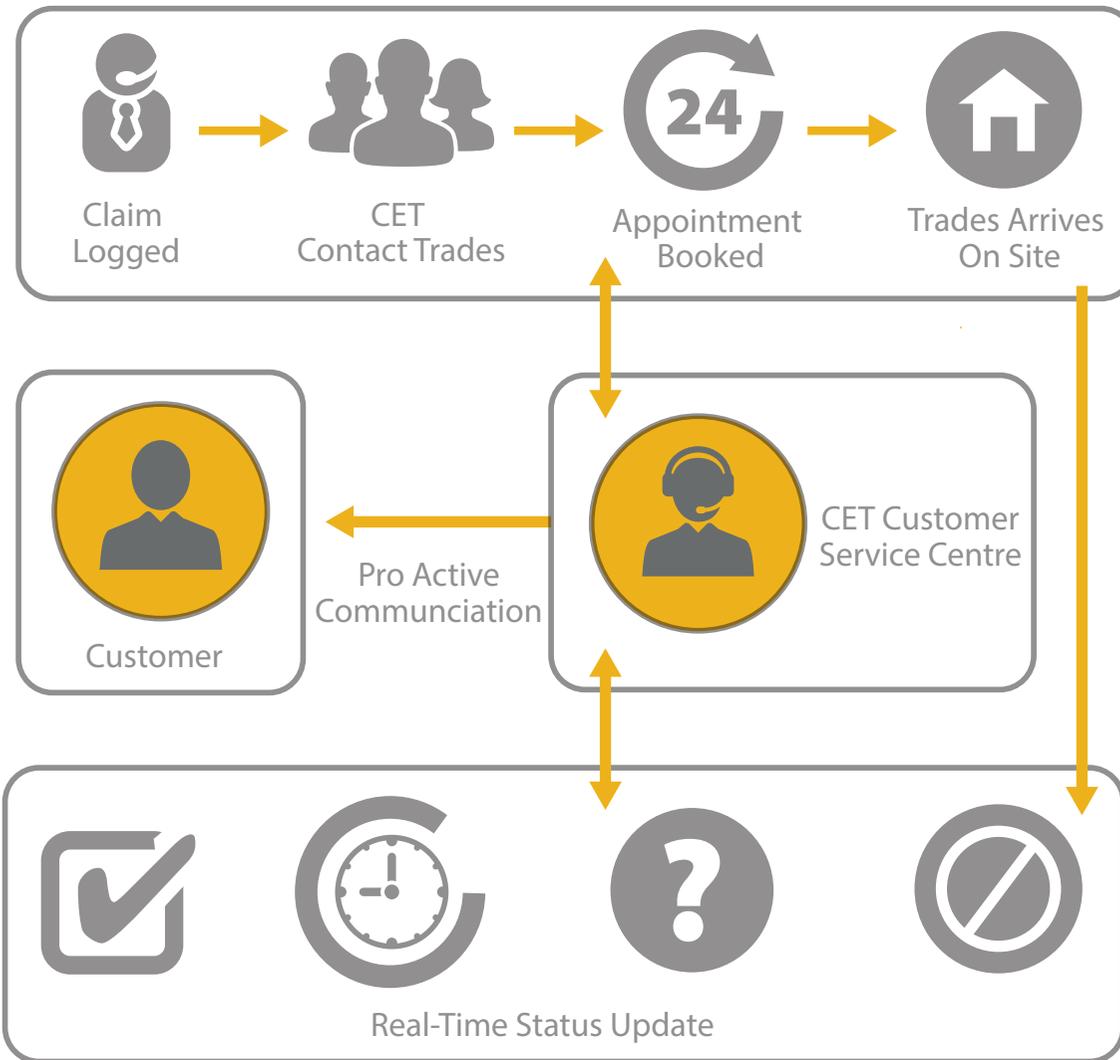




CET Job Manager App
USER GUIDE

CET JOB MANAGER APP



INTRODUCING THE CET JOB MANAGER APP

CET's innovative Job Manager App (first introduced in Feb 2015) enables our network of approved tradespeople to receive notification of home emergency jobs direct to their mobile device.

