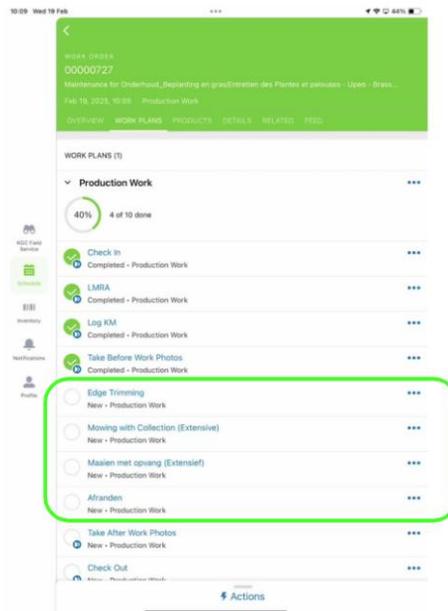
- Tap on the camera or photo icon in the work order section.
- Choose “Upload Photos” to open your photo library.
- Select the relevant before pictures and upload them.
- Or you may also take photos directly from the app.



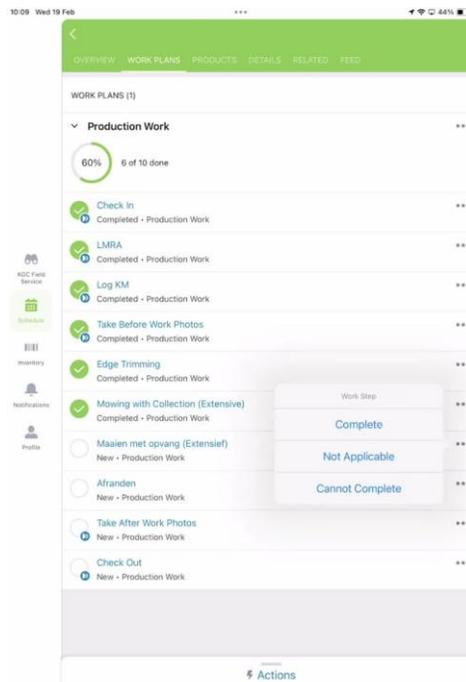
### 3.2.3.5. Mowing, Trimming,...

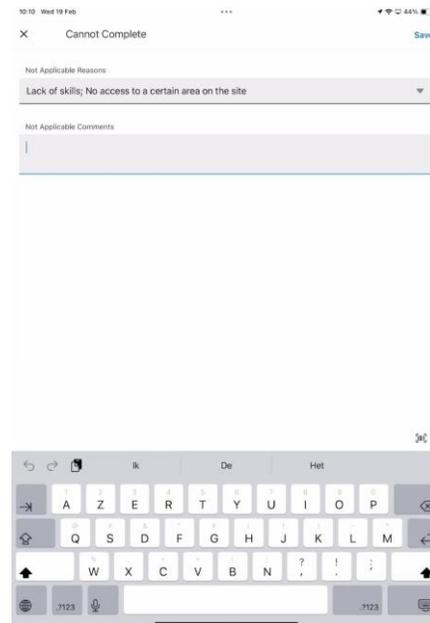
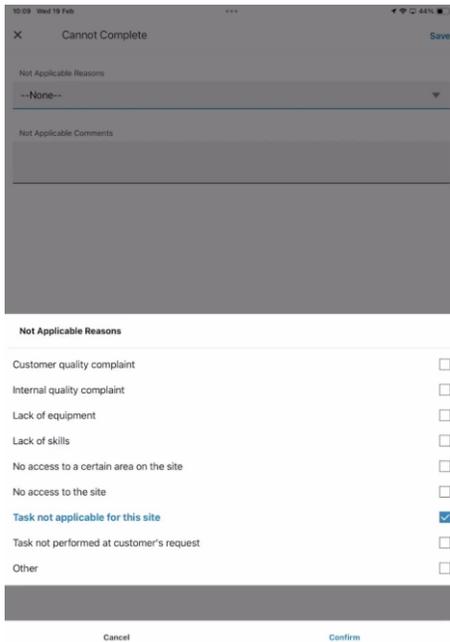
I checked in, did my risk analysis, and took the before pictures... I can finally get some real work done.

The list of tasks is a standard one and was generated by the system based on the service package that the customer has bought, as well as the seasonal and specific changes made by the contract manager when creating the schedule.



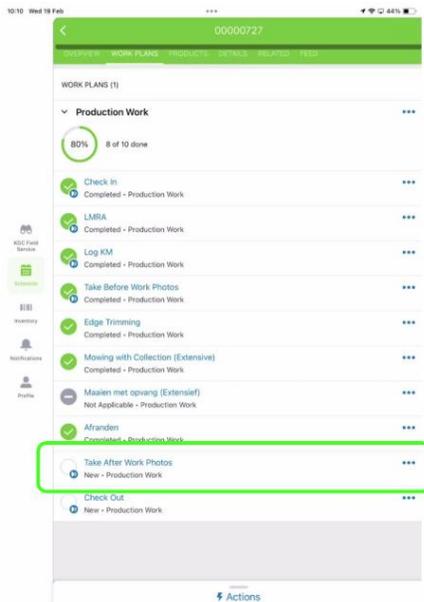
- This being said, it is still possible to deviate from the standard list, by using the “3 dots” and indicating that a certain task is not applicable or not possible at that moment.
- If you choose “Cannot Complete” you will be asked to enter at least one reason from a standard list.
- More than one reason are possible.
- You may add additional comments.





### 3.2.3.6. Uploading “After” Pictures

Our work is done, we take some pictures to prove it. These will also be added to the automated service report generated later to be sent to the customer. Ensure consistency in the before-and-after photo documentation. The process is exactly the same as for the before pictures.



### 3.2.3.7. Checking Out

Checking out means that all information relative to this work order has been captured and the work has been completed. This will stop the logging of productive time on the appointment, and change my status back to “travelling”.

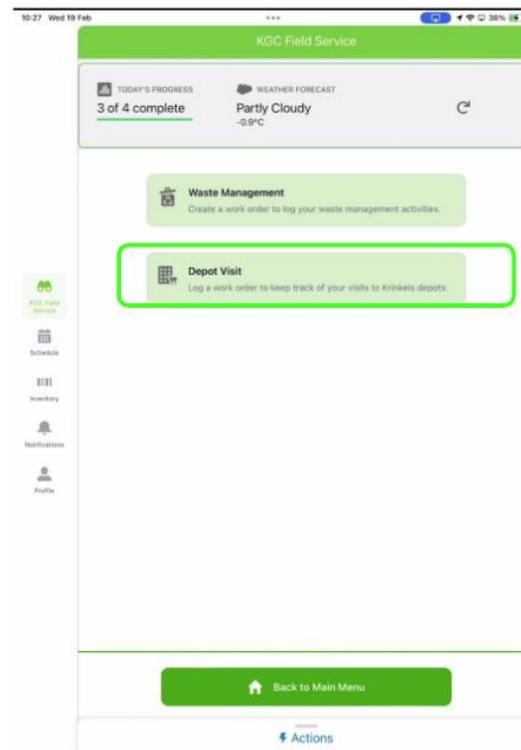
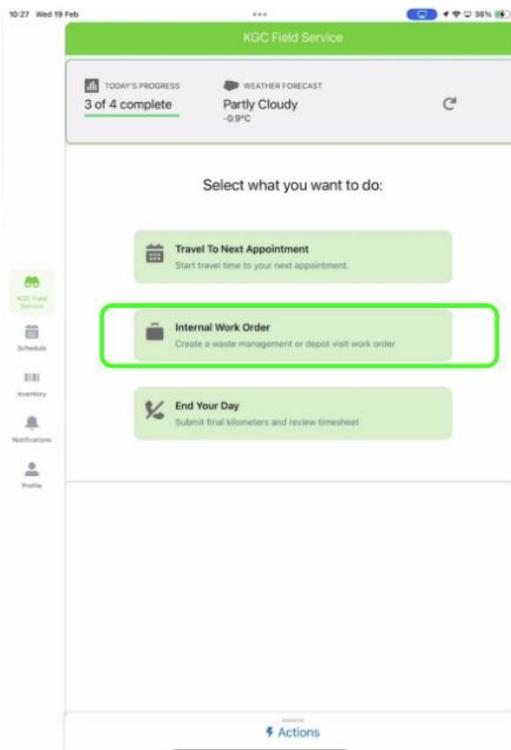
- Tap the ‘Check Out’ icon to complete the current work order.
- Ensure that all tasks related to the work order have been completed before checking out.
- I can now select the next appointment or a task I need to perform first.
- I can also decide to take a break.

### 3.2.4. Going to a Depot (Depot Visit)

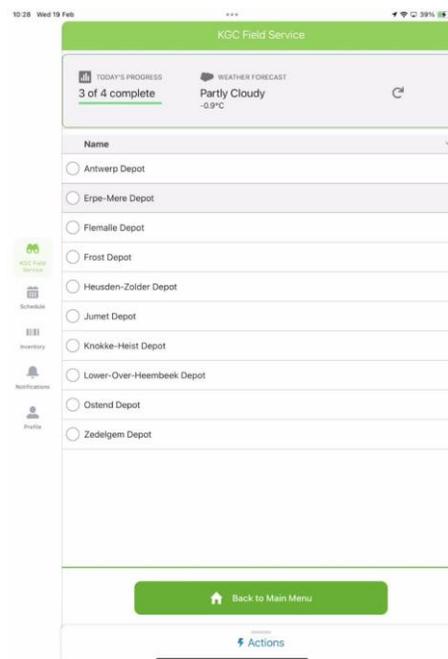
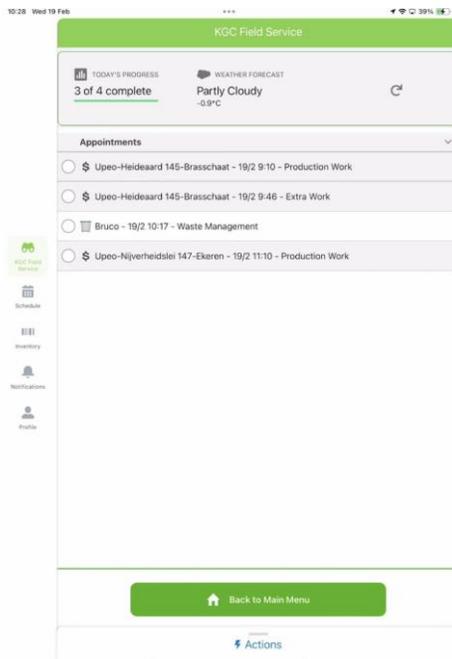
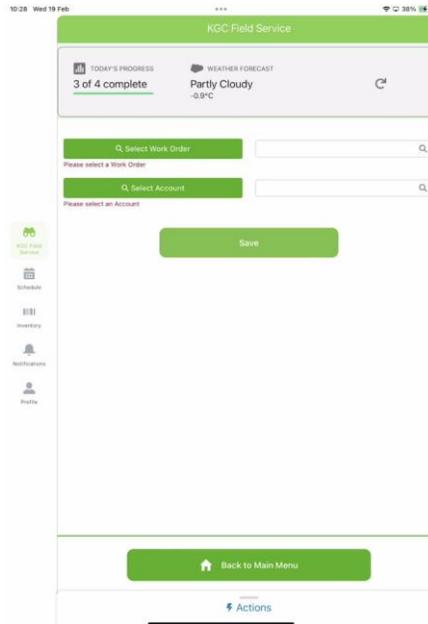
#### 3.2.4.1. Creating a Depot Visit

