

## HOW TO USE SERVICE MOBILITY

This document describes how to process a service job using the Service Mobility Application (SM App), in particular:

- Entering required information
- Entering parts issues
- Entering job related and non-job related timesheet
- Using other SM App related features

The instructions in this document are relevant to the following operating systems:

- Android
- Windows Metro

**Software Version: 4.0**

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## LOGGING IN

There are two options available when logging into the application:

- Logging In using Technician ID
- Logging In using Windows Authentication

### Logging In with the Technician ID

**Important:** This method can only be used for versions prior to 1803.

1. Switch on the device
2. Tap the Service Mobility icon on the desktop

This will display the *Login* screen.

3. Enter the **Technician ID**
4. Enter the **Password**

**Note:** When logging into the device the first time, both **Technician ID** and **Password** will be identical.

5. Tap LOGIN (Android) or SELECT (Windows Metro)

This will open the *Home* screen.

### Logging In using Windows Authentication

**Important:** Version 1803 onwards, technicians must use this method when logging into the SM app.

1. Switch on the device
2. Tap the Service Mobility Icon on the desktop

This will display the *Login* screen.

3. Enter the **Baseplan Username**
4. Enter the **Baseplan Password**
5. Tap LOGIN (Android) or SELECT (Windows Metro)

This will open the *Home* screen.

The system will connect to the relevant database.

## PROCESSING A SERVICE JOB

### Recording Service Job Details

1. Tap the *Jobs* tab on the *Home* screen
2. Display the relevant service job

This will open the *Jobs Details* screen and the service job information will be displayed.

When the mechanic selects the service job, the **Job Status** will be 'RECEIVED'.

The **Job Status** must be changed from 'RECEIVED' to 'ACCEPTED'.

When the **Job Status** is 'ACCEPTED', the following applies:

- For a technician, only one service job can be in the **Job Status** 'ACCEPTED' at a time
- Following from the 'ACCEPTED' **Job Status** one of the following statuses may be chosen:
  - 'ON HOLD'
  - 'PARTS ORDERED'
  - 'PARTS AT REPAIRER'
  - 'ON SITE'
  - 'WIP'
  - 'TRAVELLING'

Before commencing the work, the **Job Status** must be changed to 'ON SITE'.

1. Display the relevant service job
2. Tap 'ON SITE' from the **Job Status** drop down list

**Note:** If your company has implemented the Take Five Checklist process, continue with the steps as described in chapter [Take Five](#), otherwise continue with chapter [Adding Notes to Job Details](#).

### Take Five

The purpose of the Take Five Checklist is for the mechanic to check if there are any potential hazards for the mechanic commencing the work and if the mechanic is fit for work.

Changing the **Job Status** to 'ON SITE' will display the Take Five Checklist.

1. Tap the relevant answers
2. Tap OK

**Note:** If any of the Take Five questions cannot be confirmed, it will not be possible to move to the next screen on the Service Mobility app and to commence the service job. Internal procedures must be followed.

If all questions have been selected, the system will display the service job details.

Each time the mechanic completes the Take Five Checklist, the system will create a record of completion on the service job in Baseplan Enterprise.

The information can be accessed by displaying the relevant service job in the *Service Jobs* screen and selecting **Field Service Mobility > Take Five Status** in the toolbar.

### Adding Notes to Service Job Details

The mechanic may enter notes with the service job, if required.

- Technician's Note – can be made visible to customer
  - Internal Notes – not visible to customer
1. Display the relevant service job
  2. Scroll down to the **Technician's Notes** and **Internal Notes** fields
  3. Enter **Technician's Notes**, if required
  4. Enter **Internal Notes**, if required

The information entered in the **Technician's Notes** field on the SM App may be printed on the service job card and / or the customer invoice.

**Note:** The customer's service job card / customer invoice layout may require changes for the information to print.

Please contact your Baseplan Account Manager for further information.

This information will be displayed in Baseplan Enterprise on the *Notes* screen on the relevant service job.

The information entered in the **Internal Notes** field on the SM App is for internal purposes only and is not meant to be visible to the customer.

This information will be displayed in Baseplan Enterprise in the *Notes F8* tab on the relevant service job.

## Changing Menus

After the service job details have been recorded, the following information must be entered / completed:

- Customer
- Equipment
- Labour
- Parts
- Attachments (optional)
- Signature (optional)
- Check List (optional)

The available menus are displayed on the left hand side of the screen.

