

V 1.3a - Last Update: 11/17/2020

FAQ

★ FAQ has been added ★ Added to #2 Travel

★ Added to #9 Tech Notes ★ Added to #10 Email/Complete

iPhone
Set Up

Android
Set Up

VENTUS MOBILE INSTRUCTIONS

WHY?

10 Steps

#1
Obtaining Ticket

#2
Travel

#3
Start work

#4
Equipment

#5
Billing Comments

#6
Materials

#7
Pictures

#8
Signature

#9
Tech Notes

#10
Email/Complete

Troubleshooting

Quick Reference

WARNING: If you clear data or history, you must transfer tickets first, so the info added won't be lost.

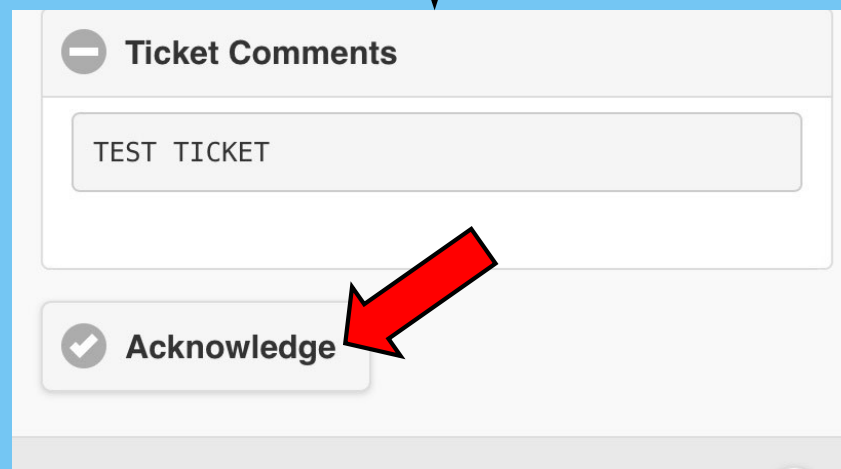
Obtaining a Ticket (#1)

NEXT STEP

Main
Menu

OBTAINING A TICKET

- You will receive a call / ticket from a dispatcher via email.
- If no ticket has been assigned, request a ticket # from a dispatcher in the office.
- When you receive a ticket, **“ACKNOWLEDGE”** the ticket on your device



The screenshot shows a mobile application interface for managing tickets. At the top, there is a header with a minus icon and the text "Ticket Comments". Below this is a text input field containing the placeholder text "TEST TICKET". At the bottom of the screen, there is a button with a checkmark icon and the text "Acknowledge". A large red arrow points directly to the "Acknowledge" button, indicating the next step in the process.

PREVIOUS STEP

Travel (#2)

NEXT STEP

Main
Menu

TRAVEL

- Make sure you click **"START TRAVEL"** before you leave for the call.
- Even if you are on site, you need to start travel before the next step as our customers' systems rely on this predictable order of events to work properly.
- Make sure you click **"STOP TRAVEL"** When you park your vehicle onsite.

WARNING: If the system takes a moment to respond, pushing buttons multiple times will cause errors. Please be patient.

← Tickets Ticket 250833

CLINTON TWP, MI 48038
586-251-1543

Customer:
TEST
43750 GARFIELD ROAD
CLINTON TWP, MI 48038
586-251-1543

— Ticket Comments

TEST TICKET

⚙ Start Travel ⛶ Start Work

⊗ Hold/Transfer ⛶ Share Ticket

⛶ Re-assign Ticket

🔒 vmsws.com

← Tickets Ticket 251305

⚙ Stop Travel ⛶ Start Work

⊗ Hold/Transfer ⛶ Share Ticket

⛶ Re-assign Ticket

— Billing

⛶ Email Invoice

★ Signature

TRAVEL Home ★

When traveling home for the day, check GoogleMaps and take note of the estimated time to get home. You'll enter this estimated time as your travel home in your Tech Notes. You are to complete every call while on-site, so this process will be done because you cannot use travel once you Complete or Hold/Transfer.



