



Service Technician Personal Page

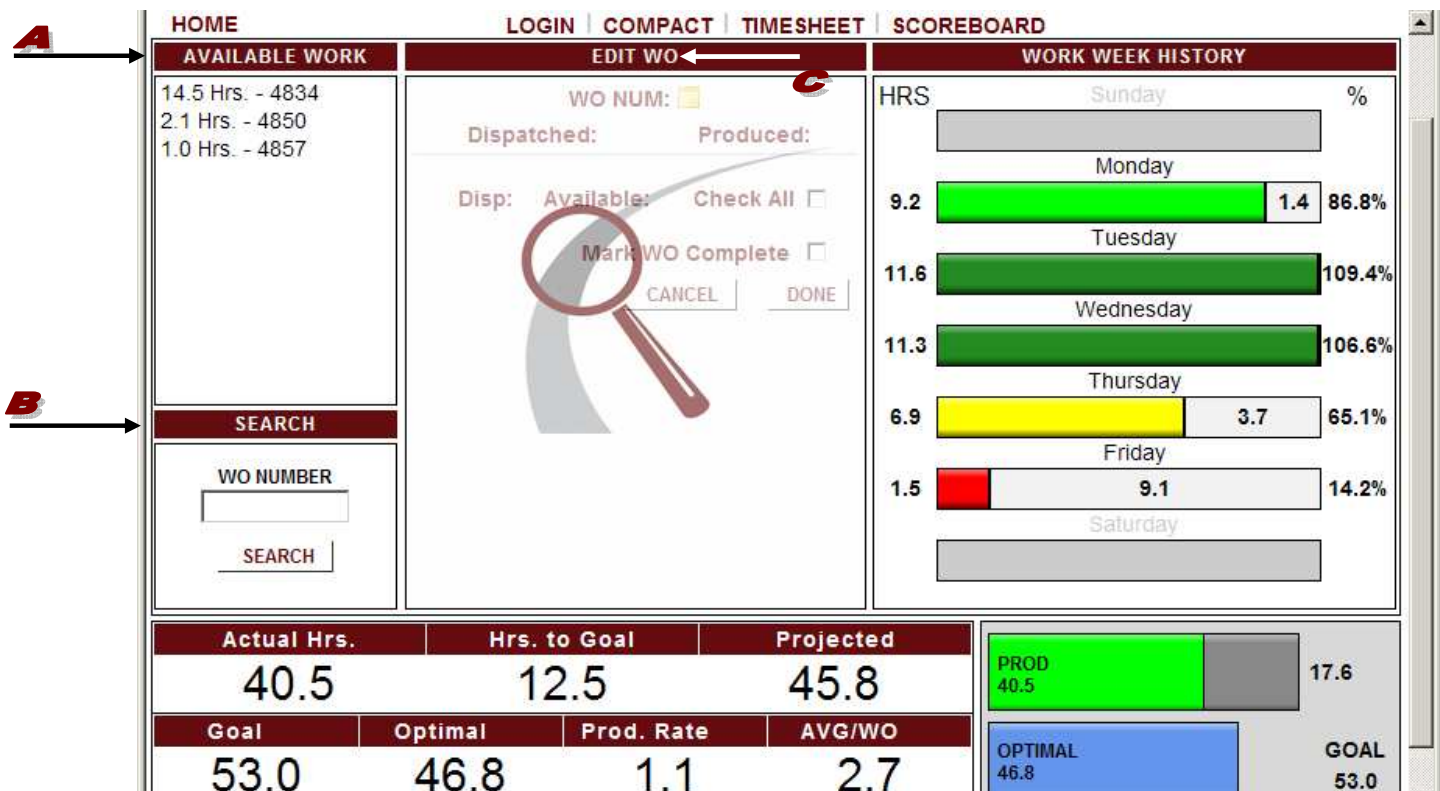
All figures shown are for a business week

The Service Technician's Personal Page contains the menu. The HOME link on the left hand side is the Technician's main page. The LOGIN link allows a Service Advisor, Owner, or Manager, to log in and view the Service Advisor main page. The COMPACT link compresses the display and moves it to the upper right corner of your monitor for fast reopening and entry of future work orders. It continuously displays the company's progress towards shop's goals. The COMPACT VIEW provides the actual, projected, optimal, sold, goal, and avg/wo hours (average production hours). The Service Technician's personal page also contains a TIMESHEET LINK which provides a weekly timesheet to view or print for that technician. And finally the scoreboard which is a display of the technician team that automatically changes based on the scores of the individuals.