Swiping up and down on the menu bar will display the available menu options.

Tapping the relevant menu from this list will open the respective screen.

## Customer

1. From the Menu, tap Customer

This will open the *Customer* screen.

The information in this screen is populated from the customer information and / or equipment information that was already entered on the service job and is managed in Baseplan Enterprise; hence, none of the fields on this screen is editable except for the **Order Number** field.

The customer may have quoted an order number when the service job was requested, hence the order number may have already been entered in Baseplan Enterprise. In this case, the customer order number will display in the **Order Number** field, however this information can be changed, if required.

2. Tap the **Order Number** field and enter / overwrite the order number, if required



## Equipment

1. From the Menu, tap Equipment

This will open the *Equipment* screen.

The information in this screen is populated from the customer information and / or equipment information in Baseplan Enterprise.

The only field that is editable in this screen is the **Hour Meter** field.

If the hour meter has already been entered from the service job in Baseplan Enterprise, the updated hour meter will be displayed in this screen; otherwise the **Hour Meter** field will have the value of '0'.

2. Enter the new hour meter reading in the **Hour Meter** field (overwriting the current hour meter reading, if required)

**Note:** The entry of the hour meter may be enforced through configuration. If the field is configured as mandatory, new entry must be equal to or greater than the meter reading displayed.

## Parts

Parts can be added to the service job by either entering the part code, or by searching for part code / part description first and then tapping the relevant part code.

To add parts by entering the part code:

1. From the Menu, tap Parts
2. Tap ADD NEW (+)

The system will validate the part code entered (or the barcode scanned) and search for an exact match of a stock record / inventory record in Baseplan Enterprise.

If the **Part Code** could not be found, the system will return 'Unknown' in the **Part Description** field and a new search must be initiated.

If the **Part Code** validation was successful, the **Part Description** and **Available Quantity** will be displayed.

The **Quantity** field will default to 1.

3. Change the **Quantity**, if required
4. Tap SAVE

This will return to the *Parts* screen and display the part that was added. The parts issue will also be added to the service job in Baseplan Enterprise.

5. Continue to add the part(s) as required

To add parts by searching a part code or part description:

1. Display the relevant service job
2. Enter the relevant part code in the **Item Code** field or the relevant description in the **Item Description** field

Alternatively, if the part has a barcode, the part can be scanned using the device's inbuilt / external scanner by clicking the CAMERA button.

**Note:** Exact item code and / or item description entries are not required for this search. **For example:** Entering 'Batt' or 'ery' in the system will display all item codes and / or item descriptions that include the search criteria.

3. Tap SEARCH

The relevant stock / inventory item(s) will be displayed.

4. Tap the relevant part from the list

This will display the selected part on the screen.

5. Enter the relevant **Quantity**, if different to the defaulted quantity of 1

**Note:** Use both fields to enter quantities with decimal points.

6. Tap ORDER PART

This will return to the summary screen and display the part(s) added to the service job.

Parts added from the SM App will be displayed on the relevant service job in Baseplan Enterprise on the *Service Jobs* screen in the *Actuals F2* tab.

## Timesheets

A mechanic must enter a timesheet for each activity on the service job.

There are two different types of timesheets, which are:

- Service job related (**For example:** replace lights)
- Non-service job related (**For example:** cleaning van, stocking up van)

Service job related timesheets can be entered as follows:

1. Display the relevant service job
2. From the Menu, tap Labour
3. Tap ADD NEW (+)

This will open the *Add New Timesheet* screen (Android) or *Add New Labour* screen (Windows Metro).

4. Tap **Service**

This will display the information on (three levels) that will compose the code in the **Service** field on the right hand side of the screen.

5. Tap the relevant information from the drop down list (Level 1)
6. Tap the relevant information from the drop down list (Level 2)
7. Tap the relevant information from the drop down list (Level 3)

This will insert the relevant service code in the **Service** field.

The **Rate Code** will default to 'ORD'. However, this can be changed, if required.

8. Tap the **Rate Code** field and select the relevant rate code from the drop down list, if required
9. Tap the **Total Hours Worked for** field
10. Enter or select the hours and the minutes or select from the relevant drop down lists.
11. Tap SAVE

This will return to the *Timesheet Summary* screen and the timesheet(s) added will be displayed.