In this section, you will learn how to create a depot visit from your iPad using the Krinkels Field Service Mobile app. Depot visits may also be scheduled by the contract manager, in which case, not all steps below will be entered by yourself. The work order would then be in your calendar, prefilled with some information.

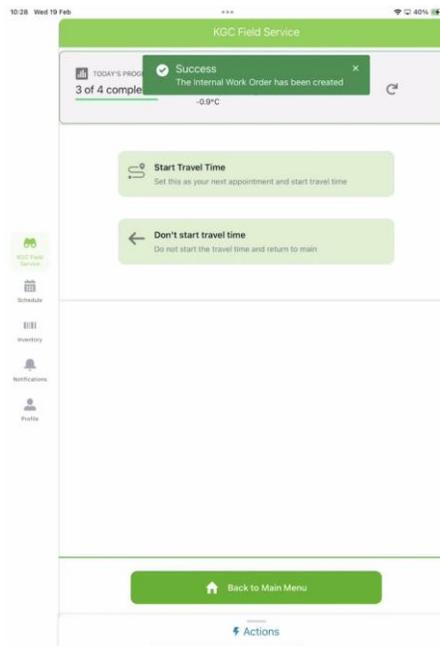
- In order to add a depot visit from scratch to your schedule, you will need to create an “Internal Work Order” from the main screen of your app.
- You will be asked to choose between a Waste Management and a Depot Visit. Select the “Depot Visit”



- For reporting purposes, it is mandatory to link the depot visit to a work order and to a “depot account” (the record for the depot you are headed towards).
- You will be able to choose from any recent appointments.



- Save the depot visit and choose whether you are starting your trip to the depot. If not, you can return to the menu and first execute another action, like taking a break.
- You may also want to use the refresh button to make sure that all completed work orders, and newly created ones are correctly visible in the app.

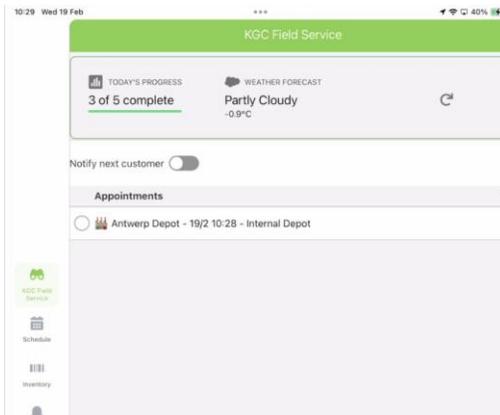


### 3.2.4.2. Executing a Depot Visit

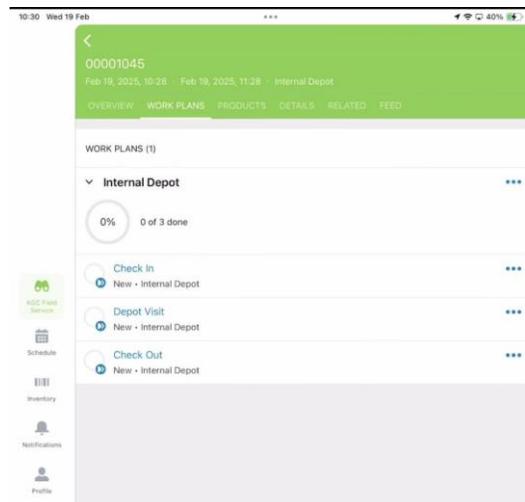
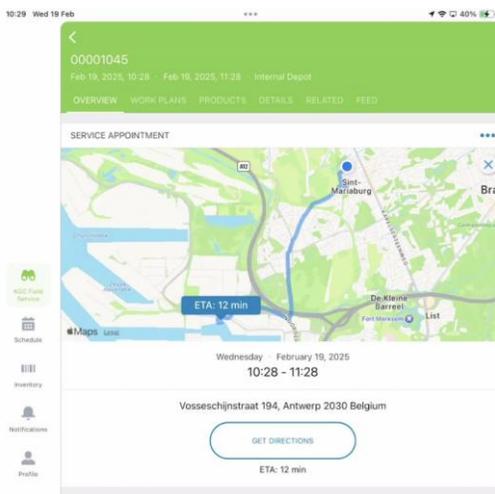
A depot visit is usually scheduled proactively to drop off or pick up what is called Materials. Machines for example. Anything that is “motorised” is part of the inventory of items in your van. This is a standard set of equipment that you always should have with you.

When collecting an additional item from a depot, it will be temporarily added to your van. When dropping off, they will be removed from that inventory. This means that at all times, we have a clear view of the items available in your van.

The depot visit created in the step before (or prepared for you by the contract manager), is now available in the list of appointments on your app. If you don’t see this, then make sure to refresh the app from the main screen.



- It is an appointment with a work order of type internal.
- You can click on it and start navigating towards the depot, just like you would with a production work order.
- You will notice that the work steps are different!



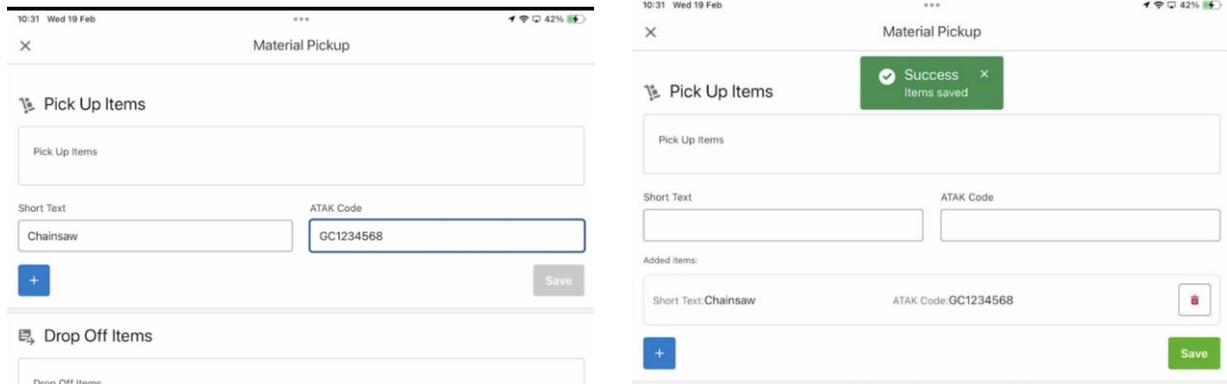
Just like with the other work orders, you will Check In as soon as you get to the depot. This will stop the recording of the travel time and start recording the time spent at the depot.

Once checked in you can start the Depot Visit. You will be asked which material you are picking up or dropping off.

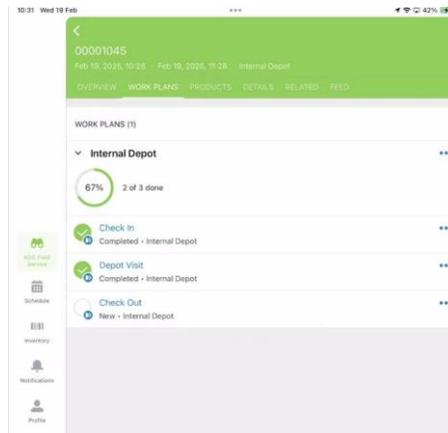
### **Picking up Material:**

- It is important to always enter the ATAK code for the material you pick up, which will be communicated to you at the depot.
- The Item will show in the “Added Items” section.
- You can add multiple items to the Added Items section (and delete them if needed).
- To confirm the pick up, select “Save”.

- In the background the materials will be added to the inventory of your van.
- This also means that you will be able to select this material as part of material used on a production work order, allowing for correct reporting and cost imputations.



Don't forget to "Check Out" before leaving the depot, as this will stop recording the time spent on this activity and will allow you to start traveling again.



### **Dropping Off Material:**

If you are dropping off equipment, you will only be able to drop off the items that had previously been added to the inventory of your van: your standard equipment (for example in case you need to replace a machine that has broken down), or an item picked up earlier.

- From the "Select Material to Return" list, select the item(s) you would like to drop off.
- Click on "Save Returns". The item(s) will automatically be removed from the inventory linked to your van.

Again, don't forget to "Check Out" before leaving the depot, as this will stop recording the time spent on this activity and will allow you to start traveling again.

