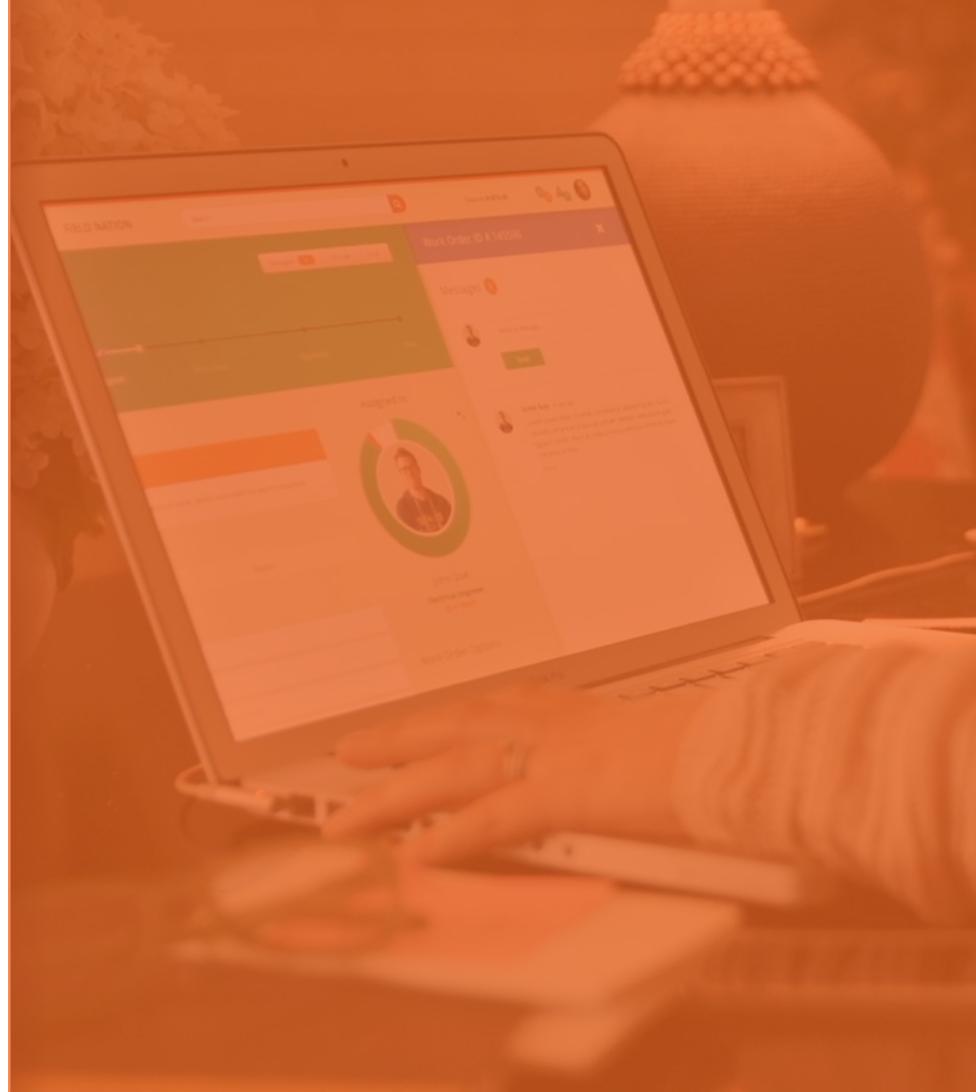




**FIELD NATION**

# Work Order Enhancements

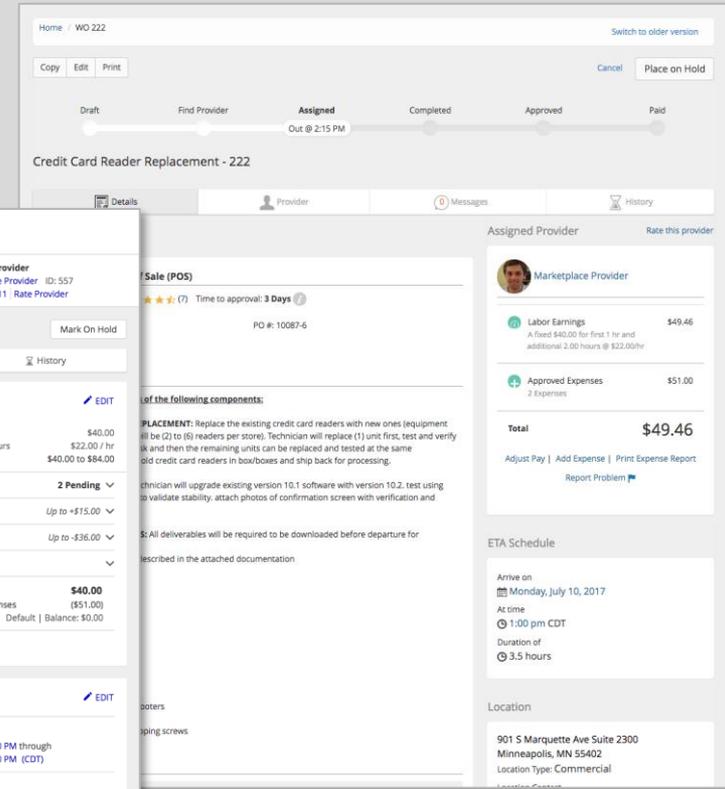


# Introduction

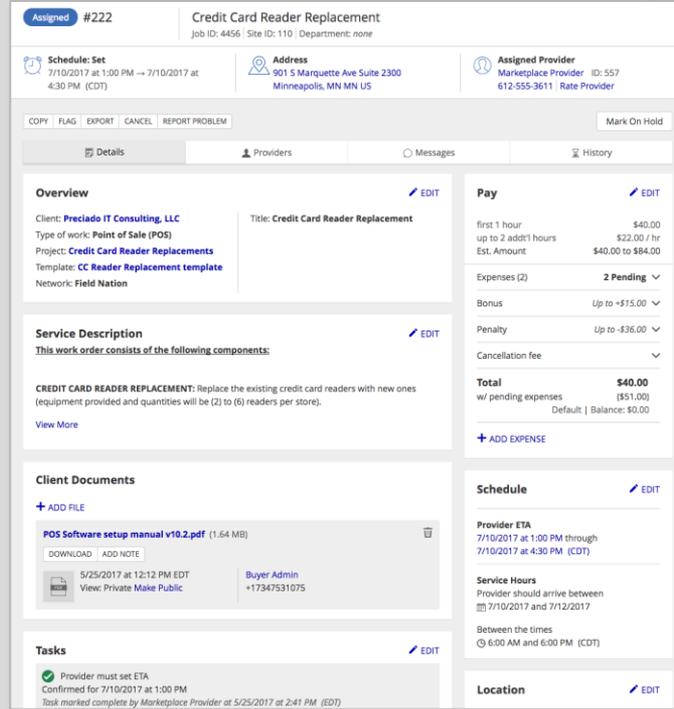
In addition to general layout and formatting updates, the Work Order Detail page now includes enhancements to boost efficiency and productivity.

- Header, quickview, and flags: easily label Work Orders and view relevant information
- Report a problem: it's simple and quick
- Overview: view relevant project and Work Order data
- Pay: quickly calculate pay
- Provider assignment: improved organization of available providers

Old view



Updated view



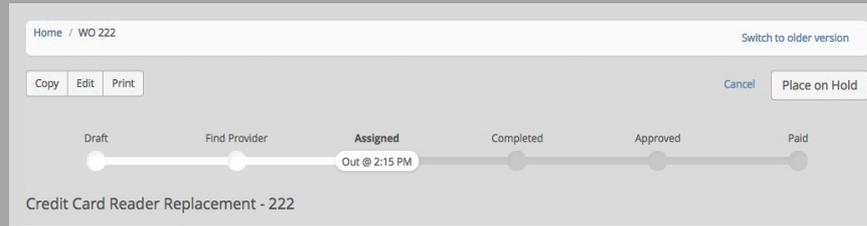
# Header, Quickview & Flags

**A** - Header contains designated custom fields displayed consistently under Work Order title

**B** - Flags can be added to work orders to support your internal workflow

**C** - Quickview section shows content and actions relevant to your workflow. Quickly see service provider contact information, schedule status, location, time logged, and pay details based on the current Work Order status

