This guide explains how to manage tasks in the **INCENTER** app.

**LOCATE VEHICLES NEEDING ATTENTION**

The Vehicles Needing Attention (VNA) list is a list of vehicles with open issues. These issues are:

- Problem or warning level issues noted during an inspection.
- Additional tasks assigned to a vehicle’s job card.

1. Slide the user menu from the left and tap **VNA**.

*A list of the first 40 vehicles needing attention displays.*

The list displays:

- 🚗 Vehicle with problem level issues
- 🚗 Vehicle with warning level issues
- 📆 Inspection is overdue
- 📆 Inspection is due soon
- 📆 Visual inspection is overdue
- 🚗 Vehicle has a task with an assigned date
- 📆 Vehicle has at least one task without an assigned date
- 📝 New comments on a vehicle

2. Tap a vehicle to view the job cards for that vehicle.
Note: Vehicles with new comments are marked in bold. Task related icons ( edi, ed) display only to manager role users.

VIEW JOB CARDS AND TASKS

1. Scroll to the Backlog job card to view issues added during the last inspection.
2. Tap Menu.
3. Select Add Task to add additional tasks for the vehicle.

Tasks can be created in the Fix Now, Fix Later or Backlog job cards.

4. Select a tire.
5. Select a recommended task and a reason for performing this task.
6. Tap Tire to select a recommended tire when a replacement is recommended or required.
7. Tap Ok to save the task.
8. Tap Ok.

**SCHEDULE TASKS**

Schedule tasks listed in the backlog to be:

- fixed now
- fixed later

1. Locate a vehicle and tap to access the vehicle details.
2. Scroll down to the Backlog job card.
3. Tap a task to edit.
4. Tap Open to select a service product, if relevant.
5. Tap Edit + to edit a tire product when a tire replacement is the recommended action.
6. Select a tire or tire product.
7. Tap OK.

Note: Tires added to a task enable manual approval for tire replacements. Specific tire products are selected from stock when logging work on the vehicle.
8. Tap Menu

9. Select Edit to edit the open tasks.

10. Select all tasks to schedule.

11. Tap:
   - Delete to delete the selected tasks.
   - Fix Now to move the selected tasks to the Fix Now job card.
   - Fix Later to move the selected tasks to the Fix Later job card.
   - Customer to assign the selected tasks to be completed by the customer.

12. Tap OK.

Note:
- Fix Now and Fix Later tasks without scheduled date display in the backlog of the
INCENTER portal (see the INCENTER Portal user guide for more information).

- Customer assigned tasks are removed from all job cards and placed in the job card history for this vehicle.

ASSIGN A DATE, FITTER AND PRODUCT

When the tasks are scheduled for the Fix Now or Fix Later job card, a service date should be scheduled.

Note: These tasks can also be scheduled in the INCENTER portal, see the INCENTER Portal user guide for more information.

1. Select a vehicle to navigate to the vehicle details.
2. Navigate to the Fix Now or Fix Later job card.
3. Tap Visit Date.

A calendar displays.

4. Tap a date from the calendar.
5. Tap Done.
6. Tap **Assign +** to select the fitter who should complete the job.
7. Tap **OK ✓**.

8. Open a task and tap **Open ✓** to select a service product, if relevant.
9. Tap **OK ✓**.
10. Tap **OK ✓**.

When a date, fitter and product are assigned and changes saved, the job displays in the fitter’s work planner after the mobile device has synchronized.

**APPROVE JOB CARDS**

Declined tasks in the Fix Now and Fix Later job cards can be approved manually by customers only.

1. Tap the vehicle to open vehicle details and view job cards.
2. Tap **Menu ☰**.
3. Select **Edit**.
4. Tap:
   - 🔄 to decline a task (the icon turns ⏪).
   - 👍 to approve a task (the icon turns ✓).
5. Tap OK ✓ to save the changes.

*The Vehicle Detail screen displays.*

6. Tap OK ✓.

**ADD COMMENTS**

Using comments, users discuss specific tasks or agree on a delivery date.

1. Select a vehicle, to navigate to the vehicle details.
2. Tap Comments 📝.

3. Tap the text field to enter a comment.
4. Tap Send ➤.

**Note:**
- The New Comments icon 🔄 displays in the list of vehicles needing attention (VNA) and vehicles needing inspection (VNI).
- A comment is automatically created when a job card is created, approved or declined.
NOTIFICATIONS

Each new unread comment is included in a notification sent to the relevant users. Comments are notified with push notifications and on the INCENTER application icon.

1. Tap the push notification to open the list of VNA.

Notice: A fitter also receives a notification when a job card is assigned to him.

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