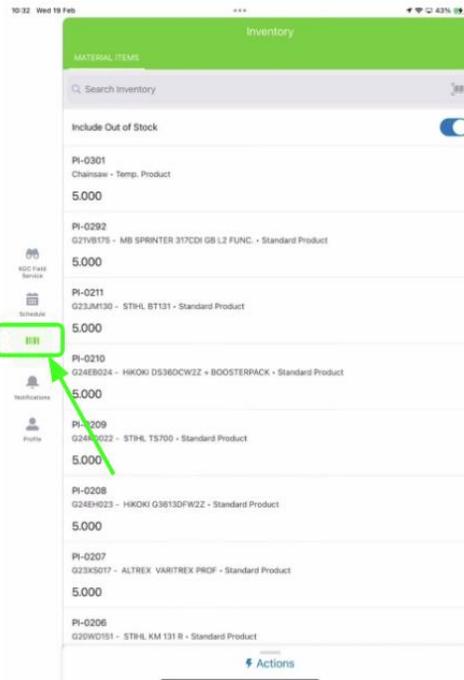
### 3.2.5. Indicating with Materials were used on a Job

It is important to log which equipment was used to execute a work order. KGC uses this to allocate the costs associated with these different pieces of equipment, and when needed to communicate with the customers about the use of these (especially in case of non-standard equipment and an extra associated cost for the customer).

#### 3.2.5.1. Adding "standard" equipment and material present in my van

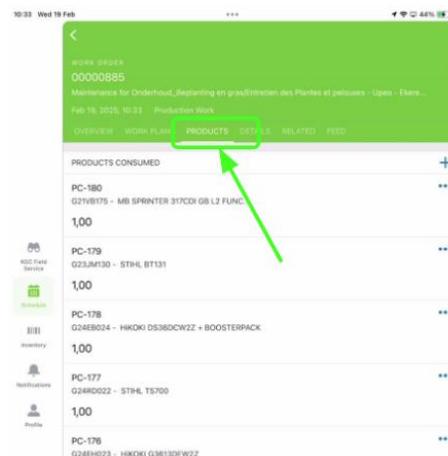
This is the material that is present in my van, and therefore part of my van's inventory.

You can see the inventory by going to the "Inventory" section on the left hand side of your screen:



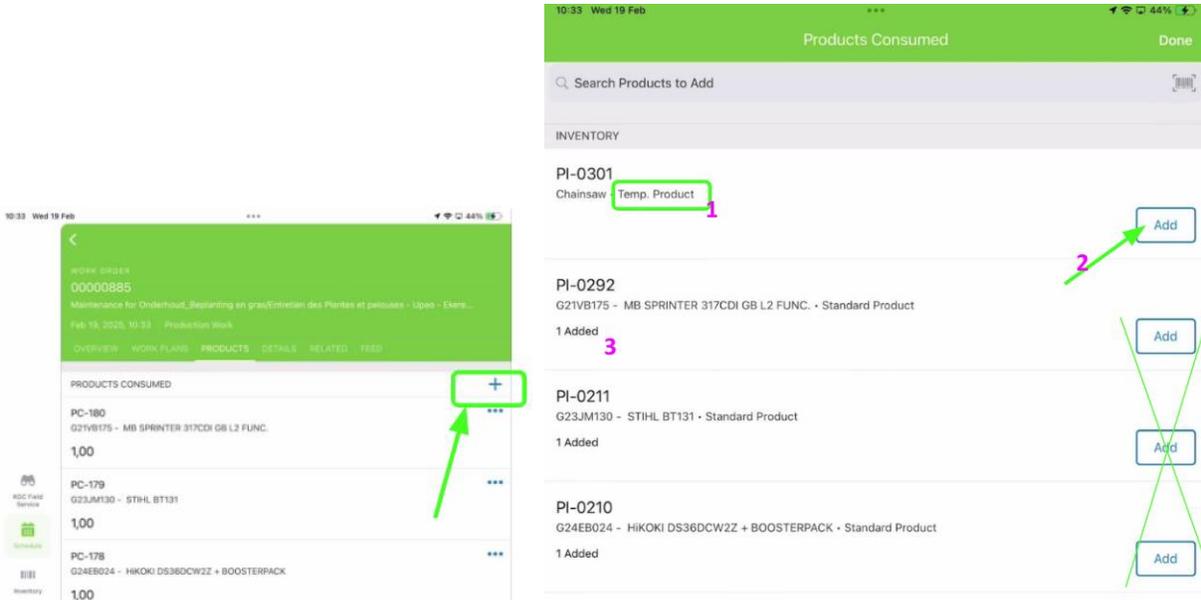
On a work order, next to the tab where you find the work plan and the activities to complete when performing the job, you also have a tab called “Products”. This tab is used to indicate which materials were used when performing the job.

All standard equipment is automatically added to the work order, therefore you ONLY have to add temporary material, that you picked up and used at this specific customer, to the list.

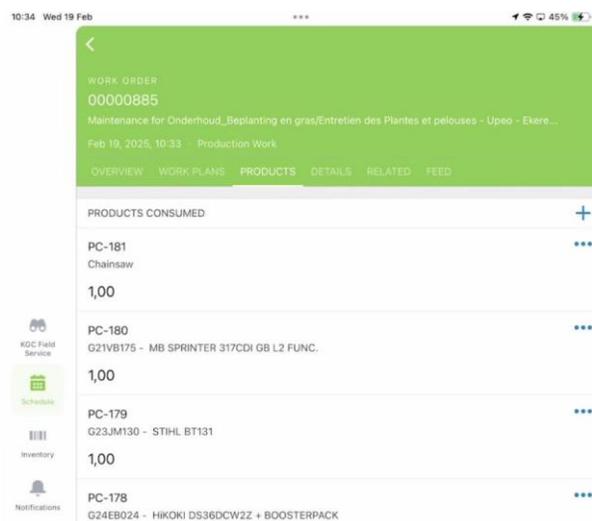
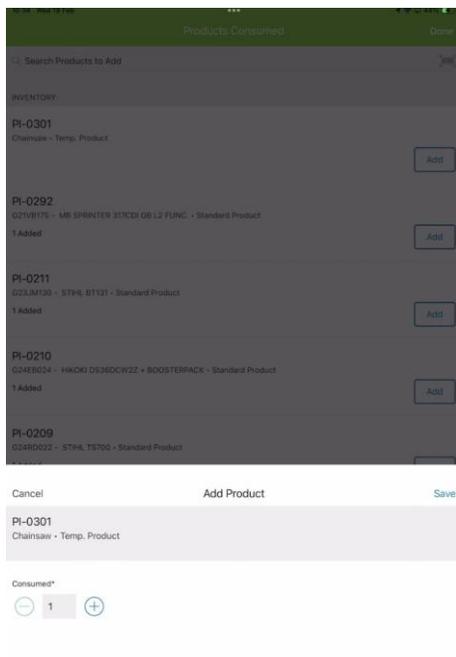


- To do so, click on the “+” sign next to “PRODUCTS CONSUMED”.
- Look for the products that are “temporary” (1). You also have a search bar to look for products.
- Add the product to the work order by clicking on the “add” button (2).

- You may also see that even though the standard material is already added to the work order, you can still add them. This is a limitation of the interface, it cannot be removed. Please don't be tempted to add them again, and observe that they are already added (3).

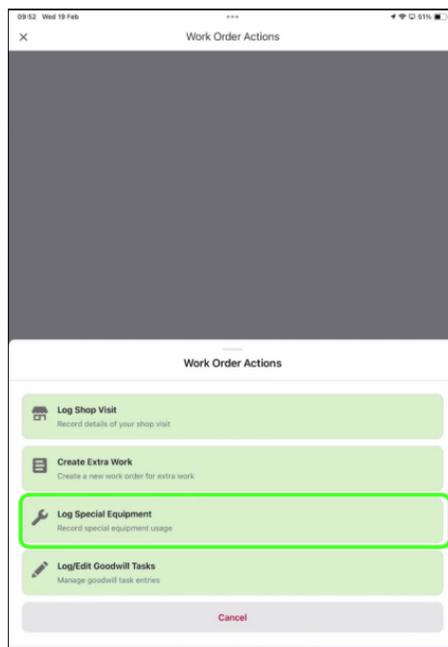
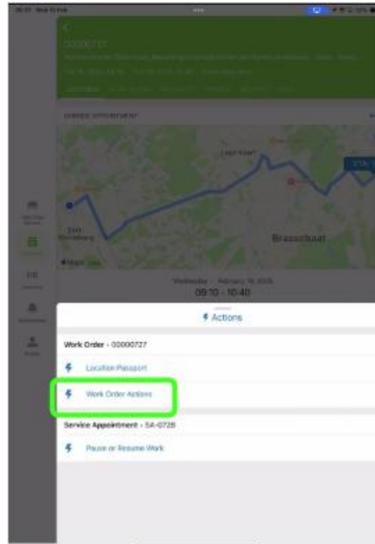


- Once you found your product, you can Save it and it now will show as “consumed”



### 3.2.5.2. Log Special Equipment Usage

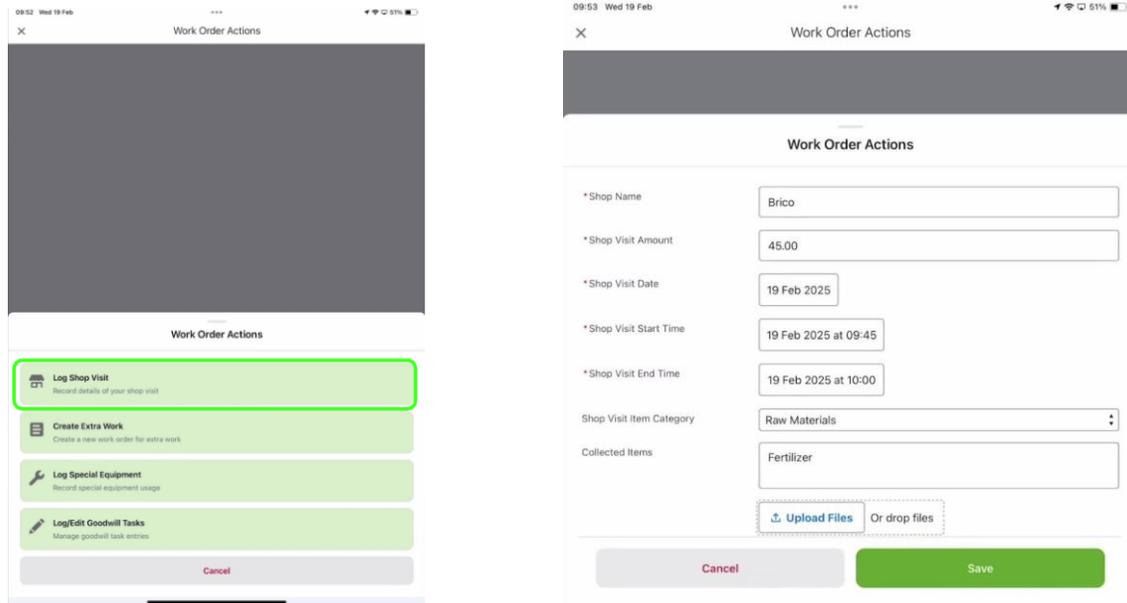
Pay attention, the process above is only for the materials that you brought with you in the van. Any special equipment used that was delivered to the customer for example, can also be indicated, but through the Actions menu at the bottom of the screen.