On the left hand side of the Service Technician page is the **A** AVAILABLE WORK BOX. This box contains current week work orders assigned to the Service Technician. It also shows hours dispatched for each work order.

Below the AVAILABLE WORK BOX you will see the **B** SEARCH BOX. This box allows you to perform a search for work orders. Simply enter the work order number and hit the enter key on your keyboard.

Located in the center of the Service Technician page is the **C** EDIT WO BOX. This box allows you to enter the amount of HOURS WORKED on that work order after selecting in from the Available Work box.



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Select a work order with work history by either searching for a work order number via the **A** SEARCH box or selecting it from the **B** WO LIST in the **WORK WEEK HISTORY** box by mousing over a day and clicking the work order number with time produced on it.

An **C** arrowhead icon in the **EDIT WO** box under the DISPATCH column indicates that there is work history to be viewed or edited. The color displayed for the dispatched hours under the DISPATCH COLUMN represents the work category. Mousing over the colored dispatched hours will display the category. Clicking on the arrowhead expands the work history for this dispatch record so work records can be **D** edited or **E** deleted. The **F** hours available for each dispatch appear under the AVAILABLE column. And the **G** CHECK ALL box, if checked, toggles all work done.

The screenshot displays the Service Technician Personal Page interface. At the top, there are navigation tabs: HOME, COMPACT, TIMESHEET, SCOREBOARD, and a LOGOUT button. The main content is divided into three primary sections: AVAILABLE WORK, EDIT WO, and WORK WEEK HISTORY.

AVAILABLE WORK: Lists work orders with hours: 14.5 Hrs. - 4834, 2.1 Hrs. - 4850, 1.0 Hrs. - 4857. A search box (A) is located below.

EDIT WO: Shows details for WO NUM: 4834. It includes fields for Dispatched (16.0) and Produced (1.5) hours, both marked with 'F'. Below are input boxes for Dispatch (2.0), Available (0.5 / 0.5), and Check All (checkbox). A date field shows 9/24/08 with a dropdown arrow (C) and edit/delete icons (D, E). A 'Mark WO Complete' checkbox and CANCEL/DONE buttons are at the bottom.

WORK WEEK HISTORY: A bar chart showing hours and percentages for each day: Sunday (0%), Monday (9.2 Hrs, 1.4, 86.8%), Tuesday (11.6 Hrs, 109.4%), Wednesday (11.3 Hrs, 106.6%), Thursday (6.9 Hrs, 3.7, 65.1%), and Friday (1.5 Hrs, 2%). A 'WO LIST - Thursday' popup shows work order 4832 (0.4 Hours) and 4843 (6.5 Hours). A 'B' arrow points to the Thursday bar.

Summary Table:

Actual Hrs.	Hrs. to Goal	Projected	
40.5	12.5	45.1	
Goal	Optimal	Prod. Rate	AVG/WO
53.0	47.3	1.1	2.7

Progress Indicators: A green bar shows PROD 40.5 and a grey bar shows 17.6. A blue bar shows OPTIMAL 47.3 and a grey bar shows GOAL 53.0.

At the bottom of the **EDIT WO** box, the **DONE** button logs the time entered in any and all hour boxes.

The **MARK AS COMPLETE** checkbox, if checked, flags the **WO** complete for technician even if all dispatched hours haven't been done.

Note: QuickTrac Version 2.4 allows the technician to add "Notes" relevant to a particular work order. Simply click on the folder icon next to the work order number at the top center of the page.

