

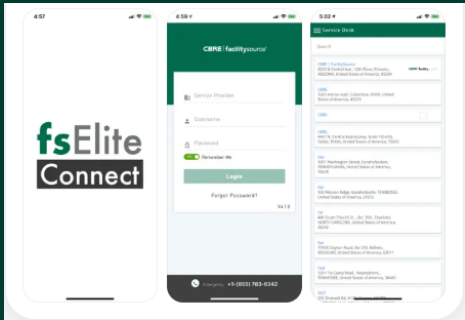
fsElite Connect Mobile App Training

Agenda

1. Downloading fsElite Connect Mobile App
2. Training on fsElite Connect Mobile App
3. Q&A

Downloading

CBRE



Apple Device:

- Go to your App Store
- Search “fsElite Connect”
- Touch “get”
- Login to begin using the app
- Or Download by scanning the QR code below:



Android Device:

- Go to your Play Store
- Search “fsElite Connect”
- Touch “Install”
- Login to begin using the app
- Or Download by scanning the QR code below:



Logging In

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Logging into the app is simple and easy.

It uses the same credentials as your login to fmPilot2 on your desktop, just in a different format.

Example Credentials:

fmPilot2 Login: TST12345OH\Testprovider

fsElite Login:

Service Provider Code: TST12345OH

- (also known as - vendor code)

Username: Testprovider

The screenshot shows the login interface for the CBRE | facilitysource app. The header is green with the text "CBRE | facilitysource". Below it is a white login card. The card contains four input fields: "Service Provider Code" (with a calendar icon), "Username" (with a person icon), "Password" (with a lock icon and a toggle to show/hide the password), and a "Remember Me" checkbox which is currently checked and labeled "ON". Below the input fields is a green "Login" button. At the bottom of the card is a link for "Forgot Password?". The version number "V.4.7.0" is displayed in the bottom right corner of the card. The app's footer is dark green with a white phone icon, the text "Emergency +1-(855) 783-6342", and standard Android navigation icons.

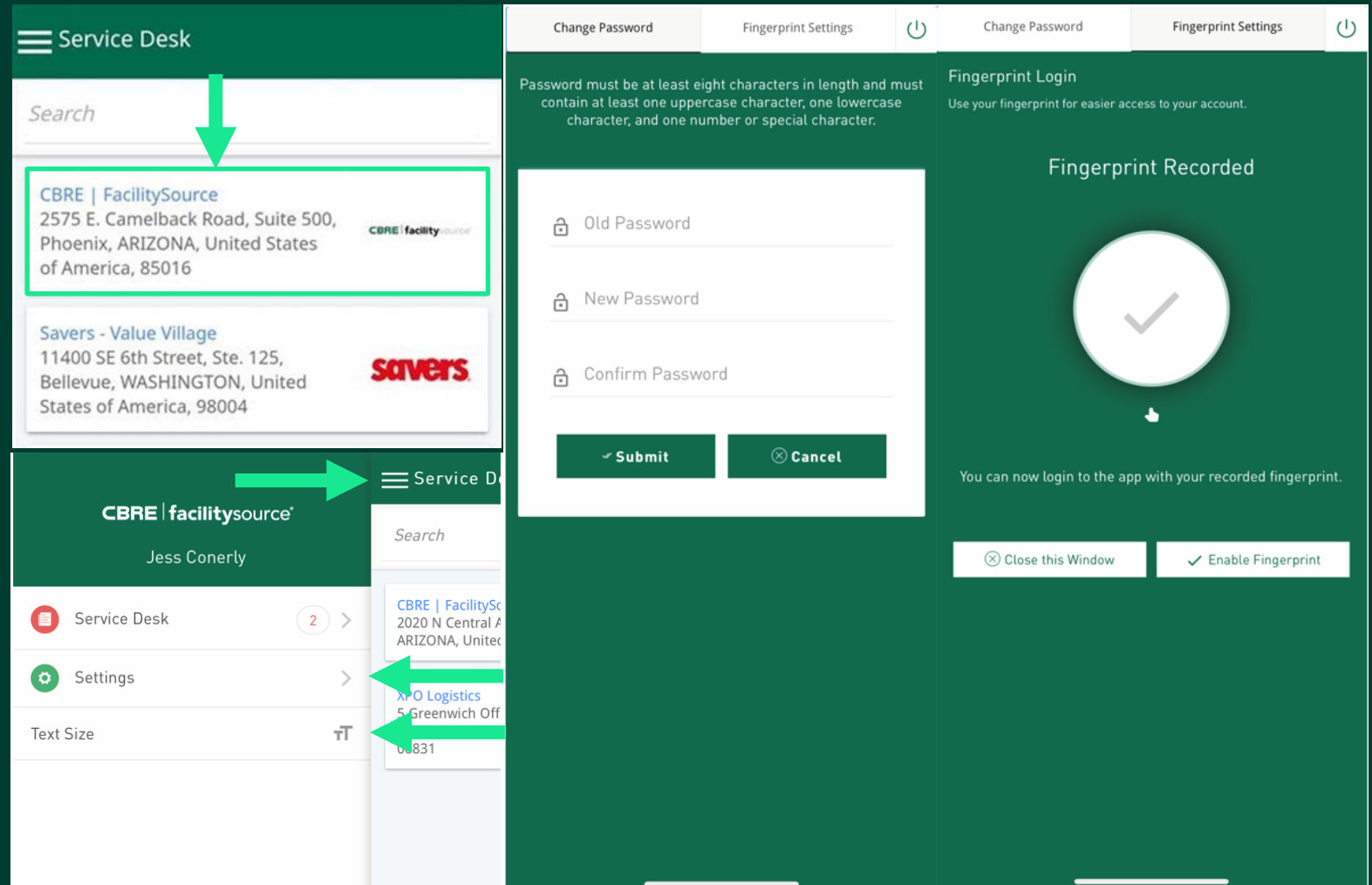
This screenshot shows the same login interface as the previous one, but with example credentials entered. The "Service Provider Code" field contains "TST12345OH", the "Username" field contains "Testprovider", and the "Password" field contains a series of dots. The "Remember Me" checkbox remains checked. The green "Login" button and the "Forgot Password?" link are still visible. The version number "V.4.7.0" and the emergency contact information in the footer are also present.

Logging In

CBRE

Once you have logged into the fsElite Connect Mobile App You can see:

- **Service Desk.** This is based on which client(s) you service. If you only have one client, then you will be brought straight into your work order list.
 - **If you are doing work for IFM, you will select CBRE | FacilitySource.**
- The settings menu (hamburger menu) is where you can update your password if needed as well as enable Fingerprint Login (assuming your device is capable).
 - Note: Face Recognition is not currently available.
- If multiple techs are sharing a login, We would advise them not to change the password, or others will not be able to login.
 - Note: The Admin user would be able to reset the password and share with the needed techs.
- The text size feature allows you to change the size of the text.

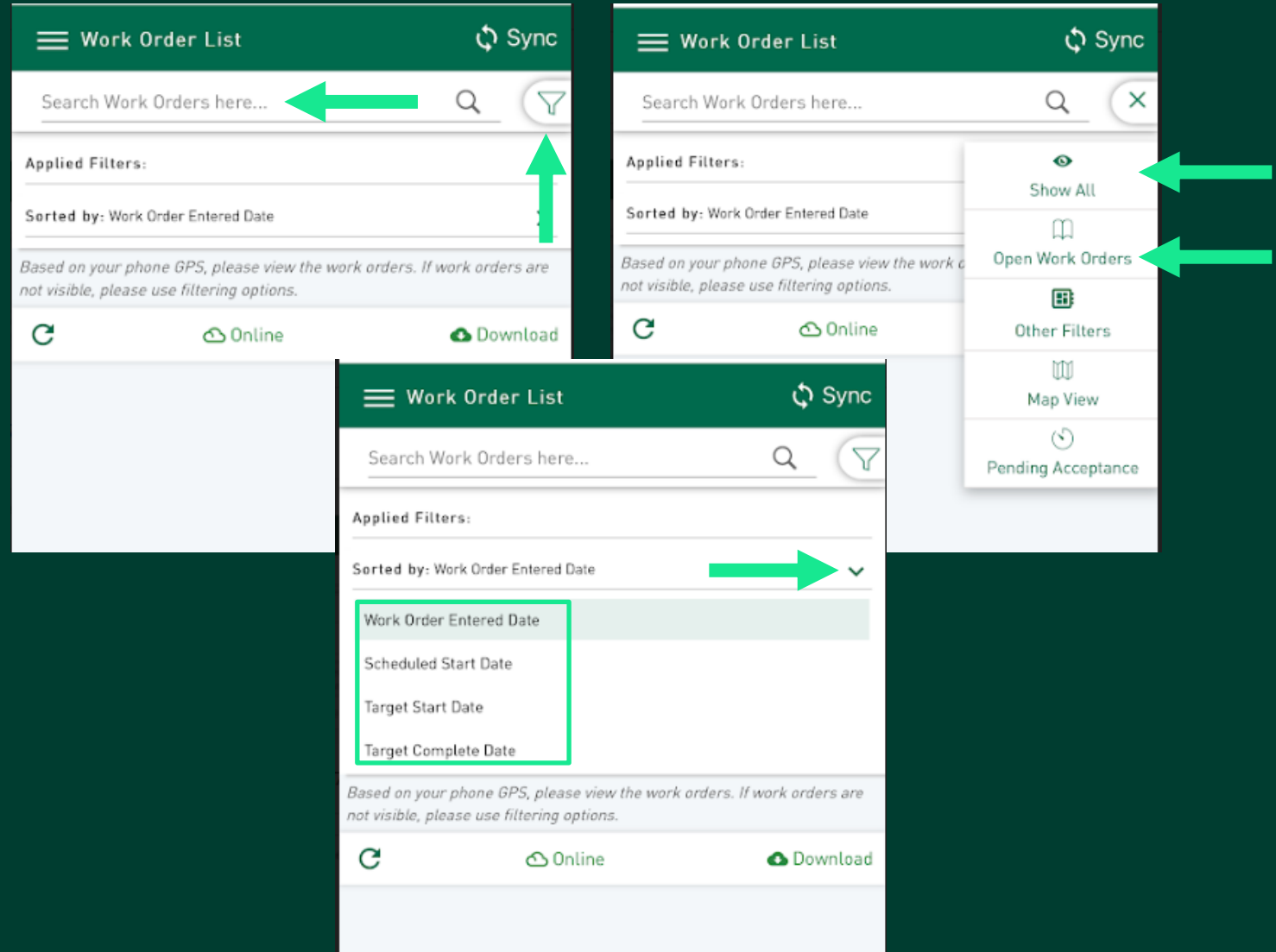


Once you log in and click the client you wish to proceed with, you will be brought to the “Work Order List” screen.

- This will be a list of Open Work Orders for locations assigned to your service provider code, **based on your current location.**
- **Please note:** Work orders will not populate until you are within 1 mile of the service location due to the geofence we have in place for each location.
- To get your work orders to populate without being on site, or if a work order does not populate when you are on site, You will need to use the search bar to search for a specific work order number or use the funnel icon at the top right of the screen to locate your work order. (examples on next slide).
- When you login to the app and you are **NOT** on site, you will receive a pop-up notification that states “No Work Order Found”. You can select “OK” and will need to use the funnel icon to locate your work order or use the search bar to search for a specific work order number.
- **Please note:** Include WEB- or PM- when searching using the search bar.