- Access the equipment logging form through the Actions menu.
- Enter details about the special equipment used, including name and purpose.
- This will now also be able to be included in the Service Report to the customer.

### 3.2.6. Going to the Shop

You may be requested to go to a shop to collect some specific materials for a customer. Again this is a work order action, accessible from the Actions list at the bottom of your screen:



- In the Actions toolbar, select “Log Shop Visit.”
- Fill out required fields including shop name, amount, date, and time.
- Choose the appropriate category from the “Shop Visit Item Category” dropdown.
- Use the “Upload Files” button to attach scanned receipts or photos for verification.
- Verify that all receipts are clear and legible before uploading.

### 3.2.7. Going the Extra Mile and Spotting Extra Work

We have a clear distinction between different types of work that was initially not foreseen.

When you are requested to do additional work, you must contact the Contract Manager to determine the next steps. The process varies depending on whether the work is classified as additional and whether an ATAK Code is required.

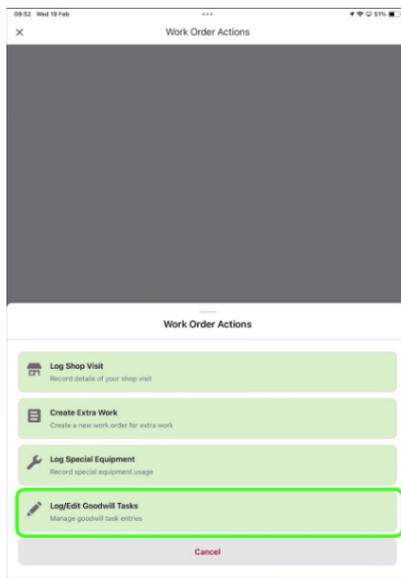
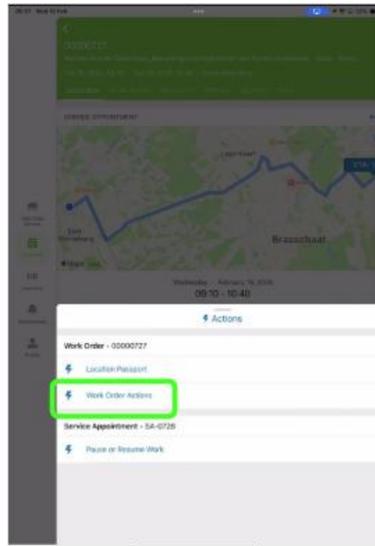
If the Contract Manager determines that the work is not additional, you have 2 options:

- Create a New Work Order – If necessary, you can create a new Work Order from the Salesforce Mobile Service App that will be linked to the original Work Order.
- Log the Work as Goodwill – If the work is minor or falls under goodwill, you can log it accordingly in the system without creating a new Work Order.

#### 3.2.7.1. Logging the Work as Goodwill

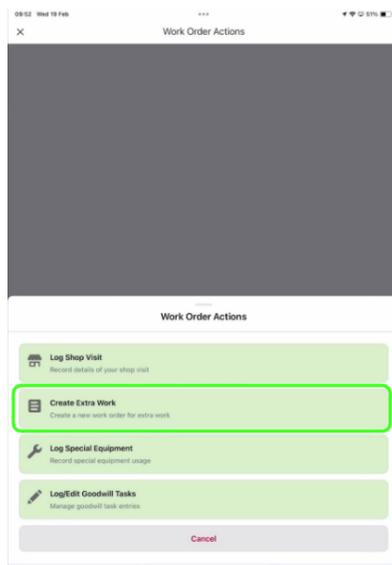
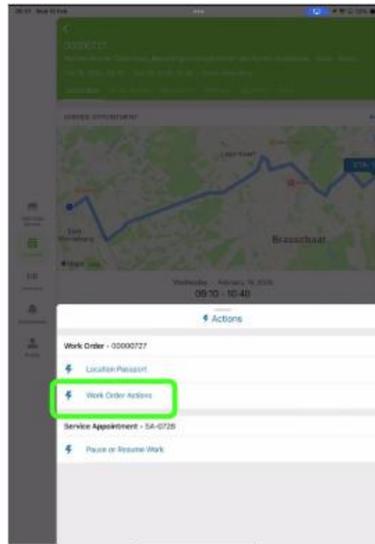
It may be that you are doing something extra, as per request of the customer, that does not need to be invoiced on top of the regular service. We call it “goodwill”.

In order for KGC to understand how much goodwill is delivered by the teams, and to which customers, you will be requested to log these activities separately. It will help KGC in its commercial negotiations, and will be mentioned on the service reports.

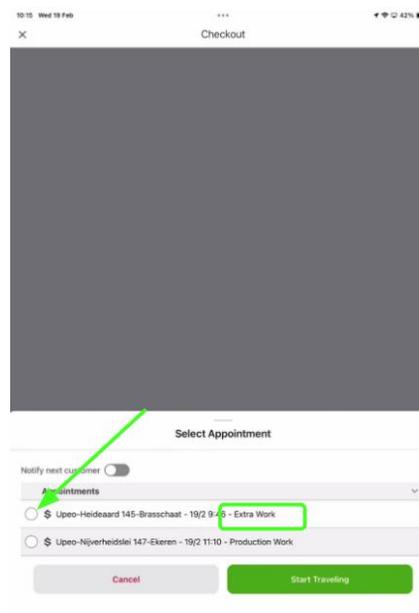
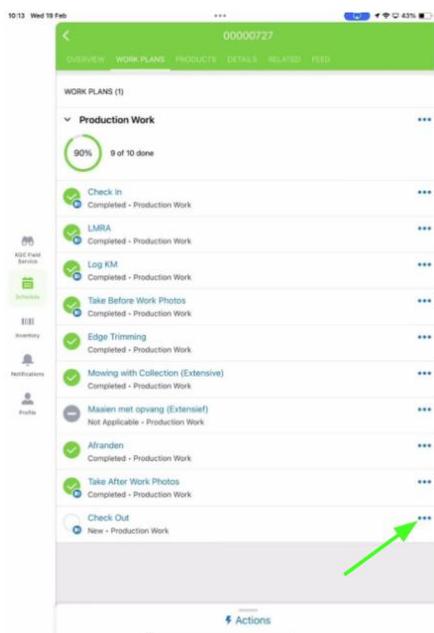


- Access the goodwill logging form through the Actions menu.
- Enter details about the Goodwill Tasks, including a description.
- This will now also be able to be included in the Service Report to the customer.

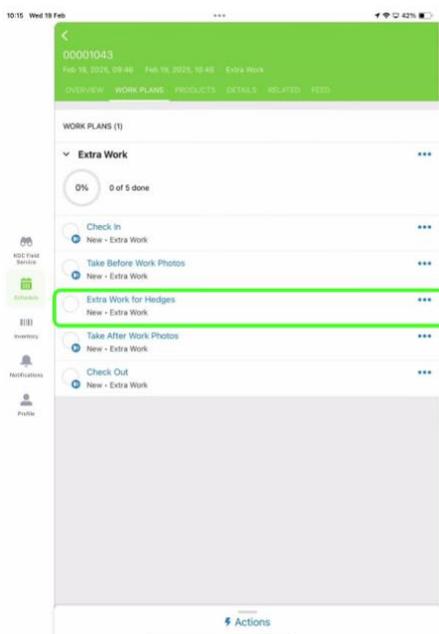
### 3.2.7.2. Creating a New Work Order for Extra Work



- Access the Create Extra Work form through the Actions menu.
- Enter details about the Extra Work, including a Work Description: this description is very important as it is also the “title” of the work step that will dynamically be generated on the next work order, and may feature on the service report and invoice of the customer.
- Saving will generate a new work order that you can now work on.



- Make sure that the main work order is correctly signed out.
- Look for the new work order for extra work in your schedule or main screen. Again, don't hesitate to refresh the page if you can't find it immediately.
- You can start the work order by clicking on "Start Traveling". Sounds weird of course as you are already there, but this is how the system works, this step cannot be removed.



- The work step that you created is available. Complete all relevant steps and finish the work order just like the standard ones.

### 3.2.7.3. Work is Additional and Requires a New ATAK Code

If the Contract Manager determines that the work **is additional** and an **ATAK Code is required**, the process follows these steps:

- The Operator must create a new Work Order (like detailed above), not providing an ATAK Project.
- Business Support Updates the Work Order:
  - The Business Support team is responsible for generating the required ATAK Project Code in the ATAK system.
  - Once the ATAK Project Code is received, Business Support updates the Asset linked to the Work Order in Salesforce with the correct ATAK Code.

