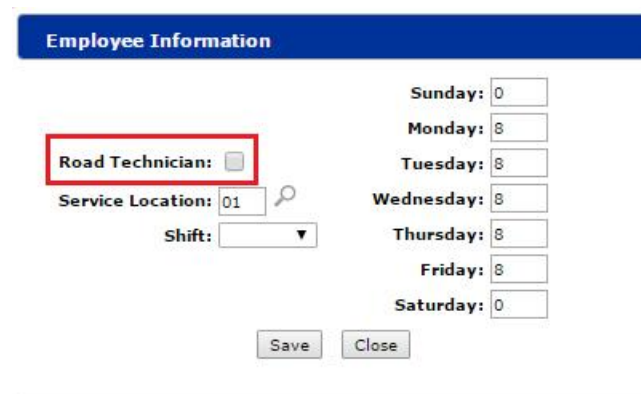


Technician Scheduling

Road Technician (a.k.a. Roadie)

A Technician Scheduling “Road Technician” is a technician who performs work in the field based on work orders that are assigned to them from multiple branches.

You must first identify the technician accordingly.



The form is titled "Employee Information" in a blue header. It contains several input fields and a list of days of the week with associated values. A red box highlights the "Road Technician" checkbox. The "Service Location" field contains the value "01" and has a magnifying glass icon. The "Shift" field is a dropdown menu. At the bottom are "Save" and "Close" buttons.

Day	Value
Sunday	0
Monday	8
Tuesday	8
Wednesday	8
Thursday	8
Friday	8
Saturday	0

Technician Scheduling

On the Technician Scheduling screen, select the link in the top right corner to go into Road Tech mode.













Technician Scheduling

The schedule will show all Road Techs and each work order will show the branch location on the top bar (before the work order number).

The left panel may be blank at first – we chose not to display all unassigned work orders for all branches for performance reasons.

In order for work orders to appear in the left panel, you need to create parallel non-real technician numbers to the CUST, WARR, INTER you are using today.

Service Scheduling		
Unassigned	Technician	Monday Aug 29
Scheduled		
Selection Criteria		1.00/1.00(1.00/1.00)
01 - WB6600 	Alex Johnstone  Weekly: 7.00/7.00 Total: 312.29	01 - W04688 S  Customer Hank McCoy JD RX95 "xxx" E: 0.00 W: 0.00 R: 0.00
Customer normal scott SC S "na" R: 2.00		01 - W06212 S  Customer M Test DW 664 "test" E: 110.00 W: 217.88 R: -107.88
01 - W06624 		01 - C03788 S  Warranty STEVE & GEORGE KENNEDY JD 6420 "WARR" E: 0.00 W: 8.40 R: -8.40
Internal normal scott SC S "na" R: 1.00		01 - W04976 S  Customer City Of London KO WA115PT3 "ASD" E: 9.00 W: 95.26 R: -86.26
01 - W06623 		01 - W03864 Customer 850 Medway BC
Internal normal scott SC S "na" R: 1.00		
01 - W04056 S 		
Customer GORDON HERN FC S "test" R: 12.00		
01 - W04545 S 		
Customer Southgate Nursery FR S "h1" R: 12.40		

Technician Scheduling

We would recommend setting up technician numbers like RCUS, RWAR, RINT. Then you need to code these non-real technicians as Road Technicians.

Then, when a work order needs to be performed in the field, you would assign RCUS when opening the work order instead of CUST.

Doing this will cause the work order to appear in the left panel in the Road Tech mode.