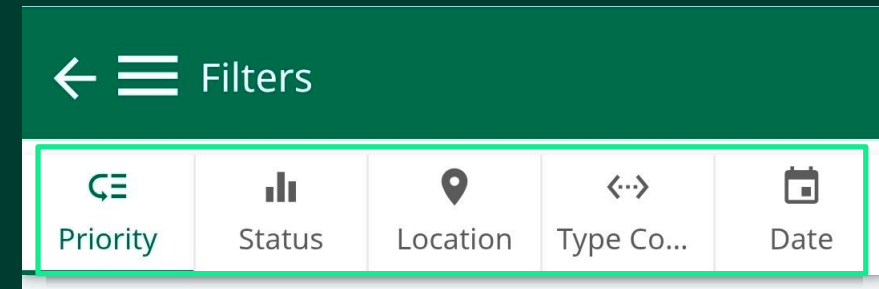
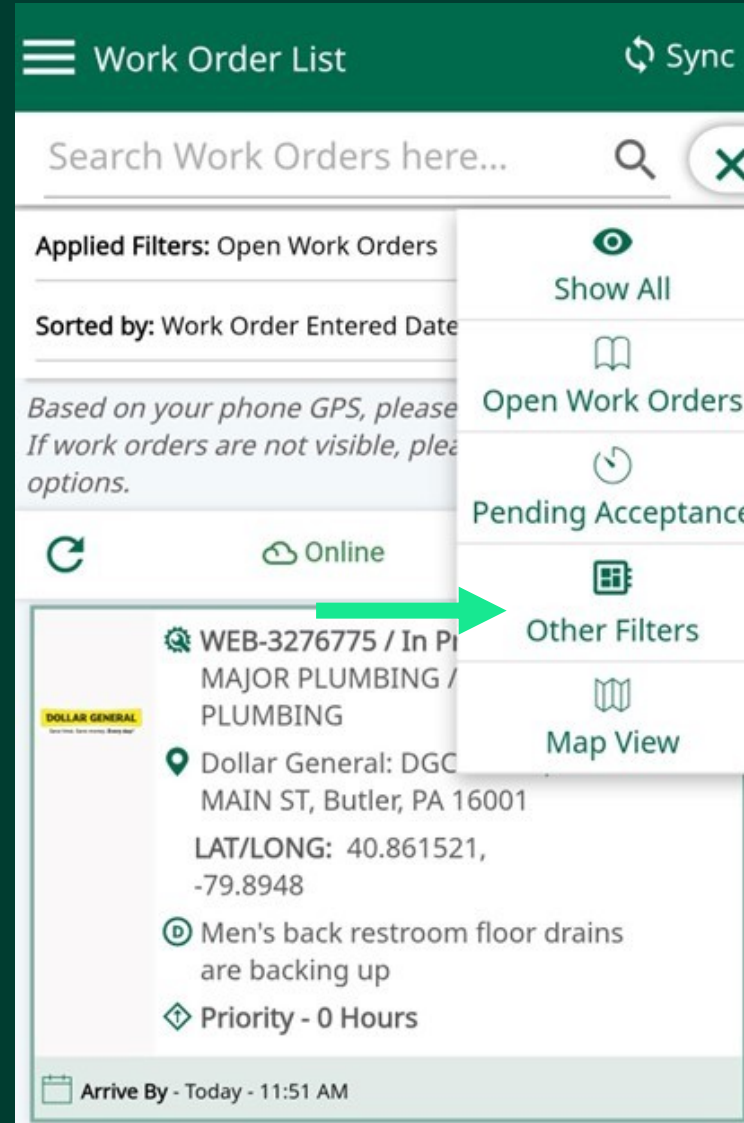
Work Order List and Filtering

- If you are NOT within one mile of the location (within the geofence) the work order(s) will not auto populate. Use the “Search Work Orders Here” bar to enter in your work order number or the select the funnel icon for more options.
- Once you select the funnel icon, you will be given some choices. Select “Show All” to see all work orders, or you can select “Open Work Orders” to see work orders that are in In Progress, Waiting on Material, or Follow Up status.
- The Sorted by feature allows you to sort your work order list, by the Work Order Entered Date, Scheduled Start Date (also known as ETA), Target Start Date, and Target Complete Date.



Filtering (cont.)

- The “Other Filters” option can also be helpful as well when searching for work orders.
- You have several options for finding the work order you are looking for, and we will go over them on the next page.
- These filter options can be handy when your work order does not show up, and/or when you need to search for your next work order.



Filtering (cont.)

CBRE

The image displays five mobile app screenshots, each showing a different filter category selected in the 'Filters' menu. Each screenshot has a green arrow pointing to the selected filter tab.

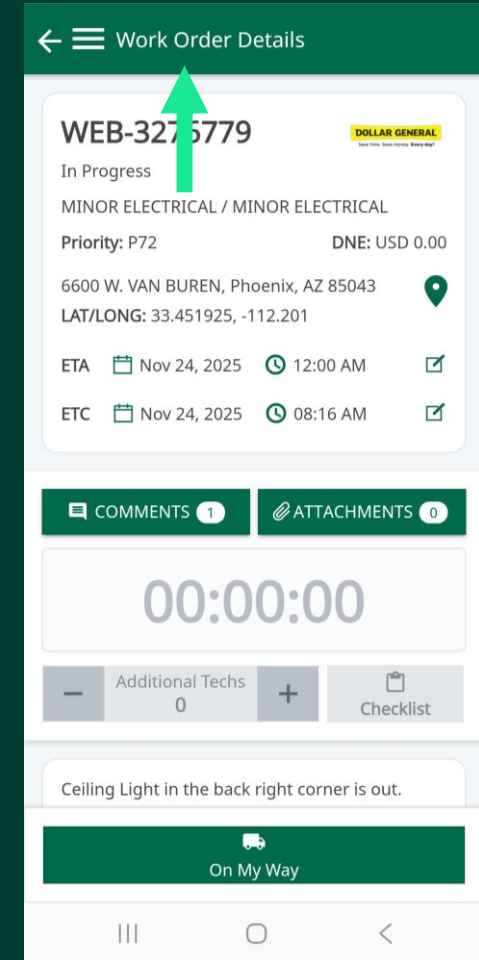
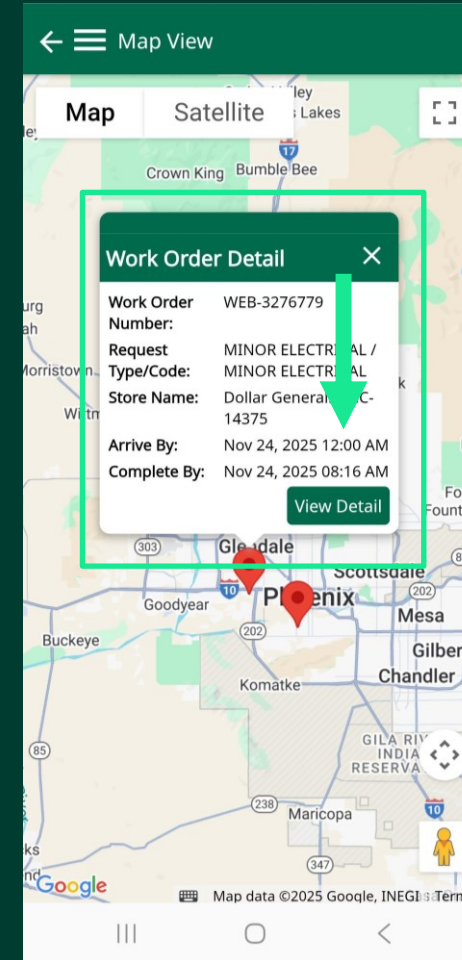
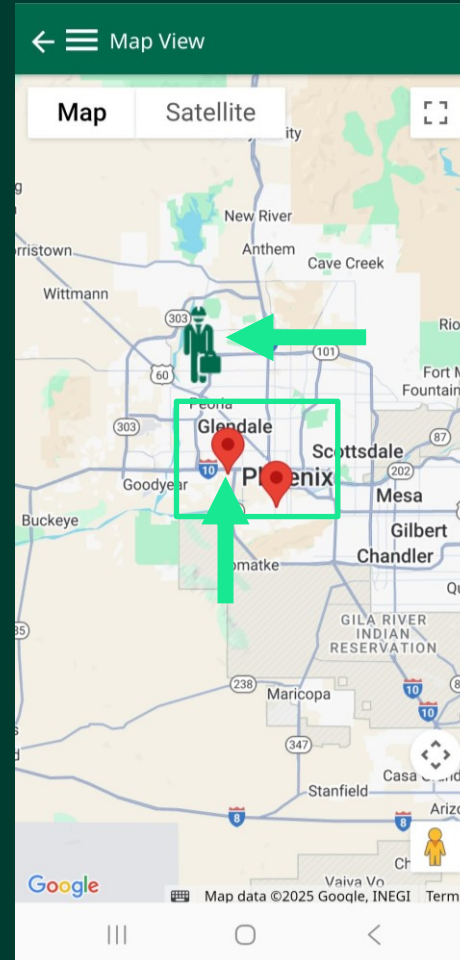
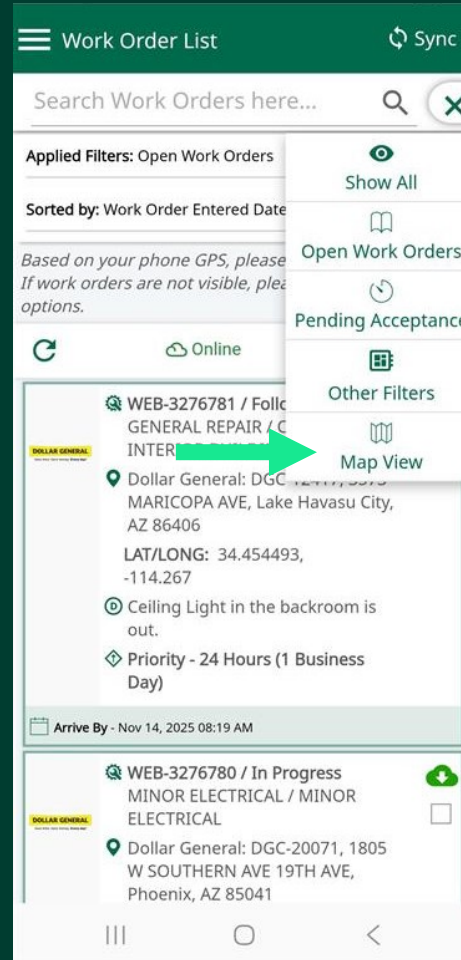
- Priority:** Shows a list of priority codes: P1440, P168, P17520, P2, P2160, P23, P24, P240, P26280, P30, and P336.
- Status:** Shows a list of status categories: Pending Acceptance, Open, In Progress, Follow Up, Waiting on Material, Waiting Pics, Waiting to Invoice, Invoice Submitted, Pending Payment, and Paid.
- Location:** Shows search fields for 'Search with State..' and 'Search with City..'. There are also 'Clear All' and 'Select All' buttons.
- Type Co...:** Shows a list of work order types: GENERAL REPAIR, GLASS, GM PREVENTIVE MAINTENANCE, GREASE TRAPS, HVAC, PM - HVAC MINOR, PM - HVAC SPRING MAJOR, PM - HVAC FALL MAJOR, WFDPM - HVAC, and TEMP COOLING/HEATING.
- Date:** Shows date selection fields for: Work Order Entered Date, TSD/Target Start Date, SSD/Scheduled Start Date, TCD/Target Complete Date, and SCD/Scheduled Complete Date.

Each screenshot includes an 'Apply' button and a 'Clear All' button at the bottom.

Map View

CBRE

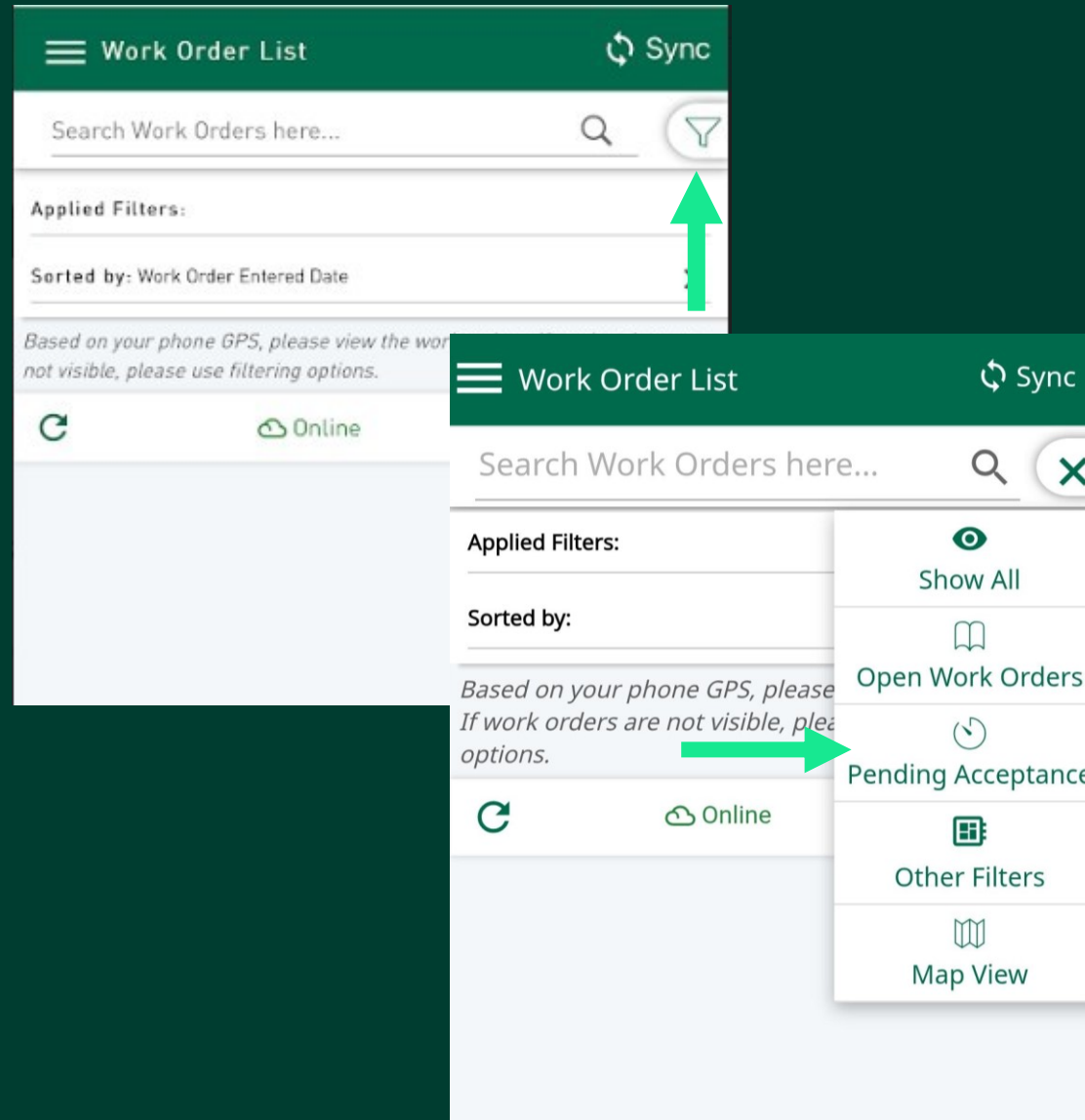
- The “Map View” option can also be helpful as it will list your current location and the open work orders close to you.
- Your current location will be shown as the “Worker” icon
- The open work orders will be shown as Location Pins
- Select a location pin to show the Work Order Detail
- Select “View Detail” to be taken into the Work Order Details screen of that work order to action on as needed.