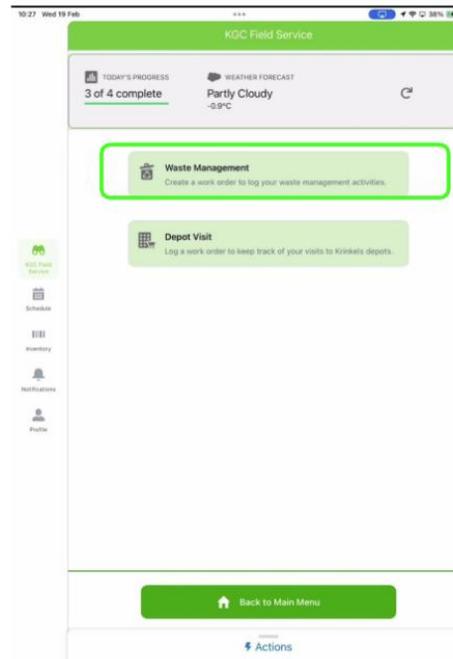
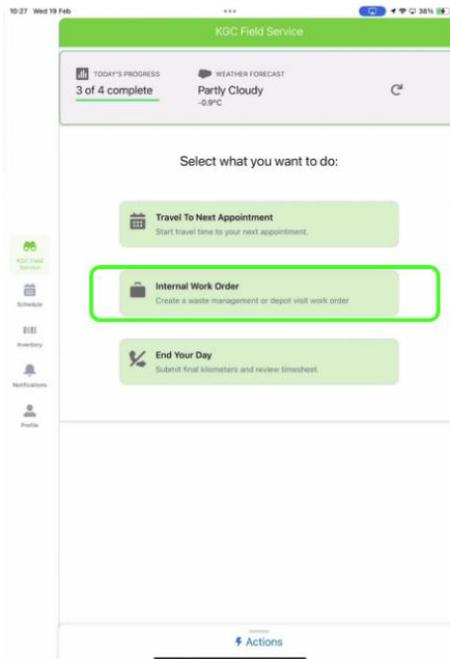
## 3.2.8. Dropping off Waste (Waste Visit)

### 3.2.8.1. Creating a Waste Visit

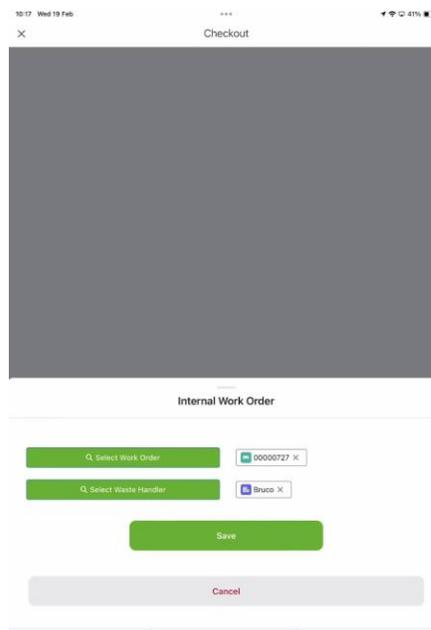
When you finish a work order, you are asked what you want to do next. You can select your next appointment, take a break, finish your day, or create an “Internal Work Order”. Dropping of waste is often already scheduled by the contract manager, but you can choose to create one on the spot also.

The process is similar to creating an internal work order to go to a depot.

- In order to add a waste visit from scratch to your schedule, you will need to create an “Internal Work Order” from this step or from the main screen of your app.
- You will be asked to choose between a Waste Management and a Depot Visit.
- Select the “Waste Management”.



- For reporting purposes, it is mandatory to link the waste management to a work order and to a “waste handler”, or the record for the waste facility that you are headed towards.
- You will be able to choose from any recent appointments.



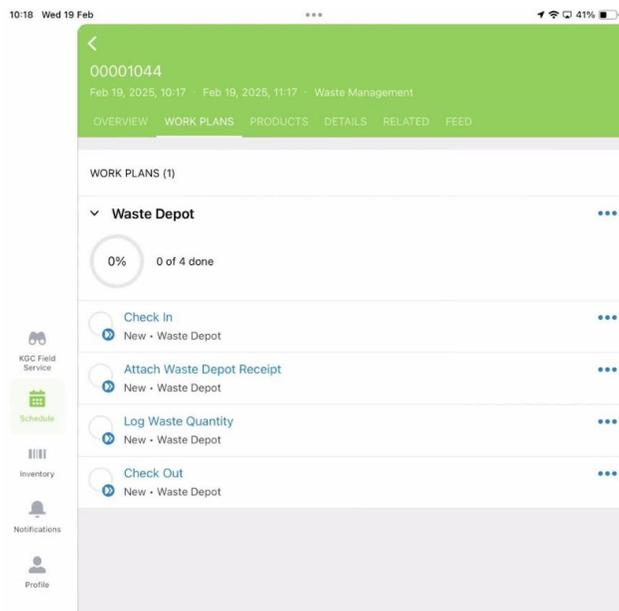
- Save the waste management and choose whether you are starting your trip to the waste facility. If not, you can return to the menu and first execute another action, like taking a break.

- You may also want to use the refresh button on the main screen to make sure that all completed work orders, and newly created ones are correctly visible in the app.

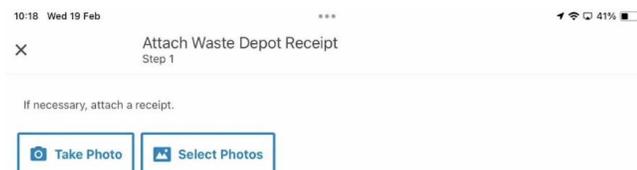
### 3.2.8.2. Executing a Depot Visit

The waste management created in the step before (or prepared for you by the contract manager), is now available in the list of appointments on your app. If you don't see this, then make sure to refresh the app from the main screen.

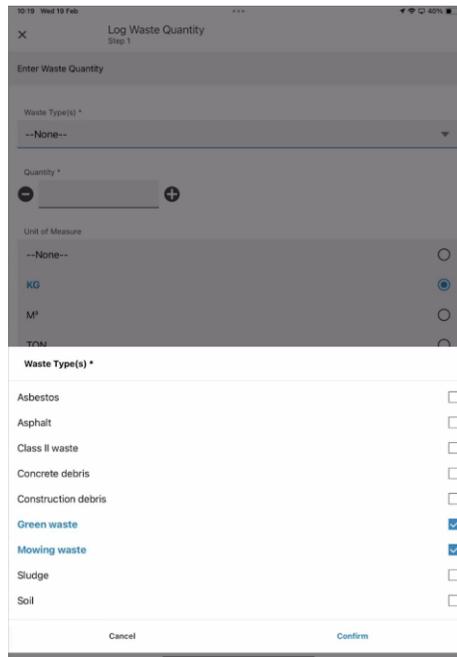
- It is an appointment with a work order of type internal.
- You can click on it and start navigating towards the waste handler, just like you would with a production work order.
- You will notice that the work steps are different!



- After Checking In, you will be asked to attach the Receipt of the Waste Deposit.
- You can do this in exactly the same way that you would attach a file or picture from your device.

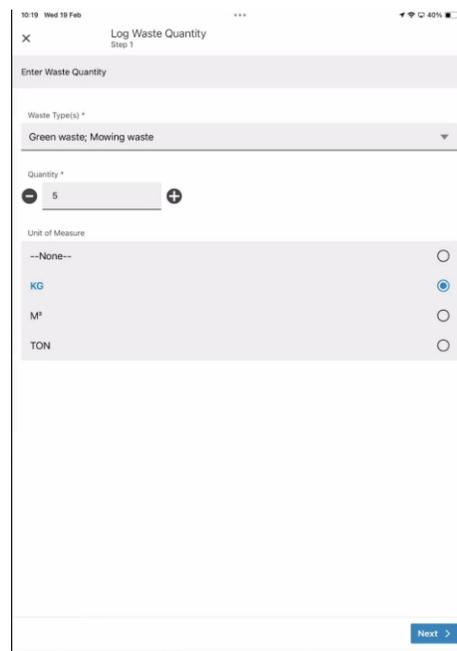


- After attaching the receipt, click "Next".
- You are now required to enter the type(s) of waste that you deposit from a preset list:



The screenshot shows the 'Log Waste Quantity' app interface. At the top, it says 'Log Waste Quantity Step 1'. Below this is a section titled 'Enter Waste Quantity'. There are three main input fields: 'Waste Type(s) \*' with a dropdown menu currently set to '--None--', 'Quantity \*' with a numeric keypad showing '5', and 'Unit of Measure' with a dropdown menu currently set to '--None--'. Below these fields is a list of waste types with checkboxes: Asbestos, Asphalt, Class II waste, Concrete debris, Construction debris, Green waste (checked), Mowing waste (checked), Sludge, and Soil. At the bottom of the screen are 'Cancel' and 'Confirm' buttons.

- Click on “Confirm” to continue.
- Enter the Quantity. Please familiarise yourself with the different fields that are needed: the Unit of Measure and the Quantity. We enter this for all waste at once, not per type. The details might be on the attachment if relevant.



This screenshot shows the same 'Log Waste Quantity' app interface as the previous one, but with the 'Waste Type(s) \*' dropdown menu now set to 'Green waste; Mowing waste'. The 'Quantity \*' field still shows '5' and the 'Unit of Measure' dropdown is still set to '--None--'. The 'Next >' button is now visible at the bottom right of the screen.

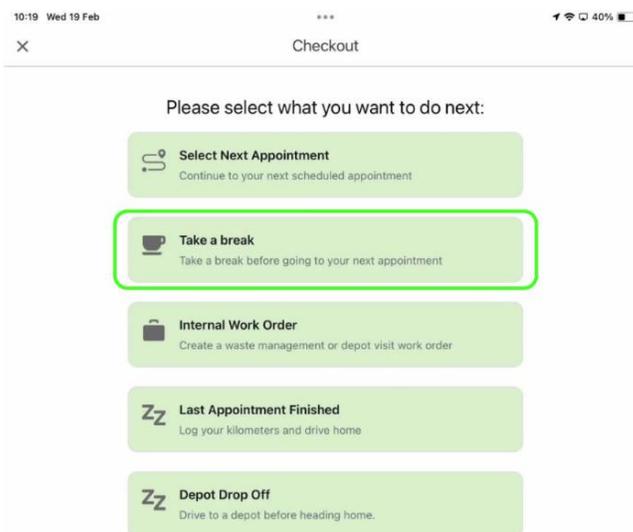
- Click on “Next” to continue.

- You can complete the work order and Check Out!

### 3.3. Taking a Break

You have deserved a break! Unlike “pausing” a work order, a break is a real moment in between jobs, where you will take a 15min, or 30min break or lunch break.

- Lunch breaks are compulsory. These breaks will automatically be logged onto your time sheets.
- Select the “Take a Break” option from the main screen.
- Follow the prompts to set the duration of your break.
- Confirm your break time (Save) to log it in the system.



### 3.4. Ending my Day

First, ensure all tasks are completed before finishing the day and that all productive work orders in particular contain the correct information with regards to materials used, goodwill,...