## Old view



Home / WO 222 Switch to older version

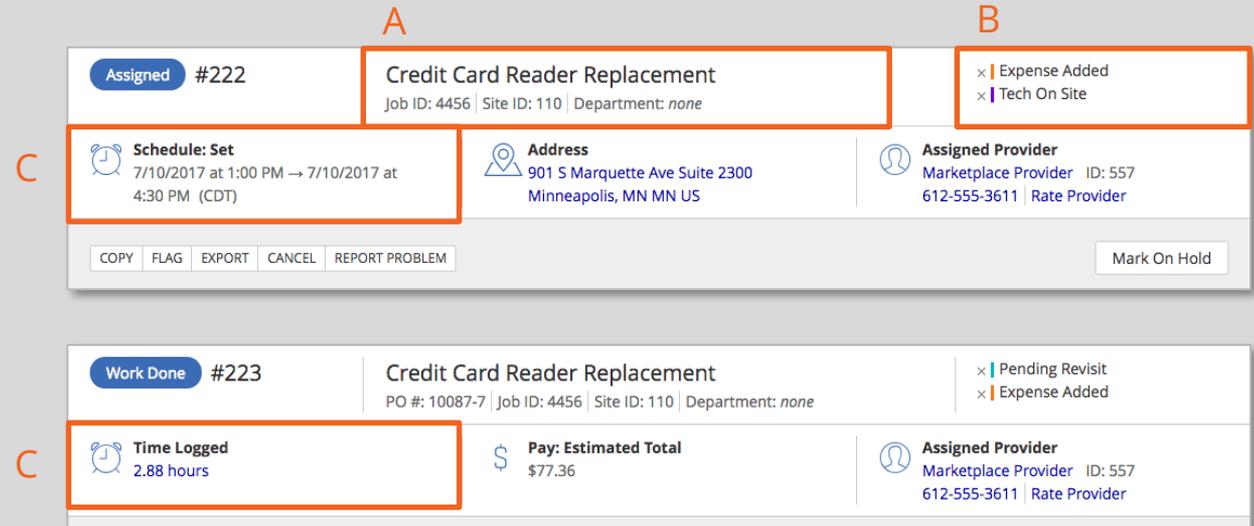
Copy Edit Print Cancel Place on Hold

Draft Find Provider **Assigned** Completed Approved Paid

Out @ 2:15 PM

Credit Card Reader Replacement - 222

## Updated view



**A** **Assigned** #222 **Credit Card Reader Replacement** Job ID: 4456 | Site ID: 110 | Department: none **B** × Expense Added × Tech On Site

**C** **Schedule: Set** 7/10/2017 at 1:00 PM → 7/10/2017 at 4:30 PM (CDT) **Address** 901 S Marquette Ave Suite 2300 Minneapolis, MN MN US **Assigned Provider** Marketplace Provider ID: 557 612-555-3611 | Rate Provider

COPY FLAG EXPORT CANCEL REPORT PROBLEM Mark On Hold

---

**Work Done** #223 **Credit Card Reader Replacement** PO #: 10087-7 | Job ID: 4456 | Site ID: 110 | Department: none × Pending Revisit × Expense Added

**C** **Time Logged** 2.88 hours **Pay: Estimated Total** \$77.36 **Assigned Provider** Marketplace Provider ID: 557 612-555-3611 | Rate Provider

# Report Problem

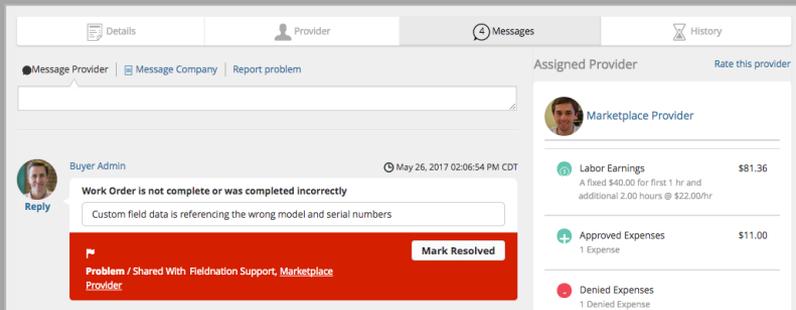
It's easy to review and manage reported problems in a Work Order without having to access messages.

**A** - Report Problem from the action bar in the Work Order header

**B** - Problems, both active and resolved, appear in the header for easy reference throughout the lifecycle of the Work Order