Accepting Work Orders

You MUST have ADMIN listed as your user role to accept (or reject) work orders via the app.

- **Admin Users Only:** Once the funnel icon is selected, you can select “Pending Acceptance” to filter for your work orders in that status.
- Select the work order and you will be brought to the work order details screen. At the top, you will have the option to accept or reject the work order.
- If you select “Accept”, you will be brought to another screen where you can put in your ETA on the work order and any comments you wish to put in. Once you have put in your ETA (if you have one) and your comment (Optional), you can select submit to accept the work order. Your work order will then be moved into In Progress. (As shown on the next slide)
- If you select “Reject” then you will be asked to provide a rejection reason, and any comments you wish to put in, just like in fmPilot2. Once submitted the work order will be updated to Vendor Rejected and will no longer be visible once reassigned. (As shown on slide 13).



Accepting Work Orders (cont.)

CBRE

Work Order List Sync

Search Work Orders here...

Applied Filters: Open Work Orders clear

Sorted by: Work Order Entered Date >

Based on your phone GPS, please view the work orders. If work orders are not visible, please use filtering options.

Online Download

WEB-3276777 / Pending Acceptance
MINOR ELECTRICAL / MINOR ELECTRICAL
Dollar General: DGC-31423, 5663 S 12TH AVE 0, Tucson, AZ 85706
LAT/LONG: 32.149675, -110.977
Light switch in the backroom no longer working. Needs to be ..
More
Priority - 48 Hours (2 Business Days)
Arrive By - Nov 14, 2025 12:00 PM
Complete By - Today - 05:00 PM

Work Order Details

Accept Work Order Reject Work Order

WEB-3276777
Pending Acceptance
MINOR ELECTRICAL / MINOR ELECTRICAL
Priority: P48 DNE: USD 0.00
5663 S 12TH AVE 0, Tucson, AZ 85706
LAT/LONG: 32.149675, -110.977
ETA Nov 14, 2025 12:00 PM
ETC Today 05:00 PM
You can edit ETA & ETC after selecting 'Accept Work Order'
Light switch in the backroom no longer working. Needs to be checked.

Accept Work Order

WEB-3276777 - MINOR ELECTRICAL / MINOR ELECTRICAL

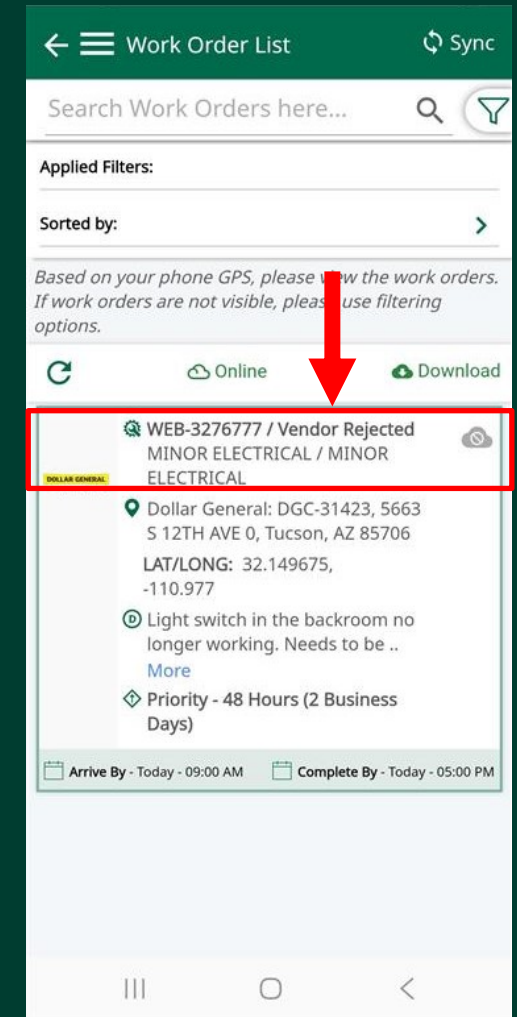
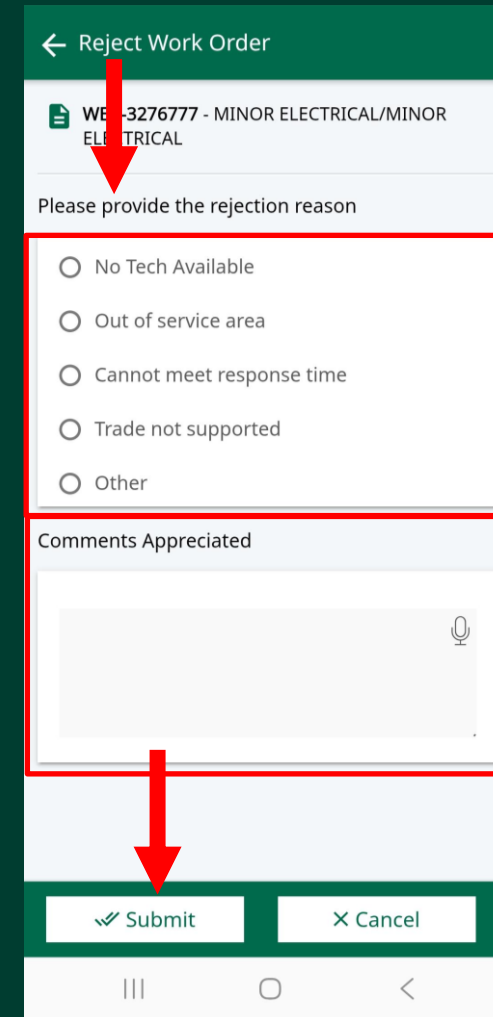
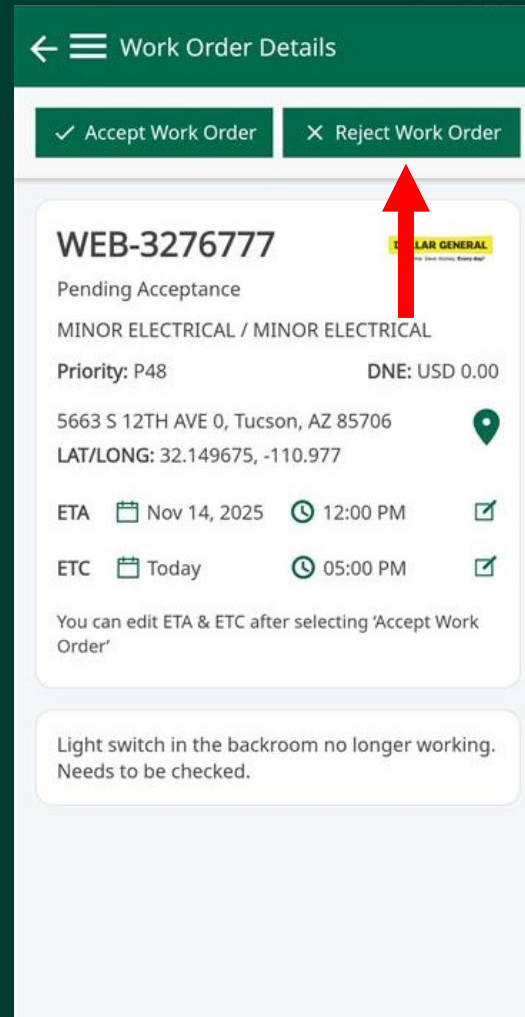
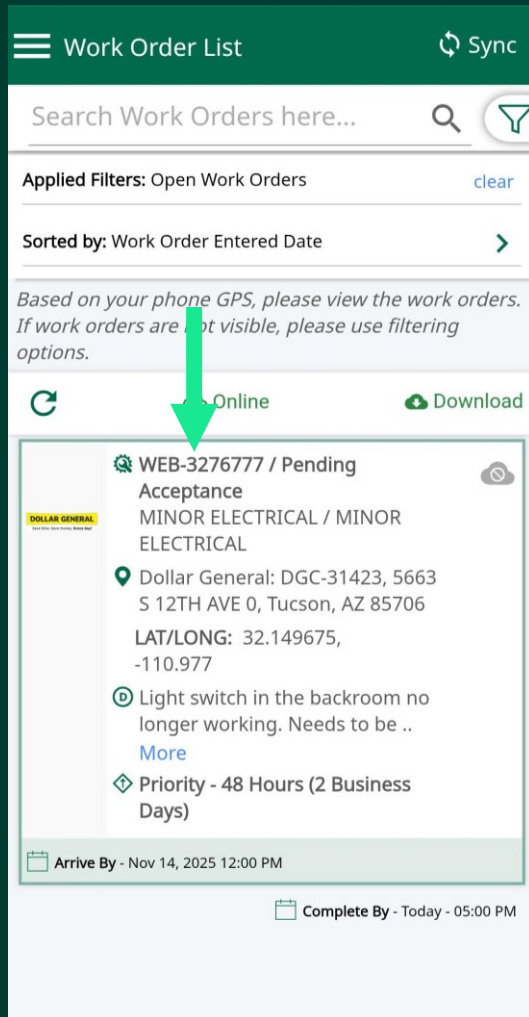
ETA Today - 09:00 AM
ETC Today - 05:00 PM
Comments Appreciated
Will call to schedule with the location.
Submit Cancel

Work Order Details

WEB-3276777
In Progress
MINOR ELECTRICAL / MINOR ELECTRICAL
Priority: P48 DNE: USD 0.00
5663 S 12TH AVE 0, Tucson, AZ 85706
LAT/LONG: 32.149675, -110.977
ETA Today 09:00 AM
ETC Today 05:00 PM
COMMENTS 2 ATTACHMENTS 0
00:00:00
Additional Techs 0 Checklist
Light switch in the backroom no longer working.
On My Way

Rejecting Work Orders

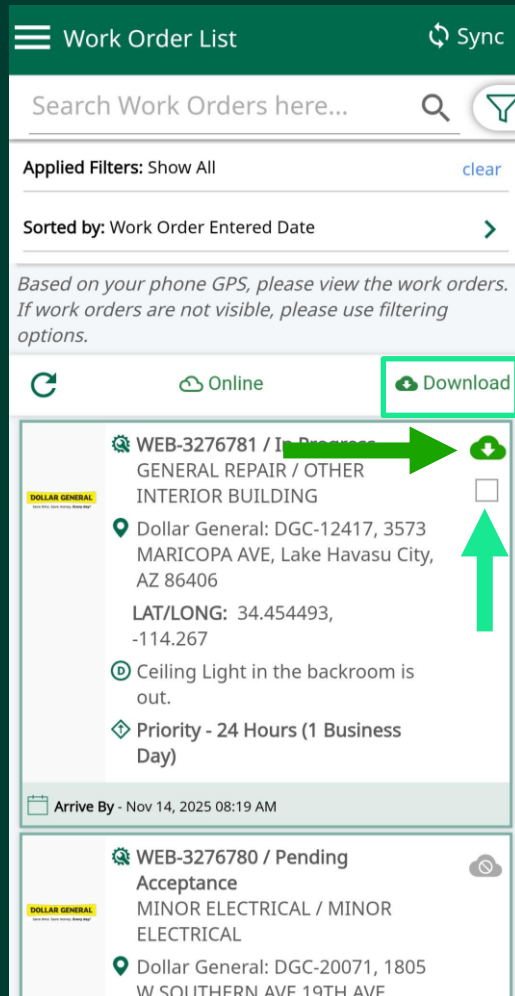
CBRE



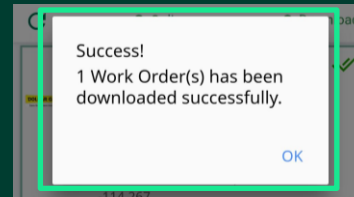
Downloading Work Orders

If/when you are going into an area without cell service or cannot use mobile data, you can download your work order(s) while you are connected to Wi-Fi and/or have cell service. All Actions made on downloaded work orders will be updated to the work order in fmPilot2 once you are connected to Wi-Fi or have cell service.

