Krinkels Greencare Field Service Application Training Guide



Table of Contents

1. Getting Ready for Using the Application	2
1.1. Installing the Field Service Mobile App	2
1.2. Logging into the Application	2
2. Navigating the Application	5
2.1. Main Screen	5
2.2. Manually Syncing the App	5
2.3. Navigating the Sections	6
2.3.1. KGC Field Service	6
3. A day in a Life of the Operator	10
3.1. Starting my Day	10
3.1.1. Selecting my First Appointment	10
3.1.2. Notifying my Next Customer	11
3.1.3. Getting Ready to drive to your Appointment	12
3.1.4. Entering my Kilometers	12
3.1.5. Navigating to my Appointment	13
3.2. Executing my Work Orders	15
3.2.1. Making sure to Understand the Work to be Done	15
3.2.2. Making sure to Understand the Actions Buttons	15
3.2.3. Executing the Work Order	20
3.2.4. Going to a Depot (Depot Visit)	26
3.2.5. Indicating with Materials were used on a Job	32
3.2.6. Going to the Shop	35
3.2.7. Going the Extra Mile and Spotting Extra Work	36
3.2.8. Dropping off Waste (Waste Visit)	40
3.3. Taking a Break	44
3.4. Ending my Day	44
3.4.1. Ending the working hours for the day	44
3.4.2. Reviewing my day	45
3.5. Trouble-shooting your App	55
3.5.1. Force-closing the App	55
3.5.2. Clearing the Cache	55



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.



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



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

salesforce Use Custom Domain		
To go to your company's login page, enter the custom domain name. Custom Domain		
https://krinkelsgreencare.my.salesforce.com/		
https://https://krinkelsgreencare.my.salesforce.com/		
Back Continue		

- 5. Tap **Continue.** You will be redirected to your company's SSO login page.
- 6. Tap "Log in with KGC Single Sign-On"
- 7. 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**".



	\bigcirc
	Allow Access:
Sa	alesforce Field Service for iOS is asking to:
•	Access the identity URL service
•	Manage user data via Web browsers
•	Manage user data via APIs
•	Perform requests at any time
D	o you want to allow access for
sa	nder.roelants@krinkels.be? (Not you?)
	Deny Allow
То	revoke access at any time, go to your personal setting

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.

236.33 Vied 33 Pek	STAC IN FROGRESS - <u>VEN</u>	Certa: Web to the Control of the Con
	KOC Field Service	K Data Sync
E trans	CCC Fueld Service	V Description Spr: • The rate that do brains are grow and in the thergound it hand a validable of fifthes, we automaticably sprit regularity as rate to the first. Sprit: • Description: Sprit: • Descrite: Sprit: </th
	# Actions	

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.

9:08 Wed	9 Feb ***	4 🗢 🖓 68% 🔳
	Inventory	
	MATERIAL ITEMS	
	Q, Search Inventory)00(
	Include Out of Stock	C
	PI-0292 G21VB175 - M8 SPRINTER 317CDI GB L2 FUNC - Standard Product 5,000	
66	PI-0211 023.M130 - STR4, 87131 - Standard Product 5.000	
Service Service	PI-0210 024E8024 - HIKOKI DS36DCW2Z + BOOSTERPACK - Standard Product 5.000	
	PI-0209 G24RD022 - STIHK, TS700 - Standard Product 5.000	
e Parte	PI-0208 024014023 - HIRORI 036130FW2Z - Standard Product 5.000	
	1 0207 201x5017 - ALTREX VARITREX PROF - Standard Product 5.000	
	PI-02006 G20W0151 - STHL KM 131 R - Standard Product 5.000	
	PI-0205 G23BR028 - STIHL BR700 - Standard Product	
	# Actions	



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.

-	Weighten	
	Notifications	
0	Upeo Admin assigned resource SANDER ROELANTS on Service A 29m ago	ppointment #SA-C
0	Upeo Admin assigned resource SANDER ROELANTS on Service A 29m ago	ppointment #SA-(
0	Upeo Admin assigned resource SANDER ROELANTS on Service A February 18	ppointment #SA-(
0	Upeo Admin assigned resource SANDER RDELANTS on Service A February 18	ppointment #SA-(
. 0	Upeo Admin assigned resource SANDER ROELANTS on Service A February 18	ppointment #SA-0
. 0	Upeo Admin assigned resource SANDER RDELANTS on Service A February 18	ppointment #SA-C
	Upeo Admin assigned resource SANDER ROELANTS on Service A February 18	ppointment #SA-(
0	Upeo Admin assigned resource SANDER ROELANTS on Service A February 17	ppointment #SA-(
0	Upeo Admin assigned resource SANDER ROELANTS on Service A February 17	ppointment #SA-C
ę	Upeo Admin assigned resource SANDER ROELANTS on Service A February 17	ppointment #SA-0
0	Ipeo Admin assigned resource SANDER ROELANTS on Service A Forwary 17	ppointment #SA-0
0	Uped Admin assigned resource SANDER ROELANTS on Service A February 17	pppintment #SA-C
e	Upeo Admin assigned resource SANDER ROELANTS on Service A	ppointment #SA-0
	# Actions	

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.

09:09 Wed 19 Feb	***	🕈 🕈 🖓 68% 🔳)
	Profile	-
85 RESOURCE	ARSENCES	+
Image: Strength of the strengt of the strength of the strength of the strength of the s	n 17, 2025 17:00	
Reflections Standa RA-085	ary 18, 2025 ^{11:45} 2	
Sebru 09:00 - Eblox RA-059	ary 17, 2025 1700	
G Febru 09:00 - Bolox R/ 017	ary 14, 2025 17:00	
	6 Actions	



Cathonys Cathonys Data Sync Permissions Settings Image Account	09:09 Wed 19 Feb		P 🖓 68% 🔳
Data Syrc Permissions Settings Caction Settings Advanced Settings Advanced Settings Advanced Settings Advanced Settings Advanced Settings Advanced Settings Advanced Settings Advanced Settings Advanced Settings Advanced Settings Adva	<		
	2	Data Sync	>
Catalon Settings Abunced Settings Ab	6	Permissions Settings	
Abarced Settings Abarced Settings Abarced Settings Account Amage	0	Location Settings	>
Image: Second	00	Advanced Settings	>
Office Image Account >	. 0	About	>
Bill Apport an issue) Bill Manage Account) Annual Account))	KOC Field Service	Like our app?	
Image Account > ▲ Manage Account > Arease You are logged in as sander roleints@kirideit.be ▲ Arease	Schedule	Report an Issue	>
Toru are logger in as sander routents@kinidati.be Actions	IIII Inventory 2	Manage Account	>
₹ Actions	Alt for a second	u are logged in as sander neelants@krinkels.be	
		# Actions	





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.



