



**FIELD NATION**

# Flightboard

## Service Provider Handbook

# Flightboard Introduction

---

Interruptions from dispatchers and project managers can slow you down. In most cases, these interruptions come from your clients just trying to confirm that you're still planning to complete the job. With Flightboard, we're giving you better tools to proactively communicate with your clients, thus reducing the need for them to interrupt you with calls.

These new features allow you to confirm your next-day's work orders, share when you're on your way and how far away you are, or quickly let your clients know if an issue arises.

## What are these features?

### 1. "Tomorrow's Work" and Required Confirmation

Each morning, you will receive a push notification asking you to confirm your work for the following day. Confirming the work tells your clients that you still plan on completing the work order. If you fail to confirm by noon, your client will have the opportunity to reassign the work order.

### 2. "On My Way" Button for Assigned Work Orders

Before you head to a job site, you can press the "on my way" button inside the mobile app. This will alert your client that you are on your way. Flightboard will then show your distance to the job site on a map, giving dispatchers and project managers confidence that you will complete the work on schedule.

### 3. "Running Late" Button With Real-Time Updates

Sometimes, you may run late to a job site. We've added an option for you to quickly notify your client with an estimate of how late you might arrive to the job site, and to provide a reason why. This updates your client's work order list in real time, and immediately sends a notification to them that you are running late.

### 4. "Report a Problem"

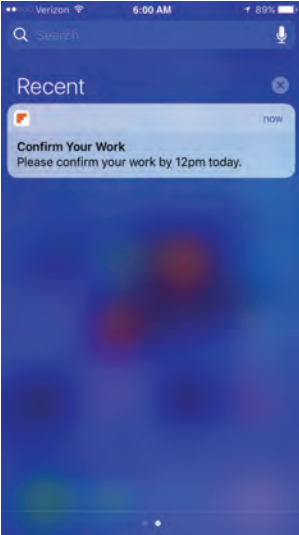
Flightboard adds a button to your work order listings page providing you with easy access to the "report a problem" functionality. On the web platform, you can access "report a problem" at the top level in the work order details pages.

### 5. Same Day Assignment Push Notifications and Confirmation

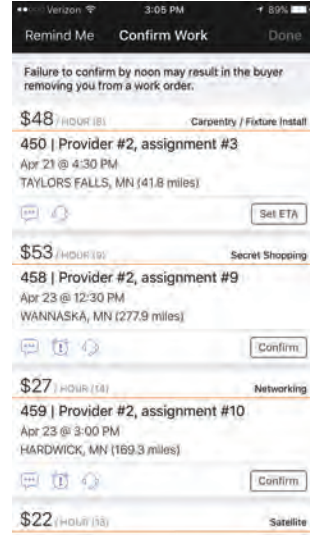
When a client assigns you a same-day work order, you will receive a push notification on your mobile device. This will bring up the work order details with an action to enter an ETA, which will also confirm that work order.

# “Tomorrow’s Work” and Required Confirmation

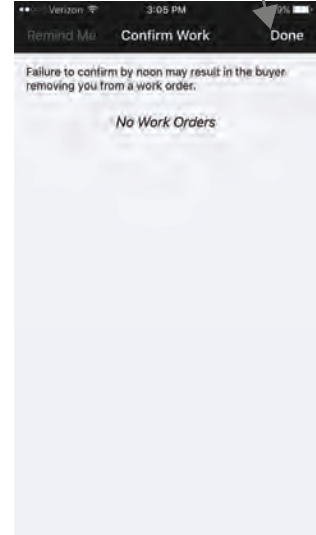
At 6am, you'll receive a push notification asking you to confirm your work orders for the following day.



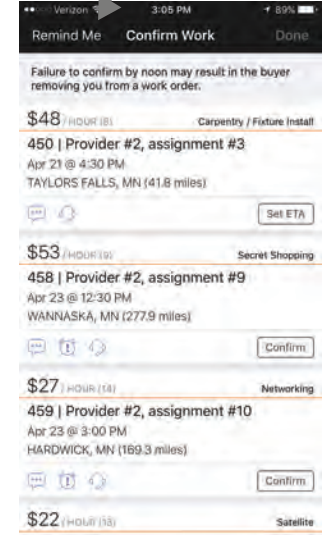
The push notification will open up a screen with “confirm” or “set ETA” actions — depending on the status of the work order.