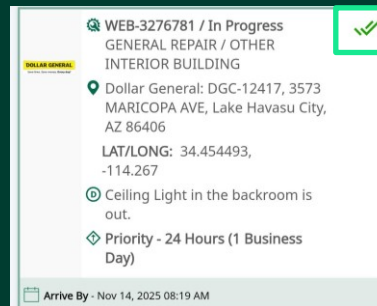
- To download a single work order, you can select the green cloud with the down arrow.
- To download multiple work orders, select the check box on each work order and then select the “Download” button
- **Please note:** Work Orders must be in Vendor Accepted, In Progress, Follow Up, or Waiting on Material to be able to be downloaded.



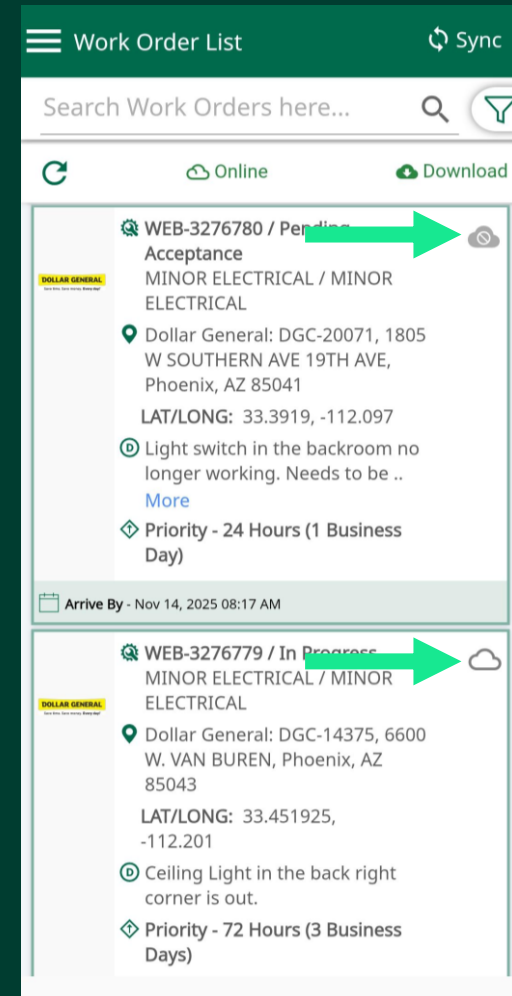
- Once downloaded, you will receive a notification stating the download was Successful:



- The work order(s) will also have a double check mark indicating it has been downloaded:



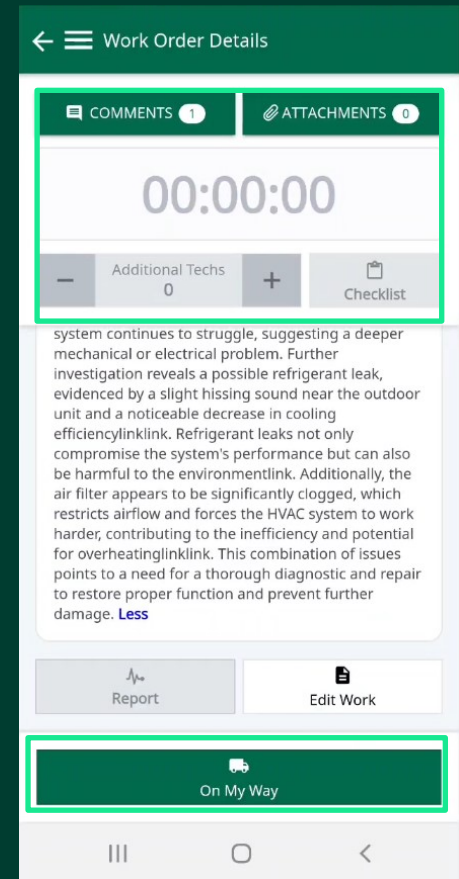
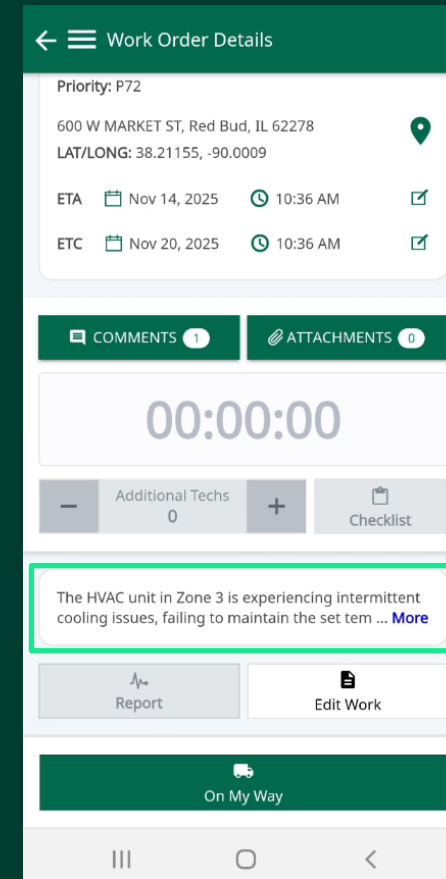
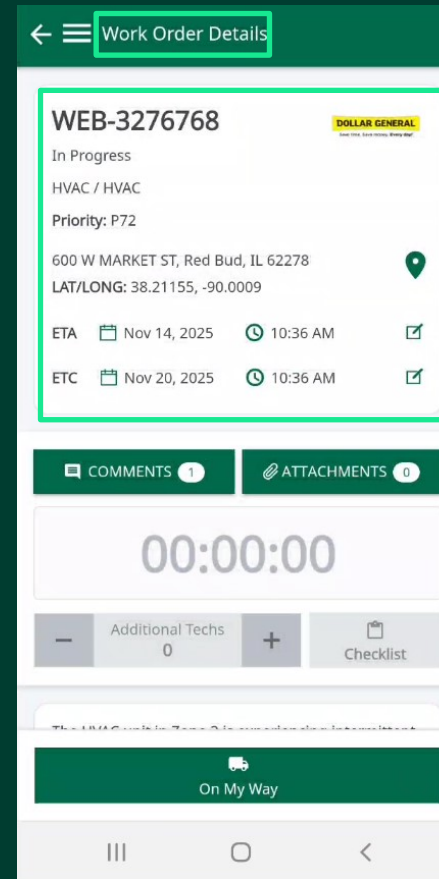
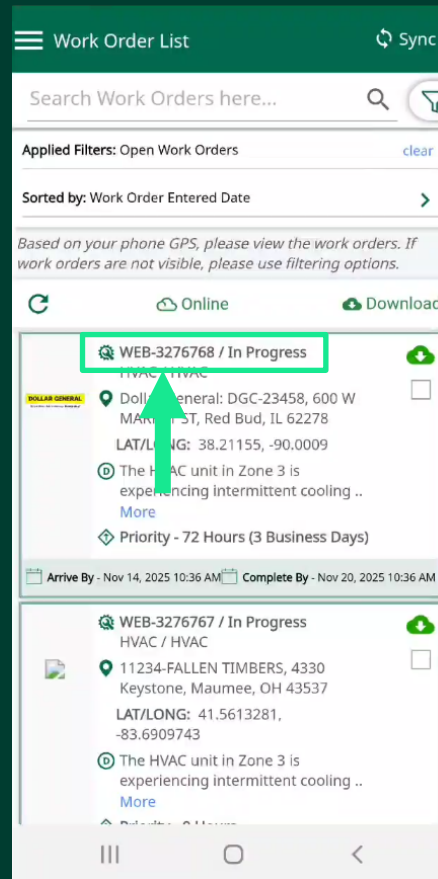
- When there is a grey cloud, you will not be able to download the work order unless it is updated to one of the downloadable statuses.
- When there is white cloud, the work order has a Scheduled Start Date past the end of the current week, indicating the work order is not available for downloading until the week of the Scheduled Start Date .



Work Order Flow

Work Order Details

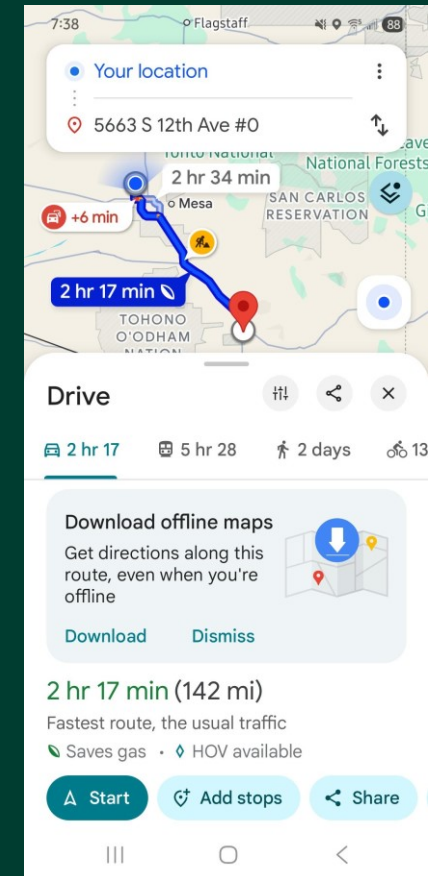
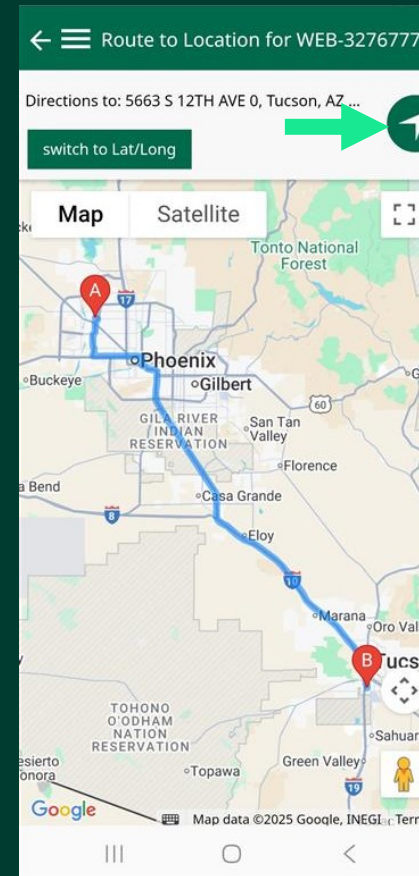
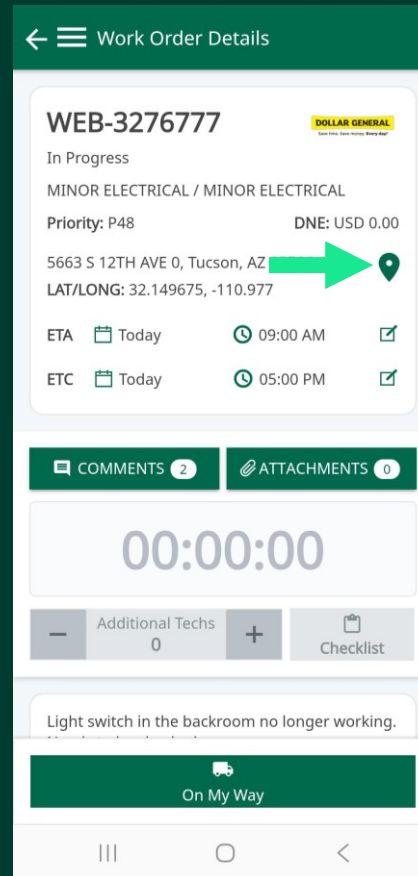
- Once you find the correct work order and select the work order number, you will be brought to the “Work Order Details” screen.
- The Work Order Number and other relevant work order details such as Status, Request Type & Request Code, service location, priority, and scheduling information are prominently displayed at the top of the screen.
- Depending on the device you may need to scroll to see the description of the request, select more to expand
- Comments, attachments, checklist (when not applicable icon will be greyed out), adding or removing additional techs, and work order clock grouped together for ease of use while checked in to a work order.
- For work orders with long description text or attached assets, this block of work tracking controls sticks to the top of the screen as the user scrolls up.
- Controls for On My Way (Check In will display after On My Way is selected), and related check-out options always display at the bottom edge of the screen.