Start Work (#3)



Main
Menu

START WORK

- As soon as you park your vehicle onsite, click the **"START WORK"** button
- Locate leak detector, turn it on outside your truck / allow to warm up.
- After entering store, take picture (using phone or Cam Scanner app) of leak detector reading within the first 10ft-20ft after the door. This will be combined with other photos in step #7.
- Check in with Manager
- Proceed to locate equipment in need of repair.

← Tickets Ticket 250833

CLINTON TWP, MI 48038
586-251-1543

Customer:
TEST
43750 GARFIELD ROAD
CLINTON TWP, MI 48038
586-251-1543

— Ticket Comments

TEST TICKET

⚙ Start Travel + Start Work

✕ Hold/Transfer 📱 Share Ticket

📱 Re-assign Ticket

Troubleshooting

If you are ever having trouble with a repair, please visit the [troubleshooting document](#) prepared by some of our Master Technicians. We attempted to clone a part of their minds and give it to you to help with some tricky repairs.

Equipment (#4)

Main
Menu

Coming Soon.

This process of tagging repairs to specific equipment is still being established. For the time being, please enter all equipment information in the billing comments on the next step.



NEXT STEP



Billing Comment (#5)



Main
Menu

Billing Comments

- Billing Comments are the service/repair comments you would normally put to the right side of the paper invoice.
- Keep the CAPS LOCK on so that our office can use these comments for our final invoice.
- Comments should begin with the date service is performed.
- Be VERY descriptive. Tell a story of “WHAT, WHEN, WHERE, HOW AND WHY”. More descriptions lead to more opportunities for the billing department to make money on a call.
- Please be sure to add all equipment information including Type, Make, Model, Serial, and any Asset tag numbers to the billing comment.
- A second box can be created for follow up visits by clicking the **“New Billing Comments”** button.
- Click the **“Save Billing Comments”** button when finished.
- An example of a good description would be:

03/11/2020: RACK A COMPRESSOR #7 REPLACEMENT. COPELAND M#ZR125KCE-TF5-950 S#20A7012KT. CHECKED IN WITH THE PML AND GAINED ROOF ACCESS THEN REMOVED THE DEFECTIVE COMPRESSOR AND PREPARED THE RACK FOR REPLACEMENT. USED TORCH TO PIPE THE NEW COMPRESSOR IN AND THEN MOVED THE OLD EXISTING OIL CONTROL OVER TO THE NEW PUMP. AFTER INSTALLING THE NEW COMPRESSOR, PULLED A VACUUM TO 500 MICRONS AND VERIFIED IT HELD. OPENED VALVES AND STARTED UP THE NEW COMPRESSOR. THE ELECTRICAL COMPONENTS WERE INSTALLED BEFORE START UP. REPLACED THE COMPRESSOR CONTACTOR AND AUXILIARY CONTACTS. CHECKED OPERATION AFTER START UP AND FOUND ALL NORMAL. LEAK CHECKED REPAIRS AND DETECTED NO LEAKS. PUMPED DOWN THE RACK AND REPLACED THE LIQUID LINE DRIER CORES. PULLED A VACUUM AND RESTARTED THE RACK. CHECKED OUT WITH MANAGER ON DUTY.

The screenshot shows a mobile application interface for managing tickets. At the top, there are buttons for 'Hold/Transfer', 'Share Ticket', and 'Re-assign Ticket'. Below these is a 'Billing' section with a '+ Billing' button and a 'Request Current Ticket Report' button. Further down is a 'Copy Ticket to Office' button. The main section is titled 'Billing Comments' and contains two text input fields, each with a 'characters remaining: 3600' indicator. Below the input fields are two buttons: 'Save Billing Comments' and 'New Billing Comments'. At the bottom, there are buttons for 'Timestamps' and 'Labor'. Red arrows point to the first input field, the 'Save Billing Comments' button, and the 'New Billing Comments' button.