#### 3.4.1. Ending the working hours for the day

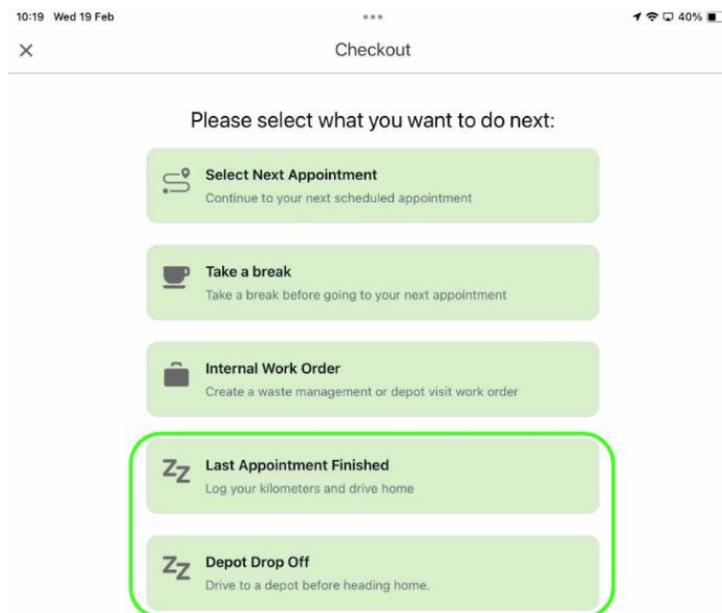
After completing all of the work orders on my list today, you are ready to start your last activity of the day. It is important to note that you have 2 options:

- Either your head home immediately after your last production work order or waste management,
- or you will drive by a depot before heading home.

In case that your last stop of the day is a depot, your time registration will stop before you head to the depot and all time used at the depot will not be accounted for. However the kilometres driven will be remunerated.

This distinction is important to cater for the difference in capturing work time versus mobility.

- You will start the “Ending my Day” process therefore at the Check Out of your last Production or Waste Management work order.
- You will be asked to choose between “Last Appointment Finished” and “Depot Drop Off”.



If you go to the depot:

- Select Depot Drop Off from the menu.
- Enter the correct kilometres as displayed on the dashboard when leaving the last customer.
- Drive to the Depot and complete the last (internal) work order for the depot.
- Drive home.

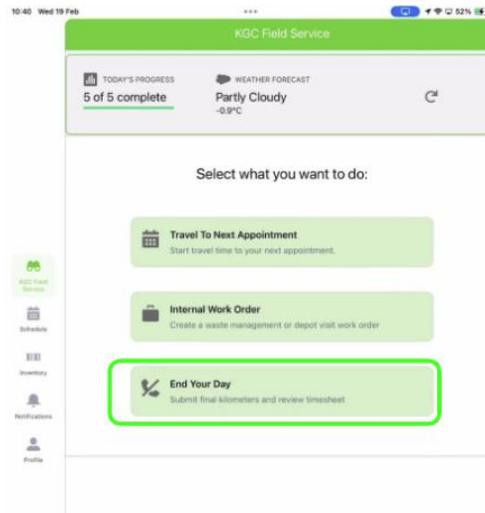
If you don't go to a depot on your way home, just

- Select “Last Appointment Finished”, and
- Enter the correct kilometres as displayed on the dashboard when leaving the last customer.  
Drive home.

### 3.4.2. Reviewing my day

#### 3.4.2.1. Reviewing the kilometres

Start your daily review by selecting “End Your Day” from the main screen. It will take you through the essential end-of-day tasks like logging kilometers and reviewing timesheets. This is the starting point for closing your workday.

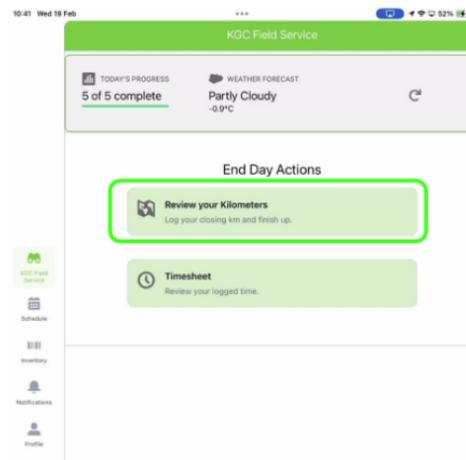


Two options are available for you:

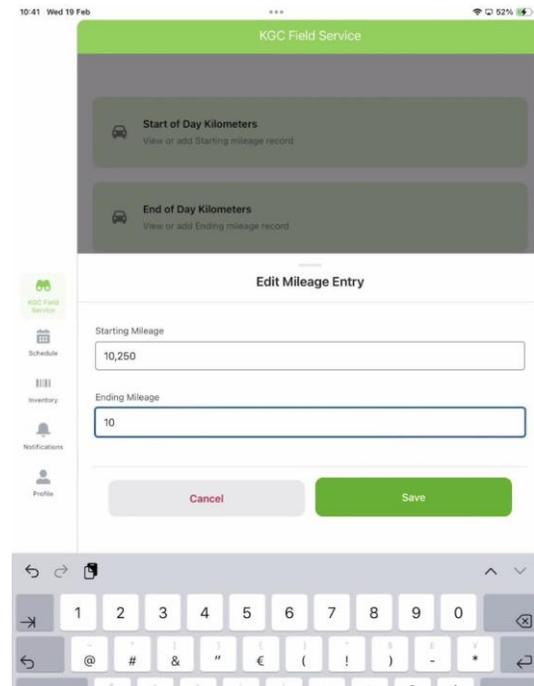
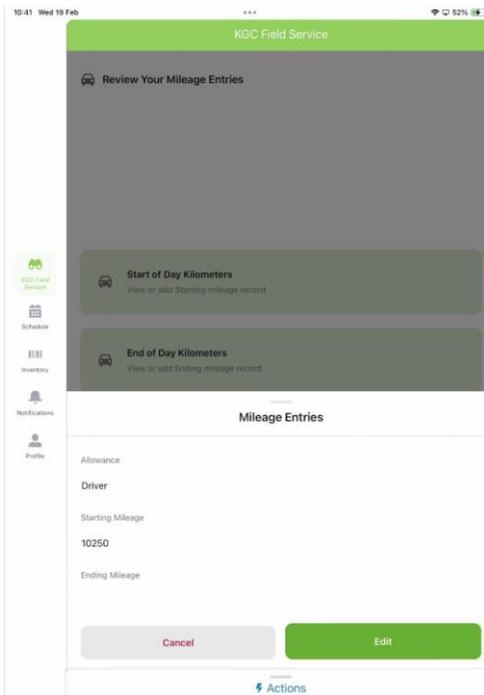
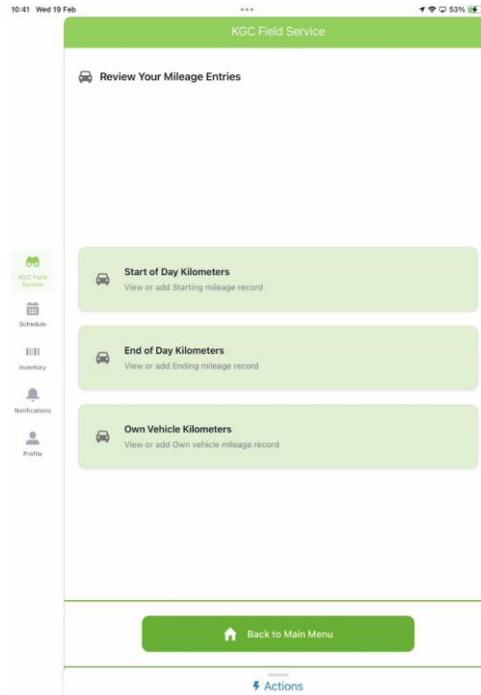
- Reviewing your kilometers, and
- Then doing the needed for your timesheets.

Start by reviewing your kilometers by:

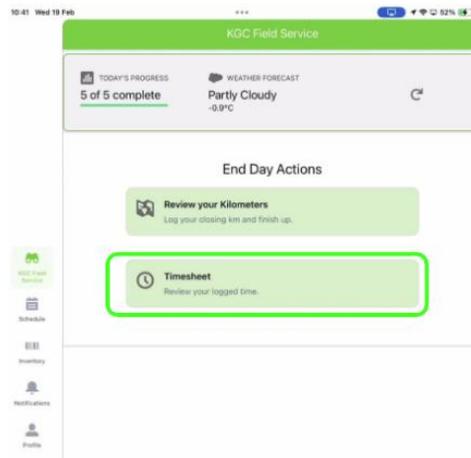
- Clicking on the “Review your Kilometers” button.



- The app has logged all previous entries, which you will now be able to review.
- Just click on the button “Start of Day”, or “End of Day” kilometers and review the entries.
- Once happy go “Back to Main Menu”.



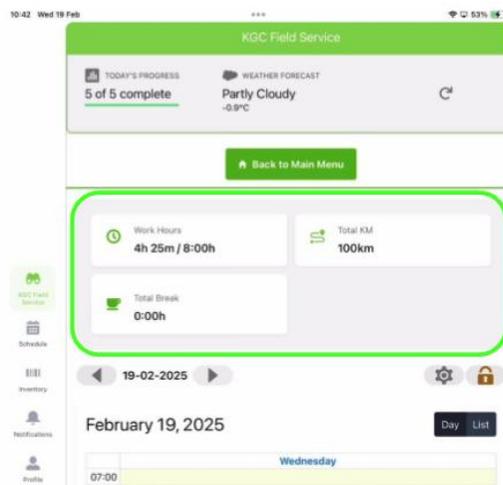
### 3.4.2.2. Reviewing the Time in Timesheet Entries



The app shows you a summary of what has been logged for the day. Access your timesheet to verify that all work hours and breaks have been automatically logged correctly. It's important to check for any discrepancies to ensure accurate time records.

