



Memorandum

Date: December 13th, 2017

To: CCS Team

From: CCS Ops

Re: Schedule Idle Technician Update

Steps to **Schedule an Idle Technician**

1. Use **Schedule Idle Technician** function in FS scheduler
2. Check for any **Unscheduled jobs** in the area.
3. Show tech's entire region on the Gantt.
4. Check for any **Scheduled jobs** that can be given to the idle technician.
5. Show technician on the **Map**. *This gives you a final visual of the area to make certain that there are no unscheduled or scheduled jobs in the area.*
6. If we cannot find any job, call **tech supervisor to obtain EOD approval**.
7. **Schedule EOD** for tech once approval is given and notate the account.

TIP: When checking the travel time between jobs, you can use the google map function.

Please refer to the previously released document **Scheduled Idle Technician12.5.17** in the intranet for more details.

NOTE: Moving forward, failure to follow this process will be considered as a violation.

First Offense = Written Warning

Second Offense = Final Warning

Third Offense = Dismissal