PREVIOUS STEP

Materials (#6)

NEXT STEP

Main
Menu

Materials

- In the **"PARTS USED"** tab, Click the **"NEW PART"** button and enter ALL MATERIALS.
- Search for part in search bar.
- If your part is not found you will need to create a new part. First, select the **"NONSTOCK ITEMS"** tab.
- Add the part number after the **%**. in the item box. The % must stay at the front of this line for it to enter properly.
- In the description box, replace **"NONSTOCK ITEM"** with the part name/description. Enter "TS" in front of the description if it is a Truckstock part or "-100" before the description if they were originally purchased for another job. There is a 20 character limit on the part name.
- Enter quantity of parts used.
- Pricing is not needed.
- All parts used must be listed. Please refrain from using misc. costs.
- If you have purchased materials, you MUST attach a picture of the packing slip to the ticket in VMS. In the **"BILLING"** tab, click on the **"DocU"** button with camera symbol on it. Click **"CHOOSE FILE"** and select picture on your camera roll to attach.
- If you have pulled materials from the truck, it is critical that you itemize each part so we can attach a value to it.

+ Labor
+ Misc Revenue
- Parts Used
New Part

Ticket 250833 New Item

Search bar: [magnifying glass icon]

Results: [NRP38], [8536SE01V02], [4910143], [%] NONSTOCK ITEMS, []

Ticket 250833 Item %

Item: %

Description: NONSTOCK ITEMS

Description 2:

Quantity: 1.0000

Billable: Yes

Core Returned:

- Billing

Email Invoice

Complete

Signature

Directions

DocU

Ticket 250833 DocU File Upload

Choose File no file selected

New Filename:

Upload



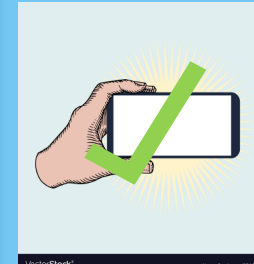
Pictures (#7)



Main
Menu

Pictures

- All photos of POFs, Refrigerant forms, leak detector readings, and equipment photos must be combined as a pdf in the Cam Scanner app and then uploaded through ventus mobile. Please name all pdf files with store name and ticket number like this example, "T1220 . 247618" If unfamiliar with Cam Scanner see [phone setup page](#).
- To add a new pdf file, Select the **DocU** button in the billing section.
- Select "Choose File".
- Option #1: Select "Files" to add multiple photos. (Files would need to be created with CamScanner(or similar app), and then saved to a file on your phone)
- Backup Option: Select "Camera" to enter individual photos
- Select "Upload" when correct file has been selected.



Tickets Ticket 250833

Re-assign Ticket

Billing

Email Invoice

Complete

Signature

Directions

DocU

Invoice Format AR-R

Customer Email

Unit#: ** None **

This section comes up
small but can be zoomed
in on by turning your
device horizontally

Ticket 250833 DocU File Upload

Choose File no file selected

New Filename:

Upload

Ticket 250833 DocU File Upload

Choose File no file selected

New Filename:

Upload



Signature (#8)



Main
Menu

Signature

- Open the “**BILLING**” tab and select signature. Have the customer sign.
- For **PUBLIX**, Have the manager enter their **SIGNATURE** and **STORE NUMBER** in the “**SIGNATURE**” box, in the “**PRINTED NAME**” box – **WRITTEN NAME, POSITON.**
- If the customer asks for the invoice, open the “**BILLING**” tab and enter their email into the “**CUSTOMER EMAIL**” box.
- Confirm RTEC is selected as the “**INVOICE FORMAT**” when sending to the customer .

Tickets Ticket 250833

Re-assign Ticket

Billing

Email Invoice

Complete

Signature

Directions

Ticket 251305 Signature

Please sign to confirm completed work.

Printed Name:
GEORGE JAJINSKI

Signature: Clear

Please sign here

Save



Tech Notes/Travel Home (#9)



Main Menu

Tech Notes

- In the **“TECH NOTES”** area near the bottom, enter information the office might need, such as:
- State your travel and on-site time
- Items that need to be addressed on a future return trip.
- Customer issues
- Lock box code / key location
- **The customer WILL NOT see these notes on the invoice.**

Travel home from last call.



- If this is your last call and you are about to travel home, calculate your travel time home with a map app and enter the time as a new (travel) labor line. Make sure you save the new travel labor. If you are going to another call then continue on without this action.