In our case below,

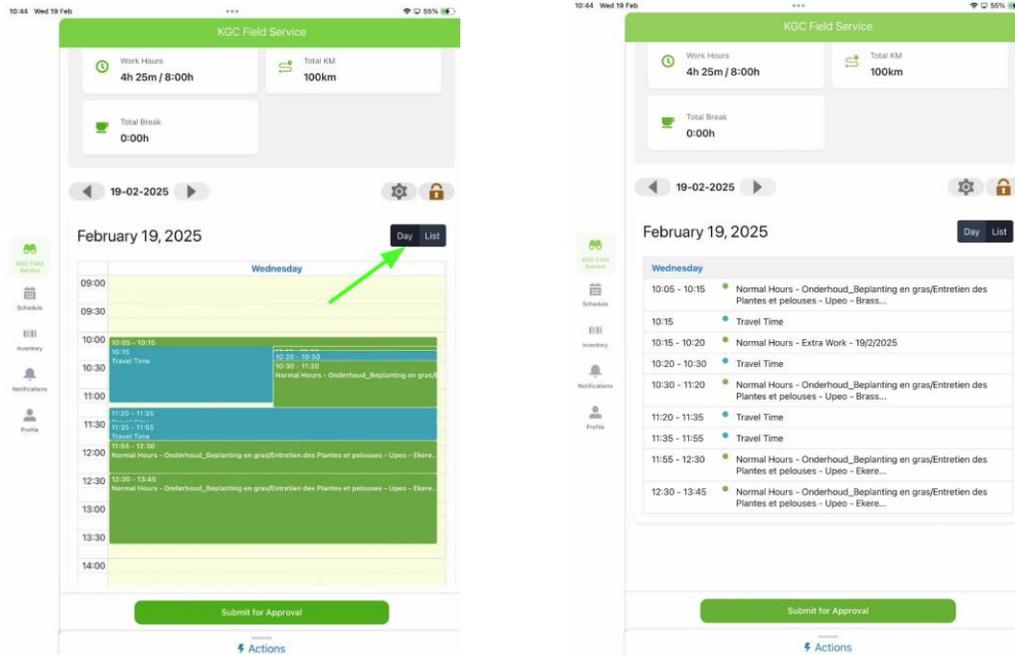
- A total of 100km logged at the beginning and the end of the day
- A total of 4h25 min of working hours, and
- No break (this will cause issues when trying to submit the timesheet).



This is the summary and timesheet for February 19,2025 and I can use the arrows left and right of the date to navigate to other days in my calendar.

If I scroll down to the bottom of my page, I see the calendar overview with the outcome of all my logged activities on the different work orders, and breaks for that day.

I can also choose to view the same in a list, simply by using the toggle at the right of the date and switching it between “Day” and “List” (black toggle).

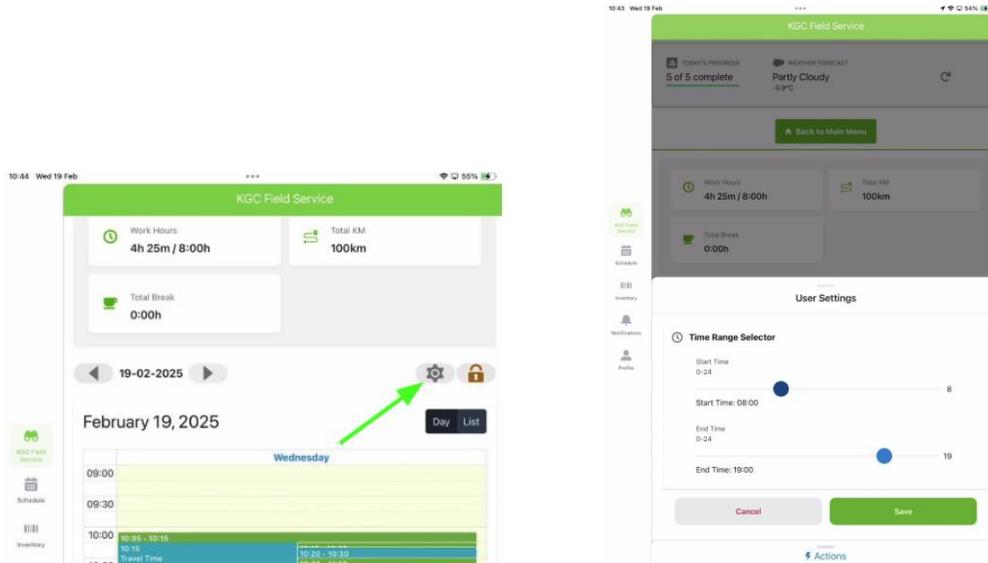


In our example, it seems that quite some adjustments need to be done to my timesheet to reflect the reality. I can either click on one of the lines and edit them, or I can create new ones all together.

### 3.4.2.3. Setting Calendar View

To make this overview as efficient as possible, you can adjust the settings of your calendar to focus on relevant work hours. This may help to reduce on-screen clutter and improve focus.

- Open the settings by tapping on the cogwheel icon.
- Adjust the start and end times for your calendar view.
- Remember to save your changes to apply the new setting.

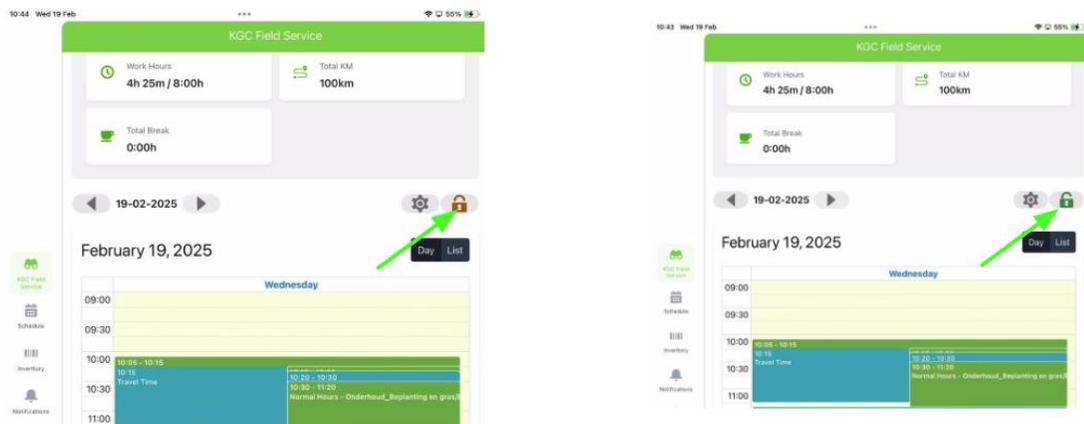


### 3.4.2.4. Unlocking Calendar for Edits

In order to add or edit time entries on the Calendar, you will need to first deliberately “unlock” the calendar. This is to avoid accidentally making changes to the calendar, which would be hard to revert.

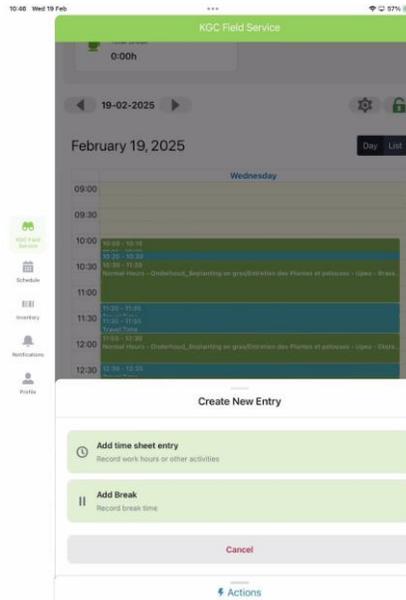
To unlock the calendar for edits,

- Tap on the lock icon to enable editing on your calendar.
- Ensure editing permission is granted before starting any modifications.
- Remember to relock the calendar after making changes.



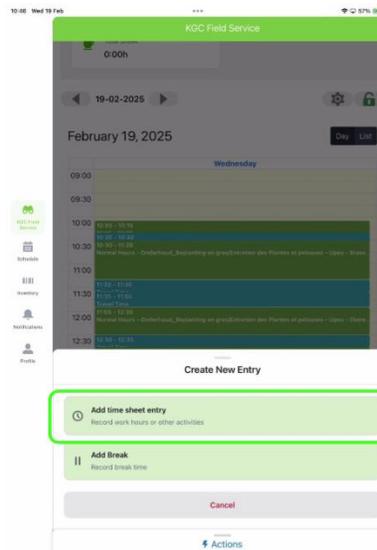
### 3.4.2.5. Editing and Adding Time in Timesheet Entries

You can edit and add time spent on work orders (customer, depot, waste), travel time, and breaks.



**Let's add Time on a work order:**

- Select “Add time sheet entry”
- You will be asked to enter the details. Select the correct work order from the drop down.
- Confirm the start and end time for the entry.
- Choose the correct Type of hours from the drop down.
- Finally enter the subject for the entry and click on “Save”.
- Sync your app to update the dashboard.



10:46 Wed 19 Feb

KGC Field Service

0:00h

19-02-2025

February 19, 2025

09:00 Wednesday

Work Order is required for all time entries, including absent hours. For absent hours a random work order can be selected

\*Work Order

\*Start Time  
19 Feb 2025 at 14:25

\*End Time  
19 Feb 2025 at 15:00

\*Type  
Normal Hours

Subject

Cancel Save

Actions

10:46 Wed 19 Feb

KGC Field Service

0:00h

19-02-2025

February 19, 2025

09:00 Wednesday

10:00

10:30

11:00

Appointments

- Upeo-Heideard 145-Brasschaat - 19/2 9:10 - Production Work
- Upeo-Heideard 145-Brasschaat - 19/2 9:46 - Extra Work
- Bruco - 19/2 10:17 - Waste Management
- Antwerp Depot - 19/2 10:28 - Internal Depot
- Upeo-Nijverheidslei 147-Ekeren - 19/2 11:10 - Production Work

Back Continue

Actions

10:46 Wed 19 Feb

KGC Field Service

0:00h

19-02-2025

February 19, 2025

09:00 Wednesday

Work Order is required for all time entries, including absent hours. For absent hours a random work order can be selected