**C** - Resolve and/or reference messages related to Problems from new Alert Menu

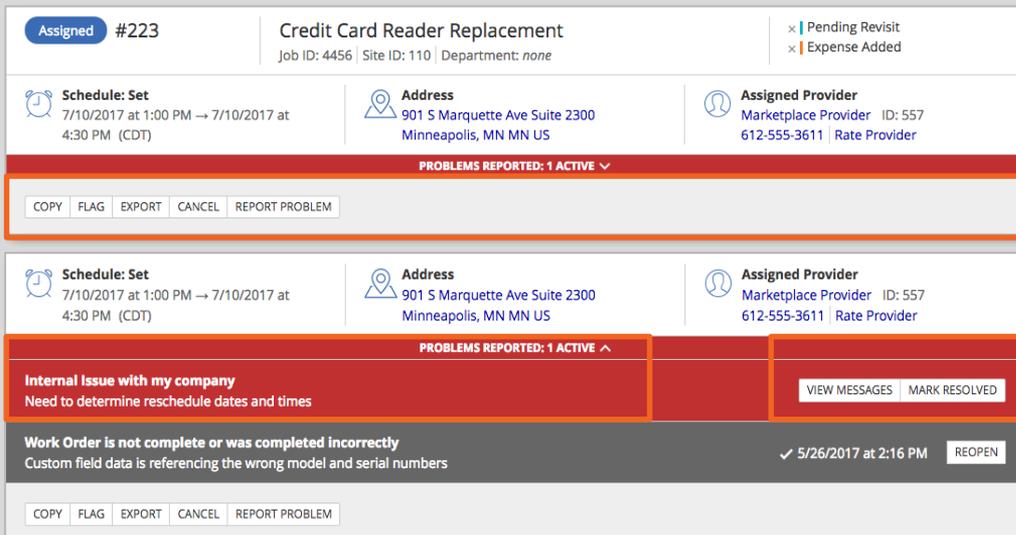
Old view



The 'Old view' interface shows a message thread from 'Buyer Admin' reporting a problem: 'Work Order is not complete or was completed incorrectly'. The message content is 'Custom field data is referencing the wrong model and serial numbers'. A red banner below the message says 'Problem / Shared With Fieldnation Support, Marketplace Provider' with a 'Mark Resolved' button. To the right, an 'Assigned Provider' section shows 'Marketplace Provider' with a summary table:

Labor Earnings	\$81.36
A fixed \$40.00 for first 1 hr and additional 2.00 hours @ \$22.00/hr	
Approved Expenses	\$11.00
1 Expense	
Denied Expenses	
1 Denied Expense	

Updated view



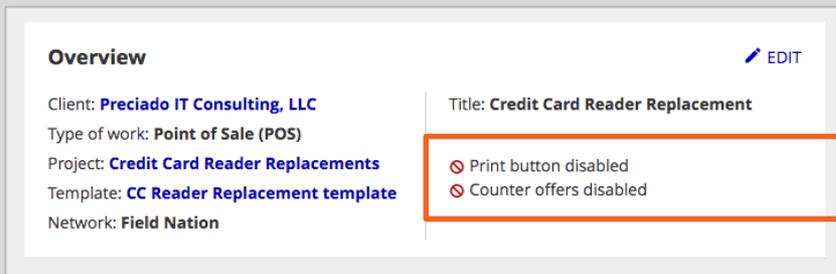
The 'Updated view' interface shows a work order header for 'Credit Card Reader Replacement' (Job ID: 4456, Site ID: 110, Department: none). The header includes 'Assigned #223', 'Pending Revisit', and 'Expense Added' flags. Below the header, a red banner indicates 'PROBLEMS REPORTED: 1 ACTIVE'. An action bar (labeled 'A') contains buttons for COPY, FLAG, EXPORT, CANCEL, and REPORT PROBLEM. The main content area (labeled 'B') shows the same details as the old view, but with a red banner for the problem: 'Internal Issue with my company - Need to determine reschedule dates and times'. A new 'Alert Menu' (labeled 'C') is visible at the bottom right, containing 'VIEW MESSAGES' and 'MARK RESOLVED' buttons. A grey banner at the bottom of the main content area shows the problem message and a 'REOPEN' button.

# Overview

This section includes all project specific data, Work Order availability, and Work Order specific options

**A** - Work Order specific options include disabling counter offers or printing

**B** - Edit client and project information when copying Work Orders. Add teams to Work Orders to get notified of work order activity