Once you have confirmed all work orders for the following day, the “DONE” button will be enabled, allowing you to move on to the “today’s work” listing.



You can hit the “remind me” button if you need to take care of other important things before confirming your next day’s work.

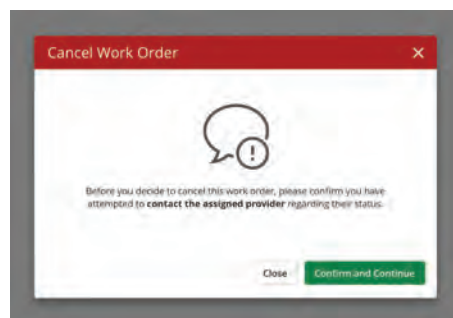


Once you confirm your next day’s work, your client will see the status updated to “confirmed” and the condition column updated to “on schedule.” If you fail to confirm your next day’s work by 12pm, your client will see the status update to “Assigned: at risk.” Additionally, clients will have the option to re-assign the work order to a new service provider.

<input type="checkbox"/>	559	Tuesday Testing 2	Minneapolis, MN 55402	11/29/2016 at 2:00 PM (CST)	Cristy Dean +18096256266 182	On schedule	<span style="background-color: #28a745; color: white; padding: 2px;">Confirmed</span>
<input type="checkbox"/>	558	Tuesday Testing 1	Minneapolis, MN 55402	11/29/2016 at 2:00 PM (CST)	Cristy Dean +18096256266 182	On schedule	<span style="background-color: #28a745; color: white; padding: 2px;">Confirmed</span>
<input type="checkbox"/>	555	Wednesday Testing 1	Minneapolis, MN 55402	11/30/2016 at 4:43 PM (CST)	Cristy Dean +18096256266 182	On schedule	<span style="background-color: #28a745; color: white; padding: 2px;">Confirmed</span>

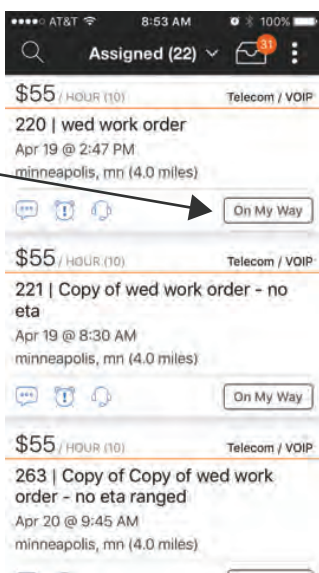
**Policy update:** If you fail to confirm your work by noon the day before, you waive your cancellation fee should your client choose to cancel or reassign the work order.

We know that sometimes legitimate reasons prevent you from confirming your next day’s work by noon. Because of this, your clients are prompted to contact you before simply cancelling work orders.