Timesheets not related to service jobs can be entered as follows:

1. Tap the *Timesheet* tab on the *Home* screen
2. Tap ADD NEW

This will open the *Timesheet* screen (Android) or Add New Timesheet screen (Windows Metro).

3. Tap Service
3. Select a reason from the **Service Type** drop down list

The **Rate Code** will default to 'ORD'. However, this can be changed, if required.

4. Tap the **Rate Code** field and select the relevant rate code from the drop down list, if required
5. Tap the **Total Hours Worked for** field
6. Enter the hours and minutes or select from the relevant drop down lists
7. Enter notes in the **Notes** field, if required
8. Tap SAVE

The timesheets entered and total time of non-job related timesheets will be displayed in the *Summary* screen.

Timesheet notes will be displayed in the relevant *Timesheets* screen in Baseplan Enterprise.

## Attachment

Attachments (**For example:** images, screenshots, site plans) may be added to the service job from:

- A file location on the SM App
- The camera on the SM App

Attachments can be added from a file location as follows:

1. From the Menu, tap Attachment

This will open the *Attachment* screen.

2. Tap the PAPERCLIP icon (Android) or the SEARCH icon (Windows Metro)

This will display the network file path.

3. Select the relevant folder and the relevant attachment

This will display the attachment file name in the *Attachment* screen.

2. Tap the relevant attachment

4. Tap SUBMIT

**Note:** Each attachment must be submitted separately. Attachment(s) highlighted in light blue have not been submitted yet, whereas attachments highlighted in grey have been submitted.

Tapping the MAGNIFYING GLASS on an attachment will display the actual attachment.

Attachments can be added from the app's camera as follows:

1. From the Menu, tap Attachments
2. Tap the CAMERA icon (Android) or the PHOTO button (Windows Metro)

This will open the application's built-in photo facility.

3. Capture the picture

When this process is completed, the link to the image will be displayed on the *Attachment* screen.

4. Tap SUMBIT

This will save the picture to the relevant service job in Baseplan Enterprise.

**Note:** Attachment highlighted in light blue has not been submitted yet, whereas attachments highlighted in grey have been submitted.

An attachment can be removed by dragging it to the left of the screen (Android) or by tapping DELETE (Windows Metro).

Attachments submitted from the SM App can be accessed on the relevant service job on the *Service Jobs* screen under the *Related Documents* tab.

## COMPLETING A SERVICE JOB

The following steps are required before the **Status** of the service job can be updated to 'COMPLETED':

- Relevant timesheets and parts must have been entered
- Meter reading (hour meter) must have been entered (depending on configuration)
- A checklist must have been completed (depending on configuration)
- A customer signature must have been obtained on the SM App (depending on configuration)

### Checklists

Two types of checklists are supported in the SM app:

- Basic: Available to all customers.
- Advanced: Controlled by a license. *Please contact your Account Manager to enable this functionality.*

Checklists of both types are configured using the *Checklist Upload* screen in Baseplan Enterprise. *Please refer to the 'Checklist Configuration Guide' for more information.*

### Completing Basic Checklists

1. Display the relevant service job
2. From the Menu, tap Check List




Mandatory points will be denoted by an asterisk ( \* ).

3. Tap the relevant radio button (Pass, Fail, Needs Attention, Not/Applicable) for each checklist point
4. Tap SUBMIT at the bottom of the screen



### Completing Advanced Checklists

1. Display the relevant service job
2. From the Menu, tap Check List

Each checklist point will be located within an expandable panel. Tapping the Accordion  will expand the point allowing the user to view the point description, enter comments, add attachments  or capture and add photos .

Mandatory points will be denoted by an asterisk ( \* ).

3. Tap the relevant radio button (Pass, Fail, Needs Attention, Not/Applicable) for each checklist point

The system will create Outstanding Item(s) for 'Needs Attention' responses.

4. Tap SUBMIT at the bottom of the screen

This will save the Checklist with the relevant service job on the *Service Jobs* screen in Baseplan Enterprise. Selecting **Service Mobility > Service Job Checklist Responses** will display the responses, comments, attachments and photos entered from the app. These will be locked in Baseplan Enterprise after the service job is 'POSTED' or the **Technician Status** is 'COMPLETED'.

