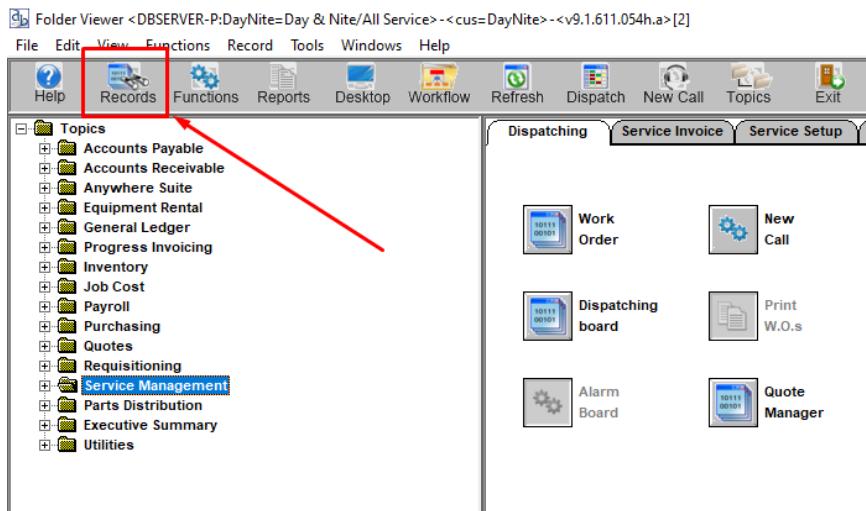




Technician Service Zone Maintenance (SamPro)

How to add a Zone to a technician

- Go to Records.



- Go to View Technicians.

204 View Technician

1. Enter technician ID to update.

a. You will now be in the technician profile.

Technician Id:	222 <input type="button" value=""/>	Technician Name:	Christique Montoya <input type="button" value=""/>																																				
Primary Phone #:	(347)886-2178	Email Address:	emontoya.222@wearetheone.com																																				
Cell Phone#:	(347)886-2178	Email to Text:	REFRIG SUPERVISOR (DOWNTOWN)																																				
Pager:	(347)886-2178	Email2 to Text:	3478862178@zwbt.com																																				
Employee Id:	REF-222 <input type="button" value=""/>	Notes:	<input type="text"/>																																				
Vendor Id:	<input type="button" value=""/>		<input type="text"/>																																				
Start Time:	<input type="text"/>	Insurance?	<input type="checkbox"/>																																				
Quit Time:	<input type="text"/>	Special Skills?	<input type="checkbox"/>																																				
RAQ Group:	<input type="text"/>	Technician Street Address:																																					
Technician User1:	<input type="text"/>	<input type="text"/>	<input type="text"/>																																				
Supervisor Name:	Hugh Thomas	City:	<input type="text"/>																																				
Marketplace Trained:	Y	State:	<input type="text"/>																																				
MP Train Date:	2019-10-18	Zip Code:	<input type="text"/>																																				
ZONE		<input type="radio"/> Active <input type="radio"/> Inactive																																					
Technician User6:	<input type="text"/>																																						
Technician User7:	<input type="text"/>																																						
Technician User8:	<input type="text"/>																																						
Technician User9:	<input type="text"/>																																						
Technician User10:	<input type="text"/>																																						
<input type="button" value=""/> Certifications <input type="button" value=""/> Unavailable <input type="button" value=""/> TimeSlots <input type="button" value=""/> Service Zones <input type="button" value=""/> Dispatch Boards <input type="button" value=""/> Evaluation Summary <input type="button" value=""/> TechAnywhere Double Click to view record -or- Right Click to change 'Serves' status																																							
<table border="1"> <thead> <tr> <th></th> <th>Serves</th> <th>Id</th> <th>Name</th> <th>Previous</th> <th>Obsolete Flag</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Yes</td> <td>NY-NYC-DT</td> <td>NEW YORK- NEW YORK DOWNTOWN</td> <td>Yes</td> <td><input type="checkbox"/></td> </tr> <tr> <td>2</td> <td></td> <td>BAL-1</td> <td>BALTIMORE COUNTY</td> <td></td> <td></td> </tr> <tr> <td>3</td> <td></td> <td>BOS-1</td> <td>BOSTON- WORCESTER</td> <td></td> <td></td> </tr> <tr> <td>4</td> <td></td> <td>BOS-2</td> <td>BOSTON- MIDDLESEX</td> <td></td> <td></td> </tr> <tr> <td>5</td> <td></td> <td>BOS-3</td> <td>SUFFOLK/NORFOLK/ESSEX</td> <td></td> <td></td> </tr> </tbody> </table>					Serves	Id	Name	Previous	Obsolete Flag	1	Yes	NY-NYC-DT	NEW YORK- NEW YORK DOWNTOWN	Yes	<input type="checkbox"/>	2		BAL-1	BALTIMORE COUNTY			3		BOS-1	BOSTON- WORCESTER			4		BOS-2	BOSTON- MIDDLESEX			5		BOS-3	SUFFOLK/NORFOLK/ESSEX		
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2. Click the Service Zones tab.