		KGC Field Service	
	0 of 2 complete	WEATHER FORECAST Partly Cloudy -0.9°C	G
	Notify next customer		
	Appointments		
	S Upeo-Heideaard 14	5-Brasschaat - 19/2 9:10 - Producti	on Work
	🔿 \$ Upeo-Nijverheidslei	147-Ekeren - 19/2 11:10 - Productio	n Work
CO.			
-			
Sch+duler			
81181			
investing.			
,			
Profile			
	Back 10 Mai	n Menu	→ Next

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).

09:17 Wed 19 Feb		f 🕈 🖵 65% 🔳 🖯
	KGC Field Service	
0 of 2 complete	SS WEATHER FORECAST Partly Cloudy -0.9*C	C
Notify next customer	1	
Appointments		~
Upeo-Heidea	ard 145-Brasschaat - 19/2 9:10 - Production Wo	ik.
		n
1 control of the second		
Schedule 1111		
houstary		
Notifications		
Profile		
🔒 Back	to Main Menu –	→ Next
	# Actions	

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.

19 Feb		(□) 4 ♥ □ 40% ■
<		
Concernment of		
DER ORDER		
00000727		
The second second		
Hen 19, 2025, 0910		
OVERVIEW WORK P	ANS PRODUCTS DETAILS REU	
WORK PLANS (1)	T	
 Production Wo 	rk	
0% 0 of 10 do	ne	
Check in		
New · Production	a Work	
Log KM		
New · Production	n Work	
(MRA		
New - Production	n Work	
Take Defers Mil	nd Dheber	
New - Production	n Work	
Edge Trimming	a tellingly	
New Production	S WEEK	
Mowing with C	offection (Extensive)	
New · Production	s Work	
Maaien met op	vang (Extensief)	
New - Production	a Work	
Afranden		
New · Production	n Work	
This After March	t Obotor	
New - Production	n Work	

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.



	1 🗢 🖸 51% 🔳 🔿	×
Location Passport		Sun
		Mor
		Tue
chaat		
		wear
		Thu
		Fri
		Sati
I START TIME	() END TIME	Feedback
00:00	00:00	Provide Feedback o
00:00	00:00	
00:00	00:00	
00:00	00:00	
00:00	00:00	
00:00	00:00	Location Im
00:00	00:00	Contraction of the local division of the loc
mation:		1
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		AL R
Submit Feedback		
	haat Cotation Passport Location Passport haat O START TIME O 0000 O 000 O 00	Cocation Passport O START TIME O END TIME 0000 0000 0000 0000 00000 0000 0000 0000 00000 0000 0000 0000 00000 0000 0000 0000 00000 00000 0000 0000



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.



09:52 We	d 19 Feb		1 🗢 🖸 51% 🔳
×		Work Order Actions	
		Work Order Actions	
-	Log Shop Visit		
cn	Record details of your shop visit		
	Create Extra Work Create a new work order for extra	work	
ر ا	Log Special Equipment		
ſ	Record special equipment usage		
	Log/Edit Coodwill Tash-		
AMAR	Manage goodwill task entries		
		Cancel	

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.



	led 19 Feb	***	
×		Pause or Resume Work	
		Pause or resume the work	
		Pause or resume the work	
		Pause or resume the work	
	Log a break	Pause or resume the work	
*	Log a break Use this to tog a cutter o	Pause or resume the work	
×	Log a break Use this to log a coffee a	Pause or resume the work	
Ŧ	Log a break Use this to tog a nutflee A Resume the work	Pause or resume the work	
H H	Log a break Use this to tog a coffee a Resume the work Start the stock again afti	Pause or resume the work	
Ŧ	Log a break Use this to tog a cutter a Resume the work Start the slock again afte	Pause or resume the work	
H H	Log a break Use this to tog a suffee a Resume the work Start the stack again after Pause the work	Pause or resume the work	

3.2.2.4. Taking a Break



 \mathbf{i}



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.

rd 19 1	Feb	46%
	WORK PLANS (1)	
	Production Work	
	0% 0 of 10 done	
	C Charles	
	New - Production Work	
	Log KM New - Production Work	
	· Hour - Housener Hora	
	LMRA New Destruction Mark	
	Vew Production work	
13	Take Before Work Photos	
	V New - Production Work	
	Edge Trimming	
	New - Production Work	
	Mowing with Collection (Extensive)	
	New · Production Work	
	Maaien met opvang (Extensief)	
	New - Production Work	
	Afranden	
	New - Production Work	
	C Tales After Work Distor	
	New - Production Work	
	C Children	
	Check Out	

• Use the Check-in button to get started.