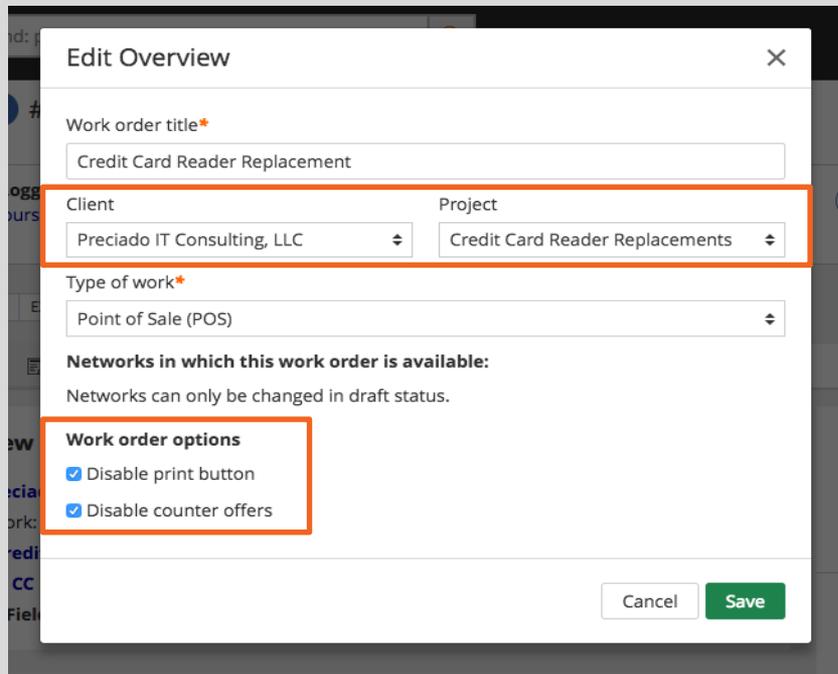
**Overview** EDIT

Client: **Preciado IT Consulting, LLC**  
Type of work: **Point of Sale (POS)**  
Project: **Credit Card Reader Replacements**  
Template: **CC Reader Replacement template**  
Network: **Field Nation**

Title: **Credit Card Reader Replacement**

Print button disabled  
 Counter offers disabled

**A**



**Edit Overview** ×

Work order title\*  
Credit Card Reader Replacement

Client: Preciado IT Consulting, LLC ▾ Project: Credit Card Reader Replacements ▾

Type of work\*  
Point of Sale (POS) ▾

**Networks in which this work order is available:**  
Networks can only be changed in draft status.

**Work order options**

Disable print button  
 Disable counter offers

Cancel Save

**A**

# Pay

Monitor how pay is calculating, take action on pending expenses, and apply bonuses or penalties.

**A** – Read, approve, or deny expenses and bonuses within this section

**B** - Easily add multiple expenses using the add expense link

## Updated view

### Pay

EDIT

first 1 hour	\$40.00
up to 2 addtl hours	\$22.00 / hr
Est. Amount	\$40.00 to \$84.00

Logged Labor	<b>\$49.46</b>	▼
Expenses (2)	<b>2 Pending</b>	▼
Bonus	Up to +\$15.00	▼
Penalty	Up to -\$39.78	▼
Cancellation fee		▼

<b>Total</b>	<b>\$49.46</b>
w/ pending expenses	(\$100.46)
	Default   Balance: \$0.00

+ ADD EXPENSE

A

B

### Pay

first 1 hour	\$40.00
up to 2 addtl hours	\$22.00 / hr
Est. Amount	\$40.00 to \$84.00

Logged Labor	<b>\$81.36</b>	▼
Expenses (2)	<b>+\$11.00</b>	▼
Bonuses (1)	<b>+\$5.00</b>	▼
Penalties (1)	<b>-\$20.00</b>	▼
Cancellation fee		▼

<b>Total</b>	<b>\$77.36</b>
	Default   Balance: \$0.00

+ ADD EXPENSE

By approving this work order, you agree to release payment to the assigned provider.

Mark Incomplete
Approve

Expenses (2)	<b>+\$11.00</b>	▲
--------------	-----------------	---

Download Expense Report

- ✓ Approved Expense +\$11.00  
 10ft. Cat5e replacement  

Deny
- ✗ Denied Expense \$40.00  
 POS Mount Bracket  
Note: Mount upgrade not authorized  

Approve

## Old view

Assigned Provider
Rate this provider



Marketplace Provider

<span style="color: green;">+</span> Labor Earnings	\$81.36
A fixed \$40.00 for first 1 hr and additional 2.00 hours @ \$22.00/hr	
<span style="color: green;">+</span> Approved Expenses	\$11.00
1 Expense	
<span style="color: red;">-</span> Denied Expenses	\$0.00
1 Denied Expense	
<span style="color: green;">+</span> Bonuses	\$5.00
2 Bonuses	
<span style="color: red;">-</span> Penalties	-\$20.00
2 penalties	

<b>Total</b>	<b>\$77.36</b>
--------------	----------------

Approve

Payment will be processed upon completion of work and your approval of the work order.

