

Daily Process:

Morning Procedure: (Done before you leave your home/office)

- Log into Alert and Unisys Systems:
- “Accept” all new calls in Alert
- Check Unisys System for the following:
 - Parts ETA
 - Parts Depot Address
 - Alt Contact #
 - Inbound Airbill #
- Attempt to contact End User to setup ETA
- Update Call in Alert System (everyday)
- “Schedule” call in Alert with ETA (Date and time)
- or “Update Call” with the reason you were unable to schedule the call
- “Print Work Orders”
- “Just Go Policy” – **Refer to “Just Go Policy” document for more information

Field Procedure: (Done throughout the day)

- Head to parts depot and pick up parts (pick up all parts in the morning)
- Head to Call and complete work
- Get client’s signature on workorder
- Leave “Leave Behind” document with End User
- Follow steps until all calls are complete

Closure Procedure: (Done at the end of the day once all calls are complete)

- Log into Alert System
- Open Call
- Click on “Work Details” tab
- Click on hyperlink and Fill out Time Sheet Detail (Closure Screen)
- Attach Workorder to call:
- Scan in Completed workorder
- Click on “Attachments” tab
- Click on “New”
- Browse for workorder
- Put Call # in “Document “Title field
- Go to Default Tab and Click “Service Complete”
- Once Parts have been Return: Click “Info Complete”