	Waitsmannen for Onderhoud, Beplänting en gras/Entretien des Pfantes et pelouses - U Fob 10, 2025, 09:10 - Feb 19, 2025, 10:40 Production Work DYERVIEW WORK PLANS PRODUCTS DETAILS RELATED FEED	peo - Brass
	WORK PLANS (1)	
65	 Production Work 10% 1 of 10 done 	
KOC Field Service	Check In Completed - Production Work	•••
Ballen and	Log KM New - Production Work	
insentory	New - Production Work	
-	Take Before Work Dhatos	

• 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).

wi (1905%) 000/727 195-0253, 19205, 19204, Beptiefing an graviteriteriteriteriteriteriteriteriteriter
ex CRUES DODO/227 entervations for Condentification genergical Contention des Provinses et Japano - Brass etaination Vision (PLANS) Productions (BELARES) PECID ex Cruter Number DODO/227 etaination ex Type sduction Work count eco-Hendeand 145-Brasschaut etaination externation etaination et
Market Market
Antonio for Orderhoud, Beplanting en grakit interior de Pontes et petiuses - Upon - Braz 19. 2025, 19.05 - Production Wool Exerce WOok PLANS PRODUCTS DEPALS RELATED FEED AK Order Number D000727 Hus Morgenss AK Type duction Work count exerce Holdeant 145-Brasschast Hatel derik Pandon set
V32.2253,3006 Production Week SEVERY WOOK PLANE 19800UCTS DETAILS PELVED PEED wK Order Number 000727 Attus Progress wK Type duction Work count ex-Herideard 145-Brasschast mtsct detaik Pandon set
ISINE WOOK PLANS PRODUCTS OFFALLS PLANS PLANS AK Order Number O000727 Aka Progress Ak Type Aduation Work Count Cou
vk Order Number 000727 ellen Progress skuttion Work coolf eo-Heldeard 145-Brasschaat ele-Heldeard 145-Brasschaat ele-Heldeard 145-Brasschaat ele-Heldeard 145-Brasschaat ele-Heldeard 145-Brasschaat ele-Heldeard 145-Brasschaat
dua Progress rk Type duction Work count co
rik Type duction Work count e- Heideard 145-Brasschaat retact derik Pardon set
rk Type duction Work ee-Heideaard 145-Brasschaat tetet derik Pardon set
oduction Work Coont Coon
court no Heldeand 145-Brasschaat Met derik Pardon set
ee-Heideaard 145-Brasschaat ntact derik Pandon set derbend Benelantion an onselfentration des Ethonas at nakusses - Linao - Brass
ntact derik Pardon set derbeut Banlantine en novelEstertion der Etecter et nahuser - Linen - Bress
derik Pardon set derbeut Banlantinn an macKetmisien der Dianter af nakuises - Linen - Roses
set derbuid: Reelanting an grack-intration der Diantes at nalguises - Lines - Brass
derbourd Realanting on procEntration des Diantes et polouses - Lines - Brass
der rood_beplanning en gregenereden des mandes et persones - open - brasen.
rent Work Order
bject
intenance for Onderhoud_Beplanting en gras/Entretien des Plantes et pelouses - Upeo - ss on 2025-02-19 00:00:00
scription
intenance for Onderhoud_Beplanting en gras/Entretien des Plantes et pelouses - Upeo - ISS
pot Visit Comments
k Up Items
op Off Items

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.

0:05 Wed 19	Fe	46%			
			10:06 Wed 19 Feb	Log KM Step 1	 4 후 및 46% 🔳
	WORK PLANS (1)		Log KM		
86	 Production Work 0% 0 of 10 dame 		Starting Kilometers		
BE Pale	Check in Werk • Production Work		Ending Kilometers		
1111	Log KM New + Production Work		10005		8
A	MRA New - Production Work				



1 🗢 🖸 45% 🔳

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.

10:07 Wed 19 Feb

			× LMKA Step 1	
19 Feb	***	a 🗢 🗘 45% 💽	Project Lead *	
NOR OFFICE			ARNE	
00000727				
Maintenance for Onderhou		tes et pelouses - Lipeo - Brass	Do you have to use a thermal burner (because there is no alternative?)	
Feb 10, 2025, 10:05 Pro		a suma	None	
Control of Michigan PLAN	S PRODUCTS DEVALS REDUCT			
WORK PLANS (1)			Yes	
 Production Work 			No	
20% 2 of 10 dane			Tasks of the Day *	
Check In			Edge Trimming, Mowing with Collection (Extensive),	
Completed - Produc	tion Work.			
Completed - Produc	ction Work	***	Surrounding Risks *	
			None	
New - Production W	Jork.			
New - Production W	Window Jork		Corrective Measures *	
C Edge Trimming			None	
New - Production W	/ork			
Mowing with Colle	ection (Extensive)	•••		
New - Preduction W	ork		ЕРС - ЕРУСВМ - РВМ *	
New - Production W	ig (Extensief) Jork		None	
Afranden				
New - Production W	lork		Attach Photos	
Take After Work P	hotos Jork			
Check Out			Take Photo	
A star frankastan te	halt.			

- 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.



A second s	🕈 🗢 🖓 45% 🔳 🔿			
<				
wpax onbea				
Maintenance for Onderhoud, Beplanting en pracEntretien de	s Plantes et pelouses - Upeo - Grant			
Feb 19, 2025, 10-05 Production Work				
OVERVIEW WORK PLANS PRODUCTS DETAILS IN	ILATED FEED			
WORK PLANS (1)				
Production Work				
\bigcirc				
30% 3 of 10 dane				
Check In Completed - Production Work				
Completed - Production Work				
Cog KM				
Completed - Deschotling Minds				
Take Before Work Photos				
Take Before Work Photos				
Take Before Work Photos New - Production Work Edge Trimming Mode Reduction Work		10:08 Wed 19 Feb		1 후 및 459
Take Before Work Photos New - Production Work Edge Trimming New - Production Work		10:08 Wed 19 Feb	Taka Befora Work Dhotos	1 ক 🗔 459
Take Before Work Photos Here - Production Work Edge Trieming Nere - Production Work Mowing with Collection (Exensive) Here - Production Work		10:08 Wed 19 Feb	•••• Take Before Work Photos	1 후 🗔 453
Take Before Work Photos here - Production Work Edge Trienming New - Production Work Mowing with Collection (Extensive) Here - Production Work Mainten Researce (Partnersice)		10:08 Wed 19 Feb	Take Before Work Photos	1 후 교 451
Take Before Work Photos tere - Production Work Edge Timming Here - Production Work Moving with Collection (Extensive) Rere - Production Work Mailem met opyrang (Extensinf) Rere - Production Work		10:08 Wed 19 Feb	Take Before Work Photos	1 중 대 459
Take Before Work Photos tere - Production Work Edge Timming New - Production Work Mowing with Collection (Extensive) New - Production Work Mailen met opprang (Extensiler) New - Production Work Atranden		10:08 Wed 19 Feb	Take Before Work Photos	ৰ কি 🖓 459
Take Before Work Photos New - Production Work		10:08 Wed 19 Feb	Take Before Work Photos	1 중 다 451
Take Before Work Photos Here - Production Work Edge Trimming Nere - Production Work Moung with Collection (Extensive) Nere - Production Work Matien met opvang (Extensief) Nere - Production Work Atlanden Nere - Production Work Take After Work Photos		10:08 Wed 19 Feb	Take Before Work Photos	4 कि Ω 451
Take Before Work Photos New - Production Work		10:08 Wed 19 Feb	Take Before Work Photos	1 \$⊂ □ 453
Take Before Work Photos Here - Production Work Edge Timming Here - Production Work Monity auth Collection (Extensive) Rere - Production Work Mailer met opyrang (Extensive) Rere - Production Work Afranden Rere - Production Work Take After Works Take After Works Reform Reform - Production Work Reform Reform - Reduction Work Reform Reform - Reduction Work Reform Reform - Reduction Work Reform R	 	10:08 Wed 19 Feb	Take Before Work Photos	1 कि 🗆 459