Note: Check out options (Break, Change Status, and Work Done) only display when the work order has an active check in.

Location and Navigation

- If you need to get directions to the site, you can select “Location” Icon. This will bring you into the “Route to Location” screen.
- This page gives you the ability to link into your device’s turn by turn navigation system by clicking the green circle with the white arrow at the top right of the page.
- Using this feature allows you to navigate to job sites seamlessly through the app.

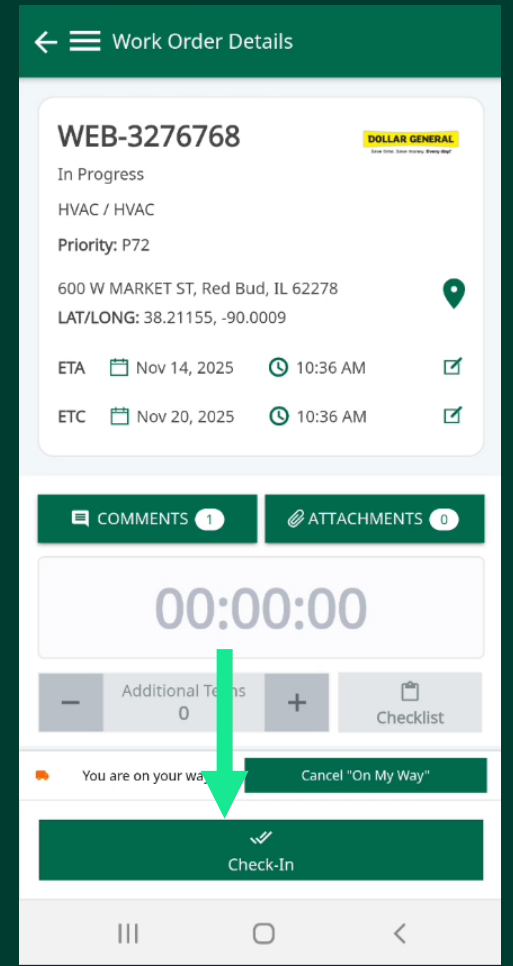
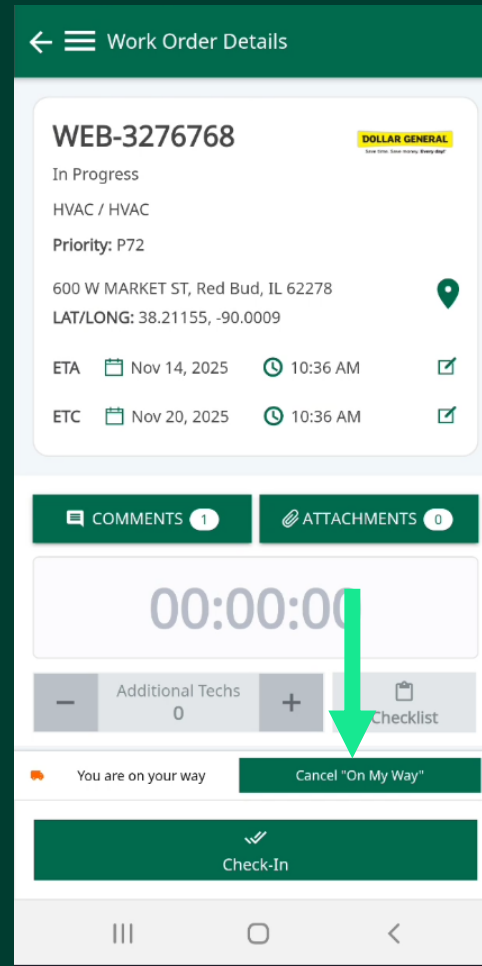
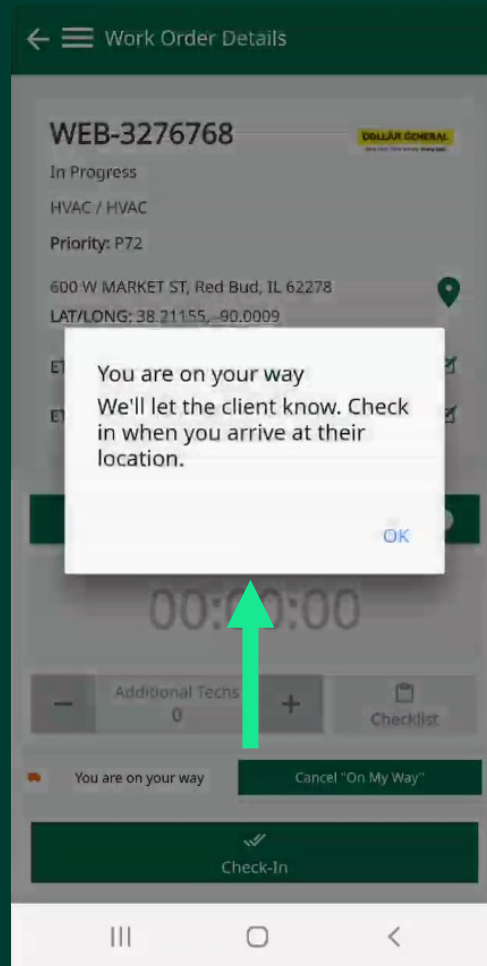
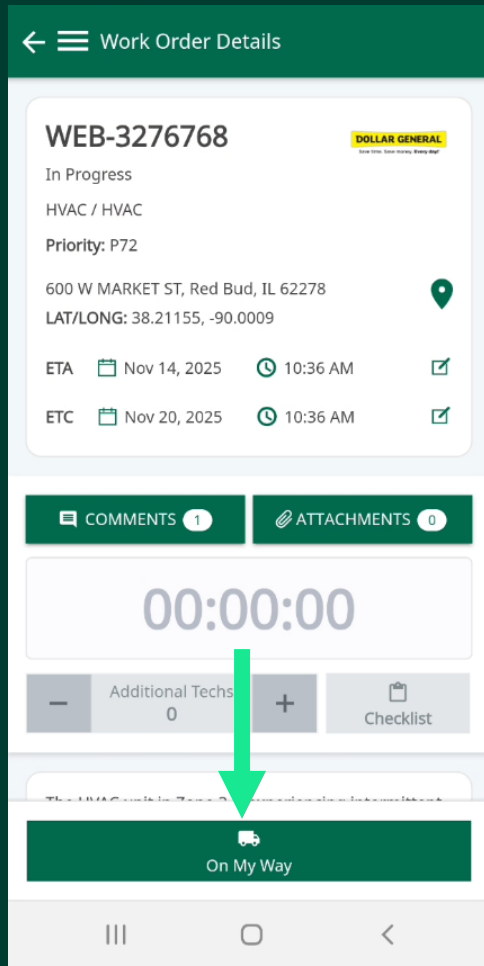


On My Way Feature and How to Use It

Let the client and their team know that you are on your way by using the “On My Way” button in the work order!

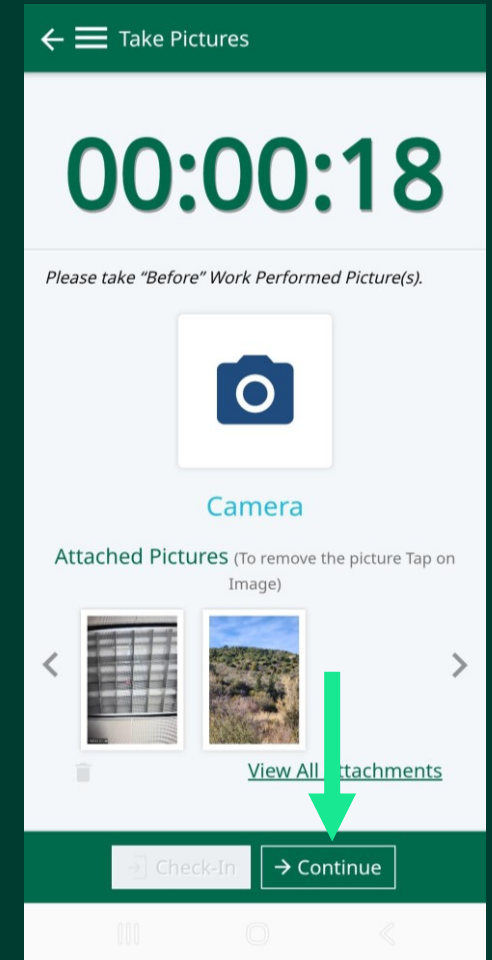
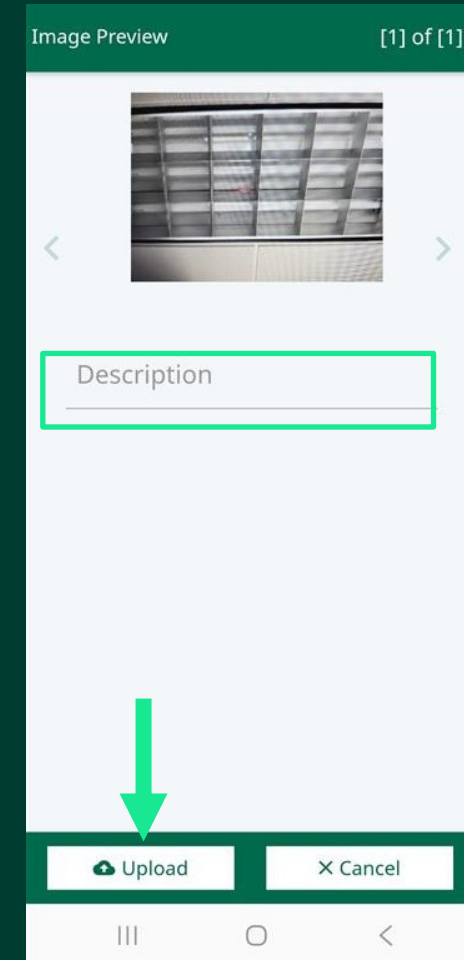
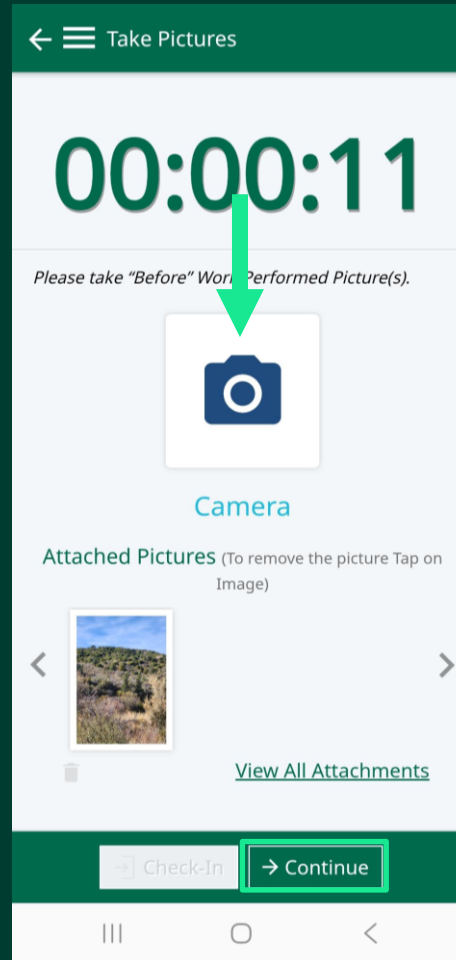
Once you are in your work order, you will be able to use the “On My Way” feature, Here’s how:

- Use search, filter or map view to locate your next work order (as mentioned on slides 7-10)
- Download your work order if you will be in an area with poor cell service or no Wi-Fi. If you do not download the work order, then the information will not sync once you get back to an area with service (as mentioned on slide 14).
- Click into your work order and you will see the “On My Way” button at the bottom of the screen in green. Click it when you are headed to site.
- Once you select “On My Way”, that button will then turn into the “Check In” button.
- If you select “On My Way” by mistake, you can select the “Cancel “On My Way”” button.