Responses entered from the SM app can be viewed from the following screens in Baseplan Enterprise:

- Checklists for service jobs - **Relevant service job > Service Mobility > Service Job Checklist Responses**
- Checklists for service calls - **Relevant service call > Service Mobility > Service Call Checklist Responses**

All the entries derived from the SM app will be locked for editing after the service job is 'POSTED' or the **Technician Status** is 'COMPLETED'. The name of the technician who answered the checklist point and the date and time of answering will be displayed in the **Answered By** and **Answered On** fields, respectively.

If a service job is updated in Baseplan Enterprise such that it affects a checklist, then a notification will be displayed on the SM app informing the technician that the checklist must be refreshed using the REFRESH button. If the current checklist on the app has answers recorded, then clicking the REFRESH button will ask the technician if they wish to submit the answers to Enterprise or discard them before refreshing.

## Signature

1. Display the relevant service job
2. From the Menu, tap Signature

This will open the *Signature* screen and display the service job details with a summary of parts and timesheets added to the service job.

3. Scroll up to display the Work Condition Declaration
4. Tap the relevant information
5. Enter a **Comment**
6. Enter the **Customer Name**

The nominated email recipient will be displayed in the **Email** field.

7. Tap the **Signature** field

At this point, the system will check if the required information, such as timesheet(s), part(s) and checklists have been completed. If the information is still missing, the mechanic cannot complete the service job.

The following message will display:

**Info:** "Have all the required labour/parts been entered?"

8. Tap YES

This will open the *Signature* panel.

9. The customer provides a signature on the SM App
10. Tap SAVE
11. Tap COMPLETE JOB

A service job completion email will be sent to the nominated person (customer), depending on configuration.

If configured, the system will save the signature provided by the customer on the SM App on the service job card.

The service job card can be viewed / printed on the relevant service job in the *Service Jobs* screen and by clicking the PRINT button in the toolbar.

## OTHER FEATURES

### Initiating a Service Job from the SM App

The mechanic can initiate a service job from the SM App.

1. Select ADD NEW (+) from the *Jobs* tab on the *Home* screen

This will open the *Add New Job* screen.

2. Enter the equipment code in the **Equipment Number** field and / or enter the equipment serial number in the **Serial Number** field

**Note:** Either the equipment number or the equipment serial number must be entered.

3. Enter the current hour meter in the **Hour Meter** field (depending on configuration, this may be mandatory)
4. Tap SAVE

A new service job will be created in the *Jobs* tab on the SM App, with the relevant equipment item and customer details.

The system will also create a new service request in the *Service Calls* screen in Baseplan Enterprise.

When the mechanic initiates a service job from the SM App, the system will create a service job in Baseplan Enterprise. The **Details** field will be updated with a default description (as per configuration).

In this example, the description defaults to 'Technician Initiated New Job'.

## Viewing Service History

The *Service History* screen displays the service job(s) relevant for a specific equipment item.

1. Display the relevant service job
2. From the Menu, tap Service History

This will display a list with the service history for the equipment item.

3. Select a specific service job from the list

This will display the part(s) used for the selected service job. Job Notes will be displayed if they were any job notes entered with the original service job.

## Equipment – Outstanding Items

An 'Outstanding Item' (additional service work required for the equipment) may be added to a service job from the SM App or from the *Service Jobs* screen in Baseplan Enterprise. The mechanic may identify an 'Outstanding Item' while working on a service job, but the work required may not be carried out with the service job work at that time.

**For example:** While carrying out work on a boom lift, the site supervisor informs the mechanic that the boom lift's seat needs replacing due to wear and tear. The mechanic may add this as an 'Outstanding Item' to the equipment record. When a future service job is created for the particular equipment, the 'Outstanding Item' will be displayed, acting as a reminder for the work to be done. When raising and / or completing an 'Outstanding Item', the service job in Baseplan Enterprise will be updated with the relevant data.

1. From the Menu, tap Equipment and the WARNING SYMBOL

This will open the *Outstanding Items* screen and display a summary of the outstanding equipment items.

## Completing an Outstanding Item

1. From the *Outstanding Items* screen, select the **Have you actioned?** checkbox of the outstanding item that was completed
2. Select SUBMIT

This will delete the 'Outstanding Item' from the SM App and update the service job details in Baseplan Enterprise accordingly.

## Adding an Outstanding Item

1. From the *Outstanding Items* screen, tap ADD NEW (+)

The job number and the equipment number will be displayed.

