

About the ServiceChannel GPS App

Daktronics requires technicians to check in/out and log notes in **ServiceChannel GPS** for Walmart and CVS. The ServiceChannel GPS app must be used on all visits to Walmart or CVS sites unless otherwise indicated in the Daktronics Work Order. Service Channel must be used in addition to other standard work, including Work Order management in GoServicePro, for Daktronics service calls. Daktronics reserves the right to withhold payment to Service Partners if required procedures (including use of ServiceChannel GPS) are not followed.

Download the GPS App

Download the **ServiceChannel GPS App** before arriving on-site.

Apple: In the iTunes App Store, search for **SC GPS Check-In**. Locate the app and tap **Get** to start the installation.

Android: In the Play Store, search **ServiceClick** or **ServiceChannel GPS**. Locate the app and tap **Install** to start the installation.



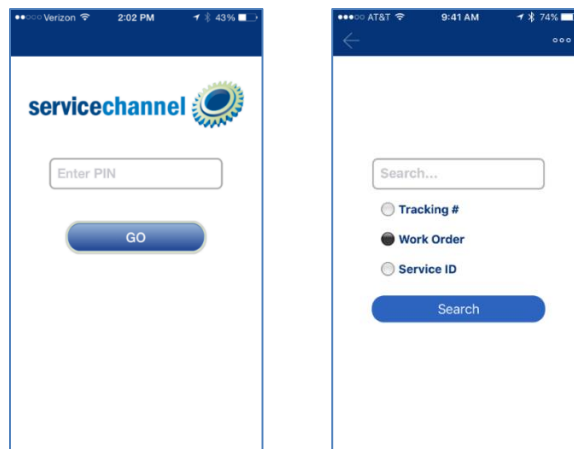
***Note:** You may see two different ServiceChannel apps in your search results. The ServiceChannel GPS Check-In app will be indicated by the **orange ServiceChannel icon** as shown above. Any spaces or additional words in your search query may make the app harder to find in the search results.*

How Does It Work?

Logging In

Once the application is installed on your mobile device, enter the site-specific **IVR Pin** to log in. After logging in, search for a work order by entering the **Walmart or CVS Work Order number**. The IVR Pin and Work Order number will be provided to you in the Daktronics Work Order in GoServicePro.

***Note:** As GoServicePro and ServiceChannel are separate systems managed by separate entities, Daktronics GoServicePro Work Orders and ServiceChannel Work Orders will have different Work Order numbers.*

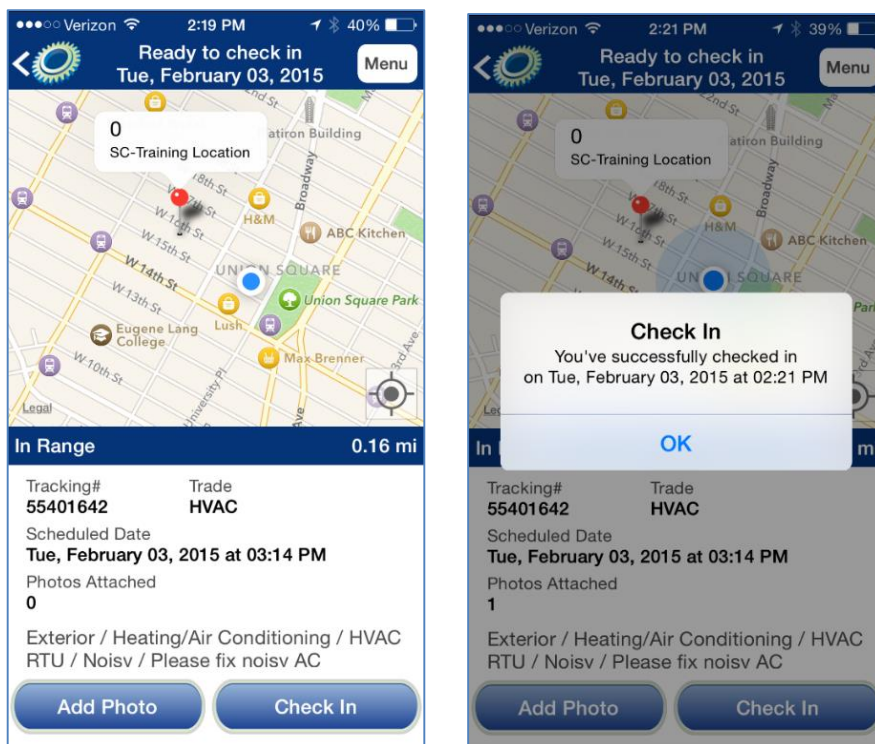


Check In

The system will then take you to the Check In page for that specific work order. The Check In page shows important information regarding the work order: trade name, scheduled date, current status, and description. Tap **Check In** to complete the check in process and begin your work. Check In must be completed before or at the estimated arrival time.

Note: Even when checking in with the ServiceChannel GPS app, you must notify the store manager of your arrival.

Tapping **Add Photo** allows you to add a photo of the issue before you begin your work that will appear with the work order in the ServiceChannel system. After you hit **Check In**, the work order status will change, as well as the options to Check Out and ability to change the status of the work order.



Denied Reasons

If you attempt to check in or out but are not on the site indicated in the Work Order, the action will be denied. If you are on-site and your action is still denied, contact Daktronics Services Coordination to troubleshoot.

Note: The Check In / Check Out buttons will not be visible when action is denied.