Parts Used

Tech Notes

characters remaining: 3600

characters remaining: 3600

Save Tech Notes New Tech Notes

Equipment

Create Equipment

Ticket 251305 Labor

Labor

New Labor

Hours Worked:

0.75

Onsite/Travel:

Travel

Primary/Helper:

Primary

Billable:

Yes

Tax:

None

Save Delete

Travel and lunch times will be adjusted according to standard RSC company policies.

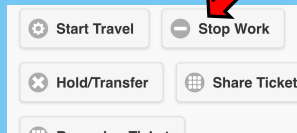
Work Complete (#10)

Main Menu

PREVIOUS STEP

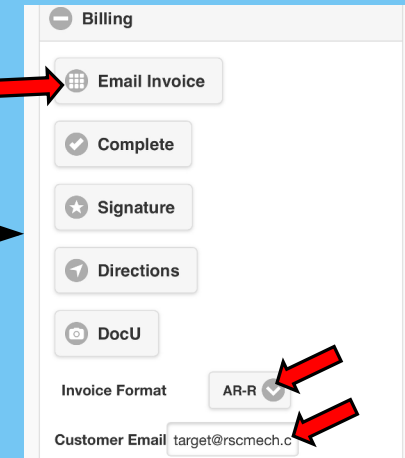
Stop Work

- Before leaving the job site, verify you have performed all necessary procedures and combined / uploaded all required photos including; leak detector reading, before and after photos, equipment photos, POF and or refrigerant forms if applicable. See step #7
- click the "STOP WORK" button once process verification is complete.



Email Invoice to Office

- Confirm **AR-R** is selected as the "INVOICE FORMAT" when sending to the office and confirm that the RSC Customer group email address is correct using the **quick reference guide**.
- Click on "EMAIL INVOICE" to send to the office.



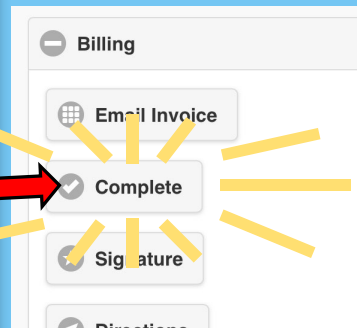
Is the call complete?

Yes

No

Complete

- If the job is COMPLETE and there is not a need to return, press "COMPLETE".
- **Congrats, you have finished the Ventus Mobile Invoice Process!**
- If you have another ticket/call, you will start again at **step 1**.



Hold Transfer

- If the job is NOT COMPLETE and we will need to make a return trip, click here > **Hold / Transfer**

Should I Keep Ticket on Device?

- You'll notice a checkbox asking if you'd like to keep the ticket on your device. Only select this if you're returning to this call the next day.



Hold / Transfer

Main
Menu

Hold Transfer

- If the job is NOT COMPLETE and there will need to be a return trip, press **“HOLD/TRANSFER”**.
- If you select **“HOLD/TRANSFER”**, you will be prompted to select whether you want to keep the ticket on your phone. Click yes, if you are returning the next day. Confirm without selecting if you don't know when the return will happen.
- **“HOLD CODES”** – You are required to select from the hold code list dropdown. Select the code that best suits the situation for the call you are on. There are Target only hold codes that should be used on Target calls. All hold codes are listed in the [quick reference guide](#).
- **Congrats, you have finished the Ventus Mobile Invoice Process!**
- If you have another ticket/call, you will start again at [step 1](#).

The diagram illustrates the process of holding or transferring a ticket. It starts with a main menu containing buttons for 'Start Travel', 'Start Work', 'Hold/Transfer', 'Share Ticket', 'Re-assign Ticket', and 'Billing'. A red arrow points to the 'Hold/Transfer' button. This leads to a screen titled 'Ticket 251305 Hold/Transfer Ticket'. On this screen, the 'Hold Code' is set to '[1B] RETURN FOLLOWING DAY'. Below this, the 'Hold Reason' is 'RETURN FOLLOWING DAY'. A checkbox labeled 'Keep ticket on device?' is checked, with a red arrow pointing to it and the text 'Only if returning next day'. At the bottom, a 'Confirm' button is highlighted with a red arrow.