Work Order Flow: Photos

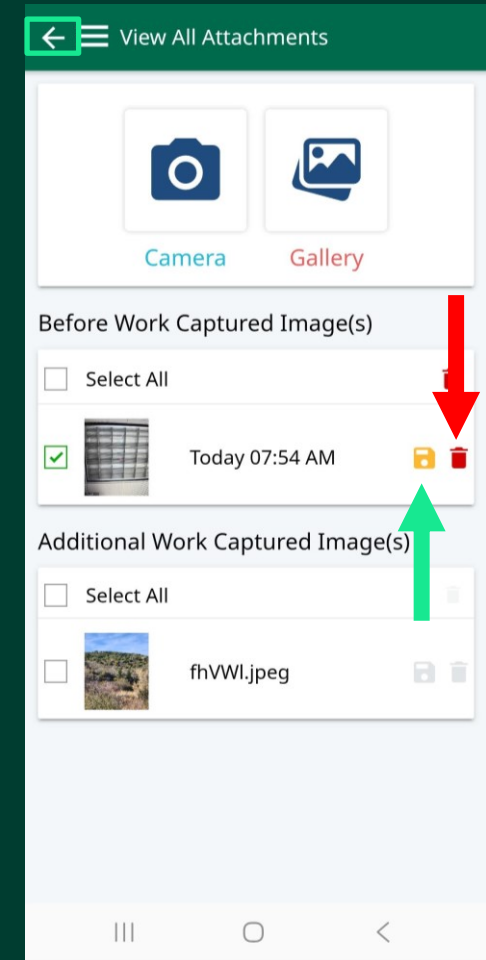
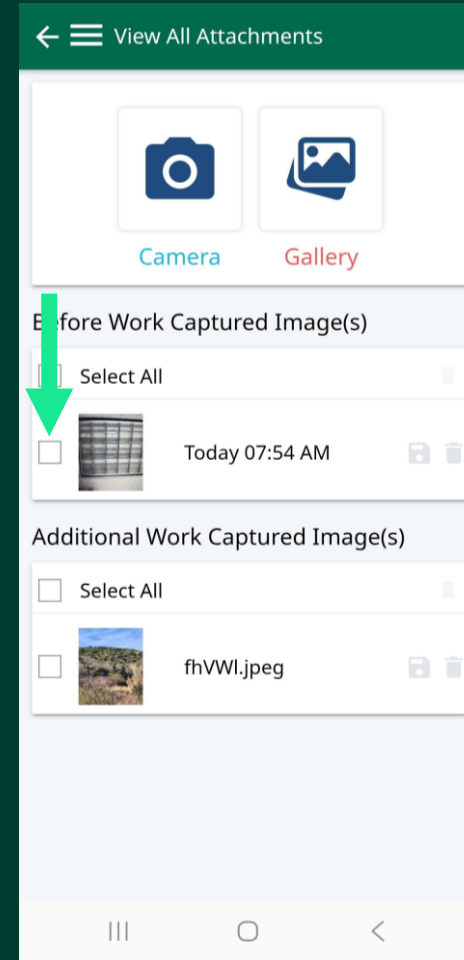
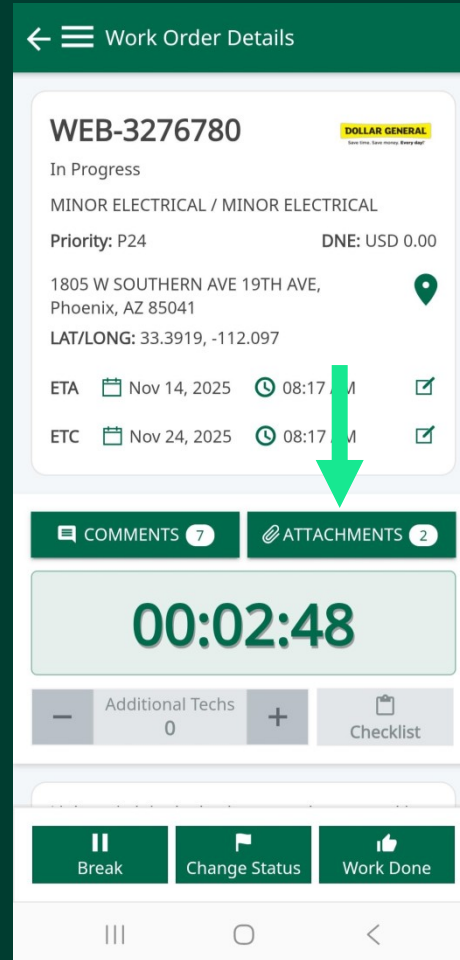
- Upon checking in you will be prompted to open your phone's camera to take before photos. Once photos are taken, you can add an optional description, select "Upload" and the photo will appear below "Attached Pictures".
Note: Description cannot be edited once uploaded.
- You will also see your clock start on the app and this is what is keeping up with your time on site.
- Once all needed photos have been uploaded, you can select continue which will take you back to the work order overview screen.
- If you need to download and/or delete the photo(s) for any reason. We will go over those options on the next slide.



Work Order Flow: Viewing Attachments

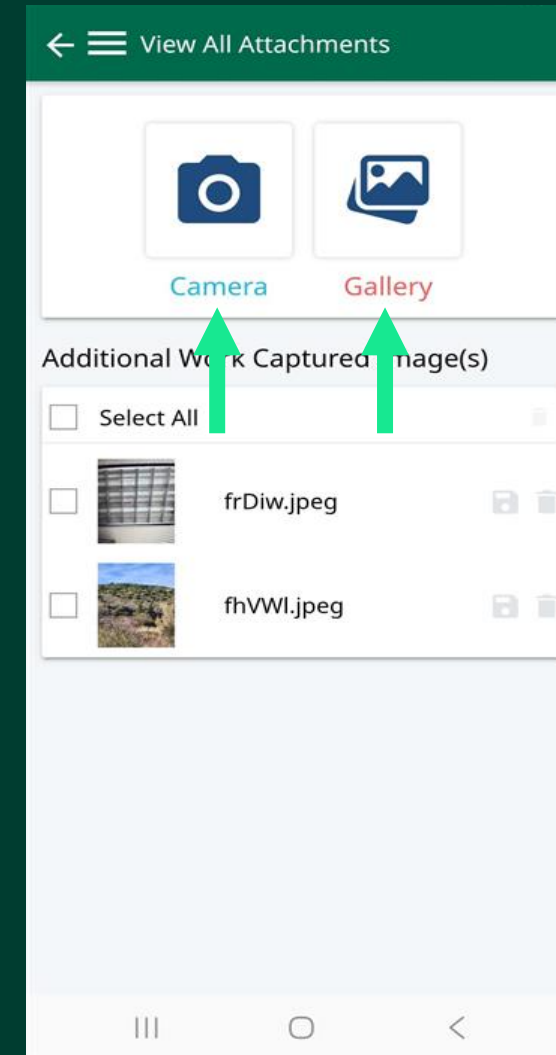
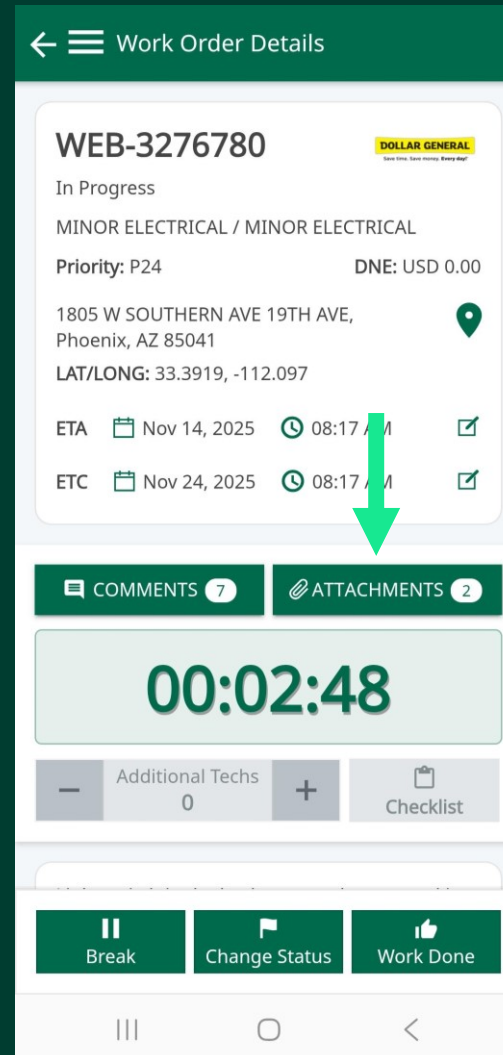
Once you take your photos and select continue you will see a “Attachments” button.

- When you select “Attachments”, you will be brought to the View All Attachments page.
- Here you can select a photo that you want to download or delete by clicking the check box to the left of the photo.
- You can download the photo by clicking the yellow floppy disc icon.
- You can delete the photo by clicking the red trashcan.
- Once you are done, you can click the back arrow at the top of the screen..



Adding Attachments

- If you are unable to add photos when checking in/out of the work order, there is an attachment area in the work order where you can do so at any time.
- When you select the Attachments button, you will see a camera option and a gallery option on the next page.
- Select the Camera to take a live photo with your device's camera.
- Select the Gallery to select and upload any photo(s) from your device's gallery.



Multi Tech Check In

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Multiple technicians cannot be checked into a work order at once whether under a different username or the same.

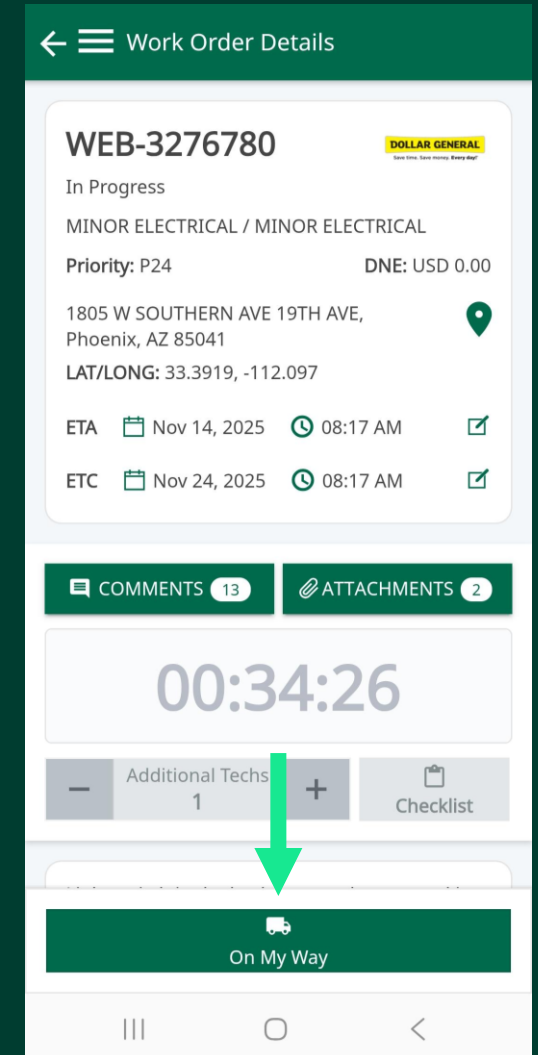
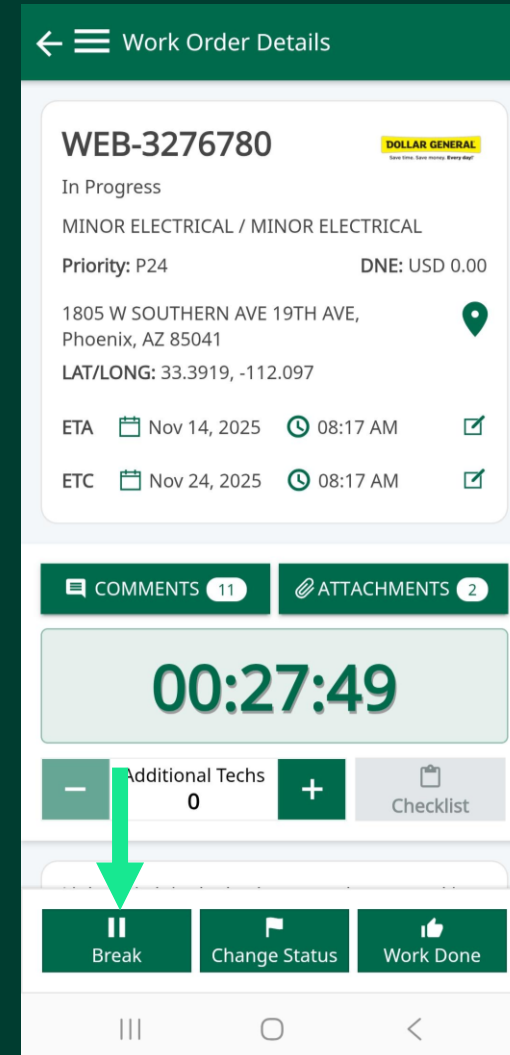
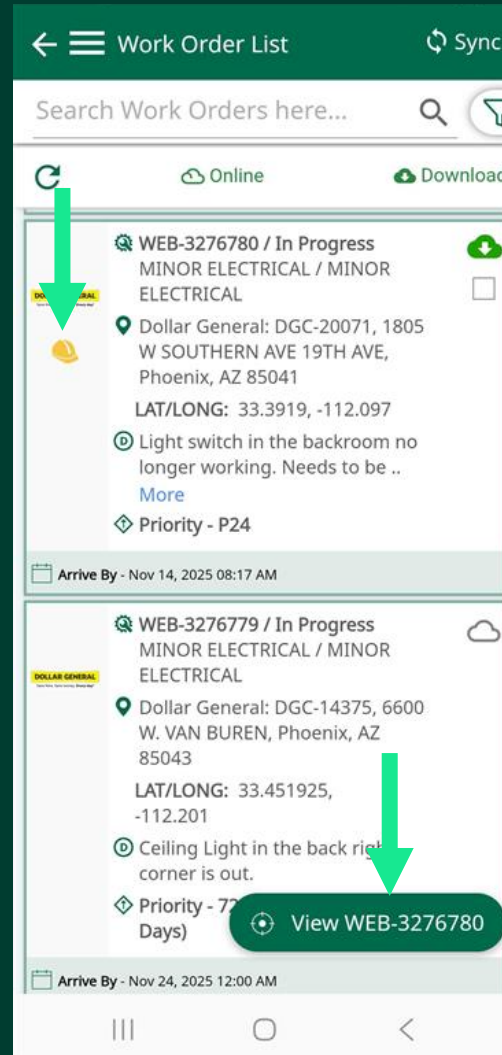
- You can use the Multi Tech Check In feature to address how many techs are with you on site.
- Once you check in and take your pictures, you can use the plus button (above change status at the bottom of your screen) to add additional techs to your work order.
- The +/- buttons allow you to adjust how many techs are on site with you. This must be selected once you finish taking your “before” pictures to ensure time for multiple techs is taken correctly.
- Additional tech button will be greyed out after a few seconds and can be pressed again to be reactivated to make any adjustments needed.

