

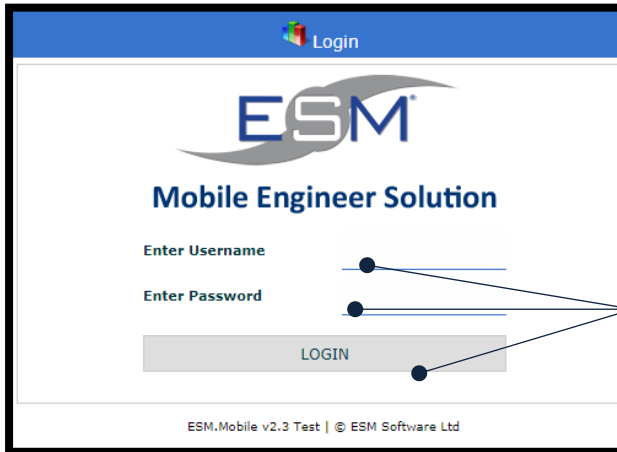
ESM Mobile Engineer (Web 'app') - A General Overview

This document gives an overview ESM's Mobile engineer application originally released in the 2013.

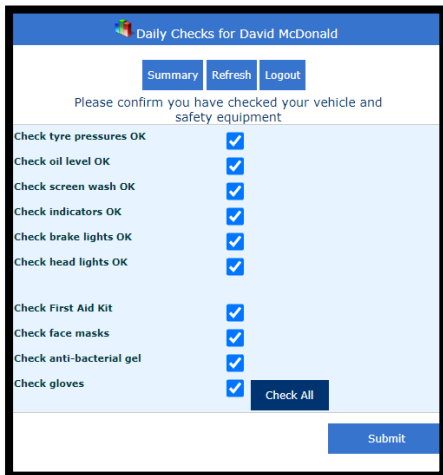
Completing ESM's mobile communications capability, the 'app' provides a remote engineer capability allowing engineers to receive and complete job in remote locations. The application includes a Client signature capture, which can be initialised from ESM.

- - - Further Notes Will Go Here - - -

ESM Mobile Communications



1. Engineer logs into PDA using unique details



2. A vehicle and Safety check appears daily. Click 'Check All' and Submit



3. Summary screen displays details of current Breakdowns, Services, Repairs & Inspections and the engineer's Job History.

4. Select 'tile' to move to next screen

Notes:

- (i) Engineer can only see Jobs allocated to him!
- (ii): Engineer is able to log Breakdowns and Off-Route Services, if permitted
- (iii) Engineer can see 60 days history.
- (iv) Messages from office

Breakdown (Call-Out) Process

Breakdowns for David McDonald			
Summary Refresh Logout			
Sort By	Call No.		
Sort Direction	Ascending	Search	
Call No.	Elev. Code	Site Name	Call Date
12223	SC0829	JUBILEE TRADE CENTRE B5 4RW	14/06/ 2021 - 09:32
12231	SC01656	GEORGIAN HOUSE CA3 8DR	15/06/ 2021 - 09:35
12232	SC01879	HAWKE STREET BUSINESS PARK S9 2SU	15/06/ 2021 - 10:00
ESM.Mobile v2.3 Test © ESM Software Ltd			

1. Selecting Breakdowns from the Summary screen shows the Breakdowns currently allocated to the engineer in order of priority.

Some basic details are provided and the status of the jobs.

Details for Breakdown 12223	
Summary Refresh Logout	
Client	MIALTD-MIA LTD.
Site	263-JUBILEE TRADE CENTRE
Site Address	130 PERSHORE STREET BIRMINGHAM WEST MIDLANDS
Site PostCode	B5 4RW
Site Tel. No.	0121 233 2232
Site Contact	David Prince
Elevator Code	SC0829
Site Risk Assessment	Not Recorded
Elevator Notes	Mark - Caretaker - Mob 07825 983704
Elevator Type	GOODS LIFT
Client Ref	
Priority	Normal
Fault Reported	Lift Out Of Order -
Reported By	
Call Date	14/06/2021
Call Time	09:32:00
Engineer	David McDonald
Out Of Service	No
Night Call	No
Next Service Due	28/06/2021
Report Sheet Status	Started
Prev Work Report Sheet Time Sheet	
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2. Select a particular job to view job details by clicking on the 'Blue' tile with the job number

3. Select 'Prev Work' to view Breakdown History

4. Timesheet can be completed if required (see below)

Report Sheet For Breakdown 12223

Summary Refresh Logout

PLEASE COMPLETE TIMESHEET FIRST!