The Job Manager App allows the CET Customer Service Centre to assign jobs to individual tradespeople and enables the exchange of real-time feedback and job status updates, whilst on-site or in transit.

Key features include:

- Job start and end times
- Health and safety responses
- Photo uploads
- Material and time requests
- Document general notes
- GPS Location
- Customer sign-off

The CET Job Manager App is available for download from the iTunes App Store (requires iOS 6.0 or later) and is compatible with iPhone, iPad and iPod touch. An Android version is also available for download via the Google Play store.

THE APP

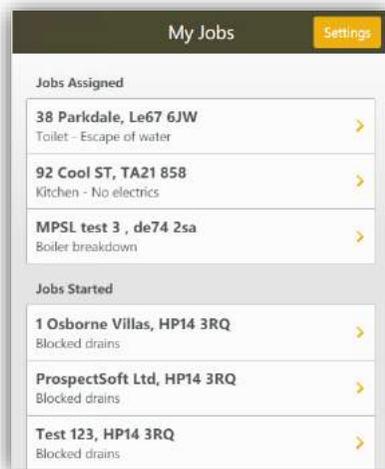
MY JOBS

To login to the App you will need to go to app.cet-uk.com. You will need to login using your email address and the password which will be issued to you by CET.

TIP: Pin the webpage to your home screen for quick access.

When you log in it will show you all the jobs which are assigned to you.

Newly assigned jobs will appear in the top half of the screen with active jobs shown below. You can then view more information on each particular job by clicking on in.



JOB DETAILS

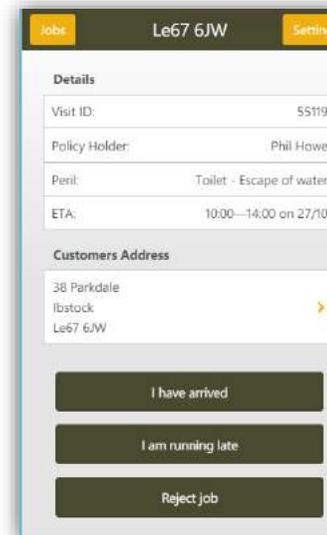
This gives you more information on the job, such as what the peril is, the ETA as well as the address.

Clicking on the address will also take you through to a google maps page which will show you where the job is located. (You can also use the google maps to help you navigate your way to the site)

Once you have arrived on site, select "I have arrived".

Likewise if you are running late you can choose this options which will send an automatic alert to your office and CET to ensure the customer is aware.

If you don't think you will be able to make the appointment you can also reject the job.



ARRIVING ON SITE

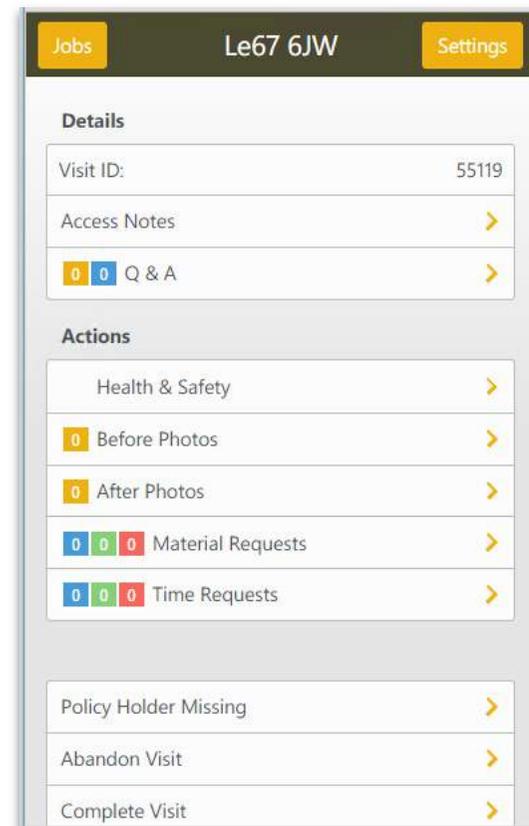
Once you have selected the "I have arrived" option, and confirmed your location, it will bring through more information regarding the job you are working on. Clicking through the different sections on this page in order will help to give you a better idea of what was logged when the call was taken.