2. Enter the description of the work that is required in the **Description** field (**For example:** replace seat)
3. Tap SAVE

This will return to the *Summary* screen, where all outstanding items are displayed.

Outstanding items added / deleted from the SM App, will be updated on the relevant service job on the *Service Jobs* screen. Selecting the relevant service job, **Actions > Outstanding Items** will open the *Outstanding Items* screen and display the relevant information.

## Backorders

The system provides the option for the mechanic to initiate a backorder from the SM App for parts with insufficient quantities. To use this feature, configuration is required.

When the mechanic has entered the part details and initiated the part search (Refer to [Parts](#)), the system will check the available quantities.

If the search result has identified insufficient quantities, a message will be displayed on the SM App:

**Info:** “Item entered has no quantity on hand or the item does not exist. Continue?”.

1. Select YES

This will create a backorder.

2. Update the **Job Status** to ‘PARTS ORDERED’

This submit the backorder to Baseplan Enterprise.

The system will create an ‘OPEN’ Parts Issue and a link to the purchase order under the *Unconfirmed* tab on the relevant service job in the *Service Jobs* screen.

## Reporting an Issue – Android

If an error occurs on the SM App, a screen shot may be taken using the 'Report an Issue' function.

The screen shot and relevant log file will be uploaded to the server's relevant folder. The information should be helpful for the System Administrators when troubleshooting any issues.

If an error occurs, please follow the below steps:

1. Ensure that you are on the screen where the error has occurred
2. Tap REPORT AN ISSUE at the bottom of any screen
3. Select (check) the relevant area where the error has occurred
4. Enter a short description in the **Please add description** field, if relevant
5. Tap SEND DATA

## Change User Password

1. From the *Home* screen, tap Change User Password

This will open the *Change Password* screen.

2. Enter the new password in the **New Password** field
3. Enter the password again in the **Confirm Password** field
4. Tap SUBMIT

This will change the password to the new password entered.

## Messages

The *Message* screen provides communication options between mechanics in the field and service coordinators / service controllers in the office.

Messages initiated from the SM App will be displayed to the *Mechanic Allocation* screen in Baseplan Enterprise.

Messages initiated from the *Mechanic Allocation* screen in Baseplan Enterprise will be sent to the selected mechanics. The option to send messages to multiple mechanics is available.

1. Tap the *Message* tab from the *Home* screen or from any other screen on the top of the screen

This will open the *Message* screen.

A list of messages is displayed on the left hand side of the screen.

The mechanic can compose a new message using the right hand side of the screen.

The list of messages is displayed on the left hand side of the screen.

Messages received (IN) and sent (OUT) are displayed on the left hand side of the screen.

The messages are grouped into the following tabs:

- **All** messages
  - **Unread** messages
  - **By Date Time** (messages sorted by date and time)
  - **By Priority** (messages sorted by priority)
  - **Today** (all message communication for today)
  - **Yesterday** (all message communication for yesterday)
2. Tap the relevant tab to view the required message(s)
3. Tap the relevant message to display the message in full



### Entering a Message from the SM App

1. Enter a topic in the **Enter the topic** field on the right hand side of the screen
2. Enter the message in the **Enter the message** field on the right hand side of the screen
3. Tap SEND

The message will be displayed as 'OUT' on the left hand side and will be sent to the *Mechanic Allocation* screen in Baseplan Enterprise.

### Baseplan Enterprise – Messages Sent From and To the Mechanic's Device

The messages can be viewed in the *Mechanic Allocation (Technician Allocation)* screen.

Double clicking on the **Mail Sent** field / **Mail Received** field for the relevant mechanic will display the message in detail.

## LOGGING OFF

All service jobs with **Job Status** 'ACCEPTED', 'ONSITE' or 'TRAVELLING' must be updated to 'WIP'.

If there is still a service job in **Job Status** 'ONSITE', the 'Log Off' function will not be displayed.

1. Tap USER

The status drop down list will be displayed.

2. Tap LOG OFF

If there are still any service jobs which are not updated to **Job Status** 'WIP', the system will display a message.

**Info:** "Do you want to set all the jobs to WIP?"

3. Tap YES

This will update the relevant job status(es) of the relevant service job(s) to 'WIP', send the relevant information to the Baseplan server and return to the *Login* screen.