HOLD CODES

[1A] QUOTE/POF REQUIRED
[1B] RETURN FOLLOWING DAY
[1C] DEICE CASE
[1D] LEAK CHECK
[1E] RESTART COMPRESSOR

Do not use any other
hold codes below [1E]
These will cause failures
in the system

Troubleshooting

Main
Menu

Troubleshooting: If you clear data or history, you must transfer tickets first, so any info added won't be lost.

- Are you using the Chrome web browser app? For Android you should, but for Apple use Safari.
- Is Wi-Fi turned off? It needs to be turned off when using Ventus Mobile (unless you are using hotspot or aircard).
- Make sure your login information is saved in the Options section in Configuration
- If login info is entered, Load a New Quickload in Configuration.
- If tickets do not show, you will need to clear the cached data and history on your device. You would then go back to the site, re-enter your login info and then load a new quickload. Some tickets might need to be re-dispatched to you for them to show.
- If tickets still do not show, you are probably logged into your account on 2 or more devices. You would need to remove any Ventus information in history & data on both devices. You would then re-enter your login information and then load a new quickload. Some tickets might need to be re-dispatched to you for them to show.
- If you find the system running super slow, you will probably need to delete the Chrome app, re-download the Chrome app, remove any Ventus information in history & data on both devices. You would then re-enter your login information and then load a new quickload. Some tickets might need to be re-dispatched to you for them to show.

Why Ventus Mobile?

Main
Menu

INDUSTRY DEMANDS

Although the maintenance, contracting, and construction fields have been moving toward digital invoicing and tracking for a few years, this year one of our biggest customers (Target) requested that we adapt ASAP to maintain our competitive edge. Target has been very impressed with our agility in adopting new technology and working tirelessly to make sure that our system integrates with theirs. The majority of our other customers have also expressed great interest or plans to shift to this type of model as well (especially customers who use Service Channel). That being said, this is a matter of adapting to the times or getting out of the game and we are just getting started.

IDEAS / CONCERNS

As always if you notice any problems with the Ventus Mobile system or have some ideas on how to make it better please call 586-884-5118 or email: VMS@rscmech.com. VMS has been very helpful in correcting and creating new features as we need them.

VENTUS MOBILE

Ventus is a service / construction management and accounting program created by Vertical Marketing Software(VMS) out of Pensacola, Florida. RSC Mechanical has been using Ventus since the beginning of the company and it has proven itself to be extremely reliable and beneficial to our business. Due to industry demands for digital invoicing and tracking within the maintenance, contracting, and construction fields, VMS developed Ventus Mobile. After scouring the market for similar tools, we decided that Ventus Mobile would be the best fit for our needs.

Android Set Up

Main
Menu

Android (Use Chrome)

How to turn on location services

<https://www.verizon.com/support/knowledge-base/>

How to troubleshoot location services [VIDEO >](#)

Before you start this process finish your current job and invoice process through Ventus Mobile and make sure all tickets have been completed or hold/transferred. If you do not do this, you will lose all tickets on your phone.

1. Clear Cached Data
2. Clear any remaining History in Chrome
3. Close all open Chrome web pages
4. Delete Chrome
5. Turn Off Phone
6. Turn on phone
7. Check for any phone or app updates
8. Download chrome
9. Go to <https://www.vmsws.com>
10. Use login info to login
11. Load a new quickload
12. Call team dispatcher for next service call.

How to lower the file size of photos

1. Download app "[Open Camera](#)"
2. Go to phone settings
3. Select "Apps"
4. Select "Chrome"
5. Select "Set as default"
6. Select "Clear defaults"
7. Exit settings app
8. Open Chrome
9. Open a Ventus Mobile page
10. Select any assigned ticket already acknowledged
11. Select "DocU"
12. Select "Choose File"
13. Camera is now gone, select the icon in its place.
14. Select "Open Camera" and set as the default by selecting "Always"

How to zoom on android

1. Open Settings
2. Open "Accessibility"
3. Open "Visibility enhancements"
4. Click "Magnification"
5. Click "Triple tap screen to magnify">Turn on

WIFI

Your phone's Wi-Fi needs to be turned off when using Ventus Mobile (unless you are using hotspot or aircard). This is because Ventus needs to use your phone's location, not the store's IP address.