Certifications	Unavailable	TimeSlots	Service Zones	Dispatch Boards	Evaluation Summary	TechAnywhere
Double Click to view record -or- Right Click to change 'Serves' status						
	Serves	Id	Name	Previous	Obsolete Flag	
1	Yes	NY-NYC-DT	NEW YORK- NEW YORK DOWNTOWN	Yes	<input type="checkbox"/>	
2		BAL-1	BALTIMORE COUNTY			
3		BOS-1	BOSTON- WORCESTER			
4		BOS-2	BOSTON- MIDDLESEX			
5		BOS-3	SUFFOLK/NORFOLK/ESSEX			

3. You will see all available Service Zones throughout the Day & Nite family of companies.



Each Service Zone ID will start with the areas initials. NY, NJ, BOS, PEN, NCA, SCA, SFL, FLA, DCM, DEL, CT.

***Please note, Obsolete zones will appear as Obsolete in the far right column. These can NOT be selected.

Obsolete Flag
Obsolete
Obsolete
Obsolete
Obsolete

Selecting the Service Zone

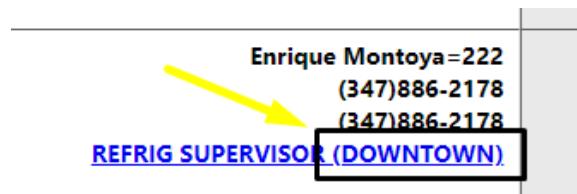
1. Find the Service Zone that the technician is being assigned to or being removed from.
2. When you've located the correct Service Zone, you will simply right click on that Service Zone to add or remove it from that technician you've highlighted.
 - a. The word "**YES**" will appear next to that zone under the "Serves" column.

Certifications	Unavailable	TimeSlots	Service Zones	Dispatch Boards	Evaluation S
Double Click to view record -or- Right Click to change 'Serves' status					
	Serves	Id	Name	Previous	Obsol
1	Yes	NY-NYC-DT	NEW YORK- NEW YORK DOWNTOWN	Yes	
2		BAL-1	BALTIMORE COUNTY		
3		BOS-1	BOSTON- WORCESTER		
4		BOS-2	BOSTON- MIDDLESEX		

3. You will then update this information in his profile.

Main	Defaults	RemoteAccess	Contacts	Other	Evaluation	OpenWorkOrders	OtherWorkOrders	
Technician Id:	222		Technician Name:	Enrique Montoya				
Primary Phone #:	(347)886-2178		Email Address:	emontoya.222@wearetheone.com				
Cell Phone#:	(347)886-2178		Email to Text:	REFRIG SUPERVISOR (DOWNTOWN)				
Pager:	(347)886-2178		Email2 to Text:	3478862178@vzwbt.com				
Employee Id:	RFF-222		Notes:					

4. This information will appear on the Web Board to help the LC's quickly identify the assigned Service Zone.



5. After you have updated the Service Zones, Click Save and you are done.

Main	Defaults	RemoteAccess	Contacts	Other	Evaluation	OpenWorkOrders	OtherWorkOrders													
Save	222		Technician Name:	Enrique Montoya																
New	(347)886-2178		Email Address:	emontoya.222@wearetheone.com																
Previous	(347)886-2178		Email to Text:	REFRIG SUPERVISOR (DOWNTOWN)																
Next	(347)886-2178		Email2 to Text:	3478862178@vzwbt.com																
Notes	REF-222		Notes:																	
Attach	Vendor Id:		Start Time:		Insurance?															
Scan			Quit Time:		Special Skills?															
Quick			RAQ Group:																	
			Technician User1:																	
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			Technician User6:																	
			Technician User7:																	
			Technician User8:																	
			Technician User9:																	
			Technician User10:																	
<input checked="" type="radio"/> Active <input type="radio"/> Inactive																				
Technician Street Address: <input type="text"/> <input type="text"/> City: <input type="text"/> State: <input type="text"/> Zip: <input type="text"/>																				
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1	Yes	NY-NYC-DT	NEW YORK-NEW YORK DOWNTOWN	Yes																