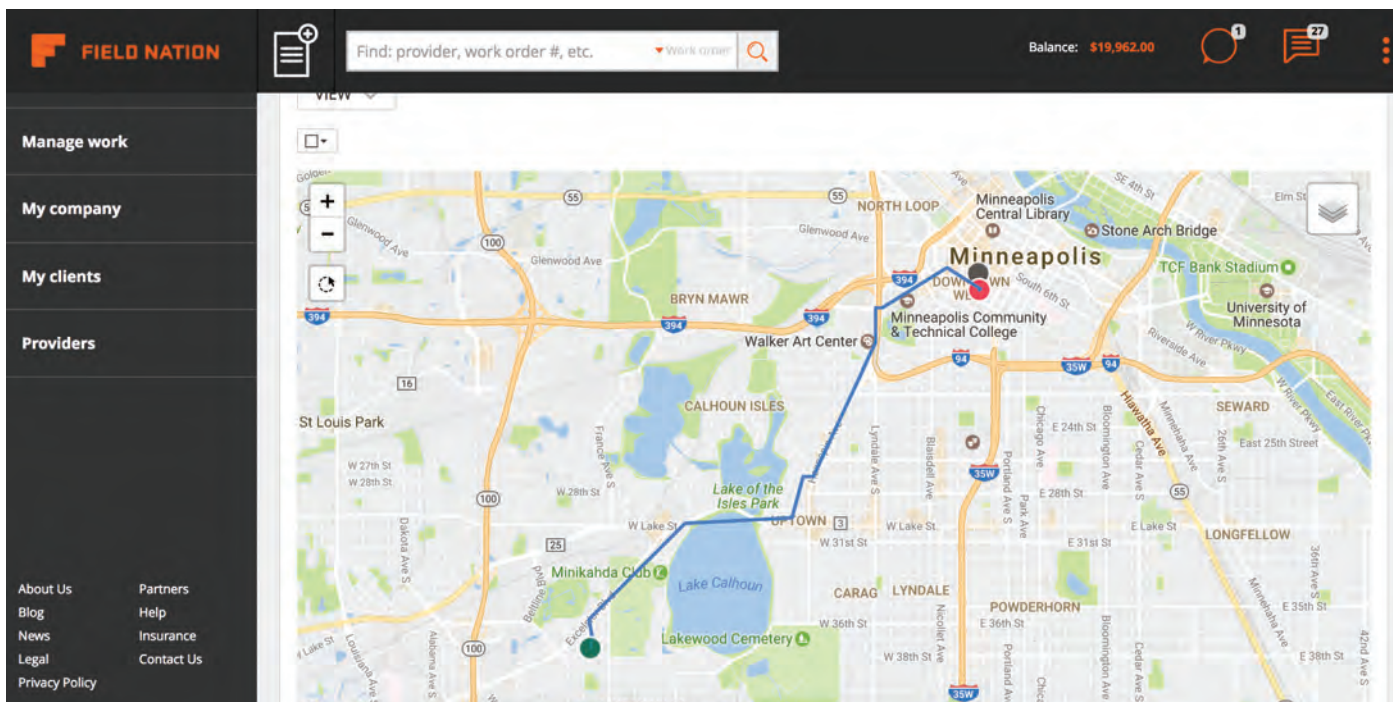
# “On My Way” Button for Assigned Work Orders

From the “Assigned” listing page, or from the work order details, you can mark “on my way” when you are headed to the job site.



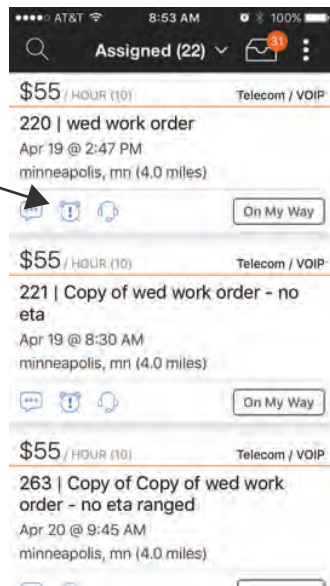
**Policy update:** If you fail to update your client by either marking “on my way” or “running late” by the start time of the work order, you waive your cancellation fee in the event that your client decides to cancel the work order or remove you from the work order.

Once you confirm that you’re on your way, your client’s work order list updates in real-time. The work order status will change to “on my way” and the condition column will update to “on schedule: X miles away (X minutes).” If you have enabled location services on your mobile device, once “on my way” is triggered your client can toggle to the map view to see your approximate location. Once you check in, the location tracking will disappear.