Cam Scanner -Please title

[Download Link](#)

[How to use with Android](#)

Preparing Open Camera:

1. Select the gear icon in the top left for the app settings
2. Select "Photo Settings"
3. Select "Camera Resolution"
4. Select 3264 x 2448 (4:3, 7.99MP)
5. Select "Image Quality"
6. Set to 80%
7. Start taking pics.

This will work for both single pics and files. If you want to make files in cam scanner, you could just use Open Camera to take the low file size pics needed, and then import from gallery to CamScanner.

iPhone (Use Safari)

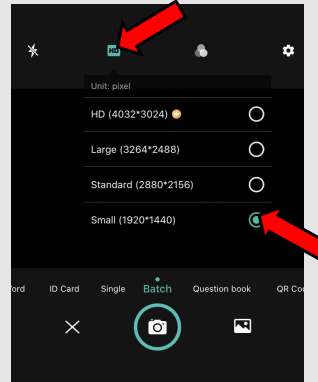
How to turn on location services

Settings>Privacy>Location Services>Make Button Green

<https://www.verizon.com/support/knowledge-base-206903/>

How to lower the file size of photos

- Open [CamScanner](#)
- Select the camera icon at the bottom.
- Select the "HD" button at the top left.
- Select "Small (1920*1440)"



How to troubleshoot location services on iPhone [VIDEO >](#)

Before you start this process finish your current job and invoice process through Ventus Mobile and make sure all tickets have been completed or hold/transferred. If you do not do this, you will lose all tickets on your phone.

1. Close all open Safari web pages
2. Open phone settings
3. Select Safari in settings
4. Scroll to the bottom of the page
5. Clear Cached Data & History
6. Turn Off Phone
7. Turn on phone
8. Check for any phone or app updates
9. Go to <https://www.vmsws.com>
10. Use login info to login
11. Load a new quickload
12. Call team dispatcher for next service call.

WIFI

Your phone's Wi-Fi needs to be turned off when using Ventus Mobile (unless you are using hotspot or aircard). This is because Ventus needs to use your phone's location, not the store's IP address.

Cam Scanner -Please title

[Download Link](#)

[How to use with Iphone.](#)

Quick Reference

Main
Menu

HOLD CODE DICTIONARY

[1A] QUOTE/POF REQUIRED

[1B] RETURN FOLLOWING DAY

[1C] DEICE CASE

[1D] LEAK CHECK

[1E] RESTART COMPRESSOR

Do not use any other hold codes below [1E]

These will cause failures in the system

Back to
Hold / Transfer

TEAM EMAILS

■ Aldi – aldi@rscmech.com

■ BJs – BJ@rscmech.com

■ Chipotle – chipotle@rscmech.com

■ Costco – costco@rscmech.com

■ CVS – CVS@rscmech.com

■ Earth Fare – earthfare@rscmech.com

■ Farm Fresh – farmfresh@rscmech.com

■ Ferraro Foods – ferrarofoods@rscmech.com

■ LIDL – lidl@rscmech.com

■ Native Sun – nativesun@rscmech.com

■ Publix – publix@rscmech.com

■ Target – target@rscmech.com

■ The Fresh Market – thefreshmarket@rscmech.com

■ Trader Joes – traderjoes@rscmech.com

■ Sam's Club – samsclub@rscmech.com

■ Save-a-Lot – savealot@rscmech.com

■ Walmart – walmart@rscmech.com

Back to
Email / Complete

Here are some frequently asked questions:

1. How do I reset my GPS/Location services?

Click [Android](#) or [iPhone](#) for detailed videos on how to reset your GPS/Location services on your phone.

2. How do I upload more than one photo at a time?

[Further Details](#)

You can upload mutiple files at once by using CamScanner app. This will allow you to select multiple files and compress them into one PDF.

NOTE: Our file size limit is small at the moment, so you can select grey scale for photos to further shrink file size if needed.