- 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.

EX. WORK PLANS PRODUCTS DETAILS LANS (1) duction Work	RELATED VEED	
LANS (1) iduction Work 6 of 10 done		
6 of 10 done		•••
heck In ompleted - Production Work		
MRA ompleted - Production Work		
og KM ampleted - Production Work		
ske Before Work Photos ompleted - Production Work		
dge Trimming ompleted - Production Work		
lowing with Collection (Extensive) ompleted - Production Work	Work Step	
laaien met opvang (Extensief) ew • Production Work	Not Applicable	
franden ew - Production Work	Cannot Complete	
ake After Work Photos ew - Production Work		
heck Out ew • Production Work		
& Actic	005	
	kke After Work Photos ew - Production Work Neck Out ew - Production Work	ke After Work Photos ew - Production Work Neck Cut ew - Production Work



10:09 Wed 19 Feb ***	1 ♀ □ 44% ■
× Cannot Complete	Save
Not Applicable Reasons	
None	*
Not Applicable Comments	
Not Applicable Reasons	
Customer quality complaint	
Internal quality complaint	
Lack of equipment	
Lack of skills	
No access to a certain area on the site	
No access to the site	
Task not applicable for this site	✓
Task not performed at customer's request	
Other	
Cancel	Confirm

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.

19 Feb		1 1 Q 44% 🔳					
	00000727						
WORK PLANS (1)							
Production Work 80% 8 of 10 done							
Check In Completed - Production	Work						
Completed - Production	Work						
Completed - Production	Work						
Take Before Work Pho Completed - Production	tos Work						
Completed - Production	Work		10:10 Wed 19 Feb				7 🗢 🖵 44%
Mowing with Collectio Completed - Production	n (Extensive) Work		×		Take After Wo	ork Photos	
Maaien met opvang (E Not Applicable - Product	xtensief) ion Work				⊥ Upload Files	Or drop files	
Afranden Completed - Roduction	Mintk]	
Take After Work Photo New - Production Work	is			Pho	oto Library		
Check Out New - Production Work			*	Tak	e Photo	Ô	
				Cho	oose Files		
	F Actions						
	Actions						

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.



10:28 Wed 19 Feb		***	🗢 🖸 40% 🛙
	of 4 comple	Success × The Internal Work Order has been created	C
	ů	Start Travel Time Set this as your next appointment and start travel time	
CO AND	~	Don't start travel time Do not start the travel time and return to main	
Schedule			
enfrations.			
		🏦 Back to Main Menu	
		# Actions	

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.



0:29 Wed	19 Feb		1 🗢 🗔 40% 📑
		KGC Field Service	
	TODAY'S PROGRESS	WEATHER FORECAST	
	3 of 5 complete	Partly Cloudy -0.9°C	C,
	Notify next customer		
	Appointments		
	Antwerp Depot - 19	/2 10:28 - Internal Depot	
66			
節			
Schedule			
1111			
Inventory			

- 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.

10:31 Wed 19 Feb	 Material Pickup	1 ♀ ♀ 42% () 5	10:31 Wed 19 Feb	Material Pickup	1 ବି 🖬 42% 💽
1/2 Pick Up Items	Hatehu Fickap		1 Pick Up Items	Success × Items saved	
Pick Up Items			Pick Up Items		
Short Text	ATAK Code		Short Text	ATAK Code	
Chainsaw	GC1234568				
			Added items:		
		Save	Short Text: Chainsaw	ATAK Code:GC1234568	â
Drop Off Items			+		Save
Drop Off Items					

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.

10:31 Wed 19	Feb	***	f 🗢 🖓 42% 🚺
	 00001045 Feb 19, 2025, 10-28 Feb 1 		
	OVERVIEW WORK PLANS	C PRODUCTS CETALS RELATED	FEED
	 Internal Depot 67% 2 of 3 done 		
00	Check In Completed + Internal	Depot	
ADE Pues Environ	Completed - Internal	Depot	
Schedule	O Check Out New - Internal Depot		
nuertory Autocations			
e Profile			

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.



10:31 Wed 19 Eeb		1 2 1 42%	10:31 Wed 19 Feb	***	1 🗢 🖵 42% 💽
×	Material Pickup		×	Material Pickup	
0	material fields				
) Pick Up Items		
Pick Up Items					
Pick I In Itams			Pick Up Items		
Pick op nema					
			Short Text	ATAK Code	
Short Text	ATAK Code				
			+		Save
+		Save			
		June	Drop Off Items		
			-4		
			Drop Off Items		
Drop Off Items					
			Select Material to Return		
Select Material to Return			Select material		*
Select material		Ŧ	Selected Materials to Return:		
Chainsaw			Material: Chainsaw		=
					Save Returns
				Close	
			C.		