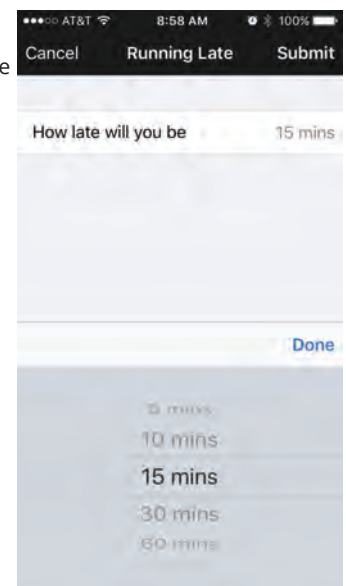


# “Running Late” Button

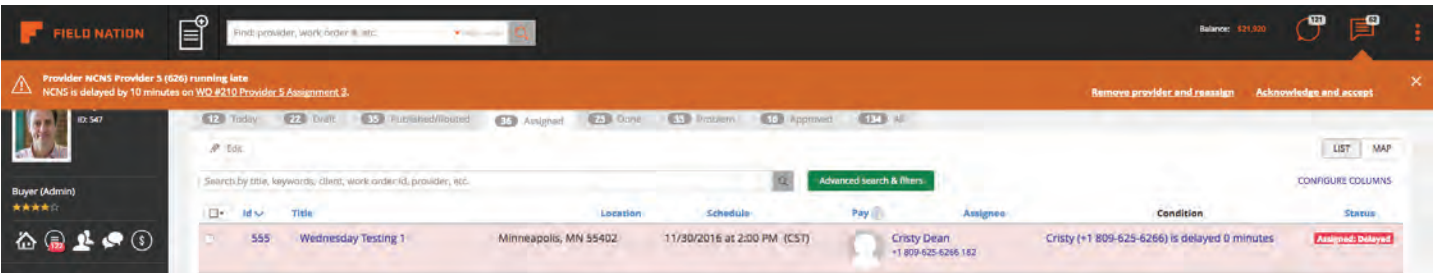
From the “Assigned” listing page, You can select “running late” to quickly notify your client that you are running behind in getting to the job site.



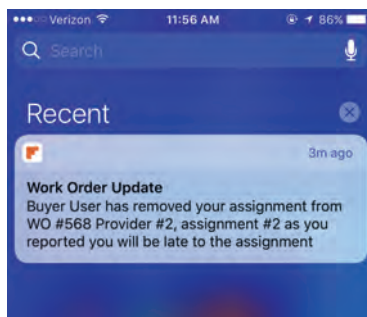
Once you select “running late,” you will be prompted to inform your client when you expect to be on-site.



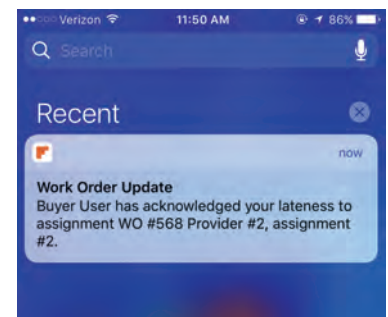
Your clients receive real-time banner notifications, condition column updates, and status updates to let them know that you are running late. Clients can then either acknowledge that you are running late, or remove you from the work order and reassign it.



In the event that a client has removed you from a work order, you will immediately receive a push notification.

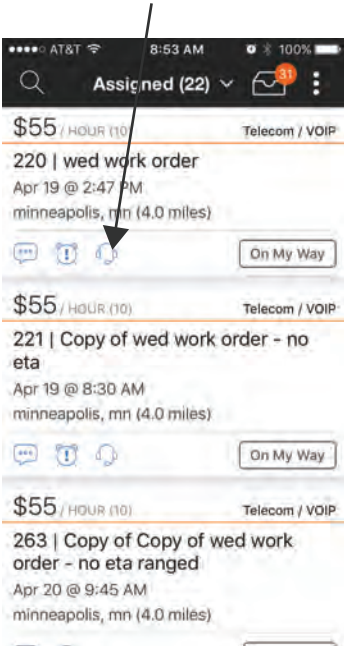


If you report that you are running late the client can choose to acknowledge this and you will immediately receive a push notification.