[Adjust Pay](#) | [Add Expense](#) | [Print Expense Report](#)  
[Report Problem](#)

# Provider Assignment

We've improved organization of available providers to make it easier to find potential candidates to fill the position.

**A** - "Nearby" tab includes all providers within your Work Order range.

**B** - "Preferred" tab allows quick access to providers in your preferred lists

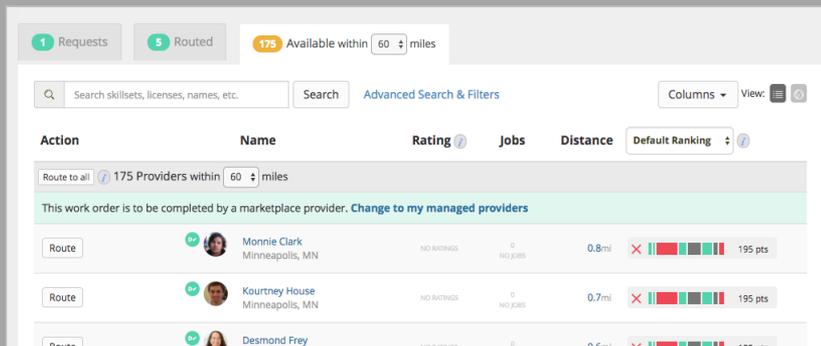
**C** - "Worked with" tab includes providers that have previously completed work for your company

**D** - "Pending assignment" tab includes Field Nation providers that have requested or been routed the job

**E** - "Assigned" tab includes any currently assigned provider, as well as previous requests

**F** - "Hidden" tab includes provider requests you have hidden

## Old view

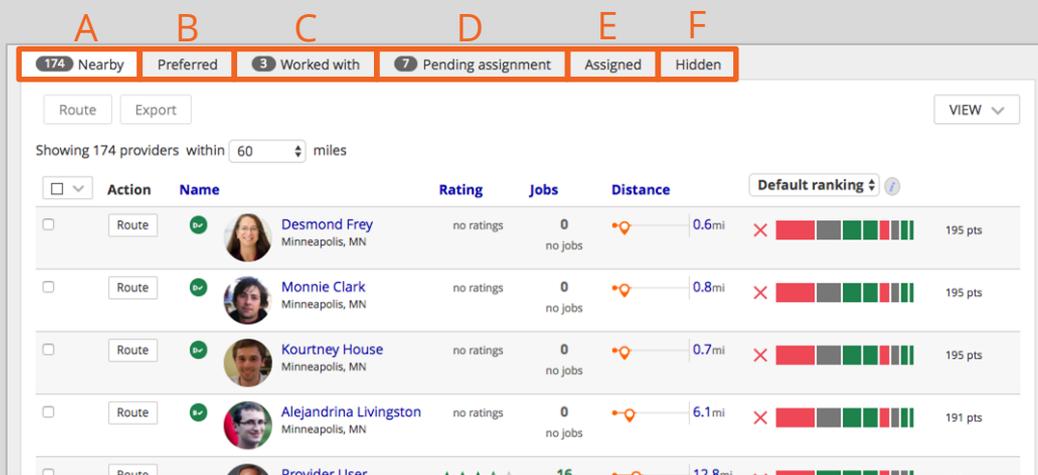


1 Requests | 5 Routed | 175 Available within 60 miles

Search skillsets, licenses, names, etc. Search Advanced Search & Filters Columns View

Action	Name	Rating	Jobs	Distance	Default Ranking
Route	Monnie Clark Minneapolis, MN	NO RATINGS	0 NO JOBS	0.8mi	195 pts
Route	Kourtney House Minneapolis, MN	NO RATINGS	0 NO JOBS	0.7mi	195 pts
Route	Desmond Frey	NO RATINGS	0 NO JOBS	0.6mi	195 pts

## Updated view



174 Nearby | Preferred | 3 Worked with | 7 Pending assignment | Assigned | Hidden

Route Export VIEW

Showing 174 providers within 60 miles

Action	Name	Rating	Jobs	Distance	Default ranking
Route	Desmond Frey Minneapolis, MN	no ratings	0 no jobs	0.6mi	195 pts
Route	Monnie Clark Minneapolis, MN	no ratings	0 no jobs	0.8mi	195 pts
Route	Kourtney House Minneapolis, MN	no ratings	0 no jobs	0.7mi	195 pts
Route	Alejandrina Livingston Minneapolis, MN	no ratings	0 no jobs	6.1mi	191 pts
Route	Provider User		16	12.8mi	