Client Name MIA LTD.
 Site Name JUBILEE TRADE CENTRE
 Job Type Breakdown
 Call No. 12223
 Elev. Code SC0829

Comments
 Free text comments here

Summary

Return Visit Return Required
 Materials Used Tolls/Expenses Incurred
 Chargeable Call Quote Required
 Engineer's Name David McDonald
 Park Job Log Card Completed
 Report Sheet Date 21 06 2021

To be completed in full by Client

Signee Name Client name
 Receipt Required
 Date Of Signing 21 06 2021

Submit

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5. Engineer can complete Work Details and Notes in free text or by dictation for voice enabled devices.

6. You can 'Park' a job and come back later if required

7. On completion, click 'Submit'

Breakdown Report Sheet For Breakdown 12223

Summary Refresh Logout

PLEASE COMPLETE TIMESHEET FIRST!

Please sign signature at bottom

Client Name MIA LTD.
 Site Name JUBILEE TRADE CENTRE
 Job Type Breakdown
 Call Number 12223
 Elev. Code SC0829

Comments Free text comments here

Return Visit No
 Return To Be Arranged No
 Engineer's Name David McDonald

Client Signature

Signee Name Client name
 Date Of Signing 21/06/2021

David

Signature OK.

Submit

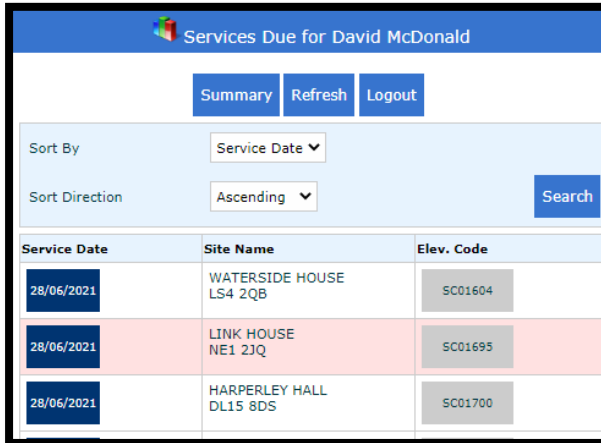
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8. If configured for use, the Signature Capture screen appears.

9. request the Client to sign the block, on completion, click 'Submit'

10. the job is now complete and you return to the Summary screen..

Services Process



The screenshot shows a mobile application interface for 'Services Due for David McDonald'. At the top, there are buttons for 'Summary', 'Refresh', and 'Logout'. Below these are dropdown menus for 'Sort By' (set to 'Service Date') and 'Sort Direction' (set to 'Ascending'), along with a 'Search' button. A table lists three services due on 28/06/2021:

Service Date	Site Name	Elev. Code
28/06/2021	WATERSIDE HOUSE LS4 2QB	SC01604
28/06/2021	LINK HOUSE NE1 2JQ	SC01695
28/06/2021	HARPERLEY HALL DL15 8DS	SC01700

1. Selecting Services from the Summary screen shows the Services currently allocated to the engineer in order of Due Date.

Some basic details are provided and the status of the jobs.



The screenshot shows a mobile application interface for 'Service Details for Elevator SC01695'. At the top, there are buttons for 'Summary', 'Refresh', and 'Logout'. The screen displays various details for the elevator service:

Route	10-Callum Turner
Client	INTERSER-INTERSERVE
Site	LINK HOUSE
Site Address	MELBOURNE STREET NEWCASTLE
Site PostCode	NE1 2JQ
Site Tel. No.	nicola.lawson@ise.interserve.com
Site Contact	
Elevator Code	SC01695
Site Risk Assessment	Not Recorded
Elevator Notes	
Elevator Type	PASSENGER
Contract Type	C
Service Time	h
Client Ref	5-0436MH04000073
Service Visit Due	28/06/2021
Services / Year	12
Visit No.	11
Scheduled Service Type	BS
Repairs Open	
Breakdowns Open	
Outstanding Recommendations	4
Out Of Service	No
Report Sheet Status	Started

At the bottom, there are buttons for 'Prev Work', 'Report Sheet', and 'Time Sheet'. The footer text reads 'ESM.Mobile v2.3 Test | © ESM Software Ltd'.

2. Select a particular job to view details

- Select to view History
- Select to see previous recommendations

3. Selecting Report Sheet, starts the completion process.

4. Always accept this screen with 'Continue'.

5. Engineer can complete Work Details and Notes in free text or by dictation for voice enabled devices.

6. Recommendations can be added from a convenient drop down menu (see Add/Remove Service Recommendation, below)

7. Timesheet can be completed if required (not shown)

8. Click 'Submit ' for Job Completion and if configured Job summary appears and allows Client to sign job (sign screen with finger or scribe tool)

Terminology

- **Park Job:** when a job is parked it remains available for the engineer to add further details (comments, timesheets, signatures). The latest details are visible to the office.
- **Submit Job:** Final submission of completed job to office. This job and timesheet will not be available for further amendment by the engineer.