\*Work Order

\*Start Time  
19 Feb 2025 at 14:25

\*End Time  
19 Feb 2025 at 15:00

\*Type  
Normal Hours

Subject

Time 15:00

Reset Done

Cancel Save

Actions

10:46 Wed 19 Feb

KGC Field Service

0:00h

19-02-2025

February 19, 2025

09:00 Wednesday

\*Work Order

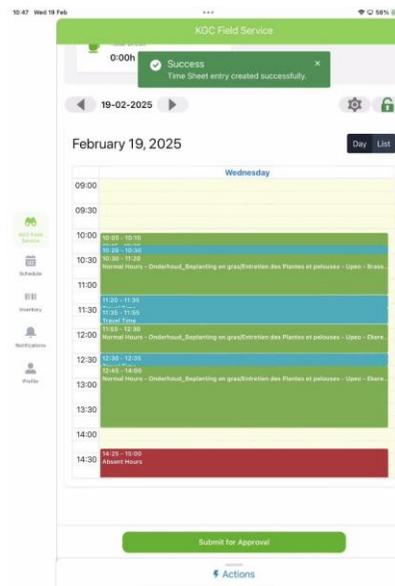
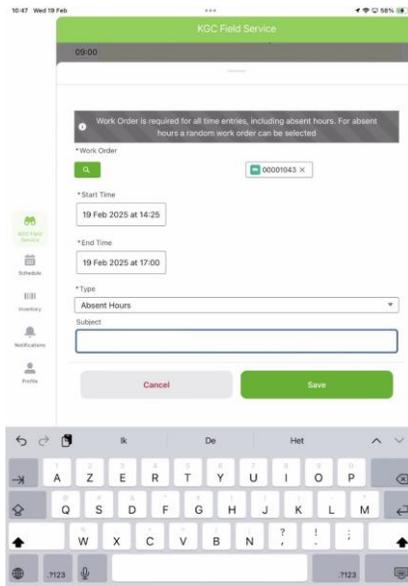
\*Start Time  
19 Feb 2025 at 14:25

\*End Time  
19 Feb 2025 at 17:00

\*Type

- Normal Hours
- Travel Time
- Night Work
- Frost Delay
- Industrial Accident
- Illness
- Absent Hours
- Small Leave

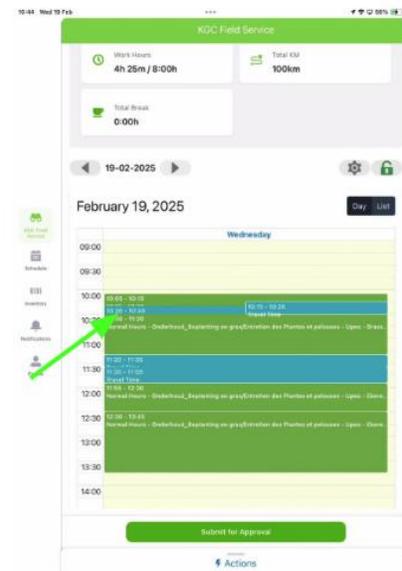
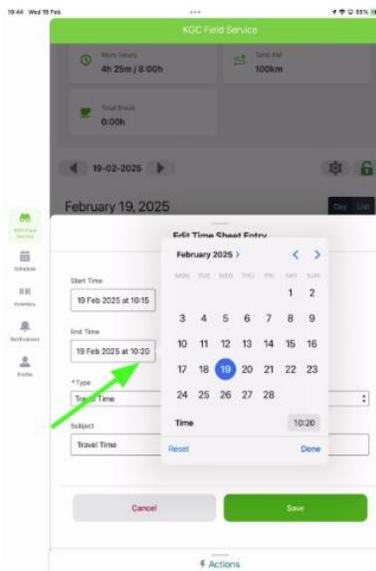
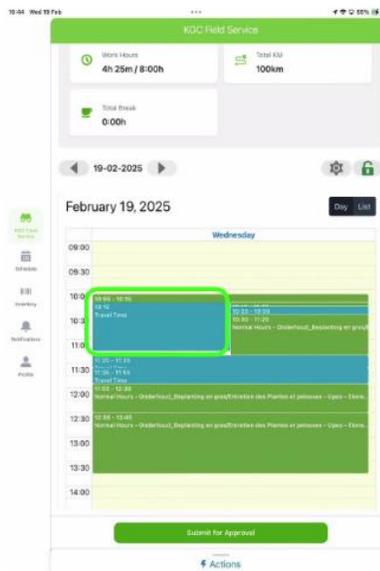
Actions



**Let's edit a time sheet entry:**

- Make sure that the calendar is unlocked.
- Click on the timesheet entry you would like to edit.
- The record will open.
- You are able to make the changes you need and save them.
- Refresh the app.

In the example below we will edit the travel time record:

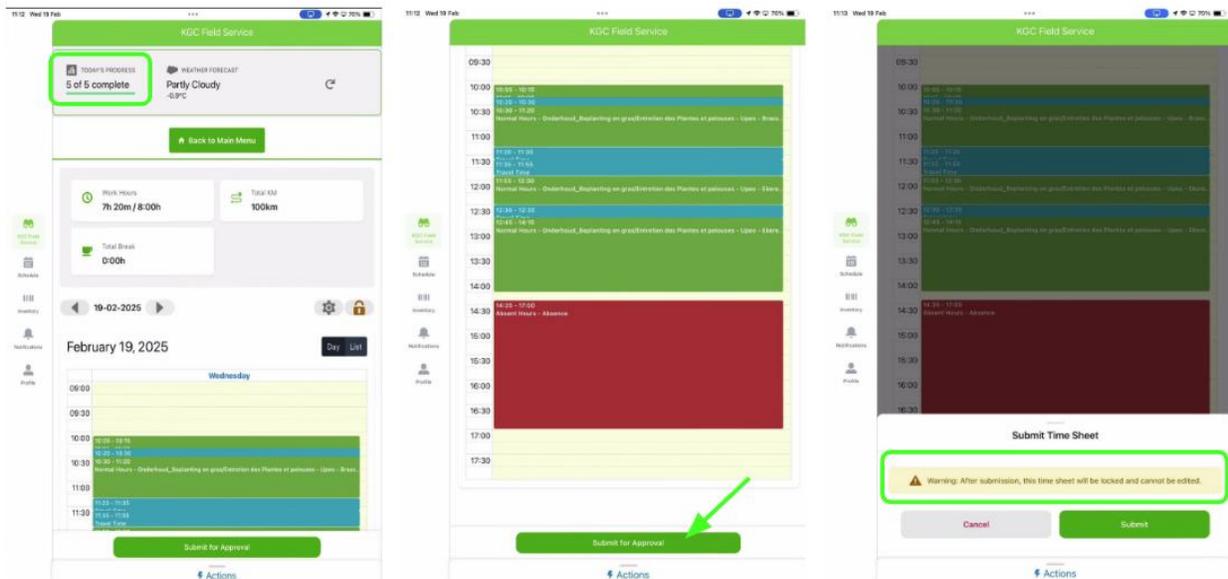


You will continue to change and add the needed information, until you have a timesheet that represents the reality of your day, has 8h of work time (if that is your schedule) and at least a 30min break.

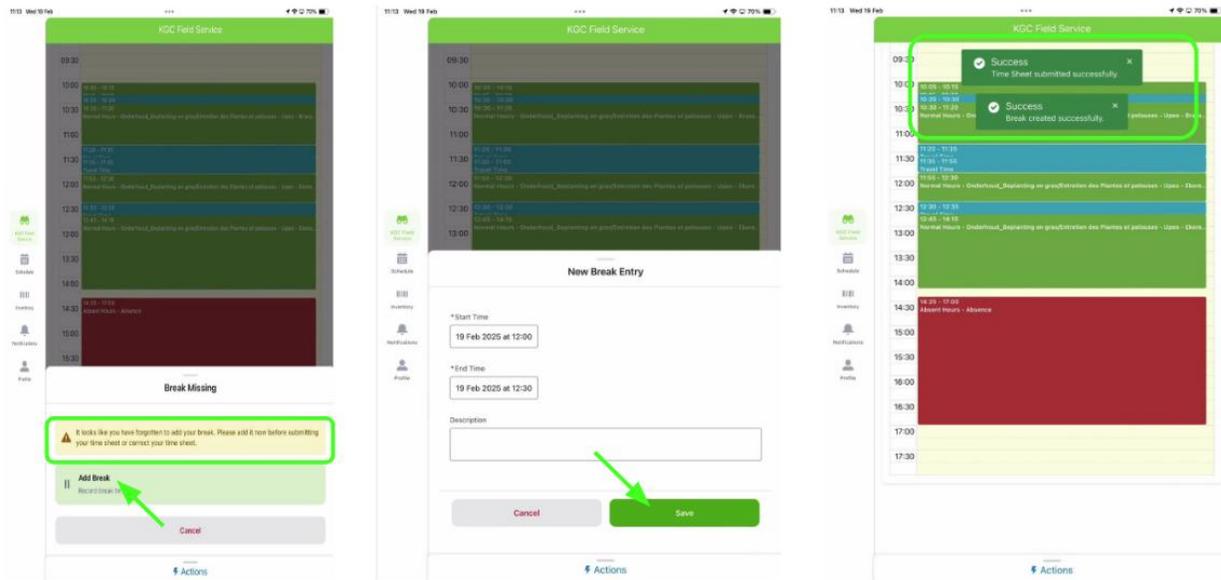
You are now ready to submit this timesheet for approval to your contract manager.

### 3.4.2.6. Submitting your Timesheet

- After completing your timesheet, you can submit it by clicking on “Submit for Approval”.
- You will receive a warning message “After submission, this time sheet will be locked and cannot be edited”. This means you will need to contact your contract manager if anything needs to be corrected after the submission. Its correctness is important, as all of the information is automatically translated to ATAК for processing.



- There are a number of checks built into the submission process.
- In the example shown, the operator forgot to add their lunch break. It is compulsory to break at least 30 min every day. That’s why an error message pops up.
- You can create the entry straight from the screen.
- When saving, it will not only create the break, but also submit the timesheet as initially intended.
- Wait for the success notification, signaling that your submission has been accepted.
- Remember, once saved, no additional edits can be made.



### 3.5. Troubleshooting your App

#### 3.5.1. Force-closing the App

Use this troubleshooting method to resolve app performance issues by force-closing it if necessary. This process resolves most common app problems effectively.

- On your mobile device, enter the app switcher view.
- Swipe the app up to close it forcefully.
- Reopen the app to check if the issue is resolved.

#### 3.5.2. Clearing the Cache

If opening and closing the app didn't resolve the issue, you might need to clear the app's cache, performing a metadata cache refresh. This might also be necessary post major updates but only as instructed by your system administrators.

- Go to "Advanced Settings" under your Profile section.
- Find the option to clear cached metadata and execute it as needed.