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:



10:32 Wed 19	feb +++	イマロ435(日)			
	MATERIAL ITEMS				
	Q. Search Inventory	300(
	Include Out of Stock				
	PI-0301 Chainsaw - Temp. Product 5.000				
00 KDC THM	PI-0292 G219875 - M8 SPRINTER 317CDI G8 L2 FUNC Standard Product 5.000				
Service E Scheitze	PI-0211 G23JM130 - STIHL 8T131 - Standard Product				
	PI-0210 624EB024 - HIKOKI DS360CW2Z + BOOSTERPACK + Standard Product				
Testfications	5.000				
Profile	G24Np022 - STIHL TS700 - Standard Product 5.000				
	PI-0208 G24EH023 - HKKKI G3613DFW2Z - Standard Product 5.000				
	PI-0207 023/S017 - ALTREX VARITREX PROF - Standard Product 5.000				
	PI-0206 020WDIS1 - STIHL KM 131 R - Standard Product				
	# Actions				

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.

13 Wed 19	Feb ***	1 ♥ ₩ 44% ()
	OVERVIEW WORK PLAN PRODUCTS DETY LS RELA	
	PRODUCTS CONSUMED	+
	PC-180 021VB175 - MB SPRINTER 317CDI GB L2 FUNC	
	1,00	
C Fiald criste	PC-179 023JM130 - STIHL BT131	
ä	1,00	
	PC-178	
uitt uittary	1,00	
A.	PC-177	
	G248D022 - STIHL T5700	
and a	1,00	
	PC-176	
	G24EH023 - HIKOKI G3613DFW2Z	

- 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).

			10:33 Wed 19 Feb		1 🗢 🖵 44% 🚺
					Done
			Q. Search Products to Add		(mm)
			INVENTORY		
10:33 Wed 1	17eb	P (7 44% 16)	PI-0301 Chainsaw Temp. Product		
	C				2 Add
	00000885 Maintenance for Onderhoud Beslanding on pravEntretiel des Plantes et peloses - 1000 - 1	Elena I.	PI-0292 G21VB175 - MB SPRINTER 317CDI GE	31.2 FUNC + Standard Product	
	Peb 19, 2028, 10-33 Production Work OVERVIEW WORK PLAYS PRODUCTS DETAILS BELATED FEED		1 Added 3		Add
	PRODUCTS CONSUMED	+	PI-0211		
	PC-180 021V8175 - MB SPRINTER 317CDI 0B L2 FUNC.	4	G23JM130 - STIHL BT131 · Standard	Product	$\Delta $
	1,00		1 Added		Add
86 RDC Field	PC-179 023J#130 - STIHL BT131		DI 0210		
ä	1,00		G24EB024 - HiKOKI DS36DCW2Z + I	BOOSTERPACK • Standard Product	
E-stars	PC-178 G24E8024 - HKOKI DS36DCW2Z + BOOSTERPACK		1 Added		Add
martury	1,00				1

• Once you found your product, you can Save it and it now will show as "consumed"

C. Swarch Products to Add				
INVENTORY				
PI-0301 Charasa - Temp. Product				
			10:34 Wed 19 F	10:34 Wed 19 Feb ***
PL0292				Sec. 1
G21VII175 - MB SPRINTER 31	TTCDI GB L2 FUNC + Standard Product			WORK ORDER
				Maintenance for Onderhoud_Beplanting en gras/Entretien des Pla
PI-0211 (223.04130 - STIHL BT131 - S				Feb 19, 2025, 10:33 Production Work
1 Added				OVERVIEW WORK PLANS PRODUCTS DETAILS RELAT
PI-0210				PRODUCTS CONSUMED
G24EB024 - HIKOKI D536DC 1 Added	W2Z + BOOSTERPACK + Standard Product			PC-181
				Chainsaw
PI-0209 024RD022 - STHL TS700 - 1				1,00
			KGC Field Service	PC-180 KGC Field Service G21VB175 - MB SPRINTER 317CDI GB L2 FUNC.
Cancel	Add Product	Save		1,00
Chainsaw • Temp. Product			Schenule	Schenkk
			1011	G23JM130 - STIHL BT131
(-) 1 (+)			Inventory	Investory 1,00
			Monterational	PC-178
			HOLITICALIONS.	G24EB024 - HIKOKI DS36DCW2Z + BOOSTERPACK





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.

	A second			
09:52 Wed 19 Feb +++	f ♥ □ 51% ■)	09:55 Wed 19 Feb		ৰ ় ত ১০% ∎_)
Work Order Actions				
Log Shop Visit Record details of your shop visit				
Create Extra Work Create a new work order for extra work				
Log Special Equipment Record special equipment usage			Work Order Actions	
Log/Edit Goodwill Tasks		10 period Environment		
Manage goodwill task entries		apecar couprien.	Used bobcat	

- 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:

09:52 Wed 19 Feb		🕈 🗢 🖸 51% 🔳 🔿	09:53 Wed 19 Feb	***	1 🗢 🖸 51% 🔳
×	Work Order Actions		×	Work Order Actions	
				Work Order Actions	
				Work Order Actions	
			* Chan Name		
			Ship Harris	Brico	
			*Shop Visit Amount	45.00	
			*Shop Visit Date	19 Feb 2025	
			Chan Minis Chast Time		
	Work Order Actions		· Shop Visit Start Time	19 Feb 2025 at 09:45	
Log Shop Visit			*Shop Visit End Time	19 Eab 2025 at 10:00	
Record details of your	shop visit			19 Peb 2025 at 10-00	
Create Extra Work			Shop Visit Item Category	Raw Materials	:
Create a new work ord	ler for extra work		Collected Items	Factilizer	
Log Special Equipm	nent			Perunzer	
Record special equipm	rent usage)
Log/Edit Goodwill T	fasks			1 Upload Files Or drop files	
Manage goodwill task	entries			6	
	Cancel		Cance	el S	Save

- 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.