3. What is a quickload and how do I run one?

[Further Details](#)

A Quickload is a new load of Ventus on your mobile device. Your settings are set up when you enter your information the first time. So, any changes will need a Quickload to show up on your device. To run a Quickload, go to Configuration and then select "Load Quickload." You'll then see some numbers run up to a total. When it hits that total, it's done.

4. How do I enter my travel home?

[Further Details](#)

You will not use the start/stop travel buttons for recording your travel home. Instead, take a look at GoogleMaps and take note of how long it'll take you to get home. Add that as an estimated travel home.

NOTE: We do this because every call needs to be completed while on-site.

5. What do I do if I'm re-routed to another call?

You will select "Stop Travel" before acknowledging your new ticket. Add a Tech Note stating what ticket you were re-assigned to. Then, call dispatch to have them unassign the tricket from your board. Once you're in your new ticket, select "Start Travel" and head to your new destination.

6. How can I review the file/picture(s) I uploaded?

[Further Details](#)

Unfortunately, at this moment, there is not a way to see all photos loaded into your ticket, but after uploading, you're able to click the blue lettered statemant to review what was just loaded. Also, You can still see the files that are on your phone, but not view it through Ventus.

NOTE: It will give you a message saying the files name and that it was uploaded.

7. How can I shrink the file/picture size?

[Further Details](#)

You can upload mutiple files at once by using CamScanner app. This will allow you to select multiple files and compress them into one PDF. Also, you can select the compression button when sharing PDF to phone files to make the size of the PDF smaller. You could also set your camera to grey scale to lower the file size.

8. How can I get history on a site?

Although we are working on a solution for this issue, we do not have this as a feature on Ventus Mobile. Please contact your dispatcher if you need any info.

NOTE: We now have 24/7 dispatch avaiable. You can contact someone at any time if you need any additional information on your ticket or site.

9. What materials/parts should I add to the ticket?

[Further Details](#)

You should add every material/parts you use on every call you run. Itomized parts are key. Thanks to a recent update, the most commonly used parts have been made to show at the top of the list.

10. What information is needed to enter Billing Comments?

[Further Details](#)

Billing Comments is for the work/service you performed. What you do from when you enter the building all the way to when you leave should be included. These are the comments that we show to our customer whe n the call is complete and we bill them for the service, materials and labor.

11. Who do I ask to clean up my tickets?

Your dispatcher can clean those up for you. Just shoot them a call or message requesting they be removed from your phone. If you're unable to reach your dispatcher, any other dispatcher has the ability to assist as well. We now have 24/7 dispatch, so you'll always have someone available.

12. When should I start my Travel?

[Further Details](#)

You should start your travel once you leave to go to your call.

NOTE: If you're already on-site and are going to start a new ticket, make sure you start/stop travel before you start your work.

13. When should I stop my Travel?

[Further Details](#)

You should stop your travel once you arrive on-site and park your vehicle.

NOTE: If you're already on-site and are going to start a new ticket, make sure you start/stop travel before you start your work.

14. When should I start my time?

[Further Details](#)

You will start your time, or Start Work, once you park your vehicle and stopped your travel. Make sure you're within 0.03 miles of the site before starting your time.

NOTE: Our customers are willing to pay us as long as your on-site. Be sure to Start Work when you arrive.

15. When should I stop my time?

[Further Details](#)

You should stop your time, or "Stop Work," once you've verified all other processes have been completed. Then, you'll move onto Completeing or Hold/Transfer.

NOTE: Be sure to check the page for a complete list of the processes needed before stopping your time.

16. What Should I include in Tech Notes?

[Further Details](#)

Your tech notes should include your initials, date of service, travel to, start time, end time, travel home and a final note on the status of the call. Also, be sure to include info on attachments. Exp: POF or refrigerant forms.

PT 11/10/2020

ST: 15:16

IN: 16:16

OUT: 19:00

TT: 19:40

CASE CURRENTLY AT TEMP.

17. How do I know if I'm a Helper on my job?

When viewing the ticket homepage, your ticket will say "Acting as Helper." Also, in the ticket details itself, below the ticket#, it will say "**Acting as Helper**" in bold.