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To the right hand side of the Service Technician's personal page is the **A** WORK WEEK HISTORY box. The WORK WEEK HISTORY box contains the **B** HOURS, **C** DAILY GOAL (OR TIME LEFT TO MEET THEIR GOAL), and the **D** % amounts columns. The HOURS column contains the amount of hours worked for each day. Before any work is produced on a day, the DAILY GOAL bar graph shows the number of hours the Service Technician should produce daily. The DAILY GOAL column also displays a daily production time color coded bar graph. To the LEFT of the **E** LINE SEPARATOR, the bar graph shows work completed for that day. RED is work that is under 60% relative to Technician's goal. YELLOW is work that is at 60% to 80% relative to their goal. GREEN is work that is at 80% to 100% relative to their goal. DARK GREEN is work that is at 100% or above their goal. To the RIGHT of the **E** LINE SEPARATOR in the bar graph, shows time left to meet their goal in WHITE. The **D** % column shows the percentage of work orders completed towards the Technician's goal for that day.

You can scroll over any DAY in the WORK WEEK HISTORY box to see a dialogue box with a **F** WORK ORDER LIST assigned to the Service Technician for the day. It also informs you how many hours were assigned for the work order. If there is a LINE through the work order, this means the work order has been completed. A work order with a GREY background means it has been verified. You can also click on any one of the work orders for editing. Scroll over "CLOSE" to close the dialogue box.

The screenshot shows the Service Technician Personal Page interface. At the top, there are navigation tabs: HOME, COMPACT, TIMESHEET, SCOREBOARD, and a LOGOUT button. The main content is divided into three primary sections:

- AVAILABLE WORK:** Lists work orders with hours remaining: 14.5 Hrs. - 4834, 2.1 Hrs. - 4850, 1.0 Hrs. - 4857.
- EDIT WO:** Shows details for WO NUM: 4834. It includes 'Dispatched: 16.0' and 'Produced: 1.5'. There are input fields for 'Disp' (2.0) and 'Available' (0.5 / 0.5), and a date field (9/24/08) with a '1.5' value. A 'Mark WO Complete' checkbox and 'CANCEL'/'DONE' buttons are also present.
- WORK WEEK HISTORY:** A table showing daily performance:

Day	HRS	%
Sunday		
Monday	9.2	86.8%
Tuesday	11.6	109.4%
Wednesday	11.3	106.6%
Thursday	6.9	65.1%
Friday	1.5	2%

At the bottom, there are summary statistics and a goal bar chart:

Actual Hrs.	Hrs. to Goal	Projected	
40.5	12.5	45.1	
Goal	Optimal	Prod. Rate	AVG/WO
53.0	47.3	1.1	2.7

The goal bar chart shows 'PROD 40.5' (green bar) and 'OPTIMAL 47.3' (blue bar). A 'GOAL 53.0' is also indicated.

Annotations A-F point to specific features: **A** points to the WORK WEEK HISTORY header; **B** points to the WO NUM: 4834; **C** points to the Monday bar graph; **D** points to the % column; **E** points to the Thursday bar graph; **F** points to the WO LIST - Thursday dialog box.

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AVAILABLE WORK	EDIT WO	WORK WEEK HISTORY																		
11.5 Hrs. - 4834 1.0 Hrs. - 4857	WO NUM: <input type="text"/> Dispatched: Produced: Disp: Available: Check All <input type="checkbox"/> Mark WO Complete <input type="checkbox"/> <input type="button" value="CANCEL"/> <input type="button" value="DONE"/>	HRS Sunday % Monday 9.2 1.4 86.8% Tuesday 11.6 109.4% Wednesday 11.3 106.6% Thursday 6.9 3.7 65.1% Friday 6.6 4.0 62.3% Saturday																		
<table border="1"> <thead> <tr> <th>Actual Hrs.</th> <th>Hrs. to Goal</th> <th>Projected</th> </tr> </thead> <tbody> <tr> <td>45.6</td> <td>7.4</td> <td>46.1</td> </tr> <tr> <th>Goal</th> <th>Optimal</th> <th>Prod. Rate</th> <th>AVG/WO</th> </tr> <tr> <td>53.0</td> <td>52.3</td> <td>1.2</td> <td>3.0</td> </tr> </tbody> </table>		Actual Hrs.	Hrs. to Goal	Projected	45.6	7.4	46.1	Goal	Optimal	Prod. Rate	AVG/WO	53.0	52.3	1.2	3.0	<table border="1"> <tr> <td>PROD 45.6</td> <td>12.5</td> </tr> <tr> <td>OPTIMAL 52.3</td> <td>GOAL 53.0</td> </tr> </table>	PROD 45.6	12.5	OPTIMAL 52.3	GOAL 53.0
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