	Verk Order - 0000727 4 Locate August August 5 Verk Order - 0000727 4 Locate August 5 Verk Order August 5 Verk	<pre>interview interview i</pre>		
		09:56 Wed 19 Feb		₹ ♥ ټ 50% ■
Verified The Sections	4 ♥ © 51% ∎)	×	Work Order Actions	
Work Order Actions				
Log Shop Visit Becord statils of your shop visit Create Extra Work Create a new work order for extra work.				
Log Special Equipment Record special equipment usage			Work Order Actions	
Log/Edit Goodwill Tasks Manage goodwill task entries		*Goodwill Tasks	Watered the plants	
Cancel		Cano	el Save	

- 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.



			And a second sec	ari ari ari ari ari ari ari ari			
0	19-52 Wed 19 Feb				09:55 Wed 19 Feb		1 ♥ ♀ 50% ■
	×	Work Order Actions					
	Log Shop Visit Record details of your shop visit						
ſ	Create Extra Work Create a new work order for extra	work					
	Log Special Equipment Record special equipment usage					Work Order Actions	
	Log/Edit Goodwill Tasks Manage goodwill task entries				*Work Description Extra Work		
		Cancel			Cancel	Save	
	_						

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.



***	(1) イ 中 ロ 43%		
		10.15 Wed 19 Feb	***
	PRED .	×	Checkout
ANS (1)			
oduction Work			
Check In Completed - Production Work		_	
LMRA Completed - Production Work			
Log KM Completed - Production Work			
Take Before Work Photos Completed - Production Work			
Edge Trimming Completed - Production Work			
Mowing with Collection (Extensive) Completed - Production Work			
Maaien met opvang (Extensief) Not Applicable - Production Work			
Afranden Completed - Production Work			Select Appointment
Take After Work Photos Completed - Production Work		Notify next cureomer	
Check Out New - Production Work	×	\$ Upeo-Heideaard 145-Br	asschaat - 19/2 9-4 <mark>8 - Extra Work</mark>
	/	🔿 \$ Upeo-Nijverheidslei 147	Ekeren - 19/2 11:10 - Production Work
		Cancel	
F Actions			

- 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.

6 Wed 19 Feb	***	
<		
00		
1.0		
0	ERVIEW WORK PLANS PRODUCTS DETAILS RELATED FEED	
we	RK PLANS (1)	
~	Extra Work	
	0% 0 of 5 done	
00	Check in New - Extra Work	
ervice	Take Before Work Photos New - Extra Work	
hamite C	Extra Work for Hedges New - Extra Work	
withing	Take After Work Photos New - Extra Work	
num G	Check Out New - Extra Work	
Profile		
	6 Actions	

• 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".



10:27 Wed 19 F	eb ***	(C) + + C 38	10:27 Wed 19 Fe	eb	***	() * P () 38% (()
	KGC FI	eld Service			KGC Field Service	
	3 of 4 complete -0.9°C	rosecast idy C ^a		3 of 4 complete	WEATHER FORECAST Partly Cloudy -0.9*C	C
	Select what	you want to do:		Wast Creat	te Management te a work order to log your waste manage	ment activities.
	Travel To Next Appoint Start travel time to your re	tment tryt appointment.	PR	Depo Log a	of Visit work order to keep track of your visits to	Krinkela depota.
EII	Internal Work Order Create a waste management	nnt or depot visit work order	in series			
Anthraters	Submit final Alemeters and	d review timesheet	Nontray National			
Profes			entry Profile			
			-			
					A Back to Main Menu	
	\$ /	Actions			F Actions	

- 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!

0:18 Wed 19	Feb •••	1 🗢 🗔 41% 🔳
	CO0001044 Feb 19, 2025, 10:17 Feb 19, 2025, 11:17 · Waste Management OVERVIEW WORK PLANS PRODUCTS DETAILS RELATED FEED	
	WORK PLANS (1) V Waste Depot 0% 0 of 4 done	•••
61	Check In New - Waste Depot	•••
KGC Field Service	Attach Waste Depot Receipt New • Waste Depot	•••
Schedule	Log Waste Quantity New • Waste Depot	
Inventory	Check Out New • Waste Depot	•••
Notifications Profile		

- 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.

10:18 Wed 19 Feb		1 🗢 🖸 41% 🔳
×	Attach Waste Depot Receipt	
If necessary, attach	a receipt.	
Take Photo	Select Photos	

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



10:19 Wed 19 Feb	og Waste Quantity	D
Enter Waste Quantity		
Waste Type(s) *		
Quantity *	0	
•	0	
Unit of Measure		
None	0	1
KG	۲	
M ^a	0	
TON		
Waste Type(s) *		
Asbestos	I	
Asphalt	1	
Class II waste	[
Concrete debris		
Construction debris		
Green waste		
Mowing waste		~
Soil		
301		
Ca	incel Confirm	

- 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.

10:19 Wed 19 Feb		 1 중 및 40% ■	D
×	Log Waste Quantity Step 1		
Enter Waste Qu	antity		
Waste Type(s)			
Green waste	; Mowing waste	*	
Quantity *			
6	¢		
Unit of Measure			
None		0)
KG		-	
NO			·
Ma		0)
TON		0)
		Next >	
		-	

• 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.

10:19 Wed 19 Feb		Checkout	1 중 및 40% ∎_	1019 Wed 19 Feb X	Checkout	f @ Q 40% ∎_>
	,	Please select what you want to do next:				
	ŝ	Select Next Appointment Continue to your next scheduled appointment				
	Ľ	Take a break Take a break before going to your next appointment)			
	Î	Internal Work Order Create a waste management or depot visit work order				
	ZZ	Last Appointment Finished Log your kilometers and drive home		*Duration	Select Break Duration	
	ZZ	Depot Drop Off Drive to a depot before heading home.		Can	cel Sav	re

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".

10:19 Wed 19 Feb	Checkout	1 🗢 🖵 40% 🔳
~	Please select what you want to do next:	
	Select Next Appointment Continue to your next scheduled appointment	
	Take a break Take a break before going to your next appointment	
	Create a waste management or depot visit work order	
	Zz Last Appointment Finished Log your kilometers and drive home	
	ZZ Depot Drop Off Drive to a depot before heading home.	