18. Can I recover lost data?

No, unfortunately not. Once your data has been lost, it will not return. This is why keeping only 1 or 2 tickets on your device at a time is essential. Also, if you clear your history on your phone, you'll lose all the information on your current open ticket. Be sure you are not clearing history on your work phone while you have open tickets.

19. Can I use WiFi?

[Further Details](#)

No. Ventus needs to verify your phone's location using location services. For this reason, WiFi may get overloaded with these signals and shut itself down. Also, if your location is not verified, our customers may disbute the time you were on-site, even if you were there the whole time. Make sure you have WiFi off unless you're using a hotspot or an aircard.

20. Can I use the site from the home screen?

No. When Ventus Mobile is saved to the Home Screen, it redirects to the unsecured site. Since our system has to be secured, the unsecured site does not work and thus has been disabled. If you try this, you will be unable to load Ventus on your phone.

Set the site as a Bookmark or a Favorite. You could even save it as your default web page.

21. How do I receive a missing assigned ticket?

[Further Details](#)

Request your dispatcher to re-send. If tickets still do not show, you will need to clear the cached data and history on your device. You would then go back to the site, re-enter your login info and then load a new quickload. Some tickets might need to be re-dispatched to you for them to show.

22. If I Hold/Transfer a ticket and keep it on my device, when should I return?

[Further Details](#)

Tomorrow morning or following business Monday. There's no reason to keep anything further on your phone, it'll cause too much clutter on your device. Just keep the calls you'll be returning to next day. Anything else and dispatch will return it to you when it's ready for follow-up.

23. Can I share or Transfer a ticket to another tech?

No. Please speak with dispatch.

NOTE: We now have 24/7 dispatch. There will be someone available at all times to assist.

24. Can I create a ticket?

[Further Details](#)

No. We have dispatch 24/7 now. There will be someone available to you at any time to assign you a ticket when one is needed.

25. When do I change the Invoice Format?

Make sure you have one of the following formats selected:

RTEC.....Customers (*Only if requested*)

RSCC.....RSC Construction

AR-R.....RSC Mechanical

AR-E.....RSC Eletrical

VMS1.....Unassigned (*Do not use*)

26. How can I send what I have already entered to the office?

[Further Details](#)

In most cases, you will only do this if requested. You can select "Copy Ticket to Office." This will update the ticket in our system. The system you use on your phone is the same in the office. What you enter is what we'll see in the office. Email Invoice will notify us of what you've entered.

27. Do I need to add cost to parts?

[Further Details](#)

No. Just enter the parts you used and the quantity as well. The office will take care of pricing. Our system may have a price pre-selected and our office staff may change the price per each customer anyway.

Don't worry about the prices.

28. Do I need to assign parts billable or taxable?

[Further Details](#)

No. Just enter the parts you used and the quantity as well. The office will take care of billable/taxable. Our system may have a bill/tax rate pre-selected and our office staff may change the price per each customer anyway.

Don't worry about billable or taxable.

29. Do I need to assign labor billable or taxable?

No. Just follow the process of travel and start/stop work. The office will take care of billable/taxable. Our system may have a bill/tax rate pre-selected and our office staff may change the price per each customer anyway.

Don't worry about the billable or taxable.

30. Do I need to enter the name of the store manager that signs?

[Further Details](#)

Yes. Just above the spot for the manager to sign, there's a spot for the to manually type their name. Some signatures are unreadable, so you'll want to get their names in there every time. Please click on the Blue Arrow about for special rules for Publix.

Extra Tips & Tricks:

- Make sure you are within store parking lot when starting or stopping work
- Use Cheat sheet to make sure you are following all steps of the process
- Tech Notes (please start entering tech notes like those depicted on the Cheat Sheet)
- Please do not keep tickets on your phone unless going to return the following day.
- Wait at least 12 seconds between pressing Buttons.
- Make sure you are selecting from the first 5 hold codes every time you hold/transfer.
- If you have not ran a quickload, please do so to see these and the new parts search.
- At end of call do not use travel button. Enter estimated Travel home in tech note and labor line and then complete or hold/transfer call.
- If you ended up not running a call, have the office unassign it from you. They should be but we have to help them learn too.
- Load a Quickload every week to ensure current features/changes enabled and look out for update emails.