Access Notes: These will warn you of any problems there may be getting into the property e.g. Be careful of the big dog etc.

Q&A - This will show you all the mandatory questions that the people in call center must ask when logging a problem. This should help you too work out what the problem is. You will see there are numbers next to the Q&A and other parts of the App this denotes the number of items in that section. For example how many questions there are, or how many photos have been taken.

Health and Safety -You need to ensure you complete a Health and Safety assessment before you commence any work. Once you are happy please click both of the tick boxes. If however, the site is not safe you must abort your visit. (See uncompleted job section)

Before/ After Photos - You now no longer need to worry about sending pictures to the office regarding jobs. These can all be logged in the app. Just open up the before and after photos and it allows you to either take a photo or use an existing one which is saved on the phone. These will be uploaded so that they can be accessed by your office and by CET.



MATERIAL & TIME REQUESTS

Some jobs require you to request extra material or time, these used to be logged with CET over the phone to be authorized. The app and the portal allow for this to be done in real-time with CET, this should reduce the time you wait on-site for a response.

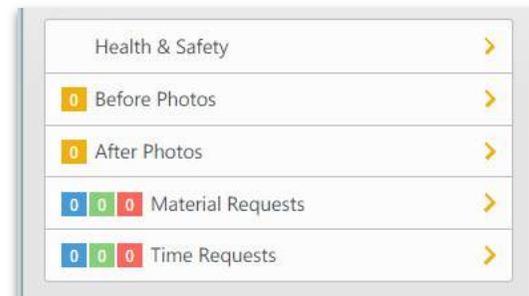
To add materials select “materials request”, and search for the part you are looking for. If you can’t find the part you are looking for you can add it by using the other product section.



If you want add extra time you can also do that using the time requests option. Just select how much longer you will need and the reason and all of this will be sent to CET to authorise.

Once it has been authorised by CET you will be able to see this authorization on the App by refreshing the page. You can then move ahead with the work if this is authorised, if it is not then you will need to continue the job without this part or extra time. This could mean you leave site after this rejection as there is nothing further to be done.

You will notice three separate boxes for the “pending” (Blue), “Authorised” (Green), “Rejected” (Red) to allow you to see the status of your requests. Clicking on either the “Material Requests” or “Time Requests” buttons will then show you the status of each in more detail.



LEAVING SITE

POLICY HOLDER ABSENT

If the policy holder is not on site click policy holder missing from the job details page. CET will then contact the policy holder and get back to you about what actions you should do next.

UNCOMPLETED JOB

If you have to leave site with the job yet to be completed select the abandon job option. This brings you back a range of reasons as to why the job remains incomplete. Fill in as much information as you can here to help other people identify what needs to be done in order to get the work completed.

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Abandon/Reject Job Reason

- Boiler not serviced >
- Customer appointed their own contractor >
- Customer changed their mind >
- Customer not available >
- Problem went away/resolved itself >
- Wrong Trade Sent >
- Health and Safety Hazard >

COMPLETED JOB

If the job has been completed successfully select complete visit from the job details page. You then need to get a signature from the policy holder to confirm that they are happy with the work. Tick the box and get them to sign in the area below (Just like when signing for a parcel). Click "Send" and this will confirm the closure of the job and is passed back to CET for processing.

You can then return to your jobs page to find the next job on your list.

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Customer Satisfaction (PH not Present)

Name: Phil Howe

I am happy with the work that has been done

Customer's Signature

Clear

CUSTOMER SERVICE CENTRE

CET, 3 Boundary Court,
Willow Farm Business Park,
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