The screenshot shows the 'Work Order Details' screen for work order WEB-3276780. The status is 'In Progress' and the location is 1805 W SOUTHERN AVE 19TH AVE, Phoenix, AZ 85041. The time is 00:05:28. At the bottom, the 'Additional Techs' button is highlighted with a red box and a red arrow pointing to it, showing a value of 0. The 'Checklist' button is also visible.

The screenshot shows the 'Work Order Details' screen for work order WEB-3276780. The status is 'In Progress' and the location is 1805 W SOUTHERN AVE 19TH AVE, Phoenix, AZ 85041. The time is 00:05:44. At the bottom, the 'Additional Techs' button is highlighted with a red box, showing a value of 1. The 'Checklist' button is also visible.

Work Order Flow: Tracking Time

- Once you are back on the “Work Order Details” screen, you will need to leave the app running in the background to continue to capture your time on site.
- Users who checked in to a work order using the app will see a hard hat icon on the work order as well as a floating “view” link at the bottom of the Work Order List screen.
- This view link displays regardless of current list filtering while that user has an active check-in sent using the app, this is to easily navigate back to the work order to update as needed.
- If/when you need to pause your billable time for any reason, you can do so with the “Break” button at the bottom of the screen. Once you are done with your “Break”, you will need to click “On My Way” and follow the check in process to continue working as well as update the tech count if needed.



Work Order Flow: Communication

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- Within the “Work Order Details” Screen there is Comment Icon.
- When you select “Comments” you will be brought into a new page where you can view all comments that have been added to the work order.
- At the top of that page, you will see “Add Comments” and “Email Comments”.
- To add a comment, you can select “Add Comment” and hit “Submit” you are done typing in your comment.
- To email a comment, you can select “Email Comment”, select from the list of associated users or enter the email address in which you want to send the comment to, enter in your comment, and then select submit to send that comment via email.

Work Order Details

WEB-3276780

In Progress

MINOR ELECTRICAL / MINOR ELECTRICAL

Priority: P24 DNE: USD 0.00

1805 W SOUTHERN AVE 19TH AVE, Phoenix, AZ 85041

LAT/LONG: 33.3919, -112.097

ETA Nov 4, 2025 08:17 AM

ETC Nov 4, 2025 08:17 AM

COMMENTS 15 ATTACHMENTS 2

00:44:28

Additional Techs 0 Checklist

Break Change Status Work Done

Comments

Add Comments Email Comments

Kevin Today - 10:53 AM Provider sent 'On My Way' via FSEliteConnect App.

Kevin Today - 10:50 AM Provider checked in. Total travel time 1 minute(s).

Kevin Today - 10:50 AM Provider sent 'On My Way' via FSEliteConnect App.

Also adds comment

Add Comments

Add Comment for WEB-3276780 / MINOR ELECTRICAL MINOR ELECTRICAL

Subject: WO: IFM | DGC-20071 | WEB-3276780 | MINOR

Readable by: ☒ Internal ☒ Service Provider ☐ Client ☒ Corporate

Enter your Comments: Will be onsite in 30 minutes.

Submit Cancel

Email Comments

Add Comment for WEB-3276780 / MINOR ELECTRICAL MINOR ELECTRICAL

To: Add Recipient's email address..

Subject: WO: IFM | DGC-20071 | WEB-3276780 | MINOR

Enter your Comments: Type or click on mic icon to record your comments...

Submit Cancel

Work Order Flow: Status Change

Once you stop work for the day, but the work order is not yet completed, you have the option to select “Change Status”. When selecting Change Status, you will follow the prompts to check out of the work order by selecting the appropriate status, this is generally for when a return visit to the location is needed.

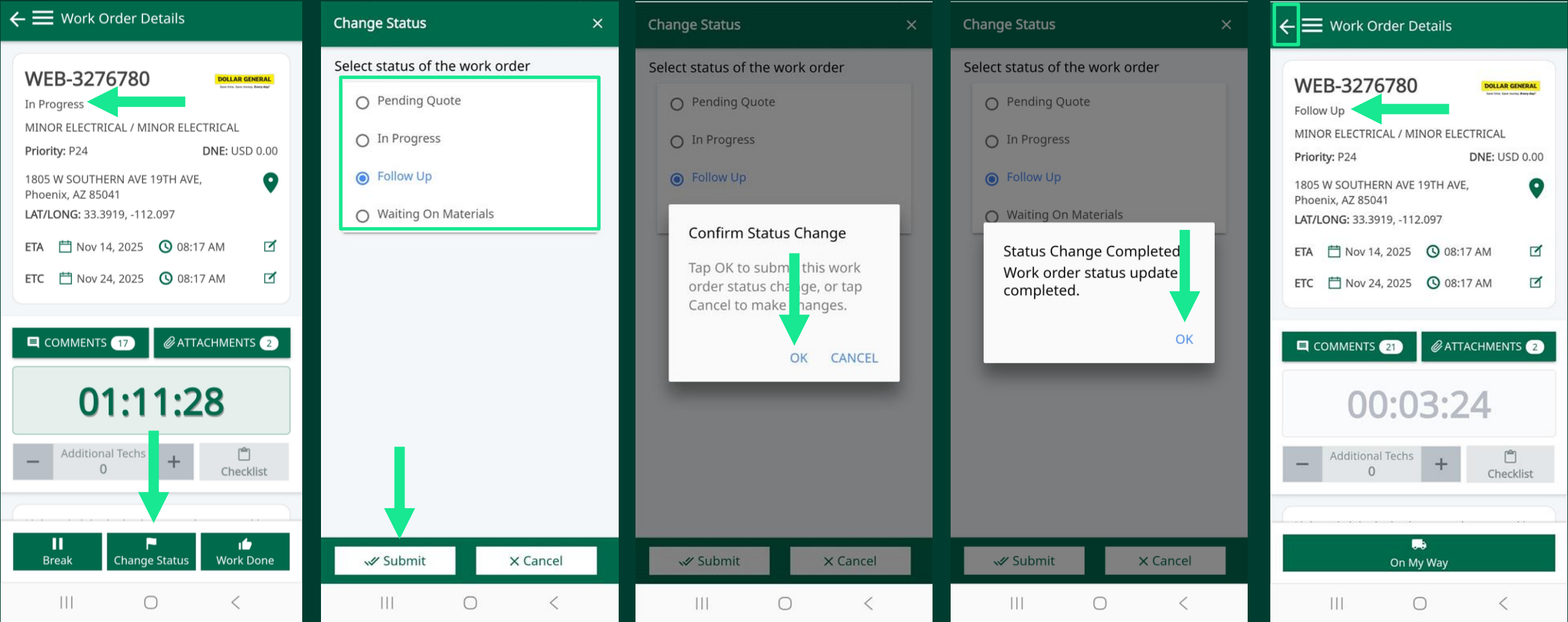
- Status Options (examples on next page):
 - Pending Quote in the case that the you need a quote to complete the job.
Note: If work is an emergency and can be completed same day, please call in for an onsite DNE increase.
 - In Progress/Follow Up in case you are waiting on direction from the client and/or a return visit is needed to the site.
 - Waiting on Materials in case you need to obtain/order materials and will not exceed the DNE.

Please note: Changing the status will not prompt you for “after” pictures.

- Once you selected the needed status, select “Submit”, confirm the status change by selecting “OK”. Then the “Status Change Completed” pop-up will appear on your screen, select “OK” where you will be brought back to the work order overview screen.
- Verify the work order is in the correct status and then you are ready to proceed to your next job.
- Select the back arrow at the top left to go back to the work order list view.

****REMINDER:** Make sure you adjust the number of technicians prior to selecting “Status Change”.**

Work Order Flow: Status Changes



Work Order Flow: --- Completion and Wrap Up (examples on next page)

Once the work order is completely done, you will select “Work Done”.

When selecting Work Done, a Work Complete will pop up, and you will select the answer accordingly.

- When you select “Confirm”, you will be prompted to take after pictures.
- Once you are done taking pictures, you will select “Continue”.
- You will then be brought to the “Digital Signature” page, where you can fill in the “What Was Done” and obtain the locations signature and select “Next”.

Please Note: Details entered in “What Was Done” will transfer into the Description of work performed within the “Service Provider Invoice” screen in fmPilot2.

- Once you select “Next”, you will be brought to a work order completion screen where you can fill in details of the work that was done. On this page, you can add a description of the work done, how much labor was used, as well as any materials that were used. Vendor Roles USER and MOBILE ONLY (as gone over in fmPilot2 training) are not required to fill in this page, it is optional. If they wish to fill it out, once it is filled out, select “Save & Submit”. If they do not wish to fill it out, they can scroll to the bottom and select “Save & Submit”. There will be a separate slide for ADMIN options we will go over shortly.
- Once “Save and Submit” is selected, another pop up will appear and again select the answer accordingly.

Completion and Wrap Up Flow

CBRE

← Work Order Details

WEB-3276780 DOLLAR GENERAL
In Progress
MINOR ELECTRICAL / MINOR ELECTRICAL
Priority: P24 DNE: USD 0.00
1805 W SOUTHERN AVE 19TH AVE,
Phoenix, AZ 85041
LAT/LONG: 33.3919, -112.097
ETA Nov 14, 2025 08:17 AM
ETC Nov 24, 2025 08:17 AM

COMMENTS 25 ATTACHMENTS 2

00:00:40

Additional Techs 0 Checklist

Break Change Status **Work Done**

← Work Order Details

WEB-3276780 DOLLAR GENERAL
In Progress
MINOR ELECTRICAL / MINOR ELECTRICAL
Priority: P24 DNE: USD 0.00
1805 W SOUTHERN AVE 19TH AVE,
Phoenix, AZ 85041
LAT/LONG: 33.3919, -112.097
ETA Nov 14, 2025 08:17 AM
ETC Nov 24, 2025 08:17 AM

COMMENTS 25 ATTACHMENTS 2

00:00:52

Additional Techs 0 Checklist

Break Change Status **Work Done**

Work Complete
Tap Confirm if work is done and you are ready to submit completed work order, or tap Cancel to continue working.

CANCEL CONFIRM

← Take Pictures

00:08:31

Please take "After" Work Completed Picture(s).