If you go to the depot:

- Select Depot Drop Off from the menu.
- Enter the correct kilometers 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 kilometers as displayed on the dashboard when leaving the last customer. Drive home.
 - **3.4.2.** Reviewing my day

3.4.2.1. Reviewing the kilometers



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.

eb		(こ) イヤロ 52% 15
	KGC Field Service	
5 of 5 complete	WEATHER FORECAST Partly Cloudy -0.9*C	Ċ
	Select what you want to do:	
Tra- Star	vel To Next Appointment t travel time to your next appointment.	
	ernal Work Order ste a waste management or depot visit work on	ter
🐕 End Sub	I Your Day Minit final kilometers and review timesheet	
	Transformation of the second s	KOC Field Service KOC Field Service XOC Field Service XOC Field Service XOC Field Service XOC Field Service Your Select what you want to do: Select what you want you want to do: Select what you want you want to

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".



		A CONTRACT CONTRACTOR OF A				
				KGC Field Service		
			📾 Rev	view Your Mileage Entries		
		CREE Find Sarvice		Start of Day Kilometers View or add Starting mileage record		
		Schedule				
		IIII Insettory		End of Day Kilometers View or add Ending mileage record		
		Notifications				
		Profile	~	Own Vehicle Kilometers View or add Own vehicle mileage record		
		-				
				A Back to Main Menu		
Wed 19 Feb		₽ □ 525	4 (B)	Actions 10:41 Wed 19 Feb		•••• \$ ₽.52
Wed 19 Feb	KGC Field Service	₽ □ 525	4 😥	Actions		···· ◆□ 52 KGC Field Service
Wed 19 Feb	KQC Field Service	♥ ♀ 525	4 😥	Actions		••••
wed 19 Feb	KGC Field Service	ቀ ወ ፡፡፡	4 DF)	Actions	Start of Day Kilom	KGC Field Service KGC Field Service ters
wei 19 ret	KGC Field Service	◆ ⊋ 523	4 190	* Actions	Start of Day Kilom	KGC Field Service eters
Wel 19 Feb	KGC Field Service	♥ ⊕ 825	6 🗩	* Actions	Start of Day Kilom View or add Starting of End of Day Kilome	GC Field Service KGC Field Service ters ters
We 19 Feb	KGC Field Service	♥ □ 521	4 19	* Actions	Start of Day Kilom View or add Starting : End of Day Kilome View or add Ending m	KGC Field Service KGC Field Service ters ters ters ters
Ind 19 Feb	KGC Field Service	♥ □ 523		* Actions	Start of Day Kilom View on add Starting or End of Day Kilome View or add Ending m	Constraints of the second sec
Wed 19 Feb	KGC Field Service Ileage Entries y Klönneters Starling mikage record	♥ □ 837		Actions	Start of Day Kilom View or add Starting : End of Day Kilome View or add Ending to	KCC Field Service KCC Field Service ters ters Edit Mileage Entry
We 19 Feb Review Your M Start of Day Unes of addr any End of Day Version addr	KIGC Field Service Ileage Entries VKIometers Exercise missage meand Kitometers Exercise missage meand	♥ □ 521		Actions	Start of Day Kilom View or add Starting in End of Day Kilome View or add Ending m g Mileage 50	KGC Field Service eters minager record Edit Mileage Entry
we to Fee Review Your M	KICC Field Service KICC Field Se	♥ □ 521		Actions	Start of Day Kilom View or add Starting : End of Day Kilome View or add Ending m Mileage 50 Mileage	KCC Field Service KCC Field Service ters intersport Edit Mileage Entry
We 19 Fut	KIGC Field Service Ileage Entries VKIoneters Externer mileage record Kitometers Externer mileage record	♥ □ 521		Actions 10:41 Wed 19 Peb 10:41 Wed 19 Peb 10:41 Wed 19 Peb 10:41 10:4	Start of Day Kilom View or add Starting : End of Day Kilome View or add Ending # g Mileage 50 Mileage	KGC Field Service
we to Pro-	KGC Field Service KGC Field Service Klometers Klometers Klometers Klometers Klometers Klometers	♥ □ 527		Actions 10.41 Wed 19 Feb 10.41 Wed 19 Feb 10.41 Wed 19 Feb 10.41 10.4	Start of Day Kilom View of add Starting : End of Day Kilome View of add Ending st Uwew of add Ending st Mileoge Mileoge Cancel	KGC Field Service KGC Field Service KGC Field Service KGC Field Service
Net 19 Feb Review Your M Review Your M Start of Day Review or addr Review Court of Day Review Your M Start of Day Review Your M Start of Day Review Your M Start of Day Review Your M Start of Day Start of Day Sta	KIOC Field Service Ileage Entries VKIONNETERS Externe missage meand Kilometers Externe missage meand Kilometers	♥ □ 521		Actions	Start of Day Kilome Velev or add Dioffing or Cencel	KGC Field Service
Wed 19 Peb Review Your M Start of Day View or add Lenon Allowance Driver Starting Mileage Ending Mileage	KICC Field Service KICC Field Se	♥ □ 827		Actions 10.41 Wed 19 Feb 10.41 Wed 19 Feb 10.41 10.4	Start of Day Kilom View of add Starting of End of Day Kilome View of add Ending of Mileage 50 Mileage Cancel	KGC Field Service KGC Field Service

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).

Feb			† ♀ 53
1			
5 of 5 complete	WEATHER FORECAST Partly Cloudy -0.9°C		C
	A Back to Main M	lenu	
Work Hours 4h 25m / 8	00h	Total KM 100km	
Total Break 0:00h			
	-		~
19-02-2025	•		101
 19-02-2025 February 19, 2 	025		Day Li

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.



