

SERVICE TICKET FORM — HOW TO FILL IT OUT

Procom Enterprises, Ltd. · Field Technicians Quick Guide · works on iPhone, iPad & Android · form v3.0

Open the form: **forms.ha-procom.com** (enter your login), then tap Service Ticket on the menu. The form saves itself automatically as you type — if your browser closes, your work is still there. **One form = one job. ALWAYS start with the ticket number** — with the number in place your photos upload in the background while you keep working, so everything is faster.

STEP 1 Get the ticket number

- Tap the red **Get Ticket #** button. A number appears by itself. Please **DO NOT waste the numbers from the system.**
- **No number = no printing.** Do this before anything else — the number is what makes photos and files upload by themselves while you work.
- **IF YOU WANT TO TEST THE TRANSFER, USE THE 4-DIGIT NUMBER BY ENTERING IT MANUALLY, OTHERWISE USE THE FORM NORMALLY.**

STEP 2 Fill out the top section

- Technician — your initials. Ticket Date — today. ESC Job # — if you have one.
- Job Type — tap what you are doing today: **Rough, Trim, Activation, Service, Repair, Installation.** You can tap more than one.

STEP 3 Customer OR Builder

Working with a customer?

- **ALWAYS use Customer.** Tag Job Type: Activation, Service or Repair. Fill out EVERYTHING in Customer Information (name, address, phone) — you will hand the device to the customer to sign.
- Read the authorization line to the customer and have them sign with a finger on the **Authorizing Signature** line. Add the date.
- Did you train the customer? Tap the **Training completed** box and have them sign the Training Signature too.

Builder job (no customer on site)?

- Select the builder from the **Builder** dropdown. Stages: Rough, Trim, Service. Fill out Community and Lot #. Leave Customer Information empty — the printout becomes the internal copy without the legal text.
- On a Builder job **YOU sign the ticket yourself** at the bottom (Signature & Date) when the work is done.

STEP 4 Describe the work

- **Labor Performed** — what you did on site. Plain words, full picture.
- **Recommendations / Technical Notes** — anything the office or the next tech should know.

STEP 5 Parts + sticker photos

- One row per part: Description, Serial Number, Qty. Need more rows? Tap **Add part.**
- Tap **Add sticker photo** → choose **Take Photo** (camera) or **Photo Library** (already taken). Photograph the sticker so the serial number is readable.
- Wrong photo? Tap the red × on the thumbnail.
- Photos fly to the office Google Drive by themselves — you do nothing. They also print small on the ticket as proof.
- Took equipment off-site? Same thing under **Equipment Removed for Off-Site Service.**

STEP 6 Time, status, final signature

- **Technician Time Entry** — Start and Stop. More visits? Tap **Add time entry.**
- **Acknowledge & Status** — tap **Complete, TBC** or **Parts Need.**

- **Signature & Date** — Customer job: the customer signs. Builder job: you sign. Printed name, date.

STEP 7 Save / PDF — the finish

Tap **Save / PDF** in the toolbar at the top of the screen. What happens next depends on your device:

iPhone & iPad	Android Tablet
• The print/share screen opens immediately. • Tap the Share icon  in the top right corner of the screen (see arrow in the guide image). • Select Mail or Gmail from the share sheet. • Address the email to s1@usprocom.com and send. The ticket PDF is attached automatically. • The customer gets this copy if you send it to them instead.	• Tap Save / PDF — wait 5–10 seconds while the PDF is prepared. • The Open PDF button appears in the toolbar when the PDF is ready. Tap it. • The PDF downloads to your tablet automatically. • Open Files by Google app on your tablet. • Go to the Recents section — your ticket PDF is at the top (named Service-Ticket-XXXXXX.pdf). • Tap the Share icon  in the top right corner of Files by Google. • Select Gmail, address to s1@usprocom.com and send. The PDF goes as an attachment.

At the same time the ticket logs itself to the office sheet and a PDF copy + pictures land on Google Drive. Automatically — nothing extra to do.

- Next job? Tap **New** — it wipes the whole form (it will ask you to confirm).

IF SOMETHING GOES WRONG

Problem	What to do
"Ticket # required" message	You skipped Step 1. Tap Get Ticket # (or type the number), then Save / PDF again.
"Open PDF" does not appear (Android)	Check your internet connection and tap Save / PDF again. Wait 10–15 seconds.
No cell signal on site	The ticket still saves locally — finish the job. When you get signal, open the form and tap Save / PDF once more: the PDF will catch up automatically.
Made a mistake after sending	Fix it in the form and tap Save / PDF again. The office copy on Drive updates itself — no duplicates.
Form looks old / different	Scroll to the very bottom — it must say "form v3.0". If not: close ALL form tabs and open forms.ha-procom.com again.
Never do this	Do not clear browser website data for forms.ha-procom.com — it deletes your unsaved ticket and photos.
"Files by Google" not installed	Go to Google Play Store, search "Files by Google" and install it. Free app, required for Android PDF sharing.