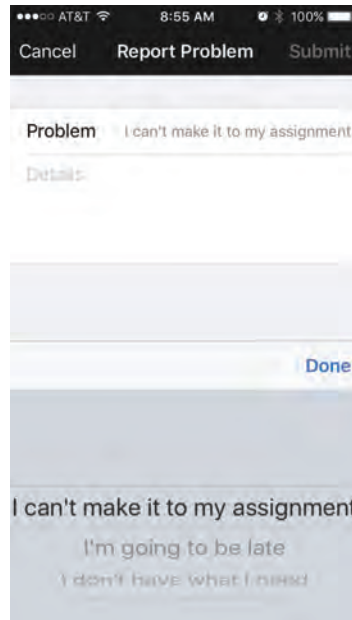


# “Report a Problem” Button

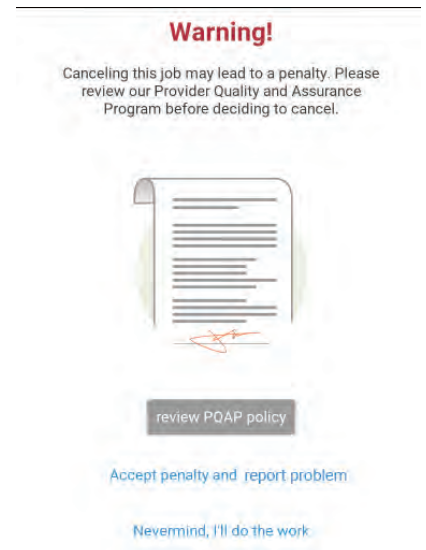
From the “Today’s Work” listing page you can click the “report a problem” icon to access the “report a problem” features.



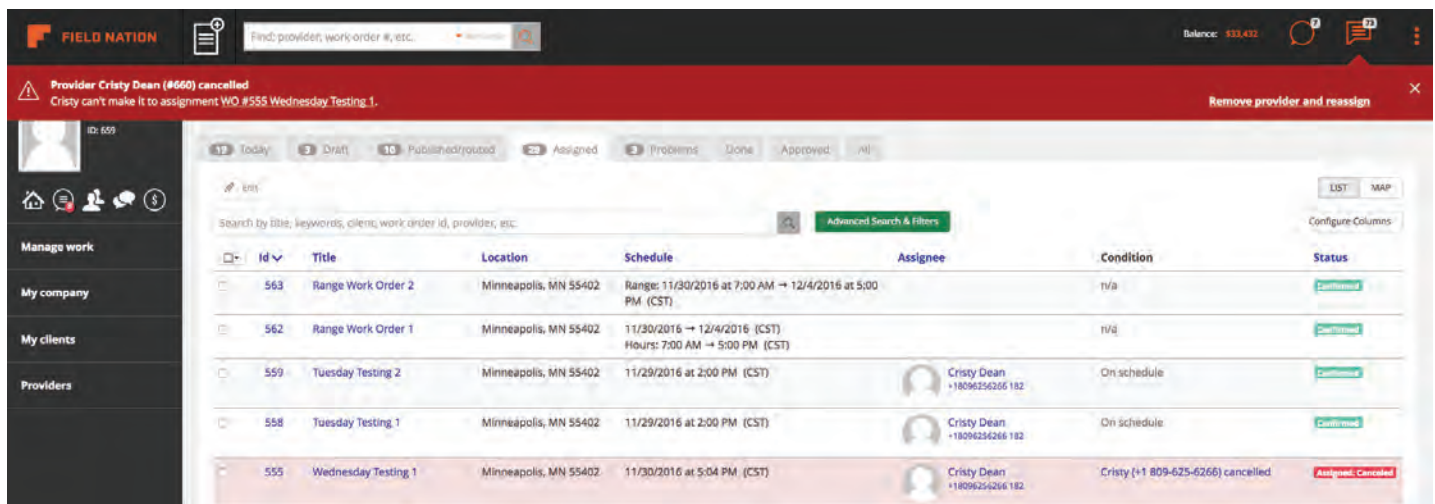
Once you press “report a problem,” you will be taken through the steps to report the problem.



If you decide to cancel the job, you will be reminded with a warning that you may be penalized for taking this action.



When you cancel a work order, your clients receive a real-time banner notification, along with a status and condition column update. Clients may then remove you and assign another service provider by clicking right within the banner.



# Same-Day Assignment Push Notifications

---

When a client assigns you a work order scheduled for that same day, you will immediately receive a push notification informing you of the assignment. The push notification triggers brings up the work order details page, asking you to set an ETA. This workflow also serves as confirmation of that work order.