Camera

Attached Pictures (To remove the picture Tap on Image)

View All Attachments

Check-In Continue

← Digital Signature

00:08:50

WEB-3276780
Work Completed On: 11/17/2025 12:10 PM
What was done?
Type details or tap on mic icon to dictate
2,000 characters remaining

Approver Signature
Select an option to add signature

Completion and Wrap Up Flow (cont.)

CBRE

← Digital Signature

00:09:50

WEB-325780

Work Completed On:
11/17/2025 12:11 PM

What was done?

Light fixed, job completed.

1,973 characters remaining

Approver Signature
Select an option to add signature

← Digital Signature

Approver Signature
Select an option to add signature

Add Digital Signature

or

[Take Photo of Signature](#)

Approver Name
Type name

Approver Title (optional)
Type title


Cancel Next

Submit without a signature

If you are using Take Photo of Signature, you will be prompted to take a photo, just like when you check in.

← Digital Signature

Approver Signature
Select an option to add signature



clear ✕

Approver Name
Kevin Test

Approver Title (optional)
Manager

Cancel Next

Submit without a signature

Have the store personnel sign with their finger or a stylus if you have one that works with your device.

Submit Without A Signature

If you choose “Submit without a signature”, the app will prompt you to provide a reason why you are not obtaining a signature.

- Once a Reason is selected, select Next to continue.
- If/When “Other” is selected, please provide a reason in the field provided, select Next to continue.
- A signature is required by most clients in some form and if a signature is not obtained, this can result in a delay in payment.

← ≡ Digital Signature

Approver Signature
Select an option to add signature

clear ✕

Approver Name

Approver Title (optional)

Cancel Next

Submit without a signature

III O <

← ≡ Digital Signature

Submit without signature
Submitting without a signature can delay payment.

Please provide a reason:

Signer unavailable ▼

Location closed/afterhours service

Signer unavailable

Signer uncomfortable due to COVID

Provider forgot to obtain signature (may result in non-payment)

Other

CANCEL NEXT

III O <

← ≡ Digital Signature

Submit without signature
Submitting without a signature can delay payment.

Please provide a reason:

Other ▼

Other

Provide reason signature not provided here

CANCEL NEXT

III O <

Completion and Wrap Up

User/Mobile Only Roles:

- Once you select Next, A “Confirm Work Complete” pop up will pop up, Select “Confirm” to go to the “Work Completion Screen”.
- Once on the Work Completion Screen, simply select “Save & Submit”
- Work Complete pop up, select Ok, to move to Work Done screen.
- Select View Other Work orders to locate your next work order!

REMINDER: Any information put into this page will transfer to the Service Provider Invoice within fmPilot2, **still must have your invoice submitted through www.fmPilot2.com.**

Digital Signature

Approver Signature
Select an option to add signature

Confirm Work Complete
Confirm all work order tasks are completed. Once submitted, you can't make further updates.

CANCEL CONFIRM

Approver Title (optional)
Manager

Cancel Next

Submit without a signature

Work Order Completion

WEB-3276780 - MINOR ELECTRICAL/MINOR ELECTRICAL

What was done:
Light fixed, job completed.

How much labor?
(Add details about labor)

Level -Please Select-
Premium -Please Select-
Quantity
Description
Type details or tap on mic icon to dictate
150 characters remaining

Any Materials?
Add Item

Select Charge -Please Select-

Clear Save & Submit

Work Order Completion

WEB-3276780 - MINOR ELECTRICAL/MINOR ELECTRICAL

What was done:
Light fixed, job completed.

How much labor?
(Add details about labor)

Work Complete
Work is completed, and Work Order WEB-3276780 is ready to invoice.

OK

Le
Pr
Q
De
Type details or tap on mic icon to dictate
150 characters remaining

Any Materials?
Add Item

Select Charge -Please Select-

Clear Save & Submit

Work Done

DOLLAR GENERAL
Save time. Save money. Every day!

WEB-3276780 - MINOR ELECTRICAL / MINOR ELECTRICAL

Dollar General: DGC-20071

1805 W SOUTHERN AVE 19TH AVE, Phoenix, AZ 85041

Arrive By - Nov 14, 08:17 AM 2025

Complete By - Nov 24, 08:17 AM 2025

Light switch in the backroom no longer working. Needs to be checked.

Thank You.
Work is complete.

View Other Work Orders

Completion and Wrap Up

Admin Role Option 1 (Preferred Method):

- Once you select Next, A “Confirm Work Complete” pop up will pop up, Select Confirm to go to the “Work Completion Screen”.
- Once on the Work Completion Screen, simply select “Save & Submit”
- Work Complete pop up, select Confirm, to move to Work Done screen, and submit your invoice through fmPilot 2 later.
- Select View Other Work orders to locate your next work order!

REMINDER: Any information put into this page will transfer to the Service Provider Invoice within fmPilot2, **still must have your invoice submitted through www.fmPilot2.com.**

Digital Signature

Approver Signature
Select an option to add signature

Confirm Work Complete

Confirm all work order tasks are completed. Once submitted, you can't make further updates.

CANCEL CONFIRM

Submit without a signature

Work Order Completion

WEB-3276780 - MINOR ELECTRICAL/MINOR ELECTRICAL

What was done:
Light fixed, job completed.

Invoice Number

Attachment Add Attachment

How much labor?
(Add details about labor)

Level -Please Select-

Premium -Please Select-

Quantity

Description
Type details or tap on mic icon to dictate
150 characters remaining

Clear Save & Submit

Work Order Completion

WEB-3276780 - MINOR ELECTRICAL/MINOR ELECTRICAL

What was done:
Light fixed, job completed.

Work Complete

To complete work now and invoice later, tap Confirm.
To complete work and submit an invoice now, tap Cancel, then enter the required Invoice Number information, add attachments, and re-submit.

CANCEL CONFIRM

Clear Save & Submit

Work Done

DOLLAR GENERAL
Save time. Save money. Every day!

WEB-3276780 - MINOR ELECTRICAL / MINOR ELECTRICAL

Dollar General: DGC-20071

1805 W SOUTHERN AVE 19TH AVE, Phoenix, AZ 85041

Arrive By - Nov 14, 08:17 AM 2025

Complete By - Nov 24, 08:17 AM 2025

Light switch in the backroom no longer working. Needs to be checked.

Thank You.
Work is complete.

View Other Work Orders

Completion and Wrap Up

Admin Role Option 2 (Not recommended):

- Once you select Next, A “Confirm Work Complete” pop up will pop up, Select Confirm to go to the “Work Completion Screen”.
- Once on the Work Completion Screen, fill out the needed information, Invoice, add any attachments.
- Add How Much Labor and/or Other charges as needed.

Digital Signature

Approver Signature
Select an option to add signature

Confirm Work Complete

Confirm all work order tasks are completed. Once submitted, you can't make further updates.

CANCEL CONFIRM

Approver Title (optional)
Manager

Cancel Next

Submit without a signature

Work Order Completion

WEB-3276780 - MINOR ELECTRICAL/MINOR ELECTRICAL

What was done:
Light fixed, job completed.

Invoice Number

Attachment Add Attachment

How much labor?
(Add details about labor)

Level -Please Select-
Premium -Please Select-
Quantity
Description
Type details or tap on mic icon to dictate
150 characters remaining

Clear Save & Submit

Work Order Completion

How much labor?
(Add details about labor)

Level Manual Entry
Premium Standard
Quantity 5
Description Labor
145 characters remaining

Labor - Add Item

Any Materials?
Add Item

Select Charge Trip Charge
Option Manual Entry St...
Quantity 1
Description
Standard Trip Charge

Any Material - Add Item

Clear Save & Submit

Work Order Completion

Option Standard
Quantity 1
Cost/Unit 12.95
Description Light switch
137 characters remaining

Any Materials - Add Item Options

Select Charge

Material
Trip Charge
Part
Freight
Tax
Cancel

Completion and Wrap Up

Admin Role Option 2 (cont):

- Remove Items by selecting the Red Trash icon
- Once the Work Completion Screen is filled out with the needed information, review and select “Save & Submit”.
- Once Save & Submit is selected your invoice will be submitted through fmPilot2 and no further action is needed at this time.
- Note:** The Client and/or Account team may follow up requesting more information and/or advise of any edits needed.
- Once the Work Complete pop-up displays, select “Confirm” to submit.

This screenshot shows the 'Work Order Completion' screen. The first item, 'Premium', has a quantity of 1.5. A green arrow points to the red trash icon at the bottom right of this item's row. Below this, there is a section for 'Any Materials?' with an 'Add Item' button. The first material is 'Standard Trip Charge' with a quantity of 1. A green arrow points to the red trash icon at the bottom right of this material's row. At the bottom of the screen are 'Clear' and 'Save & Submit' buttons.

This screenshot shows the 'Work Order Completion' screen. The first item is 'WEB-3276780 - MINOR ELECTRICAL/MINOR ELECTRICAL' with a quantity of 1. A green arrow points to the red trash icon at the bottom right of this item's row. Below this, there is a section for 'How much labor?' with an 'Add Item' button. The first labor item is 'Labor' with a quantity of 2.5. A green arrow points to the red trash icon at the bottom right of this labor item's row. At the bottom of the screen are 'Clear' and 'Save & Submit' buttons.

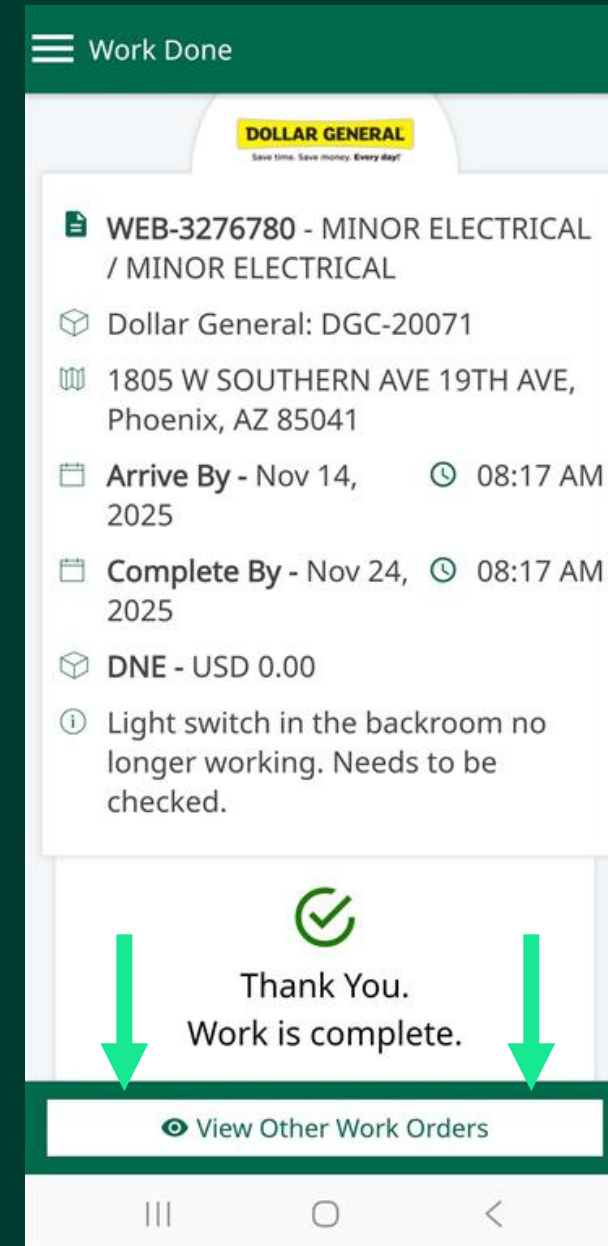
This screenshot shows the 'Work Order Completion' screen. The first item is 'Standard Trip Charge' with a quantity of 1. A green arrow points to the red trash icon at the bottom right of this item's row. Below this, there is a section for 'Select Charge' with a 'Material' dropdown. The first material is 'Light switch' with a quantity of 1. A green arrow points to the red trash icon at the bottom right of this material's row. At the bottom of the screen are 'Clear' and 'Save & Submit' buttons.

This screenshot shows the 'Work Order Completion' screen with a 'Work Complete' pop-up dialog. The pop-up contains the text: 'Work is completed, and Invoice #345672 will be submitted.' and a green arrow pointing to a blue 'CONFIRM' button. The background screen is dimmed, showing the same 'Work Order Completion' form as the previous screenshots.

Work Order Flow: Final Steps

Once you select Confirm to submit, you will be brought to the “Work Done” screen.

- You can select “View Other Work Orders” to go back to your work order list.
- As a reminder, work orders are geofenced so the next work order will not appear unless you are within one mile of the job site.



Questions?

Systems Training and Support:
Contact Provider Enablement by sending an
email to ProviderEnablement@cbre.com or
calling 800-652-2056 Option #1.