Any Action is Denied

Work Order # 29451692

Trade: GENERAL MAINTENANCE

Scheduled Date: 1/6/2012 18:43:00 PM

Current Status: OPEN

Description:
Office / FURNITURE & FIXTURE / FIXTURE REPAIR / Global: 322 /

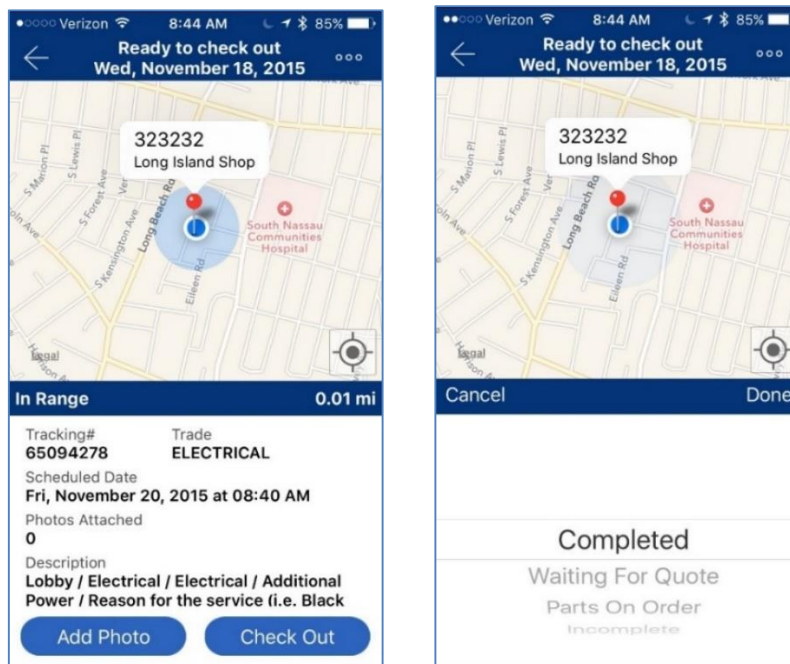
Reason:
Action Denial Reason Here

Check Out

Note: The Check Out process must be completed with the store manager present before you leave site.

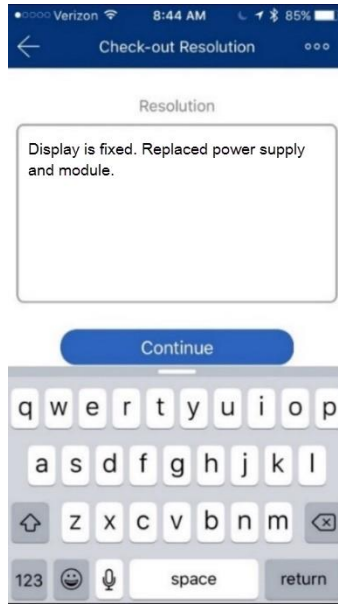
Prior to leaving site, let the store manager know if the issue is resolved or if additional parts or service is required. Complete the rest of the check-out process with the store manager present.

Once you are ready to check out, tap **Check Out** and change the status of the work order appropriately. You also have the option to add a photo of the issue after you are done with your work that will appear with the work order in the ServiceChannel system.



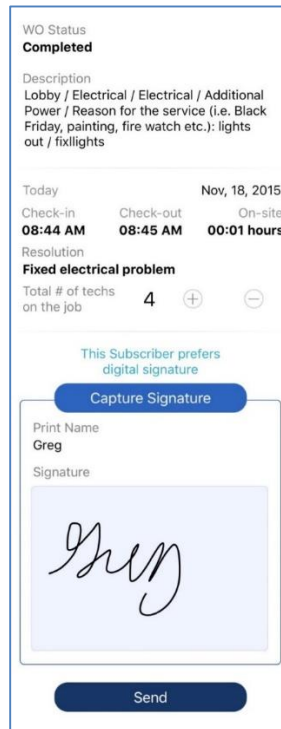
Next, you must add notes in the **Resolution** field. These notes should include a brief explanation of the work that was completed on-site.

SERVICECHANNEL GPS APP FOR DAKTRONICS SERVICE PARTNERS



On the last screen, select how many technicians were on the job with you. Tap **Capture Signature** to get a store manager's sign off on the work completed and number of technicians on site.

Note: Walmart and CVS stores require a signature from a store manager *before* you leave site.



Tap **Send** to complete the check-out process.

Frequently Asked Questions

Q: What if I don't have a smartphone?

A: Contact your Daktronics Regional Service Manager if you do not have a smartphone available for use with the ServiceChannel GPS app.

Q: What do I do if the app is not functioning properly?

A: If the app is not functioning properly, contact the IVR Help Desk at 1-800-803-5822. The support team can also be reached via email at contractorsupport@servicechannel.com

Q: Where do I find the PIN number and ServiceChannel Work Order number?

A: The PIN Number and Walmart or CVS Work Order number will be listed in the Daktronics Work Order in GoServicePro.

Q: What kind of photos should I upload to ServiceChannel?

A: Take photos for non-standard service calls or any exceptions that you encounter.

Q: Is the Work Order number the same in both ServiceChannel and GoServicePro?

A: ServiceChannel and GoServicePro are two separate applications managed by separate entities. The Work Order numbers will be different.

Q: Do I need to close my Work Order in GoServicePro if I have checked in and out in ServiceChannel?

A: Yes. Use of the ServiceChannel GPS App is required by Walmart and CVS. Daktronics needs the GoServicePro Work Order completed for record keeping and invoicing. The GoServicePro Work Order must be closed out with detailed notes, even when ServiceChannel is used.