Smartphone Check-In & Check-Out:  
Utilize GPS for on-site vendor confirmation with The Work Order Network

Service vendors can now use the Mobile Check-In/Check-Out app on their Smartphones to confirm both location and work hours when starting or completing a work order. Allow mobile on-site confirmation as an alternative to IVR or paper based confirmation systems to automate the entire work order process.

**On-Site Confirmation**
Requiring your service vendors to verify on-site arrival and departure has become a best practice within the facility management industry. On-site confirmation provides your service vendors the option to Check-In and Check-Out through one of two methods; IVR (call-in confirmation) or mobile (Smartphone confirmation). With either of these tools in place, the uncertainty behind what is actually happening between work order acceptance and vendor invoicing is eliminated through proper confirmation procedures.

**Real-Time Visibility:**
On-site confirmation provides complete visibility into the vendor management process. With data being recorded in real-time, management can instantly see when a vendor arrives on-site to begin work, at what time the work order was finished, and be immediately prompted to verify completion. By eliminating the guesswork associated with when and where work orders are completed, you can be assured that labor hours are being properly invoiced and that vendor response time and performance are meeting your expectations.

**The Advantage of Mobile**
Managing your service vendor’s on-site arrivals has just gotten easier with the mobile Smartphone feature. Now, all of your service vendors can confirm Check-In/Check-Out for a specific work order through their own Smartphone or internet device. Since the Check-In service is directly linked to the service vendor’s Smartphone GPS, vendors cannot Check-In until they have arrived at the location they are performing work. When the job is finished, service vendors confirm Check-Out on their Smartphone while management is alerted in real-time that the job is complete and awaiting approval.
Smartphone Check-In & Check-Out

**IVR vs. Mobile:**
The Work Order Network’s IVR system currently requires two things from you that are not needed with the mobile solution; (1) An in store IVR enabled phone for on-site vendors to Check-In/Out or the trust that vendors are calling in while on-site and (2) A charge for every minute used when your vendors call the IVR number. With the mobile solution, you can push arrival confirmation and on-site verification into the hands of your vendors while saving money in the process.

**Service Provider Self-Service:**
Eliminate the need to have service vendors locate store employees to verify the start and completion of work through on-site IVR or signature. Have your employees stay focused on your business without having to be interrupted in assisting vendors with burdensome paper based processes. The Smartphone Check-In/Check-Out allows service vendors to self-service this process without requiring the support of store staff or the use of any store equipment.

**Service Vendor Check-In/Check-Out Process:**

1. **Service Vendor arrives on site.**
2. **Service Vendor’s Smartphone verifies location for Check-In.**
3. **Service Vendor completes the work.**
4. **If still on-site, vendor can Check-Out via Smartphone.**
5. **On-site work hours are recorded in real-time.**
6. **On-site managers are alerted to verify work order completion.**
7. **Total on-site labor hours are posted next to total invoiced labor hours in the Vendor Invoice Review Report.**

**Eliminate Over Charges:**
Total onsite hours confirmed through the Smartphone Check-In and Check-Out app are now displayed next to the total hours invoiced on the Vendor Invoice Review Report. This means, prior to invoice approval, any labor hours billed that are different than the actual hours recorded by the service provider can be disputed, supported by the proper time and date stamp verifications.

*To get started – Distribute the Quick-Start Guide to your service vendors.*

Learn More

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**Corrigo Headquarters**
8245 SW Tualatin Sherwood Rd
Tualatin, OR 97062

www.corrigo.com
877.267.7440

**Corrigo Silicon Valley**
1900 S. Norfolk St.
Suite 100
San Mateo, CA 94403

**Corrigo Atlanta**
4080 McGinnis Ferry Road
Suite 703
Alpharetta, Georgia 30005

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