## GENERAL

### Internet Connection

For Android, a green dot and a message will display on the SM App in the bottom left corner of the screen if the device is connected.

For Windows Metro, a connection symbol will display on the SM App in the top right corner of the screen if the device is connected.

### Settings

Tapping the TOOL button  will display the SM App settings.

### Application

Tapping APPLICATION will display the application settings.

**Note:** These settings cannot be changed from the SM App.

### About

This screen displays the SM App ID.

## JOB STATUSES

Throughout the life cycle of a service job, the **Job Status** must be changed to reflect its current progress stage.

There are certain guidelines to follow when changing the **Job Status**.

### Updating the Job Status

ACTIONS	JOB STATUS		RESULTS	NEXT AVAILABLE JOB STATUSES
	SM DEVICE	BPE		
Service job is allocated to mechanic from Baseplan Enterprise	N/A	ALLOCATING	The service job will not yet appear on the device.	N/A
Service job has arrived on the SM App. (when SM App is switched on and / or refreshed)	RECEIVED	ALLOCATED	The service job will be displayed under the <i>Jobs</i> Tab on the SM device.	ACCEPTED WIP REJECTED
Job Status updated to 'ACCEPTED' The mechanic acknowledges the service job.	ACCEPTED	ACCEPTED	The mechanic may change the status of the service job.	ON SITE ON HOLD PARTS ORDERED PARTS AT REPAIRER WIP TRAVELLING

ACTIONS				JOB STATUS		RESULTS	NEXT AVAILABLE JOB STATUSES
				SM DEVICE	BPE		
Job 'WIP'	Status updated to	RECEIVED	ALLOCATED	<p>The system will remove the service from the <i>Jobs</i> tab on the SM App.</p> <p>When the SM App is switched on and / or refreshed the service job will be displayed again on the SM App.</p> <p>The service job does not require to be re-sent from BPE to SM App.</p> <p>There will be limited service jobs that can be in Job Status 'WIP'. This depends on configuration.</p>	RECEIVED ACCEPTED WIP REJECTED		
Job 'REJECTED'	Status updated to	N/A	UNALLOCATED	<p>The system will remove the service from the <i>Jobs</i> tab on the SM App and move the service job to the 'Unallocated' list in BPE</p> <p>The service job must be re-sent from BPE to SM App</p>	N/A		
Job 'ON HOLD'	Status updated to	N/A	ON HOLD	<p>The system will remove the service from the <i>Jobs</i> tab on the SM App.</p> <p>The service job must be re-sent from BPE to SM App</p>	N/A		

ACTIONS	JOB STATUS		RESULTS	NEXT AVAILABLE JOB STATUSES
	SM DEVICE	BPE		
Job Status updated to 'PARTS ORDERED'	N/A	PARTS ORDERED	The system will remove the service from the <i>Jobs</i> tab on the SM App.  The service job must be re-sent from BPE to SM App.	N/A
Job Status updated to 'PARTS AT REPAIRER'	N/A	PARTS AT REPAIRER	The system will remove the service from the <i>Jobs</i> tab on the SM App.  The service job must be re-sent from BPE to SM App.	N/A
Job Status updated to 'TRAVELLING'	TRAVELLING	TRAVELLING		ON SITE ON HOLD WIP

ACTIONS	JOB STATUS		RESULTS	NEXT AVAILABLE JOB STATUSES
	SM DEVICE	BPE		
Job Status updated to 'COMPLETED'	N/A	COMPLETED	<p>To complete the service job, the relevant parts and timesheet must have been entered.</p> <p>If the feature 'Checklist' is configured and the equipment item on the service job has a checklist, the relevant 'Checklist Items' must be entered.</p> <p>If the feature 'Signature on Device' is configured, a customer signature must be obtained.</p> <p>The service job can be posted / invoiced in Baseplan Enterprise.</p>	N/A
Mechanic logs off the device	N/A	N/A	The LOG OFF function will only be displayed if there are no service jobs that are in WIP	N/A

Each time the service job status is changed on the SM App, the service job status is changed accordingly in Baseplan Enterprise and can be viewed in the following screens:

- Service Jobs screen - As the mechanic changes the status on the SM device, the **Mech Status** field in the *Service Jobs* screen is updated accordingly.
- Mechanic Allocation screen - The **Status** of the services jobs is displayed in the *Works In Progress* tab.

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