					KGC Field Service		
					5 of 5 complete	Partly Cloudy	C
						A Back to Main Menu	
Ved 19 Feb	**		P Q 55% ()		View Work Secure	The State	
					4h 25m / 8:0	0h 100km	
1	Work Hours 4h 25m / 8:00h	Total KM 100km		ESC 2 with Deriver	Tistal Breek 0:00h		
	Total Break 0:00h			Diff.		User Settings	
Fel	19-02-2025 b ruary 19, 2025	/	Day List	Northadiens Ban Polite	() Time Range Sele Start Time 0-24 Start Time: 08:00 End Time 0-24	ector	8
		Wednesday			5-d Time 10.00	•	19
09:	00				Line Time: 19-00		
·· 09:	30				Cance	al Carlos	Save
10:1	00 10 85 - 10:15 10:15 Travel Time	10/20 - 10/30				# Actions	

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.

10:44 Wed 19 Feb	b +++		•		
			10-43 Wed 19 P	e e e e e e e e e e e e e e e e e e e	• • • • • • • • • • • • • • • • • • •
	Work Hours 4h 25m / 8:00h	Total KM 100km		Work Hours 4h 25m / 8:00h	Total KM 100km
	Total Break 0:00h			Total Break 0:00h	
	19-02-2025	101 a		 19-02-2025 February 19, 2025 	Day Lint
	February 19, 2025	Day List	CTC Travel		Wadnesday
NOLD Flank Gereien		Wednesday		09:00	in a start of the
曲	09:00		E23 Software	09:30	
Schedulo	09:30		10.0	10:00	
81181	10:00 10:05-10:15		Builting	Tore Tore	10:20-10:30
inventury	10-15 Travel Time	10/20 - 10:30		10:30	10.30 - 11/20 Normal Hours - Onderfrout_Beplanting on gravit
<u>.</u>	10:30	Normal Hours - Onderhoud_Beplanting en gras/	Med VL alterna	11:00	
Notifications	11:00			-	

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.



10:46 Wed 19 Feb	***	P 🖵 57% 📑
	0:00h	
	4 19-02-2025	¢ 6
- 1	February 19, 2025	Day List
	Wednesday	
_	09.00	
66	09:30	
And Party	10:00	
苗	10:30 10:30 - 10:39 10:30 10:30 - 11:20 Nummai Haumi - Onderhaum, Beglanting en graußenvelses das P	tartes at palences - Upen - State.
Schedule	11:00	
EEE invertory	11:30 TU29-11:55	
	Tares Tone	
Benfications	TA COV Romai Hours - Ordenicud, Begranting as grazitititi das P	Gentres et pation hars + Updo - Exerce
<u>+</u>	12:30	
Poster	Create New Entry	
	Add time sheet entry Record work hours or other activities	
	II Add Break Record break time	
	Cancel	
	F Actions	

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.

8 Wed 19 Feb		♦ Q 57% 8€
	0:00h	
	◀ 19-02-2025 ▶	\$
- 1	February 19, 2025	Day List
	Wednesday	
	09:00	
	09:30	
Contract of	10:00 Descentional	
	10:30 10:20 10:20 Normal Heart - Orderhaud, Deptarting as grapTretrates des Plan	nes et pelsanet - Open - Brans
	11:00	
anticry	11:30 1125 - 1135 11:30 11:50 - 1155 11:50 1:50 - 1155	
ņ.	12:00 Protected Hours - Onderhoud Displanting an graditization day Plan	tes el pelonnes - Upen - Corre
e .	12:30 12:00 12:31	
ratio	Create New Entry	
ſ	Add time sheet entry Record work hours or other activities	
	II Add Break Record break time	
	Cancel	
	# Actions	





0:46 Wed 19 Feb	***	¢ ⊊ 57% 📑
	Total Break 0:00h	
	◀ 19-02-2025 ▶	¢ 6
- 1	February 19, 2025	Day List
	Wednesday	
	09:00	
COL Yourd -	09:30	
#	10-00 0000 1011	_
Schedule	10:30 10:30 11:30	
1010	Permat Neuro - Onderhoud, Bastanting en gravit normalien des Plant 11:00	en et platternen – Gamp - Braen.
A.	T123 - 1133 -	
<u>.</u>	Appointments	~
Profile	S Upeo-Heideaard 145-Brasschaat - 19/2 9:10 - Product	ion Work
	💽 \$ Upeo-Heideaard 145-Brasschaat - 19/2 9:46 - Extra W	lork
	🔿 🕎 Bruco - 19/2 10:17 - Waste Management	
	🔿 🕍 Antwerp Depot - 19/2 10:28 - Internal Depot	
	S Upeo-Nijverheidslei 147-Ekeren - 19/2 11:10 - Producti	on Work
	Back	Continue
	# Actions	





 \mathbf{i}





ľ	0:00h	Succe	ss vet entry cr	eated success	× stully,		
	19-02-2025	•				ţ.	6
Febru	uary 19, 2	2025				Day	Lis
			We	inesday			
09:00							
09:30							
10:00	0.07 10.4F						-
10:30	Normal Hours - Or						
11:00							
11:30							
12:00	Trevel Time 11:55 - 12:30 Normal Hours - Or						
12-20							
12-30	12:45 - 14:00						
13:00							
13:30							
14:00							
14:30	14:25 - 15:00						
	0		Submit for	Approval			
	Febru 09:30 10:00 10:30 11:30 12:30 13:30 14:30	0.000 0 19-02-2025 February 19, 2 0 0 0 0 0 0 0 0 0 0 0 0 0	0:00h O Succession 19-02-2025 Image: Constraint of the second o	Other Other Other 0 19-02-2025 Image: Second Secon	Pool Page 2001 Pool Page 2001 Pool Pool Pool Pool Pool Pool Pool		Verdenation of the second successful of the se

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 ATAK 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. Trouble-shooting 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.





09:10 Wed 19	Feb			f 🗢 🖓 10 67% 🔳)
	<	Adva	nced Settings	
	Clear Cached Metada	ata		0
	Flow Refresh Button			
	Enable Debug Logs			
	Lightning Debug Log	ging		
	Preferred Email App			
	Email App			
	Lightning Web Compo	nents		
010 IC Field iervice	Lightning Developer	Console		
Schedule		Clear Cached This actual cannot require a stable int Cancel	Metadaa? Invarba ad met connection. OK	
			# Actions	

1